

UNDERSTANDING WOMEN'S SAFETY IN MALVIYA NAGAR

Safety Audit Report
Jagori

For limited circulation only

Published by

JAGORI

B-114, Shivalik, Malviya Nagar, New Delhi 110017

Phone: +91-11-2669 1219/20

Telefax: +91-11-2669 1221

Jagori Helpline +91-11-2669 2700, 8800996640

Email: jagori@jagori.org

Website: www.jagori.org, www.safedelhi.in

Published in April 2016

Photo credits-Jagori

Design & Layout by Mahabir

Malviya Nagar: A Women's Safety Audit Report

2015-2016

This document is prepared by Jagori as part of UN Women Global Programme on Safe Cities Free of Violence against Women & Girls, Delhi with support from UN Women's Office for India, Bhutan, and Maldives& Sri Lanka.

We deeply acknowledge the participation of volunteers from National Association for Blind, Mittika, Jagori support group, Kutch Mahila Vikas Sangathan, Students from Sheffield University, women domestic workers from Indra Camp and Madanpur Khadar. We also thank Delhi police for their support and participation during the process. We extend our gratitude to Kalpana Viswanath, Sanya Seth and Kriti Agarwal of Safetipin for their contribution that led to the successful completion of the process. The report is compiled by Krati Sharma with inputs from Sarita Baloni, Prachi Singh, Mahabir, Norati, Laxmi and AIF Fellow Nicole Richardson.

Jagori

List of Content

1.	Introduction	1
2.	Finding and Analysis	2
3.	Route Details and Safety Scores	5
4.	Street Lights	9
5.	Walk Path	12
6.	Transport and Bus Stops	14
7.	Security	16
8.	Gendered Usage of Space and Feeling of Safety	18
9.	Recommendations	20
10.	Participants	21

Introduction

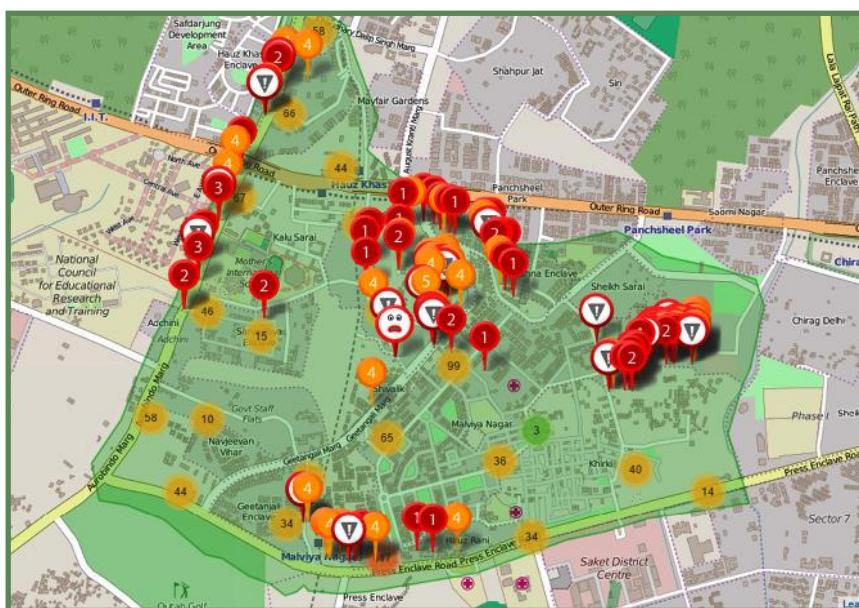
Safety audit is a participatory tool used for collecting and assessing information about perceptions of safety in public spaces. It is a process that brings people together to walk through a physical environment, evaluate how safe it feels, and identify ways to make it safer. Jagori has been conducting safety audits to assess the safety and accessibility of a city and its public spaces for women and other vulnerable groups.

With the introduction of a mobile based application Safetipin, Jagori's work on safety audits strengthened with the possibility of capturing data in a significantly quicker timeframe. Safetipin comes as a handy audit tool and helps us generate data through crowd sourcing.

In one of such initiatives, Jagori conducted safety drives with different group of users in Malviya Nagar and its neighborhood. Malviya Nagar, located in South Delhi district is one of the affluent belts in the city. Surrounded by Saket and Hauz Khas, it has a blend of different kind of public spaces including several residential complexes, commercial & shopping areas, Sri Aurbindo College, market areas, a metro station and relatively low income group colonies like Begumpur and Indra Camp. The footfall comprises of students, working men and women, domestic workers, local residents etc.

This report generates evidence to take forward the advocacy work with different stakeholders involved in the process of change. Women from different segments of society participated in the safety audits to help us understand their safety concerns and analyze various aspects such as infrastructure, transportation, role of police, feeling of safety etc.

Using Safetipin application, the auditors pinned a total of 142 safety information on the selected routes; of which there are 98 safety audit pins, 40 hazard pins, 3 harassment pins, and 1 feeling pin. These pins were collected between 4-9pm. The map (1) below show the glimpse of data collected from various audits conducted in Malviya Nagar.



