



MAHILA HOUSING TRUST

Towards Responsible Urban Development



**Land Ports
Authority of India**
Systematic Seamless Secure

ENGENDERING LAND PORTS IN INDIA:

GENDER ASSESSMENT AND AUDIT OF SELECT INTEGRATED CHECK POSTS (ICPS)



JANUARY, 2024

SUBMITTED BY:
MAHILA HOUSING TRUST

About Land Ports Authority of India (LPAI)

Land Ports Authority of India (LPAI) is statutory body working under Ministry of Home Affairs, Government of India. Established in 2012, LPAI is responsible for creating, upgrading, maintaining and managing border infrastructure in India. One of the major functions of LPAI is to develop and maintain land ports also known as Integrated Check Posts (ICPs). An ICP acts as an integrated facility for trade facilitation and passenger movement. LPAI endeavours to provide safe, secure and systematic facilities for movement of cargo as well passengers at its ICPs.

About Mahila Housing Trust (MHT)

Mahila Housing SEWA Trust (MHT) is an autonomous organization established in 1994 with the overall objective of improving the habitat conditions of poor women in the informal sector. MHT works across multiple sectors related to infrastructure development, with the aim of improving infrastructure quality and accessibility for poor women; building resilience to climate change; and promoting participatory urban governance. MHT works in 34 cities in India, Bangladesh and Nepal and has positively impacted the lives of more than 2 million people.

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Engendering Land Ports in India: Gender Assessment and Audit of Select Integrated Check Posts (ICPs)

January, 2024

Submitted by

Mahila Housing Trust (MHT)

Foreword

Land Ports serve as vital gateways, facilitating efficient cross-border trade and passenger movement between India and neighbouring countries, powered by advanced technology and robust infrastructure.

The Land Ports Authority of India (LPAI) is fully cognizant of the need to evolve our practices to cultivate a more gender-balanced ecosystem. It is our conviction that our collective success hinges on how well we modify our institutional mechanisms and procedures, improve the accessibility of our facilities, increase our staff's awareness in interacting with different genders, and tailor these to varying needs. Above and beyond, we want to extend our understanding of gender diversity, addressing the underlying challenges faced by varied groups such as the elderly, children, individuals with disabilities, pregnant women, parents with infants and individuals who identify as non-binary.

In line with this objective, LPAI is steadfast in its commitment to making all Land Ports gender-inclusive in the foreseeable future. To gauge our progress in this mission, we partnered with the Mahila Housing SEWA Trust (MHT) to formulate a 'gender audit toolkit.' This served to benchmark the present state of gender inclusivity at three chosen Land Ports - Agartala, Petrapole, and Raxaul.

LPAI takes pride in sharing the results of this comprehensive gender assessment and audit exercise. We are delighted by the positive evaluations, with two out of the three reviewed Land Ports meeting the minimum requirements for gender inclusivity. We have noted the successful implementation of universal accessibility of our infrastructure across the board. It delights us to acknowledge that 71% of the women surveyed expressed their complete satisfaction with Land Port services. Equally heartening is the feedback on safety and staff responsiveness, with a significant percentage of respondents awarding high marks on these aspects.

Yet, while the feedback is uplifting, we are aware that the path to achieving gender responsiveness is an ongoing process. We aspire not only to meet minimum requirements but to set new benchmarks of excellence in gender inclusivity. This evaluation serves as a valuable tool to guide our future initiatives towards this objective.

I want to extend my heartfelt appreciation to the dedicated project team whose meticulous research has culminated in this comprehensive study. We remain dedicated in our pursuit to continually refine our processes and design strategies that will further enhance gender inclusivity across our Land Ports.



Aditya Mishra

Preface

Existing gender-based vulnerabilities on mobility and occupational segregation results in these having differential effects on men and women. This also applies to cross border trade and transport and conversely to trade facilitation and connectivity reforms.

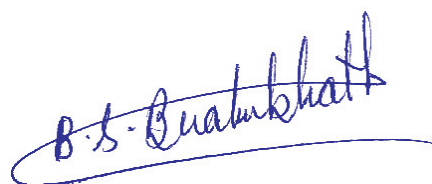
Recognising this, India's National Trade Facilitation Action Plan (2020-23), has specifically recommended the promotion of "gender inclusion in trade" as an action point with focus on trade facilitation. Subsequently, the Land Ports Authority of India (LPAI) had committed to making all Land Ports or Integrated Check Post (ICPs) gender responsive.

With this in mind the LPAI planned to assess the existing level of gender responsiveness of the land ports. Mahila Housing Trust (MHT) in collaboration with the LPAI, thus developed a 'gender audit toolkit' for benchmarking of status of gender responsiveness of the land ports. The toolkit was then used to undertake a gender assessment and audit exercise of three select land ports- ICP Agartala, ICP Petrapole and ICP Raxual.

MHT is happy to hereby present the report of the gender assessment and audit exercise of the select land ports. The report highlights the existing level of gender responsiveness especially in putting in place accessible infrastructure and client servicing facilities at the land ports. We are pleased to report that two of the three land ports audited satisfy minimum requirements of gender responsiveness.

Not to say though, that there is no scope for improvement. There is considerable amount of work that needs to be done to further the gender responsiveness of the land ports. The report has assessed and provides recommendations for such actions across four areas- institutional mainstreaming, accessible infrastructure, client satisfaction and external environment development. We hope that these would be a helpful developing a gender strategy for LPAI, much required for making the LPAI and land ports workplace and operations more gender responsive.

Our sincere wishes to LPAI as it embarks on the ambitious goal of making all land ports gender responsive in the coming years.



Bijal Brahmabhatt

Director

Mahila Housing Trust (MHT)

Abbreviations and Acronyms

BBIN	: Bhutan, Bangladesh, Northeast India and Nepal
BSF	: Border Security Force
BWCCI	: Bangladesh Women Chamber of Commerce and Industry
CHAs	: Custom House Agents
CUTS	: Consumer Unity and Trust Society
CWC	: Central Warehousing Corporation
C&F	: Carrying and Forwarding
DAY-NULM	: Deendayal Antyodaya Yojana- National Urban Livelihoods Mission
DEOs	: Data entry operators
FGDs	: Focused Group Discussions
GAP	: Gender Action plan
GoI	: Government of India
HR	: Human Resource
ICC	: Internal Complaints Committee
ICPs	: Integrated Check Posts
ITBP	: Indo-Tibetan Border Police
LCSs	: Land Customs Stations
LDC	: Least Developed Country
LPAI	: Land Ports Authority of India
MoU	: Memorandum of Understanding
MVA	: Motor Vehicle Agreement
NTFC	: National trade facilitation committees
PMJAY	: Pradhan Mantri Jan Arogya Yojana
PMMVY	: Pradhan Mantri Matru Vandana Yojana
PMSYM	: Pradhan Mantri Shram Yogi Maan-dhan
PTB	: Passenger Terminal Building
PwDs	: Persons with Disability
RPWD	: Rights of Persons with Disabilities
SAWTEE	: South Asia Watch on Trade, Economics
SHG	: Self Help Groups
SSB	: Sashastra Seema Bal
TFA	: Trade Facilitation Agreement
TIIPIS	: Tripura Industrial Investment Promotion and Incentive Scheme
ToR	: Terms of Reference
TRLM	: Tripura Rural Livelihood Mission
WTO	: World Trade Organization

Contents

Foreword	IV
Preface	VI
Abbreviations and Acronyms	VII
Contents	VIII
Executive Summary	1
1. Introduction	5
1.1 Background	5
1.2 Aim and Objectives	5
1.3 Analytical Framework	6
1.4 Methodology	8
1.5 Audit Exercise	9
1.6 Limitations	10
2. Women in Cross Border Trade and Transport	11
2.1 Trade in Bhutan, Bangladesh, Northeast India and Nepal (the BBIN) Region	11
2.2 Need for Gender Mainstreaming	11
2.3 Women as Producers of tradable goods and services	12
2.4 Women as Small-scale cross-border traders	13
2.5 Women as Owners of exporting firms	14
2.6 Women in Local Economy at the Border Points	14
2.7 Impediments to Women's Participation in cross border trade	15
3. Gender Assessment of Land Ports (ICPs) in India	19
3.1 Context	19
3.2 Gender Responsiveness of land ports in India- Review of Existing Studies	20
3.3 Gender Responsiveness of Land ports- Study Findings	21
3.3.1 Institutional Mainstreaming	22
3.3.2 Accessible Infrastructure	24

3.3.3 Client Servicing	26
3.3.4 External Environment.....	26
4. Case studies- Gender Audit Reports of select ICPs	28
4.1 ICP Agartala	28
4.1.1 Context.....	28
4.1.2 Gender Audit Report	29
4.1.3 Conclusion and Recommendations	37
4.2 ICP Petrapole.....	38
4.2.1 Context.....	38
4.2.2 Gender Audit Rating	39
4.2.3 Conclusion and Recommendations	47
4.3 ICP Raxual	49
4.3.1 Context.....	49
4.3.2 Gender Audit Rating	50
4.3.3 Conclusion	57
5. Overall Conclusion and Recommendations	58
5.1 Institutional Mainstreaming	58
5.2 Accessible Infrastructure	59
5.3 Client Satisfaction	60
5.4 External Environment.....	61
6. Bibliography	62
Annexure 1: ICP Profile and Spatial Mapping/Observation checklist.....	63
Annexure 2: User Survey/Interview Schedule	68
Annexure 3: Gender Audit Checklist	73
Annexure 4: Indicator wise Gender Audit Scores for Select Land Ports.....	80

List of Tables and Figures

Table 1	: Research Matrix.....	6
Table 2	: Sample Size and Classification for primary survey.....	9
Table 3	: Scoring of ICPs on each indicator	9
Table 4	: Assessment of Audit Results	10
Table 5	: Women Users Satisfaction with Infrastructure Facilities	25
Table 6	: Infrastructure facilities at the ICP	28
Table 7	: Infrastructure facilities at the ICP	39
Table 8	: Infrastructure facilities at ICP Raxual and Birgunj.....	49
Figure 1	: Theory of Change for a Gender Responsive Land ports (ICPs)	6
Figure 2	: Study Process	8
Figure 3	: Gender Audit score calculation methodology	9
Figure 4	: Gender Barriers in Cross-Border Trade in BBIN Region	18
Figure 5	: Five Key Services Offered by land ports (ICPs)	19
Figure 6	: Overall Gender Audit Scores of the three ICPs	21
Figure 7	: Component -wise Break-Up of Gender Audit Scores	21
Figure 8	: Satisfaction level of Women Users of Land Ports	22
Figure 9	: Performance Areas within Institutional Mainstreaming.....	23
Figure 10	: Proportion of Female Staff at ICPs.....	23
Figure 11	: Women Users Perception of Land Port Staff Behaviour	23
Figure 12	: Performance Areas for Accessible Infrastructure	24
Figure 13	: Women User's Perception of Safety on ICP Campus	25
Figure 14	: Performance Areas for Client Servicing	26
Figure 15	: Performance Areas for External Environment.....	27
Figure 16	: Women Users Response to Problems Faced in Accessing Transport to the Land Port...	27
Figure 17	: Component-wise scores of ICP Agartala	29
Figure 18	: Performance of ICP Agartala in terms of Institutional Mainstreaming	30
Figure 19	: Performance of ICP Agartala in terms of Accessible Infrastructure	32
Figure 20	: Performance of ICP Agartala in terms of Client Servicing	35
Figure 21	: Performance of ICP Agartala in terms of External Environment.....	36
Figure 22	: Component-wise scores of ICP Petrapole.....	40
Figure 23	: Performance of ICP Petrapole in terms of Institutional Mainstreaming.....	41
Figure 24	: Performance of ICP Petrapole in terms of Accessible Infrastructure.....	43
Figure 25	: Performance of ICP Petrapole in terms of Client Servicing.....	45
Figure 26	: Performance of ICP Petrapole in terms of External Environment	47
Figure 27	: Component-wise scores of ICP Raxual	50
Figure 28	: Performance of ICP Raxual in terms of Institutional Mainstreaming	51
Figure 29	: Performance of ICP Raxual in terms of Accessible Infrastructure	54
Figure 30	: Performance of ICP Raxual in terms of Client Servicing	55
Figure 31	: Performance of ICP Raxual in terms of External Environment.....	56

Executive Summary

Regional trade in the Bhutan, Bangladesh, Northeast India and Nepal (BBIN) region has significant potential to impact economic growth and reduce poverty in South Asia. There have been constant efforts by the Government of India (GoI) towards enabling this especially through improved transport and trade facilitation measures along its land borders. It is important to ensure that these measures contribute to socio-economic development of both men and women.

Trade and transport facilitation measures, however have major gender implications. As cross-border trade increases, certain economic sectors grow and some contract. Given the occupational segregation by gender across the economic sectors means that the trade will impact men and women differently. Women are also direct participants in cross border activities in various ways: as passengers, as producers of tradable goods and services (especially tourism), as small-scale cross-border traders and as owners of exporting firms. Further trade facilitation measures also impact the local economy around the ports creating employment and entrepreneurship opportunities.

Women's participation in cross-border trade and transport in the BBIN region, however, has been low. The key impediments and barriers that hinder the participation of women in cross-border trade in the BBIN region include: a) Institutional Challenges like business and traders associations around the border areas are largely male dominated and women entrepreneurs and traders are not being organized enough to be able to jointly voice their concerns; b) Infrastructure Barriers especially absence of safe and reliable transport facilities; c) Information and Regulatory Challenges including the lack of information on trade procedures and rules and regulations related to international trade; and considerable difficulties faced in dealing with customs and trade officials, who are usually males; and d) Social Barriers mainly related to gendered perceptions and vulnerability to harassment.

Land ports, also known as Integrated Check Posts (ICPs) are a crucial initiative of the GoI as part of these efforts towards improved infrastructure facilities and policy reforms for promoting cross border trade in the BBIN region. Towards this the Land Ports Authority of India (LPAI) has undertaken a number of measures including modernisation of infrastructure and integration of services at one-stop.

The LPAI is now committed to improving gender responsiveness of land ports. Towards this a gender audit toolkit for land ports was developed as a framework for gender inclusive cross-border trade and tourism through land ports in India. The toolkit uses an objective scoring index to rank all land ports (ICPs) on a scale of 0 to 1 across different points to assess if they are missing minimum requirements (0-0.20); they approach minimum requirements (0.21-0.40); satisfy minimum requirements (0.41-0.60); have considerable gender responsiveness (0.61-0.80); or are significantly gender responsive (0.80-1.0).

This report brings to light the findings of the application of the gender audit toolkit and gender assessment undertaken at three (3) select land ports in India- ICP Agartala, ICP Petrapole and ICP Raxual. The key findings from the study are summarized herewith.

- Two of the three land ports - ICP Agartala and ICP Petrapole, with gender audit scores of 0.59 and 0.55 have been assessed as satisfying minimum requirements of gender responsiveness. ICP Raxual, with a lower score of 0.39 can only be considered as approaching the minimum requirements.
- The best performance of all land ports is towards ensuring full accessibility. All three land ports- ICP Agartala, ICP Petrapole and ICP Raxual, satisfy the minimum requirements towards this component with scores of 0.69, 0.60 and 0.46 respectively. Agartala in fact can be considered as being considerably gender responsiveness on this parameter.
- Another important component for improved gender responsiveness is client servicing. Petrapole satisfies the minimum requirements on this parameter with a score of 0.47. However, Agartala and Raxual fall short with scores of 0.27 and 0.20 respectively.
- All three land ports fell short of satisfying the minimum standards for gender responsiveness within the institutional mechanism. It is important is for LPAI to take a more pro-active stance in terms of institutional gender mainstreaming.
- In terms of external environment, not much difference was observed within the three land ports, although ICP Agartala being a state capital, naturally scored high on the same.

While, an external audit is critical to understand the status of the land ports in terms of achieving gender responsiveness, it is equally important to assess the user satisfaction levels. A key finding of the study has been that in the eyes of the women users of the land ports-passengers, traders and staff, the land ports stand high on satisfaction levels.

Around 71% of the women surveyed reported full satisfaction with the facilities at the land ports, with 23% being adequately satisfied and only 6% reporting as not being satisfied. Most of those not reporting full satisfaction were elderly passengers, pregnant women and women with young children. This highlights to the need to focus not only on women in general but address the needs of these specific category of women. Around 78.7% of the women surveyed reported that the staff were very supportive/ responsive. In terms of safety, all the women surveyed reported feeling almost or very safe.

Given these findings the following actions are recommended for increasing the gender responsiveness of the land ports in India.

- The LPAI needs to develop a gender strategy that will guide its workplace practices and land port operations. The strategy should also be 'costed' to ensure adequate resource allocation for its implementation.
- Making the land ports more gender friendly workplaces. Especially important is to focus on setting up creche facility at the campus and creating systems for social security of women contractual staff.

- Develop and strictly implement a zero discrimination, violence, and sexual harassment free workplace. Form the Internal Complaints Committee (ICC) on Sexual Harassment at Workplace and strengthen the same through trainings and awareness measures.
- The LPAI needs to recruit a gender specialist to provide pro-active support, guidance and supervision to the land ports on gender issues.
- All data collection and management information system (MIS) should include sex disaggregated data, wherever applicable.
- The LPAI needs to focus on regular training of land port staff with the aim of gradually covering atleast 80% of the ICP staff.
- Incorporate women and child friendly facilities at passenger terminals especially menstrual hygiene and baby changing facilities in washrooms; and provision of baby feeding/childcare rooms at accessible point within the passenger terminal.
- Put in place affirmative measures like ensuring dedicated queues and preferential treatment for pregnant women and those with children, persons with disabilities, elderly and patients.
- All land ports need to have a fully functional Information/Help Desk, with dedicated human resources, in place at passenger and cargo terminals.
- ICPs also need to work towards ensuring adequate presence of women in all public areas especially through increased proportion of women among security staff.
- Shuttle services for women passengers and staff to reach nearest town safely especially in late evenings should be made available.
- LPAI should also promote a pilot with select ICPs using a more pro-active approach towards creating awareness on zero tolerance for human trafficking.
- Affirmative action needs to be undertaken to formalise and support women's participation in cross-border trade. Strengthen infrastructure and women quotas at border haats.
- Convergence agreements with National livelihood/skill missions should be undertaken to explore and exploit the potential of exports through land ports for women.
- Systems, including the formation of a Women's Trade and Trade Facilitation Advisory Committee, need to be put in place to provide women with adequate voice, agency, and decision-making space to women exporters.

1. Introduction

1.1 Background

Trade and tourism are not gender-neutral. Cross-border trade, especially has differential impacts on men and women as it effects local employment and prices ([Aguayo-Tellez, 2012](#)). Furthermore, existing gender inequalities coupled with general trade barriers such as deficient infrastructure, cumbersome regulatory and documentation processes, impact the ability of men and women to seize trade-related opportunities ([Livani and Solotaroff, 2019](#)).

Gender mainstreaming in cross-border trade has thus been recognised as an important parameter under the Global Survey on Digital and Sustainable Trade Facilitation, undertaken by UNESCAP ([2022](#)). Unfortunately, while India has scored a high 90.23% overall in the 2021 survey- gender mainstreaming is the “only parameter on which India has not performed as well as its regional counterparts”.

This gap has also been recognised in India’s National Trade Facilitation Action Plan ([2020-23](#)), which has specifically recommended the promotion of “gender inclusion in trade” as an action point. Gender trade facilitation has also been identified as an important aspect of the overall goal of enhancing trade between India and its neighbours.

With this in mind, the Land Ports Authority of India (LPAI) has set a target to make all land ports also known as Integrated Check Posts (ICPs) gender friendly in the coming three years. As part this, the LPAI had organised a webinar on gender mainstreaming in ICPs, which recommended among others the need for a study of ICPs in India from the standpoint of gender mainstreaming.

It was in this context, that this gender assessment and audit study of select land ports has been conducted, to suggest measures for putting in place gender inclusive and responsive trade facilitation ecosystem at the land ports.

1.2 Aim and Objectives

The study aimed **“To develop a framework for gender inclusive cross-border trade and tourism through land ports in India.”** The focus of the study was to map the existing infrastructure and services at select land ports to understand the gaps for promoting women’s participation in cross-border trade and tourism. The key purpose was to recommend specific action areas and initiatives, within the purview of LPAI, that can be undertaken to make the land ports gender responsive.

Keeping this in mind the study covered the following objectives:

- ✓ To understand the challenges and barriers to women’s participation in cross-border land port-based trade and tourism in India;
- ✓ To map the existing infrastructure and service-related gaps for making the land ports gender responsive;
- ✓ To recommend specific infrastructure and capacity building measures to be undertaken in short term to make land ports gender responsive; and

- ✓ Identify policy measures for making the land port based cross-border trade and tourism ecosystem more women friendly.

Through this study, a gender audit exercise of the select land ports has been undertaken in terms of institutional mainstreaming, accessible infrastructure, client servicing and external environment. The gender audit was conducted at three (3) land ports- ICP Agartala, ICP Petrapole and ICP Raxual.

1.3 Analytical Framework

The study builds on a set of principles that the LPAI will need to adhere to for creating gender responsive land ports. These have been developed on lines of the [Women's Empowerment Principles](#) promoted by UN Women since 2021. The commitments have been further collated around key components that define the theory of change and value addition that can be integrated into the land ports (figure 1).

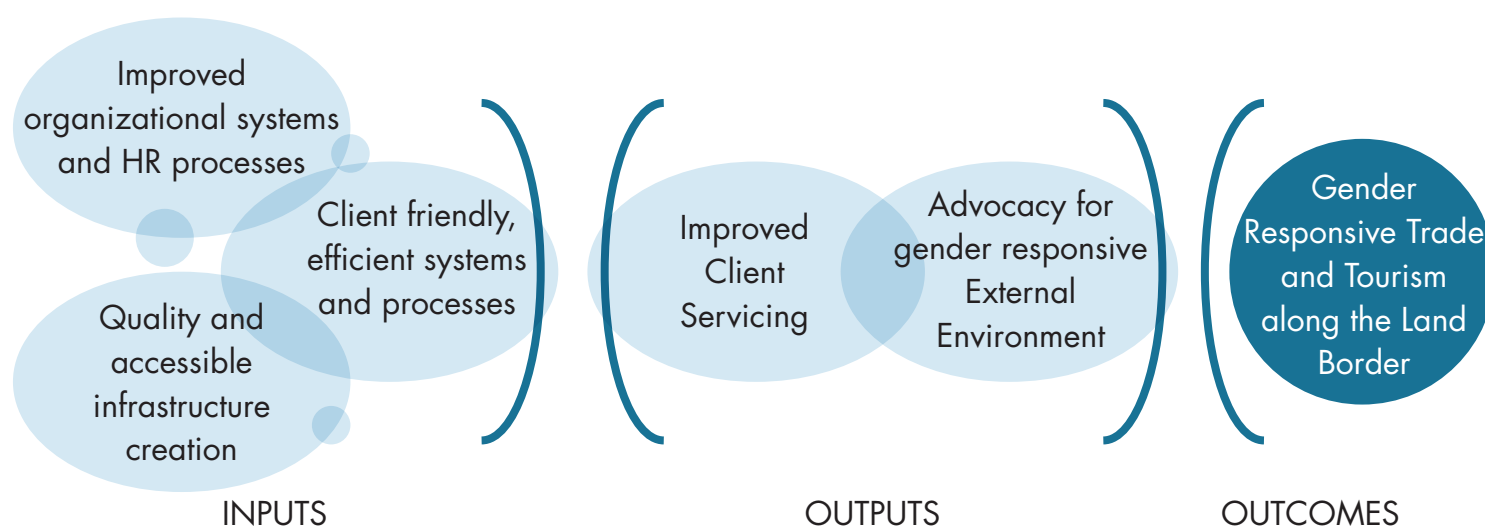


Figure 1: Theory of Change for a Gender Responsive Land ports (ICPs)

Based on the theory of change; the study identified the following criteria to assess the gender responsiveness of the land ports. Table 1 next highlights the various criteria to be assessed and the corresponding indicator/question which the study seeks to answer as well as the means of data collection for the same.

Table 1: Research Matrix

Criteria	Proxy Indicator/ Research Question	Source of Information
Outcomes		
Women's Economic Empowerment	a. Opportunities for Participation in Formal Trade b. Employment Opportunities (Formal and Informal-Skilled and Unskilled) c. Entrepreneurship Opportunities	Secondary Literature Review Key Informant Interview
Women's Social Empowerment	d. Participation in tourism activities e. Access to education and medical facilities f. Role in policy and local decision making	Secondary Literature Review Key Informant Interview
Outputs		
Approachability	a. No. of border points in the region b. Distance travelled to reach the ICP c. Mode of travel to reach the ICP d. Quality of travel (time, convenience, cost, safety)	User survey Spatial Mapping/ Observation
Accessibility	e. Operational Timings f. Night Usage g. Costs- Fees/ Charges	ICP Data Review User survey

Amenities	h. Bus Shuttle Service i. Toilets j. Rest Rooms k. Communication l. Scanners m. Food and Water n. Bank and Exchange Counters	ICP Data Review Spatial Mapping/ Observation
Systems	o. Documentation (Immigration and Customs) p. Transport and Logistics (Before ICP) q. Goods Movement within ICP r. Passenger Movement within ICP s. Testing and Quarantine Facilities	ICP Staff Interview Spatial Mapping/ Observation
Information	t. Awareness of systems- process and documentation u. Display boards and Information desk v. Workshops and Conferences w. Publicity Measures	User survey Spatial Mapping/ Observation ICP Data Review Key Informant Interview
Logistics and facilitation	x. Customs Agent/Custom Houses y. Trader Associations z. Labour Unions aa. Border Haats	ICP Data Review Key Informant Interview User survey
Safety	bb. Location of ICP cc. Lighting/ Darkness dd. Security Presence ee. CCTVs ff. Help desk gg. Public Scrutiny hh. Presence of women	Spatial Mapping/ Observation User survey
Hygiene	ii. Toilet to passenger ratio (M/F) jj. Water availability kk. Cleanliness ll. Privacy and safety of toilets mm. Sinks and wash spaces nn. Sanitary pad dispensers oo. Sanitary pad disposal facilities	Spatial Mapping/ Observation User survey
Special needs	pp. Ramps and Wheel Chairs qq. Caretakers/Assistants rr. Child Care Rooms ss. Baby Changing facilities in Washrooms	Spatial Mapping/ Observation
Local Population	tt. Income Generation (Small Business, Labour) uu. Infrastructure (Basic Facilities- water, sanitation, electricity, education, health) vv. Infrastructure (Connectivity- transport and communication)	Focus Group Discussion
Inputs		
Policy	a. Clarity of responsible agency b. Clarity of technical specifications c. Specific specifications for gender needs d. Clarity of management system e. Data assessment system	ICP Data Review Key Informant Interview
Resources	f. DPR preparation (appraisal and review) g. Gender allocations (specific systems for women) h. Gender balance in Staff	ICP Data Review Key Informant Interview
Implementation and Management	i. Labour Contracting j. Operation and Maintenance k. Grievance Redressal and Feedback mechanism	ICP Data Review Key Informant Interview

1.4 Methodology

The study used three-level iterative method for data collection and analysis (figure 2). As part of the **counting phase** a review of existing studies on cross border trade globally and on ICP in India was undertaken to understand the working of one land port and potential gender concerns involved. Based on this the research matrix- assessment indicators and data collection tools (Table 1) was developed. A quick visit by the research team to one land port (ICP Attari) was undertaken for gathering first-hand information on the same. All the data collection tools developed were tested during this visit and subsequently refined. Information from the counting phase was also used to develop a **gender audit toolkit for land ports (ICPs)** customised to the need of LPAI.



Figure 2: Study Process

As part of the **observation and engagement phase**, a research team comprising of three women field officers visited the three land ports at Agartala, Petrapole and Raxaul. This phase involved making a road trip (using best available transport) from the nearest urban centre to the ICP, passing through all the channels of the land port in the same way as a women trader/tourist would have to experience and visiting all the amenities and facilities available at the port. Primary survey and Focused Group Discussions (FGDs) with women was also conducted in this phase.

