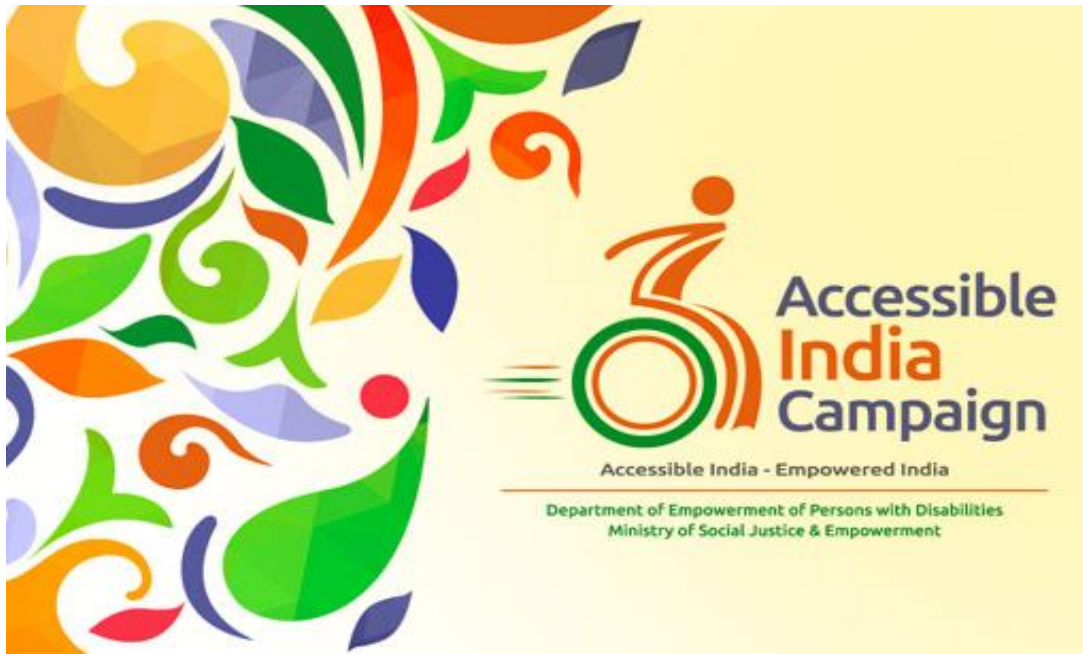


# ACCESS AUDIT REPORT



**MOR BHAVAN, BUS STAND  
NAGPUR, MAHARASHTRA**

: Prepared By:



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## INTRODUCTION

This refers to Accessible India Campaign (Sugamya Bharat Abhiyan) launched by the Department of Empowerment of Persons with Disabilities (DEPwD), Ministry of Social Justice & Empowerment (MSJE), as a nationwide campaign for achieving accessibility for persons with disability based on Universal Design principles.

We are doing access audit for accessibility for persons with disabilities at Nagpur (Maharashtra).

### **Audit Team :**

<b>S.No.</b>	<b>Name</b>	<b>As</b>
<b>1.</b>	<b>Suvarna Raj</b>	<b>Access Auditor &amp; Wheelchair User</b>
<b>2.</b>	<b>Ninad Chakole</b>	<b>Architect</b>
<b>3.</b>	<b>Vishal Atakri</b>	<b>Civil Engineer</b>
<b>4.</b>	<b>Kiran Meshram</b>	<b>Blind Person</b>
<b>5.</b>	<b>Vishal Pawar</b>	<b>Access Auditor</b>
<b>6.</b>	<b>Dewa Pawar</b>	<b>Consultant</b>

## INDEX

CONTENT	PAGE NO:
OBJECTIVE	4
PRINCIPLES OF AUDIT	4
INTRODUCTION OF BUILDING	5
ACCESS AUDIT (OBSERVATION AND RECOMMENDATIONS)	6-17
SUMMARY	18-21
RATING RECOMMENDATIONS	22-23
VENDOR LIST	24-25

## **Objective :**

The objective of the campaign is to create mass awareness for accessibility, which will enable persons with disabilities to live independently and participate fully in all aspects of life. The buildings being audited shall be judged for the accessibility based on standards and the identified barriers will be looked into to enhance accessibility.

