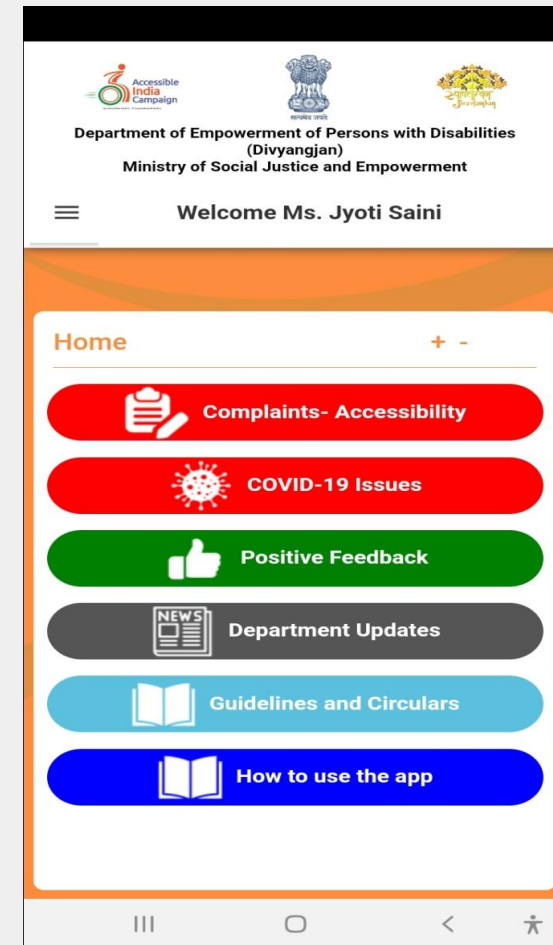




The app was virtually launched in March 2021 and provides five main features, 4 of which are directly related to enhancing accessibility, while the fifth is a special feature meant only for Divyangjan for COVID related issues. The accessibility related features are:

1. The registration of complaints of inaccessibility across the 3 broad pillars of the Sugamya Bharat Abhiyan;
2. Positive feedback of examples and best practices worth emulating being shared by people as janbhagidari;
3. Departmental updates; and
4. Guidelines and circulars related to accessibility.





### **In this presentation we will cover**

- Functions of the accessibility complaints part of the app
- How to register for the app
- Sign Up process



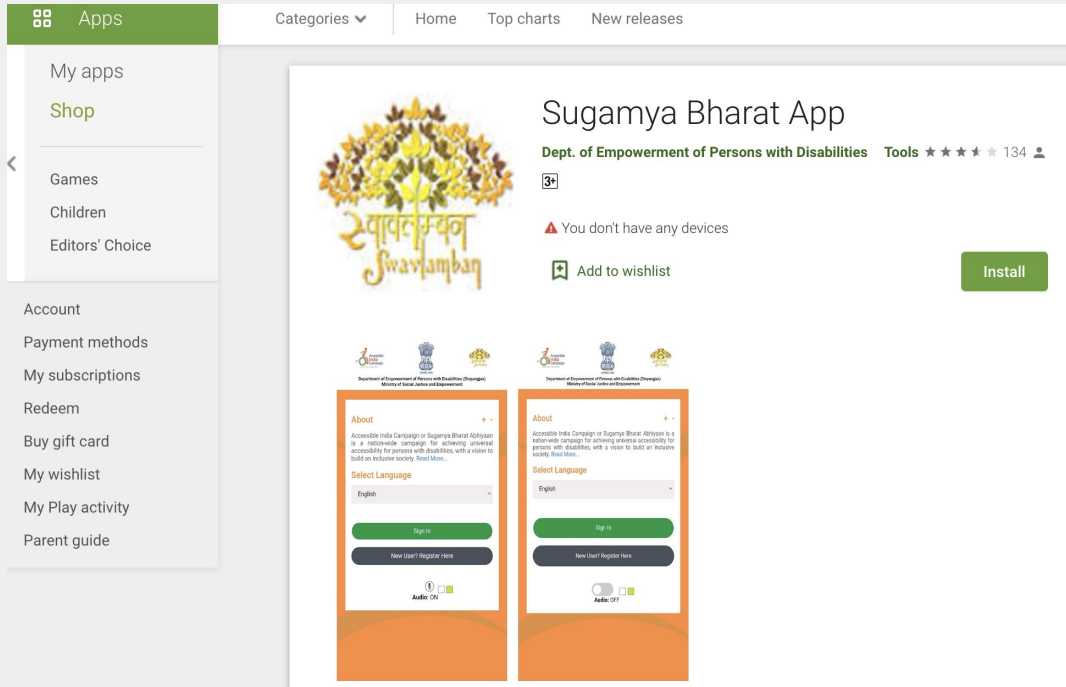
The app provides three main functions to sensitise and enhanced accessibility in the:

- **Built environment**
- **Transportation sector**
- **Information and communication sector**

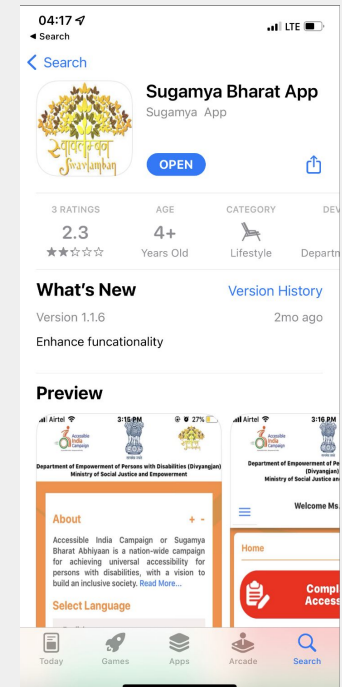


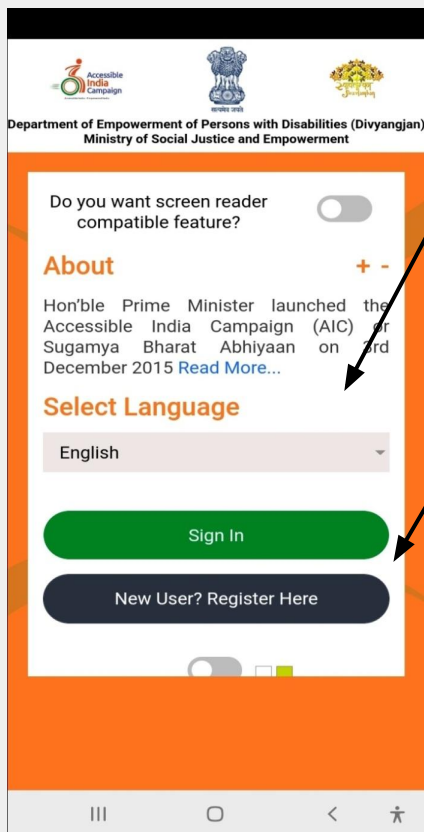
# Slide 4: Sugamya Bharat App - Android App

Download app from  
Google Play store



Or from iPhone  
App





Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice and Empowerment

Do you want screen reader compatible feature? ☐

**About**

Hon'ble Prime Minister launched the Accessible India Campaign (AIC) or Sugamya Bharat Abhiyaan on 3rd December 2015 [Read More...](#)

**Select Language**

English

**Sign In**

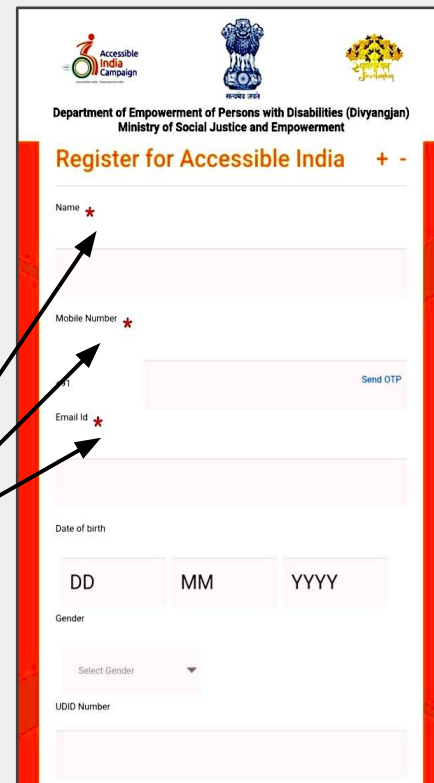
**New User? Register Here**

Select Language

Click on New user?  
Register here

Enter Personal  
Details here and  
submit

★  
3 mandatory  
requirements:  
Name, Mobile and  
Email



Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice and Empowerment

**Register for Accessible India** + -

Name \*

Mobile Number \*

Email Id \*

Date of birth

DD MM YYYY

Gender

Select Gender

UDID Number

[Send OTP](#)



After entering details an OTP will be sent to your mobile number

Enter the OTP number

OTP  
screen shot

When the OTP verification number has been entered your username and password will be sent to your registered email and a registration completion pop-up box will be generated on the screen.