The data thus collated was used as a base to undertake a gender **assessment and audit** of the select land ports, which is being presented as case studies in the report. Three (3) embedded case studies of the selected land ports- ICP Agartala, ICP Petrapole and ICP Raxaul, have been developed to create an overall country case.

The study has used both quantitative and qualitative tools to inform the case analysis. The quantitative tools include development of an ICP profile and statistical analysis of the user tally exercise and survey. The qualitative tools include spatial mapping and observation of the site, focused group discussions with nearby community and key informant interviews.

The **step-by-step process** followed for the study was as below:

- A route map to the ICP was prepared in consultation with ICP Manager/ using Google Maps. The team travelled the route to understand the approachability to-and-fro from the ICP to nearest city from a women's perspective.
- On reaching the ICP, an open discussion was conducted with the ICP Manager and other key officials (customs, immigration and Border Security Force) of the ICP.
- The **ICP profile and Spatial Mapping/Observation checklist (annexure 1)** was filled based on the inputs from the ICP Manager. Related documents for supporting data were also collected.
- A visit around the ICP was undertaken and the Spatial Mapping/Observation checklist for the ICP was updated during the tour. Photographs of all amenities (wherever permitted) were collected. The tour included three aspects:

- General campus visit including seeing all amenities
- Shadowing of Women Passenger Routes
- Tracking of Trade Movement
- Primary survey of around 100 women (35 at each ICP) involving a mix of custom staff, tourist and trader women was conducted using the **user survey form (annexure 2)**.
- After the ICP visit, two (2) Focus Group Discussion were conducted in a nearby village/urban economic center within the ICP coverage area.
- Wherever possible, at the end of the visit an exit meeting with ICP Manager was undertaken to clarify any doubts thereof.

A total of 113 women were interviewed with an average of 35 in each ICP¹ (table 2). This included 59 Indian nationals and 53 foreigners. Of the total, 25 were older persons, 12 women with young children, 7 pregnant women and 2 women with disabilities.

Table 2: Sample Size and Classification for primary survey

Type	Planned Number	Actual Number
Women Passengers	60	70
Women Staff/Labourers	24	10
Women Traders	21	1
Total	100	113

1.5 Audit Exercise

The data was analyzed using the **Gender Audit Toolkit for Land Ports** (Chauhan. D, 2024) developed as part of the study specifically for LPAI. This included the following steps:

- The information gathered from the field was compiled in the **gender audit checklist (annexure 3)** for ease in scoring.
- A set of 20 to 22 indicators to be used for the assessment was finalized for each of the ICPs. The indicator selection was undertaken based on the relevance to the concerned ICP. For example, in Raxual, some indicators related to infrastructure at passenger terminal were not included given that it is an open border with Nepal which requires no immigration.
- Based on the checklist data, the status of progress using the **Tip Sheet²** was assessed and a score between 1-5 was assigned against the selected indicator for each of the ICPs. Depending the corresponding criteria met as per the tip sheet, a rating of 'missing', 'approaching', 'satisfying' minimum requirements or 'considerable', 'significant' gender responsiveness can be provided for the indicator (Table 3). The **indicator wise scoring sheet is placed at annexure 4**.

Table 3: Scoring of ICPs on each indicator

Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive
1 Point	2 Points	3 Points	4 Points	5 Points

- Using the Score Card Calculator for all the selected indicators, a gender audit score for each of the ICP was calculated (figure 3).

¹ Includes responses of 11 women from Attari who were surveyed as part of pilot testing.

² Please see Chauhan. D (2024), Gender Audit Toolkit for Land ports, LPAI and MHT, New Delhi.

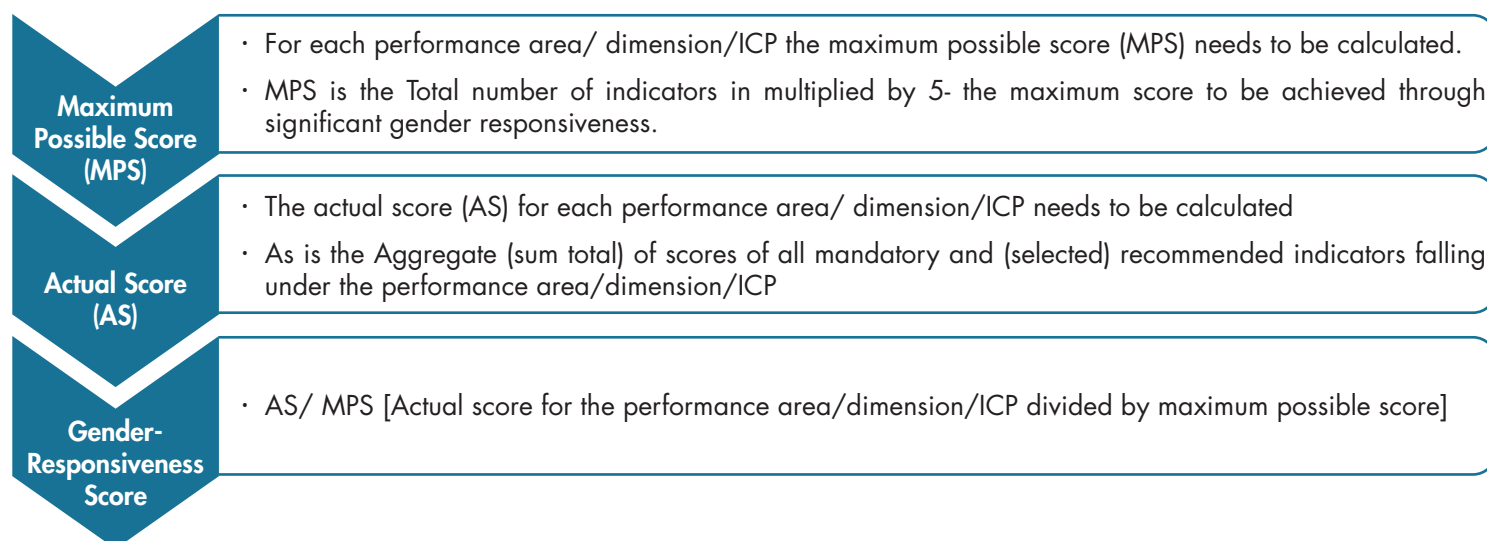


Figure 3: Gender Audit score calculation methodology

- The results are interpreted using the same criteria and definition as the indicators- 'missing', 'approaching', 'satisfying' minimum requirements or 'considerable', 'significant' gender responsiveness can be provided for the indicator (table 4).

Table 4 : Assessment of Audit Results

Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive
0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Very limited action has been undertaken to address gender concerns. Lack of gender focus, a systematic approach and seriousness in incorporating the same.	The ICP has definite intentions to address gender concerns. However, commitments are yet to be adequately implemented.	The ICP has a definite strategy for gender-responsiveness, and has put in place the minimum required benchmarks.	The ICP has gone above and beyond in incorporating gender concerns. Pro-active steps are being taken.	The ICP has a very high focus on gender and actions taken can be considered as a Best Practice.

1.6 Limitations

The major limitation of the study was the lack of sex disaggregated data available at the ICPs for both passenger and trade data. This has hampered the assessment on some of the indicators, which had to be dropped due to lack of data. Another limitation was the very limited presence of women traders at the land port. Women who are formal traders (also limited in number) operate through Custom House Agents (CHAs) and could not be contacted directly at the port. Further there was no data availability to track them for individual consultation. Women who are involved as informal traders do not do so openly for fear of retribution and could not thus be identified easily. Further as border haats were not functional currently (even at sites where they are permitted), the number of women traders surveyed was less than anticipated. Another limitation was that of language while talking with women passengers especially in Petrapole.

2. Women in Cross Border Trade and Transport

2.1 Trade in Bhutan, Bangladesh, Northeast India and Nepal (the BBIN) Region

Regional trade in the eastern corridor of South Asia, specifically among Bhutan, Bangladesh, Northeast India and Nepal (the BBIN) has gained considerable importance in recent years. India, being the largest economy in the region, dominates intra-BBIN trade. The country is the top trading partner of Nepal and Bhutan and the third largest trading partner of Bangladesh. In 2015, around 90.5% of intra-regional exports originated from India. However, exports from Bangladesh and Nepal to India are quite low. For example, although 54.5% of Nepal's total exports went to India in 2017, the export value was only US\$413.6 million. Similarly, Bangladesh's export of US\$591.6 million to India in 2017 represented around 1.5 per cent of its global export ([Livani, et al., 2019](#)).

This, however, remains far below its potential. In 2015, the total intra-regional goods trade stood at US\$10 billion and accounted for only 2.9% of the BBIN region's total trade with the world ([The World Bank, 2018](#); [United Nations, 2018](#)). And standing at US\$10 billion, intra-regional trade comprised only 0.4 per cent of total BBIN Gross Domestic Product ([Livani, et al., 2019](#)). Intra-BBIN trade can grow much more and its main beneficiary could be the smaller economies such as Bangladesh, Bhutan and Nepal. Kathuria ([2018](#)) reports that Bangladesh-India trade has an untapped potential of US\$10 billion while Nepal can increase its export to India by over US\$1.3 billion.

Robust intra-regional trade can be a powerful tool in accelerating economic growth and reducing poverty in the region. The BBIN sub-regional initiative is envisioned to improve economic cooperation and connectivity among the member countries. It was established to expedite measures to enhance cross-border trade and interconnectivity in South Asia. Enhanced cooperation among the BBIN countries in recent years on energy, water and transport, provide further opportunity for deepening trade relationship ([Asia Foundation, 2017](#)).

2.2 Need for Gender Mainstreaming

Women are engaged in cross border trade and transport activities in various ways: as passengers, as producers of tradable goods and services (especially tourism), as small-scale cross-border traders and as owners of exporting firms. It is thus important that women also benefit from the increased cooperation as much as men. India's large, dynamic and expanding market for imports presents a major source of economic opportunity for its neighbours, particularly in the creation of more jobs for women. Similarly, improved cross-border trade can provide for more jobs and entrepreneurship opportunities for Indian women especially in the North Eastern States.

A gender analysis is thus especially important for the BBIN region. Taneja et. al. ([2018](#)) also highlights the importance of a gender analysis of trade facilitation as important reform agenda towards fulfilling provisions in WTO's Trade Facilitation Agreement (TFA). Secondly with BBIN countries signing the Motor Vehicle Agreement (MVA) in 2015, the intra-regional trade within South Asia could increase by

60% and with the rest of the world by 30% (MEA 2015). How women traders might effectively participate in and benefit from these processes is an important factor for further consideration. Especially since all BBIN countries have an agenda to promote women entrepreneurship along with talk of forming a SAARC Convention on Promoting Women Entrepreneurship. Including the gender dimension in trade facilitation would complement these initiatives and in fact has the potential to be a key driver for women's socio-economic empowerment ([Taneja et. al., 2018](#)).

2.3 Women as Producers of tradable goods and services

Livani, et al ([2019](#)) highlights the role of women in cross border trade- as agriculture producers, as manufacturers of goods and as service providers. Women in BBIN region produce agricultural crops like vegetables, fruits, spices, tea, etc., that are traded across borders ([World Bank and WTO, 2015](#)). Women are also involved in export-oriented manufacturing sectors. This is most visible in Bangladesh where women account for a large proportion of workers in the export-oriented garment sector ([ibid](#)). They are also involved in the export of services- notably the tourism sector in Bhutan and Nepal and call centres in India ([UN Women, 2014](#)).

There is growing evidence that the effects of these trades are not gender-neutral. As cross-border trade increases, different economic sectors expand and contract, resulting in changes in employment, prices, consumption and public expenditure patterns. As women and men occupy different parts of the economic space, they are affected differently by these changes resulting from cross-border trade ([Aguayo-Tellez, 2011](#)).

For instance, trade expansion often increases the demand for low-skilled workers in developing countries. Because women are concentrated in low-skilled jobs, the demand for female labour increases. UN Women in its report on World Survey on the Role of Women in Development ([2014](#)), highlights that export-oriented models of growth in many areas of industry and agriculture have contributed to the rising labour force participation of women.

Livani. T. and Solotaroff J. ([2019](#)) and WTO ([2022](#)) also highlights how changes in trade flows shift the demand for female and male labour and affect the relative wages of women and men. In developing countries, women are mainly concentrated in food production, apparel, small electronics and domestic services ([Aguayo-Tellez, 2011](#)). Moreover, 95% of employed women in South Asia are disproportionately concentrated in the informal sector ([UN Women, 2014](#)) working at lower levels of the global supply chains, often subject to low wages and limited social security. Cross border trade has a direct effect on the wages of women in this sector. For example, as employers seek to remain competitive in international markets, they face pressure to keep costs low. As a result, employers often discriminating against women through lower wages (Aguayo-Tellez, 2011). also Trade reforms also impact gender. WTO ([2022](#)) highlights how simulating reform in the services sector has a greater impact on reducing gender disparity in wages than reforming tariffs in merchandise trade.

Feminization of employment (that is, increased female share of employment) through exports is common in labour-intensive manufacturing sectors, while it is less common in agricultural economies because women are less likely to work on commercial crops and are also crowded out of traditionally female-intensive crops when these become commercial ([Women Watch, 2011](#)). The same mediating

factors explain why country studies have also reached different conclusions. Studies from Bangladesh, Pakistan, India, Turkey, Mexico, Korea, Madagascar and other countries find that trade increases female employment and wages, even though the benefits vary by the women's sector of work, age, skill level, etc ([Livani. T. and Solotaroff J., 2019](#)).

2.4 Women as Small-scale cross-border traders

Women also participate as small-scale informal traders. Typically, such border trade takes place through informal markets along the border, carriers using formal channels, and unguarded points along the long and porous borders. While this is more common in Africa, women in the BBIN also participate in small-scale informal trade carrying food and consumer goods across borders ([ibid](#)). Taneja et. al. ([2018](#)) defines cross border informal trade in the nature of extra-legal trading, tolerated in practice even if illegal in the letter of law³. She argues that this takes place because the transaction costs of trading formally are higher than those incurred in informal trading due to the costly and quite complex trade procedures involved in formal trade. This is further strengthened by strong ethnic ties among trading communities that ensure that payments are made, reducing risk and transaction costs.

In BBIN region women participate in informal trading primarily as carriers transporting goods for exporters/importers through the land customs stations (LCS) taking advantage of the fact that passengers are allowed to carry duty-free goods worth INR 25,000 in accompanying baggage ([ibid](#)). Women often cross borders on foot or as passengers on rickshaws, buses and trains, carrying goods for sale. These small women entrepreneurs engage in what is termed as "suitcase trade"⁴. ([ibid](#)).

Women are also seen selling goods in the informal border haats that are situated close to the border. At the Mizoram-Bangladesh border there are 16 informal border haats. Taneja, et al ([2018](#)) further reveals that at the LCS in Dawki, respondents felt that 80-90% of the women residing in that area are involved in informal cross-border trade through the haats.

There is however, a keen interest to shift from informal border haats to formal border haats. Formal trade also takes place through border haats (markets) - once-a-week makeshift bazaars/market enterprises at certain specified points on zero lines of the India-Bangladesh border to allow people residing near the border of both the countries to trade with each other without having to pay any customs duties. They are established as per a Memorandum of Understanding (MoU) signed between India and Bangladesh in 2010. Traders are issued legal permits to trade in border haats, however, even though trade is recorded it does not enter the national trade statistics. Women also participate in small-scale trade in border markets. In BBIN region, for example, women sell local produce and goods in border 'haats', markets set up at border points to enable local communities to exchange goods ([Kathuria, 2018](#)).

³ Informal trade is differentiated from smuggling through border posts of illicit goods such as weapons or drugs.

⁴ A term used for women who carry a suitcase load of goods as accompanied baggage in their vehicles to participate in exhibitions or to sell their goods to retailers/wholesalers across the border

2.5 Women as Owners of exporting firms

Women are also, although to a smaller extent, active in the trade sector as owners and managers of exporting firms. Women lead about 20 per cent of exporting firms in developing countries. On average, women's entrepreneurship is highest in the Caribbean and Latin American countries (27%), followed by East Africa (24%). In the Middle East North Africa (MENA) region, women's entrepreneurship is 21%. Women-owned and managed firms are scarce in West Africa (14%) and Asia (16%). ([ITC, 2015](#)). The women-led exporting firms are concentrated in some sectors more than others: the share of female ownership/management is highest in the clothing sector (29%) and computers, telecommunications and consumer electronics sectors (23%); somewhat lower in the food and agro-based products sector (18%); and much lower in other basic manufacturing, transport equipment and chemicals sector (13%) ([ibid](#)).

2.6 Women in Local Economy at the Border Points

In a study by CUTS International ([2014](#)) it was found that the local economy in all the localities around land ports in BBIN region is almost entirely dependent on trade and allied activities. For example, while in Bongaon, it is the transport business that got a boost due to trade, Ghojadanga saw a steep rise in the number of Carrying and Forwarding (C&F) agents, local entrepreneurs offering parking facilities and allied services. The report shows that in both these places, petty livelihood options like food stalls, hotels, small-time business establishments for photocopying, photo studios, cosmetics, utensils, etc. have grown at a steady pace. Trade also generated employment for the local youth who have been employed as C&F agents and exporters operate auto services for people commuting to and from the border, labourers who work with transporters for loading-unloading work, etc ([ibid](#)). It is an undeniable truth that with increase in border trade, the local economy is impacted positively and has immense potential with further enhancement of trade through the land ports.

Such trade facilitation, however, is supposed to benefit all stakeholders in a globalised world. One has to ensure that trade facilitation should contribute to socio-economic development of both men and women. Generally speaking, women's participation in such activities in the BBIN region has been low. In transportation alone, one assumes that the drivers are male. Entrenched mindsets do not allow women to be regarded as active agents and women, therefore, often find themselves at the bottom of the value chains. From national level statistics, it was gathered that female participation is three times less than the male force. The male participation in the year 2016 is 81.4% and female participation is 28.5% ([CUTS International, 2014](#)).

In another survey by CUTS International ([2019](#)) across many routes in the Bay of Bengal corridor also it was revealed that female participation was practically nil. Women were conspicuous by their absence among freight forwarders, transporters or even computer operators at stations. Likewise, there is no female CHA and customs official. Beside few common and administrative staffs most of the employees in chambers are also male. What is also significant is that women are almost non-existent even in the category of support service providers (housekeeping staff) and labourers (required for loading/unloading of cargo).

Women were only involved in Sashastra Seema Bal (SSB), working as security guard at the border check posts. Another arena was wherein women were involved in running of eateries or shops in the areas near the ICP.

Considering the present situation, implementation of economic corridor can actually be useful in increasing the female customs officials and business persons. The current stakeholders also believe that with implementation of an initiative like BBIN MVA, there will be greater scope for maintaining records and computing data, which will involve more deskwork and in turn provide more opportunities for opening up these positions to women. Any attempt at trade facilitation at border check post, therefore, needs to consider inclusive growth of both men and women.

2.7 Impediments to Women's Participation in cross border trade

Few studies have been undertaken to identify the major impediments and barriers that hinder the participation of women in cross-border trade in the BBIN region. A review of the few available studies on gender and cross-border trade was undertaken, which highlight the issues that hinder greater women's participation in cross-border trade in the BBIN region.

Taneja, et al ([2018](#)) brings to light some critical aspects. a) The cumbersome aspects of starting a Business. For example, the struggle at the entry level itself to procure an export-import code number; b) the lack of information on trade procedures and rules and regulations related to international trade; c) Considerable difficulties faced in dealing with customs and trade officials, who are usually males⁵; d) Problems in accessing cross-border markets, especially marketing and processing of payments; e) Business and traders associations around the border areas are largely male dominated and women entrepreneurs and traders are not organized enough to be able to jointly voice their concerns.

Sharda and Sabu ([2021](#)) also emphasises that the cross-border trade related infrastructure in the sub-region is another reason for poor participation of women. Many of the ports- LCS and ICPs, in the sub-region, are not friendly for women as they lack even basic facilities such as washrooms and sanitation for women, not to mention any other critical requirements of women.

Even the border haats do not have separate toilets for women. The haats have no electricity which means the trading sheds have no fans. There is poor mobile and internet connectivity at the haats. As a result, the idea of not being able to be in touch with family members due to poor network connectivity deters women from coming to the haats.

The physical connectivity to the border haats is extremely poor. The access roads are narrow and in bad shape with worsening conditions during rains. Taneja, et al ([2018](#)) points out how at Kamasagar, transportation is available only up to the first gate of the haat and goods have to carry manually to the haat and from the haat back to the gate. Further banking facilities at the haats are either poor or non-existent. Like at Kalaichar on many market days there is no bank official present on the Indian side due to the short staffing at the main branch of the bank ([ibid](#)). This poor management puts the women traders in a vulnerable position as they are forced to make use of the informal network for foreign currency transactions that is essentially controlled by men ([ibid](#)).

⁵ The need to pay bribes to officials is quite prevalent, especially since most women lack knowledge about the rules and their rights; they are forced to make additional payments to the officials for processing their trade related documents.

Mobility constraints caused by absence of safe and reliable transport facilities is another problem for women entrepreneurs accessing cross-border markets ([Sharda and Sabu, 2021](#)). This often results in women entrepreneurs are not able to make marketing trips in foreign countries to sell finished products or source raw materials themselves. They have to depend on their male family members or hire male staff, thus increasing their trading costs and making their business uncompetitive ([ibid](#)).

Poor governance at borders and ports are also key obstacles to cross-border trade for women ([Livani. T. and Solotaroff J. 2019](#)). In the BBIN sub-region, a number of physical visits and hardcopy document submissions are required for establishing a business and taking it forward. This requires women entrepreneurs to travel and visit the male dominated office spaces, thus discouraging women from establishing their business dreams. When it comes to cross border trade in the sub-region, the participation of women is even lower as they face difficulty in accessing the non-facilitative land borders and cumbersome formalities. This also results in a significant number of women entrepreneurs engaging in informal trade ([CUTS, 2019](#)).

In India, women traders wait 37% longer than men to see customs officials ([Higgins & Turner, 2010](#)). Even with similar waiting times, delays at border crossings impacts female traders more given their time constraints (due to more time spent on household responsibilities). In Bangladesh, female entrepreneurs point to corruption and poor infrastructure at borders and ports as well as the lack of gender sensitization of border officials as critical barriers to their engagement in cross-border trade. Despite having proper documentation, women often face harassment and have to pay bribes ([Bangladesh Women Chamber of Commerce and Industry \[BWCCI\], 2015](#)). In addition, cumbersome trade procedures and documentary requirements as well as customs and related fees impinge more heavily on women traders and entrepreneurs than on men ([ITC, 2015](#)). In Nepal and India, female-led firms are much more likely to identify customs and trade regulations as major constraints to business ([The World Bank, 2018](#)). Many women also lack information about trade procedures, rules and regulations which makes them reluctant to participate in cross-border trade to begin with, and when they do, face a higher risk of corrupt border management practices ([Taneja, et al, 2018](#)).

In a study by CUTS International ([2014](#)) it was revealed that absence of plant and animal quarantine offices and testing centres is one of the major issues for all land ports. Testing for items has to be done at Kolkata and the import trucks are stranded at the border until the results for such tests arrive. This impacts women more as they generally deal more with agricultural commodities, livestock, aquatic and marine products, that are of perishable nature.

The border infrastructure largely remains as a male dominated space, where the presence of women is very low and even zero at places. Livani, et al ([2019](#)) also reports that when the authors visited the trade and transport related infrastructure in the border areas of the subregion, there were offices in which no women officers were working. The key reason for this was not that women are not appointed there, but because they had not taken up the appointments given to them in these offices. The study also points to some causes for this such as (a) women perceive them as unsafe and not friendly for women; (b) there are no staff quarters and accommodation facilities for staff in most of the LCSs and ICPs, (c) because these offices are in remote areas, no accommodation facilities are available nearby as well, resulting in a longer daily commute; and (d) limited travel options available in border areas. This leads to the cross-border trade and transport related offices to be an all-male space, discouraging women's visit and access to services.

Another major issue is the absence of proper electricity and internet connectivity in many of the border areas of the sub-region. This leads to surveillance and security systems like CCTV cameras, GPS enabled vehicle tracking systems, not functioning in many of the border infrastructure, making them blind spots and thus, not safe for women. In many of the border areas of the sub-region, there exists threats of trafficking and kidnapping of women ([ibid](#)). The open borders in the sub-region are also vulnerable to crime and illegal activities, often placing the women in border villages at the receiving end of these. Complementing to many other factors, the poor transport and mobility access to women adds to their lower participation in trade. It is a widely known fact that women and men get affected disproportionately in terms of access to the market when there is poor connectivity ([UN Women, 2014](#)).

Another critical issue is of perception. Harassment and exploitation of female traders is often due to their informal trade status being perceived as 'smugglers' ([Livani, et al 2019](#)). Although most female traders choose the informal path because of the high regulatory and financial costs associated with using official channels (including customs, sanitary and phytosanitary standards, immigration procedures, technical regulations, etc.) which their small businesses are not able to cover ([ibid](#)).

The study by CUTS International ([2014](#)) also highlights that Export Associations of all the LCSs play a very important role towards deciding the number of vehicles that can cross the border at particular point of time. Even though a fixed number of vehicles are supposed to cross the border, it has been noted that only a certain fraction of loaded vehicles are given the green signal to cross the border. The unlucky vehicles are left at the mercy of the Export Association officials who often demand payments from the drivers for issuing passes.

The number of women in exporter-importer associations in the subregion is very low. For example, less than 2 percent of the total members of Andhra Pradesh Chamber of Commerce are women. Similar was the case with Meghalaya International Exporters Chamber of Commerce, with around 5 percent of the members being women ([Sharda and Sabu, 2021](#)). Since women have less access to these associations, they are left at the mercy of men.

One of the most critical steps is to integrate gender perspectives in the design and implementation of trade policies. This requires the collection and analysis of quantitative and qualitative data as well as the systematic assessment of the effect of trade policies and procedures on the employment and wages of women and men ([Asia Foundation, 2017; ITC, 2015](#)). The data collection and tracking of trade in the BBIN region, however also not gender inclusive. There is no clear data available on the number of women involved in transport and trade facilitation activities such as in the logistics, warehousing and freight forwarding.

It is not surprising thus that the gender specific aspects and requirements in the transport sector are not mentioned in most of the trade and transport policies in the BBIN sub-region. Even if mentioned, it is only about the urban transport sector. The transport sector requirements of women in rural and remote areas of the sub-region are totally ignored. In areas near the borders in the sub-region, the transport facilities are very appalling and unsatisfactory.

