

Impact Assessment Report

Promoting Easy Access for Persons with Disabilities | (Phase 2)

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Mphasis F1 Foundation

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 **Goodera**

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1. EXECUTIVE SUMMARY

The UN Guiding Principles on Business and Human Rights (Guiding Principles) have promoted a common CSR framework that allows convergence around the standards they set out and key shift from a voluntary approach of CSR to the acknowledgement that enterprises have the responsibility to assess their impact on human rights and address the adverse impact they might have on them. At its centre lies the Universal Declaration of Human Rights, 1948 (UN), and based on its principles, the Convention of the Rights of Persons with Disabilities, got adopted in 2006. According to these instruments, the rights of people with disabilities should be seen as a human right and integrated in CSR strategies of all enterprises.

With the grant provided by Mphasis, National Centre for Promotion of Employment for Disabled People (NCPEDP) had implemented the 'Promoting Easy Access for Persons with Disabilities' project. The project was to ensure accessibility to the disabled people with an objective of providing easy and convenient access to public places, public transport, products, services, information, technology, and communication for people with disabilities. The implementing agency systematically worked with several ministries such as Urban Development, Information Technology, Information, Finance to name a few. In addition, it works with an on-ground network of DPOs/ NGOs/Persons with disabilities/ activists.

As a niche initiative, NCPEDP with the support of Mphasis instituted 'NCPEDP-Mphasis Universal Design Awards' as a recognition for exemplary work towards the cause of accessibility and thus ensuring a life of equality and dignity for people with disabilities (PWD). The primary goal of the award has been to mainstream the concept of 'Universal Design' principles. The goal of Universal Design is to maximize usability by individuals with a wide variety of characteristics. Whether we are talking about learning strategies or physical space, Universal Design operates by a set of principles designed to maximize access by everyone. The Universal Design awards by NCPEDP & Mphasis have been forerunner in recognising good practices of Universal Design. These awards are given in three categories to Indian nationals. The decade long trajectory of the awards have resulted in bevy of good practices, recognition of policy and advocacy changes for the rights of PwD.

This impact study is carried out to assess the activities, outputs, outcomes, and overall impact of the program. The study undertook qualitative data capture and analysis of the insights provided by key stakeholders of the program. Purposive sampling technique was used to predetermine a sample size to conduct KIIs (Key Informant interviews).

The analysis has brought out multiple insights about the program.

- NCPEDP – Mphasis Universal Design Awards has helped promulgating 'Universal Design' accessibility concepts in India and created bevy of good practices that can be replicated.
- The genesis of 'Universal Design' awards lies in the significant policy and advocacy work that NCPEDP team does with multiple ministries. As a result, the NCPEDP has been advocating the right so disabled as part of policy reform and development, the most striking being the work done on education, the Census, inclusive disaster relief, and accessibility.
- Our study found that through 'Disability Law Units (DLUs)' the team had raised awareness on the RPWD (The Rights of Persons with Disabilities) Act, 2016 among thousands of stakeholders. The DLUs served as a precious focal point for primary stakeholders in their struggle for a life of dignity and provided legal support to many persons with disabilities, who would otherwise have been unable to overcome huge obstacles to access their rights in COVID times as well.

- According to our observations, the program was overall successful in addressing the accessibility issues of the disabled and advocating them to the concerned ministries/govt. officials timely. However, there is a scope to fasten the pace of implementation through active capacity building of the partner network and expansion to more states to influence the state/local administration and change the on-ground situation.

The key recommendation to the program considering all the initiatives undertaken by the NCPEDP team is, the team can strategically escalate the accessibility matters/issues to the Members of Parliament and the media to influence policy change and follow-up timely for implementation. For the Universal Awards, the NCPEDP team can focus on the marketing and publicity of the awards to help the awardees in providing much needed recognition for their works.

2. INTRODUCTION

In recent years, there has been a change in basic assumptions towards understanding of disability. From merely seeing it as a medical condition there is focus on embedding as a part of human development. The number of people experiencing disability is increasing due to a rise in chronic health conditions and population aging. Disability is a human rights issue, with people with disability being subject to multiple violations of their rights, including acts of violence, abuse, prejudice, and disrespect because of their disability, which intersects with other forms of discrimination based on age and gender, among other factors¹.

Globally, the Convention on the Rights of Persons with Disabilities (CRPD), 2006 came into force as a human rights instrument with an explicit, social development dimension. It adopts a broad categorization of persons with disabilities and reaffirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms. Disability intersperses with the four major SDGs namely : 1) **SDG4**: Quality Education, 2) **SDG8**: Decent growth and opportunities for all, 3) **SDG10**: Reduced Inequalities, and 4) **SDG11**: Sustainable Cities and Communities. In the light of this the Government of India, as a signatory, in 2015 had launched 'Accessible India' campaign based on the three verticals of:

- Built Environment,
- Transport, and
- Information & Communication Technology (ICT)

'Currently, persons with disabilities and elderly persons comprise over 25 per cent of the total global population. By 2050, this number is estimated to grow over 2 billion worldwide'². 'India as per the 2011 census is home to 26.8 million disabled people'³. This roughly stands at 2.2% of the total population. There are multiple provisions in the Constitution to ensure dignity of living to the differently abled population as well as numerous welfare schemes and provisions made. The nodal body that oversees the issues comes under the Ministry of Social Justice & Empowerment. All activities under the ministry are carried out by the Department of Empowerment of Persons with Disability (Divyanjan).

With the grant provided by Mphasis, National Centre for Promotion of Employment of Disabled People (NCPEDP) has been implementing the program for more than a decade. The project is in its second phase focusing on promoting accessibility among persons with disabilities (PwD) through advocacy and awareness drives across the various ministries and the National Disability Network, a group of organisations working on similar goals. By acting as an interface between the government and the industry, International Agencies, and the Voluntary Sector, NCPEDP act as catalyst in empowering the disabled population on the aspects of improved accessibility in order to give the disabled a life of dignity. The intervention intends to mobilise 'need for greater access' pillar as part of the three pillars of the U.N Protect, Respect and Remedy Framework that addresses:

- A State's duty to protect against human rights abuses by third parties, including businesses, through appropriate policies, regulation, and adjudication.

¹ <https://www.who.int/news-room/fact-sheets/detail/disability-and-health>

² Cities Insight Report

³ http://www.nhfdc.nic.in/upload/nhfdc/Persons_Disabilities_31mar21.pdf

- The corporate responsibility to respect human rights, that is, to act with due diligence to avoid infringement on the rights of others and to address adverse impacts involvement.
- The need for greater access by victims to effective remedy, both judicial and non-judicial.

The current study aims to understand the impact of this intervention among its target beneficiaries and assess the processes it followed, outputs it delivered, and the outcome created for the stakeholders involved.

3. PROJECT BACKGROUND

NCPEDP largely conducted two major initiatives by utilising the grant provided by Mphasis F1 Foundation, a CSR arm of the corporate entity. The programs and activities conducted in the **Promoting Easy Access for Persons with Disabilities** project in the second phase are highlighted below:

Policy Implementation of RPWD Act, 2016



- Formulation of guidelines and passage of the law for improved accessibility in buildings.
- Inclusion of improved accessibility for PwD in the Smarty City Mission
- Implementation of WCAG for all government websites within a stipulated time period.
- Formulation of a road map / action plan for implementation of National Policy on Universal Electronic Accessibility announced in 2013.
- Adoption of the Universal Design principles on relevant product certification guidelines
- Ensuring inclusion of PwD in the Public Distribution System for food grains.
- Establishing National Captioning Centre for the provision of captioning related services.
- Law on mandating captioning for all programmes and films

Advocacy



- Advocating for the inclusion of persons with disabilities as a mandatory guideline for the procurement policy
- Disability inclusive planning and budgeting to be inculcated

Raising Awareness



- Development of training modules for various stakeholder interaction (NGO, employers, employees etc.)
- Conducting seminars, webinars, and workshops to spread awareness among the disabled population on the provision in the RPWD Act.
- Collating concerns and recommendations from various zonal groups formed on the challenges faced on the pre-decided thematic areas.
- Building media relations for wider dissemination of activities and information

Universal Design Awards



- Publicising the cause and encouraging country-wide nominations in the domain.
- Recognising the exemplary efforts of one individual for their contribution towards improving accessibility for the disabled community.
- Recognising the efforts of one organisation in their efforts towards improving accessibility for the disabled community
- Rolling out of the commemorative publication
- Organising the award ceremony to recognise the selected individual's efforts

4. OBJECTIVES AND SCOPE OF STUDY

The study aims to understand the implementation of the Promoting Easy Access for Persons with Disabilities program and their outcomes and impact on the disability sector and other stakeholders. The impact assessment study will try to capture whether each activity was conducted according to the plan and how they were executed and quantify the outcomes of activities among the beneficiaries.

