ACCESSIBLE INDIA CAMPAIGN

AN INCLUSIVE SOCIETY CREATES A SASHAKT BHARAT

Accessible
India
Campaign

Accessible India - Empowered India

"

Today special attention is being given to opportunity and accessibility for Divyangjan. It is our endeavour to ensure that every individual in the country is empowered, an inclusive society is created, spirit of equality and cooperation enhances harmony in the society and everybody progresses together as one."

-Prime Minister Narendra Modi

Chapters

Introduction

A truly inclusive society is one in which everyone can lead an independent, self-reliant and dignified life and contribute to the nation's overall development. However, inaccessible physical environments, lack of mobility and transportation, unavailability of assistive devices and technologies, inaccessible websites and services hinder equal participation of persons with disabilities (divyangjan) in the mainstream socio-economic and cultural activities.

As per the Census 2011, there are 2.68 crore persons with disabilities in India. Thus, a need was felt for the creation of barrier-free environments and accessible ecosystems to help persons with disabilities by providing equality of opportunity and an enabling environment.

GAPS IN ACCESSIBILITY

Prior to 2015, focused attention was not given to issues related to accessibility. This was despite India having ratified the United Nations Convention on Rights for Persons with Disabilities (UNCRPD) 2007 and committing to

the development of a barrier free environment and enhancing accessibility. Yet, neither was a strong legislation put in place with fixed timelines, nor was a dedicated campaign implemented for ensuring accessibility.

Need for Legislative Strengthening

The then Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act 1995 was predominantly welfare oriented. Provisions related to accessibility were limited and not comprehensive. The provisions could not be enforced as a right by persons with disabilities. Moreover, the Act neither provided for prescription of standards of accessibility nor any timeline for their compliance.

ACCESSIBLE INDIA CAMPAIGN - Genesis

Hon'ble Prime Minister himself gave the term 'Divyangjan' to the Persons with Disabilities and launched the Accessible India Campaign on World Disability Day on 3rd December 2015.

SUGAMYA BHARAT – Creating a Sashakt Bharat

The earnestness of the Government to work for accessibility related issues for the disability sector has been evident since 2014 by provisioning for disabled friendly utilities and facilities in public spaces. In line with the motto of 'Sabka Saath, Sabka Vikas, Sabka Vishwas', the Government resolved to provide universal accessibility. This led to the Accessible India Campaign being launched in 2015. The Government has been working to take forward the vision of the Sugamya Bharat Abhiyaan in order to ensure fully accessible public infrastructure, including airports, railways stations and public transport systems.

The vision of the Accessible India Campaign is 'Accessible India, Empowered India' –Sugamya Bharat, Sashakt Bharat.

Foundations of Accessible India Campaign

The Accessible India Campaign drew inspiration from UNCRPD and the Action Plan and targets of the Accessible India Campaign have been derived from Goal 3 of the Incheon Strategy which endeavors to "Make the Right Real".

Accordingly, the Campaign envisages providing features of accessibility in the three verticals of Built-up environment, Transportation sector and Information & Communication Technology ecosystem, for creation of an universal barrier free environment.

CAMPAIGN COMPONENTS

Public Buildings
(Central and State Govt.)

Information & Communication Technology
(Public Websites, Electronic Media, etc.)

Public Transport
(Road, Rail and Air)

To provide full legislative cover to the Campaign and right to accessibility, the government enacted the Rights for Persons with Disabilities (RPwD) Act, 2016 which came into force from April 2017. Accessibility became a Right for the Divyangjan unlike previously, when it was being seen merely as a welfare measure. Non-compliance of the provisions of the Act or Rules thereunder has been

made punishable by fines and imprisonment. Thus, the Accessible India Campaign became an instrument to actualize the provisions of the Act.

SALIENT FEATURES OF THE RIGHTS OF PERSONS WITH DISABILITIES ACT, 2016

Section 40
Formulation of rules laying down standards of accessibility in all 3 components in URBAN and RURAL areas

Section 41 to 43
Provides facilities for access to transport, ICT, universally designed consumer products

Section 44
Ensure mandatory observance of the Accessibility Law as per laid down Standards (Section 40)

Section 45 and 46
Time Limit for making existing infrastructure/services accessible - Buildings (5 years) and Services (2 years)

The pan India launch of the Accessible India Campaign by Hon'ble Prime Minister raised the enthusiasm among the disability sector. This Campaign was seen as bringing in systematic changes in the society related to the much required features of accessibility across sectors.