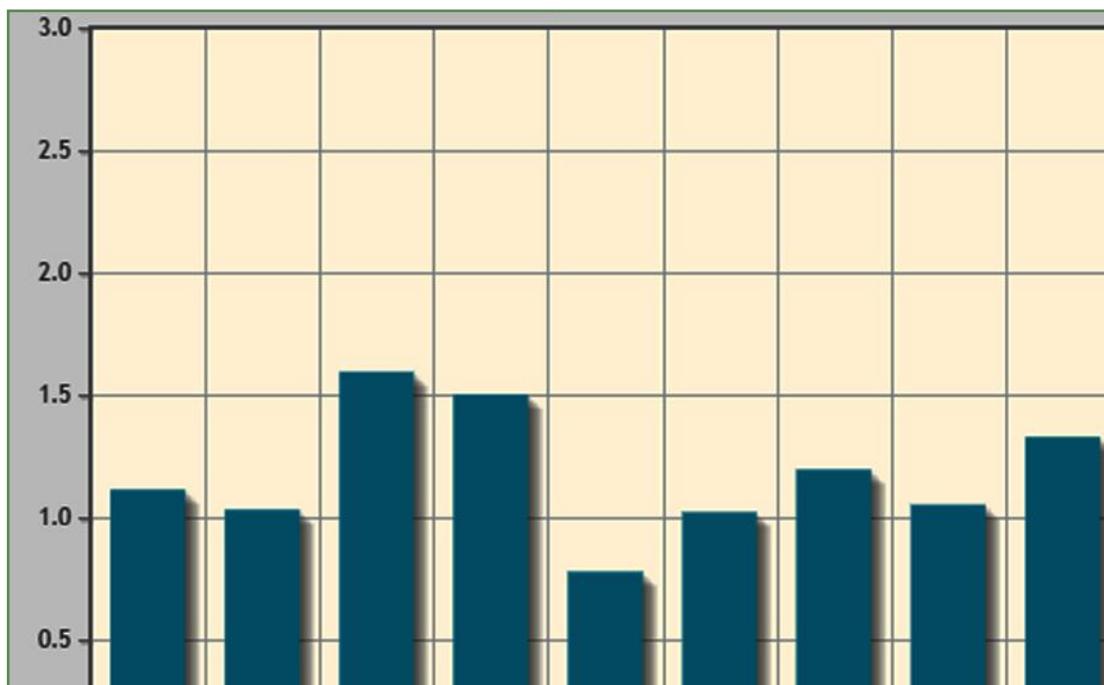
Map (1) - Glimpse of Safetipin data across Malviya Nagar

Findings and Analysis

Safety audits were conducted to record the experiences into nine broad categories listed below. On a scale of 0 to 3, each category was given rating by the auditors, with 0 being the least safe and 3 as the safest. The parameters are listed below-

1. Light – How is the light in the area: dark, poorly lit, enough light, or brightly lit?
2. Openness – Is the area open enough for clear line of sight in all directions, or are there blind corners?
3. Visibility – Are there buildings, shops, stalls, and vendors around that overlook at the point where the safety audit is done?
4. Crowd – Are there people in sight?
5. Security – Are private security or police visible in the surrounding area?
6. Walk Path – Is walk path available and in good condition?
7. Public Transport – How easy or difficult is it to get public transport from the area of the audits?
8. Gender Usage – Are there enough women and children in the crowd to balance the gender diversity?
9. Feeling – How the auditors felt during the audit.

It was found that poorly planned infrastructure, broken and sporadic walk paths, unevenly distributed street lights, lack of public and private security, low openness and low gender diversity in the area leave it far from ensuring the feeling of safety, especially for women. The graph below (Graph 1) indicates the average score of each safety audit parameter:

