



OFFICE OF THE CHIEF ELECTORAL OFFICER, DELHI
Old St. Stephen's College Building,
Kashmere Gate, Delhi-110006

No. CEO/COE/102(1)/2019/

Dt.

Action Plan for Accessible Election for Persons with Disabilities (PwDs) Electors

Action Plan as per theme of ECI of accessible election for PwDs is as under:-

Action Plan:-

- I. i. Meeting of District wise and Assembly wise Committees should be held to deliberate on the Action Plan for Accessible Election for PwDs Voters within One week from the date of receipt of this Plan. Minutes of meeting should be forwarded to this office also.

(Action: - All DEOs)

- ii. Meetings of State Coordinators, District level Coordinators and AC level Coordinators should be held to coordinate the matter with DEOs, SDMs (Election) and other concerned authorities involved in conduct of accessible General Election-2019 within One week from the date of receipt of this Plan. Minutes of meeting should be forwarded to this office.

(Action: - All DEOs)

- II. Other action plan for accessible election for PwDs electors as per guidelines of ECI and minutes of meeting of State Steering Committee are as under:-

1. PwD Apps:

To create awareness among the PwDs electors regarding availability of Mobile App, this may be downloaded from ECI website for new registration or change in address/ particulars of PwDs electors.

(Action:- All DEOs,EO, SVEEP, E.O Training, Nodal Officer, PWD Cell)

2. Mainstreaming in training,

Accessible election for PwDs should be covered as salient point in every training program of all election functionaries, to help the target electors to understand the value of their votes and exercise their Sovereign right in a confident, comfortable and ethical manner.

(Action:- All DEOs & EO Training)

3. SVEEEP:-

- i. An officer shall be designated/appointed assembly constituency wise for each District. Such officers shall be trained regarding provision of facilities for PWDs.
- ii. Wide publicity through various modes shall be ensured. Special basic publicity material shall be prepared by using simple language, sign language and braille in regional languages (by the respective States).
- iii. Special/Mobile camps shall be organized to educate and motivate persons with disabilities and regular programs shall be organized through various media.
- iv. Efforts shall be made to prepare volunteers from student organizations like NCC, NSS, NYK etc, to motivate and create awareness regarding the election process among persons with disabilities.
- v. Efforts shall be made to have renowned PWDs as District Campus Ambassadors and District /State Icons.
- vi. Proper environment building and SVEEP activities should be conducted for ethical voting.
- vii. Mapping of all 18+ PwDs and registration.
- viii. Increased voter turnout of PwD.
- ix. Providing facilities to PwDs during registration and polling day and also at polling stations.
- x. Generating awareness including EVM/ VVPAT.
- xi. Generating awareness on EEM, MCC, etc.
- xii. Improvement of overall experience of voting. Special initiatives should be designed to ensure all voters irrespective of age, caste, gender, sex, creed, religion, etc, take part in elections. The state also aimed to specifically make the process of the election accessible to those individuals who are specially-abled through the provision of facilities that cater to their needs. Elections in general and the process of voting in particular need to be conducted ethically and programmes to sensitize voters to vote ethically without any inducements should also be clearly emphasized.
- xiii. Campaigning should be using songs and posters on BBMP and other vehicles. Cycle & Bike rally, Walkathon, Marathon may be organized.
- xiv. Signature campaigning should be undertaken on huge placards.
- xv. Banners should be displayed at important public places
- xvi. User guides that illustrate the functioning of EVM and VVPAT and short videos on the same should be made available to the voters

- xvii. Auto Rallies should be conducted and displayed messages on importance of electoral participation for accessible Election for PwDs voters.
- xviii. Posters and short videos should be displayed at Government premises such as Railway stations, Bus stops, Post Offices, Bank branches and ATMs.
- xix. Voters Slips should be provided in Braille script to the low vision or blind voters.
- xx. Provision of sturdy ramps with handrails should be made as per specification.
- xxi. Wheelchairs for PwDs voters should be provided at the polling booths.
- xxii. Major Government websites provided space on homepage for scrolling messages related to Accessible Election.
- xxiii. Community Radio Networks or Magazines, Channels, etc., would be partnered with PwDs. AIR, DD and Private Radio and Cable TV would be used to broadcast programs to reach out to PwDs.

