

Gender Mainstreaming at Land Ports Land Ports Authority of India Initiatives

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 and stakeholders. LPAI has devised short, medium and long-term plans for gender mainstreaming at all land ports, including the implementation of Gender-Sensitive Action Plans, formation of Internal Complaints Committees (ICCs) and Ranking of Land Ports based on Gender Mainstreaming Measures and Collaboration with Multilateral Organizations to inculcate a more gender responsive approach in the overall ecosystem of the land ports.

Additionally, LPAI is actively implementing reform measures in all its land ports across the country. These initiatives highlight LPAI's commitment to fostering an equitable and inclusive environment for all employees and stakeholders. LPAI envisions transforming land ports across India into gender-responsive entities by April, 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.

LPAI is taking significant steps to enhance land port facilities by implementing a range of infrastructural improvements and policy changes aimed at creating a more inclusive environment. These include the provision of female security staff rooms, restrooms, lactation rooms, baby changing tables, and sanitary pad vending machines. Additional features such as mobile charging facilities help desks, and emergency panic buttons are also being introduced to enhance safety and convenience. Measures like conducting stakeholder satisfaction surveys, publicizing POSH guidelines and formation of ICC, and constructing health rooms with doctors and nurses further demonstrate LPAI's commitment to supporting women and marginalized sections. Other initiatives include female washrooms in cargo terminals, transportation facilities (shuttle services), and displaying important notices for passengers, ensuring both safety and accessibility at land ports.

I. Institutional Reforms and Policy Changes

- **30% Women Workforce:** LPAI aims to ensure that at least 30% of its workforce at land ports and headquarters consists of women, promoting gender balance and increasing women's representation in a male-dominated sector.
- **Revised Hiring Policies for Outsourced Employees:** LPAI has initiated changes in its hiring policies for outsourced employees, ensuring that various positions such as Data Entry Operators, Junior Engineers, Assistants, and Multi-Tasking Staff are filled to maintain operational efficiency.
- **Maternity Leave for Female Employees:** LPAI's hiring policies now include specific provisions for female outsourced employees, allowing up to 90 days of unpaid maternity leave, demonstrating the authority's commitment to supporting women's work-life balance.
- **Sex-Disaggregated Data:** LPAI has started collecting sex-disaggregated data on a monthly basis from land ports to better understand gender dynamics, which will inform policies that address the unique needs of women and help bridge infrastructural gaps.
- **Formation of Internal Complaints Committee (ICC):** LPAI has set up ICC at each land port and the headquarters to address complaints related to sexual harassment. These committees are formed in compliance with POSH guidelines and aim to ensure a safe and supportive working environment for women by providing a structured, confidential redressal mechanism. A Workbook has been prepared for the purpose of establishing an ICC, their responsibilities, mechanism of registering a sexual harassment complaint.
- **Gender Mainstreaming Standard Operating Procedures (SOP):** In line with LPAI's vision to enhance facilities and security while facilitating cross-border trade and passenger movement, SOPs for gender mainstreaming have been developed. SOPs apply to both LPAI Headquarters and all Land Ports.
- **Transportation Facilities (Shuttle Services):** To enhance the safety and convenience of women employees, traders, and travelers, LPAI is introducing shuttle services between land ports and nearby transport hubs. This initiative helps reduce the security risks women face during transit and encourages more women to engage in trade activities at land ports.

II. Enhancing Infrastructural Facilities Initiatives

LPAI is taking notable steps to upgrade land port facilities with a strong focus on inclusivity, particularly for women stakeholders and workforce. These infrastructural improvements aim to create a more supportive, secure, and accommodating environment for women who engage in cross-border trade and logistics, or who use these ports for travel.

- **Provision of Female Security Staff Rooms:** LPAI is ensuring that women working at land ports, especially in security roles, have access to designated female staff rooms. This initiative promotes a gender-balanced workforce and encourages more women to take up roles in port security and management.
- **Restrooms and Sanitation Facilities:** LPAI is focusing on the provision of clean and well-maintained restrooms specifically for women, addressing a critical need at land ports. The lack of proper sanitation facilities is often cited as a deterrent for women's participation in trade and travel.