Aims and Objectives of the Campaign
The aim of the Campaign is to formalize the process of creating a barrier free environment and providing disabled-friendly access in public facilities and places. The main objective is to mainstream accessibility so as to make it inherent

in our culture and ethos.

Accessibility is not to be narrowly understood to mean only for persons with disabilities. It is essential for everyone at different stages of one's life - be it childhood, old age, pregnancy, times of illness, infirmity, surgery, etc.

"Implementation of the Accessible India Campaign would improve both physical and virtual infrastructure, to make it more 'Divyang-friendly', be it schools, hospitals, government offices, bus terminals, railway stations, banks, lifts, digital content on web and much more. Innovation, technology, systems and sensitivity will be required to make all infrastructure accessible."

-Hon'ble Prime Minister on launch of Accessible India Campaign, December 2015

COVERAGE OF THE ACCESSIBLE INDIA CAMPAIGN – Key Features, Achievements and Best Practices

Accessibility across the three verticals:

I. Built Up Environment

The objective is to increase accessibility in government buildings. Provision of features of accessibility such as staircases, ramps, double height handrails, tactile paths in corridors, wide entry gates, reserved parking and disabled friendly toilets, accessible elevators, etc. to be made. Focus is on public-centric buildings like schools, hospitals, police stations, courts, tourist places, etc.

Notified Standards of Accessibility	Harmonized Guidelines and Space Standards for Barrier Free Built Environment for Persons with Disability and Elderly Persons
TARGETS	CONDUCTING ACCESS AUDITS AND MAKING NOMINATED CENTRAL AND STATE/UT GOVERNMENT BUILDINGS ACCESSIBLE

- **1711 buildings already made accessible** by providing accessibility features such as ramps, lifts, toilets, parking, etc. These include –
    - 1100 Central Government buildings
    - 611 buildings in States/UTs

- **Access audits of 1671 State/UT Government buildings** completed

The key requirement to ensure creation of accessible buildings is formulation and enforcement of local bye-laws inclusive of accessibility. Most States/UTs have adopted the Model Building Bye-Laws to link accessibility with the process of giving building permits and completion certificates.

Project appraisals at Government of India now include monitoring aspects of accessibility.

BEST PRACTICES : BUILT-UP ENVIRONMENT

Ramp with double height handrails provided in Office of Accountant General, Kohima, Nagaland
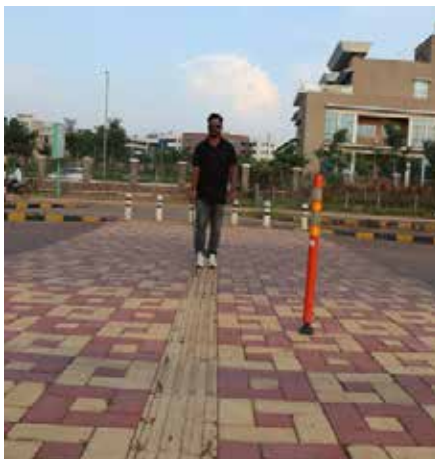
Naya Raipur Smart City designed with accessible walkways and pedestrian crossings

[Courtesy: State Governments of Nagaland and Chhattisgarh]

II. Transportation Sector

For this sector, the focus is on providing accessibility in the infrastructure as well as services of the transportation sector as a whole. Thus, Airports, Railway Stations and Bus Terminals as well as Carriers (Railway coaches, Buses, etc.) and related services such as ticket booking, enquiries, booking status, booking of special assistance, etc. are being made disabled friendly.

