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**Women in Delhi  
 should be FREE from  
 VIOLENCE and FEAR**

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**हमें बहनें कहे निकलीं बात हमारी  
 दिशे रहे हमारा रात हमारी**

# Safe Cities Free from Violence Against Women and Girls.

A Joint Initiative of Jagori, UN Women, UN Habitat and Other Partners

A 'safe' city is not just a city where women and girls live their lives free from sexual violence and harassment, but also from any fear of experiencing such violence or harassment. Violence is part of the generalized continuum of discrimination faced by women and girls, which prevents their free movement and impedes upon their ability to access the city. Jagori's Safe Cities Campaign is an initiative committed to addressing the gendered nature of rapid urbanization, which results in exclusion, a lack of opportunities, and decreased access to spaces and services for women and girls. Launched in 2004 by Jagori, the initiative has since expanded, encompassing numerous issues through public outreach, community action, research and education. Since 2009, in partnership with UN Women, UN Habitat, government and other partners, the focus has been on scaling up activities and expanding the Safe Cities model to urban spaces in Delhi. Over time Jagori has shared knowledge and research tools with women's groups from more than eight cities in India, including Bangalore, Bhopal, Guwahati, Kolkata, Mumbai, Cochin, Thiruvantapuram, Ranchi and others.

### **1. Urban Planning and Design of Public Spaces**

The design of public spaces - from urban planning standards to bylaws - need to



address geographies of exclusion and ensure equal access for women and girls. For example, when designing neighbourhoods, planners must make sure that streets, bus stands, community toilet complexes, water stand points and metro stations are adequately lit, and that they are more likely to be used by a diverse set of users, including women, children, the elderly and others. Over the years, Jagori has suggested policy and structural changes based upon the

findings of safety audits and studies to urban planning departments, including the Municipal Corporation of Delhi, the United Traffic and Transportation Infrastructure Centre, Delhi Development Authority and the Delhi Dialogue Commission.

### **2. Provision and Management of Urban Infrastructure**

It is not merely enough to design public spaces in a gender sensitive manner, as streets, bus stands and public toilets - amongst other urban infrastructure - are of little use if they are poorly maintained. In the case of Delhi, research has shown that poorly maintained public infrastructure (pavements, street lights, public toilets, parks, etc.) are frequently reported as factors which contribute to making spaces unsafe for women. Jagori's work with women in low-income communities, domestic and migrant workers and the homeless has widened the horizon of advocacy for building caring city-spaces that can also be maintained by communities in partnership with the state.

### **3. Public Transport**

Previous research conducted by Jagori and New Concept (2010) builds a strong body of evidence to indicate that close to 54% of women felt unsafe inside a crowded public transport and at bus stops. Transport services must be upgraded with regular oversight undertaken by relevant agencies. Amongst other activities, Jagori, in partnership with the Delhi Transport Corporation (DTC), conducted gender sensitization trainings and

developed modules reaching out to over 3500 drivers and to a core group of 50 trainers, who in turn reach out to over 10,000 DTC staff members annually. Most often, the last mile of transportation on a given journey is not sufficiently considered in the planning process, and connectivity is left to informal modes of transport such as shared autos, rickshaws and RTVs. Recommendations have been submitted to the Delhi Metro Rail Corporation and Delhi Transport Authority, covering important aspects from improving last mile connectivity to increasing the display of helpline numbers in public transport.

#### **4. Policing**

It is important to recognize that improved policing is crucial, however, it alone does



not solve the problem of increasing violence and sexual assault in the city. There is a need to simultaneously address the patriarchal ideologies that shape everyday norms and behaviours across institutions, and to focus on institutional reforms. It is essential that police are accessible and equipped to deal with cases of sexual violence and sexual harassment, so that women can easily file First Information Reports. A study of Delhi Police helpline numbers for women in Delhi (100/1091), conducted in partnership with Marg (2012), provided key recommendations on improving the women's

helpline in the city. Additionally, Jagori has undertaken gender sensitization sessions on request for the Delhi police staff.

#### **5. Legislation, Justice and Support to Victims**

Ensuring that policing is gender sensitive is merely a first step towards ensuring justice and support for women and girls in the city. In general, survivors of sexual crimes which occur in public spaces must have access to appropriate legal, social, emotional and/or psychological services and support. With vast experience in this area, Jagori provides counseling and legal referrals and services to survivors of violence, works with collectives of women survivors building safety centres and para legal aid. In addition Jagori provides technical assistance on the development of protocols and gender sensitive procedures to numerous agencies. Special submissions have been made to the (Late) Justice Verma Committee, Justice Mehra Commission, Ministry of Women and Child Development, Delhi Government, and select Parliamentary Standing Committees on Women's rights and safety.

#### **6. Education**

Schools, colleges and universities are important educational spaces for addressing the safety of young girls and women, as well as for focusing on the important role that boys and men can play in ending violence against women. Educational institutions are also venues for educating all citizens



about the unacceptability of sexual harassment and assault, and to raise awareness about laws and services. In this sector, Jagori has partnered with Pravah and CYC to work with government school teachers, in order to incorporate gender perspectives in curricula, as well as to ensure safety in schools. Campaigns and discussions have been undertaken in various schools and colleges. Trainings on women's safety and multi-stakeholder outreach have been undertaken with the Gender Resource Centres - Delhi Government.

## 7. Information Technology

Information Technology is playing an increasingly important role for ensuring safety in cities. For instance, a number of new initiatives have sought to use technology, namely smart phones, to connect individuals with emergency services and to monitor neighbourhoods for potential safety issues. Jagori has been working in close association with the mobile application developer 'Safetipin', and has conducted over 3000 safety audits across Delhi. Community women and youth collectives have also reached out to various local stakeholders, in order to present key recommendations based on the findings of safety audits conducted in their neighbourhoods.

## 8. Public Awareness:

Urban spaces will only become truly safe when all residents actively decide to contribute to the elimination of all forms of violence and sexual assault against women and girls.



Women have "the right to the city," to all of its infrastructure and services, and to equal citizenship. Activities aimed at increasing public awareness, including both long-term sensitization campaigns and short term outreach efforts, have been an essential feature of addressing patriarchal norms and values, and for asserting the constitutional rights of women. Jagori consistently engages in public education and awareness drives through the use of street campaigns and theatre, folk songs, booklets, graffiti and wall

paintings, radio shows and other creative mediums. In partnership with the Women's Feature Service articles on women's safety have been published. Additionally, annual street audits with women's organisations are undertaken on specific routes, in order to highlight gender gaps.



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