



NCPEDP - Javed Abidi Fellowship on Disability

Supported by Azim Premji Foundation

Baseline Report

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Accessible Tourism in Rishikesh

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1 Executive Summary

This is a survey- and document-based research. It focusses on the difficulties caused by inaccessibility to a disabled person, regardless of the disability they are facing. This report is mainly focussed on accessible tourism. This report examines:

1. The importance of Accessible Tourism
2. How it is affecting the lives of persons with disabilities
3. The existing policies regarding Accessible Tourism?

Accessible Tourism

Accessibility for all tourism facilities, products and services should be a central part of any responsible and sustainable tourism policy. Accessibility is not only about human rights. It is a business opportunity for destinations and companies to embrace all visitors and enhance their revenues.

Disabled tourists face many barriers at the time of booking and during the travel, such as a poor understanding of their specific problems and requirements by the booking staff, along with a lack of accessible taxis, local transport facilities, proper information, and signages at necessary points and intersections.

Purpose

- a) To highlight the critical issues faced by people with disabilities due to the inaccessibility of tourism
- b) To understand the status of accessible tourism in Rishikesh

The primary and secondary studies for this research were undertaken in Rishikesh, Uttarakhand. Two Google Forms surveys were also conducted; one for Persons with Disability and the other for stakeholders such as business holders and government officials in Rishikesh.

2 Background

Tourism

Tourism is the process of spending time away from home in the pursuit of entertainment, relaxation, activities, and services that provide a travel experience, which includes transportation, accommodation, patronising eating and drinking establishments, and retail outlets.

Today, tourism has become a highly-dynamic and rapidly-expanding industry. It is one of the largest contributors to the global economy. It makes up for about one-third of the service-based global economy. With mobility becoming easier by the day, more people are travelling for pleasure. In the present century, the tourism industry has seen fast-paced growth.¹ According to a UNWTO report, 1.5 billion international tourist arrivals were recorded in 2019, globally.

This growth can increase if attention is paid to accessible tourism. According to the World Health Organisation (WHO), 15% of the world's population (1 billion people) lives with some form of disability. Accessibility to tourism facilities, products and services for all should be a central part of any responsible and sustainable tourism policy. Accessibility is not only about human rights.

It is a business opportunity for destinations and companies to embrace all visitors and enhance their revenues.² According to the UN organisation, Globally, it is estimated that there are more than a billion persons with disabilities and more than two billion people, such as spouses, children and caregivers of persons with disabilities, representing approximately one-third of the world's population, directly affected by disability. This signifies a huge potential market for travel and tourism.³

Accessible Tourism

Accessible tourism is meant to create inclusivity for all, including those travelling with children, people with disabilities, and senior citizens. This allows those with access requirements to be able to function independently, using services that follow the universal design principle, and access a variety of services and different environments, thereby making it easy for everyone to enjoy tourism experiences. Making tourism more accessible is not only a social responsibility but also a compelling business need as it can boost the competitiveness of tourism.

Efforts are being made globally to make tourism accessible. In the most recent 2030 Agenda for Global Action containing the Sustainable Development Goals (SDG 2015), Goal 11⁴ focusses on the principles of 'making cities and human settlements inclusive, safe, resilient and sustainable'. This goal captures tourism and recreation through its call for the provision of accessible and

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<https://www.berlinsbi.com/blog/study-in-germany/why-study-international-tourism-management#:~:text=Apart%20from%20being%20a%20major,employment%20rate%20of%20a%20country>

² <https://www.unwto.org/accessibility#:~:text=According%20to%20the,enhance%20their%20revenues>

³

<https://www.un.org/development/desa/disabilities/issues/promoting-accessible-tourism-for-all.html#:~:text=Globally%2C%20it%20is,policies%20and%20practices>

⁴ <http://www.un.org/development/desa/disabilities/wp-content/uploads/sites/15/2020/02/Cities-Brief-Disabilities.pdf>

sustainable transportation systems, inclusive urbanisation, and universal design for access to green and public spaces. Besides, UNWTO is working on Tourism for All projects. Tourism in India has significant potential, considering the rich cultural and historical heritage, variety of ecology and terrain, and places of natural beauty in the country. Tourism is also an important source of foreign exchange. India is working towards Accessible Tourism. In 2008, the Indian Ministry of Tourism made it mandatory for all tourist facilities being created with Central Government financial assistance to be barrier-free. Thereafter, as part of the Accessible India Campaign - the flagship national programme to make public buildings and transport supportive to the physically challenged - 50% of all of these were to be made fully disabled-friendly by July 2018. But more than two years after the launch of the campaign, only 3% of buildings have become accessible, according to the Department of Empowerment of Persons with Disabilities (DEPwD).