## Slide 7: Home Screen - Login


Enter your username

Enter your password

09:33:47

 Accessible India Campaign

   
सत्यमेव जयते

   
भारत सरकार

Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice and Empowerment

Login to Your App

+ -

Mobile Number or Email \*

Password \*

LOG IN

Forgot Password ?

New User ? [Register Here](#)



## Slide 8: Home Screen - Login

When you login with your details,  
a HOME screen will appear  
(shown right of your screen)

A screenshot of a mobile application login screen. The screen has an orange header bar. At the top, there is a status bar showing the time 09:33, a signal strength indicator, and a battery level indicator. Below the status bar, there are three logos: the 'Accessible India Campaign' logo, the Government of India emblem, and the Department of Empowerment of Persons with Disabilities logo. The main content area is white and contains the following elements: the title 'Login to Your App' in orange, a plus and minus icon for collapsing/expanding the form, a label 'Mobile Number or Email' with a red asterisk, a text input field, a label 'Password' with a red asterisk, another text input field, a green 'LOG IN' button, a link 'Forgot Password ?' in orange, and a link 'New User ? Register Here' in orange. The bottom of the screen is an orange bar.



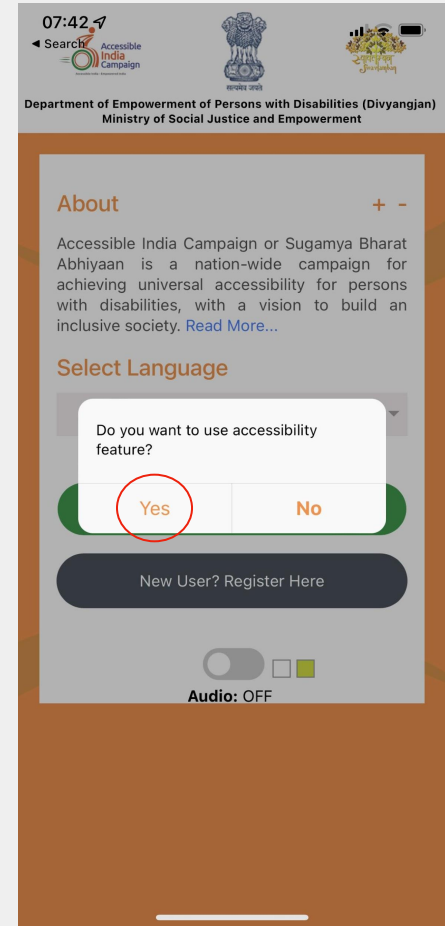


## Slide 9: Home Screen - Login

When you login with your details, a HOME screen will appear (shown right of your screen)

Pop-up message appears and asks “Do you wish to use the accessibility feature?”

Select “Yes”





## Slide 10: Home Screen - Login

### HOME PAGE - Select Sector, Give Name, Select Related To

Select from list:

**Sector ★**

Built environment, ICT or Transportation

Select from list:

**Sub Sector ★**

bank, courts, school, hospital etc.....

**Enter the name of the building:**  
(Or give the name of the owner of the establishment or building owner/builder)

**Name of building ★**

Select from list:

**Complaint related to ★**

Corridor and Tactile, Drinking Water, Entrance to building, Lifts, Reception, Parking ...

Accessible India Campaign  
Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice and Empowerment

Welcome Ms. Jyoti Saini

**Register your accessibility complaint** + -

Sector ★

Select Sector

Sub Sector ★

Select Sub Sector

Name of building ★

Complaint related to ★

Select complaint related



## Slide 11 : Next step.....

Select the sector  
from the drop  
down list

07:02  
Search Accessible India Campaign  
Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice and Empowerment  
Welcome Mr. Peter Gibson

Register

Sector \*  
Built Environment ✓  
ICT  
Transport System

Sub Sector  
Select Sub Sector

Name of building \*

Complaint related to \*

Select complaint related

Description of the issue (max 500 character) \*

Cancel OK

Select the sub  
sector from the  
drop down list

07:03  
Search Accessible India Campaign  
Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice and Empowerment  
Welcome Mr. Peter Gibson

Register

Sector \*  
Built Environment

Sub Sector  
Banks  
Courts  
Cultural Centers  
Government Building  
Hospitals/Clinics

Select Sub Sector

Name of building \*

Complaint related to \*

Select complaint related

Description of the issue (max 500 character) \*

Cancel OK



Enter the name of the establishment such as the name of the bank, hotel, retail outlet, or whatever is the name of the building

Name of Establishment

Your answer

State Bank of India



## Slide 13 : Next step.....

Select what the complaint is related to from the drop down list.

