

### 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

The GUIDE initiative, by the National Institute of Urban Affairs (NIUA) in collaboration with the United Nations Educational, Scientific and Cultural Organisation (UNESCO) seeks to strengthen participatory data systems related to the inclusion of Persons with Disabilities (PwDs) within Indian cities, aiming to provide the evidence needed for the 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 pilot project in Varanasi, it tests approaches to enhance the involvement of persons with disabilities in the collection, compilation and analysis of reliable data on issues that affect them in cities.

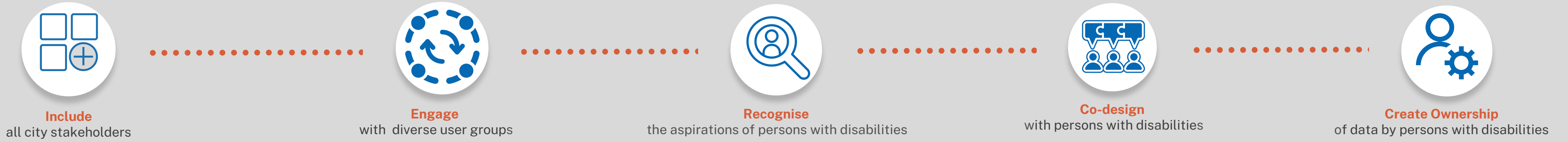
#### PARAMETERS FOR SELECTION OF PILOT CITY



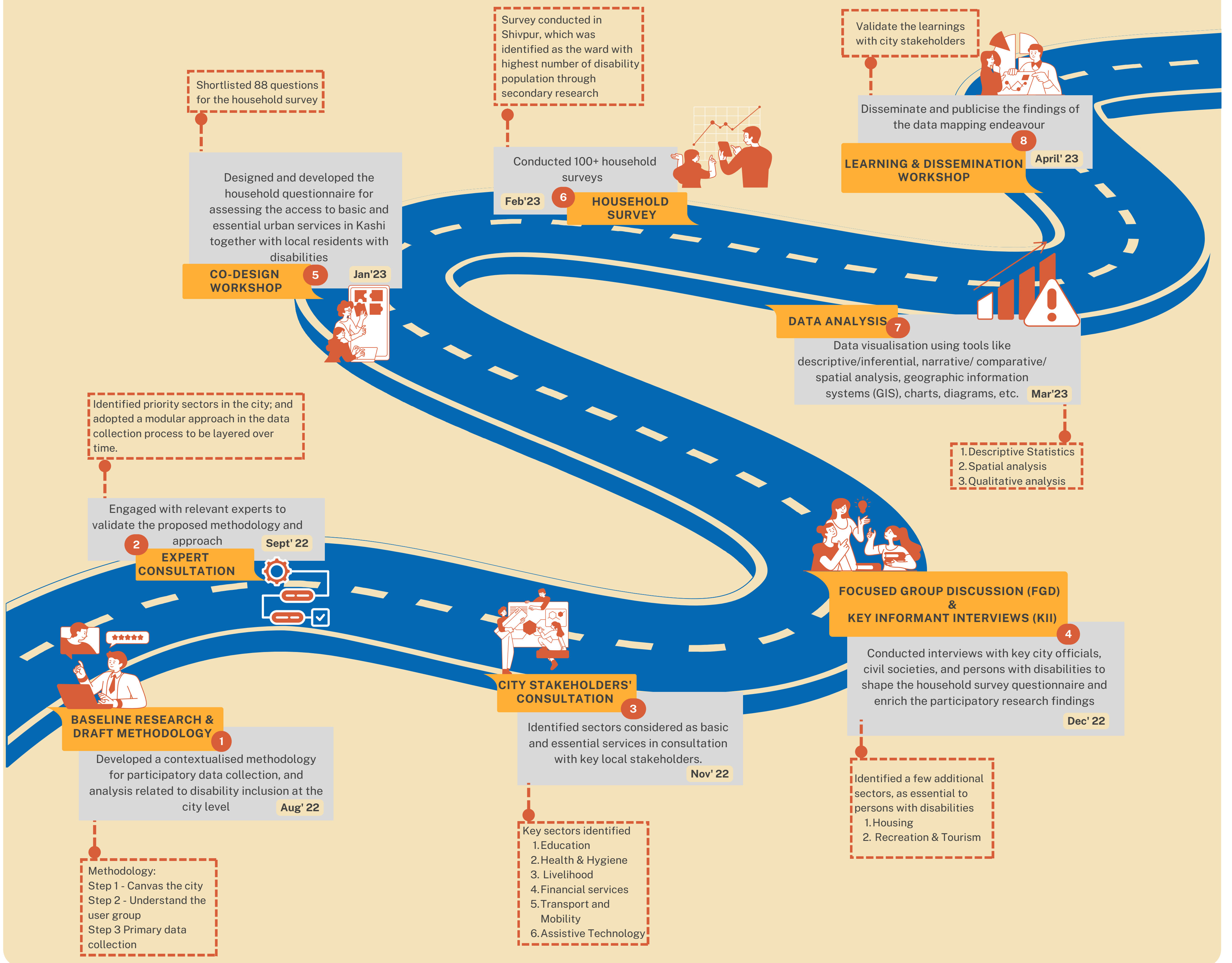
#### VARANASI, UTTAR PRADESH

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.

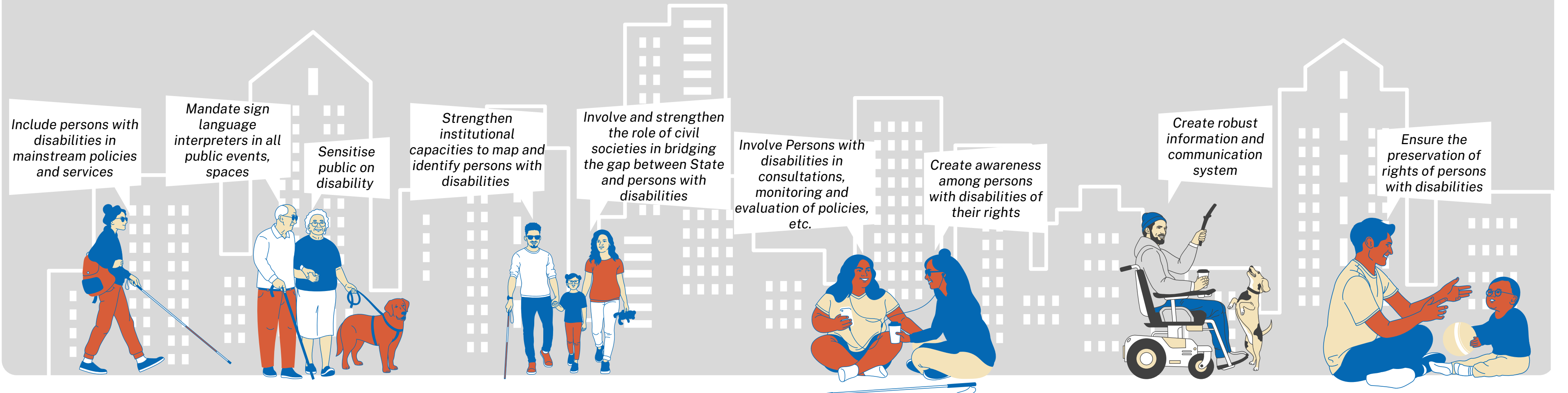
#### FIVE PRINCIPLES OF PARTICIPATORY DEVELOPMENT



#### ROADMAP TO PARTIPATORY DATA COLLECTION



#### LET'S THINK INCLUSIVE



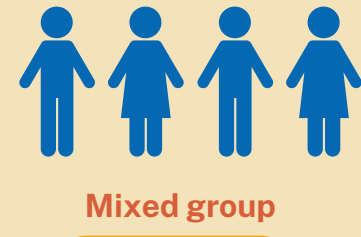


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### FOCUS GROUP DISCUSSIONS (FGD)