Accessible Tourism in India and Uttarakhand

The Ministry of Tourism has realised that people with different abilities and older persons are now becoming a growing group of consumers of travel, sports, and other leisure-oriented products and services. To tap the potential of this group, it has undertaken an initiative to make tourist destinations barrier-free. Guidelines have been issued for making tourist facilities being created with central financial assistance, barrier-free. The Ministry has also instituted an Award of Excellence for the Most Barrier-Free Monument/Tourist Attraction in the country to encourage other agencies responsible for maintaining monuments/tourist attractions to create barrier-free environments. Making hotels accessible for people with different abilities has been included in the guidelines for approval and classification of 4- and 5-star category hotels.⁵ India has also drafted the policy of Accessible Tourism 2022.

Uttarakhand is a key destination of religious significance in India. It hosted 39 million tourists in 2019. The Char Dhams, Panch Prayag, Haridwar, the Valley of Flowers, and hill stations such as Mussoorie, Kasol, Chopta, Auli, Chakrata, and Dhanolti are in Uttarakhand. Rishikesh serves as the base for all these destinations. Globally renowned for yoga, meditation, and adventure activities, Rishikesh hosted 656,074 domestic tourists and 6044 international tourists in the year 2018.⁶

However, no online data is available on Accessible Tourism in Rishikesh or Uttarakhand.

In 1995, after a series of petitions and protests, the government passed the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, which reserved 3 per cent of government posts for those in the PwD category. And after 20 years of research, studies, surveys and opinions, India has come up with the Rights of Persons with Disabilities Act, 2016.

⁵ <https://tourism.gov.in/new-accessible-tourism-0#:~:text=People%20with%20different,star%20category%20hotels.>

⁶ <https://travel.economictimes.indiatimes.com/news/destination/states/tourism-in-rishikesh-a-portrait-of-fledgling-hope-andgrippin-gfear/78290171#:~:text=Rishikesh%20hosted%20656074%20domestic%20tourists%2C%206044%20International%20tourists%20and%20a%20total%20of%20662118%20travellers%20in%20the%20year%202018.>

In the Rights of the Persons with Disabilities Act, 2016, the government has included Accessible Tourism in Chapter 8.

Clause 41: *Access to transport (1) The appropriate government shall take suitable measures to provide, (a) facilities for persons with disabilities at bus stops, railway stations, and airports conforming to the accessibility standards relating to parking spaces, toilets, ticketing counters, and ticketing machines; (b) access to all modes of transport that conform to the design standards, including retrofitting old modes of transport wherever technically feasible, safe for persons with disabilities, economically viable and without entailing major structural changes in design.*

Clause 45: *All existing public buildings shall be made accessible in accordance with the rules formulated by the Central Government within a period not exceeding five years from the date of notification of such rules.* This includes bus stops, railway stations, hotels, restaurants, public spaces and ATMs.

The recently formulated Uttarakhand Tourism Policy 2023 aims to achieve sustainable tourism development by 2030. It includes a provision for Accessible Tourism, catering to the needs of persons with disabilities. However, in the 82-page policy document, only two lines are dedicated to accessibility. These lines emphasise the importance of enhancing physical infrastructure such as walkways, ramps, elevators, and toilets, to ensure better accessibility for *divyang* persons at major tourist destinations. Nevertheless, the current policy lacks adequate focus on addressing the diverse needs of persons with various types of disabilities, as it primarily centres on locomotor disability. The objective remains the same from 2023 to 2030.

Need for Accessible Tourism

Accessible Tourism is about providing access to tourism for people from all walks of life and all kinds of backgrounds. Provision for disabled people makes up just one fragment of it. Accessible Tourism enables all people to participate in and enjoy tourism experiences.

Many people have accessibility needs, whether they are related to a physical condition or not. For example, the elderly and people with reduced mobility need access, which can become a major hindrance during travel or excursions. It must therefore be ensured that tourist destinations, products and services are accessible to all people, regardless of their physical limitations, disabilities, or age.⁷

There is no data on the number of people with disabilities who travel every year. So, there is a perception that people with disabilities do not travel or do not travel alone. Accessible Tourism will increase the number of disabled and elderly tourists. And it will be a big step toward an accessible environment.

Accessible Tourism enables people with disability and old age to enjoy life equally, experience the beauty of nature, and feel comfortable even outside their homes.