4.1 Key objectives of the study

The primary objective of the assessment was to:

- **Assess** the impact of initiatives taken up by the NCPEDP in bringing policy level changes and recommendations while working with the different ministries.
- **Understand** the effectiveness of the Mphasis Universal Award - How it has led in creating an inclusive space for the disabled
- **Identify** areas of improvement across all the factors from program design to implementation and to provide practical recommendations

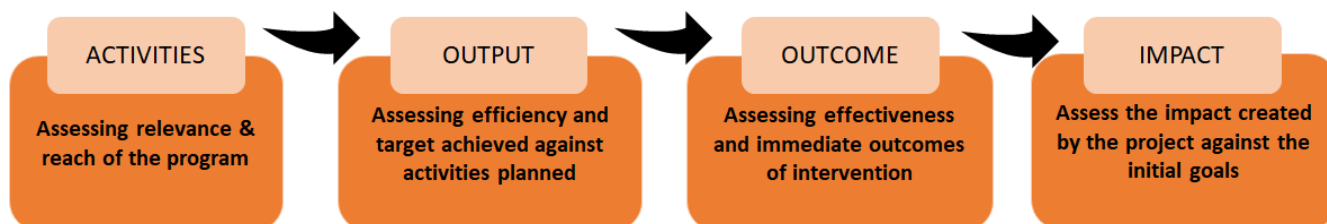
4.2 Limitations of Study

The impact assessment for the interventions have been qualitative in nature intending to capture the efficacy of the programmatic roll-out and identify gap areas to improve upon going forward. However, inherent limitations of the study were:

- The study could not capture the perceptions of more no. of govt. stakeholders due to unavailability and unwillingness to participate in the assessment.
- The program has a lot of advocacy initiatives with the impact been seen in the longer run. The study thus fails to capture the long-term impact of these on-going initiatives having a potential of cascading effect in years to come.
- The study does not consider exogenous factor that may influence overall programmatic roll-out by other organisations while analysing the impact and outcomes of the program.

4. ASSESSMENT FRAMEWORK


The **THEORY OF CHANGE (ToC) FRAMEWORK** for the given program is illustrated below:






Activities	Output	Outcome	Impact
<ul style="list-style-type: none"> • Identification of the Bureaucrats (Secretary / Joint Secretary / Officer In charge etc.) based on need, to discuss specific issues. • Conducted Need based Studies to prepare representations to concerned Minister on the identified plan/policy/scheme • Formation of with the National Disability Network (NDN) and National Committee on the Rights of Persons with Disabilities (NCRPD), to share information and plan advocacy campaigns. • Media engagement to increase the visibility of the issue and garner the attention of the policy makers and to create awareness among the public. 	<ul style="list-style-type: none"> • Engagement with the Bureaucrats (Secretary / Joint Secretary / Officer In charge etc.) based on need, to discuss specific issues such as review of procurement bill with ministry of Finance on providing accessibility for the disabled. • Advocating on the specific requests to the ministries/govt. officials. • Awareness of the accessibility issues of the disabled in the news media, press conference. Etc. 	<ul style="list-style-type: none"> • Effective implementation of the accessibility clauses in various new policies/amendment s in the concerned Ministry/local govt. depts. • People’s buy-in for the accessibility cause and the uptake of the cause in the ministries and govt. officials (state/district/local bodies) 	<p>Ensure easy and convenient access to public places, public transport, products, services, information, technology, and communication for people with disabilities.</p> <p>Facilitation of accessibility issue by the awardees on ground.</p>

<ul style="list-style-type: none"> • Capacity building sessions for the NGOs/DPOs • State level seminars to create awareness and to facilitate the implementation of the RPWD Act and other issues. 	<ul style="list-style-type: none"> • No. of people trained in the capacity building sessions. • Developed an Action Plan for State level advocacy, as an outcome of the State Seminar in each of the 3 disability law units. 	<ul style="list-style-type: none"> • Stakeholder outreach and identification of gaps areas between policy and effective implementation. 	
<ul style="list-style-type: none"> • Publicised the Awards to ensure nominations from across the country every year. • Screening applications and constituted a high-powered sub-committee for the final selection. • Organised the meeting of high-powered Sub Committee to select 10 Awardees (individual and organisations). • Mobilised media to ensure good coverage of the award ceremony event and the awardees 	<ul style="list-style-type: none"> • Nominations received • Shortlisting of nomination • Final list of awardees • Good media Coverage and published reports 	<p>Recognition of good practices and to create awareness through NCPEDP-Mphasis Universal Design Awards in the disability sector.</p>	

A **LOGICAL FRAMEWORK MODEL** is created against the identified ToC to reflect the identifiable indicators, means of verification and assumptions, as given below:

	PARAMETERS	INDICATORS	MEANS OF VERIFICATION	ASSUMPTIONS
<p>ACTIVITIES</p> 	<ul style="list-style-type: none"> • Identification of the Bureaucrats (Secretary / Joint Secretary / Officer In charge etc.) based on need, to discuss specific issues. • Conducted Need based Studies to prepare representations to concerned Minister on the identified plan/policy/scheme • Formation of with the National Disability Network (NDN) and National Committee on the Rights of Persons with Disabilities (NCRPD), to share information and plan advocacy campaigns. • Media engagement to increase the visibility of the issue and garner the attention of the policy makers and to create awareness among the public. • Organized capacity building sessions for the NGOs/DPOs • Organized State level Seminars to create awareness and to facilitate the implementation of the RPWD Act and other issues. • Publicized the Awards to ensure nominations from across the country every year. 	<ul style="list-style-type: none"> • No. of key stakeholders identified in ministries/govt . • No of need based studies conducted • No. of members reached out as a part of the NDN network • No. of media platforms engaged with • No. of capacity building sessions conducted • No. of state level seminars conducted • No. of advertisements done for the award • No. of applications received for the award • No. of meetings conducted • No. of media platforms engaged with for publicity 	<ul style="list-style-type: none"> • Database of contacts Reports • Database of members News articles/reports • Database of sessions conducted • Database of seminars conducted Advertisements published • Database of applications received 	<ul style="list-style-type: none"> • Need based studies, reaching out NDN members and media engagement will result in advocating on accessibility issues and awareness creation.

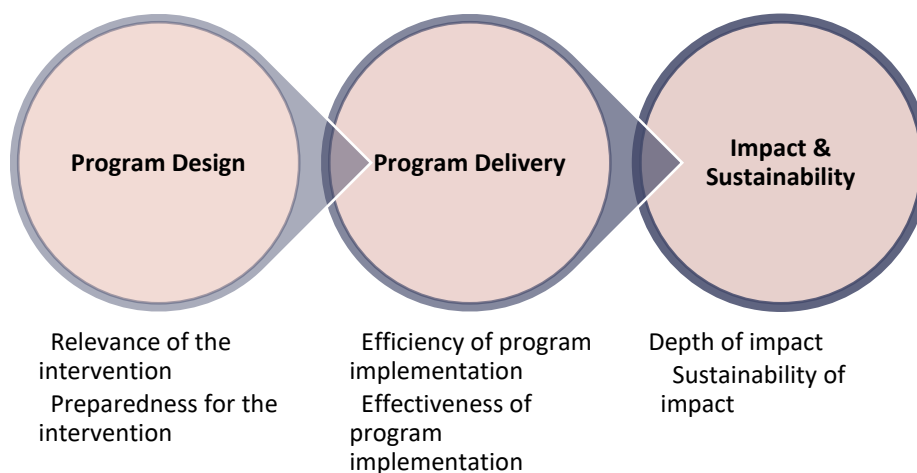
<p>OUTPUT</p> 	<ul style="list-style-type: none"> ● Engagement with the Bureaucrats (Secretary / Joint Secretary / Officer In charge etc.) based on need, to discuss specific issues such as review of procurement bills with the ministry of Finance on providing accessibility for the disabled. ● Advocating on the specific requests to the ministries/govt. officials. ● Awareness of the accessibility issues of the disabled in the news media, press conference etc. ● No. of people trained in the capacity building sessions. ● Developed an Action Plan for State level advocacy, as an outcome of the State Seminar in each of the 3 disability law units. ● Nominations received ● Shortlisting of nomination ● Final list of awardees ● Good media Coverage and published reports 	<ul style="list-style-type: none"> ● No. of meetings conducted with the ministries/govt. ● No. of advocacy sessions conducted ● No. of people aware of the accessibility issues ● No. of people attended the training sessions ● No. of times the action plan was drafted ● No. of nominations received ● No. of awardee shortlisted ● No. of awardees finalized ● No. of advertisements for media coverage 	<ul style="list-style-type: none"> ● MoM/letter draft ● Database of the attendees ● Action plan draft ● Database of the awardees 	<ul style="list-style-type: none"> ● Conducting advocacy sessions, training and ministry engagement implies policy changes and outreach.
<p>OUTCOMES</p> 	<ul style="list-style-type: none"> ● Effective implementation of the accessibility clauses in various new policies/amendments in the concerned Ministry/local govt. depts. ● People’s buy-in for the accessibility cause and the uptake of the cause in the ministries and govt. officials (state/district/local bodies) ● Stakeholder outreach and identification of gaps areas 	<ul style="list-style-type: none"> ● No. of policy/clause change happened ● No. of positive responses received from the ministries ● No. of stakeholders outreach ● No. of reports/advertis 	<ul style="list-style-type: none"> ● Policy change/recommendations included ● Uptake of the cause by the ministries ● Database of stakeholders News articles/reports 	<p>Policy changes and public outreach will create improved accessibility for the disabled people</p>