(Action: - EO SVEEP, EO Training, All DEOs)

4. Disability wise facilities should be provided on the day of polling to the PwD voters:

S.No.	Types of Disability	Department
1.	Mental Retardation	<ul style="list-style-type: none"> • Attendant may be allowed as per rules, along with other facilities such as wheelchair and volunteers.
2.	Autism Spectrum Disorder	<ul style="list-style-type: none"> • Attendant may be allowed as per rules, along with other facilities such as wheelchair and volunteers.
3.	Cerebral Palsy	<ul style="list-style-type: none"> • Attendant may be allowed as per rules, along with other facilities such as wheelchair and volunteers.
4.	Mental Illness	<ul style="list-style-type: none"> • Attendant may be allowed as per rules, along with other facilities such as wheelchair and volunteers.
5 & 6.	5. Hard of Hearing/ 6. Speech Impair	<ul style="list-style-type: none"> • Sign language interpreter may be provided as per rules along with other facilities as per requirement. Training and advertisement material content should be provided to the Hearing Impaired election functionaries and electors.
7 & 8.	7. Blindness/ 8. Low-Vision	<ul style="list-style-type: none"> • Attendant may be allowed as per rules, along with other facilities such as Volunteers and Braille signage on the ballot unit of the Electronic voting machine. • Training and advertisement material content should be provided to the Blind/ Low-Vision election functionaries and electors.

9.	Locomotors Disability	<ul style="list-style-type: none"> • Set up the polling station on the ground floor of the premises. • Ramps should be built for easy accessibility to the polling station/Polling Booths as well as other facilities available on the polling stations. • Access to Ramps should be hassle free and not be made on sandy and slushy pathways. • Wheelchairs should be available at every polling station. • Entrance door of polling station should be wide and adequate space is to be provided around the voting compartment to ensure easy movement of the wheelchairs. • Attendant/ volunteers may be allowed to accompany the electors.
10.	Leprosy-Cured	<ul style="list-style-type: none"> • Attendant may be allowed as per rules, along with other facilities such as wheelchair and volunteers.
11.	Dwarfism	<ul style="list-style-type: none"> • EVM should be kept or made available at a lower height for people with dwarfism or standard quality stools should be provided.
12.	Acid Attack Victim	<ul style="list-style-type: none"> • Attendant may be allowed as per Requirement, along with other facilities such as Sign language interpreter, Braille signage on the ballot unit of the Electronic voting machine wheelchair and volunteers.
13.	Muscular Dystrophy	<ul style="list-style-type: none"> • Attendant may be allowed as per Requirement, along with other facilities such as wheelchair and volunteers.
14.	Specific Learning Disability	<ul style="list-style-type: none"> • Attendant may be allowed as per Requirement, along with other facilities
15.	Intellectual disability	<ul style="list-style-type: none"> • Attendant may be allowed as per Requirement, along with other facilities
16.	Multiple Sclerosis	<ul style="list-style-type: none"> • Attendant may be allowed as per Requirement, along with other facilities
17.	Parkinson's Diseases	<ul style="list-style-type: none"> • Attendant may be allowed as per Requirement, along with other facilities such as wheelchair and volunteers.
18.	Hemophilia	<ul style="list-style-type: none"> • Attendant may be allowed as per Requirement, along with other facilities
20.	Sickle Cell Disease	<ul style="list-style-type: none"> • Attendant may be allowed as per Requirement, along with other facilities
21.	Multiple Disabilities	<ul style="list-style-type: none"> • Attendant may be allowed as per Requirement, along with other facilities such as wheelchair and volunteers as the case may be.

(Action: - All DEOs/ROs)

5. Special booth for PwD Voters:

Special booth for PwD voters should be prepared at the location where more PwD electors live in one location like leprosy home Tahirpur. The table of EVM should be accessible for Person with Disabilities (PwDs) electors with wheelchair and less height persons (Dwarf). The details of special booths may be furnished to this office within one week from the date of receipt of this Plan.

(Action: - All DEOs/ROs/AEROs)

6. PWD only polling staff booth:

Formation of polling team in which all the members of the team should be PwDs and to identify one polling station in every district for the said purpose.

Exclusive polling booths, as far as practicable, should be set up for PwD in places where they reside in large numbers. Other facilities according to the needs of the PwD like proper toilets, tactile signage outside the polling stations and Voters' Guide in Braille for the visually impaired staff (if any) should be made available.