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<https://www.un.org/development/desa/disabilities/issues/promoting-accessible-tourism-for-all.html#:~:text=Accessible%20tourism%20enables%20or%20age>

3 Methodology

The Objectives of the Study

1. To understand the status of Accessible Tourism in Rishikesh
2. To understand the factors affecting Accessible Tourism in Rishikesh
3. To understand national and international policies that support Accessible Tourism research

Research Design

The report employs a mixed-methods approach, combining qualitative and quantitative research methods. This approach allows for a comprehensive understanding of accessibility requirements of persons with disabilities in public places and their travel needs.

Qualitative Data Collection

- a) Online Focus-Group Discussions: Two online focus-group discussions were conducted in January and April. These discussions involved a total of 22 participants with various disabilities, including locomotor, visual impairment, and blood disorders. The aim was to develop a basic understanding of the accessibility requirements of people with different types of disabilities and identify the factors that would make their travel more comfortable.
- b) Case Studies with Persons with Disabilities in Rishikesh: To gain detailed knowledge of the daily travel experiences of PWDs, a few case studies were conducted in Rishikesh. This involved observing and interacting with individuals with disabilities living in the area.

Quantitative Data Collection

- a) Google Forms Survey: A Google Forms survey was designed and administered to collect quantitative data from a broader population of disabled individuals. The survey was made available to disabled people across India. The data analysed in this report is derived from 115 respondents who completed the survey.
- b) Stakeholder Interviews: To understand the perspective of private business owners in Rishikesh regarding accessibility for PWDs, 20 stakeholders were interviewed. These stakeholders were identified through a ground-level search.

Sampling Techniques

- c) Convenience Sampling: The respondents for the Google Forms survey were selected through convenience sampling, where individuals with disabilities from across India were invited to participate voluntarily.
- d) Ground-level Search: A grassroots search was conducted to identify private business owners relevant to the study through a random sample in Rishikesh.

Data Analysis

The qualitative data obtained from focus-group discussions and case studies was analysed using contextual analysis to identify recurring themes and patterns related to accessibility requirements for PWDs in public places and their travel experiences.

The quantitative data collected through the Google Forms survey was analysed using appropriate statistical methods such as descriptive statistics, to understand the prevalence and significance of accessibility needs and challenges faced by PWDs.

Case Studies - Observational Visits

To ascertain the accessibility of new constructions in Rishikesh, observational visits were conducted at select public places. Notable examples include Triveni Ghat, where ramps were built to create an accessible environment, and the newly constructed Yog Nagri railway station (completed in January 2021).⁸

By combining qualitative and quantitative approaches, this research aims to provide a comprehensive and insightful analysis of the accessibility requirements and challenges faced by persons with disabilities in public places, particularly in Rishikesh, India.

4 Google Forms Survey Results

1. Survey 1 (For Persons with Disabilities across India)

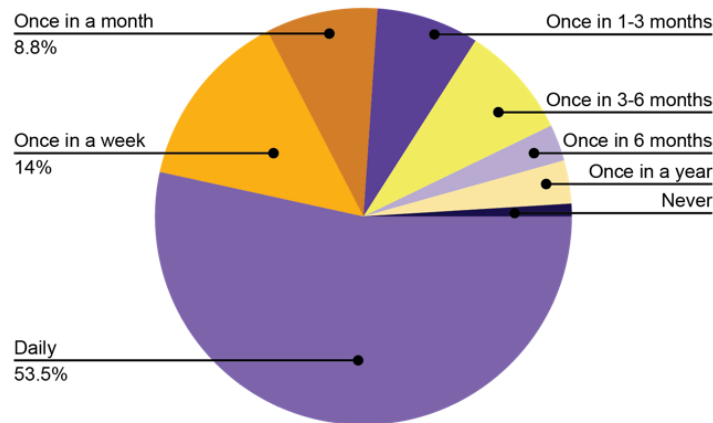
Nature of disability	Female	Male	Total
Locomotor disability	20	81	101
Dwarfism	0	1	1
Hearing impairment	2	1	3
Visual impairment	1	9	10
Total	23	92	115

Approximately 78 per cent were in the 15-35 age group, 19 per cent were in the 36-55 age group, and 2 per cent were in the 56-75 age group.

⁸[https://www.google.com/search?q=yog+nagri+rishikesh+railway+station+kab+pura+hua&og=yog+nagri+rishikesh+railway+station+kab+pura&ags=chrome.1.69i57j33i160l2.18776j0l15&sourceid=chrome&ie=UTF-8#:~:text=Opened%3A-,12%20January%202021,-Line\(s\)](https://www.google.com/search?q=yog+nagri+rishikesh+railway+station+kab+pura+hua&og=yog+nagri+rishikesh+railway+station+kab+pura&ags=chrome.1.69i57j33i160l2.18776j0l15&sourceid=chrome&ie=UTF-8#:~:text=Opened%3A-,12%20January%202021,-Line(s))

To develop a better understanding of accessibility requirements for different types of disabilities, such as physical or intellectual disabilities.