ACCESSIBILITY IN DELHI METRO RAIL CORPORATION

Delhi Metro Rail Corporation has taken special measures to develop barrier free travel experience for persons with disabilities

Accessibility features provided include:
- Wide Automated Fare Collection (AFC) Gates
- Reserved space inside the train for wheelchair users close to charging points
- Seamless boarding in trains
- Ramps from drop off points
- Lifts with control panels placed at a low level and Braille buttons
- Tactile paths covering ticket counters, AFC Gates, lifts and leading up to train boarding gates/ points
- Accessible toilets

[Courtesy: Delhi Metro Rail Corporation]

AIRPORTS

Standards of Accessibility	Accessibility standards for civil aviation being formulated

PROVISIONS OF ACCESSIBILITY IN AIRPORTS

Ramp	Toilets	Lifts	Tactile	Parking	Drinking Water

Special provisions
(Aerobridges, Ambu-lifts, Reserved seating, Reserved space at baggage claim carousels, Special Assistance)

Proposed Provisions for Accessibility in Civil Aviation

By Airport Operators

- Accessible Parking
- Access Route with marked drop off/ pick up areas
- Accessible Entrance
- Helpdesks and check-In areas
- Accessible security check
- Accessibility at baggage claim areas and resting spots
- Tactile Ground Surface Indicators
- Aerobridges and Ambu-lifts
- Low floor buses

By Airlines

- Accessible website
- Access to call centers/OTA ticketing
- Special assistance and Special training of staff and attendants
- Special coaches
- Ramps for boarding
- Information booklets in Braille formats
- Accommodating personal mobility devices and wheelchairs
- Onboard assistance
- Accessible format for inflight entertainment

By Security Agencies

- Seamless screening for passengers with wheelchairs, prosthetics, medical devices or bandages and service animals
- Special checking for passengers using ambulance services
- Screening of medication and associated supplies
- X-ray screening of respiratory equipment

BEST PRACTICES : AIRPORTS

Well defined spaces reserved near baggage claim areas in Birsa Munda Airport, Ranchi, Jharkhand

E-Cart services for easy transfers in Devi Ahilya Bai Holekar Airport, Indore, Madhya Pradesh

Aerobridges for obstruction free boarding in Chennai International Airport, Tamil Nadu

Ease of boarding through Ambu-lifts provided at airports

Low height counters for wheelchair users in Netaji Subhash Chandra Bose International Airport, Kolkata

Reserved seating in Jharsuguda Airport, Odisha

[Courtesy: Airports Authority of India]

RAILWAYS

Standards of Accessibility	Accessibility standards for railway travel being formulated.

PROVISIONS OF ACCESSIBILITY IN RAILWAY STATIONS

Ramp   Toilets   Lifts   Tactile   Parking   Signage   Drinking Water

BEST PRACTICES : RAILWAYS

Braille Tactile Maps and Braille Indicators/Signage provided along the handrail, for ease of navigation in Dehradun Railway Station

ACCESSIBILITY IN TRANSPORTATION SECTOR

AIRPORTS – All 35 international and 55 out of 69 domestic airports have been provided with features of accessibility.

RAILWAYS – All 709 A1, A & B category railway stations are fully accessible.

PUBLIC TRANSPORT – Out of 1,45,747 operational buses owned by 62 State Transport Undertakings - 42,348 (29.05%) buses made partially accessible and 8,695 (5.96%) made fully accessible.

PUBLIC TRANSPORTATION

Notified Standards of Accessibility	Code of Practice for Bus Body Design and Approval

PROVISIONS OF ACCESSIBILITY IN GOVERNMENT OWNED PUBLIC TRANSPORT CARRIERS (BUSES)

Accessibility features provided in buses –

- Wide doors and foldable ramps for ease of boarding by wheelchair users

- Audio announcement systems and video or digital display of information

- Emergency response devices - alarm buttons and fire extinguishers located at reachable heights

- Reserved space for wheelchair users with secure locks and belts and reserved seating for elderly, pregnant women and persons with disabilities

- Information (such as seat numbers and steps ahead) made available using graphical and braille signage

BEST PRACTICES : PUBLIC TRANSPORT CARRIERS

Buses provided with foldable ramps and wide doors for ease of boarding by wheelchair users in Indore

Space allocated for securing wheelchairs inside buses in Delhi Transport Corporation fleet

III. Information and Communication Technology Ecosystem

Accessible India Campaign promotes accessibility in websites, public documents, media content on TV and training of sign language interpreters.

