



**भारत निर्वाचन आयोग**  
**ELECTION COMMISSION OF INDIA**  
निर्वाचन सदन, अशोक रोड, नई दिल्ली-110001  
NirvachanSadan, Ashoka Road, New Delhi-110001

**F.No. 464/EGS/EP(AS)/2024**

**Dated:26<sup>th</sup> December, 2024**

To

The Chief Electoral Officer,  
NCT of Delhi.

**Subject:- Accessibility Measures and Initiatives for the upcoming General Election to the Legislative Assembly of NCT of Delhi in 2025 - Regarding.**

Madam,

I am directed to convey the following directions of the Commission w.r.t accessibility initiatives/measures for Persons with Disabilities and Senior Citizens, for it's implementation during the upcoming General Election to the Legislative Assembly of NCT of Delhi, as described below :-

- A. **PWD Mapping and Enrollment of voters:** Ensure that all the eligible PwD voters are enrolled and mapped for facilitating their enrolment and voting process.
- B. **Transport Facility:** Senior citizens, Persons with visual and locomotive disabilities and voters with impaired movement shall be provided free pass for using public transport on poll day. If public transport is not available, then arrangements for free pick up and drop from their residence to polling booth may be made. The eligible voters may also be provided with a registration facility on Saksham ECI App or a helpline in order to avail these facilities.
- C. **Polling Station Infrastructure:** All polling stations should have following provisions:
  - I. All the Polling Stations shall be situated on ground floor of a building to facilitate voting for the aged and disabled electors. Due consideration shall be given to the topography and the ease of travel for these electors.



II. A permanent ramp not exceeding gradient of 1:12 to be provided at all Polling Stations as per the directions of the Government of India. Wide publicity shall be given about the provisions of ramps in the Polling Stations.

III. Ensure arrangements for separate queues for PwDs and Senior Citizen voters at all Polling Stations and priority shall be given to PwDs/infirm voters for entering the Polling Station without having to wait in the queue. Chairs may be placed intermittently, if convenient and required at the Polling Stations for the ease of voters.

IV. Requisite number of wheelchairs to be provided at all Polling Stations. Adequate facilities and space at entrance should be provided for such voters to take the wheel chair inside the Polling Booth. PwDs/Senior Citizens should be informed in advance about the availability of wheelchairs. Electors in need of this facility may submit a request on Saksham-CI App.

Social Welfare Departments of respective State/UT may be approached for fulfilling the requirement of wheelchairs for PwD Voters/Sr. Citizens. Besides, Artificial Limbs Manufacturing Corporation of India (ALIMCO) may also be contacted and the States/UTs can directly co-ordinate with them for procurement of high quality, BIS standard wheelchairs. Office of the CEO may also collaborate and partner with other State Government Departments/NGOs/CSOs for procuring the wheelchairs.

V. Volunteers from NCC/NSS/Scout & Guides should be deployed to manage the voters' queue. Identified PwD and Senior citizen voters should be assisted by Volunteers to reach the Polling Station and if required, wheelchair should be provided. The volunteers shall guide the PwD electors up to the entrance of polling station. Inside the Polling Station, such PwD electors shall be assisted by polling staff. The age of volunteers should be less than 18 years. The CEO shall prepare a detailed Do's and Don'ts for the volunteers and ensure that they are properly briefed and trained by DEO/RO. There should be an arrangement for food for the volunteers engaged at the polling stations during the poll day.

VI. Ensure pictorial representation through posters/videos and informative brochures regarding voting process and facilities provided for the aid of hearing-impaired voters outside the polling booth.



- VII. Basic amenities such as accessible toilets, drinking water, shade, medical kit shall be ensured for PwD voters and Senior Citizens at each and every Polling Station.
- VIII. A model checklist of the facilities to be provided is placed at **Annexure- A** which can be utilized by District Election Officer for internal assessment.
- D. **Strategy Building:** Meetings shall be held on a regular basis by DEO and CEO with concerned stakeholders to assess the facilities available at ground level and ensure that no gaps exist. They shall appoint Nodal Officers for each constituency for facilitating the process of voting for PwDs and Senior citizens.
- E. **Monitoring and Assessment of the facilities for PwDs:** The CEO may ensure that the Divisional Commissioners for all districts under their division may assess and evaluate the facilities available for persons with disabilities and senior citizens. The Divisional Commissioners shall visit minimum 10 Polling Booths covering at least three Assembly Constituencies of each district. The reporting format for the Divisional Commissioners is attached herewith at **Annexure B**, which shall be submitted to CEO immediately after visit for follow up actions. In those States/UTs where the post of the Divisional Commissioner does not exist, equivalent rank officers may be engaged after Consultation with the State/UT Government. CEO of the concerned State may intimate the names of all such officers to the Commission.
- F. **SAKSHAM-ECI App and Accessible Communication:** Wider publicity of SAKSHAM ECI app is required for increasing the usage of App by 10 voters for their convenience. CEO website shall be accessibility compliant for easy access to visually impaired voters. All the content such as posters, audio, video, sign language formats, and high resolution posts may also be prepared in accessible formats.
- G. **Training and Sensitization:** Sensitization of polling personnel regarding accessibility requirements specified by the Commission shall be done. Special training sessions shall be organized to sensitize the election machinery and basic sign language training may also be imparted to the Poll Officials. Polling officials should be briefed to interact with PwDs and senior citizens with due sensitivity.
- H. **Coordination and Partnerships with stakeholders:** Create awareness and carry out outreach activities for enrolment of PwD and Senior citizens in Election process. Engage PWD icons to motivate and inspire voters with disabilities to take part in