## **PRINCIPLES OF THE AUDIT**

The Access Audit has been undertaken to appraise defined areas of the existing buildings/campus to assess the extent of accessibility to services and facilities and propose the extent of works required to improve the current facilities in accordance with the definitions of the Disability Discrimination Act 1995. The audit takes into account the needs of people with mobility impairments (including wheelchair users) and sensory impairments. The audit will identify physical barriers to access against pre-determined criteria. The audit should be treated as the starting point of an ongoing access plan, constantly updated by the committee. This audit should only be seen as snapshot of the position at the time of the report. Changes made after the site inspection may improve or reduce levels of accessibility. As the DDA evolves, so will buildings, and review of audits already completed should be considered on a periodic basis. The DDA is not compliance-based legislation and relates to discrimination, not directly to buildings and physical standards.

## Introduction of Building:

### MAHARASHTRA STATE ROAD TRANSPORT CORPORATION



The MOR BHAVAN, Nagpur established in 1970, acquires 3 acres of land with 1 gate, administrative building, rest house, enquiry, reservation and tickets counters, 12 platforms for buses, canteen, the total strength of staff above 16 above no PWDs in the Staff. The bus stand runs in 24 hours.

We visited the MSRTC office for access audit on 29<sup>th</sup> April 2016 with our team members, along with of institution staff (security guard) as our guide.

We met two persons with disabilities and their friends in premises Nitesh Chaouhan (Blind), Monty Dhote (Blind)

# ACCESS AUDIT OBSERVATIONS ANDRECOMMENDATIONS

## EXTERNAL ENVIRONMENT

### Observations:-

- The building is accessed by one main gates meant for vehicular and pedestrian entry and exit both. There is no pedestrian walkway in the whole premises that is separated from the vehicular roads, no tactile strips for visually impaired; no ramps in platform are having only steps.
- Found security post at main entrance gate.



**No signages at entrance & exit gate**

- There is designated very small parking for staffs, passengers back side of office within 100 meter for two wheelers as well as four wheelers but there is no reserved car or two wheeler parking for persons with disabilities, this should be allocated as per the accessibility guidelines.



**Parking back side of office**



- There is no proper signage's to overall premises of the bus stand such as location map, general signage, building signage, & directional signage anywhere. This board is not accessible for Blind.
- Distance between the buildings in the premises was very long & the road was rough & damaged.



**Rough Roads & steps**

- There is a no ramp found in whole premises for platform are having only steps, No Braille information for blind
- There is no general signage's at the platform of the bus stand, guiding the user to various platforms. This is crucial for persons with disabilities.



**Un-accessible platforms**

- The Buses are not accessible, 380mm step from ground, there are three steps, each step height is 260mm, no ramp for wheelchair user.



**Un-accessible bus**

- No accessible toilet for PWDs in the Campus. Toilets in office and bus stand area was in very Bad condition & not maintained at all, road was very rough and damaged for wheelchair user, no circulation space. Door width is 400mm, tiles are broken etc.



**Un-accessible and dirty Toilets**



- There was found Canteen and drinking water, Rest Rooms, (Hirkani Room mothers for feeding child) in the premises with minimum circulation space, no ramp, and no proper signage's, with hazards etc.
- The drinking water facility around the campus was not good condition & was unhygienic. No provision for person with disability as per the accessibility guidelines.



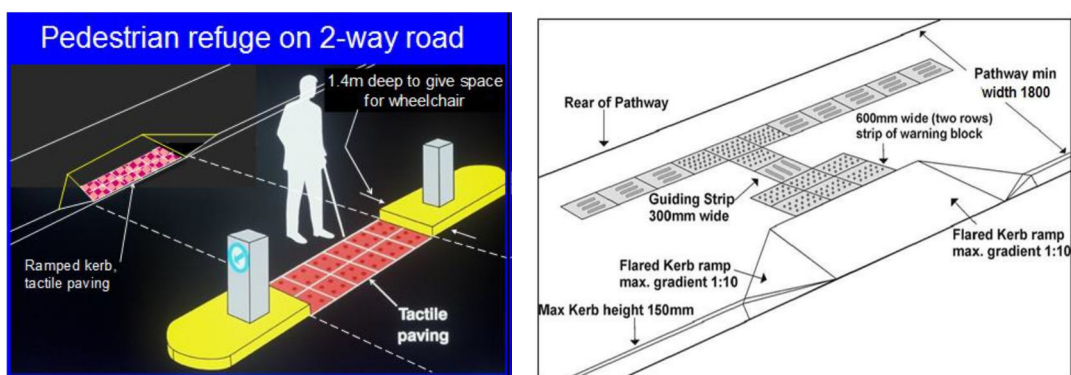
Canteen and drinking water, Rest Rooms, (Hirkani Room mothers for feeding child)

## Recommendation / Priority:

1. It's a large premises with scattered building it is recommended to have reserve parking for person with disabilities close to building entrance (30-50 Mtrs.) as per the accessibility guidelines.



