



Phase 3 Bangalore Metro Rail Project

**Gender Equality and Socially Inclusive
Action Plan**

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Bangalore Metro Rail Corporation Ltd.

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Abbreviations and Acronyms

ANPR	Automatic Number Plate Recognition
ADB	Asian Development Bank
BBMP	Bruhat Bengaluru Mahanagara Palike
BCP	Bengaluru City Police
BMRCL	Bangalore Metro Rail Corporation Limited
BMTC	Bengaluru Metropolitan Transport Corporation
DULT	Directorate of Urban Land Transport
DWCD	Department of Women and Child Development
ESCAP	Economic and Social Commission for Asia and the Pacific
EWS	Economically Weaker Sections
GBVH	gender-based violence and harassment
GESIAP	Gender Equality and Social Inclusive Action Plan
GFWP	Gender-Friendly Workplace Policy
GIZ	Gesellschaft für Internationale Zusammenarbeit
GoI	Government of India
GoK	Government of Karnataka
GRM	Grievance Redress Mechanism
ICC	Internal Complaints Committee
IGC	Internal Grievance Committee
IISc	Indian Institute of Science
JICA GL	JICA Environmental and Social Consideration Guidelines
K-MAY	Karnataka Mahila Abhivrudhi Yojane
KSLSA	Karnataka State Legal Services Authority
KSSDC	Karnataka State Small Industries Development Corporation
KWDC	Karnataka Women's Development Corporation
MMI.	Multi Modan Integration
MoRTH	Ministry of Road Transport & Highways
MoWCD	Ministry of Women and Child Development
NCW	National Commission for Women
NUTP	National Urban Transport Policy
O&M	Operation and Maintenance
OBC	Other Backward Classes
PMAY	Pradhan Mantri Awas Yojana
PMKVY	Pradhan Mantri Kaushal Vikas Yojana
PMKVY	Pradhan Mantri Kaushal Vikas Yojana
POSH	Prevention of Sexual Harassment
PwDs	People with Disabilities
SC	Scheduled Class
SCSP	Scheduled Castes Sub-Plan
SHWW	Sexual Harassment of Women at Workplace
ST	Scheduled Tribes
TOD	Transport Oriented Development
TSP	Tribal Sub-Plan
WB	World Bank
WCP	Women Component Plan
WRI	World Resources Institute

1. Introduction

1.1 Background

Transport plays a critical role in providing access to services and the essentials of life, such as education, health care and employment opportunities, which determine economic development and the well-being of society at large. Urban transport systems not just being functional but also being equitable, safe, affordable and convenient for all people, including disadvantaged or vulnerable group, are vital for socioeconomic development of India.

This involves identifying disadvantage and vulnerable group and understanding their diverse needs of and focuses on addressing barriers by identifying and removing physical, informational, attitudinal, economic, institutional and systemic barriers that prevent disadvantaged or vulnerable group from accessing and utilizing public transport independently and safely.

Gender equality

Women participation is crucial for India's sustainable development. India has to cope with a wide gender gap in workforce participation rates which is not only perpetuates gender inequality but is also responsible for a significant missed opportunity for socio economic growth and development.

The state of Karnataka, despite being India's IT hub, has a lower female labour force participation rate than the national average. A significant portion of women are engaged in unpaid household labour and casual workers, particularly in non-public works. Among those outside the labour force, the largest group consists of women solely involved in domestic duties, followed by those combining domestic chores with activities like sewing, and weaving for household use, a pattern observed in both rural and urban areas of Karnataka.¹

Barriers such as inadequate education or skills, lower wages, a higher share of household responsibilities, social and cultural biases, and the risk of gender-based violence and harassment (GBVH) prevent women from joining the workforce. The Government of India (GoI) has been undertaking to overcome these barriers through gender-specific programs in wider sectors. According to the World Bank², women use public transport for 84% of their trips. However, these trips often involve safety and accessibility concerns, with high cases of sexual harassment, and low connectivity to peripheral urban and more rural areas. Safe and affordable access to the destination to participate and benefit from them have been the draw back.

Social Inclusiveness

The aspects of inclusive transport and mobility are overlooked in transport development. According to the GIZ³, 2.21% of Indians living with disabilities. The lack of accessible transportation does not only limit their mobility, but also access to education, healthcare, and economic opportunities. It, therefore, becomes crucial to prioritise planning and investing in inclusive transport infrastructure that caters to the needs of all sections of the society, particularly for marginalized groups.

For example, People with Disabilities (PwDs) faces difficulties in reaching public transport stations due to lack end mile connectivity, limited assistance and safety concerns. PwDs are not a monolithic group and their mobility needs vary significantly based on the type and severity of disability (e.g., visual impairment, hearing impairment, mobility impairment, intellectual disability). Transport plans hardly focus on providing safe, equitable, inclusive, and accessible mobility for those variety of PwDs needs due to limited understanding of practitioners, and transport planners, lack of public awareness, and inadequate disability-specific data.

¹ IWWAGE (March, 2025) Trends in Female Labour and Workforce Participation – Karnataka, <https://iwwage.org/trends-in-female-labour-and-workforce-participation-karnataka/>

² World Bank (2022) Policy Brief: Making public transport and urban spaces safer and inclusive for women : A policy brief based on the 'Toolkit for Enabling Gender Responsive Urban Mobility and Public Space in India

³ Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH(2023) Inclusive mobility for Indian Cities

Thus, the gender equality and social inclusive planning and designing of the Project is essential so that Metro is accessible, affordable, and equitable for all individuals, regardless of their gender, age, ability, socio-economic background or geographic location since this mode of transportation is key to their access to social welfare schemes and service and socioeconomic development of India.

1.2 Objective

The Gender Equality and Social Inclusive Action Plan (GESIAP) is positioned as BMRCL's core policy for promoting both internal organizational practices and the metro project in an inclusive and sustainable manner. The GESIAP complements the Environmental Impact Assessment (EIA) and the Resettlement Action Plan (RAP) of the project, ensuring that it addresses the specific needs and vulnerabilities of women and other disadvantaged and vulnerable groups. Furthermore, it promotes gender equality, social inclusion, and empowerment throughout all phases of the project, from planning through implementation and operation, and into monitoring and evaluation.

1.3 Guiding Principles

The GESIAP is guided by the following principles aligned with JICA Environmental and Social Consideration Guidelines (JICA GL) and BMRCL policy initiatives to promote gender mainstreaming.

- (a) ***Gender and Socially Sensitive Policies, Institutions, and Organizations:*** promote BMRCL administrative system in gender mainstreaming and social inclusiveness through addressing their policy and organization.
- (b) ***Promote Empowerment:*** ensure women and vulnerable groups are taken account as principal target beneficiaries by gender and vulnerability disaggregated approach and enhancing their capabilities and opportunities.
- (c) ***Gender Mainstreaming and Socially inclusiveness in all stage of project:*** Integrate a perspective of gender and vulnerability into project components and activities at all stages of the project cycle (planning, implementation, monitoring, and evaluation).
- (d) ***Equitable Benefits:*** Deliver equitable benefits to all other beneficiaries regardless of their gender and vulnerability through their participation and voices of all genders, and vulnerable groups including marginalized groups, are heard and reflected at all stages of the project cycle.
- (e) ***Safety and Security:*** to promote free from fear and conflicts through taken account circumstance and consideration to those who are socially vulnerable in all aspects of the Project including the resettlement process and future transportation services.
- (f) ***Transparency and Accountability:*** Ensure transparent processes and establish clear mechanisms for reporting and addressing grievances.

1.4 Methodology

The study was conducted through literature review, review of gender and social vulnerability related issues and action taken through precedent and similar projects. Socio economic survey, stakeholder consultations and focus group discussion were also conducted to identify gender and other socially vulnerable group related issues in the project area and use of Metro.

2. Legal Framework

2.1 Law and regulation

2.1.1 Related Gender Mainstreaming

Government of India has been actively working to secure equal legal rights for men and women through various constitutional safeguards. Table 2.1 illustrates the legislative measures enacted by the Government of India and Government of Karnataka in safeguarding the gender perspectives enhancing gender equality and gender safety.

Table 2.1: Key national and states legislations and provisions related gender mainstreaming

Sl. No	Category	Key Legislations and Provisions	Description
National Level			
1.	Constitution of India	The Constitution lays the foundation for women's rights in India through Fundamental Rights, Directive Principles of State Policy (DPSP), and Fundamental Duties.	<p>Fundamental Rights:</p> <ul style="list-style-type: none"> Article 14 – Equality before law and equal protection of the laws for women and men. Article 15(1) – Prohibits discrimination on grounds of religion, race, caste, sex, or place of birth. Article 15(3) – Allows the State to make special provisions for women and children (basis for protective legislation). Article 16 – Guarantees equality of opportunity in matters of public employment. Article 21 – Protection of life and personal liberty; interpreted by courts to include right to dignity, privacy, and livelihood for women. <p>Directive Principles of State Policy (DPSP):</p> <ul style="list-style-type: none"> Article 39(a) – Right to adequate means of livelihood for men and women equally. Article 39(d) – Equal pay for equal work for men and women. Article 39(e) – Protection of health and strength of workers, including women. Article 42 – Provision for just and humane conditions of work and maternity relief. Article 46 – Promotion of educational and economic interests of weaker sections, including women. <p>Fundamental Duties:</p> <ul style="list-style-type: none"> Article 51A(e) – Duty of every citizen to renounce practices derogatory to the dignity of women. <p>Together, these provisions form the constitutional basis for gender equality, guiding both judicial interpretation and legislative action for women's rights in India.</p>
2.	Safety	Criminal Law (Amendments), Act 2013 and 2018	Introduces offences like acid attacks, stalking, voyeurism; strengthens legal framework against sexual offences, especially involving minors.
3.		Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	Provides mechanisms to prevent and redress sexual harassment at workplaces, ensuring safer work environments for women.
4.		The Commission of Sati (Prevention) Act, 1987	This Act criminalizes the practice of Sati—the historical custom where a widow was compelled or voluntarily immolated on her husband's funeral pyre. It provides strict legal measures to prevent and punish such acts and prohibits glorification or promotion of Sati through any means. The law also includes provisions to protect women's rights and dignity, ensuring harsh penalties for offenders to deter the practice.
5.		Protection of women from domestic violence act, 2005	Protects women from domestic violence by partners or relatives; provides legal remedies and support.
6.	Reservation bill	Women's Reservation Bill 2023	Women's Reservation Bill 2023 (Nari Shakti Vandan Adhiniyam) seeks to reserve one-third of all seats for women in the Lok Sabha, state legislative assemblies, and the Legislative Assembly of the National Capital Territory of Delhi. The reservation will be effective after the census is conducted after the commencement of this Bill has been published. Based on the census, delimitation will be undertaken to reserve seats for women. The reservation will be provided for a period of 15 years. However, it shall continue till such date as is determined by a law made by Parliament. Seats reserved for women will be rotated after each delimitation, as determined by a law made by Parliament.
7.	Transgender Rights	Transgender Persons (Protection of Rights) Act, 2019	To protect the rights of transgender individuals and ensure their inclusion in society. It prohibits discrimination against transgender persons in various sectors, including education, employment, and healthcare. The Act also provides for the recognition of transgender identity, welfare schemes, and the establishment of a National Council for Transgender Persons.

Sl. No	Category	Key Legislations and Provisions	Description
8.	Property Rights	Hindu Succession (Amendment) Act, 2005	Amendment grants daughters equal coparcenary rights — daughters by birth have the same rights and liabilities as sons in joint family property, strengthening women's inheritance and property rights.
9.	Labor Laws	Equal Remuneration Act, 1976	To provide for the payment of equal remuneration to men and women workers and for the prevention of discrimination, on the ground of sex, against women in the matter of employment and for matters connected therewith or incidental thereto.
10.		Minimum Wages Act, 1948	The Minimum Wages Act, 1948, safeguards the interests of workers by providing for the fixation of minimum wages, with a primary focus on the unorganized sector and specified occupations (known as scheduled employments).
11.		Contract Labor (Regulation and Abolition) Act, 1970	To regulate the employment of contract labourers in certain establishments and to provide for their abolition in certain circumstances and for matters connected therewith.
12.		Mahatma Gandhi National Rural Employment Guarantee Act, 2005 (MGNREGA)	At least one-third of the jobs generated under the scheme (MGNREGS) should be given to women. MGNREGA ensures that women receive the same minimum wage as men for similar work.
13.		Maternity Benefit (Amendment) Act, 2017	The Act aims to regulate the employment of women employees in certain establishments for certain periods before and after childbirth and provides for maternity and certain other benefits
14.	Code	Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Rules, 2013 (POSH Rules)	Procedural guidelines detailing the formation of Internal Complaints Committees, inquiry processes, and workplace conduct standards to prevent sexual harassment.
15.		National Building Code of India – Accessibility Provisions	Sets standards and guidelines to ensure infrastructure is safe, accessible, and inclusive for women, the elderly, and persons with disabilities in public spaces and workplaces.
16.		Corporate Governance Guidelines on Gender Diversity	Non-statutory guidelines encouraging public and private organizations to promote gender balance in leadership roles and decision-making positions, enhancing women's representation.
State level			
17.	Institutional Mechanism for Women	Karnataka State Commission for Women Act, 1995	Establishes the State Commission for Women to investigate discrimination, address violations, recommend policy changes, and ensure protection of women's rights in Karnataka.
18.	Female Quotas & Political Participation	Karnataka Panchayati Raj (Amendment) Act, 2010	Amends the state's Panchayati Raj law to reserve 50% of seats for women in local self-governance bodies, enhancing their participation in rural governance and decision-making.
19.	Female Quotas in government and outsourced position	Women reservation bill	The Karnataka government has mandated a 33% reservation for women in all services and posts that are outsourced by government departments for permanent positions and outsourced position (lasting more than 45 days and employing over 20 people) ..This reservation is within the stipulated quota for SC/ST and other backward communities, ensuring women's representation in outsourced jobs across various government departments and organizations
20.	Legislation – Gender Equality	Karnataka Police (Amendment) Act, 2016	Removes the outdated and derogatory term “eunuch” from Section 36A of the Karnataka Police Act, replacing it with the inclusive term “persons” to promote dignity and equality.
21.	Transgender Rights – Employment	Karnataka Civil Services (General Recruitment) (Amendment) Rules, 2021	Introduces 1% horizontal reservation for transgender persons in all categories of state civil service recruitment, ensuring equitable access to public sector employment.
21	Labor Laws	Factories (Karnataka Amendment) Act, 2023	Permits women to work night shifts in factories (7 pm–6 am) with mandatory safety provisions, including secure transport, workplace security, adequate lighting, and work-hour limits.

2.1.2 Related Social Inclusive

Government of India has passed many acts for Disability people to help them to get equal opportunities in education, employment.

Table 2.2: Key national and states legislations and provisions related Social Inclusive

Sl. No.	Category	Legislation / Policy	Description
National Level			
1.	Constitution of India		Article 14: Equality before the law and equal protection of the laws. Article 15: No citizen shall, on grounds only of religion, race, caste, sex, place of birth or any of them, be subject to any disability, liability, restriction or condition Article 21: Protection of life and personal liberty — interpreted by courts to include the right to dignity and accessibility. Article 41 (Directive Principle): The state shall make effective provision for securing the right to work, education, and public assistance for the disabled.
2.	Disability Rights	Rights of Persons with Disabilities Act, 2016	This Act broadens the definition of disability to include various physical, sensory, mental, and intellectual impairments. It mandates equal opportunities in education, employment, and accessibility for persons with disabilities (PwD). The law requires government and private sectors to make reasonable accommodations, ensures social security, and promotes dignity and inclusion in society.
3.	Child Rights	Juvenile Justice (Care and Protection of Children) Act, 2015	The Act establishes a legal framework for the care, protection, rehabilitation, and social reintegration of children in conflict with the law and those in need of care and protection. It mandates child-friendly procedures in legal processes, sets up Juvenile Justice Boards and Child Welfare Committees, and focuses on safeguarding children's rights and welfare in various circumstances.
4.		Commissions for Protection of Child Rights Act, 2005	Establishes National and State Commissions to safeguard and promote child rights, including protection for girls.
5.		Protection of Children from Sexual Offences (POCSO) Act, 2012	The Act provides comprehensive protection to children against sexual abuse, harassment, and exploitation. It establishes child-friendly judicial processes, special courts, and mandatory reporting of offenses. The law is designed to safeguard child victims and ensure swift justice while maintaining their dignity and privacy.
6.	Scheduled Castes/ST	Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act, 1989	This Act aims to prevent atrocities and discrimination against SC/ST communities. It criminalizes acts of violence, social exclusion, and discrimination targeted at these groups. The law establishes special courts for speedy trials and mandates rehabilitation measures to ensure justice and social equality.
7.	Minority Rights	Protection of Civil Rights Act, 1955	The Act abolishes the practice of untouchability and prohibits caste, religion, race, or ethnicity-based discrimination in public and private spheres. It seeks to uphold civil rights and promote social equality for marginalized communities. Penalties and enforcement mechanisms are provided to combat discrimination and protect vulnerable groups.
8.	Elderly Rights	Maintenance and Welfare of Parents and Senior Citizens Act, 2007	This Act provides a legal framework to ensure the maintenance and welfare of senior citizens. It mandates children or heirs to provide maintenance for elderly parents, establishes tribunals to hear complaints, and provides for protection against abuse, neglect, and exploitation of older persons, thereby promoting their dignity and security.
9.	Labour	Equal Remuneration Act, 1976	The Act ensures equal pay for equal work for men and women, preventing wage discrimination based on gender. It also prohibits sex-based discrimination in recruitment, training, and working conditions. It is a foundational labor law supporting workplace gender equality.
10.		Unorganised Workers' Social Security Act, 2008	This legislation provides social security benefits including life and disability insurance, health and maternity benefits, and old-age protection specifically to workers in the informal sector, who are typically vulnerable and lack formal employment protections. It promotes inclusion by ensuring access to welfare schemes and social assistance.
11.	Transport/Infrastructure Laws	The Metro Railways (Construction of Works) Act, 1978 & Metro Railways (Operation and Maintenance) Act, 2002	Though not disability-specific, they must be read with the RPwD Act, requiring all stations, trains, platforms, and passenger services to follow accessibility norms. Accessibility considerations must be integrated into design, construction, ticketing, safety, and evacuation plans
Government of Karnataka			

Sl. No.	Category	Legislation / Policy	Description
12.	Disability	Central PWD Act, 1995	Karnataka implements the 1995 PWD Act, including state-level rules and provisions administered by the State Commissioner for Persons with Disabilities, ensuring equal opportunities, rights protection, and access for persons with disabilities.
13.		Karnataka Amendment Rules (2006) under the central PWD law	mandate 3% reservation in government jobs, with enhanced reservation (up to 5%) in lower job groups, and age relaxations, scribe allowances, conveyance stipends, and exemption from professional tax benefits for PwDs
14.		A government circular issued on 19 December 2023 on Public Interest Litigation (PIL) in Karnataka High Court	mandated installation of voice-based public address systems in all buses—public and private—with compliance expected by June 2024. These are critical measures to make public transport accessible, particularly for visually impaired commuters
15.	Scheduled Castes/ST	Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) (Karnataka Amendment) Act, 2002	Karnataka introduced state-specific amendments to the national PoA Act, strengthening protections and enforcement mechanisms for SC/ST individuals within the state.
16.	Social Security	Sandhya Suraksha Scheme; Old-Age, Widow, and Disabled Pension Schemes	Karnataka's Directorate of Social Security and Pensions implements multiple welfare schemes—Sandhya Suraksha, widow pensions, disabled pensions, and pension top-ups for the elderly—delivered at the taluk level.
17.	Women's Welfare	State Commission for Women Act, 1995	Establishes a statutory Commission to investigate women's rights violations, advise the government on policy, and ensure mechanisms for redressal.
18.		Shakti Scheme (Free Women's Bus Travel, 2023)	Although policy-level, this state initiative provides women free access to intra-state bus travel—improving inclusive and gender-responsive mobility.

