

# Review and Evaluation of Policy Landscape for **An Accessible, Safe & Inclusive City**



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# An Accessible, Safe & Inclusive City



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*People with disabilities are vulnerable because of the many barriers we face: attitudinal, physical, and financial. Addressing these barriers is within our reach and we have a moral duty to do so..... But most important, addressing these barriers will unlock the potential of so many people with so much to contribute to the world.*

*- Stephen Hawking* ”

## Abbreviations

MoSJE	Ministry of Social Justice and Empowerment
DEPwD	Department of Empowerment of Persons with Disabilities
MoHUA	Ministry of Housing and Urban Affairs
NIUA	National Institute of Urban Affairs
FCDO	Foreign & Commonwealth Development Office, UK Government
BASIIIC	Building Accessible, Safe and Inclusive Indian Cities
PwD	Persons with Disabilities
BIS	Bureau of Indian Standards
DPOs	Disable People Organisations
CSOs	Civil Society Organisations
AMRUT	Atal Mission for Rejuvenation and Urban Transformation
PMAY-U	Pradhan Mantri Awas Yojana- Urban
NUSP	National Urban Sanitation Policy
SCM	Smart City Mission
HRIDAY	Heritage City Development and Augmentation Yojana
NUPF	National Urban Policy Framework
Harmonised Guidelines	Harmonised Guidelines and Space Standards for Persons with Disabilities and elderly
MHRD	Ministry of Human Resource Development

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Urbanisation is taking place at an unimaginable pace in India. While it is leading to better economic prospects for the majority of its citizens, it lacks a conducive environment for the marginalised groups, including persons with disabilities, the elderly, women and children. The New Urban Agenda and Sustainable Development Goals advocates the philosophy of “Leave no one behind”. The vision of Hon’ble Prime Minister echoes the same sentiment of “Sabka Saath, Sabka Vikas, Sabka Vishwas, Sabka Prayas”, making Inclusion of all an indispensable aspect of urban development. It has become imperative to orient future city-development to ensure empowerment and independent living of all its citizens irrespective of their disabilities, gender, age or socio-economic status.

Inclusive urbanisation seeks to address issues in access to urban services and equity of the urban socio-economic structure, by ensuring that all participants have access to the same level of services and opportunities as each other. Stringent legislative framework and sensitivity of key stakeholders are essential components in achieving an inclusive development. In this regard, policies and guidelines play a critical role in ensuring the provision and implementation of such provision. Interestingly, it requires an amalgamation of social and urban policies to support the enablement and empowerment of the marginalised groups including persons with disabilities. The document not only paints the entire picture of the existing policy landscape but also highlights the need for incorporation of an inclusive approach as an imperative aspect of development of policy and programmes.

This document is one of the attempts under the Building Accessible, Safe and Inclusive Indian Cities (BASIIC) Programme of the National Institute of Urban Affairs to understand and analyse the state of the existing policy landscape, and provide recommendations to build a more accessible and inclusive urban future. I congratulate the team of BASIIC for formulating this comprehensive and timely document and hope the document would act as a framework for upcoming policies to embed tenets of inclusion and accessibility in its design and implementation.

A handwritten signature in blue ink, appearing to read 'Hitesh Vaidya', with a stylized flourish.

Hitesh Vaidya  
Director, NIUA



Inclusion is a cross-cutting approach to achieve the goals of the New Urban Agenda and Sustainable Development Goals. Though, the understanding of the application of the philosophy of “Leave No one Behind” is limited in the urban context. It is observed that inclusion is often targeted to “urban poor” while the needs of marginalised demographic groups of Persons with Disabilities, aged, children and women are often neglected. The report, prepared under the “Building Accessible, Safe and Inclusive Indian Cities” (BASIIC) programme of the National Institute of Urban Affairs is an attempt to extend a holistic understanding of Inclusion, safety and accessibility concerning urban development. The document takes through the understanding these concepts, in relation to the vulnerable groups of Persons with Disabilities, women, elderly and children; understanding the existing relevant policy landscape, and conducting a systematic review of the national and international policies and frameworks. This document is a product of extensive research and systematic review of secondary source information. The document has been reviewed by domain experts and active practitioners including Mr R. Srinivas, Dr. Anjee Agrawal, Ms. Rama Krishnamachari, Mr. Ajay Suri among others.

Stringent legislative frameworks, designated budgetary support enhanced capacities of the administrative bodies, sensitization of needs of marginalised groups and ensuring their effective participation in the entire process are found to be the key aspects for making “Cities for all” while obtaining a thorough understanding of the concepts and existing policy landscapes. Application of “Equiframe: A framework for analysis of the inclusion of human rights and vulnerable groups in “Policies” is used for evaluation of the effectiveness of existing urban policies. The Equiframe framework, originally conceptualised for the evaluation of health policies, is modified for the urban context.

The international frameworks highly recommend accessibility in the built environment and propagate inclusion in sectors of education and livelihood. This strengthens the ideas of empowerment and independent living of individuals belonging to these marginalized demographics. The National policy for the elderly and the National Policy for Persons with Disabilities stress barrier-free/ accessible built environment and transportation. The national guidelines for Harmonized Guidelines for built environment and standard for bus body code for transportation systems have been recommended in the Rights of Persons with Disabilities Act. Although the recommendatory status of the national guidelines often leads to non-compliance of the desired level of accessibility in urban environments.

Interestingly, a strong intent towards the inclusion of Persons with Disabilities, the elderly, women and children in all of the policies, though there exist concerns in its translation into implementable strategies. It is observed that the New Education policy, 2020 and draft National Urban Policy Framework have taken a comprehensive approach to integrate tenets of accessibility, safety and inclusion across their design and provisions. Such an approach should be adopted and replicate in other policies to ensure the holistic development of a cohesive urban ecosystem. A similar observation has been made while analysing the urban programmes. There is a need for an integrated and comprehensive approach among the existing and upcoming programmes to enable competency in faster implementation.

Collection of disaggregated data, increased engagement and consultation with the beneficiary groups, facilitation of participation in socio, economic and cultural activities, devising a comprehensive framework for policy design, adoption of inclusion as a core component in the project development cycle, stringent compliance assurance and stringent monitoring and evaluation mechanism for sectoral policies and programmes are suggested in some of the recommendations.



# Introduction

Rapid urbanisation is often characterised by rapid economic growth, industrial development and promises of reduced poverty. Urbanisation provides an improved quality of life, attributed to an increased opportunity of employment & education, socio-economic growth, cultural inclusion, ease of availability of products, higher level of facilities and services, and provisions of recreation, and entertainment. However, higher densities, stress on available resources and deterioration of quality of the environment has made urban living in Indian cities quite challenging in itself. Moreover, the complex structure of urban societies often leads to the marginalisation of certain groups such as Persons with Disabilities, the elderly, women and children, leading to everyday constraints, inequality and discrimination.

The urban constraints (inaccessible buildings and public spaces, limited transportation options, inaccessible housing, and barriers in using technology-enabled virtual environments) have a significant impact on those living with disabilities in terms of mobility, engagement in education, vocational training and skills development, employability and income generation, and broader social, cultural and political participation. Restricted opportunities, dependence on others, lack of sensitivity among fellow citizens, create a sense of insecurity and isolation among these vulnerable groups, impacting their physical as well as mental health. It is therefore imperative to include the needs and concerns of groups like Persons with Disabilities, the elderly, women and children into the design of urban policies and programmes.

## 1.1. Accessible, Safe and Inclusive Policies

Considering 15% of the population constituted by Persons with Disabilities & elderly, and women & children, have varying needs at different times, it is imperative to emphasise on 'Accessible and Inclusive component' as the right path for achieving sustainable development. Three critical aspects of inclusive development are accessibility, equity/ non-discrimination, and availability of services and provision of assistive technology that support the autonomy and inclusion of all people including Persons with Disabilities, the elderly, women and children. Inclusion as a cross-cutting approach in urban development is most useful to ensure the rights and needs of all groups are catered. Inclusion should be considered throughout the process, from design conceptualisation till the implementation of all policies and programs of all scales, from national to sectoral (including needs & challenges, encouraging full and effective participation/ involvement), followed by stringent monitoring and evaluation mechanisms.

Declaration on the full participation and equality of Persons with Disabilities in Asia and Pacific region (2000), Biwako Millennium framework (2002), Biwako Plus five (2007) focus on inclusive, barrier-free and rights-based society for Persons with Disabilities in Asia and Pacific region. Additionally, UNCRPD acts as an overarching instrument and influences the other international and national frameworks, policies and laws to ensure the inclusion of Persons with Disabilities. Recently, SDGs adopted in 2015 have also emphasized the inclusion of vulnerable populations in all 17 goals. The unique aspect of the New Urban Agenda- Habitat-III of United

Nations, stimulated the implementation of global agreements at the local level by promoting urban policies, services, infrastructure, and products that help make their rights real. For instance, India's concluding remarks to UNCRPD also stresses the inclusion and equal opportunity provisions for persons across different disabilities.

At a national level, specific policies are designed for Persons with Disabilities, the elderly, women and children to ensure their enablement and protection of their rights. The Rights of Persons with Disabilities act (2016) recognises a right based for empowerment of Persons with Disabilities in India and emphasis on creating a fascinating environment for equal opportunities and protection of their rights. The emphasis has been on empowerment through provisions for rehabilitation to employment, integration to participation. Additionally, campaigns and programmes like the Accessible India Campaign mandate for accessible built environment, transport systems and ICT across Indian cities. Urban policies and programmes including Smart city Mission, PMAYU, AMRUT, HRIDAY etc also mandate and enforces accessible and inclusive practices in the development process; even though, the imparity can be seen in its intent, design and implementation.

However, to achieve the goal of "cities for all", there is a need to strengthen the capacities of governments, national human rights institutions and organisations of Persons with Disabilities. This will also help to develop, implement and monitor inclusive policies, guidelines and services in a participatory manner, making inclusion an imperative component and not an afterthought.

## 1.2. BASIIC Programme

National Institute of Urban Affairs (NIUA) in collaboration with the Ministry of Housing and Urban Affairs (MoHUA) and support from the Foreign, Commonwealth & Development Office (FCDO) of the UK Government is implementing the program "Building Accessible, Safe & Inclusive Indian Cities (BASIIC)" through a Technical Assistance Support Unit (TASU) established at NIUA. It endeavours to promulgate the tenets of accessibility, safety and inclusivity in the ethos of urban planning and design. This will be achieved through focused policy level interventions, pilot demonstration of innovative solutions, capacity building and sustaining the above through the application of robust monitoring and evaluation mechanism.

The key objectives of the program are:

- Consolidation of definitions, concepts, policies, provisions, and practices w.r.t. Persons with Disabilities in India.
- Mapping the major areas of opportunity in the implementation of policies and provisions at city level.
- Technical assistance to implement and replicate interventions at pilot scale for cities to be accessible, safe and inclusive for Persons with Disabilities.
- Develop a monitoring and evaluation framework for partner cities to assess and improve their standards of universal access and inclusivity.

## 1.3. Targeted Beneficiaries

**Vulnerability**, by definition, is the quality or state of being exposed to the possibility of being attacked or harmed, either physically or emotionally. In a city, the inequalities categorise the vulnerable groups based on:

- Socio-Economic Characteristics – like caste, race, income differences more difficult to be addressed
- Demographics/ physical & emotional state of a person: can be resolved by empowering & enabling environment; giving equal opportunities and creating an accessible, safe and inclusive city (Figure 1).

Figure 1. Relation between Upliftment of target groups and Tenets of BASIIC



For the purpose of this study under the BASIIC programme, the target group is based on the latter classification. It would include (but not limited to): Persons with Disabilities (Wheelchair users, People with limited walking abilities, visually impaired, partially sighted, \hearing impaired, Person with functional disabilities of the arm or hand, Persons with intellectual disabilities), Elderly population (above 60 years), Women, and children. Other categories that may benefit to some extent from the proposed measures include people susceptible to physical fits, people, with extreme physical proportions (as per the disabilities identified in the RPwD Act, 2016).

#### 1.4. Purpose and Audience

The purpose of this document is to understand the significance and process of integration of tenets of accessibility, safety and inclusivity in the policy landscape. The document gives an overview of relevant international mandates/frameworks, national acts, policies, programmes and standards & guidelines concerning the inclusion of Persons with Disabilities, elderly, women and children. The document also aims to study and analyse various sectoral policies and relevant guidelines and identify interventions that are required to bridge the existing gaps related to inclusivity and universal access in urban policy design and their implementation. The primary audience of the document will be:

- Relevant department of the Ministry of Housing and Urban Affairs
- Relevant departments of the Ministry of Social Justice and Empowerment
- Principal Secretaries of Urban Development of the states & Union Territories.
- Office/s of Commissioner of Disability (Central & State)
- Urban Local Bodies (ULB) officials and Developmental Authorities in cities across India
- The district office of Social Welfare & Disability officials
- Policymakers, Urban Planners and Urban practitioners
- Policy research organisations, academic Institutes, urban think tanks and training entities
- Civil Society organisations (CSOs) and Disabled People Organisations (DPOs)

#### 1.5. Guiding Questions

- What is the role of tenets of accessibility, safety and inclusivity in policy landscape at various levels?
- What are the urban sectors, which need to be more conducive to the needs of target beneficiaries?
  - How can urban policies and guidelines be more responsive to the needs of Persons with Disabilities, women, children, and the elderly?
  - What provisions can urban policies include for the empowerment of these groups?

- What are the gaps in the existing policy landscape?
- What are the ways for proper implementation and statutory compliance?

## 1.6. Aim & Objectives

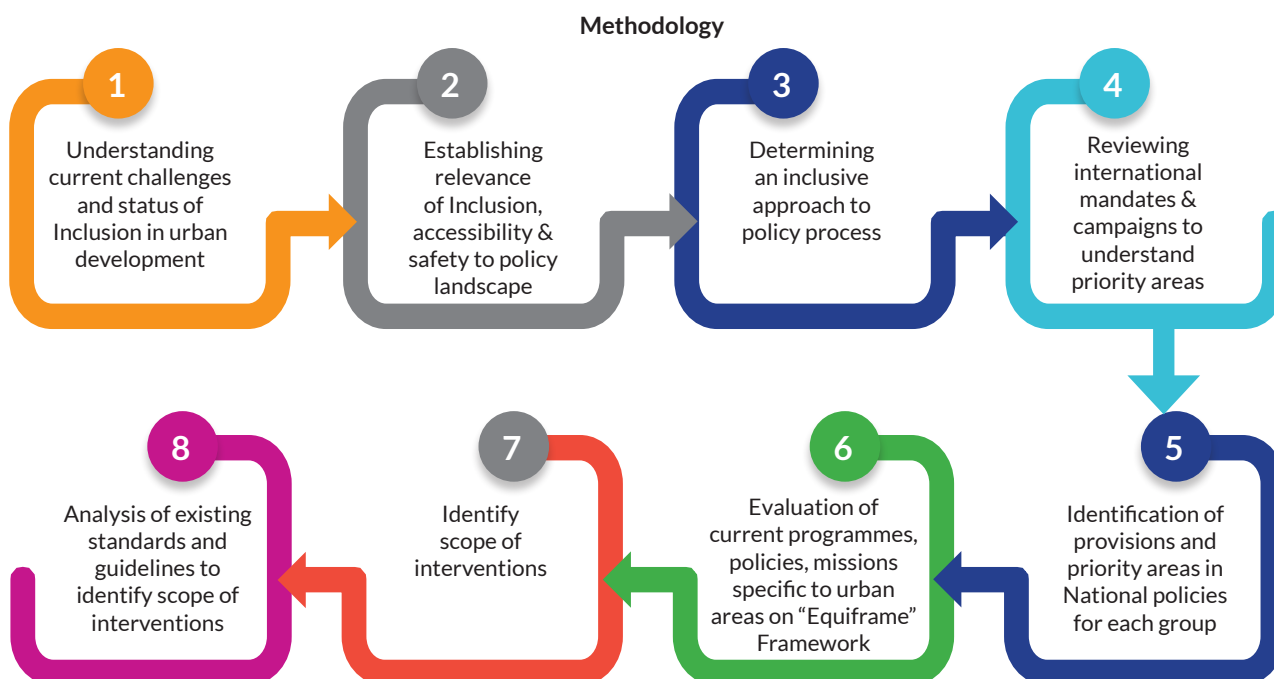
### Aim

- To strategize effective incorporation/integration of tenets of inclusivity in national frameworks, national urban missions and state urban strategies; and city/regional master plans.

### Objectives

- To understand the status of inclusion of concerned vulnerable groups in the current Policy landscape
- To evaluate existing urban policies to identify prevalent gaps.
- To identify strategies for appropriate intervention through the review of existing guidelines, programmes and policies.
- To provide recommendations for effective integration

## 1.7. Methodology



## 1.8. Dissemination Strategy

BASIIC will attempt to use multimodal communication platforms and methods to disseminate the findings of the report. The dissemination strategy will primarily focus on reaching out to the audiences (as mentioned earlier) through conventional means (i.e. print), and digital means through emails, NIUA website, NIUA web platforms including National Urban Learning Platforms; Smartnet etc., and social media channels. The document will also be circulated among programme partners and cities. Valuable comments, suggestions and feedback can be send on [thebasiicproject@niua.org](mailto:thebasiicproject@niua.org)

# Urban Challenges for Person with Disabilities, Aged, Children and Women

Urban living in India is particularly challenging for Persons with Disabilities, aged, children and women due to the prevalence of practices leading to the exclusionary provision of public goods and services. In addition, the absence of an accessible and secure environment in cities has created additional layers of challenges for this vulnerable group, which constitutes a significant section of the population. In particular, the physical, behavioural /attitudinal and informational barriers in cities have tampered the empowerment and enablement of the population group.

- Physical impairments age-related disorders, chronic illness and visual impairments all significantly impact users' ability to physically access services and infrastructure. Lack of **inclusionary** policies, infrastructure and services further impede access. Lack of universal design is commonly observed in public buildings like schools, banks, offices and most of all the recreational spaces.
- Negative social and cultural attitudes** towards Persons with Disabilities limit the opportunities for them and lead to discrimination, rise in stigma and marginalization. Though the rights-based approach adopted in the UNCRPD and the RPwD Act, 2016 has attempted to protect/promote the rights of Persons with Disabilities, it is often not translated into practice.
- Lack of access to information and digital platforms** often disrupts access to urban services, socio-economic growth, independent mobility & living, and participation in urban activities and governance<sup>1</sup>.

The status of Persons with Disabilities in India and inclusion of their specific needs in the design of city projects has been assessed in the other reports prepared under BASIIC programme - "Status of Disability" & "City insights Report". Some of the highlights are listed in Annexure 1.

## 2.1. Identified Concerns

- 21 disabilities have been recognised in the RPwD Act, 2016 but most of the policies and schemes cater to only people with physical and visual impairments.
- There are no disaggregated data available for qualitative and quantitative characteristics of these groups (even on different types of disabilities) to ensure effective policy formulation. There is a need for disaggregated data collection based on different types of disabilities as well to ensure periodic need assessment of these groups.

<sup>1</sup>The instance of a disabled elderly couple in Tamil Nadu taking INR 24,000 in old currency to a bank during CoVID-19 lockdown, highlights the need for translation of information in Braille, sign language as well as in local vernaculars.

- There is no reservation for representation of Persons with Disabilities, the elderly and children in the legislative council in India.
- There has been a shift in the focus to a “Rights based approach” towards inclusion. It is represented in recent legislations in India – Rights of persons with disability, 2016 and Mental Health Care Act, 2017.
- In 2014, the Reserve Bank of India had made it mandatory for banks to install entrance ramps and Braille keyboards on ATMs through the implementation of these measures has been slow.
- There is no data available on the status of the level of implementation of adequate provisions like universal design for these groups.
- There is limited participation of groups/individuals representing Persons with Disabilities, elderly, women and children in the planning, designing and monitoring of urban policies and projects
- There are no specific indicators to design and measure the urban planning policies and programmes from the perspective of these marginalized groups.
- Inter-agency coordination is non-existent at the local and national level on inclusion, accessibility and human rights, leading to gaps in strategies and implementation activities.
- Lack of awareness among policymakers, urban planners, service providers and designers about benefits of accessibility, safety and inclusive design.
- Lack of understanding and sensitization on availability and application of appropriate standards and guidelines and other tools to support inclusive urban development strategies..
- Capacity building and training of practitioners and policymakers are needed on issues relating to universal design and inclusive development.
- There is a lack of inclusive budget and financing mechanisms with well-defined timelines.
- An inclusive and disaggregated databases need to be developed to better identify vulnerable populations in society and their specific barriers to access to services
- Sustained commitment is urgently required at all levels of government on inclusive urban development.
- Provisions for safe and accessible public spaces are crucial for inclusive urban development
- There is the need for initiatives to combat stigma and negative attitudes against Persons with Disabilities
- A separate budget allocation for Campaign like Accessible India would also fast-track the goal of achieving accessible urban areas

# Understanding “Inclusion”, “Accessibility” and “Safety”

## 3.1. Inclusive Development

Inclusive development, as defined by the World Bank, is the result of a combination of principles and processes<sup>1</sup> as below:

- **Inclusion:** Accepted as equal partners in development and included as full participants in all development activities
- **Equity:** Equitable access to the benefits resulting from development activities. In addition, development activities should promote non-discrimination and equal opportunities for Persons with Disabilities to participate in every facet of life - civil, political, economic, social and cultural.
- **Access:** Access to the built environment, transportation, information, and communications infrastructure, so that they can participate in all aspects of life and thus enjoy the full range of human rights.

Figure 2. Principles of Inclusion



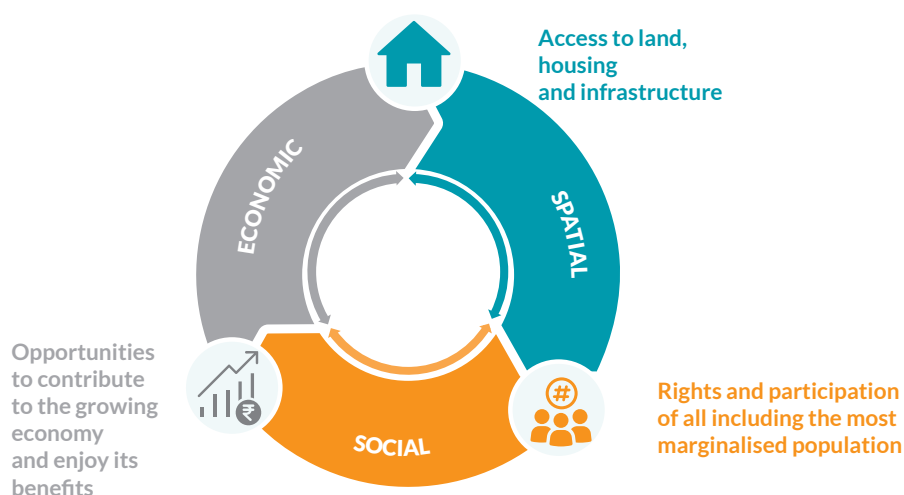
To make sure that future cities provide opportunities and better living conditions for all, it is essential to understand that the concept of inclusive cities involves a complex web of multiple spatial, social and economic factors:

- **Spatial inclusion:** Urban inclusion requires providing affordable necessities such as housing, water and sanitation. Lack of access to essential infrastructure and services is a daily struggle for many disadvantaged households;
- **Social inclusion:** An inclusive city needs to guarantee equal rights and participation of all, including the most marginalized. Recently, the lack of opportunities for the urban poor, and greater demand for voice from the socially excluded have exacerbated incidents of social upheaval in cities;
- **Economic inclusion:** Creating jobs and allowing urban residents to enjoy the benefits of economic growth is a critical component of overall urban inclusion.

