



18TH URBAN MOBILITY INDIA

CONFERENCE & EXPO 2025
URBAN DEVELOPMENT & MOBILITY NEXUS
GURUGRAM, HARYANA | 7TH-9TH NOV 2025



Policy Framework

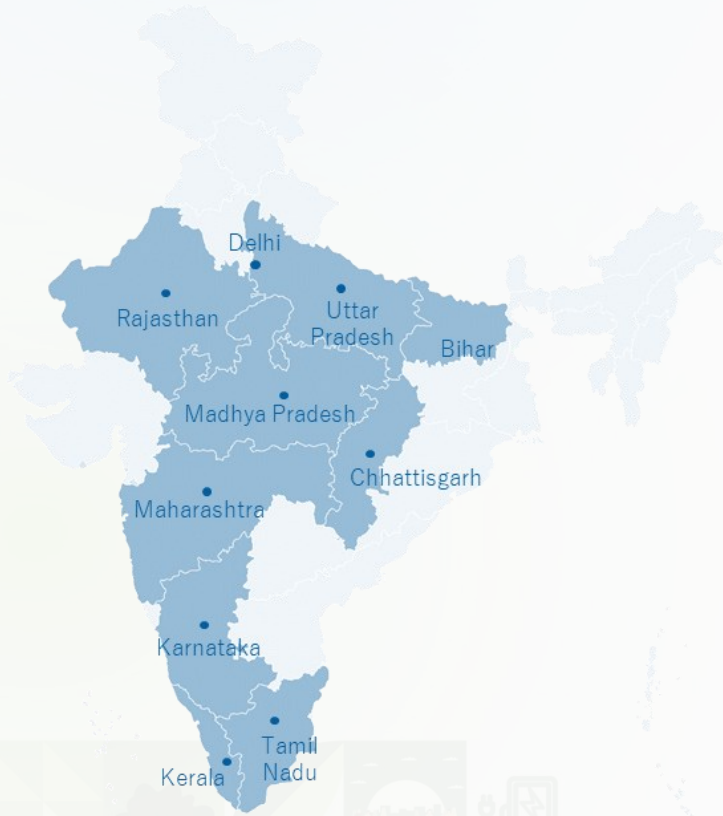
The Urban Catalysts

7th November 2025



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THE URBAN CATALYSTS



10 Indian States

15,000+ users

Commuters perception surveys, travel behaviour and focus group discussions

Infrastructure assessments

Digital tool to assess bus stops, terminals and depots from gender & climate lens

Use of technology to improve bus operations & services, and address issues of buses not stopping