2.2 International conventions ratified related gender mainstreaming and social inclusive

Government of India ratifies following international conventions related to GESI.

Table 2.3: International conventions ratified agreements

Sl. No.	Agreement	Description
1.	The Night Work (Women) Convention (Revised), 1948	Women without distinction of age shall not be employed during the night in any public or private industrial undertaking, or in any branch thereof to protect their health and safety.
2.	Equal Remuneration Convention, 1951	This convention promotes equal pay for men and women for work of equal value, aiming to eliminate wage discrimination based on gender.
3.	Discrimination (Employment and Occupation) Convention, 1958	This convention prohibits discrimination in employment and occupation based on grounds such as sex
4.	The International Covenant on Civil and Political Rights, 1966	Protects civil and political rights, including equality before the law and non-discrimination based on sex and other status.
5.	International Covenant on Economic, Social and Cultural Rights, 1966	Ensures equal rights for men and women in economic, social, and cultural domains, including labor rights and access to education and health.
6.	Beijing Principles of the Independence of the Judiciary, 1995	Sets standards to ensure the judiciary's independence, a key factor in protecting women's rights and upholding gender equality under law.
7.	The Convention on the Rights of the Child (1989)	This convention includes provisions on the rights of girls and boys and aims to protect them from discrimination
8.	The Declaration on Elimination of Violence against Women (DEVW) 1993	Calls for global and national efforts to prevent and respond to violence against women, reinforcing state responsibilities.
9.	Convention on Elimination of All Forms of Discrimination Against Women (CEDAW), ratified in 1979	the equality of women and men in terms of human rights and fundamental freedoms in the political, economic, social, cultural and civil spheres. It underlines that discrimination and attacks on women's dignity violate the principle of equality of rights
10.	Maternity Protection Convention, 2000	This convention aims to protect women during and after pregnancy and childbirth
11.	The UN Declaration on the Elimination of Violence Against Women, 1993	The declaration aims at strengthening state commitments to global participation and policy formation regarding violence against women.
12.	The Beijing Declaration and Platform for Action, 1995	Landmark global policy framework advancing women's rights and gender equality through comprehensive action plans and goals.

SI. No.	Agreement	Description
13.	United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), 2006	affirming its legal and moral obligation to uphold the rights of PwDs. India's Commitments under UNCRPD include: <ul style="list-style-type: none"> Ensuring non-discrimination, equal legal recognition, and accessibility for all persons with disabilities. Implementing universal design in physical infrastructure and services. Enabling PwDs to live independently and participate fully in society. Guaranteeing access to transportation, communication technologies, and public facilities.
14.	Sustainable Development Goals (SDGs), 2015–2030	Emphasizes inclusive development and commits to "Leave No One Behind," including persons with disabilities
15.	Global Disability Summit and Charter for Change, 2018	India has expressed support for the outcomes of the Global Disability Summit, which called for bold action in: <ul style="list-style-type: none"> Eliminating stigma and discrimination. Ensuring inclusive education and employment. Empowering PwDs in policy development and public life.

2.3 Policy and program

In India, the approach to gender mainstreaming involves a combination of policy interventions, budgetary allocations, and institutional mechanisms to promote gender equality and social including across various sectors and levels of governance. There are many schemes that have been introduced by the central and the state governments for the social and economic empowerment of women and vulnerable groups.

2.3.1 Government of India

GoI had adopted multiple schemes to promote gender equality and empower women, addressing challenges across education, health, safety, economic, and legal rights as well as at promoting social inclusion, particularly for marginalized groups, Scheduled Class (SC), Scheduled Tribes (ST), Other Backward Classes (OBC), persons with disabilities (PwDs), women, and economically weaker sections (EWS). The main policy and programs of GoI are provided in the below table.

Table 2.4: Gender related Policy and Plans under GoI

Sl. No	Policy and Program	Description
1.	The Tenth Five Year Plan (2002-2007)	Included essential objectives for women. It envisaged gender mainstreaming and also had structured a Women Component Plan (WCP), which ensured that not less than 30 per cent of funds were earmarked for women under the various schemes of the women-related ministries/departments
2.	NITI Aayog – Strategy for New India @ 75 (2018)	Sets medium-term national development targets up to 2022, with a strong focus on inclusive growth. It identifies women and transgenders as priority groups, calling for greater participation of women in the workforce, improved access to health, education, and safety, and targeted interventions to reduce gender gaps across sectors.
3.	National Urban Transport Policy 2014	The National Urban Transport Policy (NUTP) promotes safe, affordable, and sustainable urban transport systems across India. It specifically emphasizes the safety and inclusiveness of women, encouraging gender-sensitive planning and measures to improve accessibility and security in public transport. The policy aims to make urban mobility equitable, considering the needs of vulnerable groups including women, elderly, and differently-abled persons.
4.	Thematic Paper - Gender Mainstreaming in Governance (Guidelines by MoWCD/Planning Commission)	This thematic paper provides comprehensive guidelines for integrating gender equality into governance structures and policy-making processes. It highlights the importance of gender mainstreaming as a tool to ensure equal participation of women in decision-making and to address systemic gender disparities in all sectors. The paper encourages governments and organizations to adopt gender-responsive policies and frameworks for sustainable development.
5.	National Policy for the Empowerment of Women (2001)	This policy sets a comprehensive framework aimed at eliminating discrimination against women and promoting their advancement and empowerment. It addresses issues like education, health, employment, and participation in decision-making. The policy emphasizes equal rights, increased access to opportunities, and the creation of an enabling environment for women's socio-economic development. It also seeks to strengthen legal mechanisms to protect women from violence and discrimination
6.	National Policy on Skill Development and	Provides targeted skill training for disadvantaged groups, with special provisions for SC/ST, minorities, and women.

Sl. No	Policy and Program	Description
	Entrepreneurship (2015)	
7.	Skill India Mission – Women Focused Initiatives (2017 onward)	Instead of a separate “National Action Plan for Skill Development for Women (2017),” women-focused skilling was mainstreamed under the Skill India Mission and Pradhan Mantri Kaushal Vikas Yojana (PMKVY). Special initiatives include dedicated women-only batches, entrepreneurship support, and convergence with STEP and Stand-Up India to improve employability and economic participation of women.
8.	Gender Budgeting	Gender budgeting is the process of ensuring that government budgets reflect gender perspectives and address the different needs of women and men. It involves planning, allocating, and monitoring resources to support gender equality objectives. Through this approach, the government promotes transparency and accountability, ensuring that funds are efficiently utilized to empower women across sectors like health, education, and employment.

The GoI has launched many schemes for women’s safety, helplines for them to registration online complaints, many schemes have been launched to improve Livelihood of women.

Table 2.5: Gender related Programs under GoI

Sl. No.	Category	Scheme	Description
1.	Safety support	One Stop Centre Scheme (Sakhi)	Sakhi centers offer integrated support services to women affected by violence, including domestic violence, sexual assault, and trafficking. These centers provide medical aid, legal counseling, psychological support, and temporary shelter. They act as a single contact point for survivors, helping them navigate the complex network of services and legal procedures.
2.		Nirbhaya Fund (women’s safety projects)	A dedicated central corpus to support initiatives that improve women’s safety and security across the country. Funds are allocated for projects such as One-Stop Centres, trauma-care and forensic capacity, street lighting, city safety plans, capacity building of police and rapid response systems to prevent and respond to gender-based violence.
3.	Helpline	Women Helpline Scheme	The Ministry of Women & Child Development, Govt. of India launched a scheme, Women Helpline 181, to support women in distress. This scheme operates 24/7 helplines to assist women in distress or facing violence. The helpline connects callers to emergency police services, medical aid, legal advice, and counseling. It helps ensure timely intervention and support for victims of domestic abuse, harassment, or other emergencies.
4.		SHe-Box (workplace harassment portal)	An online complaints and case-management portal for employees in central government organisations to register workplace sexual-harassment complaints. SHe-Box facilitates filing, tracking and forwarding of complaints to the concerned Internal Complaints Committee (ICC) or authority, and supports centralized monitoring and timely redressal.
5.	Livelihood	Working Women’s Hostels	Recognizing the challenges women face in accessing urban employment, these hostels provide safe, affordable accommodation for working women away from home. The initiative helps women maintain their jobs, pursue education or training, and live independently while ensuring their safety
6.		Support to Training and Employment Programme for Women (STEP)	STEP focuses on providing vocational training to women, especially those from disadvantaged backgrounds such as widows, single mothers, and marginalized communities. It promotes self-employment and wage employment by equipping women with skills in areas like tailoring, food processing, and handicrafts. The program also supports micro-enterprise development through financial assistance.
7.		Pradhan Mantri Kaushal Vikas Yojana (PMKVY)	The flagship national skills training programme that provides industry-relevant short-term training and recognition of prior learning. PMKVY includes gender-targeted drives and incentives to increase women’s participation in skilling, offers placement support, and partners with training providers to create women-friendly training batches and wraparound services.
8.		Pradhan Mantri Awas Yojana (PMAY) women beneficiary provisions	The national affordable housing programme that prioritises for EWS, LIG, and vulnerable groups, with special concessions for women beneficiaries—often requiring the female head or an adult woman in the household to be the allottee. This approach promotes women’s ownership or legal recognition in housing assets, aims to improve women’s security and welfare, and links entitlement to other welfare services.
9.	Accessibility	Accessible India Campaign (Sugamya Bharat Abhiyan)	Promotes universal accessibility in built environment, transport, and ICT for persons with disabilities.

2.3.2 Government of Karnataka

The Government of Karnataka (GoK) had adopted multiple schemes to promote gender equality and empower women, addressing challenges across education, health, safety, economic, and legal rights. The main policy and programs of GoK are provided in the below table.

Table 2.6: Gender related Policy and Programs under GoK

SLNo	Policy and Program		Description
1.	Policy	Policy of Karnataka 2016	Karnataka's 2016 policy mandates reservation of certain percentages of government jobs and educational seats specifically for women. The policy extends to key sectors such as police, teaching, and local governance (panchayats), aiming to increase female representation and empowerment in traditionally male-dominated areas. It supports gender equality by promoting women's participation in socio-economic development and governance at various levels.
2.		Karnataka State Policy for Women (2014)	This policy focuses on empowering women socially, economically, and politically within the state. It aims to eliminate gender-based discrimination and violence, improve women's health and education, promote women's participation in decision-making bodies, and enhance livelihood opportunities. The policy emphasizes gender mainstreaming across all government departments and programs to create an enabling environment for women's development.
3.		Karnataka State Disability Policy	The policy aligned with the erstwhile PWD Act 1995 and the national RPWD Act 2016, is coordinated by the Women & Child Development Department, with oversight from the State Commissioner for Persons with Disabilities. <ul style="list-style-type: none"> Ensuring the implementation of disability legislation. Multi-sector coordination among state agencies. Prevention and early detection of disabilities. Promoting inclusive education and school enrolment.
4.		Karnataka State Transgender Policy, 2017	Provides a comprehensive framework for the inclusion of transgender persons in education, healthcare, housing, employment, and skill development, with measures against discrimination.
5.		National Urban Transport Policy, 2014	GoI policy adopted by Karnataka in urban mobility plans. The policy promotes the development of safe, affordable, and accessible urban transport systems with special emphasis on the needs of vulnerable populations such as women, children, elderly, and persons with disabilities. It encourages inclusive infrastructure, safety measures, and participatory planning to enhance equitable urban mobility.
6.	Plans	Karnataka Scheduled Castes Sub-Plan (SCSP) and Tribal Sub-Plan (TSP)	Mandates a proportionate allocation of state resources for SC/ST development, focusing on education, housing, skill development, and livelihood support.
7.	Papers	Thematic Paper - Gender Mainstreaming in Governance	Adopted guideline framework from GoI/Planning Commission to integrate gender perspectives into Karnataka's governance and planning processes. The document provides comprehensive frameworks for integrating gender perspectives across governance and policymaking processes. It emphasizes accountability, capacity building, and institutional mechanisms to mainstream gender equality in all sectors and improve outcomes for women and marginalized groups.
8.	Political participation	Reservation for Women in Local Governance	Karnataka has mandated reservations for women in Panchayati Raj Institutions and Urban Local Bodies, ensuring at least 50% representation of women in local decision-making bodies. This promotes political empowerment and grassroots participation of women in governance.
9.	Safety	One Stop Centre Scheme (Sakhi)	Similar to the national program, Karnataka runs Sakhi centers that provide integrated support to women facing violence or abuse. These centers offer medical, legal, psychological, and shelter services, facilitating quick and effective assistance to survivors.
10.		Women's Safety Initiatives	The Karnataka government has implemented several measures for women's safety, including setting up women police stations, gender sensitization training for law enforcement, and awareness campaigns on gender-based violence and harassment.
11.	Helpline	Women's Helpline (State-level 181)	Dedicated 24x7 helpline number in Karnataka (181) for women in distress—linking them to police, medical, legal and shelter support.
12.	Women's legal aid	Legal Aid Services (Karnataka Legal Authority women cells) – State Services women	Provision of free legal aid and justice services specifically for women, including legal literacy camps and women-specific legal cells under the Karnataka SLSA(State Legal Services Authority) .
13.	Livelihood	Karnataka Women's Self-Help Group	State fund to provide grants, start-up capital, and revolving fund support for women's Self-Help Groups across Karnataka.

SLN o	Policy and Program		Description
		Development Fund (state SHG fund)	
14.		Karnataka State Skill Development Corporation (KSSDC)	KSSDC runs targeted skill development programs for women, especially in non-traditional sectors such as technology and manufacturing, aiming to increase their employability and participation in the formal economy.
15.		Karnataka Mahila Abhivrudhi Yojane (K-MAY)	K-MAY supports women's empowerment through training, capacity building, and social mobilization. The scheme focuses on improving health, education, and income generation among women and girls, targeting vulnerable groups with special interventions.
16.		Mahila Samakhya (state-adapted)	Programme facilitating women's group formation, leadership, education, and community participation—state adaptation of central Mahila Samakhya concept.
17.		Shrama Shakti Scheme	Offers financial assistance to SC/ST/OBC unemployed youth for self-employment and skill training.
18.		Karnataka State Policy for Senior Citizens	Focuses on healthcare, livelihood, and social security for elderly citizens

2.3.3 Bruhat Bengaluru Mahanagara Palike (BBMP)

BBMP supports women through targeted welfare and empowerment schemes like PG hostels, smart She-Toilets, mobility and livelihood tools, maternal and child welfare bonds, and financial support for life events such as marriages. These are specific to urban governance and BBMP's mandate, making them unique and highly relevant for Bangalore-based resettlement or welfare planning.

Table 2.7: Gender related Policy and Programs under BBMP

Sl. No	Policy and Program		Description
1.	Budgeting	22.75% Budget Reserve	BBMP allocates ~22.75% of its budget to welfare schemes for SC/ST, women, minorities, PwDs, and senior citizens across training, employment, education, and relief programs.
2.	Facilities	She Toilets (BBMP 'She-Toilets')	250 smart, modular, IoT-enabled public toilets for women, built under PPP model across the city with hygiene and safety features.
3.		Bio-Toilets for Women Pourakarmikas	Safe bio-toilets installed in working areas for women sanitation workers to ensure hygiene and safety.
4.	Mobility	Electric scooters & mobile canteen vehicles for women entrepreneurs	E-bikes and mobile canteens provided to eligible women for self-employment and mobility facilitation.
5.		Electric Scooter Subsidy (for garment & sanitation workers)	Special subsidy scheme offering electric scooters to female garment and sanitation workers to improve mobility and income opportunities.
6.	Livelihood	Economic Support to Unemployed Youths (Taxi subsidy / Business startup)	BBMP provides 25% subsidy (up to ₹1.5 lakh) for self-employment ventures (e.g., taxi, trade setup) to SC/ST/BCM residents earning below prescribed income thresholds.
7.		Free Sewing Machines for trained women	Distribution of sewing machines to women who have undergone training, to support self-employment and home-based livelihoods.
8.		Micro Credit Scheme via Dr. B.R. Ambedkar Development Corporation	Provides ₹10,000 subsidy to SC/ST/BCM residents for micro-credit access.
9.		DAY-NULM	The Deendayal Antyodaya Yojana–National Urban Livelihoods Mission (DAY-NULM) is implemented by BBMP, replacing the discontinued Swarna Jayanti Shahari Rozgar Yojana (SJSRY). It supports urban poor, particularly women, SC/ST, and minority groups, through self-employment ventures (USEP), women's SHG support (UWSP), skill training (STEP-UP), and community development networks (UCDN).