(Action: - All DEOs)

7. Involvement of NGOs

- I. Voluntary and other organization working for PwDs like Non-Government Organizations (NGOs), community based organization (CSOs), Disable Person's Organizations (DPOs) and resident welfare associations (RWAs) shall be motivated to help in imparting information regarding elections process to PwD in a non-political, non partisan manner. Assistance shall be sought from these organizations to provide various facilities to PwDs.
- II. Neutral youth volunteers should be roped in for facilitation of PwD voters.

(Action: - All DEOs/ROs)

8. Accessible Website: (Use of Technology to provide help to PwD)

- I. The website of office of Chief Electoral Officer should be accessible for PwDs Voters. The website should be easy to navigate. This would essentially include (i) User friendly websites for PwDs of different categories. (ii) Accessible Technological Tools for facilitating PwDs of different categories to cast their vote (iii) Solutions for assisting voter with disabilities through technological innovation, research and integration. (iv) Accessible Media including Social Media Communications.
- II. The websites of each CEO should be made user friendly and readily accessible to persons with disabilities. Visually impaired voters shall be provided the facility of voice SMS to convey information like the status of registration, polling station number, name of polling station, the Serial Number in the voters' list, the assembly constituency in which the name of PwD is registered, the voter ID no. (EPIC), Polling Schedule, etc. **(Note:**

Data of persons with disabilities shall not be displayed on website and should not be shared so as to maintain their privacy.)

(Action: - System Analyst/Nodal Officer, IT, All DEOs)

9. Sensitivity amongst Election Staff/Police:

- All officers/employees, police officials etc. involved in the election process should be clearly instructed on the facilities to be provided to the PwDs.
- Staff qualified in sign language and Braille shall be appointed for training purposes.
- All staff and police personnel engaged on election duty should be directed in training program about sensitivity towards persons with disabilities.
- Special training sessions shall be organized to sensitize the election machinery to make efforts to address the needs of PWDs.
- Instructors qualified in sign language and Braille shall be appointed for training purposes.
- Basic Information regarding election process shall be prepared in Braille script and displayed (in Hindi, English or Regional language in use).
- Contribution in election process by PWDs: - The PWDs who volunteer to assist in the election process in the form of working at Voter Help Centers, working as BLOs, working in polling team etc should be assigned such work so that they can motivate other PwDs to participate in the election process.
- Elaborate instructions on PwD issued by ECI should be displayed outside the Polling Station.
- Voter guide, voter slips and Voter ID cards (EPIC) of visually impaired electors and staff should be prepared in Braille, wherever possible.
- The Polling Officials should be given proper training to facilitate PwD and sensitize them about requirements of PwDs.
- Dissemination of information regarding available facilities should be made known to the stakeholders, Political Parties, Election Machinery, Media, Electors.
- Wherever possible, dummy ballot papers in Braille for visually impaired voters should be prepared. **(Action :- All DEOs/ROs/EO training/E.O. SVEEP)**

10. Accessibility audit of every polling station:-

Accessibility audit of every Polling booth should be done by the Competent Authority. Polling stations shall be made accessible to all Persons with Disabilities based on mapping of PwD electors and their specific needs. Database on PwDs, identified through mapping or initial voter registration, shall be efficiently and effectively used for follow up steps in the electoral process and the monitoring system for feedback, evaluation and consolidation. **(Action: - All DEOs/ROs)**

11. 100% Enrollment:

- Each and every PwD elector more than 18 years should be enrolled in Electoral Roll as voters.
- The situation should be analyzed. Polling Station with lower voters' registration and reasons thereof to be identified.
- Strategies should be undertaken to facilitate registration of voters with least inconvenience to them.
- Form 6, 7, 8 and 8A is made available at all prominent places and online on website.
- Intensive door to door survey should be carried to identify eligible PwD voters and mapping them polling station wise.
- Facilitating PwD voters for checking their details on the voters' list during the door to door survey and also special registration camps held at polling stations.
- Online user/PwD friendly registration & name search facility in Electoral Roll on ECI's & CEO's website.
- SMS based service should be provided to PwD voters for searching name and polling booth.
- Distribution of EPIC cards through above camps.