2. Provision for pedestrian pathway along with the road. There should be tactile strip along with the pedestrian pathway for the visually impaired.



3. Provide external signage's near entrance gate.



## Site Map



### Direction Identification Information



4. Implementation as part of specific regular maintenance/renewal.



## INTERNAL ENVIRONMENT

### Observations:-

#### **Administrative Block**

- There is no general signage's of the building, guiding the user to various sections/departments. This is crucial for persons with disabilities.
- There is a grill, broken steps for office entry, steps height is 154mm it is hazard for PWDs.
- It was observed that some staff was not sensitized towards persons with disabilities.
- There is Suggestion box found height is 1750mm.



**Un-accessible office entrance**



- There were no handrails found in the whole premises, particularly the platforms. These are useful for persons with vision impairment.
- Internal furniture Layout of office was not according to the standards. Circulation space between tables was 120mm it is recommended to have at least 900 mm, Electrical controls (switch boards) were in high level (1400mm). low lux level (35 lux) required 120 lux
- Emergency evacuation instrument, maps and overall scheme for emergency evacuation was not found anywhere in building at all.
- Reservation counter and enquiry counter at the ground floor but not as per accessibility guideline, the enquiry counter height is 1130mm it is hazard for wheelchair users they can't communicate with counter persons, No information notification is in accessible format for PWDs.

