SAFETIPIN
Supporting Safer Cities

GURUGRAM SAFETY ASSESSMENT REPORT



INTRODUCTION

Gurugram Police Department is engaging with civil society to make the city safer, more inclusive, and accessible for all. In this endeavor, **Safetipin** is assisting by providing technical and evidential support to the Gurugram Police.



Conduct safety audits across the Gurugram



Study the experiences and feedback of women who used police helpline/



Share recommendations for actionable steps

SAFETIPIN

Safetipin is a social organisation working with a wide range of urban stakeholders including governments to make public spaces safer and more inclusive for women. We collect data on safety in public spaces using mobile and web applications and present the data to the concerned stakeholders with recommendations.

Mobile App



MY SAFETIPIN

Free App available for public for crowdsourced data on safety

Data Collection Tools



SAFETIPIN NITE

Android App used for large-scale image data collection of streets in cities



SAFETIPIN SITE

Customizable Web App used for detailed assessment of public spaces and services

What is a Safety Audit ?

A Safety Audit is a measure of the existing social and physical infrastructure to understand the extent of safety of that location.

Methodology

A phone with Safetipin Nite Application is mounted on the windshield of a moving vehicle to capture night-time pictures. Pictures are clicked every 50 metres and uploaded to our system. These are then assessed according to the safety audit parameters.

Parameters of Safety Assessment



LIGHT

Information about dark spots and non-functional streetlights is provided.



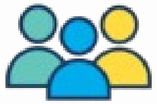
VISIBILITY

Information about presence of vendors, deserted areas, busy areas, areas with high boundary is provided



WALK PATH

Information about discontinuous footpath, broken/non maintained footpath, footpath with obstructions is provided



PEOPLE

Information about the usage of public spaces, presence of men, women and children is provided

Safetipin-Nite Audit of Gurugram City

Data Collection Period

Nov-Dec

2024

Time of data collection

7pm-9pm

Road Length Covered

1066 km

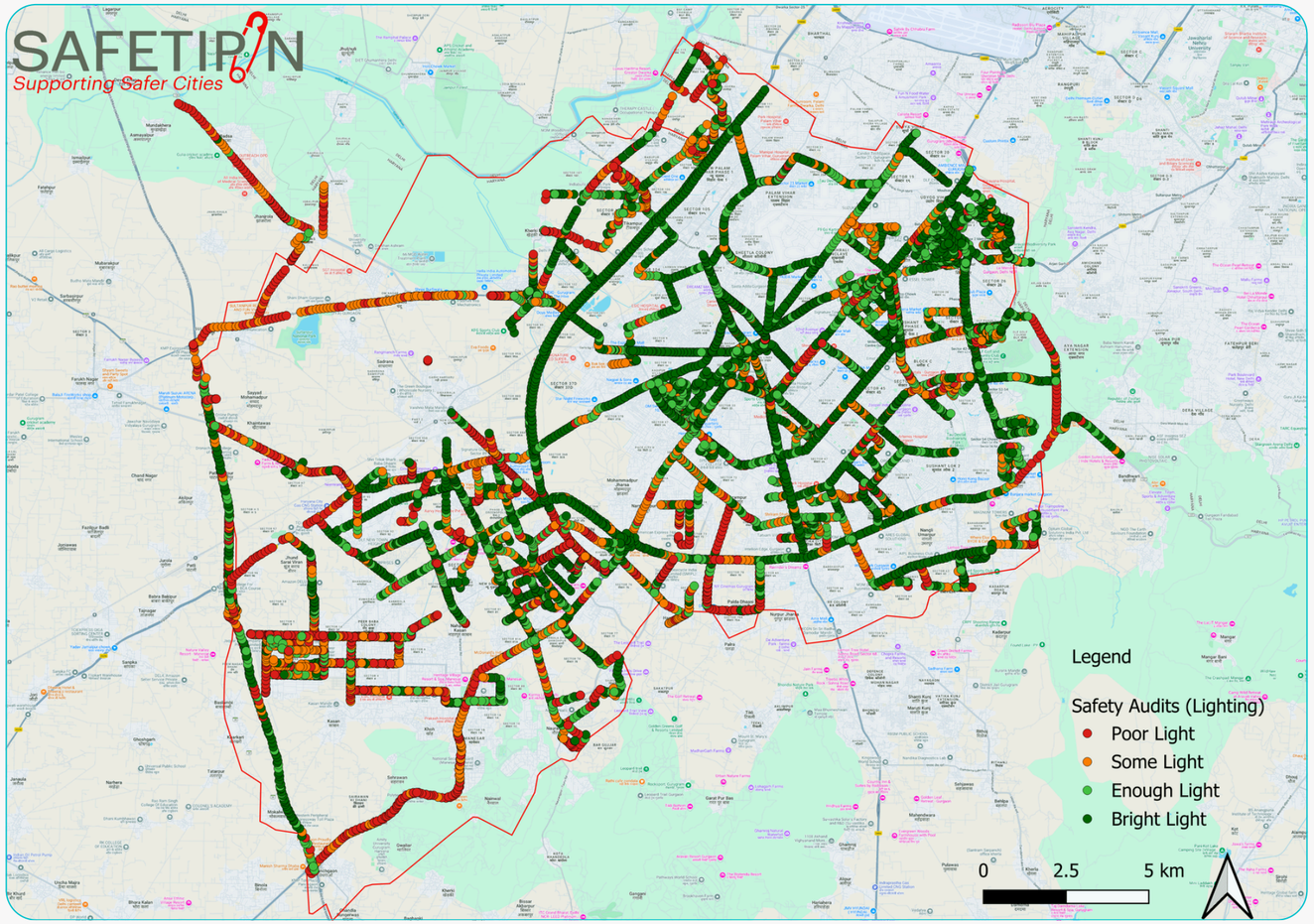
Number of Spots

8347

Images Collected

12838

Lighting





Average Rating

1.9/3



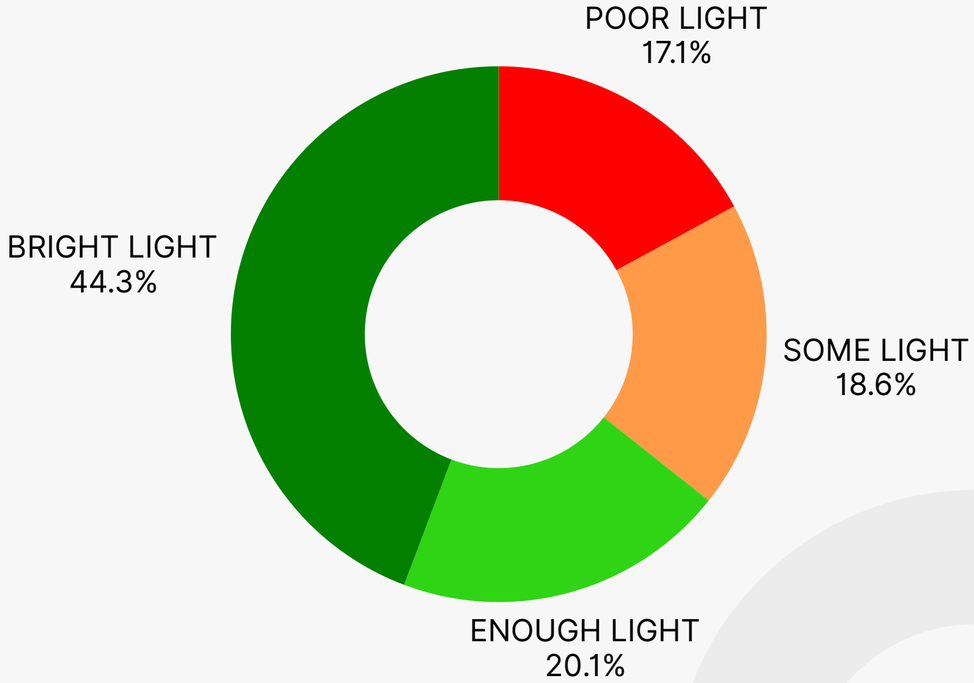
Dark Spots

18%



Well-Lit Spots

44%



The Lighting parameter measures the amount of illumination at a place, which is rated on a scale of 0 to 3. For this parameter, streetlights, lights from houses, shops and/or street vendors are considered sources of light. .

Lighting Conditions

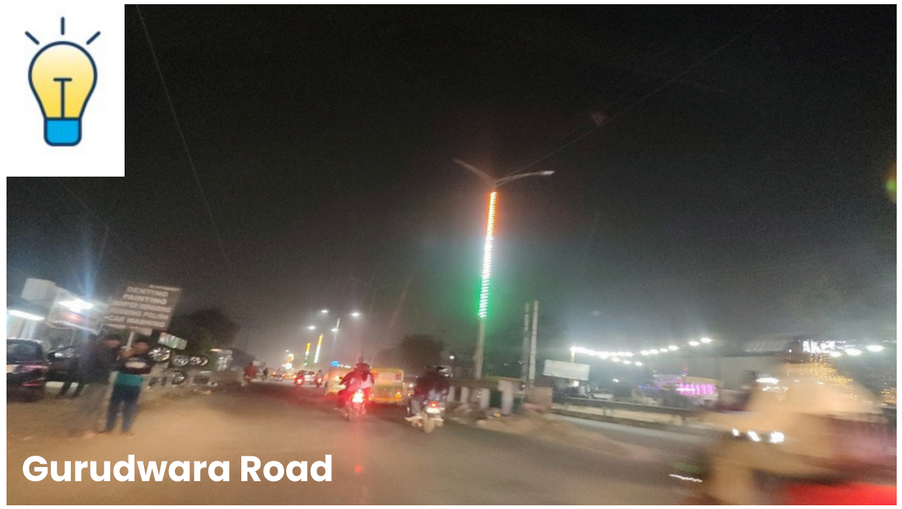
The existing infrastructure of street lights on Gurugram roads have not undergone any significant inspection or maintenance for over a decade, posing a safety risk and leading to fatal accidents in the city”

Hindustan Times, 27th august, 2024

37% roads still do not have adequate lighting, especially towards the periphery of the city.