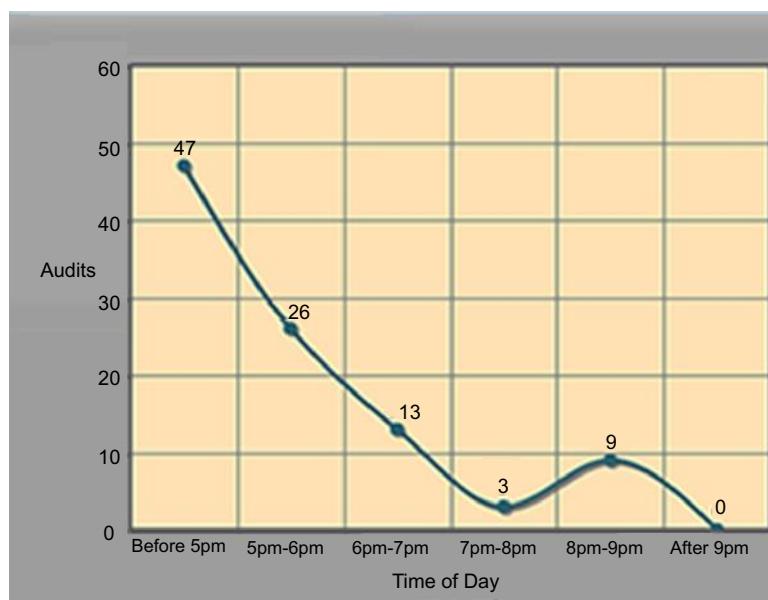


Graph (1)- Average safety scores across 9 safety parameters

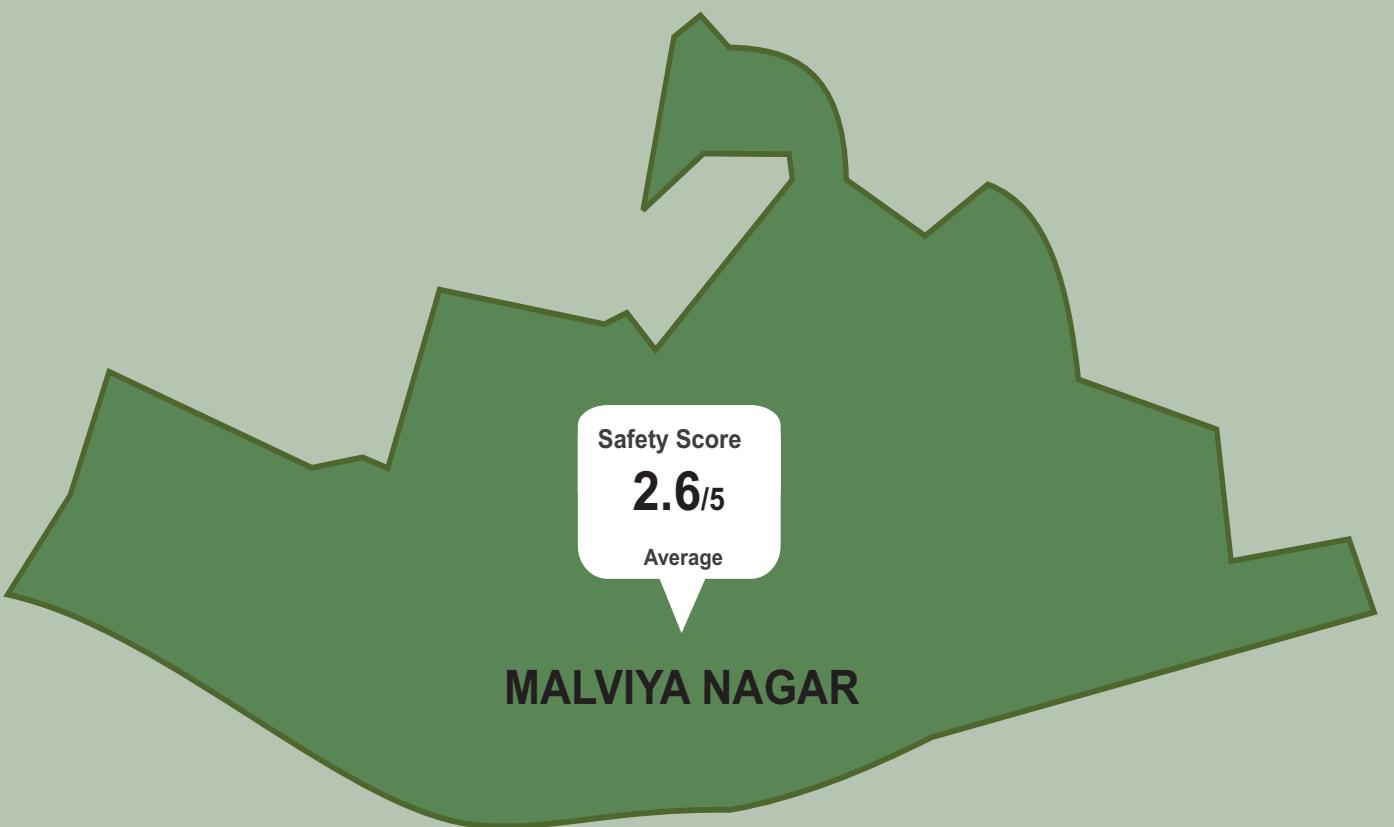
The particularly low-scoring parameters were lighting, visible security, openness and gender usage. The scores for other parameters such as visibility, crowd, walk path, availability of public transport and feeling - were higher. However, out of the nine indicators, eight fell below average.

Area	Av Rating	Description
Lighting	1.1 – Below Average	It was seen that streets lights in many parts of Malviya Nagar were not functional and other were broken.
Openness	1.03 – Below Average	The houses are divided by narrow streets; main streets are occupied by auto rickshaw parking and street hawkers.
Visibility	1.5 – Average	Visibility is better in market area due to shops and houses. During dark hours, visibility on main roads is a matter of concern.
Crowd	1.5 – Average	The area was crowded throughout the day.
Security	0.78 – Poor	Police station near Metro Station but irregular patrolling on other routes. There were informal means of surveillance such as CCTV camera in the markets, residential complexes etc. Unmanned police posts.
Walk Path	1.02 – Below Average	Partially constructed walk paths, mostly occupied upon by street hawkers and unauthorized parked vehicles. The space is unfriendly to people with disabilities.
Gender Usage	1.19 – Below Average	Male dominated area. Number of women seen accessing public spaces from bus stops, parks, parking area and markets were lesser in number.
Transport	1.05 – Below Average	Public transport like auto rickshaws is available on main roads.
Feeling	1.33 Below Average	The overall feeling of safety is low due to combination of different factors listed above.

Graph (2) below shows the number audits conducted at different hours of the days. Most of the safety audits were conducted between 4-9pm. Evening audits helps to assess the lighting on the selected routes.