2. How frequently do you travel?



In terms of the nature of disability, locomotor disability is the most common, followed by vision impairment and hearing impairment.

The survey showed that 53 per cent of people with disabilities step out of their homes every day, 14 per cent step out of their homes once a week and 8.8 per cent do so once a month.

It is hard to believe that 24 per cent of the people with disabilities hardly go out of their homes and 1 per cent never travel, because according to questions 17 and 18, 83 percent of people with disabilities chose a private vehicle as their preferred mode of transportation because of accessibility and affordability. And the least preferred modes of travel are buses, cabs, and trains. The factors for choosing the most preferred mode of transport are access, convenience, and affordability, in that order. Hence inaccessibility restricts the movement of persons with disabilities.

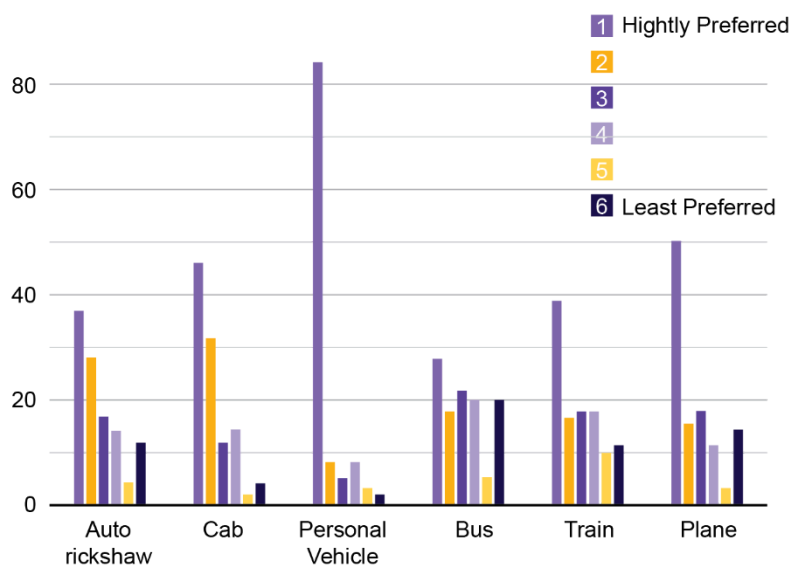
Case study of Madhav Kuliya

Madhav Kuliya is a 26-year-old boy from Rishikesh with a 90% locomotor disability. He recently graduated from Dehradun. The family has five members. He is a single-parent child and his brother is the only earning family member. Only Madhav and his mother stay at home. Madhav has highly supportive family members who facilitate and understand his needs.

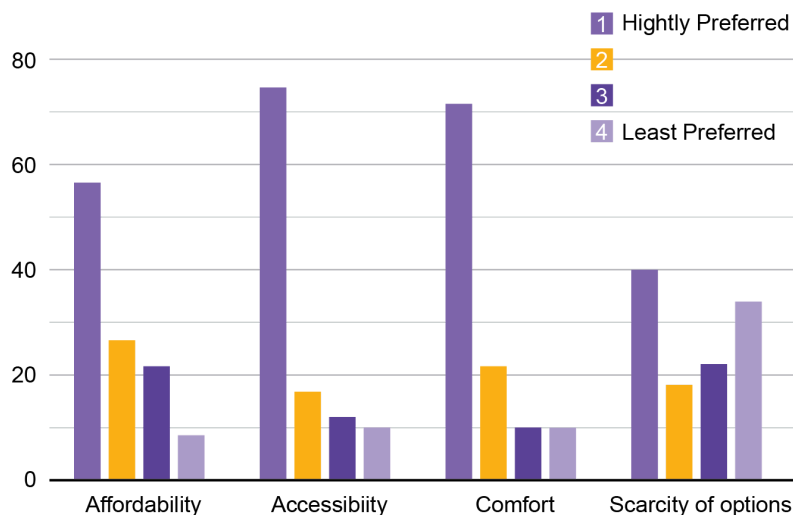
Following a road accident in 2015, he sustained a spinal cord Injury and uses a wheelchair for his movement. Places in Rishikesh are not accessible. Even the road connecting his home to the main road is broken. Any commute requires an auto rickshaw (cabs are not available), the only local travelling option in Rishikesh. For a person with a disability, it is not a comfortable and affordable option.

