The GUIDE initiative, by the National Institute of Urban Affairs (NIUA) in collaboration with the United Nations Educational, Scientific and Cultural Organization (UNESCO), seeks to strengthen participatory data systems related to the inclusion of Persons with Disabilities (PwDs) in Indian cities, aiming to provide the evidence needed for city policymakers to design, revise, and adopt policies to be disability inclusive. The project aims to create a replicable blueprint to build capacities for mapping participatory data on issues related to disability inclusion across India’s cities. Through a project led by the National Institute of Urban Affairs (NIUA) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) in collaboration with other partners, the GUIDE initiative aims to strengthen participatory data systems related to the inclusion of PwDs within Indian cities.

**Geographical preference**

- Good Governance for Urban Inclusion Through Data and Empowerment of Persons with Disabilities

**FIVE PRINCIPLES OF PARTICIPATORY DEVELOPMENT**

1. Include all city stakeholders
2. Engage with diverse user groups
3. Recognize the aspirations of persons with disabilities
4. Co-design with persons with disabilities
5. Create Ownership of data by persons with disabilities

**ROADMAP TO PARTICIPATORY DATA COLLECTION**

1. **BASELINE RESEARCH & DRAFT METHODOLOGY**
   - Developed a contextualized methodology for participatory data collection, and identified priority sectors in the city and adopted a modular approach in the data collection process to be layered over time.
   - Methodology:
     1. Step 1: Canvas the city
     2. Step 2: Understand the user group
     3. Step 3: Primary data collection

2. **CO-DESIGN WORKSHOP**
   - Designed and developed the household questionnaire for assessing the access to basic and essential urban services in Kashi together with local residents with disabilities.
   - Shortlisted 88 questions for the household survey.

3. **HOUSEHOLD SURVEY**
   - Conducted 100+ household surveys in Kashi.
   - Survey conducted in Kashi, which was identified as the ward with the highest number of disability population through secondary research.
   - Validated the proposed methodology and identified a few additional sectors, as essential to persons with disabilities:
     1. Housing
     2. Recreation & Tourism

4. **EXPERT CONSULTATION**
   - Conducted interviews with key city officials, civil societies, and persons with disabilities to shape the household survey questionnaire and enrich the participatory research findings.
   - Engaged with relevant experts to validate the proposed methodology and approach.
   - Expert consultation:
     1. Education
     2. Health & Hygiene
     3. Livelihood
     4. Financial services
     5. Mobility
     6. Access Technology

5. **CITY STAKEHOLDERS’ CONSULTATION**
   - Identified sectors considered as basic and essential services in consultation with local stakeholders.
   - Conducted interviews with key city officials, civil societies, and persons with disabilities:
     1. Housing
     2. Recreation & Tourism
     3. Education
     4. Health & Hygiene
     5. Livelihood
     6. Financial services
     7. Mobility
     8. Access Technology

6. **DATA ANALYSIS**
   - Data visualization tools like descriptive/inferential, narrative/comparative/spatial analysis, geographic information systems (GIS), charts, diagrams, etc.
   - Identified the most impacted sections related to disability and wellness.

7. **FOCUSED GROUP DISCUSSION (FGD) & KEY INFORMANT INTERVIEWS (KII)**
   - Disseminate and publicize the findings of the data mapping endeavor.
   - Focused group discussions and key informant interviews conducted to get a deeper understanding of the data.

8. **LEARNING & DISSEMINATION WORKSHOP**
   - Conducted interviews with key city officials, civil societies, and persons with disabilities to shape the household survey questionnaire and enrich the participatory research findings.
   - Validated the learnings with city stakeholders.