	<p>between policy and effective implementation.</p> <ul style="list-style-type: none"> ● Recognition of good practices and to create awareness through NCPEDP-Mphasis Universal Design Awards in the disability sector. 	<p>ements published.</p>		
<p>IMPACT</p> 	<ul style="list-style-type: none"> ● Ensure easy and convenient access to public places, public transport, products, services, information, technology, and communication for people with disabilities. ● Facilitation of accessibility issue by the awardees on ground. 	<ul style="list-style-type: none"> ● More disabled people getting access to public places, products .etc. 	<ul style="list-style-type: none"> ● Feedback reports from field 	<p>NA</p>

Three-point Assessment Framework

Basis the TOC and the LFA created, we examine the relevance of services, the preparedness for program activities, efficiency, and effectiveness of delivery of services as well as any innovations that may have been implemented on the ground.

The impact assessment findings are anchored around Goodera's Three-point Assessment Framework as illustrated here.



- **Program Design:**

We study Program Design through program strategies, inputs and resources, assumptions, outreach mechanisms, and much more. We also consider if the program design attends to specific needs of the stakeholders, program locations, social categories, site, and situation, among other development needs. Goodera's Impact Assessment approach for program design is based on Assessment criteria like Relevance and Preparedness using methodologies such as assessment of baseline survey.

- **Program Delivery**

Goodera assesses the Program Delivery to understand the success of the program delivery mechanism in attaining the overall objectives such as cost effectiveness, resource efficiency, equity in service delivery, best practices and challenges, perception about the services among the relevant stakeholders, among other factors.

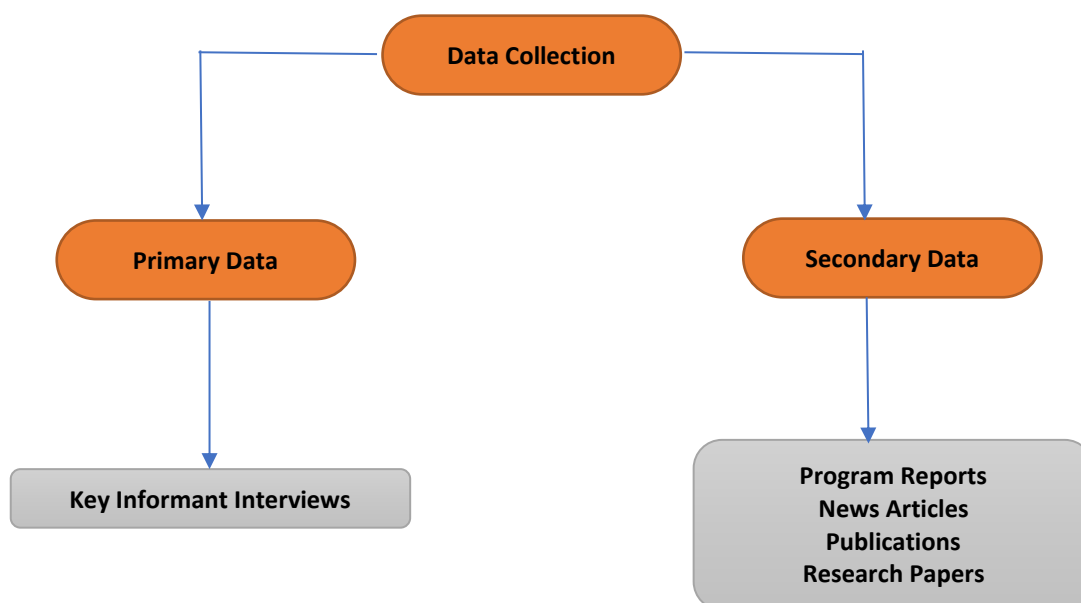
- **Impact**

We study a program's impact potential to assess if the change or the desired outcome can be attributed to the program intervention. Goodera uses criteria such as scale of Impact and impact sustainability to understand the impact potential of the projects.

5. METHODOLOGY

This assessment is undertaken by engaging with key stakeholders of the program to highlight the impact created by the Promoting Easy Access for Persons with Disabilities program. The approach of the study is highly qualitative in nature.

Qualitative methods are used to help build a storyline for the achievements and gaps in the program from the lens of immediate stakeholders involved in the program implementation. A qualitative study gives substantiated evidence to better understand the processes involved in the program implementation. Key informant interviews (KIIs) were used as a tool for qualitative data collection.



6.1. Data Collection

- Secondary Data:** We referred the external reports in the likes of journals, articles and newspaper reports were studied to understand the tablet distribution process and its relevance in the Indian context to other players in a similar space. Secondary data were collected through publicly available resources.
- Primary Data:** Primary data collection is key to collecting evidence from the stakeholders on the intervention, the benefits and challenges, and the analysis for recommendations to assess its impact. The stakeholder sample has been selected to ensure factors are captured to derive qualitative insights to generalise the findings.
- Sample Size:** The total sample size for conducting KIIs is based on the availability of key SPOCs from the stakeholder groups - NCPEDP, Govt. officials, Awardees and Mphasis Team. 15 KIIs were conducted to assess Promoting Easy Access for Persons with Disabilities project. Key Informant Interviews were conducted by Goodera Investigators virtually through G-meet.

- **Key informant Interviews:** Questionnaires are designed for each stakeholder interview, although only the most relevant questions to the subject were asked, and corresponding responses were captured. Stakeholders were selected through purposive sampling.

S.No	Stakeholder names/ Designation	Planned interviews	Interviews conducted
1	Former Director, Department of Empowerment of Persons with Disabilities, Ministry of Social Justice, and Empowerment	1	1
2	State Disability Commissioner, Nagaland	1	Remained Unavailable
3	Deputy Chief Commissioner for Persons with Disabilities	1	1
4	CEO, Skill Council for Persons with Disabilities	1	Remained Unavailable
5	Entrepreneur	1	1
6	Founder of Fleximotiv Technologies	1	1
7	Deputy Commissioner	1	1
8	Disability Activist, Jharkhand Viklaang Manch and Rashtriya Viklaang Manch.	1	1
9	Founder of Ramp my City	1	1
10	Doctor, Thalassemia Welfare Society	1	1
11	Founder of Samsara Peditcare	1	1
12	Founder of Atypical advantage	1	1
13	Entrepreneur	1	1
14	Universal Design Awardees	12	11
15	NCPEDP Program Team	2	2
16	Mphasis CSR Team	1	1

6. ANALYSIS AND FINDINGS

Comparative analysis (before and after comparisons) and content analysis (for qualitative data to interpret and analyse unstructured textual content into manageable data) were done to analyse and interpret the data collected.

