



Gender Mainstreaming at India's Land Ports

Contents

1. Introduction.....	3
2. Objective	4
3. Research Reports.....	4
3.1 Gender Mainstreaming at India's Land Ports by ICRIER:	4
3.2 Action Plan for LPAI based on WB Toolkit for Developing Gender Inclusive Land Ports October 2023	7
3.3 Engendering Land Ports in India: Gender Assessment and Audit of Selected Integrated Check Posts (ICP)" by Mahila Housing Trust (MHT)	7
3.4. Port-Wise ranking based on Gender Toolkit Score	9
4. Training Sessions	9
4.1 Capacity Building Workshop on "Gender Mainstreaming at India's Land Ports"	10
4.2 Equity and Respect: A Training Program on POSH	18
5. Formation of Internal Complaints Committee (ICC)- Formed at LPAI HQ and Land Ports	25
6. Action Plan for Gender Mainstreaming at Land Ports	27
7. Implementation Plan for Engendering Land Ports	30
8. Gender Sensitization Workshop at Land Ports	33
8.1 Workshop on Gender Sensitisation: Promoting Inclusivity And Awareness Within Land Ports at Land Port Petrapole on 19 th March, 2024	35
8.2 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Attari on 5 th April, 2024.....	40
8.3 Workshop on Gender Sensitisation: Promoting Inclusivity And Awareness Within Land Ports at PTB, Dera Baba Nanak On 6 th April, 2024.....	44
8.4 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Agartala on 24 th April, 2024 for Land Port Agartala, Srimantapur and Sabroom.....	49
8.5 Workshop on Gender Sensitisation: Promoting Inclusivity And Awareness Within Land Ports at Land Port Raxaul On 16 th May, 2024	55
8.6 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Jogbani on 07 th June 2024.....	61
8.7 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Rupaidiha on 28 th June 2024.....	66
8.8 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Sutarkandi on 22 nd July 2024	73
8.9 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Dawki on 2 nd Aug 2024.....	78
9. Progress in Gender Mainstreaming and Sensitization Across Transportation Hubs in India	84
9.1 Facilities and Services.....	84
9.2 Training and Awareness	85
9.3 Policies and Procedures	85
9.4 Accessibility.....	86

1. Introduction

Empowering women to actively participate in international trade is crucial for promoting inclusivity and gender equality. It plays a vital role in contributing to the vision of "Leave no one behind" in the 2030 Agenda for Sustainable Development. Women engaged in cross-border trade face significant challenges such as discrimination, harassment at borders, concerns for personal safety, and cumbersome trade procedures, hindering their full participation. Despite efforts to address these issues and make trade policies more gender-responsive, progress towards gender equality in trade remains limited.

Recognizing the importance of gender mainstreaming in cross-border trade, the Global Survey on Digital and Sustainable Trade Facilitation 2023 report by UNESCAP indicates that the global implementation of measures aimed at increasing opportunities for women in trade facilitation remains low, at just 38 percent. This underscores the insufficient policies and initiatives globally to foster women's inclusion in trade facilitation. Comprehensive solutions are essential to reduce these gender disparities effectively, necessitating discussions and strategies that incorporate a gender lens and promote more holistic and inclusive approaches in trade facilitation.

Addressing disparities in women's participation and access in cross-border trade, gender mainstreaming is integral to India's National Trade Facilitation Action Plan (NTFAP) 2020-2023. Specifically, Action Point 27 emphasizes promoting "gender inclusiveness in trade" by developing a "women in global business program" for capacity building and connectivity. NTFAP also seeks to integrate strategies and policies that cater to the unique needs of female traders and increase female representation in the National Committee for Trade Facilitation (NCTF).

LPAI has a vision to making Land Ports Gender Neutral in 3 years i.e. by 2027. Achieving this requires a systematic approach to ensuring gender-based inclusion at all interaction points within the Land Ports, catering to both men and women. However, given the existing gender-based disparities in society, women's participation has been notably limited in three key areas: as passengers, as users of trade services (including roles such as traders, transporters, or logistics operators), and as service providers, including staff members of LPAI and its partner agencies.

To bridge this gap, a critical area of focus has been identified: the need for gender-responsive infrastructure and facilities at the Land Ports. LPAI has taken pro-active steps in this direction by identifying a range of facilities and services required at these ports, as outlined in its Citizen Charter. Nevertheless, it was deemed essential to assess the Land Ports in terms of their commitment to and implementation of gender-related objectives.

In its commitment to achieve gender inclusivity and neutrality, the Land Ports Authority of India (LPAI) has actively undertaken initiatives to create gender-friendly infrastructure and integrate Diversity, Equity, and Inclusion (DEI) policies.

2. Objective

LPAI's gender mainstreaming initiative aims to implement a framework for promoting gender-inclusiveness in cross-border trade and passenger movement through land ports in India. This exercise focuses on assessing current infrastructure and services at selected land ports to pinpoint deficiencies that hinder women's engagement in cross-border trade. The primary objectives include understanding the obstacles women face in these sectors, identifying gaps in infrastructure and services at land ports that need improvement to enhance gender responsiveness, and proposing policy measures to foster a more women-friendly environment in the cross-border trade and logistics ecosystem. The objectives are as follows:

- Equal Access and Opportunities for both genders at Land Ports.
- Safety and Security measures, with a focus on women and children.
- Gender-specific Facilities and Amenities across different area of Land Ports.
- Sensitization and Training for staff on gender equality and non-discrimination.
- Gender-Responsive Policies to address the needs of women and men.
- Monitoring and Evaluation systems for assessing gender mainstreaming effectiveness.
- Stakeholder Engagement with local communities and gender-focused groups.
- Representation of women in leadership and decision-making roles within LPAI.
- Awareness Campaigns to promote gender equality among different stakeholders.
- Devising requisite policies for gender sensitisation and undertaking measures to address the gap.

3. Research Reports

To identify potential areas for enhancing gender responsiveness at land ports, various research studies were conducted. To make land ports more gender responsive, LPAI has supported the following research efforts:

3.1 Gender Mainstreaming at India's Land Ports by ICRIER:

In June 2023, LPAI supported the study conducted by Indian Council for Research on International Economic Relations (ICRIER) on "Gender Mainstreaming at India's Land Ports".

The study surveyed a total of 12 land ports, including eight operational Integrated Check Posts (ICPs) and four Land Customs Stations (LCSs) planned for upgrading. The ICPs surveyed were Agartala, Attari, Jogbani, Petrapole, Raxaul, Srimantapur, Sutarkandi, and Moreh. The LCSs included Gojadanga, Mahadipur, and Hilli. During the study, the LCS at Dawki was upgraded to an ICP, providing the team with direct insights into this transformation. For comparative analysis, the study also included surveys of Kolkata Sea Port and the inland container depots (ICDs) at Tughlakabad and Kolkata.

The survey involved field visits to the selected land ports, in-depth in-person and virtual consultations with relevant stakeholders, and follow-up interviews for additional information and clarifications. Field visits included discussions with port officials and stakeholder consultations, with both semi-structured questionnaires and qualitative feedback used to gather detailed information on infrastructure availability and stakeholder perceptions.



Key Findings of the report:

Here are the main key findings from the assessment of land ports by ICRIER:

1. **Lack of Digital Infrastructure:** Land Ports lack websites or apps providing real-time information such as port timings, daily performance dashboards, and downloadable documents, unlike major sea ports which offer comprehensive online services. Additionally, none of the Land Ports have toll-free helplines or effective information display systems.
2. **Public Transport and Accessibility Issues:** Reliable and safe public transport connecting land ports to nearby towns is largely unavailable. Many land ports are in remote areas, making private commercial transport a concern for women. Existing transport connections, such as state-run buses and proposed railway lines, are limited and often inadequate.
3. **Poor Road Conditions:** Approach and link roads to most land ports are single-lane and poorly maintained, leading to congestion, accidents, and significant disruptions, particularly during adverse weather conditions.
4. **Basic Utilities and Infrastructure:** While basic utilities such as electricity, internet, and drinking water are available at most land ports, frequent outages and weak internet connectivity hinder operations. Some ports lack power backup, impacting their functionality during outages. Mobile connectivity is also poor, affecting communication and safety for women.

5. **Inadequate Public Amenities:** Gender-responsive public amenities are lacking. While some land ports offer separate toilets for women, other amenities like Wi-Fi hotspots, porter services, and baby care facilities are not available. The cleanliness and maintenance of existing facilities are often subpar.

6. **Safety and Security Concerns:** Safety infrastructure is present but often under-maintained. Many land ports have CCTVs that are frequently non-functional. There is lack of police presence and formal mechanisms for reporting sexual harassment, with only one land port, Attari, having a 'Complaints Committee.'

7. **Cargo Handling and Infrastructure:** Infrastructure for cargo handling is generally better at Integrated Check Posts (ICPs) than at Land Customs Stations (LCSs). However, issues like inadequate parking, manual cargo handling, and insufficient mechanization contribute to congestion and longer processing times.

8. **Digitisation and e-Processing Gaps:** Digitisation efforts at land ports are incomplete, causing inefficiencies and increased potential for harassment and extortion. Although some ports use electronic systems for customs processing, many still rely on manual procedures for various tasks.

9. **Staff Diversity and Conditions:** The proportion of female staff at land ports is very low, with women primarily employed in lower-level positions or roles related to cleaning and housekeeping. Staff accommodation is inadequate, and safety concerns are heightened due to the lack of residential facilities and transportation support.

10. **Innovative Solutions and Improvements:** The Suvidha - Vehicles Facilitation System has successfully reduced congestion and processing times at some ports. There are ongoing efforts to improve connectivity, such as the proposed railway line at Petrapole and the construction of by-pass roads to ease traffic congestion at Agartala and Moreh.

Based on the findings of this report, LPAI is taking actionable steps:

1. Addressing information barriers.
2. Facilitating easier travel between the nearest town and land ports.
3. Ensuring operational and well-maintained basic utilities at land ports.
4. Providing additional public amenities within the land port complexes.
5. Designing land ports for enhanced efficiency and addressing infrastructure deficits in cargo handling.
6. Enhancing safety measures for women at land ports.
7. Actively engaging with women stakeholders.

These actions are aimed at fostering an environment that supports greater participation and safety for women in cross-border trade and tourism through land ports in India.

3.2 Action Plan for LPAI based on WB Toolkit for Developing Gender Inclusive Land Ports October 2023

The World Bank has prepared a toolkit titled “Developing gender inclusive land ports in India: A toolkit for policymakers and implementing agencies for inclusion of women in land port operations” and submitted the same to LPAI in September 2023. Toolkit developed by the World Bank with inputs from the LPAI and other stakeholders in the logistics sector is an effort towards institutionalizing gender mainstreaming interventions at land ports over the long term in India.

Phase	Timeframe	Total Measures
Short Term Measures	0-6 months	9 Nos.
Medium Term Measures	6-12 months	15 Nos.
Planning Phase (Projects)	During Planning Phase	8 Nos.

The key objective of the toolkit is to provide the LPAI senior management and managers of land ports with a set of tools for implementing measures for gender mainstreaming at land ports. The toolkit is meant to be a ready reckoner for the LPAI staff over the long-term, especially for managers joining at new land ports. Over and above this, this toolkit is meant to contribute to sectoral knowledge on implementing gender mainstreaming interventions in transport and logistics. It is hoped that the Indian best practices and recommendations contained in this toolkit for land ports in India can prove to be useful learning material for neighbouring countries in South Asia, as well as for land ports authorities globally, particularly in emerging markets.

Based on the insights and recommendations suggested in the toolkit, world bank proposed an action plan to be implemented by the Authority to achieve gender inclusiveness at its operational and upcoming Land Ports. Additionally, the report suggested some policies that may be institutionalized at HQ level. In total 32 measures were categorized according to different timeframes that may be considered for implementation.

3.3 Engendering Land Ports in India: Gender Assessment and Audit of Selected Integrated Check Posts (ICP)” by Mahila Housing Trust (MHT)

To assess and enhance the gender responsiveness of these facilities, the LPAI collaborated with the Mahila Housing Trust (MHT) to develop a comprehensive report “Engendering Land Ports in India: Gender Assessment and Audit of selected Integrated Check Posts (ICP)”. This report was released in January 2024. MHT designed a Gender Audit Toolkit for LPAI, serving as a framework to promote gender-inclusive cross-border trade and tourism at India's Land Ports.



This report highlights the following findings from the application of the gender audit toolkit and gender assessment:

1. Making Land Ports more gender-friendly workplaces.
2. Developing and strictly implementing a zero discrimination, violence, and sexual harassment-free workplace policy.
3. Strengthening organizational systems by incorporating sex-disaggregated data in all data collection and management information systems (MIS) where applicable.
4. Conducting regular gender trainings at Integrated Check Posts (ICPs).
5. Ensuring the provision of women and child-friendly facilities at land ports.
6. Implementing affirmative measures to foster women's participation in cross-border trade.
7. Promoting a zero-tolerance policy towards violence and harassment.
8. Undertaking affirmative actions to formalize and support women's roles in cross-border trade.
9. Proactively promoting women's participation in trade through targeted initiatives.
10. Emphasizing stakeholder engagement to ensure inclusive decision-making processes.



These findings highlight LPAI and its partners commitment to creating an inclusive and supportive environment for women engaged in cross-border trade and tourism through India's land ports.

Taking actionable steps through the findings of these two reports, LPAI has developed plans for gender mainstreaming at all Land Ports. These initiatives underscore LPAI's commitment to promoting gender equality and inclusivity across India's land ports.

3.4. Port-Wise ranking based on Gender Toolkit Score

Following the Gender Audit Toolkit developed by MHT for LPAI, an augmented Gender Toolkit has been developed by LPAI for ranking the land ports based on gender mainstreaming implementation measures. The Toolkit has been prepared by employing comprehensive research and data collection to understand the specific challenges and needs of women in the trade and transport sectors of the country.

The toolkit utilizes an objective scoring index to evaluate all land ports (ICPs) on a scale of 0 to 1, determining whether they fall into one of the following categories: missing minimum requirements (0-0.20), approaching minimum requirements (0.21-0.40), meeting minimum requirements (0.41-0.60), demonstrating considerable gender responsiveness (0.61-0.80), or exhibiting significant gender responsiveness (0.80-1.0).

For this, a comprehensive questionnaire comprising 39 broad questions and 120 sub-questions has been formulated focusing on four key dimensions- Institutional Mainstreaming, Accessible Infrastructure, Stakeholder Servicing and External Environment. These dimensions encompass 14 key performance areas with 21 specified indicators based on data review and site information that the land ports are required to meet or surpass. Indicators pertaining to each performance area are then selected and Gender Scoring Sheet is used to score the land ports. Scores have been collated using the scoring sheet to map progress across different performance areas and overall gender responsiveness status. Results are then interpreted using the given scale and ranking of land ports is calculated based on the scores. These elements are designed to ensure a safe, inclusive, and supportive environment for women working at or using land ports.

4. Training Sessions

As part of its gender mainstreaming initiative, LPAI has implemented a series of comprehensive training and capacity-building programs aimed at cultivating a more inclusive and supportive work environment within its land ports. These programs are designed to raise awareness and enhance understanding of gender issues among staff, fostering a culture that values diversity and promotes equality. By equipping employees with the knowledge and skills needed to address gender disparities, LPAI seeks to ensure that all aspects of port operations and infrastructure are more responsive to the needs of all genders. This approach not only helps to create a safer and more welcoming environment for workers and visitors alike but

also strengthens the overall ecosystem of the land ports, aligning it with the broader goal of achieving gender equity in cross-border trade and passenger movement.

On December 18-19, 2023, LPAI and ICRIER held a two-day workshop in New Delhi focused on gender mainstreaming at India's land ports. The workshop aimed to raise awareness about integrating gender considerations into processes and behaviour and to build capacity among land port agencies to implement measures that foster a supportive environment for women.

4.1 Capacity Building Workshop on “Gender Mainstreaming at India’s Land Ports”

LPAI, in partnership with ICRIER, arranged a two-day workshop aimed at enhancing capacity on gender mainstreaming at land ports in India. The event took place in New Delhi on 18th-19th December 2023.

The workshop's goals were to raise awareness of the importance of incorporating gender considerations into procedures and behaviour and to strengthen the ability of the many organizations working at the land ports to implement specific policies that can foster an environment that is supportive of women there.

More than thirty participants from various agencies, including LPAI, Bureau of Immigration, Customs, Border Security Force (BSF), Sashastra Seema Bal (SSB), Ministry of Health and Family Welfare, and Regional Plant Quarantine stations attended the workshop.



The workshop deliberations were structured around the following topics:

- Importance of Gender Mainstreaming in Trade Facilitation
- Entry Points for Gender Lens Assessment of Land Ports in India
- Information and Port Amenities
- Safety Set-up
- Cargo Processing - Mechanisation & Digitisation
- Importance of a Gender Inclusive Workforce
- Perspectives from Sea Ports

- Gender Mainstreaming through Financial Tools



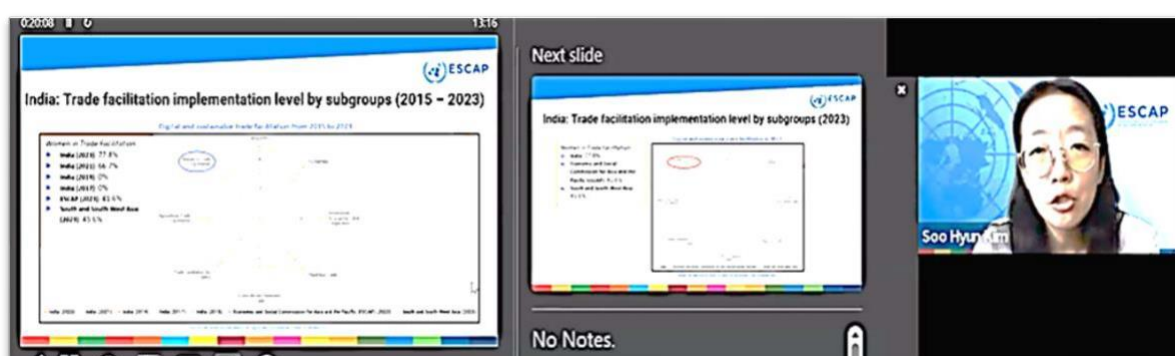
Nisha Taneja, Professor & Lead Trade, Investment and External Relations (TIER), ICRIER, commended LPAI for being the first organization to take action on action point #27 of India's National Trade Facilitation Action Plan, which calls for mainstreaming gender in trade, and set the goal for all Integrated Check Posts (ICPs) to be gender friendly in three years. She gave an overview of the projects the ICRIER team has been working on with the LPAI, such as the just published study report on gender mainstreaming at India's land ports. Dr. Taneja stated that there is a widespread belief that trade facilitation programs will automatically help women in the same way that they do for men, without taking into account the possibility of unique barriers and affects on men and women based on their demands and social positions. Therefore, in order to give the participants a comprehensive and forward-thinking overview of the necessity of gender mainstreaming at land ports and how this could be implemented, the workshop discussion themes and the mix of international and Indian experts as well as women stakeholders as session leads had been chosen.