<sup>1</sup>[https://www.hi-us.org/best\\_practices](https://www.hi-us.org/best_practices)

The spatial, social and economic dimensions of urban inclusion are tightly intertwined and tend to reinforce each other. On a negative path, these factors interact to trap people into poverty and marginalization. Working in the opposite direction, they can lift people out of exclusion and improve lives. The interlinkages (figure 5) among spatial, social and economic factors through an integrated approach is critical to the path of inclusive development.

Figure 3. Interlinkage between different factors of inclusion<sup>2</sup>

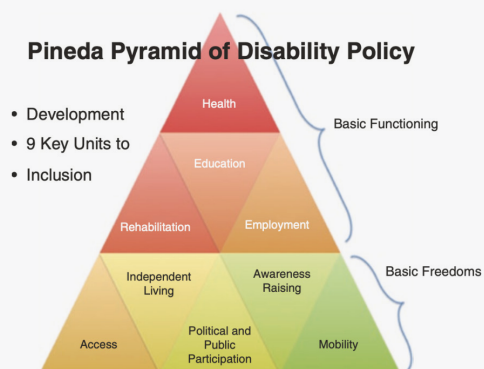


The approach of disability inclusion advocated by (Pineda)<sup>3</sup> can be adopted to inclusion for all marginalised groups in general. The three key outcomes (Equality of Opportunity, increase social role valorisation, and increase basic functions and freedoms) are critical to alter the individual's social positioning and, thereby, making them empowered and enabled for independent living.

**Equality of Opportunity:** Persons with Disabilities are considered to be a part of society and hence are considered equal stakeholders in the process of development. Their citizenship is substantive on an equal basis with others. Capability deprivation, through the implicit and/or tacit denial of reasonable accommodations, is seen as an unjust form of discrimination prosecutable by law.

**Increase Social Role Valorisation:** Social attitudes toward Persons with Disabilities are positive, showing no areas of distinction compared to non-disabled individuals. Public information and strategic efforts exist to raise awareness of what Persons with Disabilities can do in the event of their capability deprivations are omitted. Persons with Disabilities encounter no social barriers and enjoy increased understanding from families, communities, and the general public. Their functional difference is mediated by reasonable accommodations and an ethos of social inclusion, habitation, solidarity, and justice.

**Increase Basic Functioning and Freedoms:** A set of basic primary goods are identified, thereby paving the way for more targeted approaches toward social inclusion. Basic functioning's increase through a closer and more integrated approach to health, rehabilitation, education, and employment (as given in fig.). Basic freedoms increase through a closer and more integrated approach to mobility, accessibility, community inclusion, political and public participation, and awareness raising. A robust participatory and community development component is incorporated into the model, with an underlying premise that active participation and engagement by target groups strengthens all other areas that affect them. This participatory element will allow for an increased level of cooperation, accountability, and transparency.



<sup>2</sup>World Bank, 2015

<sup>3</sup>Pineda

### 3.2. Accessibility as the key to Inclusion

Accessibility can be defined as the “ability to access” the functionality, and possible benefit of a system or entity. It is used to describe the degree to which a product such as a device, service or the environment is accessible by as many diverse people as possible. It is the key to inclusive cities, and an essential condition to realise the rights and entitlements of Persons with Disabilities. Sustainable Development Goals, the Sendai Framework for Disaster Risk Reduction, and the United Nations Convention on Rights of Persons with Disabilities also highlights the significance of accessible environment, services and information.

While accessibility is used to describe facilities or amenities to assist Persons with Disabilities, the concept of accessible design propagates both “direct access” (i.e. unassisted) and “indirect access” meaning compatibility with a person’s assistive technology/devices (for example, computer screen readers). Though interpretation of accessibility is limited to “wheelchair accessibility”, the term extends to provision of Braille signage, ramps, elevators, audio signals at pedestrian crossings, walkway contours, website design, and so on. Another dimension of accessibility is the ability to access information and services by minimizing the barriers related to distance, cost as well as the usability of the interface. In many countries, this has led to formulation of many initiatives, laws and regulations that aim towards providing universal access to the internet and phone systems at reasonable cost to all citizens. In order to offer a “rights-based approach” towards inclusion, equal access to social, cultural, political, and economic life needs to be ensured. This would include not only physical access but access to the same tools, services, organizations and facilities which we all pay for.

In its essence, accessibility is strongly related to universal design which is the process of creating products that are usable by people with the widest possible range of abilities, operating within the widest possible range of situations. This is about making things accessible to all people (irrespective of their disabilities, age or gender).<sup>4</sup> Whether it is a woman with a toddler who needs to climb a flight of steep staircase, or an aged man with reduced vision who needs to access a mobile application or a child trying to cross the road to reach a park to play, inaccessibility of urban infrastructure often hampers the access of these groups to urban facilities and services. The design of products, programmes, built environments, information and communication systems need to have provisions for all. Universal design is the design and composition of an environment, which can be accessed and used by all regardless of their age, size or disability. Article 2 of the Convention of the Rights of the Persons with Disabilities (UNCPRD) defines universal design as the design of products, environments, programs and services to be usable by Persons with Disabilities where needed. Several relating terms e.g. barrier-free design, human-centred design, design-first, person-first design, and universal access are often used in the same context.

### 3.3. Safety is a critical aspect for vulnerable groups

Safety is a slippery concept to pin down, because it is a subjective experience. It not only incorporates our perceptions of places and memories, but also norms in society about who is expected to use spaces in the city and influence our tendency for participation in city activities. Creating safe and secure urban spaces is a core concern for city managers, urban planners and policy workers. The COVID-19 crisis has already put substantial light on the significance of the safety provisions, making it another critical aspect for integration to achieve a perfectly designed “City for All”.

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<sup>4</sup> <https://www.disabled-world.com/disability/accessibility/>

Safety is a critical aspect of urban development especially for the vulnerable groups of Persons with Disabilities, elderly, women and children. One of the key aspirations reflected in the Sustainable Development Goal -11 is about making cities and human settlements safe. The New Urban Agenda also promotes a safe, healthy, inclusive and secure environment in cities and human settlements, enabling all to live, work and participate in urban life without fear of violence and intimidation, taking into consideration that women and girls, children and youth, and persons in vulnerable situations are often particularly affected. The integration of crime prevention policies into urban strategies and interventions is a key commitment of the New Urban Agenda that give motivation to countries and the international community at large in developing safer cities and human settlements. Therefore, the components of a safe city can be considered to be: Crime free; fewer assaults and abuse, reduce chances of accidents, preparedness and resilience for diseases/epidemics/pandemics.

The experiences of Persons with Disabilities and other vulnerable groups offer important insights into the complexities of urban safety, because of the varied encounters with space that impairment can bring. The fluid nature of the concept often makes places, which are considered safe by the city planners as safe, to be perceived unsafe by some vulnerable groups. For example, an immensely crowded place as well as a scarcely crowded place, bus, facility, both are considered as unsafe by women. A road crossing without any level change (at grade crossing) is safe for use by children and women and Person with Disabilities. However, many senior citizens still find it difficult to cross the road with traffic calming measures such as pelican sign signals/refuge area,

*In a research study (published in 2020) conducted in Ireland over the past two years, attempted to understand how Persons with Disabilities in Ireland – including people with visual, hearing and mobility impairments - experience urban safety and the impact it has on their everyday use of different spaces. The study found that issues of inclusion and the idea of who “belongs” in particular spaces are important and should be considered alongside more traditional approaches to urban safety. The study also highlights the significance of technical understanding of urban safety among the city planners and practitioners.*

### 3.4. Components of Accessibility, Safety and Inclusivity

It is established that accessibility is the key to inclusion and safety is the key to perception to enable participation. To make “Cities for All”, it is crucial to have an environment conducive to the needs of all. It requires involvement of the vulnerable groups, in thought as well as process to create empowering policies and environments. It is also interesting to observe how various components of accessibility, safety and inclusivity, complements and complete each other. For instance, the disaggregated data about the quality and concentration of the vulnerable groups, including Persons with Disabilities, elderly, women and children, will help make priority areas for infrastructure development to be made accessible. Similarly, universally accessible and cautiously designed spaces will reduce instances of accidents and enhance the perception of safety. An integrated approach addressing components of accessibility, safety and inclusivity would, therefore, be critical to achieve the vision of “Cities for All”.

Figure 4.: Cyclic Relationships among tenets of BASIIC



Figure 5: Components of tenets of BASIIC



The components for accessibility, safety and inclusion are identified based on an established understanding. These components will be helpful in measuring how much the policies and programmes have addressed accessibility, safety and inclusion of all.

### 3.5. Strengthening Inclusion in Urban Development

The five pillars of DisCo Urban Policy Framework by Pineda explains the essential components of inclusion in urban development and policy formulation as:

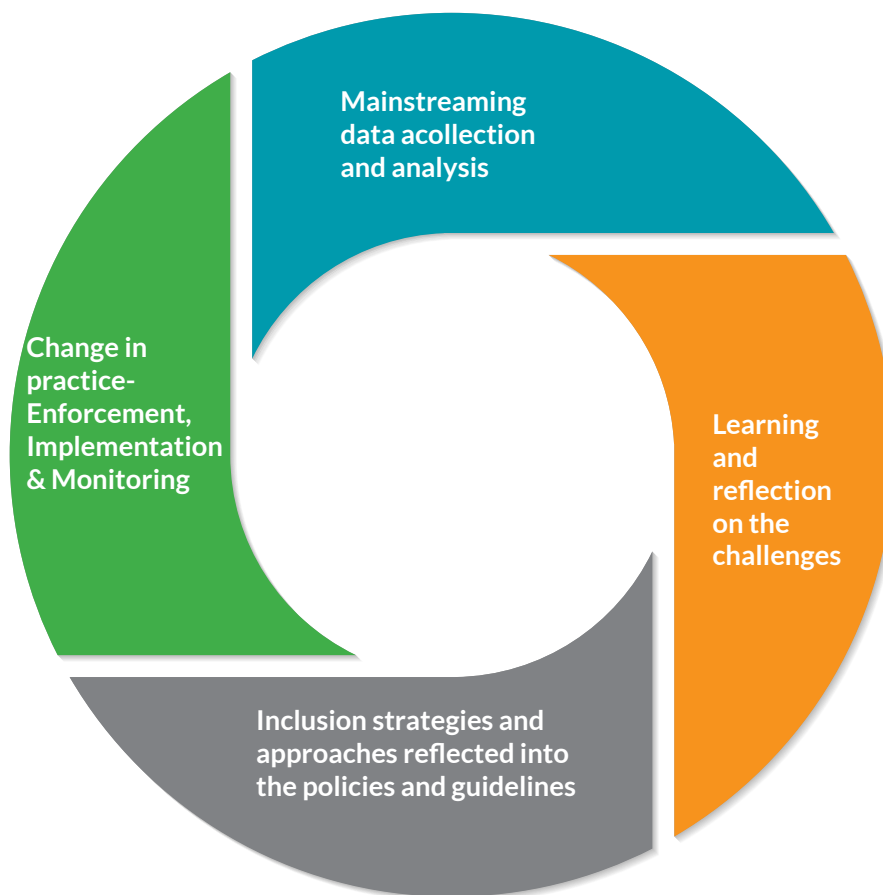
- **Legislative Measures:** Includes national and international rights and norms
- **Leadership:** Includes executive and budgetary support
- **Administrative and Co-ordinating Capacity:** Includes administrative and coordinating abilities of implementing agencies

- **Attitudes:** Beliefs and behaviours of the general population toward targeted groups
- **Participation:** Includes substantive engagement and representation by targeted beneficiaries and relevant stakeholders

Stringent legislative frameworks, designated budgetary support and enhanced capacities of the administrative bodies, sensitization of needs of marginalised groups and ensuring their effective participation in the entire process are the key aspects for making “Cities for All”. The three types of inclusion: spatial, social and economic can be integrated into the policies, schemes and programmes of urban development through the process below. It is a circular process as illustrated in Figure 9.

- Mainstreaming data collection and analysis
- Learning and reflection on the challenges and concerns
- Inclusion strategies and approaches reflected in the policies and guidelines
- Change in practice- Enforcement, Implementation & Monitoring

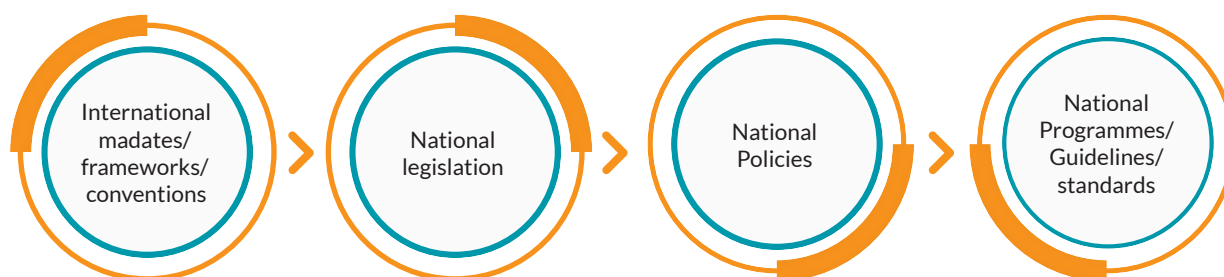
Figure 6: Process to strengthen Inclusion



## Policy Landscape

Anti-discrimination legislation/ provisions exist at international and national levels to promote an inclusive approach to planning and implementation of infrastructure. UN Human Rights legislation and the UN SDGs also promote universal access to basic services. Achieving universal access, by definition, requires an inclusive approach at each step of the process. Incorporation of an inclusive approach is imperative in the development of policy and can be assured through some administrative issuance like regulations/guidelines.

Figure 7. The Policy Landscape



**International Mandates/Conventions/Frameworks:** A framework convention or agreement describes a type of legally binding treaty, which establishes broader commitments for its parties and leaves the setting of specific targets either to subsequent more detailed agreements (usually called protocols) or to national legislation. It usually serves as an umbrella document that lays down the principles, objectives and rules of governance of the treaty regime. These are usually recommendatory and broad and may or may not be integrated.

At the international level, goals and targets promoting greater inclusion have been widely adopted, such as the UN Sustainable Development Goals (SDGs), which, amongst other matters, set out targets in relation to universal and equitable access to drinking water (SDG 6); affordable energy (SDG 7); and safe, affordable, accessible and sustainable transport systems (SDG 11), as well as gender equality and the empowerment of women (SDG 5). In addition, there are several conventions, mandates and frameworks that promote greater inclusion of Persons with Disabilities, elderly children and women. India has been a signatory to the UN Convention for Rights of Persons with Disabilities, Madrid Plan of Action and Barrier Free Framework, Sendai Framework, Biwako Framework etc. Also, UN has framed the guidelines for age-friendly cities and Safer cities. It would be noteworthy to understand the provisions highlighted for urban sectors in these frameworks and guidelines.

**National Legislation/Acts:** Legislation, by itself, does not deliver inclusive infrastructure outcomes. It must be implemented through supporting activities and consistently enforced. “Rights of Persons with Disabilities (RPwD) Act, 2016” is an exclusive legislation that aims at the enablement and empowerment of Persons with Disabilities by giving them the right to “better living”. The Mental Healthcare Act is another dedicated legislation/ amendment that helps to address the special concerns, aspects and inclusion of minority groups like Persons with Disabilities

**National Policies:** While the importance of national-level inclusive policies, regulations and standards is widely accepted, the implementation may be limited, especially in developing countries like India. In developed countries, social welfare schemes, national policies as well as regulations that relate to inclusivity and anti-discrimination, are likely to be more established. Examples like the US Bank Stadium Project demonstrated the inclusion and participation of women and minority-owned businesses.

National urban/sectoral policies establish a connection between the dynamics of urbanization and the overall process of inclusive development. Stakeholder policies that explicitly incorporate the inclusion of disadvantaged groups help to provide a framework and accountability for implementation at the project level.

**National Programmes & Guidelines:** The integration of inclusivity at the policy level can guide the overall direction of government missions/programs, regulations and standards. Their overall effectiveness will depend on the government's will and capacity to enforce non-compliance. The outcomes in terms of the quality of an urban settlement are dependent on the set of regulations and its implementation. Policy interventions are more effective when operationalised through supporting activities. The Building bye-laws are one such regulation of compliance check at the unit level. Dubai Bye-laws for instance has been designed on the principles of universal design to ensure inclusive development. In India, a programme specific approach is taken through the Accessible India Campaign to retrofit the existing infrastructure on standards of accessibility.

Standards are a powerful instrument when they are implemented in national legislation with specific design codes, guidelines and enforcement mechanisms. Implementation of Universal Design standards provides a strong mandate and creates uniformity in an organisation's approach to inclusivity, particularly for Persons with Disabilities. The adoption of regulations or standards that are specific and enforceable, such as having Universal Design Principles, is an effective way to increase inclusivity in infrastructure. Harmonised Guidelines, 2016 prepared by MoHUA and National Building Code, 2016 prepared by BIS are some of the critical documents aiming at universal design standards in India.

In the context of inclusive infrastructure, the relevant policies, regulations and standards are those which (should) integrate and promote inclusivity in planning, developing, designing and implementing urban projects. The following table provides the list of policies and guidelines identified and analysed:

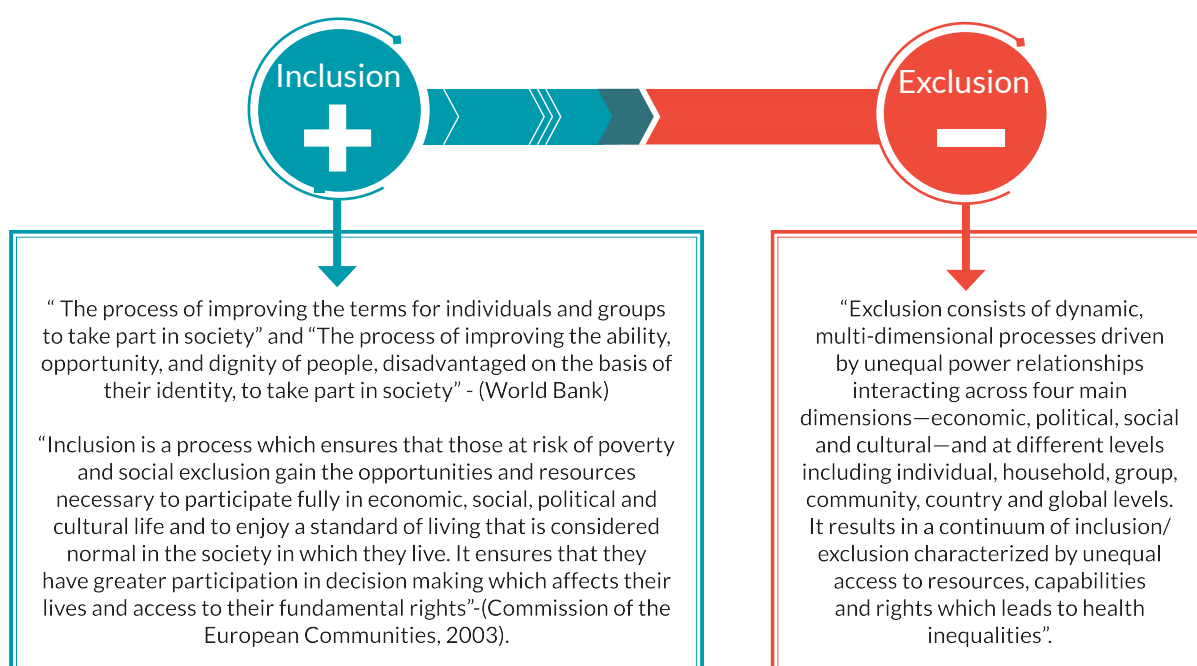
**Table 1 Policy landscape studied**

Existing Relevant Mandates, Policies and Guidelines		Objective
International Mandates	UN-CRPD	Understanding the international mandates- their provisions and priority areas
	UN- Safe Cities	
	Madrid Plan of Action and Barrier Free Framework	
	Global Age-Friendly Cities	
	Beijing Declaration and Platform for Action	
	UNICEF- Child-Friendly city initiative	
National Legislations	Rights of Persons with Disability Act,2016	Understand the legislative provisions in the existing national legislations
	Mental Healthcare Act, 2017	
	Acts relevant for elderly	
	Acts for women & children	
National Policies Specific to target groups)	National Policy of Persons with Disabilities, 2006	Understand the priority areas of national policies for each of the groups and identify areas of interventions, if any
	National Policy for Mental Health, 2014	
	National Policy of Elderly, 2011	
	National Policy for Empowerment of Women, 2001	
	National Policy of Children, 2013	
National Policies/ Missions/ Programmes  (Urban/Infrastructural Development)	Education Policy, 2020	Analysis of the incorporation of components of accessibility, safety and inclusivity  Identify Scope for interventions
	Draft National Urban Policy Framework,2018	
	National Urban Transport Policy,2014	
	National Policy for Housing,2007	
	National Policy for Street Vendors and Domestic worker,2009	
	National Policy on Electronic Accessibility,2013	
	NUSP,2008	
National Programmes & Guidelines	Accessible India Campaign,2015	Understand the design of the programme, inter-relationships  Identify existing gaps and scope for interventions
	AMRUT,2015	
	PMAY-U,2015	
	Smart City Mission,2015	
	Digital India Mission,2015	
	HRIDAY,2015	
	SBM,2014	
	DAY-NULM-U,2013	
	11th National Actional Plan (2009-2011)	

## 4.1. The Inclusive Process to Policy Formulation

In the policy discourse, efforts to promote social inclusion have arisen from concerns over exclusion. For the purpose of the present report, inclusion is considered as the process of empowering, enabling and improving the terms of participation in society for people who are disadvantaged on the basis of age, gender and disability through enhanced opportunities, access to resources, facilities and services, and full involvement/participation in development process. Thus, inclusion is both a process and a goal. Promoting inclusion requires tackling exclusion by removing physical, attitudinal and informational & communicational barriers to people's participation in economic, social, political and cultural activities, as well as by taking active steps to facilitate such participation. As a political response to the exclusion challenge, inclusion is also a more deliberate process of encompassing and welcoming all persons and embracing greater equality and tolerance. Exclusion of these groups in the development process often leads to discrimination and inequality. (figure 6)

Figure 8: Inclusion Vs Exclusion<sup>1</sup>



Inclusivity should not only be reflected in the actual policies, regulations and standards, but also in the process by which they are developed. The policy process is mainly five steps:-

- Identification of problem,
- Policy formulation
- Policy adoption
- Policy implementation and
- Policy Evaluation

The role of media (information), elected representatives and civil societies is quite significant in making the process inclusive. Strengthening the administrative and coordinating capacity of officials from the Department of Empowerment of Persons with Disabilities of Ministry of Social Justice and Empowerment, Office of Chief Commissioner for Persons with Disabilities, State Commissioners for Persons with Disabilities or District

<sup>1</sup>United Nations, 2016)

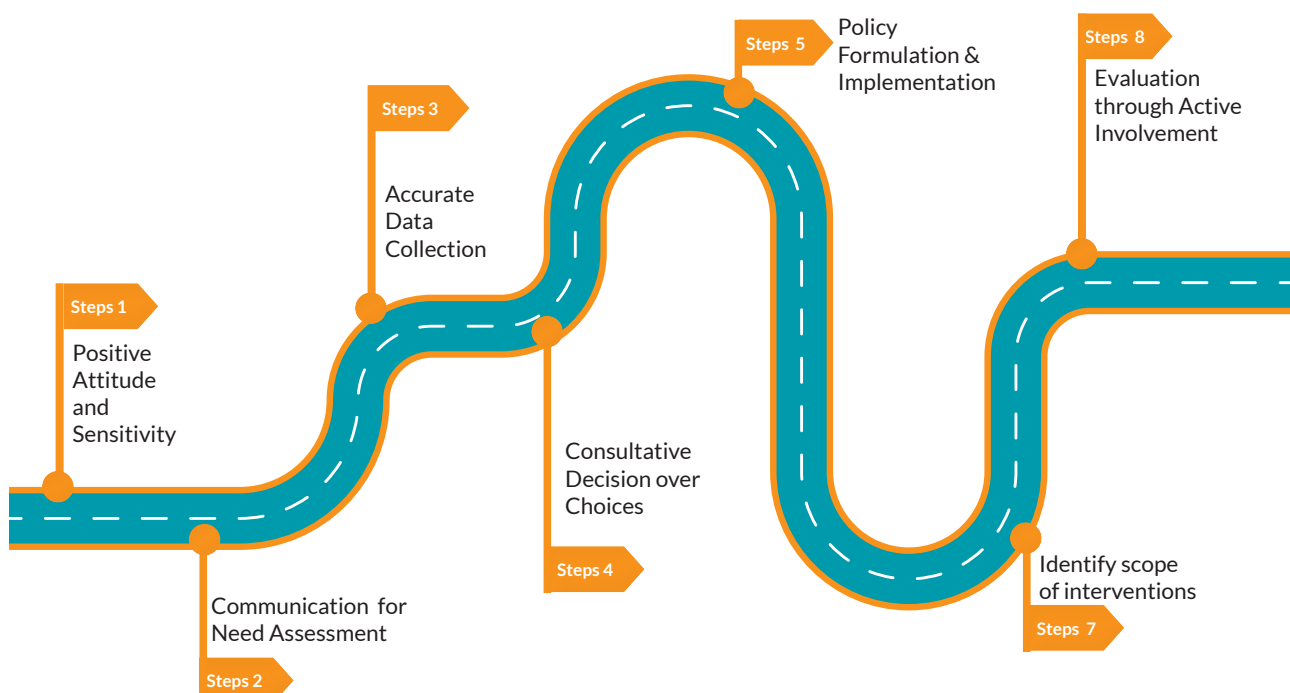
Disability Welfare Office and other relevant departments will be advantageous. The involvement of concerned officials since the inception of the process is vital to make inclusion imperative.