To summarise, there are many critical challenges and barriers that women face which restricts their potential to benefit from cross border trade and transport initiatives. These include (figure 4)

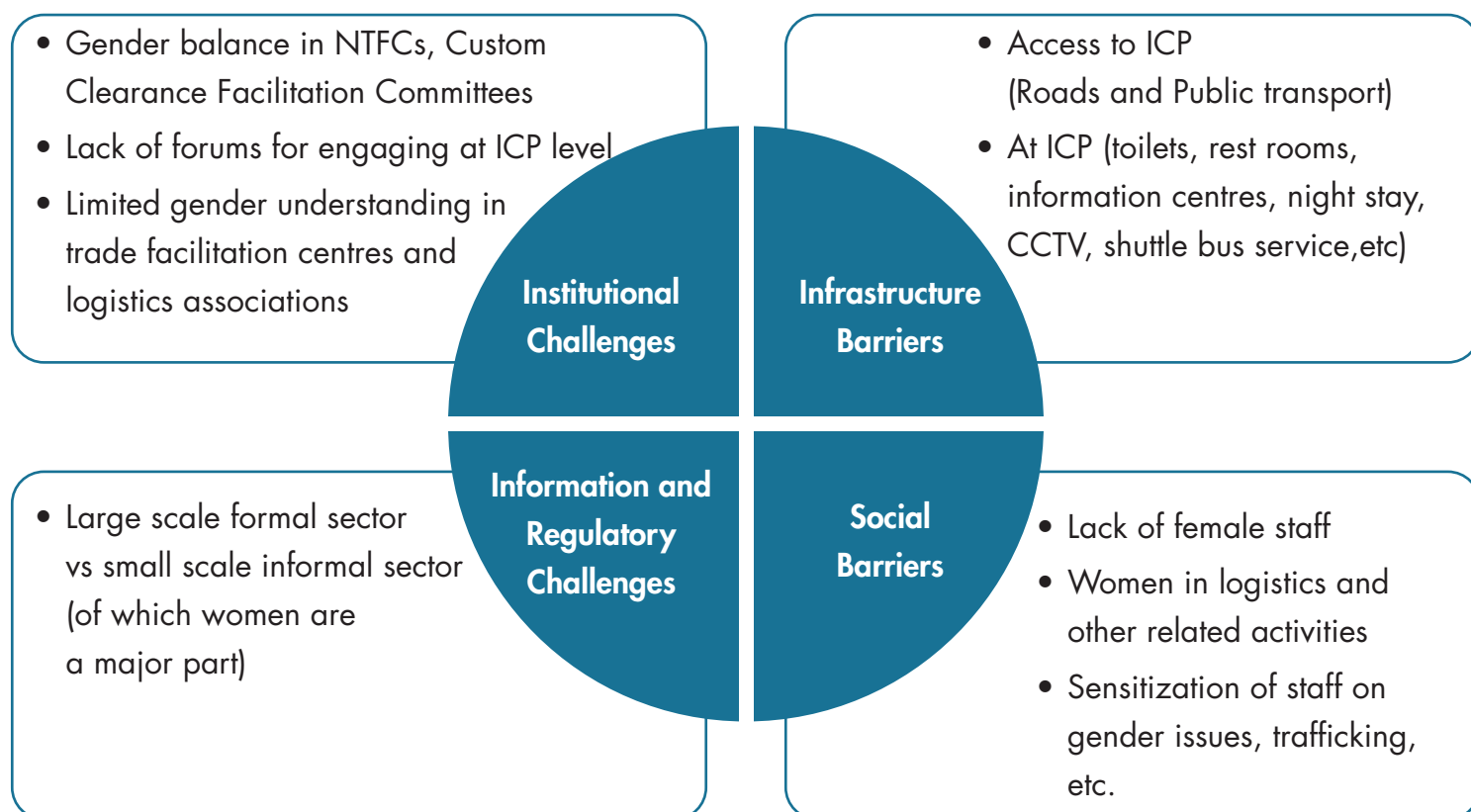


Figure 4: Gender Barriers in Cross-Border Trade in BBIN Region

- a) **Institutional Challenges:** Lack of gender balance in LPAI and its affiliate offices, national trade facilitation committees (NTFC) and custom clearance facilitation committees; lack of forums for participation of women or engaging with stakeholders at the ICP level; limited understanding of gender and women's concerns within the local trade facilitation centres, logistics associations, etc.
- b) **Infrastructure Barriers:** Lack of access to the ICP – roads and public transport facilities. Transport facilities up to the ICP has been specifically neglected and a major constraint for women traders. Lack of gender responsive facilities like safe and clean toilets and rest-rooms, child care facilities, information counters, digital solutions, staff quarters, electricity and internet connections, CCTV surveillance for women's safety, gender friendly eateries, night stay rooms/guest house, etc. The lack of physical infrastructure like transport and residential facilities also hinders the participation of women personnel, which is again a barrier for participation of women traders and tourists, thereby creating a viscous cycle.
- c) **Information and Regulatory Challenges:** Women have limited information on regulatory processes. Also, many of the processes are geared towards large scale formal sector facilitation and does not incorporate the needs of small-scale informal traders of whom women form a major part. This often results in women engaging in alternative routes, and facing corruption and harassment from border officials. Female-led firms are also more likely to identify custom and trade regulations as major constraints to business.
- d) **Social Barriers:** Further there are human infrastructure barriers like lack of female staff for physical checks, no women involved in transport and trade facilitation activities such as logistics, warehousing, freight forwarding, etc. Also, the existing border staff are not sensitized on gender issues, often leading to they not understanding the needs of women clients- as traders or tourists. The lack of sensitization is also a reason why important issues like trafficking of children and women, which can be curtailed through a pro-active border control mechanism are often not addressed.

3. Gender Assessment of Land Ports (ICPs) in India

3.1 Context

The Government of India (GoI) is constantly striving towards modernisation of infrastructure facilities and policy reforms for promoting cross border trade especially in the BBIN region. Land ports or ICPs were developed as part of these efforts to improve the infrastructure at checkpoints, along land borders with its neighbours, for the efficient management of border crossings. Formulated in the early 2000s in the aftermath of the Kargil War (1999), ICPs are entry and exit points on India's land borders and intended to be a one-stop solution for cross-border trade facilitation. The LPAI defines them as *'major entry points on India's land borders which ... house all the regulatory agencies like Immigration, Customs, Border Security etc. together with support facilities in a single complex equipped with all modern amenities and serves as a single window facility.'* (LPAI, n.d.)

Attari land port, functional since 2012, was the first ICP of India. Since then, 10 more ICPs were developed. There are currently 11 ICPs operational in India- at Attari and Dera Baba Nanak (PTB) with Pakistan; at Agartala, Dawki, Petrapole, Srimantapur and Sutarkandi with Bangladesh; at Jogbani, Raxaul and Rupaidiha with Nepal; and at Moreh with Myanmar. Apart from this, 12 ICPs are in the process of development.

Since the inception of the first ICP in 2012, LPAI has facilitated cross-border trade worth Rs 300,251 crores across all its operational ICPs. In 2019-20, 40% of India's total trade with Bangladesh, Nepal, Myanmar, and Pakistan took place through the six ICPs at Agartala, Petrapole, Raxaul, Jogbani, Moreh and Attari. In value terms, cross-border trade via ICPs has increased from Rs 32,746 crores in 2012-13 to Rs 95,488 crores in 2020-21 and Rs. 29,353 Cr. in 2023-24 (figure until August 2023).



Figure 5: Five Key Services Offered by land ports (ICPs)

Source: E&Y (2021)

These land ports (ICPs) are central to India's connectivity plans in the region. They not only consist of border infrastructure for facilitation of trade and people, but also act as important centres to advance other multi-modal intra- and inter-regional connectivity initiatives, such as improving rail connectivity; implementing the Bangladesh–Bhutan–India– Nepal Motor Vehicles Agreement (BBIN-MVA); the use of Chattogram and Mongla ports in Bangladesh to transport cargo to India's north-east region; and the Kaladan Multi-modal Transit Transport Project to connect Southeast Asia to South Asia, among others. Through five key services (figure 5) offered at the ICPs-unloading, loading, warehousing, security, and other auxiliary works, ICPs have helped streamline cross-border trade and passenger flows through the modernisation of border management infrastructure.

The LPAI is the nodal agency for construction, operation, and management of the ICPs. In addition to the LPAI, there are six other key stakeholders including Customs; immigration authorities (including the Bol or state government immigration officers); the security establishment such as the Border Security Force (BSF), Indo-Tibetan Border Police (ITBP), Sashastra Seema Bal (SSB); FSSAI, Plant Quarantine (Ministry of Agriculture and Farmers Welfare); Animal Quarantine and Certification Services (Ministry of Fisheries, Animal Husbandry and Dairying); and Port Heath Unit (Ministry of Health and Family Welfare). Coordinated management between these authorities is key to the efficient functioning of the ICPs.

3.2 Gender Responsiveness of land ports in India- Review of Existing Studies

Trade facilitation is supposed to benefit all stakeholders in a globalised world and the importance of initiatives like the land port (ICP) can hardly be exaggerated in the context of South Asia. However, it is important to stress that these trade facilitation measures should contribute to socio-economic development of both men and women. Generally speaking, however, women's participation in trade in the South Asian region has been low.

While, entrenched mindsets do not allow women to be active players in cross border trade as well as trade facilitation measures like transport, custom agents, etc, Sharda and Sabu (2021) highlight that cross-border trade related infrastructure in the sub-region is another reason for poor participation of women. The study reported that many ICPs are not friendly for women as they lack even basic facilities such as washrooms and sanitation for women, not to mention any other critical requirements of women. The border infrastructure largely remains as a male dominated space, where the presence of women is very low and even zero at places. There were offices in which no women officers were working supposedly because women do not take up appointments given to them in these offices. They perceive them as unsafe and not friendly for women as there are no staff quarters and/or accommodation facilities in most places. Another major issue reported was the absence of proper electricity and internet connectivity in many of the border areas of the sub-region. Therefore, the surveillance and security system including CCTV cameras often are not functioning, making them blind spots and thus, not safe for women.

The study also recommended that public transport system should be designed to accommodate the needs of all genders. They should have provisions for safe accessibility of pregnant women and mothers with babies. There should be shelters at public places that are equipped with safety monitoring settings such as CCTV surveillance. Provisions such as emergency button in public transport facilities should be implemented. Streetlights should be placed at all streets and public roads. Making a 24/7 accessible helpline that facilitates reporting of security concerns for women will be a useful service for reducing crimes and increasing real-time reporting of threats. Gender friendly eateries at public places run by women with a network of added facilities such as baby feeding rooms and restrooms needed to be created. Ensuring a safe environment for women travellers and transporters and strategizing the same with awareness generation needs to be ingrained in all policy discourses and transport related initiatives. It was recommended to have specifically designed capacity building and awareness generation programmes for this purpose.

Another study by Livani. T. and Solotaroff J. (2019) earlier had also highlighted poor infrastructure and governance at borders and ports are key obstacles to cross-border trade for women. As discussed in the previous chapter female traders in India reported longer waiting time. In Bangladesh, female entrepreneurs point to corruption and harassment in addition to poor infrastructure as critical barriers to their engagement in cross-border trade.

3.3 Gender Responsiveness of Land ports- Study Findings

The LPAI has been committed to improving gender responsiveness of land ports and has undertaken a number of measures to improve basic infrastructure facilities at the ICPs. To understand the current status of gender responsiveness of land ports, thus this gender assessment and audit exercise of three (3) select ICPs in India was conducted. The key findings from the study are presented herewith.

The study found that if the land ports were running in full capacity and all required terminal facilities are put in place, they satisfy the minimum requirement for gender responsiveness. Both ICP Agartala and ICP Petrapole, with proper infrastructure and staff in place, had good gender audit scores of 0.59 and 0.55 (figure 6). However, when the functioning of the land port is curtailed and infrastructure development ongoing, as in case of Raxual, the gender audit score was low at 0.39 and can only be considered as approaching the minimum requirements. Overall given that 2 of the 3 land ports (66%) satisfied the minimum requirements, it can be said that the ICPs in India once fully functional are a step closer towards ensuring gender responsiveness.

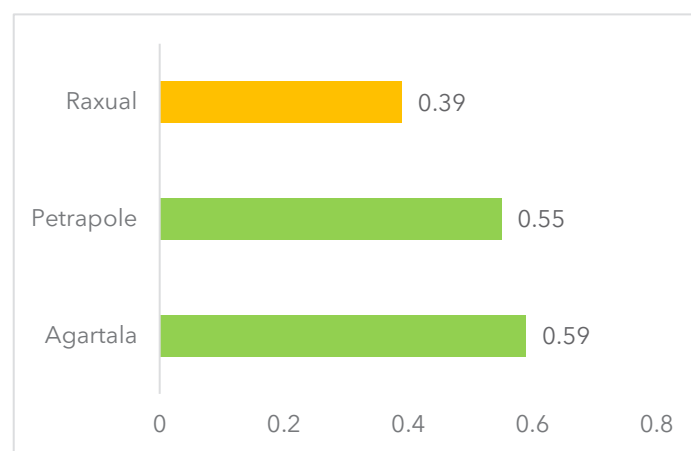


Figure 6: Overall Gender Audit Scores of the three ICPs

However, it will be important for the land ports to ensure that all required infrastructure is put in place to ensure full accessibility. As can be seen from figure 7, Raxual falls somewhat short on this component as compared to Agartala and Petrapole.

Another important component for improved gender responsiveness is client servicing. Only Petrapole has scored high on this parameter due to its fully functional Information/Help Desk in place at passenger terminal,

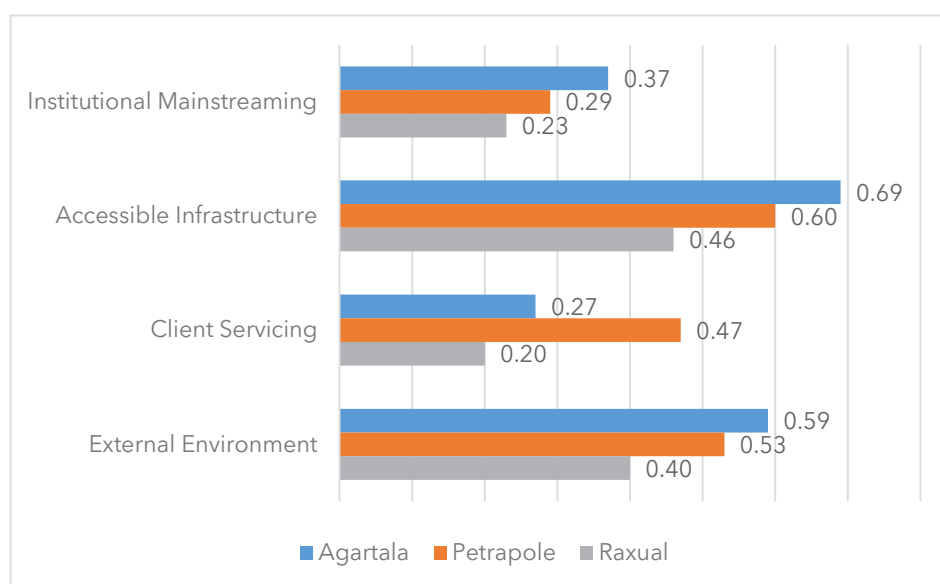


Figure 7: Component-wise Break-Up of Gender Audit Scores

with dedicated human resources. During the audit the team actually saw women passengers being serviced at the help desk continuously. In fact, even the CCTV surveillance was used to support passengers. In one case, when a passenger was seen on CCTV as being stuck at one place, the official monitoring reached out

to the women to help her. This kind of sensitivity and outreach is what makes the ICP more gender responsive. All three land ports fell short of satisfying the minimum standards for gender responsiveness within the institutional mechanism. Only basic facilities for staff like separate female toilets and standard GoI HR policies apply. Some of the important legal mandates like Creche facilities for staff and Internal Complaints Committee (ICC) on Sexual harassment at workplace were found to be missing. It is important is for LPAI to take a more pro-active stance in terms of institutional gender mainstreaming. In terms of external environment, not much difference was observed within the three land ports, although ICP Agartala being a state capital, naturally scored high on the same.

While, a more detailed discussion on the component-wise break up ensues in the next section, it is critical to mention here that in the eyes of the women users of the land ports-passengers, traders and staff, the ICPs stand high on satisfaction levels. Around 71% of the women surveyed reported full satisfaction with the facilities at the port, with 23% being adequately satisfied and only 6% reporting as not being satisfied (figure 8). Interestingly though, 16 of the 33 (48%) not reporting full satisfaction were elderly passengers, pregnant women and women with young children, most of whom had a high frequency of visiting the land port. This highlights to the need to focus not only on women in general but address the needs of these specific category of women.

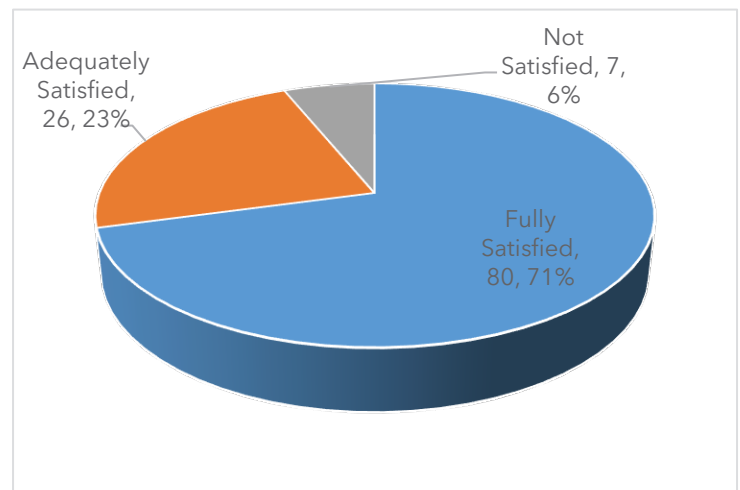


Figure 8: Satisfaction level of Women Users of Land Ports

3.3.1 Institutional Mainstreaming

Institutional mainstreaming component includes an assessment of:

- Infrastructure facilities like toilets, creche, internal transport (golf cart), daily commute/transport and workplace accommodation in place at LPAI/ICP;
- Human Resource (HR) policy measures for flexitime, care leaves, medical support, social protection and maternity benefits in place at LPAI/ICP;
- Grievance redressal mechanisms, including an internal complaints committee (ICC) on sexual harassment at workplace, accessible to all female staff (officials and contractual workers);
- Affirmative measures for recruitment, retention and promotion of female staff at remote locations and its reflection in numbers; and
- Gender set-up (specialist/expert within LPAI/ gender focal point at ICP/Sex disaggregated data collection) and capacity building of ICP staff on gender mainstreaming.

As mentioned earlier, however, all three land ports only approach the minimum standards for institutional gender mainstreaming with even legal mandates like creche facilities for staff and ICC on Sexual harassment at workplace not functional. It is not surprising thus, that the ICPs just fall of satisfying minimum requirements for a gender balanced team.

The proportion of female staff at Agartala, Petrapole and Raxual was only 12.6%, 11.5% and 11.8% respectively (figure 10). This too is brought about through employment as housekeeping staff and deployment of female staff within security agencies.

The most critical gaps, however, are the lack of organizational systems and staff capacities. Neither the LPAI nor the ICP has put in place any institutional mechanisms or gender set-ups (specialist or focal point on gender). It is important that a gender specialist be appointed at LPAI level to guide the gender mainstreaming process within the land ports. Non-availability has resulted in further gaps like lack of sex disaggregated data being available for all land ports and more importantly not being placed on the LPAI website unlike other ICP related data. Further most studies related to land ports are for logistics. Gender studies/research are hardly being undertaken. There any also no gender workshops, trainings and meetings organised at ICP for coordination between staff, logistical agencies, contractors and other partners on female inclusion at land ports or trade facilitation.

Land port staff is also not trained on gender sensitization and mainstreaming. Although it needs to be mentioned here that around 89 (78.7%) of the women surveyed reported that the staff were very supportive/responsive and another 21 (18.6%) reported that staff treated men and women equally (figure 11).

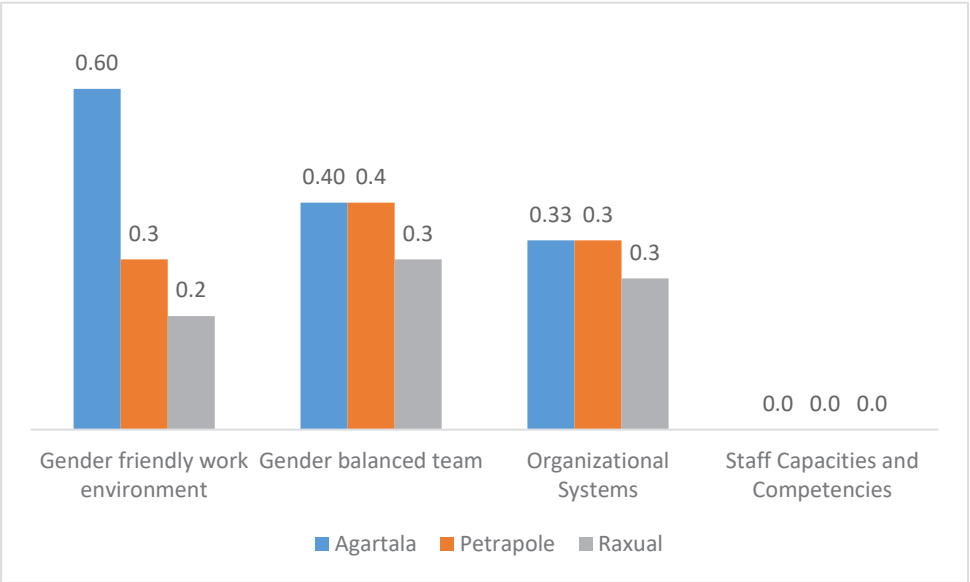


Figure 9: Performance Areas within Institutional Mainstreaming

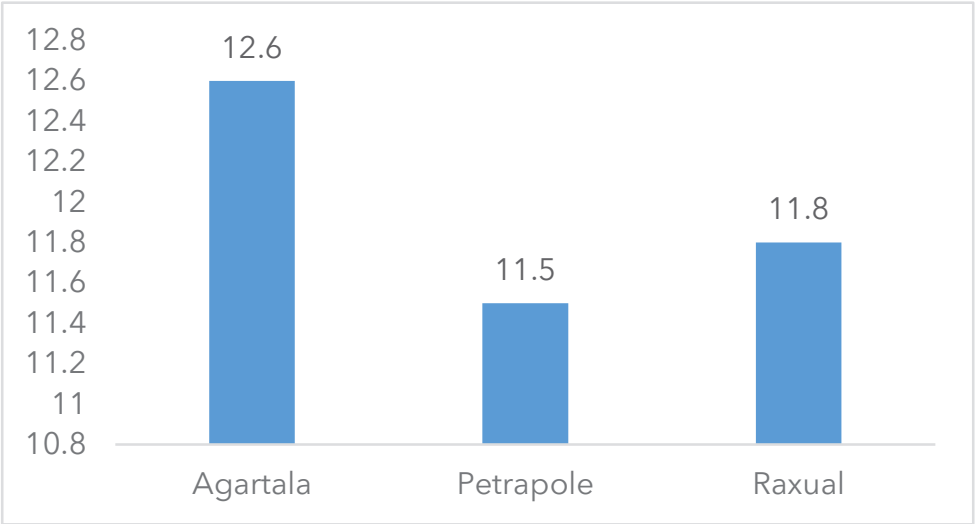


Figure 10: Proportion of Female Staff at ICPs

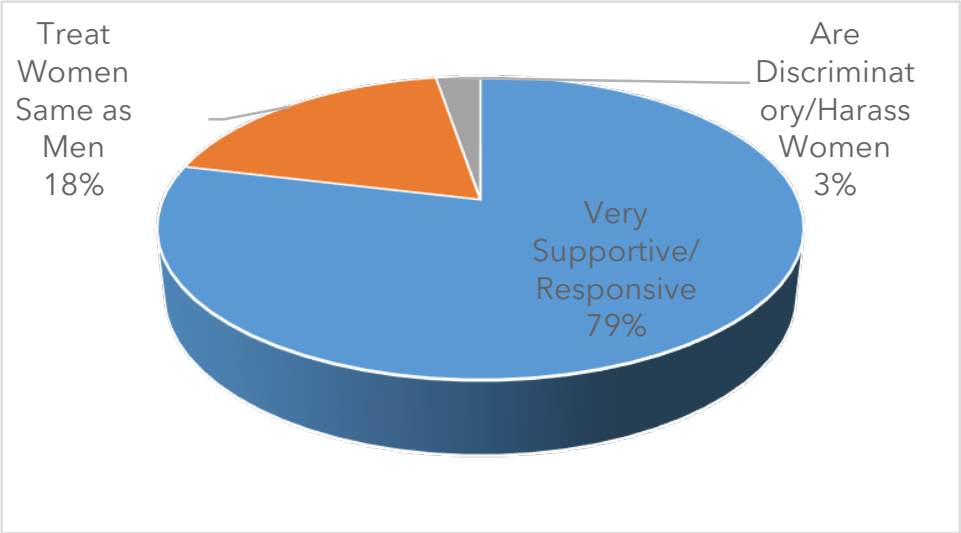


Figure 11: Women Users Perception of Land Port Staff Behaviour

3.3.2 Accessible Infrastructure

Accessible infrastructure component includes an assessment of:

- Facilities like water, toilets, eateries, signages and display boards, lights, communication, internet, CCTVs, shuttle, scanner, waiting room, bank and exchange counters, health services, etc being maintained and functional at the land ports;
- Ramps, wheel chairs, passenger assistance and separate toilets for persons with disability (PwDs) being available at passenger terminal;
- Additional facilities like clean separate toilets for women, separate female waiting rooms, sanitary pads vending and disposal, baby changing table, baby feeding/childcare rooms available in passenger terminal; and
- Women's safety and security measures including adequate presence of female staff in all public areas and anti-human trafficking mechanisms being in place.

Basic facilities like water, toilets, eateries, signages and display boards required at passenger terminal were well maintained and functional at all three land ports. As can be seen in figure 12, all three land ports score high on passenger terminal facilities. ICP Petrapole and ICP Agartala in fact rank as considerably gender responsive in terms of elderly and disabled friendly infrastructure as also for catering to needs to women and children. ICP Raxual has limited facilities though, probably due to there being no immigration requirement for most passengers given the open border.

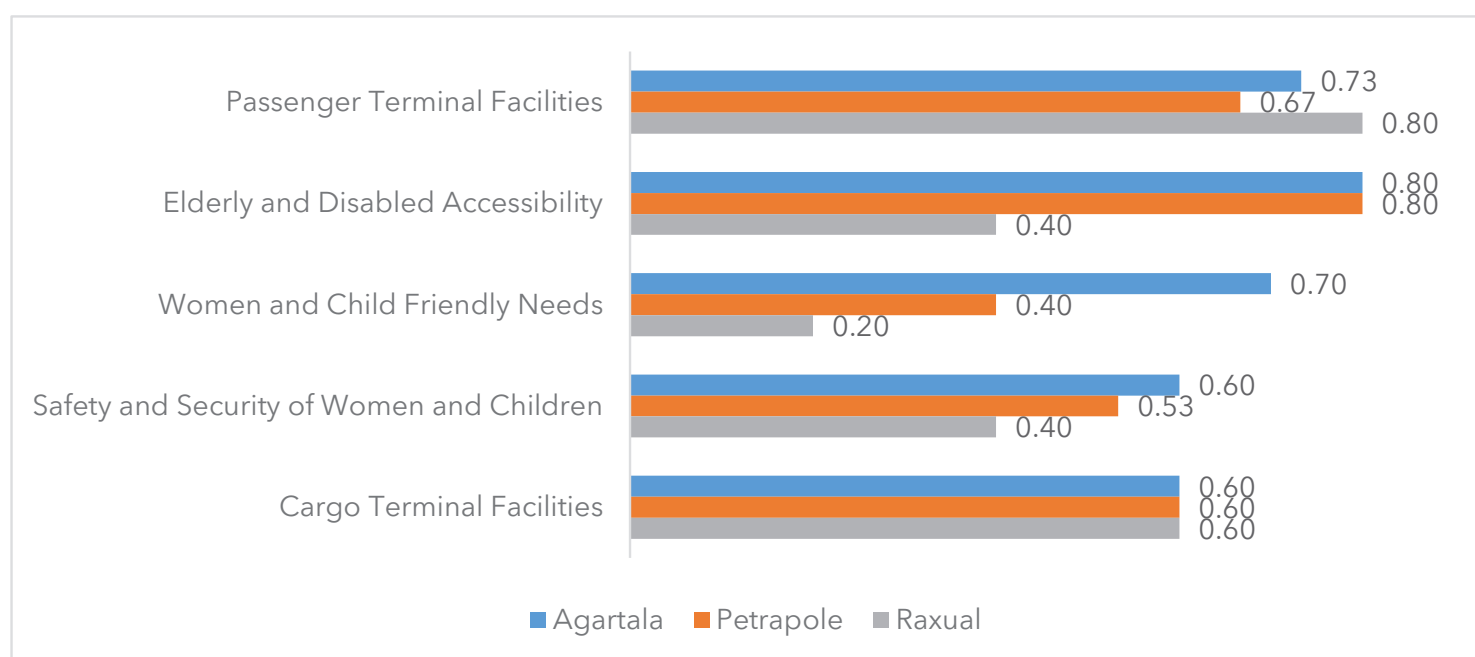


Figure 12: Performance Areas for Accessible Infrastructure

ICP Agartala, also performed very well in terms of clean separate toilets for women with maintained infrastructure, running water, safety latches on doors, wash basin, dustbins, baggage area and cleaning assistant available at passenger terminal. More importantly, there were additional facilities like sanitary pads vending and disposal available in passenger terminal as well as temporary arrangements made for child care and baby feeding in health room/rest rooms.