I asked him if he went out to have fun with his friends. He turned emotional and said, “I do not like spoiling my friends' plans. Usually, they make plans to go out but when they think of me, they change their destination and try to identify a place where, assisted by them, I can go on my wheelchair. I usually refuse as I feel they cannot go to their favorite place because of me.”

3. In reference to Q16, please rate the following modes of transport according to your preference.



4. In reference to Q17, please rate the factors for choosing the highly preferred mode of transport.

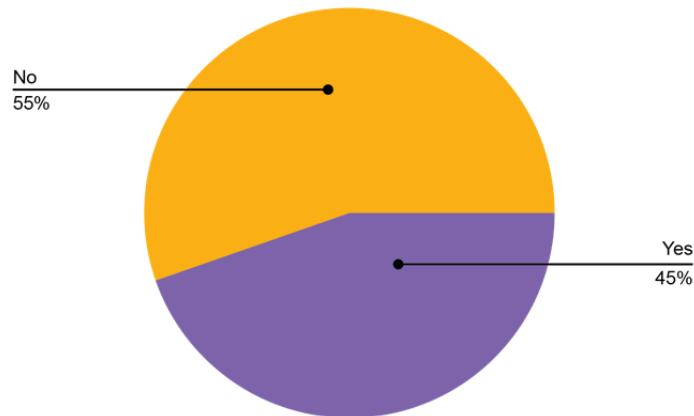


In response to Question 17, respondents were asked to rate several modes of transport according to their preference. The least preferred travel modes are buses, cabs and trains. Going by the answers to Question 18, the factors for choosing the most preferred mode of transport are accessibility, comfort, and affordability, in that order.

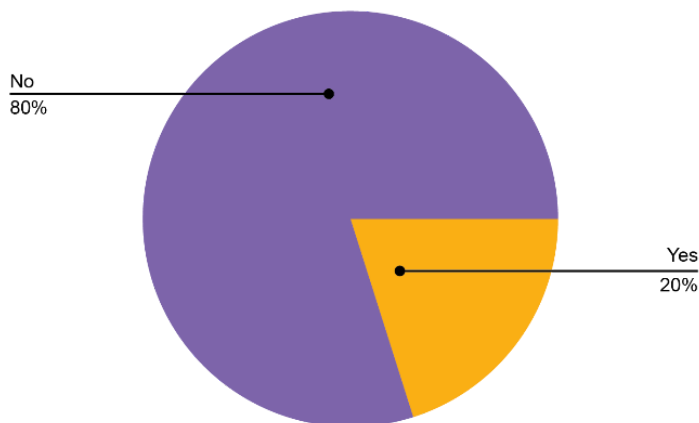
Google Forms Survey 2 (For Stakeholders)

To gauge the awareness of accessibility among local business owners, as it is important for them as service providers to understand the accessibility needs of persons with disabilities.

5. Do you know about accessibility needs for persons with disability?



6. Are you aware of the Rights of Persons with Disabilities Act (2016)?



20 businesses were identified using convenience sampling. Of these, 16 are run by males and four by females. All businesses are essentials. The business owners were asked if they knew about: 1) accessibility for people with disabilities, and 2) the RPwD Act, 2016. The results showed that 55 per cent of the local business owners did not know what accessibility meant, and 80% were not aware of the RPwD Act, 2016.

Even though there is a clause in the RPwD Act (Clause 39) that says the government should run campaigns to make people aware of disability rights, it seems that this has not been done effectively. This lack of awareness could be one of the reasons why there are difficulties in accessibility for people with disabilities.

On 17 July 2023, the Supreme Court issued an order to the states, asking them to choose independent commissioners by August 31. These commissioners will be responsible for ensuring that the RPwD Act, 2016 is put into action. The Supreme Court pointed out that the Chief Commissioners and State Commissioners have not been doing their duties properly, according to the Act's Section 75 and Section 80G. These duties include making people aware of disability rights and checking whether the benefits for disabled people are working well or not.

Findings of the observational visit to public places

At present, the Uttarakhand Building By-laws provide Section 12 and sub-sections to include an access path/walkway, parking of vehicles of differently-abled people, ramped approach, stepped approach, accessible exit/entrance door, a corridor connecting the entrance/exit for the disabled, lifts, toilets, suitable provisions for drinking water, and proper signage.

As per the RPwD Act, 2016, Section 45, all public buildings and places should have been made accessible by June 2022. Those constructed after 2016 should be accessible from the onset. In the Uttarakhand Building Construction and Development By-laws/Regulations, 2011 (Amendment 2017), clauses exist to make the environment accessible. Therefore, Uttarakhand should be accessible as per the laws and policies.