The involvement of the groups targeted for inclusion is key to addressing their concerns and crafting truly inclusive policies and regulations. This means the groups must have proper representation in the development process to ensure they are included. Under-representation of Persons with Disabilities and other groups in legislative and executive positions can adversely impact the fairness and inclusiveness of public policies. The same has been a matter of concern in the Indian Parliament upon which the Women Reservation Bill has been constituted. Reservation of other minorities including Persons with Disabilities, elderly remains unaddressed.

An inclusive policy process must be well-informed and reflect the public interest. As such, it should be inclusive across the policy cycle, which requires effective and representative citizen participation, as well as mechanisms to curb negligence and insensitivity. Increasingly, governments are partnering with civil society organisations in the design, implementation and evaluation of public policies and projects. For example, in the São Francisco Water Supply Project in Brazil, key stakeholders were engaged in service planning and delivery. Though, it is also a duty for the beneficiaries to be aware, vocal and involved in the development of public policy and projects at appropriate times. The participation of Disabled People Organisation (DPOs) has resulted in the new Education Policy to be inclusive of the needs of children with cross disabilities. The incorporation of universal design standards in the latest version of the National Building Code, 2016 is also an outcome of inputs given by the Disabled People Organisations (DPOs) during the consultation phase.

The involvement of the community is seen as a way to increase inclusiveness and to address service failures and improve policy outcomes. The role of information dissemination in accessible formats becomes critical, emphasising the crucial role of print, television and social media. Recently, a movement on social media has been effective in dissolving the proposed Amendment in RPwD Act, 2016 about “Decriminalisation of minor offences for improving business sentiment and unclogging court processes” in India, during the national lockdown.

**Figure 9: Road Map to Inclusion**



# Framework for Policy Design Analysis

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## 5.1. “Equi-frame” framework

“EquiFrame” framework for analysis of the inclusion of human rights and vulnerable groups in health policies is discussed in a research article. (Mutamad Ahmad Amin, 2011). The framework provides a standardised measurement tool for analysis of existing policies and development of policies within a human rights framework. Although the framework was developed in 2011 and many published research studies have used the “EquiFrame” tool. Additionally, analysis using this tool can be of assistance to policy-makers for future policy revisions.

For the purpose of this study, a simple framework was conceptualised using the “EquiFrame” tool to analyse policies from inclusion and human rights perspective. The core concepts of liberty, autonomy, privacy, family resources, and prevention, as used in the original framework, are replaced by concepts of participatory approach, empowerment, and budgetary provisions. The scoring method and key questions, thus formulated for each concept are discussed in subsequent sections. The framework intends to capture the effectiveness of policies in improving the quality of life of vulnerable groups.

## 5.2. Scoring method

If a Core Concept was mentioned, it received a score on a continuum from 1 to 4. This was a rating of the quality of commitment to the Core Concept within the policy document, based on the criteria below:

- 1 = Concept only mentioned.
- 2 = Concept mentioned and provisioned.
- 3 = Specific policy actions identified to address the concept.

If a Core Concept was not relevant to the document context, it was stated as not applicable.

### 5.3. Framework modified for the study

	Key Questions
Non-discrimination	Does the policy addresses all the vulnerable groups? Are there specific provisions to ensure their equal opportunity?
Individual services	Does the policy support the rights of vulnerable groups with tailored services to meet their needs and choices?
Entitlement	Does the policy indicate how vulnerable groups may qualify for specific benefits relevant to them?
Capability based services	Does the policy recognize/enhance the capabilities of the vulnerable groups?
Participation	Does the policy support their participation in society?
Consultation/ participatory approach	Does the policy ensure consultation/ participation of vulnerable groups in the design of programmes/policies? Does the policy support the participation of vulnerable groups in the formulation of provisions affecting their lives and empowerment?
Representation	Does the policy ensure the representation of these groups in governance aspects?
Coordination to Services	Does the policy support assistance of the vulnerable group in accessing services from within inter-agency; intra-agency or inter-sectoral?
Protection from harm/ safety	Are the provisions for safety of the vulnerable groups included in the policy?
Empowerment	Does the policy support provisions for empowerment of the vulnerable groups?
Budgetary Provisions	Does the policy ensure designated budgetary provisions for the vulnerable groups?
Integration	Does the policy promote social integration of all vulnerable groups?
Contribution	Does the policy recognize that vulnerable groups can be productive contributors to society?
Family Support	Does the policy recognise the additional support required by the families of these vulnerable groups (as the individual members of vulnerable groups like persons with intellectual disability) may have an impact on the family members?
Cultural Responsiveness	Does the policy ensure that services respond to the beliefs, values, gender, interpersonal styles, attitudes, cultural, ethnic, or linguistic aspects of the person?
Accountability	Does the policy specify to whom, and for what, services providers are accountable?
Capacity Building	Does the policy support the capacity building of administrative bodies towards the needs of vulnerable groups?
Access	Does the policy support vulnerable groups – physical and information access to urban services?
Quality	Does the policy provide monitoring and evaluation mechanisms for Quality Assurance?
Efficiency	Does the policy support efficiency by providing a structured way of matching urban system resources with service demands in addressing the needs of vulnerable groups?

## International Mandates

The United Nations's Sustainable Development Goal 11 aims to “make cities and human settlements inclusive, safe, resilient, and sustainable” by 2030 and with the framework having the underlying theme of “Leave No One Behind”. Recognising that the dignity of a human being is fundamental, the SDGs wish to see the Goals and targets are met for all nations and segments of society and to endeavour to reach the furthest behind first. Universal and equitable access to drinking water (SDG 6); affordable energy (SDG 7); safe, affordable, accessible and sustainable transport systems (SDG 11), as well as gender equality and the empowerment of women (SDG 5) also directs towards an inclusive approach in development across all sectors. Making our cities more inclusive is central to this universal call to action to protect the planet and ensure all people enjoy peace and prosperity. Article 36 of the ‘New Urban Agenda’ mentions to commit and promote appropriate measures in cities and human settlements that facilitate access for Persons with Disabilities, on an equal basis with others.

India among other countries has ratified the UN Convention on the Rights of Persons with Disabilities, 2008 (UNCRPD) and has adopted the World Health Organisation (WHO) Age-friendly Cities Framework; is responsible and committed to creating inclusive and accessible societies. Accessibility is a human right and a precondition for older persons and Persons with Disabilities to live independently and participate fully and equally in society. India is also, a signatory to the ‘Declaration on the Full Participation and Equality of Persons with Disabilities in the Asia Pacific Region (2000), the ‘Biwako Millennium Framework (2002). The adoption of the Sustainable Development Goals (SDGs), the New Urban Agenda and the Sendai Framework for Disaster Risk Reduction, Incheon strategy with a clear mandate of leaving no one behind, provides a critical opportunity for cities to shape a more inclusive and accessible urban future for all.

**Table 2: International Mandates**

Provisions:	Primary Beneficiary	Accessibility	Safety	Inclusion
UN- CRPD	Persons with Disabilities			
UN- Safe cities	Women and Children along with other vulnerabilities			
Madrid Plan of Action and Barrier Free Framework	Elderly and older women			
Age-Friendly Cities	Elderly			
Beijing Declaration and Platform for Action	Women			
UNICEF- Child-Friendly city initiative	Children			

## 6.1. UN Convention on Rights of Persons with Disabilities

Year	2008
Purpose	<p>“To promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all Persons with Disabilities and to promote respect for their inherent dignity”</p> <p>“<b>NOTHING ABOUT US WITHOUT US</b>” Call to have human rights respected, protected and fulfilled on an equal basis with others.</p>
Focused urban Sectors	Built Environment, transportation, information & technology, safety & security, education, health and rehabilitation, employment, public utilities, culture and recreation.

The Convention has 161 signatories (in 2018) and requires the signing countries to ensure that they take measures to ensure fulfilment of the objectives stated in the UNCRPD treaty. The convention has brought in a paradigm shift from a charity model to right based model of disability inclusion. It is a unique policy instrument that is cross-disability and cross-sectoral. It includes Persons with Disabilities including, intellectual, psychological and in all areas of life. It has a legal binding for both public authorities and private entities.

It enables Persons with Disabilities to enjoy their inherent right to life on an equal basis with others (Article 10), ensure the equal rights and advancement of women and girls with disabilities (Article 6) and protect equal rights for children with disabilities (Article 7).

On the fundamental issue of accessibility (Article 9), the convention requires countries to identify and eliminate obstacles and barriers and ensure that Persons with Disabilities can access their environment, transportation, public facilities and services, and information and communications technologies. Accessible formats and technologies include facilitating the use of Braille, sign language and other forms of communication and encouraging the media and Internet providers to make online information available in accessible formats.

It also emphasis the “Education” sector to employ the appropriate materials, techniques and forms of communication. Pupils with support needs are to receive support measures, and pupils who are blind, deaf and deaf-blind are to receive their education in the most appropriate modes of communication from teachers who are fluent in sign language and Braille. Education of Persons with Disabilities must foster their participation in society, their sense of dignity and self-worth and the development of their personality, abilities and creativity

Countries are to ensure their participation in cultural life, recreation, leisure and sport by ensuring the provisions of television programmes, films, theatre and cultural material in accessible formats, by making theatres, museums, cinemas and libraries accessible, and by guaranteeing that Persons with Disabilities have the opportunity to develop and utilise their creative potential not only for their benefit but also for the enrichment of society. Countries also should ensure their participation in mainstream and disability-specific sports.

India, being a signatory to the convention, has been making constant efforts to comply with the provisions. The most recent being enforcement of “Rights of Persons with Disability Act, 2016”.

## 6.2. UN Safer cities Programme

Year	1996
Purpose	“To provide support to local authorities respond better to prevent violence and associated insecurity”
Focused Urban Sectors	Physical environment, public spaces, disaster response, safety and security

United Nations has launched a dedicated programme, Safer Cities Programme, in 1996 to provide support to local authorities to respond better to prevent violence and associated insecurity. To date, UN-Habitat has supported initiatives in 77 cities in 24 countries worldwide. The Safer Cities Programme has evolved over time as knowledge on the drivers of urban insecurity has been gained and approaches to addressing it has been refined.

Part of the Safer Cities Agenda is to strengthen and empower local authorities and community-based organisations to develop urban safety initiatives. It aims to raise awareness on issues of public safety related to violence and insecurity through analysis, collection of information and identification of promising or good practices in promoting safety.

The programme embraces a holistic, integrated, multi-level government and multi-sectoral approach for improving the liveability of cities and quality of life for all urban residents, predicated on the confidence that good urban governance, planning and management can improve safety of neighbourhoods.

**Table 3 Phases of development of Safer cities framework**

Phase-1	Phase-2	Phase-3
Urban Crime Prevention Approach	A multi-dimensional approach to urban safety	Enhancing safety through planning, management and governance.
<ul style="list-style-type: none"> <li>• Institutional crime and violence prevention</li> <li>• <u>Social crime prevention – focusing on youth at risk and women and girls safety</u></li> <li>• <u>The physical environment</u></li> </ul>	<ul style="list-style-type: none"> <li>• Security of tenure and forced</li> <li>• <u>Natural disasters and conflicts</u></li> </ul>	<ul style="list-style-type: none"> <li>• <u>Citywide Plan for safety as a planning tool for social integration</u>, with tools for community appropriation, access rights and allocation of streets and public spaces as sites for the construction of citizenship values.</li> </ul>

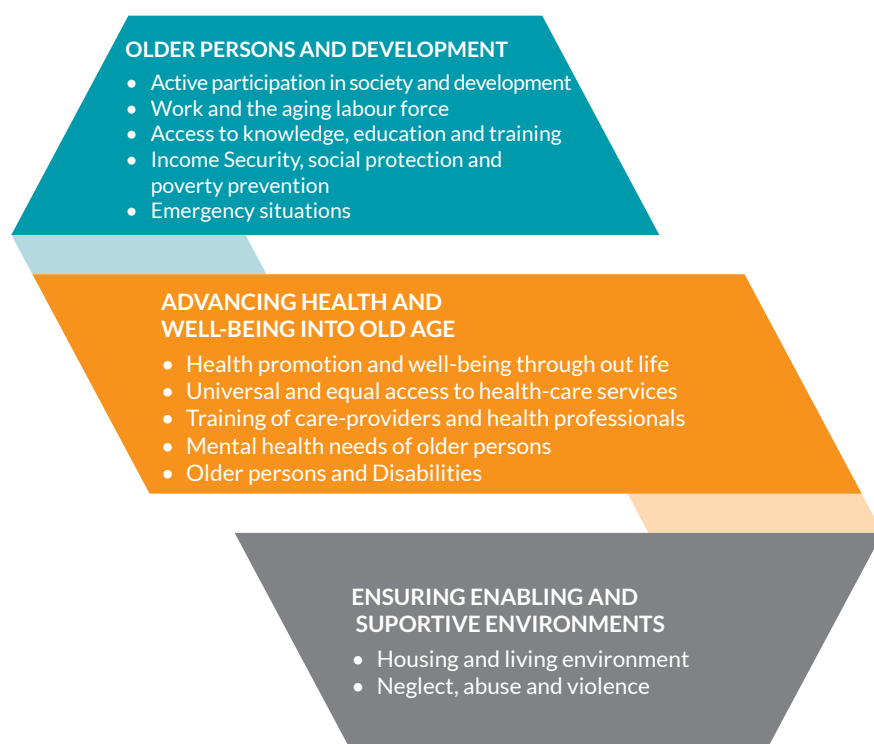
### 6.3. Madrid Plan of Action and Barrier Free Framework

Year	2002
Purpose	“To integrate the evolving process of global ageing within the more extensive process of development” <b>“BUILDING SOCIETY FOR ALL AGES”</b>
Focused Urban Sectors	Physical environment, public spaces, disaster response, safety and security, health care, employment, recreation

The Madrid International Plan of Action on Ageing and the Political Declaration adopted at the Second World Assembly on Ageing in April 2002 mark a turning point in how the world addresses the critical challenge of “building a society for all ages”. It calls for changes in attitudes, policies and practices at all levels in all sectors to fulfil the enormous potential of ageing in the twenty-first century. It aims to ensure that persons everywhere can age with security and dignity and to continue to participate in their societies as citizens with full rights.

The three priority areas are a) older persons and development; b) advancing health and well-being into old age, and c) ensuring enabling and supportive environments. The plan intends to be a practical tool to assist policymakers to focus on the critical priorities associated with individual and population ageing. It acknowledges the typical features of the nature of ageing and its challenges and designs specific recommendations to be adapted to the great diversity of circumstances in each country. The objectives of the framework for each issue is listed (relevant to study) as below. Specific actions have been suggested under each objective in the framework.

**Table 4 Relevant Issues and Objectives of the Framework**



## 6.4. Global Age-friendly Cities Network/ project

Year	2010
Purpose	"An age-friendly city encourages active ageing by optimising opportunities for health, participation and security in order to enhance the quality of life as people age."
Focused Urban Sectors	Participation, housing, transportation, public spaces, health care, information, employment

The WHO Global Network for Age-friendly Cities and Communities was established in 2010 to connect cities, communities and organisations worldwide with the shared vision of making their community a great place to grow old. It focuses on the action at the local level that fosters the full participation of older people in community life and promotes healthy and active ageing. The mission of the network is to stimulate and enable cities and communities around the world to become increasingly age-friendly. The network seeks to do this by:

- inspiring change by showing what can be done and how it can be done;
- connecting cities and communities worldwide to facilitate the exchange of information, knowledge and experience;
- supporting cities and communities to find appropriate innovative and evidence-based solutions.

Many aspects of urban settings and services can contribute to the participation, health, independence and security of older persons in an age-friendly city. It emphasis on:

- participation by providing inclusive opportunities for civic, cultural, educational and voluntary engagement; accessible information and barrier-free spaces.
- promotion of accessible health services; places, programmes and information for healthy, social and spiritual well-being.
- security in urban environment including housing, public building, streets, roadways, stores, banks as well as emergency response and recovery.

The WHO Age-friendly Cities framework proposes eight interconnected domains that can help to identify and address barriers to the well-being and participation of older people.

Figure 10. Eight domain sectors of Age-friendly city<sup>1</sup>



### 6.5. Beijing Declaration and Platform for Action<sup>2</sup>

Year	1995
Purpose	“To promote and protect the full enjoyment of all human rights and the fundamental freedoms of all women throughout their life cycle.”
Focused Urban Sectors	Disaster response, safety and security, health care, employment

The Platform for Action is an agenda for women’s empowerment. It aims at accelerating the implementation of the Nairobi forward-looking Strategies for the Advancement of Women and at removing all the obstacles in the way of women’s active participation in all spheres of public and private life through a full and equal share in economic, social, cultural and political decision-making.

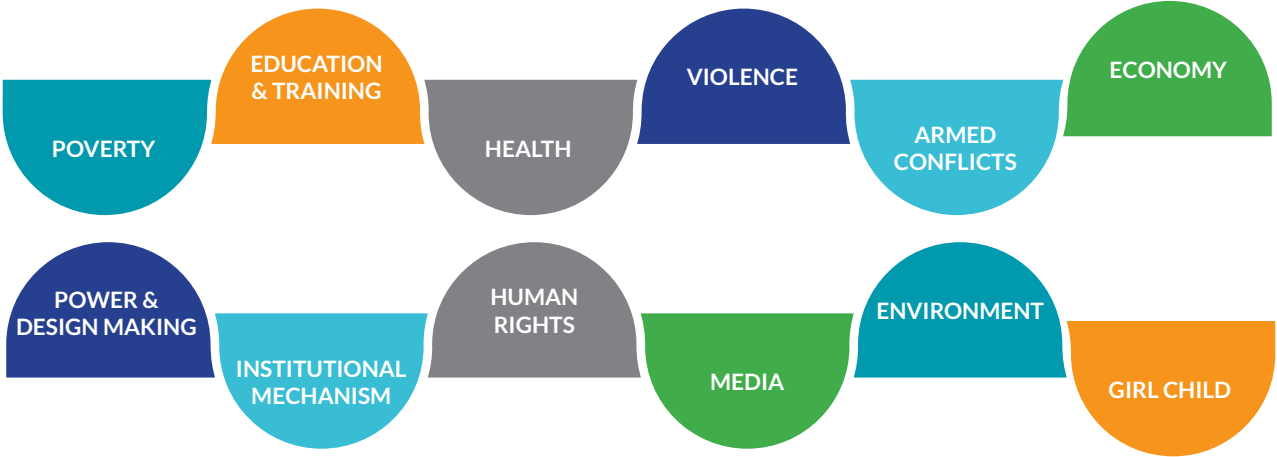
The Platform for Action reaffirms the fundamental principle outlined in the Vienna Declaration and Programme of Action, adopted by the World Conference on Human Rights, that the human rights of women and the girl child are an inalienable, integral and indivisible part of universal human rights. As an agenda for action, the Platform seeks to promote and protect the full enjoyment of all human rights and the fundamental freedoms of all women throughout their life cycle.

<sup>1</sup>WHO

<sup>2</sup>Declaration

The Platform for Action recognizes that women face barriers to full equality and advancement because of such factors as their race, age, language, ethnicity, culture, religion or disability because they are indigenous women or because of another status. Many women encounter specific obstacles related to their family status, particularly as single parents; and to their socio-economic status, including their living conditions in rural, isolated or impoverished areas. Additional barriers also exist for refugee women, other displaced women among others. Many women are also particularly affected by environmental disasters, serious and infectious diseases and various forms of violence against women.

Table 5. Areas for Strategic objection and action of Beijing Platform



### 6.6. UNICEF child-FriendlyCities Initiative<sup>3</sup>

Year	1996
Purpose	"To provide with a governance framework for building child-friendly cities and communities."
Focused Urban Sectors	Physical environment, Public spaces, education, safety and security, recreation

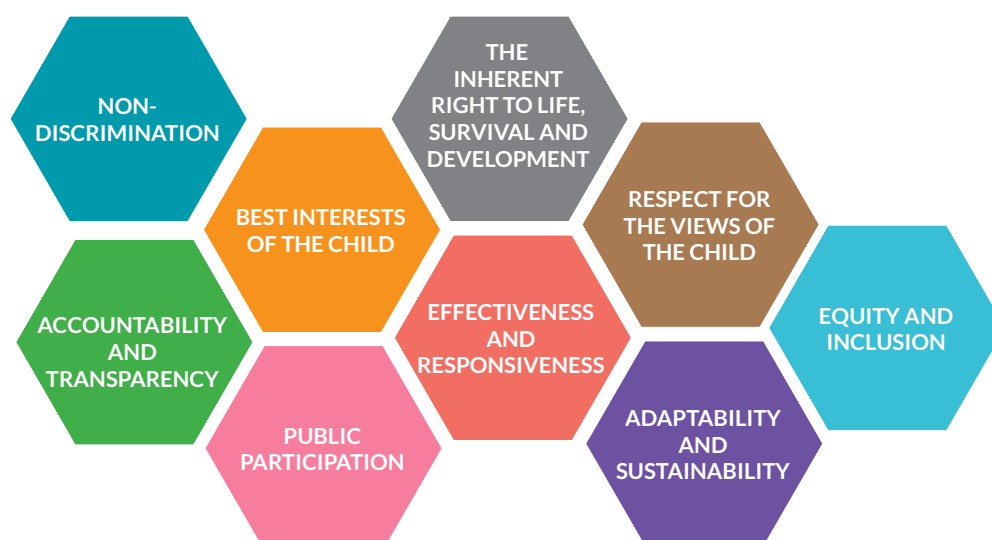
The Child-Friendly Cities Initiative provides a governance framework for building child-friendly cities and communities. The Child-Friendly Cities Initiative (CFCI) is a UNICEF-led initiative that supports municipal governments in realizing the rights of children at the local level using the UN Convention on the Rights of the Child as its foundation.