THREE (3) FGDS



11

9

11

### 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

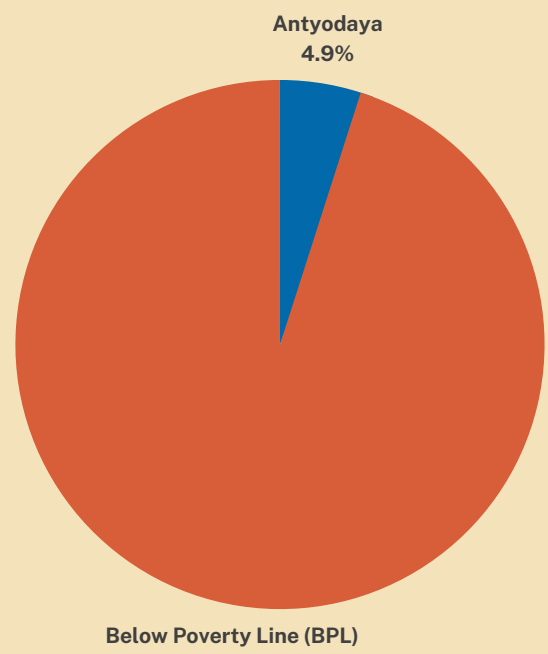


89/107  
Respondents with disabilities

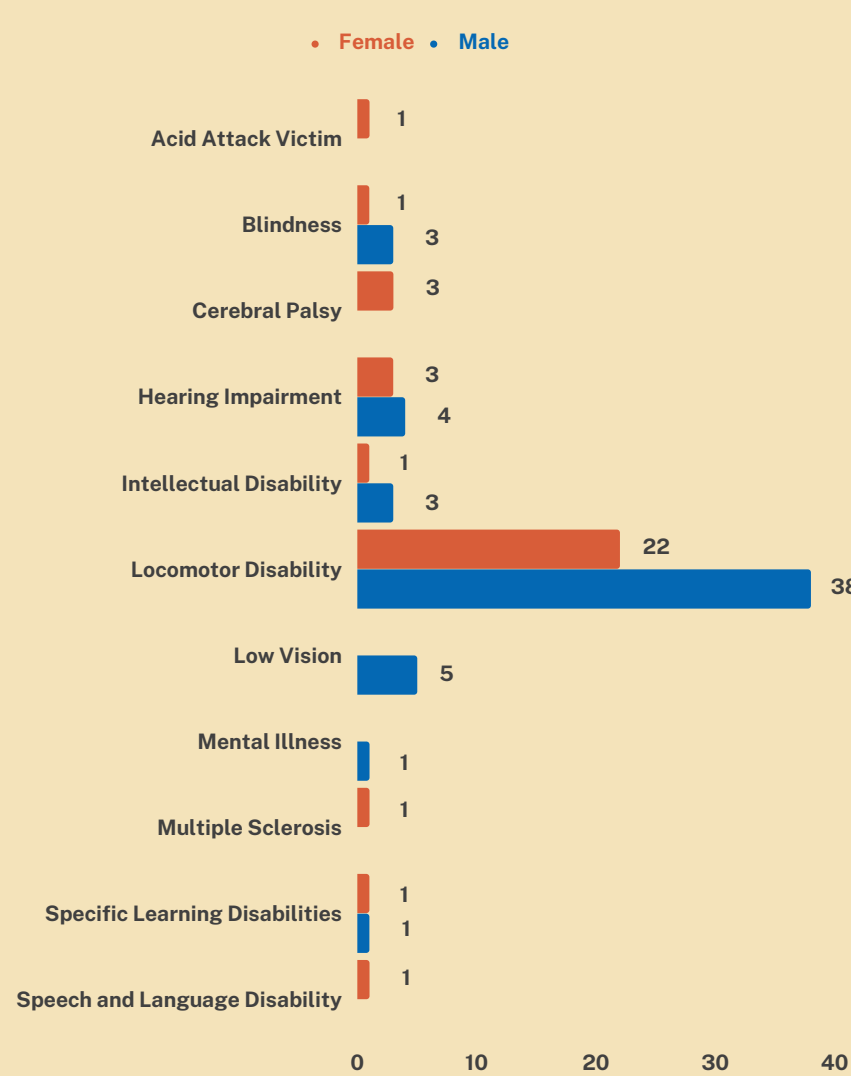
53  
Male with disabilities

36  
Female with disabilities

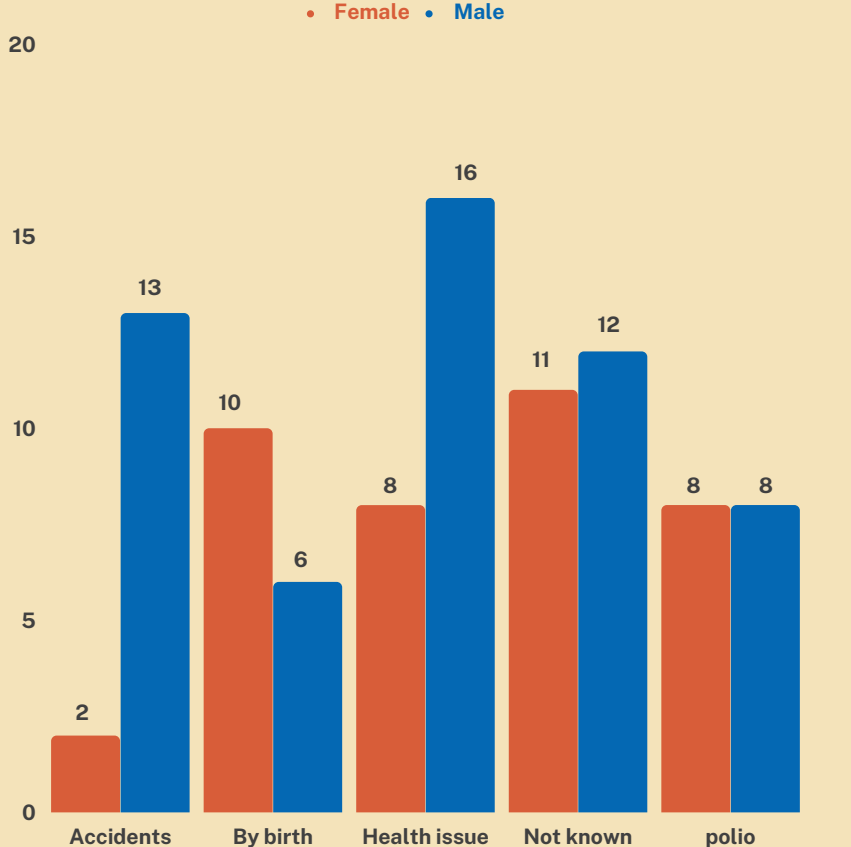
### UNDERSTANDING DISABILITY IN KASHI



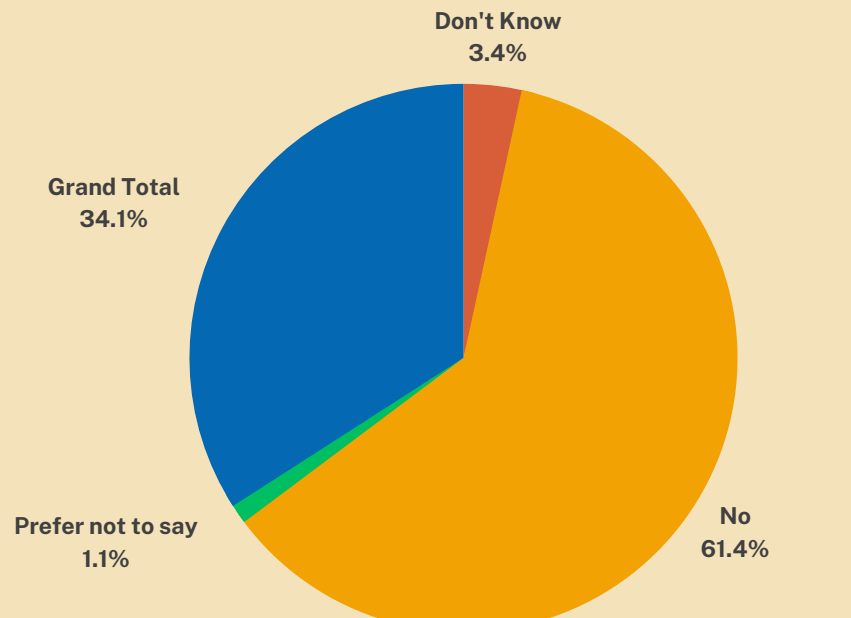
Economic status of persons with disabilities