Findings from case studies of public places: Triveni Ghat, Yog Nagari New Railway Station, Rishikesh, and Janki Setu

Comparison between policy and the ground scenario

The Uttarakhand Ministry of Tourism has been making efforts to make Rishikesh accessible. Recently, ramps have been installed at the abovementioned public places by the Uttarakhand Ministry of Tourism, to make Rishikesh inclusive. But most of the ramps are not as per the prescribed measure of building by-laws and harmonised guidelines.

Also, according to the Uttarakhand Building By-laws, Chapter 12, Section 12.7, “*every public place should contain one accessible W.C. in a set of toilets, for the use of people with disabilities, with the essential provision of a washbasin near the entrance*”. However, as per my observation, there is not a single accessible toilet in the set of toilets constructed at Triveni Ghat or Janki Setu.⁹

Furthermore, the ramp adjoining the parking lot at Triveni Ghat is used by cars for entry. So, it is quite risky for wheelchair users. As per the Uttarakhand Building By-laws, Sub-section 12.34.2, “*surface parking for two car spaces shall be provided near the entrance for the physically differently-abled persons with a maximum travel distance of 30 metres from the building entrance.*” But Triveni Ghat and Janki Setu do not have a single reserved parking spot for disabled people.¹⁰

At the Yog Nagri new railway station, certain accessibility measures such as parking and ramps are in place, but there are some misplaced tactiles at one spot.

It must be noted that all the efforts made by the Uttarakhand Tourism Ministry for the creation of an accessible environment keep in mind the needs of wheelchair users only. The accessibility needs of other disabilities have been neglected.

Despite ongoing projects aimed at reconstructing the ghats, accessibility for individuals with disabilities remains an unaddressed challenge.¹¹

⁹ <https://www.nagarnigamrishikesh.com/wp-content/uploads/2021/03/69ed3c59-34d7-4495-ac60-343ac3a49a7a.jpg>

¹⁰ <https://www.nagarnigamrishikesh.com/wp-content/uploads/2022/04/130250fd-0ace-499a-9f5d-c37f5bf9de46.jpg>

¹¹

<https://www.nagarnigamrishikesh.com/%e0%a4%a8%e0%a4%ae%e0%a4%be%e0%a4%ae%e0%a4%bf-%e0%a4%97%e0%a4%82%e0%a4%97%e0%a5%87/#:~:text=%E0%A4%95%E0%A5%8D%E0%A4%B00%20%E0%A4%B8%E0%A4%820,452.74>

5 Conclusion

As shown in the research study, inaccessible tourism is a barrier for persons with disability and it affects their lives. Due to inaccessible tourism, travel is difficult and expensive for them. This is affecting not only persons with disabilities but also partially disabled persons and the elderly.

It was found that many disabled persons do not leave their homes for months. Also, they prefer travelling in their personal vehicles for comfort because public transport is not comfortable for them.

During the lockdown, people faced many issues as they were stuck in one place for some time. Persons with disabilities face problems throughout their lives. We must make sure that our environment is accessible to everyone.

6 Conclusion

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7 Recommendations

1. Implement and enforce policies

Actively enforce existing policies such as the RPWD Act 2016 Section 45, all sections and sub-sections of the Uttarakhand Building By-laws Amendment 2017 Chapter 12, Accessible Tourism Guidelines of India 2022, and Tourism Policy of Uttarakhand 2030 to cater to the diverse needs of individuals with disabilities and promote inclusivity in the tourism sector.

2. Mandate Accessibility Audits

The establishment of a rule mandating an accessibility audit following the construction of any public space or building is crucial to ensure that they meet accessibility standards. In cases where the building or place fails to meet these standards, it should not be approved for use. After the completion of the accessibility audit, the issuance of a certificate is necessary to signify that the premises have been verified as accessible places for all individuals with disabilities, pregnant women, mothers using strollers and the elderly.

8 Limitations of the Study

- The sample size of the participants was not representative of the various disabilities.
- Lack of data from Right to Information (RTI) and absence of data obtained from RTI requests.
- The study faced a challenge in terms of data availability on the online portal.
- Finding data was a challenge because some information, such as the expenditure on retrofitting and the accessibility guidelines used for tourist attractions and public spaces in Rishikesh was not readily accessible in the public domain.

