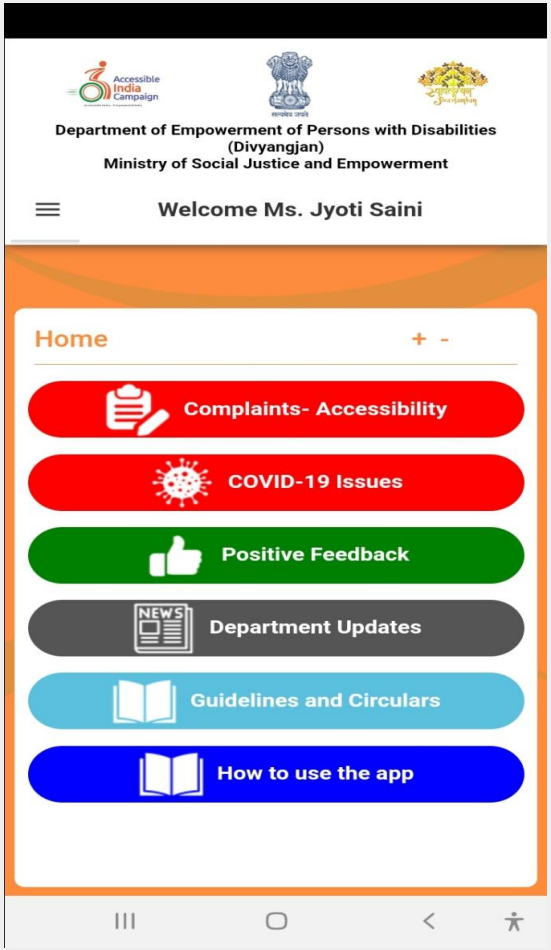
Slide 1: Sugamya Bharat App

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.



Slide 2: Sugamya Bharat App - Description

In this presentation we will cover

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

Slide 3: Functions of the app

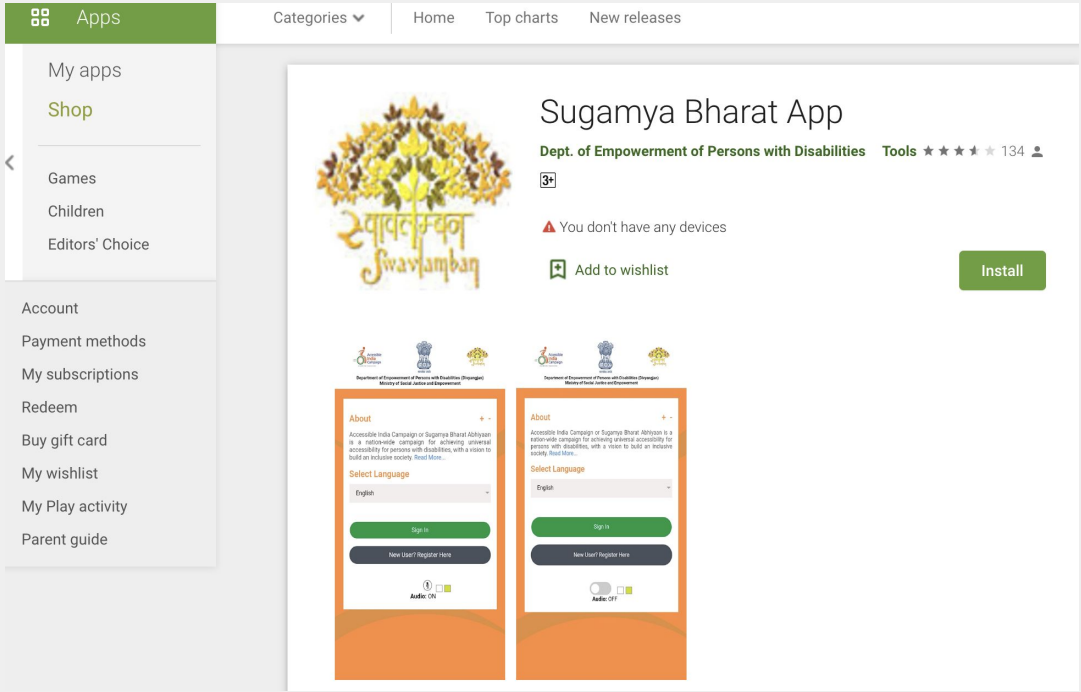
The app provides three main functions to sensitise and enhanced accessibility in the:

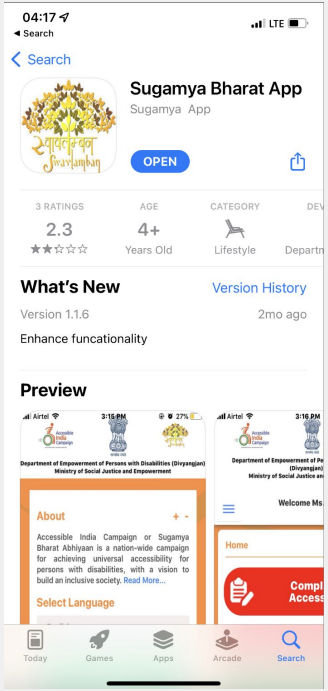
- **Built environment**
- **Transportation sector**
- **Information and communication sector**

Slide 4: Sugamya Bharat App - Android App

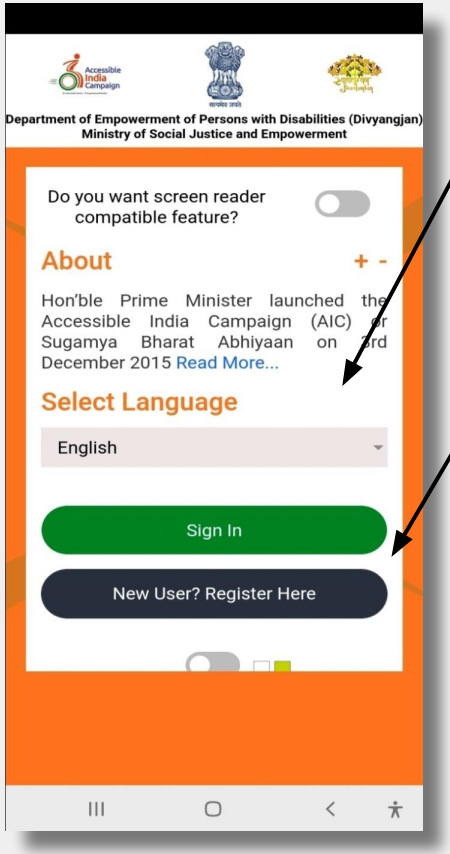
Download app from Google Play store

Or from iPhone App





Slide 5: Easy 4 step Registration process

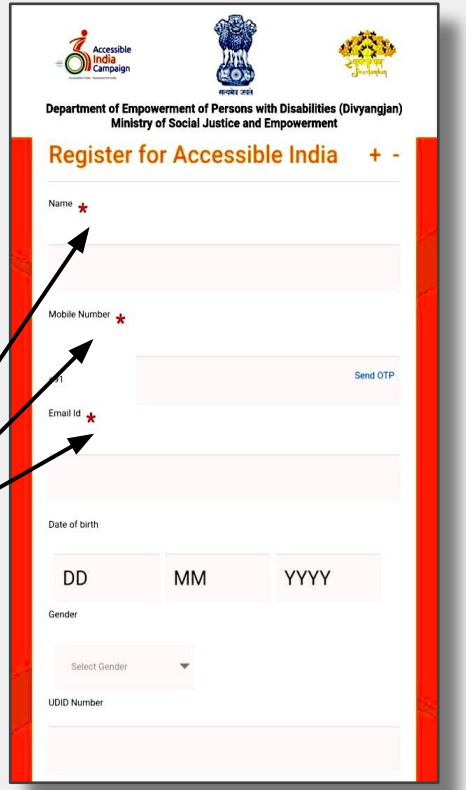


Select Language

Click on New user? Register here

Enter Personal Details here and submit

★ 3 mandatory requirements: Name, Mobile and Email



Slide 6: Registration OTP

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

Enter the OTP number

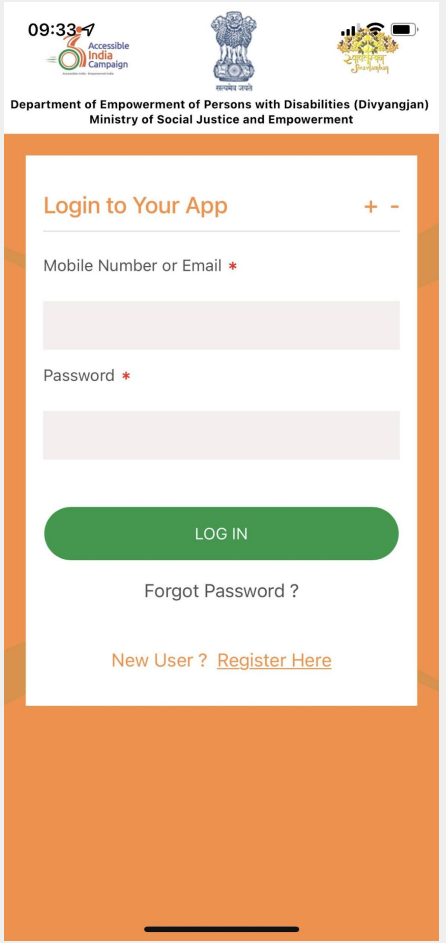
OTP
screen shot

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

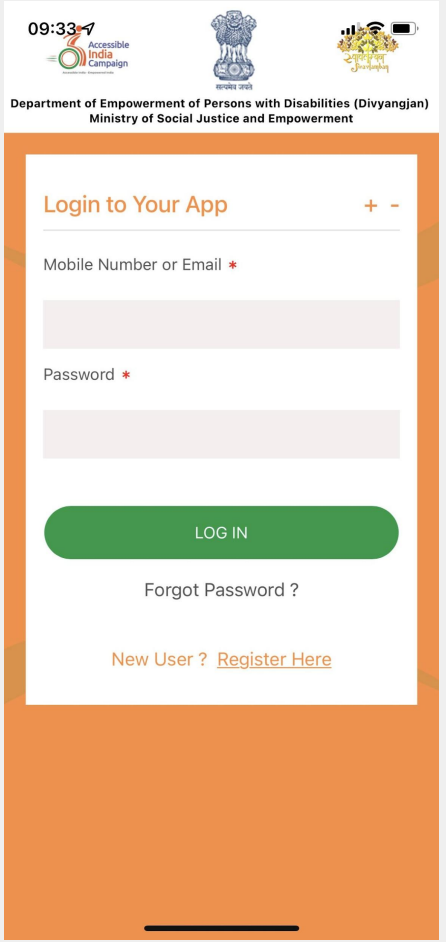


Slide 8: Home Screen - Login

When you login with your details,

a HOME screen will appear

(shown right of your screen)

