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Sugamya Bharat Abhiyan –A Case study of Indian Railway

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Abstract

The Sugamya Bharat Abhiyan which means the Accessible India Campaign is an initiative that our Prime Minister, Narendra Modi launched on 3rd December 2015 in New Delhi. The objective behind this initiative is great which helps in the inclusion of all. The program was launched on the day of persons with disabilities. It was a way of honouring those who are born with special abilities. The effort was to help all these people get access to every public place without any hassle. It was to help empower them for their development. Indian Railways has made nearly 500 railway stations Divyangjan, Aged and Children friendly by installing lifts and escalators at railway stations across the country under the Sugamya Bharat Abhiyan. Indian Railways has been consistently trying to improve passenger amenities at various stations. It said that provision of escalators and Lifts at the railway platforms is a part of the Sugamya Bharat Abhiyan and also a necessity because of the ever increasing passenger volumes. Such facilities would facilitate improvement in the exit and entry of passengers at stations.

INTRODUCTION

Accessible India Campaign or Sugamya Bharat Abhiyan is a program which is set to be launched to serve the differently-able community of the country. The program comes with an index to measure the design of disabled-friendly buildings and human resource policies. The flagship program has been launched by the Prime Minister on 3 December 2015, the International Day of People with Disabilities. The initiative is also in line with Article 9 of the (UN Convention on the Rights of Persons with Disabilities) to which India is a signatory since 2007. The scheme also comes under the Persons with Disabilities Act, 1995 under sections 44, 45, and 46 for equal Opportunities and protection of rights which provides non-discrimination in Transport to Persons with Disabilities.

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According to the 2011 Census of India, 2.21 per cent of the population or approximately 26.8 million Indians suffer from a disability. The target is to make at least fifty per cent of government buildings disabled friendly under the campaign in each of the state capital and central capital by the end of May 2018 and make 25 per cent of the public transport vehicles government disabled friendly till mid 2017. It also envisages further development with bigger targets in the following years. In this way, the overall environment becomes more inclusive and provides equal opportunities to the PWD. A website will also be made where people can put their views on the accessibility of any building. By July 2016, the international airports in the country and railway stations which come under A1, A and B categories will be made fully disabled-friendly.

It aims to enable persons with disabilities to gain universal access, equal opportunity for development, independent living and participation in all aspects of life in an inclusive society. The campaign targets three separate verticals for achieving universal accessibility namely the built-up environment, transportation ecosystem and information & communication eco-system. The campaign has ambitious targets with defined timelines and will use IT and social media for spreading awareness about the campaign and seeking the commitment/engagement of various stakeholders. The Department of Empowerment of Persons with Disabilities (DEPwD), has asked various State Govts. to identify about 50 to 100 public buildings in big cities and also identify citizen-centric public websites, which if made fully accessible would have the highest impact on the lives of PwDs. Once identified, an "Access Audit" of these buildings and websites will be conducted by professional agencies. As per the audit findings, retrofitting and conversion of buildings transport and websites would be undertaken by various government departments.

This will be supported by the Scheme of Implementation of Persons with Disabilities Act (SIPDA), an umbrella scheme run by the Department of Empowerment of Persons with Disabilities (DEPwD) for implementing various initiatives for social and economic empowerment of PwDs. The Department of Empowerment of Persons with Disabilities is collaborating with the Ministry of Home, Ministry of Health and Family Welfare and Ministry of Tourism for creating 'Accessible police stations', 'Accessible hospitals' and 'Accessible tourism' respectively across the country. The Department is also coordinating with the Ministry of Information & Broadcasting for enhancing the accessibility of Television programmes by incorporating features like captioning, text to speech and audio description. DEPwD is also in the process of creating a mobile app, along with a web portal for crowd sourcing requests regarding inaccessible places.