Both Agartala and Petrapole also scored high on security for women through adequate lighting, CCTVs and late evening public transport service available within and near the passenger terminal. Petrapole further ranked high due to somewhat higher presence of female staff (including security and housekeeping) in all public areas. None of the land ports, however, had any anti-human trafficking mechanisms in place, although both Nepal and Bangladesh border have been prone to trafficking of women and children especially girl children. It is important for LPAI to work towards sensitization of staff on trafficking and also putting in place measures for curtailing any form of trafficking through the land ports.

It is not surprising thus that the proportion of women reporting satisfaction from the infrastructure facilities has also been high. As can be seen from table 5, except for food facilities, more than half of the women users expressed full satisfaction with the infrastructure facilities available at the land ports. Again here, the proportion of vulnerable groups (elderly, persons with disability, pregnant women and women with infants) among those not fully satisfied is high. Furthermore, almost 41% of the women users wanted the ICPs to increase the cleanliness of the toilets, 12% wanted better childcare facilities and 13% wanted more ramps.

Table 5 : Women Users Satisfaction with Infrastructure Facilities

Parameter	Fully Satisfied	Adequately Satisfied	Not Satisfied	Highly Dissatisfied	Vulnerable Groups Among those not Fully Satisfied
Drinking Water Facilities	64 (56.6%)	12 (10.6%)	28 (24.8%)	9 (8%)	19 (16.8%)
Toilet Facilities	57 (50.4%)	16 (14.1%)	29 (25.7%)	11 (9.7%)	14 (12.4%)
Food Facilities	28 (24.8%)	34 (30.1%)	42 (37.2%)	9 (8%)	40 (35.4%)
Display Boards	71 (62.8%)	31 (27.4%)	9 (8%)	2 (1.8%)	21 (18.6%)
Information/Help Desk	66 (58.4%)	25 (22.1%)	20 (17.7%)	2 (1.8%)	25 (22.12%)

In terms of safety, all the women surveyed reported feeling almost or very safe (figure 13). Only 3 (2.65%) women reported having faced eve teasing or uncomfortable feelings within the land port. Around 30 women (26.5%) wanted more lighting within the ICP campus, 35 (31%) wanted increased female presence and 21 (18.6%) wanted more CCTV for increased safety.

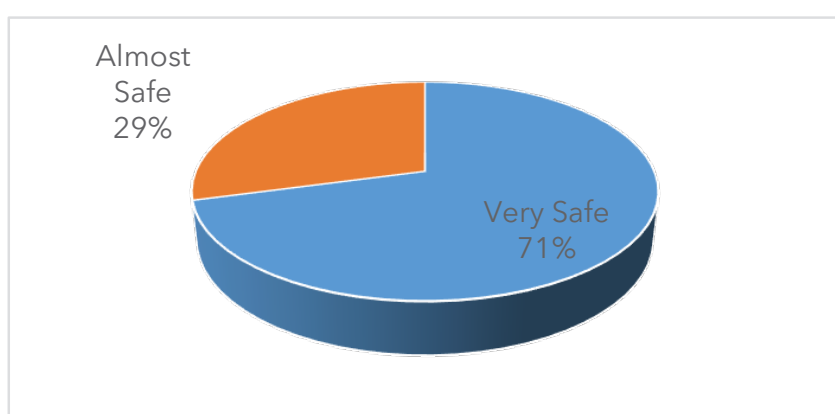


Figure 13: Women User's Perception of Safety on ICP Campus

3.3.3 Client Servicing

Client Servicing component includes an assessment of:

- Affirmative measures (separate queues, baggage scanning, frisking room, female frisking staff) for female passengers and vulnerable groups in place at immigration;
- Fully functional Information/Help Desk in place at passenger terminal, with dedicated human resources;
- Affirmative actions to promote women's participation in cross border trade including informal cross border trade (eg border haats);
- Steps for encouraging women's participation in ICP activities and trade facilitation; and
- The impact of these on participation of women and their satisfaction levels with the land port services.

All land ports have separate female frisking room, female staff for frisking of passenger. However, additional affirmative measures like separate queues, dedicated baggage scanning for female passengers especially vulnerable groups like elderly, persons with disability, patients, pregnant women and women with young children are not in place. These are steps that can be easily adopted within the existing land ports and will improve their gender responsiveness greatly. Similar measures like that in Petrapole- fully functional Information/

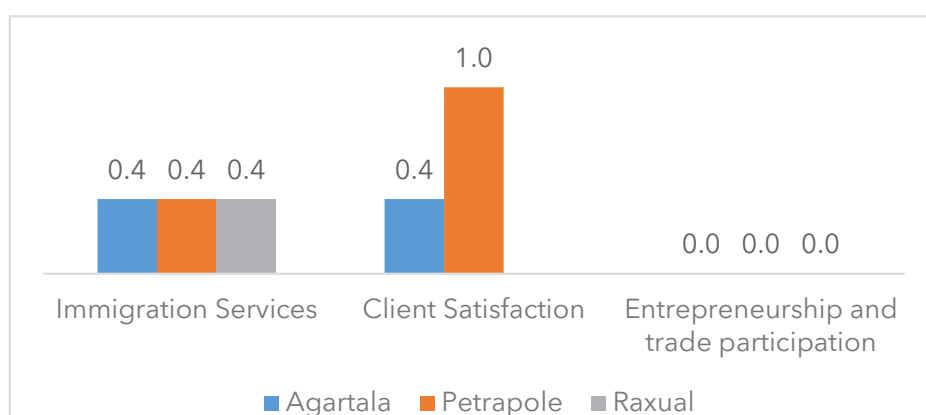


Figure 14: Performance Areas for Client Servicing

Help Desk in place at passenger terminal, with dedicated human resources, can also go a long way to improve client satisfaction.

Another important area of client servicing was affirmative actions to promote women's participation in cross border trade, including informal trade (e.g. border haats) and tracking of women traders usage at the ICP. Unfortunately none of the ICPs even approached the minimum criteria in terms of this (figure14). Even in Agartala, where border haats were earlier facilitated, the same were not functional at the time of the survey. This is one key area for LPAI to consider for intervention to improve the gender responsiveness of the ICPs.

3.3.4 External Environment

The External Environment component includes an assessment of:

- Stakeholder engagement processes i.e., consultations with women exporters, women's groups and workers associations etc; and
- Local development context including rail/road connectivity and availability of adequate public transport, education, housing, health, hospitality (hotel) facilities at the nearest town of the land port.

While the LPAI or ICP do not have a direct control on these, it is important to assess these as they have a major impact on the potential for gender mainstreaming of the land ports. These criteria can also be used to guide the gender assessment in the location finalization for future ICPs.

The local development context included two parameters-transport which affects passenger movement and basic facilities which affects presence of female staff. All the three land ports satisfied the minimum requirement with Agartala understandably exceeding the mandate. However, in terms of stakeholder engagement- consulting women exporters, women's groups and workers associations, none of the land ports had reported undertaking any steps.

The user survey, also reinforced the findings with 66% of the women reporting not facing any problems in accessing transport to land port (figure 16). This is not to say that there is no scope for improvement though. For example, to access ICP Petrapole, there is a bus and train from Kolkata to Bangaon, then Bangaon to ICP is the electric or normal rickshaw. Normally it should take 10-15 minutes to travel from Bangaon to ICP but becomes 20-25 minutes due to traffic. Rickshaws are always available from Bangaon but not from ICP. It is not easy to avail transport after dark. Costs also increase from INR 20 to INR 50 to 60. Even in Agartala, although it is a city, there is a lack of proper public transport facility- only rickshaw and electric rickshaw shuttle facility is available. The shuttle runs over a certain distance and route, going only from main road and on straight routes. If you want to turn around you have to get off there and catch another shuttle. When the team talked to the passengers, they mentioned having to walk and change shuttle frequently. Additionally, there was no space for rickshaws or shuttles to stand. Therefore, if people with luggage get out of the ICP or there are old people with them, it is difficult for them to walk so much and if you leave after 6 o'clock in the evening when it gets dark, it is more trouble because it is dark on the road (there are street lights but not working).

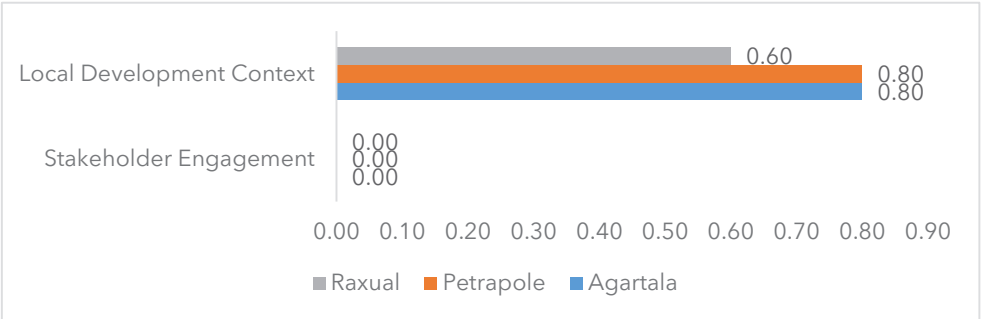


Figure 15: Performance Areas for External Environment

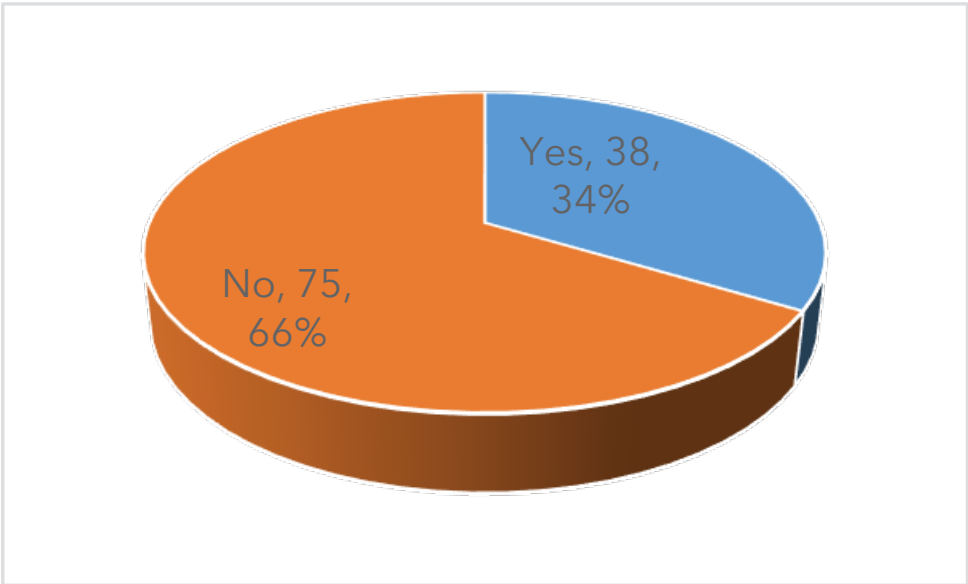


Figure 16: Women Users Response to Problems Faced in Accessing Transport to the Land Port

4. Case studies-Gender Audit Reports of select ICPs

4.1 ICP Agartala

4.1.1 Context

ICP Agartala was the second ICP developed in November 2013, in the state of Tripura. The ICP borders Akhaura in Bangladesh. A relatively small port spread over approximately 28.94 acres of land, the ICP was built at an estimated cost of Rs 73.5 crores. It is one of the busiest routes for movement of goods and people between the two countries.

ICP Agartala records high passenger movement annually with a record high of 3,28,153 in 2019–20. This increase has been attributed to the Revised Travel Arrangement between India and Bangladesh in 2018. After the decline in passenger movement due to covid-19 related travel restrictions the pace is picking up again with 66,117 in 2020-21 and 250,606 in 2022-23. The Bureau of Immigration (BOI) handles the immigration at the check post within the ICP.

Currently, the second largest trading route between India and Bangladesh, after the Petrapole-Benapole border, in the last seven years, ICP Agartala has witnessed a significant increase in trade through this port. From recording a value of Rs 282.4 crores in 2015-16, the port recorded a trade value of INR 844.01 crores in 2021-22 and INR 471.77 in 2022-23. The main items of import by India include processed stone, tiles, fish, cement, and furniture. Whereas India exports bamboo, turmeric, ginger, marble, fruits, among other items, through the ICP. The port uses a combination of both labour and equipment for handling its cargo-related operations.

The ICP has the potential to be the gateway of India's corridor with South-East Asia. The location of ICP Agartala allows it direct access to National Highway-208 and further can be linked to the various identified routes under the BBIN Motor Vehicle Agreement and BIMSTEC Motor Vehicle Agreement. The ICP assumes greater importance in the context of its potential to facilitate multi-modal transportation between India and Bangladesh once the Agartala-Akhaura rail line is complete. The ICP has a well-developed infrastructure although the corresponding port at Akhaura has scope for improvement (table 6).

Table 6: Infrastructure facilities at the ICP

ICP Agartala	Akhaura Land Port
<ul style="list-style-type: none"> • Passenger/ immigration building • Cargo building • Warehouse (export and import) • Loose cargo storage area • Rummaging shed • Cold storage area • CCTV surveillance and watch tower • Plant and animal quarantine • Public health office • Parking area • Battery operated vehicle for passengers • Weighment bridge • Trade gates (2) • ATM and foreign exchange counter • Public and driver utilities 	<ul style="list-style-type: none"> • Warehouse (1) • Open stack yard (1) • Transshipment yard (1) • Weighbridge (1 – 100 MT) • Administrative building (semi-pucca) • Security posts • Trade gate (2)

Given the relevance of the ICP and its well-developed infrastructure it was felt important to include the ICP in the gender audit exercise. A field visit was thus conducted at the ICP in early April 2023 to assess the status of gender mainstreaming at the ICP. A summary of findings from the ICP was consolidated into a checklist placed at annexure 3. Keeping in mind the differential status of the ICP, it was assessed on 20 indicators (see annexure 4 for selected indicators and scoring of the ICP). The results are presented herewith.

4.1.2 Gender Audit Report

Overall Rating

An assessment of ICP Agartala reveals that it satisfies minimum requirements of gender mainstreaming with a score of 0.59.

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



The ICP especially scores high in terms of accessible infrastructure with a score of 0.69 depicting considerable gender responsiveness on the parameter. Given that the ICP is located at the state capital, it also satisfies minimum requirements in terms of external environment with a score of 0.59. The ICP, however, needs to be strengthened on institutional mainstreaming component wherein it is only approaching minimum requirement with a score of 0.37 just falling short of the required benchmark score (0.41) to satisfy the same. Most importantly, ICP Agartala needs to focus on client servicing, wherein it is approaching minimum requirements by a very thin margin with a score of 0.27 (figure 17). Each of the components have been discussed in detail next.

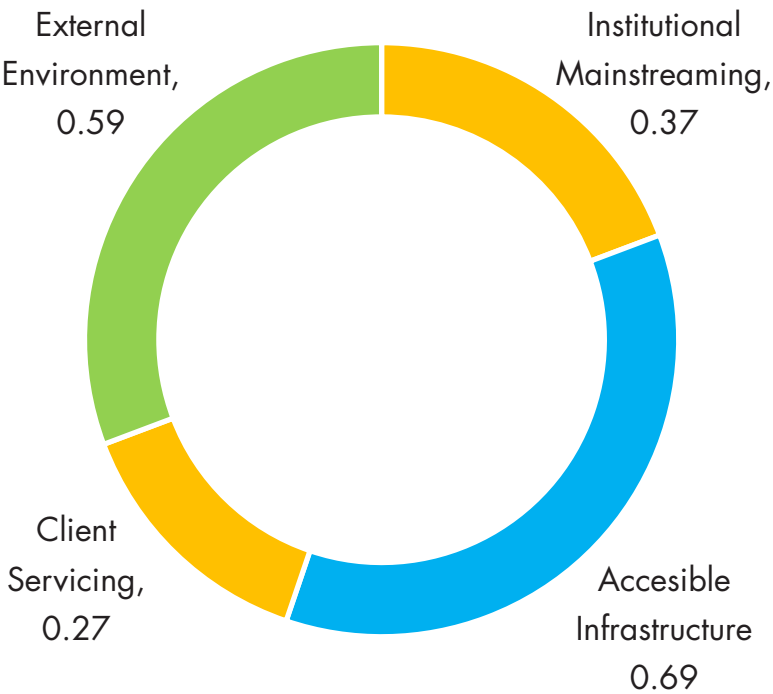


Figure 17: Component-wise scores of ICP Agartala

Institutional Mainstreaming

Institutional mainstreaming component includes an assessment of:

- Infrastructure facilities like toilets, creche, internal transport (golf cart), daily commute/transport and workplace accommodation in place at LPAI/ICP;
- Human Resource (HR) policy measures for flexitime, care leaves, medical support, social protection and maternity benefits in place at LPAI/ICP;
- Grievance redressal mechanisms, including an internal committee on sexual harassment at workplace, accessible to all female staff (officials and contractual workers);
- Affirmative measures for recruitment, retention and promotion of female staff at remote locations and its reflection in numbers; and
- Gender set-up (specialist/expert within LPAI/ gender focal point at ICP/Sex disaggregated data collection) and capacity building of ICP staff on gender mainstreaming.

Institutional mainstreaming component is important as it focuses on measures for creating a gender friendly work environment. This is critical towards ensuring a gender balance among ICP staff. Improved female presence at the ICPs will further benefit towards increasing its gender responsiveness especially for promoting women in trade related activities. ICP Agartala, however, just falls short of satisfying minimum requirements towards this with a score of only 0.37.



The ICP ranks well in terms of gender friendly work environment (figure 18), having put in place basic requirements like separate toilets for female staff, internal vehicle. Further the GOI does have equal opportunity HR policy mandates with social security, health, maternity and other benefits for regular government staff. However, there are some missing mandatory requirements like creche facility and ICC for sexual harassment



Figure 18: Performance of ICP Agartala in terms of Institutional Mainstreaming

at workplace. Furthermore, the ICP employs women mostly as contractual (housekeeping) staff and they are deprived of social security, health and maternity benefits. The ICP did report arranging for a health camp for all contractual staff last year, which is a good practice and should be replicated across other ICPs. Similar camps can also be conducted registration for government schemes like PMJAY, PMSYM, PMMVY, etc for increased social security for female staff.

These measures will help in improving the gender balance within the team. Currently, the ICP has only 22 women staff on board (12.6% of total staff). However, a little less than half (10 nos) are housekeeping and casual workers. The ICP needs to focus on increasing the number of female staff especially among the LPAI purview. Another important aspect to consider is increasing the number of women at the cargo terminal. Currently only two (2) women staff are based at the cargo terminal. The ICP needs to focus on increasing the number of women at the cargo terminal by working closely with CHA and other logistic partners. The ICP could also consider adding this as a clause in the tender document for the logistic partner agency. These small measures would help the ICP improve its rating from 0.40 by a few points to be able to meet the benchmark for satisfying minimum requirement (0.41).

Another important action required is in terms of strengthening organizational systems. For ICPs to be gender responsive it is important that the processes are driven internally. This requires appointment of gender champions (focal points) at the ICP. Currently there is no such gender set-up either at the ICP or even at LPAI. This further hinders any strategic gender action to be undertaken at the ICP. The ICP should appoint a gender focal point, who can then be trained on gender mainstreaming annually and supported to develop gender action plans for strengthening the ICP. This would also facilitate other measures that the ICP needs to take like collecting sex-disaggregated data for passengers and gender statistics for trade and place them in public domain. Currently sex disaggregated data is available only for staff. The gender focal point can also initiate/support undertaking of gender studies and regular gender audit exercises at the ICP. These steps are important as the ICP barely approaches minimum requirements on this performance area. Strengthening organizational systems is important as the ICP currently only scores 0.33 in the area falling much short of satisfying minimum requirement.

Most important is the need for LPAI and ICP Agartala to organise gender trainings for all staff. None of the ICP staff has ever been trained in gender aspects let along focused trainings of gender mainstreaming at land ports. It is important that atleast the ICP Manager and the gender focal point are trained immediately. They could then be more pro-active to promote gender training for all staff. In the long run the ICP should aim for atleast 80% of more of their staff to be trained on gender. This is important as only when the staff has the requisite knowledge can they apply the learnings into their work and take it forward with logistical agencies, contractors and other partners especially on female inclusion at ICP/trade facilitation. The ICP should also engage in conduction regular staff meetings/workshops to discuss gender concerns and also facilitate such discussions/trainings with partner agencies. Currently the ICP has taken no action on these aspects an scores an alarming zero (0) on staff capacities and competencies.

Accessible Infrastructure

Accessible infrastructure component includes an assessment of:

- Facilities like water, toilets, eateries, signages and display boards, lights, communication, internet, CCTVs, shuttle, scanner, waiting room, bank and exchange counters, health services, etc being maintained and functional at the land ports;
- Ramps, wheel chairs, passenger assistance and separate toilets for persons with disability (PwDs) being available at passenger terminal;
- Additional facilities like clean separate toilets for women, separate female waiting rooms, sanitary pads vending and disposal, baby changing table, baby feeding/childcare rooms available in passenger terminal; and
- Women's safety and security measures including adequate presence of female staff in all public areas and anti-human trafficking mechanisms being in place.

This component is the most important as it is not only something within the direct purview of LPAI and the ICPs but also demonstrate a critical level of gender responsive budgeting in the infrastructure sector. Improved infrastructure facilities at the ICP, with specific focus on accessibility for PwDs and safety and security of women and children are most vital for ensuring gender responsiveness. The component is even more important in the context of ICP Agartala, given the high passenger movement as also the fact that many of these are patients coming to India for medical purposes.

ICP Agartala emerges as considerably gender responsive in this regard with a high score of 0.69. In fact, with a few additional measures the ICP has the potential to become significantly gender responsive and be documented as a best practice case for land ports.

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



The ICP performs beyond minimum requirement on passenger terminal facilities including those for elderly, PwDs, women and children (figure 19). Most of the required infrastructure facilities like Drinking water purifier, Water cooler, Separate female toilets, Signages and display boards in multiple languages, Eateries within the campus, Connectivity to two or more mobile networks, Golf Cart services within campus, Baggage scanners, Waiting room, Functional bank and exchange counters, etc. are functional at the ICP. The ICP could however, could look at addition of the following facilities towards becoming a best practice-Public phones booths with international calling facility, Free mobile charging facility in visible areas, Bus Shuttle services from nearest town, Health room with nurse and having a Doctor at site. The ICP can also increase the sitting space with creation of additional rest rooms. The quality of rest rooms could also be improved especially in context of heat management by providing more fans and preferably an Air-conditioned room atleast for elderly, patients and pregnant women. These facilities are most important

for women- for example a public phone booth to reach out to one's family if the international mobile roaming is not activated or having a dedicated bus shuttle to reach the city centre when general public transport is not available. Given that there is no local public transport (bus service) in Agartala, and passengers have to depend on shuttle rickshaws, the ICP could consider introduction of shuttle service for female passengers to city centre after 6.30 pm. Similarly, health facilities especially having a doctor on site is critical for vulnerable groups especially elderly, patients and pregnant women.

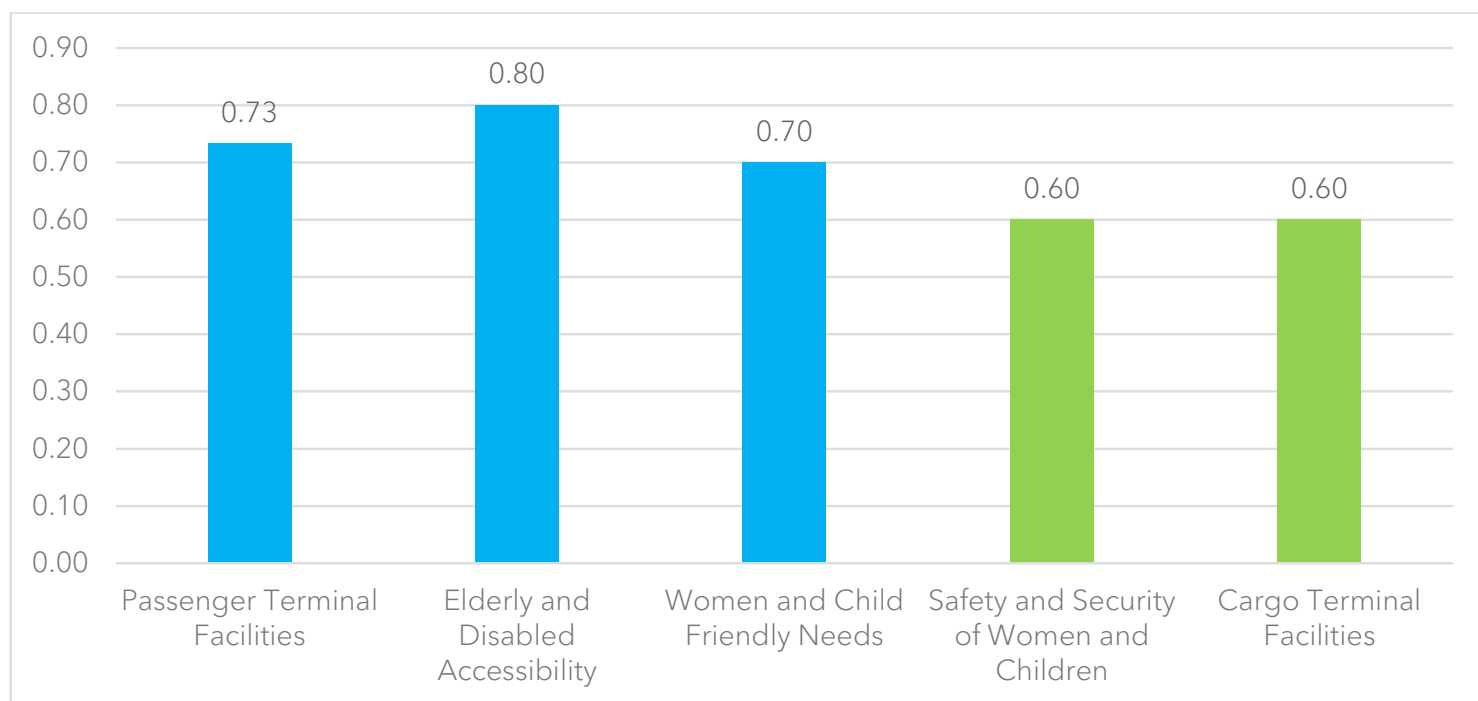


Figure 19: Performance of ICP Agartala in terms of Accessible Infrastructure

It must be mentioned here that ICP Agartala has put in place many required measures for persons with disabilities, and women. The ICP has Baggage Trolleys, Ramps at entry and exit, Free Wheel chairs, and Separate toilets for PwDs. This makes it highly disabled friendly. The services could be strengthened a bit more by addition of Wheel chair assistants and Display board mentioning free service and support for PwD and Patients.

The ICP also has three (3) separate female toilets in the passenger terminal and two (2) in office area. All toilets are well lit and include wash basins, dustbins, and safety latches on doors. Infrastructure was mostly intact and well maintained, although a few pipes were broken. And while the toilets could do better with addition of a baggage area and dedicated cleaning assistant at the block, the toilets were clean with no smell or rubbish observed as a result of frequent cleaning. Of the five (5) toilets, two also had Sanitary pad vending machines and disposal mechanisms (other than dustbins). The ICP has initiated this since 2018. It is a paid service and although its functionality could be improved (especially the quality of the pads given it is being sold at 5 rupees), this is a critical step that the ICP has taken towards improving gender responsiveness and it needs to be commended for the same.

One piece of missing infrastructure though is baby changing tables in both male and female toilets. This is very important as many families travel with infants. Similarly, the ICP could also consider creation of a child care (baby feeding) room. Currently, the ICP provides the health room (or sometimes staff offices) for this which is good but only a temporary measure.