The key objectives are also to develop accessible websites, upload accessible public documents and sign-language interpretation of public television news and entertainment programmes.

BEST PRACTICES : WEBSITES

An accessible website

Notified Standards of Accessibility	Guidelines for Indian Government Websites
TARGET (Websites and Public Documents)	Making Government websites fully accessible and public documents issued by Government in compliance to accessibility standards

- **637 State/UT Government websites made accessible** with features for screen reader, color contrast, translation, font size control, among others.

- **95 Central Government websites have already been made accessible.**

- All Ministries/Departments and States/UTs to migrate to development of public documents in accessible formats.

TARGET (Sign Language Interpreters)	Training and developing Sign Language Interpreters

- **More than 1593 Sign Language Interpreters have been trained** by Indian Sign Language Research and Training Center through long term, short term and professional courses.

TARGET (TV Viewing)	Development of national standards on captioning and sign language interpretation and making public television programmes aired by Government channels meet the standards.

- Ministry of Information and Broadcasting has formulated the standards for accessible TV viewing for persons with hearing impairment which provides for closed captioning, subtitling and designing of special devices.

- Accessible content on TV is being enhanced in a phased manner:
  - 19 news channels telecasted 2447 accessible news bulletins
  - 3686 scheduled programs/movies using subtitling telecasted by 17 general entertainment channels

BEST PRACTICES : TV VIEWING

Independence Day telecast with Sign Language Interpretation on DD News

WAY FORWARD

Prioritizing accessibility is necessary for developing a truly universally accessible India and to bring in a robust and efficient ecosystem. Accessible environments and services have to be provided in both urban and rural areas.

As a first step to accessibility, sector-wise accessibility standards are required to be prescribed and notified. So far, accessibility standards in respect of public buildings, passenger buses and government websites including documents placed on websites have been notified. Accordingly, under the Accessible India Campaign, Central Ministries/ Departments engaged in public services have been tasked to formulate standards/ guidelines within stipulated timeframes for their notification under the Rights of Persons with Disabilities Rules, 2017.

TRACKING AND MONITORING

For the purpose of monitoring the Campaign, an MIS portal was launched in September 2019. Central Ministries/Departments and States/UTs upload data related to the implementation of the targets of the Accessible India Campaign on this portal.

In order to convert the Campaign into a mass movement and for Jan-Bhagidhari, the Hon'ble Prime Minister himself directed the development of a Crowdsourcing App so that Divyangjan can raise issues of inaccessibility being faced by them anywhere in India.

In line with the vision of Hon'ble Prime Minister, the Sugamya Bharat App, a crowdsourcing mobile application was launched on 2nd March 2021.

Sugamya Bharat App - 'Anyone-Anywhere-Anytime' to raise issues related to accessibility.

USER-FRIENDLY FEATURES:

- Easy registration
- Accessible dropdown menus
- Options for 23 languages for Android version and 10 languages in iOS version.
- Geotagging of photographs and location
- Demonstration videos in Hindi and English
- Pop-up feature for descriptions/ information
- Complainant kept informed of status through alerts

ACCESSIBLE FEATURES:

- Text to speech
- Font size adjustment
- Colour contrasting options
- Compatibility with Android and iOS accessibility modes.
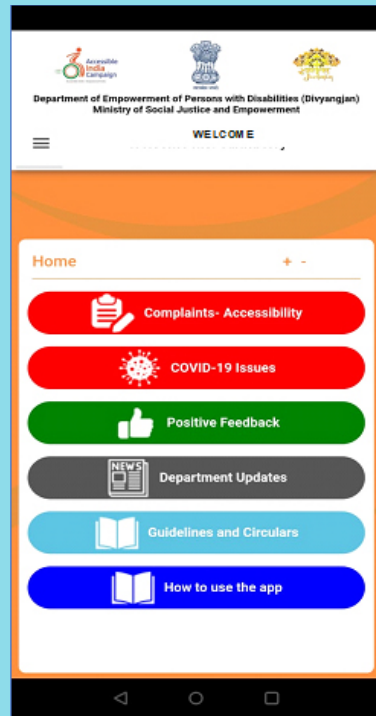
SUSTAINED AWARENESS GENERATION AND UPSCALING OF THE CAMPAIGN

To bring large scale accessibility across the country in infrastructure and services is a huge challenge. This also requires a change in mindset of the people at large. Thus, awareness generation and sensitization are key to bring such a transformational change in the society.

