

P-13013/71/2024-UDID/IT/STATISTICS
Government of India
Ministry of Social Justice & Empowerment
Department of Empowerment of Persons with Disabilities

5th floor, Pt Deendayal Antyodaya Bhawan
Dated: 18th November, 2024

OFFICE MEMORANDUM

Subject: Revamping and Operationalization of the Sugamya Bharat App(SBA) in compliance with the Rights of Persons with Disabilities Act, 2016-reg.

The undersigned is directed to refer to the subject mentioned above and to say that the Department of Empowerment of Persons with Disabilities (DEPwD) has launched the Sugamya Bharat App to provide citizens with a platform for reporting barriers to accessibility. This initiative ensures that the complaints are addressed in a timely and effective manner, thereby promoting accountability and advancing our goal of an inclusive society.

2. This initiative is aligned with the Rights of Persons with Disabilities (RPwD) Act, 2016, which mandates the removal of accessibility barriers and emphasizes the need for effective grievance redressal mechanisms. Non-compliance with this directive may result in a failure to meet the obligations under the Act, potentially leading to administrative challenges and legal issues. Timely registration and active participation by SCPDs at State level and DMs/DCs as Nodal Agencies at District Level are therefore essential for fulfilling these statutory responsibilities. The link for registration on the Admin Portal of the app is: “ <https://sugamya-panel.istemai.com> ”.

3. A copy of the Standard Operating Procedure devised for the operationalization of the app has been attached at Annexure. To facilitate smooth implementation, SCPDs shall have their respective accounts, whose ID and password shall be created by this Department for Sugamya Bharat App, Admin portal. On receipt of the ID and Password from DEPwD, the SCPDS will have to change the password. Further, the SCPDs shall create the IDs and Passwords of the DCs and communicate the same to the concerned DMs/ DCs of their respective states.

4. The following operational steps should be adhered to:

- i. SCPDs will act as Master users on the app, with their account created by the Super User (DEPwD). For this, the Department shall provide the login and password details for their respective accounts;
- ii. DMs/DCs will be registered under the respective SCPDs, who will create their accounts within the admin portal of the app. On receipt of the login credentials & passwords the DCs would change their passwords.
- iii. Both SCPDs and DMs/DCs will be responsible for resolving complaints within their respective jurisdictions.

5. In view of the above, all the SCPDs and DCs are requested to take necessary steps for the registration on the Sugamya Bharat App, admin portal with the web link as above for resolving the complaints raised by the applicants within their jurisdiction.

6. This issues with the approval of the competent authority.

Encl: As above



(Pradeep. A.)
Director

To:

All State Commissioners for Persons with Disabilities

2. **All District Collectors(DCs)/District Magistrates of all States/UTs of India Shri Devpal, IT**
3. **Consulant, DEPwD Sugamya Bharat App admin.**
4. **IT, DEPwD.**
- 5.

Copy To:

1. **PPS to Secretary, DEPwD**
2. **PS to JS (MKN), DEPwD**

Madhup

Standard Operating Procedure (SOP) for

Sugamya Bharat App

Purpose

To outline the procedure for registering and addressing accessibility complaints from Persons with Disabilities(PwDs) via the Sugamya Bharat App by the stakeholders.

1. User Registration

To initiate the process, users must first register on the Sugamya Bharat App. Registration requires the submission of essential personal details, such as the user's name and mobile number. Registration establishes a user profile, allowing individuals to track complaints and receive timely updates on their status.

2. Complaint Submission

Registered user to first select the district in which his cause of grievance occurred and to give the location address and thereafter to clearly specify the nature of the complaint relating to accessibility barrier(eg, no lift, unsuitable/high angle of ramp, inaccessible content on the website, etc) in relation to his disability. This information would help the District Collector(DC) to understand the form of barrier, thereby ensuring adoption of the right course of action.

