

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

LOK SABHA

UNSTARRED QUESTION NO- 603
TO BE ANSWERED ON- 03/02/2026

**ACCESSIBILITY OF PUBLIC OFFICES AND HEARING ASSISTIVE DEVICES IN
CHANDIGARH**

603. SHRI MANISH TEWARI :

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:

- (a) the extent of coverage of the Sugamya Bharat Abhiyan (Accessible India Campaign) in public offices in Chandigarh- number of offices audited, percentage found fully accessible (ramps, accessible toilets, low counters, signage, digital accessibility) and dates of the latest audits;
- (b) the details of availability and provisioning mechanisms for implants and assistive hearing devices (cochlear implants, bone-anchored devices, prescription hearing aids and artificial/assistive hearing devices) in Chandigarh- number provided under central/state schemes, waiting lists and financial assistance norms;
- (c) the grievance redressal and monitoring mechanism for accessibility and device-supply complaints, and corrective actions taken in Chandigarh during the last two years; and
- (d) the steps being taken to ensure quality standards, local availability and timely repair/maintenance of assistive hearing devices"

ANSWER

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

(a): Since 'Works, lands and buildings vested in or in the possession of the State' is a State subject, and as per Sections 41, 44 and 45 of The Rights Of Persons with Disabilities Act, 2016, the appropriate government is responsible to take steps to ensure accessible built infrastructure, transport systems and accessible ICT for PwDs and is also responsible to conduct regular social audits/assessments and such data regarding the same is not maintained centrally

To facilitate the central government departments/ministries, States/UTs, Department of Empowerment of Persons with Disabilities (DEPwD) implements an Umbrella Scheme- Scheme

for Implementation of Rights of Persons with Disabilities (SIPDA) Act, 2016 having a sub-component called- “Scheme for Creation of Barrier Free Environment” (CBFE Scheme) through which financial assistance is provided to State/UT Governments on demand-basis for creation of barrier free environment on receipt of compliant proposals.

(b): Under the Scheme of ‘Assistance to Persons with Disabilities for Purchase/Fitting of Aids and Appliances (ADIP)’ funds are released to various Implementing Agencies for providing different types of aids & assistive devices including Hearing Aid and Cochlear Implant to the eligible Divyangjan across the country.

Eligible beneficiaries must possess a UDID card (or enrollment number) along with a valid Disability Certificate indicating at least 40% disability and should not have availed similar assistance during the preceding three years; for children below 18 years, the minimum interval is one year for customised devices. Under the Scheme, beneficiaries with a monthly income up to ₹22,500/- are eligible for 100% subsidy, while those with income between ₹22,501/- and ₹30,000/- are eligible for 50% subsidy. Financial assistance for cochlear implantation, including surgery, therapy, mapping, travel and pre-implant assessment, is provided up to ₹7.00 lakh per unit for children aged 1–5 years with pre-lingual hearing loss and up to ₹6.00 lakh per unit for children aged 5–18 years with acquired hearing loss.

Hearing aids and other assistive devices costing up to ₹15,000/- per unit are covered under the Scheme, subject to approved specifications and price ceilings

During the last two years, 330 Numbers of Hearing Aid distributed and 02 Cochlear Implant Surgeries has been conducted under the ADIP Scheme in Chandigarh.

The aids and assistive devices, including cochlear implants, are provided under the ADIP Scheme on first-come-first-serve basis subject to eligibility and availability of funds under the Scheme.

(c): Sugamya Bharat App (SBA), is a crowd sourcing mobile application which serves as an online platform across India for citizens to report any kind of accessibility barriers . It is available on both iOS and android platforms.

ALIMCO has a dedicated Customer Relationship Management (CRM) system, along with helpline numbers to strengthen grievance redressal and after-sales service for addressing complaints relating to assistive devices under the ADIP Scheme.

Further, ALIMCO has established several Pradhan Mantri Divyasha Kendras (PMDK) across the country including one in Chandigarh to extend its services and to provide aids and assistive devices under the ADIP Scheme of the Government of India. The PMDK also serves as a facilitation and grievance redressal point for beneficiaries. In addition, the nearest Auxiliary Production Centre of ALIMCO is located at Mohali, which also assists beneficiaries in resolving issues related to the assistive devices provided to them.

Apart from the above, grievances are also addressed through the CPGRAMS portal.

(d): Under the ADIP Scheme, all aids and assistive devices are required to have due certification and carry a minimum one-year warranty for repair or replacement. ALIMCO, the major implementing agency, ensures quality standards, ISI-certified hearing aids, local availability, and

timely repair and maintenance through its Pradhan Mantri Divyasha Kendra (PMDK) in Chandigarh, with centralized technical support from its headquarters at Kanpur. Cochlear implants are covered under the manufacturer's warranty for repair or replacement of defects, ensuring continued functionality and beneficiary support.
