

4-38/2019-AIC  
Government of India  
Ministry of Social Justice and Empowerment  
Department of Empowerment of Persons with Disabilities  
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5<sup>th</sup> Floor, Pt. Deendayal Antyodaya Bhawan,  
CGO Complex, New Delhi- 110003  
Date: 18.04.2023

**OFFICE MEMORANDUM**

**Subject: Minutes of Meeting held on 06.04.2023 under the chairpersonship of Hon'ble Minister Social Justice & Empowerment regarding the Review meeting on implementation of RPwD act 2016 and Rules 2017 by various Ministries**

The undersigned is directed to forward herewith the Minutes of Meeting chaired by Hon'ble Minister Social Justice & Empowerment on 06.04.2023 regarding the review **meeting on implementation of RPwD act 2016 and Rules 2017 by various Ministries.**

Enclosed: As above

  
(Ram Charan Meena)

Under Secretary to the Govt. of India  
Tel: 011-24360316

- To,
- i. Secretary, Ministry of Electronics and Information Technology
  - ii. Secretary, Ministry of Housing and Urban Affairs
  - iii. Secretary, Ministry of Railways
  - iv. Secretary, Ministry of Civil Aviation
  - v. Secretary, Ministry of Culture
  - vi. Secretary, Department of Financial Services
  - vii. Secretary, Department of School Education & Literacy
  - viii. Secretary, Ministry of Information and Broadcasting
  - ix. Secretary, Department of Drinking Water and Sanitation
  - x. Secretary, Department of Sports
  - xi. Secretary, Department of Telecommunication
  - xii. Secretary, Ministry of Road Transport and Highways
  - xiii. Secretary, Ministry of Health and Family Welfares
  - xiv. Secretary, Ministry of Home Affairs

- xv. Secretary, Ministry of Tourism
- xvi. Secretary, Department of Justice
- xvii. Secretary, Ministry of Port, Shipping and Waterways
- xviii. Secretary, Department of Higher Education
- xix. Ministry of Rural Development
- xx. Department of Consumer Affairs

Copy for information to:

- i. Office of Chief Commissioner for Persons with Disabilities
- ii. Under Secretary, Policy Division, DEPwD

**Inter-ministerial Review Meeting by Hon'ble Minister Social Justice and Empowerment on 06.04.2023, 3:00PM, Dr. Ambedkar International Centre, New Delhi**

The meeting was held under the Chairpersonship of Dr. Virendra Kumar, Hon'ble Minister Social Justice & Empowerment along with Km. Pratima Bhoumik, Hon'ble Minister of State for Social Justice & Empowerment. The meeting was steered by Secretary, Department of Empowerment of Persons with Disabilities (DEPwD) and was attended by representatives from 16 Ministries/Departments, excluding Department of Consumer Affairs, Ministry of Culture, Department of Telecommunication and Department of Law and Justice. The detailed list of participants is enclosed at **Annexure A**.

2. Secretary DEPwD welcomed Hon'ble Minister Social Justice and Empowerment Dr. Virendra Kumar and Minister of State Km. Pratima Bhoumik. He further explained the context for the meeting, wherein he mentioned various issues/concerns/representations etc. raised by Persons with Disabilities across various sectors while appreciating the zealous efforts being put in by all Ministries/Departments in formulation of sector-specific accessibility guidelines. During his opening remarks, Secretary, DEPwD emphasized on the importance of compliance audit of the implementation of the provisions of the sector specific guidelines by Ministries/Departments.

3. The meeting proceeded further by Shri. Rajeev Sharma, Joint Secretary, DEPwD with setting the key agenda of the meeting, highlighting the key provisions of RPwD Act 2016 regarding the time limit for accessibility by service providers in **Section 46 which states that Time limit for accessibility by service providers.—**The service providers whether **Government or private** shall provide services in accordance with the rules on accessibility formulated by the **Central Government under section 40 within a period of two years** from the date of notification of such rules: Provided that the Central Government in consultation with the Chief Commissioner may grant extension of time for providing certain category of services in accordance with the said rules.

4. In addition to this, Rule 15 of RPwD Rule 2017 which states that the standard of accessibility in respect of other services and facilities shall be specified by the Central Government within a period of six months from the date of notification of these rules.