The Department of Empowerment of Persons with Disabilities (Divyangjan) has identified the following components and objectives for achieving universal accessibility for differently-abled persons:

Component A: Build Environment Accessibility

- Objective 1: Enhancing the proportion of accessible govt buildings

Component B: Transportation System Accessibility – Includes 3 objectives for enhancing the proportion of:

- Objective 2: accessible airports
- Objective 3: accessible railway stations
- Objective 4: accessible public transport

Component C: Information and Communication Eco-system Accessibility – Includes 3 objectives for enhancing the proportion of:

- Objective 5: public documents and websites as per the international accessibility standards
- Objective 6: sign language interpreters
- Objective 7: captioning and sign-language in public tv news programs

India is a signatory to the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). Article 9 of UNCRPD casts an obligation on all the signatory governments to take appropriate measures to ensure persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and other facilities and services open or provided to the public, both in urban and in rural areas. Subsequently, governments of the ESCAP region gathered in Incheon, the Republic of Korea from 29.10.2012 to 02.11.2012 and adopted the Incheon Strategy to "Make the Rights Real" for persons with disabilities in Asia and the Pacific. The Incheon Strategy builds on the UNCRPD and provides the first regionally agreed disability-inclusive "Development Goals".

Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act 1995 under Sections 44, 45 and 46 also categorically provides for non-discrimination in participation, non-discrimination of the roads and built-up environment. As per Section 46 of the PwD Act, the States are required to provide for :

1. Ramps in public buildings
2. Provision of toilets for wheelchair users
3. Braille symbols and auditory signals in elevators or lifts.
4. Ramps in hospitals, primary health centres and other rehabilitation centres.

Indian Railways is committed to making Railways accessible for Persons with Disabilities (Divyangjan) as part of the "Sugamya Bharat Abhiyan" or "Accessible India Campaign" of the Government of India. Indian Railways is making every effort possible to make railway services fully accessible in compliance with RPwD Act, 2016. Accordingly, many facilities/amenities for persons with disabilities (Divyangjan) are being provided at all stations depending upon their category in Indian Railways. However, the Improvement/augmentation of services at railway stations and trains, including those for passengers with disabilities is a continuous process.

Indian Railways endeavours to provide comprehensive facilities and services to Divyangjan which inter-alia includes an easy to use information system, accessible infrastructure, various concessions to passengers travelling on Divyang concession tickets, human assistance, Wheel Chairs, standardised signage etc. It also aims to make the Railway coaches and stations accessible by retrofitting the existing infrastructure as well as integrating accessibility in new infrastructure from the planning and design stage itself. Various facilities and accessible infrastructure elements are to be provided based on each category of the station. To have a focussed approach and to realize the broad aim of accessible Indian Railways, the comprehensive accessibility guidelines for Indian Railways have been composed in the following five (5) sections:

- I. Information System Accessibility
- II. Station Accessibility
- III. Platform Accessibility
- IV. Train Coach Accessibility
- V. Monitoring & Feedback Mechanism

These accessibility guidelines for Indian Railways are based on the—state-of-the-art approach and philosophy of Universal Design and with a rationale of “Reasonable **Accommodation**” as guided by the Rights of Persons with Disabilities Act, 2016. “**Reasonable Accommodation**” means necessary and appropriate modification and adjustments, without imposing a disproportionate or undue burden in a particular case, to ensure to persons with disabilities the enjoyment or exercise rights equally with others.

I. INFORMATION SYSTEMS ACCESSIBILITY

Web Page / Websites of Railway/ IRCTC

The website of Indian Railways should have a separate and dedicated one click template for Divyangjans displaying all the information and facilities available for Divyangjans in stations as well as in trains. For better accessibility, it shall follow the Universal Design Principles, and W3C guidelines in addition to complying with GIGW guidelines.

Improvement in the accessibility of information before, during and after the journey is a continuous and ongoing process and shall further be enhanced through the digital systems of Indian Railways. Following accessibility-related Information to be displayed "Station wise" on Webpage for NSG 1 to NSG 4 category stations.