A screenshot of the EMA mobile application interface. The top status bar shows the time as 07:05. The app header includes a search icon, the 'Accessible India Campaign' logo, the Government of India emblem, and the state emblem of Karnataka. Below the header, the text reads 'Department of Empowerment of Persons with Disabilities (Divyangjan)' and 'Ministry of Social Justice and Empowerment'. A welcome message 'Welcome Mr. Peter Gibson' is displayed. A hamburger menu icon is on the left. The main content area shows a 'Register' form. A dropdown menu is open, displaying a list of complaint categories: 'Corridor and Tactile', 'Drinking water service', 'Entrance to the Building', 'Lifts', and 'Reception'. The form fields visible include 'Bank', 'Name of', 'Bank', 'Complaint', 'Select complaint related', 'Description of the issue (max 500 character) \*', and 'Are you at the location? \*'. The 'Cancel' and 'OK' buttons are at the bottom of the dropdown menu.

In the current version the person has to describe in long hand the problem with the accessibility.

Most people can see that something is wrong but might not know any of the details that are either missing, in wrong dimension etc. Very few people will be able to put such a detailed description that would be useful.

Description of the issue \*

There is a toilet for ....

0/500

There is a toilet for disabled but it does have enough space inside for moving a wheelchair. The commode is too low and there is no space next to the commode for a wheelchair.

There is a washbasin next to the commode that prevents the wheelchair from coming beside it. The washbasin is not usable because it is too low and the legs of the wheelchair user cannot go under it.

The flush is behind the toilet where it cannot be reached from a seated position. There is a grab rail on the wall side but none on the other side.



## Slide 15 : Next step.....

### Are you at the location?

If you are next to the building select the answer “YES”.  
The app will grab your GPS location.

Location \*

Calle Dr. Guigou, 25, 38001 Santa Cruz de T

Complete Address and landmark \*

03:59  
Search Accessible India Campaign  
Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice and Empowerment

Welcome Mr. Peter Gibson

Register your accessibility complaint + -

9/500

Are you at the location? \*

Yes

Location \*

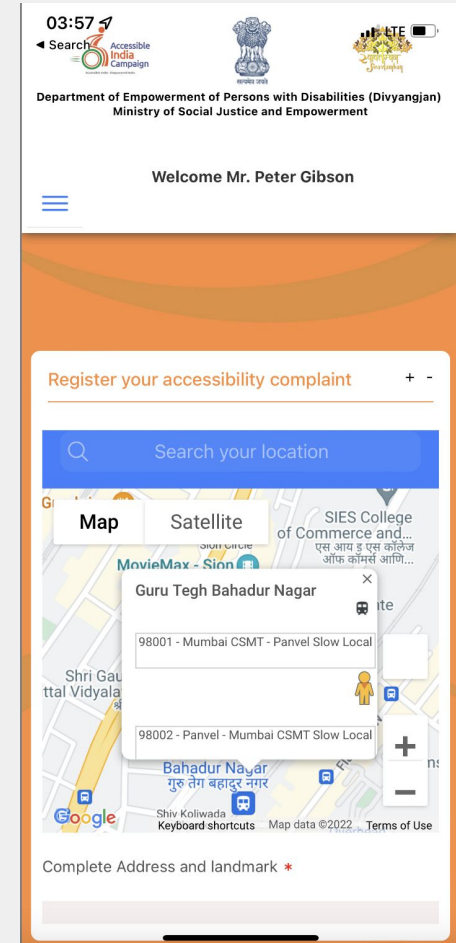
Calle Dr. Guigou, 25, 38001 Santa Cruz de T

Complete Address and landmark \*

Suggestion/Measures to be taken (max 500 character)

## Location

If you are not at the location then select **NO** start searching by entering the name and then select it on the map.



The screenshot shows the mobile app interface for the Department of Empowerment of Persons with Disabilities (Divyangjan), Ministry of Social Justice and Empowerment. The top status bar shows the time 03:57, signal strength, and battery level. The app header includes the search icon, 'Accessible India Campaign' logo, and the department name. A welcome message 'Welcome Mr. Peter Gibson' is displayed. The main section is titled 'Register your accessibility complaint' with a search bar 'Search your location'. Below the search bar is a map showing the location 'Guru Tegh Bahadur Nagar'. A location selection dialog is open, showing two options: '98001 - Mumbai CSMT - Panvel Slow Local' and '98002 - Panvel - Mumbai CSMT Slow Local'. The bottom of the screen has a text input field for 'Complete Address and landmark'.