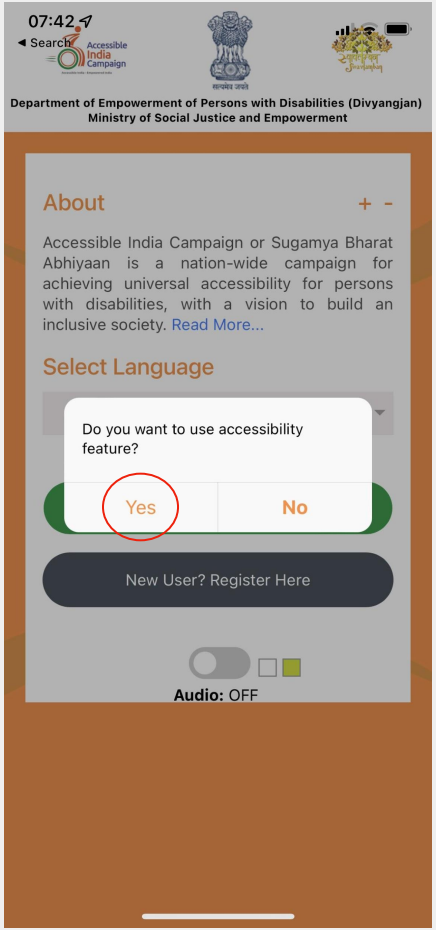


Slide 9: Home Screen - Login

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……

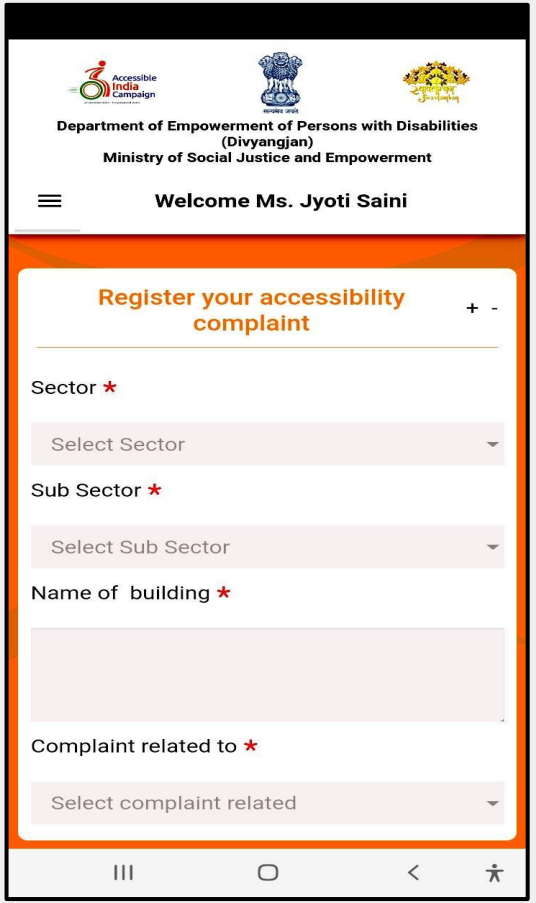
Enter the name of the building:
(Or give the name of the owner of the establishment or building owner/builder)

Name of building ★

Select from list:

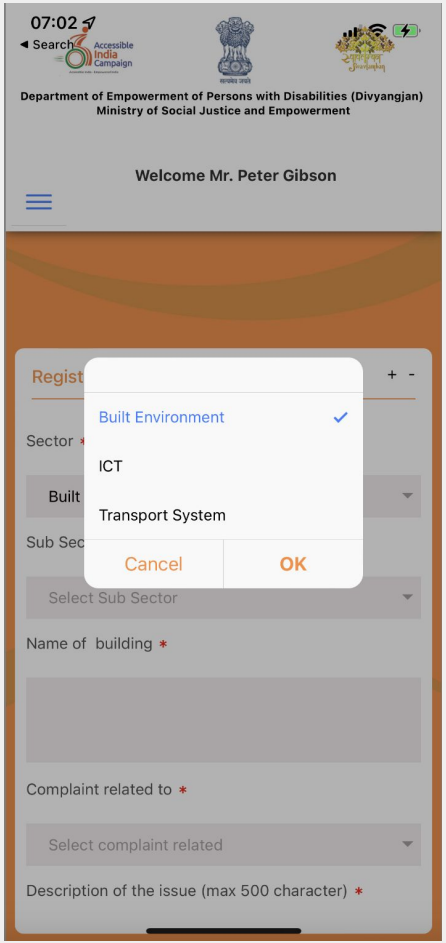
Complaint related to ★

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

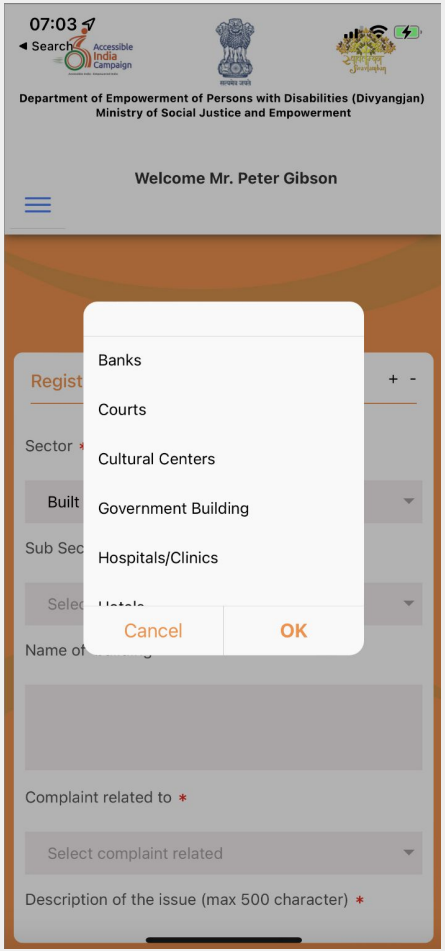


Slide 11 : Next step……

Select the sector from the drop down list



Select the sub sector from the drop down list

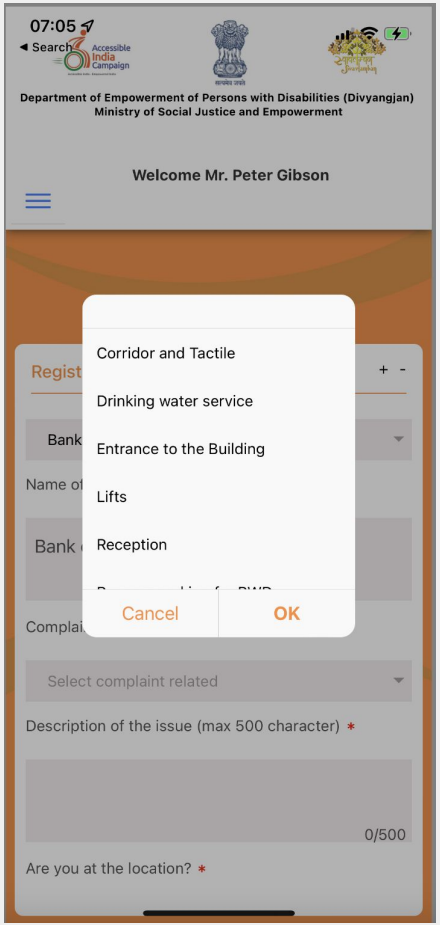


Slide 12 : Next step……

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

Slide 13 : Next step……

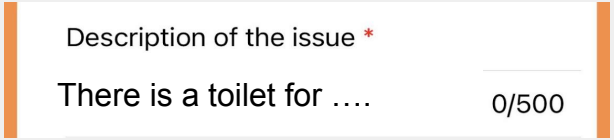
Select what the complaint is related to from the drop down list.