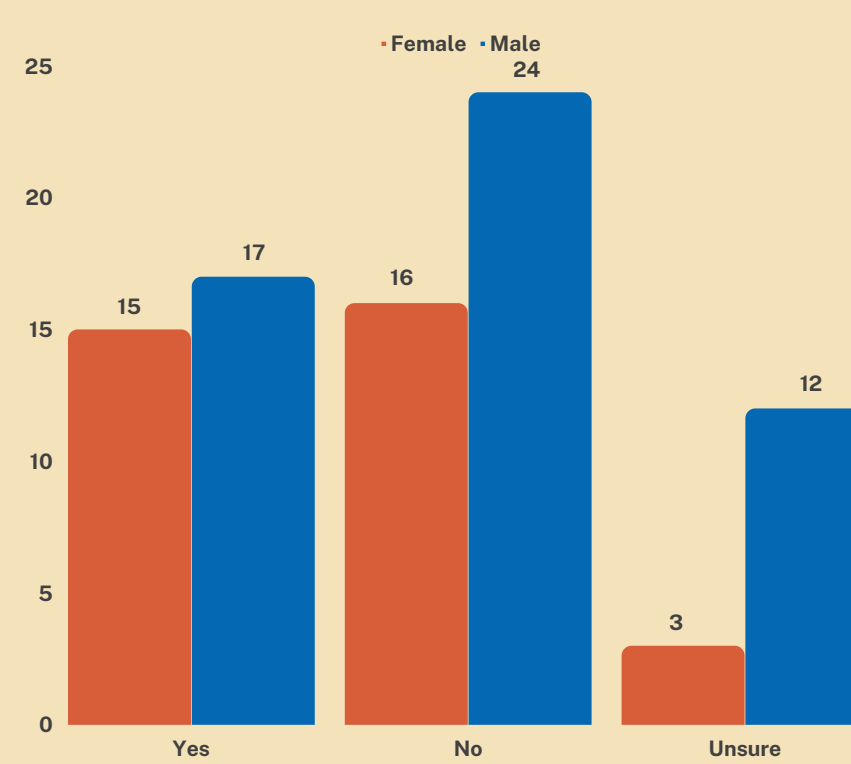
Types of disabilities documented



Reasons behind the disabilities

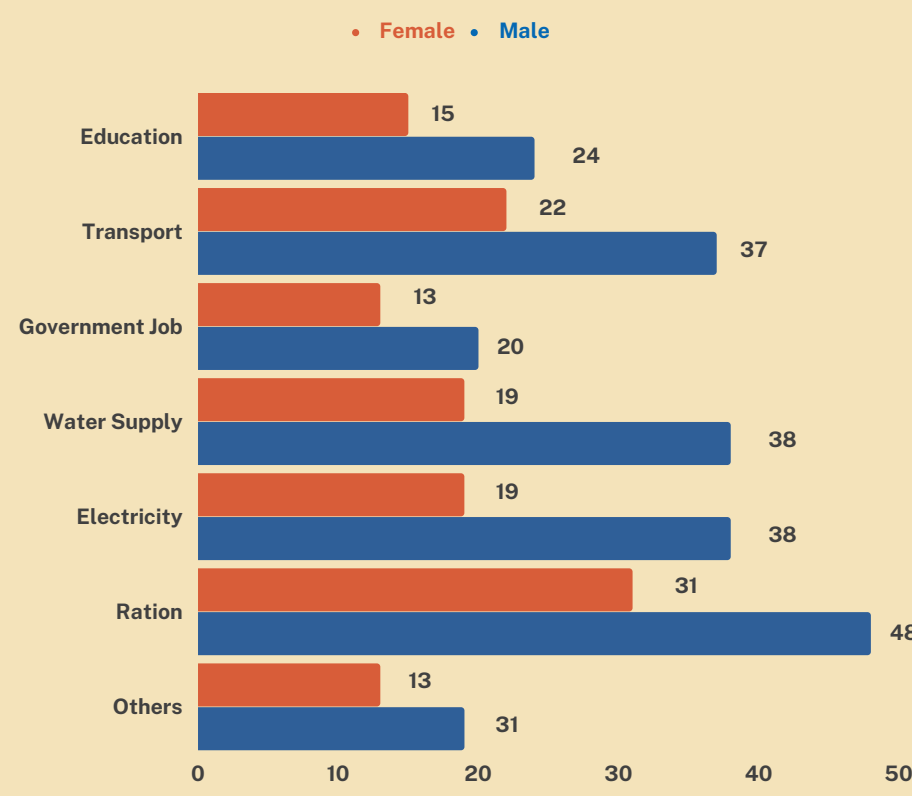


Accuracy in recognition of disabilities by others

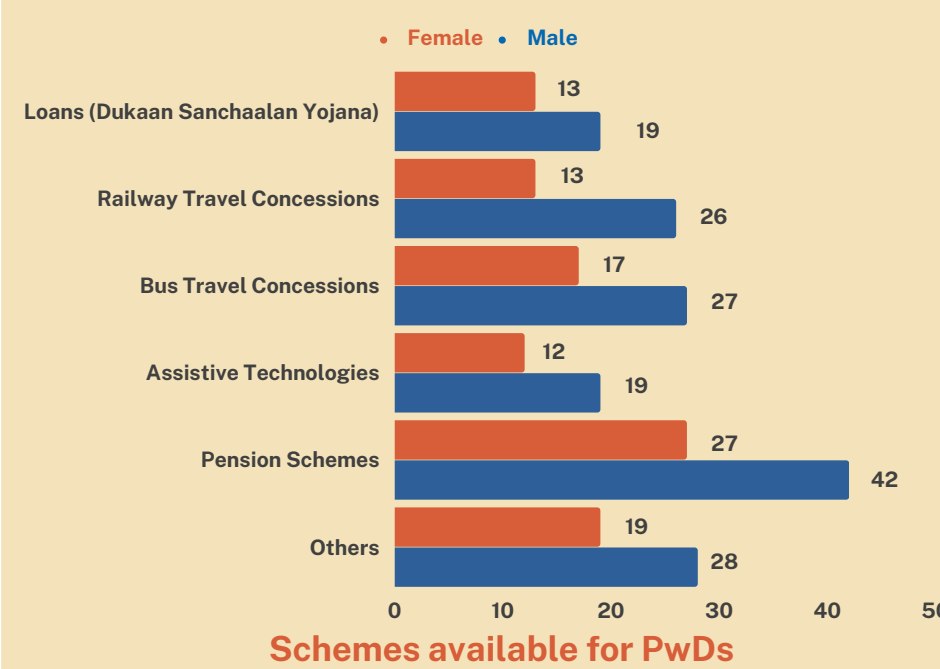


Identification of disabilities as per PwDs

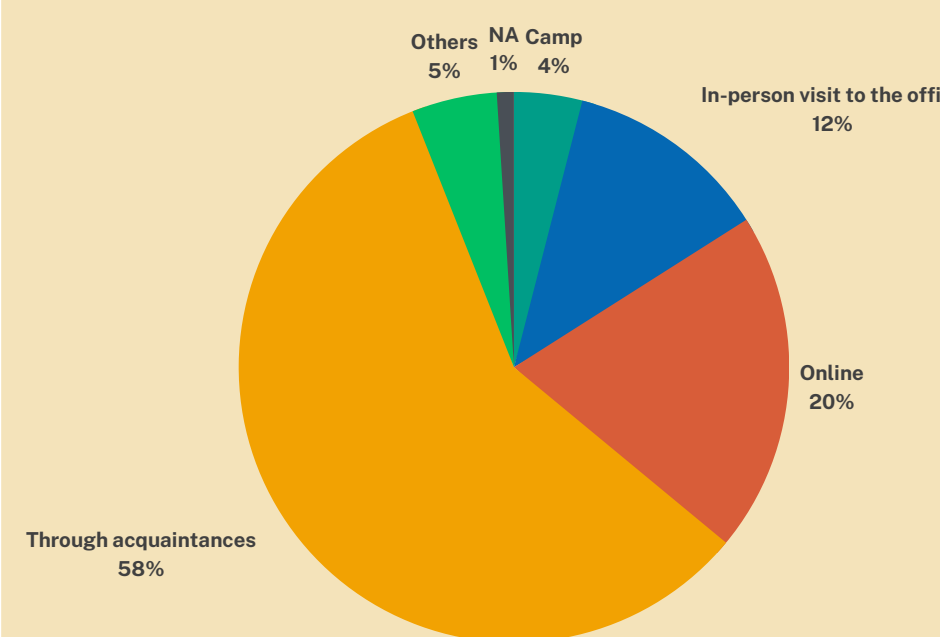
### PwD's ACCESS TO SERVICES



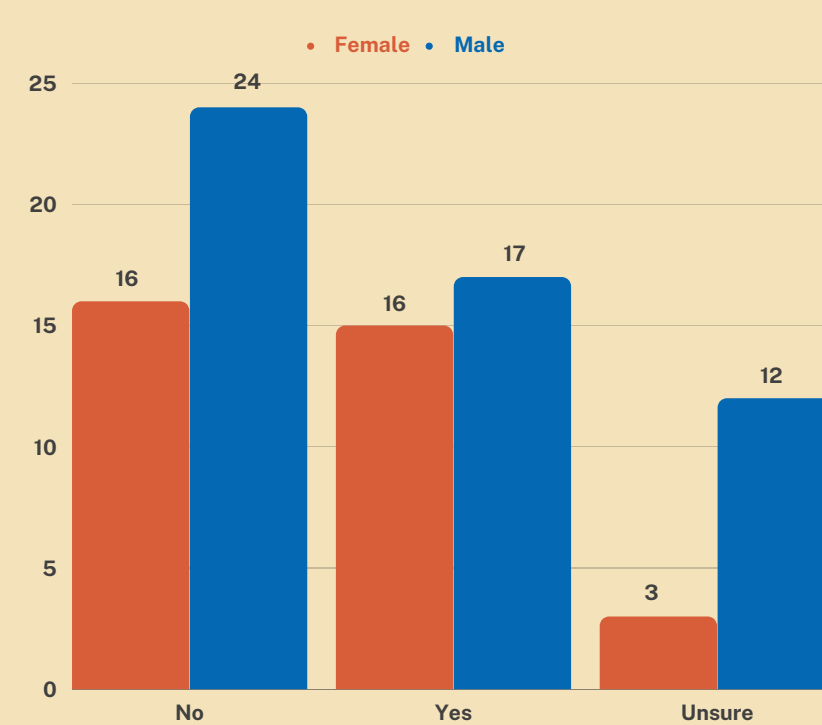
Services available for PwDs



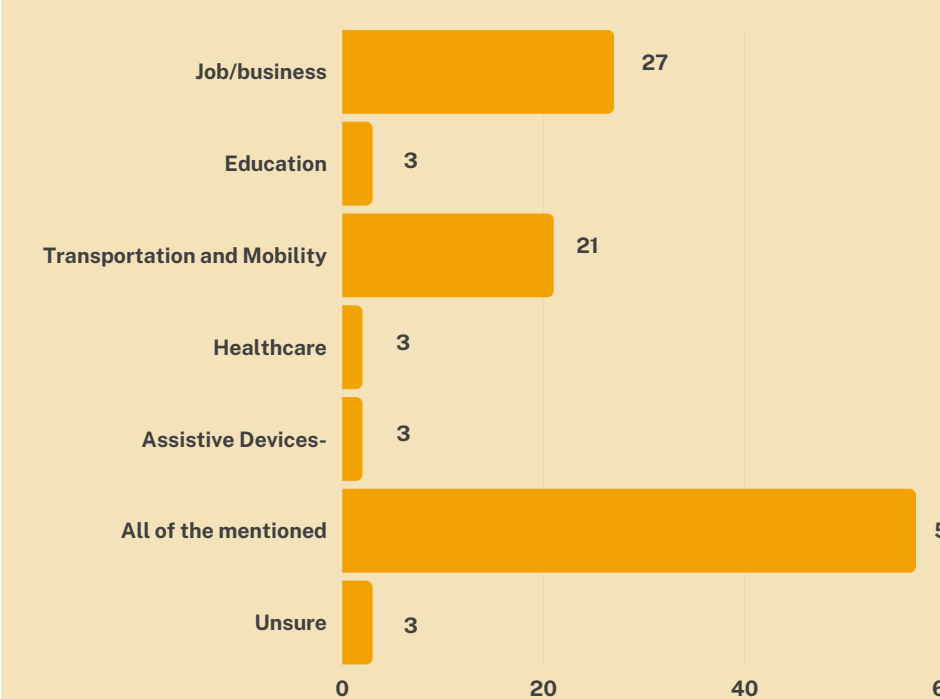
Schemes available for PwDs



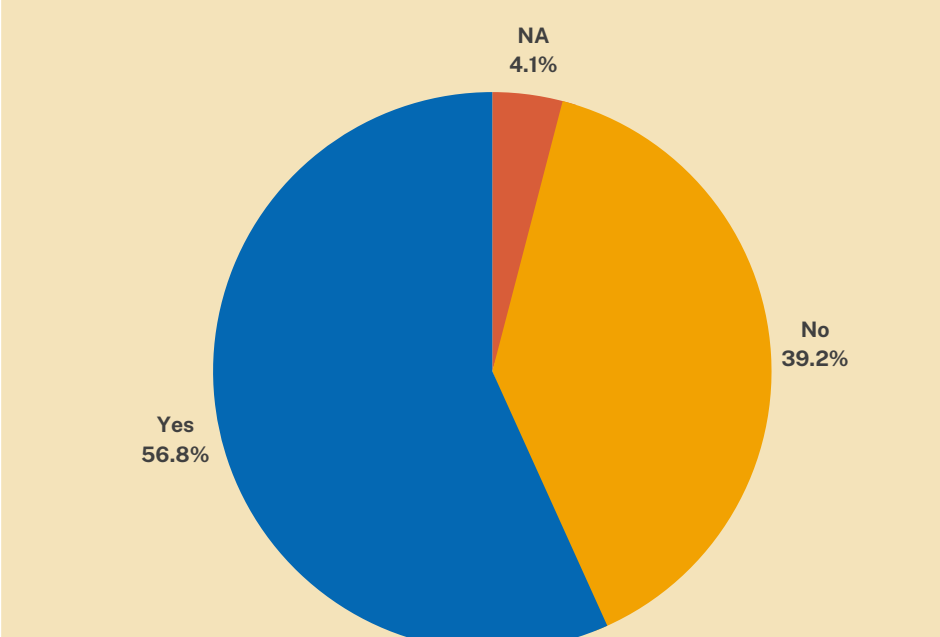
Means through which PwDs avail schemes and services



Accessibility of public services to PwDs



Sectors most impacted by COVID-19 as per PwDs



Perception of PwDs on the importance of UDID card in availing public services

### INFORMATION, COMMUNICATION AND TECHNOLOGY



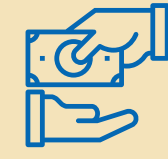
Rating the public transport system on the scale 1-5 by persons with disabilities



Paying electricity bills



Refilling cooking gas

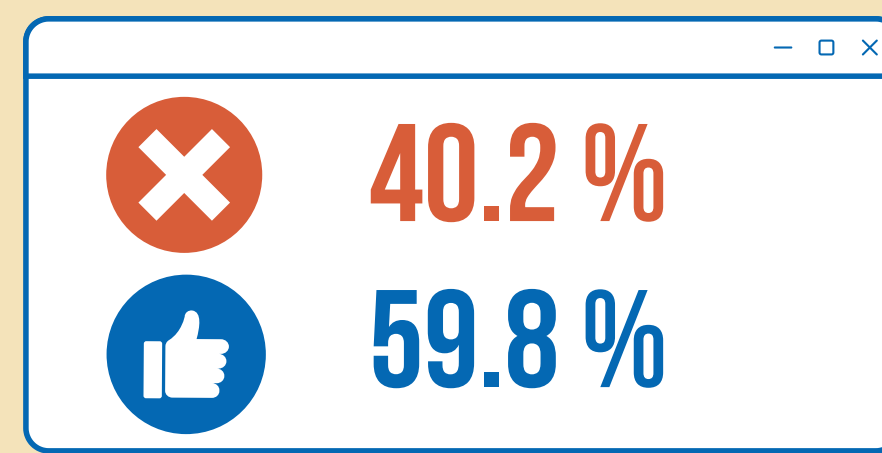


Transfer of cash



Paying water bills

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



Incorporation of accessibility features in websites as per the type of disabilities



Lack of technical know-hows



Difficulty in navigating through the websites



Improvement of public services because of digitisation



Insufficient bank balance



Lack of digital applications

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

### RECOMMENDATIONS AND SUGGESTIONS FROM THE GROUND

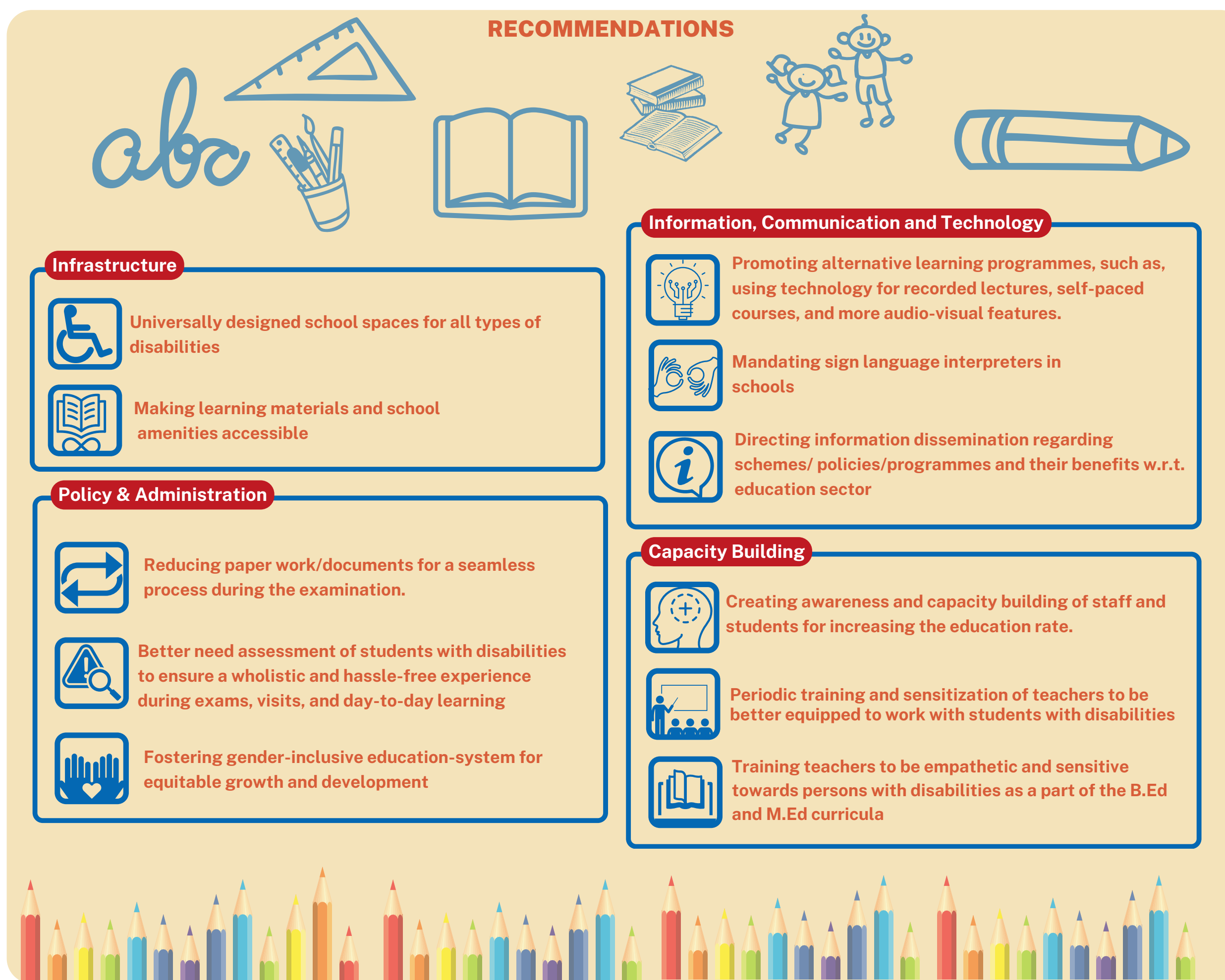
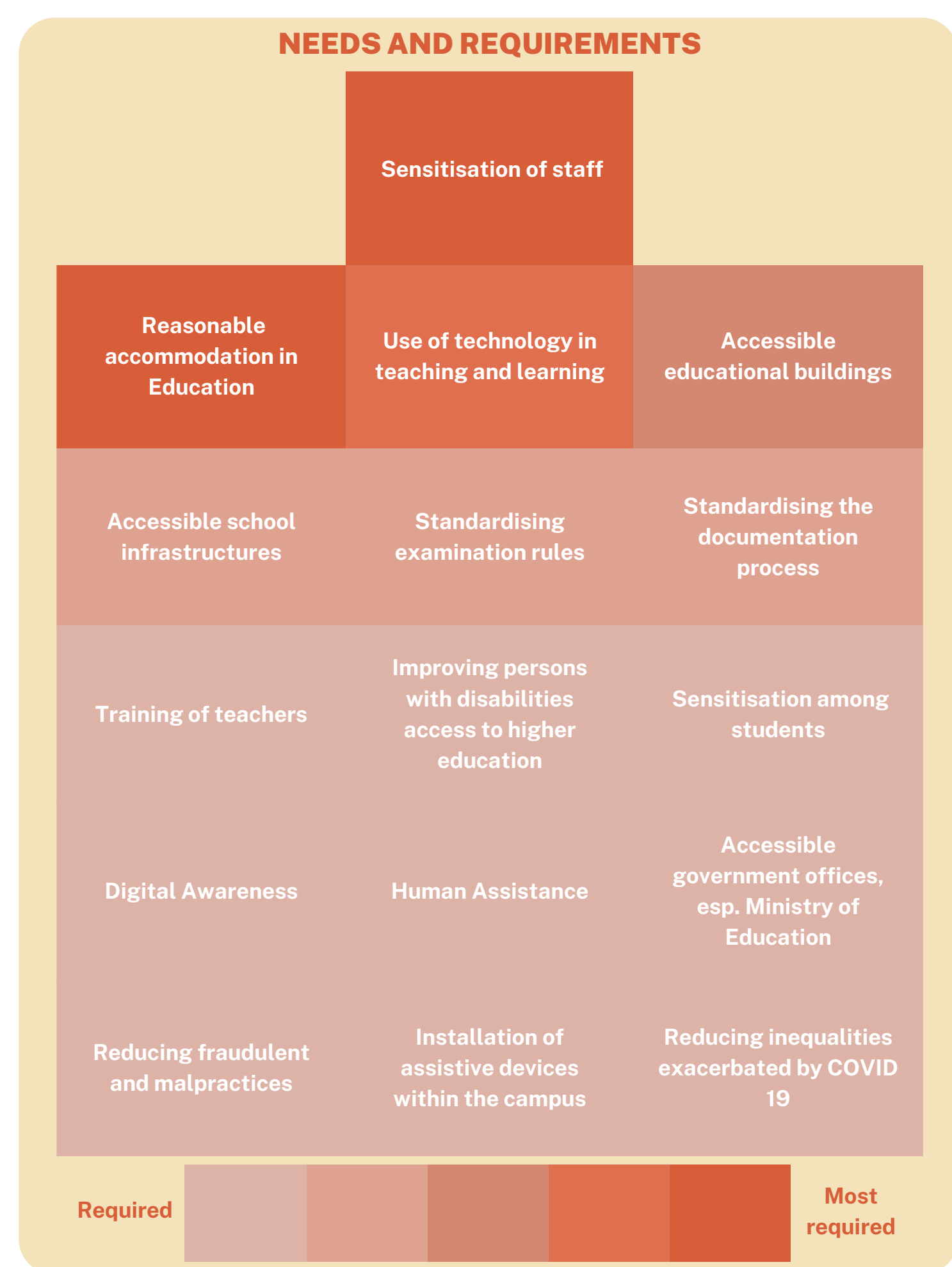
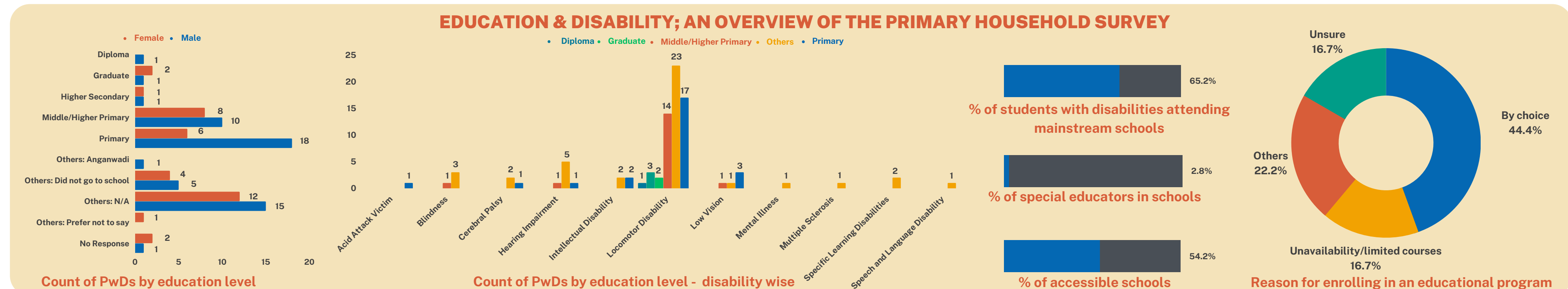
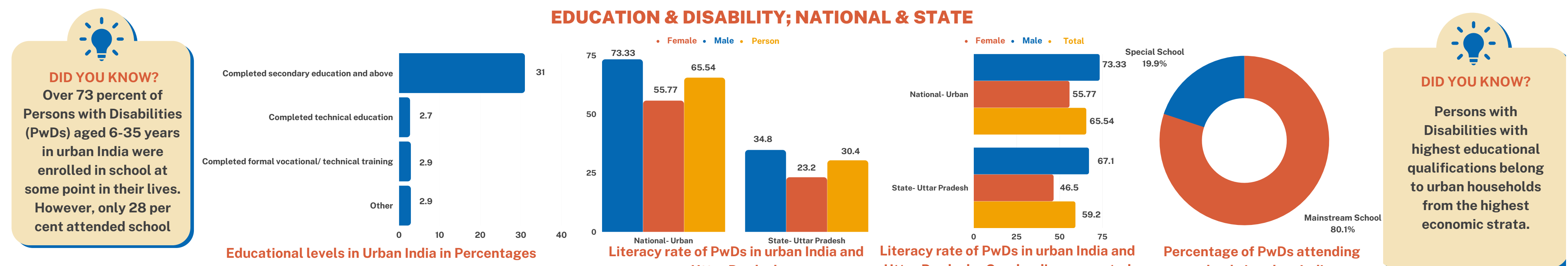
Easily accessible information on camps and Government schemes	Better pension schemes, job, house facility and other benefits	Participation of persons with disabilities in developing schemes.
Accessible transport system	Provision of basic employment opportunities for all	Provision of vocational training
Provision of housing facilities	Seamless access to assistive devices	Improved delivery of schemes and policies
Adoption and integration of UDID cards with other services	Developing online - offline mode of information distribution	Inclusion of special educators in all schools