It is also a network that brings together government and other stakeholders such as civil society organizations, the private sector, academia, media and, importantly, children themselves who wish to make their cities and communities more child-friendly.

The initiative was launched in 1996 by UNICEF and UN-Habitat to act on the resolution passed during the second United Nations Conference on Human Settlements (Habitat II) to make cities liveable places for all. The UN Conference declared that the wellbeing of children is the ultimate indicator of a healthy habitat, a democratic society and oood governance. As such, the guiding principles of building a child-friendly city mirror the overarching principles of the UN Convention on the Rights of the Child. These principles along with principles associated with good governance include:

<sup>3</sup>UNICEF, n.d.

Figure 11. Principles for Child Friendly City



The framework prepared under the initiative consists of two pillars: goals and results to be achieved; and strategies to achieve these goals and results. The strategies streamline the original nine building blocks, set out in 2004. Some strategies to achieve these goals and results include: Collecting data & Monitoring process, Advocacy & Awareness- Raising, Child-friendly Laws & Policies, Citywide Strategic Plan, Budget Allocation & Child/Youth Participation

## 6.7. Inference

Accessibility of the built environment is identified as the most significant aspect addressed in almost all of the international frameworks. Along with universal access, the provisions of education and livelihood are identified as critical for all the vulnerable groups while focused provisions of social welfare and protection are not stressed upon. The observed change in the approach can be probably due to the shift in focus to empowerment and enablement, brought by the right based model of inclusion. Representation and participation have not been directly indicated in the frameworks, although their significance is identified to be critical in the objective of these conventions.

	UNCRPD	UN- Safe cities	Madrid Plan of Action and Barrier-free Framework	Global Age-friendly Cities	Beijing Declaration and Platform forAction	UNICEF- Child-friendly City Initiative
Built Environment						
Citizen participation						
Governance						
Education & Livelihood						
Health care & Emergency Response						
Tourism & Culture						
Streets & Mobility						
Information & Assistive Technology						
Safety & Security						
Social Protection and Welfare						

# National Acts and Legislations

Mapping and Review of existing Landscape of Policy framework

Provisions	Primary Beneficiary	Accessibility	Safety	Inclusion
Rights of Persons with Disability, 2016	Persons with Disabilities			
Mental Healthcare Act, 2017	Persons with Disabilities			
Relevant Acts for Elderly	Elderly			
Relevant Acts for Women	Women & girl child			
Relevant Acts for Children	Children			

## 7.1. Rights of Persons with Disability Act, 2016

Year	2016
Purpose	Empowerment and Enablement of Persons with Disabilities
Focused Urban Sectors	Education, Employment, Built Environment, Health, Transportation, Information and technology
Beneficiaries	Persons with different kinds of disabilities, women with disabilities, children with disabilities.

Rights of Persons with Disability Act, 2016 and the subsequent Rules in 2017 has brought out some drastic changes in the focus of the Indian legislation and policy frameworks towards enabling and empowering Persons with Disabilities. It not only enforced a threefold increase in the number of disabilities (from 07 to 21) but is formulated on the right-based approach of disability Inclusion (on the principles of UNCRPD)empowering Persons with Disabilities to a life of dignity.

The Act focuses on the integration of provisions for inclusive education, the appropriate barrier-free and conducive environment at workplaces, health care centres, community centres for the disabled population, access to cultural and recreational opportunities, sports activities, with the incorporation of assistive technology. It focuses on the participation and representation of Persons with Disabilities in the electoral process and the right to access information. It also ensures proper rehabilitation particularly in areas of health, formulation of special schemes and programmes to safeguard and promote rights of Persons with Disabilities for an adequate standard of living and to enable them to live independently. Its provision for access to safe drinking water and appropriate and accessible sanitation facilities and counselling. Provision of multisensory green and sports infrastructure is also mandated. The act also reserves 5% in allotment of land on concessional rate for housing, shelter and livelihood for Persons with Disabilities. The act also encourages Persons with Disabilities to participate in recreation and culture. It also provides provisions for the development of assistive technology, devices and equipment to facilitate access and inclusion of Persons with Disabilities.

The Central Government formulated standards of accessibility for the physical environment, transportation, information and communications, (including appropriate technologies and systems, and other facilities and services provided to the public in urban and rural areas), by the office of Chief Commissioner of Disability in 2017.

The Rights of persons with disability rules, 2017 highlights the need for an equal opportunity policy for Persons with Disabilities for every establishment. Any private establishment with more than twenty employees and all government establishments are mandated to contain provisions for assistive devices, barrier-free accessibility and other provisions for Persons with Disabilities. Accessibility compliance to be in accordance with the Harmonized Guidelines for Built Environment, GoI notification vide number GSR 895(E) for Bus body Code, and guidelines specified for GoI websites for ICT. Although these guidelines have become statutory according to the rules, they still hold a more recommendary status at the implementation level as the states/cities hold complete power in the subject matters.

## 7.2. Mental Health Care Act, 2017

Year	2017
Purpose	To provide for mental healthcare and services for persons with mental illness and to protect, promote and fulfil the rights of such persons during delivery of mental healthcare and services and for matters connected therewith or incidental thereto
Focused Urban Sectors	Health care
Beneficiaries	Persons with mental disabilities

In India, the **Mental Healthcare Act, 2017** was passed in April 2017 and came into force in July 2018. The law was described in its opening paragraph as “An Act to provide for mental healthcare and services for persons with mental illness and to protect, promote and fulfil the rights of such persons during delivery of mental healthcare and services. This Act superseded the previously existing Mental Health Act, 1987. This Act empowers accessibility to mental health services for all. This right ensures that services be accessible, affordable, and of good quality. It also mandates the establishment and availability of provisions of mental health services in every district of the country. It also provisions for free quality treatment for homeless persons or those who belong to below poverty line.

It gives patients more power to decide certain aspects of their treatment and living. It also recognises the right to community living; right to live with dignity; protection from cruel, inhuman, or degrading treatment; treatment equal to persons with physical illness; right to relevant information concerning treatment, other rights and recourses; right to confidentiality; right to access their necessary medical records; right to personal contacts and communication; right to legal aid; and recourse against deficiencies in the provisions of care, treatment, and services.

Again, a right-based Act, it ensures that a person with mental disabilities also has the right to live life with dignity by not being discriminated against or harassed. The Mental Healthcare Act of 2017 aims to provide mental healthcare services for persons with mental illness.

### 7.3. Acts relevant to Elderly

The “Maintenance and Welfare of Parents and Senior Citizens Act, 2007<sup>1</sup>” envisages providing need-based maintenance to the parents/grandparents from their children. It also contains enabling provisions like protection of life and property of senior citizens, better medical facilities, setting up of old age homes in every district, etc. The state government is required to establish (in a phased manner) and maintain old age homes at accessible places (at least one in each district) to accommodate minimum 150 indigent senior citizens.

### 7.4. Acts for Women<sup>2</sup>

In India, the customs of purdha (veil system), female infanticide, child marriage, sati system (self-immolation by the women with their husbands), dowry system and the state of permanent widowhood had hampered the empowerment of women in the past. Though, women are now claiming the socio-political rights (right to work, right to education, right to decide, etc) for them. The Parliament of India has also passed various legislations to save women from various forms of injustice and discrimination. Few of the acts to empower women: Equal Remuneration Act-1976; Dowry Prohibition Act-1961; Immoral Traffic (Prevention) Act-1956, Medical termination of Pregnancy Act-1971; Maternity Benefit Act-1961; Commission of Sati (Prevention) Act-1987; Prohibition of Child Marriage Act-2006; Pre-Conception & Pre-Natal Diagnostic Techniques (Regulation and Prevention of Misuse) Act-1994; Protection of women from domestic violence act, 2005 and Sexual Harassment of Women at Work Place (Prevention, Protection and) Act-2013. A commission was also constituted under the National Commission for Women Act to participate and advise on the planning process of socio-economic development for women. Though the primary concern in most of the legislation has been protection and empowerment, accessibility concerns during different conditions is often ignored.

### 7.5. Acts for Children<sup>3</sup>

Due to the prominence of social practices and traditions hampering the physical, psychological and emotional growth of the children, at present the relevant acts are primarily centred around the concerns of safety and protection of children. The “Commissions for protection of Child Rights act, 2005” focuses on the formulation of commissions that enforce safeguards in different laws to ensure child protection from violence, disasters, trafficking, and any form of exploitation along with looking into the welfare of distressed, disadvantaged and marginalized groups of children. The “Protection of children from sexual offences Act 2012” and subsequent rules in 2020 strengthening the legal power of children. The “Juvenile Justice (care and protection of children act), 2015<sup>4</sup>” addressed the issues with juvenile justice. “Prohibition of Child marriage act, 2005” forbids the practice of child marriage under any circumstances.

### 7.6. Inference

Accessibility, safety and Inclusivity have been key considerations in all the above legislations. The change of approach in the Rights of Persons with Disability Act, 2016 has amplified the significance of participation and involvement of Persons with Disabilities and their organization into the policy formulation and design. The rules issued subsequent to the act suggests Harmonized Guidelines be used accessibility standards with periodic revision along with suggested standards for buses. Although considering both land and transportation state subjects, compliance with the national guidelines and standards is difficult.

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<sup>1</sup>India G. o., 2007

<sup>2</sup>Legislations related to women, n.d.

<sup>3</sup>Child Related Legislation, n.d.

<sup>4</sup>India G. O., 2005

National Social Assistance Programme (NSAP) provides assistance to all vulnerable groups including Persons with Disabilities, elderly, women and children. Presently NSAP now comprises of the following five schemes:-

- **Indira Gandhi National Old Age Pension Scheme (IGNOAPS):** Under the scheme, BPL persons aged 60 years or above are entitled to a monthly pension of Rs. 200/- up to 79 years of age and Rs.500/- thereafter.
- **Indira Gandhi National Widow Pension Scheme (IGNWPS):** BPL widows aged 40-59 years are entitled to a monthly pension of Rs. 200/-.
- **Indira Gandhi National Disability Pension Scheme (IGNDPS):** BPL persons aged 18-59 years with severe and multiple disabilities are entitled to a monthly pension of Rs. 200/-.
- **National Family Benefit Scheme (NFBS):** Under the scheme a BPL household is entitled to lump sum amount of money on the death of primary breadwinner aged between 18 and 64 years. The amount of assistance is Rs. 10,000/-.
- **Annapurna:** Under the scheme, 10 kg of food grains per month are provided free of cost to those senior citizens who, though eligible, have remained uncovered under NOAPS.

# National Policies/Programmes specific to target groups

## 8.1. National policy for Persons with Disabilities, 2006<sup>1</sup>

Year	2006
Purpose	To deal with Physical, Educational & Economic Rehabilitation of Persons with Disabilities.
Focused Urban Sectors	Barrier-free environment (Built & transportation), health, safety, social security, Participation, education and Employment.
Beneficiaries	Persons with Disabilities, Women and Children with Disabilities

The National Policy recognises that Persons with Disabilities are a valuable human resource for the country and seeks to create an environment that provides them equal opportunities, protection of their rights and full participation in society.

The National Policy for Persons with Disabilities was formulated in 2006, primarily to deal with the Physical, Educational & Economic Rehabilitation of Persons with Disabilities. It also provides a special focus on the rehabilitation of women and children with disabilities, along with provisions for **rehabilitation, social security, research**. The policy also recognises a Barrier-free environment as an enabler and stress on **Issue of Disability Certificates** by the adoption of simple, transparent and client-friendly procedures.

**Table 6. Sectoral Interventions in National Policy for Persons with Disabilities.**

<b>Education and Employment</b>	<ul style="list-style-type: none"> <li>Promotes <b>Educational rehabilitation</b> including vocational education and <b>Economic rehabilitation</b> for a dignified life in society</li> <li>Development of Special programmes for women with disabilities education, employment and providing of other rehabilitation services -Special educational and vocation training facilities</li> <li>rehabilitate abandoned disabled women/ girls by encouraging their adoption in families, support to house them and impart training for gainful employment skills.</li> <li>Ensure inclusion and adequate access to education, vocational training, along with specialised rehabilitation services to children with disabilities.</li> <li>Tax relief/ unemployment allowance or disability pension</li> </ul>
<b>Safety and Security</b>	<ul style="list-style-type: none"> <li>protection against exploitation and abuse for Women with disabilities</li> <li>Ensure right to care, protection and security for children with disabilities;</li> <li>Need to provide them with social security by various means for facilitating activities of daily living including medical care, transportation, assistive devices</li> </ul>

<sup>1</sup>MoSJE, 2006

<b>Participation</b>	<ul style="list-style-type: none"> <li>• Actively involved NGOs/ DPOs in policy formulation, planning, implementation, monitoring and advising on various issues relating to Persons with Disabilities.</li> <li>• Enhance the interaction with NGOs on various disability issues regarding planning, policy formulation and implementation</li> <li>• Networking, exchange of information and sharing of good practices amongst NGOs to be encouraged and facilitated</li> <li>• Take Steps to encourage and accord preference to NGOs working in the underserved and inaccessible areas.</li> <li>• Representation of women with disabilities to be ensured at least to the extent of twenty-five per cent of total beneficiaries in Gol programmes</li> </ul>
<b>Health</b>	<ul style="list-style-type: none"> <li>• Ensure inclusion and adequate access to health for children with disabilities.</li> </ul>
<b>Built Environment and transportation</b>	<ul style="list-style-type: none"> <li>• Ensure to move about safely and freely, and use the facilities within the built environment</li> <li>• Provide an environment that supports the independent functioning of individuals- to be incorporated to the maximum extent possible, buildings/places/transportation systems for public use will be made barrier-free.</li> </ul>
<b>Culture &amp; recreation</b>	<ul style="list-style-type: none"> <li>• Steps to provide the opportunity for participation in various sports, recreation and cultural activities.</li> </ul>

## 8.2. National Mental Health Policy, 2014<sup>2</sup>

<b>Year</b>	<b>2014</b>
<b>Purpose</b>	To promote mental health, prevent mental illness, enable recovery from mental illness, promote de-stigmatisation and desegregation.
<b>Focused Urban Sectors</b>	Health care, safety
<b>Beneficiaries</b>	Persons with Mental/ intellectual disabilities

The vision of the National Mental Health Policy is to promote mental health, prevent mental illness, enable recovery from mental illness, promote de-stigmatisation and desegregation. It also ensures socio-economic inclusion of persons affected by mental illness by providing accessible, affordable and quality health and social care to all persons through their lifespan within a rights-based framework.

The objectives of the policy are:

- To provide universal access to mental health care.
- To increase access to and utilisation of comprehensive mental health services by persons with mental health problems.
- To increase access to mental health care, especially to vulnerable groups including homeless persons, persons in remote areas, educationally, socially and deprived sections.
- To reduce the prevalence and impact of risk factors associated with mental health problems.
- To reduce the risk and incidence of suicide and attempted suicide.
- To ensure respect for rights and protection from harm of persons with mental health problems.
- To reduce the stigma associated with mental health problems.
- To enhance the availability and equitable distribution of skilled human resources for mental health.
- To progressively enhance financial allocation and improve utilisation for mental health promotion and care.
- To identify and address the social, biological and psychological determinants of mental health problems and to provide appropriate interventions.

<sup>2</sup>MoHFW, 2014

### 8.3. National Policy for Elderly, 2011<sup>3</sup>

Year	2011
Purpose	To incorporate the action points as highlighted in the “Madrid Plan of Action and Barrier Free Framework”
Focused Urban Sectors	Income Security (Employment), Health care, Safety, Built-environment (Housing), Social Security
Beneficiaries	Elderly

The National Policy for Elderly, 2011 values “an age-integrated society” and intends to strengthen integration between generations, facilitate interaction between the old and the young as well as strengthen bonds between different age groups. It attempts to incorporate the action points as highlighted in the “**Madrid Plan of Action and Barrier Free Framework**”.

It attempts to bring the concerns of older persons, especially older women, into the national development debate with the priority to implement mechanisms already set by governments and supported by civil society and senior citizens associations. It also supports the promotion and establishment of senior citizens associations, especially amongst women. **It works towards an inclusive, barrier-free and age-friendly society.** It also focuses on the promotion of the concept of “Ageing in Place” through accessible housing, income security and homecare services, old age pension and access to healthcare insurance schemes and other programmes and services to facilitate and sustain dignity in old age.

It recognises that senior citizens are a valuable resource for the country and create an environment that provides them with equal opportunities, protects their rights and enables their full participation in society. It also mandates the state government to support the older persons living below poverty lines through social security, healthcare, shelter and welfare and thereby, protecting them from abuse and exploitation so that the quality of their lives improves.

It specifies to promote long term savings instruments and credit activities to reach both rural and urban areas, encourage employment in income-generating activities after retirement and establish “support and assist organisations” that provide counselling, career guidance and training services.

Areas of intervention include:

**Table 7 Sectoral Interventions in National Policy for Elderly**

<b>Employment &amp; Income Security</b>	<ul style="list-style-type: none"> <li>Ensuring Income Security in old age: through schemes like Indira Gandhi National Old Age Pension Scheme, NSAP</li> <li>Public Distribution System for older persons under BPL</li> <li>Income Tax Considerations</li> <li>Microfinance guidelines for loans</li> <li>Provisions for production ageing: Re-employment opportunities and reconsideration in retirement age</li> </ul>
<b>Health care</b>	<ul style="list-style-type: none"> <li>Insurances, Concessions, relief</li> <li>Expansion of Preventive, curative, restorative and rehabilitative services</li> <li>strengthened and geriatric care facilities provided at secondary and tertiary levels</li> <li>National Programme for Health Care of the Elderly (NPHCE)</li> <li>Public-private partnership models</li> <li>Recognise gender-based attitudes towards health and develop programmes</li> </ul>

<sup>3</sup>Vikaspedia, n.d.

<b>Social welfare</b>	<ul style="list-style-type: none"> <li>• Welfare Funds</li> <li>• Non-institutional services by voluntary organisations</li> <li>• Larger budgetary allocations for BPL older citizens</li> <li>• Promote Non-institutional services by voluntary organisations for assistance</li> </ul>
<b>Safety and Security</b>	<ul style="list-style-type: none"> <li>• Abuse (especially of widows, Persons with Disabilities) would be tackled by community awareness and policing.</li> <li>• Direct Police to keep a friendly vigil and monitor programmes which will include a comprehensive plan for the security of senior citizens (living alone or as couples)</li> <li>• Promote mechanisms for the interaction of the elderly with neighbourhood associations and enrolment in special programmes in urban and rural areas.</li> <li>• Establish Protective services- help-lines, legal aid and other measures</li> </ul>
<b>Built Environment &amp; Transportation</b>	<ul style="list-style-type: none"> <li>• <b>“Age-friendly, barrier-free access” to be created</b> - buses and bus stations, railways and railway stations, airports, banks, hospitals, parks, places of worship, cinema halls, shopping malls and other public places.</li> <li>• Develop housing complexes for single older men and women, and those with the need for specialised care</li> <li>• <b>Promote age-friendly facilities and standards of universal design by the Bureau of Indian Standards.</b></li> <li>• “Multipurpose centre” and places for social interaction of senior citizens in housing colonies</li> <li>• Loans for purchase of houses &amp; repairs, with easy repayment schedules</li> </ul>

#### 8.4. National Policy for the Empowerment of Women, 2001<sup>4</sup>

Year	2001
Purpose	to addresses, the underlying causes of gender inequality, encourage the active participation of all stakeholders and strengthening Institution mechanisms
Focused Urban Sectors	Safety, Education, employment, health, participation, built environment
Beneficiaries	Women & girls

There have been constant efforts towards the empowerment of women in India. The National Commission for Women was set up by an Act of Parliament in 1990 to safeguard the rights and legal entitlements of women. The 73rd and 74th Amendments (1993) to the Constitution of India have provided for reservation of seats in the local bodies of Panchayats and Municipalities for women, laying a strong foundation for their participation in decision making at the local levels. The Mexico Plan of Action (1975), the Nairobi Forward-Looking Strategies (1985), the Beijing Declaration as well as the Platform for Action (1995) and the Outcome Document adopted by the UNGA Session on Gender Equality and Development & Peace for the 21st century, have been unreservedly endorsed by India for appropriate follow up.

The policy addresses the underlying causes of gender inequality are related to social and economic structure, based on informal and formal norms and practices are resulting in a wide gap in the implementation of these mechanisms. The policy encourages the active participation of all stakeholders and strengthening of Institution mechanisms at Central and state levels. It also focuses on Mainstreaming a gender perspective in all policy programs and systems with incorporation specific interventions for women; economic empowerment of women through exclusive programs with target beneficiaries as women and steps for mobilisation of poor women and convergence of services.

The objectives include:

- Creating an environment of favourable economic and social policies
- The de-jure and de-facto enjoyment of all human rights and fundamental freedom by women on an equal basis in all spheres including – political, economic, social, cultural and civil

<sup>4</sup>Ministry of Women and Child Development, GoI, 2001

- Equal access to participation and decision making of women in social, political and economic aspects
- Equal access to women to health care, quality education at all levels, career and vocational guidance, employment, equal remuneration, occupational health and safety, social security and public office
- Strengthening legal systems aimed at elimination of all forms of discrimination against women
- Changing societal attitudes and community practices by active participation and involvement of both men and women
- Mainstreaming a gender perspective in the development process
- Elimination of discrimination and all forms of violence against women and the girl-child
- Building and strengthening partnerships with civil society, particularly women's organisations

**Table 8. Sectoral Interventions in National Policy for Women**

<b>Safety &amp; Security</b>	<ul style="list-style-type: none"> <li>• Judicial legal systems to be made more responsive and gender-sensitive to women's needs, especially in the case of domestic violence and personal assault.</li> <li>• All forms of violence against women physical and mental to be eliminated</li> <li>• Provisions for prevention of sexual harassment at workplace and social customs</li> <li>• Provisions for rehabilitation for Victims</li> </ul>
<b>Participation</b>	<ul style="list-style-type: none"> <li>• Active participation and power-sharing in decision-making during the political process at all levels including legislative-executive judiciary corporate statutory bodies, advisory commission committee both interest</li> <li>• Locations of support services for women like child care facilities at workplaces educational institutions homes for the aged and disabled to be expanded and improved to create an enabling environment and ensure that full cooperation in social political and economic life</li> </ul>
<b>Employment and Education</b>	<ul style="list-style-type: none"> <li>• Reframing policies for access to employment and quality of employment</li> <li>• Equal access education for women and girls by taking special measures to eliminate discrimination universalise education and creation of a gender-sensitive education system</li> </ul>
<b>Built Environment</b>	<ul style="list-style-type: none"> <li>• Women perspective to be included in housing policies planning of housing colonies and provision of shelter</li> <li>• Special attention to be given in providing adequate and safe housing and accommodation for women</li> <li>• Special attention to be given to the needs of women in the provision of drinking water, sewage disposal, toilet facility, sanitation within acceptable reach of the household</li> </ul>
<b>Health</b>	<ul style="list-style-type: none"> <li>• Adopt a holistic approach including nutrition in health services for women at all stages of the life cycle</li> <li>• Specific efforts to tackle the problem of macro and micronutrient deficiency especially among pregnant women to avoid these diseases and disabilities</li> <li>• Awareness of nutrition education and ensuring women's participation</li> </ul>

## 8.5. Draft National Policy for Empowerment of Women, 2016

Year	2016
Purpose	to address the underlying causes of gender inequality, encourage the active participation of all stakeholders and strengthening Institution mechanisms
Focused Urban Sectors	Safety, Education, employment, health, participation, built environment
Beneficiaries	Women & girls

Draft National Policy for Empowerment of Women is aimed at “re-scripting” women’s empowerment by following a “socially inclusive rights-based approach.” It focuses on designing “a comprehensive social protection mechanism” to address the vulnerabilities of widows, single, deserted, separated and divorced women and create opportunities for them. It specifies increased participation of women in the workforce and politics (through need-based training), narrowing the gender-based wage gap, creating entrepreneurial opportunities for women (through schemes like E-haats), recognising women’s unpaid work (at home) in terms of economic and societal value, achieving gender equity in agriculture, effective implementation of the legal provisions to ensure rights of women to immovable properties as well as the skill development of women in traditional, new and emerging areas.