- **Lactation Rooms:** One of the most important infrastructural improvements is the introduction of lactation rooms. These spaces provide privacy and comfort, making the travel and trade process less stressful for women with young children.
- **Baby Changing Tables:** These are being installed in public restrooms, further supporting mothers traveling with infants. These features make the land port environment more family-friendly and cater to the needs of women, particularly those balancing childcare responsibilities with trade or travel.
- **Sanitary Pad Vending Machines:** Recognizing the importance of menstrual hygiene for women's comfort and health, LPAI is installing **sanitary pad vending machines** in women's restrooms at land ports.
- **Facilitating Connectivity and Safety:** The installation of **mobile charging stations** at land ports is a practical addition that enhances safety and convenience for all users, particularly women. By providing these charging facilities, LPAI ensures that women can keep their mobile devices powered, enhancing communication and personal safety during their transit.
- **Female Washrooms in Cargo Terminals:** LPAI is installing dedicated female washrooms within cargo terminals, addressing a critical infrastructural need for women working or visiting these areas. This step ensures that women have access to clean, safe, and hygienic facilities, promoting greater comfort and participation in the logistics sector.
- **Help Desks for Women:** LPAI is establishing **women-specific help desks** at land ports to provide personalized assistance and guidance.
- **Emergency Panic Buttons:** LPAI is installing **emergency panic buttons** in key areas of the land ports. These panic buttons provide an immediate way for women to alert security personnel in case of emergencies, such as harassment, medical issues, or other safety concerns.
- **Stakeholder Satisfaction Surveys:** LPAI plans to conduct regular stakeholder satisfaction surveys at land ports, which will gather feedback from women employees, traders, and travelers on the facilities and services provided. This feedback will help identify gaps in infrastructure and services, informing future improvements that make land ports more inclusive and women-friendly.
- **Pharmacy and Convenience store:** LPAI's initiative to establish pharmacy and convenience store at land ports represents a significant step towards improving the overall user experience for passengers, traders, and workforce at these facilities. These amenities, designed to meet essential needs, would not only enhance convenience but also contribute to the health, well-being, and safety of all users—particularly women, families, and vulnerable groups.

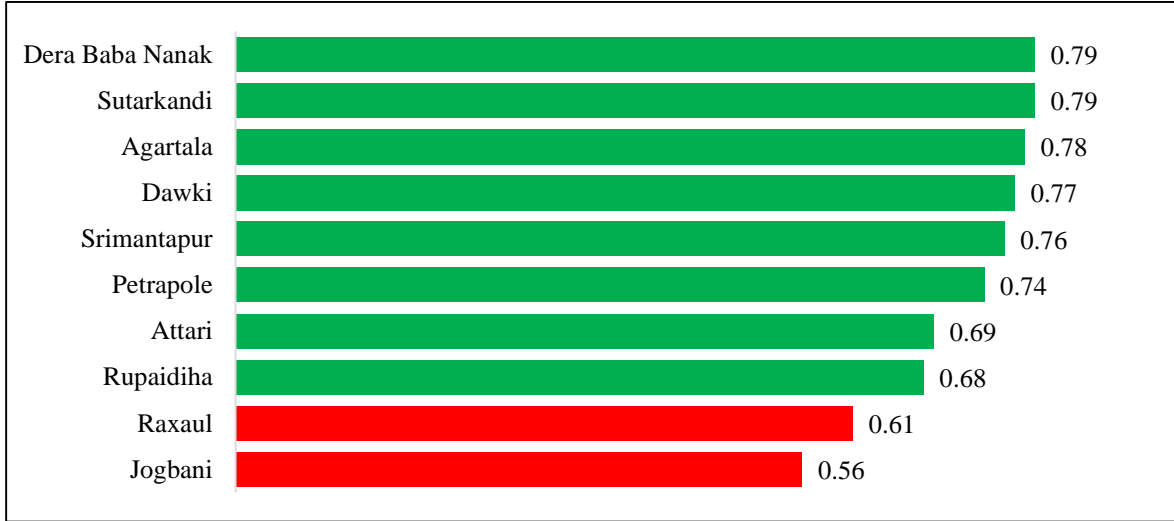
III. Gender ToolKit

To ensure that the reform measures are implemented effectively at the Land Ports, it is deemed important to conduct a thorough assessment of the gender responsiveness at Land Ports. Building on the toolkit prepared by MHT, 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.