The situation was a bit different at the cargo terminal, which had no separate female toilet, although there are two women employed there. The two women reported walking a good 10-15 minutes to the passenger terminal to use toilet facilities. In terms of infrastructure creation, it is important to put them in place before hand as part of the design itself, so that it doesn't seem like an additional burden/action being undertaken at a later stage. Another similar observation related to the ICP, was the lack of toilets for tourist near the parade ground. While this does not have direct impact on ICP users, it is something the ICP should consider installing to improve its overall gender responsiveness as also compliance to Swachh Bharat Abhiyan.

In terms of safety and security of women too, ICP Agartala satisfies minimum requirements. The ICP campus is well-lit and CCTVs are placed at adequate locations, although the team did not see any CCTV monitoring system being in place. Roads near the ICP campus also have adequate street lights, although some of the lights were not working making it seem a bit dark at night. Although, the feeling of safety and security within the campus was good, with an average of atleast 9 women being seen present at the campus at any given time during the day.

This feeling also extended to the cargo terminal, which had Adequate lighting, Mobile connectivity and CCTVs. However, as mentioned earlier, there was no separate female toilet in the cargo terminal. The ICP could consider preparing the cargo terminal for greater female presence by setting up such infrastructure- Separate toilets, Separate parking for female drivers and an Information/Help Desk. This would be crucial for the getting the first women on board in trade and logistic activities. The same could also be linked with the border haat infrastructure. Although the border haat is not currently functional, there needs to be adequate infrastructure in place for running of the same.

Client servicing

While infrastructure is critical, systems and processes of dealing with clients (passengers and traders) are also important. Client Servicing component thus includes an assessment of:

- Affirmative measures (separate queues, baggage scanning, frisking room, female frisking staff) for female passengers and vulnerable groups in place at immigration;
- Fully functional Information/Help Desk in place at passenger terminal, with dedicated human resources;
- Affirmative actions to promote women's participation in cross border trade including informal cross border trade (eg border haats);
- Steps for encouraging women's participation in ICP activities and trade facilitation; and
- The impact of these on participation of women and their satisfaction levels with the ICP services.

This component is more designed in terms of affirmative action that the ICP can take to improve the experience and satisfaction of the women passengers using the ICP but more importantly, what the ICP can do to encourage women to participate in trade facilitation and trade activities. ICP Agartala is well placed to do so, given that it is not only a state capital but also has an enabling policy environment with systems like border haat being already in place.

Unfortunately, ICP Agartala has not been able to capitalize on these and only approaches minimum requirements on this parameter with a low score of 0.27. The ICP needs to work towards creating of an action plan towards improving its performance on the indicators related to this component.

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



ICP Agartala ranks just below the benchmark score of 0.41 for satisfying minimum requirements on immigration services under the component (figure 20). It has the regular immigration services like enclosed frisking space for females and female frisking staff. However, there needs to be some additional facilities in place like separate baggage scanners and separate queues for females, PwDs and elderly. The ICP should also consider preferential treatment (for example first right of entry like in airports) for pregnant women, people with infants, PwDs, elderly and patients (wheel chair passengers).



Figure 20: Performance of ICP Agartala in terms of Client Servicing

Another service that the ICP needs to strengthen is the information/help desk. While the ICP has one such desk in place, there is only one person responsible for managing the same. During all days of the audit, the person was not seen present at the desk or any support being provided to passengers (the team was informed that the person was on leave). While display boards and signages are welcome, having a personnel presence at the helpdesk is very important given that women otherwise tend to be seen as heavily dependent on their male partner for immigration services. This acts as a deterrent for many women to travel alone, thereby reducing their mobility. The help desk can further be strengthened for receiving feedback from passengers by placing complaints register and facilitation of client satisfaction surveys. Creating a regular system of seeking feedback from clients and analysing the data across different genders and social groups will go a long way to provide inputs towards improving

the gender responsiveness of the ICP. Unfortunately, there was no such processes observed in the ICP, which is why it has scored a low 0.40 on client satisfaction (figure 20).

Most important for ICP Agartala, however, is to undertake action on promotion of women's entrepreneurship and trade participation on which it currently has a nil score (figure 20). It is not surprising as these actions are currently not being considered as a mandate for the ICP or LPAI and there are no specific activities and budget allocated for the same. However, women's entrepreneurship and trade participation are recognised mandates of the GoI as well as SAARC. And this mandate will not be possible to be achieved unless the LPAI and ICPs, take pro-active action for convergence with other local agencies for promotion of the same.

There are a number of actions (see conclusion section) that the ICP can take towards strengthening its performance on this parameter. One critical action area specifically for ICP Agartala would be to restart the border haats in a more gender responsive manner- with a) Provision of water and toilet facilities at Border Haats; b) Representation of women in Border Haat Management Committees; c) Quota for women in Border Haats; and d) Organising Women-only Border Haats.

External Environment

The External Environment component includes an assessment of:

- Stakeholder engagement processes i.e consultations with women exporters, women's groups and workers associations, etc; and
- Local development context including rail/road connectivity and availability of adequate public transport, education, housing, health, hospitality (hotel) facilities at the nearest town of the ICP.

While the LPAI cannot play a major role in terms of the external environment, it does impact the gender friendliness of an ICP and hence that has to be considered. Given that Agartala is a state capital of Tripura, it is not surprising thus that the ICP satisfies the minimum requirements with a score of 0.53.



The ICP scores a high 0.80 (figure 21) on the local development context, demonstrating considerable gender responsiveness, with availability of good education, housing, medical, and hospitality facilities, as well as having direct connectivity by rail, road and air travel. However, the ICP has yet to exploit these benefits by engaging pro-actively with its stakeholders- women exporters, women's groups and workers associations, etc, thereby having a nil score (figure 21) on that count.

It is recommended that the ICP form a Women's Trade and Trade Facilitation Advisory Committee and facilitate meetings of this committee atleast once every six months to review the gender responsiveness

of the trade services and possibility of promoting more women in trade. The Committee can also act as an advisory unit for promoting gender responsive border haat management as also a platform for convergence with the state women's entrepreneurship measures especially the Tripura Rural Livelihood Mission (TRLM), the Deendayal Antyodaya Yojana- National Urban Livelihoods Mission (DAY-NULM), and the Tripura Industrial Investment Promotion and Incentive Scheme (TIIPIS), 2022.

4.1.3 Conclusion and Recommendations

ICP Agartala has immense potential to integrate gender responsive design features that will have long standing impact on promoting women's participation in cross border trade and tourism. It satisfies the minimum requirements for gender-responsiveness given its focus on infrastructure

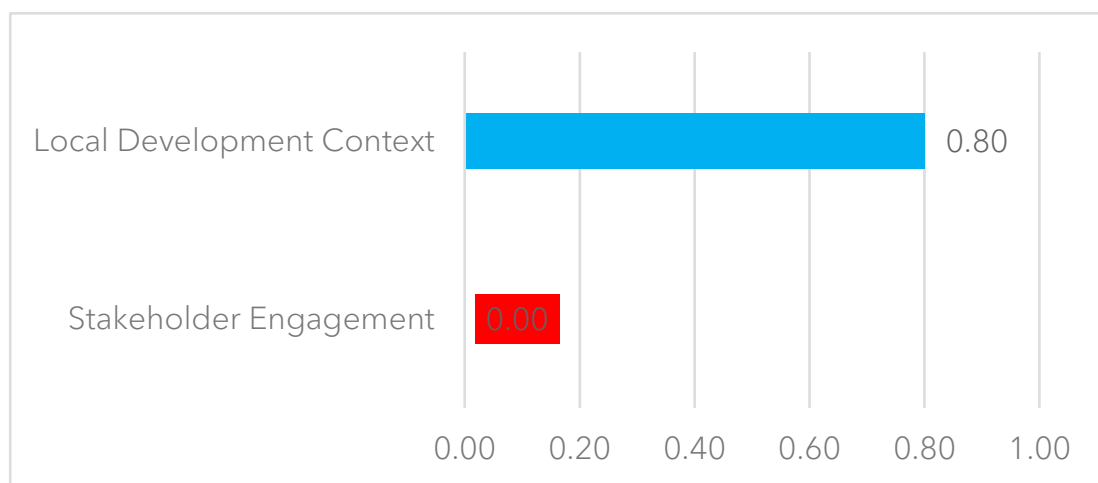


Figure 21: Performance of ICP Agartala in terms of External Environment

provision- universal accessibility, sanitation and menstrual hygiene, etc. The ICP should especially be acknowledged for its efforts in recognising the importance of menstrual hygiene facilities and child care needs.

However, the ICP still falls short of satisfying the minimum requirements in some areas and there is potential for some measures that can be quickly undertaken to make the ICP considerably or significantly gender responsive in other areas. The critical gap here is the need for institutional strengthening, promotion of women's entrepreneurship and trade participation and stakeholder engagement.

The key recommendations for strengthening gender responsiveness of ICP Agartala would include:

- Setting up creche facility at the ICP for all staff and workers irrespective of their contractual status.
- Provision of workplace accommodation or daily commute facility for all female employees.
- Undertaking annual health and social security registration camps. All eligible contractual employees should be registered as beneficiaries for relevant government schemes such as PMJAY, PMSYM and PMMVY.
- Immediately forming the Internal Complaints Committee (ICC) on Sexual Harassment at Workplace as per the legal mandate. Ensure that the ICC members are trained and meet regularly on the issue. Create awareness among all staff on their rights and duties under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and also display details of ICC and the complaints process publicly for access to passengers and other women stakeholders.
- Appointment of a Gender Focal Point and ensure that both the ICP Manager and Gender Focal Point are trained on gender mainstreaming issues.

- Developing a gender action plan (GAP) for the ICP with targets for data collection, gender studies, gender training, etc. Discuss the concerns on gender and progress on the GAP in staff meetings.
- Putting in place more gender friendly infrastructure facilities such as- Public phone booths with international calling facility, Baby Changing tables in toilets, Child Care Room, and Shuttle Service for females to city centre after 6.30 pm.
- Construction of separate female toilet and separate parking space for female drivers at the cargo terminal.
- Strengthening the information/help desk at the passenger terminal with client feedback/grievance capturing facilities as also at the Cargo terminal for supporting women traders.
- Reinstating border haat facilities with provision of water and toilet facilities at the haat site, representation of women in Border Haat Management Committees, Quota for women in Border Haats and conducting of Women-only Border Haats.
- Formation of a Women's Trade and Trade Facilitation Advisory Committee with clear terms of reference (ToR) and mandate to meet atleast once every six months.
- Convergence with the state women's entrepreneurship measures especially the Tripura Rural Livelihood Mission (TRLM), the Deendayal Antyodaya Yojana- National Urban Livelihoods Mission (DAY-NULM), and the Tripura Industrial Investment Promotion and Incentive Scheme (TIIPIS), 2022.

4.2 ICP Petrapole

4.2.1 Context

India operationalized the largest land port in South Asia-ICP Petrapole along the international border between India and Bangladesh, located at a distance of about 80 kms from the city of Kolkata in the state of West Bengal in February 2016. Benapole is the corresponding land port in Bangladesh.

This land port witnesses an increasing number of passenger movement with an average of 22 lakh people crossing the border post on either sides each year. At the time of the study, the passenger movement was taking place through a temporary structure near the zero gate of the ICP. Construction of a new Passenger Terminal Building (PTB) has commenced in February 2020 and was scheduled to be completed soon. The new PTB is spread over an area of 14.55 acre (58,900 sq m).

Nearly 30% of land-based trade between India and Bangladesh takes place through this route. Since the operationalization of the ICP, bilateral trade has been witnessing an upward trend from Rs 16,341 crores in 2015-16 to Rs 21,380 crores in 2018-19. Owing to the pandemic, the trade has dipped slightly to Rs 15,771 crores in 2020-21 but has increased again to 29,406 crores in 2021-22 and 20,378 crores in 2022-23. The main items of export from India include Cotton Fabric, Chassis, Raw Cotton, Steel/Iron Chemical / Dyes, Synthetic Fabric, 2/4-Wheeler and Cereals. The main items of import into India include Readymade Garments, Cotton Rags, Briefcase, Bags, Jute Yarn and Hydrogen Peroxide.

The ICP has also introduced the Suvidha Portal- a local innovation developed by IT professionals at the Government of West Bengal. It's a web-based vehicle facilitation system that allows exporters to book slots

for truck clearance online to pass through the ICPs in that Eastern Indian state. The Government of West Bengal and LPAI mandated that exporters carry an E-Suvidha pass and digitally upload vehicle registration and driver details on the portal. This is saving several hours in truck clearance at the border.

On the other side of the border, the planned upgrading of Benapole Land port in Bangladesh under the World Bank's ACCESS program is designed to enhance port efficiency through the development of a digital border management system, contemporary infrastructure facilities, and simplified and paperless processes. These upgrades have the potential to double the trade at the border, from the current level of 450-500 trucks traveling in the India to Bangladesh direction every day. Despite these improvements, the cycle of unloading and reloading of freight from Indian to Bangladeshi trucks and vice-versa still continues to slow down trade. The success has also been limited due to the fact the Benapole does not have mirror ICP facilities (table 7) and continues to face infrastructure issues, thus limiting the total number of trucks that can cross the border in a day.

Table 7: Infrastructure facilities at the ICP

ICP Petrapole	Benapole Land Port
<ul style="list-style-type: none"> • Passenger/ immigration building • Cargo terminal building • Inspection shed-cum-warehouse (export and import) • Quarantine block • EDI and CMS based web automated operation • Rummaging sheds • Bank, ATM and Forex bureau • Public health office • Parking area (1,500 trucks) • Weighbridges • Public and driver utilities 	<ul style="list-style-type: none"> • Passenger terminal • Warehouses (32) • Warehouse-cum-yards (5) • Open stack yards (2) • Transshipment yard (1) • Transshipment sheds (2) • Truck terminal (import and export) • Weighbridges (3) – 30, 50 and 100 MT

Source: LPAI and BLPA.

Given the relevance of the ICP and its well-developed infrastructure it was felt important to include the ICP in the gender audit exercise. A field visit was thus conducted at the ICP in February 2023 to assess the status of gender mainstreaming at the ICP. A summary of findings from the ICP was consolidated into a checklist placed at annexure 3. Keeping in mind the differential status of the ICP, it was assessed on 20 indicators (see annexure 4 for selected indicators and scoring of the ICP). The results are presented herewith.

4.2.2 Gender Audit Rating

Overall Rating

An assessment of ICP Petrapole reveals that it satisfies minimum requirements of gender mainstreaming with a score of 0.55.

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



ICP Petrapole satisfies minimum requirements on three of the four components, while approaching minimum requirements on one component (figure 22). The ICP scores especially well in term of accessible infrastructure with a score of 0.60, completely satisfying minimum requirements. Although this land port is away from the state capital, it also scores also satisfies minimum requirements in terms of external environment with a score of 0.53. ICP Petrapole also scores relatively well (highest among the three ports assessed) on client servicing with a score of 0.47. The ICP, however, needs to be strengthened on institutional mainstreaming component wherein it is only approaching minimum requirement with a score of 0.29 falling much short of the required benchmark score (0.41) to satisfy the same. Each of the components have been discussed in detail next.

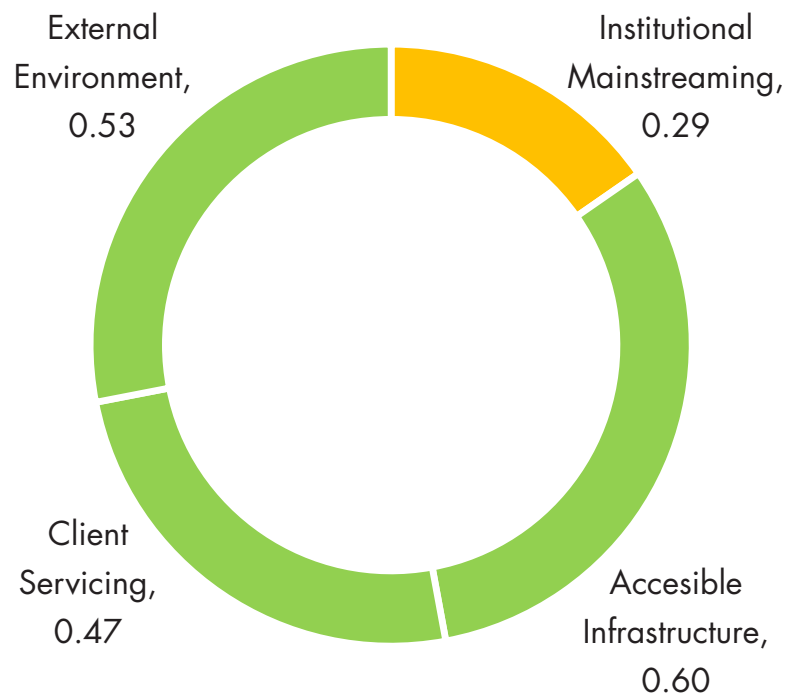


Figure 22: Component-wise scores of ICP Petrapole

Institutional Mainstreaming

Institutional mainstreaming component includes an assessment of:

- Infrastructure facilities like toilets, creche, internal transport (golf cart), daily commute/transport and workplace accommodation in place at LPAI/ICP;
- Human Resource (HR) policy measures for flexitime, care leaves, medical support, social protection and maternity benefits in place at LPAI/ICP;
- Grievance redressal mechanisms, including an internal committee on sexual harassment at workplace, accessible to all female staff (officials and contractual workers);
- Affirmative measures for recruitment, retention and promotion of female staff at remote locations and its reflection in numbers; and
- Gender set-up (specialist/expert within LPAI/ gender focal point at ICP/Sex disaggregated data collection) and capacity building of ICP staff on gender mainstreaming.

Institutional mainstreaming component is important as it focuses on measures for creating a gender friendly work environment. This is critical towards ensuring a gender balance among ICP staff. Improved female presence at the ICPs will further benefit towards increasing its gender responsiveness especially for promoting women in trade related activities. ICP Petrapole, however, falls short of satisfying minimum requirements towards this with a score of only 0.29.

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



The land port falls short of satisfying minimum requirements on all the performance indicators related to the institutional mainstreaming (figure 23). ICP Petrapole has put in place basic requirements like separate toilets for female staff, internal vehicle and also complies with GOI's equal opportunity HR policy mandates with social security, health, maternity and other benefits being available for regular government

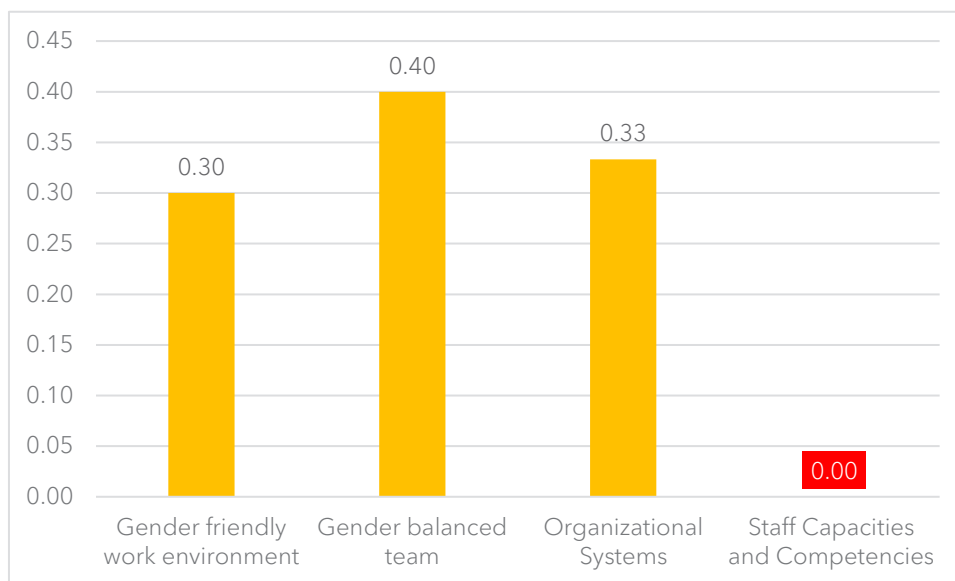


Figure 23: Performance of ICP Petrapole in terms of Institutional Mainstreaming

staff. However, there are missing mandatory requirements like creche facility and ICC for sexual harassment at workplace. Furthermore, the land port employs women mainly as contractual staff, with most of them being deprived of social security, health and maternity benefits. ICP Petrapole has not undertaken any measures towards increasing the well-being of contractual staff. Given the large number of women contractual staff, is important that ICP Petrapole organises regular health checkups as well as camps for registration of female contractual staff for government schemes like PMJAY, PMSYM, PMMVY, etc which support social security and protection for informal labour. The land port needs to develop a strong plan of action towards implementing these measures if it aims to improve its rating from the current 0.30 and be able to meet the benchmark for satisfying minimum requirements (0.41).

These measures will help in improving the gender balance within the team. Currently, the land port has only 12 women staff/workers on board (11.5% of total staff). The ICP needs to focus on increasing the number of female staff especially among the LPAI purview both within the passenger and cargo terminals. Other than housekeeping and security staff, women could especially be involved in higher numbers at data entry operators (DEOs) and Custom House Agents (CHAs) through training and internship opportunities. These small measures would help the ICP improve its rating from 0.40 by a few points to be able to meet the benchmark for satisfying minimum requirement (0.41).

Another important action required is in terms of strengthening organizational systems. For land ports to be gender responsive it is important that the processes are driven internally. This requires appointment of gender champions (focal points) at the port. Currently there is no such gender set-up either at the ICP or even at LPAI. This further hinders any strategic gender action to be undertaken at the land port.

The ICP should appoint a gender focal point, who can then be trained on gender mainstreaming annually and supported to develop gender action plans for strengthening the ICP. This would also facilitate other measures that the land port needs to take like collecting sex-disaggregated data for passengers and gender statistics for trade and place them in public domain. Currently sex disaggregated data is available only for staff. The gender focal point can also initiate/support undertaking of gender studies and regular gender audit exercises at the ICP. These steps are important as the land port barely approaches minimum requirements on this performance area. Strengthening organizational systems is important as ICP Petrapole currently only scores 0.33 in the area falling much short of satisfying minimum requirement.

Most important is the need for LPAI and ICP Petrapole to organise gender trainings for all staff. None of the ICP staff has ever been trained in gender aspects let alone focused trainings of gender mainstreaming at land ports. It is important that at least the ICP Manager and the gender focal point are trained immediately. They could then be more pro-active to promote gender training for all staff. In the long run the ICP should aim for at least 80% of more of their staff to be trained on gender. This is important as only when the staff has the requisite knowledge can they apply the learnings into their work and take it forward with logistical agencies, contractors and other partners especially on female inclusion at ICP/trade facilitation. The ICP should also engage in conducting regular staff meetings/workshops to discuss gender concerns and also facilitate such discussions/trainings with partner agencies. Currently the ICP has taken no action on these aspects and scores an alarming zero (0) on staff capacities and competencies.

Accessible Infrastructure

Accessible infrastructure component includes an assessment of:

- Facilities like water, toilets, eateries, signages and display boards, lights, communication, internet, CCTVs, shuttle, scanner, waiting room, bank and exchange counters, health services, etc being maintained and functional at the land ports;
- Ramps, wheel chairs, passenger assistance and separate toilets for persons with disability (PwDs) being available at passenger terminal;
- Additional facilities like clean separate toilets for women, separate female waiting rooms, sanitary pads vending and disposal, baby changing table, baby feeding/childcare rooms available in passenger terminal; and
- Women's safety and security measures including adequate presence of female staff in all public areas and anti-human trafficking mechanisms being in place.

This component is the most important as it is not only something within the direct purview of LPAI and the ICPs but also demonstrate a critical level of gender responsive budgeting in the infrastructure sector. Improved infrastructure facilities at the land ports, with specific focus on accessibility for PwDs and safety and security of women and children are most vital for ensuring gender responsiveness. The component is even more important in the context of ICP Petrapole, given the high passenger movement annually.

ICP Petrapole satisfies the minimum requirements for this component completely with a full score of 0.60. However, with a few additional measures this land port has the potential to become considerably gender responsive.

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



The land port performs well, emerging as considerably gender responsive on passenger and cargo terminal facilities including those for elderly and PwDs as also ensuring safety and security of women (figure 24). However, it is only approaching minimum requirements in terms of women and child friendly facilities. This is an area which the land port needs to focus on and improve in the immediate future. Although it also needs to be mentioned here that some measures in this regard may have been incorporated in the new passenger terminal building (PTB) being developed. However, the passenger terminal at the time of the audit assessment was found lacking on certain facilities.

ICP Petrapole had all the required infrastructure facilities like drinking water purifier, water cooler, separate female toilets, signages and display boards in multiple languages, Eateries within the campus, connectivity to two or more mobile networks, golf cart services within campus, baggage scanners, waiting room, health room with nurse and doctor at site, bank and exchange counters, etc. are all functional at the land port. The ICP however, needs to include the following facilities to improve its gender responsiveness-public phones booths with international calling facility, Free mobile charging facility in visible areas, bus shuttle services from nearest town. Mobile charging stations and a public phone booth with international calling facility would be very helpful for women to reach out to one's family especially if the international mobile roaming is not activated. Also, given that there is no local public transport (bus service), and passengers have to depend on shuttle rickshaws to Bangoan railway station which are less available after 6.00 pm, the ICP could consider introduction of shuttle service for female passengers to Bangoan post that.

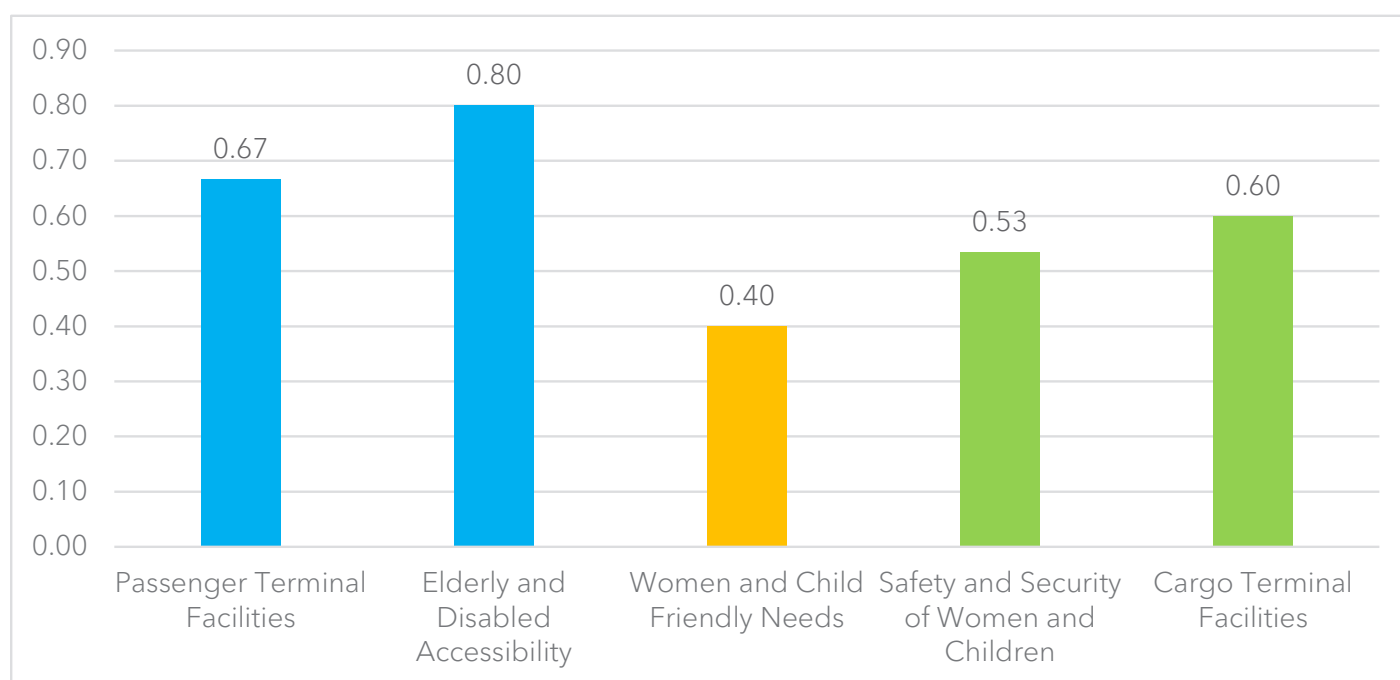


Figure 24: Performance of ICP Petrapole in terms of Accessible Infrastructure

ICP Petrapole has also put in place many required measures for PwDs. The ICP has baggage trolleys, ramps at entry and exit, free wheel chairs with assistants and separate toilets for PwDs. This makes it highly disabled friendly. The services could be strengthened a bit more by increasing the number of wheel chair assistants and display board mentioning free service and support for PwD and Patients. There were people who were not using the services for fear of the cost.

