

Gender poverty vulnerability women girls safety gaps infrastructure design social usage audits resettlement development urban- poor rights dignity essential services security livelihood education health planning decision making violence against women eviction relocation no-entitlement opportunities leisure time costs restriction mobility legitimacy Gender vulnerability women girls safety gaps infrastructure design social usage audits resettlement development urban- poor rights dignity essential services security livelihood education health planning decision making violence against women eviction relocation no-entitlement opportunities leisure time costs restriction mobility legitimacy Gender vulnerability

# 'Gender and Essential Services: Deepening our analysis'

Final Report

2012- 2014



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## **Context**

The changing urban politics and neo-liberal reforms, has on one hand created modern world class cities for those who can ‘genuinely’ afford it and on the other foretold stories of displacement, eviction and resettlement for those who built it! (Ghosh, 2014)<sup>1</sup>. The process of evictions and forced relocations have negatively impacted people’s lives by removing them from their areas of work and education, cutting off their social networks and destroying the housing and infrastructure they had built with their life’s savings. People who are at disadvantage, due to their social identities of gender, age, ethnicity, class, migrant status, disability status or sexual orientation do face additional vulnerability. Gender being an underlying social identity intersects with poverty thus increasing women and girls’ vulnerability. Women end up paying a heavy price towards health, ensured access to services, livelihood & education opportunities, access to leisure. Several NGOs and collectives (Hazards Centre, Sanjha Manch, Action India, CFAR, CURE, Jagori and others) have been working in this area to draw the attention of the government to the continued negligence and deficit in services. Several efforts have been made to lobby the government on this front.

## **Bawana – An Introduction<sup>2</sup>**

Bawana has been the onsite of relocation since early 2000. Bawana resettlement colony is located towards the Haryana border and remains outside the urban boundaries of the latest Master Plan of 2021<sup>3</sup>. Located 23 Km in North-West of Delhi, Bawana comes in the urban extension Zone ‘N’ of Delhi, The closest metro station is Rithala being 14 km away<sup>3</sup>. The main entry to the Bawana resettlement colony is from the Hanuman Temple, Narela Road.

The Delhi Human Development Report 2013 identified women’s safety as a significant concern. Women in the city were found to constitute a very vulnerable group, and in this regard, the Government needs to cover a lot of ground to restore people’s faith in the police and the legal proceedings.

The Report highlights the need:

- To focus on and reduce inequalities in human development indicators across gender, income groups and types of settlements;
- To ensure universal coverage for aspects such as basic healthcare and basic infrastructural services;
- And most importantly, to guarantee a safe environment for vulnerable groups, including children, the elderly and women.

A strong case has been made for promoting the inclusion of all segments of society within the human development agenda, a process that can be expected to enrich lives across the board.

Source: Delhi Human Development Report, 2013

[http://delhi.gov.in/wps/wcm/connect/DoIT\\_Planning/planning/misc./index+human+development+report+2013](http://delhi.gov.in/wps/wcm/connect/DoIT_Planning/planning/misc./index+human+development+report+2013)

<sup>1</sup> Ghosh, Jayati (2014), The graph gaffe, The Hindu, See; <http://www.thehindu.com/todays-paper/tp-features/tp-sundaymagazine/the-graph-gaffe/article5539614.ece>

<sup>2</sup> Jagori has worked in Bawana since 2004.

<sup>3</sup> See <http://www.distancesfrom.com/distance-from-Rithala-Metro-Station-to-JJ-Colony-New-Delhi/DistanceHistory/2067109.aspx>



Bawana Resettlement Colony currently has a population of almost 1.5 lakh residents<sup>4</sup>. Majority of its population are migrants from Uttar Pradesh, Bihar, Madhya Pradesh and West Bengal. Some of them have also migrated from Chhattisgarh, Rajasthan, Uttarakhand, Haryana and Nepal. The residents mostly work as daily wage workers; head loaders, rickshaw pullers, domestic workers, factory workers, hand cart pullers and rag pickers. Some of them also work as drivers of Rural Transport Vehicles (RTV) or E-rickshaws, and as mechanics. They also run dhabas, grocery stores and paan-bidi stalls.

The area has been organized into 12 blocks, the newer 7 blocks being built recently in 2009<sup>5</sup>. Residents living there were relocated from Yamuna Pushta, Dhapa Colony, Banuwal Nagar, Saraswati Vihar, Deepali Chowk, Vikaspuri, Nagla Machi, Jahangirpuri, etc. Thousands that were relocated were given four bamboos and a piece of matting to set in. For some residents, these sites were as far as 35 kilometers away from their earlier homes- in a patch of land with no services or housing facilities. While the people in the community continue to stay in such abysmal living conditions, authorities have been insensitive and apathetic. There are 12 blocks in total, 5 old (A, B, C, D and E) and 7 new (F, G, H and J, K, L and M). The process of building the old blocks started in 2004 and continued till 2005 while the process of building new blocks started in 2006 and continued till 2009.

Till date, one of the key issues facing people in Bawana is that their tenure rights are unclear. Without security of tenure, residents continue to invest their savings in making their plots livable, but constantly face the threat of eviction. In a recent decision of the Delhi Government, 45 resettlement areas that had come up around 1970s have been given freehold ownership rights. According to the officials of Delhi Urban Shelter Improvement Board (DUSIB), settlements such as Bawana that came up in the 21<sup>st</sup> century and may get covered at a later stage<sup>6</sup>.