**LETS THINK INCLUSIVE**

- Include persons with disabilities in mainstream policies and services
- Mandate sign language interpreters in all public amenities
- Strengthen institutional capacity to map and identify persons with disabilities
- Involve and strengthen the role of civil societies in bridging the gap between State and persons with disabilities
- Involve persons with disabilities in consultation, evaluation of policies, etc.
- Create robust information and communication systems
- Ensure the preservation of rights of persons with disabilities

**VARANASI, UTTAR PRADESH**

Varanasi was selected as the pilot city for the GUIDE Project. Since the engagement of NIUA with Varanasi, the city has witnessed a notable shift from a welfare approach to a right-based one towards disability inclusion, and significant investments worth over 200 cr have been made. Varanasi’s unique characteristics and urban growth, complemented by Uttar Pradesh being home to the largest population of persons with disabilities in India, makes Varanasi an ideal pilot city for the GUIDE initiative.

**PARAMETERS FOR SELECTION OF PILOT CITY**

- Sensitise public on disability
- Fulfilment of service level benchmarks
- Availability of local disability data
- Strengthen capacities to map and identify persons with disabilities
- Create awareness among persons with disabilities of their rights
- Create ownership of data by persons with disabilities
- Involve persons with disabilities in consultation, evaluation of policies, etc.

**PREPARED USING DATA FROM THE ‘GOOD GOVERNANCE FOR URBAN INCLUSION THROUGH DATA AND EMPOWERMENT OF PERSONS WITH DISABILITIES (GUIDE)’ INITIATIVE**

**DESIGNED BY VERONICA QUKILUMALI WIJUNAMAL**
DISABILITY INCLUSIVE CITY PROFILE
OVERVIEW

Good Governance for Urban Inclusion Through Data and Empowerment of Persons with Disabilities
An initiative of the National Institute of Urban Affairs and UNESCO Delhi

UNDERSTANDING DISABILITY IN KASHI

Prepared using data from the ‘Good Governance for Urban Inclusion Through Data and Empowerment of Persons with Disabilities (GUIDE)’ initiative

Focus Group Discussions (FGD)

Three (3) FGDS

Men with disabilities
Women with disabilities
Nondisabled

Focus Group Discussions: Men with disabilities

Focus Group Discussions: Women with disabilities

Focus Group Discussions: Nondisabled

Interviews with Expert and Practitioner

Four (4) KII

Varanasi District Magistrate Office | Disability Empowerment Office | Varanasi Station Director Office | Regional Employment Office

Four (4) PI

Basic Education Officer | VSCL | Deputy District Election Office | UPSRTC

Household Survey

Ward: Shivpur

53

Males with disabilities

36

Females with disabilities

39/107

Respondents with disabilities

Household & Individual-level data

Information, Communication and Technology

Rating the public transport system on the scale 1-5 by persons with disabilities

Key services whose access have been improved due to digitization of public services

40.2 %

59.8 %

Improvement of public services because of digitization

Key barriers faced by PwDs in using public services due to digitization

36 %

57 %

Recommendations and Suggestions from the Ground

Easily accessible information on camps and Government scheme

Better pension schemes, job, house for disabled and other benefits

Participation of persons with disabilities in developing schemes.

Accessible transport system

Preservation of basic employment opportunities for all

Provision of vocational training

Provision of housing facilities

Access to assistive devices

Improved delivery of schemes and policies

Adoption and integration of UDID cards with other services

Developing online - offline mode of distribution

Inclusion of special educators in all schools
DID YOU KNOW?
Over 73 percent of Persons with Disabilities (PwDs) aged 6-35 years in urban India were enrolled in school at some point in their lives. However, only 28 percent attended school.

EDUCATION & DISABILITY; NATIONAL & STATE

Literacy rate of PwDs in urban India and Uttar Pradesh - Gender disaggregated

<table>
<thead>
<tr>
<th>Gender</th>
<th>Literacy Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>56.6%</td>
</tr>
<tr>
<td>Female</td>
<td>47.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of School</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>General School</td>
<td>25.7%</td>
</tr>
<tr>
<td>Special School</td>
<td>74.3%</td>
</tr>
</tbody>
</table>