03:57  
Search Accessible India Campaign  
Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice and Empowerment

Welcome Mr. Peter Gibson

Register your accessibility complaint

Search your location

Map Satellite

SIES College of Commerce and...  
एस आर इ एस कॉलेज ऑफ कॉमर्स आणि...

Guru Tegh Bahadur Nagar

98001 - Mumbai CSMT - Panvel Slow Local

98002 - Panvel - Mumbai CSMT Slow Local

Bahadur Nagar  
गुरु तेग बहादुर नगर

Shiv Koliwada  
Keyboard shortcuts

Map data ©2022 Terms of Use

Complete Address and landmark \*





## Slide 17 : Next step.....

Suggestion/Measures to be taken \*

Suggestion/Measures to be taken

0/500

You can write what you suggest. This could be some correction of existing accessibility feature or just that the building should be audited and corrected according to the HGSS.

Do full accessibility audit using HGSS by competent experts and make the facility accessible as per HGSS guidelines, GDCR and NBC.



## Slide 18 : Upload Images

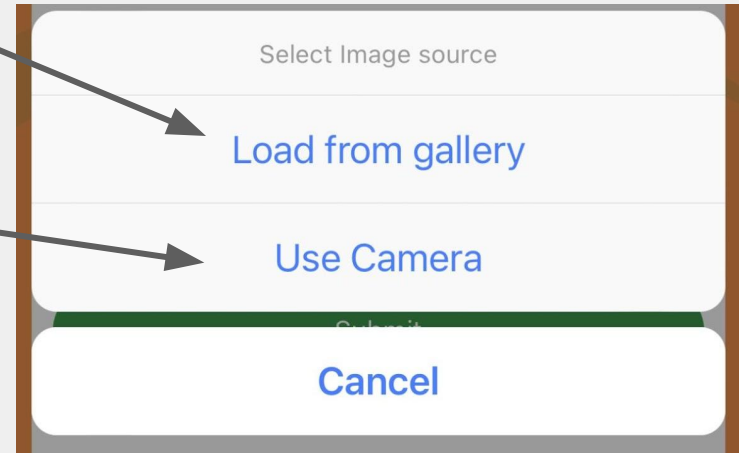
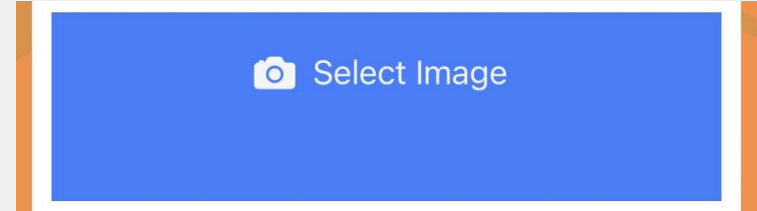
If you want to use the pictures you have taken before starting the app.

Tap on “Select Image”

Select “Load from Gallery”

Or take some pictures with the “Use Camera”

(max 5 images to be uploaded)



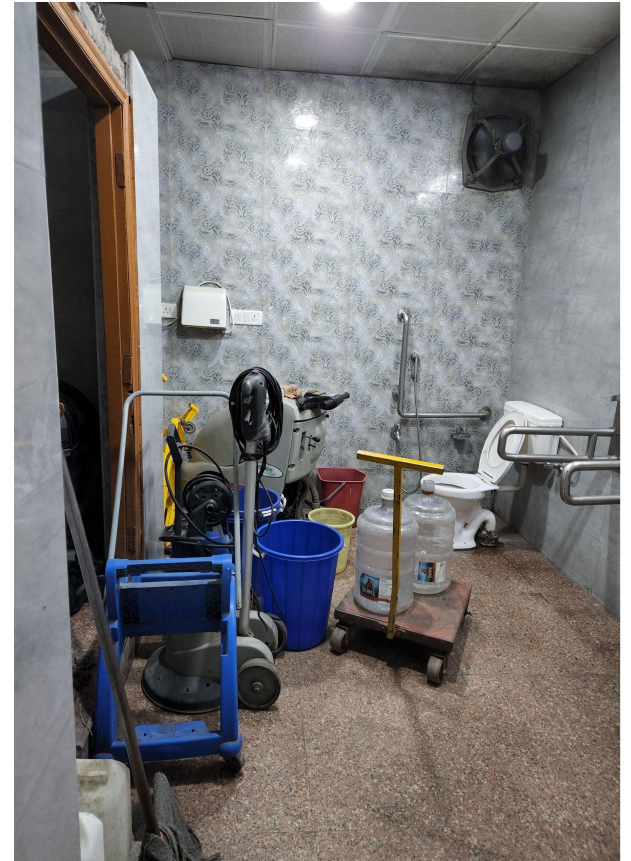
### Description of the issue:

Misuse of toilet for cleaning materials storage.