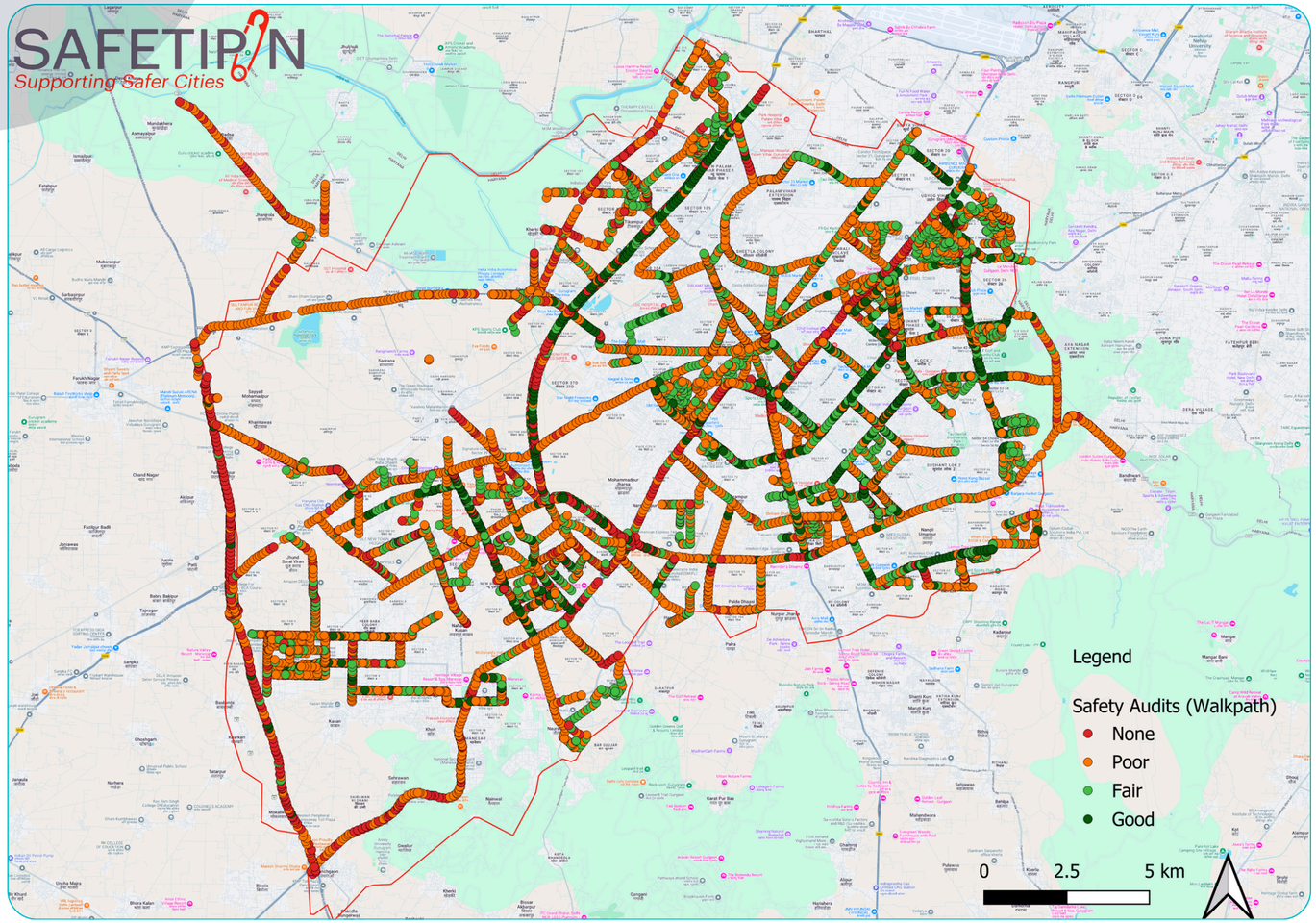

Manesar Marg


Sector 176/18 Dividing Road


Gurudwara Road


Nishant Puri Road

Walkpath



Average Rating

1.5/3

Streets with no walkpath

13 %

Streets with good walkpath

11 %



The Walkpath parameter is rated on a scale of 0 to 3 based on the quality and condition of the walkpath, indicating if a person can walk comfortably on the street.

Walkpath Conditions

The city has an average walkability index of just 0.45 out of 5, “reflecting an overall poor condition” of relevant infrastructure, a study by SPA Delhi states. This is significant in light of another data point which shows that 48% of all daily trips undertaken by Gurugram’s residents are on foot.

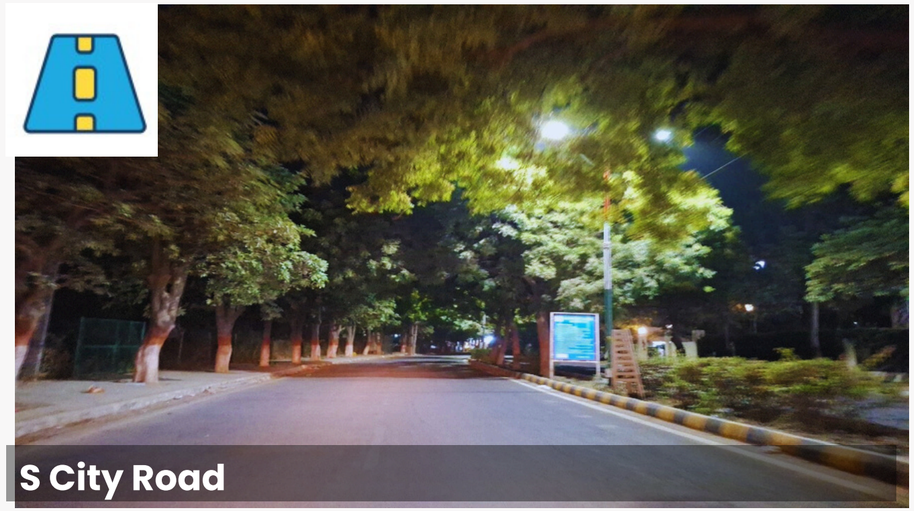
Hindustan Times, 27th august, 2024

65% roads in Gurgaon were found to have either no or obstructed walkpath.

