

**Project Information**

- **Country:** India
- **Project Name:** Delhi Mass Rapid Transport System Project (Phase 1 - 3) (ODA Loan)
- **Cooperation Period:** 1997 - 2019 (Plan)
- **Executing Agency:** Delhi Metro Rail Corporation Limited (DMRC)

**1. Background and Project Summary**

While there has been rapid population growth and urbanization in recent years in India, development of public transportation infrastructure has not progressed. In urban areas, the rapid increase in the number of cars has led to heavy traffic congestion as well as severe health impairment caused by air pollution and noise.

JICA has supported development of a mass rapid transportation system, the metro, in the National Capital Territory of Delhi under the Project phases 1 to 3 since 1997. The Delhi Metro started its operation in 2002 and it is an important means of transportation used by 2.3 million commuters per day. Efforts are being made to make the Delhi Metro the most commuter-friendly Metro service in the world by upgrading various facilities at the stations, i.e. lifts, escalators, reserved seats for the elderly and the physically challenged, and by implementing sign language training to the frontline staff.

**2. Situation of Urban Transportation in South Asia from the Gender Perspective**

Women's participation in society is restricted by the limited choices of schools and work places without safe and comfortable public transportation. Gender-based crime, "eve teasing," in the public spaces and public transportation system is an issue in South Asia. The study conducted in Chennai, India, found that 66% of the respondents had been sexually harassed while commuting and more than 40% of women rated their worst harassment experiences to be in buses and trains with no separate sections for women. Measures are being taken in the Delhi Metro to tackle the gender-based crimes.

**3. Gender-responsive Activities**

**(1) Consideration toward safety of women**

**a. Introduction of "women-only coach"**

The first coach has been reserved exclusively for women in each line of the Delhi Metro since 2010. Later,



in some lines, the first coach or last coach has been designated the women's' coach according to the travelling direction to ensure 'women-in and women-out' from the same coach.

**b. Installation of sari guard**

Women wear saris in India and there is a chance of getting a sari trapped in the escalator. For the safety of women, a special sari guard is built into the escalators in the Delhi Metro as with most other escalators in India.

**c. Other measures**

In each coach, including the women's coach, security cameras and passenger emergency alarms (PEAs) are installed. Passengers can communicate directly with the train operator through PEAs if there are any problems. The frontline and helpline staffs have also been instructed to deal with such issues with the highest possible priority. Women guards and staff have been assigned at all important stations across the network.

**(2) Awareness raising campaign**

DMRC conducted an awareness raising campaign for female commuters through a backstage tour including an explanation on the usage of PEAs.

**(3) Promotion of employment of women**

DMRC promotes employment of women through improvement of the working environment, i.e. granting child care leave, establishment of a day-care center and hostels for women employees, and formation of the Standing Complaints Committee.

"Project for Improving Fare System of Mass-transportation in Dhaka City Area through ICT": As a result of the introduction of the IC card to the national bus company, it is confirmed that utilization of the IC card, especially by women, has progressed. In predominantly Muslim Bangladesh where women tend to avoid contact with strange men, it is assumed that public transportation becomes more accessible to women this way by reducing the mental burden of queueing up with strange men to purchase a ticket and exchanging cash with male staff.

The establishment of safe and comfortable public transportation expands women's sphere of activities and leads to freedom of movement for women as well as women's social advancement.

\*Japan, in cooperation with the US, assists in the UN Women "Delhi Safe City Free of Violence Against Women and Girls" Project. It is expected to promote safer urban development for women, by the complement with the project.