Dr. Rekha Raikar Kumar, Member (Finance), LPAI, gave the introductory remarks. She discussed the historical background of women's significance in Indian culture and then highlighted LPAI's efforts to become a gender inclusive organization. She reaffirmed LPAI's pledge to make all land ports gender-neutral in three years and gave a quick rundown of the roadmap's development and the actions that have already been taken in that direction.

Dr. Raikar mentions that an important initiative currently underway is the development of a gender index for land ports, along with the recognition of the most inclusive land port.

Contextualizing based on the results of the UN Global Survey on Digital and Sustainable Trade Facilitation (UNTF survey), Soo Hyun Kim, Economic Affairs Officer, Trade, Investment and Innovation Division, UNESCAP, outlined the necessity and significance of gender mainstreaming in trade facilitation.



She emphasized that the UNTF survey shows a low degree of women's trade facilitation measures implementation, which strongly suggests that most government policies worldwide do not sufficiently take into account the obstacles faced by women in trade. She emphasized that, despite potential difficulties, a wide range of solutions is required to lessen gender gaps in trade facilitation. She also highlighted some effective strategies from Ghana, the Gambia, and the FTA with New Zealand. She pointed out that even though India's implementation rate has increased over time to 77.8 percent in 2023, there is still need for further trade facilitation policies, like requiring NTFC women's specific quotas.

Sanjana Joshi, Senior Fellow, ICRIER, led the workshop on entrance points for gender lens assessment of land ports in India. She concentrated on the template for the analytical framework created by the newly published report "Gender Mainstreaming at India's Land Ports" by ICRIER. This is a model review checklist that includes 57 items that serve as entry points for a gender lens assessment of the "as is" scenario. The checklist is divided into six categories: information and access, basic utilities, public facilities, safety setup, cargo handling, and digitization. The second phase involves assessing the quality of the infrastructure that is currently in place, paying particular attention to its performance, efficiency, accessibility, and upkeep. This is enhanced by a qualitative assessment of the workplace environment and an evaluation of the workforce diversity among the agencies involved in port administration and operations. The gender evaluation typology identifies the

influence on women as either facilitating or constraining. The impact on mobility, well-being, transaction costs, and safety are the four characteristics used to evaluate the limiting impact.

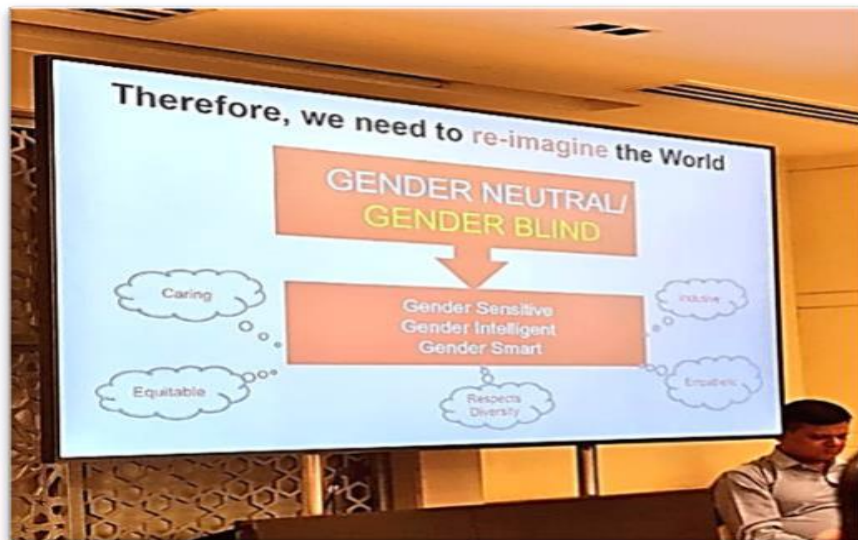
Lastly, with an emphasis on seven areas—information, infrastructure, digitization, facilitation, staffing, outreach, and capacity building—the Action Plan suggests specific enabling measures.



Sanjana Joshi, Senior Fellow, ICRIER, requested the participants to discuss their concerns about women's safety during the gender-responsive safety setup session. During the gender mainstreaming infrastructure for port amenities and information session, Shravani Prakash, an ICRIER consultant, Shravani Prakash made the participants aware of the importance of creating inclusive places and including a gender perspective into the port building's design. She emphasized the necessity of creating gender-smart land ports by taking into account the physiological, psychological, and physical distinctions between different gender. She mentioned that the gender-lens evaluation conducted by ICRIER on the land ports has revealed a number of components that must be included in port access, information accessibility, basic utilities, and public facilities. In terms of port access, she underlined the necessity of effective and secure last-mile connectivity to the land ports and addressed the deficiencies in essential utilities that disproportionately affect women. The need and procedure of constructing women-friendly amenities in female restrooms, lactation rooms, waiting spaces, first-aid stations, etc. that they may have encountered or that might be possible sources of concern at their land ports were brought to the attention of the participants. She emphasized that throughout the conversations the ICRIER team conducted as part of their study, women stakeholders had made safety a top priority.

She mentioned that a number of elements that must be incorporated in port access, information accessibility, basic utilities, and public amenities have been identified by ICRIER's gender-lens study of the land ports. In terms of port accessibility, she addressed the shortcomings in basic utilities that disproportionately affect women and emphasized the need

for efficient and secure last-mile connectivity to the land ports. The participants were made aware of the need for and the process of constructing women-friendly amenities in female restrooms, lactation rooms, waiting areas, first-aid stations, etc.



She made the participants aware of the several aspects of women's safety that need to be addressed in land ports, public areas, and workplaces because these things encourage more women to use and work at land ports. Functional CCTVs, appropriate lighting in low-light areas and areas with limited surveillance, danger-alert devices (such as panic buttons and alarms), and conspicuously placed helpline numbers and notice boards for reporting complaints about sexual harassment were among the suggested precautions. Establishing multi-agency committees at each land port was recommended as a means of ensuring effective implementation of the Prevention of Sexual Harassment (POSH) of Women at Workplace Act 2013 recommendations.



Sudip Dey, Honorary Secretary, Federation of Freight Forwarders' Associations in India (FFFAI), conducted the cargo processing session and emphasized the significance of increased mechanization and digitization at the land ports. He made the point that insufficient mechanization and digitization of the cargo handling increases trade time and cost, which negatively affects women-owned businesses because they are mostly small and medium-sized businesses. Additionally, technology-driven procedures necessitate less physical labor, which expands women's employment prospects at the ports. He also outlined the different ways that FFAI is encouraging women to work in the logistics industry.



The importance of workplace diversity was emphasized by consultant Mitali Nikore in light of India's low female labor force participation rate. She concentrated on the upcoming Gender Toolkit, which will aid in the development of gender-responsive land ports in India as part of the World Bank's ACCESS Program. Three criteria form the basis of the toolkit, which is supported by a four-pillar framework: safety, inclusivity, and normative barriers. She called attention to a few noteworthy initiatives taken by LPAI to promote gender mainstreaming, including training programs for female employees to close the digital divide, gender-neutral work schedules, and gender-balanced workforces. The "Women Employee Referral Programme" at the Port of Tanjung Pelepas (PTP) in Malaysia and the "Gender Pact," which was signed by port network authorities with the assistance of the Italian Ports Association's Women in Transport Working Group, are two examples of global best practices.

Nisha Taneja, a professor at ICRIER, conducted an interactive session with stakeholders on the necessity of gender mainstreaming at land ports. Panelists included Sushma Morthania, Founder Director, SME Forum; Dolly Khonglah, Secretary, MEICC, Dawki; and Suparna Banerjee, SCF International, Kolkata. This seminar featured a range of viewpoints from female CHAs and exporters. The urgent need for basic amenities at land ports, such as restrooms, waiting areas, drinking water, internet and smartphone access, and a continuous supply of electricity, was emphasized by the speakers. It was also mentioned that having more female employees at land ports gives women users more self-assurance and a sense of security. Given that land ports are situated near borders, more digitalization and improved access to information about necessary paperwork and procedures would lessen the necessity for in-

person port visits. Land ports might take a proactive stance on a broader scale via arranging training and awareness programs on trade procedures, with a particular emphasis on women entrepreneurs and those working in the logistics sector.



Leading the session on perspectives from sea ports, Sharmila Amin, Managing Director, Bertling Logistics India Pvt. Ltd. shared her experiences of being a woman leader in the logistics industry and elucidated various achievements in her career that she was able to attain despite being a female in a male-dominated industry. She shared various anecdotes, pictures and videos to elucidate the kind of work that goes into the operations she undertakes, giving the participants vital exposure and learnings from seaports that could come in use for land ports in future, not just in terms of dealing with women but also items that need to be moved.



Pamela Ugaz, Economic Affairs Officer, Trade Facilitation segment, UNCTAD, emphasized ideas from the UN Global Survey on Digital and Sustainable Trade Facilitation for India's "Women in Trade Facilitation" segment, with an emphasis on global experiences. She outlined strategies

for improving information access to make transparency work for all women, modernizing public spaces and utilities to make them more welcoming to women, utilizing digital tools to end gender-based discrimination at borders, and diversifying the workforce at land ports in order to address the issues facing women at land ports today. She also offered some other recommendations, such as creating a gender-sensitive National Trade Facilitation Committee, integrating informal traders, establishing a reporting mechanism on gender-based discrimination, and offering technical support that takes gender into account.



Rekha Raikar Kumar, Member (Finance), LPAI, presented the idea of gender budgeting as a tool for gender mainstreaming at three levels: legislation, organization, and household, during the session on gender mainstreaming through financial instruments. She gave a summary of the gender budgeting procedure in India, pointing out the relevant data and highlighting the successes and drawbacks. After that, there were explanations of associated ideas like gender analysis, gender auditing, and gender accounting, as well as a number of accessible and real-world examples to support the claims. Using the "Gender-Based Audit of National Child Labour Project (NCLP) Gurugram and measures for mitigating the impact of Covid19 on women using key gender tools" as an example, she described her involvement in the project.



As part of the overall goal of inclusive and sustainable development, Aditya Mishra, Chairman, LPAI, reiterated in his closing remarks the commitment to adopt specific measures to build an enabling environment for women at India's land ports. He expressed his gratitude for the Capacity Building Workshop's success and said that the LPAI's training agenda will include more initiatives for capacity building and sensitization. The guests received their certificates of participation when the course came to a close.



Overall, the enthusiastic and frank sharing of personal experiences relating to both women role models in their families along with the experiences dealing with women in the professional sphere by the participants made for greatly interactive and engaging sessions. It was widely agreed upon that these gender sensitization initiatives are extremely valuable in encouraging critical evaluation of the current situation and will open the door for implementing a more gender-responsive approach in the operations of their individual organizations as well as the land ports' overall ecosystem. It was intended that LPAI would carry out this project and add it to its yearly schedule of events as a regular program.

4.2 Equity and Respect: A Training Program on POSH

LPAI conducted the first training of the year on "Equity and Respect: A Training Program on POSH" on January 5th, 2024. Prevention of Sexual Harassment or the POSH Act defines sexual harassment as any unwelcome sexual behaviour, whether verbal, non-verbal, or physical, that creates an intimidating, hostile, or offensive work environment. Twenty-five employees attended the hybrid format training session. Land port managers, executive office assistants, data entry operators, and other employees from both the LPAI Headquarters and specific land ports participated in the training. Owing to the POSH training session, Advocate Ankita Sharma and Economist Mitali Nikore were assigned as the trainers for the session.

At the Land Ports, the POSH training is required to establish a clear, responsive, sexual harassment policy and grievance redressal mechanism to manage reporting on sexual harassment for staff, workers, visitors, and passengers. Thus, enabling a safe and inclusive environment at the land ports. This training can further facilitate in formulating sexual harassment policies with provisions aligned with the POSH Act, 2013. Last year, LPAI conducted this training and believe it is a recurring necessity to refresh and reinforce the principles and concepts covered in this training annually. This holds true for both the Headquarters and the individual land ports, emphasizing the importance of revisiting and reinforcing these ideas and concepts regularly.



CURRENT EFFORTS BY THE LAND PORTS AUTHORITY OF INDIA FOR DEVELOPING GENDER-INCLUSIVE LAND PORTS

There has been an ongoing initiative undertaken by the Land Ports Authority of India aimed at fostering gender inclusivity in the development of land ports. These initiatives have focused on increasing the recruitment of women staff at land ports by identifying specific job roles that can be offered more easily to women, introducing shift-based work hours, ensuring availability of hygienic sanitation facilities for women staff, and conducting dedicated awareness campaigns to advertise employment opportunities. Additionally, gender-mainstreaming training sessions have been conducted for land port managers to ensure that they are equipped with the necessary knowledge and skills to create a gender-inclusive work environment. LPAI has ensured a gender-balanced workforce by recruiting local women graduates as administrative and office staff.

As a result of this effort, women represent 50% of the workforce at Dawki land port. A large proportion of the workforce comprises fresh graduates, the LPAI management now plans to develop upskilling modules and impart training to all employees, particularly to bridge the gender gaps in digital literacy. At the Petrapole land port, more than 50% of Data Entry

Operators (DEOs) are women, and active efforts are being made to ensure that more women are hired in this role. The land port has implemented gender-sensitive working hours from 7:00 am to 3:00 pm for female employees, and has provided shaded rooms to create a more comfortable work environment. Additionally, the land port has a sufficient number of clean, hygienic washrooms that are maintained by women housekeeping staff. The Attari land port has established a 'Complaints Committee' consisting of three female staff members to address grievances raised specifically by women employees. While Agartala land port has ensured the installation of sanitary napkin dispensers and sanitary waste disposal facilities in women's washrooms.

POSH ACT AND ROLE OF ICC

The SEXUAL HARASSMENT OF WOMEN IN THE WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013 mandates every organization to define their sexual harassment policies, prevention systems, procedures, and service rules for its employees. Under the POSH Act, every organization is required to establish an ICC to investigate complaints of sexual harassment. The policy outlines the composition, duties, and responsibilities of the ICC and lays down the procedures for handling and resolving complaints of sexual harassment. The POSH Act, 2013 policy also requires employers to conduct regular awareness and training programs on sexual harassment and to ensure a safe and supportive workplace for all employees.

The Internal Complaints Committee (ICC) is a body constituted within an organization to address and resolve complaints of sexual harassment in the workplace. The IC is responsible for receiving, inquiring, and resolving complaints of sexual harassment made by employees of the organization. The IC prohibits sexual harassment by making it illegal under policy or contract. The IC has a preventive role in promoting a work environment that is free of sexual harassment. This is achieved through mandatory annual training for employees, capacity building for IC members, awareness activities, and accountability by filing to DO/ROC. IC prohibits sexual harassment by making it illegal under policy or contract. The IC also acts as a grievance redressal body and service rules set out clear processes for complaint management.

FOSTERING GENDER INCLUSIVITY AND ADDRESSING SEXUAL HARASSMENT AT LAND PORTS

According to World Bank's forthcoming gender toolkit, land ports in India identifies women traders and logistics service providers, women passengers and women employees as the key focus groups that can significantly contribute to the commerce at the land ports. Women traders require safe and inclusive public spaces where they can engage in cross-border trade, as they may face mobility restrictions owing to social norms and lack of safety in public transport. The toolkit also emphasizes the importance of creating a safe and inclusive workplace environment for women staff employed by the LPAI, Customs, Immigration, and Border Security Force (BSF). This can encourage more women to apply for jobs, creating an aspiration to work at the land ports amongst local women, thereby contributing to creating a more diverse environment at the land ports, alongside growth in women's labour force participation.

LEARNING OUTCOMES

RECOGNIZING TYPES OF SEXUAL HARASSMENT

As per the POSH Act, sexual harassment includes any one or more of the following:

- Unwelcome acts or behaviour (whether directly or by implication) namely - physical contact and advances a demand or request for sexual favours
- Making sexually coloured remarks
- Showing pornography
- Any other unwelcome physical verbal, or non-verbal conduct of sexual nature.

FORMATION OF ICC

The ICC should have representation from each agency operating at the land port, as well as a senior community leader working on gender equality issues from the local area. Members of ICC should consist of:

- Chairperson/ Presiding Officer – Shall be a woman employed at the senior level at the workplace amongst the employees.
- Two Members – Shall be amongst the employees preferably committed to the cause of women/ experience in social work/ have legal knowledge.
- External Member – External members could be doctors, advocate or among NGOs working against the cause of women.

The law also states that at least half of the total Members of the IC should be women.

AWARENESS ON REPORTING PROCEDURES

Table 1. highlights the reporting procedures for addressing sexual harassment at workplace.

Table 1. Reporting Procedures

Stage I	Receipt of the Complaint: Receive and acknowledge the receipt of the complaint within three months of latest alleged incident to the Complaints Committee Meet and Talk to the complainant to explore options for formal and informal resolution. Informal Mechanism: If the complainant chooses to adopt the informal process to resolve her complaint then it is the responsibility of the person designated to receive and manage the Complaints Committee to explore enabling ways to manage the complaints. This includes counselling, educating or warning the respondent to stop the unwelcome behaviour. Formal Mechanism: If the complainant chooses to adopt formal redress, then the Complaints Committee responds to the complaints
Stage II	Planning Carefully: A sound inquiry to be documented.

