



भारत का राजपत्र The Gazette of India

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असाधारण
EXTRAORDINARY

भाग II—खण्ड 3—उप-खण्ड (i)
PART II—Section 3—Sub-section (i)

प्राधिकार से प्रकाशित
PUBLISHED BY AUTHORITY

सं. 311]

नई दिल्ली, बुधवार, जून 19, 2024/ज्येष्ठ 29, 1946

No. 311]

NEW DELHI, WEDNESDAY, JUNE 19, 2024/JYAISHTHA 29, 1946

सामाजिक न्याय और अधिकारिता मंत्रालय

(दिव्यांगजन सशक्तिकरण विभाग)

अधिसूचना

नई दिल्ली, 22 मार्च, 2024

सा.का.नि 334(अ).—जबकि भारत के राजपत्र, असाधारण, भाग-II, खंड 3, उप-खंड (i) में प्रकाशित दिनांक 25 जनवरी, 2024 की अधिसूचना संख्या. सा.का.नि 70 (असा.) के माध्यम से सामाजिक न्याय और अधिकारिता मंत्रालय, दिव्यांगजन सशक्तिकरण विभाग में भारत सरकार के दिव्यांगजन अधिकार अधिनियम, 2016 (2016 का 49) की धारा 100 की उप-धारा (1) द्वारा यथा अपेक्षित दिव्यांगजन अधिकार नियमावली, 2017 के नियम 15 के उप-नियम (1) में संशोधन के लिए कतिपय नियमों का एक मसौदा प्रकाशित किया गया था जिसमें आधिकारिक राजपत्र की उक्त अधिसूचना वाली प्रतियां जनता को जिस तारीख से उपलब्ध कराई गई थी, उस तारीख से तीस दिनों की समाप्ति से पहले, इससे प्रभावित होने की संभावना वाले सभी व्यक्तियों से आपत्तियां और सुझाव आमंत्रित किए गए थे।

और जबकि उक्त अधिसूचना की प्रतियां 30 जनवरी, 2024 को जनता के लिए उपलब्ध कराई गई थीं;

और जबकि उक्त अधिसूचना के संबंध में प्राप्त आपत्तियों और सुझावों पर केंद्र सरकार द्वारा विचार किया गया था;

अब, इसलिए, दिव्यांगजन अधिकार अधिनियम, 2016 (2016 का 49) की धारा 100 की उप-धाराओं (1) और (2) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए, केंद्र सरकार दिव्यांगजन अधिकार नियमावली, 2017 में संशोधन करने के लिए एतद्वारा आगे और निम्नलिखित नियम बनाती है, अर्थात्:-

1. संक्षिप्त शीर्षक और प्रारंभ-

(1) इन नियमों को दिव्यांगजन अधिकार (संशोधन) नियमावली, 2024 कहा जाए।

(2) ये आधिकारिक राजपत्र में उनके प्रकाशन की तारीख से लागू होंगे।

2. दिव्यांगजन अधिकार नियमावली, 2017 में, नियम (15) में, उप-नियम (1) में, खंड (ठ) के पश्चात् निम्नलिखित खंड को अंतः स्थापित किया जाएगा, अर्थात्:-

“(ड) गृह मंत्रालय, भारत सरकार द्वारा दिनांक 2 जनवरी, 2024 के अधिसूचना संख्या आई-34020/187/2020-समन्वय। के माध्यम से पुलिस थानों, कारागारों और आपदा न्यूनीकरण केन्द्रों के लिए गृह मंत्रालय निर्दिष्ट निर्मित अवसंरचनाओं और संबद्ध सेवाओं के लिए सुगम्यता मानक और दिशानिर्देश को अधिसूचना में विनिर्दिष्ट किया गया है।”

[फा. सं. आई-15/2/2023-एआईसी]

राजीव शर्मा, संयुक्त सचिव

नोट: प्रमुख नियमों को दिनांक 15 जून, 2017 की अधिसूचना संख्या. सा.का.नि. 591(असा.) के माध्यम से भारत के राजपत्र, असाधारण, भाग II, खंड 3, उप-खंड (i) में प्रकाशित किया गया था और दिनांक 08 मार्च, 2024 की सा.का.नि. 175 (असा.) के जरिए पिछली बार संशोधित किया गया था।

MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT

(Department of Empowerment of Persons With Disabilities Divyangjan)

NOTIFICATION

New Delhi, the 22nd March, 2024

G.S.R. 334(E).—WHEREAS a draft of certain rules to amend sub-rule (1) of rule 15 of the Rights of Persons with Disabilities Rules, 2017 was published, as required by sub-section (1) of section 100 of the Rights of Persons with Disabilities Act, 2016 (49 of 2016), *vide* notification of the Government of India the Ministry of Social Justice and Empowerment, Department of Empowerment of Persons with Disabilities number G.S.R. 70 (E), dated the 25th January 2024 published in the Gazette of India, Extraordinary, Part-II, section 3, sub-section (i) inviting objections and suggestions from all persons likely to be affected thereby, before the expiry of thirty days from the date on which the copies of the Official Gazette in which this notification is published are made available to the public;

AND WHEREAS, copies of the said notification was made available to the public on the 30th January 2024;

AND WHEREAS, the objections and suggestions received in respect of the said notification have been considered by the Central Government;

NOW, THEREFORE, in exercise of the powers conferred by sub-sections (1) and (2) of section 100 of the Rights of Persons with Disabilities Act, 2016 (49 of 2016), the Central Government hereby makes the following rules further to amend the Rights of Persons with Disabilities Rules, 2017, namely:-

1. Short title and commencement-

(1) These rules may be called the Rights of Persons with Disabilities (Amendment) Rules, 2024.

(2) They shall come into force on the date of their publication in the Official Gazette.

2. In the Rights of Persons with Disabilities Rules, 2017, in rule 15, in sub-rule (1), after clause (ℓ), the following clause shall be inserted, namely:-

“(m) Accessibility Standards and Guidelines for MHA Specific Built Infrastructures & Associated Services for Police Stations, Prisons & Disaster Mitigation Centres, as specified in the notification of the Ministry of Home Affairs, Government of India *vide* notification number F. No. I-34020/187/2020-Coord.I., dated the 2nd January, 2024”.

[F. No. I-15/2/2023-AIC]

RAJEEV SHARMA, Jt. Secy.

Note: The Principal rules were published in the Gazette of India, Extraordinary, Part II, section 3, sub-section (i) *vide* notification number G.S.R. 591 (E), dated the 15th June, 2017 and was last amended *vide* G.S.R. 175(E), dated the 8th March, 2024.



भारत का राजपत्र The Gazette of India

सी.जी.-डी.एल.-अ.-02012024-251068
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असाधारण
EXTRAORDINARY

भाग I—खण्ड 1
PART I—Section 1

प्राधिकार से प्रकाशित
PUBLISHED BY AUTHORITY

सं. 2]

नई दिल्ली, मंगलवार, जनवरी 2, 2024/पौष 12, 1945

No. 2]

NEW DELHI, TUESDAY, JANUARY 2, 2024/PAUSHA 12, 1945

गृह मंत्रालय

अधिसूचना

नई दिल्ली, 2 जनवरी, 2024

फा. सं. I-34020/187/2020-समन्वय.I—जबकि दिव्यांगजन अधिकार अधिनियम, 2016 की धारा 40 में यह परिकल्पना की गई है कि केंद्रीय सरकार, मुख्य आयुक्त के परामर्श से दिव्यांगजन के लिए नियम प्रतिपादित करेगी जिनमें समुचित प्रौद्योगिकियों और प्रणालियों तथा शहरी और ग्रामीण क्षेत्रों में जनता को प्रदान की जाने वाली सुविधाओं और सेवाओं सहित भौतिक संरचना, परिवहन, सूचना और संचार के लिए सुगम्यता संबंधी मानक निर्धारित किए गए हैं।

और जबकि, गृह मंत्रालय निर्मित सुविधाओं यथा, पुलिस स्टेशन, आपदा शमन केंद्र, कारागार आदि के संबंध में सुगम्यता मानक प्रतिपादित करने के लिए जिम्मेदार है और तदनुसार, दिव्यांगजन के लिए मुख्य आयुक्त के कार्यालय तथा हितधारकों के परामर्श से कारागार, जेल, पुलिस स्टेशन और आपदा शमन केंद्रों से जुड़ी निर्मित संरचनाओं और सेवाओं के संदर्भ में दिव्यांगजन और अन्य प्रयोक्ता समूहों की सुगम्यता जरूरतों को पूरा करने के आशय से गृह मंत्रालय के लिए सुगम्यता मानक और दिशानिर्देश तैयार किए गए।

अब, गृह मंत्रालय एतद्वारा 'पुलिस स्टेशनों, कारागारों तथा आपदा शमन केंद्रों के लिए गृह मंत्रालय' विशिष्ट निर्मित इन्फ्रास्ट्रक्चर और संबद्ध सेवाओं के लिए सुगम्यता मानक और दिशानिर्देश को अधिसूचित करता है तथा यह www.mha.gov.in पर उपलब्ध है।

सहेली घोष राँय, संयुक्त सचिव

MINISTRY OF HOME AFFAIRS**NOTIFICATION**

New Delhi, the 2nd January, 2024

F. No. I-34020/187/2020-Coord.I.—Whereas Section 40 of the Rights of Persons with Disabilities Act, 2016 envisages that the Central government shall, in consultation with the Chief Commissioner, formulate rules for persons with disabilities laying down the standards of accessibility for the physical environment, transportation, information and communications, including appropriate technologies and systems, and other facilities and services provided to the public in urban and rural areas.

And whereas, Ministry of Home Affairs is responsible for formulating accessibility standards in respect of built facilities like Police Stations, Disaster Mitigation Centres, Prisons, etc. and accordingly, developed ‘Accessibility Standards and Guidelines for MHA with the intent to address the accessibility needs of persons with disabilities and other user groups in context of built environment and services associated with Prison, Jails, Police Station and Disaster Mitigation centers in consultation with office of the Chief Commissioner for Persons with Disabilities and stakeholders.

Now, Ministry of Home Affairs hereby notifies the ‘Accessibility Standards and Guidelines for MHA Specific Built Infrastructures & Associated Services for Police Stations, Prisons & Disaster Mitigation Centres’ and the same is available at www.mha.gov.in.

SAHELI GHOSH ROY, Jt. Secy.



Accessibility Guidelines for
MHA Specific Built Infrastructures
& Associated Services for
Police Stations, Prisons &
Disaster Mitigation Centres
under
Accessible India Campaign (AIC)
2021

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1. Introduction

1.1 The Rights of Persons with Disabilities Act, 2016, (RPWD Act) has been enacted to give effect to the United Nations Convention on the Rights of Persons with Disabilities and for matters connected therewith or incidental thereto. The Act while stressing on equality and non-discrimination provides that Government shall ensure that the persons with disabilities enjoy the right to equality, life with dignity and respect for his or her integrity equally with others. The Act also mandates to take steps to utilize the capacity of persons with disabilities by providing appropriate environment and reasonable accommodation. It further provides that no person shall be deprived of his or her personal liberty only on the ground of disability and the persons with disabilities shall have equal protection and safety in situation of risk, armed conflict, humanitarian emergencies and natural disaster. The Act also mandates the government to take measures to protect persons with disabilities from all forms of abuse, violence and exploitation.

The Act also provides for access to justice and mandates the Government to ensure that persons with disabilities are able to exercise the right to access any court, tribunal, authority, commission or any other body having judicial or quasi-judicial or investigative powers without discrimination on the basis of disability. And requires the govt. to put in place suitable support measures for persons with disabilities specially those living outside family and those disabled requiring high support for exercising legal rights. Further it requires the govt. to make available all necessary facilities and equipment to facilitate recording of testimonies, arguments or opinion given by persons with disabilities in their preferred language and means of communication.

Section 47 of the RPWD Act mandates training on disability rights in all courses for the training of Panchayati Raj Members, legislators, administrators, police officials, judges and lawyers which highlights the lack

of awareness on the issues related to accessibility and inclusion of persons with disabilities.

Moreover, the need to take special measures to ensure that the persons with disabilities enjoy the full range of human rights and fundamental freedom is recognized by Article 14 of the Indian Constitution.

Barriers to accessibility are obstacles that make it difficult for Persons with Disabilities to move around in public places and access buildings. There are several barriers, both visible and invisible. Persons with disabilities face discrimination and barriers restrict them from participating in society on an equal basis in everyday life. In recent years, there has been a remarkable change in approach to ensure that persons with disabilities enjoy the same standards of equality, rights and dignity with the rest.

Accessibility can't be ensured in isolation hence, end to end accessibility needs to be ensured that includes physical infrastructure; associated services such as registration of complaints, FIR, making application for licences or seeking permissions etc. in a Police Station; provision of mobility devices such as wheelchairs etc., accessible transportation where applicable, devices, products and carriers; accessible information, websites and applications, public documents etc.;

Hence, accessibility for all is recognized as a basic necessity, and there are attempts all over the world to ensure this. Barrier-free and Universal Design features are now becoming fundamental to all design concepts.

1.2. Accessible India Campaign (AIC)

Persons with disabilities are required to be provided equal access to all facilities and services provided to public. With this intention in mind, Department of Empowerment of persons with Disabilities (DEPwD) launched Accessible India campaign (Sugamya Bharat Abhiyan) on 3rd

December 2015 as a nation-wide campaign for achieving universal accessibility for Persons with Disabilities (PwDs).

The campaign is based on the principles of the Social Model of Disability, that disability is caused by the way society is organized and not the person's limitations and impairments. The physical, social, structural and attitudinal barriers prevent People with disabilities from participating equally in the socio-cultural and economic activities. A barrier free environment facilitates equal participation in all the activities and promotes an independent and dignified way of life.

The campaign has the vision to build an inclusive society in which equal opportunities are provided for the growth and development of PwDs so that they can lead productive, safe and dignified lives. Accessible India Campaign seeks cooperation of all Central Government Departments/Ministries and State Governments to manifest this vision. It has three important components: the built environment accessibility and the transportation system accessibility and the ICT accessibility.

We all need to work to realize human rights and development for persons with disabilities by removing barriers to their equal access. Equitable access would translate into access to the physical environment, to transportation, to information and communications. Universal accessibility leads to increased opportunities for people with disabilities to access employment and to fully participate in the social, cultural, recreational and economic life of India.

1.3 About these Guidelines

These guidelines are being issued to supplement the compliance of the provisions of Chapter VIII and in particular - Section 40, 42, 44, 45 and 46 of the RPWD Act 2016 read with Rule 15 of the Rights of Persons with Disabilities Rules, 2017 among others and in furtherance of Accessible India Campaign to ensure accessibility and usability of Ministry of Home

5

Affairs specific built infrastructures & associated services in Police Stations, Prisons & Disaster Mitigation Centres for persons with disabilities. The guidelines have been divided in to following seven sections:

- A. RPWD Act - Duties of Police Officers and Offences under the Act
- B. Concept of Model Accessible Built Structures
- C. Accessibility Guidelines for Built-up structures (Police Buildings, Prisons and Disaster Mitigation Centres)
- D. Standards for Modern Police Station (PS) Buildings
 - a. PS Building Layouts in **Metropolitan City** like in New Delhi, Kolkata etc.
 - b. PS Building Layouts in **Major City** like in Lucknow, Allahabad, Madurai etc.
 - c. PS Building Layouts in **Semi-Urban Area** like in Noida & Gurgaon.
 - d. PS Building Layouts **Rural Areas**.
- E. Standards for Modern Prison / Jail Buildings
- F. Standards for Disaster Mitigation Centres
- G. Standards for Associated Services

Section A

2. RPWD Act - Duties of Police Officers and Offences under the Act

2.1 Duties of Police Officers Under the RPWD Act

Any police officer who receives a complaint or otherwise comes to know of abuse, violence or exploitation towards any person with disability shall inform the aggrieved person of –

- a) His or her right to apply for protection to the Executive Magistrate with local limits of whose jurisdiction such incident occurs and the particulars of the Executive Magistrate having jurisdiction to provide assistance.
- b) The Particulars of the nearest organization or institutions working for the rehabilitation of persons with disabilities.
- c) The right to free legal aid; and
- d) The right to file complaint under the provision of this Act or any other law dealing with such offence

Provided that the police officer shall not be relieved from his duty to proceed in accordance with law upon receipt of information as to the commission of a cognizable offence.

Section 12(4) (c) of the RPWD Act requires that all necessary facilities and equipment to facilitate recording of testimonies, arguments or opinion given by persons with disabilities in their preferred language and means of communication be made available by the Police and Judicial authorities.

2.2 Offences under the RPWD Act

The RPWD Act also details out the offence and punishments as enumerated in Section 89 to Section 95. The main offences are enumerated in Section 92 of the Act which are cognizable, non-bailable and triable by a Magistrate of first Class.

Moreover, when an offence is punishable under the RPWD Act and also under any other Act for the time being in force, the guilty offender will be punishable under the Act which provides for greater punishment.

Sample Instructions by Delhi Police for security of Persons with Disabilities

CIRCULAR (by Delhi Police)

No. 04/2009

Sub : Regarding security of physically challenged persons

The Govt. of India is deeply is deeply concerned about the welfare of physically challenged persons and about their physical security and safety. Similar to the case of senior citizens, the police need to play a proactive role to ensure the security and safety of the physically challenged persons also. This task can very well be undertaken by the existing cells in PHQ as well as at District level. Besides, some of the measures, which can be undertaken by Police are as under:

1. Maintain separate statistics of the crime against physically challenged persons.
2. Devise a mechanism for prompt attendance to complaints of harassment, deception, etc. submitted by physically challenged persons and cases of crime occurred against them. The FIR could be registered on the complaint of such persons received even on telephone or fax.
3. Sensitization of the police, as well as, the citizenry to the special security / safety needs of these persons and making it a part of the community-policing programmes.
4. Organizing sensitization programmes for such persons about Police Help Lines, legal aid facilities, etc.
5. Issuing do's and don'ts for physically challenged persons for their personal security.
6. Identification of physically challenged persons living in the areas of each police station and their security and safety vulnerabilities lies upon the respective SHOs.
7. Regular visits of the beat officers to the residences of such persons.
8. Co-opting reputed local NGOs for ensuring the security and safety of such persons living in the locality.
9. Periodic inspection by senior police officers regarding progress of investigations of cases / complaints by such persons.
10. Public awareness programmes may be organized for sensitizing the general public about the security needs of physically challenged and their role in preventing any harassment to such persons, providing immediate help to any such victim and promptly reporting any incident of crime or atrocity to the police.