Jagori has been working in this area since 2004 on issues of violence against women, leadership development of women and youth, reclaiming their rights and entitlements. In 2009-2011, Jagori undertook an action research project on 'Gender and Essential Services in Low Income Communities: in partnership with Women in Cities International, Canada & International Development and Research Centre (IDRC) Canada<sup>7</sup>. The scoping study builds on the previous study and uses the framework and methodology evolved during this study.

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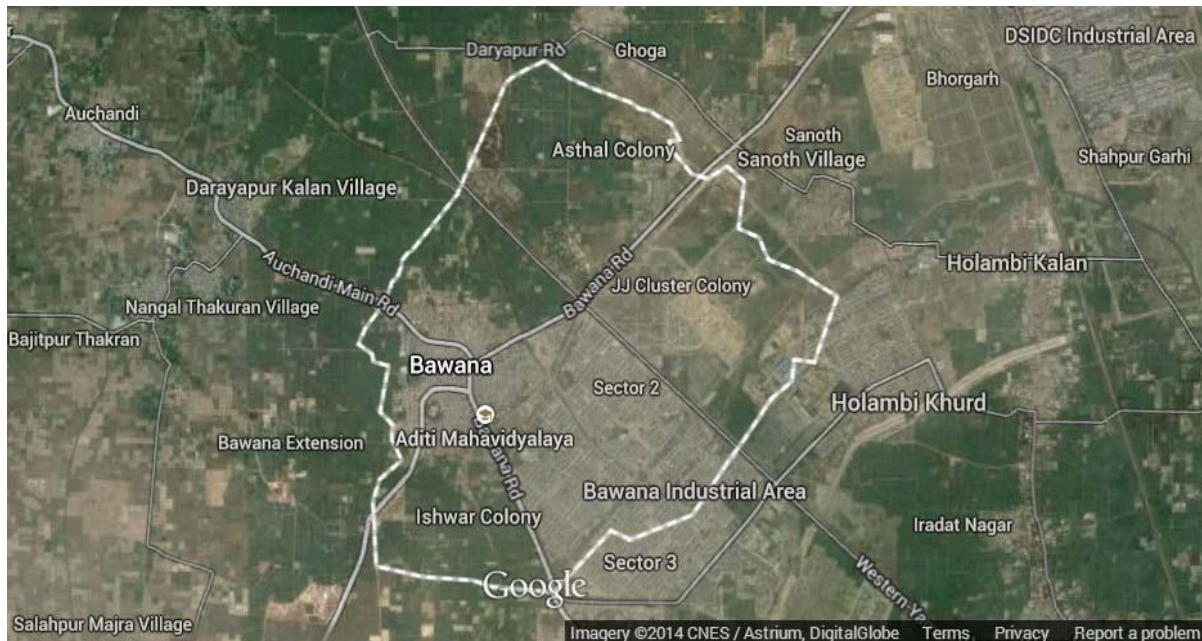
<sup>4</sup> See <http://www.thehindu.com/news/cities/Delhi/children-of-bawana-win-the-battle-for-park/article4723796.ece>

<sup>5</sup> Jagori undertook a study in 2006-07 in Bawana: *Swept Off the Map: Surviving Eviction and Resettlement in Delhi* by Kalyani Menon-Sen and Gautam Bhan; published by Yoda Press, 2007

<sup>6</sup> See [http://articles.timesofindia.indiatimes.com/2013-09-10/delhi/41935745\\_1\\_drains-resettlement-60-families](http://articles.timesofindia.indiatimes.com/2013-09-10/delhi/41935745_1_drains-resettlement-60-families)

<sup>7</sup> <http://www.jagori.org/wp-content/uploads/2010/02/IDRC-Final-Report-on-the-Project-Findings-COMPRESSED2.pdf>





**Google Map depicting location of Bawana Resettlement Colony and its nearby areas**

**Scoping study in 7 new blocks:**

This study is an attempt to upscale interventions in the new blocks and it generates additional data while specifying block-wise details with regard to essential services. It is aimed at assessing the gendered impact of inadequate and ineffective provision of essential services and their maintenance. The analytical framework of the study and tools were based on the Women’s Safety Audit (WSA) methodology employed in the action research study on gender and essential services in Bawana resettlement colony (Jagori-WICI, 2011)<sup>8</sup>. The teams worked closely with the community women and youth in planning and executing the whole process. Following a peer educator model, the community leaders from the collectives that were formed in the old blocks- who were involved in the earlier research- shared their learning with the leaders from the new blocks. Subsequently, a core team was formed which was trained on the WSA methodology by the Jagori research team and subject experts.