7.1 Initiatives by NCPEDP with the nodal ministries and partner networks

National Centre for Promotion of Employment for Disabled People (NCPEDP) works as an intermediate between the Indian government, corporates, international agencies, and the non-government organisations (NGO) towards empowerment of persons with disabilities. The organisation works in improving accessibility via issue-based advocacy, capacity building of organisations working in a similar field and recognising the efforts of organisations working towards improving accessibility. This is done through National Disability Network (NDN) which consists of NGOs/DPO across several states and union territories. The NDN plays a paramount role as disability is a state subject in India and helps organisations revamp or formulate their strategies and collect the on-ground feedback as well.

7.1.2 Program Design

During the conversation with the NCPEDP team, it was revealed that the program, now in its second phase, aims to achieve the objectives through advocacy by conducting webinars, need-based studies and popularising the results through media. It also builds the capacity of partner organizations such as National Disaster Network (NDN) by formulating standards and policy recommendations for the Disability Commissioner at the state-level. Furthermore, it picks up issues as per advisories issued by the Central Government on an ad-hoc basis by providing representations and lodging RTIs for the same. The program aims the following areas:

Fostering effective implementation of Rights of Persons with Disabilities (RPWD) Act, 2016 with the three Ministries (Urban Development, Information Technology, Information and Broadcasting)

Advocate rights of the disabled as a mandatory criterion in the Government Procurement Policy/Guidelines.

Build capacity of various stakeholder groups on RPWD Act, 2016

Felicitate good practices on Universal Design Awards

7.1.3 Program Delivery

During the interaction with the NCPEDP team Goodera understands that to successfully attain the implementation of the first three objectives several activities were undertaken from April’20-September’21 can be laid down as follows-

a. Initiatives taken for policy change

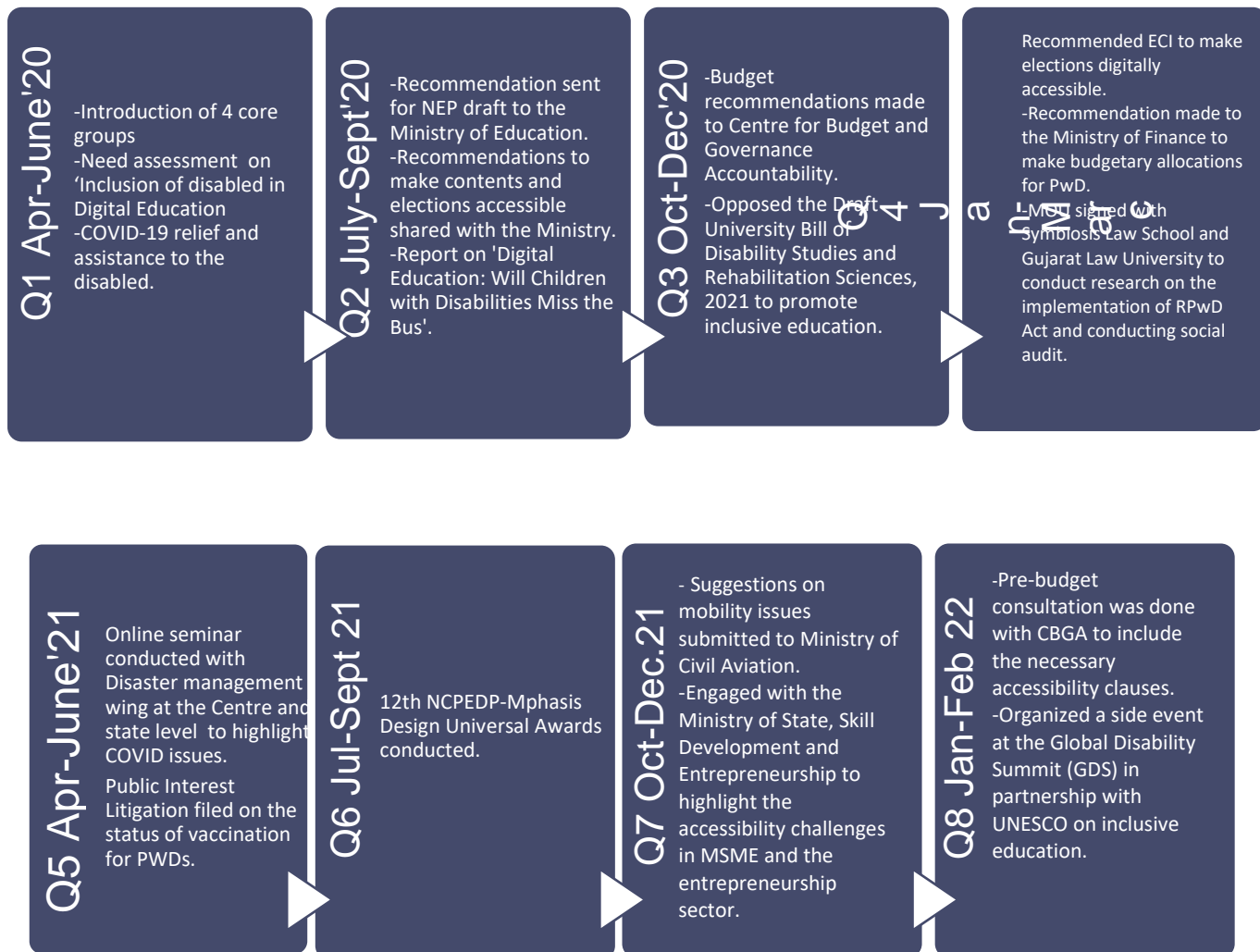
In the second phase of this project the initiatives taken by the NCPEDP team can be summarized as below:

Policy	Advocacy
Procurement policy draft for the Ministry of Finance Inclusion of National Disaster Management Guidelines for the disabled	Support uptake of Web Content Accessibility Guidelines 2.0 with the Ministry of Information Technology Consultations with government officials Consultation with the Registrar General of India to make census disabled inclusive.

b. Advocacy/Awareness initiatives with multiple ongoing issues

For any policy implementation to come through, NCPEDP proposes amendments only after thorough consultation with the NDN. Following activities were shared by the NCPEDP team during KII interactions.

For FY 2020-22:



c. Capacity building of partner network

NCPEDP works on the implementation of key policy matters by orienting itself to the issues of the sector. This is done by interacting with NGOs at the state level through the disability law units. The disability law units act as nodal points in spreading awareness by highlighting the issues faced by the sector at the state level. The DLUs serve as a crucial mechanism to reach the primary stakeholders in their struggle for a life of dignity. These DLUs provide legal as well as advisory support to persons with disabilities, who would otherwise have either had no recourse to justice or would have had to overcome huge obstacles to access their rights. The proposed Disability Centres are also promising in terms of their potential reach, capabilities and the work enlisted by them in phase two of the project.

Based on the information shared during the KIIs, Goodera understands that three DLUs have been set up by the NCPEDP team in the North, South, and East. In the north, the team have extensively worked to identify the leading organizations from the sector which are working on the issue of children with learning disabilities and connected them with the World Bank for a survey. In the south, several capacity building workshops

were conducted, and a memorandum was submitted to Kerala govt. to facilitate the effective implementation of the provisions of the RPwD Act. The partner NGOs have been put efforts to campaign through phones, emails, and WhatsApp messaging to improve the accessibility of the government guidelines issues for COVID with the state disability commissioners on the ground.

Details of DLUs are mentioned in the **Annexure-II**

7.1.4 Impact & Sustainability

From the impact perspective the NCPEDP work can be summarized in the four thematic areas of:

Education

NCPEDP's advocacy to make education inclusive resulted in some fundamental changes in the final policy of NEP released by the Ministry of Education.

Disaster Management

An order was issued to the state by the NDMA for the implementation of the Disaster Risk Reduction Guidelines (DiDRR).

Accessibility

Draft Guidelines for Accessibility for ICT were accepted and made into a standard by the Ministry of Information and Communication Technology.

Public Procurement Policy was revised by Ministry of Finance to include accessibility for the disabled in all procurement procedures as per the RPwD Act, 2016.

'Accessibility Standards for Persons with Disabilities in Television Programmes' was released by Ministry of Information and Broadcasting which mandates accessibility of TV programmes to persons that have hearing disability.

Inclusion in Census

The authorities agreed to go by the provisions of the RPwD Act of 2016 and include all the 21 categories mentioned for Census.

The details of each of these pillars is mentioned in **Annexure-III**.