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All Distt. DCsP are advised to draw up action plans for the security and safety of physically challenged persons. The toll free Help Lines Nos. 1091 & 1291 in PCR, already facilitated to Senior Citizens, can also be utilized in case of physically challenged persons.

The Jt.CsP/ Ranges will furnish the action plans for the security and safety of physically challenged persons to this PHQ within a week.

-Sd-

(KEWAL SINGH)
Additional Commissioner of Police,
Police Head Quarters, DELHI.

No. 101-200/Record Branch/PHQ dated, Delhi the 06/01/2009.

Copy forwarded to the :-

1. All Special commissioners of Police, Delhi.
2. All Joint Commissioners of Police/ Addl. Commissioners of Police, Delhi.
3. All districts/ Units Deputy Commissioners of Police, including FRRO, Delhi.
4. SO to CP & LA to CP, Delhi.
5. All Assistant Commissioners of Police/PHQ, including ACP/IT Centre (PHQ), Delhi.
6. All Inspectors in PHQ, including Reader to CP, Delhi.
7. Central Library, PHQ, Delhi.
8. HAR/PHQ with 10 spare copies.

Section B

3. Concept of Model Accessible Built Structures

3.1 Smart and Accessible Police Buildings

Police is typically responsible for maintaining public order and safety, enforcing rule of law, and preventing, detecting, and investigating criminal activities. These functions are known as policing. Police are often also entrusted with various licensing and regulatory activities.

If police stations and areas around police stations are made accessible, it will inspire confidence among the public in general and persons with disabilities in particular. It shall go a long way in making police smart and also people friendly.

A model accessible police building or a prison ensures all people- staff, visitors, complainants, accused persons, general public, visitors, vendors, under trials, prisoners etc. with or without fragilities and impairments due to age or disabilities to have access on an equal basis with others. The diversity of people is able to utilities the facilities therein such as reception, toilets, drinking water, etc. and have unhindered access to office rooms, senior officer's rooms and other facilities like canteen, ATMs, common seating area, recreational spaces, and even any game or sports facility available in that particular place.

Similarly, all the associated services, technology, websites, Apps used for feeding in the data, submission of applications, uploading of documents, payment of fees for services, etc. are also accessible.

An accessible Disaster Mitigation Centre ensures that it is inclusive for all ages and abilities and people with disabilities and seniors face no infrastructural barriers in the time of disasters when evacuated to these spaces and can lead a life of dignity while staying at these places.

Section C

4. Accessibility Guidelines for Built-up structures (Police Buildings, Prisons and Disaster Mitigation Centres)

Note: The below features are important for ensuring accessibility in external and internal elements in a built environment. For detailed specifications, the approved standards and guidelines such as the National Building Code of India and Harmonized Guidelines issued under the Rights of Persons with Disabilities Act 2016 must be referred to for mandatory compliance.

4.1 For External environment:

i. Accessible Routes and Pathways and Ramps

- Access route to be provided connecting all major entrances and exits from the building and from alighting and boarding point to taxi stands and car parking lots.
- Pathways' width within the premises should measure a minimum of 900 mm for one way movement and 1,800 mm for two-way movement of persons with disabilities.
- Anti-skid surfaces of pathways with tactile flooring for guiding persons with disabilities.
- Slope of ramps within the premises should be easy to independently negotiate using a manual wheelchair complying with the approved standards (ranging from 1:20 to 1:12 depending on the vertical rise addressed by the ramp). Where vertical rise is more than two steps, an alternate staircase is also required. Ramps and staircases should have double height handrails on both sides for persons with ambulatory and non-ambulatory disabilities and for those with short stature.
- Comfortable circulation spaces for easy turning of wheelchair and other mobility devices

- Doors should have kick-plates for wheelchair users and lever types handles at reachable heights. Sufficient space on the latch side of the door to be kept free of obstruction for easy reach to open the door.

ii. Alighting - Drop off and Pickup Areas in Foyers

- Drop off and pick up areas should be identified and signposted both vertical as well as surface marking as per the approved standards in form of a temporary parking adjacent to the entrance.
- Entrance to police buildings should have unobstructed access to easily enter the building from the drop off areas.
- Tactile orientation for persons with vision disabilities be provided from main gate of the building and drop off areas to the reception.
- Anti-skid parking surfaces with tactile flooring for guiding PwDs.

iii. Accessible Parking

- Provide both directional and informational signages for accessible parking from the entrance gate.
- Distance of parking from entrance not to exceed 30 m from the building entrance.
- Parking bay dimensions for vehicles to be 5,000 mm X 3,600 mm
- International signage of accessibility (wheelchair sign facing right side) on the floor as well as vertical signage at 2100 mm height.
- At least one parking bay to be reserved for PwDs in a parking where no specific parking lot is provided. Two accessible parking lots should be provided for every 25 car parking spaces.
- Anti-skid parking surfaces with tactile flooring for guiding PwDs.
- If there are two accessible parking bays adjoining each other, then 1,200 mm side transfer bay may be shared between two parking bays.

4.2 For Internal environment :

i. Entrance to the building

- Entrance door to be accessible, preferably 1,000 mm wide.
- A tactile paving along with Braille and audio systems (beepers) to be provided at the entrance for persons with visual impairments.

ii. Corridors

- Sufficient Corridor width between 1,200 mm (for one way movement) to 1800mm (for two-way movement of wheelchairs).
- Anti-skid surface without glare with tactile flooring along pathways for guiding PwDs.
- Well illuminated corridors with diffused lighting with a minimum illumination level of 150 lux.
- Windows, Chairs, plants, fixtures, etc. must not obstruct movement of PwDs in the corridors.
- Sliding windows may be provided towards passage areas, ensuring clear vision into the usable spaces.

iii. Reception/ "May I help you?" Counter and Lobby Area

- Signposted in good colour contrast.
- Counter height to be a minimum of 750 mm and a maximum of 800 mm.
- Leg space (depth) below a counter to be 480 mm for bringing in a wheelchair.
- Knee space (height) below the counter to be 680mm-700mm.
- Induction loop with audio enhancing technology to be provided at reception for hearing aid users.
- Directional signage to be placed in the lobby area to public conveniences such as toilet, drinking water etc.
- At least one seating space with markings and dimensions of 900 mm x 1,200 mm in the waiting area to be provided for PwDs.

- Minimum width to range from 900 mm to a maximum width of 1,200 mm path is kept for the movement (Reach Zone) of PwDs.
- Chairs, plants, fixtures, etc. must not obstruct movement of PwDs.
- A clear tactile site map of the police stations, prisons and disaster mitigation centres indicating disabled friendly ramps, accessible washrooms and important areas be given at the entrance of the respective places and near the reception counter.

iv. Handrails

- Circular section of handrails to be provided with 38- 45 mm in diameter.
- Minimum clear space of 50 mm from walls to be kept.
- Non-slippery and non-reflective surfaces to be provided.
- Handrails to be provided on both sides of ramps and stair case extending 300mm beyond the ramp/stair run to provide stability for PwDs.

v. Elevators and Lift

- Lifts to be provided in the premises if the building is built beyond the ground floor.
- Internal lift car size to allow space of 1,500 mm X 1,500 mm, preferably be a 13-passenger lift.
- Within the lift, grab bars to be provided on three sides, except entrance.
- Control panels within the lift to be provided with a minimum height of 800 mm and a maximum height of 1,000 mm.
- Lift to be equipped with the Braille and auditory information systems.
- Lift lobby to have sign of accessibility identifying the accessible lift.

vi. Toilets

- Standard size of accessible toilet varies depending on the center or corner placement of WC. On ground floor a wider toilet with central

placement of WC is to be provided and additional accessible toilets in the building can be corner placement of WC.

- Minimum clear width of access door to be 900 mm.
- Access door should open on either outside or both sides.
- Grabs bars to be provided on both sides of the WC.
- Anti-skid surface in the toilet.
- Emergency-button, latches, and easy to operate handles to be provided.
- WC height should range from 450 mm to 480 mm.
- Accessible urinals for ambulant disabled as well as wheelchair users to be provided.
- Taps inside the toilet or washbasins should be provided at a maximum height of 800 mm and be lever type.
- Signages for location of accessible toilets to be provided at prominent places in the police station.
- Where the building has floors other than ground floor, each floor to have accessible toilets.
- Where ground floor has centrally placed toilet seats other floors can have accessible toilet with right and left hand corned placed WC on alternate floors with appropriate signage indicating the same.

vii. Staircase

- A staircase with a minimum width of 1,200 mm to be provided.
- Standards of staircase tread with a minimum of 300 mm and riser to measure a maximum of 150 mm.
- Landing after 6-8 steps to be provided.
- Double-height handrails with top of the lower handrail at 700 mm and 900 mm for upper handrail to be provided. Both level handrails to provide continuous hold without any barrier.
- Anti-skid flooring materials with tactile paving for guiding PwDs.
- Step to have 40mm colour contrast edges for better visibility.

viii. Doors

- Room doors should not open on pathways or circulation routes/corridors reducing their effective clear width required for accessibility, and a minimum of 900 mm clear space should be provided beyond the door opening area.
- Width of doors should measure between 900 mm to 1,200 mm.
- Door handles should not be more 1,000 mm of height and be lever type.
- Kick plates of width 300 mm to 400 mm to be provided on both sides of doors.
- A distance of 650 mm to be provided beyond the leading edge of doors to enable a wheelchair user to maneuver for reaching a handle.
- All two-way swing doors or doors in general circulation areas should be provided with vision panels giving a visibility from a height of 800 mm to 1,600 mm.
- Glazed entrance doors must have manifestations on glass preferably at two levels i.e. one between 800 to 1,000 mm and another between 1,400 mm to 1,600 mm above the floor.

ix. Drinking Water

- Low height water counter starting from 750 mm to 800 mm height.
- Leg space of 300 mm to 450 mm for wheelchair borne persons below the basin.
- Placement of this facility should be made at grade. If it is to be provided at a certain height, a ramp is required to access it.
- Drains and holes should not obstruct the movement of PwDs.
- Signages for location of accessible drinking water facility to be provided at prominent places in the police station.

x. Controls and Operating Mechanisms

- Control and operating mechanisms in in the building meant for public use shall be at reachable heights as per approved standards. In case of wheelchair users, controls should be placed not less than 400 mm from corners of a room.

xi. Signage

- High contrast colours to be used.
- Visible text size depends on viewing distance, which could range from 2 m to 50 m. Text size to range from 6 mm to 150 mm.
- Maximum height of signages should be 750 mm.
- Signage to be located at prominent and visible places.

xii. Emergency Evacuation

- There should be emergency evacuation provision inside the premises.
- Along the emergency route, tactile floor guidance for persons with visual impairments needs to be provided.
- Designating evacuation routes and staircase shall be at least of 1,500 mm width.

xiii. May-I-Help-You Facility

- Every police station should appoint trained personnel for assisting PwDs.
- Beepers may be placed at all main entrances to enable persons with visual impairments to locate themselves.
- Facility booth should be placed near the entrance.
- Booth should keep at least the first aid box, evacuation chair, stretcher, and a wheelchair.

xiv. Canteen /Cafeteria

- Fully functional canteen or cafeteria with accessible furniture should be provided in every police station.
- Accessible Canteen shall have food shelves mounted at reachable heights for persons with disabilities.
- For movement, a minimum aisle space of 900 mm should be provided.
- Tables should have knee clearance below for wheelchair users.
- All these facilities should have step free access or made accessible through ramps.

xv. Automated Teller Machine (ATM)

- An accessible ATM should also be provided which has leveled approach, ramps and steps with handrails where level access to plinth is not available and sufficient space for wheelchair access and also has braille and audio enabled teller machine accessible to blind users.

Section D

5. Standards for Modern Police Station Buildings

5.1 The Revised Norms & Building Design address the following issues:

- a) The Six categories of Police Station Buildings were reduced to four categories of Modern Police Station Buildings.
- b) More space and optimum utilization of facilities at lower grade Police Station Buildings.
- c) Scope for future expansion.
- d) Basic amenities for women folks/cops.
- e) Provision of Community Policing Space.
- f) Provision of CCTNS (Crime and Criminal Tracking Network & Systems).
- g) Provision of Machine Room/Modern Gadget Room/MT Room.
- h) Provision of Suspects/Witness Examination Room.
- i) Provision of Operations Control Room & Police Control Room.
- j) Provision of Dining Room with Kitchen & adequate Barrack space at police station.
- k) Security arrangements as per security risks.
- l) **Accessibility and disabled friendly features in the Police buildings.**

5.2 Under the revised norms, Police Station Buildings are graded into the following four categories:

- i) Modern Police Station Buildings in **Metropolitan City** like in New Delhi, Kolkata etc.

- ii) Modern Police Station Buildings in **Major City** like in Lucknow, Allahabad, etc.
- iii) Modern Police Station Buildings in **Semi-Urban Area** like in Noida & Gurgaon.
- iv) Modern Police Station Buildings in **Rural Areas**.

Plinth Area Norms

Modern Police Station	PLINTH AREA (Sq.m)	No. of Police Personnel	CAPACITY OF REST ROOMS + BARRACKS (Female & Male Staff)
Metro City	3300	Up to 250	15+(7+120) = 142
Major City	2800	Up to 200	11+(7+106) = 124
Semi Urban	2075	Up to 150	10+(7+76) = 93
Rural	1300	Up to 100	8+(Nil+28) = 36

5.3 Common Facilities in Modern Police Station Buildings under Revised Norms:

Considering the present-day functional domain of the police stations and the number of functions entrusted, the following common facilities have been provided in all the categories of the revised drawings of the Modern Police Station Buildings:-

- a) Disabled Friendly Entry: A gentle gradient ramp with railing on both sides at the entrance of Police Station Building for convenience of movement of persons with disabilities.
- b) Reception area with an accessible reception counter: A reception area having facilities for visitors to wait, for photographing the visitors. (Computer/Camera for recording the details of the visitor.) Issuance of visitor cards, Directions to the visitors to meet the concerned according to the requirement. This counter should be manned all the time by policemen

and policewomen together except between 10 pm to 6 am when the women can be removed and male staff can man the counter. There should be enclosed waiting area near reception in each police station where the visitors can sit comfortably and wait.

- c) Visitor & Disabled Friendly Toilet: A separate toilet for male, female & disabled visitors near the Reception Counter.
- d) Women Help Desk : A room at the entrance near the reception as women help desk to help & listen to the complaints of the female visitors.
- e) SHO Room : A large SHO Room near the Reception on Ground Floor for overall command & control of the Police Station Building. The SHO room to accommodate to 25-30 persons in Police Station of Metro City, 20-25 persons in Major City, 15-20 persons in Semi- Urban Area & 10-15 persons in Rural Area.
- f) Rest Room & Toilet : An attached individual rest room with SHO office and Inspectors office, due to long duty hours. A common rest room for 2 Nos. Sub-Inspectors. Each rest room with an attached toilet, with bathing facility.
- g) Room for officers in a Police Station: Each Inspector is provided an individual room. One room shall accommodate 2 Nos. of sub- inspectors and one room shall accommodate 4 Nos. Assistant Sub- Inspectors/Head Constables. Each ASI/Head Constable has work space and space to accommodate 2 No. visitors. A large room is provided for Constables also.
- h) Ladies Room: A Separate office room for lady police official on duty with an attached toilet.
- i) Community Policing Room: A large room for community policing where persons from the local community can come and resolve their matters with the help of the police personnel

- j) Malkhana: A Malkhana for case property and a Malkhana for Government property with modern storage system, (as implemented in CBI, NIA and Police Stations of some State Police). A workstation for Malkhana officer adjacent to the Malkhana. The seized explosives shall not be kept in Malkhana. They shall be kept in magazines, away from the police station.
- k) Armoury/ Kote (Bell of Arms) : Armoury for safe upkeep of the arms & ammunition issued to the police. It shall be specially constructed giving greater strength to the walls. A small extension to Armoury shall be there, where cleaning of arms can take place.
- l) Suspect/Witness Examination Room : A room is provided for witness examination, where the witnesses coming to the police stations can be examined. This can also be used for talking to the complainant. For women witnesses a separate enclosure should be provided, which can also be used for examination of sexual assault victims.
- m) Conference/Briefing Room: Each Police Station Building shall have conference/Briefing room where important meetings/operations can be discussed. It shall have a latest facilities such as TVs, maps/ digital maps, projection system and video conferencing.
- n) Lockup: Each Police Station shall have lockups as per the NHRC guidelines for men and women separately. The lockups shall be provided an internal toilet with low walls. One lock up should have a wider toilet with WC to allow accessibility for a person with disability particularly wheelchair users. A separate lock up is needed for Transgender persons. The edges of the wall shall be rounded and there shall be no sharp element in the lockups with which the person in the lockup can harm himself. All the Lockups shall be monitored through CCTV cameras which should be operational 24X7 as being done in police stations in some South Indian States.
- o) Wireless and Communication Room: A separate room is provided for wireless & communication equipment. This room shall be air- conditioned

for the safety of the telecommunication equipment (as per the climatic requirement).