## 8.6. National Policy for Children, 2013

Year	2013
Purpose	to adopt a multi-sectoral and multi-dimensional approach to secure the rights of children.
Focused Urban Sectors	Safety, Education, health, participation, recreation and technology
Beneficiaries	Children

It recognises that a multi-sectoral and multi-dimensional approach is necessary to secure the rights of children. The policy has identified four key priority areas: survival, health and nutrition; education and development; protection and participation, for focused attention. As children's needs are multi-sectoral, interconnected and require collective action, the policy calls for purposeful convergence and coordination across different sectors and levels of governance.

**Table 9 Sectoral Interventions in National Policy for Children**

<b>Health &amp; Nutrition</b>	<ul style="list-style-type: none"> <li>• Ensure equitable access to comprehensive and essential, prevention, promotive, curative and rehabilitative health care</li> <li>• Right to adequate nutrition- access, provision and promotion of required services and supports for holistic nurturing, well being</li> <li>• Improve mental health &amp; focused behaviour change communication</li> <li>• Universal access to information</li> <li>• Safeguard rights of girl child</li> <li>• Ensure specific interventions for nutrition, safe drinking water, sanitation, health and education</li> <li>• Universal and affordable access to services for prevention, treatment, care and management of childhood illness and protection from diseases</li> <li>• Prevent disabilities- both mental and physical</li> </ul>
<b>Education, recreation, technology</b>	<ul style="list-style-type: none"> <li>• Right to learning, knowledge and education</li> <li>• Universal and equitable access to Early childhood care and education</li> <li>• Ensure schooling and the right to education</li> <li>• Affordable and accessible quality education</li> <li>• Provide vocational training opportunities addressing age-specific/ gender-specific issues</li> <li>• Ensure non-discrimination and equal opportunity in schools</li> <li>• Prioritise education of disadvantaged groups</li> <li>• Ensure safe and secure learning environments</li> <li>• Formulation of interactive and delightful pedagogy</li> <li>• Access to ICT tool for equitable, inclusive and affordable education</li> <li>• Include age-specific initiatives for safe spaces for play, sports, recreation, leisure.</li> </ul>
<b>Safety/ protection</b>	<ul style="list-style-type: none"> <li>• Right to a safe, secure and protective environment to reduce vulnerability</li> <li>• Protect children from all forms of abuse</li> <li>• Ensure family and community-based care arrangements</li> <li>• Special protection measures to secure the rights and entitlements of children in need of special protection</li> </ul>
<b>Participation</b>	<ul style="list-style-type: none"> <li>• Children should be made aware of their rights</li> <li>• Promote and strengthen the views of children especially the girl child</li> <li>• Grievance resolutions</li> </ul>

## 8.7. Evaluation of National Policies<sup>5</sup>

Core Concepts	National Policy for Persons with Disabilities	National Policy for Elderly	National Policy for Empowerment of Women	National Policy for Children	Scoring
Non Discrimination	3	2	3	2	10
Individual Services	3	3	3	3	12
Entitlement	1	1	0	0	2
Capability-Based Services	1	2	1		4
Participation	3	2	3	3	11
Consultation/ Participatory Approach	2	0	0	3	5
Representation	2	0	3	0	5
Coordination To Services	2	2	2	2	8
Protection From Harm/ Safety	3	3	3	3	12
Empowerment	3	3	3	3	12
Budgetary Provisions	0	3	0	0	4
Integration	1	1	2	1	5
Contribution	1	0	2	2	5
Family Support	0	0	0	0	0
Cultural Responsiveness	2	0	1	1	4
Accountability	0	0	0	0	0
Capacity Building	0	0	0	0	0
Access	2	3	2	3	10
Quality	0	0	0	0	0
Efficiency	1	1	2	2	6
Final Scoring	30	27	30	28	
Percentage	48%	43%	48%	44%	

### Key observations from the analysis

- The above analysis indicates that these individual services, safety and empowerment concepts are effectively incorporated in all the concerned policies.
- Though the concepts of providing support for families, defined accountability, enhancing capacities of authorities and monitoring and evaluation mechanisms are ignored in all the policies.
- The analysis positions policy for Persons with Disabilities and policy for the empowerment of women in the “Satisfactory category”, and suggests scope of improvement for the rest.

<sup>5</sup> Most of the concepts of the framework are not applicable to the National Mental Health Policy, so it is not included in the evaluation.

## 8.8. Inference

Table 10; -Sectors addressed in various policies for vulnerable groups

	National Policy of PwD	National Policy for mental health	National Policy for Empowerment of Women	National Policy of Elderly	National Policy for Children	Priority Urban Sectors
Built Environment (Public and private)						3/5
Citizen participation						3/5
Governance						1/5
Education and Livelihood						4/5
Health care and emergency response						5/5
Public & Green spaces						1/5
Tourism & culture						1/5
Public Utilities						1/5
Streets & Mobility						1/5
Assistive technology & Digital Infrastructure						1/5
Safety						5/5
Social welfare						2/5
	7/12	2/12	7/12	5/12	6/12	

The above summary highlights that health, safety, education and livelihood are among priority areas for the stakeholders, followed by the built environment. It is interesting to understand that their expectations and need as identified in the national policies are very similar. The National policy for the elderly and the National Policy for Persons with Disabilities stress on barrier-free/ accessible built environment and transportation. The National Building Code, developed by BIS has been identified as the reference document in the national policy for the elderly. Reference to particular guidelines/ standards and contextualised provisions in the reflective state policies is very critical for the effective, proper and fast implementation of the concerned national policies.

# Urban Development & Sectoral Programme and Policies

S.no	Policy/ Mission	Timeline	Sector
1.	Education Policy, 2020	2020	Education
2.	National Urban Policy Framework	2018	Urban Policy
3.	National Urban Transport Policy	2014	Transport
4.	National Policy for Street Vendors and Domestic worker		Livelihood
5.	National Policy on Electronic Accessibility	2013	Information & technology
6.	NUSP	2008-09	Sanitation
7.	National Policy for Housing	2007	Housing

## 9.1. Education Policy, 2020<sup>1</sup>

The National Education Policy (NEP), 2020 replaces the thirty-four-year-old National Policy on Education (NPE), 1986. Built on the foundational pillars of Access, Equity, Quality, Affordability and Accountability, the policy is aligned to the 2030 Agenda for Sustainable Development. It aims to transform India into a vibrant knowledge society and global knowledge superpower by making both school and college education more holistic, flexible, multidisciplinary, suited to needs and aimed at bringing out the unique capabilities of each student. The policy has the following features:

Ensuring Universal Access at all levels of school education

- Infrastructure support,
- innovative education centres to bring back dropouts into the mainstream,
- tracking of students and their learning levels,
- facilitating multiple pathways to learning by involving both formal and non-formal education modes,
- association of counsellors or well-trained social workers with schools,
- open learning for classes III, V and VIII through NIOS and State Open Schools,
- secondary education programs equivalent to Grades 10 and 12,
- vocational courses,
- adult literacy and life-enrichment programs

<sup>1</sup>Ministry of Education, 2020

#### Early Childhood Care & Education with new Curricular and Pedagogical Structure

- Introduction of a new system having 12 years of schooling with three years of Anganwadi/ pre-schooling with a modified structure and emphasis on Early Childhood Care and Education.

#### Multilingualism and the power of language

- Standardisation of Indian Sign Language (ISL) across the country, and National and State curriculum materials developed, for use by students with hearing impairment.

#### Equitable and Inclusive Education

- Special emphasis on Socially and Economically Disadvantaged Groups (SEDGs) including gender, socio-cultural, and geographical identities and disabilities
- Setting up of Gender Inclusion Fund and also Special Education Zones for disadvantaged regions and groups.
- Children with disabilities to fully participate in the regular schooling process from the foundational stage to higher education, with the support of educators with cross-disability training, resource centres, accommodations, assistive devices, appropriate technology-based tools and other support mechanisms tailored to suit their needs.
- “Bal Bhavans” will be established in each district as a special daytime boarding school, to participate in art-related, career-related, and play-related activities.

#### Financial support for students

- Incentivization of the merit of students belonging SEDGs including children with disabilities

#### Online Education and Digital Education

- A comprehensive set of recommendations for promoting online education
- A dedicated unit to orchestrate the building of digital infrastructure, digital content and capacity building, will be created in the MHRD to look after the e-education needs of both school and higher education

## 9.2. Draft National Urban Policy Framework, 2018<sup>2</sup>

The draft National Urban Policy Framework (NUPF) outlines an integrated and coherent approach towards the future of urban planning in India by building both on the international frameworks (Sustainable Development Goals (SDGs), the Paris Agreement on Climate Change and the New Urban Agenda) as well as the national missions like SCM, PMAY, DAY-NULM, HRIDAY, SBM, AMRUT. It recognises urban issues are under the jurisdiction of States or Urban Local Bodies and solutions must be customised to the local context. It lays down the foundation for the same by linking the 10 Sutras and ten sectors (pillars) of the framework.

It also includes the principle for :

- Sutra-5- to create many shades of safe and accessible public spaces that encourage people to interact with each other.
- Sutra-6- to support “Safe and accessible walkways” and designing public transport to support people of all abilities as it is the most accessible movement mode to every population

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<sup>2</sup>MoHUA, 2018

- Sutra-9- to implement urban governance structures that empower a unified and clear leadership, and reduce the multiplicity of decision-makers, in addition to giving a voice to those ‘unheard’ to promote universally accessible and equitable response.

The relevant provisions incorporated across the action points in all ten pillars :

- Planning keeping in mind social disparity
- Master planning should be made more efficient and inclusive through the use of technology.
- Participatory mechanisms at all stages of the development of masterplans
- Cities should plan for universal access and inclusion of the disabled, aged, and vulnerable sections of society.
- Cities should plan for accessible (to mass transit) and safe public spaces and streets that encourage walking and cycling.
- Ensuring higher levels of economic security through social protection systems for those who are socially and economically vulnerable, in particular those living in extreme poverty, including older persons.
- Ensuring that urban infrastructure and services are available and accessible, affordable, safe to use for all including the most vulnerable groups: slum dwellers, women, children, elderly and differently-abled people to achieve sustainable and inclusive development.
- The shift of goal from the creation of service to entire eco-system till delivery of services
- To include digitally empowered learning outcomes of the poor and the disadvantaged, and caring for the migrants, women, children, widows, elderly and disabled.
- Housing programs and schemes for the urban poor should include all categories of disadvantaged people such as migrant workers, single women and widows, elderly, disabled, leprosy cured, HIV affected, and any other groups facing economic or social marginalisation.
- Slum rehabilitation schemes to ensure that alternative housing is habitable, affordable, accessible and structurally sound.
- encouraging ‘availability of accessible and affordable transportation for older persons’ as well as including gender perspective into the planning process
- ICT applications like Intelligent LED Street Lighting and Surveillance, networking of safety and security systems
- The public transport system has to become accessible, affordable and efficient for all.
- Transport and stations should be physically accessible, particularly for the elderly, pregnant women and Persons with Disabilities.

### 9.3. National Urban Transport Policy, 2014<sup>3</sup>

One of the visions of the policy is to recognise that people occupy centre-stage in our cities, and all plans would be for their common benefit and well-being. The focus is ‘move people and not vehicles’.

The policy has the objectives of

- improving access to livelihoods, education, and other social needs, especially for the marginal segments of the urban population
- Encourage greater use of public transport and non-motorised modes
- Enabling the establishment of quality-focused multi-modal public transport systems that are well integrated, providing seamless travel across modes
- Introducing Intelligent Transport Systems for traffic management
- Addressing concerns of road safety and trauma response

<sup>3</sup>National Urban Transport Policy, n.d.

The policy ensures that safety concerns of cyclists and pedestrians have to be addressed by encouraging the construction of segregated rights of way for bicycles and pedestrians. It suggests that such access paths, coupled with safe bicycle parking places, would contribute towards increasing the use of public transport. Creative facilities like shade-giving landscaping, provision of drinking water and resting stations along bicycle corridors would also be encouraged. Also, pedestrian safety concerns due to the lack of safe crossing facilities at busy intersections of even high traffic corridors have also been identified. Reduction of parking, integrated land-use development, paratransit transport, freight transport options are identified areas of concern.

Although the policy has incorporated the safety concerns at large, the aspects of inclusion and universal design have been missed out. The provisions for dedicated accessible parking, universal design of public transport have not been incorporated. While the policy very well resolves the issues in the transportation sector by emphasising on public transport, it also highlights the concerns of different segments of the population (including women, children, elderly and Persons with Disabilities) that should be taken into consideration, budgeted and implemented. For instance, women represent the largest share of public transport users around the world, yet they face many barriers that limit their mobility and entry into the formal workforce. Urban transport is usually inaccessible for Persons with Disabilities and the elderly, making them depend on other means which are not affordable. Compact cities developed with mixed land use and integrating transport planning with land use planning must emphasise women participation, inclusive planning and universal design.

#### 9.4. National Policy on Electronic Accessibility, 2013<sup>4</sup>

In the current times, Electronics and Information & Communication Technologies (ICTs) are acting as anchors in every sector of urban development: education, health, employment, entertainment, banking etc. Electronics & ICTs can act as enablers for Persons with Disabilities as well as help them to participate independently in day-to-day life. Therefore, It is imperative to ensure that Electronics & ICTs used in the urban sectors are accessible to all so that they act as an enabler for providing equal opportunities to the Persons with Disabilities and elderly along with others.

The National Policy on Electronic Accessibility recognises the need to eliminate discrimination based on disabilities and to facilitate equal access to Electronics & ICTs. The National Policy also recognises the diversity of disabled persons and provides for their specific needs. The policy covers accessibility requirements in the area of Electronics & ICT. It recognises the need for ensuring that accessibility standards and guidelines and universal design concepts are adopted and adhered to.

Scope of the policy covers technological aspects including access to Electronics & ICTs products (both hardware & software) and services by disabled persons in the areas of universal design, assistive technology and independent living aids. The following strategies are envisaged for the implementation of the policy:

- Creating awareness of universal electronics accessibility & universal design
- Capacity building and infrastructure development
- Setting up of model Electronics & ICTs Centres for providing training and demonstration to special educators and physically as well as mentally challenged persons.
- Conducting Research & Development, use of innovation, ideas, technology etc. whether indigenous or outsourced from abroad. Developing programmes and schemes with greater emphasis on disabled women/ children
- Developing procurement guidelines for Electronics & ICTs for Accessibility and Assistive needs

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<sup>4</sup>Please provide matter

The action points are classified under the following sectors:

- Awareness
- Education
  - Electronics & ICTs curricula to include accessibility standards and guidelines and universal design concepts.
  - Assistive Technology laboratories/ rehabilitation centres for dedicated research
  - Design of Special Education and Rehabilitation Curricula to cover assistive technologies and independent living aids.
- Research & Development
  - development of assistive technology and independent living aids to encompass accessibility standards and guidelines and universal design concepts for the Electronics & ICTs product development.
  - Formulation of schemes and Incentives to be provided for R&D
  - Representation of rehabilitation professionals and person(s) with disabilities be ensured in the formulation, implementation and monitoring of schemes.
  - Accessibility Standards
  - Formulation of Accessibility Standards and Guidelines from contextualisation of prevailing standards
  - Accessibility compliance and monitoring of government websites
- Accessible format for content
  - Electronic content to be made in an accessible format
- Implementation and Monitoring
  - Department of Electronics and Information Technology (DeitY) shall be the nodal department for monitoring the implementation of the policy.
- Procurement Strategy
  - Electronics & ICTs procurement guidelines and processes are evolved to conform to this policy.
- Affordable Access
  - Affordable access/ open source usage to be promoted

## 9.5. National Urban Sanitation Policy, 2008<sup>5</sup>

The policy acknowledges the fact that Impacts of poor sanitation are especially significant for women, children and the elderly along with the urban poor. The vision of the policy is, “all Indian cities and towns become sanitised, healthy and liveable and ensure and sustain good public health and environmental outcomes for all their citizens with a special focus on hygienic and affordable sanitation facilities for the urban poor and women.”

## 9.6. National Policy for Street Vendors, 2009<sup>6</sup>

This Policy aims to develop a legal framework through a model law on street vending which can be adopted by States/Union Territories with suitable modifications to take into account their geographical/local conditions. The policy recognises and supports the participation of women & Persons with Disabilities as urban street vendors.

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<sup>5</sup>MoHUA, 2008

<sup>6</sup>National Policy for Urban Street Vendors, 2009

The policy gives priority to physically challenged/disabled persons in the allocation of vending stalls/vending spaces as vending spaces can be a useful medium for rehabilitating physically challenged/disabled persons. Also, it suggests that at least one-third of the representatives of categories of street vendors, resident welfare associations and other civil society organizations should be women to provide a gender focus in the Town Vending Committee.

The policy also provisions for the Rehabilitation of Child Vendors. It suggests that to prevent vending by children and seek their rehabilitation, the State Government and Municipal Authorities should undertake measures such as sending the children to regular or bridge schools, imparting them with skills, training etc.

## 9.7. National Housing Policy, 2007<sup>7</sup>

The National Urban Housing & Habitat Policy 2007 seeks to promote various types of public-private partnerships for realizing the goal of “Affordable Housing For All” with special emphasis on the urban poor.

The Policy intends to promote sustainable development of habitat in the country to ensure equitable supply of land, shelter and services at affordable prices to all sections of society. The Policy seeks to promote various types of public-private partnerships for realizing the goal of “Affordable Housing for All”. The policy laid special emphasis on Scheduled Castes / Tribes / Backward Classes / Minorities, empowerment of Women within the ambit of the urban poor.

Within the overarching goal of “Affordable Housing for All,” emphasis has been laid on urban planning, increase supply of land, use of spatial incentives like additional Floor Area Ratio (FAR), Transferable Development Rights, etc., increased flow of funds, healthy environment, effective solid waste management and use of renewal sources of energy.

## 9.8. Observation and comments

Policy/ Mission	Observations and Comments
Education Policy, 2020	The NEP 2020 is one of the sectoral policies which has incorporated the principles of inclusive development. Universal access to education, special training of the teachers, the inclusion of sign language & Braille, Accessibility of such Digital platforms and support to enhance the mental health among children will inevitably lead to the empowerment of Persons with Disabilities.
Draft National Urban Policy Framework	The framework incorporates an efficient and rational approach to integrate aspects of inclusion, accessibility and safety in policies and programs relevant to existing urban infrastructure systems and ensure that services are available and accessible to all, affordable to all, safe to use for all including the poor, elderly, women and children.  There is a scope of further detailing of broad provisions of the framework into sectoral guidelines to be adopted and replicated effectively to other policies/ programmes.
National Urban Transport Policy	An inclusive, accessible and safe transport planning an integrated and compact city development will be helpful for the independent and empowered living of these groups.
National Policy on Electronic Accessibility	Scope of the policy covers technological aspects including access to Electronics & ICTs products (both hardware & software) and services by disabled persons in the areas of universal design, assistive technology and independent living aids. Procurement policies should be expanded further.

<sup>7</sup>Vikaspedia, n.d.

Policy/ Mission	Observations and Comments
NUSP	The policy should be inclusive of the need of all including Persons with Disabilities. The indicative objective rating chart to evaluate the impact of the policy could also incorporate the measure of universal access and design.
National Housing Policy	The policy should be inclusive of the need of all including Persons with Disabilities. The concept of universal design and “accessible affordable housing” could be highlighted in the policy.
National Policy on Urban Street Vendors	The policy caters to the specific needs of the vulnerable groups. Effective enforcement mechanisms would be helpful in the successful implementation of the same.

## 9.9. Evaluation of National Sectoral Policies

Core Concepts	Education Policy	National Urban Policy Framework	National Transport Policy	National Policy on Electronic Accessibility	National Urban Sanitation Policy	National Housing Policy	National Policy for Urban street vendors	Indicator Score
Year	2020	2019	2014	2013	2008	2007	2009	
Non Discrimination	3	3	2	3	2	1	2	16
Individual Services	3	2	0	0	0	0	2	7
Entitlement	1	1	1	1	1	1	1	7
Capability-Based Services	2	2	1	2	0	0	2	9
Participation	3	3	0	2	0	0	1	9
Consultation/ Participatory Approach	3	3	0	0	0	0	3	9
Representation	2	3	0	0	0	0	1	6
Coordination To Services	3	3	0	0	0	0	0	6
Protection From Harm/ Safety	1	1	0	0	0	0	0	2
Empowerment	3	3	1	3	1	2	2	15
Budgetary Provisions	1	2	0	0	0	0	0	3
Integration	3	2	0	2	0	0	1	8
Contribution	2	2	0	2	0	0	2	8
Family Support	0	0	0	0	0	1	0	1
Cultural Responsiveness	1	1	0	0	0	0	0	2
Accountability	1	2	0	0	0	0	1	4
Capacity Building	1	2	0	0	0	0	0	3
Access	3	3	2	3	2	0	1	14

Core Concepts	Education Policy	National Urban Policy Framework	National Transport Policy	National Policy on Electronic Accessibility	National Urban Sanitation Policy	National Housing Policy	National Policy for Urban street vendors	Indicator Score
Quality	1	1	0	0	0	0	0	2
Efficiency	2	1	0	2	0	0	1	6
Final Scoring (out of 63)	39	40	7	20	6	5	20	
Percentage	62	63	11	32	10	8	32	

#### Key observations from the Evaluation

- There is a co-relationship between the multi-sectoral linkage of the policy and incorporation of the tenets of inclusivity, safety and accessibility.
- The recent policies are found to be closer to the desired core concepts.
- National Policies on Transport, housing and sanitation need to be more innovative in their approach towards the inclusion of all. Though the policy realises the specific needs of the vulnerable groups, it lacks in accommodating them.
- Education Policy and NUPF are found to be satisfactory in the evaluation
- Interestingly, safety is not considered in most of the policy design
- The core concepts of access, empowerment and non-discrimination are included in most of the policies.
- Core concepts of Individual services, entitlement, representation, coordination in services, budgetary provisions, provision supporting families, cultural responsiveness are missing in the policy design.
- Accountability, capacity building, quality and efficiency which are essential for proper implementation and success of any policy are scored less as well.