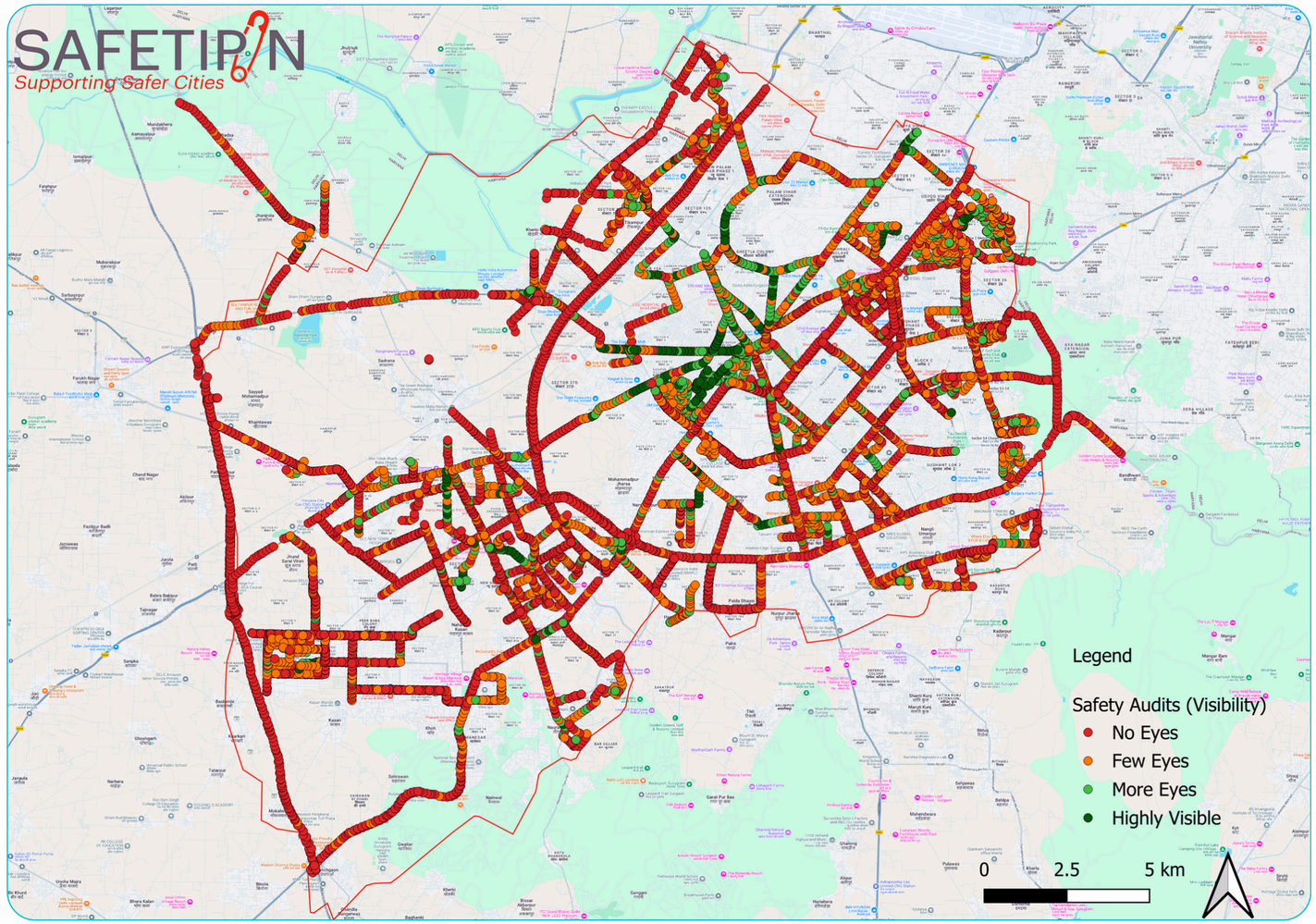

Sector 73 Near Kasturi Farms


Raghvendra Marg near Belvedere


Sihi Sikanderpur Road


S City Road

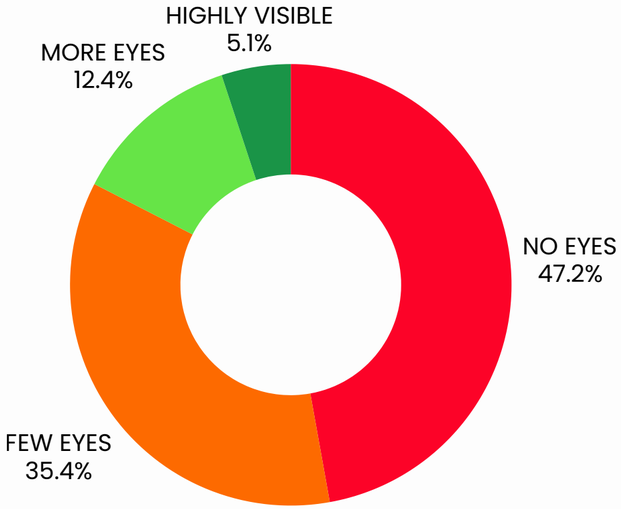
Visibility



Average Rating
0.6/3

No Activity
47%

Active Streets
17%



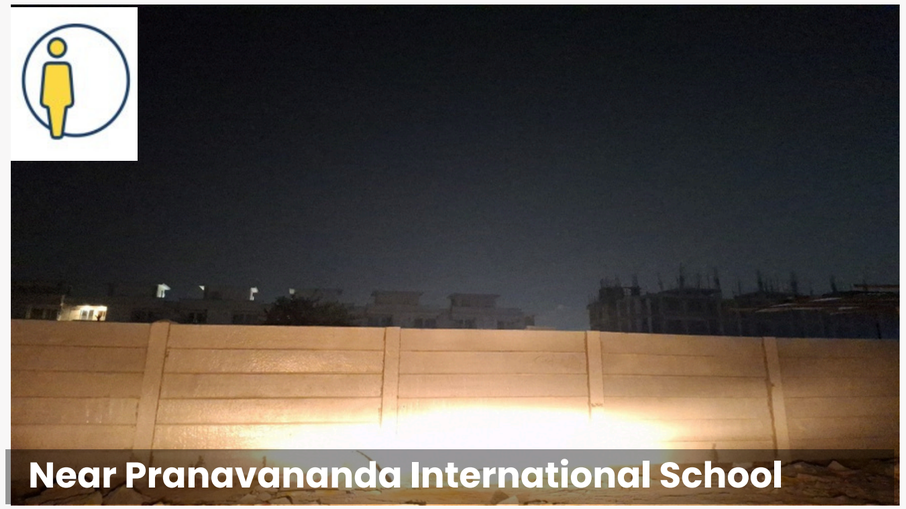
The Visibility parameter is based on the principle of “eyes on the street” which measures activity i.e. the presence of shops/houses/ street vendors/ hawkers etc that provide natural surveillance for the pedestrians using the streets.

Visibility Conditions

Create “eyes on the street” – by removing setbacks and boundary walls and building to the edge of the street. This would allow people from inside to look out on to the pavement, thus discouraging misbehavior, shady corners, etc.)

UTTIPEC Report, 2011

Most of the primary roads are flanked by high boundary walls leading to no eyes on the streets. 86% roads have no or limited eyes on street.


Near Pranavananda International School

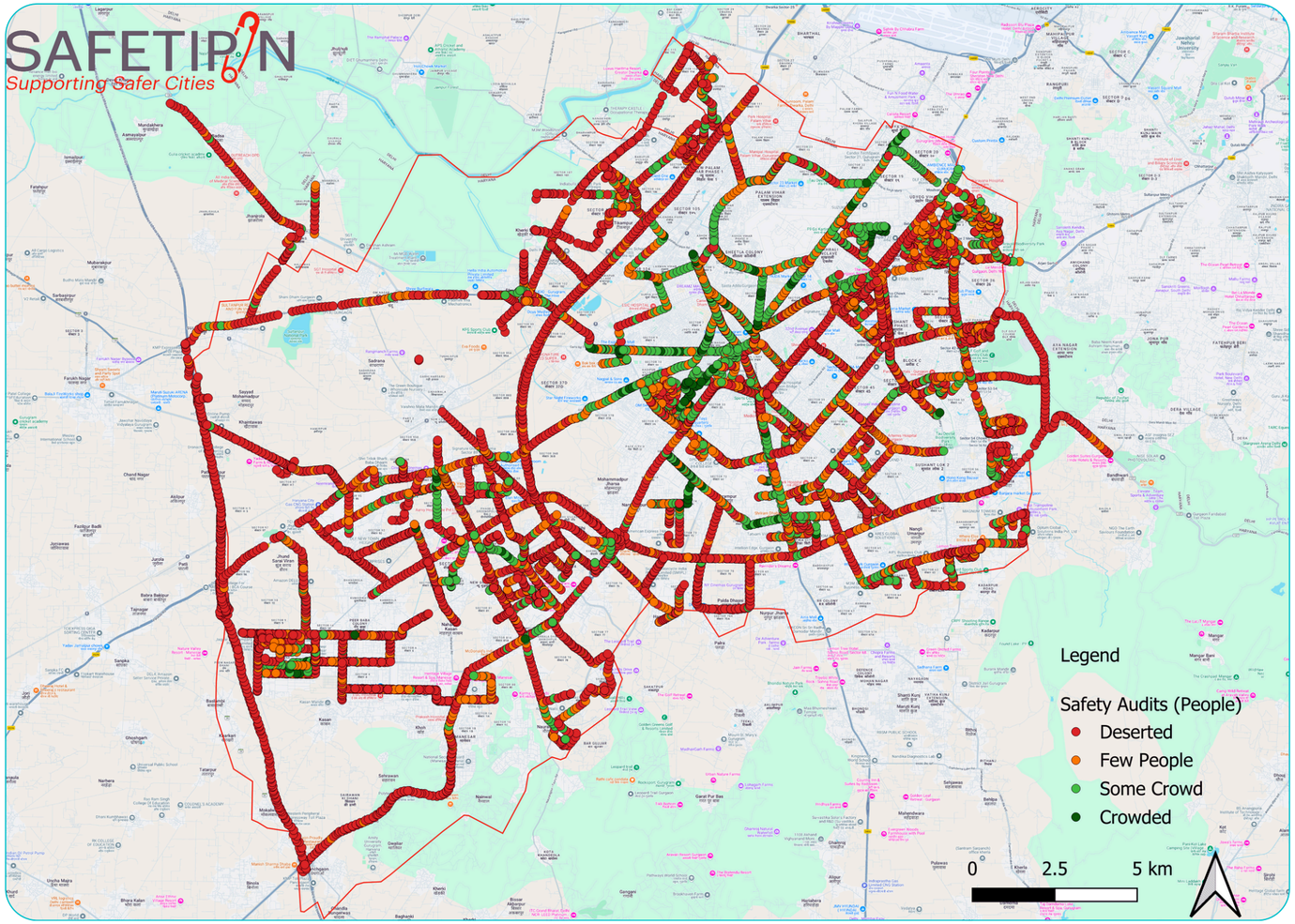

Western Peripheral Express way


Sector 74



Major Laxmichand Road

People



The People parameter measures the number of people around on the street at the time of the safety audit. This includes pedestrians and others who are using the public space.

Average Rating

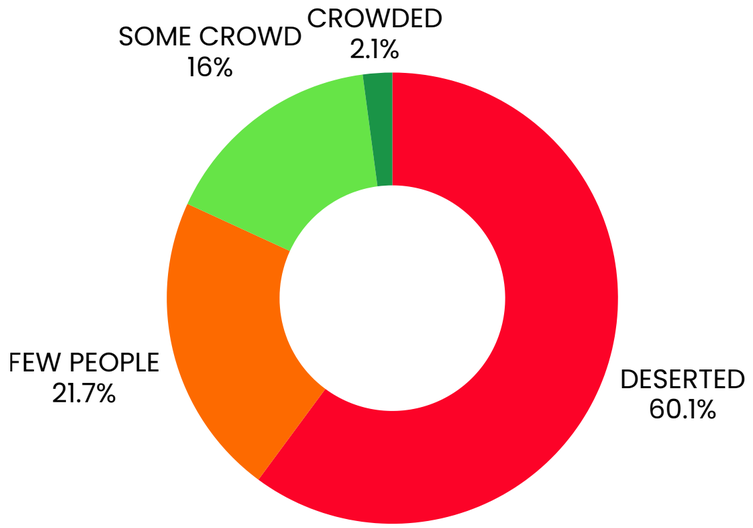
1.5 /3

Deserted Streets

13%

High Pedestrian Movement

11%



People Conditions

Cycling and walking from workplace to home has become a rare activity due to the desolate roads and potholes in Gurugram.

Times of India, 18th January, 2025





Presence of people makes a place feel safer. 81% of roads in Gurugram had few to no people around them.





Recommendations based on Safety Audits

Actions	Key department/s
Provide uniform lighting at night for pedestrians	
Repair existing streetlights in areas identified as low-lit. Regular checks should be carried out to ensure uniform and unobstructed illumination	Lighting Department, MCG
Install streetlights at dark spots where there is no other source of light	Lighting Department, MCG
Trimming overgrown vegetation covering the streetlights	Horticulture Department, MCG
Create paved, unobstructed, and accessible walk path for pedestrians	
Walkpath should be kept free from any obstructions such as construction debris, garbage and inappropriate positioning of signage which cause inconvenience to the pedestrians and force them to walk on the road instead.	MCG, PWD, GMDA
Vehicular parking on the footpath should be prohibited. Prepare a parking management plan that includes dedicated zones for parking, parking fees, fines etc.	MCG, GMDA
Periodic assessment/ safety audits of city infrastructure- pavements	MCG, GMDA

Recommendations based on Safety Audits

Actions	Key department/s
Improving Safety and Mobility around Transit Hubs	
Set up Police Booths and Pre-paid Auto Stands at major Transit Hubs like Iffco Chowk, Rajiv Chowk, Main Bus Stop, Railway Station etc.	Police Department, MCG and Transport Department
Clean, disabled friendly and safe public toilets for women at all transit Hubs.	MCG, Transport Department
Men and Women Toilets to have Diaper changing stations. Alternatively, provide family rooms that has all care facilities for baby - diaper change, feeding, etc.	MCG, Transport Department
Police patrolling in area identified as deserted and low activity at night is required. Areas with high pedestrian count but low street activity should also be patrolled at night.	Police Department
Strengthening systems to create Gender Responsive cities	
Set up Integrated Gender Unit (Gender & Safety Cell) to plan, budget, monitor and coordinate multi-stakeholder implementation of Gender Action Plan	MCG, GMDA
Create and formalise vending zones to create active streets to increase foot traffic and eyes on street.	MCG, Street Vending Committee

STUDY OF POLICE HELPLINE REDRESSAL SYSTEM

INTRODUCTION

The dataset comprising all calls made to the police women's helpline telephonic complaint at Helpline Number 112, 100 or 181* in Gurugram District in the period of January-November 2024., categorized in three categories viz **molestation, misbehavior and eve-teasing** was provided to the research team by the police.