An objective scoring index has been used in the Toolkit to rank all Land Ports on a scale from 0 to 1 across various criteria. For this, an in-house comprehensive questionnaire has been prepared

comprising 39 broad questions and 120 sub-questions has been formulated focusing on four key dimensions- Institutional Mainstreaming, Accessible Infrastructure, Client Servicing and External Environment including 14 key performance areas and 21 indicators based on data review and site information. Indicators pertaining to each performance area are 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.

Port-wise Ranking (Phase A: April-June 2024)



Source: Land Ports Authority of India

IV. Capacity Building and Training Program at Land Ports

Providing skill development in last mile connectivity is essential for enhancing the efficiency and effectiveness of transportation and logistics networks, particularly in remote areas. By equipping individuals belonging to socially disadvantaged sections with the necessary skills, we can ensure the smooth movement of goods and services, improve accessibility, and promote economic growth.

- LPAI has been organizing **Gender Sensitization workshops** at the Land Ports to create awareness among its employees and stakeholders regarding the legal structure and individual rights pertaining to sexual harassment, cultivating an inclusive work environment and facilitate effective communication and collaboration.
- **Mental Health workshops** are being organized at Land Ports to increase understanding of mental health issues, their prevalence, and their impact on individuals and communities and equip individuals with the knowledge and tools to support themselves and others in their mental health journeys. Additionally, **Mental and Social Security Camps** are being organized for the benefit of all at the Land Ports.
- **Two-day Annual Training on “Enhancing Awareness and Action of Internal Complaints Committee (ICC) Members”** was conducted at LPAI Training Centre, Agartala, Tripura on 18th-19th September 2024 to equip ICC members with a thorough understanding of the

POSH Act and relevant legal frameworks, ensuring they can recognize, address, and prevent various forms of sexual harassment effectively.

- LPAI plans to conduct **Anti-Human trafficking and Zero-tolerance workshops** at Land Ports by the end of this year, empowering staff and stakeholders with the tools to combat trafficking and enforce zero tolerance for harassment.
- LPAI will conduct a second round of **Gender Sensitisation workshops** at Land Ports, focusing on empowering workers, identifying biases, promoting equality, and raising awareness.

V. Action Plan for Land Ports

LPAI has established a phase-wise implementation strategy to integrate gender mainstreaming across its operations, with a target completion date of April 30th, 2027. The strategy outlines 38 specific measures that will be rolled out in three distinct phases, focusing on enhancing inclusivity and gender balance. Each phase is designed to progressively address key areas such as workforce representation, infrastructure, and policy reforms. This phased approach ensures systematic execution, allowing for continuous evaluation and improvement.

Phase A (0-3 months)	
1	Engage maximum women staff in Land port.
2	Setup a help desk (24*7) with a staff with local language proficiency.
3	Start collection of sex disaggregated data for passengers in the passenger terminal and stakeholders (CHAs, Exporters, Importers, Truck Drivers) in the cargo terminal
4	Mobile Charging Facilities at passenger and cargo terminal.
5	Setup Public Announcement Systems across the Land Port.
6	To provide basic facilities (hand washing facilities, Dustbins, safety door latches etc.) in all washrooms.
7	Create a waiting room or lounge adjacent to passenger lounge.
8	Install additional fans in restrooms and air conditioner in waiting rooms (preferably pregnant women and elderly people).
9	24*7 electric supply with power backup.
10	Setup portable 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	Separate Baggage Scanning Facilities for women at passenger terminal.
12	Ensure separate queues for women, elderly, Specially-abled persons.
13	Assigning wheelchair assistants for Specially-abled Persons (Male & Female).
14	Reliable Transport Facilities and/or Shuttle Services for commuting to office.
15	Conduct gender sensitization trainings for all employees/stakeholders of the Land Port.
16	Conduct stakeholder satisfaction survey once in 3 months.