Overall, the advocacy initiative taken by the NCPEDP team was effective in bringing out the necessary policy/ clause changes working in collaboration with the concerned ministries. There was a focussed approach taken to address the areas such as education, the Census, disability-inclusive disaster management, and realizing the accessibility clauses of the RPwD Act.

7.2 Mphasis Universal Awards

The goal of Universal Design is to maximize usability by individuals with a wide variety of characteristics. Whether we are talking about learning strategies or physical space, Universal Design operates by a set of principles designed to maximize access by everyone. Instream. The core reason for this is the basic lack of access. Accessibility not only means access to physical spaces but also means access to information, technology, transport, services, aids, and appliances, etc. Access, therefore, remains an issue that intersperses disabilities, sectors, and forms the very basis of empowerment of people with disabilities. A concept that is intrinsic to any kind of access is 'Universal Design,' which means a design that is usable to the greatest extent possible by everyone, regardless of age, ability, or situation.

The Awards have been incepted by NCPEDP & Mphasis to recognise good practises adopted by individuals or organisations working in the disability field and also to spread awareness on the issue of accessibility. They are given out every year.

7.2.2 Program Design

NCPEDP adopts an empowerment approach rather than a welfare-oriented approach. It seeks to provide dignity of life to the disabled sector by ensuring that access is improved. The focus of the awards is also to recognise initiatives taken towards improving accessibility because it is only through this route can the disabled sector find employment, education and thereby become independent. They also follow a cross-disability approach where every disabled person hence identifies with the organisation's goal of an improved life. The selection criteria of the awards are based on the seven principles as laid in the Universal Design by the UN Guiding Principles.

'The principles for the concept as laid out by the Centre for Universal Design contributors can be laid out as follows'⁴-

1. Equitable use
2. Flexibility in use
3. Simple and intuitive
4. Perceptible information
5. Tolerance for error
6. Low physical effort
7. Size and space for approach and use

Each principle is supported by guidelines for design-makers so that it can be adapted to the context that is specific to the designer. In order to recognise practises that have adopted these seven principles, in an attempt, to further encourage the adoption of the concept of universal design NCPEDP, in association with Mphasis instituted The NCPEDP-Mphasis Universal Design Awards in 2010. This award is specific to India only.

The Awards cover accessibility provided in the following fields:

1. Built Environment
2. Transport
3. Information and Communication Technology
4. Services
5. Aids and Appliances

⁴ https://projects.ncsu.edu/ncsu/design/cud/about_ud/udprinciplestext.htm

6. Public Policy and Advocacy

The broad categories for recognising these contributions in this field are as below-

1. **Persons with disabilities:** This category refers to any work undertaken up the person which can range from any changes made in policy framework, grass-root level implementation design and development, access audits, or even the rights movement/advocacy.
2. **Working professional:** This category refers to any individual working in a governmental or a non-governmental organisation or even private companies who has devoted their time towards the cause and this contribution has resulted in a pivotal contribution towards the success of the organisation. This individual can also be a consultant or a freelancer.
3. **Companies/Organisation:** As the name suggests, this category refers to any governmental or non-governmental organisation that has employed a significant number of persons with disabilities and continued to provide them with equal opportunities to enhance their contributions. This company or organisation stands to be the role model for the rest of the society and the award acts as an encouragement to not just recognise their efforts but also help the cause to reach out to many more.
4. **NCPEDP –Mphasis: Javed Abidi Public Policy Award-** This award category was introduced to carry forward the vision of the pioneer for the disabled sector. Also, to recognise one individual and one organisation in their efforts towards creating a level playing field by creating opportunities for persons with disabilities.

7.2.3 Program Delivery

From the discussion with the Mphasis and NCPEDP team we understand that the most recent award ceremony hosted was the 12th NCPEDP- Mphasis Universal Design Awards Ceremony. It was celebrated virtually and has witnessed the participation of 600 people across the country. Traditionally, the Awards were given away in four categories – individuals with disabilities, individuals without disabilities and corporates/ organisations working to promote accessibility for persons with disabilities. In the last year, a new category was announced by the NCPEDP team- Mphasis Javed Abidi Public Policy Award for Universal Design to honour individuals and organisations doing path-breaking advocacy to enable access.

The major highlights of the awards from the awardees are encapsulated below:

“Universal Design serves the larger purpose of enabling people with disabilities to actively participate in all walks of life.”

“ We were able to connect with the doctor community which helped in getting leads in the sector.”

- The winners of the Awards were announced on the UNESCO’s International Day for Universal Access to Information, recognising select companies and individuals for their outstanding contribution and innovation in promoting accessibility and creating a disabled-friendly India.
- One of the award juries appreciated the award ceremony and mentioned that “Universal Design serves the larger purpose of enabling people with disabilities to actively participate in all walks of life.”

- A chat session held between the Chairman & Executive Director, Narayana Hrudayalaya Limited Health, and the Trustee, NCPEDP highlighted general issues and challenges faced by the disabled during the pandemic. The discussion brought to the fore the need for insurance coverage for the disabled.
- One of the award juries stated the importance of collecting data of the disabled to be able to effectively reach out to them in terms of scheme implementation. He stressed on the importance of education and providing employment opportunities by creating ICT products and services.

Goodera team interacted with 10 awardees who were recognised for their significant contribution to the Indian disability sector. A summary of the key observations related to the Mphasis-Universal awards are mentioned below:

- The awardee profile points to the fact that NCPEDP's mechanism of popularising the award ceremony has brought forward nominations through advertisements, social media as well as word of mouth. Individuals working in the disability sector also seemed to be aware of the awards ceremony.
- The individuals who were recognised for their efforts spanned areas ranging from making assisted medical devices enabling feeding babies with cleft to devices used to make physical spaces accessible. Efforts which facilitated advocacy on the issues surrounding disability were also recognised.
- Some of the individuals were also recognised for their design and conceptualisation by international organisations under the Red Dot Award(global award for design and communication). Furthermore, nationally they attained recognition for their devices under the CII Design excellence awards, BioAsia Awards (focussed on science innovation) and attained recognition for their product standard under the India Design Mark. Some of them were also recognised for their efforts by the state government under the Jharkhand State Government Award.

7.2.4 Impact & Sustainability

The NCPEDP team as per reports received 72 nominations from across the country under the NCPEDP-Mphasis Universal Design Awards in the financial year 20-21.

The outcomes of the Mphasis -Universal Awards held by NCPEDP team are as follows:

- Of the 72 nominations received, a total of 12 best practices were recognised in the area of universal design in FY:20-21.
- The selected 12 best practices were also circulated widely through the commemorative publication of the awards across the country to multiple stakeholders.
- The award ceremony was also extensively covered by at least 10 publications and visual media across the nation.
- Before FY 20-21, the awards were conferred to 14 awardees in FY 2019-20 and 14 awardees in FY 2018-19 respectively.

On further interaction with the awardees, it was revealed that:

- Each awardees want to scale their activities by working in pan India.
- They envisaged making public spaces such as entertainment, sports etc. accessible to the disabled
- Awardees would like to mobilise universal health coverage for the disabled and improve physical rehabilitation.
- The awardees further stated this award further expanded the company's stature in the market. One of the recipients of the 2021 award stated that they were able to connect with the doctors aiding the disabled. The other recipients stated the awards provide a platform to upscale the cause advocacy for the disabled.

Based on the information shared by the awardees, it was stated that the Universal Design Award has created the awareness required in the sector by capturing the best practices and mobilizing accessibility. The selected awardees have benefited from the award as it provided a platform for them to boost their confidence and advocate issues through interaction with other stakeholder groups. This Universal Design award is a unique and focussed on a niche segment to recognize the efforts made by individuals or organizations in the disability sector in India.

7.3 Interaction with the government stakeholders

The study has conducted **key informal interviews with the government officials** who were in charge of different departments. The key insights from these interviews are given below:

❖ **Highlights of discussion with Former Director, Department of Empowerment of Persons with Disabilities, Ministry of Social Justice, and Empowerment:**

- He mentioned holding several discussions in multiple conferences with the NCPEDP team and state-level organizations which have been immensely helpful in making policy changes to the implementation.
- He stated that the NCPEDP has played a significant role in stopping the amendments to the RPwD act against the central government.
- The NCPEDP team played a crucial role in improving accessibility in government buildings and captioning - IB ministry.
- He mentioned that the NCPEDP should combine its efforts with other national organisations such as the National Federation of blind etc. so that the government can hear one voice and implement changes accordingly.
- He appreciated that the NCPEDP played a crucial role irrespective of the party in power as they have a rights-based approach which is different from most organisations and very much welcomed by the ministry. Their suggestions also reflect proper research, adequate knowledge and the sensitization campaigns are remarkably effective even for the government
- During covid a lot of mid-course corrections could be carried out because of the suggestions provided by NCPEDP
- Their international presence has also helped pressurize the government on issues of disability.