Graph (2) - Audits and time of day



Route details and safety scores

The main roads covered were Basant Kaur Marg, Aurbindo Nagar, Adchini Village road, Maharishi Dayanyand Marg, Begumpur Road, Kalu Sarai road, Chor Minar Road and Khirki Road.

The following routes were audited using Safetipin application. Based on geographic proximity, the adjacent routes have been shown together in the graphs below.

Graph (3) –Route 1, 2 and 3 (Police Beat no. 3, 5 and 10)

1. Sheikh Sarai-I- Apreejay School, Triveni Complex.
2. Khirki Village to Jagdamba Camp
3. Hauz Rani Village to Press Enclave upto Jamunwala Park

Graph (4) - Route 4 and 5 (Police Beat no. 12, 13 and 14)

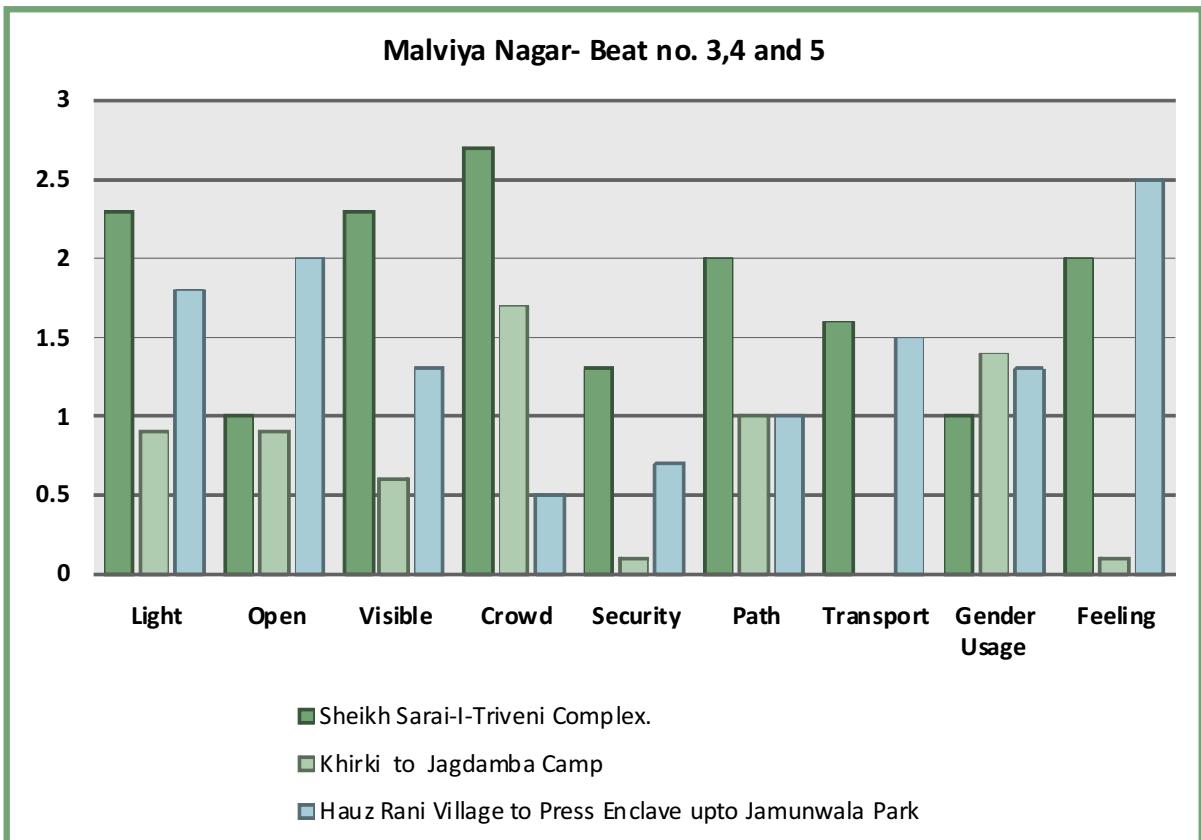
4. Malviya Nagar Metro Station to Sri Aurbindo Road
5. IIT Flyover-Mother's International School

Graph (5) - Route 6, 7, 8 and 9 (Police Beat no. 4, 15 &16)

