GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT
DEPARTMENT OF EMPOWERMENT OF PERSONS WITH DISABILITIES
(DIVYANGJAN)

RAJYA SABHA

UNSTARRED QUESTION NO- 3168
TO BE ANSWERED ON- 20/08/2025

Improving accessibility for Divyangjan and elderly citizens

3168 Shri Narhari Amin:
    Dr. Parmar Jashvantsinh Salamsinh:

 Will the Minister of Social Justice and Empowerment be pleased to state:

(a) the specific digital initiatives undertaken by Government to improve accessibility support for Divyangjan and elderly citizens;

(b) the breakdown of the total number of accessibility-related complaints received and successfully resolved through the Sugamya Bharat App since its launch in 2021, State wise;

(c) the measures undertaken to ensure timely redressal of the registered grievances; and

(d) the measures implemented to increase public awareness and participation in reporting accessibility barriers through the app?

ANSWER

MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT
(SHRI B. L. VERMA)

(a) to (c) Sugamya Bharat App (SBA), is a crowd sourcing mobile application which serves as an online platform across India for citizens to report accessibility barriers across three critical verticals: Built Environment encompassing public buildings and infrastructure, Transportation Systems including buses, trains, and airports, and Information and Communication Technology (ICT) ecosystem covering websites and digital services. It is an initiative of the Department of Empowerment of Persons with Disabilities (DEPwD), Ministry of Social Justice & Empowerment. It is available on both iOS and android platforms and can also be downloaded from the website: *https://sugamyabharat.gov.in/.*

The Sugamya Bharat App underwent comprehensive revamping in the year 2024 to significantly enhance its functionality and user experience. The upgraded version features improved accessibility interfaces to better serve Divyangjans, streamlined complaint registration processes for more efficient grievance reporting, and the integration of an AI-powered chatbot named *'Sarvam'* that provides real-time assistance and automated support to users. Additionally, the revamped app incorporates enhanced categorization systems for better organization of content and improved access to government schemes, policy circulars, and dedicated helpline services, thereby creating a more comprehensive and user-friendly platform for addressing accessibility barriers and empowering persons with disabilities across the nation.

It is noteworthy that for appropriate, timely and effective grievance redressal, the Standard Operating Procedure for grievance redressal on SBA keeps evolving based on field experiences and feedback from stakeholders, technological advancements, resolution bottlenecks etc. As per the current framework of the Sugamya Bharat App, the SOP broadly includes the following steps:

i. Step 1: Grievance Registration

The user registers their grievance on the Sugamya Bharat App by uploading detailed complaint descriptions, and specifying the nature of accessibility barrier encountered in built environment, transportation systems, or ICT platforms.

ii. Step 2: Central Receipt and Initial Processing

All grievances are received centrally in the Program Management Unit (PMU) account of the Department of Empowerment of Persons with Disabilities (DEPwD). Initial assessment is conducted to determine the appropriate jurisdiction and governmental level responsible for addressing the specific accessibility barrier, classifying complaints into either Central Government matters or State Government matters based on the nature and ownership of the reported facility or service.

iii. Step 3: Bifurcated Allocation System

For Central Government matters, grievances are allocated centrally within the DEPwD framework to either the Chief Commissioner for Persons with Disabilities (CCPD) or the concerned DEPwD Nodal officers' accounts as per the relevance and specific nature of the complaint. For State Government matters, grievances are forwarded to the respective State Commissioner for Persons with Disabilities (SCPD) of the concerned State/UT for further action and coordination.

iv. Step 4: State-Level Coordination and District Allocation

The SCPD receives the complaint from the central PMU and takes up the matter with the concerned District Collector or District Magistrate of the specific district where the

accessibility barrier has been reported, ensuring that local administrative authorities with direct jurisdiction are engaged for resolution.

v. Step 5: Resolution Implementation

The appropriate Government level (SCPD) or the DEPwD nodal officers identify and resolve the grievance, update the status on the SBA as resolved under intimation to the user. For State Level matters, District Collectors or District Magistrates coordinate with relevant local departments, municipal authorities, or facility managers to implement necessary accessibility improvements, repairs, or modifications to address the reported barrier and ensure compliance with accessibility standards and update the status of the complaint on the app under intimation to the user.

The details of the complaints allocated State/UT-wise to the concerned SCPDs is available at **Annexure 'A'**.

(d) To increase public awareness and participation of the Department's various initiatives including the Sugamya Bharat App, DEPwD employs various Departmental social media platforms including X (*formerly Twitter*), Facebook, WhatsApp channel, YouTube, Instagram etc to reach diverse populations, also targeting rural and semi-urban communities. The Department also utilizes Press Information Bureau (PIB) from time to time for official updates on the Sugamya Bharat App, ensuring broader mainstream media coverage.

*****

SCPD/State-UT specific details of SBA grievances as on 14.08.2025

State	Total Received	Total Pending	Total Disposed
TOTAL (All States)	1095	528	567
Andhra Pradesh	19	4	15
Assam	8	8	0
Bihar	31	30	1
Chandigarh	40	40	0
Chhattisgarh	8	1	7
Delhi	134	134	0
Goa	2	2	0
Gujarat	375	9	366
Himachal Pradesh	6	6	0
Jammu And Kashmir	30	27	3
Jharkhand	6	6	0

Karnataka	47	7	40
Kerala	25	25	0
Madhya Pradesh	35	10	25
Maharashtra	86	52	34
Manipur	1	1	0
Odisha	15	1	14
Puducherry	3	3	0
Punjab	10	10	0
Rajasthan	30	30	0
Tamil Nadu	24	24	0
Telangana	15	14	1
Uttar Pradesh	105	61	44
Uttarakhand	11	11	0
West Bengal	29	12	17

*****