## EDUCATION

### Good Governance for Urban Inclusion through Data & Empowerment of Persons with Disabilities

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**"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 be an independent individual"**

#### SAMARTH APPLICATION

A mobile application used by school officials to feed in primary data on children with disability. 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.

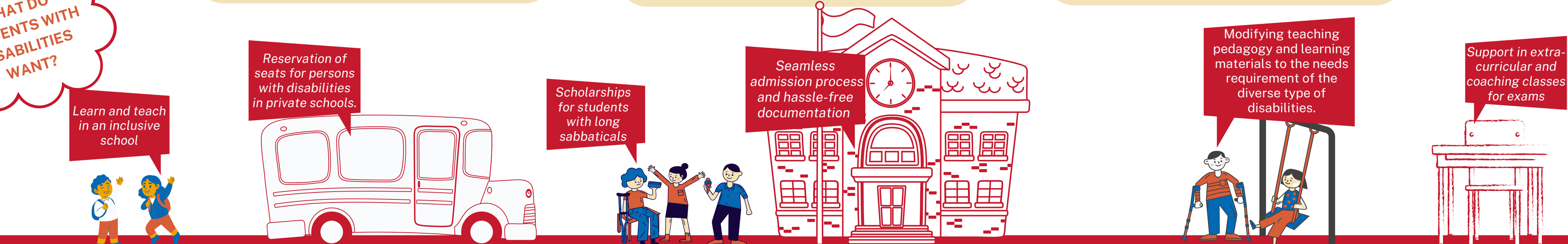
Through Sharda, students will be enrolled to age-appropriate classes and further linked to social welfare schemes to bring them into mainstream education system.

#### 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.

**"I aspire to be a teacher and teach students regardless of their identities or their disabilities"**



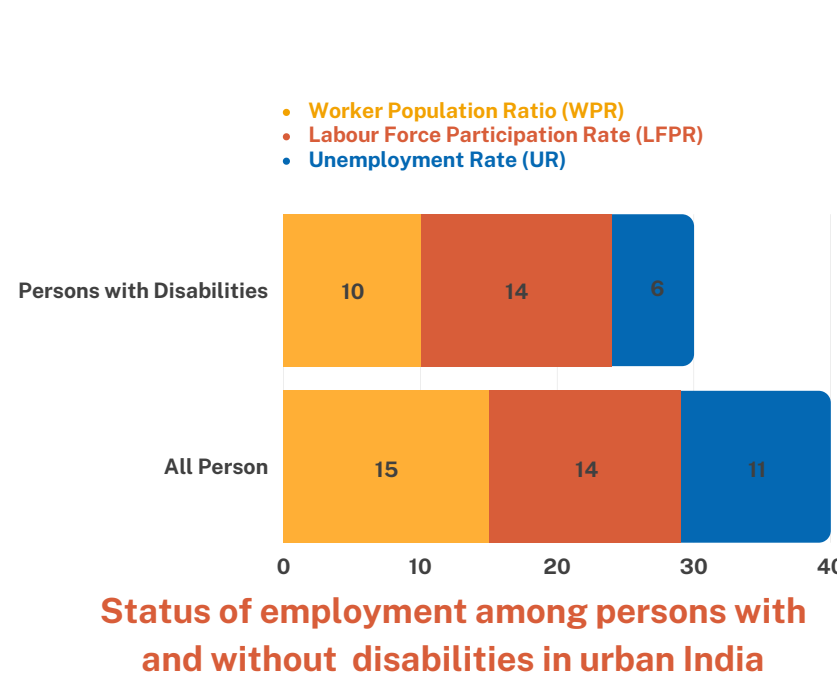


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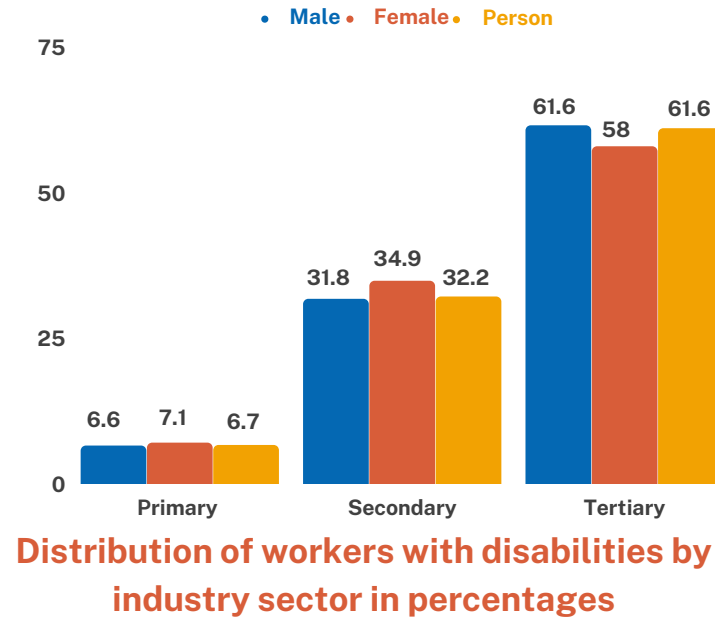
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**DID YOU KNOW?**

The largest share (45%) of workers with disability are self employed, followed by salaried employed (33.3%) and casual labour (21.7%).

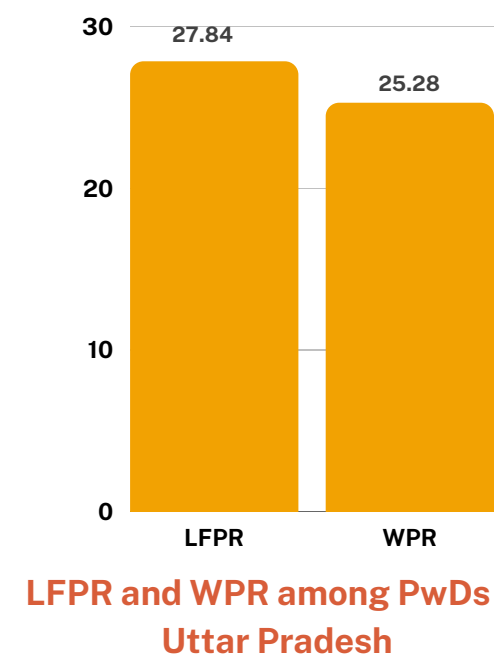


### LIVELIHOOD & DISABILITY; NATIONAL & STATE



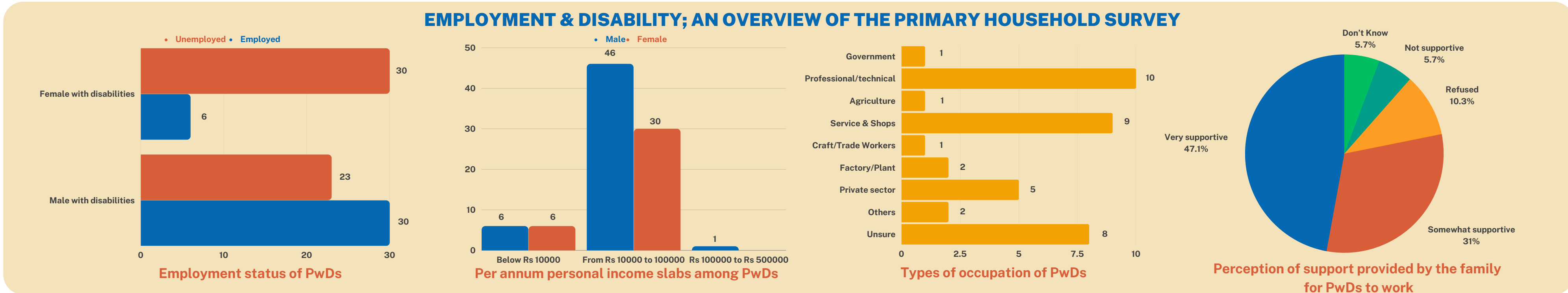
8 out of 10 PwDs in Urban India are unemployed

WPR among PwD is half of the total population WPR



**DID YOU KNOW?**

Uttar Pradesh with 27.84 % is among the top five states with the highest rate of labour force participation wrt. persons with disabilities (PwDs).