2.4 Responsible agencies

The list of Agencies responsible at Centre, State and Urban local body level has been provided below.

Table 2.8: Gender related Responsible agencies

Sl. No.	Agency	Description
Government of India		
1.	Ministry of Women and Child Development (MoWCD)	Central ministry that formulates and implements women and child welfare policies and schemes.
2.	Ministry of Social Justice & Empowerment	Implements schemes for SC/ST, OBC, persons with disabilities, and senior citizens.
3.	Ministry of Minority Affairs	Coordinates the educational and socio-economic development of minority communities.
4.	Ministry of Road Transport & Highways (MoRTH)	Develops road infrastructure and gender-sensitive transport and safety policies.
5.	Chief Commissioner for Persons with Disabilities	Responsible for monitoring and enforcing disability rights across India.
6.	National Commission for Women (NCW)	National statutory body mandated to safeguard women's rights, review policies, and address grievances.
Government of Karnataka		
7.	Government of Karnataka (GoK)	Apex state-level government body executing policy and welfare for social inclusion and gender equality.
8.	Department of Women and Child Development (DWCD)	Manages the implementation of women's welfare, protection, nutrition, and support schemes at the state and district levels.
9.	Department of Social Welfare	Administers welfare programs for SC/ST, marginalized communities, and supports inclusive development.
10.	Department of Empowerment of Differently Abled and Senior Citizens	Implements pension, healthcare, and social security schemes for the elderly and persons with disabilities.
11.	Karnataka State Legal Services Authority (KLSA)	Provides free legal aid, particularly for women and marginalized groups, and promotes legal literacy.
12.	Karnataka Women's Development Corporation (KWDC)	KWDC implements various schemes aimed at women's economic empowerment, including skill development, entrepreneurship promotion, and support for women's self-help groups (SHGs). It facilitates access to credit, markets, and training to help women establish micro and small enterprises, particularly in rural and semi-urban areas.
13.	Karnataka State Commission for Women (KSCW)	KSCW is a statutory body that protects women's rights and addresses complaints of harassment, discrimination, and violence. It also advises the government on women-related policies and monitors the implementation of laws aimed at women's welfare. The commission conducts awareness campaigns and provides legal aid and counselling services.
14.	Karnataka State Women's Development Corporation (KSWDC)	Agency facilitating women's economic empowerment, including livelihood, training, and entrepreneurship programs.
BBMP		
15.	BBMP Women & Child Welfare Department	Oversees women and child welfare initiatives under BBMP, including schemes for empowerment and protection.
16.	BBMP Welfare Department (SC/ST/Women/Minorities)	Implements inclusive welfare programs for SC/ST, women, differently-abled, and vulnerable groups per BBMP budget allocations and operations.
17.	BBMP Health Department – Women's Helpline (1091)	Operates the city-level women's helpline (1091) and coordinates health and emergency services for women.
18.	BBMP Internal Complaints Committee (ICC)	Ensures compliance with workplace sexual harassment norms under the POSH Act for BBMP employees.
19.	Mahila Samakhyā / Women SHG Cell (BBMP)	Facilitates women's self-help groups and skill development services through city-level efforts.

2.5 Activities by other agencies related to Transport sector in Bengaluru

In Bengaluru, several international agencies and local organizations are actively involved in gender mainstreaming, aiming to integrate gender equality considerations into their policies, programs, and practices.

2.5.1 Multi Development Bank

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), is partnering with the Bengaluru Metropolitan Transport Corporation (BMTC) to enhance gender-inclusive and green mobility solutions.

This collaboration focuses on making travel safer and more accessible for women and has introduced the above-mentioned Shakti program.

The Asian Development Bank (ADB) partners with GoK, The Directorate of Urban Land Transport (DULT) and BMRCL and to promote transport-oriented development to improve mobility, livability, and the urban environment in Bengaluru by supporting an efficient, safe, and inclusive transport system for all commuters, including women, children, the elderly, and people with disabilities.

World Bank (WB)⁴ promote gender mainstreaming in transport sector through applying A Gender Toolkit based on “Enabling gender responsive urban mobility and public spaces (2022)”. WB is active particularly in Chennai, various initiatives aimed at making public transport safer and more inclusive for women.

2.5.2 Research Institute

The DULT and the Indian Institute of Science (IISc) collaborate working on a project to understand gender-based travel patterns and improve transportation policies in Bengaluru.

World Resources Institute (WRI) India launched the ‘MobiliseHER’ initiative to catalyse the development of gender-responsive mobility systems in collaboration with Government of Karnataka, and Bruhat Bengaluru Mahanagara Palike (BBMP) and WRI India⁵.

2.5.3 Government & city transport institutions (Bengaluru-specific actions)

(1) Bengaluru Metropolitan Transport Corporation (BMTC)

BMTC works on GESI actively with support of international agencies. Like GIZ. Beside above-mentioned programs, BMTC press released in December 2019, Women’s safety lounges (staffed by women guards) operating 6 am to the last at las bus departure at major TTMCs under the Nirbhaya scheme; plus CCTV and security at hubs⁷. Apart from seating arrangements, the lounges provide facilities like infant feeding rooms, washrooms and glass partitions, which will help track bus movement. BMTC buses have a specific number of seats reserved for women, usually concentrated in the front area of the bus.

(2) Bengaluru City Police (BCP) – Safe City (Nirbhaya Fund)

- The Safe City project (MHA, GoI; Nirbhaya Fund) deploys large-scale CCTV with panic buttons, command & control, safety “islands,” and upgrades to the Suraksha app explicitly aimed at safer public spaces and commutes for women. Implementation in Bengaluru is by the Police, with Honeywell as systems integrator⁶.
- Pink Hoysalas (women-focused patrols) are operated by Bengaluru City Police to deter harassment and respond to distress near transit and public spaces⁷.

3. Current status of Bengaluru Metro

A critical understanding of current status of Bengaluru Metro and its organization on gender equality and social inclusive status from the perspective of Operator, Project Affected People, Metro User and

⁴ <https://www.worldbank.org/en/news/press-release/2022/12/08/new-world-bank-toolkit-to-make-transport-and-public-spaces-in-india-more-gender-inclusive>

⁵ WRI India (2023) Pathways toward gender-inclusive mobility systems in Indi. <https://wri-india.org/news/bengaluru-launches-new-initiative-ensure-gender-inclusive-mobility>

⁶ Honeywell (2021) honeywell wins bengaluru safe city project.

<https://www.honeywell.com/content/dam/honeywellbt/en/documents/downloads/india-hail/announcements/press-release-honeywell-wins-bengaluru-safe-city-project.pdf>

⁷ The News minute (2019) Bus and metro stations in Bengaluru to deploy security guards for women's safety.

<https://www.thenewsminute.com/karnataka/bus-and-metro-stations-bengaluru-deploy-security-guards-womens-safety-113675>

Communities in project area are essential for developing an effective Action Plan to propose the inclusiveness in planning and design of the Project.

3.1 BMRCL Institution on Gender equality and Social Inclusive

Transport staff themselves are regarded by women with fear and mistrust. The study conducted by ESCAP⁸, in Bhopal, drivers and conductors were found to lack an understanding regarding prevalence of sexual harassment against women in public transport and 30 % of them were of the view that women themselves were equally responsible for such incidents. Without adequate representation of women and socially vulnerable group in the decision-making process as well as raising awareness within the transport operator on Gender equality and Social Inclusive, solutions may not be truly inclusive or sustainable.

BMRCL recognizes that incorporating gender and social sensitivity into its business and development practices and mandating it at the human resource level, will help in increasing equity and social justice for women and socially vulnerable group thereby ensuring their participation at all levels of its functioning.

3.1.1 BMRCL Regulation, Policy and Plans

(1) Bangalore Metro Railway (General) Rules, 2011

These rules govern various aspects of metro operations in Bengaluru and they outline acceptable behavior and actions within metro premises. The rules include provisions for safety equipment and emergency procedures.

(2) Harmonised Guidelines and Space Standards for Barrier-Free Built Environment, 2016

Issued by the Ministry of Urban Affairs, these guidelines provide detailed specifications for creating accessible environments. They include design specifications for ramps, tactile paving, signage, and other features to facilitate access for persons with disabilities. While not legally binding, adherence to these guidelines is recommended to ensure compliance with the RPwD Act. BMRCL is encouraged to integrate these standards into its design and operational practices.

(3) Metro Railways (Operation and Maintenance) Act, 2002

This Act governs the operation and maintenance of metro railways in metropolitan cities across India, including Bengaluru. Key provisions include.

- Section 6 grants the metro railway administration the authority to take necessary actions to ensure safe and efficient operations.
- Section 33 empowers the metro administration to fix fares, subject to approval by a designated fare fixation committee.
- Section 15 requires a report from the Commissioner of Metro Railway Safety confirming that the metro railway can be opened for public use without danger.

(4) Rights of Persons with Disabilities Act, 2016 (RPwD Act)

The RPwD Act mandates accessibility in public transportation systems. Section 20(1) requires establishments to adhere to accessibility standards for the physical environment, transport, and information and communication technology. The Act obligates public transport systems to provide ramps, accessible toilets, designated spaces for wheelchairs, and tactile pathways for visually impaired

⁹<https://bangaloremirror.indiatimes.com/bangalore/crime/pink-hoysala-patrols-security-app-for-women-safety/articleshow/58099543.cms>

<https://www.newindianexpress.com/cities/bengaluru/2019/Dec/06/namma-metro-has-women-guards-now-2072246.html>

¹⁰ESCAP (2025) On the Road to Equality: Gender, Transport And Economic Empowerment in India.

passengers. BMRCL must ensure that its stations and trains are accessible to persons with disabilities, aligning with these legal requirements.

(5) Gender-Friendly Workplace Policy

BMRCL does not have internal regulation but has published a Gender-Friendly Workplace Policy (GFWP) (Appendix 1) in 2025 aimed at mainstreaming gender equality through holistic development and empowerment of women at all organizational levels. BMRCL promotes a culture of respect and equality where women can participate fully and safely.

(6) GESI action plan for Phase 2 Bangalore Metro Rail Project

There are no policy addressing social inclusiveness in BMRCL. To fill the gap, GESIAP has been prepared in 2025 and implemented in Phase 2 (Refer to Appendix 2).

3.1.2 Institutional arrangement

GESI committee and BMRCL Human Resource (HR) Division are responsible for the implementation of GESI Action at the BMRCL Workplace.

(1) Prevention of Sexual Harassment (POSH) Committee

POSH Committee was established in 31.05.2025 in line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal Act, 2013 (SHWW Act 2013).

a. Composition of the committee

- It must be chaired by a senior woman employee of the organization who is competent in the fields of social welfare and has contributed to the prosperity of women.
- One of the members must be working in the municipal council in taluk and district.
- Two of the members must be from a non-governmental organization and must possess demonstrable knowledge on the subject of sexual harassment. The Internal Grievance Committee (IGC) should be reconstructed every 3 years and the departments that were not represented in the previous Grievance Committee must be ensured.

b. Powers and functioning of the committee

- The grievance committee must look into complaints related to Sexual Harassment of Women, and will hold all the powers of a civil court to adjudicate. They are liable to Investigate, resolve the complaint within 90 days of filing the complaint, and then provide the report to the employer.
- The employer is liable to take necessary actions within 60 days.
- In case of strong evidence of sexual harassment, such case should be transferred to the local police station within 7 days of filing the complaint to the local police station for taking necessary decisions under Indian Penal Code section 509, 354(a) or any other sections

c. Duties of employers

- An announcement that “sexual harassment is prohibited” in the workplace should be issued in a circular and employees must be informed about this.
- Employees should be informed about the members of the Internal Complaints Committee, the address of the members, the place and time when the committee operates.
- Necessary measures should be taken to ensure that the complainant is not harassed or disturbed during the hearing of the complaint.
- Providing protection and necessary assistance (medical, legal and other assistance) as ordered by the Complaints Committee.

(2) GESI Committee

This committee was reconstituted at BMRCL on 12th May 2025 (Office order No. ADB/268/2025). The GESI committee takes into account of all the social inclusive aspects including female concerns in the organisation.

A GESI Policy for BMRCL has been framed to enshrine special design features and strategies into metro projects to facilitate and encourage women’s involvement and increase their employment opportunities. BMRCL recognizes that incorporating gender sensitivity into its business and development practices and mandating it at the HR level, will help in increasing equity and social justice for women thereby ensuring women’s participation at all levels of its functioning.

BMRCL has integrated gender-specific safety and public health concerns, with a focus on the needs of the elderly, women, children, differently abled, and transgender, in the construction design of the Bengaluru Metro.

The main components of GESI are:

1. Integrate gender-specific safety and public health concerns, with a focus on the needs of the elderly, women, children, differently abled, and transgender, in the construction design of the Bengaluru Metro project.
2. Include sufficient considerations for EWCDT, as well as lower-income groups, in the TOR of the consultants that are tasked to conduct the study on TOD and to prepare the TOD framework, policy guidelines and plans.

3.1.3 Decision Making

Organization's higher authorities must take meaningful actions through commitment and engagement to ensure that women are equally represented and valued in executive and leadership positions, as well as on board. Currently, there are 59 female in the position of executive level in out of total 671 Executive roles.

3.1.4 BMRCL program

Gender Friendly Workplace Policy (GFWP) states that specific programmes must be implemented for promoting gender equality at all levels with proper consultation, particularly with women employees. However, no programs have been implanted so far since the policy came into force.

3.1.5 Staff training provided

GESI related training has been provided to the employees as shown below table.

Table 3.1: GESI related training provided

SL. No.	Training Topic/Subject	No. of Participants	Month/Year
1	Safe & Harassment Free Workplace	60	January 2023
2	Menstrual Hygiene Management	120 (Project + O&M)	May 2024
3	Mental Wellness and Stress Management	80	January 2025
4	POSH Awareness	Will be conducted every year	

3.1.6 Employee Wages

The average salary for each grade is provided below, and it can be observed that the salaries for both genders are almost similar. It should be noted, however, that the amounts vary depending on the date of joining and other factors.

Table 3.2: Average monthly salary of female employees in the PIU (by designation) compared to males

Sl. No	Pay Grade	Posts	Female	Male
1	E0	Sr.EA/SE or equivalent post	69,268	67,767
2	E1	Executive Assistant or equivalent post	85,085	84,721
3	E2	Assistant Executive Engineer / Dy. Manager or equivalent post	1,01,476	1,06,299
4	E3	Executive Engineer / Manager or equivalent post	1,35,588	1,32,550
5	E4	Sr.Executive Engineer / Sr. Manager	1,43,001	1,52,713
6	E5	Dy. Chief Engineer / Dy.General Manager	1,82,801	1,89,443
7	E6	Addl. Chief Engineer / Addl. General Manager	2,06,895	2,21,354
8	E7	Sr. Addl Chief Engineer / Sr. Addl. General Manager	0	2,15,096
9	E8	Chief Engineer / General Manager	0	2,49,635
10	E9	Executive Director	0	3,28,595
11	E10	Functional Director	0	4,54,322
11	NE1	Attender/Peon/Trackman/Unskilled/Skilled or equivalent	0	32,526
12	NE2	Driver/Electrician/Plumber/Jr.Accountant/Op.Asst or equivalent	0	44,612
13	NE3	DEO/Horticulture Asst/Firemen/FDA/TA/Welder-cum-blacksmith/Asst.Curator/Draughtsman or equivalent	46,650	38,487
14	NE4	JE/GE/Fire Inspector/Accountant or equivalent	64,180	61,408
15	NE5	Engineer/EA/TA/Surveyor/Secretorial Officer/Document Controller	70,565	74,394

Table 3.3: Average salary of female employees in O&M wing (by designation) compared to males

Sl. No	Posts	Female	Male
1	Assistant Manager	99,124	1,03,722
2	Executive Assistant	70,000	68,170
3	Fireman	42,380	45,127
4	Junior Engineer	79,148	81,646
5	Maintainer	64,721	64,109
6	Manager	1,35,185	1,30,475
7	Section Engineer	94,129	101,500
8	Senior Assistant	81,395	83,914
9	Station Superintendent	1,12,408	1,13,776
10	Superintendent	1,17,123	1,13,006
11	Train Operator	91,732	90,453

Table 3.4: Average salary of PwD employees in O&M division (by designation) compared to non-PwD

Sl. No	Post	non-PwD	PwD
1	Maintainer	64,412	55,367
2	Section Engineer	1,00,448	82,400

Table 3.5: Average salary of PwD employees in PIU (by designation) compared to non-PwD

Sl. No	Post	non-PwD	PwD
1	Dy. General Manager	1,88,086	2,21,630
2	Manager	1,32,787	1,26,390

For employees with disabilities, the salary is also nearly equal to that of non-PwD employees. It should be noted, however, that the amounts vary depending on the date of joining and other factors.

3.2 Consideration to unequal Impacts of Resettlement and Livelihood Restoration

Large-scale infrastructure projects, such as metro rail expansion, can have gender and socially biased negative impacts during the resettlement and livelihood activities.

During resettlement process, compensation for land and assets is frequently paid to the male head of the household, potentially leading to unequal distribution or control over funds within the family and hinders the resettlement and livelihood restoration.

To find a resettlement sites is also challenging for women, especially single women, and other vulnerable groups due to the lack of housing options both rental and self-owned. In case of lack of affordable housing near workplaces cause discouragement to women to participate in the work force. The case in Kochi Metro, the employment of 21 transgender people was a huge step towards gender equality. However, they were not being able to rent out houses or rooms in the area, which resulted some of them to leave the position.⁹

In urban India like Bengaluru, women face unique livelihood challenges, including limited access to formal employment, gender and social norms, and the burden of unpaid care work. Women and vulnerable group who may face to lose their business or need to leave the current employment by the Project may face significant difficulties to restore their income and livelihood to the pre-project status due to difficulty to re-establish their business or find a new job at relocation sites. Those who engaged in informal economic activities are often disproportionately affected by displacement, losing their livelihoods. They are more likely to fall into poverty.