EDUCATION & DISABILITY; AN OVERVIEW OF THE PRIMARY HOUSEHOLD SURVEY


<table>
<thead>
<tr>
<th>Category</th>
<th>Count of PwDs by education level</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Response</td>
<td>0</td>
</tr>
<tr>
<td>Male</td>
<td>2</td>
</tr>
<tr>
<td>Female</td>
<td>1</td>
</tr>
<tr>
<td>Completed secondary education and above</td>
<td>5</td>
</tr>
<tr>
<td>Completed technical education</td>
<td>4</td>
</tr>
<tr>
<td>Completed general education technical training</td>
<td>1</td>
</tr>
</tbody>
</table>


NEEDS AND REQUIREMENTS

- Sensitisation of staff
- Use of technology in teaching and learning
- Accessible educational buildings
- Accessible school infrastructures
- Standardising examination rules
- Improving opportunities for access to higher education
- Sensitisation among students
- Human Assistance
- Accessible government offices, e.g., Ministry of Education
- Reducing fraudulent and malpractices
- Installation of assistive devices within the campus
- Reducing inequalities exacerbated by COVID 10


RECOMMENDATIONS

- Information, Communication and Technology
  - University designed school spaces for all types of disabilities
  - Making learning materials and school amenities accessible
  - Directing information dissemination regarding schemes/policies/programmes and their benefits w.r.t. the education sector

- Policy and Administration
  - Reducing paper work/documents for a seamless process during the examination.
  - Better need assessment of students with disabilities to ensure a holistic and hassle-free experience during exams, visits, and day-to-day learning.
  - Fostering gender-inclusive education-system for equitable growth and development

- Capacity Building
  - Creating awareness and capacity building of staff and students for increasing the education rate.
  - Periodic training and sensitization of teachers to be better equipped to work with students with disabilities.
  - Training teachers to be empathetic and sensitive towards persons with disabilities as a part of the B.Ed and M.Ed curricula

GOOD PRACTICES

- SAMARTH APPLICATION
  - A mobile application used by school officials to feed in primary data on children with disabilities. This app is also used for tracking the enrollment of children with disabilities, attendance, and their special requirements.
  - The app also helped reach out to children with disabilities and supported their educational journey during the pandemic.

- SHARDA
  - SHARDA SCHOOL-HAR DIN AAYEN
  - A programme designed to identify and re-enrol drop-out students.
  - Through Sharda, students will be enrolled to age-appropriate classes and further linked to social welfare schemes to bring them into mainstream-education system.

- VIKAAS DAY CARE
  - A day-care scheme, primarily implemented to expand the range of opportunities available to children with disability attaining the age of 10 years for enhancing interpersonal and vocational skills as they transition to a higher age group.
  - This scheme is particularly meant for children with autism, cerebral palsy, and multiple disabilities.

KEY MANDATES, POLICIES & PROGRAMMES PROMOTING THE EDUCATION OF STUDENTS WITH DISABILITIES

- National Education Policy, 2020
- National Trust Act, 1959
- Rights of Persons with Disabilities Act, 2016
- The Right of Children to Free and Compulsory Education Act, 2009
- Constitution of India
- Social Assistance Development
- National Education Policy, 2030

- National Commitments
- Global Commitments


Designated by: UNESCO Disability Policy

"I want to be more educated and get a government job. For this, I want easy availability of basic services to access and attend college. I hope that someday I get to attend college. I hope services to access and availability of basic government job. For educated and get a "I want to be more educated and get a government job. For this, I want easy availability of basic services to access and attend college. I hope that someday I get to attend college. I hope services to access and availability of basic government job. For educated and get a..."
The largest share (45%) of my own and travel aspire to have a house stigma. In the future, I me through the lens of a secured job. I want “I have a PhD from (33.3%) and casual salaried employed disability are self job beyond entry-level of workers with labor (21.7%). One-stop application Male with disabilities increase in private sector earnings. But we are given that are four disabled people just to show the government in inclusion in the job sector, we inclusion, there is no real support. Their tokenistic behaviour lesser salaries and benefits. working here. Because their eligibility criteria often do not match. I work from 10 to the morning till 10 at night and earn Rs 7000 a month. I know that I earn lesser than my peers but when I try to convey this to my employer, I am told that I can neither speak nor hear and which is why I get paid lesser. I am given more work, but with no alternatives. Have to continue with my job.”