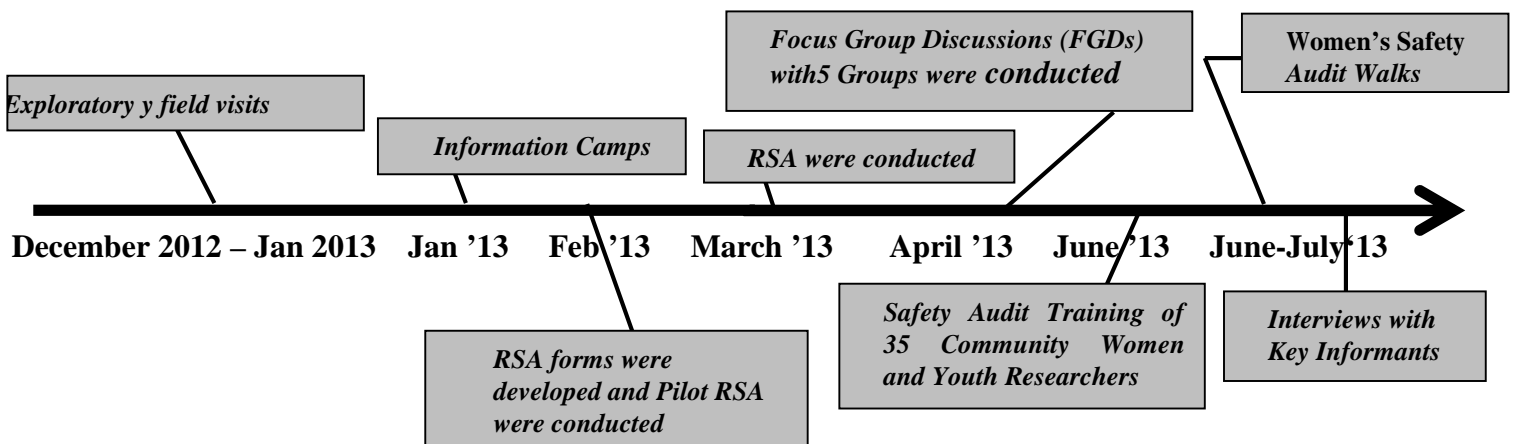
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<sup>8</sup> Jagori (2011), Gender and Essential Services in Low Income Communities: Report on the findings of the Action Research project Women’s rights and access to water and sanitation in Asian cities, Women in Cities International, Canada & International Development and Research Centre (IDRC) Canada, Delhi 2011




Factory Workers' Route Audit, July 2013  
 Photo Credits: Member of Youth Collective

**Timeline of Data Collection (Dec 2012- July 2013)**



- Exploratory field visits were undertaken and information camps were set up to identify the key issues and to develop formats for the Rapid Situational Analysis
- Rapid Situational Analysis was undertaken to map existing infrastructure and services in the communities by the Jagori team and the women and youth leaders; it helped in developing an in-depth understanding of the infrastructure and services
- Focused Group Discussions (with women, factory workers, girls, men and boys in the community) to examine insights into the diverse experiences of the selected groups
- Women Safety Audit Walks were undertaken to uncover subtle forms of harassment faced by women and girls while accessing services.
- Perspectives of service providers were explored through interviews with the key informants including caretakers of pump house and CTCs, contractors and families residing in the closed CTCs

## Profiling Infrastructure and Essential Services in 7 New Blocks and Key Observations

Infrastructure and Services	Profiles*
<p><b>Plots</b></p> 	<p>Total no. of plots- 4,797            No. of Occupied plots – 1,894            No. of Vacant plots – 2,903</p> <p><b>Size of plots:</b></p> <p>F Block (1766 plots) – 12.5 sq. metres and one lane consists of plots of size 18 sq. metres            G, H Blocks (768 Plots) – 18 sq. metres            J, K Blocks (846 plots) – 18 sq. metres            L, M Blocks (1417 plots) – 12.5sq. metres</p>
<p><b>Lanes and Streets</b></p>	<p>One 100 feet main road            Total – 49            In F, G, H Blocks – 22            In J, K, L, M blocks – 27</p>
<p><b>Water</b></p> 	<p>Total Public stand posts – 67            Total Private bore wells– 747</p> <p>In F, G, H Blocks            Public stand posts– 67            Private Bore wells– 625</p> <p>In J, K, L, M Blocks            Public Stand posts – 0            Private bore wells– 122</p>
<p><b>Drainage System</b></p> 	<p>4 types of drains: Lane Drains , Block Drains, Drains leading to large drains, Large drains</p> <p>Maintenance is a key issue. Mostly, women themselves clean the lane drains, in front of their houses. There are times when they end up picking the waste from the drains with their bare hands. The drains are choked up and are not cleaned on a regular basis.</p> <p>Sections of Large Drains are uncovered.</p>



**Community Toilet Complexes (CTCs) (Open between 6m-8pm, and they remain closed from 2pm to 4pm)\*\*\***



Toilet Seat for People with Disabilities



Broken doors of women's toilets

Total no. of CTCs- 13, of which 6 are in use  
The complexes in use are in F, J, and L blocks. The complexes in F Block are comparatively bigger than the rest.

Total no. of seats

- For men (M) –99, of which **95** are operational
- For women (W)–97, of which **94** are operational
- For people with disabilities(D) –16\*\*, which are not in use

Even the operational seats are often broken and the toilets have broken doors and latches. Though there are flushes, they are not in use due to lack of water supply.

No separate toilet seats for children; they mostly defecate in drains as they are not allowed in the CTCs by the caretakers

**In F Block** (2 CTCs out of 3 are used. The third complex is deemed as non-usable by the residents since it considered a hub for people under the influence of substance abuse. The 2 CTCs are divided into sections for men and women)

No. of Toilet seats :

For men – 48 (24 in each) of which 44 are operational

For women – 48 (24 in each) of which 45 are operational

For People with Disabilities – 4 (2 for men and 2 for women)

There are 8 (4 in each CTC) bathing cubicles for men and 8(4 in each CTC) for women, which are not in use as there is no water supply.

**In J Block** (Residents have assigned separate CTCs for men and women)

No. of Toilet seats :

For men – 25, of which all are operational


For women –25, of which all are operational


For People with Disabilities – 4 (2 for men and 2 for women)

There are 9 bathing cubicles for men and 9 for women, which are not in use as there is no water supply.