Commode seat height is less than the minimum 450mm.

Grab rail height too high more than 200mm above seat. Flush in wrong position.

Door latching mechanism incorrect design and broken at present.



### Description of the issue:

Difficulties in boarding train as the accessible coach itself has constraints.

They have used parking tiles instead of TGSi for the visually impaired.

The station is totally inaccessible with only staircase as an option to reach the platform.

No signages are used.



### Description of the issue:

SBI, Bank website is accessible for navigating but not really friendly to go through the information.

From the beginning of a website, navigating to the login and password button is difficult if not placed on the home page. Any scrolling statements are very uncomfortable for a reader user or low vision person. So the important notification or information must be provided in a stable way. Contrast/ font size/ magnification is not provided.

Captcha should have an audio option and all icons must be labeled so that screen reader understands the icons.

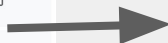
Visual contents on the website are not labeled. There are other options on the page towards the end such as forgot password, etc which is also not labeled, and reading as "hyperlink" for every option.



## Slide 22 : Improving the app with clicks

# Improving the app with clicks rather than long than long hand writing


	Yes	No	Maybe
Designated Accessible Toilet is Provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entrance has the Symbol for Accessibility for Persons with Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has step free route to door	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Door is wide enough to allow wheelchair in (min 900 mm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space inside is big enough for wheelchair to move around freely (min 2.2 m x 2.4 mm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commode Seat Height is High - Approximately 450 mm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commode has Grab Rails on both sides (folding on open side)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is obstacle free space next to the commode for wheelchair (min 900mm)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flush is available on wall next to commode.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



	Yes	No	Maybe
Designated Accessible Toilet is Provided	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entrance has the Symbol for Accessibility for Persons with Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has step free route to door	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Even better we can add images to show what should be there or how it should be arranged.**

Accessible Toilet



Toilet

	Yes	No	Maybe
Entrance has the Symbol for Accessibility for Persons with Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Toilet

	Yes	No	Maybe
Entrance has the Symbol for Accessibility for Persons with Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Slide 24 : Improvements to app



Toilet

Yes

No

Maybe

Has step free route to the door and no step into the toilet.

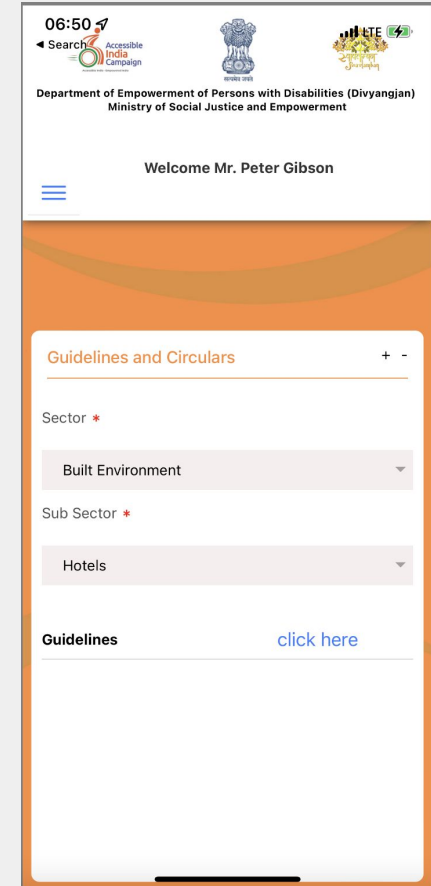






The app can be an educational tool as well as a way of giving facts that can be acted upon rather than an opinion.

There is a menu for giving access to Guidelines and Circulars but there are no working links or viewable information.





An email will be sent to the establishment notifying them of the complain but after that the person making the complaint does not get notified that the complaint has been resolved.

The response from the establishment to the local authority is not shared with the complainant.

**[enableme-access.com](http://enableme-access.com)**