❖ **Highlights of the discussion with the Director, NCDS, IGNOU:**

- NCPEDP team and National Centre for Disability Studies (NCDS) have interacted several times on awareness generation about rights of persons with disabilities as well as to provide training to PwD for employment and mainstreaming.
- The NCDS has taken steps to work on the key aspects of Education, Accessibility in his association with NCPEDP for three years.
- He mentioned that the policy implementation is getting fast due to awareness among the community, parents, and Persons with Disabilities but more pace is required to implement inclusive education.

❖ **Out of the two interviews conducted with the govt. officials none of them are about Mphasis universal awards.**

- All of them gave “4” as a rating on the effectiveness of NCPEDP’s intervention on a scale of 1 to 5.
- All officials gave a “4” rating for the NCPEDP’s advocacy programs on a scale of 1 to 5.

7.4 Interaction with the Mphasis team

A **Key Informant Interview** was conducted with a **member of the CSR team at Mphasis** to understand the objectives, anticipated outcomes, and satisfaction level about the program. The key insights from the interview are:

- The rationale to fund NCPEDP's "Promoting Easy Access for Persons with Disabilities" project was, state of legislation for the people with disability is not very robust in India. Mphasis believed that the NCPEDP team had a significant role to play in the RPWD Act in 2017 and there is significant scope in the implementation of the act by advocating in different ministries as a next step. Mphasis team appreciates the work of NCPEDP in the policy sector around disability issues. The association has been for quite a few years.
- The key area Mphasis had intended to impact through this program was accessibility to disabled people in all aspects virtually as well as physically.
- The team mentioned they are satisfied with the program and the NCPEDP's approach of work towards the disability sector is very meticulous. The Mphasis team had made visits to several discussions with the NCPEDP team and found their work is research-oriented and action-driven to influence the ministries/govt. officials.
- Mphasis expressed that they wish to support NCPEDP in the long term and the board members are very satisfied with NCPEDP's contribution in the sector.
- Mphasis team mentioned that the most significant milestone achieved till date in association with NCPEDP for several years was the RPWD Act in 2017 and the Universal Design.

7. SWOT ANALYSIS

A strength-Weakness-Opportunities-Threats (SWOT) analysis depicts the strengths and weaknesses of a program, identifies opportunities to further enhance the intervention while also mentioning the threats to the program.

Strengths	Weaknesses
<ul style="list-style-type: none"> ● Strategic approach towards policy influencing. ● Rights based organisation forerunner in advocating the disability sector. ● Possess experienced and empathetic team for the disabled. ● Unique and distinct initiatives-NCPEDP-Mphasis Universal award for accessibility in the disability sector. 	<ul style="list-style-type: none"> ● Due to the lack of alliance with other established or peer organisations in the same sector policy influencing process is slower. ● Lack of behavioural change among the govt. officials and citizens towards accessibility issues in the disability sector.
Opportunities	Threats
<ul style="list-style-type: none"> ● Facilitating last-mile connectivity for the disabled by partnering with the awardees. ● Replication of the model at other states ● Policy implementation of RPWD, 216. through DLUs. ● The Universal Design award has a potential recognise MNE, individual or an NGO contributing to the change in India. 	<ul style="list-style-type: none"> ● Change of govt. officials or ministers often disrupt the policy implementation process.

8. CONCLUSION

This study was aimed at exploring the impact of the various interventions undertaken by NCPEDP. Goodera has analysed how the processes were carried out, outputs were delivered, and impact was achieved. Major takeaways from the study are as follows:

- The NCPEDP team has done commendable work in policy matters bearing long term implications for the disabled in India.
- The project has covered several areas of policy reform and development, the most striking being perhaps the work done on education, the Census, inclusive disaster relief, and accessibility.
- The project has augmented the international commitments of India on the issue of disability – both through UN reporting mechanisms as well as the SDGs. It has helped to lay a solid foundation for the effective implementation of the Rights of Persons with Disabilities (RPwD) Act.
- The Disability Law Units had raised awareness of the RPWD Act to thousands of stakeholders. The DLUs serve as a precious focal point for primary stakeholders in their struggle for a life of dignity.
- The Law Units have also provided legal support to well over a hundred persons with disabilities, who would otherwise have been unable to overcome huge obstacles to access their rights.
- The NCPEDP – Mphasis Universal Design Awards has inspired the sector and also captured good practices that can be replicated to create a more just, accessible world.
- NCPEDP’s timely and critical response in the unprecedented pandemic brought much respite to the disabled.
- This project has already made significant progress to advocate and transform the lives of persons with disabilities in India, but the scope still exists.
- From areas ranging from education, the Census, disability-inclusive disaster management, and realizing the accessibility clauses of the RPWD Act. This groundwork has been laid by the NCPEDP team.

9. CHALLENGES & RECOMMENDATIONS

A few recommendations derived from the analysis of the challenges the NCPEDP team has shared with us during the assessment are as below:

S.No	Challenges	Recommendations
1	Change in the government priority due to which many advocacy initiatives stop abruptly resulting in not attaining the desired policy change issue.	Since this issue is beyond NGOs purview or control it needs to be ensured that whenever there is such a priority shift happening proper advocacy and sensitisation is provided to the government.
2	Sensitising the authorities who are new to the system and get frequently transferred.	Despite this constant authority change not being in control of the NGO, there should be an effort to make sure the new authorities are properly sensitised and handheld.
3	As shared by the team some authorities may not be open towards the disability issues which hinders NCPEDP's smooth execution of works.	NCPEDP could approach things such as frequent personal meetings with policy decision makers in the government, public conferences. Etc. which could strategically escalate the matter, involving other Members of Parliament and the media to influence.
4	The govt. officials seem unaware of the Universal Design Award. Also, awardees still require a platform to handhold them for continued recognition of their works after the award ceremony.	The NCPEDP can invite relevant ministries as a guest of honour in this award. It can look for more focussed marketing and promotional strategies of the event in all media.

10. ANNEXURES

Annexure-I Questionnaire

For-NCPEDP Team-

General Information

Name:

Email ID:

Your role pertaining to this project: _____

How long have you been associated with the project? _____ months/years

Program Design

1. What was the rationale for the “Promoting Easy Access for Persons with Disabilities” project with Mphasis? (Bullet points)
2. When did the “Promoting Easy Access for Persons with Disabilities” project begin? _____
3. What category of disabled people do you work with for the ease of accessibility intervention? (Select all that applies)
 - a. Physical Disability
 - i. Locomotor Disability
 1. Leprosy Cured Person
 2. Cerebral Palsy
 3. Dwarfism
 4. Muscular Dystrophy
 5. Acid Attack Victims
 - b. Visual Impairment
 - i. Blindness
 - ii. Low Vision
 - c. Hearing Impairment
 - i. Deaf
 - ii. Hard of Hearing
 - d. Speech and Language Disability
 4. Intellectual Disability
 - a. Specific Learning Disabilities
 - b. Autism Spectrum Disorder
 5. Mental Behaviour (Mental Illness)
 6. Disability caused due to-
 - a. Chronic Neurological Conditions such as-
 - i. Multiple Sclerosis
 - ii. Parkinson’s Disease
 - b. Blood Disorder-
 - i. Haemophilia
 - ii. Thalassemia
 - iii. Sickle Cell Disease
 7. How many states are you working with as a part of this project? _____
 8. Do you follow any guidelines for the implementation of the intervention? (Select an option)
 - a. Yes
 - b. No

- c. If yes, which one? _____
 - d. If not, why?
9. Why are activism and advocacy deemed important for the Mphasis project? (Bullet points)