**In L block**(2 CTCs, divided into sections for men and women)

No. of Toilet seats :

	<p>For men – 26 (13 in each CTC); all are operational  For women – 24 (12 in each CTC); all are operational  For People with Disabilities – 4 (2 for men and 2 for women)</p> <p>There are 4 bathing cubicles for men and 14 for women, which are not in use as there is no water supply.</p> <p>Make-shift toilets/bathing spaces using bricks, clothes, plastic sheets, hay etc. – 67</p> <p>The high cost of cleaning septic tanks restrains women to make use of the toilets during day, they only use toilets in their homes at night or during emergency situations, illness or when the CTCs are shut.</p> <p>Many women and girls opt for open defecation as the toilets are not functional or closed. This is regarded as undignified, but they don't have a choice.</p>
<p><b>Education</b></p>	<p><b>No</b> primary and secondary schools in these blocks. Students go to primary schools located in B and E block and secondary schools located in B block.  Private tuition centres –<b>10</b></p> <p>Girls never go to school alone, always in groups as boys harass them on the way and sometimes even follow them till school. They feel very scared and therefore avoid talking to anyone on the route. Men present on the way, on the auto stand near Jhanda Chowk, outside CTCs of F and E block, cigarette shops, outside the powerhouse on the 100 feet road and other road-side eateries, often pass comments on girls.</p>
<p><b>Electricity</b></p> 	<p>Total no. of Poles- 402  Operational Streetlights – 59*****  Non-Operational street lights – 343</p> <p>In F, G, H Blocks:  No. of Poles – 140  Operational Street Lights – 39  No. of Non-Operational street lights – 101</p> <p>In J, K, L, M Blocks:  No. of Poles – 262  Operational Street Lights – 20  No. of Non-Operational street lights – 242</p> <p>The inadequate street lighting increases the vulnerability of women and girls to sexual harassment and increases the fear of violence.</p>

<p><b>Ration</b></p>	<p>No Ration shops in New Blocks. Women are primarily responsible for collecting ration. They access ration from shops in A, B and C blocks which are located approx. <b>1.4 km</b> away and thus have to bear the cost of travel of about Rs. 30 per trip.</p>
<p><b>Demarcated areas for Garbage Disposal/Dhalao</b></p> 	<p>Total <b>6</b> demarcated areas  3 demarcated areas in F, G, H Blocks and 3 in J, K, L, M blocks.</p> <p>Demarcated areas in J, K, L and M blocks are not in use. People dump their waste in open areas.</p> <p>Girls are unable to use the park for playing as it is used mostly by boys to play cricket or by men to play cards. They can walk around only in their lanes before 7 p.m. as they are not allowed by their parents to even step out of their homes after 7 p.m. due to sexual harassment. They step out after dark with their mothers or in groups of girls.</p>
<p><b>Transport</b></p>	<p>1 Bus stop area demarcated in L – Block. No buses ply there.</p> <p>1 Bus stop located near A block where there are cycle-rickshaw stands, e-rickshaw or auto-rickshaw stands which is approx. 1.5 km away</p> <p>There are no public buses and not even privately run mini buses between the main road and the newer blocks. To go to old blocks to get access to essential services such as ration, for buying milk, etc., they have to pay Rs. 20 for traveling in rickshaws for one side.</p> <p>There is a space allotted for bus stop behind L and M block but nothing has been built up over there. The DTC board has been put up near L block but buses do not ply on this route.</p> <p>They also shared that they are often robbed during night while coming back from their workplaces, especially near the power house or at the canal route.</p>
<p><b>Health</b></p>	<p>1 Govt. Hospital in Pooth Khurd  Small private clinics with treatment and RMPs</p> <p>There was a dispensary in C block which has been closed now so the residents have to go to main Bawana village for accessing medicines.</p> <p>The women and girls shared that there is no dispensary near their blocks, due to which they have to approach local doctors. They cannot afford the fees but are forced to consult them during menstrual pains.</p>

### Night Shelters



None in the New Blocks. People have to go to the older blocks to access the only night shelter in Bawana.

The services as mentioned on the board (blankets, drinking water, first aid box etc.) are insufficient to cater the demands of the residents. Though there is no specific information regarding the users, it has been observed that women are not able to access the night shelter.

### Space for Recreation (Parks)



Public Park maintained by the residents in H Block



3 Public Parks in H, J and K Blocks.

Space allotted for parks in F and L blocks have been used to build a mosque and temple respectively.

Residents are not aware of the caretakers and the parks are maintained by the residents only.

The parks are mostly used by boys for playing cricket and by men for playing cards. Women and girls are unable to use the parks.