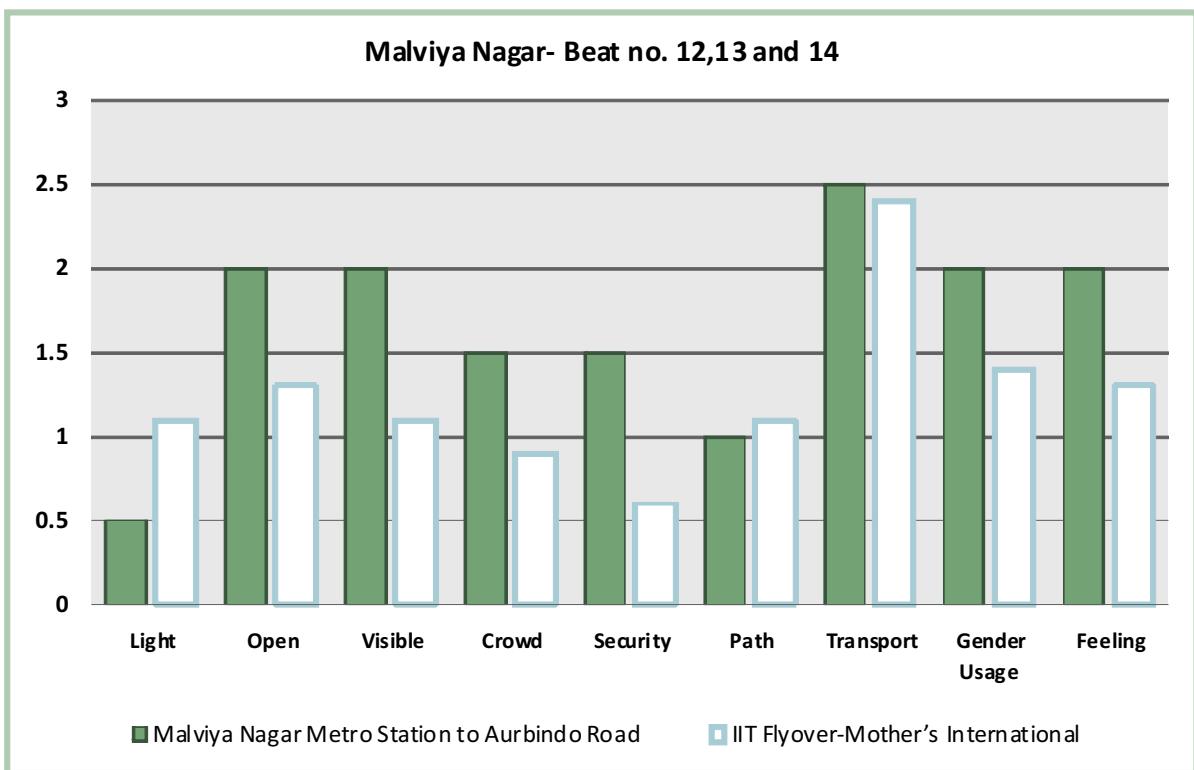
6. Shivalik to Begumpur Village
7. Panchsheel Park- Malviya Nagar Market crossing
8. Begumpur -Pt. Madan Mohan Malaviya Hospital
9. Sarvapriya Vihar- Shivalik C Block

Graph (6) - Route 10 (Hauz Khas)