Mobile App

A dedicated Mobile App may be developed containing the above mentioned information on all passenger amenities, including Divyangjan amenities. The app should have a search engine for stations of Indian Railways with details about the various facilities as mentioned above. The Mobile App and Website shall be WCAG 2.0 (AA) and STQC certified.

Public Announcement Systems

- I. Automatic Public Announcement system to be more informative and should include announcements regarding the availability of assistance provided, and facilities for Divyangjan at stations. Announcements regarding the position of Divyang friendly coach shall be made at regular intervals.
- II. At NSG-1 category stations, announcements with Sign Language may be made. Video of Sign language shall be displayed on Digital screens.
- III. Efforts should be made for better acoustics, sound legibility and audibility to enhance information access through public announcements at Railway Stations.

Station Signage System Design

The illuminated signage system for the railway stations (across India) shall be unambiguous, prominent and standardised. Standardized illuminated signage of all facilities available at Railway stations, including Wheels Chairs etc. to be provided and displayed prominently for clear visibility from a distance. (NSG 1 to 4 & SG 1 category stations)

Braille signage may also be provided along with all other signage at the stations. (NSG 1 to 2 & SG 1 category stations). Efforts are to be made to get frontline service staff trained in sign language in a phased manner. The Coach Position Display system needs to display the position of Divyang coach at all stations.

Braille signage is to be provided within the coaches at appropriate locations and reach especially for seat numbers and electric control panels. (All Mail / Express trains and above). For eg., the Coach number shall be provided near the entrance door, and Seat numbers to be provided on the aisle side on the partition wall. Divyang Coaches are to be painted with prominent large sized standardised Divyang symbol / blue band for better visibility from a distance.

II. STATION ACCESSIBILITY

The master plan for each new station shall integrate universal accessibility features in its planning, design and implementation stages. For existing stations, holistic plans for accessibility interventions may be prepared and implemented, in a phase wise manner.

It is desirable to legibly display the gate numbers and specific names if any (nearby prominent area) of the station entrance side to facilitate ease of movement for diverse categories of divyangjan and other passengers.

All public amenities such as prepaid taxi/ auto booths, Pay & use toilet etc shall ensure accessibility and priority to PwDs.

Accessible Parking

- I. For NSG-I to NSG-4 category stations, a minimum of two accessible parking lots should be earmarked. For other categories of stations, accessible parking lots for vehicles are to be provided as per availability of space, feasibility and requirement.
- II. The parking lot should be as close to the Help Booth/entity of the station as possible. It should ideally be step free or with ramped access.
- III. Vertical signage may be provided, and it makes the accessible parking easily visible.

Standard Ramps

Entrances to the station building should have a ramp for PwDs. Double height handrails with rounded grips and a non-skid surface may be provided on ramps at all entrance(s) of the station or suitably designed system. The slope of Ramp should not be lesser than 1:12 in any case, though it's recommended to range it between 1:15 or 1:20 with mid landings.

Ticket and Enquiry Counters

- I. Provision of low height ticket and enquiry counters duly marked as being Divyang friendly with accessibility signage should be available at NSG-1 to 3 category stations and SG-1 category stations. For other category stations, Zonal Railway may decide on the provision of a low height ticket counter based on the feasibility and requirement.
- II. Priority shall be given to Divyangjans in queues at the ticket booking office. The queue segregating handrails may be provided.

Help Booth(s) Assistance points for Divyangjan

- I. Help Booths are single window access points for Divyangjans for human assistance, information and feedback. To the extent feasible, the help booths may be set up at NSG-1 to NSG-3 and SG-1 Category stations. Facilities for wheelchairs, and other assist devices such as crutches may also be extended

from the help booth. A braille map of the station may be provided at help booths. (only NSG-1 category station). The help booth may be located close to the entry point.