The land port also has five (5) separate female toilets. All toilets are well lit and had running water facility. However, infrastructure was not well maintained with visible broken taps and safety latches on doors. There was also no proper hand washing facilities or dustbins in the toilets let alone any menstrual hygiene management services. There was a cleaning staff but the toilets were not clean with smell and rubbish observed inspite of frequent cleaning.

Two other lacunae observed at the female toilets were (a) women being forced to take their hand baggage with them in the washroom as there was no place to leave them safely; and (b) men entering female toilets despite separate signs. The ICP needs to create a better system of management of female toilets. Dedicated cleaning staff should be placed as in charge of each toilet, who could prevent men from entering and also be entrusted with baggage. Also, they can then ensure that the toilets are well maintained and clean. Further, handwashing facilities, dustbins, sanitary pad vending machines and disposal mechanisms (other than dustbins) need to be provided within all female toilets. Another missing infrastructure is baby changing tables in both male and female toilets. This is very important as many families travel with infants. Similarly, the ICP could also consider creation of a child care (baby feeding) room. These are critical steps that ICP Petrapole needs to take towards improving gender responsiveness.

In terms of safety and security of women though, ICP Petrapole does satisfy minimum requirements. The campus is well-lit, CCTVs are placed at adequate locations and a CCTV monitoring system is in place. During the audit the team actually saw CCTV surveillance being used to support passengers. In one case, when a passenger was seen on CCTV as being stuck at one place, the official monitoring reached out to the women to help her. This kind of sensitivity and outreach is what makes the ICP more gender responsive. Further, with an average of atleast 15 women being seen present at the campus at any given time during the day, the feeling of security is higher. Roads near the land port campus also have adequate street lights. Even when the team of female surveyors moved around 8.00 pm at night, the feeling of safety and security within and outside the campus was good.

Although in the cargo area there were limited lights compared to the size of the area. Also, there was no separate female toilet in the cargo terminal. The ICP could consider preparing the cargo terminal for greater female presence by setting up such infrastructure- Separate toilets, Separate parking for female drivers and an Information/Help Desk. This would be crucial for the getting the first women on board in trade and logistic activities.

Most importantly, given the high levels of human trafficking, especially of women and girl children, happening from Bangladesh to India, the ICP needs to put in place anti-human trafficking measures. The land port currently has put up a board on for an office on anti-trafficking in the nearby vicinity, however, it will be important to be more pro-active towards creating awareness on zero tolerance for human trafficking by broader display of such messages at the ICP campus. Also the ICP could create a help

desk on anti-human trafficking after training of ICP and security staff on the same especially for identification of girl child victims and sensitive reporting/handling of the situation.

Client servicing

While infrastructure is critical, systems and processes of dealing with clients (passengers and traders) are also important. Client Servicing component thus includes an assessment of:

- Affirmative measures (separate queues, baggage scanning, frisking room, female frisking staff) for female passengers and vulnerable groups in place at immigration;
- Fully functional Information/Help Desk in place at passenger terminal, with dedicated human resources;
- Affirmative actions to promote women's participation in cross border trade including informal cross border trade (eg border haats);
- Steps for encouraging women's participation in ICP activities and trade facilitation; and
- The impact of these on participation of women and their satisfaction levels with the ICP services.

This component is more designed in terms of affirmative action that the land port can take to improve the experience and satisfaction of the women passengers using the ICP but more importantly, what the ICP can do to encourage women to participate in trade facilitation and trade activities. ICP Petrapole ranks well on this component with a score of 0.47 satisfying minimum requirements of gender responsiveness.

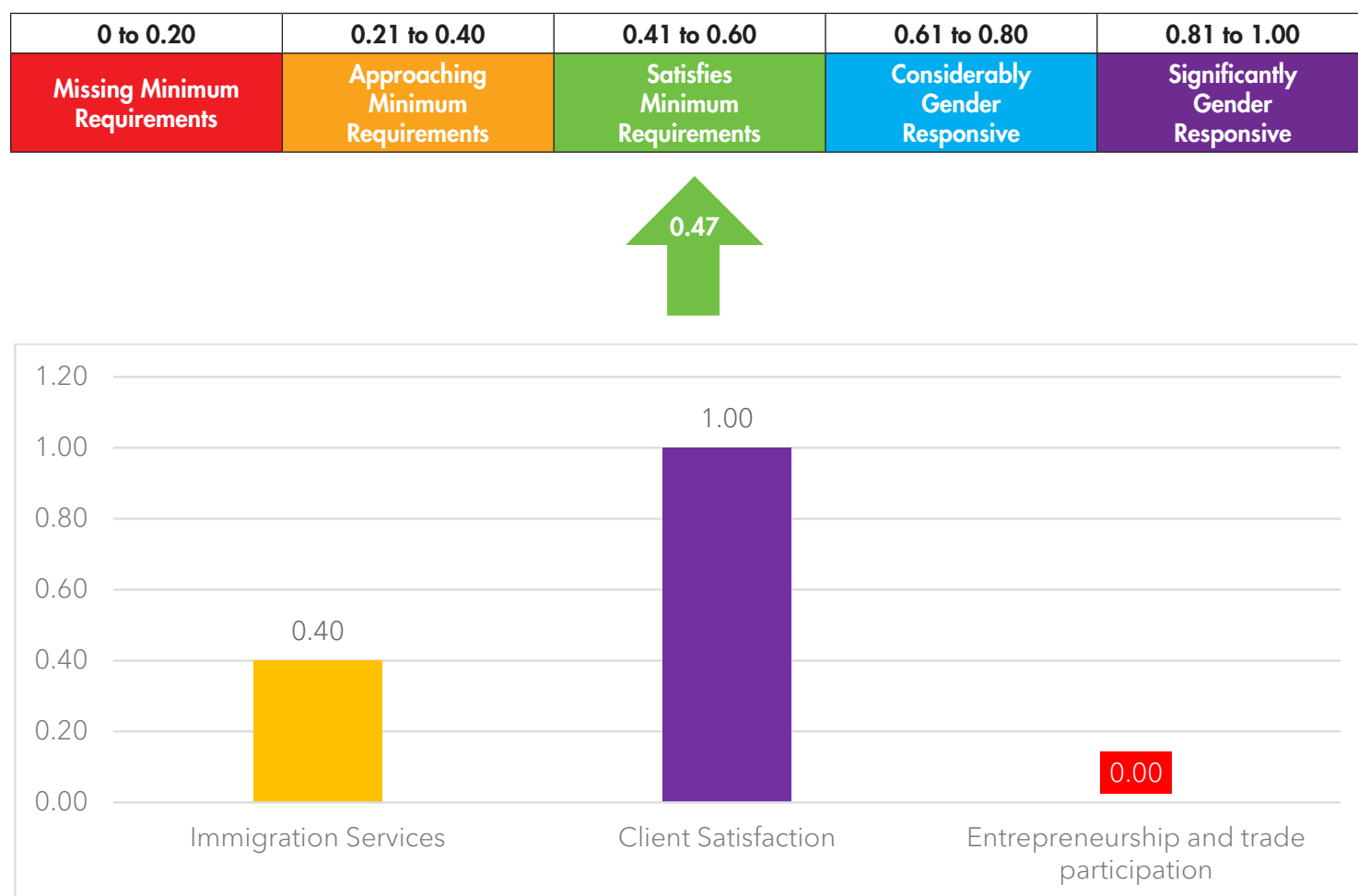


Figure 25: Performance of ICP Petrapole in terms of Client Servicing

ICP Petrapole ranks just below the benchmark score of 0.41 for satisfying minimum requirements on immigration services under the component (figure 25). It has the regular immigration services like enclosed frisking space for females and female frisking staff. However, there needs to be some additional facilities in place like dedicated baggage scanners and separate queues for females, PwDs and elderly. The ICP should also consider preferential treatment (for example first right of entry like in airports) for pregnant women, people with infants, PwDs, elderly and patients (wheel chair passengers).

In a very commendable effort though ICP Petrapole emerges as significantly gender responsive on the parameter of client satisfaction. The ICP has placed a full staffed (with two dedicated persons) information/help desk in place. The audit team actually witnessed the help desk as functional and passengers especially women passengers being supported by the female personnel there. There were many women, who did not know how to write or fill forms and needed help. This becomes especially crucial when the male member of the family has secured the visa and goes ahead but the female is denied visa and has to go back or viz versa. In both cases, such women require strong support from the help desk on further action. The help desk can further be strengthened with increased staff as it was felt that the two women housekeeping staff managing the help desk were overwhelmed with the number of people seeking support. Also, a feedback mechanism can be created by placing complaints register and facilitation of client satisfaction surveys.

ICP Petrapole, seems to be doing quite well on the passenger movement. Equally important though is the need to take action on promotion of women's entrepreneurship and trade participation on which it currently has a nil score (figure 25). It is not surprising as these actions are currently not being considered as a mandate for the ICP or LPAI and there are no specific activities and budget allocated for the same. However, women's entrepreneurship and trade participation are recognised mandates of the Gol as well as SAARC. And this mandate will not be possible to be achieved unless the LPAI and ICPs, take pro-active action for convergence with other local agencies for promotion of the same. There are a number of actions (see conclusion section) that the ICP can take towards strengthening its performance on this parameter. Specifically, the ICP should consider pro-active actions on promotion of women in trade through convergence with local women's groups/SHGs through the state livelihood missions and explore the possibility of promoting border haats for informal women traders on lines of what is being done in the North Easter side of the border with Bangladesh.

External Environment

The External Environment component includes an assessment of:

- Stakeholder engagement processes i.e consultations with women exporters, women's groups and workers associations, etc; and
- Local development context including rail/road connectivity and availability of adequate public transport, education, housing, health, hospitality (hotel) facilities at the nearest town of the ICP.

While the LPAI cannot play a major role in terms of the external environment, it does impact the gender friendliness of a land port and hence that has to be considered. ICP Petrapole, performs well on this component- satisfying the minimum requirements with a score of 0.53.

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



The land port scores a high 0.80 (figure 26) on the local development context, demonstrating considerable gender responsiveness, with availability of good education, housing, medical, and hospitality facilities. The location of ICP Petrapole further allows it direct access to National Highway-112. There is also a rail link connecting Petrapole and Benapole, which offers the land port an opportunity to facilitate multi-modal transportation.

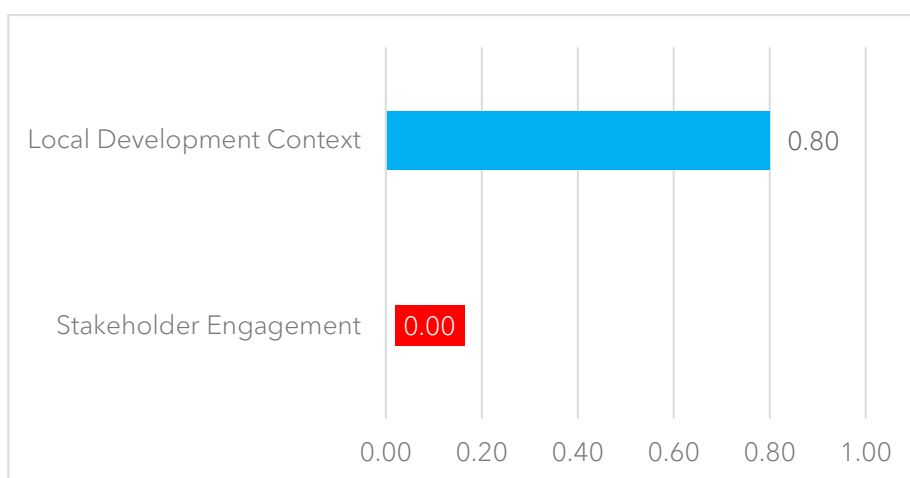


Figure 26: Performance of ICP Petrapole in terms of External Environment

Considering the potential of multi-modal transportation, LPAI is also in the process of establishing Railway Siding at ICP Petrapole. These measures would further strengthen the local development context of the land port.

However, the LPAI and ICP Petrapole have enhanced stakeholder engagement for enabling connectivity, there is hardly any work done to pro-actively engage with women exporters, women's groups and workers associations, etc, thereby having a nil score (figure 26) on that count. It is recommended that the ICP form a Women's Trade and Trade Facilitation Advisory Committee and facilitate meetings of this committee atleast once every six months to review the gender responsiveness of the trade services and possibility of promoting more women in trade.

4.2.3 Conclusion and Recommendations

ICP Petrapole has undertaken many measures towards strengthening universal accessibility, safety and security for cross border passengers between India and Bangladesh. With a few additional measures being undertaken towards making the land port more women and child friendly, will take it a long way from satisfying minimum requirements to becoming considerably gender responsive. The ICP, however, needs to be more pro-active in terms of institutional strengthening, promotion of women's entrepreneurship and trade participation and stakeholder engagement.

The key recommendations for strengthening gender responsiveness of ICP Petrapole would include:

- Preparing an elaborate plan for maintenance of female toilets- with dedicated cleaning and supervision staff at each toilet, adequate handwashing facilities, sanitary pad vending machines,

dustbins and other mechanisms for sanitary pad disposal, baby changing tables, and space for luggage.

- Putting in place more gender friendly infrastructure facilities such as- public phone booths with international calling facility, child care room, and shuttle service for females to Bangoan after 6.00 pm.
- Formation of a Women's Trade and Trade Facilitation Advisory Committee with clear terms of reference (ToR) and mandate to meet atleast once every six months.
- Consider pro-active actions on promotion of women in trade through Workshops with Livelihood/Skill Missions officials on potential of exports through land ports; organising exposure visits and workshops at ICP for women SHG members/ entrepreneurs on potential of exports through the ICPs, and conducting training of women entrepreneurs/ SHG members on export procedures at ICP (including on possibility of border haats for informal women traders).
- Be more pro-active towards creating awareness on zero tolerance for human trafficking by broader display of such messages at the ICP campus. The ICP could also create a help desk on anti-human trafficking after training of ICP and security staff on human trafficking especially for identification of girl child victims.
- Setting up creche facility at the ICP for all staff and workers irrespective of their contractual status.
- Provision of workplace accommodation or daily commute facility for all female employees.
- Undertaking annual health and social security registration camps. All eligible contractual employees should be registered as beneficiaries for relevant government schemes such as PMJAY, PMSYM and PMMVY.
- Immediately forming the Internal Complaints Committee (ICC) on Sexual Harassment at Workplace as per the legal mandate. Ensure that the ICC members are trained and meet regularly on the issue. Create awareness among all staff on their rights and duties under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and also display details of ICC and the complaints process publicly for access to passengers and other women stakeholders.
- Appointment of a gender focal point and ensuring that both the ICP Manager and gender focal point are trained on gender mainstreaming issues. Develop a gender action plan (GAP) for the ICP with targets for data collection, gender studies, gender training, etc. Discuss the concerns on gender and progress on the GAP in in staff meetings.

4.3 ICP Raxaul

4.3.1 Context

India operationalized its first ICP along the India-Nepal international border at Raxaul located at a distance of about 230 kms from the city of Patna in the state of Bihar in June 2016. Spread over approximately 235 acres, the land port was built at an estimated cost of Rs 139 crores and borders Birgunj in Nepal.

As per the India-Nepal Treaty of Trade and Transit signed between the two countries there is free movement of persons and goods across the border, subject to the provisions mentioned in the treaty. Therefore, citizens of the two countries crossing the border do not have to undergo immigration processes. While a passenger terminal building has been built at the ICPs, minimal movement is recorded and registered border crossings are limited to third country citizens. Furthermore, a truck entering or exiting the ICP does not require loading-unloading or warehousing of cargo inside the port premises. As a result of this, ICP Raxaul has limited infrastructure and services operational.

ICP Raxaul is an important port not just for bilateral trade but also for facilitating the latter's third country trade. Nearly 40% of bilateral trade between India and Nepal and over 70 percent of the total fuel trade between India and Nepal takes place through Raxaul-Birgunj trade route. Since the operationalisation of ICP Raxaul, India's exports to Nepal have almost quadrupled from Rs 8,559 crores in 2015-16 to Rs 33,882 in 2022-23. The DGCI&S lists the top five commodities exported by India through this route, namely petroleum products, iron and steel, drug formulations, motor vehicles, and dairy-related industrial machinery. India imports items, such as vegetable oil, processed items, yarn and fabrics, cosmetics, and leather through the ICP.

ICP Raxaul is also one of the only two ICPs that has a mirror ICP on the other side (table 8).

Table 8: Infrastructure facilities at ICP Raxaul and Birgunj

ICP Raxaul	ICP Birgunj
<ul style="list-style-type: none">• Passenger/immigration terminal• Warehouse (export and import)• Cargo terminal building• Customs terminal building (incl. space for Partner Government Agencies)• Public health unit• Parking area (1,200 trucks)• Rummaging sheds• Fumigation shed• Weighbridges (3)• Cold storage area• Public utilities block• Trade gate (2)	<ul style="list-style-type: none">• Administration building• Warehouse (export and import, with refrigeration facility)• Immigration office• Cargo building• Dormitory building• Quarantine building• Inspection shed (export and import)• Confiscated goods shed (export and import)• Processing sheds (24)• Parking area• Weighbridges (1 each for export and import, with 80-ton capacity)• Public utilities• Trade gate (2)

Note. Sourced from LPAI, NITDB, and stakeholder interviews.

The strategic importance and potential of Raxaul in facilitating Indo-Nepal trade needs to be viewed at a macroeconomic level. The location of ICP Raxaul allows it direct access to National Highway-28A. The ICP is also located in close proximity to the Raxaul Junction which is already a well-established junction for rail connectivity between ports in western India to that in the East extending into Bangladesh and Myanmar. Following the revision in the India-Nepal Treaty of Trade and Transit which allowed the port of Vishakhapatnam (in addition to Kolkata port) to serve Nepal’s third country trade, MAERSK has started operating a dedicated rail line for the movement of containerized commodities from Vishakhapatnam to ICP Birgunj. As a result, Raxaul railway station has also emerged as specializing in container traffic. Considering the potential of inter-modal transportation, LPAI is also in the process of establishing Railway Siding at ICP Raxaul. Birgunj has also been developed as a rail linked dry port (Sirsiya Dry Port) with an inland clearance (container) depot to handle both containerised and break-bulk cargo.

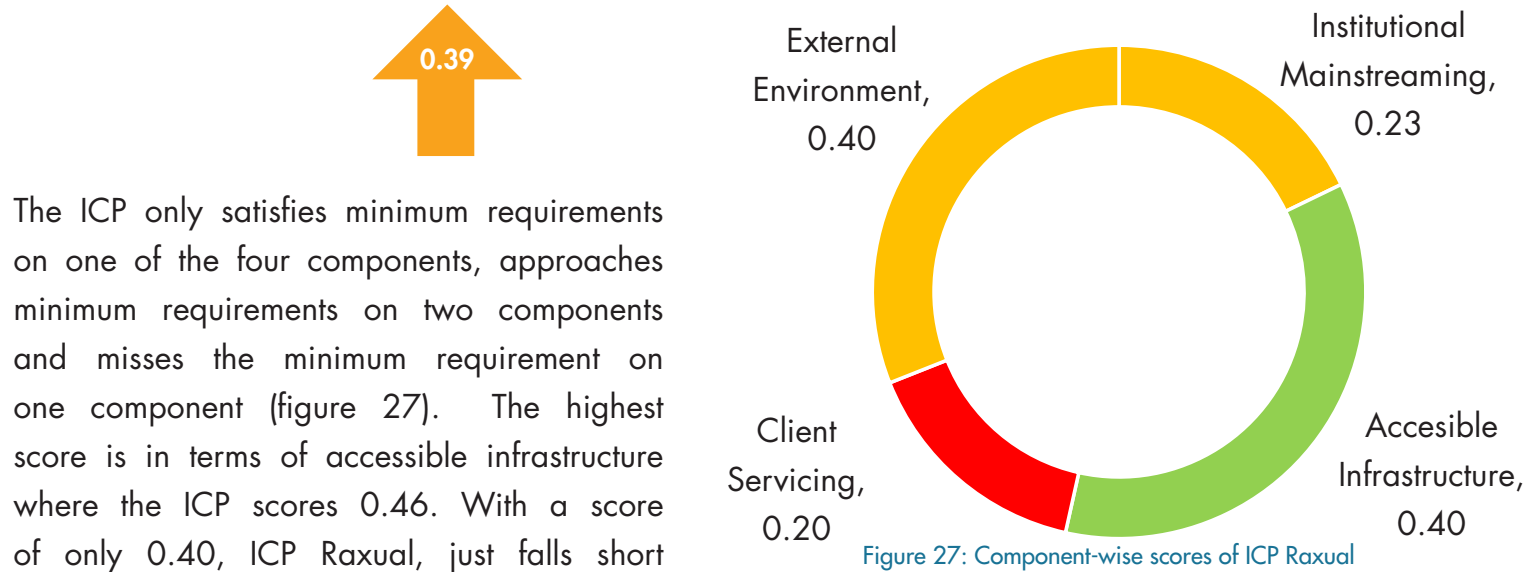
Given the strategic importance of ICP Raxual, it was felt important to include the land port in the gender audit exercise. A field visit was thus conducted at the port in April 2023 to assess the status of gender mainstreaming at the ICP. A summary of findings from the land port was consolidated into a checklist placed at annexure 3. Keeping in mind the differential status of the ICP, it was assessed on 20 indicators (see annexure 4 for selected indicators and scoring of the ICP). Indicators more relevant to the services provided by the ICP were selected for the assessment and excluded those dealing with advanced infrastructure and staff presence as part of passenger terminal facilities and all client satisfaction related ones. The results are presented herewith.

4.3.2 Gender Audit Rating

Overall Rating

An assessment of ICP Raxual reveals that it falls short of satisfying minimum requirements of gender mainstreaming. With a score of 0.39, it can be said to only be approaching minimum requirements.

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



of satisfying minimum requirements in the external environment component. ICP Raxual also, needs to be strengthened on institutional mainstreaming component wherein it is only approaching minimum requirement with a score of 0.23 bearing crossing the benchmark score (0.21). Most importantly, the ICP needs to focus on client servicing, wherein it is missing minimum requirements with a very low score of only 0.20. Each of the components have been discussed in detail next.

Institutional Mainstreaming

Institutional mainstreaming component includes an assessment of:

- Infrastructure facilities like toilets, creche, internal transport (golf cart), daily commute/transport and workplace accommodation in place at LPAI/ICP;
- Human Resource (HR) policy measures for flexitime, care leaves, medical support, social protection and maternity benefits in place at LPAI/ICP;
- Grievance redressal mechanisms, including an internal committee on sexual harassment at workplace, accessible to all female staff (officials and contractual workers);
- Affirmative measures for recruitment, retention and promotion of female staff at remote locations and its reflection in numbers; and
- Gender set-up (specialist/expert within LPAI/ gender focal point at ICP/Sex disaggregated data collection) and capacity building of ICP staff on gender mainstreaming.

Institutional mainstreaming component is important as it focuses on measures for creating a gender friendly work environment. This is critical towards ensuring a gender balance among ICP staff. Improved female presence at the land port will further benefit towards increasing its gender responsiveness especially for promoting women in trade related activities. ICP Raxual, however, falls very short of satisfying minimum requirements towards this with a low score of only 0.23 (barely approaching minimum requirements)

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



The ICP is missing minimum requirements in terms of gender friendly work environment (figure 28), with very limited facilities for staff – there was only dedicated one female toilet for staff⁶ and that too was not clean. The ICP does have in place, GOI's equal opportunity HR policy mandates with social security, health,

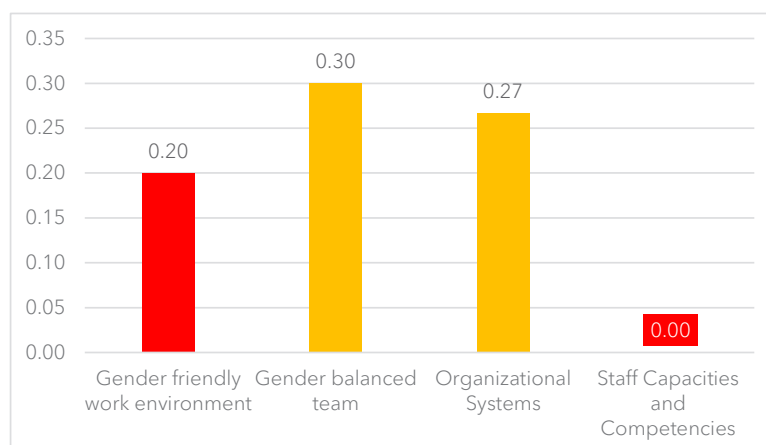


Figure 28: Performance of ICP Raxual in terms of Institutional Mainstreaming

⁶ There was one more toilet dedicated for the Deputy Commission (Customs), who currently happens to be a female officer. But that has not been counted here as it is officer specific.

maternity and other benefits for regular government staff. However, there are missing mandatory requirements like creche facility and ICC for sexual harassment at workplace.

It is not surprising thus that other than a female Deputy Commission (Customs), the only women employed at the ICP are the 02 female sub inspectors and 51 female constables from Sashastra Seema Bal (SSB), keeping the proportion of female staff at the ICP at 11.8%. It also needs to be mentioned here though that the female staff is not always present at the land port but they are present only during their shifts. The ICP needs to focus on increasing the number of female staff especially among the LPAI purview.

Another important action required is in terms of strengthening organizational systems. For land ports to be gender responsive it is important that the processes are driven internally. This requires appointment of gender champions (focal points) at the land ports. Currently there is no such gender set-up either at the ICP or even at LPAI. This further hinders any strategic gender action to be undertaken at the land port. The ICP should appoint a gender focal point, who can then be trained on gender mainstreaming annually and supported to develop gender action plans for strengthening the ICP. This would also facilitate other measures that the ICP needs to take like collecting sex-disaggregated data for passengers and gender statistics for trade and place them in public domain. Currently sex disaggregated data is available only for staff. The gender focal point can also initiate/support undertaking of gender studies and regular gender audit exercises at the land port. These steps are important as the ICP barely approaches minimum requirements on this performance area. Strengthening organizational systems is important as the ICP currently only scores 0.27 in the area falling much short of satisfying minimum requirement.

Most important is the need for LPAI and ICP Raxual to organise gender trainings for all staff. None of the land port staff has ever been trained in gender aspects let along focused trainings of gender mainstreaming at land ports. It is important that atleast the ICP Manager and the gender focal point are trained immediately. They could then be more pro-active to promote gender training for all staff. In the long run the ICP should aim for atleast 80% of more of their staff to be trained on gender. This is important not only to improve the overall understanding of what the ICP can do to promote gender responsiveness but also in order to improve the convergence and current working of the ICP. Currently the ICP has taken no action on these aspects an scores an alarming zero (0) on staff capacities and competencies. A reflection of the same was also observed during the audit process, wherein no support whatsoever was provided in visiting the cargo terminal and there were strong objections to the team even visiting certain areas.

Accessible Infrastructure

Accessible infrastructure component includes an assessment of:

- Facilities like water, toilets, eateries, signages and display boards, lights, communication, internet, CCTVs, shuttle, scanner, waiting room, bank and exchange counters, health services, etc being maintained and functional at the land ports;
- Ramps, wheel chairs, passenger assistance and separate toilets for persons with disability (PwDs) being available at passenger terminal;
- Additional facilities like clean separate toilets for women, separate female waiting rooms, sanitary pads vending and disposal, baby changing table, baby feeding/childcare rooms available in passenger terminal; and

- Women's safety and security measures including adequate presence of female staff in all public areas and anti-human trafficking mechanisms being in place.