### 3.10. Inferences

Table 11.; Tenets addressed in various urban policies

	Accessibility	Safety	Inclusivity
Education Policy			
NUPF			
National Policy on Electronic Accessibility			
NUSP			
National Transport Policy			
National Housing Policy			
National Policy on Urban Street Vendors			
	3/7	2/11	7/7

The sectoral national policies have shown intent towards inclusion, but there is still a lot of scope to be more accommodative towards the needs and aspirations of the marginalised demographics. The urban policies should be accommodative of the provisions detailed in the social welfare policies detailed in [chapter 8](#). While the draft National Urban Policy Framework incorporates an efficient and rational approach to integrate aspects of inclusion, accessibility and safety in policies and programs relevant to existing urban infrastructure systems and ensure that services are available and accessible to all, affordable to all, safe to use for all including the poor, elderly, women and children. Such an approach can further be detailed for each sector and be replicated in relevant policies.

# Urban Development- Programmes & Guidelines

	Policy/ Mission	Timeline	Sector
1	Accessible India Campaign	2015	Accessible Infrastructure
2	AMRUT	2015	Infrastructure
3	PMAY-U	2015	Housing
4	Smart City Mission	2015	ICT & Digital Infrastructure
5	Digital India Mission	2015	Information and Technology
6	HRIDAY	2015	Culture and Heritage
7	SBM	2014	Solid waste
8	DAY-NULM-U	2013	Livelihood
8	11 <sup>th</sup> National Actional Plan (2009-2011)	2009	Built Environment

## 10.1. Accessible India Campaign, 2015

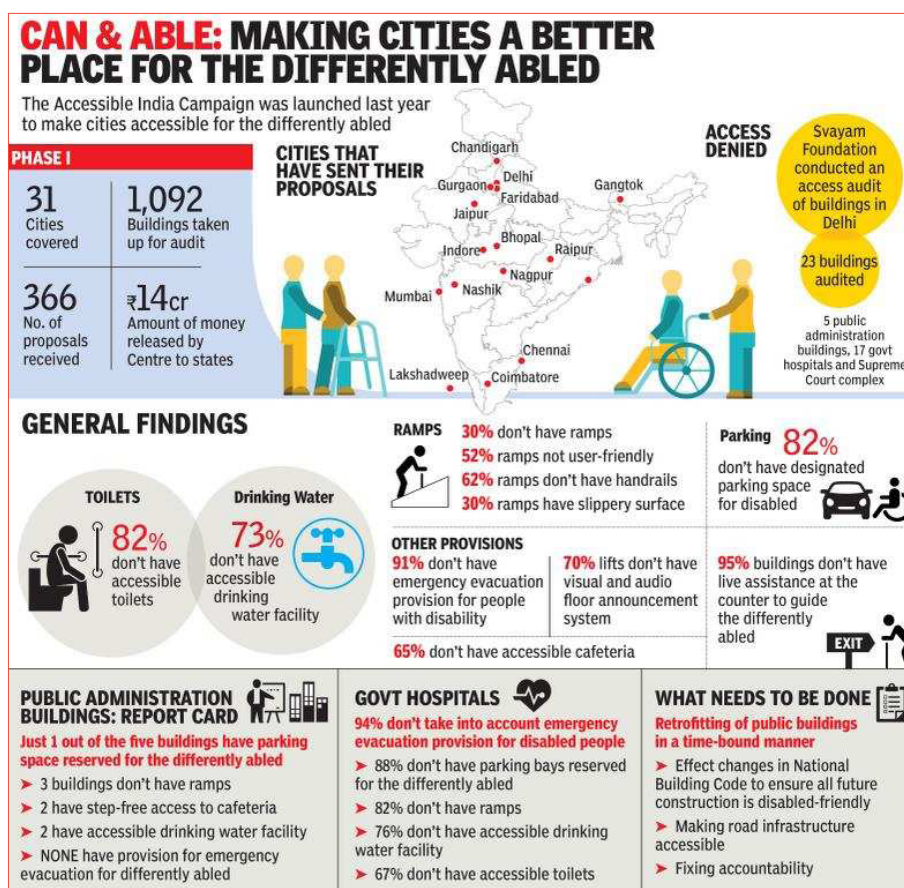
The Government of India launched the Accessible India Campaign in 2015 with the Department of Empowerment of Persons with Disabilities (DEPwD), Ministry of Social Justice & Empowerment as the nodal agency. The “Accessible India Campaign (Sugamya Bharat Abhiyan)” is a nationwide flagship campaign to achieve universal access and enable Persons with Disabilities to gain access to equal opportunity and live independently and participate fully in all aspects of life in an inclusive society. The campaign targets enhancing the accessibility of the built environment, transport system and information & communication eco-system.

**Built Environment Accessibility:** The Campaign focuses on measures to be undertaken to eliminate obstacles and barriers to indoor and outdoor public facilities including schools, medical facilities, and workplaces. The campaign aims to ensure accessibility in all government buildings. It advocates that identifying accessible buildings requires annual accessibility audits that determine if a building meets agreed upon standards and is extensively undertaking audits of identified government buildings. It also suggests that standards of accessibility should be as consistent as much as possible with the international standards, such as those of the ISO, taking into account the local context. In this regard, ISO 21542:2011, Building Construction -Accessibility and Usability of the Built Environment is identified that delineates a set of requirements and recommendations concerning the construction, assembly, components and fittings. Though the campaign propagates the popular Harmonised Guidelines and NBC 2016 for access audits and compliance.

**Transportation System Accessibility:** The Campaign focuses on providing Persons with Disabilities an equal right to travel and use public and private transportation infrastructure with dignity and independence. The Campaign is conducting an accessibility audit of all the international airports, railway stations and government-owned public transport carriers and converting them into fully accessible international airports, railway stations and public transport carriers. The revised National Urban Transport Policy (NUTP), 2014 that includes universal accessibility in all the planning and implementation interventions is suggested to ensure accessibility. Indian Roads Congress Code IRC 103:2012 Guidelines for Pedestrian Facilities provides inclusive roads and street design standards.

**Information and Communication Accessibility:** The Campaign aims to take measures to curb all societal barriers of infrastructure, and inaccessible formats that stand in the way of obtaining and utilizing information in daily life. To achieve this, the campaign is conducting an accessibility audit of all government websites and all public documents (both Central and State Governments) and converting them into fully accessible websites and documents. The Campaign suggests ISO / IEC 40500: 2012, Information Technology – W3C Web Content Accessibility Guidelines (WCAG) 2.0. as compliance criteria.

Figure 12 Access Audit Findings



The audit in 2016, done by recognised accessibility auditors didn't bring out a good picture of the state of accessibility in existing buildings, transport or information systems<sup>1</sup>. The concerned department recommends the ten most essential components in the built environment and essential features related to transport infrastructure which is promoted. Accessible India Campaign is collaborating with Central Government Departments/ Ministries and State Governments for creating accessible police stations, accessible hospitals, accessible tourism, accessible digital India, etc.

<sup>1</sup>The Times of India, 2016

## 10.2. AMRUT, 2015

Atal Mission for Rejuvenation and Urban Transformation (AMRUT) was launched by the Ministry of Housing and Urban Affairs in 2015 for providing essential services (e.g. water supply, sewerage, urban transport) to households and build amenities in cities which will improve the quality of life for all, especially the poor and the disadvantaged as a national priority. The purpose is to ensure that every household has access to a tap with the assured supply of water and a sewerage connection; increase the amenity value of cities by developing greenery and well maintained open spaces (e.g. parks) and reduce pollution by switching to public transport or constructing facilities for non-motorised transport (e.g. walking and cycling).

The ministry has prescribed indicators and standards in the form of Service Level Benchmarks (SLBs). The provisions for the development of green space and parks have been mandated with special provisions for children, senior citizens and Disable friendly components.

## 10.3. Pradhan Mantri Awas Yojana, 2015<sup>2</sup>

Pradhan Mantri Awas Yojana (Urban) (PMAY-U), launched in 2015, is another flagship Mission of the Government of India implemented by the Ministry of Housing and Urban Affairs (MoHUA), to address urban housing shortage among the EWS/LIG and MIG categories including the slum dwellers by ensuring a pucca house to all eligible urban households. All houses under PMAY(U) have basic amenities like toilet, water supply, electricity and kitchen. A PMAY(U) house ensures dignified living along with a sense of security and pride of ownership to the beneficiaries.

The provisions of ownership of houses in the name of a female member or joint name ensure women empowerment. Similarly, house ownership or Persons with Disabilities, senior citizens, single women and venerable sections of the society are preferred.

The inclusive provisions in the Mission include:

- Scheme Guidelines states the preference in allotment for Persons with Disabilities, senior citizens, single women and venerable sections of the society. Also, while making the allotment, the families with differently-abled persons and senior citizens may be allotted houses preferably on the ground floor or lower floors.
- Also in the Credit-Linked Subsidy Scheme: Preference under the Scheme (subject to beneficiaries being from EWS/LIG segments) should be given to women (with overriding preference to widows), Persons with Disabilities and other vulnerable groups.

## 10.4. Smart City Mission, 2015<sup>3</sup>

Another innovative initiative launched by the Ministry of Housing and Urban Affairs in June 2015 aimed to transform 100 cities in a span of one five-year plan. The two types of projects encouraged in the mission are- area-based development (with strategic components of city improvement (retrofitting), city renewal (redevelopment) and city extension (greenfield development)) and Pan-city initiatives which applies Smart Solutions covering extensive parts of the city. The mission focuses on sustainable and inclusive development. It propagates the idea of looking at compact areas and create a replicable model to act as a lighthouse to other aspiring cities. It caters to the core infrastructural elements and provisions- Efficient urban mobility and public transport, affordable housing (especially for the poor), Robust IT connectivity and digitalisation, Good governance (especially e-Governance and citizen participation), safety and security of citizens.

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<sup>2</sup>MoHUA, 2015

<sup>3</sup>MoHUA, 2015



The guidelines prepared for the Mission identified: safety and security of citizens, particularly women, children and the elderly as one of the core infrastructure components of a smart city and emphasised the participation and incorporation of the process of co-creation with the vulnerable groups including Persons with Disabilities, elderly, women and children while submitting the proposals for Smart cities. The mission aims at enhancing the ease of living in the cities and improving municipal performance through digital interventions.

The Cities Insight Report prepared under the BASIIC programme identifies smart cities initiatives to develop disabled-friendly infrastructure in order to tackle the issues of inaccessibility across the urban environment. Cities are adopting new initiatives and implementing Innovative projects such as Sensory Park, All Abilities Park, ICT enabled infrastructure, Tactical urbanism and Placemaking initiatives for urban centres. The design of these sector-specific projects is to tackle the barriers and challenges faced by Persons with Disabilities/Children/ Women/Elderly Persons.

## 10.5. Digital India Mission, 2015<sup>4</sup>

“Digital India Mission” is the flagship programme of the Ministry of Electronics & Information Technology, with a vision to transform India into a digitally empowered society and knowledge economy. The vision areas of the Mission include Digital Infrastructure as a Core Utility to Every Citizen; Governance and Services on Demand;

<sup>4</sup>MoE&IT, 2015

Digital Empowerment of citizens. The Mission has been an empowering endeavour specially for persons with visual impairment.

The following initiatives and applications developed under the Mission have made a substantial change in the lives of the marginalised groups:

- Accessible India App - The mobile application is a crowdsourcing platform to obtain information on inaccessible places across the country comprehensively.
- Sugamaya Pustakalya - an online platform that makes accessible content available to print for Persons with Disabilities. The library houses publications across diverse subjects and languages and multiple accessible formats. It has been created by the Department of Empowerment of Persons with Disabilities (Divyangjan), Ministry of Social Justice and Empowerment in collaboration with member organisations of Daisy Forum of India and powered by TCS Access.
- E-Basta has created a framework to make school books accessible in digital form as e-books to be read and used on tablets and laptops. The main idea is to bring various publishers (free as well as commercial) and schools together on one platform. Besides, a back-end framework to facilitate the organisation and easy management of such resources has been developed, along with the web-based applications that can be installed on tablets for navigating the framework.
- E-hospital is an open-source health information management system (HMIS) that is configurable and easily customisable with multi-tenancy support. It is designed to deploy in cloud infrastructure to manage multiple hospitals seamlessly. The generic application addresses all major functional areas of a hospital.
- E-Pathshala - Developed by NCERT, showcases and disseminates all educational e-resources including textbooks, audio, video, periodicals and a variety of other print and non-print materials through the website and mobile app. The platform addresses the dual challenge of reaching out to a diverse clientele and bridging the digital divide (geographical, socio-cultural and linguistic), offering a comparable quality of e-contents.
- Government E-marketplaces is a single-window solution for online procurement of common use Goods & Services required by various Government Departments / Organisations / PSUs and offers online registration facilities for all stakeholders namely Government Users, Product Sellers and Service Providers.
- Beti Bachao Beti Padhao- The campaign aims at ensuring girls are born, nurtured and educated without discrimination to become empowered citizens of this country. The platform showcases “you-tube channel” of various videos related to the campaign.
- Direct Benefit Transfer is developed for the ease of transfer of the pension/aid to the registered beneficiary

## 10.6. Heritage City Development and Augmentation Yojana (HRIDAY), 2015<sup>5</sup>

National Heritage City Development and Augmentation Yojana was launched in 2015 with the aim of bringing together urban planning, economic growth and heritage conservation in an inclusive manner to preserve the heritage character of each heritage city. The proposed Scheme HRIDAY offers tremendous opportunity towards integrated, inclusive and sustainable development of some heritage in India. HRIDAY offers a paradigm shift in India's approach to city development, bringing together urban planning/economic growth and heritage conservation in an inclusive and integrated manner with a focus on livelihoods, skills, cleanliness, security, accessibility and service delivery. The objective of the Scheme includes: “Increase accessibility, i.e. physical access (roads as well as universal design) and intellectual access (i.e. digital heritage and GIS mapping of historical locations/ tourist maps and routes).” One of the intended outcomes of the Scheme is Improvement in social safety and reduction in crimes.

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<sup>5</sup>MoHUA, n.d.

## 10.7. Swachh Bharat Mission, 2014<sup>6</sup>

“Swachh Bharat” is another flagship mission of the Government of India with a focus on cleanliness and hygiene and launched in 2017 by the Hon’ble Prime Minister. The programme targets- elimination of open defecation; conversion of unsanitary toilets to flush toilets; eradication of manual scavenging; municipal solid waste management; and bringing about a behavioural change in people regarding healthy sanitation practices.

The guidelines issued for SBM-Urban in 2017 specifies that to ensure adequate provision for separate toilets (and bathing facilities) women and facilities for the disabled (e.g. ramp provision, braille signage) in the building of community toilets as well as public toilets and urinals. “Handbook on Accessible Household Sanitation” for Persons with Disabilities prepared under this Mission focuses specifically on provisions for accessible toilets and sanitation.

## 10.8. National Urban Livelihoods Mission (NULM), 2013

Deen Dayal Antodaya Yojana – National Urban Livelihoods Mission (DAY – NULM), 2013 has an aim to uplift the urban poor folks by enhancing sustainable livelihood opportunities through skill development. Keeping in view the objective of Make in India, Skill Development is essential for socio-economic betterment. Ministry of Housing and Urban Poverty Alleviation (HUPA) launched Deen Dayal Antyodaya Yojana, and the Government of India has provisioned Rs.500 crore for the Scheme.

NULM would place a very high emphasis on convergence with schemes/programmes of the relevant line Ministries/Departments and programmes of state governments dealing with skills, livelihoods, entrepreneurship development, health, education, social assistance. An alliance strategy will be sought with all concerned departments to promote skills training of rural-urban migrants as a bridge between the livelihoods of the rural and urban poor.

- Shelter for Urban Homeless (SUH) component of DAY-NULM scheme
  - Cater to the needs of especially vulnerable segments of the urban homeless like the dependent children, aged, disabled, mentally ill and recovering gravely ill, by creating special sections within homeless shelters and provisioning special service linkages for them
  - Child care facilities are made available for children by linking the shelter to the nearest Anganwadi Centers.
  - Women shelters: Shelters for the exclusive use of women in terms of its location, design, services and support systems, could be designed to cater to the needs of women and their dependent children- at least one such shelter for women in each ULB.
  - Special Shelters: Special shelters provided taking into account special needs for segments of homeless persons, such as old persons without care, mentally or physically challenged, recovering patients and their families, attendants of the patients admitted in hospitals.
  - Provide access to various entitlements, viz. social security pensions, PDS, ICDS, identity, financial inclusion, education, affordable housing.
- Meals provided at the shelter should be subsidised for old, infirm, disabled women and men and all children.
- Convergence with the related schemes including rehabilitation of disabled schemes of Ministry of Social Justice and Empowerment; Referral services for women & children in distress with SWADHAR, UJJAWALA, SABLA, One Stop Centre, Women Helpline Scheme, Schemes of MoW&CD; Subsidy under PDS and Direct Benefit Transfer under various Govt. schemes

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<sup>6</sup>Guidelines for SBM-U, 2017

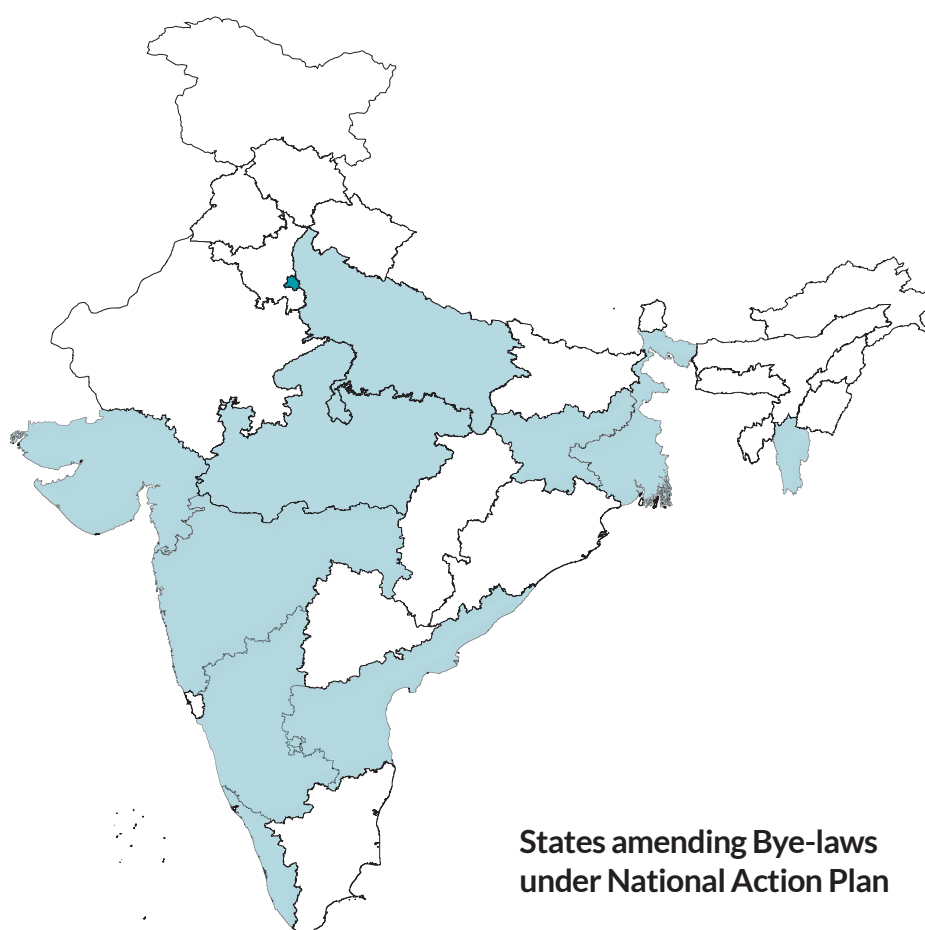
- The need assessment of the profile of the homeless populations in these areas in terms of gender, age, education, occupation, marital status, number of children, history of illness. Persons with Disabilities are categorised separately.

## 10.9. 11<sup>th</sup> National Action Plan (2009-2011)

Under the 11th National Action Plan (2009-11) which aimed at the creation of a barrier-free environment, the Ministry of Housing and Urban Affairs circulated the document “Guidelines and Standards for the barrier-free environment for disabled and elderly persons in 1998” formulated by the Central Public Works Department, to all the state governments and Agencies. Major Action Points proposed and considered by MoHUA in the plan are:

### 1. Amendment of building bye-laws:

One of the most critical steps towards the creation of the built environment was directing states amendments of Bye-laws as a priority. 16 States/ UTs (out of 36) have already amended their building bye-laws during the plan.



### 2. Harmonisation of guidelines for the barrier-free built environment

The prevalent guidelines, BIS 2005 Standard; CPWD Guidelines for Barrier-free environment, 1998; Guidelines from Office of Chief Commissioner for Persons with Disabilities were harmonised and consolidated as one guideline. A committee<sup>7</sup>

<sup>7</sup>The committee had members from IIT Roorkee and representatives from CSOs excelling in the subject matter, representation from Central Public Works Department (CPWD), Central Town and Country planning office (TCPO), and other concerned agencies. Ministry of Housing is owning the Harmonised Guidelines by TCPO & CPWD, and Urban Affairs owns the Harmonised guidelines after vetting by TCPO & CPWD.

constituted under the chairmanship of the Deputy Commissioner from the office of Chief Commissioner for Persons with Disabilities prepared the current version of Harmonized Guidelines (2016).

The guidelines were prepared through the involvement MoSJE and regular consultations with DPOs and other civil bodies. After technical vetting by TCPO and CPWD, the guidelines were released by the Ministry of Urban Development, now MoHUA.

The guidelines contain sections including Universal Design Elements within Building premises, signage, Level change, Access to Toilet facility, fire evacuation needs, alighting and boarding areas, Transport and Road Planning, Adapted Housing and Access audit checklist.

Harmonised guidelines have been recommended in the Rights of Persons with Disability Act for the creation of an accessible built environment. A periodic revision of the same has been mandated in the act to bring the guidelines at par with the needs & aspirations of Persons with Disabilities as well as the technological advancements. The draft of the current version of guidelines has also been mentioned for reference in the latest Model Building Bye-laws as well as URDPFI Guidelines. Also, the office of Hon'ble Secretary, MoHUA directs all the state & UTs to incorporate provisions of Harmonised Guidelines into State/ city byelaws, again in 2018. In a recent public survey conducted by the BASIIC programme in collaboration with IIT- Roorkee, the majority of the respondents showed their faith in the guidelines.

### **3. Access Audit**

Various public buildings and urban spaces that are frequently visited by the public were audited to assess the present status of physical barriers in the built environment. As a part of the plan, access audits of Government of India CPWD buildings located in Delhi were carried out by civil societies organisations. Access audits of 50 central government buildings including the Parliament of India and other significant/ high visibility buildings were carried out by various agencies in the specified timeline.

It identified the barriers in the external and internal built environment of the building (as listed below): 1. approach ,2. Main Gate 3. parking, 4. building entrance, 5. public dealing areas, 6. corridors and general circulation area, 7. Signage, 8. Lift, 9. Staircase, 10. Ramp, 11. Toilets, 12. Drinking water facilities, 13. Canteens, 14. conference and meeting room, 15. exists and emergency evacuation facility, 16. Lighting, 17. warning system, 18. safe refuge and any other specific areas related to public use and reach.