9 Annexure A: Google Forms for Travelers with Disability

Google Forms Survey 1 (For Persons with Disabilities across India)

Section 1: Basic Details

1. Name
2. Age
 - a. 15 to 35
 - b. 36 to 55
 - c. 56 to 75
 - d. 75 and above
3. Gender
 - a. Male
 - b. Female
 - c. Prefer not to say
 - d. Other
4. Are you a person with a disability?
 - a. Yes
 - b. No
5. Nature of disability
 - a. Locomotor
 - b. HoH
 - c. Auditory/Speech impairment
 - d. Visual impairment
 - e. Intellectual disability
 - f. Blood disorder
 - g. Neurological disorder
 - h. Leprosy-cured person
 - i. Acid-attack victims
 - j. Dwarfism
6. Do you have a disability certificate?
 - a. Yes
 - b. No

7. Do you use any assistive devices?
 - a. Wheelchair
 - b. Crutches, calipers, walkers, prosthetics, walking sticks
 - c. Walking cane
 - d. Hearing aids
 - e. Screen readers
 - f. Other

8. Contact information
 - a. Email address
 - b. Phone number (optional)

9. Highest level of education
 - a. Primary
 - b. Secondary
 - c. Higher secondary
 - d. Graduate
 - e. Postgraduate
 - f. Other

10. Employment
 - a. Partial (seasonal, freelance, self-employed)
 - b. Full-time
 - c. Unemployed

Section 2

1. Which floor do you live on? (Options from 0 to 10, other)
2. What accessibility features are there in your house/building?
 - a. Lift
 - b. Ramp
 - c. Braille signage
 - d. Tactile paths
 - e. A system for change of direction
3. How is your relationship with your family? (Very much satisfactory, satisfactory, neither satisfactory nor dissatisfactory, dissatisfactory, highly dissatisfactory)
4. What is the perception of your family towards your disability-related needs? (Very much satisfactory, satisfactory, neither satisfactory nor dissatisfactory, dissatisfactory, highly dissatisfactory)

Section 3: Tour & Travel-related

*Disclaimer: travel = out of state or out of residence

1. How frequently do you travel?
 - a. Daily
 - b. Once in a week
 - c. Once in a month
 - d. Never

2. Purpose of travel (checkboxes): choose all that apply
 - a. Official travel
 - b. Education-related
 - c. Leisure
 - d. Shopping or running errands
 - e. Health-related
 - f. Other

3. Preferred mode of transportation (multiple choice grid)
 - a. Auto
 - b. Cab
 - c. Personal vehicle
 - d. Bus
 - e. Train
 - f. Flight

4. Factors for choosing the highly preferred mode of transport (multiple checkboxes)
 - a. Affordability
 - b. Accessibility (easy in and exit, signages)
 - c. Comfort
 - d. Scarcity of options

5. The needs of accessibility in transportation
 - a. Ramps
 - b. Designated areas/seating
 - c. Public announcements
 - d. Public display
 - e. Other

6. Places of importance (multiple choice grid/multiple checkboxes)
 - a. ATMs and banks
 - b. Hospitals and clinics
 - c. Places of leisure
 - d. Places of tourist importance (ghats, forts, temples)
 - e. Restaurants and eateries

7. Access needs at the above-mentioned places of importance (multiple choice grid or checkboxes): include rating, if needed
 - a. Ramps
 - b. Lifts
 - c. Resting areas
 - d. Tactile tiles
 - e. Braille signages
 - f. A system for directions
 - g. Announcements
 - h. Accessible restrooms
 - i. Others

8. Please share an experience of travel highlighting good or bad experiences in terms of accessibility, which is... (in simple language)

Annexure: B**Google Forms Survey 2 (For stakeholders)**

1. Name

2. Location in Rishikesh

3. Type of business
 - a. Hotel, restaurant, cafe
 - b. Bank, ATM
 - c. Shopping mall, Electronics shop, Garment store, General store
 - d. Place of tourist interest
 - e. Hospital, Dispensary, Medical store
 - f. School, college or other educational institution
 - g. Local, national or multinational company
 - h. Other

4. How frequently do persons with a disability visit your business?
 - a. Daily
 - b. Once in a week
 - c. Once in a month

- d. Once in six months
 - e. Once in a year
 - f. Never
5. Do you have any employees with disability at your workplace?
- a. Yes
 - b. No
6. If yes, what are their accessibility needs?
7. Do you know about disability?
- a. Yes
 - b. No
8. Do you know about accessibility needs for persons with disability?
- a. Yes
 - b. No
9. Are you aware of the Rights of Persons with Disabilities Act (2016)?
- a. Yes
 - b. No
10. Are you aware of the Accessible India campaign?
- a. Yes
 - b. No
11. Would you like to know more about Accessibility?
- a. Yes
 - b. No
12. If yes, please share your email ID.
13. How do you accommodate Persons with Disability at your shop/establishment? Please give a brief example, if any.