A Ready Reckoner of Accessibility: In order to simplify essential minimum requirements of accessibility, an Easy Ready Reckoner of 10 basic features of accessibility in buildings has been developed.

Accessible Feature	Specification
ROUTE/ PATHWAY	900mm - 1800mm, anti-skid surface, tactile path, signage, well lit, unobstructed.
PARKING	5000mm X 3600mm, within 30m of entrance, transfer bay, connected to accessible route, vertical and on floor signage.
ENTRANCE	900 - 1800mm width, ramp with gradient 1:12 and double height rounded handrail, anti-skid and colour contrasted flooring, main door width of 1000 mm, prominent signage.
CORRIDOR	1500mm to 1800mm wide, anti-skid surface, tactile path, well-lit, unobstructed by chairs/plants, doors should not open on to corridors.
RECEPTION	Low height counter (750-800mm) with 750-900mm width and leg space of 800mm height and 480 mm depth below the counter, information of accessible features, alternative media for communication - induction loop, braille, audio, etc.
LIFTS/ ELEVATOR	900 mm wide door with warning tiles at the entrance, 1500mm X 1500mm lift car size, braille buttons, auditory information and digital display, grab bars on three sides, alarm button, mirror on rear wall.
TOILET	2000mm X 2200mm area, grab-bars for use by left and right handed persons, 900mm door (double swing or outside opening), anti-skid floor, emergency button, latches (also middle, base), easy to operate handles and lever type taps with long neck, no chaukhat.
STAIRCASE	Colour contrasting strips on the steps, double height rounded handrails (38 - 45mm diameter, 50mm gap from wall), warning tiles at beginning and end.
DRINKING WATER FACILITY	Double height (750-800mm) fountain type easy to operate taps, leg space below counter (300mm), no step or platform else ramp to be provided.
SIGNAGE	Directional and informational, high contrast, easy to understand, prominent and unobstructed locations, standardized, alternative formats - braille, audio output, tactile maps/boards, anti-glare matte material, durable quality.

ACCESS – THE PHOTO DIGEST

For sensitization and awareness generation, a series of illustrative guidebooks titled ACCESS - the Photo-Digest are being compiled. The first volume of the series on Public Centric Buildings has been launched as a complement to the Sugamya Bharat App on 2nd March 2021. These booklets will help the professionals of executing and implementing agencies as well as the

common people to demand accessibility in their surroundings. The second volume in the series is on accessibility in Airports.
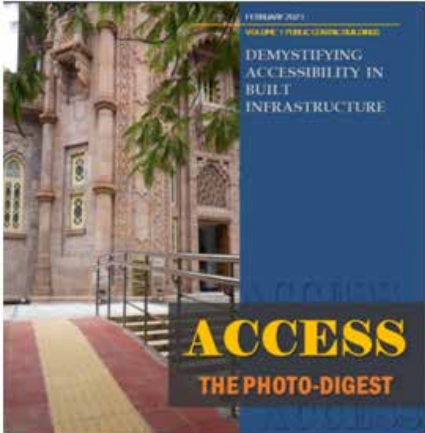
E–COMIC AND ACTIVITY BOOK

An accessible and interactive E-Comic-cum-Activity Book on accessibility for school going students has been prepared. This aims at explaining the concept and significance of accessibility to children in their formative years itself. The comic strip depicts the story of a young girl learning the importance

of accessibility and pledging to become an Accessibility Warrior.

Measures for increasing accessibility in social infrastructure

	ACCESSIBILITY IN EDUCATION SECTOR

- 8,33,703 government and government aided schools (71%), out of 11,68,292, **made barrier free** with the provision of ramps, handrails and accessible toilets.
- Content on accessibility has been integrated by NCERT in Classes 1 to 12 and B.Ed syllabi and by State Boards.
- Under the Samagra Shiksha Abhiyan, provision has been made for in-service training of teachers, and training for special educators.