OBJECTIVES

- Identify environmental, spatial, and temporal patterns associated with reported incidents
- Assess the current reporting and response process
- Provide recommendations for effective implementation

*Calls to 112 nd 100 were rerouted to 181

SAMPLING AND METHODOLOGY

Data sourced from Gurgaon Police and Sampled

👥 453 complainants reached out
Focus Period: Sept–Nov 2024
📞 158 interviews conducted

Structured interviews with helpline callers

- Voluntary & Confidential
- Anchored prompts to reduce recall bias
- Contacting survivors done with ethical care & sensitivity

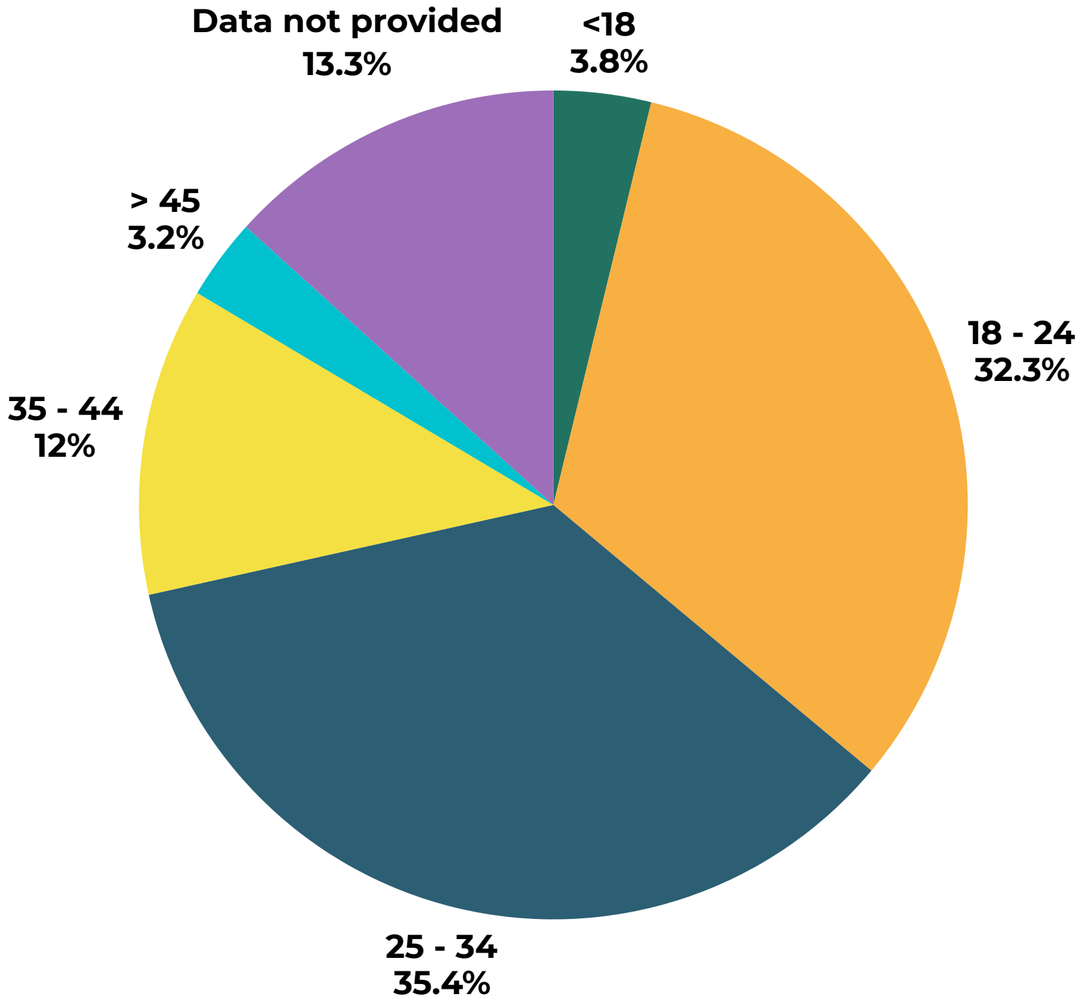
Qualitative and Quantitative analysis

Focus Group Discussion with Telephone Operators

- Telephone operators in Gurugram Centre
- 10 participants in two FGDS

Key Findings

DEMOGRAPHICS



Age distribution of the victims

85% of the victims were residents of Gurugram.

92% of person affected were women and 8% were men

73% cases reported by person affected, 23% by companions and 4% by bystanders.

RELATIONSHIP TO THE PERPETRATOR(S)

Family

Parents, Spouse, in-laws, other relatives

Stranger

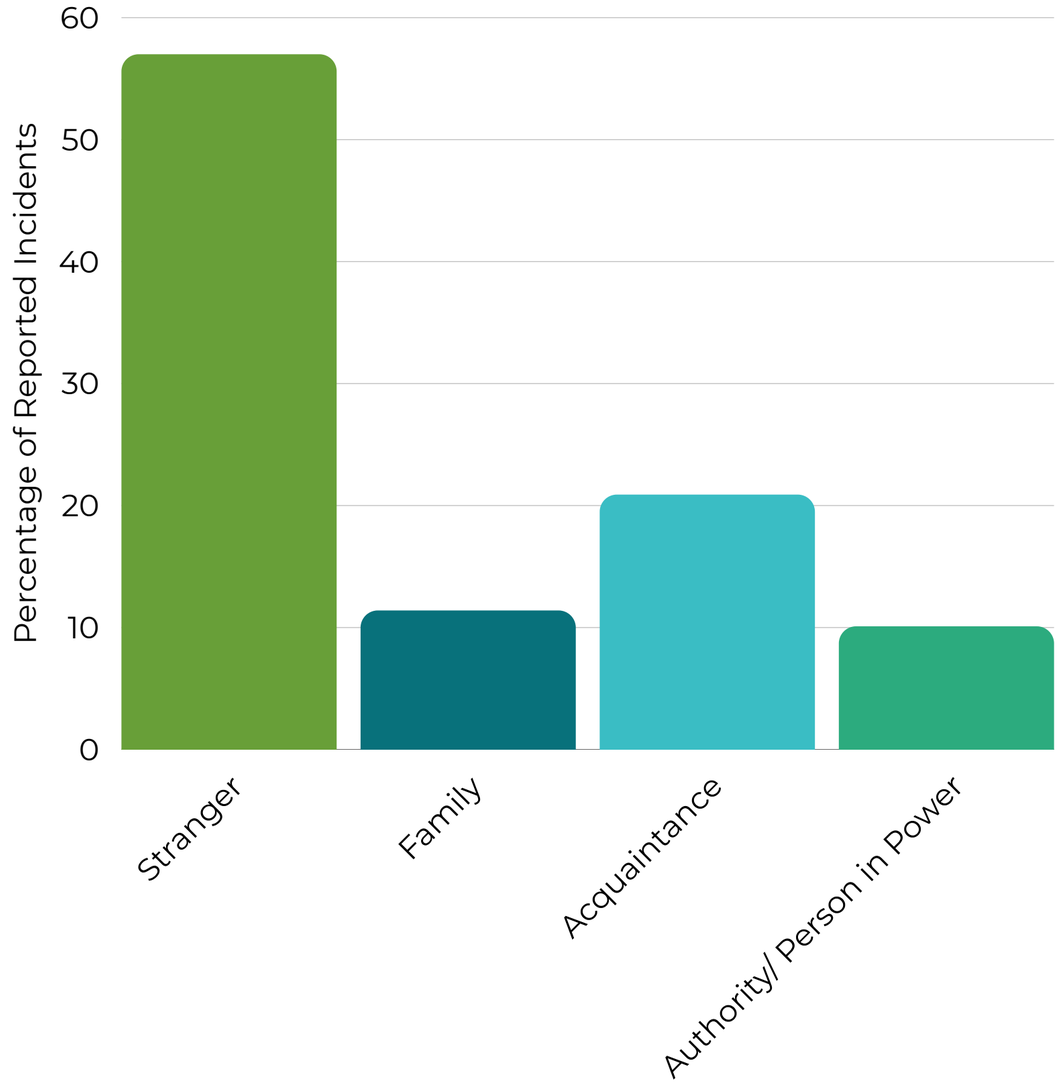
Completely unknown individual(s)

Acquaintance

Someone known to the victim (Colleague, Neighbour, Classmate)