Source: FGD with Girls

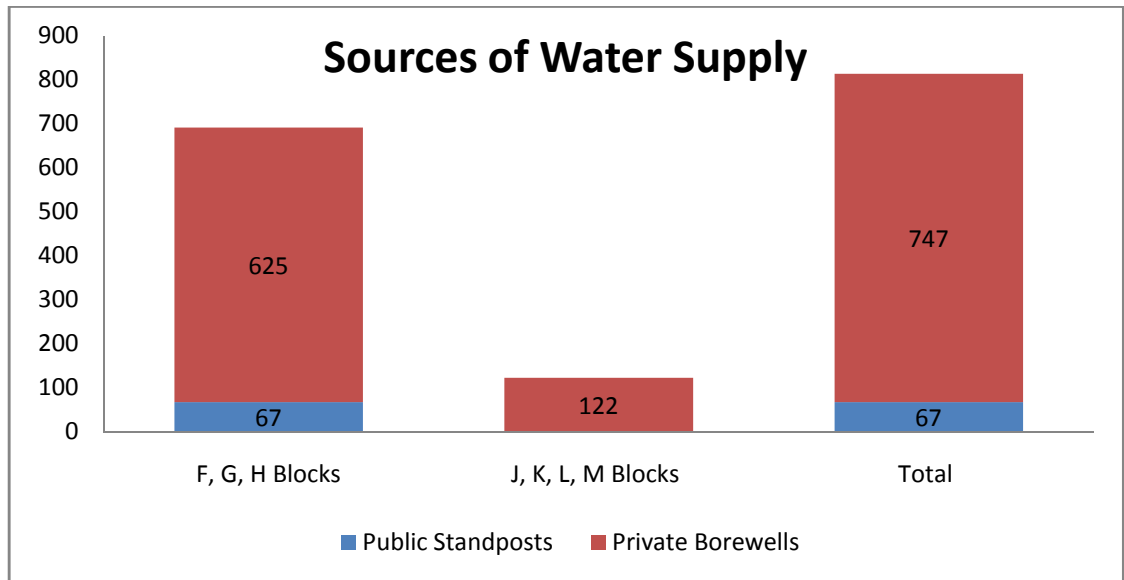
**\*The numbers have been manually counted. So, there is scope of human errors**

**\*\*These are not in use since most people aren't aware of them. In F,G,H blocks, they are used for storing cleaning equipment**

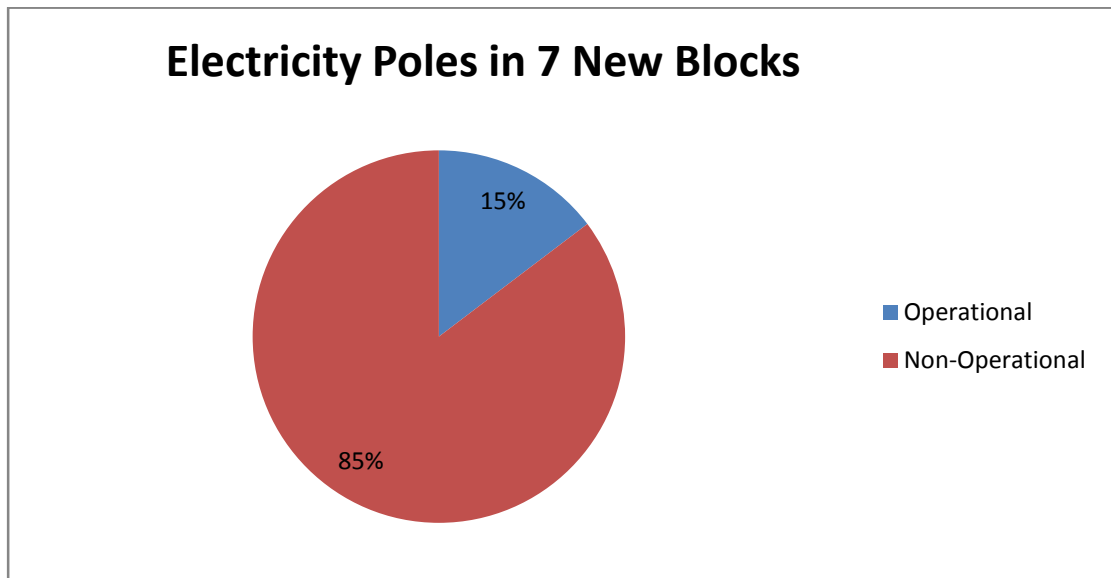
**\*\*\*varies depending upon the will of the caretaker. Source: FGD with women**