Slide 14 : Next step……

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.



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 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.

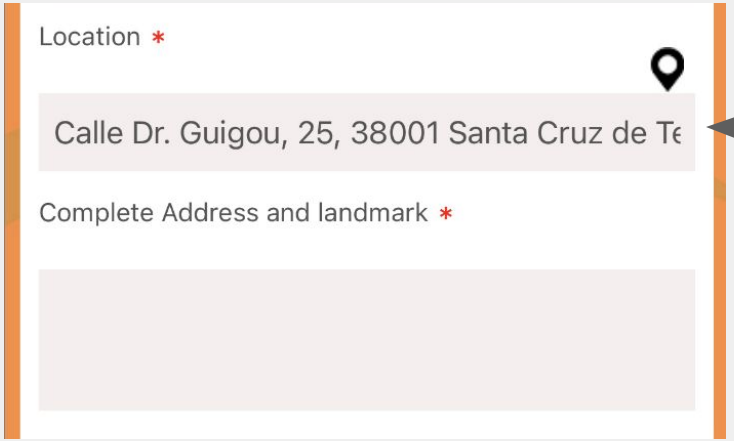
The flush is behind the toilet where it cannot be reached from a seated position. There is a grab rail on the wall side but none on the other side.

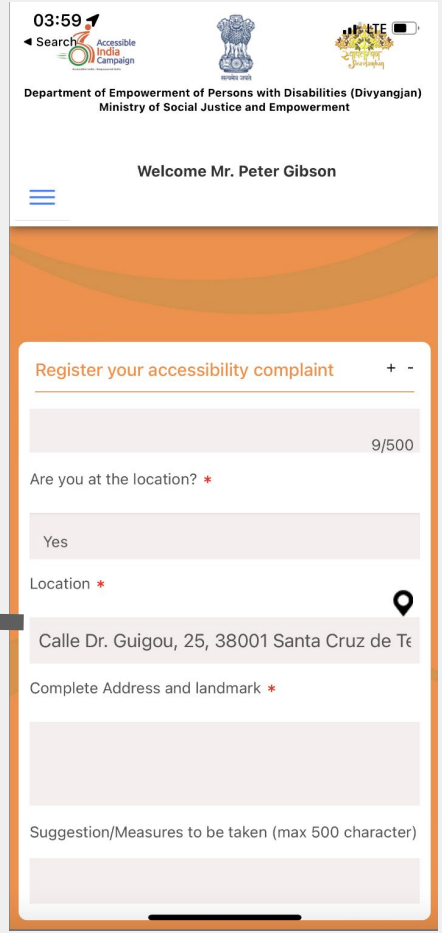
Slide 15 : Next step……

Are you at the location?