### **4. Provision of barrier-free environment in Central Government buildings**

Instructions were issued to the Central Public Works Department to provide a barrier-free environment in all the central government buildings. Immediate action plan targeted 46 buildings including the prime minister's office, Vigyan Bhawan etc.

### **5. Awareness generation and capacity building**

Integration with Jawaharlal Nehru National urban renewal Mission (JNNURM) and other programs of the Ministry increased the awareness level about the necessity of various actions. Various workshops conducted had participation from the concerned Ministries state secretaries and other Central Agencies including CPWD, NBCC, HUDCO, TCPO, BIS, Chief Commissioner Disability, Leading architecture and planning colleges, Institute of Engineers, Institute of Town Planners, Council of Architecture, Indian Institute of Architects and concern member from the civil society organisations.

### **6. Monitoring and Review**

The monitoring and review were done of the progress every six months with a random audit of access, and integration with the existing mechanism of another program review.

## 10.10. Observations and comments

Policy/ Mission	Comments
Accessible India Campaign	The campaign has the potential to bring in a paradigm shift in the existing approach, and should also include mechanisms of compliance assurance in the inception and design of public policies and programmes as well as the built environment.
AMRUT	<p>Detailed guidelines and standards need to be prepared and disseminated to ensure that the provisions developed by the mission are accessible by all. The aspects of improving mental health concerns in the urban design should as well be incorporated to enhance the quality of life of citizens further.</p> <p>Disaggregated data collection will be helpful to assess the needs and plan the infrastructure accordingly.</p>
PMAY-U	Though, the provisions for inclusion of the vulnerable groups in the Scheme has been incorporated, specifying the percentage and provisions of accessible housing as well would be more impactful. This would require disaggregated data collection and need assessment.
Smart City Mission	<p>Many innovative projects are undertaken under this Mission including multi-sensory parks, assistive classrooms, street redesign etc.</p> <p>With immense resources going into the development of smart cities, the guidelines and shortlisting criteria should elaborate more on the provisions of inclusivity, safety and accessibility. Procurement and developing accessible and inclusive digital and physical infrastructure provisions should be incorporated in the mandate.</p>
Digital India Mission	The mission has brought a change in the lives of these groups especially persons with visual disabilities. Though unaffordability and inaccessibility of digital infrastructure remain a concern.
HRIDAY	Guidelines and norms for religious and cultural spaces should be prepared as per the inclusive and universal design provisions to encourage accessible tourism.
SBM	Though the mainstreamed attempt handbook of accessible toilets does act as a quick reference for the practitioners, the standards, specifications and the budget for the same in the main guidelines are missing. Inclusion of provisions in the primary guidelines would be helpful for procurement, quality assurance and proper implementation.
DAY-NULM-U	The Scheme has been inclusive of the needs and concerns in its entire cycle from need assessment to delivery of the provisions. Involvement of the concerned department and civil societies has resulted in more effectiveness.
11 <sup>th</sup> National Action Plan	The plan marks the beginning of a dedicated movement for accessibility in India.

## 10.11. Inferences

Table 12. Tenets addressed in various urban policies

		Accessibility	Safety	Inclusivity
1.	Accessible India Campaign			
2.	AMRUT			
3.	PMAY-U			
4.	SCM			
5.	Digital India			
6.	DAY-NULM-U			
7.	HRIDAY			
8..	SBM			
9.	11 <sup>th</sup> National Action Plan			
10.		8/9	1/9	8/9

It is observed that the intent exists to include the aspect of inclusion among most of the policies/ missions, though there is still a huge gap between translating intent into implementation. There is a need for disaggregated data collection and need assessment to be integrated into policy/programme design; development of sectoral/unified guidelines for reference and compliance; and incorporation of inclusive provisions in the proposal, tendering and procurement stage. The cyclic relationship existing among accessibility, safety and inclusivity should be acknowledged and included. It has also been observed that a comprehensive and integrated approach could have been adopted facilitating one programme being built from the success of the other policy/programme. This would further ensure that the progressive urban policies complement each other for enhanced effectiveness. For example, a mobile application built under Digital India Mission provides the crowdsourcing of information for the Accessible India Campaign. Similarly, Smart city infrastructure can further support and increase accessibility through interventions like integrating assistive technology and artificial intelligence in the built environment enhanced monitoring and use of sensors for safety. This would also support in identifying areas of intervention for other policies and programmes.

# Broad Recommendations

The study and analytical review of the policies and programme indicate that despite the intent to make the city infrastructure inclusive, accessible and safe exists in most of the policies, there are operational hurdles that need to be resolved. Broad recommendations are suggested for each step of strengthening Inclusion in urban development (as discussed in [section 3.5](#))

## 11.1. Need for disaggregated data

Inclusive data is disaggregated by sex, age, disability type, income, geographic location, and migration status along with other characteristics that are relevant to the local context to facilitate evidence-based planning of the policies, projects by systemically understanding and addressing the barriers that limit inclusion and accessibility of the vulnerable groups. As discussed in [chapter 2](#), This will support the core concept of “efficiency” by providing a structured way of matching available urban resources with service demands in addressing specific needs of the vulnerable groups. It will also be helpful in strengthening the need and suggesting appropriate design strategies for urban policies and programmes.

## 11.2. Engagement and consultations to understand their expectations and challenges

The needs and requirements of these vulnerable groups changes drastically with minor changes in the characteristics and can only be understood through active engagement and involvement with these groups. Co-creation of programs, policies and schemes should be done at the local level for better understanding and accommodation of their needs and concerns. Community integration is an important concern for Persons with Disabilities, the elderly, and children. Community integration refers to the extent of involvement, engagement, and participation of an individual in the same manner as a typical citizen in the community. The design, planning, policy, programmes, practices and procedures should comply with appropriate guidelines for the enhancement of community integration for individuals with disabilities, elderly and children. Still, the role of sensitization and awareness among citizens is critical. A network of NGOs and Civil society organizations should be established, strengthened and included for extensive awareness and sensitization programs.

## 11.3. Encouraged Participation in socio-economic-cultural growth

Enabling urban eco-systems should be established in which all stakeholders can actively participate, particularly stakeholders who face attitudinal barriers limiting their participation such as Persons with Disabilities and older persons. This can be achieved by incorporating inclusive provisions among all urban and planning policies and programs. Participatory programs must guarantee socio-economic equity through inclusive programs in education, cultural activities and productive employment.

Family support groups and community support groups could be formulated and trained to recognize the needs and concerns of the vulnerable groups and help them to participate or be their voice to raise their concerns at the local area level itself. Urban policies and programmes should prioritize accessible placemaking to facilitate the participation of vulnerable groups in socio-cultural activities.

Equitable participation would be ensured by providing information in accessible formats, accessibility of public and private transportation, promoting inclusive opportunities for civic, cultural, education and voluntary engagement; building interior and exterior spaces on the basis of Universal Design Principles. Such provisions will trigger the cyclic effect of the tenets and ensure all persons can participate in urban transformation and make productive contributions to society.

#### **11.4. Development of a comprehensive policy design framework**

Disability, gender & child issues and urban development are all state subjects, limiting the central guidelines and policies on the related issues to be at most recommendatory. It raises the need for proper intent for implementation by each state government. Kerala, for instance, has a comprehensive State Policy for Persons with Disabilities that ensures their inclusion in employment, education, mobility etc.

Inclusion strategies and approaches should get translated into all state policies and guidelines to be more effective. beneficiary specific policies are found to be better designed than the urban/sectoral policies in the performance evaluation. This highlights the need for a comprehensive policy framework that can support inclusive policy design.

The “Equi-frame” framework through its core concepts and key questions can be used while designing the policies and programmes. For instance, The significance of the core concepts like “non-discrimination”, “safety” “participation”, “empowerment”, “integration”, “contributions”, and “access” in components of the tenets of accessibility, safety and inclusivity are elaborated in [chapter-3](#). Cultural responsiveness, and provisions to support the families become critical for policy formulation in diverse socio-cultural Indian Cities. Also, aspects like budgetary provisions, strengthening capacities of the service providers, provisions of entitlement and understanding capabilities will be crucial components of urban policies to ensure better and effective adoption and faster implementation.

#### **11.5. Adoption of inclusion as a core component in the entire project development cycle**

The provisions of accessibility, safety and inclusivity are often incorporated as an afterthought by retrofitting the infrastructure provisions rather than including them during the project conceptualisation. This results in an increase in the cost of adding the requirements of Universal and inclusive design to any product good or services from only 1% at the initial stage to 20% of the total cost during retrofitting.

Inclusion should be adopted as the core component across the project cycle from feasibility study to maintenance and operations. A detailed list of the to-do’s to ensure inclusion for each stage of the project cycle is given below:

**Table 13. Inclusion at each stage of Project development**

<b>Feasibility Study</b>	<ul style="list-style-type: none"> <li>• A feasibility study should be anchored to the needs of Persons with Disabilities, other marginalized communities, and users representative of the demographics in the area</li> </ul>
<b>Concept Development</b>	<ul style="list-style-type: none"> <li>• Need Assessment and its translation into requirement through; Periodic collection of disaggregated data on the quality and numbers of the marginalized groups living in the concentrated area Public projects to conduct consultations with all types of beneficiaries to understand their needs and expectations Ensure “availability, accessibility, affordability, acceptability” for all in the project brief</li> </ul>
<b>Design Stage</b>	<ul style="list-style-type: none"> <li>• Design of the Built environment elements - reviewed by an Accessibility Auditor (registered with Accessible India Campaign) The design team consists of the Accessibility Expert</li> <li>• Stakeholder Consultation to be done with (citizenry, developers, government) to review the proposals</li> </ul>
<b>Tendering stage</b>	<ul style="list-style-type: none"> <li>• Tendering to include construction of accessibility elements (as detailed in sheet 2) with detailed specifications, dimensions and material qualities.</li> <li>• Websites, mobile applications and digital infrastructure to be compliant with the W3CGA Standards</li> </ul>
<b>Procurement</b>	<ul style="list-style-type: none"> <li>• Procurement to be in accordance to the accessibility and quality compliance Procurement of material/elements needs to detail out accessibility specifications as part of tendering process</li> </ul>
<b>Implementation stage</b>	<ul style="list-style-type: none"> <li>• Compliance check of incorporation of proper standards for accessibility and safety into the procurement and the contract document</li> <li>• Enhancement of capacities of officials on tenets of accessibility, safety and inclusivity</li> <li>• Training &amp; capacity building of contractors on universal design &amp; proper construction of accessible elements</li> <li>• Quality certification check for accessibility features during and after the implementation stage</li> </ul>
<b>Maintenance &amp; Operations</b>	<ul style="list-style-type: none"> <li>• Maintenance of accessible infrastructure to be ensured by periodic (maximum five year interval) accessibility audits including Quality Check</li> <li>• Periodic city-wide audit to keep a check on the usability of interconnected components of the urban system.</li> </ul>

It should be ensured that application of universal design is incorporated as a requirement in all the contract documents issued by public and private bodies. Also, there is a need for an inclusive procurement policy that mandates any procurement of products (both hardware and software), goods and services to conform to the standards of Universal and Inclusive Design.

There are examples of proactive initiatives to mainstream disability awareness and universal access which are proven to be successful working models. One such example - Delhi Metro Rail Corporation has used the international inclusivity standards as part of the procurement process due to its involvement with the Japan Bank of international cooperation. The entire system of Delhi Metro, including the vehicles and the metro stations, comply with the requirements, and meet standards and provisions for the marginalised groups including elderly, Persons with Disabi and the individual needs of women and children. Delhi Metro has ample space for the movement of the wheelchairs, separate areas have also been left for the accommodation of wheelchair users in the train coach. The stations have tactile tiles to direct persons with Visual impairment and are equipped with facilities like an accessible toilet and baby care room.

Another inspiring example is the prototype buses divided by Tata Motors into the inclusive BRT project of the Delhi government which were created after discussion with persons living with reduced mobility and other disabilities. The provisions of Telescopic hydraulic and foldable hinged Ramp and alignment with the raised bus station platform to eliminate a vertical and horizontal gap for the wheelchair as well as ample amount for the movement of the wheelchair were being incorporated in the prototype. A similar prototype was also defined for the city of Mumbai by the students of the Indian Institute of Technology Mumbai. The prototype also completed a successful pilot project.

It should be fundamental to an inclusive policy that the key attributes include a clear, concise project brief with clearly stated Universal access requirements- included as the inputs as well as a measure of the performance of the facility in the end. Quality assurance required for the implementation of works can be achieved by the empanelment of contractors and companies with proper training. It has to be an appropriate mechanism of monitoring by the procuring authority that the standards established for inclusivity, accessibility, and safety are met without any compromise. The operational and maintenance cost of both hardware and software as well as goods and services should be considered in the bidding process itself.

## 11.6. Need to device stringent compliance assurance

There is also a need for a compliance check of proper implementation. Incorporation of usability accessibility and safety standard into the procurement and the contract document of the project Commission by the Government and private entity. Adopting the World Bank model could be another measure. The “World Bank” finances the construction of public infrastructure after its client has applied the universal design using the most cost-effective methods of application. Similarly, while giving loans for any development project or schemes will be given by the Government of India or any of the banks after a proper compliance check by the agency. The core concepts of the modified “Equiframe” framework- accountability, quality, entitlement and budgetary provisions play a critical role in this aspect.

A compliance check for incorporation of the guidelines and standards should be made through periodic audits of the programmes/policies and schemes as well as infrastructure/physical provisions. The measure of compliance to accessibility, safety and inclusivity can be done through the identified indicators throughout the life-cycle of any policy, scheme and project:

**Table 14. Identified indicators throughout the life-cycle of any policy, scheme and project**

At the planning stage	At the implementation stage	Post Implementation stage
<ul style="list-style-type: none"> <li>• Level Participation in decision making and implementation process</li> <li>• Level Disaggregated data collection and evaluation</li> <li>• Existing profile of the sector</li> <li>• Provisions and Budget allocation</li> <li>• Involvement of trained professionals, practitioners</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in participation</li> <li>• Audit of the status of provisions in- quality and numbers of infrastructure (physical and social ), transport and ease of access, private and public buildings, housings, economic schemes and culture&amp; recreation</li> <li>• Number of beneficiaries</li> <li>• Expenditure on inclusive project/ programmes/ schemes in urban development</li> <li>• Training and capacity building of practitioners</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in quality of life</li> <li>• Reduction in attitudinal and physical barriers</li> <li>• Reduction in accidents and crime rates</li> <li>• Level Participation in socio-cultural life and community interaction</li> <li>• Level of dependence</li> <li>• Awareness and sensitisation among the community</li> </ul>

Compliance check-in sectoral policies/ programmes

- Parameters for such a Compliance check includes:
- Incorporation of components of inclusive, safety and accessibility into the Urban Development
- Expenditure on the development of a policy/ project/ program on the inclusion of Persons with Disabilities older women and children in the Urban Development infrastructure transport housing in services
- Training and capacity building of officials and service providers on topics including accessibility and safety
- Level of participation from the marginalised group of persons with disability older women and children into the decision making and implementation process

- Periodic collection of this aggregate a data on the quality and numbers of these marginalised groups living in the concentrated area
- Development of the Urban Sector profile specific to the needs and concerns of these groups
- Participation of civil society organisations working for the welfare of this group
- Periodic city-wide audit to keep a check on a state of infrastructure, for example; road, footpath, public building, transport service and facility, housing scheme, economics centre and recreational spaces of usability, accessibility and safety
- Number of people Incorporated into the programmes related to health, education and employment
- Increase the quality of life of the people with the measure of health nutrition and health and hygiene
- Participation of these stakeholders in the social and community life
- Level of dependency and support required
- Number of people having access to infrastructure/ Transport/ Service /provision /housing scheme/ economic Centre/ recreational places exactly

### 11.7. Mechanisms for stringent monitoring and evaluation

There is a need to develop comprehensive frameworks to monitor and evaluate the progress of the cities on the path of inclusion. One such framework has been formulated by the BASIIC programme in partnership with the Indian Institute of Technology Kharagpur to measure the state of inclusion in the city. The framework also suggests the way forward and monitor yearly improvement.

# Annexures

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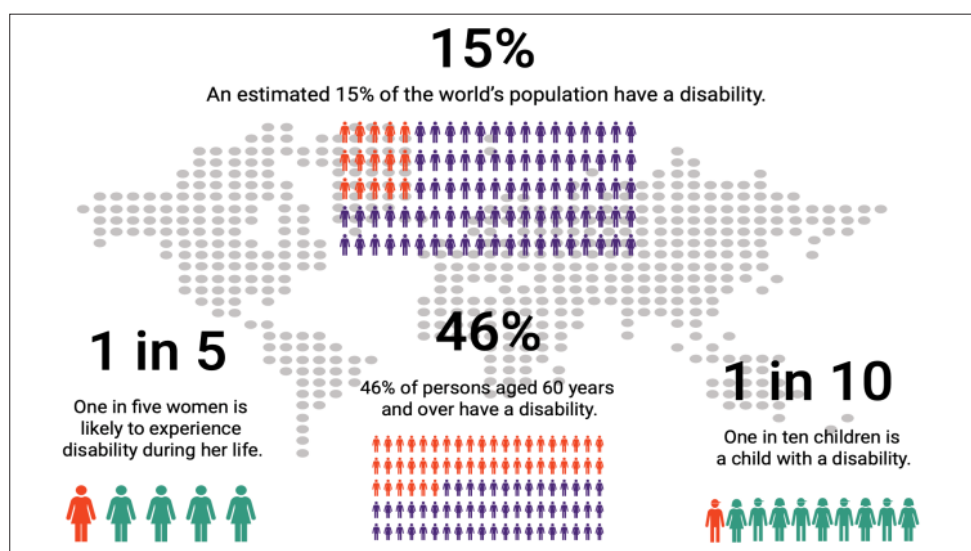
## 12.1. Annexure 1- Statistics

- Over a billion people in cities the world over, about 15% of the total global population, have some form of disability, thus highlighting the urgency in the UN declaration that poor accessibility “presents a major challenge”. (Figure 2)
- Among the Persons with Disabilities, 110 - 190 million adults have significant functional difficulties.
- In countries with life expectancies over 70 years, individuals spend on average about 8 years, or 11.5 per cent of their life span, living with disabilities. (Disabled World)
- Eighty per cent of Persons with Disabilities live in developing countries, according to the UN Development Programme. (WHO)
- Disability rates are significantly higher among groups with lower educational attainment in the countries of the Organisation for Economic Co-operation and Development (OECD), says the OECD Secretariat. On average, 19 per cent of less educated people have disabilities, compared to 11 per cent among the better educated.
- In most OECD countries, women report higher incidents of disability than men.
- The World Bank estimates that 20 per cent of the world’s poorest people have some kind of disability, and tend to be regarded in their own communities as the most disadvantaged. (World Bank)
- Women with disabilities are recognized to multiply disadvantaged, experiencing exclusion on account of their gender and their disability. (Disabled World)
- In India, there are about 26.81 million Persons with Disabilities (Census 2011) - 56% male and 44% female, and 31% in urban areas and 69% in rural areas – though they remain invisible despite being the largest minority group in the country.

The high number of Persons with Disabilities in India highlights the need for inclusionary urban policies even though they constitute 2.21% and 2.17% of the national and urban population, respectively, which is lower than the global average of 15%.

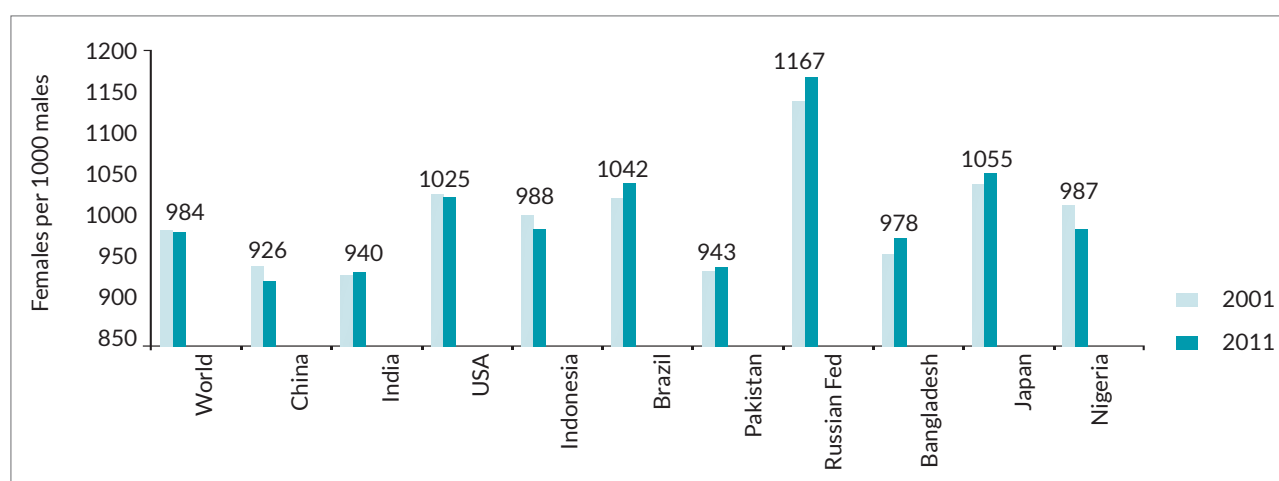
The Rights of Persons with Disability Act, 2016 has reframed the definition of disability and the number of disabilities has increased by three times. The disabled population is likely to be much higher than the persons identified in Census, 2011. India particularly lacks data on disability and therefore requires redefining the disability statistics in the country.

Figure 13. Status of Persons with Disabilities in Global Population<sup>1</sup>



- In India, the distribution of Persons with Disabilities by age and gender is elderly (21%), women (49%) and minors (29%).<sup>2</sup>
- In India, there are 104 million persons with age above 60 years, constituting about 8% of the total population.
- It is estimated that India will account for 20% population of the world's elderly population by 2050 and will be the country with the largest number of senior citizens.
- The proportion of elderly persons in urban centres is 7.9% and varies across cities between 6% in Delhi and 12% in Kerala (Census 2011).
- It is observed that India's population is ageing faster than expected. It is estimated that 1/4th of the present population is in transition from working age to old age. While the overall population of India will grow by 40% between 2006 and 2050, the population of those aged 60 and above will increase by 270%.
- The gender ratio is not uniform and shows diverse patterns across different countries – the female population outnumber males in countries like the USA, Russian Federation, Japan and Brazil.
- The sex ratio in India is 940 females per 1,000 males, constituting about 48.46% of the total population (census 2011).