**\*\*\*\*Out of 59 Operational lights, 6 function only sometimes**

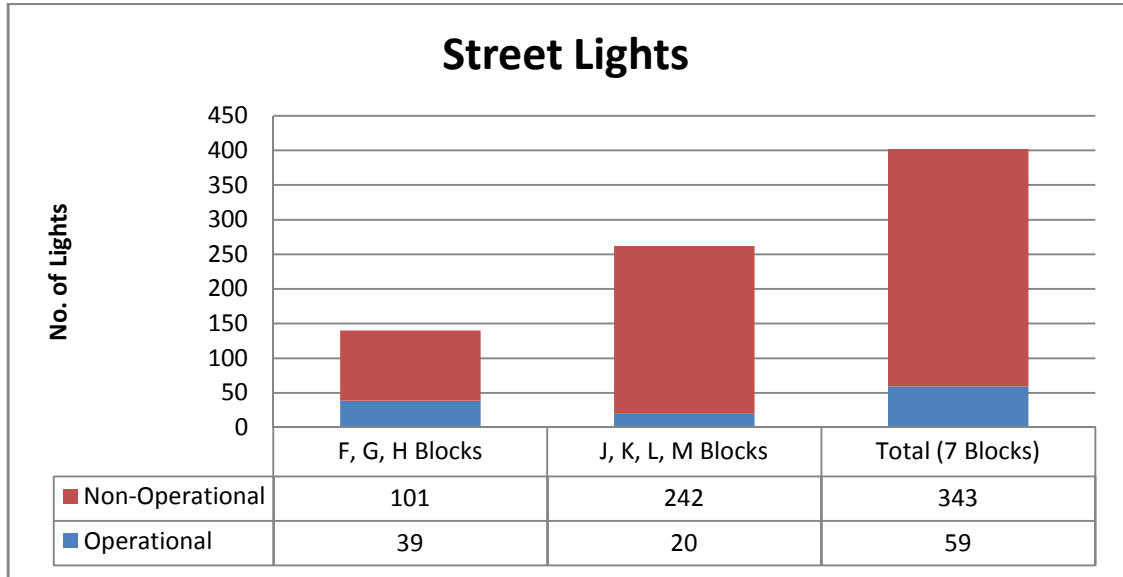
## Graphical Representation



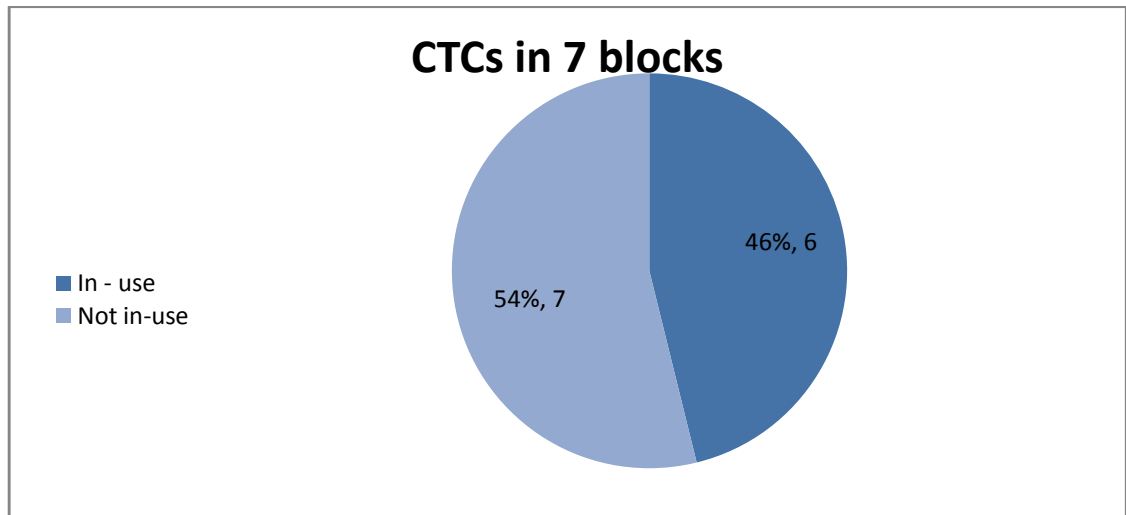
This graph represents the sources of water supply in the 7 new blocks in a block-wise manner. In the F, G, H blocks there are only 67 public stand posts and 625 private borewells, while in J, K, L, M blocks there are no public stand posts and 122 private borewells. In all, there are 67 public standposts and 747 private borewells.



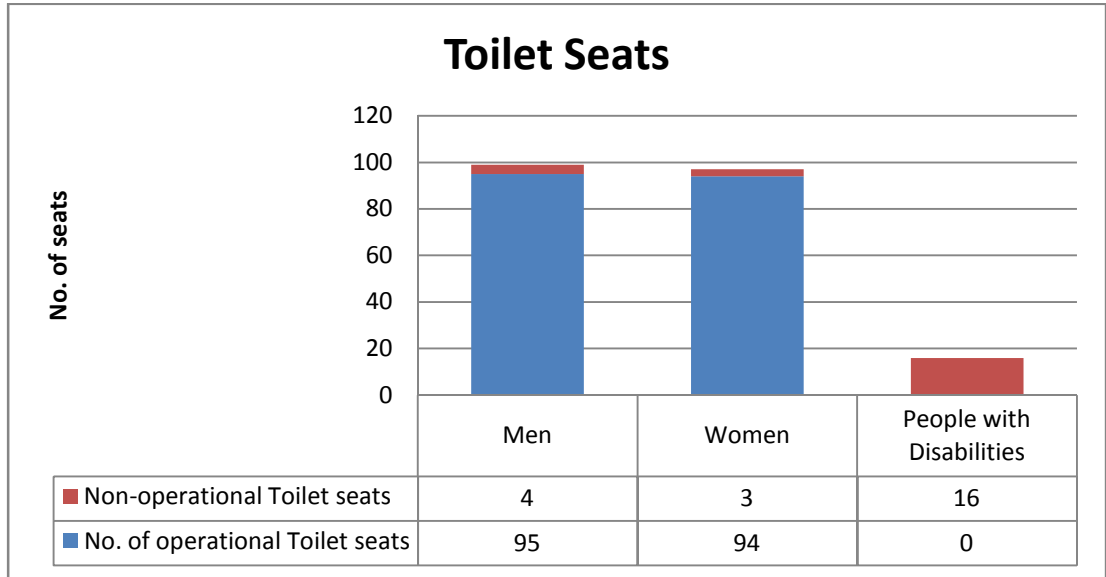
This graph depicts the percentage of Operational and non-Operational street lights in the 7 new blocks of Bawana. 15% of the Street lights are Operational, while 85% are non-Operational because of broken bulbs, lack of electricity connection, or because there are no lights on the pillars.



This graph depicts the number of operational and non-operational street lights in 7 blocks. In the F, G, H blocks, out of 140 Street Lights, only 39 are Operational while 101 are non-Operational. In J, K, L, M Blocks, out of 262 street lights, only 20 are Operational. In all, out of 402 street lights, only 59 are operational which 343 are non-operational.