“While there have been talks of inclusion, there is no real inclusion in the job sector, we are looked at differently. There are some sectors that hire us just to show the government that are four disabled people working here. But we are given lesser salaries and benefits. Their tokenistic behaviour discourages us from applying for and taking up jobs.”

“I have a PWD from Delhi and all I want is to be a secured job. I want people to stop seeing me through the lens of stigma. In the future, I aspire to have a house of my own and travel abroad someday.”

“IT doesn’t hurt to have a disability, it hurts when we are not respected. This happens in many places, when they see a person in wheelchair, they judge beforehand that they will not be able to do the job.”

**Good Practices**

**Key Mandates, Policies & Programmes Promoting the Welfare of Employees/Workers with Disabilities**

**1. Rozgar Yojana**

An online portal for information on current government opportunities. Job seekers can register for and taking up jobs. Designed by online portal for information and registration on all kinds of jobs opportunities. Application for screening and matching educational qualifications/skills with employment opportunities.

**2. Dukan Sancholan Yojana**

A scheme devised to support PwDs in the construction and operation of shops. As per the scheme, an amount of INR 20,000 is provided for shop construction, out of which INR 5,000 is a grant and the remaining is a loan of INR 15,000 to be paid at an interest rate of 4%. Financial assistance of INR 10,000 for shop operation, of which INR 2,500 is a grant and the remaining is a loan of Rs.7,500 is to be repaid with 4% interest.

**3. Information, Communication and Technology**

Designing an online portal for information and registration on all kinds of jobs opportunities. Application for screening and matching educational qualifications/skills with employment opportunities.

**4. Capacity Building**

Providing training and recruitment packages for persons with disabilities.

**5. Perception of Support provided by the family for PwDs to work**

Perception of support provided by the family for PwDs to work.

**6. Types of occupation of PwDs**

Different types of occupations that PwDs are employed in.

**7. Secondary data from NSSO (2018)**

Distribution of workers with disabilities by sex and type of disability.

**8. Unemployment Rate (UR)**

Percentage of unemployed workers in the population.

**9. Worker Population Ratio (WPR)**

Ratio of workers to the total population.

**10. Distribution of workers with disabilities by sex and type of disability**

Percentages of workers with disabilities by sex and type of disability.
Good Governance for Urban Inclusion Through Data and Empowerment of Persons with Disabilities

An initiative of the National Institute of Urban Affairs and UNESCO Delhi

DISABILITY INCLUSIVE CITY PROFILE
HEALTH & HYGIENE

What do patients want?

According to the ‘Good Governance for Urban Inclusion Through Data and Empowerment of Persons with Disabilities (GUIDE)’ initiative, patients want:

- Affordable and accessible healthcare
- Dedicated healthcare facilities for persons with disabilities
- Indiscriminate government health schemes
- Provisions of Assistive Devices (ADs) under the health care system
- Mitigating health care and medical challenges, especially during COVID-19

I was very ill during the Covid-19 lockdown. It was such a bad situation, we could not find medicines nor visit a doctor. It was only when we could not find a doctor known to us that I was treated. Nobody had clear information. Some were advised or not advised medication. When the vaccination was made available, nobody had clear information. Some were advised or not advised medicine.

The average monthly out-of-pocket treatment expenses incurred per person with disabilities (PwDs) is INR 3,112 in India. In this, the average monthly treatment expenses increases with the economic status.

In urban India, only 52.7 per cent of persons with disabilities seek treatment by consulting a doctor.

Easy access to subsidised healthcare

Provisions of Assistive Devices (ADs) under the health care system

Mitigating health care and medical challenges, especially during COVID-19

Surgical Grant for the Prevention of Disability

Under this scheme, financial grant is provided to persons with disabilities to buy artificial limbs and auxiliary equipment whose (employed or self employed) or whose family’s income (in case of dependant) is not more than the decided BPL limit i.e., or as per the amendments made by the Uttar Pradesh Government.