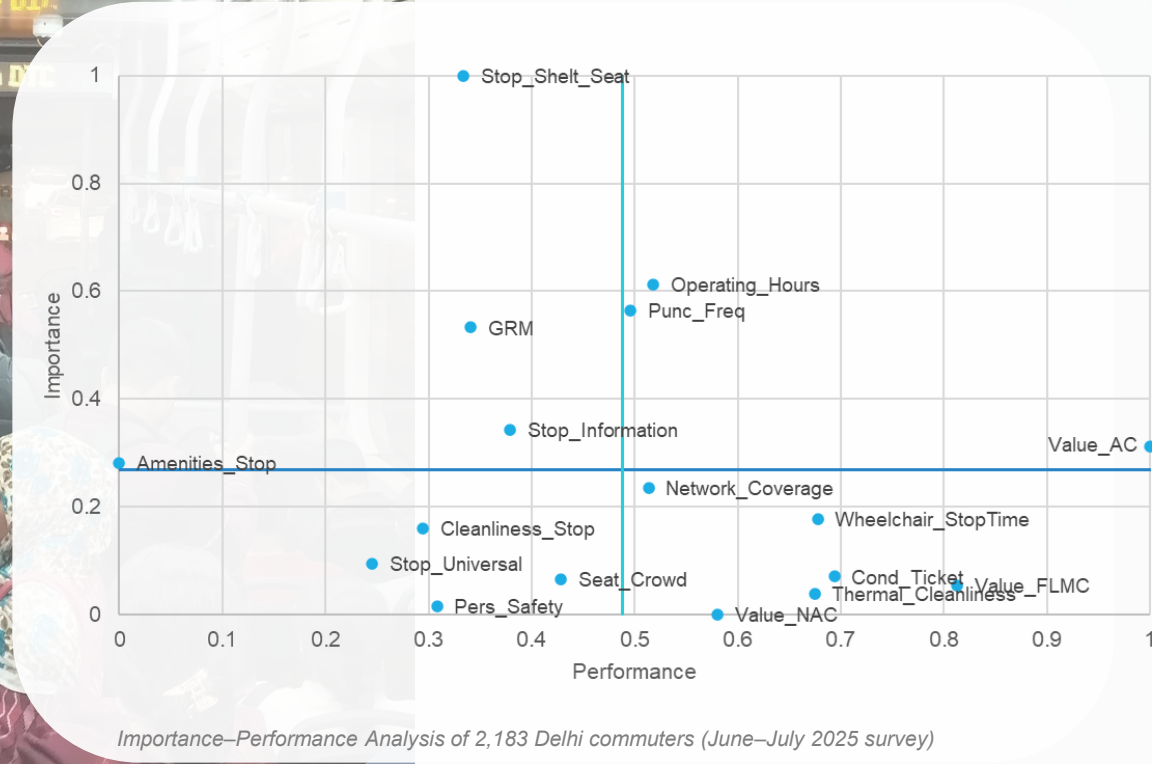
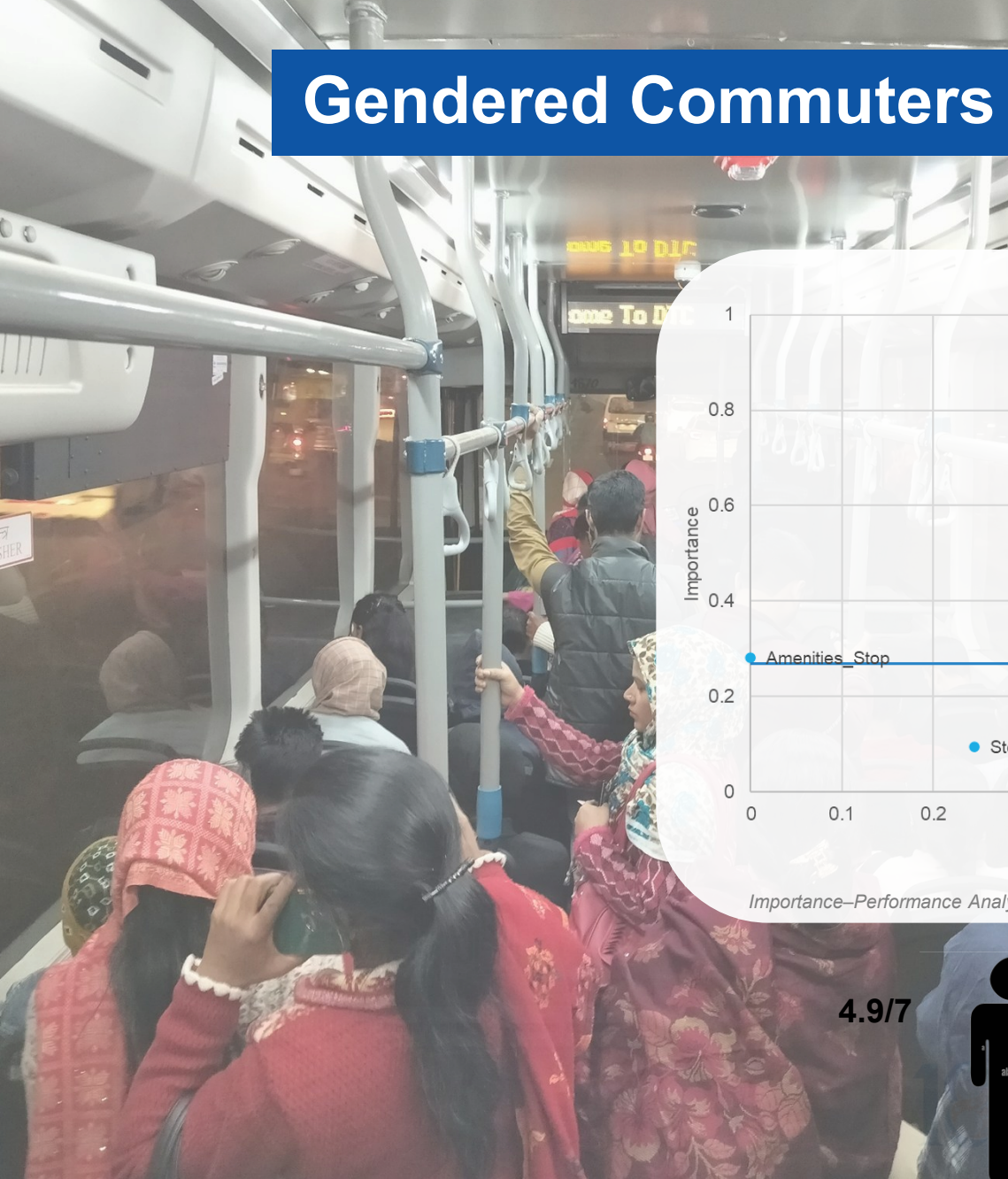
Gender Assessment Framework Public Bus Transport Workforce