	While a complaint is pending inquiry a complainant can make a written request for her transfer or the transfer of the respondent, or for leave (upto 3 months).
Stage III	Interviews: Interviews should be conducted with each person separately and in confidence. The complainant and the respondent should not be brought face to face with each other.
Stage IV	Reasoning: Once the information and review is complete, the Complaints Committee will make its reasoned finding which involves checking that such behaviour/conduct falls within the definition of sexual harassment.
Stage V	Finding and Recommendation: The Complaints Committee must arrive at a finding of whether the complaint is upheld, not upheld or inconclusive.
Stage VI	Writing a report of the complaint

DEVELOPING GENDER RESPONSIVE LAND PORTS

The World Bank's forthcoming Gender Toolkit on developing gender-responsive land ports in India recommends a four-pillar approach to promote gender equality. Table 1. Illustrates this approach.

Table 2. A four-pillar approach to promote gender equality by World Bank

Pillar 1	Assessing the Ground Situation Collecting, analysing, and publishing gender-disaggregated data on staff across agencies (LPAI, Customs, Immigration, BSF, others), seniority levels, and job roles. Conducting user surveys to understand gender-disaggregated perception and experiences of safety and inclusion, especially focusing on sexual harassment and performance of grievance redressal mechanisms. Annual safety audits of land port infrastructure should also be undertaken.
Pillar 2	Strengthen Polices and Institutions Formulating policies to establish internal complaints committees at each land port, an employee code of conduct, a clear, responsive, sexual harassment policy, and grievance redressal mechanism to manage reporting on sexual harassment for staff, workers, visitors, and passengers. Formulating a diversity and inclusion policy outlining clear measures to recruit, retain, and upskill women, local recruitment policies for job-roles at LPAI, Customs, and Immigration, and a shift-based work policy, with preference to women for day-time shifts. Establishing a contribution-based transport policy for staff, ensuring provision of last-mile connectivity for women staff, a policy for preferential procurement from women-led enterprises and vendors, a policy for retail outlets to have minimum representation of women staff, and a policy to set up peer support mechanisms for women staff.

	Introducing comfortable, culturally appropriate dress code or uniforms for women staff.
Pillar 3	Build Capacity and Raise Awareness Holding gender sensitization and technical training on gender mainstreaming for management and duty bearers, gender sensitization training for frontline workers, and providing training on leveraging CCTVs to monitor for women's safety. Arranging exposure visits to advanced domestic and international land ports for women staff's training and upskilling, forging partnerships with local industry associations, universities, skill training institutes, and CBOs to raise awareness of potential job opportunities, including internships at the land ports amongst women.
Pillar 4	Strengthen infrastructure and services Ensuring that port premises are well-lit, installing emergency phone lines/panic buttons across the port, displaying information of sexual harassment helpline numbers/grievance redressal mechanisms across the land port, and ensuring separate washrooms for women, managed by women housekeeping staff. Providing menstrual hygiene and sanitation facilities for women, providing creches and lactation rooms, and gender-neutral baby changing rooms. Ensuring wash and rest facilities for drivers and helpers within the land port are indoors and gender-segregated.

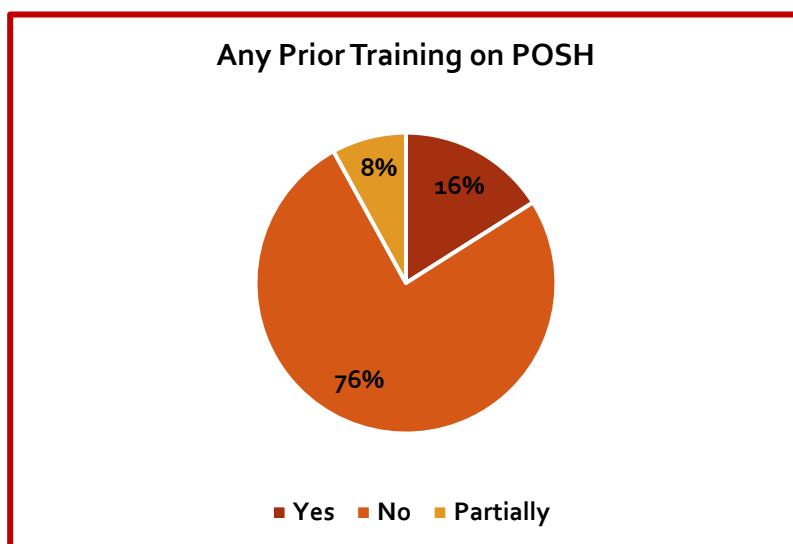
SUGGESTION ON THE FORMATION OF ICC AT LAND PORTS

LPAI can establish a two-level system for addressing complaints. The first level would be a local Internal Complaints Committee (ICC) that would receive complaints at land ports. The second level would be an ICC at LPAI headquarters that would house a unified command and control center to manage all complaints received via helplines and monitor actions for redressal on all complaints. To ensure ease of access and reporting, a single helpline number should be used across all land ports. The helpline should have provisions for phone, SMS, WhatsApp, and in-person reporting. The number should be prominently displayed across the land port. A member of the Internal Complaints Committee (ICC) should be designated as the single point of contact for reporting sexual harassment complaints.

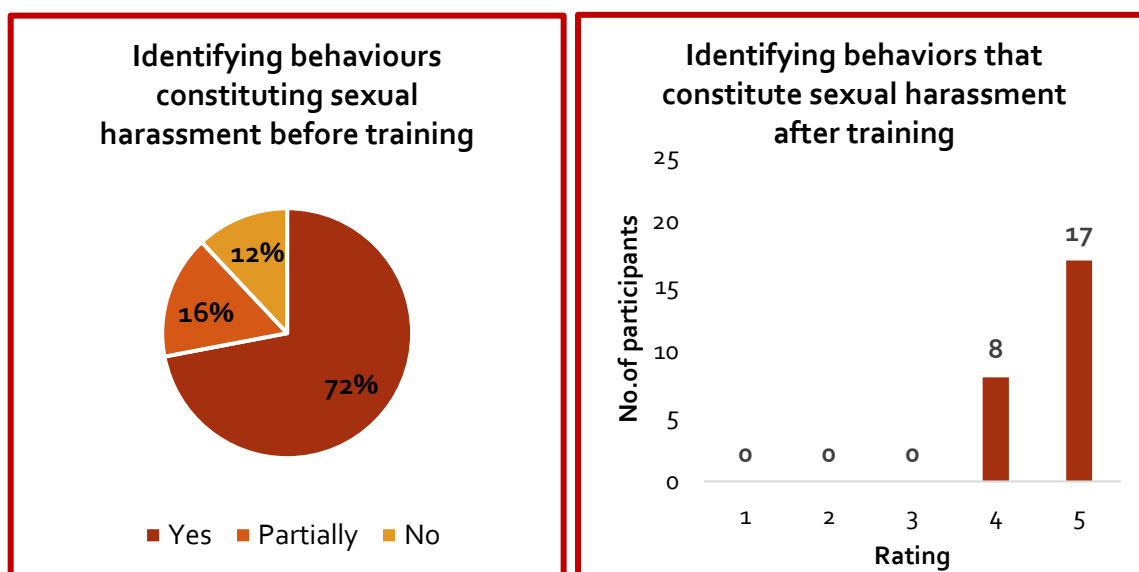
ANALYSIS OF PRE AND POST TRAINING FEEDBACK

During the POSH Training session, the training team conducted a survey at the outset and immediately following the session. Majority of the participants, specifically 76%, indicated that they had not received any pre-existing training on POSH.

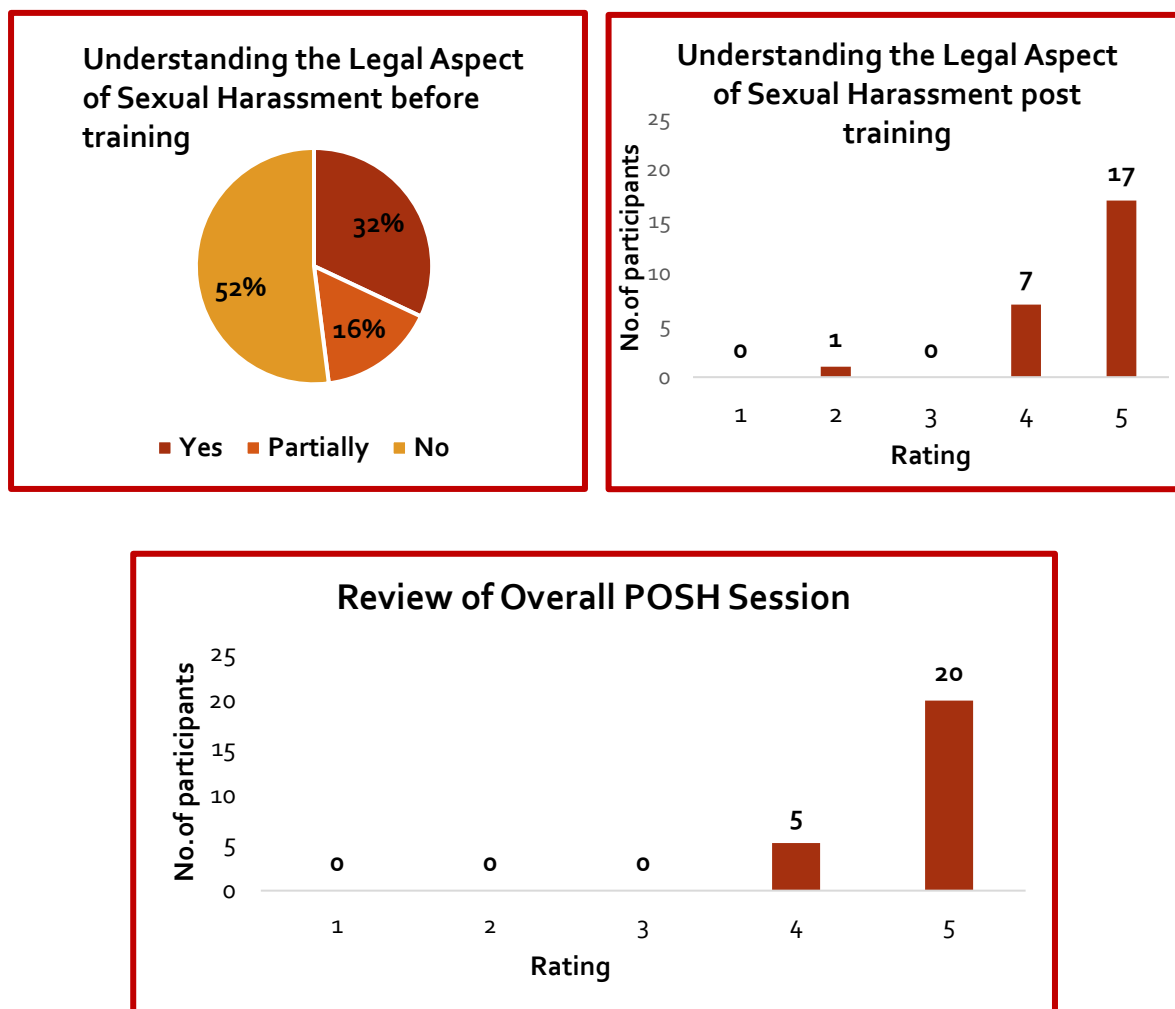
In the pre-training, participants were asked whether they were confident enough to identify behaviors that constituted sexual harassment, in which 72% of the participants mentioned they are confident, while the rest (28%) did not. However, post training, out of the 25 participants, 17 of them rated a five on five.



Prior the training, only 32% of the participants reported familiarity with the reporting mechanisms, which increased to 68% post training as 17 participants out of the 25 rated 5 out of 5. Furthermore, the training has significantly improved the understanding of formation of ICC. Based on the feedback collected before and after the training, it appears that initially, 64% of the participants were aware of the ICC formation, and this knowledge enhanced to 80% following the completion of the POSH Training.



The comprehensive evaluation of the POSH training session resulted in a rating of 4.8 out of 5, indicating the significant value of participants derived from the training. It further reflects the effectiveness of the session, portraying the trainers as knowledgeable in their domain.



5. Formation of Internal Complaints Committee (ICC)- Formed at LPAI HQ and Land Ports

The establishment of an Internal Complaints Committee (ICC) is crucial for LPAI to uphold the dignity and integrity of its workforce. ICC has been formed under the jurisdiction of LPAI for LPAI Head Quarter, New Delhi and in ten operational Land Ports across the country, in compliance with the POSH Act, 2013. The details of ICC members are listed below (As of 01 Aug 2024):

1. LPAI Head Quarter ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Madhukar Pandey, Dy Secretary Admin, LPAI
Member	Ms. Amita Jain, Controller of Accounts, DoP&T
Member	Ms. Priyanka Ribhu, NGO Member, BBA
Member	Ms. Rekha Reshwal, Assistant

2. Land Port Agartala ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Ajeet Kumar Singh, Director (Operations), LPAI.
Member	Shri. Debasis Nandi, Manager, Land Port Agartala
Member	Ms. Sonia Saibam, Assistant Plant Protection Officer, Land Port Agartala
Member	Ms. Anuja Biswas, Samaj Shakti Society, Agartala

3. Land Port Attari ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Ajeet Kumar Singh, Director (Operations), LPAI.
Member	Shri. Ved Prakash Juyal, Manager, Land Port Attari
Member	Ms. Savita Kumari, SI, BSF Attari
Member	Smt. Neeta Mehra, President of VOA, NGO

4. Land Port Dawki ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Ajeet Kumar Singh, Director (Operations), LPAI.
Member	Shri. T.C. Chacko, Manager, ICP Dawki
Member	Smt. Dolly Khonglah, President, MIECC (NGO)
Member	Smt. Zareen Wahlang, Head Constable, Dawki LCS (Customs)

5. Land Port Dera Baba Nanak ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Ajeet Kumar Singh, Director (Operations), LPAI.
Member	Shri. Tika Ram Sharma, Land Port Manager;
Member	Smt. Rekha Uniyal, Asstt Immigration Officer;
Member	Smt. Manjit Kaur, Sukinia Welfare Society, DBN

6. Land Port Jogbani ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Ajeet Kumar Singh, Director (Operations), LPAI.
Member	Shri. Ratnakar Yadav, Land Port Manager, Jogbani
Member	Dr. Ms Leela, Assistant Commandant, 56th Bn SSB Bathnaha
Member	Ms. Jaya Prakasah Dubey, Advocate and member of 'Jagaran Kalyan Bharati' (NGO)

7. Land Port Petrapole ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Ajeet Kumar Singh, Director (Operations), LPAI.
Member	Shri. Kamlesh Saini, Land Port Manager;
Member	Ms. Kusum Lakra, Seva Kendra Calcutta (Member of NGO)

8. Land Port Raxaul ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Ajeet Kumar Singh, Director (Operations), LPAI.
Member	Shri. Praveen Kumar SV, Manager, Land Port Raxaul
Member	Smt. Rakhi Murmu, Asstt. Plant Protection Officer' Plant Quarantine, Land Port Raxaul
Member	Sister Gracy Kodiyan Ouseph, Director. CHESHTA (Centre for Larmony, Education, Social Action, Health, Training Activities), NGO. Raxaul

9. Land Port Rupaidiha ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Ajeet Kumar Singh, Director (Operations), LPAI.
Member	Land Port Manager, Land Port Rupaidiha
Member	Ms. Harshita Yadav, Ct./Gd, SSB
Member	Ms. Nuzhat Malik, NGO (Pratham)

10. Land Port Srimantapur ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Ajeet Kumar Singh, Director (Operations), LPAI.
Member	Shri. Debasis Nandi, Manager, Land Port Agartala.
Member	Shri. Pradip Saha, Consultant, In-charge, Land Port Srimantapur.
Member	Ms. Anuja Biswas, Samaj Shakti Society, Agartala.

11. Land Port Sutarkandi ICC members are as following:

Chairperson	Dr. Rekha Raikar Kumar, Member (Finance), LPAI
Member	Shri. Ajeet Kumar Singh, Director (Operations), LPAI.
Member	Shri. Arvind B. Akashi, Land Port Manager
Member	Ms. Anjana Rani Baishnab (Women Entrepreneur)
Member	Ms. Mamon Dhar (Member of NGO)

6. Action Plan for Gender Mainstreaming at Land Ports

Aligned with United Nations Sustainable Development Goal (SDG) #5 which focuses on gender equality, LPAI is committed to promote equal opportunities for all genders and ensuring that workplaces are inclusive for all women-be it staff, passengers, traders, Customs House Agents (CHAs), etc.

LPAI has recognized the importance of integrating gender mainstreaming into its policy and infrastructure development at Land Ports. LPAI has set a target to make its ports "gender-friendly" within three years, by March 31st 2027.

For this, Gender-Sensitive Action Plan for land ports across India has been prepared to mainstream gender in LPAI's operations. The measures identified under the Gender-Sensitive Action Plan cover various aspects pertinent to gender mainstreaming at the land ports

including discrimination, physical and sexual harassment, safety, security and other gender responsive measures pertinent for the enhancement of the overall ecosystem of the land ports. A Gender-Sensitive Action Plan is desired to be implemented in four phases over the course of a year, commencing from April 2024 and ending in March 2025. The four phases are structured as follows: Phase A encompasses short-term measures achievable within the initial 3 months. Phase B involves medium-term measures implementable between four and eight months. Phase C and D consist of long-term measures, comprising actions feasible within 8-12 months and measures requiring more than 12 months for implementation, respectively.

Phase	Timeframe
Phase A	0-3 months (April '24 – June '24)
Phase B	4-8 months (Jul'24 – Nov '24)
Phase C	8-12 months (Nov'24- Mar'25)
Phase D	More than 12 months (After Mar'25)

The broad measures included in the phase-wise Action Plan are outlined below.