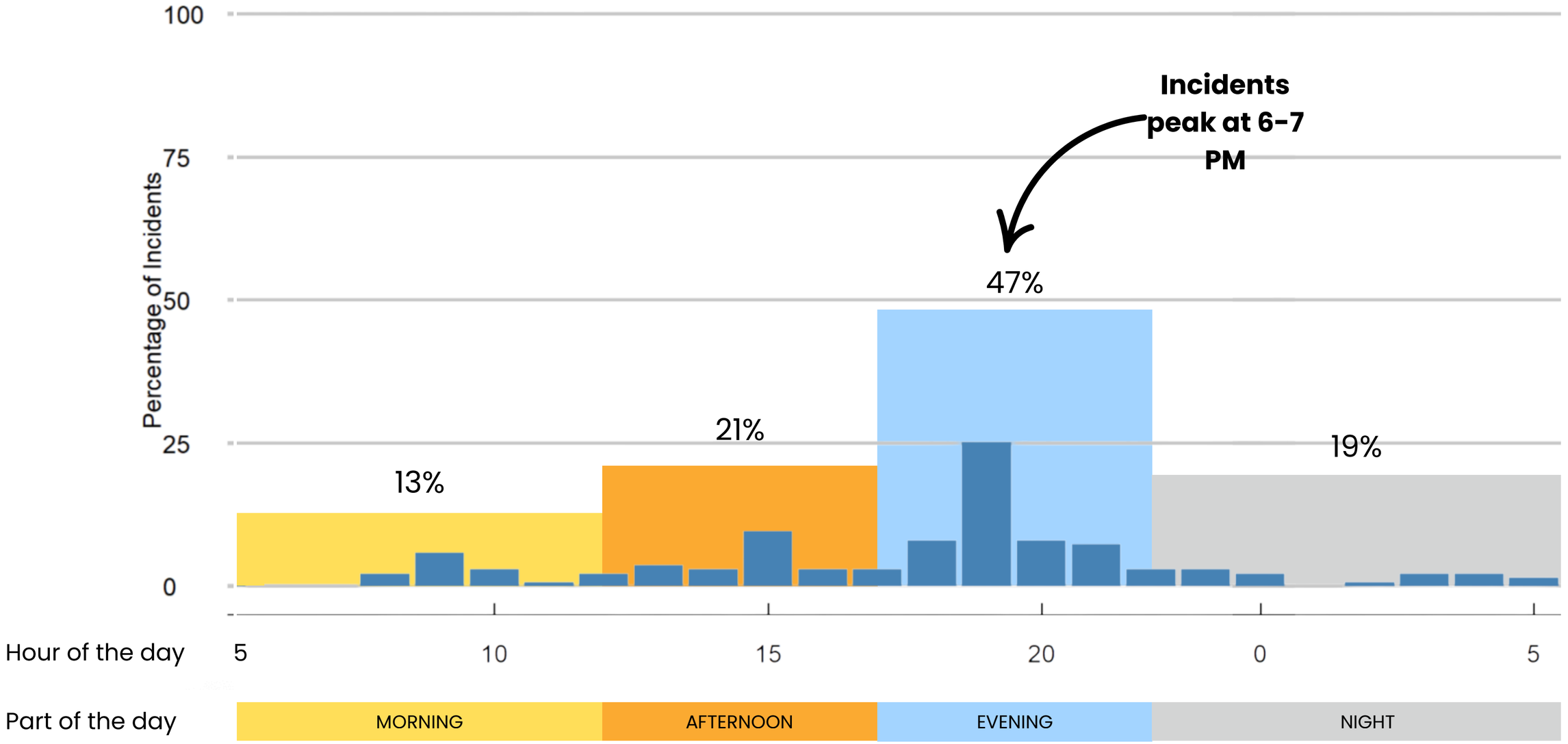
Authority/ Person(s) in Power

Police, teachers, employer, landlord, or others in power.

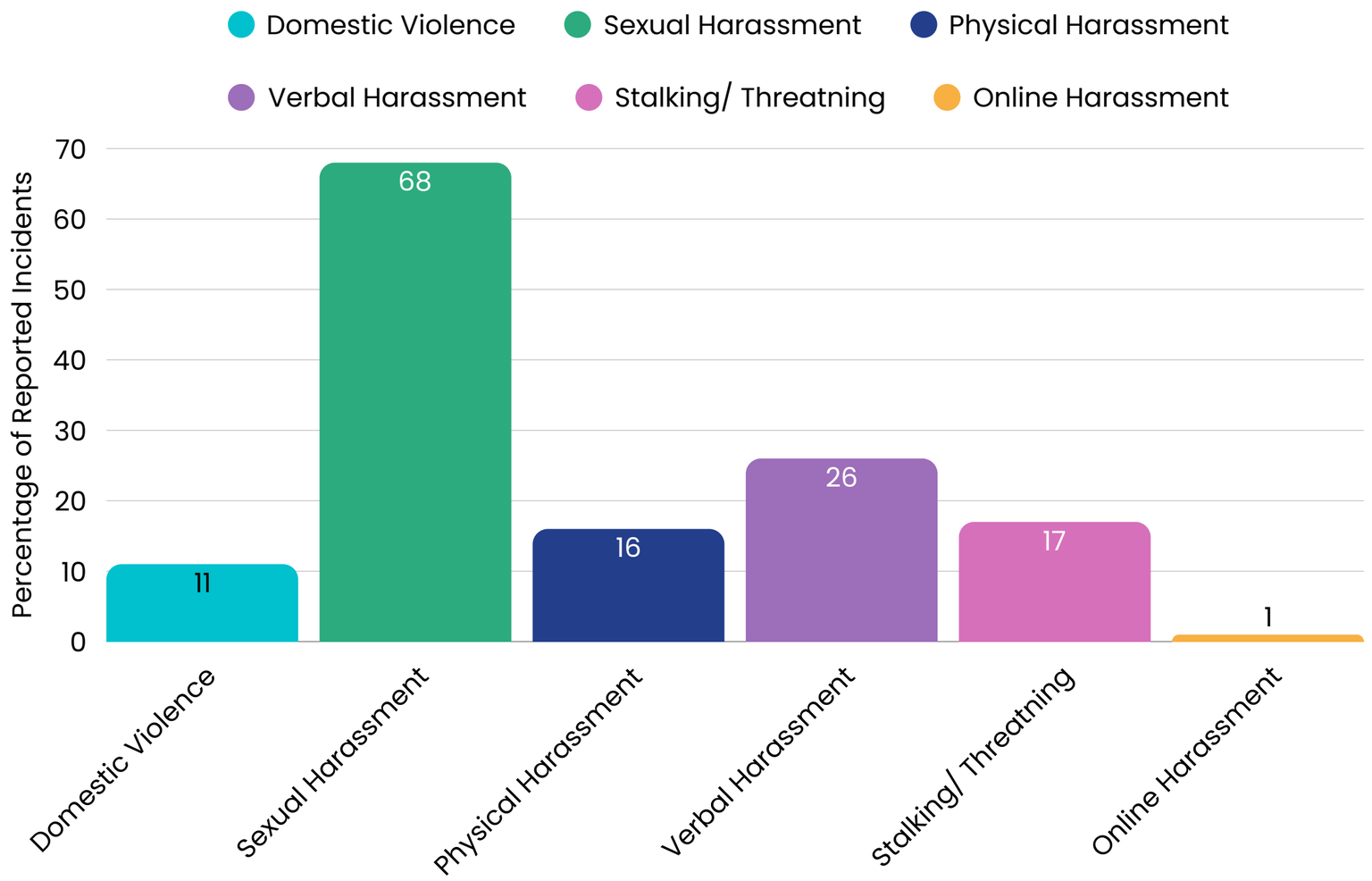


*1 individual denied providing information

TIME OF INCIDENTS



TYPES OF INCIDENTS



Sexual harassment
Unwanted touching, groping, brushing against body parts, grabbing, flashing, , or public masturbation or assault with intent to outrage modesty

Physical Harassment
Acts of physical aggression such as hitting, slapping, punching, pushing, or any form of bodily harm not necessarily sexual in nature.

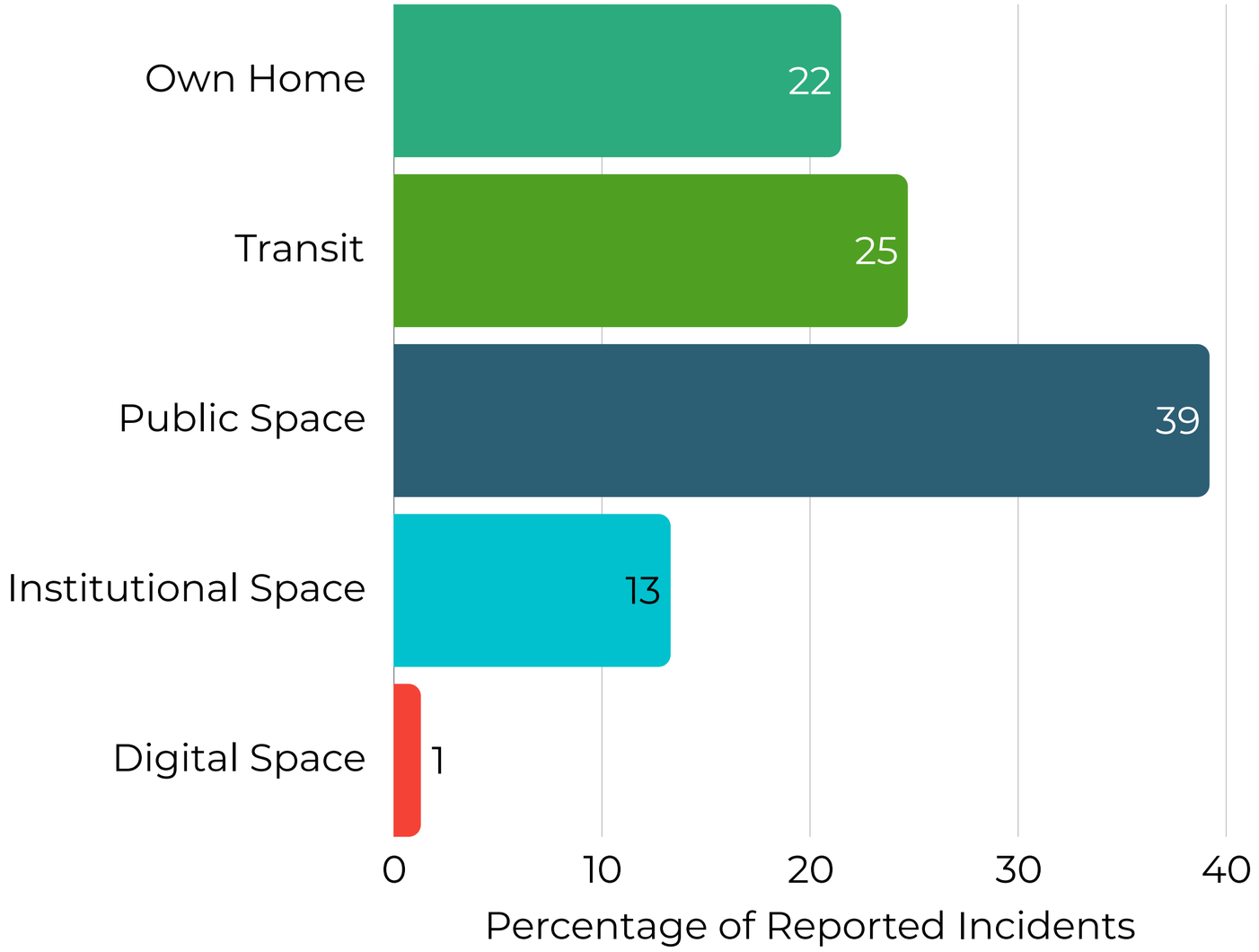
Stalking and Threatening:
Following or surveilling physically or through digital means. Giving threats. Coercion, blackmail, or threats of sexual violence

Domestic Violence:
Physical, verbal or mental violence perpetrated by the family, in-laws, or spouse of the victim.