10. Hauz Khas- Padmini Enclave

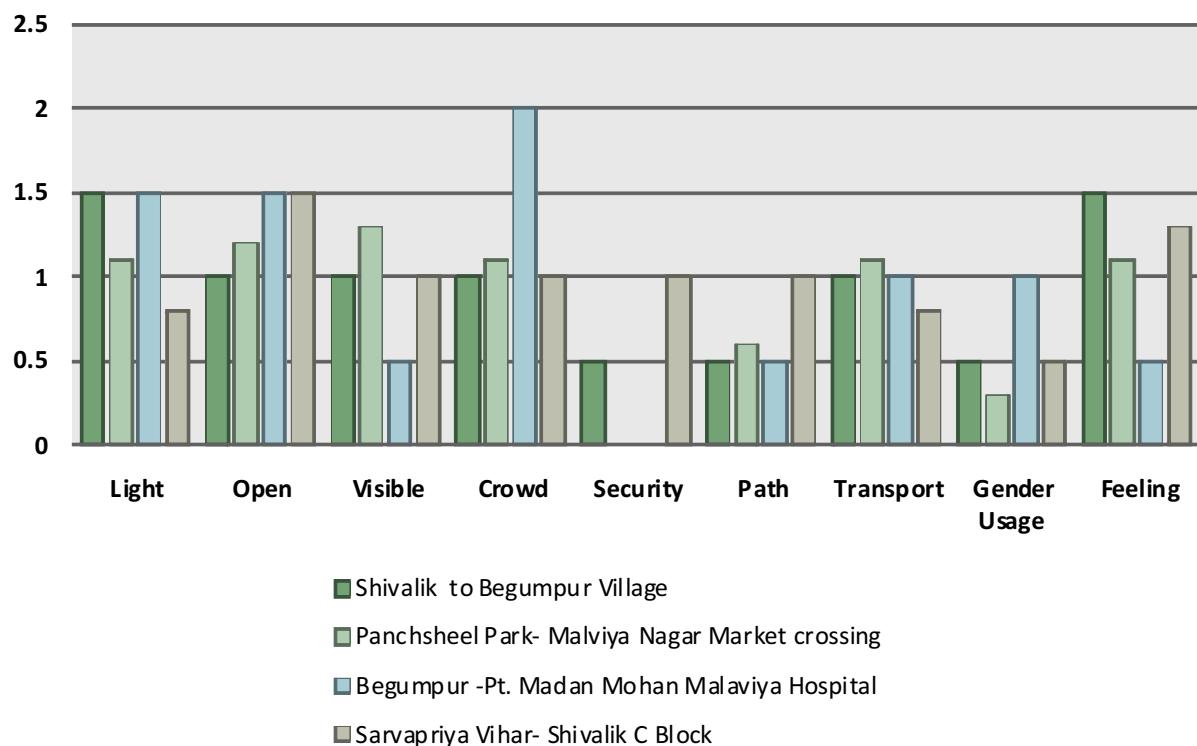


Graph (3)- Route 1,2 and 3



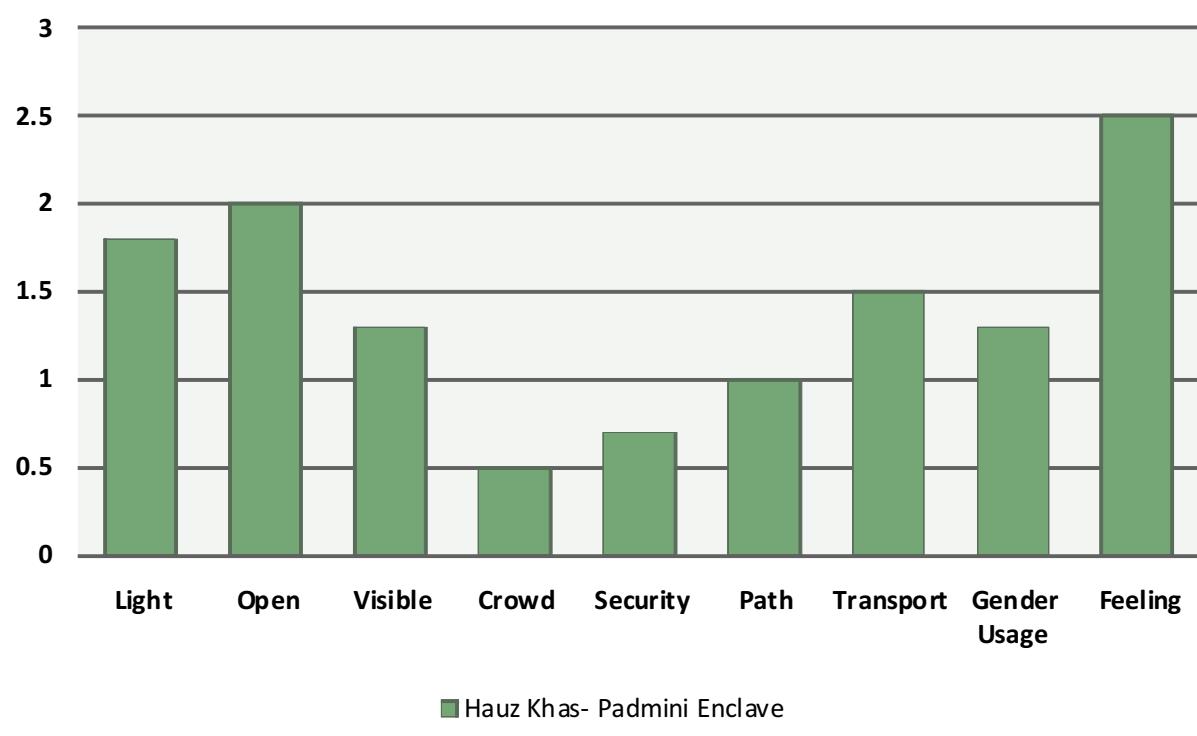
Graph (4) - Route 4 and 5

Malviya Nagar- Beat no. 4,15 &16



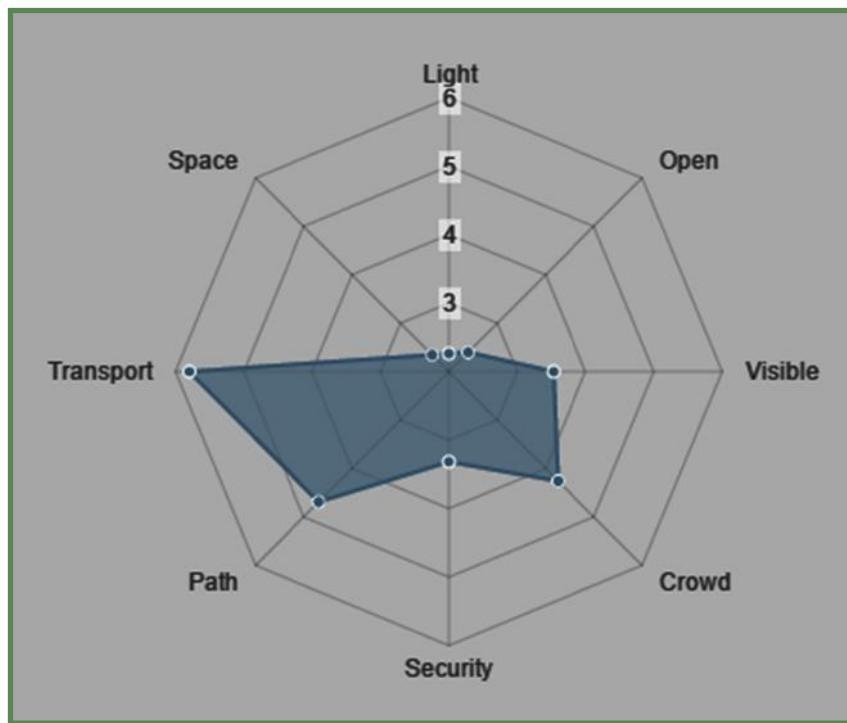
Graph (5) - Route 6, 7, 8 and 9

Route 10: Hauz Khas- Padmini Enclave



Graph (6)- Route 10

When we correlated the safety audit parameters with the feeling of safety in the area, it was analyzed that transport facilities, gender diversity in the area, walk path and availability of public transport are some of the contributing factors towards the feeling of safety.