Phase-wise Action Plan for Gender Mainstreaming at LPAI

Phase A (0-3 months)	
1	24*7 electric supply with power backup
2	Mobile Charging Facilities at passenger and cargo terminal wherever applicable
3	Separate Baggage Scanning Facilities for women at passenger terminal
4	Setup a help desk (24*7) with a staff with language proficiency
5	Setup Public Announcement Systems across the land port
6	To provide basic facilities (hand washing facilities, Dustbins, safety door latches etc.) in both male and female washrooms
7	Create a waiting room or lounge adjacent to passenger lounge
8	Install additional fans in restrooms and air conditioner for pregnant women and elderly people in waiting rooms
9	Reliable Transport Facilities and/or Shuttle Services from the nearby town
10	Setup portable women's toilets in the freight handling areas, and cargo processing areas of the land port; till the time permanent toilets are constructed in cargo terminals
11	Conduct gender trainings for all employees/stakeholders of the land port
12	Assigning wheelchair assistants for Physically Disabled Persons (Male & Female)
13	Ensure separate queues for women, elderly, PWD and patients
14	Engage maximum women staff in land port
15	Conduct client satisfaction survey once in 3 months
16	Start collection of sex disaggregated data in cargo and passenger terminal and share with Head Quarters on monthly basis

Phase B (4-8 months)	
1	Introduce uniforms for male and female staff of the land port
2	Creation of baby care facility and lactation room if appropriate
3	Create separate workspace for customs house agent (CHAs) and other stakeholders
4	Provide adequate Streetlighting at approaching roads towards the port
5	Provide Internet connectivity and Wi-Fi Hotspots
6	Establish a shift-based work policy with preference to women for day-time shifts, if possible, in cargo and passenger terminal
7	Provide service area with convenience store, ATM and pharmacy for the benefit of all
8	Arrange health-related and social security schemes registration camps (At least 2 in a year)
9	Provide adequate parking space for trucks with separate zones for exports and imports
10	Provide dedicated women security staffs for women passengers and employees/logistics service providers
11	Ensure that contractual women staff also get annual care leave, benefits of maternity and childcare leave
12	Provide vehicle repair services within the land port complex

Phase C (8-12 months)	
1	Involving more women from trade and logistics sector in the land port
2	Create websites/app for land port if possible
3	Install functional CCTVs at each entry and exit points of the land port. Regular monitoring of the footage is required at senior level.
4	Training of ICP staff on anti-human trafficking and mental health
5	Organise exposure visits and workshops at Land Port for women SHG members/entrepreneurs on potential of exports through the Land Port
6	Provide a creche facility by engaging an NGO whenever required
7	Encourage women-led businesses to operate retail outlets at Land Port
8	Provide a health room with nurse and a doctor at site
9	Conducting training of women entrepreneurs/SHG members on trade procedures at Land Port
10	Install sanitary pad vending machines and disposal mechanisms
11	Conduct workshops with Livelihood/Skill Missions officials on potential of exports through the land port

Following the Gender-Sensitive Action Plan, a phase-wise Implementation Plan has been designed for each month across the four phases for each land port between April 2024- March 2025. The identified measures are required be implemented against a total of seven target indicators- Safety Measures, Women and Child Friendly Needs, Gender Friendly Workplace,

Public Amenities, Welfare facilities, Staff Capacities and Competencies and Women's Economic Empowerment. The reform measures under the Implementation Plan differ from land port to land port based on the infrastructural facilities, day-to-day activities and surrounding ecosystem of the respective land port.

In order to ensure that the aforementioned measures are implemented effectively at the Land Ports, it is deemed important to conduct a thorough assessment of the gender responsiveness at all operational Land Ports. Building on the toolkit prepared by MHT, an in-house comprehensive questionnaire has been prepared covering parameters such as accessibility to land ports, safety, infrastructure, user satisfaction, institutional policies, etc.

Awarding scores based on gender responsiveness can serve as a comprehensive tool for informed decision-making and the establishment of a more equitable operational environment at LPAI and shall contribute to a more effective implementation of the phase-wise strategy.

7. Implementation Plan for Engendering Land Ports

A detailed implementation plan has been prepared for Land Ports. The plan details out measures that should be implemented against a total of seven target indicators. The measures differ from land port to land port. These target indicators are as follows:

Sr. No.	Indicators
1	Women and Child Friendly Needs
2	Safety Measures
3	Staff Capacities and Competencies
4	Gender Friendly Workplace
5	Public Amenities
6	Welfare facilities
7	Women's Economic Empowerment

1. Women and Child Friendly Needs: Ensuring facilities and services that cater to the specific needs of women and children, such as separate restrooms, breastfeeding areas, and childcare facilities, to enhance comfort and accessibility.

For all gender:

- Ensure proper hand washing facilities
- Information and Help desk counter
- Mobile charging facility
- Mobile and Internet Connectivity
- Battery operated carts for internal movement at the land port

Women specific:

- Female Washroom in Cargo Terminal
- Sanitary pad vending machines and disposal mechanisms
- Provide transportation facilities (shuttle/e-cart/EVM) to women employees from a fixed pick-up point

2. Safety Measures: Implementing robust security protocols and measures to create a secure environment for women, including well-lit areas, surveillance systems, and trained personnel to respond to incidents effectively.

For all gender:

- Periodic Border Guarding Force (BGF) patrolling in the port complex
- Adequate lighting at vantage points across the port complex
- Install emergency panic buttons across the port
- Install CCTVs at each entry and exit points of the land port
- Public Announcement System (PAS)

Women specific:

- Provide a dedicated women security staffs for women passengers and employees/logistics service providers

3. Staff Capacities and Competencies: Providing gender-sensitive training programs for staff to enhance their understanding of gender issues, improve their communication skills, and ensure they are equipped to handle diverse needs professionally.

For all gender:

- Banners and display information on zero tolerance for human trafficking
- Consider implementing fun activities for workers in every two months as part of the workplace routine.
- Training of Land Port staff on anti-human trafficking
- Organize capacity building sessions for various stakeholders
- Conduct workshop on mental and physical health to promote employee well-being
- Conduct human resources orientation session for new employees stationed at land ports to acquaint them with their respective functioning at land ports.
- Conducting gender trainings to all staff/employees at the Land Port

Women specific:

- Engage maximum women staff in land port

4. Gender Friendly Workplace: Establishing policies and practices that promote equality and respect within the workplace, including zero-tolerance policies against discrimination, harassment, and violence.

For all gender:

- Collect sex disaggregated data in cargo and passenger terminal
- Restroom Facilities for men and women in Passenger Terminal
- Provide 24*7 electric supply with power backup throughout the land port
- Assign wheelchair assistants for Physically Disabled Persons (Male & Female)
- Introduce uniforms for male and female staff of the land port
- Provide a creche facility by engaging an NGO whenever required
- Provide basic washroom facilities

Women specific:

- Install baby changing tables in male and female washrooms
- Installation of more fans in restrooms and an air conditioner for pregnant women and elderly.
- Separate restroom for pregnant women and elderly
- Construct Baby Feeding Rooms
- Provision of workplace accommodation (for Male & Female)
- Establish a shift-based work policy with preference to women for day-time shifts, if possible, in cargo and passenger terminal
- Setup portable women's toilets in the freight handling areas, and cargo processing areas of the land port; till the time permanent toilets are constructed in cargo terminals
- Establish a women's staff room
- Appoint a female supervisor at the Land Port
- Provide Maternity Benefits and Childcare Leave for Contractual Staff

5. Public Amenities: Ensuring the availability of clean and accessible amenities such as waiting areas, food stalls, and information kiosks that are designed with the comfort and safety of women in mind.

For all gender:

- Provide basic amenities like food and water at immigration check point and waiting areas.
- Vehicle repair services within the land port complex
- Provide service area with a Pharmacy for the benefit of all
- Create websites/app for land port if possible
- Provide service area with a cafeteria for the benefit of all
- Provide service area with a convenience store for the benefit of all

6. Welfare Facilities: Offering adequate welfare facilities like healthcare services, counselling centers, and grievance redressal mechanisms to support the physical and emotional well-being of women employees and users.

For all gender:

- Formation of Internal Complaints Committee
- POSH guidelines and ICC committee members display
- Provide signages and display building information across land port.

- Display important notice for passengers
- Separate queues for women, PWDs, elderly and patients
- Health room with nurse and a doctor at site

Women specific:

- Organise regular physical and mental health check-ups for female staff at the Land Port
- Provide Separate baggage scanners for women at the Passenger Terminal
- Women social security registration camps

7. Women's Economic Empowerment: Implementing initiatives that promote women's participation in economic activities, such as training programs, business development support, and access to financial resources, to enhance their economic independence and contribution to cross-border trade.

For all gender:

- Exchange Counters
- ATM Service
- Conduct workshops with Skill Missions officials on potential exports through land ports

Women specific:

- Organise exposure visits and workshops at Land Port for women Self Help Group (SHG) members/ entrepreneurs on potential of exports through the ICPs.
- Encourage women-led businesses to operate retail outlets at Land Ports
- Conduct training of women entrepreneurs/ SHG members on trade procedures at Land Port

8. Gender Sensitization Workshop at Land Ports

To create gender awareness among its employees and stakeholder, LPAI has been organizing Gender Sensitization workshops at the Land Ports. So far nine workshops have been conducted at Land Port Agartala, Attari, Dera Baba Nanak, Dawki, Jogbani, Petrapole, Raxaul, Rupaidiha and Sutarkandi.

A. PURPOSE OF THE WORKSHOP

The workshops have been designed with a multi-faceted purpose aimed at addressing and improving the work environment at land ports. Firstly, it sought to clarify and identify instances of sexual harassment, ensuring that participants could recognize and understand various forms of harassment that might occur in the workplace.

In addition to addressing these critical issues, the workshops delved into the legal framework surrounding sexual harassment, providing a comprehensive understanding of the rights and protections available to individuals under the law. This knowledge was essential for ensuring

that all employees were aware of their rights and the mechanisms in place for addressing grievances.

A key objective of the workshops has been to foster an inclusive work environment. By promoting awareness and understanding, the workshops aim to create a workplace where all individuals feel respected and valued, contributing to a culture of equality and support.

Effective communication and collaboration have been a focal point of the workshops. Through various activities and discussions, participants developed skills to communicate more effectively and work together harmoniously, which was crucial for implementing successful reform measures.

Finally, the workshops address the action plan for implementing reform measures to engender land ports. This included discussing practical steps and strategies to integrate gender-responsive practices into the operations and culture of land ports, ensuring that the proposed changes were both actionable and impactful.

Overall, these workshops are a comprehensive effort to enhance awareness, understanding, and collaboration, ultimately leading to a more inclusive and equitable work environment at land ports.

The one-day long workshops are conducted covering five well-structured sessions, each addressing a critical aspect of gender equality and creating a supportive work environment at land ports.

B. WORKSHOP SESSIONS

The first session, "**Setting the Context: Gender Mainstreaming and its Importance**," provides a foundational overview of gender mainstreaming, emphasizing its significance in fostering a more inclusive and equitable workplace. Participants explore the concept of gender mainstreaming, understanding its relevance to creating a balanced and fair work environment.

Following this, the workshop shifts focus to "**Equity and Respect: A Training Program on POSH**," where attendees receive targeted training on the Prevention of Sexual Harassment (POSH) Act. This session aims to educate participants about their rights and responsibilities under the law, ensuring they were well-versed in recognizing and addressing instances of sexual harassment.

The third session, "**Gender Sensitization**," delved into the nuances of gender sensitivity, guiding participants through practical exercises and discussions designed to challenge biases and promote a more empathetic and understanding approach towards gender issues in the workplace.

The fourth session, "**Gender Mainstreaming Through Official Channels**," provides insights into how gender mainstreaming could be integrated into organizational practices and policies. This session focuses on leveraging official channels and frameworks to drive gender-inclusive reforms within the land ports.

The final substantive session, "**Engendering Land Ports in India**," addresses specific strategies and action plans for implementing gender-responsive measures in the context of the particular land port. Participants discuss practical steps and reforms necessary to create a more equitable environment within their respective operational settings.

The workshop concludes with a "**Feedback Session**" where participants get the opportunity to reflect on the content covered, share their insights, and provide feedback on the workshop's effectiveness. This session aims to gather valuable input from attendees, ensuring that the workshop's objectives were met and identifying areas for further improvement.

Overall, the workshops have offered a comprehensive exploration of gender mainstreaming and provided practical tools and knowledge to foster a more inclusive and respectful work environment at land ports.

The session-wise summary including key recommendations of each workshop are discussed below.

8.1 Workshop on Gender Sensitisation: Promoting Inclusivity And Awareness Within Land Ports at Land Port Petrapole on 19th March, 2024

LPAI conducted its maiden Gender Sensitisation Workshop at Land Port Petrapole on 19th March 2024. The first session of the workshop conducted by Dr. Rekha Raikar Kumar, Member Finance, LPAI was contextual reference of gender mainstreaming and its importance. The main topics that were covered in her session were:

- i. **Gender Mainstreaming:** It is the process of assessing the implications for women and men on any planned action, including legislation, policies, or programs, in any area and at all levels.
- ii. **Gender Equality (G/E):** Pertains to ensuring equitable opportunities for women, men, girls, and boys in the allocation and availability of resources and services. G/E is measured in terms of parity of opportunities and outcomes or reward or labour.
- iii. **Gender Equity:** Refers to fairness, where fair treatment is accorded to both men and women. Equity sometimes calls for affirmative action to allow fair play, especially where two groups are competing for same resources, and one has an advantage over the other. Example in a mining industry where employees are digging a mine within a given

timeframe, it would be fair to allow women more time to complete the task. They are biologically weak in strength as compared to men.

- iv. **Gender Responsive:** Entails considering gender disparities and concerns to devise plans, execute and design any procedures and processes. A gender responsive budget necessitates scrutinizing the actual expenditure and revenue of men vs women and making adjustments as necessary to address any gender inequality.



The second session encompassed the importance of equal respect among coworkers at workplace. The speakers highlighted the value of cooperation and mutual understanding. The session aimed to foster a culture of respect and professionalism emphasizing work integrity and honesty.

It is imperative to recognize what actions come under sexual harassment and what does not. Hence, as per the Prevention of Sexual Harassment (POSH) Act, sexual harassment includes any one or more of the following:

- unwelcome acts or behaviour (whether directly or by implication) namely - physical contact and advances.
- a demand or request for sexual favours making sexually coloured remarks
- showing pornography
- humiliating treatment
- hostile work environment

Additionally, the speakers addressed the implications of the Sexual Harassment at Workplace (Prevention, Prohibition, and Redressal) POSH Act, 2013. This regulation mandates organizations to establish sexual harassment policies, prevention systems, and grievance redressal mechanisms. Essential to this is the implementation of POSH training to ensure clear protocols for reporting and addressing incidents of sexual harassment. Under the Act,

organizations are obligated to form Internal Complaints Committees (ICCs) tasked with investigating complaints and resolving instances of sexual harassment, thereby promoting a safe and inclusive workplace environment.



The third session focusses on **Gender Sensitization** which involves understanding the difference between "sex," which refers to biological traits define men and women, and "gender," which encompasses socially constructed roles and behaviours, activities, and attributes that a given society considers appropriate for men and women. This process challenges societal norms, raising awareness and promoting equality. Gender Sensitization is the process of creating awareness regarding gender equality issues and modifying the behaviour and views that people hold about themselves and other genders.

Some key gender disparities and challenges include:

- i. Lack of Education
- ii. Poor Health
- iii. Violence Against Women
- iv. Gender Discrimination
- v. Social Norms

Some consequences of gender discrimination include:

- i. Child marriage
- ii. Low dignity of girl child
- iii. Child labour
- iv. Girl child foeticide
- v. Trafficking of girl child
- vi. Deprived of rights



The penultimate session was on gender mainstreaming through official channels. This session aimed to cultivate an inclusive workplace culture, facilitate effective communication and collaboration and to prevent and address gender-based harassment.



Furthermore, the speakers provided a bigger picture of an online complaint management system designed to ensure the effective implementation of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Sexual Harassment Electronic Box (**SHE-Box**) which is an initiative launched by the Government of India to provide a platform for female employees to lodge complaints related to sexual harassment at the workplace.

The workshop was concluded with an interactive session on discussing the action plan for implementation of reform measures towards engendering land ports. To achieve this, the

Authority needs to build requisite gender friendly infrastructure, incorporating Diversity, Equity and Inclusion (DEI) policies and supporting research studies such as "Gender Mainstreaming at India's Land Ports" by ICRIER that was released in June 2023 and "Engendering Land Ports in India: Gender Assessment and Audit of Selected Integrated Check Posts (ICP)" by Mahila Housing Trust (MHT) that was released in January 2024. Based on the recommendations suggested by both the studies, it is proposed that a **phase-wise implementation** strategy shall be put in place to mainstream gender in LPAI's operations. An implementation plan comprising a list of exhaustive recommendations were discussed for Petrapole Land Port. Each of these measures were implemented against a total of seven target indicators:

- i. Women and Child Friendly Needs
- ii. Safety Measures
- iii. Staff Capacities and Competencies
- iv. Gender Friendly Workplace
- v. Public Amenities
- vi. Welfare facilities
- vii. Women's Economic Empowerment



Key Recommendations for Land Port Petrapole:

Following the deliberations, a list of recommendations has been compiled to enhance the gender responsive of the land port:

- i. Collaborate with nearby transport providers to establish shuttle bus services from Bongaon, ensuring secure and direct transportation for female staff.
- ii. Organize monthly capacity building sessions for diverse stakeholders (including Customs, Bureau of Immigration, Border Security Force (BSF), Plant Quarantine, Ministry of Agriculture & Farmers Welfare, Animal Quarantine and Certification Services, Ministry of Fisheries,

Animal Husbandry and Dairying, Port Health Department, Ministry of Health and Family Welfare). Three sessions should emphasize on mental health to enhance employee welfare and cultivate a supportive workplace environment.

- iii. Introduce a token-based system for accessing fundamental amenities such as food and water at immigration checkpoints and waiting areas.
- iv. Designate a female supervisor dedicated to offering support and receiving reports from female employees, ensuring a conducive working environment for all staff members.
- v. Establish a dedicated women's staff room, offering female employees a safe and comfortable space to take short breaks, address personal matters, and collaborate with co-workers.
- vi. Conduct human resources orientation session for new employees stationed at land ports to acquaint them with their respective functioning at land ports.
- vii. Increase manpower in the immigration department. Furthermore, establish a covered facility or waiting area specifically designated for women, children, senior citizens, and patients.
- viii. Patients arriving in India for medical treatment should have a designated queue separate from regular queues.
- ix. Deploying mobile network boosters in areas of the land port where network connectivity is weak/unavailable.
- x. To uplift morale, strengthen team bonds, and foster a positive work environment, weekly recreational activities into the workplace routine for employees may be incorporated.