Program Delivery

1. Have you seen any change in the accessibility of disabled people after the RPwD Act, 2016? (Select an option)
 - a. Yes
 - b. No
 - c. If yes, what has changed? _____
 - d. If not, why? _____
2. What approaches and strategies have been taken by the NCPEDP team in the “Promoting Easy Access for Persons with Disabilities” project? (Bullet points)
3. What are the top three challenges that a disabled person faces in India? (Bullet points)
4. What aspects does this project focus on? (Bullet points)
5. What is the role of the NDN (National Disability Network) in the implementation of the intervention? (Bullet points)
6. Did NDN establish any cross-sectoral partnership in the core areas where NCPEDP works? (Select an option)
 - a. Yes
 - b. No
 - c. If yes, please highlight the apex organisations worked with?
7. How does NCPEDP work with feedback or complaints raised by the stakeholders on disability issues? (Bullet points)
8. What aspects of the RPWD Act, 2016 does the project address? (Bullet points)
9. How often does the NCPEDP team meet the National Disability Network (NDN) and National Committee on the Rights of Persons with Disabilities (NCRPD)? _____
10. What were the key outcomes of the interaction with the NDN in this project? (Bullet points)
11. What advocacy initiatives were planned with the following ministries? (Bullet points)
 - a. Ministry of Urban Development,
 - b. Information Technology,
 - c. Information and Broadcasting, and
 - d. Railways_____
12. Please highlight the outcomes of these initiatives. (Bullet points)
 - a. Ministry of Urban Development,
 - b. Information Technology,
 - c. Information and Broadcasting, and
 - d. Railways_____
13. Do you focus on the visibility of the issues in the media or public forum? (Select an option)
 - a. Yes
 - b. No
 - c. If yes, what strategies you have taken?

- d. If not, why?
14. How many training modules were developed on the RPWD Act 2016 for different stakeholder segments? ___ Who were the stakeholders? (Bullet points)
 15. How many 'Train the Trainers' (TTT) programmes for NGOs/DPOs were organised? ___
 16. Who are these trainers?
 - a. NCPEDP team member
 - b. Individual/Disabled person
 - c. NGOs
 - d. Others, _____
 17. What are the selection criteria for the trainers? (Bullet points)
 18. Do you monitor and evaluate your intervention?
 - a. Yes
 - b. No
 - c. If yes, how frequently do you?
 - d. If not, why?
 19. What was the objective for designing the Universal Awards? (Bullet points).
 20. Which are thematic areas selected for the Universal Awards? (select an option)
 - a. Built Environment
 - b. Transport
 - c. Information and Communication Technology
 - d. Services
 - e. Aids and Appliances
 - f. Public Policy and Advocacy
 - g. Others, please specify _____
 21. Do you believe the awards help in easing the accessibility for the disabled? (Select an option)
 - a. Yes
 - b. No
 - c. If not, why do you hold these awards?

Impact & Sustainability

1. According to you, what are the top three achievements of this intervention? (Bullet Points)
2. According to you, what would have happened if Mphasis had not supported this project? (Select an option)
 - a. Limited Outreach
 - b. Constrained Advocacy
 - c. Limited behavioural change campaigns
 - d. Others, _____
3. Do you think the amount received from Mphasis is sufficient to support the intervention? (Select an option)
 - a. Yes
 - b. No
 - c. If not, how do you plan to manage whenever Mphasis decides to withdraw from the intervention? (Bullet points)

4. From the perspective of the Mphasis backed intervention, please highlight the progress in each of the following? (one sentence/bullet points)
 - i. Employment
 - ii. Access to public spaces
 - iii. Education
 - iv. Legislation change and implementation
 - v. Public awareness
5. How does the award promote the ease of accessibility among disabled people?
6. Do you think media presence helps in promoting activism and advocacy better ? (Bullet points)
7. As a right-based organisation, how comfortable do the ministries feel while engaging with them?
 - a. Extremely comfortable
 - b. Comfortable
 - c. Somewhat comfortable
 - d. Uncomfortable
 - e. Displeasure

For Government Officials

Name

Designation

Ministry:

- i. IT and Broadcasting
- ii. Railways
- iii. Finance
- iv. PMO
- v. NITI Aayog
- vi. National Human rights commission
- vii. Ministry for Social Justice and Empowerment
- viii. Urban Development

Program Design

1. Why is the ease of accessibility for PwD important to you? (Bullet points)
2. Are you aware of the intervention by NCPEDP?
 - a. Yes
 - b. No
3. On what aspects does NCPEDP engage with you? (Select an option)
 - a. Equitable Use
 - b. Flexibility in Use
 - c. Simple and Intuitive Use
 - d. Perceptible Information
 - e. Tolerance for Error
 - f. Low Physical Effort
 - g. Size and Space for Approach and Use
2. How long have you been associated with NCPEDP? _____ months/years

Program Delivery

3. Do you consider ease of accessibility of a PwD an area to intervene? (Select an option)
 - a. Yes
 - b. No
 - c. If yes, what measures have been taken to introduce the same? (bullet points)
 - d. If not, why?
4. Are you aware of the Accessible India/Sugamya Bharat Campaign launched by the government in 2015?
 - a. Yes
 - b. No
5. During your tenure, how were the initiatives taken for the rollout of the accessibility India or the Sugamaya Bharat campaign? (Bullet points)
6. What are the success factors? If any shortcomings, please explain. (Bullet points)
7. Have you heard of the following reports published by NCPEDP? (Yes/No)
 - a. Locked Down and Left Behind.
 - b. Digital Education: Will Children with Disabilities Miss the Bus

c. NEP and disability-inclusive education

8. What will be the major takeaways you got from each of these reports? (Bullet points)
9. According to you, how effective would you rate NCPEDP's intervention?
 - a. very poor
 - b. poor
 - c. average
 - d. good
 - e. excellent
10. Are there any other organisations that you have interacted with on the issue of accessibility for disabled people?
 - a. No
 - b. If yes, please mention the organisations
11. Were there any challenges faced by your ministry while interacting with the NCPEDP team?
 - a. Yes
 - b. No
 - c. If yes, According to you what are the top three challenges in promulgating RPwD? (bullet points)
9. How would you rate the NCPEDP advocacy programs? (select options)
 - a. poor
 - b. average
 - c. good
 - d. excellent
10. Are you aware of the Mphasis-Universal Design Awards?
 - a. Yes
 - b. No

Impact

1. Have you observed any change in regard to steps taken for PwD for your ministry? (Select an option)
 - a. Yes
 - b. No
 - c. If yes, what changes have you observed or made for PwD during your tenure? (Bullet points)
2. Do you think NCPEDP's intervention has helped accessibility of the disabled? ? (Select an option)
 - a. Yes
 - b. No
 - c. If yes, what makes NCPEDP's intervention unique in the disability sector? (Bullet points)
3. How has the ecosystem for policy implementation developed past two years? (Bullet points)
4. What do you envisage for the way forward? What will the next steps for stabilizing and scaling up the policy intervention from your department? (Bullet points)
5. Do you think Mphasis Universal Design Award will benefit the disabled? (Select an option)
 - a. Yes
 - b. No
 - c. If yes, how has the Mphasis-Universal Design award benefited the disabled? (Bullet

Stakeholder- Awardee

General Information

Name:

Email ID:

Name of the Organisation:

Award Category:

Program Design

1. Are you aware of the Universal Design award by Mphasis and NCPEDP?
 - a. Yes
 - b. No
 - c. If yes, how did you get the information?
2. Did you apply for the first time for the award?
 - a. Yes
 - b. No
3. What is the key area of work for which award was given to you? (Bullet points)
4. Have you received any other awards?
 - a. Yes
 - b. No
 - c. If yes, specify _____

Program Delivery

5. Are there any monetary or other benefits with the award?
 - a. Yes
 - b. No
 - c. If yes, What is the amount given?
6. Do you think NCEPD is effective in advocating disability rights?
 - a. Yes
 - b. No
 - c. If yes, please explain.

Impact

7. Has anything changed after receiving this award? (Select an option)
 - a. Yes
 - b. No
 - c. If yes, how has it affected your daily life? (Bullet points)
8. Did the Award function help in recognising your work in disability advocacy?
 - a. Yes
 - b. No
 - c. If yes, How did it help?
9. Do you think this award function has helped in advocating disability rights?
 - a. Yes

- b. No
- c. If yes, How did it help?