- p) Room for CCTNS terminals: A separate air-conditioned room for CCTNS (Crime and Criminal Tracking Network & Systems) terminals.
- q) Record Room: A large Record Room with adequate shelving to keep the old records safely & properly.
- r) Store Room : A Store Room with adequate shelving for storing stationary etc.
- s) Barracks: Separate Barracks have been provided for ASI/Head Constable & Constables on upper floor of the Police Station Building where the officials can rest after the working hours. These barracks have adequate number of toilets with W.C., urinals & bath areas.
- t) Barracks for Lady Officials : A separate barrack for lady police personnel which is located at a suitable place away from the male barracks.
- u) Recreational Room & Gym : Large room with Gym equipment for the fitness of the police personnel have been provided. A separate Recreation/TV room also have been provided for recreational activities of the police personnel staying in the barracks.
- v) Sankraman Room/Interrogation Room : A separate Interrogation Room is provided near the SHO room.
- w) Reader Room : A room is provided for the Reader/PA with the SHO room for functional convenience.
- x) Counseling Room: A Counseling room has been provided where the police official can counsel the complainant/visitor on small matters.
- y) Duty Officer : A room for Duty Officer is provided with attached toilet for officer on duty round the clock.

- z) Canteen+Kitchen : A Kitchen with modern equipment and cafeteria with modern furniture has been provided for the police personnel staying in the barracks and for the police personnel on duty.

5.4. The Architectural drawings as per revised norms have been prepared to create uniformity in Police Station Buildings as well as distinctive identity to police stations in a state. Adopting a uniform color code on external surface of police station buildings throughout a state shall make it easier for a common man to easily recognize Police Station among other buildings. The Modern Police Stations build as per these revised norms, will be supportive and in consonance to SMART Policing Concept, recently adopted by Ministry of Home Affairs, Government of India. Efforts have been made to make these Police Stations Gender Sensitive, Modern, Smart and Techno-Savvy.

The Revised Norms are Basic Guidelines for planning and constructing a new Police Station Building. These norms shall help the States/ UTs/ & CAPFs to plan an efficient Police Station Building conforming to basic amenities for visitors, provision of adequate spaces for various activities in a Police Station Building to improve the working condition and use of latest technology.

The Category/ size, number of floors & building dimensions of the Modern Police Station in terms of Plinth Area shall be as per the individual requirement of the State, availability of land (hilly region or flat region), prevailing building byelaws and available Funds/Resources.

It is advisable that usable spaces in police station buildings are segregated based on Crime related and non-crime related activities, such as, Lock-up rooms, Investigation rooms are located on one side whereas, Passport verification, counselling, verification of applications, etc. are located on other side.

These revised norms shall serve good for next ten to fifteen years and may then be modified as per the needs at that time.

5.5 Under the revised norms-2016 Norms for Modern Police Station Buildings (2016), Police Station Buildings are graded into the four categories. Architectural

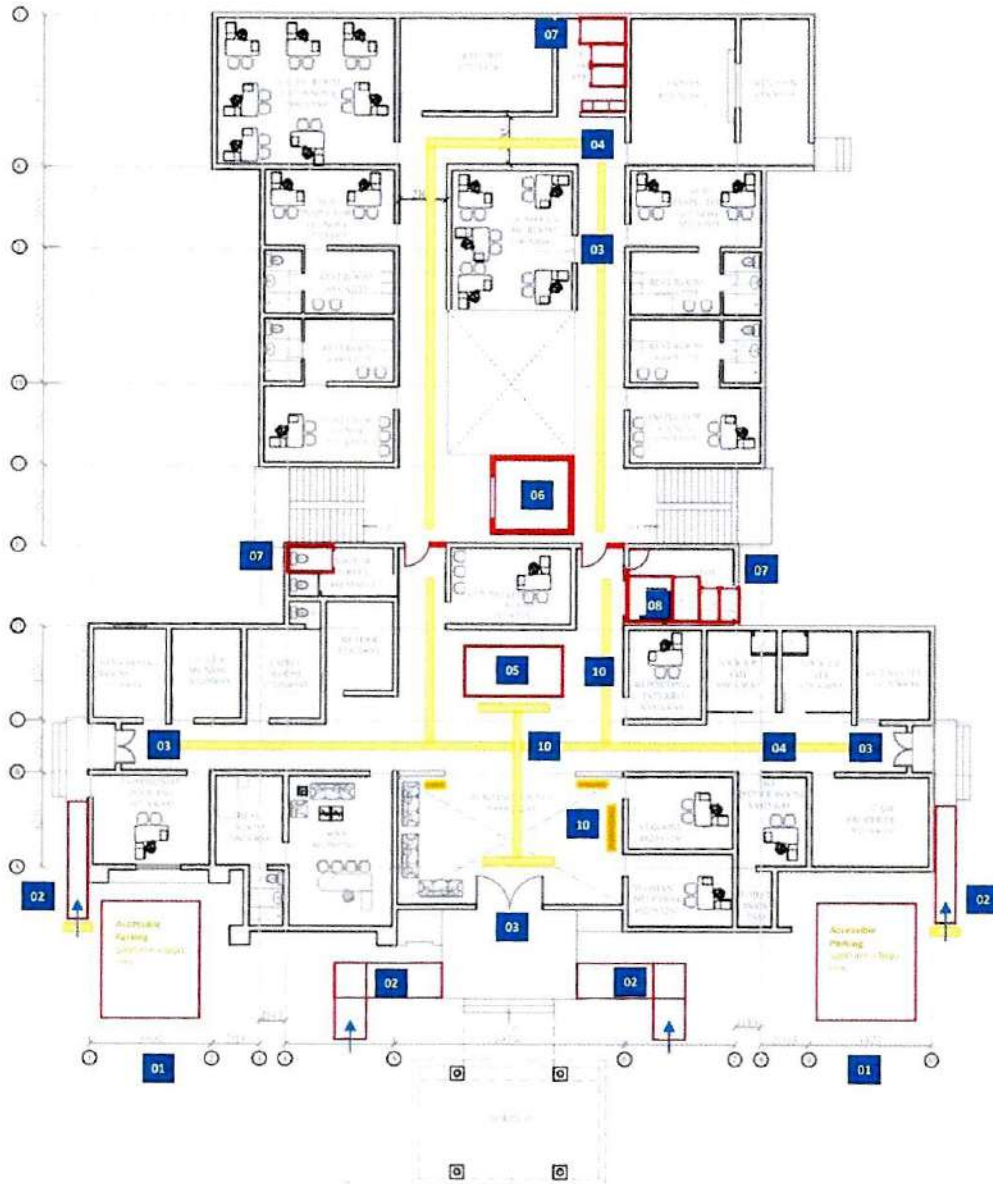
drawing/ Police Station Building Layout Plans of these graded categories are suggested as below:

- i) Modern Police Station Buildings in **Metropolitan City** like in New Delhi, Kolkata etc.
- ii) Modern Police Station Buildings in **Major City** like in Lucknow, Allahabad, Madurai etc.
- iii) Modern Police Station Buildings in **Semi-Urban Area** like in Noida & Gurgaon.
- iv) Modern Police Station Buildings in **Rural Areas**.

5.6 LAYOUT OF POLICE STATIONS AT METRO POLITAN CITY

5.6.1 GROUND FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY

AT
METRO POLITAN CITY



GROUND FLOOR PLAN
COVERED AREA AT GR. FLOOR=1059 SQ.M

5.6.2 Explanation of Legends (1 to 10)

Common for architectural drawings of all Categories of Modern Police Station Buildings

1. Designated accessible parking space near the ramp and at not more than 30 m from the main entrance.
2. To make the entrance accessible, 1.5m- 2m wide ramp be provided with no steeper than 1:12 gradient and handrails should be provided on both sides of the ramp that continue on landings. Handrail Extension of 300 mm before and after the ramp run shall be provided. Tactile Warning tiles shall be provided 300mm before and after the ramp and stair run.
3. For the double leaf doors at the entrance, min clear width of one of the leaves must be 1000 mm and force required to open it should not exceed 22N.
4. All the doors including that of toilets should have a minimum clear width of 900mm for easy accessibility for all.
5. Reception counters should be easily identifiable and should be at two heights catering to wheelchair users & people with short stature as well as ambulant disabled. The lower counter should be at height of 750mm-800 mm with knee clearance of 680-700mm. Counter extensions 480 mm should be provided.
6. An elevator is integrated near the staircase area in order to promote barrier free vertical accessibility. The minimum internal size of the lift car should be 1500x1500mm which allows easy maneuverability of wheelchair user.
7. Toilets are modified to accommodate ambulant disabled friendly WC. In a set of single sex toilets (for ladies or gents), there shall be one WC for the use of the ambulant disabled persons that provides 900mmx900mm activity space in front of the WC, have L shaped handrails on both sides of WC and the door shall open outwards.

8. A unisex universally accessible toilet should be provided with minimum internal dimensions of 2200 X 2000 mm with an independent entry from the corridor and not from the single sex toilets.
9. Entrances of Malkhana and Armory Room has been modified to accommodate an accessible toilet on the floor.
10. Tactile or guidance marking, Information & Directional signages are to be provided. Especially, at entrance, reception and other crucial spaces

(Refer approved accessibility standards for detailed specifications)

5.6.3 FIRST FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY

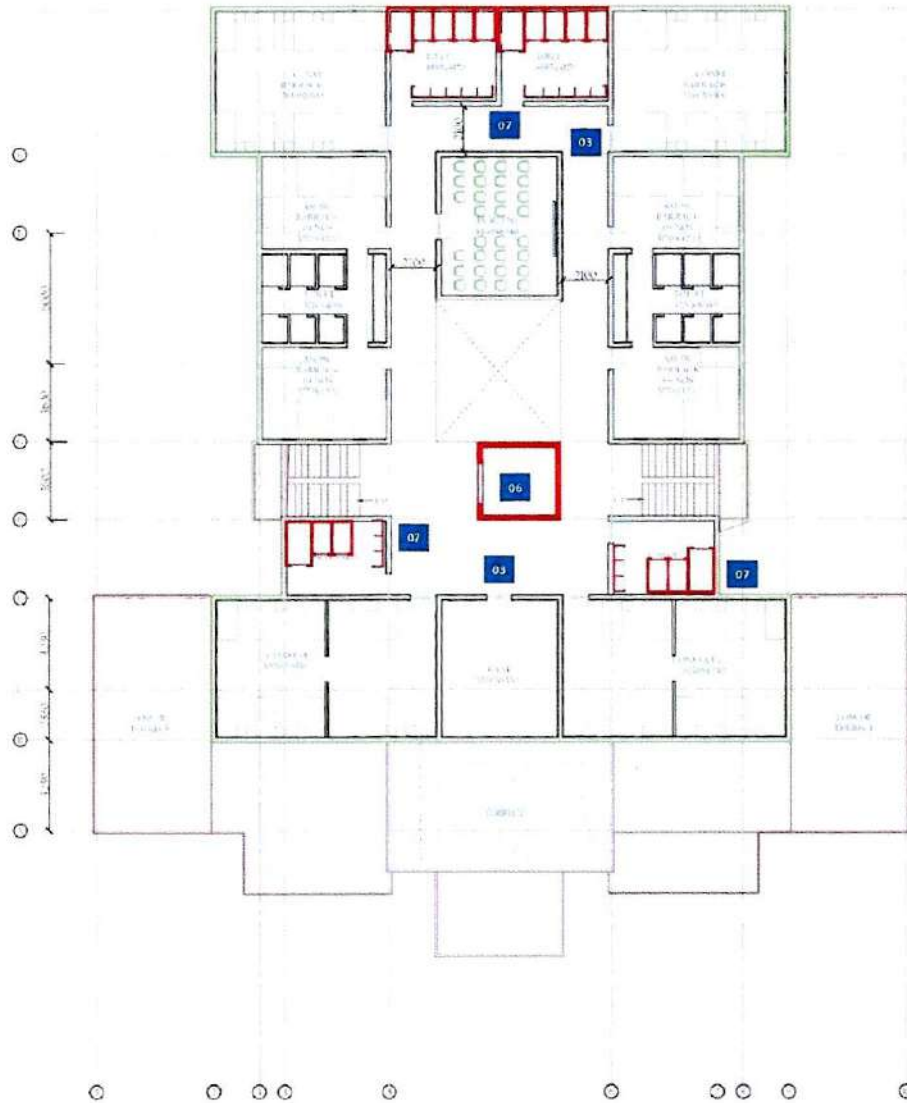
AT METRO POLITAN CITY



FIRST FLOOR PLAN
COVERED AREA AT FIRST FLOOR =750 SQ.M.

5.6.4 SECOND FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY

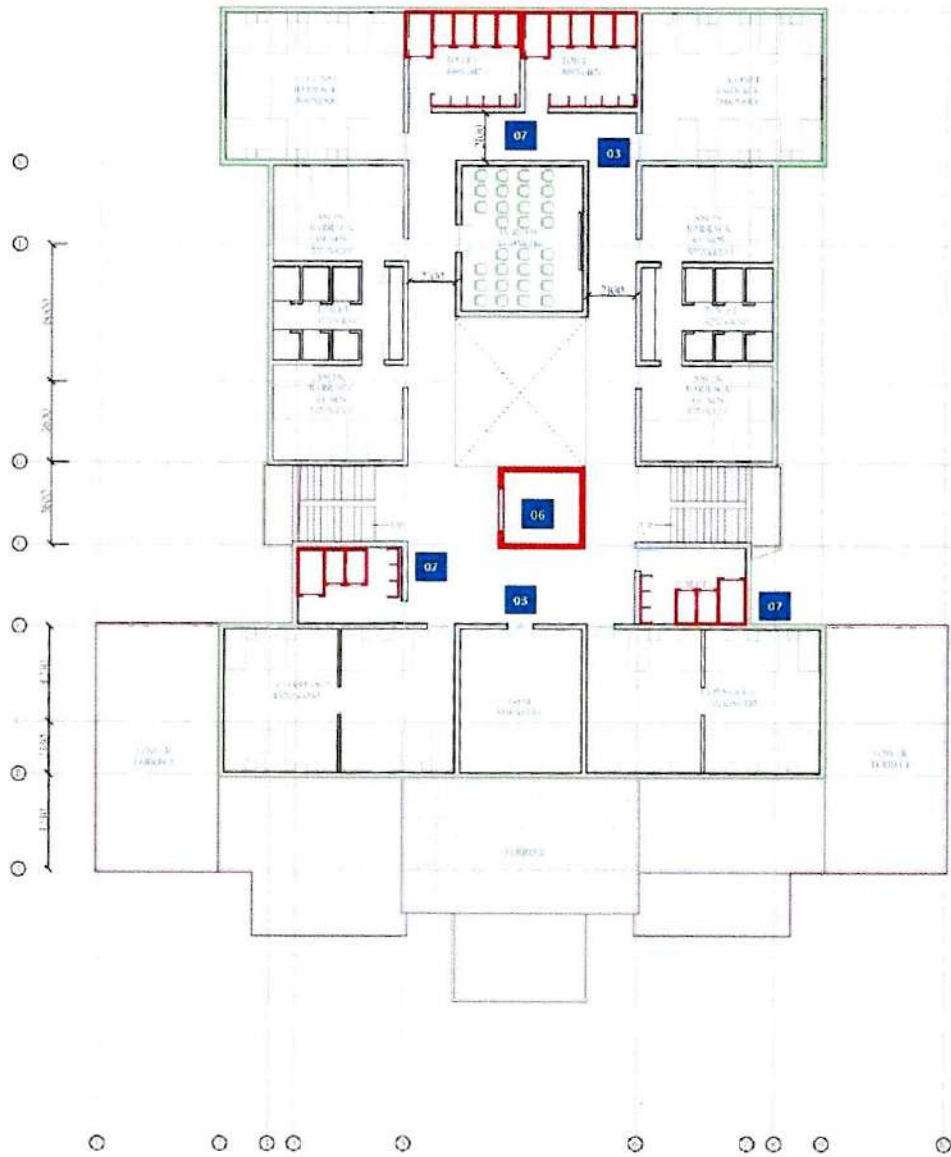
AT
METRO POLITAN CITY



SECOND FLOOR PLAN
COVERED AREA AT SECOND FLOOR -750 SQ.M.