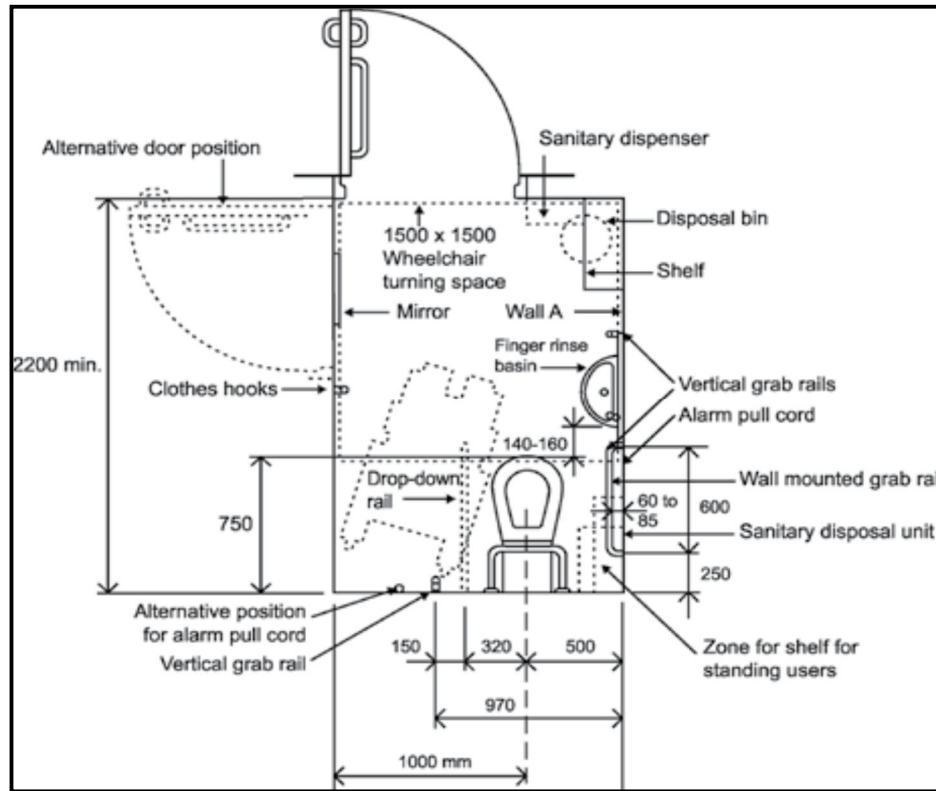


**Un-accessible Reservation and enquiry**



- Provide directional signage's for Horizontal & vertical circulations.
- Needs to fix instrument and improve maintenance of emergency & evacuation system.
- Floor tiles of rooms should be adequately the beveled with office.
- No barrier obstruction should be present in the circulation area
- Implement immediately to eliminate a serious barrier or hazard to access and use of the internal premises of the buildings. Kindly remove such barriers to improve access.
- Rearrange properly furniture in the office so that to have ample moving & circulation space for PWDs.
- Adjustable furniture provision for PWDs in required tables in office and rest rooms.
- Provide information notification as per CPWD guidelines for PWDs.
- Remove barriers from office and provide ramp to enter office and platform as per the guideline.

- Provide at least one separate unisex accessible toilet in office and bus stand premises so that it would not harm anyone or PWDs.



**Design for accessible Toilet**



- Provide ramp gradient as per following table.

Level difference	Minimum gradient of Ramp	Ramp Width	Handrail on both sides	Comments
≥ 150 mm ≤ 300 mm	1:12	1200 mm	√	
≥ 300 mm ≤ 750 mm	1:12	1500 mm	√	Landings every 5 meters of ramp run.
≥ 750 mm ≤ 3000mm	1:15	1800 mm	√	Landings every 9 meters of ramp run.
≥ 3000 mm	1:20	1800 mm	√	Landings every 9 meters of ramp run.

- Entrance thresholds of office area and platform area needs to be repaired and adequately beveled.
- There should be some such arrangement for some adjustable furniture for the PWDs which can be easily accessible to them.
- To facilitate the way finding for persons with visual impairment, surfaces and finishes with luminous contrast between the wall and the ceiling, and between the wall and the floor should be adopted. Appropriate lighting design with adequate illumination should also be considered. Sufficient level of illumination shall be provided in order to help people to apprehend the physical environment of the space they have entered or to move around safely.

Adequate required amount of luminance as per the guidelines in workshop so that jobs can be done easily. Working areas of a building should have an illumination level of not less than 120 lux measured at the finished floor level.

## SUMMARY

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1. Provide proper signage for ramp in all internal building.
2. Provide reception counter with sign language interpreter in the entrance foyer.
3. Implement immediately to eliminate a serious barrier or hazard to access and use of the internal premises of all buildings.
4. Implement as soon as possible to improve access.
5. Plan adaptation work to be implemented to suit identified building users requiring adaptations to be made.
6. Implementation as part of specific regular maintenance/renewal.
7. Provide directional signage's for activities Horizontal & vertical circulations.
8. Provide handrails & grand bars in corridors, staircase & landings as per the PWDs guidelines.
9. Needs to improve maintenance of emergency & evacuation system.
10. Provide beveling to cater to level differences at each doors & Remove Channel gate barriers at floor level.
11. Vision glass of door panel should be at accessible level for the wheel chair users.
12. No hurdle / obstruction should be there in foyer & corridors such as air cooler, window panels, potted plants, electrical wires & pipes.
13. Handrails & grab bar should be as per the standards.
14. Provide elevators for free accessibility of PWDs at every staircase locations.
15. Provide accessible website proving information about the building/service complies with web accessibility standards.
16. Provide all information detailing the accessible facilities in the building with photographs.

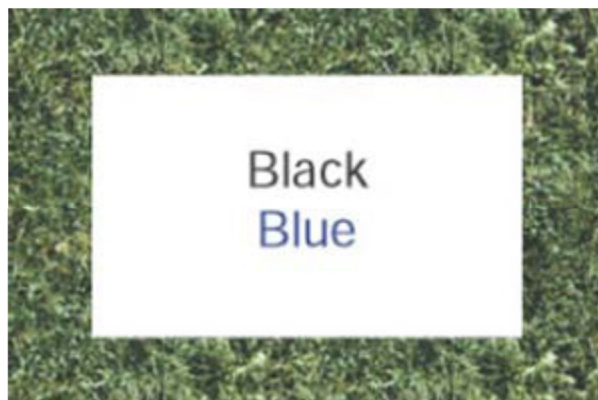
17. Provide all publications/brochures in alternate accessible formats such as:
- Braille
  - Large Print
  - Audio
  - Pictorial (wherever possible)
  - Easy-to-read
  - Plain language
  - Available in Hindi& English
  - Accessible Electronic formats that can be shared over email or mobile.
18. Provide printed service related documents such as forms, menu cards, etc. are in accessible formats.
19. Need to train the staff members in basic Indian sign language. Sign language interpreters should be available on call.
20. Need to train the staff to assist persons with disabilities, including persons with learning disabilities.
21. Need to train the staff disability sensitization sessions are part of the staff induction programme.
22. Common alternative formats can be used to assist people with visual impairments who are best able to interpret information through hearing or touch, embossed letters with Braille (Audio/ Visual information, Maps and models).