**NEEDS AND REQUIREMENTS**

Information on employment opportunities	Better employment opportunities	Pursue a career of choice
Job beyond entry-level	Sensitisation amongst recruiters and co-workers	Safeguarding of workers
Reservation for PwDs	Prevention of malpractices in hiring process	Dignified Employment
One-stop application for job screening	Access to credits and loans	Provision of training for upskilling
Provision of entrepreneurship support	Skill Mapping	Increase in number of job vacancies
Increase in private sector hiring	Reduce gender based discrimination	Stringent monitoring on job vacancy filling

Required Most required

**RECOMMENDATIONS**

*Support LOCAL BUSINESSES*

**Infrastructure**

- Universally designed workplaces

**Policy & Administration**

- Creating more posts beyond entry-level jobs
- Recognising and categorising reservations in jobs for persons with disability on the basis of the diverse types of disabilities
- Introducing support services (mentorship, financial support) specifically for small businesses of persons with disabilities

**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
- Integration of accessible technological solutions for seamless work experience in office/remote working
- Organising camps and awareness camps in wards and localities to provide persons with disabilities, information on job opportunities

**Capacity Building**

- Provision of upskilling and training programmes for persons with disabilities
- Conducting sensitisation workshops with employers on reasonable accommodations

### GOOD PRACTICES

**WHAT DO EMPLOYEES/WORKERS WITH DISABILITIES WANT?**

"I have a PhD from B.H.U and all I want is 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."

"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."

**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 Rs.7,500 is to be repaid with 4% interest.

**Rojgar Mela**

An online portal for information on current government opportunities. Job seekers can register themselves through this portal search for jobs based on categories, place, departments and salaries etc. They also get notified of available job opportunities via email. However, opportunities are seldom available for persons with disabilities because their eligibility criteria often do not match.

"I work from 10 in 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 alternative, I have to continue with my job."

"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"

Quality and dignified job opportunities beyond entry level

Skill training of choice and preferences

Equal pay for equal work

Quality and dignified job opportunities beyond entry-level

Increase reservation cutoffs, on the basis of population size and type of disability

### KEY MANDATES, POLICIES & PROGRAMMES PROMOTING THE WELFARE OF EMPLOYEES/WORKERS WITH DISABILITIES

Legal Mandates	National Commitments	Global Commitments
<p>Constitution of India</p>	<p>Rights of Persons with Disabilities Act 2016</p>	<p>Prevention, Prohibition and Redressal Act, 2013</p>
<p>Atmanirbhar Bharat Rozgar Yojana</p>	<p>National Urban Livelihoods Mission</p>	<p>ILO Disability Inclusion Policy and Strategy 2020-23</p>
<p>Sustainable Development Goals</p>	<p>UN Convention on the Rights of Persons with Disabilities</p>	<p>CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES</p>



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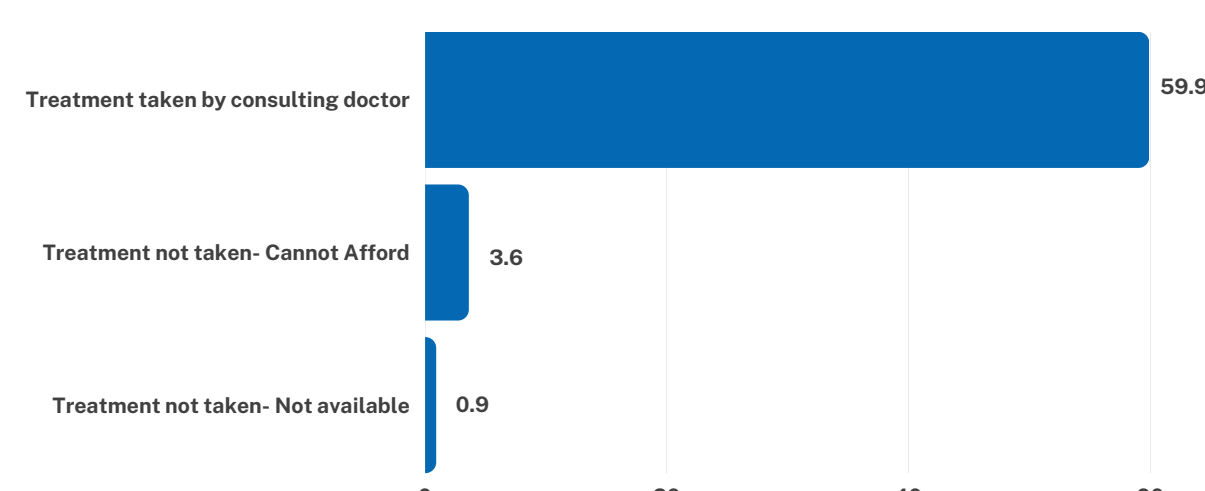
#### HEALTH-HYGIENE & DISABILITY; NATIONAL & STATE

##### DID YOU KNOW?

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

INDICATOR	MALE	FEMALE	PERSON
PwDs incurring out-of-pocket expense	37.05	41.75	39.12
Average monthly out-of-pocket expenses (Rs.) per PwDs	3351	2843	3112

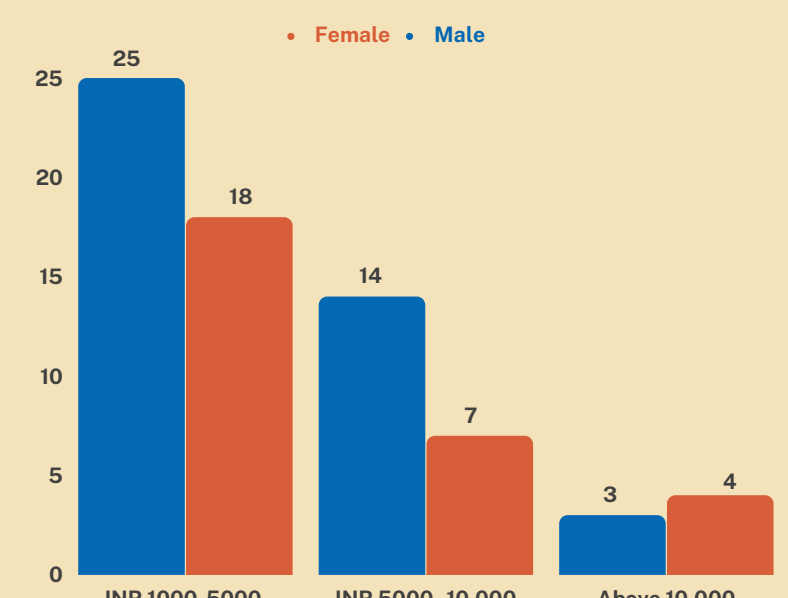
Out-of-pocket expenses on Disability in India



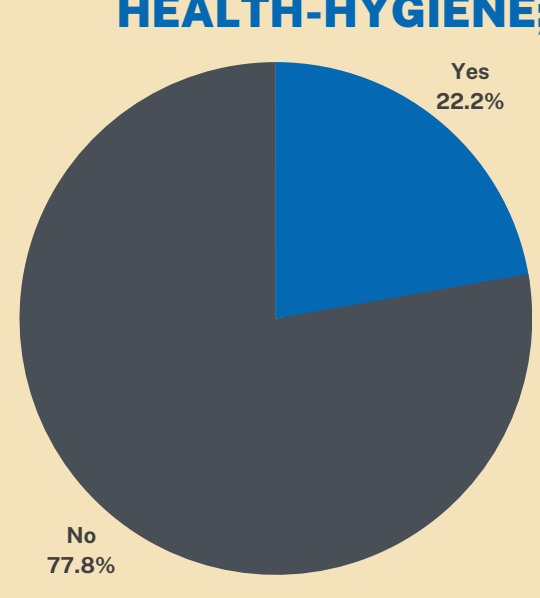
Percentage of persons with disabilities by the status of treatment taken in Uttar Pradesh

##### DID YOU KNOW?

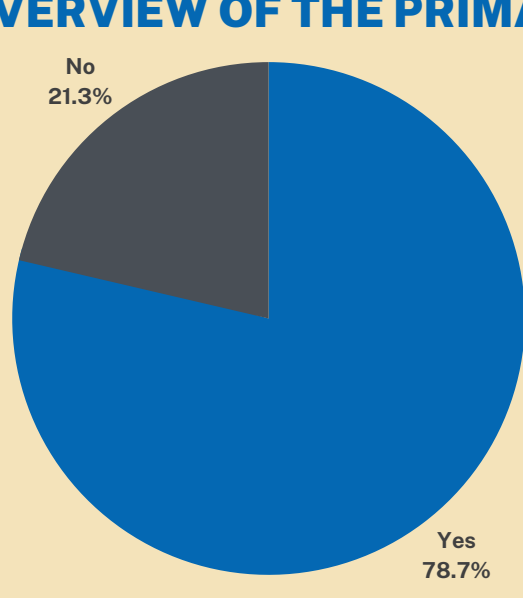
The average monthly out-of-pocket treatment expenses incurred per persons with disabilities (PwDs) is INR 3,112 in India. In this, the average monthly treatment expense increases with the economic status



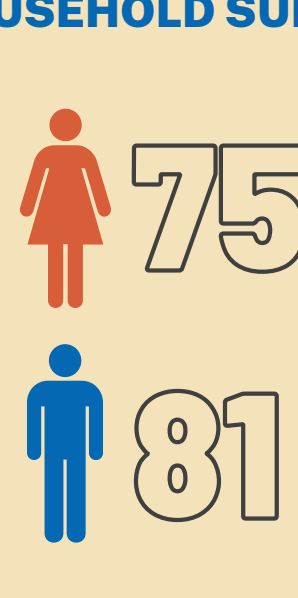
Avg. monthly medical expenses made by PwDs



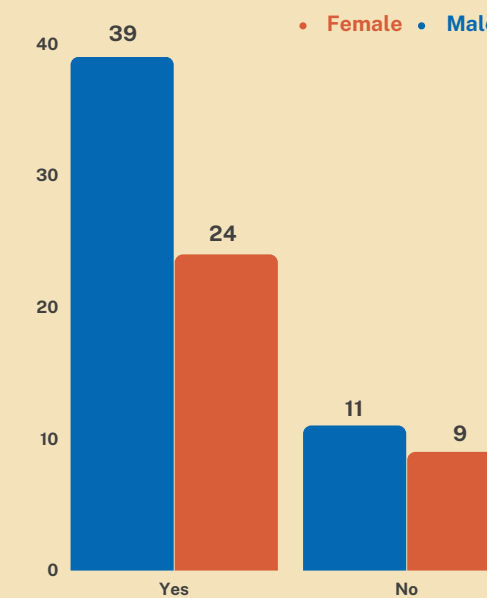
Share of able-bodied persons making expenditures on health



Share of PwDs persons making expenditures on health



Share of female and male with disabilities seeking medical intervention in percentages



Count of PwDs availing specialised doctors based on disability in government hospitals

#### NEEDS AND REQUIREMENTS

Easy access to subsidised healthcare	Provisions of Assistive Devices (ADs) under the health care system	Mitigating health care and medical challenges exacerbated by COVID-19
Specialised treatments for persons with disabilities	Sensitisation amongst recruiters and staff	Accessible public toilets
Menstruation hygiene	Signages in public and community toilets	Accessible community toilets
Easy doctor appointment for acquiring medical certificate	Adequate medical experts to diagnose the diverse types of disabilities	Check on authenticity of the disability certificate

Required

Most required

#### RECOMMENDATIONS

##### Infrastructure

- Universally designed healthcare centres
- Accessible toilets to be built within the main public/community toilet complex and not in a separate location
- Installation of sanitary vending machine in public toilets at an accessible height and place
- Installation of signages in public and community toilets in proper adherence to national guidelines
- Installation of accessible washrooms and toilets at accessible points (Eg. Neary the entrance) in public places
- Proper maintenance and cleaning of public toilets

##### Capacity Building

- Conducting workshops with health care staff to identify the different types of disabilities and respond to their needs

##### Information, Communication and Technology

- Proper operation and maintenance of online portal for disability registration
- Provision of customised assistive devices that are tailored to the needs of persons with disabilities under the Ayushman Card service

##### Policy & Administration

- Establishing a government healthcare cell specifically for persons with disabilities
- Coverage/recognition of all 21 types of disabilities under state and national health schemes
- Provision of more subsidies to improve and increase persons with disabilities access to health care services

#### GOOD PRACTICES



##### AID TO VOLUNTARY ORGANIZATIONS/INSTITUTIONS

Through this scheme, the voluntary organizations/institutions engaged in 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 AROGYA SAMITIS (MAS)

Mahila Arogya 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 practising healthy behaviours and accessing preventive, promotive and curative health services.

"When the vaccination was made available, nobody had clear information. Some also advised us not taken vaccination if we are under some medication."

"I was very ill during Covid-19 lockdown. It was such a bad situation, we could not find medicines nor visit a doctor. It was only when a doctor known to us came to the house and treated me, that I recovered."

WHAT DO PATIENTS WITH DISABILITIES WANT?