5.6.5 THIRD FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY

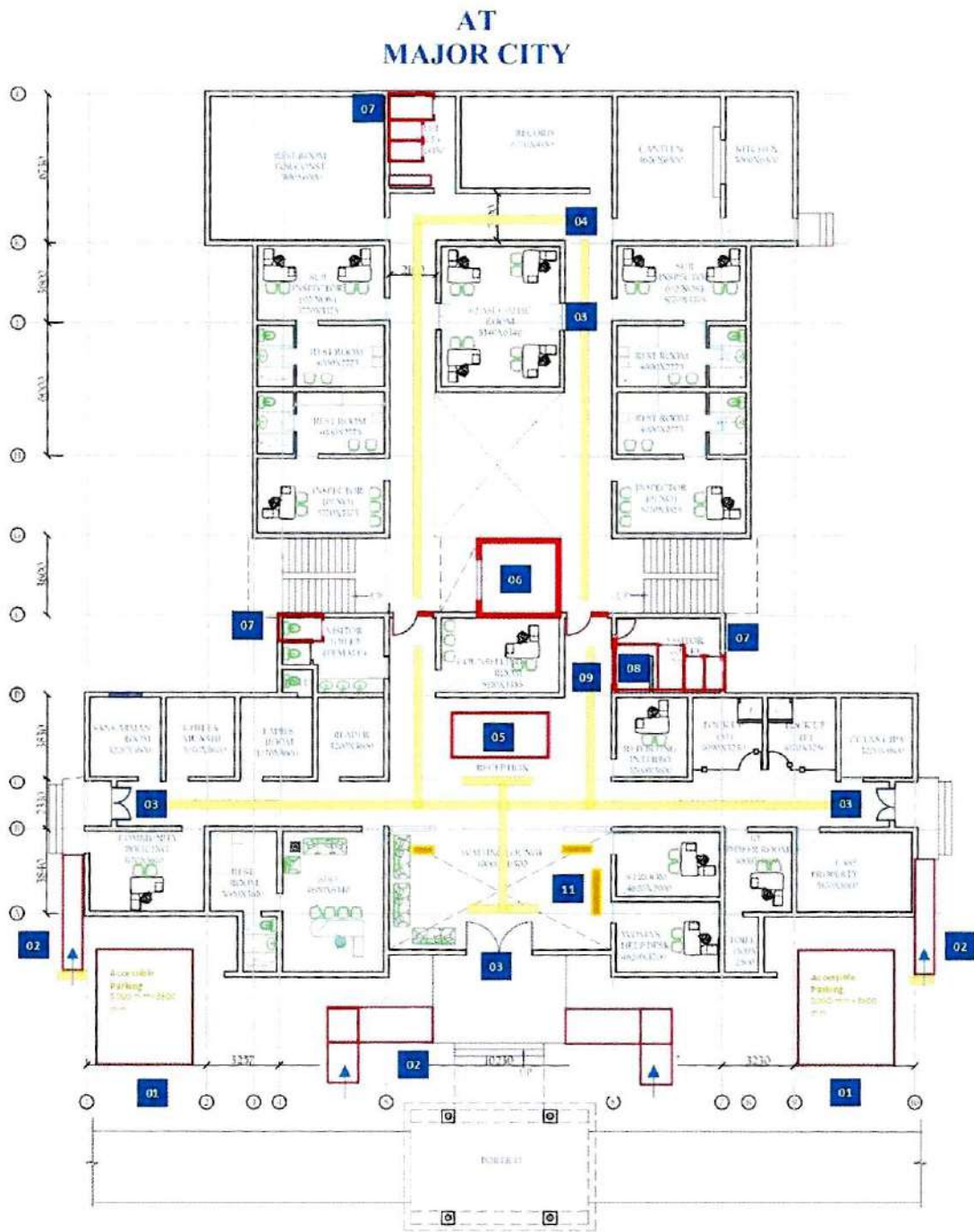
AT METRO POLITAN CITY



THIRD FLOOR PLAN
COVERED AREA AT THIRD FLOOR - 750 SQ.M

5.7 LAYOUT OF POLICE STATIONS AT MAJOR CITY

5.7.1 GROUND FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY



5.7.2 FIRST FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY



FIRST FLOOR PLAN
COVERED AREA AT FIRST FLOOR=600 SQ.M

2

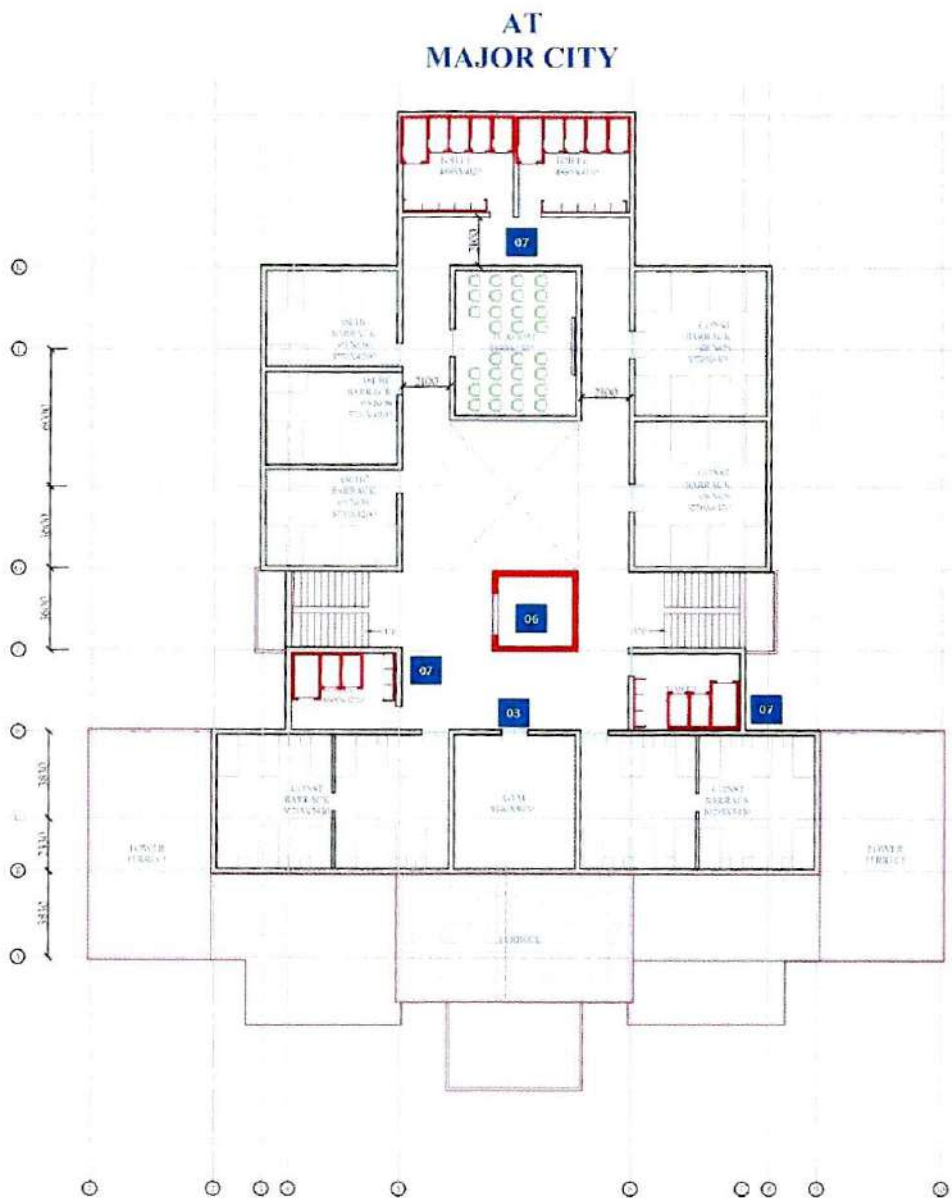
5.7.3 SECOND FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY

AT
MAJOR CITY



SECOND FLOOR PLAN
COVERED AREA AT SECOND FLOOR=600 SQ.M

5.7.4 THIRD FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY



THIRD FLOOR PLAN
COVERED AREA AT THIRD FLOOR=600 SQ.M

5.8 LAYOUT OF POLICE STATIONS AT SEMI URBAN AREA

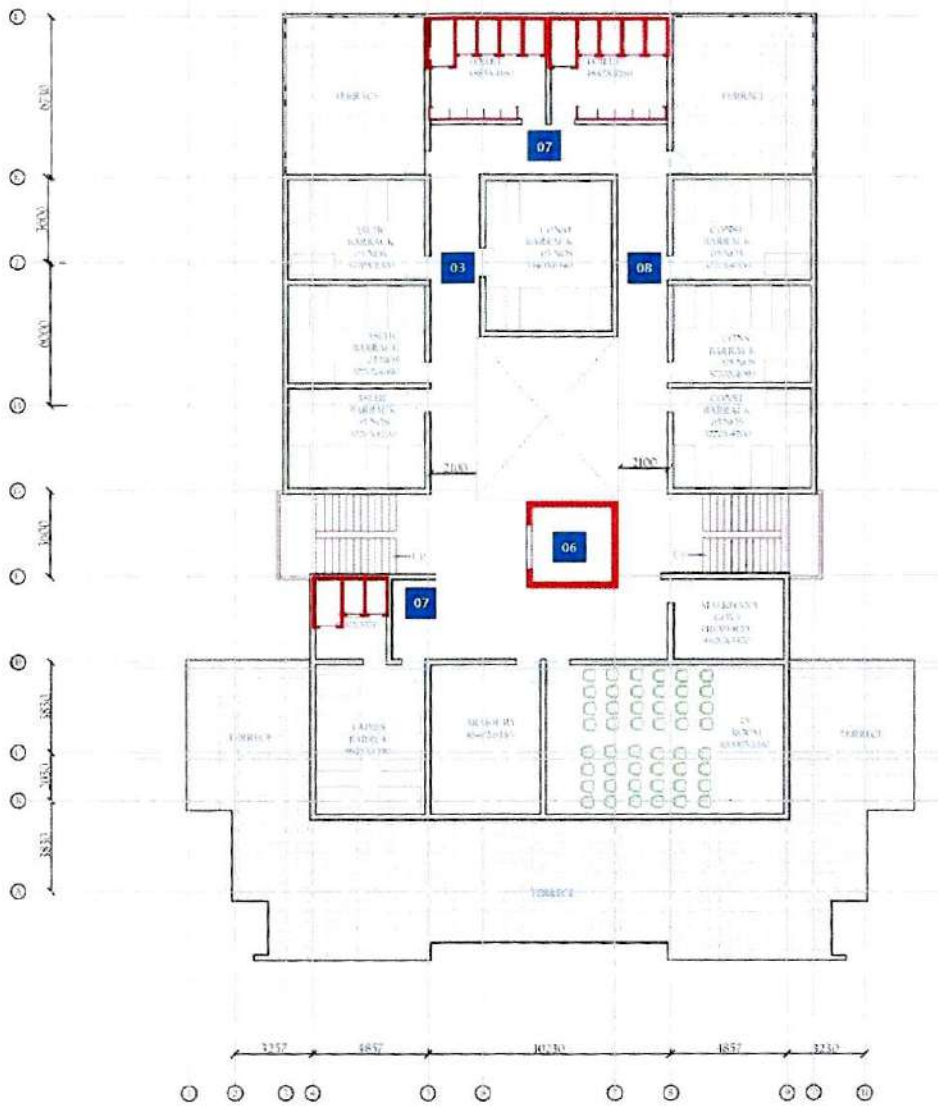
5.8.1 GROUND FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY

AT SEMI URBAN AREA



5.8.2 FIRST FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY

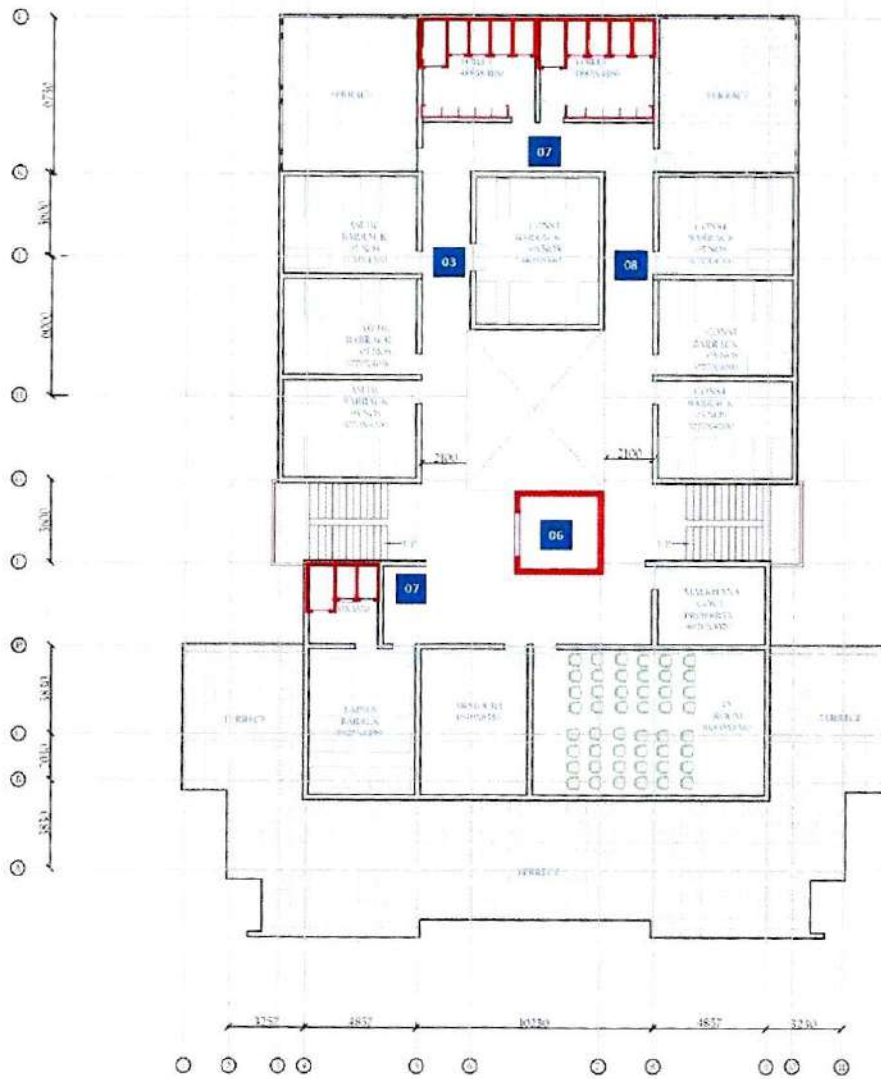
AT SEMI URBAN AREA



FIRST FLOOR PLAN
COVERED AREA AT FIRST FLOOR=600 SQ.M

5.8.3 SECOND FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY

AT SEMI URBAN AREA



SECOND FLOOR PLAN
COVERED AREA AT FIRST FLOOR=600 SQ.M

5.9 LAYOUT OF POLICE STATIONS AT RURAL AREAS

5.9.1 GROUND FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY

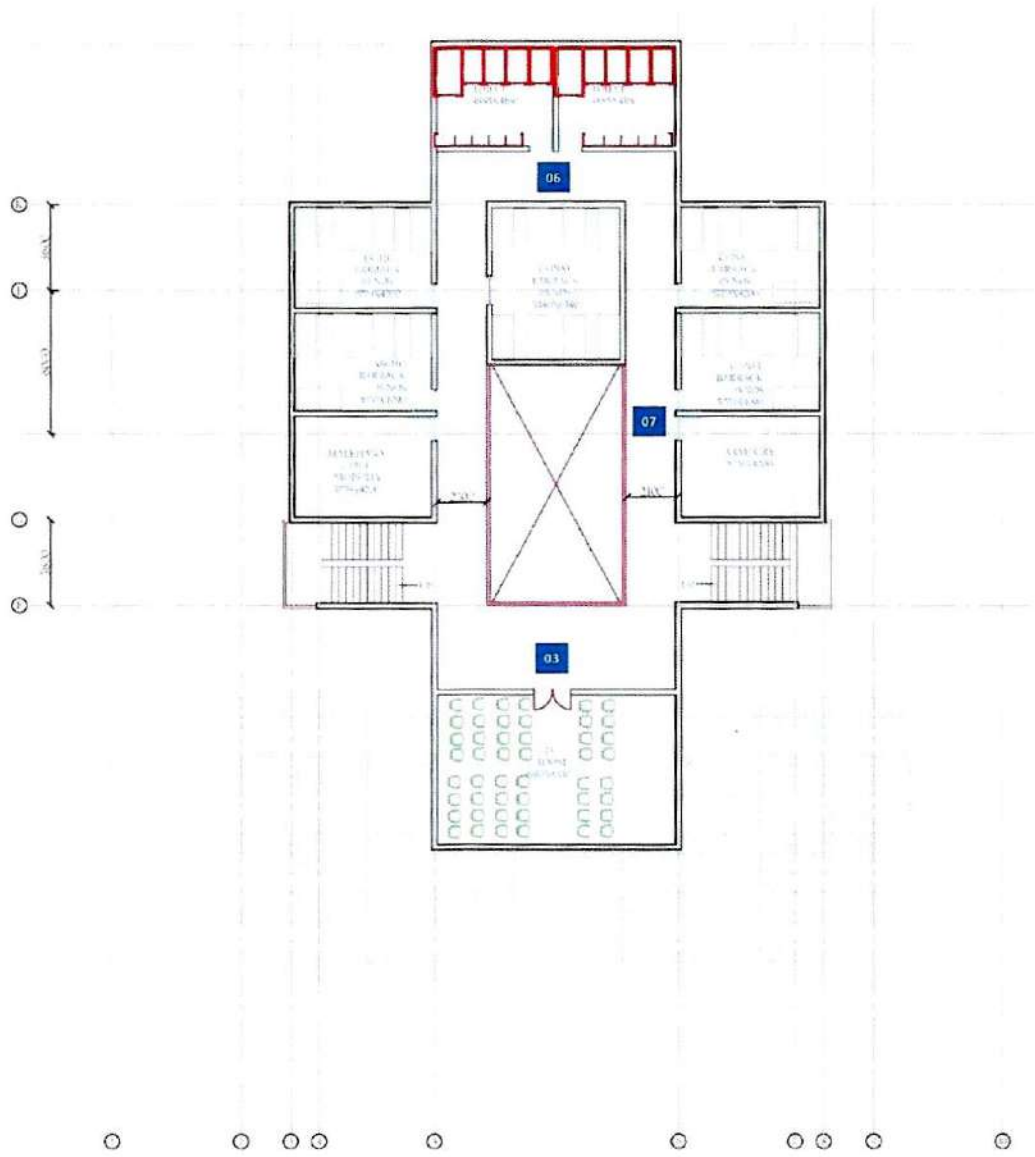
RURAL AREA



GROUND FLOOR PLAN
COVERED AREA AT GR. FLOOR - 800 SQ.M

5.9.2 FIRST FLOOR PLAN OF MODERN POLICE STATION WITH ACCESSIBILITY

RURAL AREA



FIRST FLOOR PLAN
COVERED AREA AT FIRST FLOOR - 500 SQ.M

Section E

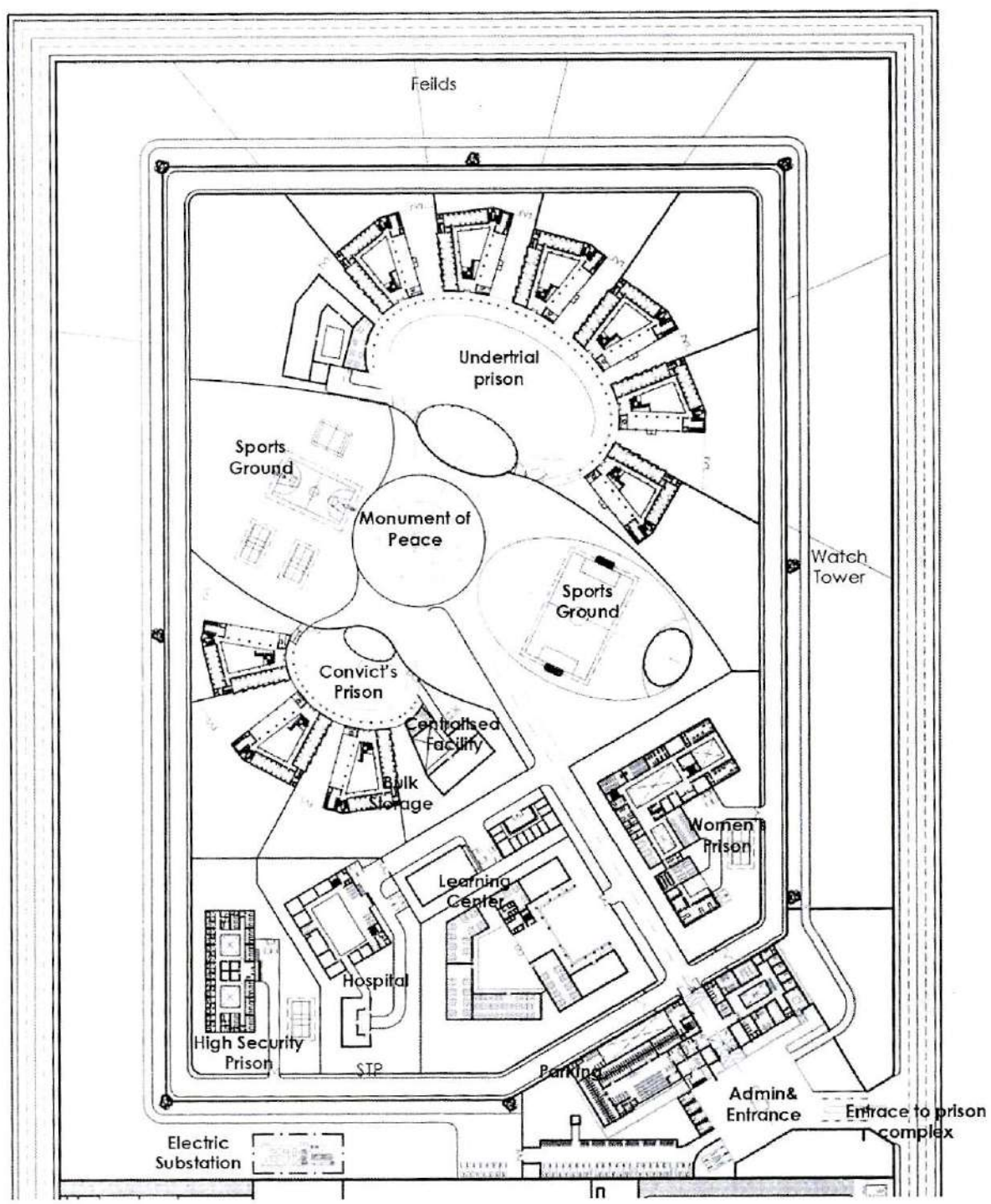
6. Standards for Modern Prison / Jail Buildings

6.1 A National level Architectural Design Idea Competition for Jails was initiated by BPRD keeping following points as the basis to improve upon the existing Prison designs, so as to rehabilitate the inmates in jail by providing the best possible humane environment:

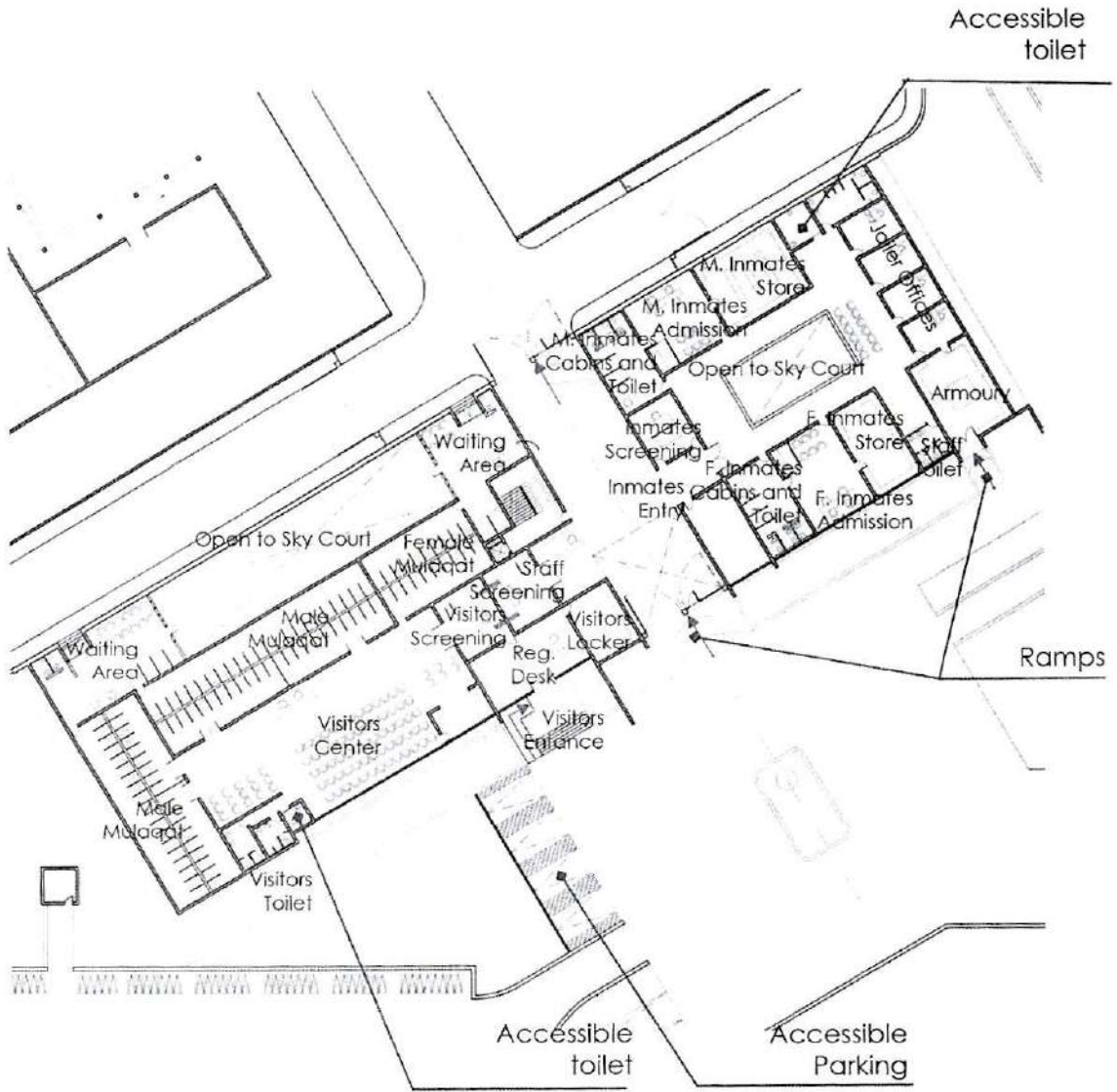
- 1) Concept and design of various categories of Prisons, such as for male under-trials, male convicts, women's prison, high security ward, etc. depicting the interrelationship of various spaces, sizes and their layout in the Prison complex.
- 2) Land/area requirement for various categories of prisons
- 3) Capacity of jails with possibilities of future expansion
- 4) Integration of latest technology required for security and ease of administration of jails at the planning and construction stages
- 5) Environment friendly design
- 6) Best practices to address the following issues:
 - a) Overcrowding of inmates
 - b) Security, surveillance, physical separation, confinement in prisons
 - c) Health and Hygiene of inmates in terms of sanitation, drinking water, cooking, dining, etc.
 - d) Residential accommodation for staff in jail complex, not exceeding 20% of the gross land area.
 - e) Road layout is such that it provides single point vehicle access to each building.

- f) Three wall system required on three sides of the jails and not on the residential complex side.
- 6.2 With above guidelines, a national level architectural design for jails was evolved, taking care of **accessibility concept for Persons with disabilities** as well, in terms of Accessible Routes/ Pathways and Ramps, Parking, Entrance to the building, Corridors, Reception and Lobby Area, Handrails, Elevators and Lifts, Staircase, Toilets, Doors, Drinking Water, Signage, etc. Some of the modern Prison **drawings with accessibility concepts** are as below: -