10 Annexure B: Definitions

<p>Tourism</p>	<p>Tourism is the process of spending time away from home in the pursuit of entertainment, relaxation, activities, and services that provide a travel experience, which includes transportation, accommodation, patronising eating and drinking establishments, retail outlets, and retail outlets.</p>
<p>Accessible Tourism</p>	<p>Accessible Tourism is about providing access to tourism for people from all walks of life and all kinds of backgrounds - provision for disabled people makes up just one fragment of this. Accessible Tourism enables all people to participate in and enjoy tourism experiences.</p>
<p>Need for Accessible Tourism</p>	<p>Accessibility for all to tourism facilities, products, and services should be a central part of any responsible and sustainable tourism policy. Accessibility is not only about human rights. It is a business opportunity for destinations and companies to embrace all visitors and enhance their revenues.</p>

11 Annexure C: Consent Form

The agreement is between the fellow engaged by NPCEDP for Javed Abidi fellowship on Disability and the organisation (NCPEDP) for the reproduction of audio/ video/ photograph/ content developed for deliverables of the programme during his/her fellowship tenure for use on collaterals, websites and social media handles of NPCEDP for wider outreach of the objective.

I, _____ acknowledge that NPCEDP holds the copyrights of all the contents reproduced and shall use my content as per the below preferences:

1. Audio

S. N.	Type of content	Grant
1	Use of excerpts/quotes from my interview/discussion	Yes/No
2	Use of excerpts/quotes from my interview/discussion	Yes/No

2. Video

S. N.	Type of content	Grant
1	Use of excerpts/quotes from my interview/discussion	Yes/No
2	Use of my face in the video	Yes/No
3	Use of my masked face in the video	Yes/No

3. Photograph

Type of content	Grant
Use of my photograph	Yes/No
Use of my masked photograph	Yes/No

I acknowledge the purpose of using the content and thus I will not seek claim compensation for the same. I will take legal course against NPCEDP only in case of personal harm/damage/injury/defamation caused due to the use of the content in an illegitimate manner and in ways beyond the ambit of the aforementioned purpose, only after prior information and arbitration.

Agreed and Accepted by:

I completely understand the purpose and clause of this agreement and solely as an adult approve it.

Participant's name:

Participant's signature

Location:

Date:

12 Annexure D: Photos

Meeting with persons with disabilities



13 Annexure E: Case Study of Janki Setu



Inaugurated by Uttarakhand Chief Minister Trivendra Singh Rawat, Janki Setu is a milestone in connectivity. It connects the Tihari and Pauri districts of the state. Construction began in March 2013 and the bridge was opened to the public in November 2020. Built on the Ganges at a cost of Rs 48.85 crore, the bridge has a length of 274 metres. Apart from boosting tourism in the state, this bridge will have a positive impact on trade in both districts¹².

¹²

<https://www.haridwarrishikeshtourism.com/janki-setu-%20%20%20%20%20rishikesh.html#:~:text=Janaki%20Setu%20has,274%20meters.%20Tourism>

Janki Setu from the Point of Accessibility

The complex has two parking areas. The first parking lot has a capacity of 20-25 four-wheelers and about 30 two-wheelers. The second parking lot has a capacity of 40-50 four-wheelers. But there is no reserved parking for persons with disabilities.

Despite being newly-constructed, the road is in poor condition. The bridge starts right after the parking area. It's a long bridge and at the end of the bridge, there is walk of around 200 meters to reach the Janki Setu ghat.



The main ghat can be accessed by stairs or ramps. The left ramp is broken, making it inconvenient for persons with disability. The right ramp has a ladder completely blocking the way for those using a wheelchair.



Both, male and female toilets are in a bad condition. It is a kind of toilet made of metal box.

As per Section 45 of the RPWD Act 2016, all public buildings and spaces constructed after 2016 should be accessible to all types of disability.

1. According to the Uttarakhand Building By-laws, Chapter 12: 12.7, one special W.C. in a set of toilets shall be provided for the use of differently-abled with the essential provision of a washbasin near the entrance for the differently-abled.
2. According to the Uttarakhand Building By-laws, Chapter 12:12.3.4, site development level of the roads, access paths and parking areas shall be described in the plan along with specification of the materials.

Therefore, an accessibility audit should be conducted at Janki Setu to make Triveni Ghat accessible to persons with any type of disability. The RPWD Act 2016 and the Uttarakhand Building By-laws also support the need for access for persons with disabilities.

To keep up with recent updates of Sakshi's work, feel free to follow her on [LinkedIn](#), [Instagram](#) and [Twitter](#).