Proper manning of help booth to be ensured. All such persons deployed at help- booths may be called “Divyang Sahayak. To the extent possible, manning of the help booths are to be done by any NGO working in the field of disability, free of cost. The said manpower be given basic training on railway systems like ticketing rules, Divyangjan facilities etc by Railways and who in turn will guide and provide assistance to Divyangjans. If no NGO is forthcoming for providing free manpower to be deployed in the Help Booths, then the possibility to be explored for the outsourcing of manpower for manning of Help Booths. The provision of assistance at Help Booths in such cases is to be on a chargeable basis.

- II. Where separate Help Booths can't be provided due to some constraints, enquiry booths etc may be re-designated and re-designed with a separate accessible counter for Divyangjan to function as a Help booth keeping the practical feasibility of the workload of nominated officials. If need be extra manpower be provided for the purpose.

Security Check

- I. Security checks in railway stations shall ensure non-discrimination of persons with disabilities through wider access to security panels (Door Frame Metal Detectors) especially for Wheel Chairs to pass through. A wider Door Frame is to be procured for future installation.
- II. It is recommended to also sensitise security staff at railway stations to adequately support divyangjan through the security check and make the security check a seamless and accessible feature of the Railway station.
- III. Police personnel should be informed and sensitised regarding the provisions of the PWD Act 2016 which would also help them to register complaints with the required sensitivity.

III. PLATFORM ACCESSIBILITY

- I. Seating & lighting arrangement inside the waiting halls may provide earmarked priority seating for passengers with disabilities, the elderly, and pregnant women with proper signage. Space to be kept free for Wheel Chair near the seat marked for PwDs. Wheel Chair maneuvering spaces shall be free of any obstructions.
- II. Visual signage informing about Priority Seating for Divyangjan shall be displayed predominantly to ensure passenger cooperation.
- III. Platforms should be well illuminated with at least 100 lux levels or more for better visibility, high contrast and legibility). (NSG1-4 & SG1 to 2 category stations).
- IV. Few mobile charging points may be located at the lower level for ease of access, where mobile charging points are provided.
- V. Initially, tactile pathways are to be provided at NSG-1 to NSG-3 category stations and these should be 1800mm away from the platform edge. Also, within the station, priority should be accorded to the Home Platform / Important Platform.
- VI. During the works of platforms being raised to a High level or during resurfacing of the platform, the guiding tactile path will be ensured at NSG 4 category stations and other important ‘tourist’ stations.

Toilets

- VII. A few toilets may have universal accessibility features. Accessible toilets may be provided with a wider door, grab rails and swing bars within, a wall hung WC and proper signage outside.
- VIII. The toilet door shall provide a clear opening width of at least 900mm. All fixtures and utilities may provide a clear space of 900mm x 1200 mm for Wheel Chair users to access them.
- IX. Wherever space is constrained, a unisex toilet cubical with accessibility features may be provided.

Drinking water booths

- X. At least one drinking water booth accessible for Persons with Disabilities (PwDs) should be provided on each platform of NSG- I to 4 and SG-I to 2 category stations. For other categories of stations, Zonal Railways may decide upon the provision of Divyangjan friendly drinking water taps based on the feasibility and requirement.
- XI. The drinking water points shall have a clear knee space between the bottom of the apron and floor of ground of at least 750mm wide, 200mm deep and 680mm high as appended in a drawing. Free standing or built-in-drinking water taps not having a knee space should have a clear floor space of at least 1200mm x 1200mm floor space.
- XII. The grating below the water point (whether tap type or fountain type) shall ensure grooves are not wider than 12 mm. It is to ensure that the front wheels of Wheel Chairs and the white cane or crutches don't get stuck.

Eateries and Cafeteria

- XIII. Eating space facilities and services shall be made accessible and inclusive to all including Divyangjan, marked by signage.
- XIV. Service and Payment counters, refreshment rooms, shops, kiosks at platforms, and cafeteria shall be based on universal design features incorporating low height, foot and knee clearances along with maneuvering space.
- XV. A Tactile path leading to the counters may be created for NSG- 1 to 2 and SG-1 station.