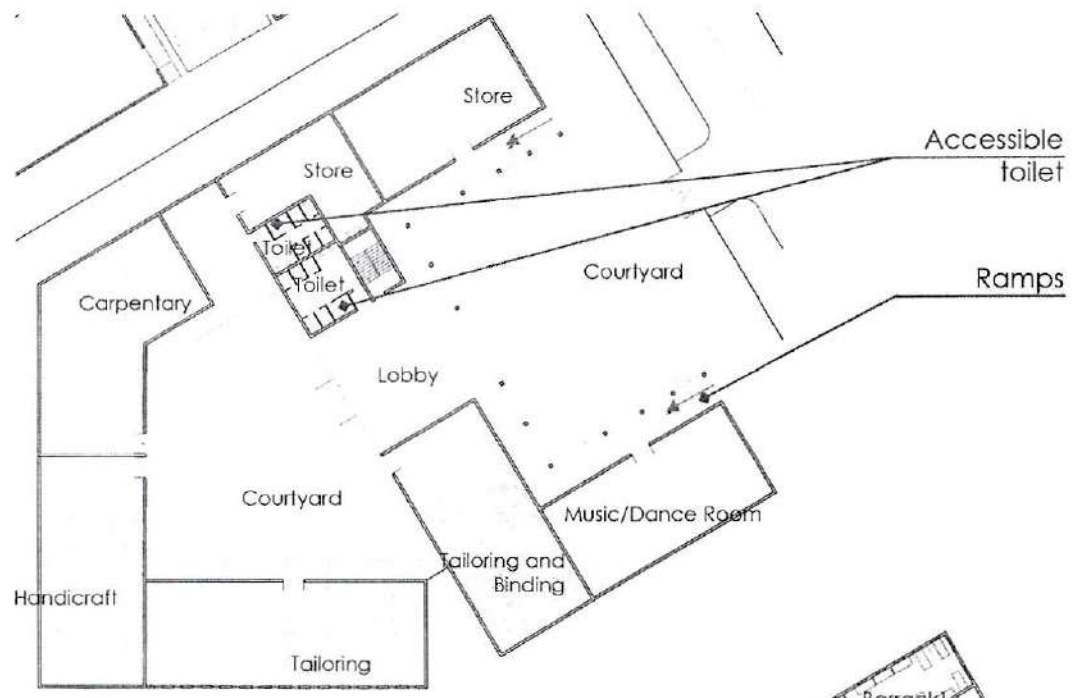
Prison Master Plan



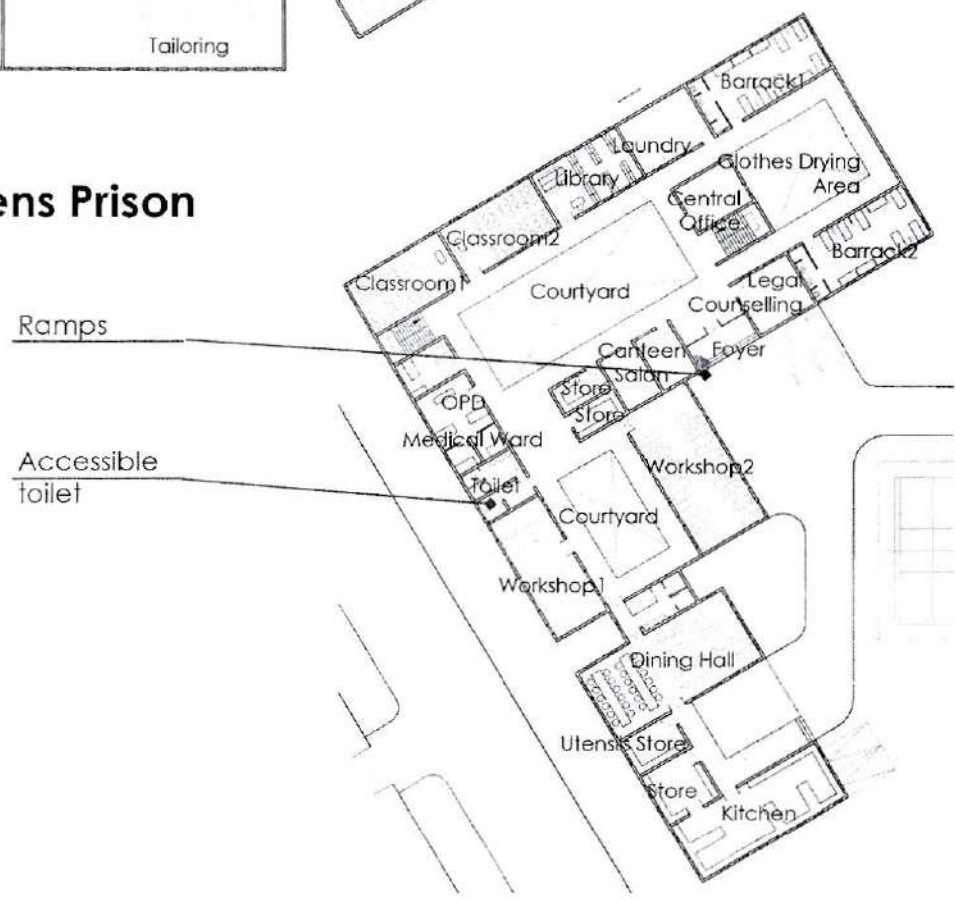
Admin Block



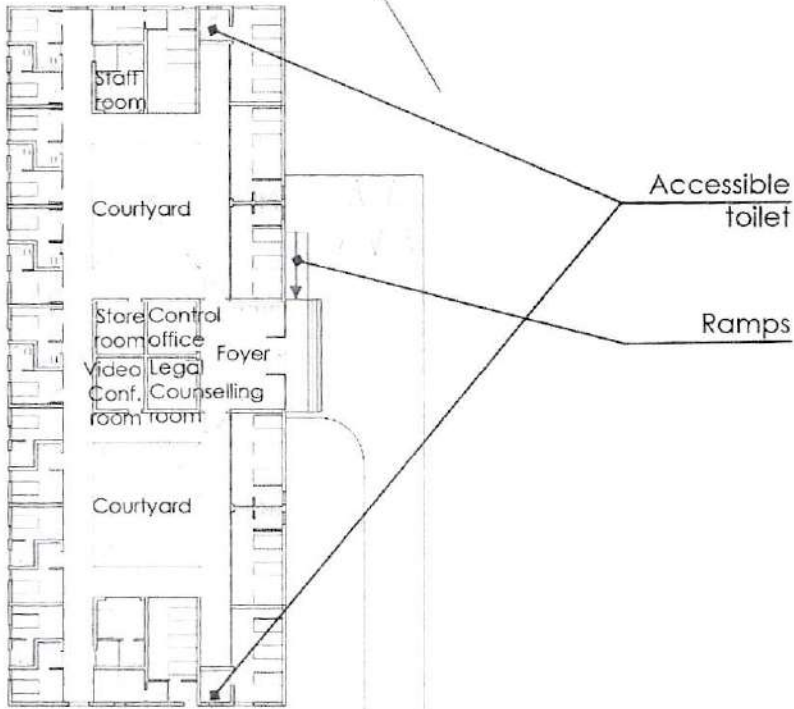
Learning Center



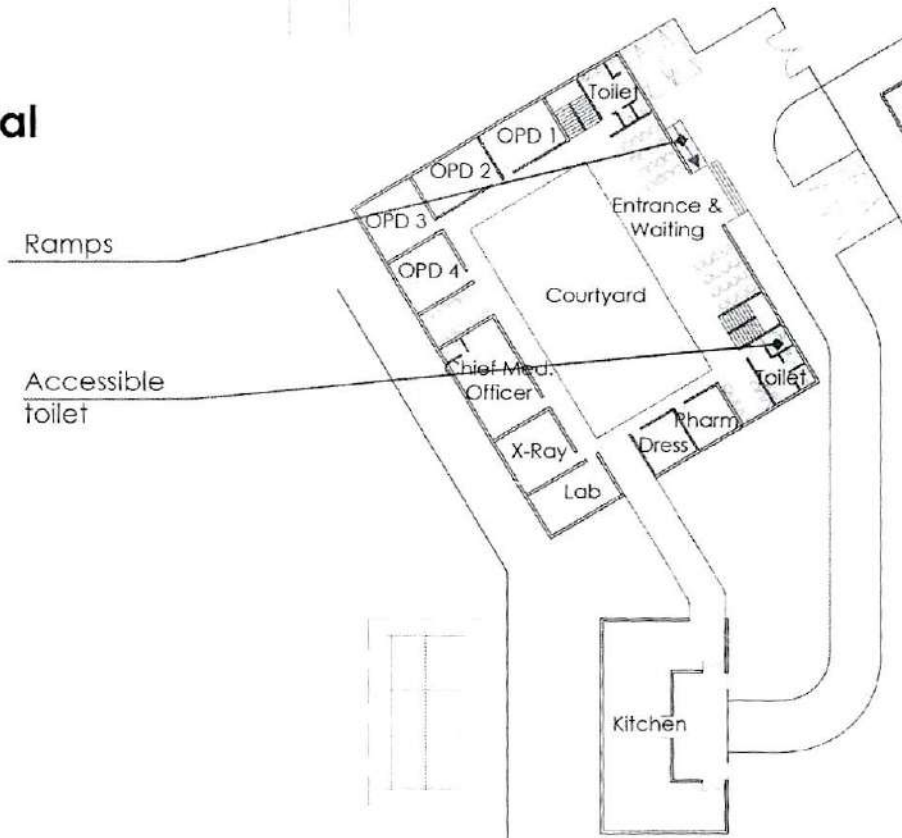
Womens Prison



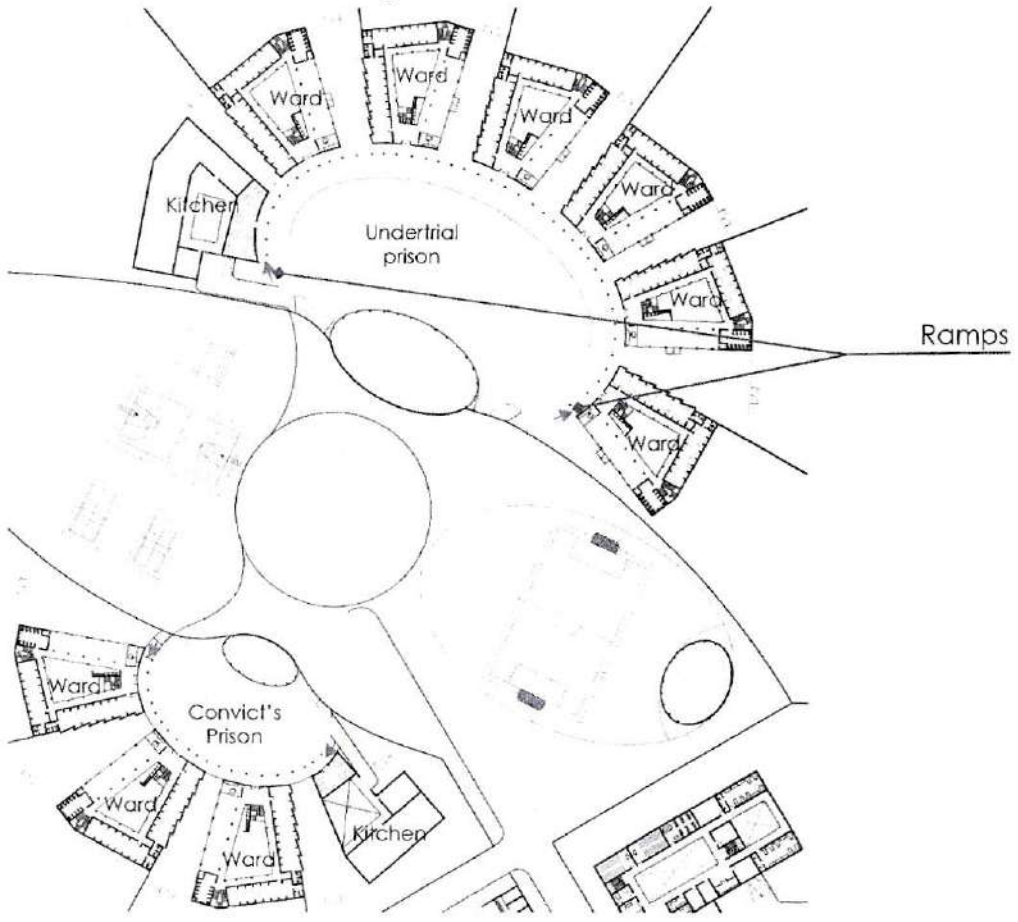
High Security Prison



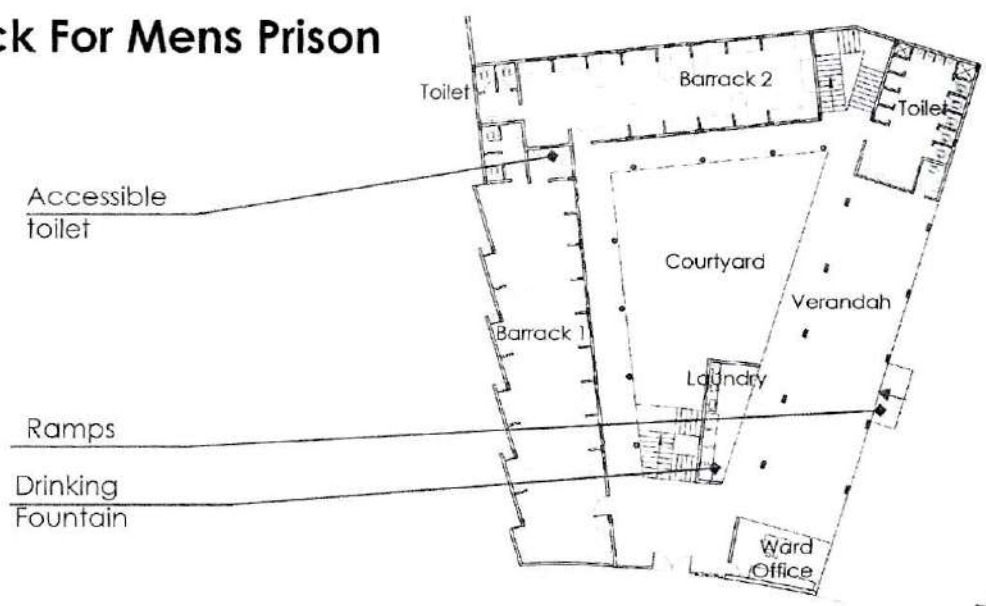
Hospital



Mens Prison Complex



Barrack For Mens Prison



Pictorial View of a Modern Prison Design-1

The design of Central Prison should enable a place that is humane, secure and easy to administer. It should provide a setting for the prisoner to reform through work + education + play + health routine with the help of the support staff. This is done by specific design strategies for the whole as well as each part of the Prison.



Pictorial View of a Modern Prison Design-2



Section F

7. Standards for Disaster Mitigation Centres

7.1 The Sendai Framework for Disaster Risk Reduction (DRR) 2015–2030 adopted at the Third United Nations World Conference on Disaster Risk Reduction, acknowledges that DRR requires an all-of-society engagement and partnership, which promotes the empowerment and accessible and non-discriminatory participation of all people disproportionately affected by disasters, including people with disabilities. A gender, age, disability and cultural perspective should be integrated in all policies and practices, and women and youth leadership should be promoted. In this context, special attention should be paid to the improvement of organized voluntary work of citizens who are also sensitized and trained to handle the needs of persons with disabilities;

7.1.1 Section 8 of RPWD Act deals with Protection and safety of persons with disabilities and provides that the persons with disabilities shall have equal protection and safety in situations of risk, armed conflict, humanitarian emergencies and natural disasters. And that the National Disaster Management Authority and the State Disaster Management Authority shall take appropriate measures to ensure inclusion of persons with disabilities in its disaster management activities as defined under clause (e) of section 2 of the Disaster Management Act, 2005 for the safety and protection of persons with disabilities. The District Disaster Management Authority constituted under section 25 of the Disaster Management Act, 2005 shall maintain record of details of persons with disabilities in the district and take suitable measures to inform such persons of any situations of risk so as to enhance disaster preparedness. The authorities engaged in reconstruction activities subsequent to any situation of risk, armed conflict or natural disasters shall undertake such activities, in consultation with the concerned State Commissioner, in accordance with the accessibility requirements of persons with disabilities.

- 7.1.2 People with disabilities, older people, pregnant women, children and other at-risk groups are often forgotten in Disaster Risk Reduction (DRR) and left behind when disaster happens. They are excluded from disaster preparedness measures, are invisible when it comes to community and risk mapping or evacuation planning, find it harder to access shelters and safe spaces due to environmental and attitudinal barriers or protection risks, and receive inadequate or inappropriate relief and support.
- 7.1.3 Natural hazards pose threats to the well-being of all people. However, it affects some people disproportionately such as senior citizens, children and those with disabilities. The purpose of the guideline is to provide practical directions to support implementation mechanisms of Climate Change based on established and nationally accepted norms and practices so that all stakeholders will implement and carry forward the process.
- 7.1.4 DRR is increasingly recognized as an essential part of community development in a world threatened by, and increasingly experiencing, climate change, natural hazards and conflict-related emergencies. Inclusive DRR is needed to ensure that the Community Based Inclusive Development (CBID) approach contributes to sustainable, inclusive and resilient communities that can withstand disasters. Concurrently, CBID work is a vehicle for building resilient communities. The path to resilience is highly contextual, but always requiring a participatory approach. Only by working with persons with disabilities, communities can identify what is needed to increase resilience and reduce the risks in any particular context.
- 7.1.5 Thus, this guideline will:
- 7.1.5.1 Contribute to the knowledge base by providing disability inclusion actions in disaster mitigation, preparedness, response, and recovery efforts.
- 7.1.5.2 Highlight the strength of persons with disabilities and their representative organizations to facilitate action.

- 7.1.6 The guidance proposed through this Chapter, will inform and assist implementation, aid the stakeholders in reducing vulnerabilities and increasing resilience of persons with disabilities in the Disaster Risk Reduction (DRR). These guidelines are intended primarily for Government officials/ administration working in the field of DRR at national, state and local level, International NGOs (INGOs), Persons with Disabilities, Disabled People's Organizations (DPOs). Other stakeholders include Non-Government Organizations (NGOs) working in disability/ disasters, disability activists, care givers, schools, health actors, elected representatives working in DRR, Media, etc.
- 7.1.7 These Guidelines are drawn from a detailed review of existing available resources and guidelines and governance mechanisms practiced in disaster risk reduction. It consists of diverse government, UN and academic sources as well as information from Disability International Non-Government Organizations (INGOs) and DPOs. The methodology took into account the activities and sectorial priorities of various stakeholders, available capacities at national, state and local levels. An important contribution was made by persons with disabilities and DPOs.
- 7.1.8 Before embarking on the guidelines for the disability inclusive actions in all the phase of the DRR such as mitigation, preparedness, response, recovery and rehabilitation, it is important to understand the risks and gaps that persons with disability face in general and specifically in disaster situations. It is only then that a disability inclusive approach would be effective.

7.2 Adoption of Universal Design Principles, Facilitation of Accessibility and Access to Assistive Technology

- 7.2.1 DRR is increasingly using technology to overcome the adverse effects of disasters and climate change. Technology can include persons with disabilities in the information system in meeting challenges of disasters. Information and Communication Technology (ICT) enabled warning

systems such as SMS, emails and twitter alert people of an impending disaster. It can also show evacuation routes and places of safe shelters. However, with enhanced use of social media and growing number of web sites, inaccessible technology or ICT creates more harm than good for the persons with disability. They are generally uninformed and dependent due to non-use of the available alternative system of communication which has accessible features of the technology. The screen may not be readable by those without or with low vision. The YouTube or radio and Television warning without sign language interpretation and audio description leave those with hearing impairment and visual impairment respectively out of the information system. Therefore, the disaster management personnel have to look upon ICTs as a tool to level the playing field and go around the traditional access barriers to reaching persons with disabilities. At the same time, they have to be cautious that ICT-enabled disaster and emergency management does not pose further barriers due to inaccessibility – in a disaster or emergency situation, being shut out of information sources and being unable to connect with relief personnel or resources can prove fatal. For example, websites should be designed to be accessible and follow the latest version of Web Content Accessibility Guidelines (WCAG) developed by the Web Accessibility Initiative of the World Wide Consortium. If websites are not designed to be accessible, people using assistive devices or needing alternative means of input/output will be unable to access the information

7.2.2 Physical inaccessibility can also have fatal consequences as it is connected to access to food, water, medical aid, shelters and transport. When accessible routes and shelters are not available, the persons with disabilities are at higher risk. Loss of mobility and other aids can leave persons out of relief and reconstruction processes.

Principles of universal design and reasonable accommodation in all phases of DRR are required and need to be part of preparedness. More trained

professionals and workers on universal designs, and capacity building of first responders and service providers is required. The physical accessibility of the built environment created for the Disaster Mitigation Centres shall comply with the Harmonized Guidelines and space standards issued by Ministry of Housing and Urban Affairs (as updated from time to time).

7.2.3 Preparedness and Mitigation Strategies

There will be exclusion of persons with disabilities from preparedness and mitigation strategies when there is no prior mapping of locations of persons with disabilities, listing of resource needs; identification and mapping of health care institutions; location and mapping of special educators, therapists and professionals (audiologists, speech therapists, sign language interpreter etc.) and accessible transport which not only affects the persons with disability but also the resilience of their communities.

Persons with disabilities may need continuous use of health services and life saving devices and medicines and are placed at higher risk if these are not available. A national stockpiling of durable medical equipment, life saving devices (respirators) and supplies to communities, trauma needs would help in saving their lives and reduce the chances of increasing their disability.

In case an inclusive system is not in place (trained communities) for saving lives of persons with disabilities whose care / personal assistance might abandon them or are killed by the disaster, the persons with disabilities face higher risk. In most cases physical inaccessibility and non-availability of sign language interpreters to interact with those with communication disabilities leave such persons out. Therefore, technology shall be used to make communication accessible so that it doesn't remain only verbal or visual but makes all components of communication accessible to people with diverse needs and disabilities.

7.2.4 Search, Rescue and Evacuation (SRE)

Getting injured due to their reduced capacity to react quickly, not being informed about evacuation and unaware of training protocols leave persons with disabilities, unprepared during SRE operations. A lack of adequate data about the numbers, location and needs of individuals with disabilities remains a critical barrier in meeting needs during the SRE and relief stages of DRR.

Disability gets worse in the SRE process as family and personal attendants whom persons with disabilities depend on may be injured or have died. There may be no volunteers or those replacing them may not be informed or professionally trained in the use of special techniques or procedures in SRE for the diversity of disabilities. Besides the loss of assistive devices, persons with psycho- social or intellectual disabilities living in institutions may be at high risk as they may be excluded. There might be loss of mobility and hearing aids and Global Positioning System (GPS) tracking devices used by persons with intellectual disabilities may be lost or become nonfunctional.

Accessible Transportation for evacuation during Floods: - High waters during floods make usual modes of evacuations difficult to implement. Boats are frequently used for evacuations in flooded areas. However, these boats can be built or modified to be able to accommodate people with mobility disabilities who use wheelchairs. There are many examples of how to make different kinds of boats accessible for persons with disabilities such as ones equipped with a ramp and accessible latrines or boats with flat floors with one side that can be brought down to provide a roll-on/roll-off ramp (e.g. see Wheelyboat).

Equipment for vertical evacuations: - High-rises and multi-storey buildings pose a major challenge during evacuations for people with mobility disabilities as lifts may not work. Several kinds of aids are available to evacuate persons using wheelchairs using the staircases such as

evacuation chairs which are designed to help a person using a disability to go down a staircase instead of a lift. These chairs are designed so that even a single person can assist in the evacuation of the person using a wheelchair. These can be purchased in advance in office buildings and by evacuation teams and rescue workers. However, it is important that users are regularly trained in accurately and quickly using these chairs.

7.2.5 Access to Relief

Standards which do not include disability specific provisions in relief protocols for adversaries, lay the foundation of a discriminatory system. When disability is overlooked in emergencies those affected will be unable to access relief and reconstruction requirements.

Relief camps, mass feeding centres, portable toilets, temporary housing are generally inaccessible and in case of food dropping process, they may face food insecurity due to absence of volunteer support services in gaining access to food. Starvation and malnutrition amongst persons with disability aggravate if water and food distribution points are inaccessible and located at far-off distances and managed by untrained relief workers.

With no bar codes or electronic tracking, expensive equipment and assistive and mobility devices (wheelchairs, hearing aids, Braille translator, crutches, prostheses, respirators etc.) are lost or becomes inoperable during emergencies, limiting the access to relief.

Accessible transport which is safe, reliable and timely and para-transport (small vehicles, auto and cycle rickshaws) is required for door to door evacuation but may not be available or demarcated for their use and therefore would restrict persons with disabilities' option to access relief.

People during disasters acquire physical impairments such as spinal cord or brain injuries, but critical care without prior planning may not be available.

7.2.6 Rehabilitation and Reconstruction (R&R)

Persons with disabilities continue to encounter diverse challenges when the rebuilding efforts do not incorporate universal design or inclusive resources. The process to “Build Back Better” needs to include infrastructure (shelters, schools, houses, public buildings etc.). If not adhered to, persons with disabilities may have to deal with exclusion from both relief and reconstruction initiatives due to inaccessible relief distribution centres, and far off sites which provide aid. Housing for them might not be only inaccessible but also not be integrated in community housing.

If there are no social safeguard systems for those who have lost employment for re-entry in the workforce with reasonable accommodation, and no access to poverty eradication schemes, their economic levels may decline even further. The situation may aggravate if their disability related expenses rise and they have no access to information of government schemes available during the recovery stage. Those with newly acquired disability may be left out of any R&R system as they are not registered.

Trained DPOs who could be of great importance to facilitate access to resources, may not be listed or recognized as service providers to persons with disabilities during the R&R process. There is a need for inclusion not only of persons with disabilities and their care givers but also disability organizations.

For persons with spinal cord, head injury etc. long-term rehabilitation is required but specialized rehabilitation services are limited in India and may be too far from their place of residence.

7.2.7 Women and Girls with Disabilities

Disasters exacerbate existing gender inequalities. Women with disabilities can continue to be left out of participation in DRR due to existing social discriminatory attitudes and may not be considered as competent even

though communities benefit from their knowledge and skills in strengthening resilience.