This graph depicts the percentage of toilet seats that are Operational in the CTCs that are in use. Of the total CTCs (13), 46% (6) are in use.



This graph depicts the number of operational and non-operational toilet seats in the CTCs present in F, J, and L blocks separately for Men, Women and the People with disabilities. As one may see, out of 99 seats for men, 95 are Operational, and out of 97 seats for women, 94 are Operational. For people with disabilities, of the 16 toilet seats, none are Operational/in-use and they are used for storing equipment.



## **GENDERED IMPACT OF INADEQUATE AND POORLY MAINTAINED SERVICES**

The study has highlighted that women and girls are often much more constrained than men and boys, in terms of their access to essential services. As women and girls bear the prime responsibility of carrying out household work, they spend considerable time in accessing essential services. This is coupled with inadequate and poorly maintained services - no or few public water sources near homes, inadequate water availability, long queues for water collection, inadequate toilets, unclean drains, inadequate garbage disposal spaces, no transport services, no health care facilities etc. Thus, there is an increased demand on women's time and unpaid labour and affects the overall productivity and efficiency of women.

Women and girls identified the **physical and social factors that make them feel unsafe in public spaces**, thereby, **having serious consequences on their access to essential services and how it leads to violation of their rights to safety, privacy and dignity**. These included poor design (uneven roads, common entry of CTCs for men and women, no attention in design for older/pregnant/women with

*“We have to first fill the water from standpipes. It takes around half an hour. As there is no water inside the toilets, we have to take water along us. The people of G and H block and non-plot holders also use our toilet complexes leading to crowding. We have to stand in a long queue that lasts for 15-20 minutes to wait for our turn for toilet. Further these are not properly maintained, they are not clean and lack of water in toilet makes the situation more difficult as this leads to delays when we have to rush to factory on time. We often get late. Our employers cut our wages for half an hour and in some cases, send us back home”.*

**Source:** A women factory worker, F block, FGD with women factory workers, April 2013

*“We do not have any problem while going for open defecation, but women and girls do face problem and very calculatedly go for open defecation. They do not go alone always go in company of 2-4 women or girls, if we have time we accompany them. There are men who follow them on the way; there is no street light so women cannot even see the face of these men. There is no police booth and not even police patrolling”*

Source: A man aged 35 years stated in J, K, L, M Blocks in WSA walks, June 2013

disabilities, no support for alternate toilet seats for children, uncovered sections on drains, unsafe electricity connections) and poor maintenance of services (broken doors and latches, no proper dustbins for menstrual waste disposal, no monitoring by the higher government authorities). These factors increase women and girls' vulnerability to incidents of sexual harassment while accessing water sources, inside and outside toilet complexes, in the transit routes to schools and workspaces, in parks, and in secluded areas such as narrow lanes and open fields. Women and girls also shared how the constant presence of certain groups of men and boys loitering in and around CTCs, playing cards with caretakers and hanging around school

premises, make them feel uncomfortable and violates their privacy. Further the notions of honour and shame influences ways in which women and girls handle 'risk'

situations and report harassment. They often refrain from reporting incidents of sexual harassment to family and relatives due to the fear of restriction and control on their mobility and being blamed for the incident. Lack of effective police surveillance accentuates this fear and increases their vulnerability.

It was observed during the study that lack of access to adequate and well maintained essential services resulted in serious health problems for women and girls, including bladder inflammations, stomach aches, kidney stones, skin problems, urinary tract infections, and jaundice, nausea and anxiety attacks for going for open defecation during night. The girls also shared that there is no dispensary, due to which they have to approach local doctors whom they cannot afford but are forced to consult during menstrual pains. As they live in the periphery of the city, they have limited work options. The available ones are not only poor paying but also affect their health. For instance, FGDs with women factory workers revealed that working in factories such as button and plastic factory requires them to strain their eyes for long periods of time. This results in problems such as severe headaches and poor eyesight. Their employers cut their wages in case of delays in reaching work places and there is always a fear of losing one's job in cases of absence due to illness.

*“See the condition of these drains, they are blocked with garbage, no one comes to clean them, we clean these drains by our self. The water in the drains is stagnant, mosquitoes and foul odour have made our life tough, but these are the same drains which we use during nights to defecate when there is no other option.”*

Source: A woman aged 45 stated the condition of small drains located next to her house, RSA – March 2013

### **Way Forward**

The scoping study in the seven new blocks of Bawana resettlement colony examined the vulnerability of urban poor women and girls when they have to access insensitive infrastructure and services. It is important to note that they face dual vulnerability. Being women, they are always considered as “second citizens” to every policy, plan, programme and benefit. But the study also showed that when this gender identity is coupled with poverty, age, disability, etc., the impact is much more complex and severe. Thus, the strategies for interventions must include voices of women while proposing recommendations, creating supportive institutions, enabling structures and sustainable partnerships with a diverse set of stakeholders including community residents, local service providers as well as organizations and groups working in the communities.

### **Steps Ahead:**

**Empowering women to be change makers** - Unless women become active partners with local service providers, they will continue to remain on the margins of governance processes and to be excluded from planning decisions that impact their communities.