Affordable and accessible healthcare

Inclusion in government health schemes

Dedicated health cells for persons with disabilities

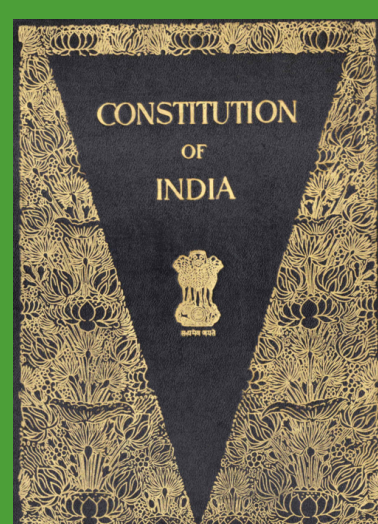
Dedicated health specialist for persons with disabilities

Inclusion of more services related to disability under Ayushman card

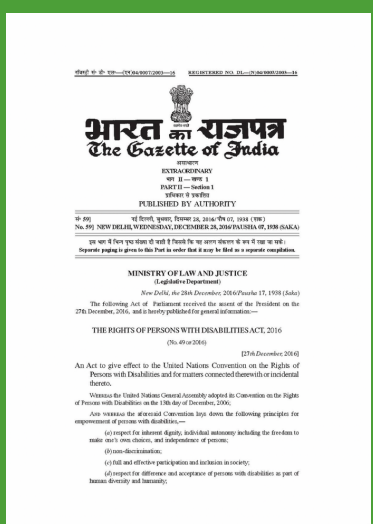
Accessible and relevant IEC material

#### KEY MANDATES, POLICIES & PROGRAMMES PROMOTING THE WELFARE OF PATIENTS WITH DISABILITIES

##### Legal Mandates



Constitution of India



Rights of Persons with Disabilities Act 2016

##### National Commitments



National Health Mission



National Trust Act, 1999



Ayushman Bharat Yojana



Swachh Bharat Mission

##### Global Commitments



Sustainable Development Goals

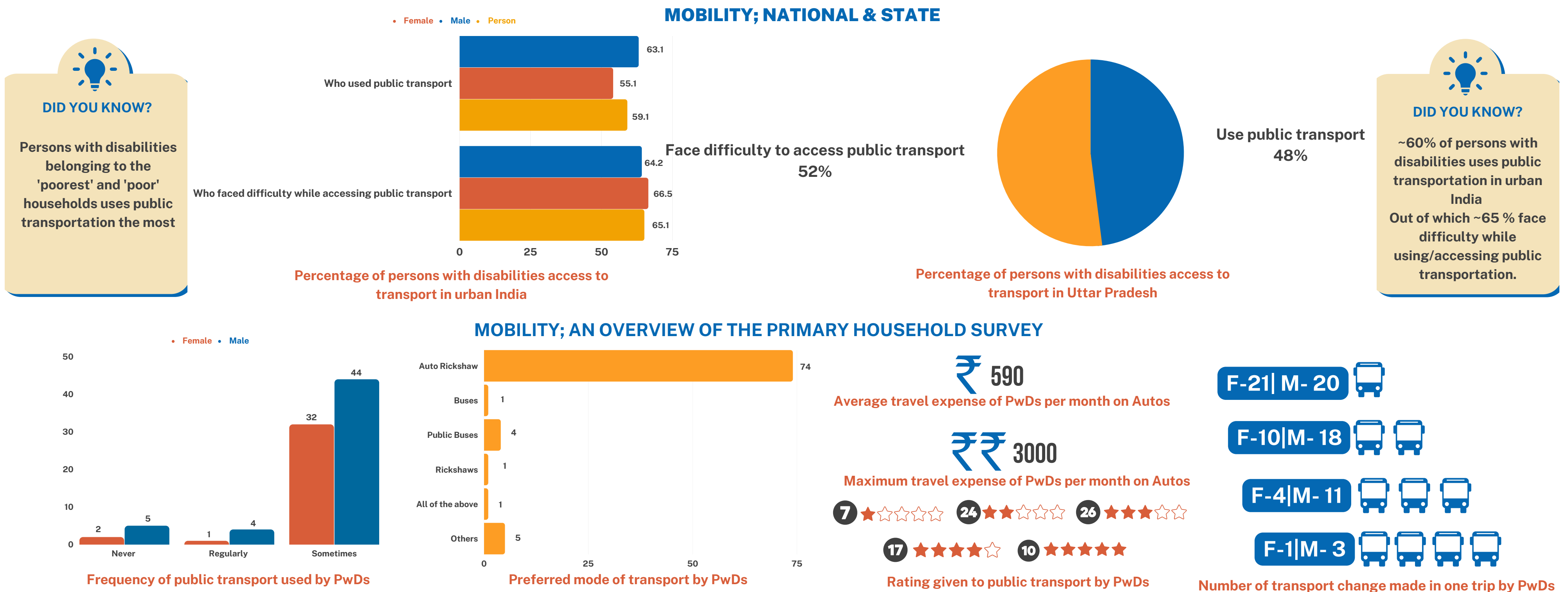


UN Convention on the Rights of Persons with Disabilities



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#### NEEDS AND REQUIREMENTS

Accessible transport infrastructure	Easy access and standardised disability coach placement in all trains	Accessible streets and walkways
Accessible bus design	Accessible information system in railways	Sensitisation of transport staff and drivers
Reduction in number of transport documents/passes	Accessible transit points	Last mile connectivity
Provision of human assistance in transport systems	Better crowd management	Installation of signages at all important points
Sensitisation of fellow passengers	Monitoring & maintenance of disability coaches in railways	Standardised rates of auto rickshaw fare
Improving cancellation rates by drivers	Well-maintained, accessible footpaths	Monitoring of reserved seats

**Required**  **Most required**

#### 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 signages.
- 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

##### Capacity Building

- Sensitisation of staff and fellow passengers to be responsive to the needs of persons with disabilities

#### 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 making them accessible for persons with disabilities. VDA would be the lead implementing agency in collaboration with relevant city stakeholders.

##### STREET REDEVELOPMENT PROJECT

A stretch of 1.2 km (between Sajan Tiraha 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.

##### WHAT DO COMMUTERS WITH DISABILITIES WANT?

- Accessible and affordable transport
- A safe and inclusive space to carry along assistive devices
- Empathetic passengers and drivers
- Safe and Accessible routes to school, offices, recreation spaces
- Proper access to existing services and schemes developed for persons with disabilities
- Reduced trip chaining

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

##### Legal Mandates

Rights of Persons with Disabilities Act 2016

##### National Commitments

Scheme for Implementation of the RPwD Act, 2016 (SIPDA)

Accessible India Campaign

Streets for People Challenge

Swachh Bharat Mission

##### Global Commitments

11 Sustainable Cities and Communities

CRPD CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES

UN Convention on the Rights of Persons with Disabilities

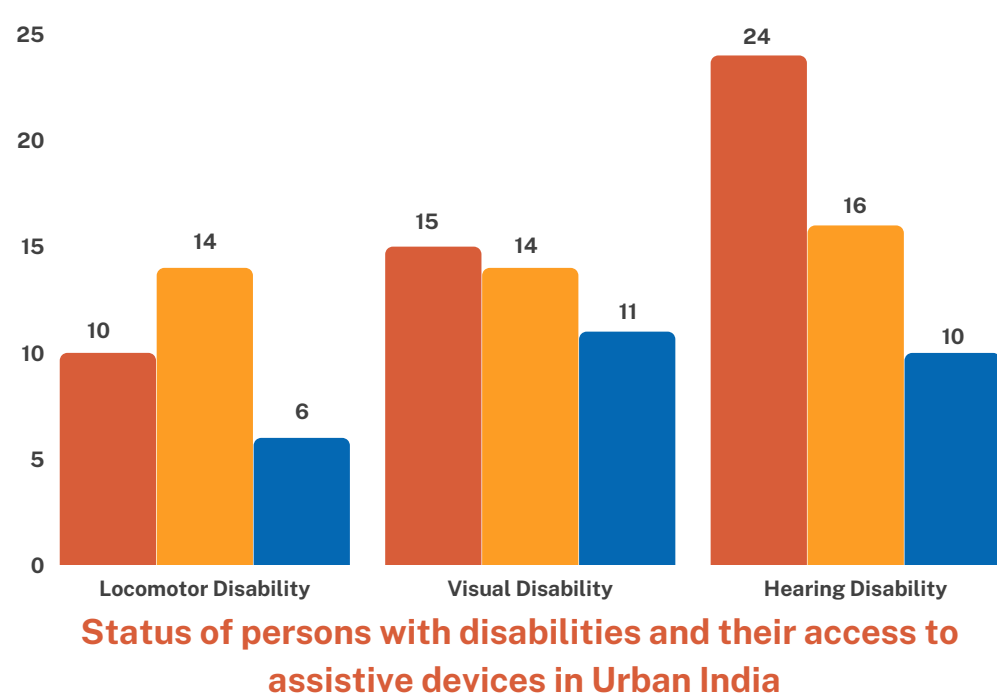


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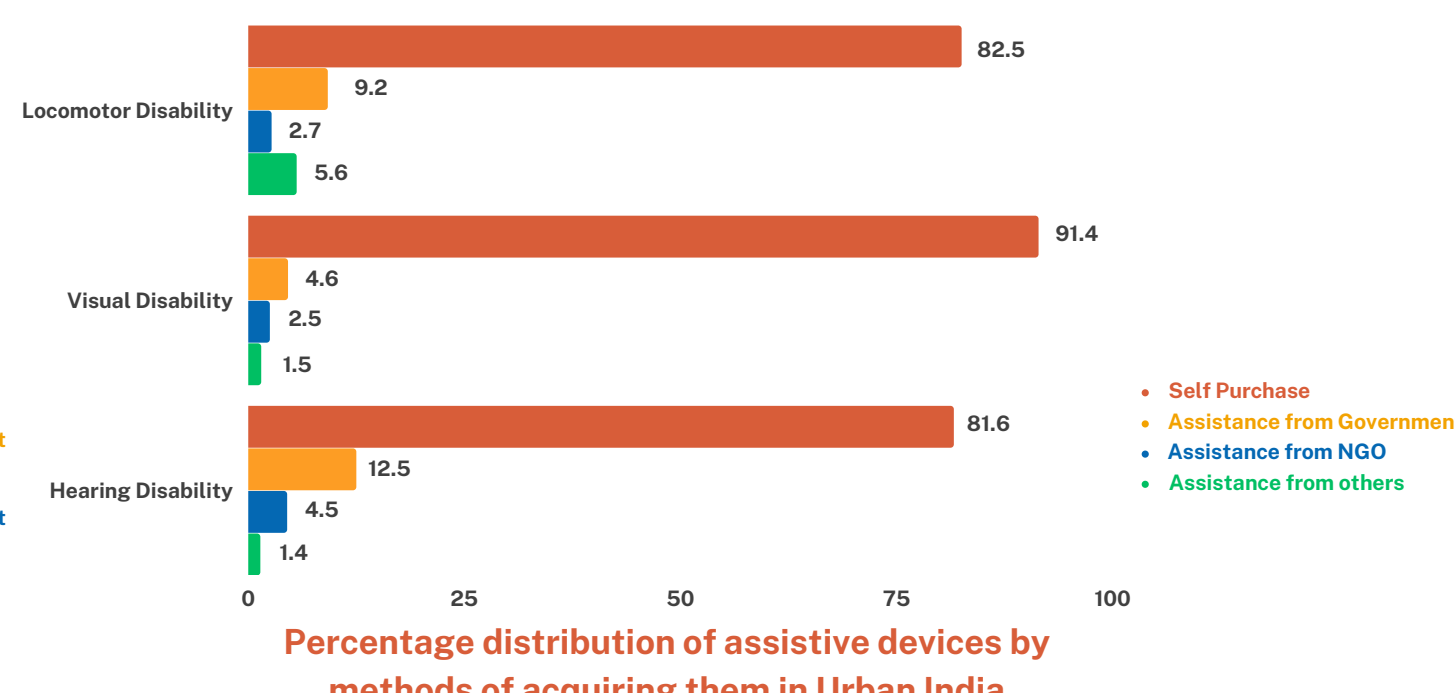
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### ASSISTIVE TECHNOLOGY; NATIONAL

**DID YOU KNOW?**  
Persons with hearing disabilities purchased the highest number of assistive devices among the three most prevalent types of disabilities- locomotor, hearing and visual disability.



- Who were advised aid/appliances and acquired them
- Who were advised aid/appliances but did not acquire them since they could not afford
- Who were advised aid/appliances but did not acquire them since they were not available



**DID YOU KNOW?**  
Across three prevalent types of disability- locomotor, hearing and visual disability, self purchase of appliances is the most common way to acquire it.