8.2 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Attari on 5th April, 2024

LPAI conducted the second Gender Sensitisation Workshop at Land Port Attari on 5th April 2024. In the first session of the workshop led by Dr. Rekha Raikar Kumar, Member Finance at LPAI, the focus was on providing contextual insight into gender mainstreaming and its significance. She covered several key topics during her presentation starting with the context of gender mainstreaming, which involves evaluating the impacts of planned actions on women and men across various levels and areas. To ensure fair opportunities for women, men, girls, and boys in resource allocation and service availability, the concept of gender equality is of paramount significance. It is imperative to emphasize the concept of gender equity which focusses on fair treatment for both genders, sometimes necessitating affirmative action to address imbalances. The key takeaway from this session was the distinction between gender responsiveness and gender mainstreaming. While the former focusses on adapting plans,

procedures, and processes based on gender disparities, while the later aims to achieve gender equality by ensuring equal benefits and preventing the perpetuation of inequality. These principles were explained by real life incidents.



During the second session, Mrs. Neeta Mehra emphasized on the POSH (Prevention of Sexual Harassment) Act and its relevance in the workplace. The discussion commenced by the different definitions of workplace followed by the significance of fostering equal respect among colleagues in the workplace. The speaker underscored the importance of cooperation and mutual understanding, aiming to cultivate a culture centered on respect and professionalism, with a focus on maintaining integrity and honesty in work practices. At workplace, it is the responsibility of the employer whether in private or public sector should make provisions and prevent acts of sexual harassment. According to the Prevention of Sexual Harassment (POSH) Act, sexual harassment includes any one or more of the following:

- unwelcome acts or behaviour (whether directly or by implication) namely - physical contact and advances.
- a demand or request for sexual favours making sexually coloured remarks
- showing pornography
- humiliating treatment
- hostile work environment

To ensure more engagement in the discussion, the speaker provided some real-life examples. This session further underscored the importance of complaints committee as a redressal mechanism for preventing sexual harassment. Furthermore, the complaints committee should ensure special counsellor and support system and maintaining confidentiality. The speaker also discussed some of the international practices that could be adopted to prevent sexual harassment at workplace. These include:

- Victim Centered Approach for sexual harassment.
- Removing inequalities in political decisions.
- Decision making at household.
- Difference in legal status to be removed

- Addressing the issue of gender pay gap
- Institutional capacity building strategies
- Providing gender analysis training for program staff



Ms. Rakhie Vermani Sehgal conducted the third session, focusing on gender sensitization in the workplace and emphasizing the significance of cultivating an inclusive and fair environment. This involves implementing measures to raise awareness and understanding of gender issues among employees. One crucial aspect is establishing a comprehensive code of conduct that promotes respect, equality, and non-discrimination based on gender. Additionally, policies can be developed to support work-life balance, acknowledging that responsibilities at home should be shared equally between partners, regardless of gender. By integrating these principles into the organizational culture, workplaces can strive towards creating a supportive and empowering atmosphere for all employees, regardless of gender.

The fourth session conducted by Ms. Harkirandeep Kaur commenced with a distinction between gender and sex: "sex" refers to the biological characteristics that differentiate males and females, while "gender" encompasses the social, psychological, behavioural and cultural attributes that a particular society deems appropriate for each sex. Following this distinction, the speaker delved into the concept of gender mainstreaming, defining it as a strategic approach to integrating gender equality perspectives into policies, legislation, and programs. This involves adopting a gender-inclusive perspective across various activities. The necessity for Gender Mainstreaming was underscored, emphasizing its role in safeguarding human rights and promoting social justice for both men and women. Furthermore, the integration of gender perspectives was highlighted as crucial for advancing social and economic development goals.

The workshop culminated with an interactive session dedicated to formulating an action plan for implementing reform measures aimed at fostering gender inclusivity in land ports. To achieve this objective, LPAI must focus on constructing gender-friendly infrastructure and integrating Diversity, Equity, and Inclusion (DEI) policies. Additionally, it should support research initiatives such as the "Gender Mainstreaming at India's Land Ports" report by ICRIER (June 2023) and the "Engendering Land Ports in India: Gender Assessment and Audit of Selected Integrated Check Posts (ICP)" by Mahila Housing Trust (MHT) (January 2024). These studies provide valuable recommendations for mainstreaming gender in LPAI's operations, which will be implemented in phases. The implementation plan, which includes a comprehensive list of recommendations, was discussed specifically for Land Port Attari.



Key Recommendations for Land Port Attari:

1. Install a biometric machine at the main gate for enhanced security and streamlined access control.
2. Establish restrooms and washroom facilities for outsourced staff.
3. Install a shaded structure at the passenger gate for convenience of the travellers.
4. Promote awareness and advertise gender mainstreaming on the buildings and wall of the land port premise.
5. Participants proposed that the workshops should be bilingual i.e. conducted either in local language or in Hindi.
6. Conduct engaging gender trainings for all staffs in the form of valuable debates and discussions.

8.3 Workshop on Gender Sensitisation: Promoting Inclusivity And Awareness Within Land Ports at PTB, Dera Baba Nanak On 6th April, 2024

LPAI conducted the second Gender Sensitisation Workshop at Land Port Dera Bana Nanak on 6th April 2024. The first session of the workshop conducted by Dr. Rekha Raikar Kumar, Member Finance, LPAI was contextual reference of gender mainstreaming and its importance. The main topics that were covered in her session were:

- i. **Gender Mainstreaming:** It is the process of assessing the implications for women and men on any planned action, including legislation, policies, or programs, in any area and at all levels.
- ii. **Gender Equality (G/E):** Pertains to ensuring equitable opportunities for women, men, girls, and boys in the allocation and availability of resources and services. G/E is measured in terms of parity of opportunities and outcomes or reward or labour.
- iii. **Gender Equity:** Refers to fairness, where fair treatment is accorded to both men and women. Equity sometimes calls for affirmative action to allow fair play, especially where two groups are competing for same resources, and one has an advantage over the other. Example in a mining industry where employees are digging a mine within a given timeframe, it would be fair to allow women more time to complete the task. They are biologically weak in strength as compared to men.



- iv. **Gender Responsiveness:** Entails considering gender disparities and concerns to devise plans, execute and design any procedures and processes. A gender responsive budget

necessitates scrutinizing the actual expenditure and revenue of men vs women and making adjustments as necessary to address any gender inequality.

- v. **Gender Mainstreaming:** It is the process of assessing the implications for women and men on any planned action, including legislation, policies or programs, in any area and at all levels. Benefit equally, and inequality is not perpetuated. The overarching objective of mainstreaming is to realize gender equality.

The second session encompassed the importance of equal respect among coworkers at workplace. Ms. Shivani Arora emphasized that a safe workplace is every woman's right. The speaker highlighted the value of cooperation and mutual understanding. Additionally, the speaker elaborated the Prevention of Sexual Harassment (POSH) Act, 2013 to make the participants recognize what actions come under sexual harassment and what does not. It included any one or more of the following:

- unwelcome acts or behaviour (whether directly or by implication) namely - physical contact and advances.
- a demand or request for sexual favours making sexually coloured remarks
- showing pornography
- humiliating treatment
- hostile work environment



Additionally, the speakers addressed the implications of the POSH Act. The rights and of complainants and respondents were highlighted in the session. Duties of the organization mandated under the regulations were presented which include establishing sexual harassment policies, prevention systems, and grievance redressal mechanisms. The speaker discussed the importance of implementing POSH training and organizing workshops and awareness programmes at regular intervals for sensitising the employees with the provisions of the Act and to ensure clear protocols for reporting and addressing incidents of sexual

harassment. Under the Act, organizations are obligated to form Internal Complaints Committees (ICCs) tasked with investigating complaints and resolving instances of sexual harassment, thereby promoting a safe and inclusive workplace environment.

Ms. Arshpreet Kaur Sodhi conducted the third session focused on Gender Sensitisation which aimed to make people aware of the power relations between men and women in the society and to understand the importance of affording men and women equally opportunities and treatment. The session was directed towards understanding the societal norms about the roles and responsibilities of men and women and the role culture plays in molding their actions and thinking. The speaker highlighted that gender roles are viewed as being learnt through socialisation, therefore, gender sensitisation is one basic requirement for the normal development of an individual. The speaker emphasized that a well-planned and more professional approach is desired to this sensitivity, particularly, for India with vast diversity existing in terms customs, traditions, rituals, social values, family beliefs and individual perception. Gender Sensitization is the process of creating awareness regarding gender equality issues and modifying the behaviour and views that people hold about themselves and other genders.

To overcome gender disparity following aspects have been developed:

- Individuals need to be more open-minded, rational and unbiased in their thoughts and actions.
- There is an urgent need to shatter the load of our orthodox beliefs and biased values to accentuate the progressive existence of both the genders.
- Better reconciliation of work and private life for both women and men is essential to gender equality.



Dr. Nidhi conducted the penultimate session on gender mainstreaming through official channels. This session aimed to cultivate an inclusive workplace culture, facilitate effective communication and collaboration and to prevent and address gender-based harassment. The speakers highlighted that Workplace Sexual Harassment is when the behaviour is unwelcoming, sexual in nature, a subjective experience, and a matter of impact not intent.



The speaker also discussed international laws and policies such as The Discrimination (Employment and Occupation) Convention, 1958; The Convention on the Elimination of All Forms of Discrimination against Women adopted by United Nation in 1979; Indigenous and Tribal People Convention, 1989; Declaration on the Elimination of Violence against Women, adopted by General Assembly of United Nations 1993; United Nation Fourth World Conference on Women held, 1995, adopted a platform for action including provisions on Sexual Harassment in the workplace.

The workshop was concluded with an interactive session on discussing the action plan for implementation of reform measures towards engendering land ports. To achieve this, the Authority needs to build requisite gender friendly infrastructure, incorporating Diversity, Equity and Inclusion (DEI) policies and supporting research studies such as "Gender Mainstreaming at India's Land Ports" by ICRIER, released in June 2023 and "Engendering Land Ports in India: Gender Assessment and Audit of Selected Integrated Check Posts (ICP)" by Mahila Housing Trust (MHT), released in January 2024. Based on the recommendations suggested by both the studies, it is proposed that a phase-wise implementation strategy shall be put in place to mainstream gender in LPAI's operations. An implementation plan comprising a list of exhaustive recommendations were discussed for PTB, Dera Baba Nanak Land Port. These measures will be implemented across a total of seven target indicators:

- i. Women and Child Friendly Needs
- ii. Safety Measures
- iii. Staff Capacities and Competencies
- iv. Gender Friendly Workplace

- v. Public Amenities
- vi. Welfare facilities
- vii. Women's Economic Empowerment



Key Recommendations for Land Port Dera Baba Nanak:

Following the deliberations, a list of recommendations has been compiled to enhance the gender responsive of the land port:

- i. Provide reliable transport facilities and shuttle services, ensuring secure and direct transportation for female staff.
- ii. Collection of sex disaggregated data is essential for discerning the requirements of women and implementing women friendly measures at the land port.
- iii. Organize monthly capacity building sessions and gender training for stakeholders including Customs, Bureau of Immigration, Border Security Force (BSF). Dedicate two sessions on mental health to enhance employee welfare and cultivate a supportive workplace environment.
- iv. Provide proper water supply and safety door latches in all washrooms through the land port.
- v. Designate a female supervisor dedicated to offering support and receiving reports from female employees, ensuring a conducive working environment for all staff members.
- vi. Establish a dedicated women's staff room, offering female employees a safe and comfortable space to take short breaks, address personal matters, and collaborate with coworkers.
- vii. Conduct human resources orientation session for new employees stationed at land ports to acquaint them with their respective functioning at land ports.
- viii. Deploying mobile network boosters in areas of the land port where network connectivity is weak/unavailable.
- ix. To uplift morale, strengthen team bonds, and foster a positive work environment, weekly recreational activities into the workplace routine for employees may be incorporated.
- x. Provision of workplace accommodation for staff and stakeholders at the land port is imperative.

8.4 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Agartala on 24th April, 2024 for Land Port Agartala, Srimantapur and Sabroom

LPAI conducted the third Gender Sensitisation Workshop at Land Port Agartala on 24th April 2024 which included participants from Agartala, Srimantapur and Sabroom. The workshop session led by Ms. Komal Biswal focused on providing insight into gender mainstreaming and its significance. She emphasized the importance of evaluating the impacts of planned actions on both women and men across various levels and areas. Gender equality, ensuring fair opportunities for all genders in resource allocation and service availability, was highlighted as a crucial concept. Additionally, the distinction between gender responsiveness and gender

mainstreaming was discussed, with the former focusing on adapting plans based on gender disparities and the latter aiming to achieve gender equality by ensuring equal benefits. Real-life incidents were used to illustrate these principles.

Three levels of Gender Mainstreaming:

- 1) **At legislation, policies, strategies level:** By mainstreaming gender at the legislative, policy, and strategic levels, governments and organizations can identify and address gender disparities, promote inclusive decision-making processes, and create environments that support the full participation and rights of all genders. This may involve conducting gender analyses to understand the differential impacts of policies and programs, setting gender-sensitive targets and indicators, allocating resources to address gender disparities, and promoting gender-responsive governance structures and practices.
- 2) **At organization, department level:** By mainstreaming gender, organizations and departments can create more inclusive and effective policies and practices that contribute to advancing gender equality and empowering all individuals, regardless of gender identity, to fully participate and thrive.
- 3) **At household level:** It requires recognizing and addressing the unequal distribution of tasks, responsibilities, and power based on gender, aiming for greater equality and fairness. This approach entails promoting open communication, mutual respect, and shared decision-making between family members, irrespective of their gender. Examples of gender mainstreaming at this level include challenging traditional gender roles, encouraging equal participation in caregiving and household chores, and ensuring that all family members have access to education, opportunities, and resources, regardless of gender.



The session emphasized on key initiatives such as "Mission Shakti" and schemes like the Deendayal Antyodaya Yojana for their contributions to empowering women across diverse sectors. It highlighted the significance of integrating gender perspectives into cross-border trade and sustainable development, in line with global agendas such as the 2030 Agenda for Sustainable Development and Sustainable Development Goal (SDG) 5. The discussion also touched upon endeavors to enhance gender-sensitive infrastructure and implement policies promoting Diversity, Equity, and Inclusion (DEI). In essence, the session underscored the comprehensive approach adopted by the government and various organizations to tackle gender disparities and advance women's empowerment.

During the second session, speakers Ms. Asmita Banik and Ms. Anuja Biswas highlighted the significance of the POSH (Prevention of Sexual Harassment) Act and its applicability in workplaces. They began by delineating various interpretations of the workplace concept, emphasizing the importance of fostering equal respect among colleagues. The speakers stressed the necessity of collaboration and mutual understanding to nurture a workplace culture centered on respect and professionalism, emphasizing the maintenance of integrity and honesty in work practices. They reiterated that it is the responsibility of employers, whether in the private or public sector, to establish provisions and prevent instances of sexual harassment in the workplace. According to the Prevention of Sexual Harassment (POSH) Act, sexual harassment includes any one or more of the following:

- unwelcome acts or behaviour (whether directly or by implication) namely - physical contact and advances.
- a demand or request for sexual favours making sexually coloured remarks
- showing pornography
- humiliating treatment
- hostile work environment



To ensure more engagement in the discussion, the speaker provided some real-life examples. This session further underscored the importance of complaints committee as a redressal mechanism for preventing sexual harassment. Furthermore, the complaints committee should ensure special counsellor and support system and maintaining confidentiality. The speaker

also discussed some of the international practices that could be adopted to prevent sexual harassment at workplace. These include:

- Victim Centered Approach for sexual harassment.
- Removing inequalities in political decisions.
- Decision making at household.
- Difference in legal status to be removed
- Addressing the issue of gender pay gap
- Institutional capacity building strategies
- Providing gender analysis training for program staff

Dr. Anjana Bhattacharjee conducted the third session, focusing on gender sensitization in the workplace and emphasizing the significance of cultivating an inclusive and fair environment. Gender sensitization involves integrating a perspective that promotes inclusivity across various activities and projects. It's a strategy aimed at enhancing the quality of public policies, programs, and projects, ensuring resources are allocated more efficiently. Speaker emphasized on the principles of gender mainstreaming which include:

- Gender-sensitive language
- Gender-specific data collection and analysis
- Equal access to and utilization of services
- Women and men are equally involved in decision making
- Equal treatment is integrated into steering processes

This approach is crucial for enhancing the well-being of both women and men and fostering a socially just and sustainable society. It entails incorporating a gender equality perspective at every stage and level of policymaking, programs, and projects. Ultimately, gender sensitization serves as a tool to achieve gender equality and advance women's empowerment. In almost all areas, they face violence, discrimination and sexual abuse. Additionally, policies can be developed to support work-life balance, acknowledging that responsibilities at home should be shared equally between partners, regardless of gender. By integrating these principles into the organizational culture, workplaces can strive towards creating a supportive and empowering atmosphere for all employees, regardless of gender.



Prof. Subhrabaran Das commenced his session with some gender statistics. As of 2023, India ranks 127th out of 146 countries in the Gender Gap Index, indicating significant disparities between genders. The country has closed approximately 64.3 percent of the overall gender gap but has achieved only 36.7 percent parity in economic participation and opportunity. Utilizing our inherent capabilities effectively is crucial. According to Sen (1993), freedom is not only the ultimate goal but also the means to development, with capability being a form of freedom that allows individuals to choose their desired lifestyle. It is imperative to actualize women's capabilities and empower them to expand their choices, as this is vital for the economic growth and development of the nation. The speaker mentioned about the ways to enhance gender diversity in the workplace:

- **Foster Inclusivity:** Establish an environment that embraces diversity and inclusion.
- **Enhance Job Descriptions:** Craft job descriptions that appeal to a broader range of candidates and avoid gender-specific language.
- **Actively Seek Diverse Talent:** Take proactive steps to attract candidates from diverse backgrounds.
- **Offer Unconscious Bias Training:** Provide training to employees to raise awareness of unconscious biases and promote fair evaluation of candidates.
- **Diverse Interview Panels:** Ensure that interview panels represent diverse perspectives and backgrounds.
- **Adopt Equitable Compensation Policies:** Implement practices to ensure fair and transparent compensation for all employees, regardless of gender.