Lived experiences



Gendered Commuters Satisfaction Index & Priorities



- ▶ **Infrastructure at bus stops**
(shelter, seating, information & amenities)
- ▶ **Frequency of buses**
- ▶ **Grievance redressal mechanism**

Importance-Performance Analysis of 2,183 Delhi commuters (June-July 2025 survey)

4.9/7



4.2/7

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Gender-responsive Bus Stop Audit Tool



Developed in line with international & national guidelines

Pilot-tested in two cities

Parameters prioritized using the Best-Worst Method (BWM) with **17 international experts**

Developed a structured scoring matrix

Total Score	Performance Rating
<33	Very Poor
33.01-55	Poor
55.01-77	Average
>77	Good

Quick Snapshots

Infrastructure assessment from gender & climate lens



- Bus stop design and quality vary significantly across the city;
- Bus stops lack clear route maps, origin–destination details, real-time information;
- Existing shelters do not provide sufficient protection from heat and adverse weather;
- Passenger amenities such as seating, lighting, drinking water, and toilets are often inadequate



Snapshots from Delhi & Ahmedabad

Gender Assessment Framework Public Bus Transport Workforce



*Organizational
Commitment
and Policy*



*Recruitment
and Outreach*



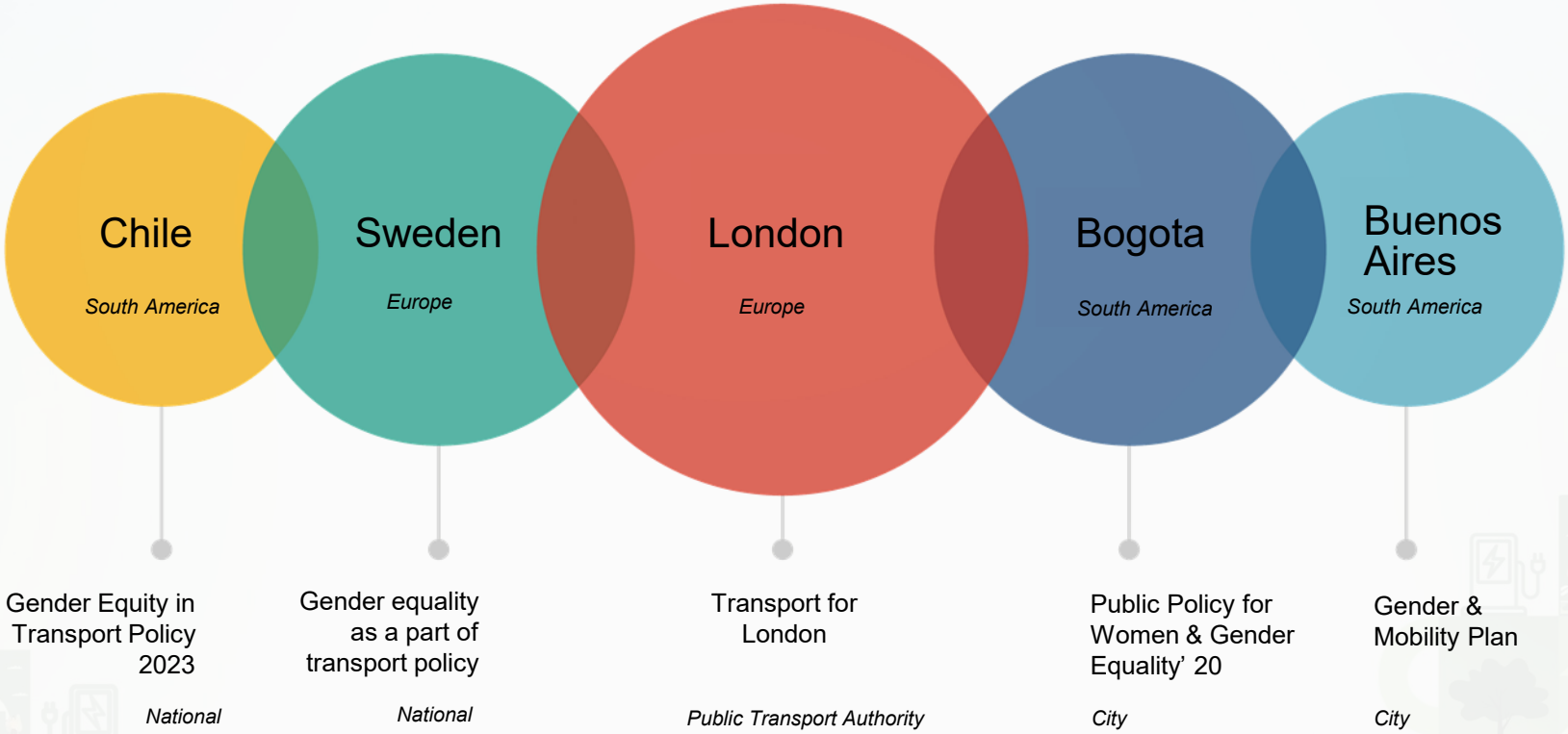
*Physical
Infrastructure*



*Retention
& Career
Advancement*