### ASSISTIVE TECHNOLOGY; AN OVERVIEW OF THE PRIMARY HOUSEHOLD SURVEY

Status of PwDs availing assistive device

Means of distribution through which PwDs avail assistive device

The average amount spent on buying Assistive technology

1 - 5k

Share of PwDs facing issues travelling with their assistive device in percentages

28%

23.3%

### NEEDS AND REQUIREMENTS

Information on assistive devices	AT service centre	Monitoring Assistive Devices available in public places
Subsidised assistive devices	Quality of assistive devices	Reduced fraudulent practices
Improve designs of assistive devices	Standardisation of costs	Reduce gaps on access to assistive devices that is widened due to COVID-19

Required Most required

### RECOMMENDATIONS

#### Infrastructure

- Create intuitive human-centred designs
- Create designs of ATs that are both functional and cost-effective
- Allow more flexibility for users to customise their devices as per their specific needs and requirement
- Universally designed environment to improve the usage and application of assistive devices

#### Capacity Building

- Upload online video tutorials on basic repair techniques for assistive devices

#### Information, Communication and Technology

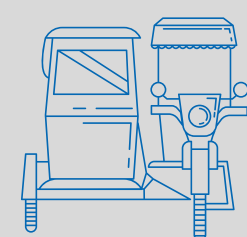
- Make information about assistive devices specifications online
- Map and identify assistive device repair and procurement centres to make it easily discoverable on google finders

#### Policy & Administration

- Increase the rate of AT production to improve the subsidy option for persons availing assistive devices
- Create an AT market to mainstream the local production of assistive devices
- Standardisation of AT rates
- Improving access to quality and diverse types of assistive devices even in smaller cities

### GOOD PRACTICES

"We do not know details of the assistive products, where to purchase them from, and what the different parts are called. Information about these details would be very useful for us."



#### FREE MOTORIZED TRICYCLE SCHEME FOR PERSONS WITH DISABILITIES

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.



#### ARTIFICIAL LIMBS/ ASSISTIVE EQUIPMENTS SCHEME

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 (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.



#### 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.

"I got a motorised transport, but it never worked. Its battery failed and the repair station was located very 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 3 years"

WHAT DO PERSONS WITH DISABILITIES WANT?

Affordable Assistive Devices

Compatible and easy to use devices

Easy access and repair of assistive technology

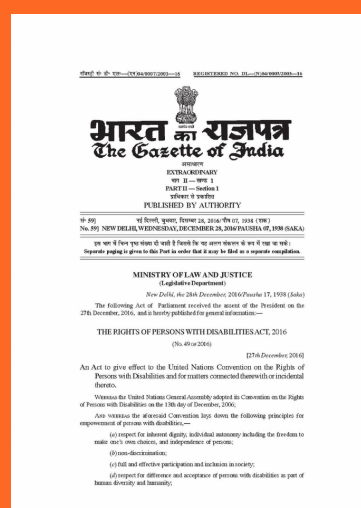
Assistance to repair assistive device

Design devices in sync with individual needs and specifications

Technological know-hows

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

#### Legal Mandates

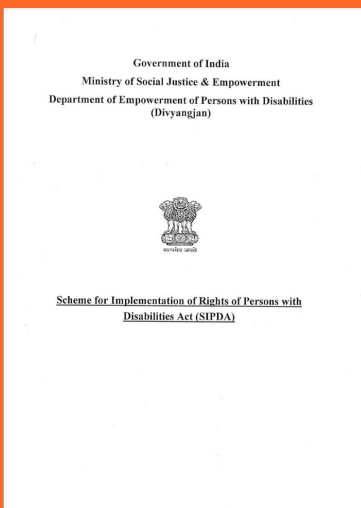


Rights of Persons with Disabilities Act 2016

#### National Commitments



Assistance to Disabled Persons for Purchase/ Fitting of Aids and Appliances (ADIP Scheme)



Scheme for Implementation of the RPwD Act, 2016 (SIPDA)

#### Global Commitments



Sustainable Development Goals



Global Cooperation on Assistive Technology (GATE)



Web Accessibility Initiative (WAI), World Wide Web Consortium (W3C)



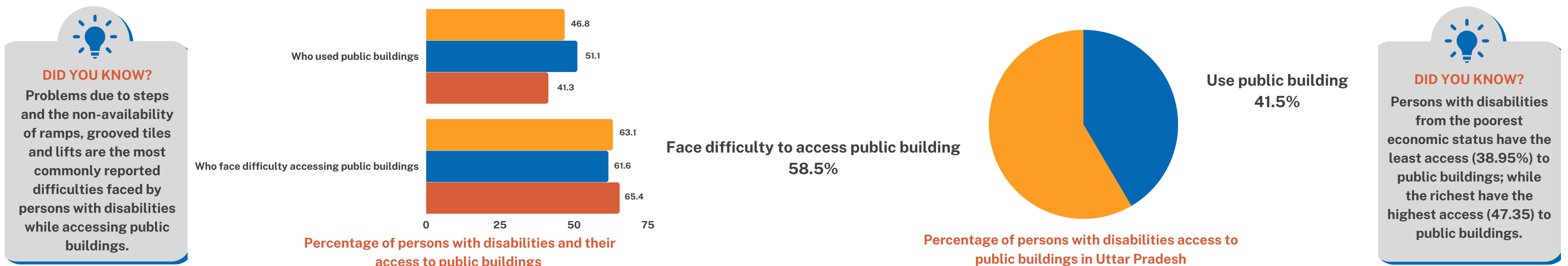
UN Convention on the Rights of Persons with Disabilities



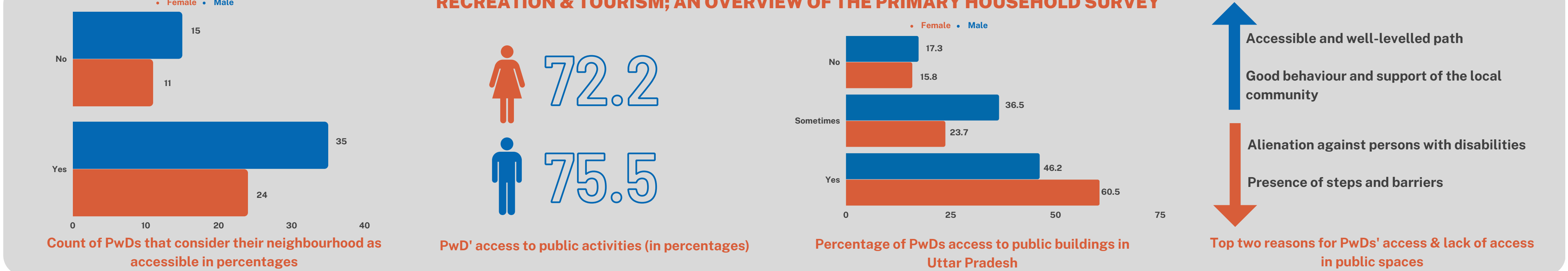
## Good Governance for Urban Inclusion Through Data and Empowerment of Persons with Disabilities