5. Furthermore, a step by step flow of the process of notification of guidelines in e-gazette followed by notification in RPwD rules 2017 and demonstrating the achievements made under Accessible India Campaign by Ministries/Departments on a broader level, presented by Shri. Rajeev Sharma, Joint Secretary, DEPwD.

6. During his presentation, he highlighted the overall achievement by the Ministries/Departments in formulating and finalising the sector specific harmonised guidelines and appreciated the efforts made by the concerned Ministries/Departments for notifying the guidelines in e-gazette namely, Ministry of Housing and Urban Affairs, Ministry of Electronics and Information Technology, Ministry of Civil Aviation, Ministry of Culture and Department of sports.

7. The meeting then kicked off with detail discussions with all Ministries/Departments presenting the current status of work achieved by them and related concerns raised by the PwDs, which has been tabulated below:

S.no	Name of the Ministries	Discussion points	Directions given
1	Ministry of Housing and Urban Affairs	<ul style="list-style-type: none"> <li>Several representations regarding the change in accessible dimensions of the features w.r.t Harmonised Guidelines 2016.</li> <li>Lack of clarity in the dimensions of various accessible features such as inconsistency in the placement of the tactile paths in two figures of similar location, discrepancy in the dimensions of the placement of lift features etc.</li> </ul>	<ul style="list-style-type: none"> <li>Secretary DEPwD requested the Ministry of look into the discrepancies in the guidelines and do the needful.</li> <li>The representations received shall be mailed to the Ministry for taking necessary actions.</li> </ul>

2	Ministry of Electronics and Information Technology	<ul style="list-style-type: none"> <li>• It was observed that lot of Government websites are currently having inaccessible Captchas which make it difficult for PwDs especially visually impaired people to access the information at the time of login, filling income tax returns etc.</li> <li>• Other features including the accessible documents on the website is another challenge.</li> <li>• Compliance audit of the Government websites needs to be ensured timely to keep the track of any inaccessible feature on the websites.</li> </ul>	<ul style="list-style-type: none"> <li>• Ministry was requested to train the developers and coders regarding the subject so as to ensure the compliance auditors are well trained. A similar kind of 3 day workshop was conducted by this Department to trained its coders and developers towards the accessibility on website.</li> <li>• Secretary, DEPwD appreciated the guidelines adopted by MEITY for ICT products and services.</li> </ul>
3	Ministry of Civil Aviation	<ul style="list-style-type: none"> <li>• Concerns regarding the inaccessible in-flight announcement, airport announcements etc.</li> <li>• Services at the airports related to food services (clear identification of veg and non-veg food for visually impaired).</li> </ul>	<ul style="list-style-type: none"> <li>• Ministry was requested to look upon these matters to be incorporated in the respective guidelines</li> <li>• Ministry of Civil Aviation informed that similar interventions have been made in the guidelines prepared by Bureau of Civil Aviation Security (BSAS).</li> <li>• In addition to the</li> </ul>

			above, staff of the airport is also being sensitized towards the subject of accessibility and handling PwDs.
4	Ministry of Railways	<ul style="list-style-type: none"> <li>• Secretary, DEPwD appreciated the work being undertaken in Vande Bharat trains pertaining to accessibility</li> <li>• Further, issues pertaining to inaccessible captchas on IRCTC website which results in challenges posed to visually impaired persons to login at the page</li> <li>• UDID integration may be explored with Railway data so as to ensure benefits can be availed by PwDs in terms of concessions at the time of booking, booking of lower berth based on API of UDID data etc.</li> <li>• No separate card should be asked from the PwDs if a person with disability has a UDID card.</li> <li>• It was further discussed the 100% disability that is considered in</li> </ul>	<ul style="list-style-type: none"> <li>• HMSJE directed the Ministry of Railways to address the issue of the disparity in the percentage of disability and types of disability w.r.t RPwD Act 2016 for the PwDs to avail the benefits.</li> <li>• A critical request by Secretary DEPwD was made to Ministry of Railways to look into the matter and ensure a seamless process for the PwDs on IRCTC website by using UDID API that can be shared by this Department.</li> <li>• A letter in this regard has been issued on 06.03.2023, the response is still awaited from the Ministry.</li> </ul>