Telephonic/Online harassment:
Sending sexual content, threats, or coercive messages via phone or online platforms.

Verbal Harassment:
Catcalling, sexually suggestive comments, obscene language, repeated verbal advances.

WHERE DID THE INCIDENT TAKE PLACE?



Open Public Space:

Streets, parks, markets, etc.

Institutional Spaces:

Schools, colleges, offices, restauras, hospitals.

Digital Spaces:

Social media, WhatsApp, phone calls, video calls

Domestic Space:

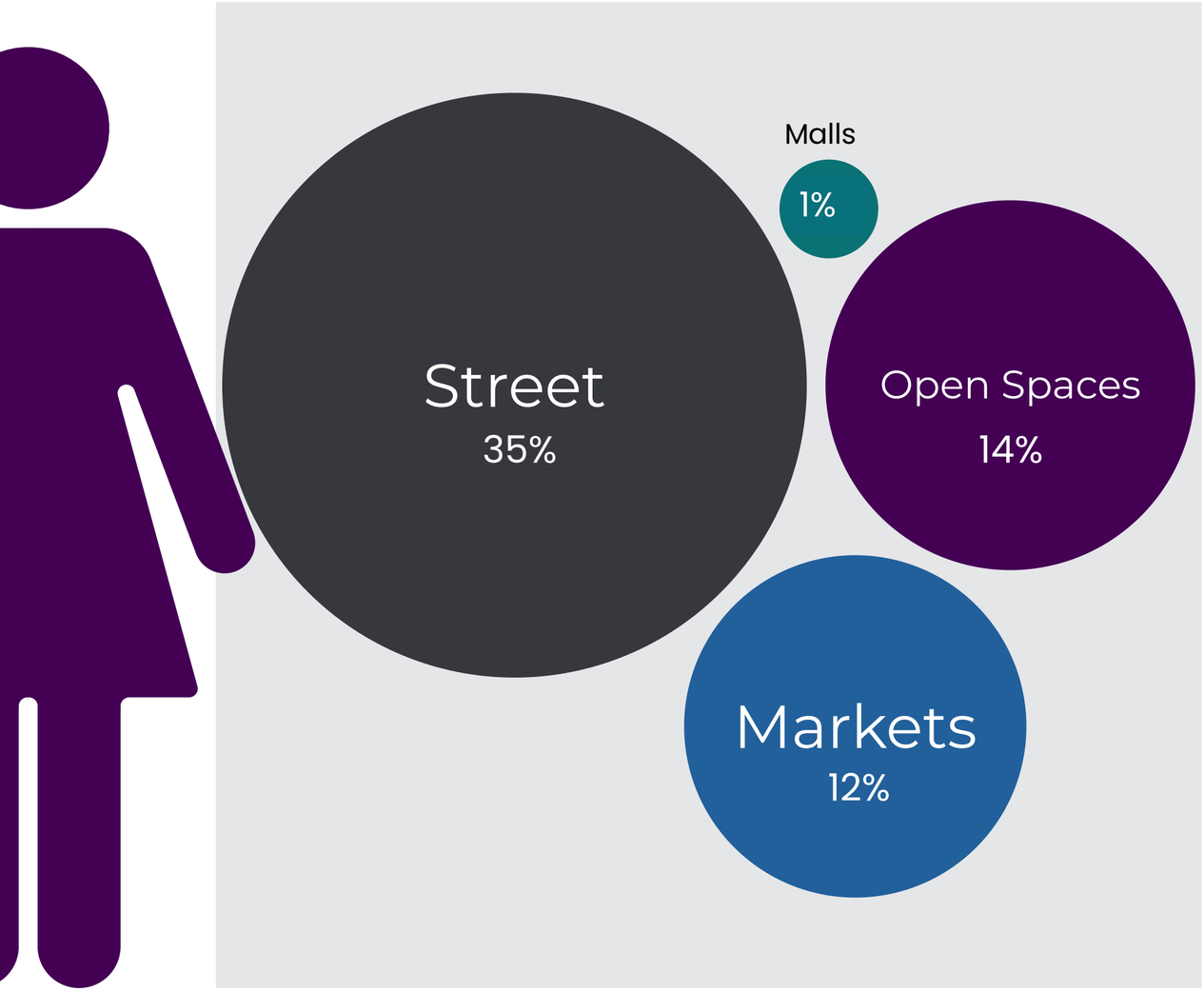
Within the home or residence of the complainant

In Transit

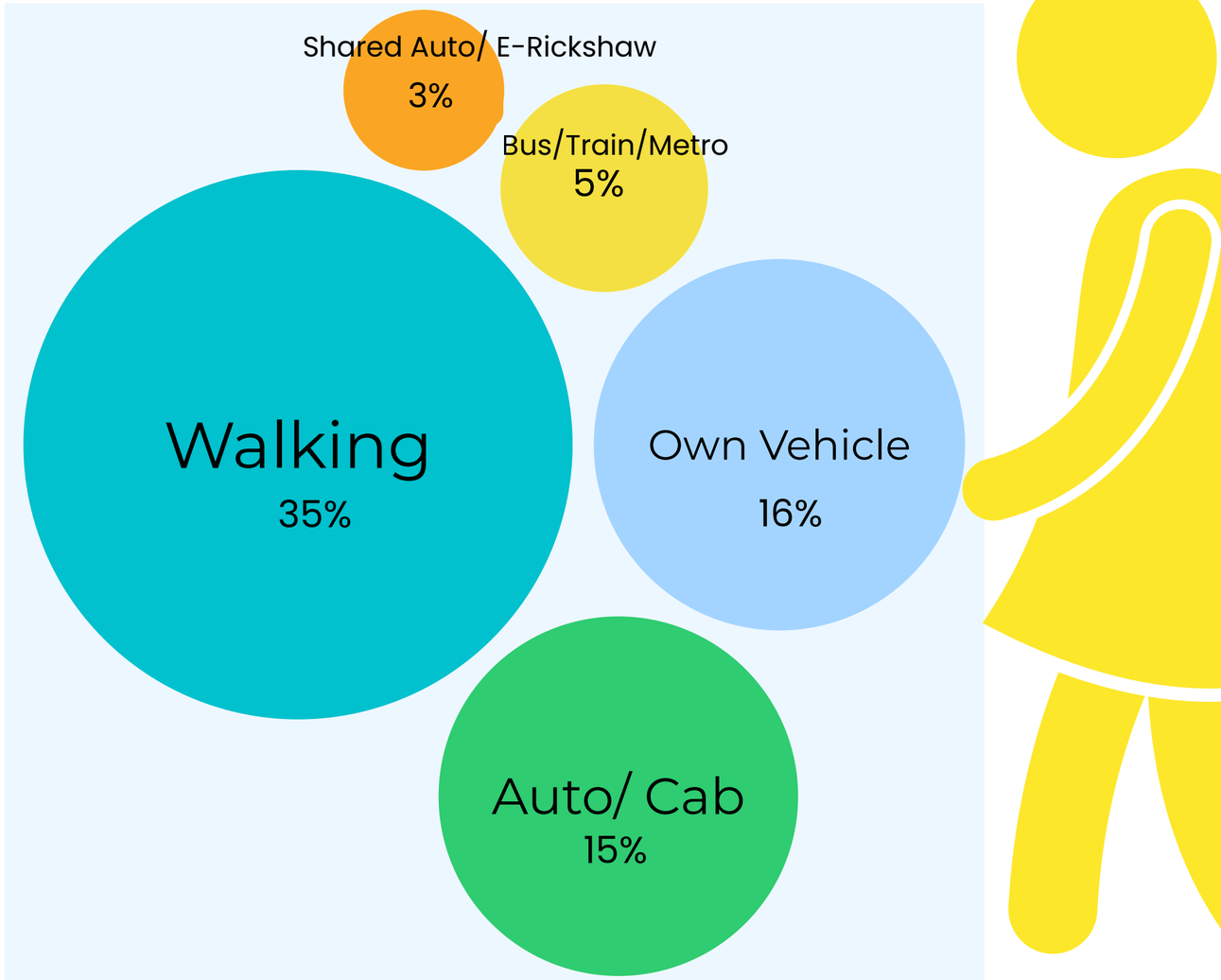
Bus, metro, cars, bikes autos, cabs, etc.

WHERE DID THE INCIDENT TAKE PLACE?