Street Lights

Women auditors from different groups shared that most streetlights are covered, leaving the routes dark. Lack of maintenance and neglected trimming of trees limited the light's reach to the pavement.

STREETLIGHTS

Streetlights were stated as one of the fundamental determining factors of safety. The map (2) shows the status of streetlights on the routes selected for safety audits. The map clearly shows that there are quite a few spots with poor or no lighting.

Grey spots - No streetlights and other sources of lighting, such as lights from inside the houses or shops.

Partially grey spots are areas that are partially lit

Fully white spots are areas that have bright lighting



Map (2) - Glimpse of visibility data across Malviya Nagar

Malviya Nagar Metro Station is often a crowded public space. Even though street light poles were installed along the route, some of the street lights were not functional and few were also broken. Similar observation were also recorded from Sri Aurbindo College to Navjeevan Sarvodaya School near MMTC Gate. Women seldom use the area near Begumpur fort, Kalusarai because it has no provision for street lights. In an audit conducted with a group of women from Jagori survivor's support group on route (3), it was shared that-

The footpath and Saket Bus stop looks well lit due to cars plying on roads. The foot paths does not have enough lights otherwise.



Street light at Malviya Nagar Metro Station



Women auditor



Wired poles and Street lights

Streetlights poles are installed in the road from Aurbindo College to Sarvodaya School but some of the bulbs are broken and most are covered with trees. Often the lights do not fall on the road leaving it dark for the users of space”

Route: Malviya Nagar Metro Station to Sri Aurbindo Road



Street lights

There are no lights in the Abbas park. It becomes pitch dark especially in winters and no women are seen in this premise.

Route: Malviya Nagar Metro Station to Huzi Abbass Gandhi Park



Walk Path

“How do you expect us to walk on this pavement where every second manhole is uncovered? Even a sighted person will not use this pavement. I do not have a choice. Therefore I walk on along the roadside.”

Student, National Association for Blind

WALK PATH

Map (3) shows the walk-paths in Malviya and its neighborhood. Most of the routes had narrow, high and uneven or broken walk paths.



Grey spots - No or broken walk paths.

Partially grey spots are partially broken walkpaths.

Fully white spots are walkpaths in a even and walkable state.

Map (3) - Glimpse of walk paths and pavements data across Malviya Nagar

Pedestrians constitute one of the most vulnerable groups on roads. The footpath along the road from Sarvapriya Vihar to Hauz Khas Metro Station was very fragmented with several open manholes. This particular audit was conducted with students from National Association for Blind who found the pathways inaccessible. Street crossing with fast moving and heavy traffic was another concern shared by the group.



Pavements for visually impaired users



Ongoing sewer work-dug pavements

Domestic workers from Begumpur are regular commuters on IIT flyover to Adchini road. The footpath on this road was dug up for ongoing sewer work leaving no space for pedestrians. Cars were parked along most of the roads further blocking the pedestrian space. Road from Sarvapriya Vihar to Malviya Nagar was also observed to be highly accident-prone.



413, 500, 512, 522A, 548



Transport and Bus Stops

"The ramps on Begumpur bus stop were broken on both ends. Space occupied by kiosk-owner on both ends make it difficult to climb up.

The unpredictable timings of the buses numbers like 512, 548, 448 plying on routes is also an everyday battle. The buses either come one after another or we wait for hours."

Domestic workers, Indra Camp

TRANSPORT AND BUS STOPS

Map (4) shows the public transportation system in Malviya Nagar and its neighborhood. The main roads are connected by Delhi metro and Bus services. The auto rickshaws are also available on the main roads. People staying in the interior residential areas raised their concern about last mile connectivity.



Map (4) - Glimpse of transport service data across Malviya Nagar

DTC Bus stops in Malviya Nagar were newly designed with route numbers displayed on most them, however some gaps were clearly pointed out regarding their maintenance and frequency of buses. Some bus stops had inaccessible ramps and broken seats. Unauthorized parked cars and two wheelers also blocked the waiting area in a few places.

The tactile paving which is supposed to indicate a change in the direction for the visually impaired, is often incorrect and inconsistent therefore misleading.



Cars obstructing Begumpur Bus Stand



Tactile paving in Sarvapriya Vihar Bus Stand



Security

"There is a police beat near Sarvapriya Vihar but no police personnel were present at the time of the audit. The beat box was locked at the time of audit."

SECURITY

Map (5) indicates the level of visible public and/or private security on the selected routes in and around Malviya Nagar. The map shows that the level of security varies across different routes. Some routes had no security provisions. Most women were of opinion that visible policing positively affects the feeling of security.



Grey spots - Lack of patrolling and visible security

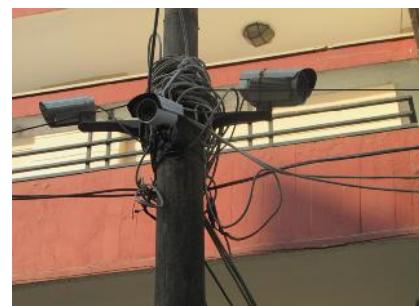
Partially grey spots show moderate security either private or police

white spots show visible policing like checkpost, PCR vans, working CCTV cameras etc

Map (5) - Glimpse of security data across Malviya Nagar

The CCTV cameras were installed at the metro station. Shopkeepers in the main market have also installed cameras with the intention of preventing theft. There is a police station near Malviya Nagar Metro Station but the lack of patrolling was evident on other routes. One of the concerns shared by the team was:

"The angles of the CCTV camera may not capture the incidence but it focuses on the traffic rule breakers only"



Working CCTV Camera

Women from Begumpur also reported increased incidences of chain snatching by young bike riders. Personal private guards are hired by some people but formal police patrolling was not seen in the neighborhood. Therefore women in Begumpur find it difficult to access public spaces especially after dark.

