

**GOVERNMENT OF INDIA
SOCIAL JUSTICE AND EMPOWERMENT
LOK SABHA**

STARRED QUESTION NO:246

ANSWERED ON:07.12.2009

USER FRIENDLY SERVICES FOR DISADVANTAGED PERSONS

Sarvey Shri Sathyanarayana

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:

(a) whether the Government has urged various organizations including Public Sector Undertakings to make public dealings process more user friendly and accessible to the disadvantaged persons particularly the handicapped, old age and senior citizens; and

(b) if so, the details thereof alongwith the response of the said organizations thereto?

Answer

MINISTER OF SOCIAL JUSTICE AND EMPOWERMENT (MUKUL WASNIK)

(a) & (b) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE HOUSE IN REPLY TO THE LOK SABHA STARRED QUESTION NO.246 FOR 07.12.2009 BY SHRI SARVEY SATHYANARYANA REGARDING USER FRIENDLY SERVICES FOR DISADVANTAGED PERSONS

The following provisions of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 require making transport services and the built- environment suitable for persons with disabilities.:-

(i) Section 44 provides that establishments in the transport sector shall, within the limits of their economic capacity and development, take special measures to:

(a) adapt rail compartments, buses, vessels and aircrafts in such a way as to permit easy access to such persons;

(b) adapt toilets in rail compartments, vessels, aircrafts and waiting rooms in such a way as to permit the wheel chair users to use them conveniently.

(ii) Sections 46 of the Act states that the appropriate Governments and local authorities shall, within the limits of their economic capacity and development, provide, inter alia, for:-

(a) ramps in public buildings;

(b) adaptation of toilets for wheel chair users; and

(c) ramps in hospitals; primary health centres and other medical care and rehabilitation institutions.

2. Section 20 of the Maintenance and Welfare of Parents and Senior Citizens Act, 2007, which has so far been brought into force by 22 States, requires State Governments to ensure , inter alia, that

(i) Government hospitals or hospitals funded fully or partially by the Government shall provide beds for all senior citizens as far as possible;

(ii) separate queues be arranged for senior citizens; and

(iii) there are earmarked facilities for geriatric patients in every district hospital duly headed by a medical officer with experience in geriatric care.

3 The following steps have, inter alia, been taken in pursuance of the above:-

(i) Central Govt. hospitals generally provide ramps for persons with disability and Senior citizens.

(ii) Central Govt. hospitals provide separate queues for senior citizens at registration counters and in OPD services.

(iii) Indian Railways are providing one coach in each mail/express train, which has requisite facilities for wheel chair borne passengers. Separate reservation counters for persons with disabilities and senior citizens are earmarked at major railway stations. As far as possible, lower berths are allotted to such citizens.

(iv) Wheelchair services and other facilities are available for persons with disabilities and senior citizens at airports and major railway

stations.

(v) Ministry of Urban Development has circulated Model Building Bye-Laws for barrier-free built-environment in public buildings to all States for incorporation in their Municipal Building Bye-laws. So far, 22 States/Union Territories have informed that they have taken steps in this regard.

(vi) In the previous three financial years, central assistance has been provided, inter alia, to 15 State Governments and 9 Universities to make the built-environment of their selected buildings barrier-free.

(vii) Guidelines for Indian Government Websites(January 2009) have been issued to make Government websites accessible to persons with disabilities.