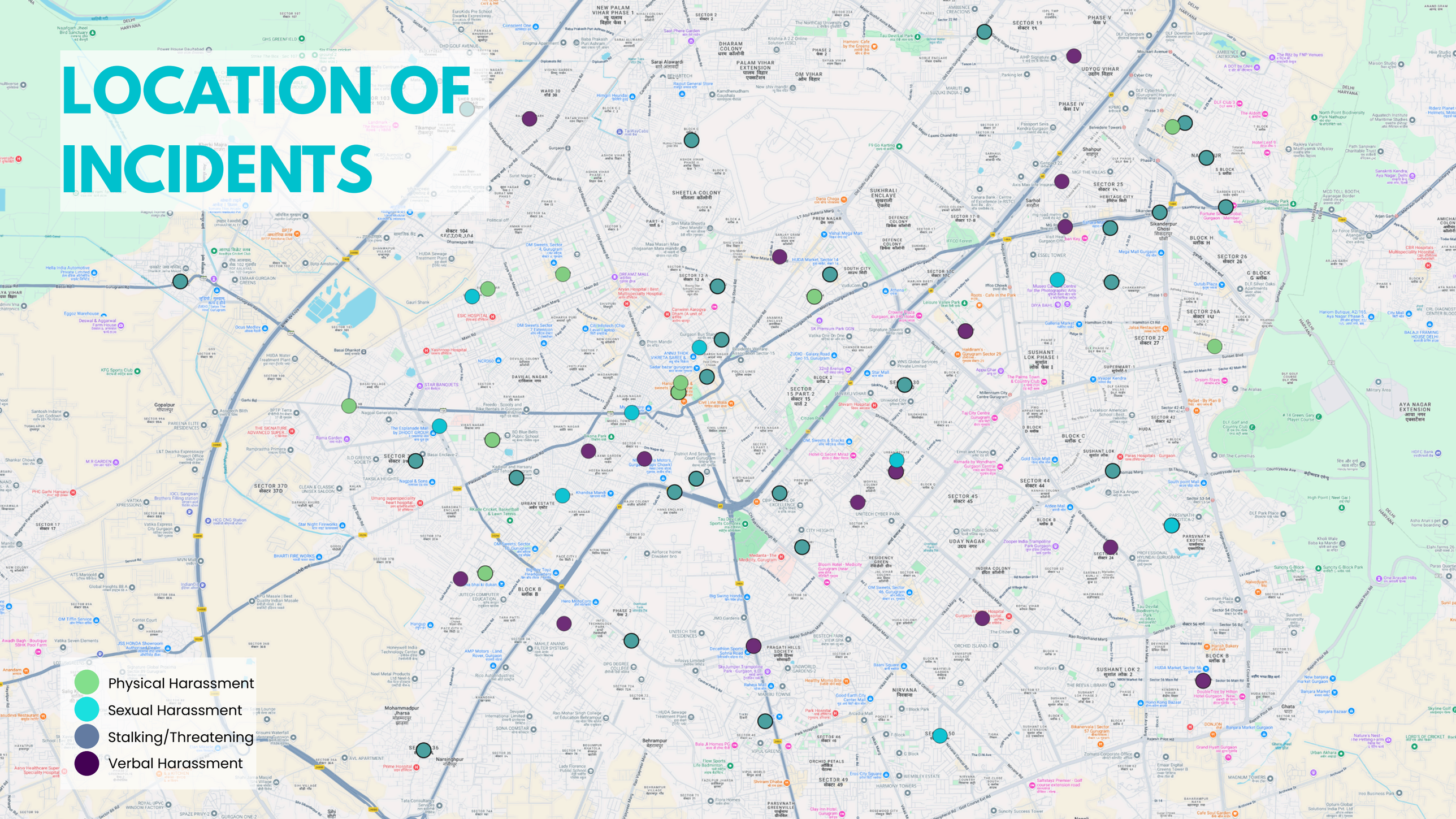
Where in Public Space?



What Mode of Transit?