		<p>Railway to avail any benefit by a PwD. HMSJE and MoS jointly highlighted that as per the RPwD act 2016, 40% is the benchmark to be considered for a PwD to avail any benefit and concessions.</p> <ul style="list-style-type: none"> <li>• HMSJE highlighted the issue in provision of any benefits for a PwD with less than 100% disability in the services offered by Ministry of Railways.</li> <li>• Furthermore, Railway only caters 4 types of disability, whereas, RPwD act 2016 identified 21 disabilities.</li> <li>• MoS addressed and highlighted the need to re-look into the matter on urgent basis and ensure no PwD under the effect of RPwD Act 2016 is deprived of its rights.</li> </ul>	
5	Ministry of Road Transport and Highways	<ul style="list-style-type: none"> <li>• It was discussed that the guidelines have been finalised and published on the website but still have not been notified in e-gazette</li> </ul>	Secretary DEPwD highlighted that bus body code by MoRTH was earlier notified in Rules 2017, hence requested to re-look into the matter of notification of the

		<p>as there is no such provision of notifying these guidelines in Motor Vehicle Act.</p> <ul style="list-style-type: none"> <li>Also, as it is a state subject, there is a challenge in notifying these guidelines</li> </ul>	<p>guidelines in e-gazette.</p>
6	Ministry of Information and Broadcasting	<ul style="list-style-type: none"> <li>It was discussed that ministry needs to ensure the guidelines are mandated as lot of court cases and concerns have been received from PwDs in this the inaccessibility in TV programmes and news channels. Pathaan court case was one such example.</li> <li>Ministry informed that earlier a phase wise approach was discussed based on the inputs received from the core committee. However, consultations are underway with the committee to mandate these guidelines. Based on the inputs, the guidelines are currently under revision and the inputs shall be</li> </ul>	<ul style="list-style-type: none"> <li>Secretary DEPwD advised the MoIB to ensure all the news channels including private must run weekly accessible news as not all the news channels are running accessible news format. Such actions needs to be monitored and ensured.</li> <li>Ministry to ensure to make all the contents been made should be accessible for all including hearing impaired and visually impaired.</li> </ul>



		<p>incorporated accordingly.</p> <ul style="list-style-type: none"> <li>• CJI in the hearing of Pathaan Case have advised to formulate the standards and by August, stakeholder consultations should be conducted to record the inputs.</li> </ul>	
7	Department of Higher Education	<p>The status of the guidelines was discussed. Based on the discussion it was submitted that UGC have prepared and are awaited for notification. Department of Higher Education to adopt these guidelines.</p>	<p>It was requested to the Ministry to write to the Department regarding adopting the guidelines prepared by the Ministry and inform UGC to notify these guidelines in e-gazette.</p>
8	Department of School Education and Literacy	<ul style="list-style-type: none"> <li>• The issues regarding inaccessible study material was discussed including the matter on DIKSHA portal, Swayam etc.</li> <li>• Due to inaccessible study material and lack of audio books, a high percentage of drop out after 10<sup>th</sup> is observed which makes the students loose out on the better</li> </ul>	<p>Secretary DEPwD requested the Department to re-look into the guidelines and include the practical issues which are being faced by the parents regarding the extra SCRIBE etc.</p> <p>Further, it was advised to make study material available on portals 100% accessible to ensure a decrease in rate of dropout of the students.</p>

		<p>opportunity in the future to build livelihood.</p> <ul style="list-style-type: none"> <li>Secretary DEPwD appreciated the work undertaken in the formulation of guidelines however, lot of efforts and time of parents is wasted for extra SCRIBE.</li> </ul>	
9	Department of Sports	<ul style="list-style-type: none"> <li>Issues regarding the sponsorship of players in paralympics was discussed</li> </ul>	Secretary DEPwD discussed to work together on the concern as disability is the Department's subject and lot of references are received regarding the sponsorship of the players in Paralympics. Hence, DEPwD and Department of Sports may work together on the subject.
10	Ministry of Health and Family Affairs	<ul style="list-style-type: none"> <li>Discussions regarding the addition of more procedures in the CGHS policy under empanelled hospitals</li> <li>More assistive devices to be added in CGHS and Ayushman Bharat as well.</li> <li>JS(RS) discussed to expedite the</li> </ul>	Secretary DEPwD advised the Ministry to work together on the matter related to the addition of 30-40 procedures and assistive devices in CGHS policy and Ayushman Bharat. JS(RS) requested Ministry to expedite the process of finalisation of the Assessment Guidelines