(Action: - All DEOs/ROs/AEROs)

12. 100 % marking the area for PwDs voters:-

100% area should be marked to search the PwD voters at booth level. The names of PwD should be mapped and the list be made available to the BLOs but it should not be marked in the electoral roll to maintain the privacy of PwD.

(Action: - All DEOs/ROs/AEROs/BLOs)

13. Strategy Framework for Accessible Election issued by ECI:

The strategic frame work should include the following components:

- i. PwDs in each polling station should be identified by BLOs and its record should be kept in the Database and also as a category-wise separate list.
(Action should be initiated immediately: - All DEOs/ROs/EO SVEEP /AEROs/System Analyst IT, CEO (H.Q.)/BLOs)
- ii. Database on PwDs shall be used for follow-up-steps in the electoral process and the monitoring system for feedback, evaluation and consolidation. **(Action should be initiated immediately: - All DEOs/ROs/EO SVEEP/EO training/AEROs/System Analyst IT, CEO (H.Q.)/BLOs)**
- iii. Identifying barriers for PwD Electors and finding solutions. **(All DEOs)**

- iv. Customized voter education to cater to the different requirement of PwDs should be taken up to empower PwD voters for electoral participation. **(Action should be initiated immediately: - All DEOs/ROs/EO SVEEP/EO training/AEROs/BLOs)**
- v. User friendly website for PwDs of different categories as well as accessible Technological tools for facilitating PwDs of different categories to cast their vote. **(Action should be initiated immediately: - EO SVEEP/AEROs/System Analyst IT, CEO (H.Q.))**
- vi. A continuous search for best practices, through detailed study on all area of participation by PwDs and sharing of experiences to help formulate enabling policies and interventions, to aid, assist and facilitate the participation of PwDs. **(All DEOs)**
- vii. Media's potential should be utilized in taking forward voter education and to engage PwDs for increasing their electoral participation. **(Action should be initiated immediately: - All DEOs/ROs/EO SVEEP/EO training/AEROs/System Analyst IT, CEO (H.Q.))**
- viii. Poll volunteers should be selected and trained immediately to assist PwDs voters. **(Pre-Poll Action) All DEOs/ROs/EO SVEEP**
- ix. Training and sensitization of the election staff so that they are empathetic to the needs of PwDs voters. **(Action : All DEOs/EO Training**
- x. Transport assistance may be provided to the PwD voters on demand. **(Action: - All DEOs/ROs)**
- xi. Special training sessions shall be organized to sensitize the election machinery to make efforts to address the needs of PwDs.
- xii. Training should be provided with training material issued by ECI. **(Action: - All DEOs/ROs/EO Training)**
- xiii. Instructors qualified in sign language and Braille shall be appointed for training purposes. **(Action : All DEOs / ROs/SVEEP)**
- xiv. Basic Information regarding election process shall be prepared in Braille script and displayed (in Hindi, English or Regional language in use). **(Action : All DEOs/ROs)**
- xv. Contribution in election process by PwDs:- The PwDs who volunteer to assist in the election process in the form of working as BLOs, working in polling team etc should be assigned such work so that they can motivate other PwDs to participate in the election process. **(Action : All DEOs/ROs)**
- xvi. Voter guide, voter slips and Voter ID Cards (EPIC) of visually impaired electors should be prepared in Braille, wherever possible. **(Action : All DEOs/ROs)**
- xvii. The Polling Officials should be given proper training to facilitate PwD and sensitize them about requirements of PwDs. **(Action : All DEOs/ROs/EO Training)**

xviii. Dissemination of information regarding available facilities should be made known to the stakeholders, Political Parties, Election Machinery, Media, and Electors. **(Action : All DEOs / ROs/SVEEP)**

xix. Wherever possible, dummy ballot papers in Braille for visually impaired voters should be prepared.

(Action : All DEOs/ROs)

xx. Accessible toilet should be available for PWDs voters.