23. Information from signs can be conveyed by the colour of lettering and brightness differentials between the letter and background colours. Safety signs use primarily red, yellow and green as information colours. For other signs it is preferable to use Blue and White Colours.

24. Basic principles for Colour Contrast:

- ☐ Text should contrast with sign background
- ☐ Sign should contrast with environment
- ☐ Light levels (measured in Lux)
- ☐ 70% contrast between wall and sign panel
- ☐ Avoid shades of colours
- ☐ Avoid using same colours as safety signs
- ☐ Non-reflective surface

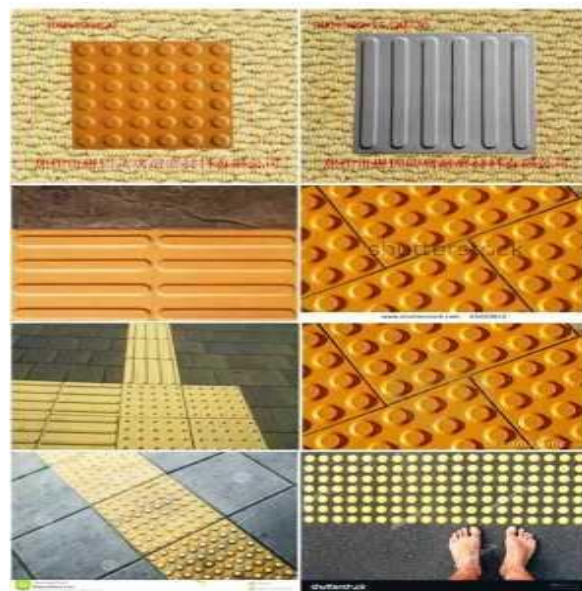




25. Provide tactile marking in the campus including pathways , entrance corridors, ramps, staircase & internal corridor.



**Tactile path at pathways**










**Tactile tiles at corridors & Rooms**







26. Provide Evac chair at each floor in case any type of emergency for the PWDs.



**Evac chair for Emergency**

## Rating of Recommendations:

Recommendations	Priority Symbol
Provide proper signage for ramp in all internal building.	
Implement immediately to eliminate a serious barrier or hazard to access and use of the internal premises of all buildings.	
Implement as soon as possible to improve access	
Implementation as part of specific regular maintenance/renewal	
Provide directional signage's for activities Horizontal & vertical circulations	
Provide handrails & grand bars in corridors, staircase & landings as per the PWDs guidelines	
Provide beveling to cater to level differences at each door & Remove Channel gate barriers at floor level.	

No hurdle / obstruction should be there in foyer & corridors such as air cooler, window panels, potted plants, electrical wires & pipes.	
Handrails & grab bar should be as per the standards.	
Provide elevators for free accessibility of PWDs at every staircase locations.	
Provide tactile marking in ramps staircase & corridor	
Implement immediately to eliminate a serious barrier or hazard (Air cooler, Potted plants, storage cupboards, unused furniture, dogs incirculation corridors) to improve access and use of the building.	
Provide one unisex toilet in building premises	

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## RECOMMENDED VENDORS FOR ACCESSIBILITY PRODUCTS

### Tactile Paver Blocks –

S. No.	Name of the Vendor	Contact
1	<b>Ability Creation</b>	A-89, Street 8, Jagat Puri, Krishna Nagar, Delhi-110051, Mob: 8447486858, Email: abilitycreationindia@gmail.com
2	<b>Vyara Tiles Pvt. Ltd.</b>	Head Office, S -1, Shankheshwar Complex, +91-261-3017000 +91-261-2471595, +91-261-2472444 E-Mail info@vyaratiles.in
3	<b>Shree Jee Tiles</b>	Nitin Sharma (CEO) VPO Siddipur Iowa, Tehsil Bahadurghar, District Jhajhar Bahadurghar - 124507, Haryana, India, Call Us: 08377805491, Mobile: +(91)-9729351013, +(91)-8053980488 <a href="http://www.shreejeetiles.in/tactile-tiles.html">http://www.shreejeetiles.in/tactile-tiles.html</a>