There is predictability of negative impacts as a result of relocation or loss of livelihood and that may affect the women social relationships, adjustments in running a household in a different setting with lesser earnings. All this can result in the women opting for voluntary work to supplement income, which could lead to vulnerabilities that may affect her social, economic, physical and emotional health.

(1) BMRCL Action taken so far

The result of Social Economic Survey of the Project shows that among 617 household and 2,714 household members, 163 households are women headed and 732 women members, and 288 vulnerable group. Among 2,173 business owners, 421 are female business owners and 532 are vulnerable business owner. The result indicated a male dominance among PAPs and household heads, highlighting the importance of gender-sensitive strategies to ensure women's equitable access to compensation and livelihood restoration.

The project offers following arrangement.

Livelihood assistance:

- Compensation payment can be made to joint accounts if requested.
- Additional compensation and assistance packages have been initiated for vulnerable groups
- Livelihood and income training offered including women and vulnerable group to ensure they are able to recover their livelihood smoothly and further improve.
- BDA housing is offered to vulnerable groups such as relocatees, slum dwellers and squatters,

Stakeholder engagement:

- For the stakeholder consultation, special assistance has been offered as requested such as transport and translations.
- Focus group discussions have been conducted with women and vulnerable groups to obtain their concerns.
- A grievance redress mechanism (GRM) has been established at project level.

⁹ CapaCITIES (2020) Gender Mainstreaming in Urban Infrastructure A Position Paper. <https://www.capacitiesindia.org/wp-content/uploads/2020/11/171030-Final-Gender-Report.pdf>

(2) Issues identified

- PwDs may lose supportive networks and accessible environments.
- Property titles are usually in men's names, so women may not receive direct compensation.
- Resettlement sites are located far from workplaces, markets, and schools, which increases women's burden.
- Poor lighting and absence of women-only spaces heighten risks of harassment for women.

3.3 Access to Basic Facilities at Metro Stations and Coaches

Given the lack of adequate representation of women and vulnerable group, the transport sector is still not sufficiently equipped with basic facilities for all gender and socially vulnerable users at stations.

(1) BMRCL Action taken so far

BMRCL provides following facilities at station and coaches:

For Gender equality:

- Hygienic and separate toilets for men, women, and disabled persons with clear, legible signage at all stations.
- Feeding center for infants;
- A dedicated coach reserved for women.

For Social Inclusiveness:

- In every train coach's priority seating for PwD, senior citizens, pregnant women, and those traveling with infant consisting of 8 reserved seats per coach. These seats are not exclusively reserved but are intended for these specific groups, with a request for others to vacate them when needed. There are 20 priority seats in each Namma Metro train, specifically two twin seats in each coach. and dedicated wheelchair space in the first and last coach of every train;
- Ramps, escalators and lift at all metro stations with braille script for visually impaired passengers and those with mobility challenges.
- Bilingual signage's and audio announcements inside trains/lifts for people with hearing/vision impairment, and braille script in lifts.
- Additional wheelchairs are available at every station.
- Tactile paving is designed to assist visually impaired individuals in navigating the station safely and independently in Bengaluru Metro.
- Audio announcements are used at stations to inform passengers about train arrivals, departures, and other important information.
- BMRCL has trained its employees in sign language to better communicate with and assist hearing-impaired passengers.
- Priority queuing is available at all facilities for individuals with disabilities.



Toilet facilities for Women and Person with disabilities at **Nadaprabhu Kempegowda Stn,**



Baby feeding centre at Nagasandra Metro Station

Creche or childcare facilities



Lift at Konanakunte Cross Metro Station

Source; BMRCL

Figure 3.1: Photos of Basic facilities provided

(2) Issues identified

- Despite BMRCL's efforts to provide universal accessibility features like ramps, and tactile pavers, the implementation and consistent maintenance of these features is uneven in many stations. Issues

such as non-functional lifts or escalators, blocked ramps, or inadequate space create significant accessibility challenges.

- While bilingual announcements and braille in lifts are present, comprehensive information accessibility for all types of disabilities is still evolving and requires further enhancements.
- While some stations have signage, there is a need for more comprehensive signage throughout the stations and on platforms to guide passengers.

3.4 Gender and Socially Differentiated Accessibility Needs and Mobility Patterns

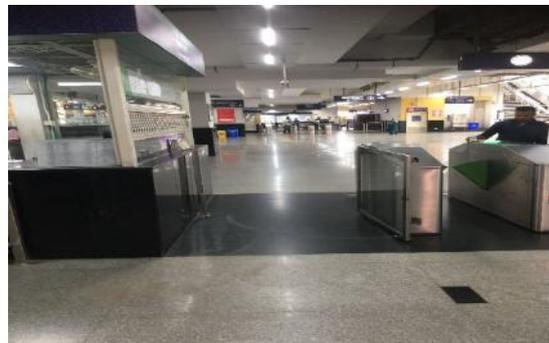
Accessibility to the metro physically as well as economically is issue for user. Even if metro stations are accessible, the journey to and from the station (the "last mile") often presents significant barriers. Inaccessible footpaths, lack of accessible feeder services (buses, auto-rickshaws), or unsafe pedestrian crossings negate the accessibility features for different types of disabilities.

Mobility behaviour and travel patterns of women differ markedly from those of men, due to their primary roles in caregiving, household responsibilities, and informal economic activities. They tend to make more complex, multi-stop "trip-chaining" journeys, often during off-peak hours, and rely heavily on walking, which makes last mile accessibility a critical concern.

(1) BMRCL Action taken so far

While BMRCL acknowledges that women and other vulnerable group experience mobility differently and taken action as follows;

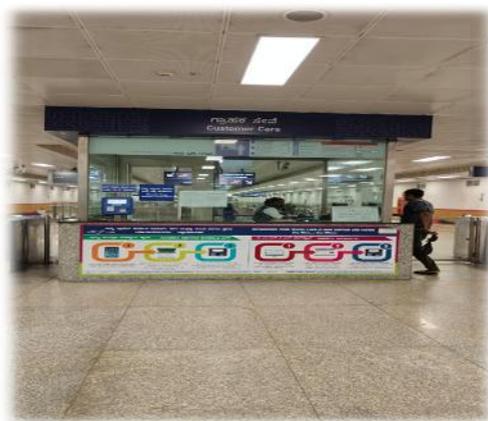
- Accessible ramps and wide/unencumbered footpaths at the entry and exit of Metro stations, along with the implementation of step-free routes and tactile pavers for guiding users.
- Step-free, universally accessible route with tactile paves for all other users and at least 1 escalator each to access and egress the platform, concourse at multimodal and terminal stations, in all stations.
- BMRCL has promoting Multi modal integration to Metro station to promote smooth and safe transfer to the feeder mode. 08 station of the Project are planned to have Multi Modan Integration (MMI). To cover wider area for mobility inclusive, Transport Oriented Development (TOD) has been also promoted.
- Way finding signs and map are provided for easier navigation
- Coordination with other transport mode for the smooth transit such as BMTC (Bengaluru Metropolitan Transport Corporation) which provide public bus transport system in Bengaluru. Pre-Paid Auto stands are also available at some stations. The integration with Indian railways is also planned at Hebbal MMI.



Ramp for Disabled People at Nadaprabhu Kempegowda Station,



AFC gate with Wheel chair access Konanakunte cross Metro Station



PwD friendly ticket counter at Konanakunte cross Metro Station



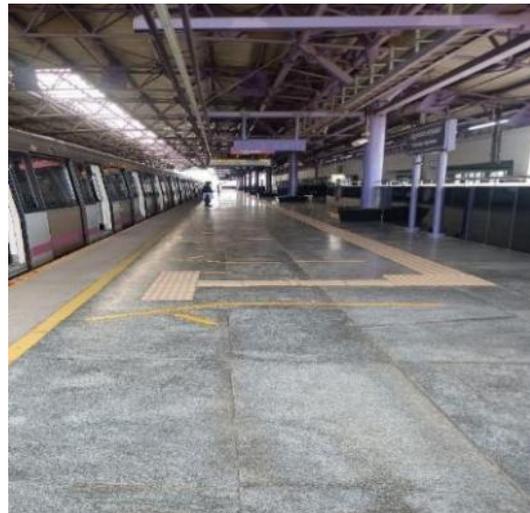
Helpdesk/customer care counters at Vidhansoudha Metro Station



Reserved Ladies coach with Woman guard near safety railing guiding the Woman passengers at Nadaprabhu Kempegowda Stn, Majestic Metro Station



Tactile at Automated Fare Collection system gates at Vidhansoudha Metro Station



Tactile at Concourse at Kengeri Bus Terminal Metro Station

Tactile at Platform at Kengeri Bus Terminal Metro Station



Route map at Nadaprabhu Kempegowda station, Majestic



Do's and Don'ts board at Nadaprabhu Kempegowda station, Majestic



Drinking water facilities Dr.B R Ambedkar stn Vidhanasoudha Metro Station



Metro feeder bus live tracking System



Metro feeder services near Jnanabharathi Metro Station



An auto rickshaw waits for customers at a prepaid auto stand near the Silk Institute Metro station

Source; BMRCL

Figure 3.2: Photos of accessibility and mobility improvement

(2) Issues identified

- Despite being relatively affordable, fares can still be a barrier for some low-income users.
- Women and vulnerable groups may face compounded challenges when combining fare costs with last-mile accessibility issues.
- Footpaths and pedestrian routes to few stations are often in poor condition, poorly lit at night, or inadequately shaded during the day.
- Inconvenient routes, unsuitable timings, high costs, and lack of last-mile connectivity disproportionately affect women and vulnerable groups, limiting their use of the Metro despite station-level accessibility measures.

3.5 Safety and Security of Using Metro

The fear of GBVH directly impacts mobility choices of women and socially vulnerable group, often forcing them to restrict their travel times, routes, or even forgo essential trips. This in turn limits their access to education, employment, and social services.

One of the most pervasive issues is the high risk of GBVH, including sexual harassment, faced by women and girls when using Metro and associated public spaces (bus stops, stations, pathways). The Intermediate Para Transit mode (auto/cycle rickshaw/shared auto) for first and last mile connectivity are also the most unsafe and a hotspot for sexual harassment. Factors like proximity to a slum, presence of construction site, liquor shop, dark lonely stretch, absence of streetlights are found to raise the safety concerns of women.

(1) BMRCL Action taken so far

For Gender equality:

- Women-only/priority coach arrangements and station-gate/door protocols to improve comfort and safety for women riders rolled out/communicated⁹.
- Allow women to carry pepper spray for self-defense.
- A fleet of women operated electric auto rickshaws are introduced for safer first and last mile connectivity.¹⁰
- Deployment of women guard after 10 pm,

For Social Inclusiveness:

- CCTV surveillance installed in all stations and metro rail coaches.
- Panic buttons are installed in trains as an alert system.
- Helpline numbers are prominently displayed in both metro station and train.
- Installation of safety door at the station platform to prevent falling.
- BMRCL has deployed advanced CCTV systems with AI-powered video analytics and Automatic Number Plate Recognition (ANPR) technology to monitor station premises and perimeters, enhancing threat detection and situational awareness.
- Steel railings are being installed along platform edges at busy stations to prevent falls and provide support for passengers.
- Carrying sharp objects, firearms, or weapons is strictly prohibited in metro stations.
- Clear queue markings and railings guide passengers, including PwDs, to maintain order and safety

¹⁰ <https://www.deccanherald.com/india/karnataka/bengaluru/namma-metro-women-driven-e-autos-launched-at-twostations-2914043>

while boarding and alighting from trains.

- Security personnel are also trained to assist PwDs and ensure their safe travel.

(2) Issues identified

- While BMRCL has emergency systems, additional wheelchairs and other safeguarding measures and, clear communication of emergency evacuation procedures. Ensuring that PwDs can safely and independently evacuate during an emergency requires more rigorous training, clear accessible signage for emergency exits, and designated assistance points.
- According to ESCAP¹¹, 70 % of the women appreciated the metro for providing a safe ride through the reservation of a separate coach for women and several other provisions for their security. However, the underlying societal issue of GBVH remains a significant and requires continuous vigilance and multi-faceted interventions.
- Overcrowding in Metro coaches can lead to an increase in inappropriate behavior to women, and further discourage women due to safety risk.



CCTV monitoring of inside station at Vidhanasoudha Metro Station



CCTV monitoring of inside metro at Chikpete Metro Station



Safe lockers at Chikpete Metro Station

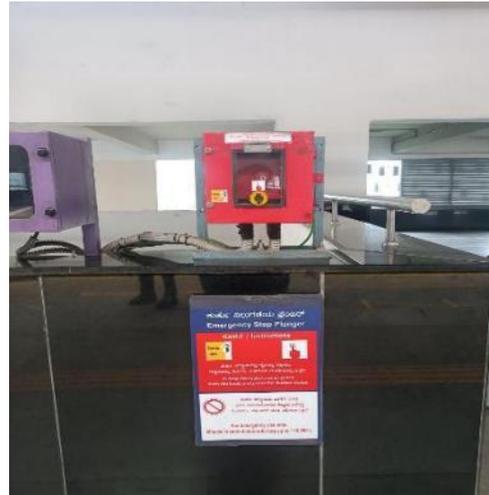


E swapping batteries near K.R Market Metro station

¹¹ ESCAP (2025) On the road to equality: gender, transport and economic empowerment in India



Ramp for Disabled People at Nadaprabhu Kempgowda Stn,



Emergency Power Supply / Emergency Power System at Kengeri Station



Emergency Transfer Switch at Kengeri Station



Fire Alarm Control Panel at Konanakunte cross



Emergency contact number at Konanakunte cross
Source: BMRCL



Safety Railings at Nadaprabhu Kempgowda Stn, Majestic

Figure 3.3: Photos of safety and security measures provided

3.6 Occupational Segregation

3.6.1 Within BMRCL workforce

The transportation sector traditionally exhibits significant gender and socially biased occupational segregation, Gender and societal norms, workplace policies, and safety concerns, limited access to training and skill development often discourage them from pursuing careers in this sector.¹² This may be indicative of the fact that the transport sector is unable to attract and retain female employees within its organizational structure.

Initiatives by the Government are being implemented targeted training, reservation of position to women's entry into transport jobs through targeted training, safety measures, and relaxed eligibility criteria. Women constitute around 30 % of the employees working on the recently inaugurated Mumbai Metro Rail lines 2A and 7. The technical department of the metro lines has a special team of women and out of the 305 employees in the department, 63 are women¹³. In Kochi metro, around 75 % of Kochi metro's staff are women working a wide range of positions: cleaning staff, ticket machine operators, train drivers, station managers and more. Recently Agra13 Metro rail began its operation with five women functioning as station controllers-cum train operators. Hyderabad Metro Rail boasts of its women train operators. In Noida Metro Rail Corporation Limited (NMRC14), women constitute almost 23 % of the total workforce and are employed as technical as well as non-technical staff like train operators, station controllers, administrative areas, technical maintainers, junior engineers, etc.

(1) BMRCL Action taken so far

a. Quota

While BMRCL has a "Gender-Friendly Workplace Policy," the broader challenge of increasing women's representation in all levels particularly in technical, construction, and decision-making roles, persists, at least 20% of new operation-related skilled jobs created for the new lines must be allotted for women.

As of September 2025, there are a total of 2,316 employees directly on the payroll of BMRCL, along with additional human resources for housekeeping and attenders engaged through agencies. There are 485 total female employees employed by BMRCL in this 106 are on contract basis and 377 are regular employees. There are 06 employees who are person with disabilities. This has made commendable progress with 39% female train operators and a 17% overall female workforce and 0.28 % PwD group.

Table 3.6: Workforce profile at BMRCL (O & M)¹⁴

	Category	Operation and Maintenance
Distribution of employees by gender	Male:	1496
	Female:	388
	Others:	0
	Total	1884
Distribution of employees by cadre	General:	155
	Technical:	1650
	Executives:	79
	Total	1884

Table 3.7: Workforce profile at BMRCL Project wing

	Category	Number of Staff
Distribution of employees by gender	Male:	767
	Female:	97
	Others:	0
	Total	864

¹² Metro Rail News. From Commuters to Leadership Roles: Women's Growing Participation in Metro & Railways. 2025 April 4. <https://metrorailnews.in/womens-growing-participation-in-metro-railways/>

¹³ ESCAP (2025) On the road to equality: gender, transport and economic empowerment in India

¹⁴ The Operation and Maintenance (O&M) division of BMRCL is responsible for the day-to-day running, upkeep, and smooth functioning of the metro system

Distribution of employees by cadre	Technical Executives:	529
	Technical non-executives	214
	Non-Technical Executives	63
	No-Technical Non-Executives	58
	Total	2592

Table 3.8:: Workforce profile at BMRCL Project wing

Distribution of total employees by gender	Category	Number of Staff
Distribution of total employees by gender	Male	1651
	Female	485
	Others	0
	Total	2136

Table 3.9: Employees Numbers of Female and other vulnerable group

Employment Type	Project	Operation and Maintenance	Total
Contract	95	11	106
Deputation	02	0	02
Regular	0	377	377
Grand Total	97	388	485

Table 3.10: Employees Numbers of Person with Disabilities

Employment Type	Project	Operation and Maintenance	Total
Contract	02	00	02
Deputation	00	00	00
Regular	00	04	04
Grand Total	02	04	06

b. Equal remuneration

The steps have been taken to implement as describe in GFWP.

- The right to equal remuneration applies not only in cases where men and women do the same or similar jobs, but also when they perform work that is different but of equal value, based on objective criteria, such as skills, working conditions, responsibilities and efforts. Remuneration is not limited to the basic pay or wage that the worker receives, but also other forms of compensation, such as bonuses, stock options or overtime pay etc.
- There has to be an equal provision of bonuses and employment benefits, for the work of equal value and to ensure at least a living wage for all women and men employees.
- Crèches facilities are available at the Operation and Maintenance wing.
- Female staff can avail Maternity leaves.

c. Harassment reporting system

- BMRCL has established a confidential reporting platform accessible only to the Gender Equality and Social Inclusion (GESI) chairperson via the email: GESI@bmrc.co.in. Notably, no complaints have been received till date.
- The BMRCL employee portal “Namma Intranet” has a section which has the details of all the employees which includes name, department, email id, mobile number and if any person wants to raise a concern they call the GESI committee member with details.
- The progress of implementation of the GFWP policy state follows:
 - Raise prevention awareness: Societal norms and behaviours on gender-based violence and harassment must be influenced through advertising and campaigning.
 - Demonstrate leadership commitment to creating a company culture
 - Collaborate with other sectors

d. Provision of Special Assistance

The GFWP has been implemented as follows:

- Provision of maternity leave is provided as a minimum guaranteeing maternity protection to all women.
- A sum equal to at least two thirds of previous earnings must be provided through compulsory social insurance or public funds, with no more than one third to be provided through employer liability, so as not to encourage employers to avoid hiring pregnant workers or women of childbearing age.
- Offering paid paternity leave and encourage uptake: Paternity leave is recognized as a father’s right

and responsibility to care for his new child.