Phase B (4-8 months)	
1	Provide dedicated women security staffs for women passengers and employees/logistics service providers.
2	Creation of baby care facility and lactation room wherever female footfall is higher.
3	Create separate workspace for Customs House Agent (CHAs) and other stakeholders.
4	Provide adequate Street lighting at approaching roads towards the land port.
5	Provide Internet connectivity and Wi-Fi Hotspots.
6	Establish a shift-based work policy with preference to women for the three shifts, in cargo and passenger terminal.
7	Provide service area with convenience store, ATM and pharmacy for the benefit of all.
8	Training of Land Port staff on mental health.
9	Arrange health-related camps (At least 2 in a year).
10	Arrange social security schemes registration camps (At least 2 in a year).
11	Introduce comfortable uniforms for male and female staff of the land port.
12	Ensure that contractual women staff gets annual benefits of maternity leave (15 days paid leave and 75 days unpaid leave).

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 Land Port staff and stakeholders on anti-human trafficking.
5	Organize 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.
7	Encourage women-led businesses to operate display-cum-retail outlets at Land Port.
8	Conducting training of women entrepreneurs/SHG members on trade procedures at Land Port.
9	Install sanitary pad vending machines and disposal mechanisms.
10	Conduct workshops with Livelihood/Skill Missions officials on potential of exports through the Land Port.

VI. Implementation of Reform Measures by Land Ports

- 1. Land Port Agartala:** Land Port Agartala has implemented several measures to enhance the convenience and accessibility of its facilities such as:
 - Mobile charging facility has been established, allowing visitors to charge their devices while at the port.

- Separate queues have been created for women, persons with disabilities (PWDs), the elderly, and patients, ensuring easier access and reducing waiting times for these groups.
- Basic washroom facilities have also been provided to ensure cleanliness and accessibility for all users.
- To continually improve services, a client satisfaction survey has been conducted to gather feedback and assess the effectiveness of the measures implemented.
- Sex-disaggregated data collection is now conducted at the passenger terminal.

2. Land Port Attari: Land Port Attari has implemented a series of essential measures to enhance security and improve facilities for all users such as:

- Periodic patrolling by the Border Guarding Force (BGF) is conducted throughout the port complex to ensure safety and security.
- Signages and display information have been provided across the land port to guide visitors and inform them of important regulations.
- Proper hand washing facilities have been established, along with a dedicated female washroom in the Cargo Terminal to cater to the needs of female employees and passengers.
- Additionally, battery-operated carts have been introduced for efficient internal movement within the land port, improving accessibility and convenience for all users.

3. Land Port Dawki: The Land Port Dawki has successfully implemented several measures to enhance safety and accessibility such as:

- An Information and Help Desk counter has been established to assist visitors and provide essential information.
- Adequate lighting has been installed at key locations throughout the port complex to ensure visibility and safety.
- 24/7 electricity supply with power backup has been provided throughout the land port, ensuring uninterrupted service.
- Emergency panic buttons have been installed across the premises to enhance security and provide quick access to help when needed.
- In alignment with promoting gender equality, the land port has engaged a significant number of women staff members.
- Security has been bolstered with the installation of CCTVs at all entry and exit points, enhancing overall safety for all users of the port.
- Sex-disaggregated data collection is now conducted at the cargo and passenger terminal.

4. Land Port Dera Baba Nanak: At Land Port Dera Baba Nanak, multiple initiatives have been implemented to improve the safety, comfort, and accessibility of passengers and employees such as:

- Sex-disaggregated data collection is now conducted at the passenger terminal, along with periodic patrolling by the Border Guarding Force (BGF) throughout the port complex.
- Proper hand washing facilities, mobile charging stations, and an information and help desk counter have been established.