Aid to Voluntary Organisations/Institutions

Through this scheme, the voluntary organisations/institutions engaged to the work of empowering persons with disabilities are sanctioned grants by the Uttar Pradesh Government to promote the cause of disability, prevention, treatment, rehabilitation and dissemination of PWD schemes and provisions of the Act.

Mahila Arogyaat Samitis are a group of empowered groups of women that enable urban poor communities to access their health entitlements under the various government schemes. MAS acts catalysts for behaviour change in communities in their area for practicing healthy behaviours and accessing preventive, promotive and curative health services.

Provision of more subsidies to improve and increase persons with disabilities access to health care services

Provision of customised assistive devices that are tailored to the needs of persons with disabilities under the Ayushman Card service

Proper operation and maintenance of online portal for disability registration

Proper maintenance and cleaning of public toilets

Establishing a government healthcare cell specifically for persons with disabilities

Coverage/Recognition of all 21 types of disabilities

Sustainable Development Goals

Global Commitments

Rights of Persons with Disabilities Act 2016

Constitution of India

Rights of Persons with Disabilities (UDSC) Initiative

National Trust Act 1999

Ayushman Bharat Yojana

Swasth Bharat Abhiyan


**DISABILITY INCLUSIVE CITY PROFILE**

**MOBILITY**

Good Governance for Urban Inclusion Through Data and Empowerment of Persons with Disabilities

An initiative of the National Institute of Urban Affairs and UNESCO Delhi

**NEEDS AND REQUIREMENTS**

<table>
<thead>
<tr>
<th>Accessible transport infrastructure</th>
<th>Easy access and standardised disability coach placement in all trains</th>
<th>Accessible streets and walkways</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible bus design</td>
<td>Accessible information system in railways</td>
<td>Sanitation of transport staff and drivers</td>
</tr>
<tr>
<td>Reduction in number of transport documents/pasen</td>
<td>Accessible transit points</td>
<td>Last mile connectivity</td>
</tr>
<tr>
<td>Provision of human assistance for transport systems</td>
<td>Better crowd management</td>
<td>Installation of signage at all important points</td>
</tr>
<tr>
<td>Sensitisation of fellow passengers</td>
<td>Monitoring &amp; maintenance of disability coaches in buses</td>
<td>Standardised rates of auto rickshaw fare</td>
</tr>
<tr>
<td>Improving cancellation rates by drivers</td>
<td>Well-maintained, accessible footpaths</td>
<td>Monitoring of reserved seats</td>
</tr>
</tbody>
</table>

**RECOMMENDATIONS**

**Infrastructure**

- Universally designed transport system
- Identifying key transit points and making the entire route accessible
- Standardisation of disability train coaches at an accessible location across all trains and platforms, along with the installation of appropriate signage.
- Introduction of metro rail system in Varanasi
- Proper operation and stringent maintenance of existing transport amenities

**Information, Communication and Technology**

- Installation of digital boards and displays to aid easy navigation
- Introduction of a transport helpline number or a ‘Divyangmitra’ application specifically for grievance redressal and information
- Creation of a Single-Window System for all documentation

**Policy & Administration**

- Introduction of one-card system/travel pass to avail concession benefits across all types of transports
- Standardisation of fare for Intermediate Public Transport (IPT) Systems
- Providing advisories to ensure that the facilities and provisions designed and devised for persons with disabilities are not misused by others

**GOOD PRACTICES**

**FREE BUS TRANSPORTATION FOR HANDICAP PEOPLE**

Under this provision, free transport services are provided to persons with disabilities to the final destination of the bus, whether it is within the state border or outside the state border for persons with benchmark disabilities above 40 per cent. For a person affected by 80 per cent or more disabilities or multiple disabilities, free bus travel facility is also given to an associate.