This component is the most important as it is not only something within the direct purview of LPAI and the ICPs but also demonstrate a critical level of gender responsive budgeting in the infrastructure sector. Improved infrastructure facilities at the land port, with specific focus on accessibility for PwDs and safety and security of women and children are most vital for ensuring gender responsiveness. ICP Raxual, satisfy minimum requirements of gender responsiveness in this regard with a score of 0.46.

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



It needs to be mentioned here that the ICP was not assessed on more advanced indicators related to passenger terminal facilities due to the limited infrastructure at the passenger terminal given the open border status. The ICP thus scores well on passenger terminal facilities, with a score of 0.80.

What the land port needs to improve on, is measures for ensuring accessibility for elderly and PwDs and women and child friendly needs. On both the parameters, ICP Raxual has scored below minimum satisfactory requirements. It may be argued that given the limited nature of the ICP, these infrastructures are not required. This does not hold value though. The ICP is an important check point at the border and all for people crossing the border it holds a value of safety and thereby stoppage facility. Thus, women and child friendly facilities like separate and clean female toilets, with menstrual hygiene management and baby changing facilities are absolutely essential. The ICP should also consider having rest rooms and child care rooms as it is an important transit get-away. In terms of accessibility-features like ramps, wheel chairs and separate toilets for PwDs, are features required of any new construction in India as per The Rights of Persons with Disabilities (RPwD) Act, 2016. These are to be also put in place for the lower number of third country passengers crossing the border but also to ensure that PwDs can participate in the ICP workforce. Also, these facilities should not be limited to the passenger terminal but facilities like separate toilets should also be provided as the border crossing.

Furthermore, even when infrastructure requirements at the passenger terminal may be limited, security concerns are not, given the large number of women crossing the border daily. Unfortunately, the ICP also falls short of satisfying minimum requirements for safety and security of children. Measures like increased female staff presence at the ICP, and a CCTV monitoring system are very important. Most importantly, given the high levels of human trafficking, especially of girl children, happening from Nepal to India, the ICP needs to put in place anti-human trafficking measures. The ICP could potentially act as a hub for prevention of human trafficking in coordination with SSB for a perimeter of 10 kms on either side by training of ICP and SSB staff on human trafficking especially for identification of girl child victims and working towards creating awareness on zero tolerance for human trafficking.

ICP Raxual does have adequate infrastructure at the cargo terminal and satisfies minimum requirements therein with a score of 0.60 (figure 29). There is adequate lighting, mobile connectivity and CCTVs. However, facilities like separate female toilets, separate parking for female drivers and an Information/Help Desk, need to be added at the cargo terminal.

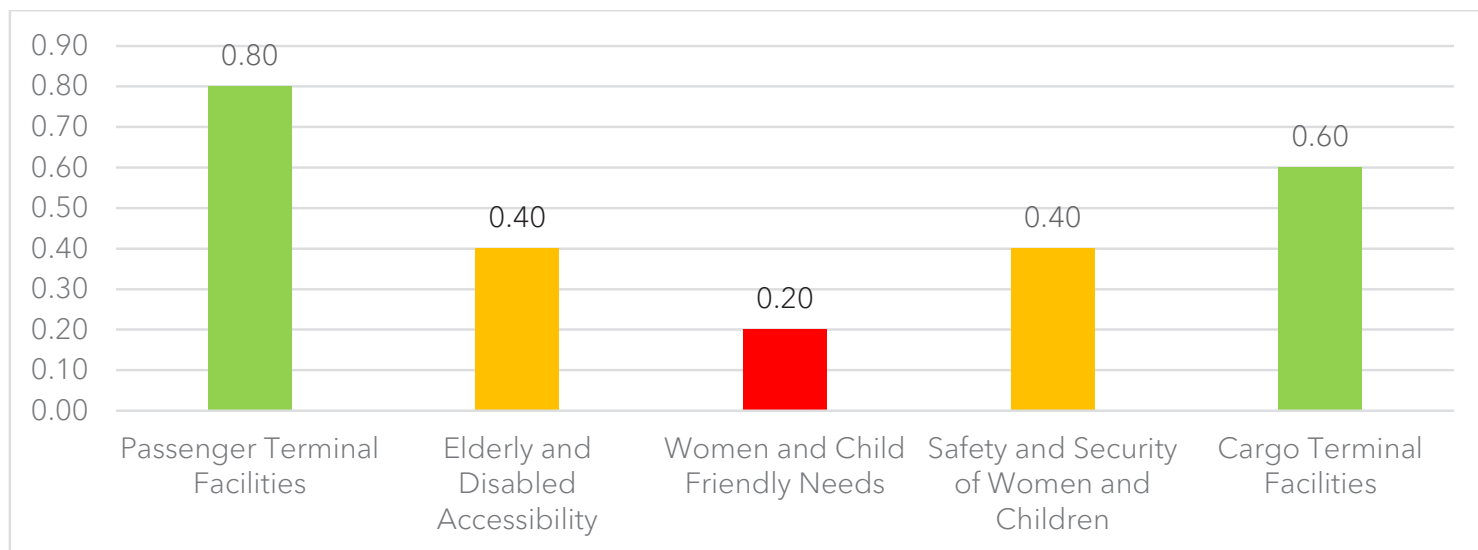


Figure 29: Performance of ICP Raxual in terms of Accessible Infrastructure

Client servicing

While infrastructure is critical, systems and processes of dealing with clients (passengers and traders) are also important. Client Servicing component thus includes an assessment of:

- Affirmative measures (separate queues, baggage scanning, frisking room, female frisking staff) for female passengers and vulnerable groups in place at immigration;
- Fully functional Information/Help Desk in place at passenger terminal, with dedicated human resources;
- Affirmative actions to promote women's participation in cross border trade including informal cross border trade (eg border haats);
- Steps for encouraging women's participation in ICP activities and trade facilitation; and
- The impact of these on participation of women and their satisfaction levels with the ICP services.

This component is more designed in terms of affirmative action that the ICP can take to improve the experience and satisfaction of the women passengers using the ICP but more importantly, what the ICP can do to encourage women to participate in trade facilitation and trade activities. ICP Raxual is well placed to do so, given that there are already many women involved as informal traders crossing the ICP every day. Putting facilities in place (like a more open version of border haats) could be very useful in promotion women's participation in cross border trade between India and Nepal.

Unfortunately, ICP Raxual has not been able to capitalize on these and misses minimum requirements on this parameter with a low score of 0.20. This is in spite of the fact that the ICP was not assessed at all on client satisfaction parameters, given that the utilization of the passenger terminal by women was very limited. However, in the long run, clients should be considered to include women traders, including informal traders, and the land port needs to be assessed on whether they find

the services satisfactory. Nevertheless, ICP Raxual strongly needs to work towards creating of an action plan towards improving its performance on the indicators related to client servicing component.

0 to 0.20	0.21 to 0.40	0.41 to 0.60	0.61 to 0.80	0.81 to 1.00
Missing Minimum Requirements	Approaching Minimum Requirements	Satisfies Minimum Requirements	Considerably Gender Responsive	Significantly Gender Responsive



ICP Raxual ranks just below the benchmark score of 0.41 for satisfying minimum requirements on immigration services under the component (figure 30). It has the regular immigration services like enclosed frisking space for females and female frisking staff. However, there needs to be some additional facilities in place like preferential treatment for pregnant women, people with infants, PwDs, elderly and patients (wheel chair passengers). These services are important even if the land port is catering to a limited number of third country nationals.

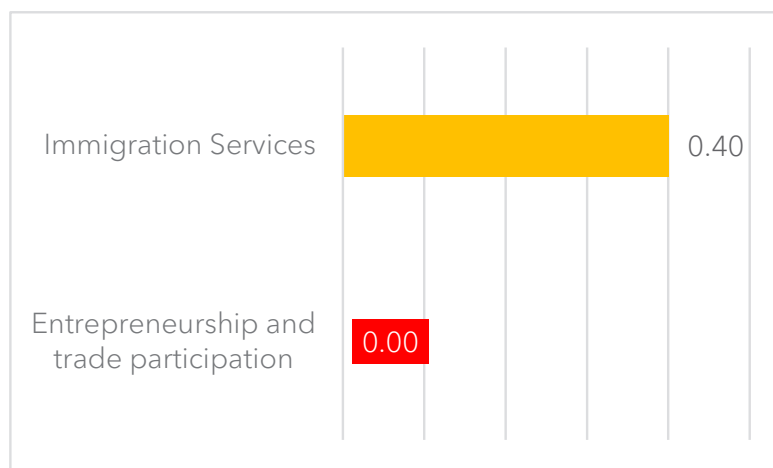


Figure 30: Performance of ICP Raxual in terms of Client Servicing

Most important for ICP Raxual, however, is to undertake action on promotion of women's entrepreneurship and trade participation on which it currently has a nil score (figure 30). Women's entrepreneurship and trade participation are recognised mandates of the Governments of India and Nepal. It is important for the LPAI in coordination with the ICPs at Raxual and Birganj to take pro-active action for convergence with other local agencies for promotion of the same. There are a number of actions (see conclusion section) that the ICP can take towards strengthening its performance on this parameter. Specifically, the ICP should consider pro-active actions on promotion of women in trade through Workshops with Livelihood/Skill Missions officials on potential of exports through Land Ports (ICPs); organising Exposure visits and Workshops at ICP for women SHG members/ entrepreneurs on potential of exports through Land Ports (ICPs), and conducting Training of women entrepreneurs/ SHG members on export procedures at ICP, including promoting formal markets for informal women traders.

External Environment

The External Environment component includes an assessment of:

- Stakeholder engagement processes i.e consultations with women exporters, women's groups and workers associations, etc; and
- Local development context including rail/road connectivity and availability of adequate public transport, education, housing, health, hospitality (hotel) facilities at the nearest town of the ICP.

While the LPAI cannot play a major role in terms of the external environment, it does impact the gender friendliness of an ICP and hence that has to be considered. Raxual is an interior town in the state of Bihar and it is not surprising thus that the ICP only approaches minimum requirements with a score of 0.40

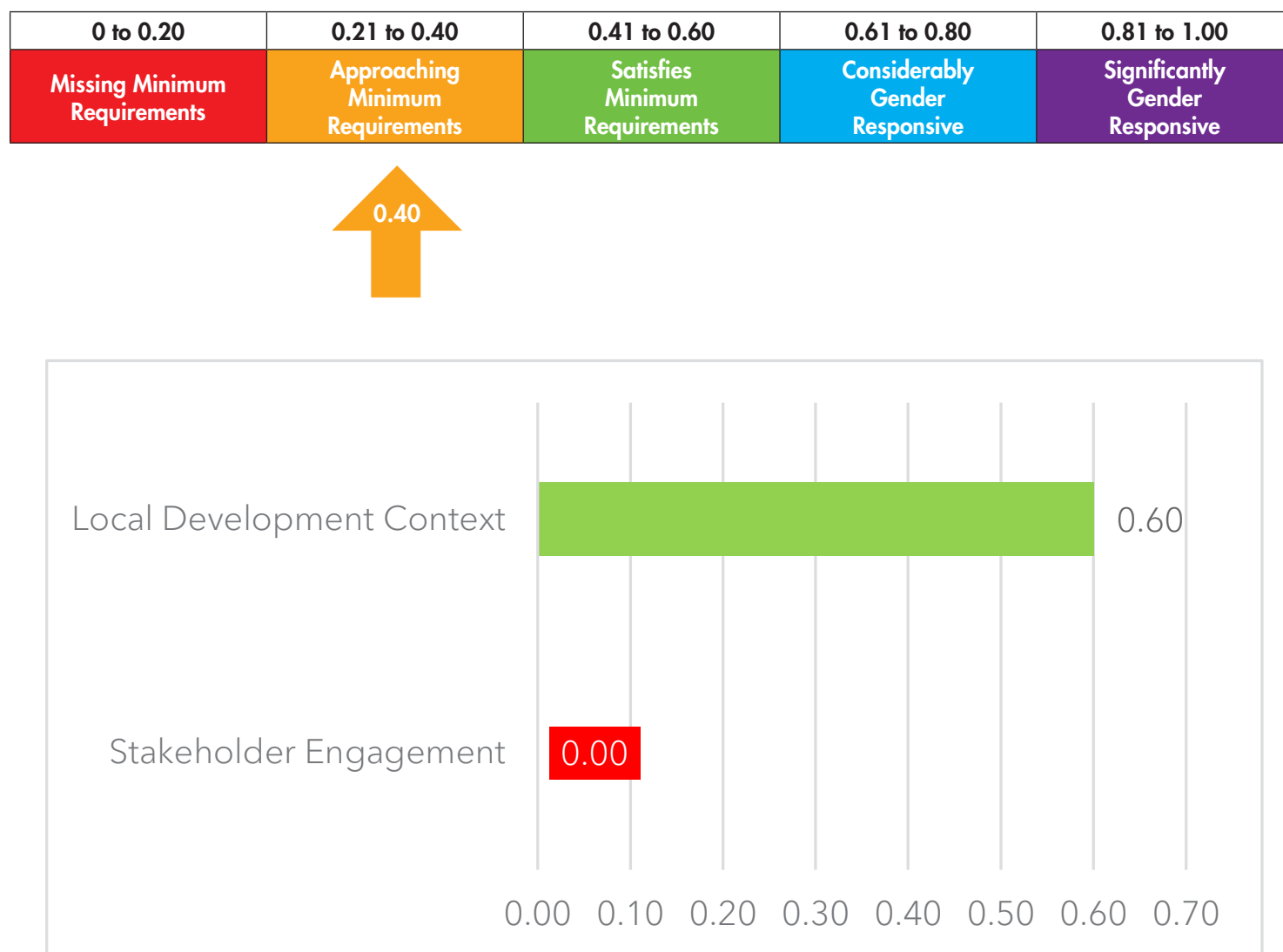


Figure 31: Performance of ICP Raxual in terms of External Environment

ICP Raxual scores a well at 0.60 (figure 31) on the local development context, satisfying minimum requirements, with availability of good education, housing, medical, and hospitality facilities, as well as having direct connectivity by rail and road travel. However, the land port has yet to exploit these benefits by engaging pro-actively with its stakeholders- women exporters, women's groups and workers associations, etc, thereby having a nil score (figure 31) on that count. ICP Raxual, in fact has a high potential to work closely with these women groups on both side of the border. The LPAI should explore the potential of working on the same for promoting women's participation in cross border trade. Given that Nepal is currently in the process of transitioning from the Least Developed Country (LDC) status, there are many consultations and strategies being undertaken on export and trade reforms in the country. UN Women, Nepal Country Office, with other women's groups is also working towards making these gender responsive. This could thus emerge as a potential opportunity for LPAI to engage with women entrepreneurs and exporters on both side of the border. It is thus recommended that the ICP form a Women's Trade and Trade Facilitation Advisory Committee and facilitate meetings of this committee atleast once every six months to review the gender responsiveness of the trade services and possibility of promoting more women in trade.

4.3.3 Conclusion

ICP Raxual has immense potential to integrate gender responsive design features that will have long standing impact on promoting women's participation especially in cross border trade. However, it has not been able to deliver the potential and has only been approaching the minimum requirements for gender-responsiveness. The ICP needs to take significant measures towards developing accessible and safe infrastructure, institutional strengthening, promotion of women's entrepreneurship and trade participation and stakeholder engagement.

The key recommendations for strengthening gender responsiveness of ICP Raxual would include:

- Appointing a gender focal point and ensure that both the ICP Manager and gender focal point are trained on gender mainstreaming issues.
- Facilitating on-site training programmes on gender for all staff.
- Developing a gender action plan (GAP) for the ICP with targets for data collection, gender studies, gender training, etc. Discuss the concerns on gender and progress on the GAP in staff meetings.
- Putting in place more gender friendly infrastructure facilities such as- (a) Separate and clean female toilets for staff, at passenger terminal (including at the border check point), and cargo terminal; (b) Menstrual hygiene facilities and baby changing tables to be included in toilets; (c) Construct a separate child care area; and (d) Separate parking space for female drivers at the cargo terminal.
- Promoting additional facilities like- ramps, wheel chairs, separate toilets for PwDs (including at border check post), separate baggage scanners and queues for females, PwDs and elderly, and preferential treatment (for example first right of entry like in airports) for pregnant women, people with infants, PwDs, elderly and patients (wheel chair passengers).
- Formation of a Women's Trade and Trade Facilitation Advisory Committee with clear terms of reference (ToR) and mandate to meet at least once every six months.
- Convergence with the state women's entrepreneurship and trade promotion measures in India and Nepal for enabling gender responsive trade facilitation. Undertaking pro-active actions on promotion of women in trade through Workshops with Livelihood/Skill Missions officials on potential of exports through ICPs; organising exposure visits and workshops at ICP for women SHG members/ entrepreneurs on potential of exports through land ports, and conducting training of women entrepreneurs/ SHG members on export procedures at ICP.
- Promoting formal markets with adequate infrastructure for mainstreaming informal women traders only lines of the border haats at Bangladesh border. This would specifically need to include water and sanitation facilities, market space and money exchange counters.
- Putting in place anti-human trafficking measures including increased CCTV monitoring around the border, training of ICP and SSB staff on human trafficking especially for identification of girl child victims, and working towards creating awareness on zero tolerance for human trafficking. The ICP should be promoted as a hub for prevention of human trafficking in coordination with SSB for a perimeter of 10 kms on either side by LPAI.

5. Overall Conclusion and Recommendations

Land ports are central to India's connectivity and trade plans in the BBIN region. They not only consist of border infrastructure for facilitation of trade and people, but also act as important centres to advance other multi-modal intra- and inter-regional connectivity initiatives. It is, however, important that the ICP and related trade facilitation measures should contribute to socio-economic development of both men and women.

It is thus commendable that the LPAI has made a broader commitment towards making all land ports gender responsive in the coming three years. The development of the gender audit toolkit has been the first step towards this which will help set the benchmark on the existing gender responsiveness of the ICPs. This gender assessment and audit study, has further highlighted the achievements and potential gaps areas within select ICPs for improving their gender responsiveness.

As can be seen from the study, two (Agartala and Petrapole) of the ICPs running in full capacity with all required terminal facilities put in place, satisfy the minimum requirement for gender responsiveness with scores of 0.55 and 0.59 respectively. In fact, both these ICPs have the potential to become considerable gender responsive with a few additional measures and in certain aspects be documented as best practices to be replicated across other ICPs. Raxual, however, falls short and only approaches minimum requirements of gender responsiveness with a score of only 0.39.

It is thus important, that the LPAI takes a more focused approach to reiterate its commitment to 'gender responsiveness'. Towards this, the LPAI needs to develop a gender strategy that will guide its workplace practices and land port operations. The strategy should also be 'costed' to ensure adequate resource allocation for its implementation. This document should be approved by the executive board and made public. Based on the gender assessment and audit exercise, it is being recommended that the gender strategy takes into consideration the following aspects.

5.1 Institutional Mainstreaming

The study clearly finds that institutional mainstreaming is one of the low performing areas for all the three land ports. For ICPs to be gender responsive it is important that the processes are driven internally and as part of the system. Institutional mainstreaming is critical not only for ensuring a gender balance among ICP staff but also towards increasing their gender responsiveness especially for promoting women in trade related activities. This component is also highly within the purview of LPAI and actually needs to be more centrally driven initially, after which the ICPs can takeover. The following actions need to be undertaken as part of strengthening institutional mechanisms.

Making the land ports more gender friendly workplaces. Most land ports have basic facilities like offices, water and sanitation facilities and GoI approved HR provisions for its staff. However, there are some missing mandatory requirements like creche facility. Furthermore, the land ports employ women mostly as contractual staff and they are deprived of social security, health and maternity benefits. The ICPs thus need to urgently:

- Set up creche facility at the ICP for all staff and workers irrespective of their contractual status.

- Conduct annual health and social security registration camps. All eligible contractual employees should be registered as beneficiaries for relevant government schemes such as PMJAY, PMSYM and PMMVY.

Develop and strictly implement a zero discrimination, violence, and sexual harassment free workplace. The LPAI and ICPs need to immediately form the Internal Complaints Committee (ICC) on Sexual Harassment at Workplace as per the legal mandate. It will also be important to ensure that the ICC members are trained and meet regularly on the issue. The LPAI should also undertake measures for awareness generation among all staff on their rights and duties under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The details of ICC and the complaints process should also be publicly displayed for access to passengers and other women stakeholders.

Strengthen Organizational Systems. The LPAI needs to recruit a gender specialist to provide pro-active support, guidance and supervision to the ICPs on gender issues. At the ICP level, gender focal points (as a nodal officer) should be appointed. Both the ICP Manager and gender focal point need to be trained on gender mainstreaming issues on priority. ICPs should also be encouraged to develop a gender action plan (GAP) with targets for data collection, gender studies, gender training, etc. Concerns on gender and progress on the GAP should be discussed regularly in staff meetings. The gender expert at LPAI should support and periodically monitor the implementation of gender actions at the ICP and report to the executive board.

All data collection and management information system (MIS) should include sex disaggregated data, wherever applicable. The data also needs to be collated at the ICP level and placed in public domain (LPAI website). This should be ensured for passenger services, trade/cargo services and employment related data. Where sex disaggregated data collection is not possible, LPAI/ICP needs to periodically commission gender studies/research to analyse the status of gender mainstreaming.

Conduct regular gender trainings at ICP. LPAI needs to focus on regular training of land port staff with the aim of gradually covering at least 80% of the ICP staff. Along with this, other stakeholders including logistical agencies, contractors and other partners, also need to be sensitized and trained on gender concerns especially related to female participation in workforce and trade activities. Regular meetings and workshops, of all staff and stakeholders, within ICPs need to be conducted to identify barriers and take action to increase the gender responsiveness of the land ports.

5.2 Accessible Infrastructure

All land ports have performed well on the accessible infrastructure component with a score of 0.69 for ICP Agartala (considerable gender responsive), while ICP Petrapole and ICP Raxual satisfies minimum requirements with a score of 0.60 and 0.46 respectively. Basic facilities like water, toilets, eateries, signages and display boards required at passenger terminal were well maintained and functional at all three land ports. However, ICPs need to work to improve access to connectivity services including public phones with international calling facility, mobile and internet connectivity, mobile charging facility, to be made available at passenger terminal.

ICPs need to incorporate women and child friendly facilities like clean separate toilets for women with maintained infrastructure, running water, safety latches and doors, wash basin and dustbins;

availability of sanitary pads vending machines and disposal facilities in all female washrooms; baby changing facilities available in all male and female washrooms; and provision of baby feeding/childcare rooms at accessible point within the passenger terminal. LPAI and ICP also needs to ensure that all the basic facilities (water, toilets, lights, communication, CCTVs, and information/help desk) required at cargo terminal are maintained and functional. ICPs also need to construct separate female toilet and separate parking space for female drivers at the cargo terminal.

ICPs should put in place affirmative measures like ensuring separate queues and baggage scanning facilities for women passengers, closed frisking space/room and female frisking staff for female passengers. Preferential treatment will be given to pregnant women and those with children, persons with disabilities, elderly and patients. All ICPs need to have a fully functional Information/Help Desk, with dedicated human resources, in place at passenger and cargo terminals. LPAI should also explore the possibility of strengthening the information/help desk at the passenger terminal with client feedback/grievance capturing facilities as also at the cargo terminal and border haats, for supporting women traders.

LPAI and ICP needs to promote a zero tolerance and no violence policy. Infrastructure like adequate lighting and CCTVs are available within and near the passenger terminal to improve feeling of safety. However, the ICPs need to focus on a strong CCTV monitoring system which will generate greater confidence among women. ICPs also need to work towards ensuring adequate presence of women in all public areas especially through increased proportion of women among security staff. Shuttle services for women passengers and staff to reach nearest town safely especially in late evenings should be made available.

LPAI should also promote a pilot with select ICPs using a more pro-active approach towards creating awareness on zero tolerance for human trafficking by broader display of such messages at the ICP campus. The ICP could also create a help desk on anti-human trafficking after training of ICP and security staff on human trafficking especially for identification of girl child victims.

5.3 Client Satisfaction

Client satisfaction component is another area which needs improvement. LPAI and ICPs need to regularly monitor the proportion of female passengers and traders towards reducing any gender disparity occurring due to institutional barriers. Furthermore, LPAI should regularly conduct client satisfaction surveys with women to map their satisfaction with the adequacy and quality of services provided at the ICPs.

Affirmative action needs to be undertaken to formalise and support women's participation in cross-border trade. This can be achieved through additional support for initiatives like border haats and extending the same on the Nepal border in the form of Formal Markets. It is equally important though to ensure provision of water and toilet facilities at the haat/market site, representation of women in Border Haat Management Committees, Quota for women in Border Haats and conducting of Women-only Border Haats. Measures need to be put in place encourage local women/women SHGs to set up shops/eateries in and around the ICP campus.

Consider pro-active actions on promotion of women in trade through Workshops with Livelihood/Skill Missions officials on potential of exports through Land Ports (ICPs); organising exposure visits

and workshops at ICP for women SHG members/ entrepreneurs on potential of exports through Land Ports (ICPs), and conducting training of women entrepreneurs/ SHG members on export procedures at ICP (including on possibility of border haats for informal women traders). LPAI and ICPs can enable this in convergence with other government agencies like National/State Livelihoods Missions, to promote women's participation in trade, customs and logistics services.

5.4 External Environment

While the LPAI cannot play a major role in terms of the external environment, it does impact the gender friendliness of an ICP. In terms of local development context though, the ICPs have generally performed well in terms of gender responsiveness. What is important is to **focus on stakeholder engagement** in which all three ICPs have nil scores. Towards this, the LPAI can engage with concerned national ministries for convergence on policy reforms to promote women's participation in exports and foreign trade policies. Systems need to be put in place to provide women with adequate voice, agency, and decision-making space to women exporters. This could include formation of a Women's Trade and Trade Facilitation Advisory Committee with clear terms of reference (ToR) and mandate to meet atleast once every six months. The LPAI should also explore active dialogue for convergence with women's entrepreneurship measures especially the National Rural Livelihood Mission (NRLM), and the Deendayal Antyodaya Yojana- National Urban Livelihoods Mission (DAY-NULM).

In conclusion, one may say that even with limited conscious effort, the ICPs have been able to achieve satisfy minimum requirements for gender responsiveness of infrastructure facilities. If a conscious effort is made through institutional mainstreaming of gender within LPAI and ICP workplace and operations, then we will be able to see more affirmative actions towards gender inclusivity. This would make all ICPs gender responsive in general. However, the ICPs can play a real significant role towards transformative gender action by targeting human trafficking especially of girl children and taking pro-active measures for promotion of women in cross border trade.