The workshop concluded with a focus on formulating an action plan to promote gender inclusivity in land ports. Key priorities identified include the construction of gender-friendly infrastructure and the integration of Diversity, Equity, and Inclusion (DEI) policies within the Land Ports Authority of India (LPAI). Additionally, the workshop emphasized the importance of supporting research initiatives, such as reports by ICRIER and the Mahila Housing Trust, which provide recommendations for mainstreaming gender in LPAI's operations.

Several institutional challenges were highlighted, including the need for gender balance in national trade facilitation committees, limited engagement forums at the land port level, and a lack of gender understanding in trade facilitation centers and logistic associations. Infrastructure barriers, social challenges, and information and regulatory issues were also identified, each requiring targeted interventions.

To address these challenges, an action plan for gender mainstreaming at land ports was proposed. The plan, to be implemented in phases, aims to achieve gender mainstreaming by April 30, 2027, initially focusing on Agartala. It includes 38 measures categorized into three phases, covering a range of initiatives to address institutional, infrastructure, social, and regulatory challenges and promote gender inclusivity in land port operations.

Mr. Abhyudai Guha, Assistant Commissioner of Customs, delivered the concluding remarks, underscoring the importance of gender sensitization as a crucial organizational goal. Participants acknowledged the need for a two-pronged approach: prevention and punitive, with a focus on preventing gender-based discrimination. Within the Land Ports Authority of India (LPAI), gender equality is not just a goal but a prevalent practice across all departments. An inspiring example was shared of a woman leading a customs unit in Agartala, breaking stereotypes with her outstanding leadership in tackling illegal activities along the Bangladesh border. Despite challenges, her success underscores the organization's commitment to diversity, inclusion, and gender equality.



Key Recommendations for Land Port Agartala, Srimantapur and Sabroom:

1. Conduct regular gender training sessions bi-annually for deep understanding and inclusivity.
2. Conducting awareness training on government policies and schemes like the Systematic Investment Plan (SIP) which is crucial for empowering them with financial literacy and opportunities to secure their future.

3. Provide Electric Motor Vehicle (EMVs) at Land Port Agartala for women staff's convenience and revenue generation.
4. Increase recruitment of women employees to enhance workplace inclusivity. Conducting capacity building sessions with various stakeholders, including municipal corporation officers, MLAs, Police, and Forest Officers, will promote inclusivity and collaboration at land ports. Alongside advocating for women's rights, it is crucial to address and mitigate the potential misuse of these rights, emphasizing the importance of accountability in effectively safeguarding them.
5. Implement a uniform policy featuring LPAI logo for professionalism and foster a sense of unity, identity, and enhanced visibility.
6. Establishing lactation rooms at all three land ports is crucial to support working mothers and ensure their comfort and well-being.
7. Ensuring separate restroom facilities for staff and passengers at the passenger terminal is essential for maintaining hygiene and privacy.
8. Encourage greater participation of women in trade and logistics for gender parity and economic growth.
9. Include wider participation of both genders in sessions for comprehensive sensitization.
10. Provide detailed explanations and practical applications of the POSH Act (Prevention of Sexual Harassment) during discussions for better implementation.

8.5 Workshop on Gender Sensitisation: Promoting Inclusivity And Awareness Within Land Ports at Land Port Raxaul On 16th May, 2024

LPAI conducted the third Gender Sensitisation Workshop at Land Port Raxaul on 16th May 2024. The workshop session, led by Ms. Komal Biswal, provided valuable insights into gender mainstreaming and its significance. Ms. Biswal emphasized the importance of evaluating the impacts of planned actions on both women and men across various levels and sectors. She underscored that gender equality, which entails ensuring fair opportunities for all genders in resource allocation and service availability, is a crucial concept. Furthermore, the session delineated the distinction between gender responsiveness and gender mainstreaming: the former involves adapting plans to address gender disparities, while the latter aims to achieve gender equality by ensuring equal benefits for all. Real-life examples were employed to illustrate these principles effectively.

The session highlighted the significance of integrating gender perspectives into cross-border trade and sustainable development, in line with global agendas such as the 2030 Agenda for Sustainable Development and Sustainable Development Goal (SDG) 5. It emphasized on

Government of India's key initiatives such as "Mission Shakti" and schemes like the Deendayal Antyodaya Yojana for their contributions to empowering women across diverse sectors. The discussion also touched upon LPAI's endeavors to enhance gender-sensitive infrastructure and implement policies promoting Diversity, Equity, and Inclusion (DEI). She discussed LPAI's action plan for engendering Land Ports. Additionally, the workshop emphasized the importance of supporting research initiatives, such as reports by ICRIER and the Mahila Housing Trust, which provide recommendations for mainstreaming gender in LPAI's operations. In essence, the session underscored the comprehensive approach adopted by the government and various organizations to tackle gender disparities and advance women's empowerment.



During the second session, speaker Mr. Avinash Jha highlighted the significance of the POSH (Prevention of Sexual Harassment) Act and its applicability in workplaces. He delineated various interpretations of the workplace concept, emphasizing the importance of fostering equal respect among colleagues.

He focused on developing a comprehensive understanding of gender equality as a fundamental value within democratic societies is imperative. Consequently, integrating a gender perspective into policies, programs, projects, and services becomes crucial to address the diverse needs of women and men effectively. He reiterated that it is the responsibility of employers, whether in the private or public sector, to establish provisions and prevent instances of sexual harassment in the workplace. According to the Prevention of Sexual Harassment (POSH) Act, sexual harassment includes any one or more of the following:

- unwelcome acts or behaviour (whether directly or by implication) namely - physical contact and advances.
- a demand or request for sexual favours making sexually coloured remarks
- showing pornography
- humiliating treatment
- hostile work environment



He emphasized that using language that is respectful, and free from stereotypes or derogatory remarks based on gender could foster inclusive work environment. Encourage active listening, empathy, and understanding of others' experiences and perspectives.

Dr. Mala Singh conducted the third session, focusing on gender sensitization at the workplace and emphasizing the significance of cultivating an inclusive and fair environment.

Gender sensitization involves integrating a perspective that promotes inclusivity across various activities and projects. It is a strategy aimed at enhancing the quality of public policies, programs, and projects, ensuring resources are allocated more efficiently. Speaker emphasized on the principles of gender mainstreaming which include:

- Gender-sensitive language
- Gender-specific data collection and analysis
- Equal access to and utilization of services
- Women and men are equally involved in decision making
- Equal treatment is integrated into steering processes



For instance, avoiding gendered terms like "chairman" or "policeman" and opt for inclusive alternatives like "chairperson" or "police officer". This approach is crucial for enhancing the well-being of both women and men and fostering a socially just and sustainable society. It entails incorporating a gender equality perspective at every stage and level of policymaking, programs, and projects. Ultimately, gender sensitization serves as a tool to achieve gender equality and advance women's empowerment. In almost all areas, they face violence, discrimination and sexual abuse. In order to promote gender equality in the workplace, implementing unbiased job descriptions, targeting diverse candidate pools, and ensuring equitable interview processes should be employed. Fostering the advancement and representation of women in leadership positions is crucial for driving gender equality and creating a more inclusive work environment.

The speakers for the fourth session, Sister Gracy Kodiyan Ouseph and Dr. Avilash Jha, highlighted key aspects of creating inclusive workplace. Implement flexible work arrangements, such as remote work options and flexible schedules, to accommodate the diverse needs of employees of all genders. Offering comprehensive parental leave policies can provide equal support and job protection for new parents, regardless of gender. The speakers discussed various aspects of how to cultivate an inclusive workplace culture and suggesting measures on how to prevent and address gender-based harassment.

Practical Strategies for Cultivating an Inclusive Workplace Culture

- Implement gender-sensitive recruitment and promotion practices.
- Provide accessible and equitable training and development opportunities.
- Foster an environment of respect and inclusivity through clear communication.
- Establish mentorship or sponsorship programs.
- Encourage diversity in decision-making processes.

To Prevent and Address Gender-based Harassment

Preventive Measures:

- Implement comprehensive anti-harassment policies.
- Conduct regular training sessions for all employees.
- Establish clear channels for reporting harassment incidents.

Addressing Incidents:

- Take all complaints of gender-based harassment seriously.
- Provide support and resources to victims of harassment.
- Communicate openly and transparently about investigation outcomes.



The workshop concluded with a focus on formulating an action plan to promote gender inclusivity in land ports. Key priorities identified include the construction of gender-friendly infrastructure and the integration of Diversity, Equity, and Inclusion (DEI) policies within LPAI. Several institutional challenges were highlighted, including the need for gender balance in national trade facilitation committees, limited engagement forums at the land port level, and a lack of gender understanding in trade facilitation centres and logistic associations. Infrastructure barriers, social challenges, and information and regulatory issues were also identified, each requiring targeted interventions.



To address these challenges, an implementation plan for gender mainstreaming at land ports was proposed. The plan, to be implemented in phases, aims to achieve gender mainstreaming

by April 30, 2027, at Land Port Raxaul. It includes 30 measures categorized into three phases, covering a range of initiatives to address institutional, infrastructure, social, and regulatory challenges and promote gender inclusivity in the Land Port operations.

Key Recommendation for Land Port Raxaul:

1. Recruit women employees at the land port to promote gender neutrality. It has been targeted that 30% of the workforce at Land Port Raxaul should comprise of women employees to maintain gender balance.
2. Provide basic washroom facilities (dustbin with cover, running water supply and regular maintenance) in all washrooms. Operationalize all existing female washrooms near the export and import zones of cargo terminal. Establish female toilets in the export and import zones of cargo terminal, wherever required.
3. Provide infrastructure facilities such as Coolers/Air Conditioners at the Mukhya Bhavan/Main Building of the land port to support a comfortable and inclusive work environment for all.
4. Install CCTVs at each entry and exit point of the Land Port and other places wherever required. Ensure CCTV are functional and conduct regular surveillance and monitoring at senior level.
5. Provide Electric Motor Vehicle (EMVs)/e-carts at Land Port Raxaul for women staff' to facilitate safe and convenient movement inside the port complex and drop-off for women staff at their residence after work.
6. Provision should be made for 24/7 electric supply with power backup throughout the Land Port.
7. Establish a convenience store, and currency exchange counters at the export and import zones in cargo terminal of the Land Port.
8. Establish a pharmacy, medical room with an attendant and doctor at the Land Port complex. Tie-up with local hospital for facilitating ambulance services at the Land Port.
9. Provide sufficient street lighting in the Land Port complex as well as approach roads towards the port by identifying dark spots such as areas with little surveillance, low lighting, and patchy mobile/internet service.
10. Encourage greater participation of women in trade and logistics for gender parity and economic growth.
11. Encourage women-led businesses to set up display cum sale outlets by women SHGs to facilitate them in trade engagement.

12. Review and update job descriptions to eliminate gender bias and ensure that they focus solely on skills, experience, and qualifications, thereby promoting a more inclusive and equitable recruitment process.
13. Develop and implement comprehensive leadership development programs specifically tailored for female employees, aimed at enhancing their leadership skills, providing mentorship opportunities, and preparing them for higher-level positions within the organization.

8.6 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Jogbani on 07th June 2024

LPAI conducted the third Gender Sensitisation Workshop at Land Port Jogbani on 7th June 2024. The first session of the workshop conducted by Dr. Sanji Lal, Assistant Professor, A N College, Patna, focused on the contextual reference of gender mainstreaming and its importance. Participants were educated on constitutional and legal literacy to understand gender equality laws and rights. The session emphasized the need for gender-sensitive policy development and implementation, alongside educational programs to raise public awareness.

Monitoring compliance through systems like Monthly Progress Reports (MPR) was discussed to ensure effective policy implementation. The workshop advocated for NGO partnerships to address gender issues and for a responsive grievance redressal system to support victims of discrimination.



Diversity in hiring and leadership at Land Port was highlighted as crucial for providing equal opportunities. The session called for closing the leadership gap by empowering more women in higher roles and for providing equal career advancement opportunities.

Flexible work policies and a structured enquiry process for harassment were recommended to create a supportive work environment. Lastly, the establishment of communication and support groups was suggested to allow team members to voice their concerns, enhancing the gender sensitization program's impact.

The second session of the workshop, led by Ms. Komal Biswal, Consultant at LPAI, concentrated on the significance of gender mainstreaming. Ms. Biswal elucidated the need for policies and activities that promote gender equality and cater to the needs of both males and females, such as equal participation and parental leave, and support for women returning from maternity leave. She defined gender equality as providing equal chances for all genders to access resources and achieve similar outcomes. Gender equity was described as fair treatment in terms of benefits, incentives, and compensation, with skill development being a key component for women's capacity building.

The session outlined gender mainstreaming at three levels: legislation, organizational, and departmental, aiming to create an inclusive environment through effective workplace policies and practices. It also recognized the unequal distribution of domestic work and stressed the importance of open communication and equal decision-making opportunities for women. Gender analysis was highlighted as a critical tool for examining roles, responsibilities, and daily challenges, with recommendations for sex-disaggregated data collection and resource access assessment.



Ms. Biswal emphasized the role of gender equality and women's empowerment in achieving the 2030 Agenda for Sustainable Development. She also discussed the importance of engaging women in cross-border trade to bridge the gender gap and foster a prosperous society. The Government of India's initiatives, such as Mission Shakti, were acknowledged for their contribution to women's empowerment. LPAI's efforts in building gender-friendly infrastructure and incorporating DEI policies were commended, along with its support for research studies by ICRIER and MHT.

Finally, the session presented a Gender Sensitize Action Plan with a phased implementation approach to address issues and implement key recommendations, aiming to integrate gender considerations into the entire system and ensure a discrimination-free workplace. The second session encompassed the importance of equal respect among coworkers at workplace. The speakers highlighted the value of cooperation and mutual understanding. The session aimed to foster a culture of respect and professionalism emphasizing work integrity and honesty and it ended with all the participants introducing about themselves.

During the third session, Mr. Sanjay Kumar, President, Jagaran Kalyan Bharati highlighted the significance of the POSH (Prevention of Sexual Harassment) Act and its applicability in workplaces. He delineated various interpretations of the workplace concept, emphasizing the importance of fostering equal respect among colleagues.



He focused on developing a comprehensive understanding of gender equality as a fundamental value within democratic societies is imperative. Consequently, integrating a gender perspective into policies, programs, projects, and services becomes crucial to address the diverse needs of women and men effectively. It was reiterated that it is the responsibility of employers, whether in the private or public sector, to establish provisions and prevent instances of sexual harassment in the workplace. According to the Prevention of Sexual Harassment (POSH) Act, sexual harassment includes any one or more of the following:

- unwelcome acts or behaviour (whether directly or by implication) namely - physical contact and advances.
- a demand or request for sexual favours making sexually coloured remarks
- showing pornography
- humiliating treatment
- hostile work environment

Also, it was emphasized that using language that is respectful, and free from stereotypes or derogatory remarks based on gender could foster inclusive work environment. Encourage active listening, empathy, and understanding of others' experiences and perspectives. Mr.

Sanjay also highlighted concerns related to human trafficking at the border areas and emphasized on conducting workshops on raising awareness regarding human trafficking the Land Port involving several stakeholders.

The Fourth Session, led by Dr. Avinash Kumar Jha, Associate Professor, Department of History, Patliputra University, focused on advancing gender mainstreaming through official channels. The workshop emphasized creating inclusive workplace cultures, preventing gender-based harassment, and establishing sustainable systems for gender equality. Key discussions include: addressing infrastructure gaps, enhancing women's participation, and implementing flexible work arrangements and parental leave policies. The session also stressed the importance of scrutinizing workplace policies for gender bias, establishing confidential reporting channels for harassment, and educating employees on gender discrimination. Additionally, it highlighted the need for comprehensive gender equality policies, regular diversity training, promoting women's leadership, and ensuring gender-responsive infrastructure. The workshop drew on successful gender mainstreaming examples from global organizations, underscoring the importance of integrating gender perspectives at land ports to achieve equality and empower women.

During the fifth session, Ms. Komal Biswal, Consultant LPAI, concluded the workshop with a focus on formulating an action plan to promote gender inclusivity at Land Port Jogbani. Key priorities identified include the construction of gender-friendly infrastructure and the integration of Diversity, Equity, and Inclusion (DEI) policies within LPAI. Several institutional challenges were highlighted, including the need for gender balance in national trade facilitation committees, limited engagement forums at the land port level, and a lack of gender understanding in trade facilitation centres and logistic associations. Infrastructure barriers, social challenges, and information and regulatory issues were also identified, each requiring targeted interventions.



To address these challenges, an implementation plan for gender mainstreaming at Land Port Jogbani was discussed, which will be implemented in three phases, commencing from April 2024, and ending in March 2025. It includes 30 measures, covering a range of initiatives addressing institutional mainstreaming, infrastructure, social, and regulatory challenges, safety, security, and other gender responsive measures pertinent for the enhancement of the overall ecosystem of the land ports.

Also, Ms. Biswal conducted the feedback session including open discussion among the participants of the workshop. Participant shared their views on the workshop and discussed about the activities and problems that are required to be put on fast-track and what can be done further to increase awareness about gender sensitization in the Land Port ecosystem.

Key actionable recommendations for Land Port Jogbani:

Following the deliberations, a list of recommendations has been compiled to enhance the gender responsive of the land port:

1. According to the feedback received from the stakeholders suggests that a female truck driver crosses the Land Port in disguise. Therefore, implementing proper safety and security measures are imperative. Increase female SSB security at each entry and exit points of the Land Port. Coordinate with Customs and deploy female Customs officials at all entry and exit points to encourage greater participation of women in trade and logistics.
2. Presently there are only 3 female employees out of 78 employees, which is only 4% of the total employees at Land Port. It is Therefore, to have gender balance at the Land Port, 30% of the workforce should comprise of women employees.
3. Customs Officers and SSB security officers suggested that there is an immediate requirement of a female supervisor at the Land Port. Recruit a dedicated female supervisor at the earliest to offering support and receiving reports from female employees.
4. It has been observed that there are frequent power cuts at the Land Port complex and the Diesel Generator (DG) set was not functioning properly. Hence, provision should be made for 24/7 electric supply with power backup throughout the Land Port premises.
5. Customs Officers have raised concerns regarding network and Wi-Fi connectivity at the cargo terminal. Therefore, install Wi-Fi hot-spots and mobile network boosters in the cargo terminal and other relevant places including conference room in the Mukhya Bhavan where network connectivity is weak/unavailable in the Land Port premises.
6. Out of the 119 CCTVs installed at the port premise, 86 are functional while remaining 33 are non-functional. Hence, it is imperative to ensure CCTVs are functional and conduct regular surveillance and monitoring at senior level.