		<p>process of finalising the guidelines of assessing the extent of specified disability in a person included under RPWD Act 2016 which was prepared jointly by DEPwD and Ministry of Health and Family Welfare in 2018 as UDID assessment process is going to be decentralised soon hence the guidelines needs to finalised on priority basis</p>	
11	Department of Drinking Water and Sanitation	<ul style="list-style-type: none"> <li>• Discussion regarding the provision of accessible toilet under the current scheme of the Department</li> <li>• Relaxation to the individuals for providing accessible toilet in the household.</li> </ul>	<ul style="list-style-type: none"> <li>• Secretary DEPwD requested the Department to focus on financial relaxation on providing the accessible toilets to the individual household as a lot of cost is admitted towards the provision of the component.</li> <li>• Such information may be found easily if required, DEPwD may share the UDID data with the</li> </ul>

			Department.
12	Department of Tourism	<ul style="list-style-type: none"> <li>• The guidelines are currently under process of Departmental approval. The inputs from CCPD and public consultations have been incorporated.</li> <li>• JS(RS) discussed the matter of making 75 identified pilgrimage places accessible out of which 31 such places are already covered under PRASAD Scheme.</li> </ul>	<ul style="list-style-type: none"> <li>• JS(RS) highlighted that regarding making the pilgrimage places accessible, DEPwD may provide technical assistance for compliance audit of these places.</li> </ul>
13	Department of Rural Development	<ul style="list-style-type: none"> <li>• The guidelines are currently under final approval from Secretary. Upon approval the guidelines shall be notified in e-gazette.</li> </ul>	
14	Department of Ports, Shipping and Waterways	<ul style="list-style-type: none"> <li>• It was discussed that based on the latest meeting chaired by JS(RS) the guidelines shall be finalised by April first week.</li> <li>• The guidelines are currently under process of</li> </ul>	It was requested to the Department to expedite the process of finalisation and notification of guidelines in e-gazette.

		incorporation of CCPD inputs.	
15	Ministry of Home Affairs	<ul style="list-style-type: none"> <li>• The guidelines are submitted to Home Minister for the final approval.</li> <li>• Based on inputs received, he has advised that prisons and police stations are state subject hence consultation from the States needs to be recorded.</li> <li>• It was discussed that for police stations and prisons, inputs have been received, however for disaster mitigation, inputs are awaited.</li> <li>• Upon submission of all inputs the guidelines shall be finalised and notified further.</li> </ul>	MoS highlighted the issues of accessibility in police stations and to expedite the process of finalising the guidelines.
16	Department of Financial Services	<ul style="list-style-type: none"> <li>• It was highlighted that Bankers guide and LIC standards needs to be put in public consultations on priority basis.</li> <li>• Secretary DEPwD appreciated the work on talking</li> </ul>	<ul style="list-style-type: none"> <li>• Secretary DEPwD advised to look into the matter as lot of complaints are received regarding the lack of insurance cover given to PwDs even on the payment of premium</li> <li>• Department</li> </ul>

		ATMs and braille ATMs however, the major issues are regarding the insurance services which are not available to Divyangjans	informed that consultations and coordination shall be carried out with IRDAI regarding this matter on urgent basis.
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8. The detailed discussion was then concluded by Hon'ble Minister (SJE) wherein he congratulated the 5 Ministries/Departments who have notified their guidelines in e-gazette. Accessibility being a topic close to the heart of Hon'ble Prime Minister, it is prudent to ensure the services and guidelines are prepared keeping PwDs as one and only focus. He appreciated the work being undertaken pertaining to accessibility in public buses, public buildings etc. and suggested that such mechanisms should be placed where NOC should not be provided if the building does not confined to the accessibility features. He urged all the participating ministries/Departments to work in unison to establish India's position as a global model for Inclusivity and keep working towards ensuring 100% accessibility.

9. Considering the sunset clause of AIC, he highlighted that March 2024 is not far and hence suggested to all the ministries to come forward jointly and work within the stipulated timeframe. Furthermore, he highlighted the need to build a mechanism to make remaining 44 pilgrimage places accessible for all, including the services such as training of guides in sign language interpretations so that no PwDs is deprived of adequate information and knowledge of that place. He also suggested, that just like how buses have low height entries and ramp provision for wheelchair users, we should also work towards making such provisions on railway coaches where a wheelchair user can access the coach individually and easily. It was further suggested that based on the discussion in the meeting, every ministry should work towards their respective actionable points and come together with the achievements keeping PwDs challenges and needs in their mind for the next meeting.