electoral process. Meetings with CSOs/ NGOs may be planned by involving SSCAE and DMCAE as required.

I **Helpline Service for PwD voters and Senior Citizens:** - A Helpline Service should be made available especially for PwD Voters and Senior Citizens to address the grievances and queries of these voters.

J. **Postal Ballot:** Informative and educational material to be prepared for awareness campaigns to sensitize about the availability of optional facility of Postal Ballot for PwD voters with 40% benchmark disability and Senior Citizens (above 85 years of age).

The aforesaid directions shall be brought to the notice of all concerned for strict compliance. A comprehensive report on accessibility measures and initiatives undertaken, as suggested above, shall also be furnished to the Commission soon after the completion of the said general election at [accessibility@eci.gov.in](mailto:accessibility@eci.gov.in).

Yours faithfully,



(UDITA KANDPAL)  
for UNDER SECRETARY



**CHECK LIST of Facilities provided to PwDs /Senior Citizens at Polling Stations**

<b>No. and Name of Assembly Constituency:</b>			
<b>No. and Name of Polling Station</b>			
<b>Sl. No</b>	<b>POLLING STATION ACCESS INDICATORS</b>	<b>Status (Please Specify) (Yes/No)</b>	<b>Remarks</b>
1.	Whether PwD voters are mapped as per the electoral list and the list was made available with the BLOs		
2.	Whether PwD voters are informed in advance about the facilities available to PwD voters.		
3.	Is there Separate Queue for PwDs and Senior Citizens		
4.	Whether any measures are put in place to ensure PwDs/Senior citizens are not required to wait in queue		
5.	Whether Free Pick & Drop Transportation Facility is provided for PwD voters/Senior Citizens above 80 years		
6.	Are there proper roads to approach polling Stations		
7.	Whether there is unobstructed access from road/pavement to polling station (for wheel chair/crutch users, crawlers, etc.)		
8.	Is there clearance of debris, water, sand, etc. from pathway		
9.	Is there adequate/ separate Parking Space available for PwD /Senior citizen voters		
10.	Is the Polling station located at ground floor		
11.	Are there mobile barricades erected in front of doors of each polling stations		
12.	Are there Ramps with minimum gradient and firm handrails		
13.	Whether Ramps lead directly to the entry door of the polling stations to avoid navigating through corridors.		
14.	<b>Assured Minimum Facilities</b>		
	Clean Drinking Water		
	Waiting Shed		
	Toilet with water Facility		
	Whether the toilet is accessible for PwDs		
	Is there adequate lighting inside polling station		
	Whether all the above AMFs provided are accessible to wheel chair users without any obstruction		
15.	Are there proper Pathways and direction boards to polling rooms with indicators and proper signage		
16.	Is there Voter Assistance/Help Desk facility available		
17.	Are there required availability of wheel chairs. Please mention number of wheel chairs available in each Polling Station in remarks column		







**REPORT BY DIVISIONAL COMMISSIONER  
(For a District)**

Name of the District \_\_\_\_\_

Date/Period of Visit: \_\_\_\_\_

Polling Stations visited: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

**Assembly Constituency Details**

S. No	Indicators	STATUS(PI Tick)				Remarks
		Yes	No	In Process	NA	
1.	Have Disability Coordinators/Nodal officers been appointed at District and AC level					
2.	Have PwDs electors been mapped per PS ?					
3.	Any Training on Sensitization of Polling Officers on Accessibility?					
4.	Have Braille EPICs been given in the Constituency, if yes specify how many in remarks column					
5.	Sensitization of zonal engineers on access standards.					
6.	Sensitization of booth volunteers (including facilitating Deaf/Blind). Give details					
7.	Sensitization of BLOs. Give details					
8.	Election awareness material in accessible format i.e. braille, sign language etc.					
9.	Specify the specific SVEEP activity for PwDs during pre-election period carried out in the Constituency?					
10.	Any accessible features incorporated by DEOs.					
11.	Has EVM/VVPAT demo been done separately for PwD electors with Braille EVM/Candidate sheet					