7. It has been observed that some of the female washrooms at the Land Port was not functional including the Mukhya Bhavan. Also, it was observed that female washroom in one of the operational watch towers is not functional. Operationalize all existing female washrooms in the Land Port premises and provide basic washroom facilities (dustbin with cover, running water supply and regular maintenance) in all washrooms. A checklist can be maintained for regular checks and inspection. As suggested by SSB officers, female washrooms in the cargo terminal should be established.
8. Provide sufficient street lighting in the Land Port complex as well as approach roads towards the port by identifying dark spots such as areas with little surveillance, low lighting, and patchy mobile/internet service.
9. The current infrastructure in the medical room at the Land Port is inadequate. Also, there is a requirement for nurse to provide support to the doctor in the medical room. Deploy a nurse in the medical room and enhance medical room infrastructure facilities. Tie-up with local hospital for facilitating ambulance services at the Land Port. Also establish a pharmacy at the Land Port near the medical room for the benefit of all.
10. Provide Electric Motor Vehicle (EMVs)/e-carts at Land Port Jogbani for women staff' to facilitate safe and convenient movement inside the port complex and drop-off for women staff at a common point from where the conveyance is available.
11. Display ICC member names and contact details at vantage places such as Mukhya Bhawan, cargo terminal, SSB accommodation, customs office, immigration office and all entry and exit points.
12. Increase female security staff to control human trafficking at all entry and exit points. It will improve the screening process and make female victims more comfortable reporting issues.
13. Establish creche/baby care room at the Land Port to provide a safe environment and comfortable space for female employees, passengers and children enhancing workplace convenience.
14. Establish convenience store and ATM at the cargo terminal of the Land Port for the benefit of all.

8.7 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Rupaidiha on 28th June 2024

LPAI conducted the third Gender Sensitisation Workshop at Land Port Rupaidiha on 28th June 2024. The first session of the workshop conducted by Dr. Rekha Raikar Kumar, Member Finance, LPAI was contextual reference of gender mainstreaming and its importance. This

session delineates some of the key discussions encompassing around gender mainstreaming, gender equality, gender equity.

This session focused on integrating gender mainstreaming across three levels: legislation, organizational, and departmental. The goal is to foster an inclusive environment by implementing effective workplace policies and practices. It also recognized the unequal distribution of domestic work and stressed the importance of open communication and equal decision-making opportunities for women. Gender analysis was highlighted as a critical tool for examining roles, responsibilities, and daily challenges, with recommendations for sex-disaggregated data collection and resource access assessment.

Member (Finance), LPAI, emphasized the role of gender equality and women's empowerment in achieving the 2030 Agenda for Sustainable Development. She also discussed the importance of engaging women in cross-border trade to bridge the gender gap and foster a prosperous society. The Government of India's initiatives, such as Mission Shakti, were acknowledged for their contribution to women's empowerment. LPAI's efforts in building gender-friendly infrastructure and incorporating DEI policies were commended, along with its support for research studies by ICRIER and MHT.



The second session led by Dr. Manini Shrivastava exemplified the session by introducing key concept of gender bias behaviour and its roots. Several illustrations were provided to demonstrate the existence of gender bias behavioural paradigm in Indian workplaces. For instance, a 2018 survey conducted by the Indian Bar Association revealed that 38% of women in India faced sexual harassment at the workplace.

According to Monster Salary Index 2019, women in India earn 19% less than their male counterparts. On average, women earn ₹196 per hour, while men earn ₹242 per hour. Women often experience glass ceiling phenomenon in their workplace. With regard to holding senior positions in workplace, it has been reported that only 20% of senior

management roles in India are held by women, indicating a significant underrepresentation at higher levels (Grant Thornton's Women in Business Report (2020)).

Creating awareness about gender issues and working towards creating an enabling environment of gender justice where men and women can work together with a sense of personal security and dignity are fundamental towards achieving a gender-neutral working environment. The session called for closing the leadership gap by empowering more women in higher roles and for providing equal career advancement opportunities.



Dr. Sangeeta Sharma highlighted the significance of the POSH (Prevention of Sexual Harassment) Act and its applicability in workplaces. The speaker delineated various interpretations of the workplace concept, emphasizing the importance of fostering equal respect among colleagues.

Furthermore, the speaker focused on developing a comprehensive understanding of gender equality as a fundamental value within democratic societies is imperative. Consequently, integrating a gender perspective into policies, programs, projects, and services becomes crucial to address the diverse needs of women and men effectively. It was reiterated that it is the responsibility of employers, whether in the private or public sector, to establish provisions and prevent instances of sexual harassment in the workplace. According to the Prevention of Sexual Harassment (POSH) Act, sexual harassment includes any one or more of the following:

- unwelcome acts or behaviour (whether directly or by implication) namely - physical contact and advances.
- a demand or request for sexual favours making sexually coloured remarks
- showing pornography
- humiliating treatment
- hostile work environment



During this session, some preventive measures of sexual harassment were discussed:

- Conducting surveys within the organizations.
- Surveys may be done anonymously to reassure employees that they can comfortably reveal their experiences of sexual harassment.
- Feedback forms at the end of training sessions to information to this effect.
- Behaviour and interaction in the workplace also need to be monitored to understand if employee's behaviour is creating hostile work environment.
- Employers should develop and implement robust anti-sexual harassment policies, ensuring clear guidelines and procedures for reporting and addressing complaints.

Professor. Roli Misra delved into the international best initiatives adopted by multilateral organizations like United Nations, World Bank etc. Professor. Misra discussed some UN approaches to gender equity. Some of these comprise:

- Issues across all areas of activity should be defined in such a manner that gender differences can be diagnosed - that is, an assumption of gender-neutrality should not be made.
- Empowerment strategies may focus on providing leadership and skill training to ensure that women can take advantage of opportunities to rise to senior positions.
- Gender mainstreaming strategies may involve analyzing differential impacts of organizational policies on women staff members or ensuring that gender concerns are taken into account in programmes.
- The World Bank's Gender Tag or Flag is the Bank's internal system for ranking all projects according to whether they address gender equality.
- In 2022, the Bank launched a year-long #AccelerateEquality initiative, to explore progress made and lessons learned over the last 10 years in closing gender gaps and promoting girls' and women's empowerment.
- More and better jobs, including jobs of the future.
- Greater ownership and use of economic assets.
- Advances in women's participation in decision-making.



During the fifth session, Member Finance, LPAI, concluded the workshop with a discussion on the action plan to promote gender inclusivity and what more needs to be done in Land Port Rupaidiha to ensure highest score in the year 2024-25 at Land Port Rupaidiha, followed by a feedback session. Key priorities identified include the construction of gender-friendly infrastructure and the integration of Diversity, Equity, and Inclusion (DEI) policies within LPAI. Several institutional challenges were highlighted, including the need for gender balance in national trade facilitation committees, limited engagement forums at the Land Port level, and a lack of gender understanding in trade facilitation centers and logistic associations. Infrastructure barriers, social challenges, and information and regulatory issues were also identified, each requiring targeted interventions.

To address these challenges, the action plan for gender mainstreaming at Land Port Rupaidiha was discussed, which would be implemented in three phases, commencing from April 2024, and ending in March 2025. This implementation plan includes 30 measures, covering a range of initiatives addressing institutional mainstreaming, infrastructure, social, and regulatory challenges, safety, security, and other gender responsive measures pertinent for the enhancement of the overall ecosystem of the Land Ports.

SPECIAL ADDRESS BY SUPERINTENDENT OF POLICE, BAHRAICH

Ms. Vrinda Shukla, Superintendent of Police, Bahraich, participated as a guest speaker at the Gender Mainstreaming workshop at Land Port Rupaidiha. During her address, emphasized that the scope of POSH Act 2013 has been widened in last few years, however, lack of gathering evidence is the biggest impediment in sexual harassment cases. Ms. Shukla provided valuable insights into the challenges faced when filing an FIR under the Prevention of Sexual Harassment (POSH) Act. She highlighted the alarming frequency of dowry-related deaths in India, noting that such a tragedy occurs every seven days. Ms. Shukla emphasized

that the most prevalent form of violence is the one that occurs behind closed doors, often hidden from public view. Her remarks underscored the urgent need to address and combat these pervasive and often invisible acts of violence. Ms. Shukla also mentioned that strengthening our support systems and ensuring justice for survivors is essential.



Key Actionable Recommendations for Land Port Rupaidiha:

Following the deliberations, a list of recommendations has been compiled to enhance the gender responsive of the land port:

- Out of the total 39 employees at Land Port Rupaidiha, only 8 are women which is 20% of the total workforce. Hence, it is imperative to ensure 30% of total staffs to be female. More human resource needs to be hired in general.
- The feedback received at the Land Port suggests that there is an immediate requirement of a female supervisor at the Land Port. Recruit a dedicated female supervisor at the earliest to offering support and receiving reports from female employees.

- Customs Officers have raised concerns regarding network and Wi-Fi connectivity at the entry and exit points as one of the major reasons of 8-9 hours of dwell time which has caused delays in the movement cargo vehicle at the Land Port. Therefore, install Wi-Fi hot-spots and mobile network boosters at the entry and exit points and other relevant places including cargo terminal, passenger terminal where network connectivity is weak/unavailable in the Land Port premises.
- The current infrastructure in the medical room at the Land Port is inadequate. Moreover, the Land Port lacks a doctor and nurse in the medical room. It is essential to deploy a doctor and a nurse and enhance the medical room's facilities. Additionally, collaborate with local hospital for providing ambulance services at the Land Port. A pharmacy should also be set up near the medical room to benefit everyone at the Land Port.
- Operationalize the baby feeding room and make provisions of creche facility in the same room at the earliest to provide a safe environment and comfortable space for female employees, passengers and children enhancing workplace convenience.
- As per instructions from Chairman, LPAI, female washrooms in all entry and exit points should be established. Operationalize the female washroom in the canteen area at the earliest. Provide basic washroom facilities (dustbin with cover, running water supply and regular maintenance) in four female washrooms in passenger terminal and two in cargo terminal and install sanitary pad vending machines in the female washrooms of passenger terminal at the earliest. A checklist can be maintained for regular checks and inspection.
- Provide sufficient street lighting in the Land Port complex as well as approach roads towards the port by identifying dark spots such as areas with little surveillance, low lighting, and patchy mobile/internet service.
- It has been identified that the Land Port has less security staff in general. Increase SSB security at the Land Port especially at each entry and exit points.
- Establish convenience store and ATM at the cargo terminal of the Land Port for the benefit of all.
- Feedback received from the workshop suggests that gender mainstreaming workshop should also comprise discussions about maternity challenges of female workforce, maternity leaves and benefits. For this, Members from Anganwadi services should be invited to gain their insights on rural and childcare development and maternity challenges of female workforce. Also, there should be involvement of local municipal corporation for the development of villages and nearest cities.
- As suggested by speakers, GenSen Cell should be constituted and functional at the Land Port. The contact details of the GenSen cell members should be displayed at different places on and around the land ports to address the case of any harassment or problem. Additionally, complaint boxes should be put in different places for compliance and effectiveness in dealing with gender discrimination and harassment at the Land Port.

- Regularly conduct anonymous surveys on sexual harassment within the Land Port to reassure employees that they can comfortably reveal their experiences of sexual harassment.
- Conduct awareness programmes in nearby colleges and Universities on the role of women and their career prospects in Land Port.
- Training programme should be organized to encourage female workforce to join the logistics sector.
- Addressing misconduct among any department staff is crucial. Ensuring a safe working environment for female employees is essential, and maintaining professionalism at all times is imperative for safe and inclusive work environment for all.

8.8 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Sutarkandi on 22nd July 2024

LPAI conducted the third Gender Sensitisation Workshop at Land Port Sutarkandi on 22nd July 2024. The first session of the workshop, focused on the contextual reference of gender mainstreaming and its importance. Participants were educated on constitutional and legal literacy to understand gender equality laws and rights. The session emphasized the need for gender-sensitive policy development and implementation, alongside educational programs to raise public awareness.

Ms. Deb also raised concerns about human trafficking in border areas and stressed the importance of conducting awareness workshops on this issue at the Land Port, involving various stakeholders. The session underscored the need to close the leadership gap by empowering more women to take on higher roles and ensuring equal career advancement opportunities for all.



Recommendations included implementing flexible work policies and establishing a structured inquiry process for harassment to foster a supportive work environment. Additionally, the creation of communication and support groups was suggested to provide team members with a platform to voice their concerns, thereby enhancing the effectiveness of the gender sensitization program.

The second session of the workshop, led by Ms. Komal Biswal, Consultant at LPAI, concentrated on the significance of gender mainstreaming. Ms. Biswal elucidated the need for policies and activities that promote gender equality and cater to the needs of both males and females, such as equal participation and parental leave, and support for women returning from maternity leave. She defined gender equality as providing equal chances for all genders to access resources and achieve similar outcomes. Gender equity was described as fair treatment in terms of benefits, incentives, and compensation, with skill development being a key component for women's capacity building.

The session outlined gender mainstreaming at three levels: legislation, organizational, and departmental, aiming to create an inclusive environment through effective workplace policies and practices. It also recognized the unequal distribution of domestic work and stressed the importance of open communication and equal decision-making opportunities for women. Gender analysis was highlighted as a critical tool for examining roles, responsibilities, and daily challenges, with recommendations for sex-disaggregated data collection and resource access assessment.

Ms. Biswal emphasized the role of gender equality and women's empowerment in achieving the 2030 Agenda for Sustainable Development. She also discussed the importance of engaging women in cross-border trade to bridge the gender gap and foster a prosperous society. The Government of India's initiatives, such as Mission Shakti, were acknowledged for their contribution to women's empowerment. LPAI's efforts in building gender-friendly infrastructure and incorporating DEI policies were commended, along with its support for research studies by ICRIER and MHT.

Finally, the session presented a Gender Sensitize Action Plan with a phased implementation approach to address issues and implement key recommendations, aiming to integrate gender considerations into the entire system and ensure a discrimination-free workplace. The second session encompassed the importance of equal respect among coworkers at workplace. The speakers highlighted the value of cooperation and mutual understanding. The session aimed to foster a culture of respect and professionalism emphasizing work integrity and honesty and it ended with all the participants introducing about themselves.

During the third session, Ms. Monika Boro highlighted the significance of the POSH (Prevention of Sexual Harassment) Act and its applicability in workplaces. She delineated various interpretations of the workplace concept, emphasizing the importance of fostering equal respect among colleagues.



She emphasized the importance of developing a comprehensive understanding of gender equality as a core value in democratic societies. Therefore, it is crucial to incorporate a gender perspective into policies, programs, projects, and services to effectively address the diverse needs of both women and men. It was emphasized that employers, in both the private and public sectors, are responsible for implementing measures and preventing instances of sexual harassment in the workplace.

According to the Prevention of Sexual Harassment (POSH) Act, sexual harassment includes any one or more of the following:

- unwelcome acts or behaviour (whether directly or by implication) namely - physical contact and advances.
- a demand or request for sexual favours making sexually coloured remarks
- showing pornography
- humiliating treatment
- hostile work environment

Also, it was emphasized that using language that is respectful, and free from stereotypes or derogatory remarks based on gender could foster inclusive work environment. Encourage active listening, empathy, and understanding of others' experiences and perspectives.

The Fourth Session, led by Ms. Mahasweta Chakraborty, focused on advancing gender mainstreaming through formal channels. The workshop aimed to create inclusive workplace cultures, prevent gender-based harassment, and establish sustainable systems for gender equality.

Key discussions revolved around addressing infrastructure gaps that hinder gender equality, enhancing women's participation in all areas of work, and implementing flexible work arrangements alongside comprehensive parental leave policies. The session stressed the

importance of scrutinizing workplace policies to identify and eliminate gender bias, establishing confidential reporting channels for harassment, and educating employees about gender discrimination and its impacts. Additionally, the workshop highlighted the necessity of comprehensive gender equality policies, regular diversity training, and promoting women's leadership at all levels. Ensuring gender-responsive infrastructure was also emphasized as a critical factor in achieving true workplace equality.



The session drew on successful gender mainstreaming examples from global organizations, illustrating best practices and effective strategies. By integrating gender perspectives at land ports, the workshop underscored the potential to achieve significant strides in equality and women's empowerment. The discussions emphasized that through dedicated efforts and well-implemented policies, organizations can create a more equitable and supportive work environment for everyone.

During the fifth session, Ms. Komal Biswal, Consultant LPAI, concluded the workshop with a focus on formulating an action plan to promote gender inclusivity at Land Port Sutarkandi. Key priorities identified include the construction of gender-friendly infrastructure and the integration of Diversity, Equity, and Inclusion (DEI) policies within LPAI. Several institutional challenges were highlighted, including the need for gender balance in national trade facilitation committees, limited engagement forums at the land port level, and a lack of gender understanding in trade facilitation centres and logistic associations. Infrastructure barriers, social challenges, and information and regulatory issues were also identified, each requiring targeted interventions.

To address these challenges, an implementation plan for gender mainstreaming at Land Port Sutarkandi was discussed, which will be implemented in three phases, commencing from April 2024, and ending in March 2025. It includes 30 measures, covering a range of initiatives addressing institutional mainstreaming, infrastructure, social, and regulatory challenges,

safety, security, and other gender responsive measures pertinent for the enhancement of the overall ecosystem of the land ports.

Also, Ms. Biswal conducted the feedback session including open discussion among the participants of the workshop. Participant shared their views on the workshop and discussed about the activities and problems that are required to be put on fast-track and what can be done further to increase awareness about gender sensitization in the Land Port ecosystem.