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Annexure 1: ICP Profile and Spatial Mapping/Observation checklist

Sr.	Parameter	Response from ICP Manager/Staff	Observation
1.	Name of the ICP		
2.	Functional Since (Year)		
3.	Nearest city/town from the ICP		
4.	Distance of the ICP from the same		
5.	Approaching the ICP <i>Probe Questions:</i> <ul style="list-style-type: none"> • How do people reach the ICP from the nearest city • How do they reach from nearest town/village • What is the fastest transport • How much time does it take by different modes • Which mode of transport is safer for women and why • Does the road feel safe • Is the area properly lit • Are there restaurants/public toilets on the way • How much does it cost to reach the ICP • Which is the cheapest mode 		
6.	Operational Timings of the ICP <i>Probe Questions:</i> <ul style="list-style-type: none"> • What is the ICP timing • What time does it start • When does it close • Is it functional at night 		
7.	Details of various Fees/ Charges levied at the ICP		
Amenities available at the ICP			
8.	Bus Shuttle Service <i>Probe Questions:</i> <ul style="list-style-type: none"> • From where to where does it run • What is the frequency • How can one use the same • What is the cost 		
9.	Toilets <i>Probe Questions:</i> <ul style="list-style-type: none"> • How many toilet blocks were there • Did all the toilets have water • Was it clean • Is there a place for handbags in the washrooms • Where do women keep their luggage while using wash room • Were dustbins and wash basins available 		

10.	Baby Changing facilities in Washrooms		
11.	Sanitary pad dispensers		
12.	Sanitary pad disposal facilities		
13.	Rest Rooms		
14.	Child Care Rooms		
15.	Communication <i>Probe Questions:</i> <ul style="list-style-type: none"> • Was the mobile phone and internet working 		
16.	Scanners <i>Probe Questions:</i> <ul style="list-style-type: none"> • Is there mechanized body scanning and luggage checking or are they still doing manual frisking 		
17.	Water <i>Probe Questions:</i> <ul style="list-style-type: none"> • Is the water facility good and free or one needs to buy bottled water • How many water facilities were there • Did you see anyone using a water facility or filling his or her water bottle 		
18.	Food <i>Probe Questions:</i> <ul style="list-style-type: none"> • Is there any mess or canteen facilities • Are there any restaurants/ eatery near the ICP • Did you find women eating there • Would it feel safe and comfortable for a single woman to eat there 		
19.	Bank and Exchange Counters <i>Probe Questions:</i> <ul style="list-style-type: none"> • Is there any such facility • Where is it located • Did you see any women using the facility 		
20.	CCTVs <i>Probe Questions:</i> <ul style="list-style-type: none"> • Was it there at all places • Did they seem in working condition 		
21.	Lighting <i>Probe Questions:</i> <ul style="list-style-type: none"> • How were the lights in general at night when it got dark • Was there any solar lighting 		

22.	<p>Help desk/Information desk</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • Is there a help/information desk • Did you find people using the same • Did you find women using the same 		
23.	<p>Display boards</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • Is there signage was everywhere for navigation • Which language was used on signboards 		
24.	<p>Ramps and Wheel Chairs</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • Are there wheelchairs available • Are there ramps for wheelchairs • Is assistance provided for wheelchairs at all places • Did you see someone in a wheelchair 		
25.	<p>Health Facilities</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • What is the facility for health • Is there a doctor available on duty • Is there a Nurse or Asha worker available 		
26.	<p>Presence of Security Staff across public areas</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • Were there enough security staff present • How many female staff were there 		
27.	<p>Presence of Women in public areas</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • Were women present on campus. How many women were seen approximately • Did you feel scared at any place • Women do not trade but if they did then would it feel unsafe 		
ICP Processes			
28.	<p>Immigration Process</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • How much time does it take in the immigration process • Explain the immigration process • What are the key challenges that people face • Anything specific that women face • What types of documents are required • Is there an Immigration Queue • What type of Frisking/ Checking is done • Are there women BSF for frisking/ baggage checking • Is there separate queue for women- for frisking, baggage checking or document submission 		

29.	<p>Customs Process (Export)</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • How much time does it take in the custom process • Map the process for customs • What are the key challenges that people face • Anything specific that women face • How is the loading and unloading work done • How many laborers were there • Do they have any women 		
30.	<p>Documents Required for Customs</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • What type of documents are required • What are the challenges in getting those documents 		
31.	<p>Customs House Agent</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • What work do they do • How many agents are there • Are there women involved • Any challenges to involving women 		
32.	<p>Transport (truckers) and Logistics Management (labor, freight forwarders) Facilities</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • What work do they do • How many people are involved • Are there women involved • Any challenges to involving women 		
33.	Testing and Quarantine Facilities		
34.	<p>Border Haats Process</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • What is the process • What facilities are provided • How the venders and vendees selected • How many people are involved • Are there women involved • Any challenges to involving women 		
35.	<p>Stakeholder Consultation Processes by ICP Manager</p> <p><i>Probe Questions:</i></p> <ul style="list-style-type: none"> • Is there a meeting conference • What are they used for • Does the ICP managers conduct stakeholder consultations • Are women involved 		

36.	ICP Management Facilities (Stalls, Housekeeping, etc) <i>Probe Questions:</i> <ul style="list-style-type: none"> • What type of facilities are there • What type of staff are included • Are there women • Who was using the same • Are women using the facilities 		
37.	Publicity/ Communication Activities (Training, workshops, conferences, etc) <i>Probe Questions:</i> <ul style="list-style-type: none"> • What type of events are conducted • How many were conducted in last month • Who participates • Are there women 		
38.	Encouraging Women Staff <i>Probe Questions:</i> <ul style="list-style-type: none"> • Was there any request from the female staff • Anything that they need or want to change • Do they face problems while traveling • Is there a sexual harassment complaints committee 		
Usage Information			
39.	Sex Segregated data on passenger movement for 2019-20, 2020-21, 2021-22		
40.	Sex Segregated Monthly data on passenger movement for 2021-22, if possible.		
41.	Monthly data on Trucker movement for 2021-22 (sex disaggregated if applicable)		
42.	Commodity-wise cargo movement (amount) data for any one month in 2021-22		
43.	User-wise information for any two days in 2021-22, if possible, with name and sex of business/company		
44.	Sex Segregated information on Formal ICP (administrative) staff including partner staff		
45.	Sex Segregated information on Contractual staff including skilled, semi-skilled and unskilled laborers (if possible, with breakup of activity involvement)		
46.	Sex Segregated user data for information centres, rest rooms, shuttle bus service, etc		
47.	Sex disaggregated data on membership in custom clearance facilitation committees, trade facilitation centres, logistic associations, trader associations, labour unions		
48.	Sex disaggregated data on Border haat beneficiaries (vendees, vendors and labours, Haat Management Committee membership		
49.	Any other specific initiatives for women, pregnant women, children, differently-abled, LGBTIQ+ communities if undertaken		

Annexure 2: User Survey/Interview Schedule

PART A: USER PROFILE

1.	User Code	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>						
2.	Category	<ul style="list-style-type: none"> • General • Elderly • Pregnant woman • Woman with young Child • (Dis)abled Woman 						
3.	Nationality	<ul style="list-style-type: none"> • India • Pakistan • Bangladesh • Nepal • Any Other _____(specify) 						
4.	Regular Occupation	<ul style="list-style-type: none"> • Student • Salaried Job • Wage Work/Labour • Home-Based Worker • Small Business • Large Business • Farmer • Fishing • Home-maker • Any Other _____(specify) 						
5.	Purpose of Presence at ICP (Reasons for travel)	<p>Passenger</p> <ul style="list-style-type: none"> • Tourist • Visiting Family • Travel for Medical Treatment • Travel for Education <p>Trader</p> <ul style="list-style-type: none"> • Informal Trade • Border Haat vendor • Border Haat vendee • Exporter • Importer <p>Staff/Labour</p> <ul style="list-style-type: none"> • Security Staff • Administrative Staff • Bank Staff • Logistic Support Provider • House Keeping Staff • Labour • Any Other _____(specify) 						

6.	Frequency of Visiting ICP	<ul style="list-style-type: none"> • First Time Visitor • Daily • Weekly • Monthly • Annually • Any Other _____(specify) 																																				
7.	Where have you come from																																					
8.	Satisfaction Level with ICP	<ul style="list-style-type: none"> • Fully Satisfied • Adequately Satisfied • Not Satisfied • Highly Dissatisfied • Don't Know/ Can't Say 																																				
9.	How did you reach the ICP (Or ICP of border country)	<ul style="list-style-type: none"> • Shuttle bus • Public Bus • Train • Truck • Private Vehicle • Any Other _____(specify) 																																				
10.	Did you face any problems. If yes, what? (Multiple responses allowed)	<ul style="list-style-type: none"> • It takes a lot of time • Road is not good • There are not enough buses • It does not feel safe • Cost is too high • Any Other _____(specify) 																																				
11.	How do you rate the Amenities at the ICP																																					
	<table border="1"> <thead> <tr> <th>Amenities</th> <th>Fully Satisfied</th> <th>Adequately Satisfied</th> <th>Not Satisfied</th> <th>Highly Dissatisfied</th> <th>Don't Know/ Can't Say</th> </tr> </thead> <tbody> <tr> <td>Drinking Water Availability</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Toilets</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Food</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Display boards</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Information/ help desks</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Amenities	Fully Satisfied	Adequately Satisfied	Not Satisfied	Highly Dissatisfied	Don't Know/ Can't Say	Drinking Water Availability						Toilets						Food						Display boards						Information/ help desks						
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Food																																						
Display boards																																						
Information/ help desks																																						
12.	What can be done to make the ICP campus more convenient for women? (Multiple responses allowed)	<ul style="list-style-type: none"> • Increase number of toilets • Increase cleanliness of toilets • Increase Menstrual Hygiene facilities • More ramps and wheel chairs • More Display boards • Better Information Desk • More Child Care Facilities • Any Other _____(specify) 																																				

13.	How safe do you feel within the ICP campus	<ul style="list-style-type: none"> • Very Safe • Almost Safe • Somewhat Safe • It does not feel safe
14.	Have you ever faced eve teasing or uncomfortable feelings within the ICP campus	<ul style="list-style-type: none"> • Never • Yes, _____(specify)
15.	What can be done to make the ICP campus safer for women? (Multiple responses allowed)	<ul style="list-style-type: none"> • Increased Lighting • More CCTV Cameras • More Security Guards • More Female Security Guards • Increased Women Presence • Any Other _____(specify)
16.	What is the general attitude of the staff towards women at the ICP	<ul style="list-style-type: none"> • Very Supportive/Responsive • Same as that with men • Discriminatory against women • Treat women with disrespect • Harass women more than men

PART B 1: PASSENGERS

17.	Do you know/understand the immigration process at the ICP	<ul style="list-style-type: none"> • Yes • No
18.	How confident you are of clearing the immigration process	<ul style="list-style-type: none"> • Completely possible to manage it on my own • Can manage with some help from ICP staff • Need support from male relatives • Cannot do it alone. Need to be accompanied by others
19.	Did you arrange for the documents yourself or had support	<ul style="list-style-type: none"> • Yes, did it myself • No, had support _____(specify type of support)
20.	For your further travel within India, do you envisage any major hurdles	<ul style="list-style-type: none"> • Don't think will have any hurdles • Yes, _____(specify type of hurdles)
21.	Any suggestions for improvement of the ICP	

PART B 2: STAFF/LABOUR

17.	Do you find it easy to get work at the ICP	<ul style="list-style-type: none"> • Yes • No _____(specify challenges)
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18.	Do you face any challenges in working at the ICP? (Multiple responses allowed)	<ul style="list-style-type: none"> • It is difficult to commute to the ICP • It is difficult to find a safe and good place to stay nearby • Duty hours are not manageable • Night Shifts are difficult • There is no feeling of safety • It is difficult to work in male/female pairs • Workload is very strenuous • There are no social security benefits • Wages for women are lower than men • Any Other _____(specify) • No Challenges Faced
19.	Are you part of any association related to the ICP	<ul style="list-style-type: none"> • Labour Union • Labour Contractor • Any Other _____(specify) • Not part of any group
20.	Are there cases of sexual violence or gender-based discrimination heard of among staff or passengers at ICP	<ul style="list-style-type: none"> • No cases heard of • Yes, case of women labour being paid less than men • Yes, case of women labour not employed • Yes, case of women traders not allowed • Yes, case of eve teasing (Staff/Others) • Yes, case of sexual assault (Staff/Others) • Yes, case of rape (Staff/Others) • Yes, case of trafficking • Any other _____(specify)
21.	What can be done to improve women's participation in staff/labour at ICPs	

PART B 3: TRADERS

17.	Do you know/understand the following process at the ICP				
	Process	Fully Understand	Adequately Understand	Somewhat Understand	Don't Understand
	Documents required for custom clearance				
	Custom Clearance process				
	List of good exempts from custom duty				
	Quarantine facilities				
	Border Haat Participation System				

18.	How confident you are of clearing the customs process	<ul style="list-style-type: none"> • Completely possible to manage it on my own • Can manage with some help from ICP staff • Need support from Custom House Agents • Cannot do it alone. Take support of male relatives
19.	Did you arrange for the documents yourself or had support	<ul style="list-style-type: none"> • Yes, did it myself • No, had support _____ (specify type of support)
20.	Do you envisage any major hurdles in the clearance process	<ul style="list-style-type: none"> • Don't think will have any hurdles • Yes, _____ (specify type of hurdles)
21.	Are you part of any association related to the ICP	<ul style="list-style-type: none"> • Trader Association • Custom Facilitation Centre • Any Other _____ (specify) • Not part of any group
22.	What can be done to improve women's participation in trade at ICPs	

Annexure 3: Gender Audit Checklist

Sr. No.	Question	Agartala	Petrapole	Raxaul ⁷
1.	Are any of the following facilities for staff available at the ICP?			
	Separate toilets for female staff	Y	Y	Y
	Creche facility	N	N	N
	Internal transport (golf cart/TOTO)	Y	Y	N
	Daily office commute	N	N	N
	Workplace accommodation	N	N	N
2.	Are the Government of India norms for medical support (CGHS/ ESI), maternity and child leave for women employees, and NPS applicable to all officials?	Y	Y	Y
3.	Does the LPAI/ICP endorse flexitime?			
	For all Officials	-	-	-
	For Officials and Contractual Staff	-	-	-
4.	Do the employees report ease of permission to leave ICP campus by 5.00 pm?			
	For all Officials	Y	Y	Y
	For Officials and Contractual Staff	-	-	-
5.	Is there a system of annual care leave available?			
	For all Officials	-	-	-
	For Officials and Contractual Staff	-	-	-
6.	Do the employees report ease of availing casual leave for care-work responsibilities?			
	For all Officials	-	-	-
	For Officials and Contractual Staff	-	-	-
7.	Is the contractual staff provided with any of the following benefits?			
	Maternity benefits	N	N	N
	Medical support (health Camps, health insurance coverage)	Y	N	N
	Pension coverage	N	N	N

⁷ Infrastructure such as eateries, waiting room, at the passenger terminal which were not functional at the time of the survey have not been considered for the assessment.

8.	Is there an Internal Complaints Committee (ICC) on Sexual harassment at workplace created at ICP level?	N	N	N
9.	Are meetings of ICC held and documented?	N	N	N
10.	Is the information on ICC and complaints process publicly displayed?	N	N	N
11.	All female staff (officials and contractual workers) are well aware of ICC (can share name of one member or complaints process)?	N	N	N
12.	Are there any other additional grievance mechanisms (like worker association meetings) for reporting other concerns in place at ICP?	N	N	N
13.	What is the percentage of female staff (officials and contractual workers) across all levels in the ICP?	12.6	11.5	11.18
14.	Are any of the following measures to recruit, retain and promote female staff are in place?			
	Gender pay parity	Y	Y	Y
	Recruitment quota	N	N	N
	Location preference	N	N	N
	First say in training participation	N	N	N
	Support for participation in trainings like accompanying child and nanny travel expense, safe stay and travel arrangements	N	N	N
15.	Is there a Gender Specialist at LPAI?	N	N	N
16.	Has the Gender Specialist visited the ICP in the last one year?	N	N	N
17.	Is there a Gender Focal Point appointed at the ICP?	N	N	N
18.	Has the Gender Focal Point participated in atleast one gender training in the previous year?	N	N	N
19.	Has a report on gender action of the ICP been placed before the executive board in the previous year?	N	N	N
20.	Does the ICP collect sex disaggregated data on any one of the following?			
	Official staff	Y	Y	Y
	Contractual Workers	Y	Y	N
	Passengers	N	N	N
	Exporters	N	N	N
	Logistical Agencies	N	N	N
21.	Is the data placed in public domain (LPAI website)	N	N	N
22.	Did the LPAI commissioned any gender related study in the previous year?	Y	Y	Y
	Was the data related to the ICP included in the study?	Y	Y	Y

	Was there a field visit undertaken to the ICP in the context of the study?	Y	Y	Y
	Has the ICP commissioned any gender related study in the previous year?	N	N	N
	Has the ICP implemented any recommendations emerging from gender study conducted in previous years?	N	N	N
23.	Has the ICP Manager participated in atleast one gender training in the previous two years?	N	N	N
24.	What is the percentage of staff who have participated in atleast one gender training in the previous two years?	N	N	N
25.	How many staff can share examples of application of learnings from the gender trainings	N	N	N
26.	Is gender discussed in staff meetings?	N	N	N
27.	Does the staff meeting minutes reflect gender discussions and action points?	N	N	N
28.	Was there a dedicated staff meeting organised in previous year to discuss gender concerns?	N	N	N
29.	Was there any gender training organised in previous year for logistical agencies, contractors, etc	N	N	N
30.	Are any of the following basic facilities available at ICP?			
	Drinking water purifier	Y	Y	Y
	Water cooler	Y	Y	Y
	Separate female toilets	Y	Y	Y
	Eateries within the campus	Y	Y	Y
	Signages and display boards in multiple languages	Y	Y	Y
31.	Are any of the following communication measures available?			
	Public phone booths	N	N	N
	Public phones booths with international calling facility	N	N	N
	Connectivity to one mobile network	Y	Y	Y
	Connectivity to two or more mobile networks	Y	Y	Y
	Free mobile charging facility in visible areas	N	N	N
32.	Are any of the following advanced services in place?			
	Bus Shuttle services from nearest town	N	N	N
	Golf Cart/TOTO services within campus	Y	Y	N
	Baggage scanners	Y	Y	Y
	Waiting room	Y	Y	Y
	Functional bank and exchange counters	Y	Y	N

	Health room with nurse	N	Y	N
	Doctor at site	N	Y	N
33.	Are any of the following PwD and elderly friendly measures in place?			
	Ramps at entry and exit	Y	Y	Y
	Free Wheel chairs	Y	Y	N
	Wheel chair assistants	N	Y	N
	Baggage Trolley	Y	Y	N
	Separate toilets for PwDs	Y	Y	Y
	Display board mentioning free service and support for PwD and Patients	N	N	N
34.	How many female toilets (with atleast 2 water closets) are there?	3	5	2
	Are all toilets well lit?	Y	Y	-
	Is the infrastructure in all toilets intact and maintained?	Y	N	-
	Do all toilets have running water facility?	Y	Y	-
	Was there any smell or rubbish observed in any of the toilets?	N	Y	-
	What is the frequency of cleaning of toilets?	R	R	-
	Do all toilets have wash basins, dustbins, and safety latches on doors?	Y	N	-
	Do all toilets have baggage area and dedicated cleaning assistant at the block?	N	N	-
35.	Is there any temporary arrangement made for child care and baby feeding in health room/rest rooms?	Y	N	N
36.	Are any of the following women and child friendly measures in place?			
	Separate female waiting rooms	N	N	N
	Sanitary pad vending machine	Y	N	N
	Sanitary pad disposal mechanisms (other than dustbins)	Y	N	N
	Baby changing table in female toilets	N	N	N
	Baby changing table in male toilets	N	N	N
	Baby feeding/child care room	N	N	N
37.	Are any of the following safety and security measures are in place?			
	ICP campus is well-lit	Y	Y	Y
	CCTVs are placed at adequate locations	Y	Y	Y
	CCTV monitoring system is in place	N	Y	N
	Roads near the ICP campus have adequate street lights	Y	Y	Y

	Shuttle service for female passengers to nearest town/ village is easily available after 6.30 pm	Y	N	Y
38.	On an average how many female staff (including security and housekeeping) are present at the ICP campus?	9	15	-
39.	Are any of the following anti-trafficking measures in place?			
	Broad display of boards highlighting zero tolerance for human trafficking	N	Y	N
	Have any security staff been trained on human trafficking especially for identification of girl child victims?	N	N	N
	Have any ICP staff been trained on human trafficking especially for identification of girl child victims?	N	N	N
	Is there any Anti-human trafficking unit set up at the ICP?	N	N	N
40.	Are any of the following infrastructure in place at cargo terminal?			
	Drinking water cooler	Y	Y	Y
	Separate female toilet	N	N	N
	Adequate lighting	Y	Y	Y
	Mobile Connectivity	Y	Y	Y
	CCTVs	Y	Y	Y
	Separate parking for female drivers	N	N	N
41.	Are any of the following measures in place at immigration?			
	Female frisking staff	Y	Y	Y
	Enclosed frisking space for females	Y	Y	Y
	Separate baggage scanner for females, PwD and elderly	N	N	N
	Separate queue for female passengers	N	N	N
	Preferential treatment (first entry) for pregnant women, women with infants, PwDs, elderly and patients	N	N	N
42.	Is there an information/help desk at the passenger terminal?	Y	Y	N
	How many staff members are responsible for managing the desk?	1	2	-
	Was the person present at the desk during the audit?	N	Y	-
	Were there passengers being supported at the desk?	N	Y	-
43.	Is there complaints register placed at the ICP?	Y	Y	Y
	Are there complaints from female passengers reported in last one year?	-	-	-
44.	Has there been a client satisfaction survey conducted in last two years?	N	N	N

	What percentage of surveyed report high satisfaction levels?	-	-	-
	What percentage of females surveyed report high satisfaction levels?	-	-	-
45.	Has the LPAI/ICP taken action on any of the following?			
	Workshops with Livelihood/Skill Missions officials on potential of exports through Land Ports (ICPs)	N	N	N
	Exposure visits at ICP for women SHG members/ entrepreneurs	N	N	N
	Workshops for women SHG members potential of exports through Land Ports (ICPs)	N	N	N
	Workshops for women entrepreneurs on potential of exports through Land Ports (ICPs)	N	N	N
	Training of women SHG members on export procedures at ICP	N	N	N
	Training of women entrepreneurs on export procedures at ICP	N	N	N
	Training of women SHG members on export procedures at ICP	N	N	N
	Training of women entrepreneurs on export procedures at ICP	N	N	N
	System for storage of perishable goods/pooling of goods of female traders at ICP	N	N	N
46.	Has the LPAI/ICP taken action on any of the following?			
	Organising Border Haats	Y	N	N
	Provision of water and toilet facilities at Border Haats	N	-	-
	Representation of women in Border Haat Management Committees	N	-	-
	Quota for women in Border Haats	N	-	-
	Women-only Border Haats	N	-	-
47.	Number of female traders using the ICP facility in the last one year	-	-	-
48.	Has the LPAI/ICP taken action on any of the following?			
	Consultation with local women/women's SHGs organised on opportunities for women to engage in ICP activities and trade facilitation	N	N	N
	Consultation with logistical agencies organised on need for female participation at ICP	N	N	N
49.	Number of shops within the passenger terminal and/or ICP campus run by women entrepreneur/SHG	0	0	0
50.	Number of women Custom House Agents (CHA) at the ICP	0	2	0

51.	Number of meetings/workshops organised in the last year with women stakeholders (exporters, groups, worker associations) and/or concerned Ministries (Commerce, Road Transport, Railways, etc) at national level	0	0	0
52.	Number of meetings/workshops organised in the last year with women stakeholders (exporters, groups, worker associations) at ICP level	0	0	0
53.	Does the ICP have a Women's Trade and Trade Facilitation Advisory Committee	N	N	N
54.	Number of meetings of Women's Trade and Trade Facilitation Advisory Committee conducted in last year	0	0	0
55.	Is the ICP directly connected by railway to the nearest major city?	Y	Y	N
56.	Is the ICP directly connected by a public bus service to nearest major city?	N	Y	Y
	Is the road network to the ICP good (eg four lane highway, safe stoppage points)	Y	N	N
57.	Are Intermediate transport services to nearest town/city center from ICP easily available during the day?	Y	Y	Y
58.	Are Intermediate transport services to nearest town/city center from ICP easily available after late evening?	N	N	N
59.	Does the ICP provide shuttle service for female passengers to nearest town/village available after 6.30 pm	N	N	N
60.	Does the nearest town to the ICP have the following facilities?			
	Good Education Facilities	Y	N	N
	Proper Housing	Y	Y	Y
	Quality Medical Services	Y	Y	N
	Safe Hotels	Y	Y	N
	Good Restaurants	Y	Y	Y

Annexure 4: Indicator wise Gender Audit Scores for Select Land Ports				
Missing Minimum Requirements (1)	Approaching Minimum Requirements (2)	Satisfies Minimum Requirements (3)	Considerably Gender Responsive (4)	Significantly Gender Responsive (5)

Sr. No.	Dimension	Performance Area	Responsible Agency	Indicators	Mandatory (M) or Recommended (R)	Scores (Agartala)	Scores (Petrapole)	Scores (Raxaul)
1	Institutional Mainstreaming	Gender friendly work environment	LPAI	Gender friendly workplace facilities like toilets, creche, internal transport (golf cart), daily commute/transport and workplace accommodation in place at LPAI/ICP	M	2	2	1
2			LPAI	Gender friendly workplace policy with measures for flexitime, care leaves, medical support, social protection and maternity benefits in place at LPAI/ICP	R	4		1
3			LPAI	Active grievance redressal mechanisms, including an internal committee on sexual harassment at workplace, accessible to all female staff (officials and contractual workers)	R		1	
4		Gender balanced team	LPAI	Percentage of female staff (officials and contractual workers) across all levels in the ICP	M	2	2	2
5			LPAI	Affirmative measures in place recruit, retain and promote female staff at remote locations	R			1
6		Organizational Systems	LPAI	Gender specialist/expert within LPAI and gender focal point at ICP in place for advisory and oversight of gender mainstreaming actions	M	0	0	0
7			LPAI, Customs and Immigration	Sex disaggregated data collected and placed in public domain	M	2	2	1
8			LPAI	Gender studies/research/audit exercises commissioned in the previous year	R	3	3	3
9		Staff Capacities and Competencies	LPAI	ICP staff trained on gender mainstreaming and applying the learnings in their work	M	0	0	0
10			LPAI	Gender workshops, trainings and meetings organised at ICP for coordination between staff, logistical agencies, contractors and other partners on female inclusion at ICP/trade facilitation	R			

11	Accessible Infrastructure	Passenger Terminal Facilities	LPAI	Basic facilities like Water, Toilets, Eateries, Signages and Display Boards required at passenger terminal are maintained and functional	M	5	5	4
12			LPAI	Public Phones with International Calling facility, Mobile and Internet Connectivity, Mobile Charging facility, available at passenger terminal	R	2	2	
13			LPAI	Advanced services like Shuttle, Scanner, Waiting Room, Bank and Exchange Counters, Health Services, required at passenger terminal are functional	R	4	3	
14		Elderly and Disabled Accessibility	LPAI	Ramps, wheel chairs, passenger assistance and separate toilets for persons with disability are available at passenger terminal	M	4	4	2
15		Women and Child Friendly Needs	LPAI	Clean separate toilets for women with maintained infrastructure, running water, safety latches on doors, wash basin, dustbins, baggage area and cleaning assistant available at passenger terminal	M	4	2	1
16			LPAI	Additional facilities like separate female waiting rooms, sanitary pads vending and disposal, baby changing table, baby feeding/childcare rooms available in passenger terminal	R	3		
17		Safety and Security of Women and Children	LPAI	Adequate lighting, CCTVs and late evening public transport service available within and near the passenger terminal	M	4	4	4
18			Security Forces (BSF/Home Guards)	Adequate presence of female staff (including security and housekeeping) in all public areas	R	2	3	1
19			Security Forces (BSF/Home Guards)	Anti-human trafficking mechanisms in place	R		1	1
20		Cargo Terminal Facilities	LPAI	All the basic facilities (Water, Toilets, Lights, Communication, CCTVs, and Information/Help Desk) required at cargo terminal are maintained and functional	M	3	3	3
21	Client Servicing	Immigration Services	Immigration/ LPAI	Affirmative measures (separate queues, baggage scanning, frisking room, female frisking staff) for female passengers and vulnerable groups in place	R	2	2	2

22		Client Satisfaction	LPAI	Fully functional Information/Help Desk in place at passenger terminal, with dedicated human resources	R	2	5	
23			LPAI	Percentage of female clients (passengers and traders) reporting high level of satisfaction with ICP services	R			
24		Entrepreneurship and trade participation	Commerce and Industry	Affirmative actions to promote women's participation in cross border trade being undertaken	M	0	0	0
25			Commerce and Industry	Affirmative action to promote women's participation in informal cross border trade (eg border haats) is in place	R			
26			Commerce and Industry	Number of female traders using the ICP facility in the last one year	R			
27			CWC/LPAI	Women's participation in ICP activities and trade facilitation encouraged	R			
28	External Environment	Stakeholder Engagement	LPAI	Women exporters, women's groups and workers associations are consulted as part of stakeholder engagement process	M	0	0	0
29		Local Development Context	Road Transport and Highways/ Railways/ State Government	Quality rail/road connectivity with affordable and safe public transport available to ICP	R	3	4	3
30			State Government	Nearest town to ICP is well developed with adequate education, housing, health and hospitality (hotel) facilities	R	5	4	3



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