Figure 14. Trends of Sex Ratio in ten most populous Countries 2001-2011<sup>3</sup>



<sup>1</sup>Global population of Persons with Disabilities (IASC Guidelines, 2019, Inclusion of Persons with Disabilities in Humanitarian Action)

<sup>2</sup>Social Division, 2016)

<sup>3</sup>[https://censusindia.gov.in/2011-prov-results/data\\_files/india/Final\\_PPT\\_2011\\_chapter5.pdf](https://censusindia.gov.in/2011-prov-results/data_files/india/Final_PPT_2011_chapter5.pdf)

## Health Care

- Rates of disability are increasing due to population ageing, along with this and increase in chronic health conditions are among other causes. Although disability is associated with health conditions (such as arthritis, mental, or emotional conditions) or events (such as injuries), the functioning, health, independence, and engagement in a society of Persons with Disabilities can vary depending on several factors:
- The severity of the underlying impairment
- Social, political, and cultural influences and expectations
- Aspects of natural and built surroundings
- Availability of assistive technology and devices
- Family and community support and engagement
- WHO report specified that Adults with disabilities are three times more likely to have heart disease, stroke, diabetes, or cancer than adults without disabilities
- The same report highlights that women with disabilities are less likely than women without disabilities to have received a breast cancer X-ray test (mammogram) during the past 2 years.
- The number of people with disability is dramatically increasing. This is due to demographic trends and increases in chronic health conditions, among other causes.
- Persons with Disabilities need regular access to health services since they are highly susceptible to co-morbid conditions in addition to (and are unrelated to) a primary health condition associated with disability. For example, the prevalence of diabetes in people with schizophrenia is around 15% compared to a rate of 2-3% for the general population.<sup>4</sup>
- According to a study conducted by World Health Organisation, Persons with Disabilities encounter a range of barriers when they attempt to access healthcare including Prohibitive costs, Limited availability of services, Physical barriers in access, and Inadequate skills and knowledge of health workers.
- Just over half of Persons with Disabilities are unable to afford healthcare compared to about a third of people without disabilities.<sup>5</sup>

## Transportation

- Accessible public transport service promotes inclusion by ensuring equal access for all towards employment opportunities, education, healthcare and social interaction. The absence of access has recently tossed the term “the transportation disadvantaged” for individuals facing difficulties in gaining access to transportation systems.
- The Supreme Court, in 2017, has directed all the states and union territories to ensure government buses to be disabled-friendly.
- A large proportion of city and inter-city transport services and street infrastructure are either completely inaccessible or incredibly difficult to access by Persons with Disabilities, turning even the shortest trip into a nightmare for them.

## Employment & Livelihood

- Among the persons with visual disability, 42.7% are dependents and 28.0% are students; among those with disability in hearing, 38.7% are dependents and 32.5% are students; among persons with a speech disability, 33.5% are dependents and 37.2% are students; and, among those with disability in movement, 49.8% are dependents and 19.7% are students.<sup>6</sup>
- The additional costs involved with disability and age increases poverty at both the extensive and intensive margin. The poverty rate amongst households with disabled members is observed to increase from 18 per cent to 34 per cent.
- There are 10.13 million child labourers between 5-14 years in India (Census 2011)

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<sup>4</sup>WHO, 2018

<sup>5</sup>WHO, 2020

<sup>6</sup>Census, 2011

India has 33 million working children between the ages of 5-18 years. In parts of the country, more than half the child population is engaged in labour (Census 2011)

### Social Protection

- The National Social Assistance Programme (NSAP) is a Centrally Sponsored Scheme of the Government of India that provides financial assistance to the elderly, widows and Persons with Disabilities in the form of social pensions. Under this scheme, financial assistance in form of pension is given under different schemes to elderly, Persons with Disabilities and widows. It also contains Annapurna Scheme (to provide food security to meet the requirement of those senior citizens) and the National Family Benefit Scheme (In the event of death of a bread-winner in a household) to support the vulnerable population.
- The ongoing debate over the use of BPL status for identifying beneficiaries for social programmes, is especially true for social pensions where many poor elderly, widows and Persons with Disabilities are excluded from the NSAP as their names are not on the BPL list.
- The government of India has been continuously criticised for not increasing the monthly pension provided to the elderly, widows and Persons with Disabilities in India. While the Government of India maintains that State Governments should make a matching contribution to social pensions, the amount would still not account for the rise in living costs over the past decade.

Concerns are raised on the delivery mechanism of these schemes, during the recent COVID -19 crisis. Despite three months pension were released as support during lockdown the accessibility of the benefit was questionable.

### Education

- The global literacy rate for adults with disabilities is as low as 3 per cent, and 1 per cent for women with disabilities, according to a 1998 UNDP study. (UNDP)
- 55% of Persons with Disabilities in India are literates and have at least fixed level of proficiency in functional literacy skills. In urban areas, 20% have matric/secondary level education but below graduate and 10% are graduate and above.<sup>6</sup>
- 1 in 4 children of school-going age is out of school in our country – 99 million children in total have dropped out of school (Census 2011)
- Out of every 100 children, only 32 children finish their school education age-appropriately (District Information System for Education (DISE) 2014-15)
- Only 2% of the schools offer complete school education from Class 1 to Class 12 (District Information System for Education (DISE) 2014-15)

### Accessibility

- The proportion of the elderly in global population is expected to increase from 10 per cent in 2000 to 15 per cent by 2025 and over 21 per cent by 2050. 25% of the population needs universal accessibility<sup>7</sup> to live independently and with dignity.
- Universal design becomes an essential need for a woman during her pregnancy while carrying her infant while travelling with her toddler as well as while performing her daily chores including buying groceries and vegetables.
- In a study conducted by MoSJE, more than 75% of elderly males and less than 40% of elderly females live with their spouses. Less than 20% of aged men and about half of the women live with their children. These sociological changes of independent living among the elderly makes the need for universal access and inclusive development more evident.
- 26 % of children live in urban areas and require adequately designed open spaces and parks to aid proper brain and physical development for nurturing their creative faculties.

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<sup>7</sup>Congress, 2019

- Inaccessible infrastructure can cost the tourism sector nearly 15-20% of the global market share. 95% of the building audited under the Accessible India Campaign didn't have the most essential provision of an accessible toilet and 75% of the remaining building had it in a sorry state.<sup>8</sup>

### Safety and Security

- The concerns of safety become more critical for women with disabilities. Women and girls with disabilities are particularly vulnerable to abuse. A small 2004 survey in Orissa, India, found that virtually all of the women and girls with disabilities were beaten at home, 25 per cent of women with intellectual disabilities had been raped and 6 per cent of women with disabilities had been forcibly sterilized.
- India ranks 120 among 131 countries in female labour force participation rates and rates of gender-based violence are high.
- The social barriers like stigma and abuse often lead to the marginalisation of the persons coming under the categories of disabilities like acid attack victims, little person disability (Dwarf) etc.
- Persons with Disabilities require special support systems in health, education and employment.
- The recent trend of the "living alone" concept is increasing mental health concerns among the elderly in urban areas.
- Every day, around 150 children go missing in India – kidnapping and abduction is the largest crime against children in our country (National Crime Record Bureau 2016)
- Over the last 10 years, crimes against children have increased 5 times over (National Crime Record Bureau Data Series).

### Finances and Economics

- Union Budget 2020 allocated around INR 251 crore out of the total amount of INR 9,500 crore for senior citizens and Persons with Disabilities. Though it targets only the seven disabilities as mentioned in the old Persons with Disabilities Act, 1995.
- In the Union Budget 2021, the allocation for the Department of Empowerment of Persons with Disabilities (DePWD) has been reduced to INR 1,171.76 crore from INR 1,325.39 crore, with an approximate cut of INR 150 crore

## 12.2. Annexure 2- Important Articles in UNCRPD

- Identify and eliminate obstacles and barriers and ensure that Persons with Disabilities can access their environment, transportation, public facilities and services, and information and communications technologies (Article 9).
- Equal access to justice (Article 13), bank loans, credit and mortgages (Article 12).
- Access to mobility aids, devices, assistive technologies and live assistance (Article 20)
- Access to in-home, residential and community support services (Article 19)
- Access to information- in accessible formats and technologies (Article 21).

Equal access to primary and secondary education, vocational training, adult education and lifelong learning. (Article 24).

- Protect the physical and mental integrity (Article 17),
- Freedom from torture and cruel, inhuman or degrading treatment or punishment, and prohibit experiments without the consent of the person concerned (Article 15).
- Freedom from exploitation, violence and abuse (Article 16)

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<sup>8</sup>Economic Times, 2016

Privacy of personal, health and rehabilitation information(Article 22).

- Promote awareness of the capabilities of Persons with Disabilities (Article 8)
- Prohibit discrimination based on disability and guarantee equal legal protection (Article 5).
- Adequate standard of living and social protection; this includes public housing, services and financial assistance (Article 28).
- Right to the highest attainable standard of health without discrimination (Article 26)
- Equal opportunity to experience parenthood, to marry and to find a family
- Equal rights to work and gain a living(Article 27).
- Equal participation in political and public life (Article 29).

Promote participation in cultural life, recreation, leisure and sport(Article 30).

### 12.3. Annexure 3- Provisions in the RPwD Act, 2016

<b>Built Environment and Information &amp; technology</b>	<ul style="list-style-type: none"> <li>• Rules for Persons with Disabilities laying down the standards of accessibility for:</li> <li>• physical environment,</li> <li>• information and communications,</li> <li>• including appropriate technologies and systems, and other facilities and services provided to the public in urban and rural areas.</li> <li>• Access to information</li> </ul>
<b>Citizen participation</b>	<ul style="list-style-type: none"> <li>• Accessible elections</li> <li>• Access pooling booth</li> <li>• Material to be in Accessible format</li> </ul>
<b>Transportation</b>	<ul style="list-style-type: none"> <li>• Formulation of rules</li> <li>• facilities for Persons with Disabilities at bus stops, railway stations and airports conforming to the accessibility standards relating to parking spaces, toilets, ticketing counters and ticketing machines;</li> <li>• access to all modes of transport that conform to the design standards, including retrofitting old modes of transport, wherever technically feasible and safe for Persons with Disabilities, economically viable and without entailing significant structural changes in design;</li> <li>• accessible roads to address the mobility needed by Persons with Disabilities.</li> </ul>
<b>Education and Livelihood</b>	<ul style="list-style-type: none"> <li>• Proper rehabilitation particularly in the areas of education and employment for all Persons with Disabilities.</li> <li>• provide necessary support individualised or otherwise in environments that maximise academic and social development consistent with the goal of full inclusion</li> <li>• provide transportation facilities to the children with disabilities and also the attendant of the children with disabilities having high support needs</li> </ul>
<b>Health care and emergency response</b>	<ul style="list-style-type: none"> <li>• Proper rehabilitation particularly in the areas of health for all Persons with Disabilities.</li> <li>• formulation of necessary schemes and programmes to safeguard and promote the right of Persons with Disabilities for an adequate standard of living to enable them to live independently or in the community:</li> <li>• Community integration through:</li> <li>• community centres with right living conditions in terms of safety, sanitation, health care and counselling;</li> <li>• facilities for persons including children with disabilities who have no family or abandoned, or are without shelter or livelihood;</li> <li>• support during natural or man-made disasters and in areas of conflict;</li> <li>• access to safe drinking water and appropriate and accessible sanitation facilities especially in urban slums</li> </ul>
<b>Public &amp; Green spaces</b>	<ul style="list-style-type: none"> <li>• redesign and support infrastructure facilities of all sporting activities for Persons with Disabilities;</li> <li>• provide multi-sensory essentials and features in all sporting activities to ensure active participation of all Persons with Disabilities;</li> <li>• Special Schemes and Development Programs</li> <li>• five per cent. Reservation in allotment of land on a concessional rate to use for housing, shelter, setting up of occupation, business, enterprise, recreation centres and production centres</li> </ul>

<b>Tourism &amp; culture</b>	<ul style="list-style-type: none"> <li>• promote and protect the rights of all Persons with Disabilities to have a cultural life and to participate in recreational activities equally with others which include,—</li> <li>• establishment of a disability history museum which chronicles and interprets the historical experiences of Persons with Disabilities;</li> <li>• making art accessible to Persons with Disabilities;</li> <li>• promoting recreation centres, and other associational activities;</li> <li>• facilitating participation in scouting, dancing, art classes, outdoor camps and adventure activities;</li> <li>• redesigning courses in cultural and arts subjects to enable participation and access for Persons with Disabilities;</li> <li>• developing assistive technology, devices and equipment to facilitate access and inclusion for Persons with Disabilities in recreational activities;</li> </ul>
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## 12.4. Annexure 4- Guidelines and Standards

Universal Design is a set of principles for the design of infrastructure assets, buildings, environments, etc. to make them accessible to all people, regardless of age, disability or other factors. This ensures infrastructure can be used by as many people as possible, regardless of their age or ability. For instance, the lack of access to, and ability to use, transport infrastructure can have a significant impact, as transport “can either facilitate social inclusion or exacerbate social exclusion”

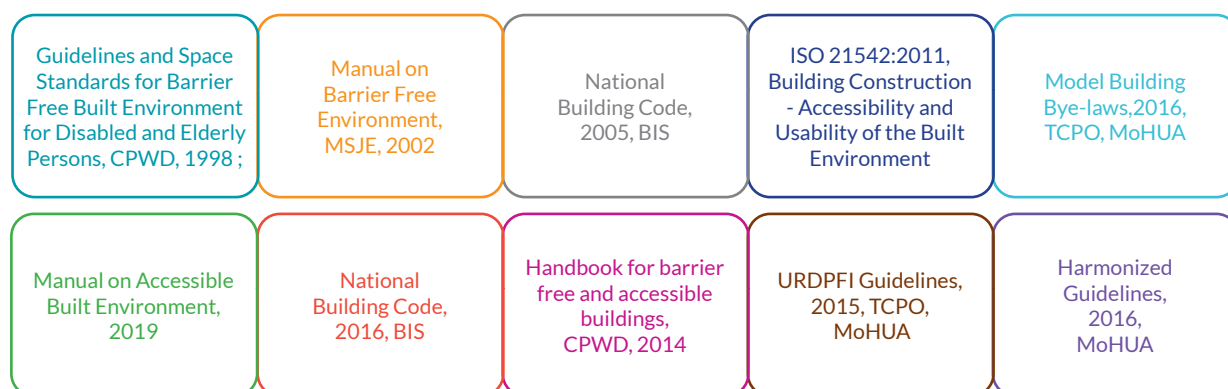
While the concept of Universal Design emerged primarily with Persons with Disabilities in mind, the concept behind Universal Design should be to help everyone, including the elderly, pregnant women, children and people with a temporary illness or injury. Thus, implementing Universal Design should result in benefits such as increased accessibility, freedom to move, and access to employment opportunities and social activities. Although internationally recognized benchmarks or standards for certain activities related to infrastructure exist, such as the ISO standards on accessibility requirements, the application of these standards requires specialist skills to understand, implement and enforce. Establishing standards and using regulations to ensure compliance is a very powerful tool for the development of inclusivity in infrastructure.

Creation of barrier-free environment in towns and cities is the responsibility of the state government, urban local bodies, development authorities and other state departments. Ministry of Housing and Urban Affairs, the nodal agency, plays an advisory and catalytic role in the promotion of aspects of accessibility in the built environment.

### Evolution of Guidelines and Standards on Accessibility in India

Many government agencies had laid down norms and standards for the design of spaces for Persons with Disabilities as given below:

**Figure 15: Guidelines by Different Government Agencies**



Many government agencies had laid down norms and standards for design of spaces for Persons with Disabilities including:

- As per the directions specified in the National Action Plan 2009-11, the three guidelines 1. Guidelines and Space Standards for Barrier-Free Built Environment for Disabled and Elderly Persons, CPWD, 1998; 2. Manual on Barrier Free Environment, MSJE, 2002; Annex D, & 3. National Building Code, 2005 Bureau of Indian Standards; were compiled and enhanced into a comprehensive document- Harmonised Guidelines & Space Standards for Persons with Disabilities and elderly in 2016.
- **National Building Code(NBC):** Simultaneously, in the third revision of the National Building Code(NBC) in 2016, one of the major changes incorporated the Requirements for accessibility in buildings and built environment for Persons with Disabilities and the elderly have been thoroughly revised and updated. The current version of NBC, 2016 is considered as a comprehensive document by many DPOs ( Disabled people Organisation).
- **Model Building Bye-Law, 2015:** Most of the State-specific Bye-Laws, which are formulated by the state government, are still following the Model Building Bye-Law prepared by TCPO, MoHUA. The latest version of Model Building Byelaws, 2016 has incorporated the Provisions for Differently abled, Elderly and Children as one of the 15 new features. Status of Implementation.
- As per the latest data available with the Town and country planning organisation, New Delhi, 33/36 states have appropriately included the provisions for Persons with Disabilities, elderly and children into their bye-laws as per the modified Model building bye-laws, 2015.
- **Urban & Regional Development Plans Formulation and Implementation (URDPFI) Guidelines, 2015** are used for the preparation of all developmental plans. The current guidelines have incorporated a small section on provisions for Persons with Disabilities and the elderly in the chapter of infrastructure requirements. There are gaps in the incorporation of these provisions into the existing master plans and bye-laws as implemented by the state/city agencies.
- **ISO 21542:2011:** The Accessible India mission has directed all public buildings to be accessible with reference to ISO 21542:2011, Building Construction - Accessibility and Usability of the Built Environment.
- **CPWD Publications:** CPWD has come up with Guidelines for Manual on Accessible Built Environment 2019, Handbook on Barrier-Free And Accessibility, 2014, Guidelines for design of buildings for aged and disabled, 1998; which are applicable to all CPWD and State PWD buildings and are also widely referred in preparation of other guidelines. These guidelines don't have any statutory backing for non-CPWD buildings but are widely used for government engineering departments.
- **Other Guidelines:** There are many other guidelines prepared by various civil societies in coordination or as a suggestion to various ministries including:
  - Practitioner's Manual on Inclusive WASH, 2016, MoSJE
  - Making Schools Accessible to Children with Disabilities, 2016, MoSJE and Unicef
  - Manual on universal Accessibility for Urban Roads & Streets, Indian Roads Congress, 2018
  - Universal Accessibility- Guidelines for Pedestrian, Non-Motorised Vehicle and Public Transport Infrastructure, in association with Shakti Foundation, 2014
  - Guidelines for Pedestrian Facilities, IRC, 2012
  - Street Design Guidelines, 2012, UTTIPEC, DDA

- Guidelines on Universal Design in Hospitals & Residential Facilities, DFID, 2014
- Universal Design Toolkit on Public Transit Systems, 2013
- Universal Signage and Way Finding Guidelines, 2012
- Guidelines for Accessible Religious Places
- Problems and prospects of Accessible Tourism, MoT
- Guidelines for a Barrier-Free Environment in Universities/Colleges, AICTE, Svayam
- These guidelines, though are completely recommendary in nature, they could act as a useful resource for sectoral policies and programmes.

### Gaps Identified

- It is observed that there are a lot of duplicities and discrepancies in the existing guidelines and standards which creates confusion for the practitioners resulting in improper implementation. The same has been observed in the National Action plan 2009-2011 and resulted in the formation of Harmonised Guidelines.
- Though it has been recognized in the RPwD act, the discrepancies with the latest National Building Code, 2016 creates confusion for the practitioners.
- Even though, the documents prepared by the Town and Country Planning Organisation (TCPO) and Central Public Work Department (CPWD) are cross-referred to each other, the latest revision of most of them happened simultaneously leading to allusion of the older standards/documents, resulting in discrepancies and inadequacies.
- The increase in the number of disabilities also brings in the need for development of new anthropometric standards to be developed and incorporated as standards to ensure the inclusion of provisions for newly added disabilities.
- Provisions for special infrastructure facilities specified in the RPwD Act like the Disability Museum have not been incorporated in the URDPFI guidelines or any developmental plan.
- The “Right of Persons with Disabilities Act, 2016” also suggests a periodic revision of the Harmonised Guidelines.
- Various schemes under the different ministries of Government also leads to different documents creating a state of confusion while executing the projects.
- The upcoming focus on the incorporation of ICT in urban development through the Smart City mission has broadened the scope of inclusion of assistive technology and IoT in the built environment as well as the cityscape and should be addressed in the existing standards.
- A structured, comprehensive yet harmonised approach addressing the needs of PwDs in accordance to the existing statutory framework, to ensure appropriate implementation at all levels is missing.
- Enhancement and revision of guidelines/ standards in the domain of urban development having or leading to documents with legal sanctity are required to ensure proper implementation.

## 12.5. Annexure 3- Guidelines under Accessible India Campaign

In the built environment the Accessible India campaign stresses on retrofitting works of public buildings (Occupied and operational) to make them barrier-free. The ten essential elements that are identified include:

- Providing tactile pavers size 300 x 300 from the main entrance gate of the campus to entries of building as per Harmonised guidelines
- Earmarked parking (2 nos for every 25 parking spaces) bay size 3600 x 5000 mm for Persons with Disabilities be provided just near to entrances with the International symbol of parking for persons with disability and an

unhindered path leading to the entrance ramp.

- Ramps at entries 1200 to 1800 mm wide depending upon level difference with the gradient of 1:12 and handrails of diameter 38-45 mm at two levels 760 mm and 900 mm as mentioned in the Harmonised Guidelines.
- Staircases with continuous handrails on both sides of diameter 38 mm – 45 mm
- Steps edges to be in contrast colours 50 mm wide band tape/ sticker
- Lifts of car size minimum 1500 x 1500 mm (wherever feasible) with door opening not less than 900 mm with grab bars of 38 mm – 45 mm inside the car lifts to have an audio-visual display as prescribed in the Harmonised Guidelines
- At least one toilet on the ground floor be unisex, universal design with a minimum size of 2200 x 2000 mm, wherein grab bars to be provided as per the design prescribed in the Harmonised Guidelines.
- Reception counters with at least part of the counter lowered to 800mm for the benefit of Persons with Disabilities.
- Drinking water point to be lowered for making it accessible for persons with disability

**Key features related to transport infrastructure accessibility are as follows:**

- Well-lit streets and bus shelters
- Raised pedestrian crossings to facilitate barrier-free movement with differently textured paving material to make the crossing more perceivable
- Footpaths with even surfaces for movement of mobility aid users and continuous tactile pavers along the entire stretch for persons with visual impairment
- Special white lighting for footpaths that maintains colour contrast from the road and ensures that the tactile pavers are visible at night
- Audible light signals that beep when light is green
- Bus shelters with barrier-free access having defined boarding gates with warning tiles
- Folding ramp inside low floor buses allowing access to mobility aid users
- Space to park wheelchairs with the provision of safety belt to secure during journey inside the buses
- Provision of Braille signage and audible messages on signage panels
- Metro stations and coaches with accessibility feature is a vital component for independent living, and like others in society, PwDs rely on transportation facilities to move from one place to another. The term transportation covers a number of areas including air travel, buses, taxis, and trains.

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## UK Government

The Foreign, Commonwealth & Development Office pursues the national interests of the UK and projects the UK as a force for good in the world. FCDO promotes the interests of British citizens, safeguards the UK's security, defends the UK's values, works to reduce poverty and tackle global challenges with international partners.



## National Institute of Urban Affairs


Established in 1976, National Institute of Urban Affairs (NIUA) was tasked to bridge the gap between research and practice on issues related to urbanization, and suggest ways and mechanisms to address these urban challenges of the country. For more than 40 years now, NIUA has been the vanguard for contributing to, and at times, building the urban narrative for a fast-evolving urban India. The Institution has been actively working towards bringing forth key areas of concern for urban India in order to build the urban discourse at various scales.

It has utilized its competencies in research, knowledge management, policy advocacy and capacity building to address the urban challenges, and continuously strive to develop sustainable, inclusive, and productive urban ecosystems in India. It has emerged as a thought leader and knowledge hub for urban development in India, and is sought out by both Indian and International organizations for collaborations and partnerships for India's urban transforming journey. NIUA is committed towards aligning its efforts towards achieving the Sustainable Development Goals (SDGs) through all its initiatives and programs.

# Empower through inclusivity

#BASIIC\_NIUA  
#inclusionmatters  
#AccessibleCities  
#InclusiveCities  
#CitiesforAll  
#EmpowerthroughInclusivity

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## REVIEW AND EVALUATION OF POLICY LANDSCAPE –FOR AN ACCESSIBLE, SAFE & INCLUSIVE CITY