3. Assignment of Complaints to District Collector

The app will be designed to auto forward the complaint to the DC. The DC with the help of a dedicated cell/staff/team would process the complaint in the following manner:

- i. Identify the institute/organization/person directly responsible for the redressal of the complaint or removal of the identified barrier.
- ii. After identification of the authority/person(s) responsible for removal of barrier, their name(s), address(es) including contact no(s). will be updated on the Admin Portal of the app along with the copy of the communication from DC requesting to remove the barrier.

4. Complaint Resolution and Case Closure by District Collector

The DC, empowered by the Rights of Persons with Disabilities (RPwD) Act, 2016, has the authority to summon the person(s) responsible for removal of the identified barrier for discussions and also call for documents, oversee the resolution process, and impose penalties on those failing to comply with accessibility standards. The DC may also conduct on-site inspections to ensure proper action is taken to remove the barrier, thereby creating an accessible environment in line with regulatory standards. Based on the proceedings undertaken by the DC for successful removal of the barrier to accessibility, he will upload a "Barrier Successfully Removed" report/Speaking Order on the app for viewing on the app by all the stakeholders. This report signifies formal closure of the complaint and simultaneously notifies the complainant of the resolution. If, however, the DC finds that the removal of the barrier is infeasible or unwarranted—for instance, if the barrier does not fall under the purview of accessibility standards or cannot be removed due to infrastructural limitations—a "Non-Removal" report/Speaking Order is uploaded for viewing on the app by all stakeholders. In cases where the complainant disagrees with the DC's decision, they reserve the right to appeal for further action.

5. Monitoring and Oversight

The actions and resolutions carried out by the DCs are subject to monitoring by Secretary of the concerned State/UT Government, the respective State Commissioner for Persons with Disabilities (SCPD) and also by the Department of Empowerment of Persons with Disabilities (DEPwD). State Commissioners may also proactively initiate investigations or cases to ensure all areas under their jurisdiction adhere to accessibility standards, reinforcing the government's commitment to inclusivity and accountability.

6. Appeal Process to State Commissioner for PwDs (SCPD) - APPEAL 1

If the complainant is not satisfied with the resolution provided by the DC, they may file an appeal through the Suganya Bharat App to the State Commissioner for Persons with Disabilities (SCPD). The SCPD is responsible for conducting a comprehensive examination of the appeal, which may include gathering additional evidence or statements from involved parties if required. After reviewing all relevant information, the SCPD issues a final decision and updates the case status on the app. Upon closure, users may submit feedback on their experience and rate the app's effectiveness. If the complainant remains dissatisfied with the SCPD's resolution, they are entitled to pursue further escalation with the CCPD.

7. Appeal Process to Chief Commissioner for Persons with Disabilities (CCPD) - FINAL APPEAL

If the complainant is still not satisfied with the SCPDs resolution, a second and final appeal may be made to the Chief Commissioner for Persons with Disabilities (CCPD). The CCPD may conduct a review to ensure all possible measures have been considered and implemented. This review may involve reassessment of the case details, communication with the involved District Collector and coordination with additional regulatory bodies, if necessary. Following the review and any required actions, the CCPD reaches a final resolution. If the complainant expresses satisfaction with the CCPD's decision, the case is considered conclusively closed. Users may then be requested to provide feedback and rate their overall experience with the app.

STANDARD OPERATING PROCEDURE

SUGAMYA BHARAT APP (SBA) Chart

[User Registration]

[Complaint Submission]

I

[Auto-assign complaint to concerned District Collector on the app]

[A cell at the DC office reviews the complaint and takes necessary action]

[Complaint resolution and closing of case]

1

[User Satisfaction]

I

[Yes]

[No]

[End] [Appeal to State Commissioner (SCPD)]

I

[SCPD Reviews the appeal and takes action]

[Case Resolution and closing]

I

[User Satisfaction]

4

[Yes]

"

J

[No]

[END]

I

[Appeal to CCPD]

I

[CCPD Reviews the appeal and takes action]

[Final Resolution]

[Case closed]

[End]