10. In future, what are the key areas you would like to work in to contribute to the disability sector?
(Bullet points)

Stakeholder: Mphasis Team

General Information

1. Name:
2. Contact number
3. Email Address:
4. How long have you been on this project?

Program Design

(Answer questions 6 to 8 briefly, to the point in bullets)

5. What was the rationale to fund NCPEDP's "Promoting Easy Access for Persons with Disabilities"? (Bullet points)
6. How do you select your implementing agency?
7. How long has the project been functioning? _____ months or years
8. What are the key areas do you intend to impact through this program? (Select an option)
 - a. Employment
 - b. Access to Finance
 - c. Accessibility to public spaces
 - d. Others, _____

Program Delivery

9. Are you satisfied with the program that NCPEDP has carried out?
 - a. Yes
 - b. No
 - c. If yes, why?
 - d. If not, why?
10. What significant milestones have you achieved as a result of your association with NCPEDP?
11. Do you find uptake of 'ease of accessibility' for PwD by other players? (Select an option)
 - a. Yes
 - b. No
 - c. If yes, what aspects are being taken up?
12. What does your board think about this intervention?
 - a. Satisfied
 - b. Not satisfied
 - c. If they answered "satisfied," what were the reasons?
 - d. If they answered, "not satisfied," what were the reasons?

Impact & Sustainability

13. What are the immediate outcomes and substantial impacts you have observed through this intervention? (Bullet points)
14. How long does Mphasis intend to support this project? _____ months/ years.
15. NCPEDP has been a key player in PwD, do you think wrapping up of this intervention would have significant impact? (Select an option)
 - a. Yes

- b. No
 - c. If yes, what will happen? _____
16. Do you have any scale-up plan for this project?
- a. Yes
 - b. No
 - c. If yes, what is it?
 - d. If not, why?
17. Have you considered any other NGOs apart from NCPEDP as part of this initiative to create an impact?
- a. Yes
 - b. No
 - c. If yes, what is it?
 - d. If not, why?

Annexure-II

Details of activities at DLUs

There are 3 DLUs that have been set up; North, South, and East. The North DLU consists of eight states whereas the south consists only of Karnataka and the east unit consists of five states. The major support provided by NCPEDP with the DLU in North can be listed as follows:

1. Identified leading organizations from the sector that are working on the issue of children with learning disabilities and connected them with World Bank for an upcoming survey on this issue.

In South,

- Three memorandums as well as insights were provided to the RPD,2016 task force in Karnataka highlighting the issues related to the lack of accessibility of ration to PWDs irrespective of the family status being APL or BPL, providing more employment opportunities under the MGNREGA Act, and health facilities such as treatment and medicines for all types of disabled including children and women with disabilities.
- The South unit also held State/Regional Capacity Building Workshop or Seminar on the RPWD Act, 2016 and its implementation conducted in Raichur.
- 12 PwDs issues related to pension, housing, modified two-wheelers, employment and 5% resource allocation has been addressed and guidance support provided.
- Sensitisation programs were carried out on social security schemes across multiple districts
- The Rural Development and Panchayati Raj (RDPR) Department issued a circular on 5% resources allocation
- Many local bodies of districts in areas such as Kalburgi, Raidurg arranged awareness camps and vaccination drives for persons with disabilities

In the east,

- The survey was conducted by Swabhiman located in the northeast and the plight of the PWDs during COVID19 was brought to the front by highlighting the gaps as well as setting out policy recommendations.
- Partner NGOs also intensively campaigned through phones, emails, and WhatsApp messaging to improve the accessibility of the government guidelines issues for COVID with the state disability commissioner.
- Insensitivity of the administration during the pandemic was also highlighted due to dysfunctional helplines, lack of sufficient portals disbursing information and suggestions were drafted to work on the same.

Annexure-III

Details of impact of the intervention

Improved Education

In ensuring that the draft NEP is in line with the RPWD Act, NCPEDP provided key recommendations to the Ministry of Education to highlight the gaps. Using the RPWD framework, the suggestions were drafted to make education more inclusive. As a result, when the NEP was released all the suggestions were a part of the policy released by the Union Cabinet. The provisions can be listed out as below:

1. Standardization of Indian Sign Language across the country
2. Development of National and State Curriculum and materials in ISL
3. Use of Local Sign Language when relevant
4. Effective learning environment for children with disabilities through ensuring adequate physical infrastructure, safe and non-violent environment and inclusive attitudes of teachers and students.
5. Training of Special Educators in teaching Children with Disabilities through Certificate Courses during pre-service preparation and in-service mode, regular training during B.Ed. programs and post B.ED certification course.
6. Elimination of disparity in education and vocational training
7. Improved support for children with disabilities through school complexes.

Improved Accessibility

I. Engagement with the Central Industrial Security Force (CISF)

The Director-General of CISF invited NCPEDP to understand the expectations of persons with disabilities from CISF officials during airport screening. The suggestions were as follows:

1. Setting up of an expert committee at the national level and the state level to ensure concerns of persons with disabilities are taken into consideration from the beginning.
2. Engaging DPOs in framing training manuals and conducting training for the concerned officials.

The recommendations taken up as a result of continuous engagement involves:

Engagement with the Information and Communication Technology (ICT)

1. Issuance of the revised Guidelines for Indian government websites which also includes accessibility standards for mobile application.
2. Draft Guidelines for Accessibility Standard for ICT have been formulated. The Draft has been reviewed by the LITD 35 Committee after receiving feedback and comments from the disability sector and is now made into a standard.

II. Engagement with the Information and Broadcasting Ministry

1. In September 2019, the ministry issued its 'Accessibility Standards for Persons with Disabilities in Television Programmes'. This mandates accessibility of TV programmes to persons with hearing disabilities as well
2. NCPEDP further pressed for the extension of accessibility standards to the OTT platforms as well as including accessibility features for persons with visual impairment

III. Engagement with the Ministry of Finance

1. Culminated in the revision of the Public Procurement Policy which mentions accessibility for persons with disabilities in all procurement procedures as per the RPWD Act, 2016

IV. Engagement with the Election Commission of India

1. To work towards accessible polling stations as some polls failed to provide accessibility in the Lok Sabha elections, 2019, the ECI was alerted and made to focus on the facilities. Due to the advocacy carried out by NCPEDP, elections that were to be held in subsequent states were directed to identify teams for monitoring and evaluation of infrastructural accessibility and facilitation for persons with disabilities and senior citizens.

Inclusion in the Census

1. Despite the passing of the RPWD Act of 2016, the authorities were set to restrict their enumeration of disability to the 7 categories spelt out in the (repealed) 1995 statute on disability. The authorities have now agreed to go by the provisions of the RPWD Act of 2016 and include all the 21 categories mentioned in it. This was result of the advocacy efforts put forward by the NCPEDP and NDN.

Improved Disaster Management

Engagement with the National Disaster Management Authority (NDMA)

1. An order was issued by the NDMA for the implementation of the Disaster Risk Reduction Guidelines (DiDRR) because of the continuous advocacy by NCPEDP. States were immediately asked to implement the guidelines and take the DiDRR forward. NCPEDP's core group on Disability Inclusive Disaster Management rigorously worked towards ensuring the DiDRR guidelines are implemented.

Apart from the themes of education, disaster management, census, and accessibility NCPEDP's impact has been on two other areas:

1. Prevention of the dilution of the proposed amendments to the RPWD Act, 2016
Certain offences against PwD's were decriminalised by treating them as minor offences. NCPEDP stepped in to create awareness of the amendments and with the contributed efforts of organisations across states spearheaded a vigorous collective effort to protest the proposed amendments. In view of the concerted opposition by the sector, the Ministry decided to drop the proposed amendments.
2. Engaged with the United Nations to promote the rights of persons with disabilities
NCPEDP prepared and submitted the Parallel Report on the status of implementation of the Convention of Rights of Persons with Disabilities in India before the Monitoring Committee at the UN headquarters in April 2019. The UN responded to this report by making its recommendations in its 'Concluding Observations on the Initial Report of India.'
3. Engaging with Niti Aayog on SDGs to promote the rights of persons with disabilities in India
India presented its second Voluntary National Review to the UN High Level Political Forum in 2020. NCPEDP partnered with Niti Aayog, UN India and Sight savers to organize a National Consultation on the implementation of the SDGs from a disability lens. The inputs from this consultation were submitted to NITI Aayog which focus on building a disability centric index, creating disability cells in every ministry and adoption of universal design as well as promoting accessibility and reach.

Disability Law Units

1. As a result of the memorandum submitted by DLU-South to the Chief Minister and Minister for Social Justice, the state government of Kerala notified the state rules under the RPwD Act, 2016. This facilitates the effective implementation of the provisions of the RPwD Act in the state.