**KASHI ROPEWAY PROJECT**

The Kashi Ropeway Project has been launched with the aim to decongest the existing road traffic and improve the city’s tourism image. The stations would be designed with a deep focus on traffic and improve the city’s tourism image. The stretch is based on the concept of inclusive vehicular/pedestrian movement in the ABD area.

**STREET REDEVELOPMENT PROJECT**

A stretch of 1.2 km (between Sajjan Thirath to Rath Yatra Chowk) have been redeveloped to ease the existing traffic congestion and improve vehicular/pedestrian movement in the ABD area. The stretch is based on the concept of inclusive design aspects to improve walkability and pedestrian infrastructure.
Assistive devices among disabilities - locomotor, hearing and visual disabilities purchased the highest number of products, where to purchase them from, and who were advised to do so. Information on assistive devices is available to residents of Uttar Pradesh. Rs 25,000, whichever amount is lesser, is disbursed to persons availing assistive devices. This scheme facilitates the provision of financial grants to persons with disabilities to buy artificial limbs and auxiliary equipment whose (employed or self-employed) or whose family’s income is below the poverty line (in case of dependant) is not more than the decided BPL limit i.e., as per the amendments made by the Uttar Pradesh Government. To ensure that students with disabilities, especially the visually impaired, BHU have established a state-of-the-art library with resources that are compatible and accessible to them. These materials are available in the form of e-resources, audio-visual files. To design devices in sync with individual needs and specifications. "I got a motorised tricycle, but it never worked. Its battery failed and the repair station was located far away. By the time I took it there, the vehicle got worse. I was then told that if I wanted a new one, I would get it after 2 years."

**Legal Mandates**

- **Rights of Persons with Disabilities Act, 2016**
- **Assistance to Disabled Persons for Purchase, Fitting of Aids and Appliances (ADIF Scheme)**

**National Commitments**

- **Sustainable Development Goals**
- **Global Commitments on Assistive Technology (GATE)**
- **Web Accessibility Initiative (WAI), World Wide Web Consortium (W3C)**

**Key Mandates, Policies & Programmes Promoting the Welfare of Commuters with Disabilities**

- **GATE**
- **WHO Convention on the Rights of Persons with Disabilities**
- **UN Convention on the Rights of Persons with Disabilities**

**Goals**

- **Accessibility and the Global Development Agenda**
- **Global Commitments on Assistive Technology (GATE)**

**Standards and Guidelines**

- **World Wide Web Consortium (W3C)**
- **WHO Convention on the Rights of Persons with Disabilities**

**Inter-agency**

- **UN Committee on the Rights of Persons with Disabilities**
- **UNESCO**

**Artificial Limbs/Assistive Equipment Scheme**

Under this scheme, a free motorised tricycle or Rs 25,000, whichever amount is lesser, is provided to persons with benchmark disabilities of above 80 per cent. This scheme is available to residents of Uttar Pradesh.

**Banaras Hindu University (BHU)**

To ensure that students with disabilities, especially the visually impaired, BHU have established a state-of-the-art library with resources that are compatible and accessible to students. These materials are available in the form of e-resources, audio-visual files.

**Free Motorised Tricycle Scheme for Persons with Disabilities**

This scheme facilitates the provision of financial grants to persons with disabilities to buy artificial limbs and auxiliary equipment whose (employed or self-employed) or whose family’s income is below the poverty line (in case of dependant) is not more than the decided BPL limit i.e., as per the amendments made by the Uttar Pradesh Government.
**Disability Inclusive City Profile: Recreation & Tourism**

**Good Governance for Urban Inclusion Through Data and Empowerment of Persons with Disabilities**

*An initiative of the National Institute of Urban Affairs and UNESCO Delhi*

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**NEEDS AND REQUIREMENTS**

- **Accessible ghats**
- **Accessible public infrastructures**
- **Sensitisation of staff at help desks in public spaces and tourist sites**

**RECOMMENDATIONS**

1. **Infrastructure**
   - Incorporate universal designs in tourist places
   - Creation of accessible community spaces for public gathering and recreational activities
   - Provision of wheelchairs and access through wheelchairs to temples
   - Placing help-desk at an easily identifiable and locatable point
   - Designing disabled-friendly sports infrastructure

2. **Capacity Building**
   - Training and sensitisation of staff to meet the needs of tourist with disabilities.