Key Actionable Recommendations for Land Port Sutarkandi:

Following the deliberations, a list of recommendations has been compiled to enhance the gender responsive of the land port:

1. Promoting gender neutrality in the workplace is essential for fostering an inclusive and diverse environment. Currently there are 6 female staffs out of a total 47 staffs. Hence, it is essential to ensure 30% of the workforce should comprise of women employees at the Land Port. Hence, 8 more female staffs need to be deployed.
2. Mobile network and Wi-Fi connectivity inside the Land Port is insufficient. To address this issue, it is recommended to install Wi-Fi hotspots and mobile network boosters at key locations where network connectivity is weak or unavailable within the Land Port premises.
3. Recruit a female supervisor dedicated to offering support and receiving reports from female employees.
4. Provision should be made for 24/7 electric supply with power backup throughout the Land Port premises.
5. Provide basic washroom facilities (dustbin with cover, running water supply and regular maintenance) in all washrooms. A checklist may be maintained for regular checks and inspection.
6. Constructed fabricated rooms for providing medical facilities at the Land Port. Deploy a doctor and a nurse for providing medical services. Additionally, Ensure the availability of emergency medical services at Land Port Sutarkandi by partnering with nearby hospitals to provide immediate assistance. Establish and share an emergency helpline for quick access to these services. Also, collaborate with local hospital for providing ambulance services at the Land Port. A pharmacy should also be set up near the medical room to benefit everyone at the Land Port.
7. To improve the overall ecosystem, it is vital to focus on both infrastructural and economic development initiatives. Implement a community outreach program that engages marginalized and vulnerable populations in border areas. Supporting establishment of schools and vocational training centers is essential for offering quality education and skill development opportunities for the local community.

8. Display ICC member names and contact details at vantage places such as Mukhya Bhawan, Cargo Terminal, SSB accommodation, customs office, immigration office and all entry and exit points.
9. Collaborate with the district skill development officer to organize a workshop for the land port staff focusing on skill development. Topics should include effective communication, time management and productivity, leadership and management, project management, networking and relationship building, career development and advancement, as well as presentation and public speaking skills.
10. Organize workshops for self-help groups and entrepreneurs to educate them on potential trade opportunities and trade procedures. These workshops should cover essential topics such as market access, export-import regulations, trade documentation, product quality standards, and strategies for expanding their businesses across borders.

8.9 Workshop on Gender Sensitisation: Promoting Inclusivity and Awareness Within Land Ports at Land Port Dawki on 2nd Aug 2024

LPAI conducted the third Gender Sensitisation Workshop at Land Port Dawki on 2nd August 2024. The first session of the workshop, focused on the contextual reference of gender mainstreaming and its importance. The session delivered by Dr. Rashi Bhargava, Assistant Professor, Department: Sociology, North-Eastern Hill University, Shillong, Meghalaya, aimed to educate participants about gender biases and stereotypes, particularly within land ports, and to promote an inclusive and aware workplace culture. It addressed discrimination, disparity, and inequity, as highlighted by India's Gender Inequality Index rank and the significant disparities in labor income.



The session covered the importance of reducing discrimination for an improved workplace culture and increased efficiency. It provided guidance on how to view the world without biases and how to foster diversity. The negative effects of gender role stereotypes on society were illustrated with examples.

Participants learned strategies for gender sensitisation, including education, policy changes, and personal actions needed to challenge stereotypes and support inclusive practices. This effort was in line with the global pursuit of Sustainable Development Goal 5—gender equality—and aimed to create an environment where diversity, equity, and inclusion are valued. The session also celebrated the achievements in women's rights and offered actionable insights to make gender equality a reality for everyone.

The second session of the workshop, presented by Ms. Komal Biswal, a Consultant at LPAI, focused on the critical role of gender mainstreaming. Ms. Biswal highlighted the necessity for policies and initiatives that support gender equality, ensuring that both men and women have equal opportunities for participation, as well as provisions like parental leave and assistance for women rejoining the workforce post-maternity leave. She defined gender equality as the provision of equal opportunities for all genders to access resources and achieve comparable results. Gender equity, on the other hand, was described as the equitable treatment regarding benefits, incentives, and compensation, with an emphasis on skill development as a vital factor for enhancing women's capabilities.



The session detailed the application of gender mainstreaming across three tiers: legislative, organizational, and departmental, with the goal of fostering an inclusive atmosphere through effective workplace policies and practices. It also addressed the unequal burden of household duties and underscored the significance of fostering open dialogue and equal opportunities for women in decision-making processes. Gender analysis was underlined as an essential instrument for scrutinizing roles, responsibilities, and everyday obstacles, with suggestions for gathering sex-disaggregated data and evaluating access to resources.

Ms. Biswal underscored the importance of gender equality and the empowerment of women in realizing the 2030 Agenda for Sustainable Development. She discussed the critical role of involving women in cross-border trade to narrow the gender divide and promote a thriving society. The Government of India's initiatives, such as Mission Shakti, were recognized for their role in advancing women's empowerment. The LPAI was praised for its initiatives in creating gender-sensitive infrastructure and adopting DEI (Diversity, Equity, and Inclusion) policies, as well as for supporting research studies by organizations like ICRIER and MHT.

To conclude, the session introduced a Gender Sensitize Action Plan that proposed a phased implementation strategy to tackle issues and enact key recommendations, with the aim of weaving gender considerations into the fabric of the entire system and securing a workplace free from discrimination. The second session underscored the value of mutual respect among colleagues in the workplace. The speakers emphasized the importance of collaboration and shared understanding. The session was designed to cultivate a culture of respect and professionalism, with a focus on work integrity and honesty, and concluded with participants sharing introductions about themselves.

Session III of the workshop, titled "Equity and Respect: A Training Program on POSH," was presented by Shri TC Chacko, Land Port Manager, Dawki. The session provided an executive summary of the "Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013," which is a significant piece of legislation in India's fight against workplace sexual harassment.



Shri TC Chacko mentioned, the Act was a response to national outrage over sexual harassment incidents, including the gang rape of Bhanwari Devi, which was a retaliatory act for her campaign against child marriage. This led to the 1997 Supreme Court Vishakha Guidelines, which laid the groundwork for the Act. The Act's primary goals are to ensure gender equality, protect women's right to equality and dignity at work, and provide clear definitions and procedures for addressing sexual harassment at the workplace.

Shri TC Chacko said that the establishment of the Internal Complaints Committee (ICC) within organizations is a key enforcement mechanism of the Act, handling complaints of sexual harassment. The Act applies to all workplaces in India and is specifically designed to protect female employees, covering a wide range of workplaces, including formal and informal sectors, as well as employer-provided transportation.

Sexual harassment is defined within the Act as including inappropriate physical contact, demands for sexual favors, sexually colored remarks, or any unwelcome sexual behavior. Remedies provided by the Act include actions against misconduct and monetary compensation fines. The ICC is clearly defined in its structure and function, operating under principles similar to civil judicial proceedings.

According to Shri TC Chacko, organizations are required to comply with POSH regulations by updating employment contracts, forming ICCs, conducting awareness programs, and submitting annual compliance reports to designated officers. The law has established a precedent for organizational accountability and responsibility in creating a harassment-free work environment for women, demonstrating India's commitment to addressing and preventing sexual harassment in the workplace.

The fourth session of the workshop, conducted by Dr. Charis Mine P. Khonglah, Assistant Professor at Williamnagar Government College, was centered on promoting gender mainstreaming via official avenues. The objective of the workshop was to foster work environments that are inclusive, to prevent harassment based on gender, and to develop enduring frameworks for gender equality.



The session's main points included tackling infrastructural deficiencies that impede gender equality, increasing the involvement of women in all work spheres, and advocating for flexible working conditions as well as extensive parental leave policies. It emphasized the need for a critical examination of workplace policies to root out and eradicate gender biases, the creation of confidential mechanisms for reporting harassment, and the education of employees on

gender discrimination and its consequences. The workshop also underlined the importance of thorough policies for gender equality, ongoing training on diversity, and the encouragement of women's leadership across all tiers. The significance of gender-sensitive infrastructure as a key element in realizing authentic workplace equality was also highlighted.

Drawing from examples of successful gender mainstreaming in international organizations, the session showcased best practices and potent strategies. By incorporating gender perspectives within land ports, the workshop conveyed the possibility of making considerable progress in equality and the empowerment of women. The discussions pointed out that with committed action and the effective implementation of policies, organizations can cultivate a work environment that is fairer and more supportive for all individuals.

In the fifth and final session of the workshop, Ms. Komal Biswal, a Consultant with LPAI, wrapped up the event by focusing on the development of an action plan aimed at fostering gender inclusivity at Land Port Dawki. The session outlined key initiatives such as building gender-friendly facilities and incorporating Diversity, Equity, and Inclusion (DEI) policies within the framework of LPAI. Ms. Biswal brought attention to several institutional obstacles, such as the necessity for a more gender-balanced representation in national trade facilitation committees, the scarcity of engagement platforms at the land port level, and a general lack of gender awareness in trade facilitation centers and logistics associations. Additional challenges identified included infrastructural, societal, and informational and regulatory barriers, each demanding specific and focused interventions.



To tackle these issues, a comprehensive plan for integrating gender mainstreaming at Land Port Dawki was proposed. The plan is set to roll out in three stages, starting in April 2024 and concluding in March 2025. It comprises 35 action points that span a variety of measures aimed at addressing institutional mainstreaming, infrastructural, societal, and regulatory challenges, as well as safety, security, and other gender-responsive actions crucial for improving the overall environment of the land ports.

Furthermore, Ms. Biswal facilitated a feedback session that included an open discussion among workshop participants. The attendees shared their thoughts on the workshop and deliberated on the activities and issues that need to be prioritized. They also discussed potential strategies to further enhance awareness about gender sensitization within the Land Port ecosystem.

Key Actionable Recommendations for Land Port Dawki:

Following the deliberations, a list of recommendations has been compiled to enhance the gender responsive of the land port:

1. Mobile network and Wi-Fi connectivity is inadequate inside and in the surrounding areas of the Land Port. Therefore, install Wi-Fi hot-spots and mobile network boosters at the entry and exit points and other relevant places including cargo terminal, passenger terminal where network connectivity is weak/unavailable in the Land Port premises.
2. It has been identified that the Land Port lacks female security personnel. To address this, it is recommended to assign dedicated female security staff to assist female employees, passengers, and logistics service providers, particularly at each entry and exit point.
3. It has been observed that the Land Port does not have a female supervisor. There is a need for a dedicated female supervisor at the Land Port to provide support and receive reports from female employees.
4. Conduct financial literacy workshop for the staff at the land port, with a special focus on female employees. This workshop will cover essential topics such as investment opportunities (including SIPs), saving strategies, retirement planning, tax basics, insurance and risk management, financial goal setting, and general financial knowledge to help them better manage their personal finances.
5. Conduct workshop on digital literacy for the land port staff to improve their skills in using digital devices (such as computers and mobile phones), managing safety and security features, effective email handling, safe social media practices, digital collaboration tools (like Microsoft Office online and meeting platforms), and exploring emerging technologies.
6. Coordinate with district skill development officer and conduct workshop on skill development for the land port staff including effective communication skills, time management and productivity, leadership and management skills, project management, networking and relationship building, career development and advancement, presentation and public speaking.
7. Conduct community outreach program that includes the marginalized and vulnerable populations in border areas. This program should focus on understanding the unique challenges of these regions, enhancing community safety and security, promoting cultural and linguistic sensitivity, fostering economic empowerment and livelihood opportunities,

improving access to healthcare and social services, and supporting education and youth skill development.

8. As Land Port Dawki fulfils the desired requirement of 30% female staff of the total workforce, installing a sanitary vending machine would be a valuable convenience for the employees.
9. As of now, there is no provision of maternity leaves and benefits for outsource female staff. Feedback received participants suggests developing a policy outlining maternity leave and related benefits for outsourced female employees is imperative.
10. Although the Land Port has a medical room, it is not operational, and there is no doctor or nurse available. It is crucial to deploy a doctor and nurse to enhance the medical room's functionality. Additionally, establishing a partnership with a local hospital to provide ambulance services at the Land Port is recommended.
11. Provide service area with exchange counter, convenience store and pharmacy for the benefit of all.

Additionally, workshops on social security, mental health, anti-human trafficking are being planned to be conducted in the remaining three quarters of the implementation plan. The social security workshop aims to provide essential information on safeguarding employees' rights and benefits. Workshop on mental health will offer strategies for maintaining psychological resilience and support. Zero tolerance towards human trafficking Workshop aims to reinforce the commitment to combat this serious issue and ensuring a safe and respectful environment for all. Together, these workshops envisage to build a holistic framework of support and awareness, aligning with LPAI's mission to create a more equitable and secure workplace.

9. Progress in Gender Mainstreaming and Sensitization Across Transportation Hubs in India

Here's a comparative chart illustrating the status of gender mainstreaming and gender sensitization at airports, landports, and sea ports in the Indian context, with examples:

9.1 Facilities and Services

Airports:

Airports in India generally offer extensive gender-sensitive facilities and services. Major airports like Indira Gandhi International Airport (Delhi) and Chhatrapati Shivaji Maharaj International Airport (Mumbai) provide separate restrooms for women, well-maintained lactation rooms, and women's lounges. They also have safety features such as CCTVs and

emergency helplines. These airports ensure a comfortable and secure environment for women travellers.

Land Ports:

Land ports are in the stage of developing gender sensitised ports rapidly. The Land Ports Authority of India (LPAI) aims to make Land Ports gender-neutral within the next three years. To achieve this goal, a systematic approach is underway, focusing on promoting gender-based inclusion at every interaction point within the Land Ports to accommodate both men and women effectively.

Sea Ports:

Sea ports in India, such as Mumbai and Chennai, provide basic gender-sensitive amenities, including separate restrooms for women. However, they often do not offer additional facilities like lactation rooms or dedicated women's lounges. The focus on gender-specific needs is present but less developed compared to airports.

9.2 Training and Awareness

Airports:

Airports have robust training programs focused on gender sensitivity. Staff at major airports receive regular training to enhance their awareness and interaction skills concerning gender issues. For example, the Airports Authority of India (AAI) conducts workshops and awareness programs to ensure respectful and inclusive service.

Land Ports:

Many land ports have completed gender sensitisation workshops and capacity building training for their staff. LPAI has established a dedicated training academy for staff training. On the regular basis training programs are organised for both the permanent employee and the contractual staffs.

Sea Ports:

Sea ports have implemented gender sensitivity training programs, though their effectiveness and consistency vary. Ports like Mumbai and Chennai conduct staff training in gender awareness, but these programs may not be as frequent or comprehensive as those in airports.

9.3 Policies and Procedures

Airports:

Airports are well-equipped with gender-sensitive policies and procedures. They have established complaint mechanisms for addressing gender-based grievances and implement measures to ensure a safe and inclusive environment for women. For instance, airports often have well-defined protocols for handling sexual harassment and other gender-related issues.

Land Ports:

LPAI has developed standard SOPs and policies for its operations. All the land ports have formal complaints committees in line with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013. Policies have been consistently applied across different land ports.

Sea Ports:

Sea ports have established policies related to gender issues, including grievance redressal mechanisms. However, the implementation and effectiveness of these policies can vary. Major ports have protocols for addressing complaints, but they may not be as comprehensive or enforced as rigorously as those in airports.

9.4 Accessibility

Airports:

Airports provide high accessibility standards with well-developed transportation links, clear signage, and support services for women. Major airports are equipped with facilities that cater to women's specific needs, such as accessible restrooms and dedicated assistance counters.

Land Ports:

Land ports often face challenges in accessibility. Many are in remote areas with limited public transport options, impacting women's ability to reach these ports safely. Infrastructure improvements are underway, such as better signage and more accessible transportation links, to enhance the overall experience for women. LPAI is working rapidly on this front and developing accessibility facilities for both cargo and passenger terminals.

Sea Ports:

Sea ports generally offer moderate accessibility, with good transportation connections and clear signage. However, like land ports, there is room for improvement in terms of gender-specific accessibility features. Enhancements in signage and transportation services could further improve accessibility for women.

In summary, airports in India are leading in gender mainstreaming and sensitization, offering extensive facilities, robust training, and well-established policies. Land ports are making progress but still face significant gaps, particularly in facilities, training, and comprehensive policy implementation. Sea ports, while providing basic amenities and training, lag behind airports in terms of advanced facilities and consistent policy enforcement. Addressing these gaps across all transportation sectors is crucial for ensuring equitable access and opportunities for women.

Airports:**1. Indira Gandhi International Airport, Delhi:**

- Implemented gender-neutral restrooms in some terminals.
- Conducts regular training programs for airport staff on gender sensitivity and inclusivity.

- Provides assistance and support to passengers who may require special accommodations based on gender identity.

2. Chhatrapati Shivaji Maharaj International Airport, Mumbai:

- Introduced gender sensitization workshops for airport personnel.
- Has designated areas and facilities aimed at ensuring privacy and comfort for transgender and gender-diverse travellers.
- Collaborates with local NGOs and advocacy groups to enhance inclusivity initiatives.

Land ports:

LPAI's gender mainstreaming initiative aims to implement a framework for promoting gender-inclusive cross-border trade and tourism through land ports in India. This exercise focuses on assessing current infrastructure and services at selected land ports to pinpoint deficiencies that hinder women's engagement in cross-border trade. The action plan is being implemented at 12 operational land ports currently and expected to expand to remaining under-developed and upcoming land ports.

Sea Ports:

1. Mumbai Port Trust:

- Reviewing and updating policies to ensure they are inclusive of all gender identities.
- Exploring the introduction of gender-neutral restroom facilities.
- Working closely with gender advocacy groups to implement best practices for inclusivity.

2. Chennai Port Trust:

- Conducts regular sensitization programs for port staff.
- Planning improvements in accessibility features to accommodate diverse gender needs.
- Collaborating with local communities to gather feedback and improve services for transgender and gender-diverse individuals.

These examples highlight specific actions taken by various transportation hubs in India to promote gender mainstreaming and sensitization, demonstrating ongoing efforts to create inclusive environments for all travellers and personnel.



Land Ports Authority of India

Systematic Seamless Secure

LAND PORTS AUTHORITY OF INDIA

Ministry of Home Affairs,

Department of Border Management,

1st Floor, Lok Nayak Bhawan, Khan Market, New Delhi-