### Tactile Strips –

S. No.	Name of the Vendor	Contact
1	<b>Ability Creation</b>	A-89, Street 8, Jagat Puri, Krishna Nagar, Delhi-110051, Mob: 8447486858 Email: abilitycreationindia@gmail.com
2	<b>Tarkett Flooring India Pvt Ltd</b>	460 Krishna Temple Road, Off CMH Road, Indira nagar, Bangalore 560038 Phone: +91 80 4130 3793, E-mail: saleswestasia@tarkett.com

### Grab Bars –

S. No.	Name of the Vendor	Contact
1	<b>Ability Creation</b>	A-89, Street 8, Jagat Puri, Krishna Nagar, Delhi-110051, Mob: 8447486858, Email: abilitycreationindia@gmail.com
2	<b>Euronics</b>	<b>Corporate Office:</b> Euronics Industries Pvt. Ltd. 567, Udyog Vihar, Phase - 5, Gurgaon - 122016, Haryana <b>Email:</b> in@euronics.co.in, Call: 08010930930 (All India) Email: service@euronics.co.in, Call: 8010900300, Toll Free: 1800 102 7731, Sales/Operations: vik@euronics.co.in,
3	<b>Pedder Johnson (can be considered for medical room examination beds too)</b>	Parvez Shaikh (Manager) 318, Swastik Chambers, Sion Trombay Road, Mumbai – 400071, Maharashtra, India Telephone: +(91)-(22)-25228857, +(91)-(22)-25228858 Mobile : 08376807872, +(91)-8879179696



### Accessibility Lifts –

S. No.	Name of the Vendor	Contact
1	<b>Mass Lift, P. Padmanabhan (CEO) Hydraulic lift India</b>	New No. 1, Old No. 19A, Sathyamoorthy Street, Devaraj Nagar, Near Sankara Narayana Temple, Saligramam, Chennai - 600093, Tamil Nadu, India Call Us: 08588837814, Mobile: +(91)-9884970377 +(91)-9176148407, Telephone: +(91)-(44)-23765988

### Evacuation Chair –

S. No.	Name of the Vendor	Contact
1	<b>Merquiri Medica</b>	Head Quarters: Plot No. 8, 1st Floor, Jupiter Colony, Sikh Road, Secunderabad, Telangana, India - 500 009, Email: sales@merquirimedica.com Phone: 040-2772-2772, 073822-05500, 076809-95500
2	<b>Globex Europe Limited</b>	Unit C5 Atria Court, Sterling Way Papworth Everard, Cambs , CB23 3GY, United Kingdom T: + 44 (0) 1480 839988, F: + 44 (0) 1480 830033, <b>Spain:</b> T: + 34 96 575 6216 W: <a href="http://www.globexchairs.com">www.globexchairs.com</a> , W: <a href="http://www.globexeurope.co.uk">www.globexeurope.co.uk</a> E : sales@globexchairs.com , Skype: globex.chairs

### Braille Signage –

S. No.	Name of the Vendor	Contact
1	<b>Braille Signs India</b>	FF 3 GARMENT COMPLEX RAJAJINAGAR INDUSTRIAL ESTATE, BANGALORE , KARNATAKA 560010 ph: 9341804448, alt: 9986634448, Email: gkg48@hotmail.com

### Pull Bar Handle for unisex accessible toilets –

S. No.	Name of the Vendor	Contact
1	<b>Ability Creation</b>	A-89, Street 8, Jagat Puri, Krishna Nagar, Delhi-110051, Mob: 8447486858, Email: abilitycreationindia@gmail.com
2	<b>Doorwin</b>	Head Office, Preety Jha ( Manager Sales ) 11/74 3rd Floor Subhash Nagar , New Delhi 110027 India. Phone : +91-11-25490368,Mob 09910444554
3	<b>GEZE India Private Ltd.</b>	MF2 & MF3, Guindy Industrial Estate, Ekkathuthangal, Chennai 600 097, Tamilnadu, India Phone: +91 44 40616900, Fax: +91 44 40616901 Email: office-india@geze.com