Inter-Platform Transfer (Vertical Circulation)

As a policy measure to improve accessibility for platform interchange on railway stations, esp. for persons with disabilities, a ramped subway with acceptable gradient shall be considered as the first and the most preferred means of accessibility followed by a second alternative of providing a FOB with dog legged ramp (1:12 slope) at least one side with foot over bridge. Lifts with FOB shall be considered as the third possible alternative for inter-platform transfer subject to the feasibility of each specific station.

Subway

- I. The height of the subway should be at least 2.75 metres and the minimum width of a subway to be 4 metres.
- II. Provision of adequate lighting and drainage system and also ensures security and safety for Subway. Power supply to the subway should be made available from the feeder cable of the traction line (OHE) or other means of an uninterrupted power source of electric supply.
- III. Tactile path (guiding and warning) from the platform may seamlessly lead to Subways (NSG1 to 2 & SG1 category stations).

Foot Over Bridges (FOB)

- IV. FOB should be preferably 20 feet wide at NSG 1 to 3 and SG-1 category stations wherever feasible. For other categories of stations, Zonal Railways may
- V. decide upon the width of FOB based on the feasibility and requirement Handrails shall be provided as per design.
- VI. Tactile guiding and warning blocks may be provided which shall lead to the edge of staircases, lifts or escalators. (NSG 1 to 2 category stations).
- VII. In stations where there is more than one platform without any FOB/ Subway connecting them, a pathway for passengers may be provided connecting the ends of the platforms. The pathways should have a minimum width of 2 meters and notices/signages should be prominently displayed near such crossings. (As per para 417 of IRWM).

Elevators

- VIII. Above mentioned provisions/ guidelines for FOB, supersede earlier guidelines, issued from time to time by Railway Board on this subject.
- IX. Access through Lift shall be provided at platforms where the FOB ramp is not available/feasible
- X. The minimum size of the lift shall be 1500 mm x1500mm which allows easy maneuverability of Wheel Chair users with a clear door opening of a minimum of 900mm to be provided. The gap between the lift door and the building floor shall not be more than 12 mm
- XI. The call button located outside of the lift may have a clear floor space of a minimum of 900 mm x 1200 mm with no obstruction to enable a Wheel Chair user to easily reach the call button and it shall be installed at a height between 800 mm and 1000 mm. It shall have buttons with Braille / raised letters.
- XII. The control panel inside the lift shall be placed at a height between 800mm to 1000mm, for wheelchair users. It shall have buttons with Braille/ raised letters. An emergency switch (in red colour) be placed for emergency support services for all lift users including the person with disabilities.
- XIII. The lift should also have a voice announcement system. At least 50 decibels shall be maintained for the same. The provision of a mirror on the wall of the lift car opposite the lift door is a positive aid to navigation for Wheel Chair users. It allows the Wheel Chair user to see if anyone is behind them and also to see the floor indicator panel. The mirror shall not extend below 900 mm from the lift floor to avoid confusing people with visual impairments.

IV. TRAIN / COACH ACCESSIBILITY

Train Coach and Platform Interface

- I. The difficulties observed in negotiating the gap between the Train coach and the platform needs to be minimized to the best extent possible by technological innovations for ease in boarding and alighting for all passengers including persons with disabilities (Divyangjan).
- II. The new train coaches shall integrate an accessible feature of having at least one door wider than others to provide better access for Wheel Chair bound persons with disabilities.

Coach Exteriors

- I. Paint the signage/ symbol of the Divyang coach prominently and big in a standardised format on the outside to be identified from a distance.
- II. Braille coach number may be provided near the coach entrance door or at the door handle for easy identification of coach along with direction indication for ascending/descending coach position for passengers with visual impairment.
- III. The footstep edges will be in contrasting colour schemes for better visibility to low vision/colour blindness and others with vision impairments.