	ACCESSIBILITY IN TOURISM SECTOR

HOTELS	MONUMENTS
• For approval of Hotel at Project Stage and Classification/ Reclassification of Operational Hotels, accessibility has been made mandatory. • 1849 hotels developed to offer 109705 rooms specially designed for persons with disabilities.	• 28 approved projects are being implemented by **Monument Mitras** (private/public companies/individuals) under the 'Adopt a Heritage Project', where creation of barrier free monuments has been made mandatory. • 76 Projects from all States/UTs approved under **'Swadesh Darshan'** scheme for development of barrier free infrastructure in theme-based tourist circuits. • 16 out of 36 projects of development of accessible facilities in identified pilgrimage cities completed under **'PRASHAD' scheme.**

The iconic Statue of Unity in Kevadia, Gujarat is among the most inclusive tourist destinations of India.

Features of accessibility available at the Statue of Unity Complex include
- Travellators
- Accessible lift to access the viewing decks
- Seamless security check for wheelchair users
- Wheelchairs and E-Carts for easy navigation
- Accessible toilets and drinking water stations
- Signage

ACCESSIBILITY IN CROSS DISABILITY EARLY INTERVENTION CENTERS

The first six years of age are critical for the overall growth and development of every child. Therefore, 14 Early Intervention Centers (EICs) with a cross-disability focus have been established

across India and launched on 17th June 2021 for providing rehabilitative services for children with different types of disabilities.

These Centers are equipped with accessible features like accessible parking, routes, ramps, accessible reception counters, accessible toilets and drinking water points, staircases and appropriate instructional and directional signage, among others.

ACCESSIBLE MEANS OF COMMUNICATION: INDIAN SIGN LANGUAGE (ISL)

For helping persons with hearing impairment, Indian Sign Language Research and Training Center (ISLRTC) along with NCERT is converting the NCERT textbooks and other educational material into ISL digital format. Furthermore, the third edition of the ISL Dictionary with 10,000 words was launched on 17th February 2021.

Inclusion of the tableaux of ISLRTC on the theme of Bharatiya Sanketik Bhasha – **Ek Rashtra, Ek Sanketik Bhasha** in the Republic Day Parade 2021, reflected the commitment of the Government towards development of ISL as an integral part of accessibility.

TESTIMONIALS

SUGAMYA BHARAT APP

"Like everyone knows about Swachch Bharat Abhiyan, people should also know about Sugamya Bharat Abhiyan. Extending accessibility to Persons with Disabilities ... will lead to economic expansion, as Hon'ble Prime Minister's vision of making India a trillion dollar economy can be achieved through accessibility.

Sh. Pranav Desai
Founder, Voice of Specially Abled People

"Accessibility is a life-line for People with Disabilities ... It is important that we have a Sugamya Bharat App where PwDs, their families and carers can ask for accessible environment. For us, Accessible India is Empowered India.

Dr. Smt. Anjlee Agarwal
Co-Founder, Samarthyam

"This App would bring in revolutionary changes and serve as an effective weapon for actualizing the provisions of the RPwD Act 2016.

Sh. Santosh Kumar Rungta
Gnl Secretary, National Federation of Blinds

SUGAMYA BHARAT ABHIYAN

"Sir, we celebrated the Accessible India Campaign in my school....The Students were inspired and motivated to help the disabled people in the society. I think it was a great initiative.

Shri Dlilip Chauhan
School Teacher from Ahmedabad Gujarat

"The launch of this campaign itself is path breaking as political parties and governments in the country have neglected the disabled...this is what makes it wonderful to see the government launch an 'Accessible India Campaign', dedicated to this forgotten community of the country.

Shri Nipun Malhotra
Founder & CEO, NIPMAN FOUNDATION

IN NEWS:

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The resilience and fortitude of persons with disabiltiies inspires us. Under the Accessible India Initiative, numerous measures have been taken that ensure there is a positive change in the lives of our Divyang sisters and brothers.
-Tweet by Prime Minister Narendra Modi, 3rd December 2020