- Flexible working arrangements, such as adjusting working hours or working from home
- Protect pregnant women and those with newborns from discrimination and support workers (both women and men) with family responsibilities by providing adequate financial support.
- Avoid direct and indirect discrimination against pregnant and nursing women and workers with family responsibilities for hiring, job assignment, training, and promotion.
- Guarantee healthy and safe environments and working conditions for pregnant and nursing women.
- ensure insurance coverage to supports all family members of the employee, that includes all family types (single parents, parents who adopt or use surrogacy, and so on).

e. Facilities provided

Various measures to promote a gender-friendly workplace in both metro stations as well as offices, for example, separate washrooms and rooms with beds at the workplace, provision of an appropriate and basic nursing/lactation space and crèche to provide care for young children during the working day, hiring of female staff in different capacities of the organization, etc.

Provision of gender-segregated resting rooms and toilets for train operators at all terminal station. Areas are well lit and CCTV cameras installed for safety and security.

(2) Issues identified

- Limited participation of PwDs in the workforce very few employed across cadres.
- Awareness gaps - not all BMRCL staff are familiar with gender equality, PwD inclusion, or JICA safeguard requirements.
- Work-life balance challenges for female employees, especially related to childcare and flexible working options.

3.6.2 Within Construction workforce

The labour force required for the construction activities will be mostly of high-skill nature since a lot of machine work will be involved in the construction of the project.

(1) BMRCL Action taken so far

There are no legal requirements specifying the quota ratio in construction site. In the Phase 2, the involvement of women and vulnerable groups is minimal, as most skilled employees are contracted experts and unskilled female labour is not present. This is primarily because Metro construction work is carried out at night, limiting female participation on-site. The women involvement is 0.54 % and vulnerable group is 0 % in current Phase 2.

Having considered the high demand from women and vulnerable group their involvement in the Project BMRCL plans to offer vocational trainings as a part of LIRP so that those opt to be involved in the Project will able to take skill training to be employed during the construction. There will be requirement of unskilled labour where women and vulnerable group may likely to involve in work like building (staff quarters, office complex), road, drain, utility and housekeeping work etc. Foreseeing the involvement of women both directly and indirectly in the construction activities, certain measures are required to be taken towards welfare and well-being of women and children in-particular during the construction phase.

Contractors provide a gender-sensitive work environment with separate toilets, rest areas, and accommodation where applicable. Equal wages are maintained for male and female workers, and female supervisory/technical staff are employed at some sites.

Contractors conduct regular training and awareness programs for their workforce. These include gender sensitisation and anti-harassment (POSH) training, safety training, and grievance redressal mechanisms,

with participation primarily from male staff and some female staff where deployed. Disability inclusion awareness is limited or not conducted at sites with no PwD workforce. Trainings are delivered through house sessions, site inductions, toolbox talks, and awareness sessions, ensuring employees are informed about workplace safety, harassment prevention, and complaint procedures.

Contractors have established worker grievance redress systems, including complaint/suggestion boxes, registers, and internal mechanisms at sites and labour camps. No cases of wage discrimination or harassment/GBV have been reported. Preventive measures are in place, such as POSH/GBV awareness programs, Internal Complaints Committee policies, confidential reporting channels, and display of helpline/contact details at workplaces to ensure transparency and a safe work environment.

(2) Issues identified

- Female labour is currently absent due to night-time construction schedules, and most on-site workers are skilled personnel employed by contractors.
- Workforce largely comprises skilled male workers employed by contractors.
- Accessible facilities for PwD are limited or not available due to no PwD workforce.

3.7 Engagement of Women and Vulnerable people in Planning and Design

Through the process of the project planning, it is critical to engage women and vulnerable groups to hear their issues, concern and suggestion to make the project accessible and beneficial to women.

It is, thus, imperative that women and vulnerable groups are involved as full-fledged participants at all stages of the project, from planning through implementation to post-project stages.

(1) BMRCL Action taken so far

In order to obtain issued and concerns of women and vulnerable group, BMRCL conducted various stakeholder engagement activities including stakeholder consultations and focus group discussion targeting Women household head, Women, elderly, person with disabilities and the poor in July and August 2025. Their concerns and suggestions are summarised in the table below.

Table 3.11 Summary of Focus Group Discussion (Women Head Household)

Sl. No.	Guiding Questions	Response
1.	Displacement-related concerns	Women-headed households expressed significant anxiety about potential displacement, especially given their roles as primary caregivers and income earners. Relocation was seen as a major disruption to family life, particularly affecting children’s education and the well-being of elderly or disabled family members. Several widows and senior women stated that they lacked the physical and emotional capacity to manage house construction or relocation independently. Participants were especially concerned about the safety of old buildings near ongoing Metro construction due to vibrations and dust, and reported stress caused by the lack of clarity around timelines and procedures. A key demand was that full compensation should be provided before any demolition or acquisition begins. Many participants emphasized that displacement would not only affect their housing situation but also sever their access to essential amenities like schools, hospitals, and markets.
2.	Compensation awareness and clarity	There was a widespread lack of clarity regarding compensation entitlements, particularly for individuals without formal ownership documents or whose names were not listed on property papers. Participants repeatedly requested transparency in the per-square-foot compensation rate and called for the early issuance of official notices detailing the extent of the acquisition. Questions were raised about eligibility for compensation in cases of informal tenancy, shared family ownership, or partial loss of income-generating space such as areas used for delivery services. Women also questioned whether voluntary relocation due to noise, dust, or vibration would qualify for rent compensation. There were calls for easy-to-understand information about the entitlement matrix, supported by maps and detailed notifications.
3.	Expectations for livelihood restoration	Many women relied on small-scale businesses or rental income for survival, and highlighted that premature relocation—or even the anticipation of acquisition—was already resulting in financial losses, as tenants had begun vacating. Participants requested compensation packages that considered the time needed to reconstruct houses or businesses, and proposed rental assistance during the interim period. Some asked for alternative land or constructed houses in liveable areas instead of monetary

Sl. No.	Guiding Questions	Response
		compensation. Others suggested that support programs such as skill development, employment linkages, or interest-free loans should be provided to help re-establish livelihoods post-displacement. Widows and those in debt (e.g., with gold loans) highlighted the need for tailored financial support. Concerns over income loss, especially for those engaged in informal work.
4.	Use of Metro	Participants generally welcomed the Metro development, acknowledging that it would improve access to work, education, and healthcare. However, several women raised concerns about the affordability of Metro fares for low-income households. Safety was another key concern many requested additional reserved compartments for women and senior citizens, along with better lighting and station design features that would make Metro travel safer and more accessible for women.
5.	Suggestions for project	Women put forward several project-related suggestions. These included prioritizing resettlement sites with proximity to essential services like schools, colleges, hospitals, markets, and water supply (particularly Kaveri water for those engaged in agriculture). They also emphasized the need for traffic management during construction to address anticipated congestion and parking issues. Strong opposition was voiced against the double-decker Metro alignment due to its high land acquisition impact, and an alternate alignment via the Outer Ring Road was suggested as a less disruptive option. Finally, women requested gender-sensitive grievance redressal mechanisms to address their specific concerns more effectively. Requests for simplified documentation, dedicated help desks, and inclusion in all communications.

Table 3.12 Summary of Focus Group Discussion (Senior Citizens)

Sl. No.	Guiding Questions	Response
1.	Displacement-related concerns	Senior citizens expressed deep emotional and psychological distress at the prospect of relocation. Many had spent decades in their current residences, having invested retirement savings in building their homes and nurturing longstanding neighbourhood and social connections. There was concern about the feasibility of adapting to a new location at an advanced age, with participants stating they could not rebuild their routines or lifestyle elsewhere. Several feared being forced to live in partially acquired or structurally unstable homes. Lack of clarity on the extent of the acquisition added to the anxiety. Some participants stressed the urgent need for nearby relocation options, as they were unwilling or unable to shift far from familiar surroundings.
2.	Compensation awareness and clarity	Participants reported widespread confusion around compensation calculations, especially in cases involving partial acquisition. Concerns were raised about whether the market value would be fairly assessed, particularly for ancestral properties. Senior citizens dependent on rental income feared long-term income loss due to early tenant exit and delays in reconstruction. There was also uncertainty around documentation—many were unsure whether original or updated agreements were required, especially in cases lacking recent registered documents. Participants noted that some had not yet received acquisition notices, while others had no idea how much land would be taken. A strong demand was made for simplified, accessible written communication outlining eligibility, rules, documentation requirements, compensation slabs, and grievance redress mechanisms.
3.	Expectations for livelihood restoration	Although most senior citizens did not expect to resume active employment, they strongly emphasized the need for financial security through adequate compensation. Many were entirely dependent on rental income from affected properties. They requested interim support to cover lost income, especially as tenants had already begun vacating. Several expressed concern over how they would survive during the 5–6 years it would take to rebuild or resettle. Requests were made for clear policies on temporary support, reconstruction allowances, and assistance for business owners unable to relocate or operate heavy equipment after displacement.
4.	Use of Metro	The Metro was generally seen as a positive development, with long-term benefits for urban connectivity. However, concerns were raised about the disruption caused during the construction phase, particularly for access roads and local services. Senior participants stressed the importance of minimizing construction-related impacts, especially for those with mobility issues or who rely on proximity to essential services.
5.	Suggestions for project	Senior citizens suggested that BMRCL ensure pedestrian-friendly infrastructure and safer walking spaces near stations for elderly users. Requests were made to expand connectivity beyond the double-decker corridor to major junctions. They also urged BMRCL to proactively communicate with residents through verified and accessible channels to prevent misinformation or fraud. Participants emphasized the need for regular written updates in simple language. Specific queries were raised about special provisions or additional compensation for senior citizens and persons with disabilities, given their heightened vulnerability.

Table 3.13 Summary of Focus Group Discussion (PWD & Disadvantaged)

SI. No.	Guiding Questions	Response
1.	Displacement-related concerns	Vulnerable individuals, including widows, persons with disabilities, and those with disabled dependents, expressed emotional distress about their inability to manage relocation or rebuild homes without adequate support.
2.	Compensation awareness and clarity	Participants requested clear, simple explanations of compensation entitlements.
3.	Expectations for livelihood restoration	Participants sought targeted assistance or livelihood restoration measures tailored to persons with disabilities and other vulnerable groups.
4.	Use of Metro	Participants generally supported the Metro development, noting that it would improve mobility for persons with disabilities by providing easier access to work, healthcare, and daily needs.
5.	Suggestions for project	Participants urged BMRCL to ensure barrier-free access across all stations and facilities to meet the needs of persons with disabilities.

Table 3.14: Summary of Focus Group Discussion (Poor and Marginalized)

SI. No.	Guiding Questions	Response
1	Displacement-related concerns	Informal workers and street vendors feared loss of livelihood and inability to sustain daily income.
2	Compensation awareness and clarity	Many were unaware of the eligibility criteria and how to claim benefits.
3	Expectations for livelihood restoration	Concerns over the income gap post-eviction and the ability to restart small businesses.
4	Use of Metro	Fear that displacement may affect work locations or the customer base.

(2) Issues identified

- Challenges remain in overcoming social and economic barriers that hinder full participation of women and vulnerable group in public meetings due to issues related to patriarchal norms, access to resources, time, and safety concerns, etc.

3.8 Monitoring and Evaluation

The GFWP also describes that coordinating and monitoring mechanisms should also be devised to assess from time to time the progress of such mainstreaming mechanisms.

Policy monitoring and evaluation will be incorporated into the overall project monitoring and evaluation plan. The social and gender specialist will be assigned under BMRCL SEMU to orient them on the policy implementation.

The social and gender specialist will:

- consult regularly with women beneficiaries
- Assist in developing a sex disaggregated project monitoring and evaluation system;
- Monitor policy implementation progress on a regular basis with field visits and reporting of progress and results.

The social and gender specialist will prepare monthly; quarterly and semi-annual progress reports and these reports will be used to consolidate annual report by BMRCL.

(1) BMRCL Action taken so far

- Monitoring and Evaluation is not conducted.

(2) Issues identified

- There is not enough gender disaggregated data makes it makes difficult to plan as well as measure impact of actions.

- Existing monitoring systems are not prepared.
- Underrepresentation of women in certain technical or field roles despite recruitment initiatives.
- Difficulty in measuring long-term outcomes of gender mainstreaming due to no reporting structure.

4. Gender Equality and Social Inclusive Action Plan (GESIAP)

The formulation of the GESIAP is led by the BMRCL Land Unit (LU) and the Social and Environment Management Unit (SEMU). In its implementation, the GESI Committee and the Human Resources Department play primary roles. During the construction phase and operational phase, the Project Implementation Unit (PIU) and the Operations and Maintenance Department assume responsibility, respectively. Monitoring and oversight will be carried out by SEMU and the GESI Committee.

Following action points provide a comprehensive framework for integrating GESI considerations into project activities, ultimately contributing to a more equitable and inclusive outcome for all gender and social group. GESIAP prepared under the Bangalore Metro Phases 2A and 2B has been further updated for the Project. Activities that are continuously implemented from Phase 2 are indicated with Phase 2 output number.

Table 4.1: Gender Equality and Socially Inclusive Action Plan

	Activity	Activities	Responsible entity	Timeline of target achievement	Progress As of Aug 2025
A. Institution					
Action A1: Institutional Strengthening to implement Gender Mainstreaming and social inclusive					
1	Gender equality and social inclusive policy	<ul style="list-style-type: none"> Develop the Gender equality and social inclusive policy and obtain an approval from Managing Director. (Continuous from Phase 2: Output 3.18) Prepare guidelines for staff and contractors, and operating procedures on how to implement Gender equality and social inclusive policy. (Continuous from Phase 2: Output 1.15) 	BMRCL HR & GESI Committee	December 2025	Preparation GESI report
2	Strengthen GESI Action Plan implementing Mechanisms	<ul style="list-style-type: none"> Establish multi stakeholder advisory committee- with representative organizations, civil society, academia, transport experts, gender/social experts, and international organizations chaired by BMRCL staff and convince the meeting periodically to discuss the issue and possible action required. Assign a Chief or other senior staff nominated as GESI focal point in BMRCL to oversee the implementation of the GESI Action Plan.(Continuous from Phase 2: Output 3.16) Assign Social and Gender specialist in BMRCL Land Unit. 	BMRCL HR & GESI, POSH Committee	Already existing, will be restructured.	None
3	Secure Budget for implementing GESI	<ul style="list-style-type: none"> Review the amount of budget allocated for GESI related activities. Budget and secure annual budget for GESI for continuous implementation. 	BMRCL FD, HR & GESI Committee	December 2025	None
4	Secure women's Participation in Decision-Making	<ul style="list-style-type: none"> Ensure one female board member out of total 12 board members is on the Board as per GoI guidelines Take proactive steps to increase the number and percentage of female members in relevant decision-making bodies within BMRCL. (Continuous from Phase 2: Output 1.12) 	BMRCL HR	Continuous	59 female in the position of executive level in out of total 671 Executive roles
5	Conduct GESI training	<ul style="list-style-type: none"> Conduct regular training sessions on GESI including GBVH for all staff, including project related staff, contractors, and local authorities involved in projects, disaggregated by gender, and vulnerable group to raise awareness and ensure proper response protocols. (Continuous from Phase 2: Output 3.19&20) Systematically assess changes in staff understanding and awareness after these training to measure their effectiveness.(Continuous from Phase 2: Output 3.19&20) 	BMRCL HR	March 2026	3 sessions provided
6	Promote GESI campaign	<ul style="list-style-type: none"> Multimedia information campaign to general public and metro users demonstrating ease of access, safety, comfort and other advantages, as well as zero tolerance for sexual and other forms of harassment experienced by women and vulnerable group will be developed and disseminated(Continuous from Phase 2: Output 1.10) Regular awareness campaigns on GESI within BMRCL (Continuous from Phase 2: Output 3.19&20) 	BMRCL HR, PRO & GESI Committee	March 2026 4 per year	None
Action A2: Ensure Gender Friendly and Socially inclusive Workplace and Staff Support for Women					
1	Implement Gender-Friendly	<ul style="list-style-type: none"> Actively implement and periodically review BMRCL's "Gender-Friendly Workplace Policy" to ensure it remains a dynamic tool for gender mainstreaming. (Continuous from Phase 2: Output 3.18) 	BMRCL HR & GESI Committee	December 2025	None