They may be found to be at risk and vulnerable to violence specifically sexual and gender-based violence inside the house and in public spaces (schools, workplace, hospitals etc.), and could be trafficked. If there is no security systems either law enforcement or community based, their vulnerabilities will increase. They may frequently be excluded from social support services if they have mobility problems, and left behind in camps / temporary housing during displacement after disasters or when they migrate to unsafe places.

Women are not a homogenous group and some such as female headed households and single young women may suffer more than others. They are usually provided few opportunities to express their needs or included in decision making.

7.2.8 Children with Disabilities

Children face heightened risks to impacts of disasters and climate change. They may be susceptible to physical, sexual and emotional abuse, trauma augmented when schools do not follow safety norms. They become deprived of access to schools and health care. Trauma and mortality of children with disabilities increases if teachers and children are untrained in SRE. School safety for children with disabilities may not be included in specific mainstream programs, especially if special schools are left out of school safety programs.

Capacity in children to face barriers during emergencies could be low and they may not access adequate health, physical rehabilitation and psychosocial recovery facilities. Children with disabilities are provided few opportunities to express their needs or inclusion in decision making. Strong child protection mechanisms need to be operational in a disaster region to protect the rights of children and reduce their exploitation.

7.2.9 Elderly Persons

With a projected increase of elderly population, the number of elderly people with disabilities also increases during disasters. Destruction of health infrastructure or overburdened services would impact the health status of persons with disabilities in disasters and climate change.

They could have chronic diseases, total visual impairment, and rarely any insurance. DRR process may not have taken into account the aging process.

A section of the elderly population who are women and specifically widows and come from a rural poor background are at higher risk of being excluded from access to resources especially, food, potable water, safe shelter and hygiene necessities and sanitation. Elderly people may not be consulted or given decision making roles.

7.2.10 Persons with Psycho-social Disability

Persons with psycho-social disabilities have the right to be recognized as persons before the law having legal capacity on equal terms as others. They are at high risk as there is inadequate data or indicators to monitor the process of inclusion.

Knowledge on the right to legal capacity may not exist among responders and service providers and so no action may be taken up by them. Many may be admitted in places of detention and may not be included in any capacity building. Due to stigma attached to mental health, few efforts are made to provide counseling and services or attempts made to include them. Health services might be provided without informed consent.

7.3 From Risks and Gaps to Inclusion

People with disabilities do not have “special” needs, but they face challenges in meeting inclusion in DRR. From the above it is obvious that the gaps span a large diversity of issues. To overcome them in disaster

situations would mean a strong preparedness strategy across risks. When identifying risk, it has to be considered that it may exist at multiple levels for example for persons with developmental or psycho social disabilities or women, children or elderly, it would require identification and vulnerability assessment to understand their needs and capacity building to empower them. Risk can be related to a person's functional capacity which could be improved by the access to health services such as rehabilitation, assistive devices, information and capacity building but social inclusion is imperative as the latter would not only mitigate risk but enhance decision making roles. Persons with disabilities require enhanced capacity to be involved in both risk assessment and reduction. Physical and communication accessibility and capacity building would help their participation in all DRR responses on an equal basis with all others and gain the visibility of the issues.

7.3.1 It is important that we recognize the following:

- a) The heightened risks and vulnerabilities arising out of social, attitudinal and environmental barriers.
- b) That, persons with disabilities are not a homogenous group they have different capacities and requirements and have to cope with different circumstances.
- c) That this is not a matter of "special needs" but rather prioritizing the adoption of alternative systems for implementation.
- d) That participation of persons with disabilities is important as they have key capabilities and actively including them as disability experts in DRR would help mainstream disability concerns and contribute to their constitutional right to equality.

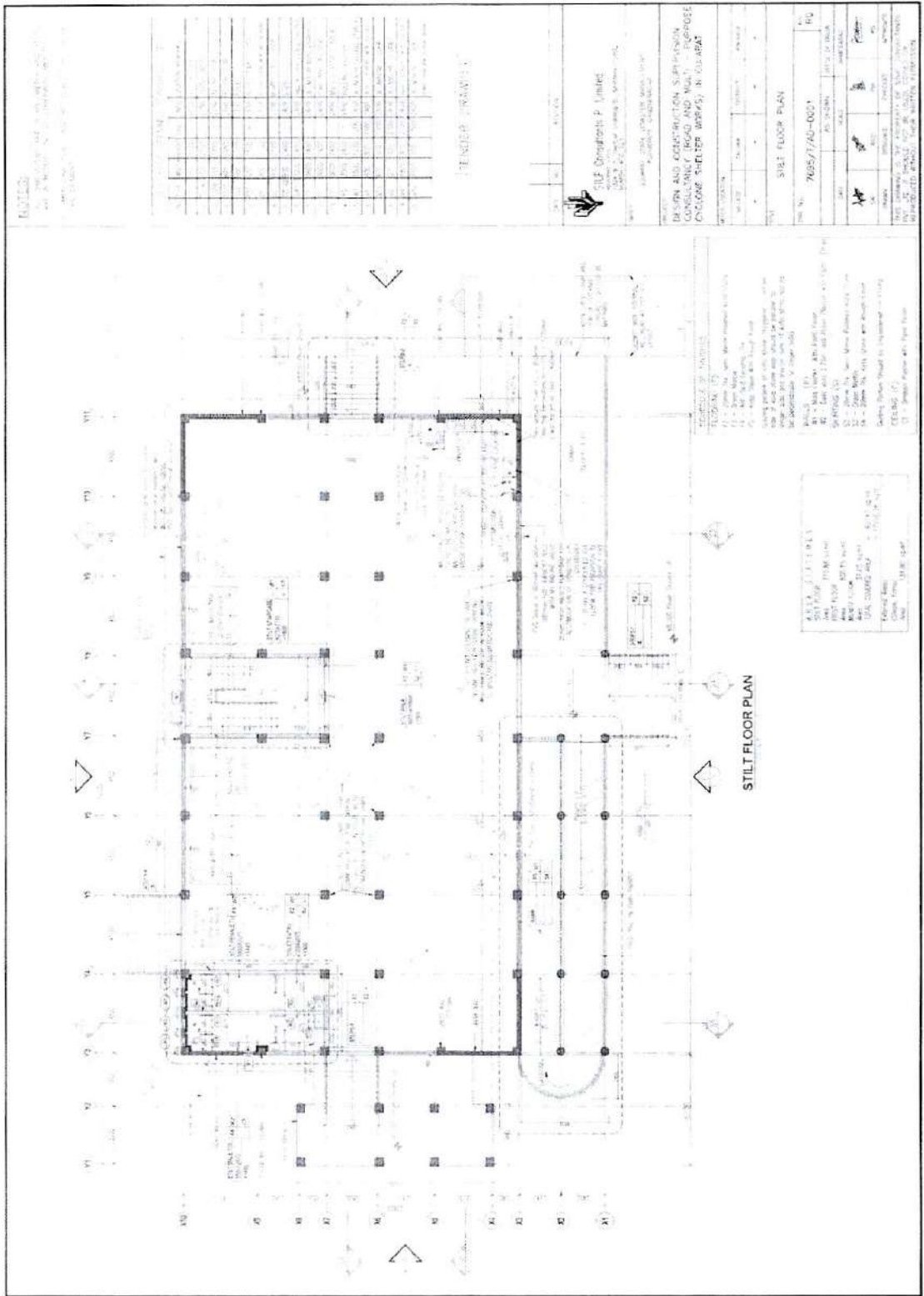
7.4 Suggested actions to realize Inclusive Disaster Mitigation Centres

- a. Availability of disability-inclusive disaster risk reduction plans.
- b. Monitoring systems in place for tracking implementation of inclusive policies.

- c. Availability of disability-inclusive training modules, materials and trainers for all relevant service personnel.
- d. Creating and disseminating information packs and training kits in accessible formats for persons with disabilities and manuals for training first responders and other relief personnel.
- e. Making website and web sites of other relevant and associated bodies accessible as per the WCAG 2.0 standard.
- f. Quantitative increase in disability-inclusive DRR practices at local, regional and national levels;
- g. Develop disability inclusive multi-hazard early warning systems.
- h. Collaboration and support of research in the field of data production, disaggregation and conceptualization of barriers and facilitators at academic and field level.
- i. Disaggregated data on the differential impact of disasters on the persons with disability
- j. Availability of psychosocial support service personnel that have the capacity to assist persons with disabilities affected by disasters;
- k. Ensure that all relief personnel as well as persons dealing with emergencies on a day-to-day basis are sensitized and trained to cater to the needs of persons with disabilities.
- l. Ensuring that persons with disabilities are included into evacuation drills.
- m. Retrofitting all existing shelters to make them accessible and ensure new centres are accessible from the design stage.
- n. Make disaster and emergency services accessible.
- o. Availability of assistive devices and technologies for persons with disabilities in preparing for and responding to disasters.
- p. Coverage in training
- q. Corpus establishment for DiDRR,
- r. Enforce accessible and resilient infrastructure models including schools, hospitals and shelters following the principles of universal design

- s. Sub-national and national reporting on SFDRR implementation.
- t. NGOs and DPOs programmatic interventions and report analysis.
- u. SDGs country reports

7.5 Few samples of architectural drawings of one Disaster Mitigation Centre (Multi-purpose Cyclone Shelter) in Gujarat are as below for ease of reference:



NOTES:

1. TO BE CONSIDERED AS PER THE APPROVED DRAWINGS.

2. TO BE CONSIDERED AS PER THE APPROVED DRAWINGS.

3. TO BE CONSIDERED AS PER THE APPROVED DRAWINGS.

FIRST FLOOR PLAN

PROJEKSI

NO. 7885/TAD-0002

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NOTES:

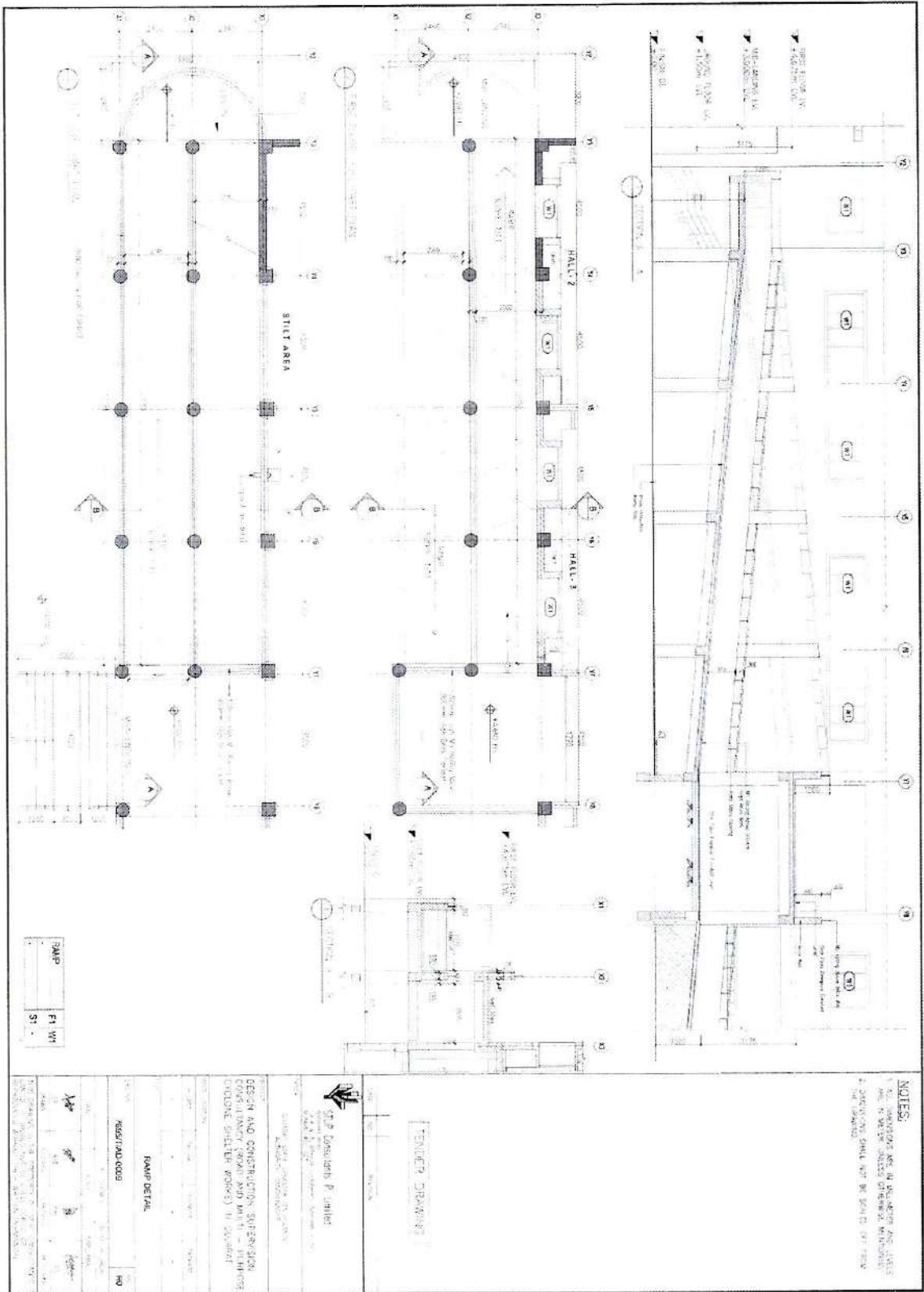
1. To be considered as per the approved drawings.
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Section G

8. **Associated Services with Built-up infrastructures, such as, Police Stations, Prisons, Disaster Mitigation Centres etc.**

8.1 The Persons with Disabilities face barriers that hinder, restrict and prevent them from exercising their rights on an equal basis with others, which constitutes a violation of their dignity. It is, therefore, very important to place an emphasis on the interaction with the barriers that prevent or hinder the full and effective participation of persons with disabilities in society. Consequently, the State has as its main obligation and priority to eliminate barriers and create conditions for equal opportunities.

8.1.1 It is important to ensure universal access to physical environments, transportation, information and communications, including information and communications technologies and systems, and to other facilities and services, both in urban and in rural areas, and ensure all forms of accessibility within the Police institutions.

8.1.2 It is necessary to take all appropriate measures to ensure that reasonable accommodation is provided during the execution of police services, namely the necessary and appropriate modifications and adjustments that do not impose a disproportionate or undue burden, when required in a particular case of police procedure. Consider that the denial of reasonable accommodation is understood as discrimination on the basis of disability.

8.1.3 For instance, a tactile site map of the police stations building indicating disabled friendly ramps, platforms, staircases, washrooms, drinking area, important rooms and offices etc. provided in readable/ viewable/ accessible format at the entrance and at reception can be a great enabler. The map and related information regarding available accessibility facilities should be made available online through related apps and websites.

8.1.4 Accessibility Audits must be carried out by a team consisting of Competent Access Auditors, Persons with disabilities, Police Officials of all the Police

Stations, Prisons and Disaster Mitigation Centres on regular basis. On the basis of the Audit Report, regular maintenance and renovation must be carried out to make the infrastructure more accessible in compliance with the RPWD Act.

- 8.1.5 Compliance with norms on accessibility, as revised from time to time, should be stipulated as a mandatory obligation in all procurement contracts for any products and services initiated by Police, Prisons and Disaster Mitigation Centres. To incentivize greater compliance with accessibility and universal design norms, it should be factored in the assessment criteria for the evaluation of vendors. Differently stated, vendors who comply with such norms should be given an edge as opposed to their counterparts who don't for all associated services, products, designs etc.

8.2 Access to Information and Communication

- 8.2.1 It is necessary to take all necessary steps to eliminate discrimination caused by the barriers faced by some persons with disabilities while communicating with dealing persons. Therefore, the use of new information and communication technologies need to be promoted in order to facilitate communicative and accessible interaction. Thus, besides the accessible design, the development and production of Police websites and institutional social networks for persons with different types of disabilities is very necessary.
- 8.2.2 Besides, various '**App based services**' are in use for **making complaints with Police stations, registering FIRs, recording of criminal incidents, making enquiries for various application forms, police verifications, uploading of documents**, etc. For example: UPP Lost Report App, Raj Cop and Raj Cop Citizens, Saathi (Anand Police and Valsad Police). However, all such applications should be made accessible for persons with visual impairments by making available all the information on the app in a readable form. Sign language videos must also be made available on the apps to help people with hearing impairment to understand the usage of the

app. All the features of the mobile app should also be made accessible through a website which can be accessed through a computer.

8.2.3 Accessibility and social audits of websites & associated services, should be conducted periodically by Competent Access Auditors along with concerned officials and recommendations implemented to comply with the RPWD Act 2016.

8.2.4 **Facilitating communication through Registered Intermediaries.** Often communication is a huge challenge for persons with disabilities at police stations and judicial and correctional forums. For ensuring the safeguards for persons with disabilities who are suspected of a criminal offense, protocols with respect to the presence of pre-trial safeguards, a registered intermediary scheme should be considered. This will safeguard the interests, rights, entitlements, and ensure that persons with disabilities are treated in a fair and just manner and are able to participate effectively in the justice dispensation set-up. A registered intermediary should be a professional with specialist skills in areas such as speech and language therapy, counseling, rehabilitation, nursing, occupational therapy, education, or psychology, social work whose role is to facilitate communication during a police investigation and at trials. Registered Intermediaries are also available to assist police officers who are interviewing vulnerable witnesses. In all cases, the intermediary completes a comprehensive assessment of the vulnerable person's communication needs and makes recommendations in a written report of how the person should be questioned.