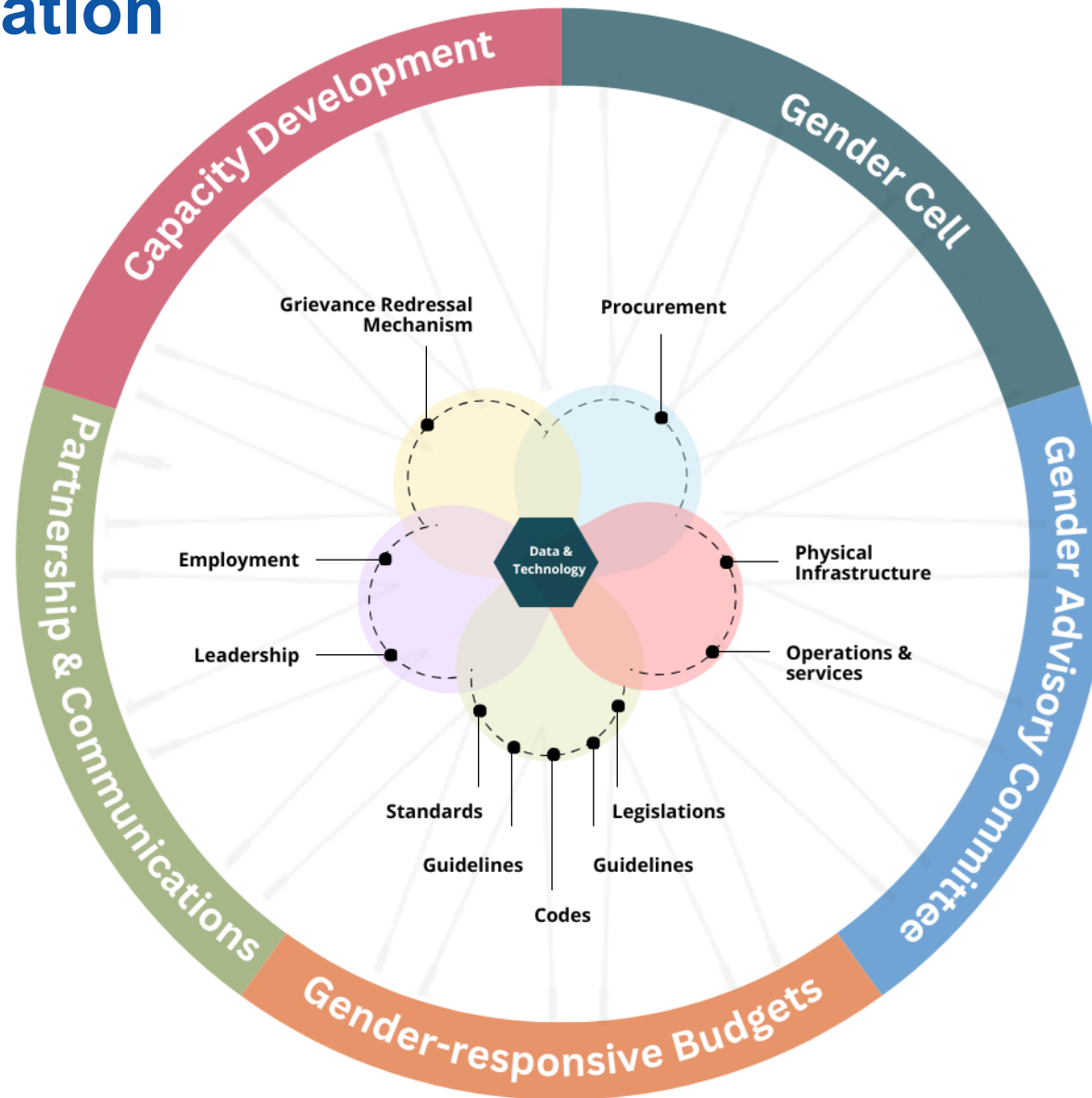


Global Case Studies

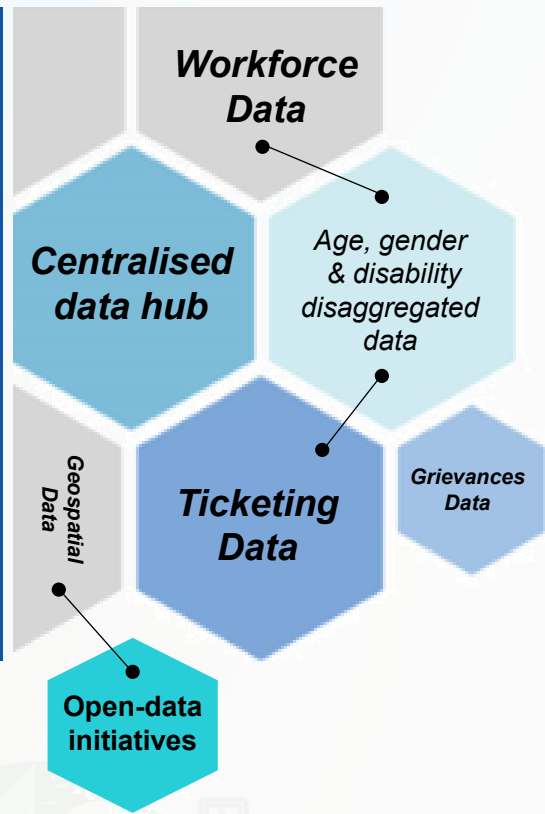


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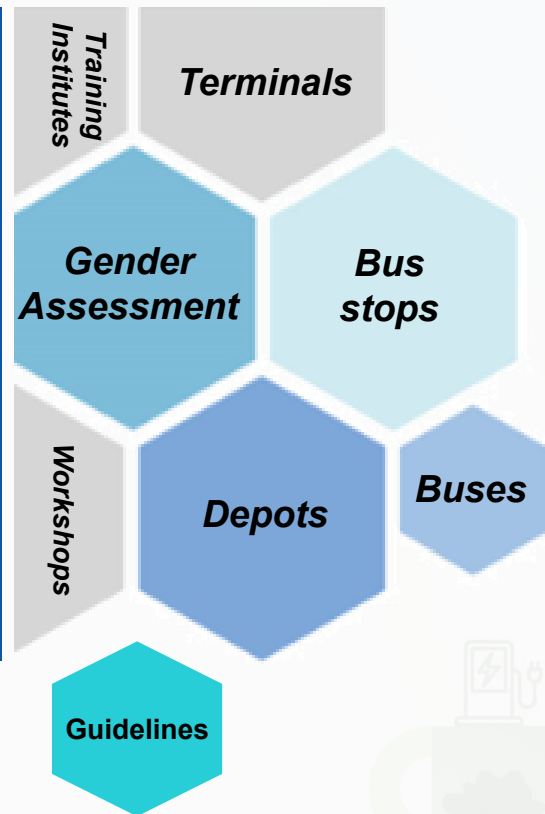
Wheel of Transformation



Data & Technology

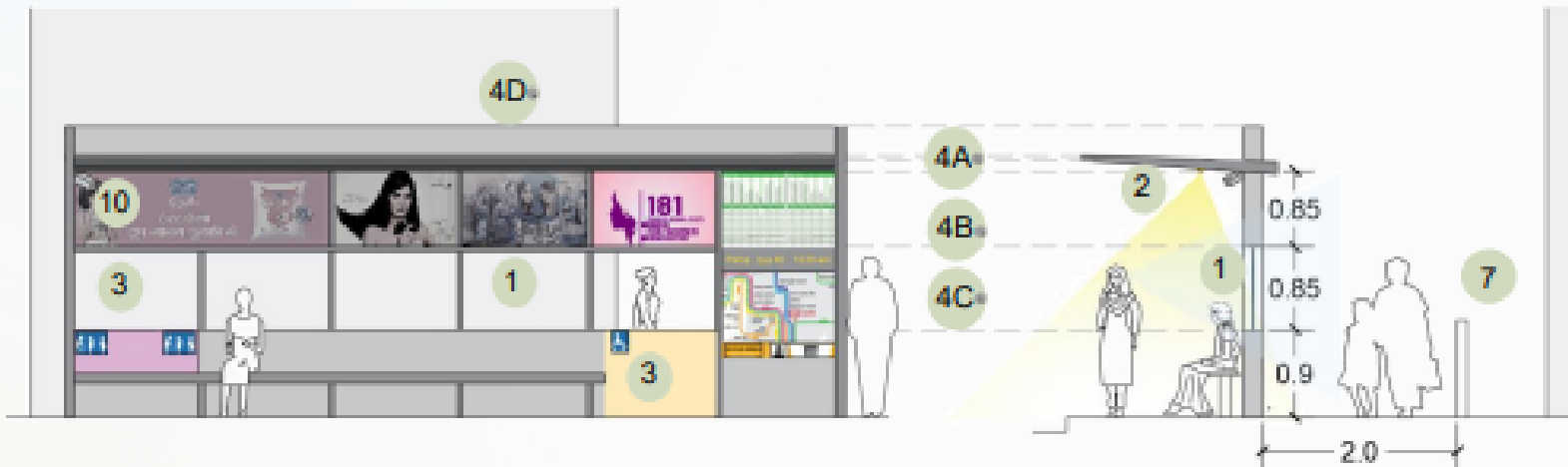


Physical Infrastructure



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Gender-responsive bus stop



1. Transparent panel

2. Lighting

3. Priority seating
Reserved seating for the differently abled, pregnant woman, women with children and elderly.

4. Signage
4A: Bus stop name and schedule
4B: PIS board
4C: Map of surrounding area
4D: Helpline numbers and gender positive images, space for advertisements.