- Dedicated female security staff is present to assist women passengers, employees, and logistics providers.
- Adequate lighting has been installed at key points, and transportation facilities like shuttles or e-carts are provided for women employees from a designated pick-up point.
- Restrooms have been made available for both men and women, with additional facilities such as air conditioning and fans in restrooms, especially for pregnant women and the elderly.
- Separate restrooms for these groups have also been constructed. Baby feeding rooms have been set up, and separate queues for women, persons with disabilities (PWDs), elderly passengers, and patients have been introduced.
- The passenger terminal features dedicated baggage scanners for women, 24/7 electricity with backup, and wheelchair assistance for both male and female PWDs.

5. Land Port Jogbani: Land Port Jogbani has made significant strides in enhancing the safety and well-being of its employees and visitors such as:

- Restroom facilities for both men and women have been provided in the Mukhya Bhawan, with additional installations of fans and air conditioning in restrooms to ensure comfort for all users.
- A Public Announcement System (PAS) has also been implemented to facilitate effective communication across the port.

6. Land Port Petrapole: At Land Port Petrapole, several key measures have been implemented to enhance security and convenience such as:

- Periodic patrolling by the Border Guarding Force (BGF) is now conducted throughout the port complex.
- Dedicated female security personnel have been deployed to cater specifically to the needs of women passengers, employees, and logistics service providers.
- The port now benefits from uninterrupted 24/7 electricity with reliable power backup.
- Currency exchange counters have been established, and wheelchair assistance is available for both male and female persons with disabilities.

7. Land Port Raxaul: At Land Port Raxaul, several measures have been implemented to enhance the well-being, safety, and efficiency of the workforce and passengers such as:

- Proper hand washing facilities have been installed, and dedicated female security personnel are now available to support women employees and logistics service providers.
- Adequate lighting has been placed at key vantage points throughout the port complex to ensure security and visibility.
- The port benefits from 24/7 electricity with power backup to maintain uninterrupted operations.
- To boost morale and foster a positive work environment, fun activities for workers are organized every two months as part of the workplace routine.
- For enhanced security, CCTVs have been installed at all entry and exit points.

8. Land Port Rupaidiha: Land Port Rupaidiha has implemented various measures to enhance the comfort and safety of passengers and employees such as:

- Facilities include handwashing stations, baby changing tables, dedicated female washrooms, and restrooms for both men and women.
- Additional comfort features such as air conditioning for pregnant women and the elderly, as well as adequate lighting throughout the port, have been established.
- A dedicated security staff for women and a health room with medical personnel are also available.
- The port promotes inclusivity through gender training, a shift-based work policy favoring women for daytime shifts, and the introduction of uniforms for staff.

9. Land Port Srimantapur: At Land Port Srimantapur, several critical measures have been introduced to improve the infrastructure and services for passengers and staff such as:

- A dedicated female washroom has been set up in the cargo terminal, along with an information and help desk counter to assist all port users.
- Adequate lighting has been installed at strategic locations throughout the port complex to enhance visibility and security.
- Separate queues have been arranged for women, persons with disabilities (PWDs), the elderly, and patients to streamline their movement through the port.
- Sex-disaggregated data collection is now conducted at the passenger terminal.
- Periodic patrolling by the Border Guarding Force (BGF) is conducted within the port complex to ensure a secure environment.

10. Land Port Sutarkandi: At Land Port Sutarkandi, several essential measures have been implemented to enhance facilities and services such as:

- Proper hand washing facilities have been ensured across the port, and a dedicated female washroom has been established in the cargo terminal.
- An information and help desk counter is available to assist passengers and staff with queries. Adequate lighting has been installed at key vantage points throughout the port complex to improve security and visibility.
- Wheelchair assistants have been assigned to assist both male and female persons with disabilities, ensuring smoother transit.
- Battery-operated carts have been introduced to facilitate internal movement within the land port, providing a convenient mode of transport for passengers and staff alike.
- Sex-disaggregated data collection is now conducted at the passenger terminal.

VII. Achievements