	Activity	Activities	Responsible entity	Timeline of target achievement	Progress As of Aug 2025
	Workplace Policy				
2	Ensure Employment Opportunities and Quota Achievement	<ul style="list-style-type: none"> As recruitment for operation staff commences, BMRCL must uphold its responsibility to implement equal recruitment practices for all positions. Ensure equal pay and benefit and opportunities including retention and productivity of PwD and female employees who are also mothers through flexible working arrangement. This includes actively working towards achieving and maintaining the 33% female quota in operational roles, mirroring the commitment for construction..(Phase 2: Output 1.12) Develop tailored training programs (as already highlighted by BMRCL's commitment to gender-friendly workplaces and training initiatives) to enable women and vulnerable group to access well-paying technical and managerial positions in the transportation sector, addressing existing occupational segregation.(Continuous from Phase 2: Output 3.19&20) 	BMRCL HR & GESI Committee	Already existing	17% overall female workforce
3	Strengthen Gender-Based Violence and harassment (GBVH) reporting and response mechanism	<ul style="list-style-type: none"> Ensure the POSH Committee is formulated in accordance with POSH (Prevention of Sexual Harassment) regulations, is fully functional and responsive to establish and maintain a safer working environment for all female employees. Establish a manual describing the handing process for GBVH reported case. The designated email ID (posh@bmrc.co.in) for reporting unhealthy incidents must remain accessible only to the GESI chairperson, guaranteeing confidentiality and trust. Implement a comprehensive system for recording and categorizing reports and incidents of harassment and GBVH in the workplace. Disseminating the GBVH reporting and response mechanism within BMRCL staff. Extent the POSH Committee to look into complaints of sexual harassment to the Phase 3. 	BMRCL HR & POSH Committee	Already existing	None
4	Provide GESI dedicated Facilities at office	<ul style="list-style-type: none"> Ensure the continued availability of separate, clean washrooms for all genders and wheelchair. and dedicated ladies' rooms equipped with beds for lactating mothers at all BMRCL workplaces. Continue providing and, where feasible, expand access to crèche facilities to provide convenient and reliable care for young children during the working day for staff. (Continuous from Phase 2: Output 1.7) 	BMRCL HR and O&M Department	Already existing	Separate and accessible washrooms,
5	Provide dedicated Facilities for female operator	<ul style="list-style-type: none"> Ensure the continued provision and maintenance of well-equipped washroom, changing room and lounges for female train operators at each terminal station. (Phase 2: Output 1.6) 	BMRCL HR and O&M Department	December 2025	ladies' restrooms with lactation facilities, and lounges for female train operators
B. Planning					
Action B1: Consideration to Resettlement and Infrastructure Development					
1	Payment of compensation	<ul style="list-style-type: none"> Compensation may be paid into the joint account by request Special allowance to vulnerable people is disbursed 	BMRCL LU and KIADB SLAO	Up to July 2026	None
2	Assistance to find relocation site	<ul style="list-style-type: none"> Assistance in finding relocation sites is offered during the resettlement. For those eligible, BMRCL offer BDA housing. 	BMRCL SEMU	Up to July 2026	None

	Activity	Activities	Responsible entity	Timeline of target achievement	Progress As of Aug 2025
3	Develop LIRP for consideration to women needs	<ul style="list-style-type: none"> Develop specific livelihood and income restoration programs (LIRP) for women and vulnerable group. This could include finding of alternative vending spaces, skill development training aligned with emerging economic opportunities, and access to financial services like loans. Provide financial literacy training and support to all affected women, especially female-headed households and widows, to ensure they have equitable access to and control over compensation funds. 	BMRCL SEMU	Jan - May 2026	None
4	Operate GBVH reporting function in the grievance redress mechanism	<ul style="list-style-type: none"> Female supporting system is setup within the GRM. Cases are resolved immediately within the timeline specified Assign female GRM officers who is well trained to handle GBVH cases. Disseminate reporting system GBVH cases in the GRM system to project affected communities and affected women. 	BMRCL SEMU	December 2025	None
Action B2: Engage women and vulnerable group community member and PAPs					
1	Promote Women Participation in Decision-Making.	<ul style="list-style-type: none"> Ensure that stakeholder consultation meetings are scheduled at times and in formats that facilitate easy participation for female and vulnerable group members, considering their diverse responsibilities. Hold women and vulnerable group only focus group discussion so that they can express their particular concerns and issues in the risk-free environment. 	BMRCL SEMU	Continuous	Sufficient consideration provided for vulnerable group during SCM of RAP preparation. 696 female PAPs (24%) among a total 2903 participants participated- 30 FGD sessions held out which 14 were held with Females group. continuous
C. Design					
Action C1: Mandate integration of gender specific design					
1	Integrate GESI-Specific Aspects in Design	<ul style="list-style-type: none"> Prepare design guidelines and mandate that all proposed metro coach and station, MMI and TOD designs, as well as modifications to existing ones, explicitly incorporate gender equality and social inclusion-related aspects from the earliest design stages..(Phase 2: Output 2.14 & 15) 	BMRCL PD	December 2025	Already existing in operational metro stations. Need to verify the design for phase 3
Action C2: Rolling stock design aligned to needs of female and vulnerable commuters					
1	Ensure that the design of metro coaches integrate international quality design features addressing the GESI	<ul style="list-style-type: none"> Ensure that every metro train includes a clearly designated segregated coach exclusively for female user throughout all operational hours. (Phase 2: Output 1.1(i)) Ensure that 8 seats (4 in front and 4 in rear) of each coach reserved for women, elderly, differently abled, and caregivers, publicized through signal) 1 dedicated space for a wheelchair in first and last coach of every train (Phase 2: Output 1.1(ii & iii)) Provide the holding bar easy to reach for women. Presence of female security staff in coach and stations adds to the comfort of female commuters.(Phase 2: Output 1.2(ii)) CCTV cameras installed to monitor the security of women passengers inside coaches. (Phase 2: Output 1.9) GESI Awareness message in all metro train.(Continuous from Phase 2: Output 1.10) Information on helpline numbers, gender specific messaging, audio& video, emergency button. 	BMRCL through Gender Focal Point (GFP) and GESI Expert	December 2025	Available in existing trains. Need to verify the design for phase 3.

	Activity	Activities	Responsible entity	Timeline of target achievement	Progress As of Aug 2025
		intercom in all coaches (Phase 2: Output 1.2(iii), 1.10)			
Action C3: Provide facilities for all gender and vulnerable group at all stations					
1	Ensure all station have basic facilities for all gender	<ul style="list-style-type: none"> • Prioritize the provision and maintenance of separate, hygienic toilets specifically for all gender including women and gender neutral. Also provide diaper-changing tables within accessible multi-purpose toilets, ensuring these facilities cater to the needs of parents of all genders (Phase 2: Output 1.4, 1.5.) • Install seating area, Step-free, universally accessible route (ramp and lift) for prioritizing pregnant women, women with children and prams, elderly, those on wheelchairs. (Phase 2: Output 1.3(i)) • Install at least 1 escalator each to access and egress the platform, concourse at multimodal and terminal stations, in all stations (Phase 2: Output 1.3(iv)) • Day care centre at selected metro station for children of staff and female PAPs. (Phase 2: Output 7.1) • BMRCL website to include maps for all users that include most efficient access in and out of stations (Phase 2: Output 1.10 (ii)) 	BMRCL O&M Department	December 2025	Available in existing trains. Need to verify the design for phase 3.
2	Ensure all station has safety and security measure installed	<ul style="list-style-type: none"> • Well-lit, dedicated waiting area for women on the platform adjacent to the reserved coach for women with adequate signage. (Phase 2: Output 1.2(i)) • Install tactile pavers, audio guidance, color coding, signage and map to enhance visual and hearing guidance (Phase 2: Output 1.3(ii & iii)) • Platform level boarding, lifts, nursing and breastfeeding room, Sali guards at escalator, and waiting area (weather shelter) included in all metro stations (Phase 2: Output 1.3(i)) • Maintain and strategically enhance the extensive network of CCTV cameras eliminating the potential blind spots which are under constant surveillance by a central control center, with vigilant security staff actively monitoring the movement of commuters. (Phase 2: Output 1.9) • Assign women security staff during operation hours. (Phase 2: Output 1.2(ii)) • Designate station master/controller as Accessibility Officer in each station; (Phase 2: Output 3.19(i)) • one-way voice intercom for communication with the station manager with adequate signage, in all stations. (Phase 2: Output 1.2(iii)) • Install accessible emergency systems (like alarm buttons) clearly signposted, allowing commuters to immediately alert security personnel in case of distress • Displays a help lines numbers and other important phone numbers and instructions in local language, Hindi and English for convince of passengers) (Continuous from Phase 2: Output 1.10) • Visible desks/rooms staffed by trained women and men where female commuters can lodge their complaint in case of any unwanted event; (ii) a system of reporting cases handled by these desks (whether on a computer or logbook) • Maintain and clearly mark segregated entry/exit points to access the concourse and platforms specifically for female and vulnerable group users at identified metro stations. (Continuous from Phase 2: Output 1.3) • Annual training conducted for frontline staff / security personnel at all the stations on Equitable 	BMRCL through Gender Focal Point (GFP) and GESI Expert	December 2025	Available in existing trains. Need to verify the design for phase 3.

	Activity	Activities	Responsible entity	Timeline of target achievement	Progress As of Aug 2025
		Workplace Conduct and Dignity Training (EWCDT)-friendly conduct and how to prevent and address sexual harassment..(Phase 2: Output 1.10/ Ouput 3.19 (ii))			
Action C4: Improve accessibility to station					
1	Ensure safety and security measure installed around station.	<ul style="list-style-type: none"> Well-lit station entrance and exit, shelter in the area and pedestrian footpath outside the metro stations to ensure safety of all commuters..(Phase 2: Output 1.11) Provide sidewalks and ramps included in all stations.(Continuous from Phase 2: Output 2) Adopt Multi Modal Integration (MMI) design principle integrated GESI to all the stations. (Continuous from Phase 2: Output 2) Install CCTV cameras eliminating the potential blind spots which are under constant surveillance by a central control center, with vigilant security staff actively monitoring the movement of commuters.(Phase 2: Output 1.9) Promote the presence of female security personnel outside station for transit to other transportation. (Phase 2: Output 1.2(ii)) 	BMRCL O&M Division	December 2025	Available in existing trains. Need to verify the design for phase 3.
Action C5: provide metro service meeting needs of women and vulnerable group mobility pattern					
1	Coordinate with other transport mode providers	<ul style="list-style-type: none"> Coordinate with other transport modes to design the mobility network to cover route and schedule of the needs of women and vulnerable group. (Continuous from Phase 2: Output 2) Provide free transport for first/ last mile to women and vulnerable group from station to first/ last mile.(Continuous from Phase 2: Output 2) Improve footpaths and lighting within the 500-metre radii from station to guarantee smooth travel for chained trips.(Continuous from Phase 2: Output 2) Promote TOD to location the women/ vulnerable group's destination to be located near the metro station.(Continuous from Phase 2: Output 2) 	BMRCL O&M Department, BMTCL and Service Operators	December 2025	Available in existing trains. Need to verify the design for phase 3.
Action C6: Information dissemination					
1	Disseminate information in timely manner	<ul style="list-style-type: none"> Provide clear wayfinding signage and map around station and within station, platform i.e. way to station, location of women and vulnerable group dedicated facilities etc.(Continuous from Phase 2: Output 1.10) Provide GESI activities implemented and proposed on the BMRCL website (Continuous from Phase 2: Output 1.10) Install awareness campaign poster related GESI.(Continuous from Phase 2: Output 1.10) 	BMRCL O&M Division	December 2025	wayfinding signage and map available in existing trains. Need to verify the design for phase 3.
D. Construction Phase					
Action D1: Increase participation of women and vulnerable group workforce during Construction					
1	Increase participation of Female Workforce in Construction	<ul style="list-style-type: none"> Develop and implement proactive strategies to significantly increase female and vulnerable group workforce participation in the construction phase of the metro projects through identifying the available job position during construction. Provide skill training to project affected people to meet the job position. Uphold its responsibility to implement equal recruitment practices of 33% female quota during construction in the long run for all governmental and private employment within the project, ensuring equal recruitment for all levels of workers and staff involved in construction. Ensure equal pay and benefit among genders and vulnerable groups with formal contract and social security. Conduct promotional campaign toward women and vulnerable groups in construction to 	BMRCL PIU	35 % in the construction	initiated preparatory actions.

	Activity	Activities	Responsible entity	Timeline of target achievement	Progress As of Aug 2025
		improve the image of gender stereotypes, discrimination, and sexual harassment.			
Action D2: Provide facilities, safety and security during Construction					
1	Ensure basic facilities for all gender is provided at construction sites and safety and security measure for women are installed	<ul style="list-style-type: none"> Establish BMRCL GESI policy during construction. Provide regular awareness raising training regarding GESI policy to all workers. Providing amenities like separate toilets, washing, changing facilities at accessible location and labor camp. Provide suitable equipment and tools, PPTs and gears for female and vulnerable group workers. Set up the GBVH team among with BMRCL, contractor, GoK and other stakeholders as well as helpline for reporting the GVBH at construction site and provide immediate action. Install CCTV at construction-related sites eliminating the potential blind spots which are under constant surveillance by a central control centre, with vigilant security staff actively monitoring the movement Assign GESI specialists in the project team so that they can prepare, implement, and monitor gender-related activities. Install awareness campaign posters related GESI and GBVH at construction sites. 	BMRCL PIU, GESI Expert	Sep. 2026	Need to verify the design for phase 3
E. Monitoring					
Action E1: Collect gender-segregated data					
1	Collect Gender-Segregated Data and Feedback from user, project affected people and local communities.	<ul style="list-style-type: none"> Systematically collect and analyze segregated data by gender and vulnerability to comprehensively understand the travel patterns, values, employment quota, and challenges faced by women and vulnerable group. Implement and widely publicize suggestion boxes at all metro stations / contact points specifically designated for female and vulnerable group users and regularly collect and analyze feedback and ensure that appropriate solutions are adopted 	BMRCL SEMUR	March 2026	Being Complied
Action E2: Conduct monitoring of the GESI progress					
1	Establish and implement monitoring system to monitor gender mainstreaming status	<ul style="list-style-type: none"> Establish monitoring mechanisms and implement monitoring on monitoring indicators to track the progress of GESI status in BMRCL and prepare periodic report. For any actions delaying progress, corrective action will be planned and implemented. Assign female monitoring staff in the monitoring team to avoid biased toward either men or women without justifiable reasons, identify the causes and factors and consider implementing necessary measures. 	BMRCL SEMUR	Continuous process	Being complied

Note: O&M : Operation and Maintenance , PIU: Project Implementation Unit, SEMU: Social and Environment Management Unit, LU: Land Unit, KIADB SLAO, HR & POSH

5. Monitoring and Monitoring Indicator

5.1 Monitoring Institutions

The Social and Gender specialist will be under the SEMU, BMRCL and he/she will have the following tasks

- consult regularly with women beneficiaries
- Assist in developing a sex disaggregated project monitoring and evaluation system;
- Monitor policy implementation progress on a regular basis with field visits and reporting of progress and results.

The social and gender specialist will prepare quarterly and semi-annual progress reports and these reports will be used to consolidate annual report by BMRCL.

5.2 Monitoring indicator

Evaluate project achievements and impacts with a gender perspective, utilizing both quantitative and qualitative gender-disaggregated data.

Table 5.1 Monitoring Indicator

	Indicators	Unit	Monitoring Frequency
Action A1: Institutional Strengthening to implement Gender Mainstreaming and social inclusive			
1.	Progress of the Gender equality and social inclusive policy, approval status	Status	Semi annual
2.	Progress of preparing GESI guidelines	Status	Semi annual
3.	Progress of establishing and convening multi stakeholder advisory committee	Status of establishment, minuets of meeting	Semi annual
4.	Assign a Chief or other senior staff nominated as GESI focal point	Status of assignment	Semi annual
5.	Assign Social and Gender specialist in BMRCL Land Unit	Status of assignment	Semi annual
6.	Current status of budget allocated to GESIAP, disbursement	Amount and % disbursed.	Semi annual
7.	budget requested for GESIAP and amount allocated	Amount	Semi annual
8.	Number of female board member assigned. Documentation of women's input and their influence on policy/operational decisions.	Number / %	Semi annual
9.	Training sessions on GESI provided	Number of trainings provided and number of participants	Semi annual
10.	changes in staff understanding and awareness	% of awareness improvement	Semi annual
11.	Multimedia information campaign conducted	no. of campaign conducted and date.	Semi annual
12.	awareness campaigns on GESI within BMRCL	no. of campaign conducted and date.	Semi annual
Action A2: Ensure Gender Friendly and Socially inclusive Workplace and Staff Support for Women			
	Review of Gender equality and social inclusive policy	Status	Semi annual
13.	BMRCL requirement on female staff	Action taken	Semi annual
14.	Female and vulnerable group employee feedback on payment and benefit provided	No. and Percentage	Semi annual
15.	Percentage of female /vulnerable group employees in BMRCL and operational workforce by position	No. and Percentage	Semi annual
16.	Skill development and technical training programs provided	No of training and no of participants.	Semi annual
17.	Status of GBVH Committee establishment	Status	Semi annual
18.	Preparation of manual describing the handing process for GBVH reported	Status	Semi annual
19.	Number of GBVH incidents reported in the workplace and action taken	No and status of action taken	Semi annual
20.	Status of Internal Complaint Committee convened	No of cases resolved. minuets of meeting	Semi annual
21.	Dissemination of GBVH reporting and response mechanism	Percentage of female employees aware of the mechanism and reports	Semi annual