If you are next to the building select the answer “YES”.

The app will grab your GPS location.

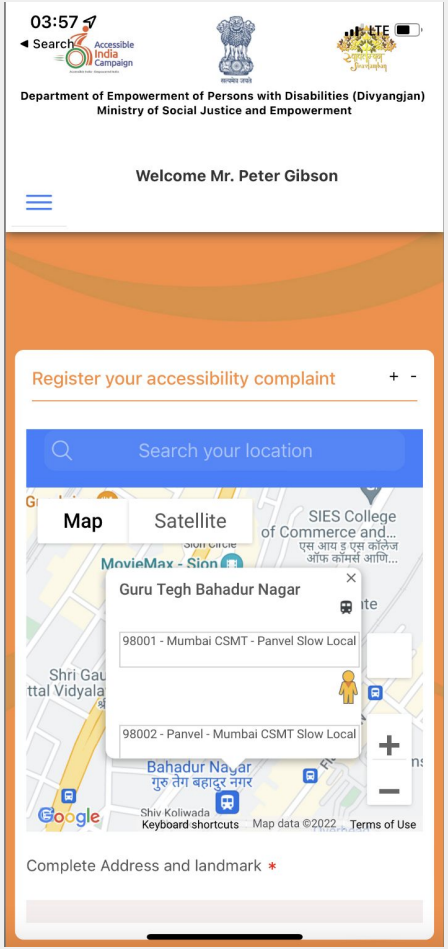




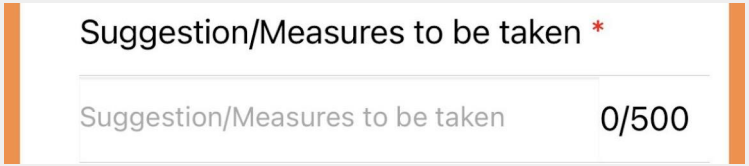
Slide 16 : Next step……

Location

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



Slide 17 : Next step……

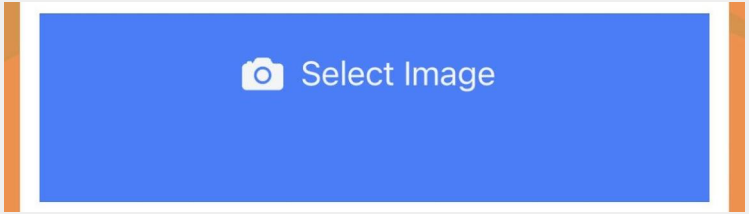


You can write what you suggest. This could be some correction of existing accessibility feature or just that the building should be audited and corrected accordion to the HGSS.

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

Slide 18 : Upload Images

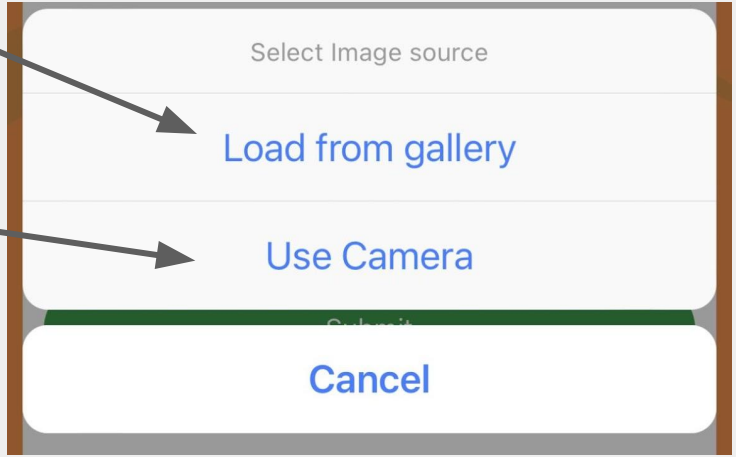
If you want to use the pictures you have taken before starting the app.