A student near IIT Flyover shared his concern that-

"There is not adequate patrolling on the roads. There is no beat box in the neighbourhood. We either rush to Hauz Khas or Malviya Nagar."



Gendered Usage of Space and Feeling of Safety

“The metro station shuts down around 11 pm. It becomes deserted after the station closes; Women and girls feel unsafe to access these areas.”

Potter, Kumhar Basti

GENDERED USAGE OF SPACE AND FEELING OF SAFETY

All the factors discussed so far contribute towards an overall opinion on safety. Most women shared that public spaces predominantly belong to men. Women usually do not stroll around as frequently as men do. Women prefer to go out only when they have a specific reason: for example, some sort of, household work, shopping, transit from workplace to homes, dropping children to school, etc. As it gets dark, the feeling of safety also diminishes and the roads become deserted. Women prefer to reach their end destination before dark to avoid any kind of risk whereas men do not feel uncomfortable while going out at night.



Mittika group interacting with the ironsmith lady

Girls studying in nearby schools reported regular incidences of sexual harassment during commute from school to homes. The fear of violence continues to dominate women across all age groups.

Another striking finding was the state of public toilets. Malviya Nagar Main Market has public toilets only for men. There is no provision for a women's toilet or toilet for differently abled users. A woman from the iron-smith community shared that,

"Living on the footpath makes it very difficult to access essential services. The public toilet is about consistency 1 km ahead on this road. We have to pay Rs. 5 everytime we use it. There is a beedi kiosk next to it where men stand and stare. So I feel very hesitant to use this toilet. Moreover I cannot afford to pay so much each time. So I would prefer to rather use the parking lot next to where I live.

As far as signage is concerned, Malviya Nagar recorded fairly good signage in public spaces. It is placed after frequent intervals in Hindi and English.



Signage in Malviya Nagar

Another concern was the attitude of auto drivers who stand in groups outside the escalators of Malviya Nagar metro station. They obstruct the exit passage that particularly make women passengers feel uncomfortable.



Auto drivers outside Malviya Nagar Metro Station

Women, particularly those from the disabled communities, and domestic workers shared their opinion about infrastructural gaps developing a feeling of unsafety for women. The poorly lit streets and residential complexes, broken pavements, lack of surveillance and absence of basic amenities were the major findings of these safety audits.

Recommendations

Repair and maintain lighting. Lighting has significant implications upon the safety of women and girls. As described, streetlights are non-functional or covered with trees in many parts of Malviya Nagar. Local authorities must repair existing dysfunctional lighting throughout Malviya Nagar, illuminate the area, and ensure in the future that all neighborhood lighting is maintained. Additional lighting should be added to make walking at night safer for women. Local authorities/horticulture dept should ensure regular pruning of tree branches. The street light case should be timely cleaned because the insects gather in there and reduce the effect of lights.

Ensure that streets are open and walkable. Sidewalks must be widened. The ramps on the bus stops and pavements must be fixed so that people with strollers, those who are visually impaired and individuals using a walker or a wheelchair can use it effectively.

Residential areas in places like Begumpur have many narrow streets. Hence, authorities must ensure that these narrow streets remain clear of vehicles, rubbish or any other debris, and that sewage drains and gutters are safely covered. Designated parking zones for auto rickshaws should be established. Hawker Zones should be created such that the pedestrian movement is not hindered.

Designate police officers for regular patrolling. There was virtually no presence of public or private security officials inside the colonies. Police Booths at strategic locations in the neighbourhoods should be made. Designated officers should regularly patrol not only the main roads but also inside the colonies.

Ensure that public toilets for women are maintained and properly illuminated. The public toilets should be made for women users also. It should be free for use, properly maintenance with designated guards (preferably women guards) outside the toilet to ensure the safety of women. Basic facilities must be properly maintained (provision for water, etc.) to encourage their general usage, but they must also be properly illuminated to dissuade acts of violence and harassment.

Announcements at the bus stop and inside the bus. People who are visually impaired find it difficult at the bus stops and inside the bus. They always have to ask someone for help. The group suggested provision for similar announcements like DMRC.

Tactile pavings should be at every footpath and bus stop. If a tree grows in the middle of the footpath, the tactile paving breaks off abruptly. It should therefore go around the tree to direct the users properly.

Participants



K M V S (Gujarat)



Jagori with members from Survivor's Group



Mittika



Students from University of Sheffield & Domestic Workers



National Association for Blind



Jagori with Domestic Workers



SAFETIPIN
Supporting Safer Communities



B-114, Shivalik, Malviya Nagar, New Delhi 110017 Tel: 011 26691219/20 Telefax: 011 26691221
Email: jagori@jagori.org, safedelhi@jagori.org; Website: www.jagori.org, www.safedelhi.in
Helpline: 011 26692700, 8800996640