	Indicators	Unit	Monitoring Frequency
22.	Female members in the Committee for GESIAP and other relevant BMRCL decision making bodies.	No and %	Semi annual
23.	Facilities provided at BMRCL offices and stations for operators	List of facilities provided, status and location.	Semi annual
24.	Female employee and train operator feedback on the cleanliness, comfort, and security of these lounges.	Feedback	Semi annual
25.	Employee satisfaction survey results on workplace GESI improvement	Feedback	Semi annual
Action B1: Consideration to Resettlement and Infrastructure Development			
26.	Compensation disbursed to joint accounts	No and %	Quarterly
27.	Compensation and assistance provided to vulnerable group PAPs	Status	Quarterly
28.	Status of finding new relocation sites by female HH /business owners and vulnerable group	No and %	Quarterly
29.	PAPs who are offered BDA housing	No and %	Quarterly
30.	LIRP training offered to female HH /business owners and vulnerable group	No and %	Quarterly
31.	Commercial space allocated to female / vulnerable group business owners at metro station	No and %	Quarterly
32.	Establishment of GBVH reporting function in GRM	Status	Quarterly
33.	Assign female GRM officers	Status	Quarterly
34.	Status of handling the cases reported	No of cases and status.	Quarterly
Action B2: Engage women and vulnerable group community member and PAPs			
35.	stakeholder consultation meetings held in consideration to women and vulnerable group	Consideration provided. Number of participants (female. Vulnerable group PAPs)	Semi annual
36.	focus group discussion hold for women and vulnerable group	Number of session held, date, number of participants and minutes of meeting	Semi annual
Activity C1: Mandate integration of gender specific design			
37.	Status of design guidelines for GESI consideration	Status	Semi annual
Action C2: Rolling stock design aligned to needs of female and vulnerable commuters			
38.	Availability of segregated coach available for female user	No. %	Semi annual
39.	Availability of reserved seat and dedicated space for a wheelchair	No. %	Semi annual
40.	Female security staff	No. %	Semi annual
41.	CCTV cameras installed	No. %	Semi annual
42.	Information on helpline numbers, gender specific messaging, audio& video, emergency button, intercom in all coaches	No. %	Semi annual
Action C3: Provide facilities for all gender and vulnerable group at all stations			
43.	Availability of gender segregated hygienic toilets and other dedicated facilities for women and vulnerable group	List of facilities provided and status at each station.	Semi annual
44.	Availability of university access within station	Accessible status at each station.	Semi annual
45.	Facilities provided to support visual and hearing mobility.	List of facilities provided and status at each station.	Semi annual
46.	Percentage of stations/trains with fully functional CCTV cameras meeting specified density (e.g., 55 per station, 38 per train).	Number of trainings provided and number of participants	Semi annual
47.	Number of female security staff	No and % at each station.	Semi annual
48.	Number of station master/controller as Accessibility Officer	No and % at station.	Semi annual
49.	accessible emergency systems installed and Number of times the emergency alarm system is activated and the average response time.	Availability at station. No of cases and time taken to respond	Semi annual
50.	Availability of stations with clearly displayed instruction boards including helpline numbers and directional signs to women's carriages.	No. of stations	Semi annual
51.	Availability of desks/rooms staffed by trained women and men where female commuters can lodge their complaint	No. of stations	Semi annual
52.	segregated access to the platforms specifically for female and vulnerable group users	No. of stations	Semi annual
53.	Annual training provided to frontline staff / security personnel on GBVH	No of training offered and no of participants	Semi annual
Action C4: Improve accessibility to station			
54.	Status of provision of lighting, shelter and footpath along the access to station.	Status	Semi annual
55.	Status of universal access to station	Status	Semi annual
56.	station adopted MMI integrated GESI considerations.	No and %	Semi annual

	Indicators	Unit	Monitoring Frequency
57.	Percentage of stations with fully functional CCTV cameras allocated outside of station	No and %	Semi annual
58.	Availability of female security personnel outside station	Availability at station	Semi annual
Action C5: provide metro service meeting needs of women and vulnerable group mobility pattern			
59.	Connectivity to the other transport mode from station	Status	Semi annual
60.	Universal design and lighting incorporated within 500m radii from station	Status	Semi annual
61.	Availability of free transport for first/ last mile to women and vulnerable group	Status	Semi annual
62.	Status of TOD in consideration to location the women/ vulnerable group's destination	Status	Semi annual
Action C6: Information dissemination			
63.	Availability of clear wayfinding signage and map	Number of stations, and status	Semi annual
64.	Status of disseminating GESI activities through BMRCL website	Status	Semi annual
65.	awareness campaign conducted	Number	Semi annual
Action D1: Improve women and vulnerable group workforce during Construction			
66.	Availability of strategies to significantly increase female and vulnerable group workforce participation in the construction phase	Date of strategy established.	Quarterly
67.	Progress of providing skill training to project affected people to meet the job position	No. of PAPs participated in training.	Quarterly
68.	Percentage of female and vulnerable workers in the construction phase (disaggregated by skill level/role).	% of female quote	Quarterly
69.	Status of equal pay and benefit among genders and vulnerable groups	Status	Quarterly
70.	promotional campaign conducted	no. of campaign conducted and date.	Quarterly
Action D2: Provide facilities, safety and security during Construction			
71.	Availability of GESI policy during construction during construction	Status	Quarterly
72.	awareness raising training provided	no. of training conducted no. of participants and date.	Quarterly
73.	Amenities provided and its status	List of amenities provided and its status	Quarterly
74.	Suitable equipment and tools provided	List of tools and equipment provided and its status	Quarterly
75.	Availability of GBVH team among with BMRCL, contractor, GoK and other stakeholder	No. of meeting convened and minutes of meetings	Quarterly
76.	Availability of helpline for reporting the GVBH at construction site, and no. of grievance reported and status of action.	Status of helpline. no. of grievance reported and status of action.	Quarterly
77.	Availability of Install CCTV and vigilant security staff	No of CCTV installed and its location, no of vigilant security staff assigned.	Quarterly
78.	Status of assigning GESI specialists in the project team	Date of assignment	Quarterly
79.	Availability of awareness campaign poster at construction sites	no. of posters installed.	Quarterly
Action E1: Collect gender-segregated data			
80.	Collection of segregated data by gender and vulnerability	Type of gender segregated data collected and frequency	Semi annual
81.	Number of surveys/focus group discussions conducted specifically with women and Vulnerable group on their travel experiences.	Number of surveys/focus group discussions conducted	Semi annual
82.	Installation of suggestion boxes at stations	No. of stations installed.	Semi annual
83.	Number of issues and suggestion obtained from female and vulnerable group, and action taken.	No. of issues and suggestion, % acted.	Semi annual
Action E2: Conduct monitoring of the GESI progress			
84.	Progress of establishing monitoring mechanisms and conduct of monitoring and preparation of reports.	The latest monitoring report prepared.	Quarterly
85.	Assign female monitoring staff	Date of assignment	Quarterly

APPENDIX 1: Gender-Friendly Workplace Policy



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GENDER WORK PLACE POLICY IN METRO

1. Introduction

Bangalore city is one of the fastest growing metropolis of the country spread over an area of 1306 Sq. Km (Bengaluru Metropolitan Area), with a population of over 13 million in 2019. It is one of the most dynamic cities of India with one of the fastest growth rate due to immigration from various parts of Karnataka and other states of India.

Bangalore Metro Rail Corporation Limited (BMRC), a joint venture of Government of India and Government of Karnataka is a Special Purpose Vehicle entrusted with the responsibility of Implementation of Bangalore Metro Rail Project.

Bangalore Metro, christened as "Namma Metro", not only adds to the beauty of Bengaluru skyline, but also immensely adds to the comfort level of travel. Besides this, Namma Metro is a major environment friendly addition to the Bengaluru City as it significantly contributes to the reduction of carbon emissions.

Bangalore metro has taken various measures to promote a gender friendly work place both metro stations as well as offices, for example separate washrooms and ladies rooms with beds at the work place, provision of crèche to provide care for young children during the working day, hiring of female staff in different capacities of the organisation, etc.

However, there still remains a scope for further progress to monitor and eliminate any kind of gaps that exists. The organisation plays a crucial part in advancing the process of eliminating gender disparities in the workforce.



2. Need for the policy

The principle of gender equality is enshrined in the Indian Constitution in its Preamble, Fundamental Rights, Fundamental Duties and Directive Principles. The Constitution not only grants equality to women, but also authorizes the State to adopt measures of positive discrimination in favour of women for neutralizing the cumulative socio-economic, educational and political disadvantages faced by them.

A safe workplace is therefore a woman's legal right. The Constitutional doctrine of equality and personal liberty is contained in Articles 14, 15(3), 16, 39(a), 39(b), 39(c) and 42 of the Indian Constitution. These articles ensure a person's right to equal protection under the law.

FIG. 1

to live a life free from discrimination on any ground and to protection of life and personal liberty.

However, violence and harassment, including sexual harassment, also remains a reality for many women in the world of work. There is a strong need of a policy aimed at elimination of violence against women, status and unequal power relations between men and women in the organisation.

Evidence from across the world has shown that improvement in the status of women in social spheres including livelihood, health, and education are correlated with greater prosperity for the population as a whole and for more successful development outcomes for entire states. Engaging women as successful and rightful participants in development is therefore important for not only for the advancement of the status of women and girls, but also for the overall social economic growth of the society.

A GESI Policy for BMRC is needed at all stages to enshrine special design features and strategies into metro projects in order to facilitate and encourage women's involvement and increase their employment opportunities. BMRC recognizes that incorporating gender sensitivity into its business and development practices and mandating it at the HR level, will help in increasing equity and social justice for women thereby ensuring women's participation at all levels of its functioning.

Although BMRC has integrated gender-specific safety and public health concerns, with a focus on the needs of the elderly, women, children, differently abled, and transgender, in the construction design of the Bengaluru Metro's construction & operations, there was no specific approved policy of its own. In order to institutionalize the practices and gender focus across the organization, with commitment and accountability, a need for Gender Policy was felt.



3. Vision

The gender friendly work place policy is a gender mainstreaming tool, intended to address gender equality issues and bring about holistic development in BMRC by empowering women in the organisation to a stage that in every level of work, no differential exists between male and female.

FIG. 2

This policy is created considering Metro's women workforce as priority and is applicable to staffs working directly under BMRCL consultants, contract employees and outsourced staff. It will target to usher into an egalitarian work place where women will have equal participation and contribution in all the economic indicators.

4. Objectives

The policy focuses on identifying the key barriers that need to be addressed and advocated for a systematic approach to combating gender discrimination in the workplace, through following objectives:

1. Achievement of equal pay for equal work.
2. To create an environment conducive to the holistic development of women so that they can realize and achieve their full potential.
3. To ensure equal representation of women in management roles based upon their calibre.
4. Prevention and elimination of violence and harassment – To ensure de-jure and de-facto enjoyment of all human rights and fundamental freedom by women on equal basis with men in all sphere - political, social, legal, economic, cultural and civil.
5. To ensure supporting infrastructure and facilities in stations and at offices conducive to the needs of women, especially those working on site or train operators working on second shift.
6. To strengthen legal systems and infrastructure to eliminate all forms of discrimination against women and to deliver justice without any delay and To reduce all forms of violence and discrimination against women and girls and to make the workplace free from sexual harassment for all women.
7. To formulate an internal grievance committee, that has enough power to accept and investigate any kind of sexual harassment complaints.

5. Legal Frameworks and Provisions

There are many legal provisions and schemes to safeguard the interest of women at workplace. Following enlists some of the relevant laws:

S.No	Laws	Objectives	Relevance to BMRCL
1	The Immoral Traffic (Prevention) Act,1956	The Act aims to prevent sexual exploitation and human trafficking.	To prevent the exploitation of women in the project areas who are at risk of being trafficked. In a transport project, human trafficking is a critical issue as migrant labour can be potential victims.
2	Maternity Benefit (Amendment) Act,2017	The Act regulates women's employment in certain establishments during specific times before and after childbirth and aims at offering maternity and a few additional benefits.	Applicable to all the women employees of child-bearing age.

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3	Minimum Wages Act,1948	The Minimum Wages Act of 1948 protects workers' interests by establishing minimum wages fixation. The act is primarily focused on the unorganised sector in few of specified occupations (called scheduled employments)	The minimum wages established for the sector by state should be ensured by the employees to all workers, male and female alike.
4	Contact Labour (Regulation and Abolition) Act,1970	To regulate the employment of contract labourers in certain establishments and to provide for its abolition in certain circumstances and for matter connected therewith.	Applicable to construction activities that engage contract labourers. Women are often engaged as contract labour and are particularly vulnerable to exploitative practices.
5	Equal Remuneration Act,1976	To provide for the payment of equal remuneration to men and women workers and for the prevention of discrimination, on the ground of sex, against women in the matter of employment and for matters connected therewith or incidental thereto.	Women engaged in activities supported by the project should be paid at par with their male counterparts.
6	Sexual Harassment of Women at Workplace, (Prevention, Prohibition and Redressal) Act,2013	Provides measures for prevention, prohibition and Redressal of complaints of sexual harassment by any women who is harassed at a workplace.	To address any issues related to sexual harassment at the workplace adhering to the act.
7	The UN Declaration on the Elimination of Violence Against Women	The declaration aims at strengthening state commitments to global participation and policy formation regarding violence against women.	Address violence against women and provide a framework for action at project level.

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6. Guiding Frameworks and policies

6.1 POLICY 1 : Mainstreaming a Gender Perspective in the Development Process

Policies, programmes and systems must be established to ensure mainstreaming of women's perspectives in all developmental processes, as catalysts, participants and recipients.



Institutional changes must be brought in to ensure the empowerment of both men and women through equal representation in any panel/committees of BMRCL and equal participation in decision making. Wherever there are gaps in policies and programmes, women specific interventions should be undertaken to bridge these. Coordinating and monitoring mechanisms should also be devised to assess from time to time the progress of such mainstreaming mechanisms. Women's issues and concerns as a result must specially be addressed and reflected in all concerned laws, sectoral policies, plans and programmes of action.

6.2 POLICY 2 : Achieving equal pay for equal work



PG. 5

The pay gap persist at all levels of employment, including management, and gap rates vary based on employment level and region.

Achieving gender equality and women's economic empowerment at the organisation requires equally valuing the work done by women and men, and making sure they receive equal pay for work of equal work/value.

BMRCL must take steps to ensure the fairness in payment is maintained and the workers' contributions are valued equally, regardless of their gender by ensuring the following:

- The right to equal remuneration applies not only in cases where men and women do the same or similar jobs, but also when they perform work that is different but of equal value, based on objective criteria, such as skills, working conditions, responsibilities and efforts. Remuneration is not limited to the basic pay or wage that the worker receives, but also other forms of compensation, such as bonuses, stock options or overtime pay etc.
- There has to be an equal provision of bonuses and employment benefits, for the work of equal value and to ensure at least a living wage for all women and men employees.
- Adoption, monitoring, evaluation and public reporting for effective implementation of the policy.

These provisions can be made more effective by :

- a) **Ensure commitment and leadership from the top** : Equality and inclusions has to be BMRCL's priorities. Timely monitoring and equal pay adjustments needs to be made to close gender pay gap.
- b) **Promote social dialogue and collective bargaining** : These mechanisms provide a channel for management to acquire the best possible information about existing obstacles to gender equality, and to generate creative solutions that can be implemented in partnership with workers and their representatives
- c) **Measure the gender pay gap and perform gender-neutral job evaluations** : Gender-neutral job evaluations help to establish the relative value of jobs and thus determine whether their corresponding pay is just. BMRCL must take into account a variety of factors across different job types, such as skills, the effort involved, responsibilities and working conditions, and then allocate raises as efficiently as possible to close the gap.
- d) **Achieve pay transparency and reporting** : BMRCL should ensure transparency to eliminate pay inequality, thereby assuring the employees that their pay is fair and non-discriminatory. This will provide motivation for greater productivity and team collaboration

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6.3 POLICY 3 : Preventing and ending gender based violence and harassment in the world of work:



Gender-based violence and harassment, including sexual harassment and emotional abuse, are incompatible with decent work, irrespective of sector or income. Workplace sexual harassment causes serious harm and is also a strong manifestation of sex discrimination at the workplace. Not only is it an infringement of the fundamental rights of a woman, under Article 19 (1) (g) of the Constitution of India "to practice any profession or to carry out any occupation, trade or business"; it erodes equality and puts the dignity and the physical and psychological well-being of workers at risk.

Those experiencing violence and harassment at work can suffer harm to their psychological and physical health, including, anxiety, depression, stress and other lasting impacts of trauma, as well as harm to their dignity in their family and social environment. This in turn undermines equality at work and reinforces stereotypes about women's abilities and aspirations.

Following frameworks must be implemented in daily functioning of BMRCL to prevent the gender based violence and harassment:

- Demonstrate leadership commitment to creating a company culture of zero tolerance:** The higher officials at BMRCL must make prevention of sexual harassment a high-priority. They must communicate strongly and frequently the tenets of the GESI policies among their employees, implement accountability measures at all levels of leadership, reiterate zero-tolerance for violence and harassment, prevent and protect against retaliation, and create a climate of civility and respect.
- Raise prevention awareness:** Societal norms and behaviours on gender-based violence and harassment must be influenced through advertising and campaigning.
- Organisation should commit to all facets of empowering women
- Adopt, implement and monitor a comprehensive and effective workplace policy on violence and harassment :** BMRCL must ensure that all internal and

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- external communications related to incidents of violence and harassment are duly considered, and acted upon as appropriate.
- Collaborate with other sectors:** Involvement of third parties such as clients, customers, service providers, users, patients and members of the public may be considered as per the necessity.
 - Transparency and accountability must be affirmed**

6.4 POLICY 4 : Promoting work-life balance and equal sharing of care responsibilities

In recognition of the diversity of women's situations and in acknowledgement of the needs of specially disadvantaged groups, measures and programmes must be undertaken to provide them with special assistance. These groups include women in extreme poverty, women with disabilities, widows, elderly women, single women in difficult circumstances, women heading households, those displaced from employment, migrants, and women who are victims of marital violence.

Following frameworks must be implemented to prevent the gender based discrimination and promote equal share of responsibilities in work and life.

- Provision of maternity protection in line with or over and above national standards: To promote the equal sharing of care responsibilities between women and men, maternity leave should be provided as a minimum guaranteeing maternity protection to all women.
- Provision of financial support to the mother: A sum equal to at least two thirds of previous earnings must be provided through compulsory social insurance or public funds, with no more than one third to be provided through employer liability, so as not to encourage employers to avoid hiring pregnant workers or women of childbearing age.
- Offering paid paternity leave and encourage uptake: Paternity leave is recognized as a father's right and responsibility to care for his new child. Organisation should encourage new fathers to take paternity leaves to actively participate in childcare and bonding.



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- Facilitating smooth return to work after leave and flexible working arrangements.
- Supporting breastfeeding in the workplace: Support for breastfeeding workers is important for both the worker and her baby. The organisation should permit breast pumping or feeding in or near the workplace, and paid lactation breaks. An appropriate and basic nursing/lactation space must be identified, with a lockable door. It must have a flat surface other than the floor on which supplies can be placed, proper lighting and ventilation, cleaning wipes and paper towels, and an electrical socket. Accessibility should also be ensured for people with disabilities.