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**Good Practices**

- **Kashi Vishwanath Dham Corridor**
  - The project has been implemented to facilitate the pilgrims and devotees, who encountered congested streets and surroundings with narrow upgoing when visiting the temple and ghats area. Through this initiative, an easily accessible pathway to connect Shri Kashi Vishwanath Temple to the banks of the River Ganga has been made.

- **Namo Ghat**
  - Namo ghat, a renovation of ‘Khidkiya ghat’, has been taken up to give persons with disabilities a view of the Ganges like any other. The ghats, ramps, lights up the river, have been built for people with disabilities and the elderly.

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**DISABILITY INCLUSIVE CITY PROFILE**

**Recruitment & Tourism**

- National & State

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**RECREATION & TOURISM**

**Use public building**

- **41.5%**

**Percentage of persons with disabilities access to public buildings in Uttar Pradesh**

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**GOOD PRACTICES**

- Experience the Ganga boat ride
- Access to public and community spaces
- Entry into the temple without feeling humiliated
- Participate in sports and other recreational activities like any other

---

**WHAT DID PERSONS WITH DISABILITIES WANT?**

- "When I go to ghats, there are no ramps to get to the river banks and even if I want to witness the aarti, I can barely see from the crowd that is ahead of me."

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**KEY MANDATES, POLICIES & PROGRAMMES PROMOTING THE WELFARE OF PERSONS WITH DISABILITIES: RECREATION & TOURISM**

- Rights of Persons with Disabilities Act 2016
- Accessible India Campaign
- Hriday: Heritage City Development & Augmentation Yojana
- Smart Cities Mission
- Khelo India
- Sustainable Development Goals
- UN Convention on the Rights of Persons with Disabilities

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**DISABILITY INCLUSIVE CITY PROFILE**

**Recruitment & Tourism**

- National & State
**FINANCIAL SERVICES**

**NEEDS AND REQUIREMENTS**

- Reduce financial setbacks faced due to Covid-19
- Accessible banks and ATMs
- Sensitisation among officials in bank
- Seamless banking process

**RECOMMENDATIONS**

- Universally designed banking system
- Introducing separate, accessible counters for persons with disabilities
- Ensuring all banks and ATMs are accessible to all.
- Proper operation and stringent maintenance of existing banks and ATMs amenities

**KEY MANDATES, POLICIES & PROGRAMMES PROMOTING THE EDUCATION OF STUDENTS WITH DISABILITIES**

- **Constitution of India**
- Rights of Persons with Disabilities Act 2016
- Reserve Bank of India Guidelines
- Pradhan Mantri Jan-Dhan Yojana
- Accessible India Campaign
- Digital India

**HOUSING**

**NEEDS AND REQUIREMENTS**

- Housing ownership
- Transparency in service dissemination
- Accessible housing facility
- Sensitising local residents

**RECOMMENDATIONS**

- Universally designed housing units and complexes
- Making certain percentages of houses accessible in a building complex
- Creating accessible housing in the ground floors
- Special provisioning in PMAY-U and other schemes for the ownership of housing for persons with disabilities.

**KEY MANDATES, POLICIES & PROGRAMMES PROMOTING THE WELFARE OF COMMUTERS WITH DISABILITIES**

- **Constitution of India**
- Rights of Persons with Disabilities Act 2016
- Pradhan Mantri Awas Yojana
- Swachh Bharat Mission

**LEGAL MANDATES**

- Rights of Persons with Disabilities
- Constitution of India

**Sustainable Development Goals**

- United Nations Human Settlements Programme
- UN-Habitat

**Global Commitments**

- Sustainable Development Goals
- UN-Habitat
- UN Convention on the Rights of Persons with Disabilities