(Action: - All DEOs/ROs/EO SVEEP/EO training/AEROs/System Analyst IT, CEO (H.Q.)/BLOs)

14. Wheel Chairs:-

During the meeting held on 15-02-2019, it was decided that a letter shall be sent to the Ms. Shakuntala D. Gamlin, Secy., Deptt. of Empowerment of Persons with Disabilities, Ministry of Social Justice and Empowerment, with the request to issue necessary directions to the **ALIMCO** for providing 3000 Wheel Chairs for upcoming Lok Sabha Election 2019 as the representative of **ALIMCO** informed that they will provide the wheelchairs free of cost for this election if the Deptt. of Empowerment of Persons with Disabilities, Ministry of Social Justice and Empowerment issues the necessary directions to the **ALIMCO**. The D.O. Letter has already been issued on 22-02-2019 to the Secy., Deptt. of Empowerment of Persons with Disabilities, Ministry of social Justice and Empowerment regarding issue necessary directions to ALIMCO to provide 3000 Wheel Chairs free of cost for a period of 2-4 days only for PwD Voters. **(Action : SVEEP, All DEOs)**

15. Volunteers: -

As per Minutes of meeting held on 15/02/2019, regarding services of volunteers and arrangement of wheelchairs, it was decided that the services of volunteers from University of Delhi, GGSIPU, Directorate Of NCC, Directorate of Education, could be utilized for safe and smooth handling of wheelchairs and facilitating the PwD Electors on the day of poll for the current General Election 2019.

Further, It was also decided that Directorate of Education shall provide a list comprising of two students of class-XII (session 2019-20) from each of its schools, GGSIP University shall provide a list of 1200 students, University of Delhi 1200 Students and NCC 6000 cadets (Junior Wing) by 28th February, 2019, for utilizing their services as Volunteers in General Elections 2019. It shall also be ensured by the aforesaid institutions that the list be so comprised that it consists of 50% male & 50% female volunteers as far as possible.

(Action: - All DEOs/ROs, SVEEP, Dir. Of NCC, University of Delhi, Dir. Of Education GGSIPU)

16. State Icons: -

- The Selection of State level PwD Icons for Accessible General Election to motivate the PwD Electors is under process.
- The Selection of District level Icons from among the well known PwD personalities is also under process.

(Action: - All DEOs/Nodal Officer (PWD))

17. EVM/VVPAT: -

EVM/VVPAT should be Accessible for all PwDs Electors. The ballot paper fixed on EVM/VVPAT should be in Braille signage.

- Inside the polling station the visually impaired voter will be given the Dummy Ballot sheet in Braille by the presiding Officer on his/her request if he/she prefers to cast his/her vote with the help of same. After he/she has studied the contents of Dummy Sheet he/she will be allowed to proceed to the voting compartment to cast his/her vote. Such electors after reading the Dummy Ballot Sheet will be able to cast their vote by reading the serial number of the candidate of their choice on the numeric sticker fixed on the EVM/VVPAT. If the elector so desires, the companion will be allowed to accompany the voter to the voting compartment.
- After the voter has cast his/her vote, the Presiding Office will ensure that the Dummy Sheet delivered to the voter is returned to the Presiding Officer.
- After the close of Poll, the Dummy Ballot Sheet shall be sealed in separate cover super scribed "Dummy Ballot Sheets" for the visually impaired and sent to the Returning Officer along with other Non-Statutory forms.
- The Presiding Officer shall keep a record of all such voters (who avail of the facility of Braille Sheet) and will submit the same to the Returning Officer along with the EVM/VVPAT. These details will be kept separately in the office of Returning Officer. The Returning Officer will consolidate all the information supplied by the Presiding Officers in this regard and submit the same to the Commission through the Chief Electoral Officer after declaration of result.

(Action:- All DEOs/ROs, /EO EVM,/ EO Training/All Polling Parties)

18. Monitoring:-

Nodal Officer, PWD Cell will be monitored the above action plan in co-ordination with all DEOs / ROs, SDMs (Election), State level, District level and Assembly level Coordinators and all other concerned officers.

These issues with the prior approval of CEO, Delhi.

(RAJ KUMAR)

Asstt. Director, Nodal Officer PWDs

Dt.

No. CEO/COE/102(1)/2019/

Copy for information and necessary actions please.

1. PS to CEO
2. PA to Spl. CEO
3. All DEOs
4. All SDM Election
5. EO (Conduct of Election) HQ
6. EO (SVEEP) HQ
7. EO (Training) HQ
8. Nodal Officer, PWD Cell
9. State Coordinator for Accessible Election
10. District Coordinator for Accessible Election
11. All Branch In charge CEO(HQ)

(RAJ KUMAR)

Asstt. Director, Nodal Officer PWDs