Tap on “Select Image”

Select “Load from Gallery”

Or take some pictures with the “Use Camera”



(max 5 images to be uploaded)

Slide 19 : Example - Built Environment Complaint

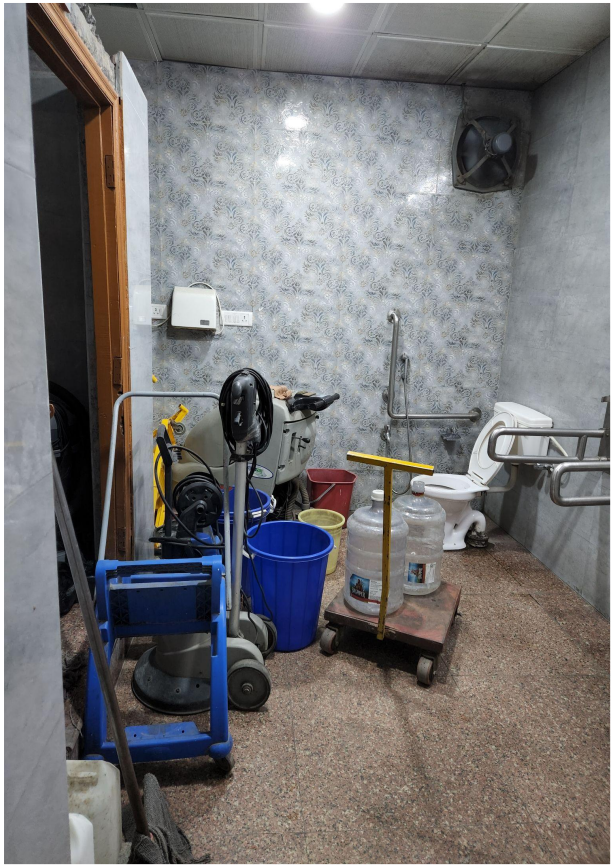
Description of the issue:

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.



Slide 20 : Example: Transport Complaint

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.

Slide 21 : Example: ICT Complaint

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.

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

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

	Yes	No	Maybe
Designated Accessible Toilet is Provided	☑	☐	☐
Entrance has the Symbol for Accessibility for Persons with Disability	☑	☐	☐
Has step free route to door	☐	☑	☐

Slide 23: Improvements to app

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	☑	☐	☐

Toilet

	Yes	No	Maybe
Entrance has the Symbol for Accessibility for Persons with Disability	☐	☐	☐

Slide 24 : Improvements to app

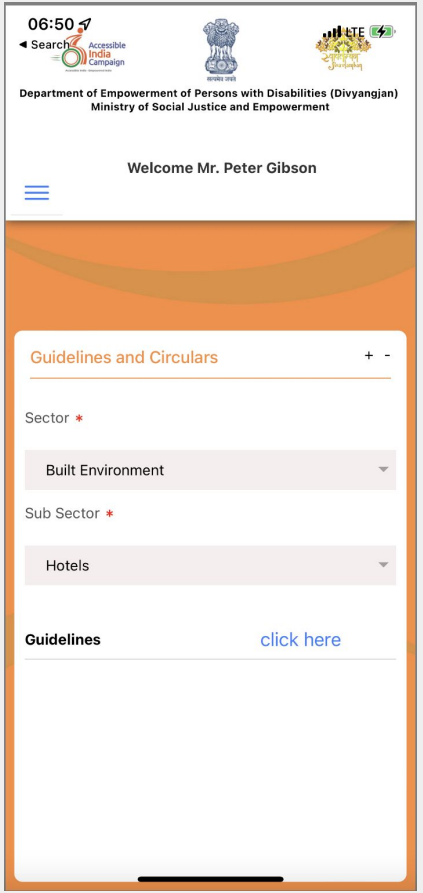
Toilet

	Yes	No	Maybe
Has step free route to the door and no step into the toilet.	☑	☐	☐

Slide 25 : Education and more detailed complaint

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.



Slide 26 : Lack of Transparency for Resolution

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