- Providing subsidized childcare close to the site or on-site: Both workers and employers can benefit from flexible working arrangements, such as adjusting working hours or working from home. As a result, workers will be able to maintain a balance between work and life outside of work. To empower women economically, flexibility is especially important, since it allows workers to balance their care and career commitments and allows men to spend more time with their families.
- Provision of crèche: A crèche designed as per minimum standard of 10 to 12 sqft space per child must be provided at or within 500m of the workplace. There must be at least one guard/supervisor per crèche and a trained worker for every 10 children under 3 years of age or for every 20 children above 3 years along with a helper. The facility should be open for 8 to 10 hours for regular employees and must be made to run as per the timing of the employees working on shifts.
- Protect pregnant women and those with newborns from discrimination and support workers (both women and men) with family responsibilities by providing adequate financial support.
- Prevention of discrimination against pregnant women and workers with family responsibilities: Organisations must avoid direct and indirect discrimination against pregnant and nursing women and workers with family responsibilities for hiring, job assignment, training, and promotion.

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- While having regard to operational needs, Organisation must guarantee healthy and safe environments and working conditions for pregnant and nursing women.
- Support care responsibilities for other family members by extend coverage to include all workers and family types : BMRCL must ensure insurance coverage to supports all family members of the employee, that includes all family types (single parents, parents who adopt or use surrogacy, and so on)

6.5 POLICY 5 : Supporting women in Business and management-

BMRCL must look into improving the gender balance at all levels of company leadership, as well as increasing the numbers of women having suitable calibre in position.

Strategies for empowering women to enter and remain in business and management roles include:

- Raising demand for women in Skilled jobs** – At least 20% of new operation-related skilled jobs created for the new lines must be allotted for women.
- Demonstration of commitment and action by company leadership** : The Organisation's higher authorities must take meaningful actions through commitment and engagement to ensure that women are equally represented and valued in executive and leadership positions, as well as on boards.
- Diversification of company talent and the executive pipeline** - Increasing women's presence at all levels, particularly in the middle and senior ranks of management and on boards – necessitates greater diversity in talent pipelines. Organisation should invest in gender-sensitive hiring processes, promotion and succession planning.
- Adopting a continuous improvement approach** - BMRCL should frequently revisit current policies and practices to identify assailable areas of improvement and address any structural barriers to help realize gender equality across the entire organization without any gaps.
- communication and transparency** - specific programmes must be implemented for promoting gender equality at all levels with proper consultation, particularly with women employees. Organisation must ensure that women's voices are heard and valued, and an open line of communication is created that is free of gender bias. Women must be enabled to communicate not only about their successes, but also setbacks affecting their goals and progress to strengthen good practices and eliminate less useful or counterproductive ones.

6.6 POLICY 6 : Science and Technology

In the automation age, women face new challenges overlaid on long-established ones. Technology adoption could displace millions from their jobs and many others will need to change the way they work.

- Support the entry of women and girls into the tech sector** - Organization should encourage more number of women employees to study and enter technological front.
- Promoting the privacy and safety of women and girls in cyberspace** - The dangers associated with new technologies that have a negative impact on women have received extensive news coverage.

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BMRC must look into anticipating these risks and design technologies and platforms with preventive measures to protect individuals, particularly women, at high risk of cyber violence and harassment.

6.7 POLICY 7: Institutional Mechanisms and Legislation



As per The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal Act, 2013 (SHWW Act 2013), if 10 and more than 10 women are working in an organisation, the owner/head of the establishment shall mandatorily constitute an "Internal Grievance Committee" in that office to look into complaints of sexual harassment.

- a) Composition of the committee -
- It must be chaired by a senior woman employee of the organisation who is competent in the fields of social welfare and have contributed to the prosperity of women.
 - One of the members must be working in the municipal council in taluk and district.
 - Two of the members must be from non-governmental organisation and must possess demonstrable knowledge on the subject of sexual harassment
- The Internal Grievance Committee should be reconstituted every 3 years and the departments that were not represented in the previous Grievance Committee must be ensured.
- Powers and functioning of the committee-
- The grievance committee must look into complaints related to Sexual Harassment of Women, and will hold all the powers of a civil court to adjudicate. They are liable to investigate, resolve the complaint within 90 days of filing the complaint, and then provide the report to the employer. The employer is liable to take necessary actions within 60 days.
 - In case of strong evidence of sexual harassment, such case should be transferred to the local police station within 7 days of filing the complaint to the local police station for taking necessary decisions under Indian Penal Code section 509, 354(a) or any other sections.

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b) Duties of employers

- An announcement that "sexual harassment is prohibited" in the workplace should be issued in a circular and employees must be informed about this.
- Employees should be informed about the members of the Internal Complaints Committee, the address of the members, the place and time when the committee operates.
- Necessary measures should be taken to ensure that the complainant is not harassed or disturbed during the hearing of the complaint.
- Providing protection and necessary assistance [medical, legal and other assistance] as ordered by the Complaints Committee.

6.8 POLICY 8: Gender Sensitization – Provision of gender-sensitive training with a focus on skilling, reskilling and upskilling.

Training is important in improving understanding of what constitutes violence and harassment, and ensuring that measures to prevent and address it are enforced. Annual training must be conducted for frontline staff security personnel at all the stations on EWCDT-friendly conduct and how to prevent and address sexual harassment.

- a) **Creation of knowledge base within the organization:** BMRC must take steps for creating awareness and knowledge through capacity building processes and trainings and gender specific workshops for its staff, and developing relevant material on gender sensitization and policies/rules at the workplace and in the intervention areas.
- b) **Strong networking for advocacy of the particular cause:** ICC should be made robust at BMRC, which can be used for expressing concern, opinion, suggestions, sharing knowledge, lessons learned and to deal with grievances if any.



- c) **Dissemination of learning and experience through media on regular basis:** As a learning institution, BMRC will document experiences comprising of implementation modalities, challenges, successes, innovative approaches, learnings etc. and disseminate to wider sections of its staff and partners.

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- d) **Ensuring awareness of GESI principles and practices to new staff:** BMRC must take steps to ensure that all the staffs are provided with education material on GESI and are made aware of the members of Internal Grievance Committee (IGC).

Training should be evaluated to assess its short- and long-term effects and ensure that the best methods are implemented, based on staff characteristics and composition, and feedback

6.9 POLICY 9: Physical Infrastructure:

Infrastructure is meant to address people's needs and make life easier. Therefore, the different roles and needs of women and men who use public infrastructure have to be taken into consideration and compiled in BMRC, both at stations as well as work places.

- a. Step-free, universally accessible route for those on wheelchair, iii) universally accessible route with tactile pavers for all other users and at least 1 escalator each to access and egress the platform, concourse at multimodal and terminal stations, in all stations.
- b. Provision of separate, free, clean public toilets for men, women, and universally accessible unisex toilets with clear, legible signage at all stations and work places.
- c. Nursing rooms should be provided on identification through requirement-based survey.
- d. Provision of Sex-segregated resting rooms and toilets for train operators at all terminal stations
- e. Provision of crèche for BMRC personnel.
- f. Areas must be well lit and CCTV cameras installed for safety and security.

6.10 POLICY 10: Monitoring and Evaluation cell

Policy monitoring and evaluation will be incorporated into the overall project monitoring and evaluation plan. The social and gender specialist will work with BMRC staff to orient them on the policy implementation.

The social and gender specialist will:

- (i) consult regularly with women beneficiaries
- (ii) Assist in developing a sex disaggregated project monitoring and evaluation system;
- (iii) Monitor policy implementation progress on a regular basis with field visits and reporting of progress and results.

The social and gender specialist will prepare monthly, quarterly and semi-annual progress reports and these reports will be used to consolidate annual report by BMRC.

7. POLICY IMPLEMENTATION

The successful implementation of the GESI Policy will necessitate the dedication and cooperation of all employees at all levels. Everyone is responsible for putting the GESI Policy into action. Collaboration and good connectivity at all levels is essential.

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BMRC senior management should be committed to the Policy being translated into action. They will have to work with staff to ensure consistent application of GESI Policy principles and to monitor its consistent and effective application throughout the workplace.

Identifying and appointing individuals who have the motivation and interest to undertake the important task of seeing GESI principles integrated within our work. Their role will not be to take full responsibility for GESI work but to act as catalysts and an important support network for implementing and promoting gender equity and social inclusion initiatives.

8. CONCLUSIONS

The policy is instrumental to have a lasting social effect at BMRC work place. BMRC will periodically review the positive impact of the policy and initiate changes / improvements that may be necessary in the policy to bring in effective advancement towards gender equality.

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1. Definitions and acronyms

De-jure - de jure means a state of affairs that is in accordance with law (i.e. that is officially sanctioned).

De-facto - existing or holding a specified position in fact but not necessarily by legal right.

Women's empowerment - promoting women's sense of self-worth, their ability to determine their own choices, and their right to influence social change for themselves and others. They have equal rights to participate in education, society, economics, and politics.

BMRC - Bengaluru Metro Rail Corporation Limited

GESI - Gender Equality and Social Inclusion

CEDAW - Convention on the Elimination of all Forms of Discrimination Against Women

COBC - Code of Business Conduct

CSR - Corporate Social Responsibility

ICT - Information and Communication Technology

STEM - Science, Technology, Engineering and Mathematics

EWCDT - Elderly, Women, Children, Differently abled

IGC - Internal Grievance Committee

2. Bibliography

This policy relies on a variety of sources. It draws on research carried out by the International Labour Organization, UN Document on empowering women at work, State policy for empowerment of women and is in line with the Government Order No MME 28 RMA 2015 dated 08/06/20221 which aims at formulation of Complaint Handling Committees to Prevent Sexual Harassment of Women at Workplaces.

Fig. 25

APPENDIX 2 : Phase 2 GESIAP

GENDER EQUALITY AND SOCIAL INCLUSION ACTION PLAN (GESI/AP)				
Activity	Indicator/Targets	Progress for the Reporting Period	Cumulative Progress	Issues and Challenges
OUTPUT 1: New metro lines completed				
. Integrate gender-specific safety and public health concerns, with a focus on the needs of the elderly, women, children, differently abled, and transgender, in the construction design of the Bengaluru Metro Phase 2A and Phase 2B corridors	1.(i) 1 coach reserved for women; (ii) 8 seats (4 in front and 4 in rear) of each coach reserved for women, elderly, differently abled, and caregivers, publicized through signage, consistent with COVID-19 prevention national/state requirements; (iii) 1 dedicated space for a wheelchair in first and last coach of every train	Project is in construction stage and the same will be implemented upon commissioning		
	2.(i) Well-lit, dedicated waiting area for women on the platform adjacent to the reserved coach for women with adequate signage, (ii) female security personnel, (iii) one-way voice intercom for communication with the station manager with adequate signage, in all stations			
	3. (i) Step-free, universally accessible route for those on wheelchair; (ii) universally accessible route with tactile pavers for all other users; (iii) clear and legible signage provided; (iv) at least 1 escalator each to access and egress the platform, concourse at multimodal and terminal stations, in all stations			
	4. Separate, free, clean public toilets for men, women, and universally accessible unisex toilets ¹⁵ with clear, legible signage at all stations			
	5.Nursing rooms ¹⁶ to be provided on identification of requirement-based survey			
	6. Sex-segregated resting rooms and toilets for train operators at all terminal stations			
	7.1 crèche for BMRCL personnel at 2 depots			
	8. Commercial space displaying products by SHGs ¹⁷ at Santhe located at SV road station premise			
	9. CCTV cameras installed to monitor coaches, publicly accessible areas of all stations, including parking spaces			

¹ Activities related to the preparation of materials for the multimedia public education and capacity development training on GESI can be supported partly by the ADB TA-9761 IND: Strengthening Capacity to Design and Implement Transport Infrastructure Projects and other available TA resources

² Toilet facilities will be provided in paid area. The key aspects include a manual flush, handless dust bins, diaper changing stations, and exclusive sanitary pad disposal bins

³ The nursing rooms will include a comfortable chair with supportive arms, a small table, electrical outlet/s, diaper changing station, and a lock for privacy. Nursing rooms will be provided to stations based on need survey.

⁴ At present, BMRCL has developed a marketplace (Santhe) for self-help groups (SHG) at SV Road metro station where 64 stalls have been created. Out of these, for lack of demand, only 27 are currently being used. Eight out of 27 stalls are being used by women-led/operated SHGs.

GENDER EQUALITY AND SOCIAL INCLUSION ACTION PLAN (GESI/AP)				
Activity	Indicator/Targets	Progress for the Reporting Period	Cumulative Progress	Issues and Challenges
	10. Integrated EWCDT-friendly signage system: bilingual visual, print, and multimedia in all coaches and all stations promote public education messages on public health/safety, prevention of communicable diseases, including those relevant to COVID-19 prevention ¹⁸ , zero-tolerance approach to sexual harassment, helpline number awareness; (ii) BMRCL website to include maps for all users that include most efficient access in and out of stations	Project is in construction stage and the same will be implemented upon commissioning		
	11. Well-lit pick-up and drop-off areas around all metro rail stations with universally accessible footpaths as per IRC:103-2012			
	12. 20% of new operations-related skilled ¹⁹ workers for phases 2A and 2B are women			
OUTPUT 2: Urban development plans and implementation frameworks based on transit-oriented development principles and multimodal integration plan developed for Bengaluru				
2. Include sufficient considerations for EWCDT, as well as lower-income groups, in the TOR of the consultants that are tasked to conduct the study on TOD and to prepare the TOD framework, policy, guidelines, and plans	13. Study on TOD completed, with gender equality and social inclusion measures incorporated	BMRCCL through technical assistance by ADB	The TOD zone plans have been prepared for 6 areas namely Kadubeesanahalli, K R Puram, Nagawara and HBR layout, Yelahanka and Doddajala through ADBs TA. It is ensured that inclusivity for all economic classes, gender, age and abilities are taken care in the TOD interventions.	
	14. Design guidelines for integration for various components of public transport including metro station, bus stop, bus terminal, multimodal hub, road network and its hierarchy and non-motorized transport infrastructure developed, with gender equality and social inclusion measures		As per the ADB TA, Physical integration guidelines have been prepared. They have interventions for the immediate station vicinity that is upto 350-500m radius. It is prepared keeping in mind the principles of universal accessibility, safety and well-being of the commuters.	
	15. Prepare other guidelines and plans that are EWCDT responsive: Inclusive TOD plans developed		The TOD zone plans have been prepared for 6 areas namely	

⁵ Consistent with national and state requirements.

⁶ A job item that requires a specific qualification in the operation of the metro infrastructure; within the direct payroll of BMRCL. The operation-related skilled staff in BMRCL include train operators, junior and section engineers, maintainers, assistant managers, station superintendents, etc.

GENDER EQUALITY AND SOCIAL INCLUSION ACTION PLAN (GESI/AP)				
Activity	Indicator/Targets	Progress for the Reporting Period	Cumulative Progress	Issues and Challenges
	<p>Conduct guidelines for staff and contractors, and standard operating procedures on how to prevent and address instances of sexual harassment are developed by BMRCL</p> <p>Service standard guidelines for public metro transport in the city prepared</p> <p>Multimodal integration plan for 7 stations developed by BMRCL</p> <p>Plan for 6 TOD priority zones developed</p> <p>Plan for well-lit, universally accessible footpaths as per IRC:103-2012 along major roads within 2 km of all metro rail stations prepared</p>		Kadubeesanahalli, K R Puram, Nagawara and HBR layout, Yelahanka and Doddajala through ADBs TA. It is ensured that inclusivity for all economic classes, gender, age and abilities are taken care in the TOD interventions. In addition, Physical integration guidelines have been prepared which also covers well-lit, universally accessible footpaths within 500m of the metro station	
Output 3: Capacity of Bangalore Metro Rail Corporation Limited and relevant state line agencies improved in transit-oriented development and multimodal integration				
3. Incorporate GESI measures in BMRCL's functioning	16. Senior Advisor/staff nominated as gender focal point in the BMRCL, with required support staff	Ms. Sandhya Kumari (Manager, HR section) is being appointed as new Member Secretary of GESI Committee in place of earlier officer Ms. Divya Hosur (General Manager, SEMU) who got transferred to other organization.		
	17. A GESI Committee within BMRCL established in first year and quarterly meetings	The BMRCL GESI Committee has been constituted on 08-12-2022 and quarterly meetings are held		
	18. Gender Friendly Workplace Policy approved by BMRCL management within first year, with annual training for at least 10% of all staff	<p>Finalized copy of Gender Work place policy furnished earlier.</p> <p>1.grievance.posh@bmrc.co.in exclusive email id is created for women grievance and access is given to ED (CA&M) i.e., Chairman of the Committee.</p> <p>2. A session on Mental Wellness (Stress Management) will be organized in 1st week of January '25, to create awareness on Good mental wellness, which will be characterized by positive self-</p>		

GENDER EQUALITY AND SOCIAL INCLUSION ACTION PLAN (GESI/AP)				
Activity	Indicator/Targets	Progress for the Reporting Period	Cumulative Progress	Issues and Challenges
		esteem, resilience, healthy relationships, and the ability to manage emotions. It's essential to prioritize mental health just as much as physical health to lead a balanced, fulfilling life		
	19. (i) Designate station master/controller as Accessibility Officer in each station; (ii) annual training conducted for frontline staff security personnel at all the stations on EWCDT-friendly conduct and how to prevent and address sexual harassment		Will be Complied upon commissioning	
	20. 200 staff, at least 20% of whom are women, of BMRCL, DULT, BMTC, BDA and other related agencies reported increased knowledge and capacity to implement the TOD framework and GESI aspect	Will be Complied upon commissioning	A Total of 52% of female staffs from different line agencies like BBMP, DTCP, BMRCL, DULT, BDA, BESCOM etc. were trained on the concepts of TOD and MMI during the project	
	21. At least 2,000 locals along the corridors, with a minimum of 33% females, reported increased awareness of TOD and MMI		A total of 36% females were given awareness on the TOD and MMI measures and its implementation	
<p>BMRCL = Bengaluru Metro Rail Corporation Limited, CCTV = closed-circuit television, COVID-19 = coronavirus disease 2019, BDA = Bangalore Development Authority, BMTC = Bangalore Metropolitan Transport Corporation, DMF = design and monitoring framework, DULT = Directorate of Urban Land Transport, EWCDT = elderly, women, children, differently abled, and transgender, GESI = gender equality and social inclusion, GFP = gender focal point, IRC = Indian Roads Congress, km = kilometer, MMI = multimodal integration, OP = operational priority, PIU = project implementation unit, SHG = self-help group, TA = technical assistance, TOD = transit-oriented development</p>				