5. Vendors
Located adjacent to the bus stop with shade and seating.

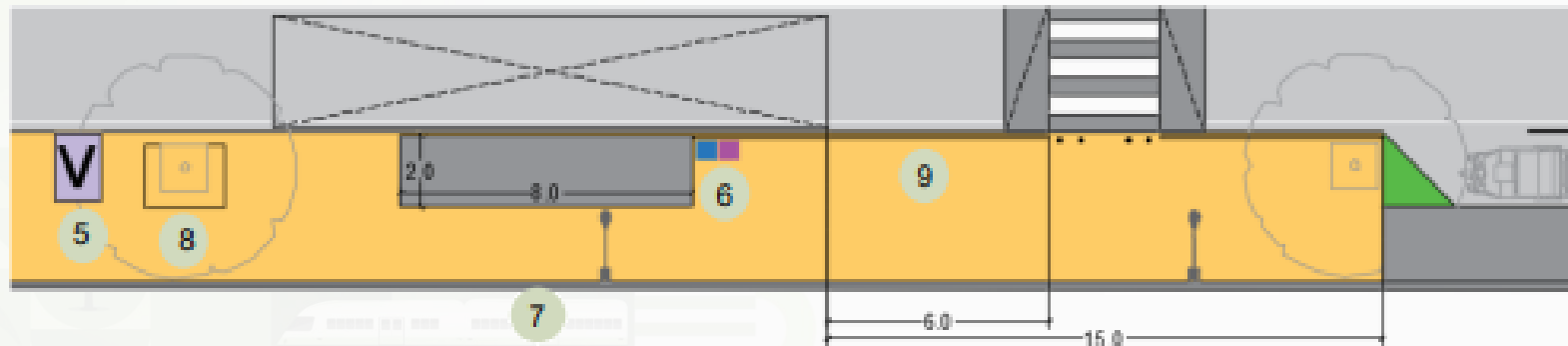
6. Dustbins

7. Low compound wall

8. Additional seating

9. Guard rail

10. CCTV cameras
To be placed at the top corners



Operations and Services

- *Use of travel behaviour data to inform route planning, service frequency, and scheduling*
- *Neighbourhood-based short, circuitous bus routes*
- *Provide gender-responsive & reliable first- and last-mile connectivity*
- *Deployment of womxn frontline staff on routes with higher female ridership*

Grievance Redressal Mechanism

- *Reporting channels*
- *SOP- response time, escalation matrix*
- *Trained Staff*
- *Integrated emergency coordination*
- *Awareness & Communications*

Partnerships and Communications

- *Static & dynamic information at stops, buses, and terminals*
- *Easy to understand: multiple languages, large print, visual, audio, and tactile formats*
- *Awareness campaigns on safe travel, bystander intervention*
- *Equity Impact Assessment for new & update in services*

Employment

- Legal and regulatory reforms
- Neutral job descriptions, eligibility criteria, accessible information
- Targeted outreach
- Hiring through internship programs
- Procurement rules & practices
-



- Gender-responsive & climate resilient facilities at all workplaces
- Flexible work arrangements
- Childcare & maternity support
- Return-to-work programs
- Pay parity
- Employee networks & recognition programs
- Zero-tolerance to sexual harassment

- Mentoring programs pairing employees with seniors
- Technical & leadership development trainings
- Gender-responsive promotion and appraisal systems

Implementation Modalities



Governance

Gender Advisory Committee



Gender Focal Point



Gender Cell

Gender-responsive budgeting

Capacity Development

Thank You

Website: www.theurbancatalysts.org

Email: communications@theurbancatalysts.org



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