Coach Interiors and Seating

Railway coach interiors shall enhance their accessibility features through the following recommendations/guidelines:

- I. Seat numbers shall be provided in braille along with contrasting colour schemes on handles near the aisle for easy accessibility of the visually impaired and all others. Seat numbers in the larger font are also to be provided near the aisle for those with low vision.
- II. Electrical control switches along with mobile/laptop charger points shall be in contrasting colour schemes with tactile features embedded in them.
- III. A step ladder may be modified for easy access to the upper berth in sleeper class, three tier and two tier AC coaches.
- IV. A vertical handrail is to be fixed adjacent to the ladder for providing support while climbing for the upper berth. An appropriate standardized pictogram shall be used to display the same. Suitable instructions will be issued for providing adequate handrail holds without infringing on the aisle space
- V. Braille and tactile signage should be placed at a height between 900 mm to 1500 mm (ideal location at 1050 mm) above the finished floor level.

Coach Amenities

To make coaches more accessible and user friendly, the train coaches shall be equipped with amenities to ensure better access. This shall include improved accessibility features in all train toilets, braille signage to indicate seat numbers, etc.

Accessible Toilets

- I. The foldable door of the toilet in new coaches shall be made more accessible and easier to operate with low physical effort.
- II. Adequate grab rails in both Indian squat and Western type toilets shall be provided for better access and safety of passengers with disabilities, the elderly and all others. The faucet/tap handles in coaches are recommended to have a lever type handle for easy access.
- III. Emergency Alarm switches of bigger size shall be provided in toilets and Divyangjan coach for evacuation of all including persons with hearing and visual impairments. Passengers shall be made aware to respond in the public interest in case of hearing of alarm from the toilet.
- IV. Auto announcements are to be made related to accessibility features provided on the train. Also, these train borne accessibility features are to be displayed and announced at stations and also on websites.

Divyang Friendly Coaches

- I. It is desirable to have safe foldable ramps to access the Divyang Friendly Coaches as an accessible feature.
- II. Divyang Friendly Coaches shall be prohibited from boarding and usage by passengers other than escorts travelling with a person with a disability.
- III. Stoppers for Wheel Chairs shall be affixed in Divyangjan coach for keeping them safely hinged during the journey.

Emergency Evacuation

It is recommended to have an accessibility guide way to be used for emergency evacuation from the train coaches. The following provisions may be ensured in all coaches for the safe exit of passengers including persons with disabilities on priority.

- I. Emergency exit signs in green and white colour should be well illuminated on each side of the train coach aisle which should be visible.
- II. The emergency window in AC coaches for evacuation/rescue should be well identified with signage, including in braille.
- III. An audio announcement along with a flash sign during an emergency evacuation may be explored for informing persons with visual and hearing impairments respectively.
- IV. A self-reflective and contrasting colour line bordering the aisle should be visible as a guiding line even during low or no lighting conditions in a coach, especially at night.
- V. Coach attendants, support staff, RPF personnel and all others on board the train should be sensitised and well trained for emergency rescue operations, especially for persons with disabilities. This perspective shall be included in their training modules and revised regularly.

V. MONITORING & FEEDBACK MECHANISM

Monitoring Mechanism

- I. The present system of station inspection by the multi-disciplinary committee such as SIG etc. and designated officials are adequate to monitor the facilities for PwDs.
- II. Inspection reports by individual Railway officials or multidisciplinary committees should include a para on Divyang friendly facilities/services and a para suggesting the scope for improvements.

Feedback Mechanism and Response

- I. Feedback / Complaint and Suggestion Book to be made available at the Station Director office / SM / SS office / Help-Booth at NSG-1 to NSG-3 stations and SG- 1 category stations. Assistance is also to be rendered for persons with visual impairments to write their complaints/feedback/suggestions.
- II. A complaint Book shall also be made available when asked for in A/C coaches by the TTE of the train for any issues regarding accessibility.
- III. Feedback / Complaints through the Website and Mobile App with the facility to upload photographs for crowd sourcing shall be enabled as a feature in Indian Railways.
- IV. All complaints are to be directed to the designated official of the concerned Railway for appropriate

redressal.