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

### RECREATION & TOURISM; NATIONAL & STATE



### RECREATION & TOURISM; AN OVERVIEW OF THE PRIMARY HOUSEHOLD SURVEY



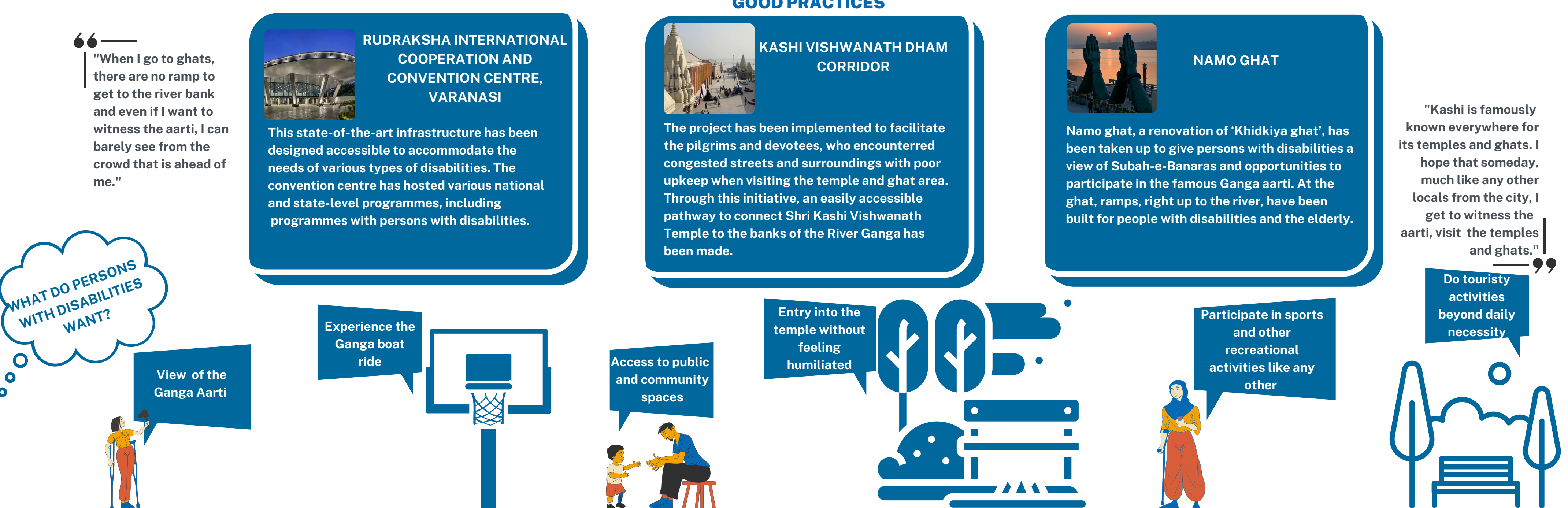
### NEEDS AND REQUIREMENTS



### RECOMMENDATIONS

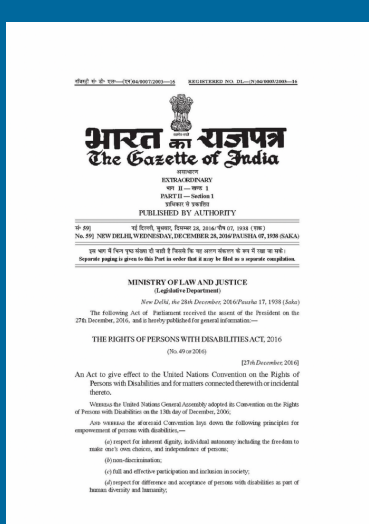


### GOOD PRACTICES



### KEY MANDATES, POLICIES & PROGRAMMES PROMOTING THE WELFARE OF PERSONS WITH DISABILITIES- RECREATION & TOURISM

#### Legal Mandates



Rights of Persons with Disabilities Act 2016

#### National Commitments



Accessible India Campaign



HRIDAY: Heritage City Development & Augmentation Yojana



Smart Cities Mission



Khelo India

#### Global Commitments



Sustainable Development Goals



UN Convention on the Rights of Persons with Disabilities



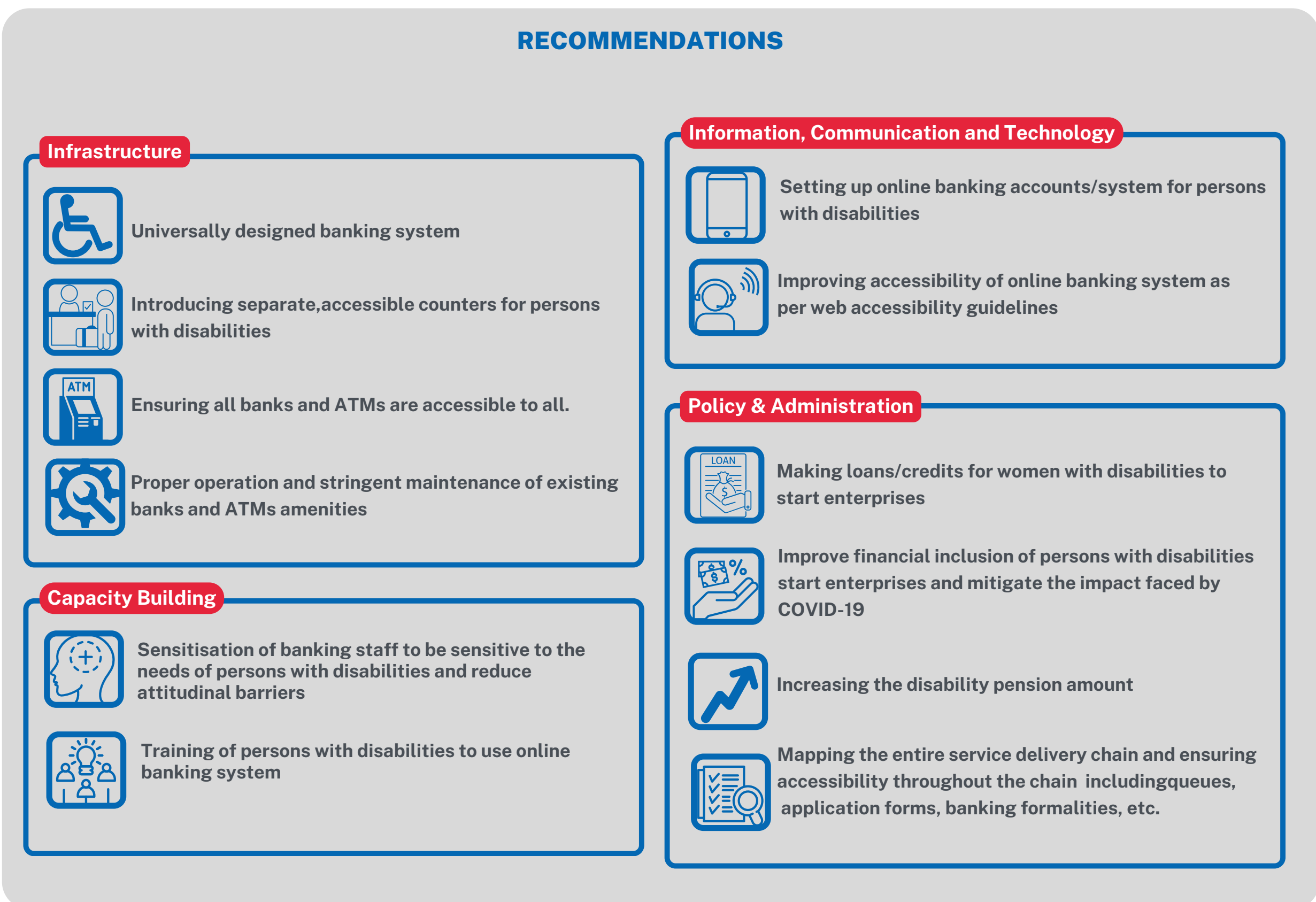
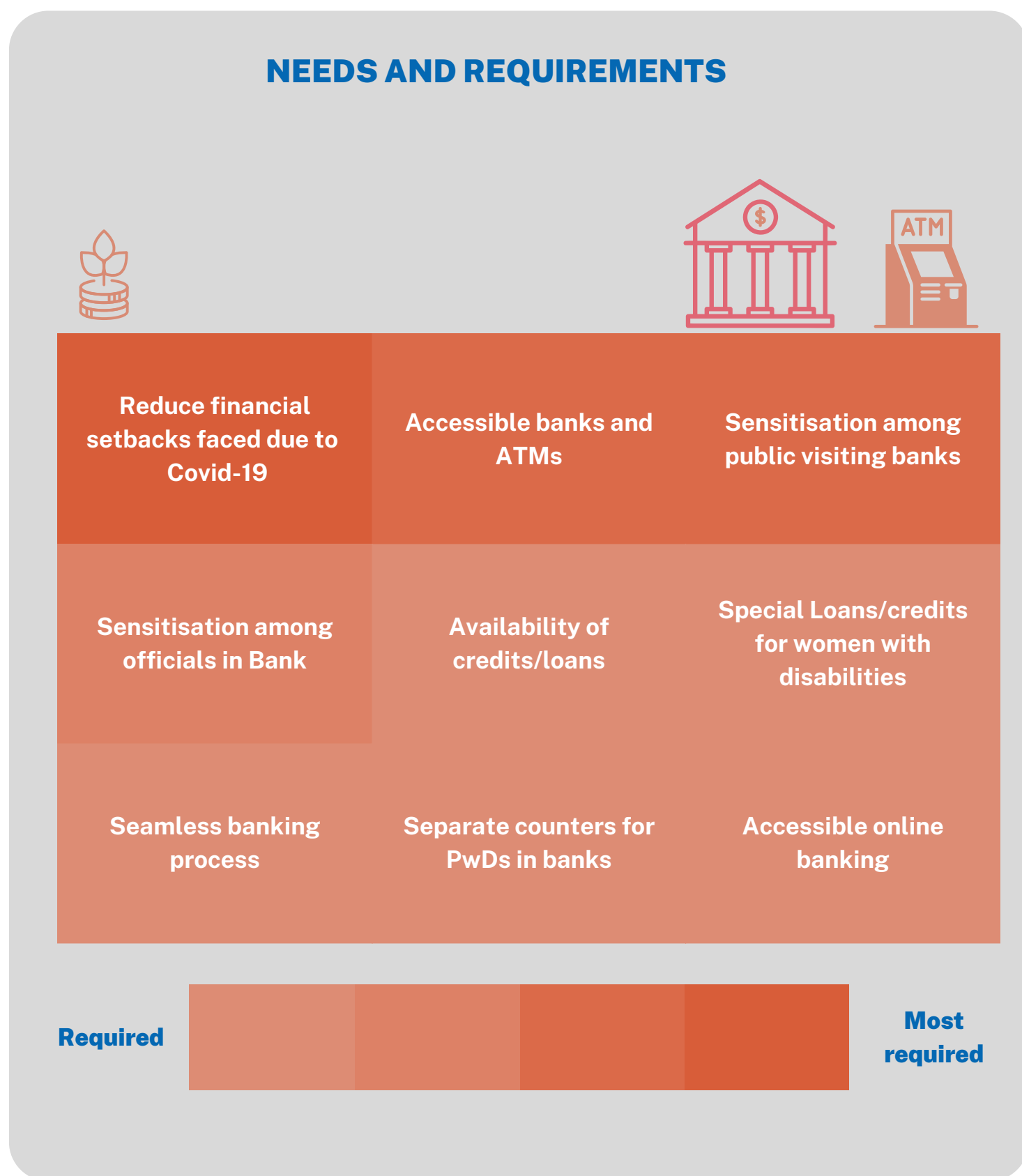
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### FINANCIAL SERVICES

"One time, when I visited the bank with my husband, the gates were only partially opened. My husband is a crutch user and I too have a disability, so I requested them to open the gate but no one came to help. At last, I held the crutch and he entered the bank only by crawling on the floor."

"With my disability, when I visit the bank, I cannot stand like an able-bodied person. Yet, we are required to stand together in line. So I have to take someone's support to stand or stand on my behalf and it is not convenient at all."



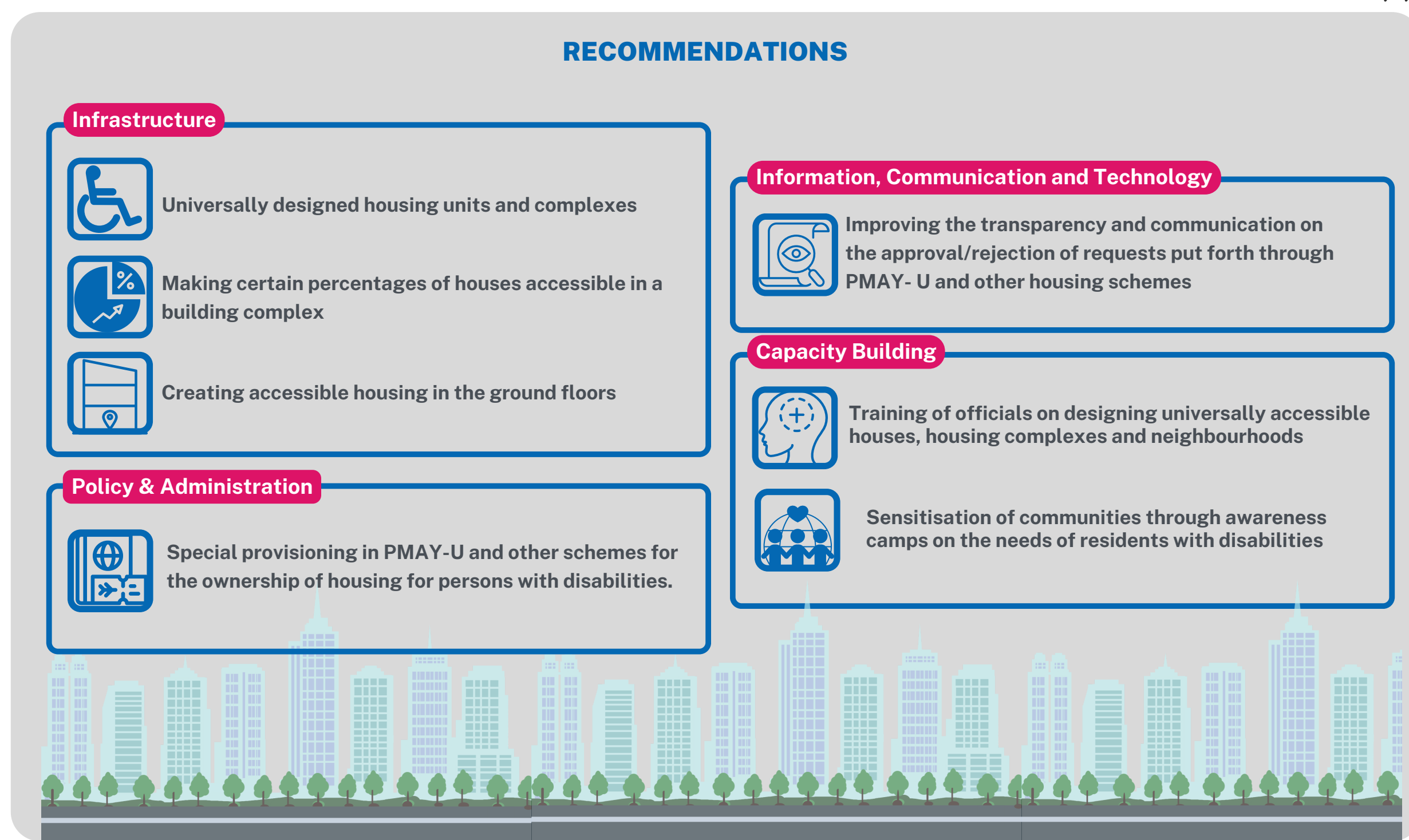
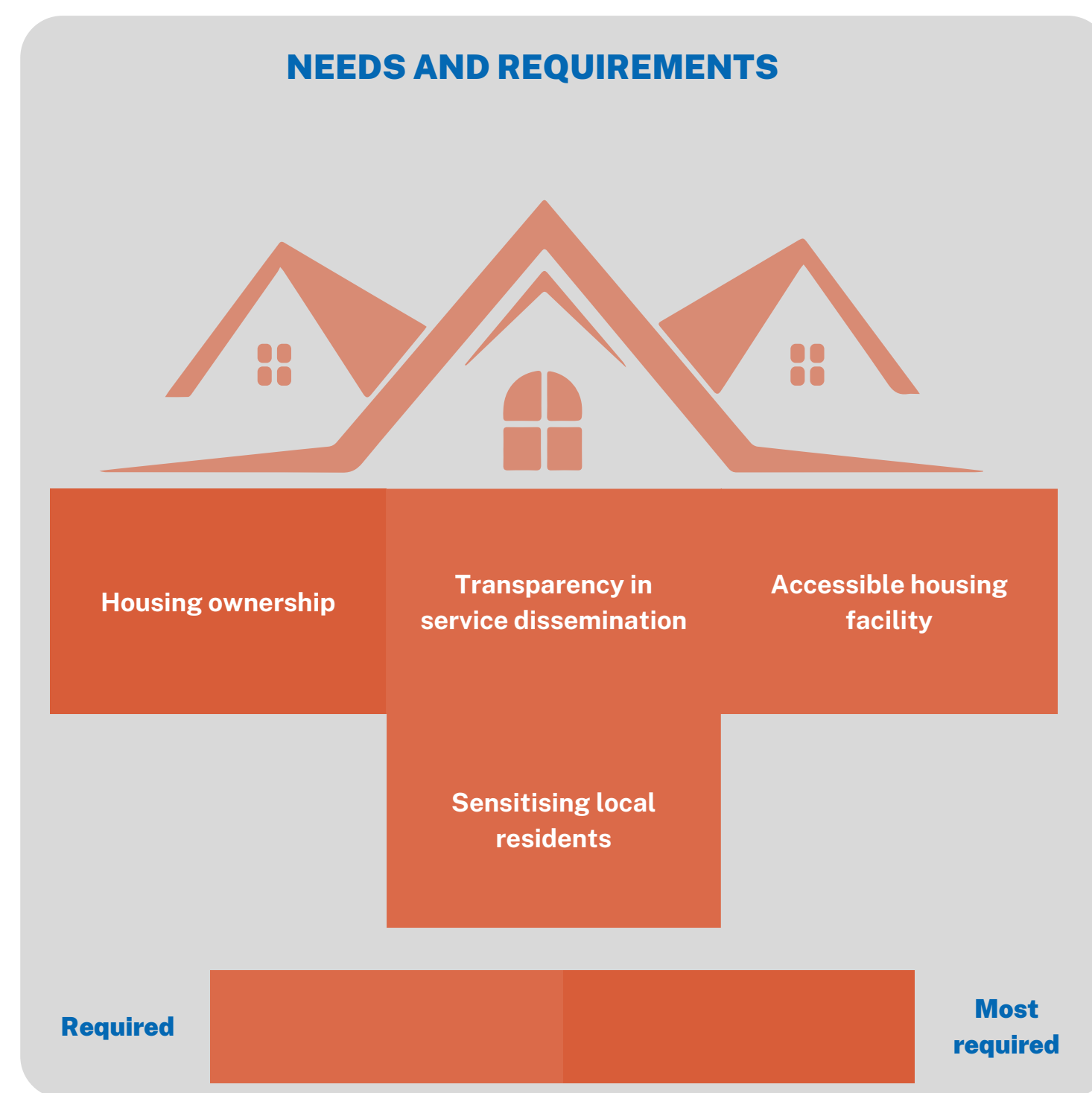
### KEY MANDATES, POLICIES & PROGRAMMES PROMOTING THE EDUCATION OF STUDENTS WITH DISABILITIES



### HOUSING

"I am 40 years old with speech impairment, my need is for people to easily understand me because I find difficulty in communicating with others. I hope to have more financial stability and a house of my own in the days to come."

"I want people to stop seeing me through the lens of stigma and I hope that in the future, I have a house of my own and travel abroad someday."



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