10. Shri Rajesh Yadav, Joint Secretary, DEPwD delivered closing remarks, wherein he thanked Hon'ble Minister (SJE) and MoS for their valuable inputs. The discussion hence concluded with the following inputs and suggestions by JS(RY):

- a. Standard of Procedure was initially shared by this Department vide letter dated 21.07.2022 followed with a draft model content for the notification in e-gazette. The SOP has been re-shared with all the Ministries/Departments for their reference.
  - b. At the time of drafting or finalising the guidelines, PwDs should be included in the process so that not many objections and suggestions are recorded at the time of CCPD consultations, otherwise, the process gets lengthy and time taking.
  - c. While finalising the guidelines, DEPwD should be informed so that in the process of finalising the guidelines, both the DEPwD and the concerned Ministry/Department may work together to overcome any discrepancies.
  - d. The challenges with Department of School Education and literacy and Ministry of Information and Broadcasting should be addressed on priority basis yet it should be catered in stipulated timeframe.
11. The meeting was then concluded with the vote of thanks to Hon'ble Minister (SJE) and MoS.
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## Annexure A

S. No	Name	Designation	Ministry/Department
1	Km. Pratima Bhoumik	MoS	Ministry of Social Justice and Empowerment
2	Sh. Shantanu Kumar Agrahari	PS to Minister	Ministry of Social Justice and Empowerment
3	Sh. Rajesh Aggarwal	Secretary	DEPwD
4	Sh. Rajeev Sharma	Joint Secretary	DEPwD
5	Sh. Rajesh Yadav	Joint Secretary	DEPwD
6	Sh. Rajiv Manjhi	Joint Secretary	MoHFW
7	Ms. Saheli Ghosh Roy	Joint Secretary	Ministry of Home Affairs
8	Sh. Prem Kumar Jha	Joint Secretary	Department of Sports
9	Sh. M.R. Synrem	Joint Secretary	Ministry of Tourism
10	Sh. C. Senthil Rajan	Joint Secretary	Ministry of Information and Broadcasting
11	Dr. Abhijit Phukon	Economic Adviser	Department of Financial Services
12	Sh. Agrim kaushal	Economic Adviser	Ministry of Ports Shipping & Waterways
13	Ms. Kalyani Mishra	Economic Advisor	Department of Rural Development
14	Sh. Rajesh Kumar	Executive Director/ Station Development	Ministry of Railway
15	Dr. Honnareddy N.	Director	DEPwD
16	Sh. Matabor Singh	Director, Station Development	Ministry of Railway
17	Sh. M.K. Vimal	Director (SR&E)	Department of Telecommunications
18	Sh. Ashok Kumar	Director(e-courts)	Department of Justice
19	Sh. Paresh Kumar Goel	Director	Ministry of Road Transport and Highways



20	Sh. Rajesh Talwar	Asstt. DG	Ministry of Tourism
21	Sh. Harish Kumar	Dy. Director General(works)CPWD	CPWD/MoHUA
22	Sh. S.K. Singh	Deputy Secretary	DDWS
23	Sh. Bherav Dutt	Deputy Secretary	Department of Higher Education
24	Sh. Rajesh Nagpal	Deputy Secretary	Department of School Education
25	Sh. Nithali Ram	Deputy Secretary	DEPwD
26	Sh. Priyanshu Sharma	Scientist-B & Assistant Director	Bureau of Indian Standards (BIS)
27	Dr. Kshitij Kushagra	Scientist-E	MeiTY
28	Sh. Ram Charan Meena	Under Secretary	DEPwD
29	Sh. Amit Rajan	Under Secretary	Department of Telecommunications
30	Sh. Amit Srivastava	Under Secretary	DEPwD
31	Sh. Om Parkash	Under Secretary	DDWS
32	Sh. Arun Kumar	Under Secretary	Department of Financial Services
33	Sh. Om Parkash	Under Secretary	DDWS
34	Sh. V.A. Chaurey	ED(ops)AAI	Airports Authority of India
35	Sh. Charul Shukla	ED(Planning)AAI	Airports Authority of India
36	Sh. Subhash Chand Chauhan	Professor	Ministry of Education