The model of **community monitoring**, which is already established as a good practice, will be emphasized to keep a check on the provision and maintenance of infrastructure and essential services. A monitoring committee of women, with support from youth and men, in new blocks will be formed following the model of monitoring committee (Nigrani Samiti) in old blocks, with support from youth leaders. These



committee members will be trained on using monitoring and advocacy tools such as RTI, Public Audit, Women's Safety Audits and audio-visual tools. They will be constantly supported through production and dissemination of easily readable resource material. These women leaders will be empowered to establish linkages with all the stakeholders for developing a concrete and focused set of interventions for advocacy.

The women will develop **partnerships with local service providers, relevant agencies and elected officials**, which would enable enhanced community participation and stakeholder ownership. They will be supported by the youth. Joint advocacy actions will be undertaken with crucial involvement of all the stakeholders. This will include impact assessments, exploration of alternatives, and meaningful consultations with communities.

### **Challenges and complexities**

Gender gaps in infrastructure and essential services can only be effectively addressed once it becomes a shared responsibility of the range of stakeholders. It requires an institutional commitment as well as accountability.

- The major challenge is the *fragmented government structure* where there is no clear division of roles and responsibilities among various service providers. It results in a lack of acknowledgement of the problem that exists and acceptance that the concerned department has an accountability to address the issue. The need, therefore, is to find ways to engage stakeholders and encourage them to take appropriate practical action. Providing relevant information based on good quantitative as well as qualitative data proves to be extremely effective in getting the stakeholders' attention and their acknowledgement that an issue exists.
- A *community fragmented on the basis of various socio-economic identities* is another significant challenge. There is a crucial need to create a platform for exchange of ideas and mutual learning and thus strengthen community ties and develop mutual trust.
- There have been repetitive fires since relocation. This has increased the vulnerability of the residents by destroying even the evidence of their eviction and citizenship. This has therefore become a serious impediment towards entitlements of plots. Without security of tenure, residents continue to invest their savings into making their temporary households livable, but continue to face the threat of eviction<sup>9</sup>

The city government has shown long-term commitment to the issue of gender equality and advancement with a track record that now extends over nearly two decades. Second, the government has long recognized that prevention of crime and violence in public spaces is not only important from a safety perspective, but that lack of safety infringes women's rights and is a collective responsibility. This will require intensive mobilization across the communities, NGOs and women's organizations.

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<sup>9</sup><http://terraurban.wordpress.com/2013/04/15/civil-society-seeks-relief-for-bawana-slum-dwellers/>



## **RECOMMENDATIONS FOR SERVICE PROVIDERS AS PROPOSED BY THE COMMUNITY LEADERS**

### **Safe and inclusive CTCs:**

- Adequate number of community toilet complexes and seats in respect to the resettled population.
- Immediate repair and maintenance of all non-functional CTCs
- Construct CTCs as planned
- Regular cleaning and maintenance of functional CTCs:
- CTC should be open for 24 hours. In case all toilets cannot be opened the entire day, alternative time slots should be fixed for CTCs, so that at one time, at least one CTC is opened, located at a close proximity.
- All toilets should have water in the water taps and for storage accessible at all times.
- There should be provision for well-covered dustbins and a separate dustbin for menstrual waste disposal. The waste bins should be cleaned daily.
- Adequate lighting inside and outside the CTCs and 24 hours' power supply with provision of generators, in cases of power failure, should be ensured.
- Special attention should be given to the design; there must be separate entries for women's and men's sections in the complex, covered toilets, well-maintained bathing spaces and area for washing clothes inside the complexes must be provided for. Special attention should be given to needs of old women, pregnant women and women with disabilities
- Provision of separate seats for children in every toilet, in both the men and the women sections.
- Regular cleaning of drains should be undertaken
- Effective garbage disposal mechanisms should be installed.
- Notice board should be set up outside the CTCs with time of operation of the CTCs and contact details of persons responsible for its maintenance. Their duty timings, lunch timings, weekly holidays and days for cleaning should also be mentioned. Further, there should be provision of registers where their attendance is marked along with their signatures.
- There must be regular monitoring visits by the respective local government authorities, RWA and other committees involving community the women and youth.

### **Safe and well maintained roads and streets:**

- Roads should be well-paved. All potholes should be repaired effectively and immediately
- All roads should be adequately lit and regularly maintained
- Speed breakers should be made on the main road (100 feet road), especially outside the school premises.
- Proper signage with information and directions of the area should be put up. They must be clearly visible and include names of the roads. A clear map of Bawana with block-specific details including design and provision of essential services must be available to community collectives, Residents' Welfare Association (RWA), NGOs
- There should be provision of 24 hour booths where emergency calls can be made.
- All lanes entering the blocks should have necessary signage and information.

### **Safe and well maintained systems for waste disposal and drainage system:**

- All the blocks should have well-planned covered drains, such that overflow and clogging is avoided.
- Drains should be cleaned on a daily basis. Chemicals to prevent mosquito breeding should be administered as required.
- There should be an adequate provision of *dhalao* or demarcated garbage disposal areas. Regular cleaning should be instructed.
- Signage with information on the caretaker, cleaning time, etc. should be provided.
- Monitoring should be regularized, with effective complaints mechanisms.
- Regular rounds by Municipal Corporation of Delhi (MCD) garbage disposal vans should be administered for cleaning of the *Dhalao*.

### **On provision of adequate and quality water**

- It should be ensured by Delhi Jal Board that all blocks have access to piped water supply
- Stand pipes should be on higher grounds and away from the drains
- It must be ensured that pipes have proper taps
- Good quality water should be ensured for drinking and cooking purposes. Monitoring mechanisms should be installed.



WSA, June- July 2013

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