8.3 Standards to be followed for Websites, web and mobile applications

8.3.1 All websites, web applications, mobile applications etc. developed by any police department, prison authorities or disaster mitigation departments shall comply with Guidelines For Indian Government Websites prepared by National Informatics Centre, Ministry of Electronics & Information Technology, Government of India. (as updated from time to time) and be

STQC certified. Documents to be placed on websites shall be in Electronic Publication (ePUB) or Optical Character Reader (OCR) based pdf format. Those running institutional social networks must be trained to ensure that the content is accessible for persons with disabilities, for instance, pictures must be accompanied by image descriptions for visually impaired citizens and such further compliance as may be needed under Rule 15 of RPWD Rules as well as IS 17802 Accessibility for the ICT Products and Services.

- 8.3.2 Existing applications will also be suitably modified to enhance accessibility features and assistance for persons with disabilities as per standards/certifications within a time bound manner as specified by the Rights of Persons with Disabilities Act.

[Note: Standardization Testing and Quality Certification (STQC) Directorate is an attached office of the Ministry of Electronics and Information Technology, Govt. of India]

- 8.3.3 The police must encourage active listening to the PwDs, ensuring that officers will make the best effort to understand what the person with a disability wants to convey, allowing them as much time as necessary to do so. It must be ensured and confirmed in the police procedure that the person with a disability has understood the information expressed by the officers.
- 8.3.4 There is a need to establish mechanisms to enable human assistance to persons with disabilities, including readers, professional sign language interpreters and experts in the legal & procedural field.

8.4 Guidelines for Accessibility in Associated services for Police Stations, Prisons for persons with disabilities etc.:

- 8.4.1 To take care of all necessary steps to eliminate discrimination caused by the barriers faced by some persons with disabilities while communicating with the concerned police officer.

- 8.4.2** To promote and facilitate the use of sign language and various communication systems, such as Braille, augmentative and alternative modes, means, and formats of communication.
- 8.4.3** To promote the use of new information and communication technologies in order to facilitate communicative and accessible interaction.
- 8.4.4** To promote accessible design, development and production of police websites and institutional social networks for persons with different types of disabilities.
- 8.4.5** To ensure and confirm in the police procedure that the person with a disability has understood the information expressed by the officers. Also, to establish mechanisms to enable human assistance to persons with disabilities, including readers, professional sign language interpreters, experts in the legal and procedural field.
- 8.4.6** To guarantee access for women and girls with disabilities to information and services available in the area of gender-based violence, ensuring that formats are always accessible. Special consideration should be given to deaf women who primarily use sign language which may be standard form of Indian Sign Language or indigenous signs developed by the person to communicate
- 8.4.7** To establish and implement various communication systems for deaf persons, such as text messages, video calls with sign language interpretation, translation of documents in sign language, among others, to ensure that they can communicate with police personnel.
- 8.4.8** To provide accessible information in audio and Braille format so that visually impaired persons can communicate with police personnel.
- 8.4.9** To support verbal and/or written language with images or pictograms when dealing with persons with intellectual disabilities.
- 8.4.10** To ensure all aspects of accessibility for persons with disabilities in both urban and rural settings, the following should be considered:
- a) Suitable lighting for persons with low vision,
 - b) Warning tapes, especially on the stair steps for persons with visual impairment.

- c) Service desks with different height levels for persons with short stature, skeletal dysplasia, persons in wheelchairs, among others.
 - d) Have accessible hygienic services, WC at wheelchair height with folding support bar and free space around it, sink with enough frontal space for a wheelchair, an easy-to-handle faucet, and have a radius of movement on the axis of 1.5 mts.
 - e) Have a bunk, stretcher or other similar device in the bathroom so that women with spinal cord injuries can perform their physiological functions properly.
- 8.4.11** To provide protection at all times, the dignity of the person with a disability when accessing and moving around the premises.
- 8.4.12** To ensure comfortable and safe places, at the request of the person with a disability, to give confidential testimony during the taking of statements and reports, except when the person with a disability wants to give his or her testimony publicly.
- 8.4.13** To have a remote video call sign language interpretation services available, via cellular or computer devices, for services given to deaf persons in the police premises.
- 8.4.14** To guarantee the protection of the life and property of persons with disabilities, with special consideration given to technical aids such as wheelchairs, orthopedic canes, guide canes for blind persons and hearing aids or telephones that facilitate communication for deaf persons and persons with aphasia. Police officers should not remove or confiscate technical aids from the person using them.
- 8.4.15** To recognize that persons with disabilities may be exposed to situations that violate their rights or subject them to abuse, so preferential treatment should always be given, considering their disability.
- 8.4.16** To ensure that the police officers make direct contact with persons with disabilities. This means addressing the person with a disability directly and not the person accompanying them or the interpreter, if any.

- 8.4.17 To ensure and corroborate that the information is delivered in a clear and precise manner by the officer, in an everyday vocabulary and without any technical jargon.
- 8.4.18 Allocate adequate time for interaction between persons with different disabilities and police personnel. Adequate time is defined as the time required or needed by the person with a disability to carry out their procedures before the police.
- 8.4.19 To recognize that persons with disabilities who are assisted by guide dogs, canes, wheelchairs or other technical aids should not be separated from them, either in the vehicle or at the police station.
- 8.4.20 To promote and develop knowledge about the different types of disabilities, in order to provide a high-quality service. It should be kept in mind that disability is an expression of human diversity. Even within the same type of disability, there may be differences between persons.
- 8.4.21 To consider that the restoration of public order also implies that the police institution takes the safeguards to protect the physical and mental integrity of persons with disabilities, who are participating in political and/or social demonstrations, consolidating good practices, such as explaining to the person with disabilities the willingness to accompany him/her to a safe place.
- 8.4.22 To bring the person with a disability who has been arrested or detained, before a judge without delay, so that the judge may decide on the legality of his or her detention.
- 8.4.23 To ensure that persons with disabilities have access to justice on an equal basis with others in order to facilitate their effective role as direct and indirect participants in a process or procedure, including as witnesses.
- 8.4.24 In a situation in which the person with a disability is alleged to have **participated in a crime** as a perpetrator, accomplice or accessory. In such a case, following care should be taken:
- a) To promote due respect for the dignity of all persons with disabilities who are subjected to any form of detention or arrest,

- b) To eliminate any practice that involves the arbitrary detention of persons with disabilities,
- c) To consider that a person's disability should not represent prejudices or stereotypes of criminal responsibility or culpability for police personnel.
- d) To ensure that the detained or arrested deaf person who uses sign language is able to use their hands to communicate. Handcuffing a deaf person in the back takes away their ability to communicate through sign language.

8.4.25 To encourage the use of new information and communication technologies, such as video calls, text messages, interactive chats and websites to make complaints, especially for persons with disabilities who are victims of domestic or gender violence, who will receive the due consideration by police officers to initiate the appropriate procedures.

8.5 Guidelines for registration of complaint, FIRs, recording of statement of persons with disabilities, maintenance of disaggregated data on crime against persons with disabilities & steps to be taken for ensuring safety and security of persons with disabilities. Depending upon the nature of the disability of the person seeking help of the Police, it is required that different standards or methods are followed for registration of their complaint, recording of statement or any other related purpose in compliance to Section 7 and 12 Access to Justice of the RPWD Act, particularly section 12 (4).

8.5.1 Taking Statement of persons with disability in general: If the complainant, informant, witness or accused is a person with disability (deaf or hard of hearing, Blind or person low vision, person with mental illness or intellectual or learning disability), proper time and space is to be provided to the person for complete narration of the complaint, incident or facts. The environment for such person is required to be made

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conducive. The person who is recording the complaint/ statement must write down all the statements which the person has narrated and after completion, read it out to him /her. And only upon his /her confirmation, his/her sign/thumb impression is to be obtained. The police official who is taking down the complaint/ statement must have received training on disability sensitization and on counseling techniques to make persons with disabilities comfortable. The statement should be audio video recorded with the consent of the person with disability. Recording may be done with the help of any small device like mobile. In addition to the hard copy of the statement/ complaint, a copy of the audio-video recording to be provided to the person making complaint or giving statement. Where the complaint or Statement is typed in computer, a soft copy of the same in accessible and readable format or a computer printed copy or a braille copy be provided as per the preference/request of the person with disability.

8.5.2 Taking Statement of a Person with Speech or Hearing Disabilities.

In addition to above provisions, help of professional sign language interpreters must be taken for effective communication and statement is to be read over in sign language and ensure that the same has been understood correctly before placing a signature on the statement. Signatures of interpreter, mental health professionals, assisting family members may be also obtained to this effect. Where the deaf person doesn't know Indian sign language, a member of person's family who is acquainted with his specific signs can also be included to make the communication happen.

8.5.3 Taking Statement of a person with mental illness or intellectual disability or learning disability and other disabilities of cognition.

If the complainant/witness /accused is a person with mental illness or intellectual disability or learning disability and other disabilities of cognition, in addition to above facilitation, simple and plain language,

augmentative and alternative modes, means, and formats of communication, use of verbal and/or written language with images or pictograms to be used for communicating with person with disabilities. There is a possibility that the person himself/herself is a victim of the incident but unable to understand the same. Therefore, help of mental health professionals, special educators and medical professionals must be taken to help the person to express themselves / communicate freely in variety of ways. It shall also help police personnel to understand their statement in a better manner. The environment for such complainant is required to be made conducive among other things explained above in (a). The RPWD Act requires the govt. to make available all necessary facilities and equipment to facilitate recording of testimonies, arguments or opinion given by persons with disabilities in their preferred language and means of communication.

8.5.4 If the accused or suspect is a person with disability, then all the communications be made to him/her as per his/her accessibility requirements. For example, if the suspected person of accused is deaf or hard of hearing, then help of sign interpreters must be taken during the investigation and trial. The rights available to an accused must be explained to him/her by sign language interpreters.

8.5.5 Police Stations in general to maintain data base of Special Educators/Disability Experts and have provisions of seeking their help:- All police stations should maintain a database of special educators, language interpreters, sign language interpreters, mental health professionals, medical professionals, braille experts, legal aid providers, NGO's working with and for the persons with disabilities etc. in order to facilitate easy access and coordination for assisting persons with disabilities and to ensure accessibility of the police stations and police services by the persons with disabilities.

- 8.5.6 Police Stations shall maintain data on crimes against persons with disabilities** disaggregated by gender, age, place of residence, relationship with perpetrator and type of disability (as per the schedule under the RPWD Act) in cases of violence and exploitation, including gender-based violence against women and girls with disabilities and violence inflicted by intimate partners and be reported to National Crime Records Bureau.
- 8.5.7** Video and Toll-free number shall be made available for easy accessibility of the services of the Police Stations as well as Disaster Mitigation Centres. The facility of video calls must be equipped with the sign interpreters to understand the concerns of deaf or hard of hearing person. Further mental health professional must also be there to understand the concerns of person with mental illness or intellectual disability.
- 8.5.8 Accessible transportation service:** - In case any person is not able to reach Police Station due to their disability then the police personnel must visit the place accessible by the person with disability to address their concerns as well to record the complaint/statement. Further, provisions of special arrangements for accessible transport should be made available. There should be a separate accessible unit of transport service within the police force for the persons with disabilities for smooth travel from police stations, courthouses, offices of public prosecutors, or to service providers whose work is relevant for the administration of justice, such as health care facilities where forensic evidence is gathered. Additionally, existing police vehicles should have reasonable accommodation for persons with disabilities, for example empty space for wheelchair, special seating arrangement with seat belts, wheelchair restraining systems etc.
- 8.5.9** In case of violence against women with disability, if the Police Station is not reachable for the victim, a female police officer should visit the place accessible to women keeping in mind the accessibility requirements of

the victim and making arrangements for the same. Shelters created or given licenses for victims of domestic violence shall ensure accessibility for persons with disabilities complying approved access standards.

- 8.5.10** Persons with disabilities are more susceptible to cyber-crimes especially to cyber-bullying. It is due to inaccessible cyber space and they not being aware that they have been de-frauded or bullied against. Therefore, cyber-crime unit of the Police should be trained and be extra vigilant against such incidents.
- 8.5.11** Children with disabilities are even more susceptible to crime. Therefore, training of officers of child care institutions and police personnel for addressing and handling child victims with disabilities, particularly girl-child is necessary.
- 8.5.12** Persons with disabilities be allowed to be accompanied with their caretaker or any person with whom he/she feels comfortable to the Police Stations.
- 8.5.13 Sensitization training of Police Officials:** - Police officers should be sensitized to the special security/safety needs of persons with disabilities and make it a part of the community policing programs. Police officials should be sensitized to the emotional and psychological needs of the victim with disabilities and especially the manner with regards to working with women and girls with disabilities. The training should cover the full life cycle of a case involving a disabled survivor, from enabling them to register complaints, obtain necessary accommodations, medical attention and suitable legal representation. This training should emphasize the importance of interacting directly with the disabled person concerned, as opposed to their care-taker or helper, in recognition of their agency. It is

important to sensitize every officer—from top to bottom in light of Section 47 (a) of the RPWD Act.

8.5.14 Frequent Sensitization Programs for the General Public/Citizenry

should also be organized on the safety and security needs of persons with disabilities and the role of general public in preventing any harassment to persons with disabilities, providing immediate help to any such victim and promptly reporting any incident of crime or atrocity to the police.

8.5.15 Similarly, sensitization programs for persons with disabilities about Police Help Lines, Legal Aid facilities etc. should be organized. Do's and Don'ts for persons with disabilities for their personal security should be issued.

8.5.16 Identification of Persons with disabilities living in the areas of each police station should be carried out by each Police Station level and their security and safety vulnerabilities lies upon the respective Station House Officers. Beat Officers should pay regular visits to the residence of such persons with disabilities in their areas.

8.5.17 District Level Action plans for the safety and security of Persons with Disabilities living in the district should be drawn up by Senior Police Officer in charge of the district.

8.6 General Guidelines for associated services in Prisons

8.6.1 Prisons should have two wheelchairs accessible and have reasonable accommodation for persons with disabilities, for example empty space for wheelchair, seating arrangement with seat belts, restraining mechanisms for wheelchairs etc.

- 8.6.2** Prisons in general should have provisions to seek help of mental health professionals, medical professionals, sign language interpreters, braille or screen reading software etc.
- 8.6.3** If a person acquires any temporary or permanent disablement due to any reason during his sentence term or during custody, such person should be extended the facilities of accessibility and reasonable accommodation meant for persons with disabilities.
- 8.6.4** Prison Officers be given special trainings for addressing the needs of persons with disabilities. If in case the prison inmate has hearing impairment, then there must be some person in the prison staff who can understand sign language. Similarly, for prisoners with physical disabilities, the prison should be wheelchair accessible, including accessible sanitation facilities attached to the detention cells. Recreation spaces, libraries etc. in the prisons should also be made accessible to persons with disabilities. Special accessibility focus must be on the common meeting areas where inmates are allowed to meet their family members and a family member may also be a person with disability.
- 8.6.5** The difficulties faced by persons with disabilities in society are magnified in prisons. Staff and other inmates may have negative attitudes to persons with disabilities, resulting in prejudicial treatment. Hence, should frequently undergo training on disability awareness and the needs and rights of prisoners with disabilities.
- 8.6.6** The Libraries in the Prison should provide materials in accessible formats, including web accessibility for persons with visual impairments. A Special Officer (disability inclusion) may be appointed who would be responsible to oversee the above-mentioned facilities and ensure a positive attitude towards persons with disabilities.

- 8.6.7 The prison staff should be sensitized to the emotional and the psychological needs of the person with disability and how to work with women and girls with disabilities. It is important to sensitize every officer—from top to bottom.
- 8.7 **General Guideline on Need Assessment, disability awareness and misc. provisions.**
- 8.7.1 Proper need assessment of a prisoner with disability should be conducted and recorded so that his specific accessibility needs can be planned and met or reasonable accommodations be provided to him/her. Any person acquiring disabilities while in prison should also be assessed on receipt of information about such disability – whether temporary or permanent and such assessment reports must form part of record of the prisoner.
- 8.7.2 Degree of disability whether benchmark or not should not be a ground to deny reasonable accommodation or accessible facilities to person with disabilities at any stage – at the police station or in the prison. This should be based on the requests made by the person at the police station, in prison, it may be based on needs assessment and not on degree of disability or production of disability certificate. Prison authorities may seek assistance of medical and rehabilitation professionals to review the requirements of such person at later stage if they opine so.
- 8.7.3 During imposition of restrictions under Section 144 of CrPC, such as lockdown imposed during pandemic, special attention must be given to the persons with disability, particularly women with disabilities who may be prone to violence during restricted movement.
- 8.7.4 Regular sensitization of all Police Stations, Police personnel, prison staff and Disaster Mitigation Centre's staff, armed forces (during disaster,

armed forces play very important role in providing reliefs to the affected persons) with respect to addressing needs of persons with disability on regular basis is a must. Awareness Program and Training sessions be organized on regular basis for making them aware of the needs of persons with disabilities.

9. References

- a) National Building Code of India (2016) by Bureau of Indian Standards
- b) Harmonized Guidelines and Space Standards for Barrier free Built Environment for persons with Disability and Elderly persons (2016) by Ministry of Urban Development
- c) Model Accessible Police Stations (Report and Checklist) by Ministry of Social Justice and Empowerment, Department of Empowerment of Persons with Disabilities (2020)
- d) Revision of Standards for Modern Police Station Buildings (2016) by BPR&D, Ministry of Home Affairs
- e) National Disaster Management Guidelines on Disability Inclusive Disaster risk reduction (2019) by NDMA, Ministry of Home Affairs
- f) Criminal Law Amendment Act, 2013.
- g) The Rights of Persons with Disabilities Act 2016
- h) The Rights of Persons with Disabilities Rules 2017
- i) Inclusive Disaster and Emergency Management For Persons With Disabilities- A review of needs, challenges, effective policies, and practices (<https://cis-india.org/accessibility/blog/emergency-services-report.pdf>)