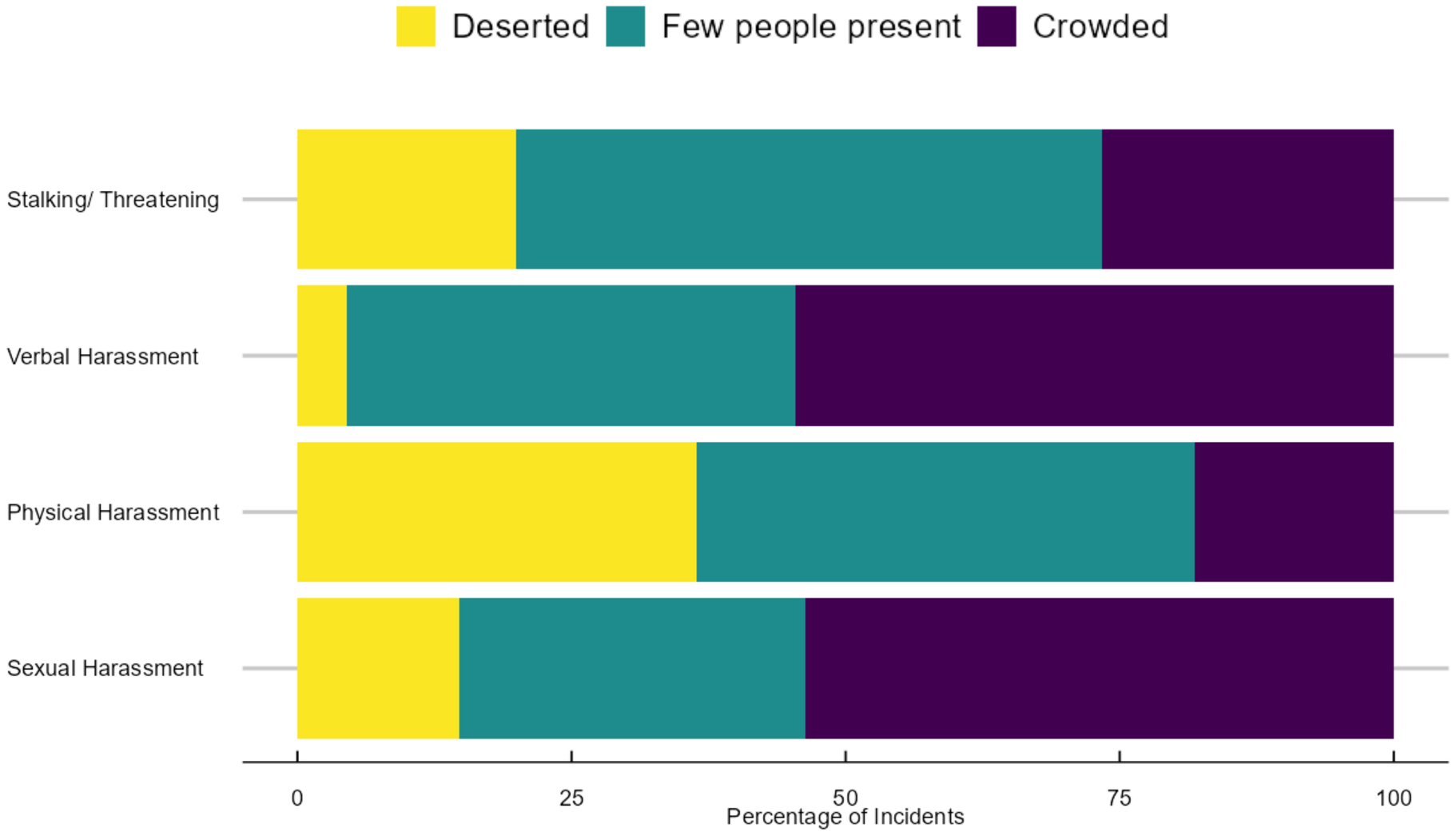


LOCATION OF INCIDENTS

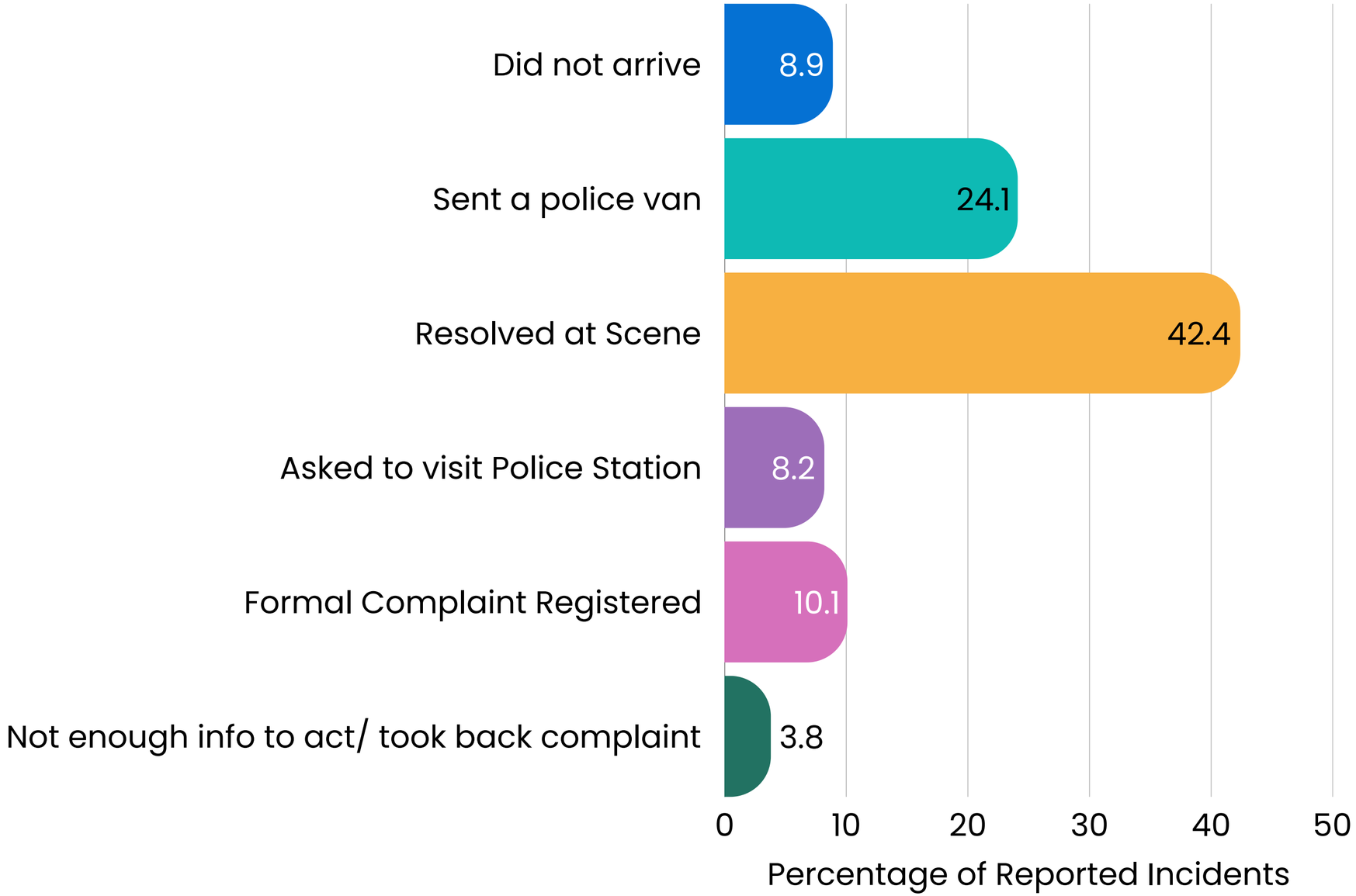


PRESENCE OF PEOPLE AND TYPE OF INCIDENTS

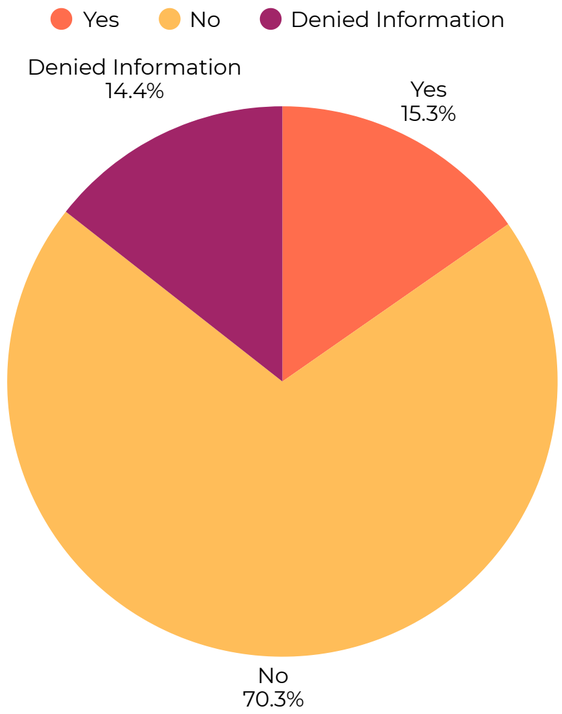




POLICE RESPONSE TO COMPLAINTS

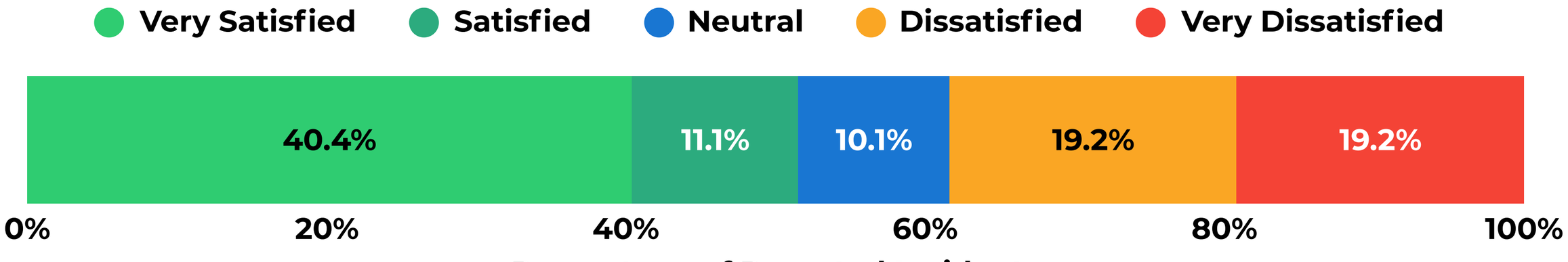


Was there a follow-up by the Police?



*4 individuals denied information

FEEDBACK ON POLICE RESPONSE



Percentage of Reported Incidents

"I just want that if someone goes to the police with a complaint, they should at least be heard properly. But that doesn't happen. The police don't listen— they respond with things like, 'What happened? Why were you there?'—as if we are the prblem."

There should be more women police officers stationed at bus stops, metro stations, and other crowded public spaces. Regular patrolling is also important, especially in known hotspots and during events like Holi, when harassment often increases. Additionally, traffic police should actively monitor and take strict action against drunk driving, as it puts everyone at risk.

Delay in action leads to perpetrator fleeing the scene. Immediate action should be taken

I don't have any specific complaint against the police—they did register my report and even sent a vehicle in response. But after that, there was no follow-up, and I don't know what happened next. That said, my case was eventually resolved in a way that met my expectations.

"There should be no discrimination against people who aren't from Haryana—everyone deserves equal treatment. Complainants should never be pressured into withdrawing their complaints. We also need more women officers in police stations, so women feel safer and more understood. And as a society, we should encourage women to step out freely and live without fear."

Poilce should do more patrolling in these areas where there are no streetlights or CCTV cameras

Life Changing Adverse Impacts

These incidents involved deep disruption—women resigned from jobs, relocated, or dropped out of school. The harassment left lasting trauma, forcing them to reconfigure major aspects of their lives.



“I had to resign from the work later because of trauma.”

— 26-year-old woman, molested inside a shared cab near Cyber City.



“ My husband left his work and we went back to our village.”

— 20-year-old migrant worker, followed and threatened near Sikanderpur metro; family chose to return to Bihar.

“I lost my job ever since feels insecure to join another job.”

— 35-year-old domestic worker, harassed daily by an auto driver in Palam Vihar.

“We shifted from there and never went back.”

— 29-year-old woman, Sector 10, stalked and threatened outside her PG accommodation.

Impact on Mobility

Some women imposed strict limitations on themselves after the incident—avoiding entire areas, never travelling alone, or stopping activities altogether. Similar restrictions were posed by families as well.



“I stopped going to World Mark after this incident… and I stopped going to Sector 29 too.”

— 28-year-old professional, followed and filmed by men while exiting World Mark late evening.



“Now I don’t take running autos, I book cabs only.”

— 27-year-old corporate employee, misbehaved with by auto driver near HUDA City Centre.

“I quit gym and I am scared to go to college.”

— 20-year-old student, molested repeatedly while walking past a group of men in Sector 40.

“I don’t go out at all after this, unless someone comes with me.”

— 32-year-old, incident occurred on her evening walk in Sector 45 where a biker slapped her and fled.

Psychological Impact

Women continued their daily routines but experienced fear, anxiety, or trauma that lingered mentally. The impact was often internalized—affecting sleep, concentration, or mental peace—without visibly changing how they moved through the city.



“Yes, but I chose to continue office and not be scared.”

— 30-year-old woman, incident in MG Road metro premises, where a man brushed against her and stared inappropriately.



“My daily movement is not affected but mental health was affected due to the incident.”

— 28-year-old, incident on Golf Course Road, misbehaved with by a passerby while walking to office.

“Mentally I got very disturbed, I was not able to sleep, I felt very uncomfortable.”

— 21-year-old college student, Sector 56, molested while walking back from tuition.

“I was scared after the incident. I couldn’t stop thinking about it.”

— 32-year-old woman, Sector 29 market, a man followed her persistently while she was shopping.

FGD with 112 Helpline Operators

General Operations

All emergency numbers (100, 181, etc.) are routed to 112 for centralized action.

Operators are trained to respond within 2-3 minutes: collect key details, log them in and assess urgency.

The details of the incident are dispatched to the relevant agency.

The agency acts on the information provided

Call handling centers in **Gurugram** and **Panchkula** handle calls from **Haryana and Punjab.**

Languages in which assistance is provided: **Punjabi, Haryanvi, Hindi and English**

Operators handle **200–300 calls per day.**

If an issue isn't resolved in 2 minutes or is identified as dangerous, the call is immediately **escalated to on-ground police or dispatch units**.

Call Categories & Patterns

Frequent & Critical Issues

- Domestic violence (especially late-night)
- Road accidents (highways, third-party callers)
- Fire emergencies (less frequent but highly critical)

Public Misuse or Irrelevant Calls

- Mistaken dials
- Prank or abusive calls (often alcohol-influenced)

These are logged and flagged, and repeat offenders may be temporarily blocked.

Repeat Offenders

- Some individuals repeatedly file false complaints or seek non-emergency support.
- The system keeps a history of such callers for faster triage.

Sensitive & High-Priority Cases

- Harassment & Assault
- Categories include eve teasing, molestation, stalking, domestic abuse, and verbal abuse.
- Immediate action includes:
  - Sending a female police unit (Durga Shakti Van), but only if requested by the caller.

Women & Child Safety

- Special attention is given to: Child abuse and Missing child reports
- Domestic violence
  - Repeated follow-ups are ensured until the issue is resolved.

Mental Health Calls

- Calls from individuals experiencing depression, anxiety, or suicidal thoughts.
- Operators are trained to engage empathetically and stay on the line until police can reach the place.

Experiences of Helpline Operators

> We prefer not to give advice . Therefore, the call duration is kept short for precise information but sometimes if a mentally disturbed person who is suicidal calls we hold on to the call till police is dispatched and reaches the place.

> We have a very clear idea of what qualifies as eve teasing, what is molestation and what is misbehaviour.

> Every year during festival season, we see a clear spike in the number of calls. On a daily basis too, many people call us to report noise disturbances, especially after 10 or 11 PM.

> We call back if any call is disconnected. We also stay with th caller if they are in unsafe situation until they reach their destination safeky

Recommendations for 112 Helpline System

- Implement a **formal evaluation system and annual surveys for police response** to women's helpline calls with clear performance metrics.
- Create a **publicly accessible dashboard** in Police Stations showing anonymized complaint data, response times, and resolution rates to increase transparency.
- Have **women police officers** in Emergency Response Vehicles (ERV) in sexual harassment cases.
- Institute a robust **follow-up system** on cases registered through 112 helpline.

COMMUNITY ENGAGEMENT & PREVENTION

Bystander Intervention Programs: Develop targeted campaigns to address the “presence of people” factor, teaching effective intervention techniques to the public.

Male Engagement Initiatives: Create programs specifically targeting men as allies in high-incident communities identified in your spatial analysis.

School-Based Prevention: Implement education programs in schools located in high-risk areas focusing on respectful relationships and consent.

THANK YOU

SAFETIPIN
Supporting Safer Cities