As a part of 'Sugamya Bharat Abhiyan', to provide ease of movement for Divyangjans, aged and children on railway platforms, Indian Railways is installing lifts and escalators at railway stations across the country.

- **Escalators:** As per policy, normally Railways are providing escalators at State Capitals, Cities having a population of more than 10 Lakh or stations having a footfall of more than 25000 per day.
- So far, 1090 Escalators at 339 stations have been provided up to Aug '2022. Year Wise position of provision of Escalators is as under:

Year	Up to Mar'2019	2019-20	2020-21	2021-22	2022-23 till Aug.
Nos, of Escalators provided	656	86	120	182+ 10 (Rep.)	46+ 8 (Rep.)

- **Lifts:** As per policy, GM/Zonal Railways are empowered to select stations/platforms for the provision of Lift considering footfall, constraints of space etc.
- So far, 981 Lifts at 400 stations have been provided up to Aug.'2022. Year Wise position of provision of Lifts is as under:

Year	Up to Mar'2019	2019-20	2020-21	2021-22	2022-23 till Aug.
Nos, of Lifts provided	484	92	156	208	41

- Indian Railways has been consistently trying to improve passenger amenities at various stations. The provision of escalators and Lifts at the railway platforms is a part of this and also a necessity has given the ever increasing passenger volumes.
- Such a facility would facilitate improvement at the exit/entry of passengers and is a further step to improve passenger safety as well.

Conclusion

It has been many years of independence in the country however we cannot say that people in India are independent as people with disabilities are still dependent on their parents and family members or caregivers for more basic activities. People with disabilities are still backward because of their inaccessibility to public places, building, offices, schools, roads, railway stations, airports, metros, etc. They cannot carry their wheelchair physically at such places. They have been bounded to a very limited life even after being talented people in society.

This initiative will be proved very helpful for all those who are suffering from any type of disability. It will provide them equal opportunity to go ahead by accessing all the facilities very easily. Through this campaign, they can grow their career, can be independent and contribute to the country's economy as well. This campaign is indeed an appreciable initiative that has been taken up by the Government of India to provide a barrier-free environment for persons with disabilities. But the Campaign has restricted its scope by covering only government buildings. The ambit that has been reduced not only restricts the scope as well as the benefits that

can be drawn from the Campaign. The campaign must also incorporate within its ambit the Private Hospitals, schools, and all educational institutions. Among all the problems that are faced by the differently-abled person, the most pertinent one is that of transportation. Whether it is rural areas or urban areas the problem is very much the same. Another area that needs great concern is the accessibility of the differently-abled person to public toilets. This has to be considered as one of the major priorities as the public toilets are in abysmal nature when it comes to accessibility. Also, the safety issue must be kept in mind and hence KIOSKS which is Disabled friendly must be installed in big shopping malls. All the signboards that are used to show various indications must be designed in such a manner that they are disabled friendly. In the future, it is considered that the Public Work Department, Land Army, and Nirmiti Kendra will be included in the implementation committee by the Government. All these departments will be taking up the civil works of the infrastructure that are to be initiated by the Government.

The Disabled community and the Government must encourage the Private sector to make products as well as services that are disabled friendly. The news bulletin in sign language can be run by private news channels for the person who is suffering from hearing impairment. This type of news bulletin is only shown on Doordarshan Channel. All private taxis/cabs must introduce wheelchair-accessible vehicles that will possess ramps which will ease travel. Even hotels and restaurants should install a separate menu for the differently-abled person which must be written in Braille. If it is on any electronic gadgets then it must be supported by any software that will be easy for them to read out. Even steps should be taken to make the banking facilities easier for them and it must be designed in such a manner that they do not have to be dependent while making access to the banking system. Although there is a lot more to be done by the government for the upliftment of living conditions of persons with disability. But still, we can state that the start is good and has the potential to reach the milestone.

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