courses (arts, commerce, science), professional courses such as nursing, engineering, B.Ed., Primary Teachers Course (PTC), medicine, pharmacy, ITI in polytechnics and in pre-service and in-service teachers’ training courses.

The government has identified 1400 types of jobs that people with different kinds of disabilities can perform wherein their disability is not expected to be a hindrance. For example, for people who are visually impaired, the jobs that have been identified include teaching, computer programming, announcers, programme producers, etc. The reservation has therefore been made in courses that are linked to these jobs. For example, there is reservation in the B.Ed. course that prepares an individual to be a teacher. For details, contact your local NGO which is working on disability or the Social Defence Officer.

In case a person with disability is denied admission on grounds of disability or refused admission despite reservation, s/he may contact the Commissioner for Persons with Disabilities, Gandhinagar. (address on page 26).

For filing any complaint for redressal of a grievance through this office, a form needs to be filled. The general information that is required to be submitted includes personal details like name, contact details, age, sex and nature of disability. Persons who are already employed but are facing discrimination or threat to the protection of their rights would be required to provide details of their profession and contact address, nature of complaint, reference of section of the PWD Act under which the case is being submitted, sequential reference of efforts made by the person to assert her/his rights, department and officer with whom the person has been corresponding in her/his place of employment and nature of employing organisation. The person is required to submit a copy of the disability certificate, proof of efforts made for protection of one’s rights and a copy of the letter or any information received from the employer.

For the first time, in the admissions in 2003-04, all 288 seats reserved for persons with disability in the PTC course have been allotted to them. This year, 110 students with different types of disability have also been enrolled for the certificate/diploma course in nursing.

Source: Department of Education, Government of Gujarat

A sample format for redressal of grievances
Himali Mistry, a resident of Ahmedabad, has some difficulty in hearing. She had completed her Higher Secondary from a mainstream school in Ahmedabad after which she was keen to study pharmacy. However, she was apprehensive whether she would get admission. With the support of her parents, she picked up courage to apply. But she was refused admission at the first instance.

Her parents filed an application in May 2003 in the Office of the Commissioner for Persons with Disabilities, in which they stated that the Joint Admission Committee (JAC) for Professional Courses, Gujarat State, did not consider Himali’s disability for reservation in the courses of B.Pharm and D.Pharm that she had applied for. The JAC’s argument was that there is no provision for reservation for hearing impaired persons. However, under Sec. 39 there has to be three percent reservation in educational institutions for disabled persons. The Department of Education, Government of Gujarat, has also passed a Resolution (No. P R CH /15-2001/517/2 on July 10, 2001) for reserving three percent seats for persons with disabilities for admission to all government educational institutions. The Commissioner directed that a 4-member medical board be set up to decide whether Himali, with the type and extent of her disability, can meet the requirements of this course. Based on the report, Himali was granted admission to the pharmacy course and today she is hopeful of her future.

I had appeared for an exam for admission to the B.Ed. course but was refused admission on account of the fact that I cannot see. Is this not a violation of my right?

Yes, it is a violation of your right. In such a case, you must contact the Commissioner for Persons with Disabilities, who would be able to guide you. If you have proof of refusal for admission, the Commissioner can direct the authorities concerned to explain their action and/or amend their decision.

You may also contact a local NGO working with the visually impaired and seek its guidance.
Vishlesha Jani, a bright young girl who passed her B.A. in the first division, had dreams of becoming a teacher. After her graduation, she applied for admission to the B.Ed. course in North Gujarat University, Patan, and also in Daramali College. She was refused admission at both places on account of her disability. With the assistance of a local NGO, she approached the Office of the Commissioner for Persons with Disabilities, Gandhinagar.

During the discussion of the case, the college authorities argued that a person with more than 70 per cent disability cannot be admitted as per rules. However, Vishlesha argued that she had pursued studies up to post graduation and hence did not see any reason why she could not do B.Ed. Moreover, there were many totally blind persons employed as teachers at the primary and middle levels. The Commissioner directed the college to admit Vishlesha. Not only this, since all the seats had been filled by the time her case was decided, a special seat was created for her.

Today, Vishlesha, having completed her teacher training course, is a teacher in a primary school in Lalpur village, Idar taluka. She is very active in her school as well as at the block resource centre. She has completed Sangeet Visharad (degree in music) and has had the distinction of receiving various awards for dramatics, poetry and music. Vishlesha is also the local representative of the Blind Women's Forum which addresses the rights of blind women.
I am a graduate and am looking for a job. Are there any special provisions for me to get a suitable job?

Many vacancies are advertised in newspapers. You may check these periodically. In addition, for those who have completed education up to the 10th Standard, there are five Special Employment Exchanges, 1 each in Ahmedabad, Mehsana, Rajkot, Vadodara and Surat. Here, you can register your details for applying for government jobs. These exchanges are required to send you intimation as and when there is a vacancy for a job that meets your requirements. Information can also be obtained through the website of the Employment Exchange, which is www.talimrojgar.gujarat.gov.in

In addition to the general documents required for availing any concession (refer to page 7) you would require a certificate of any training that you have received and details of work experience, if any.

In case of jobs advertised by banks, the names of suitable candidates are called from the Vocational Rehabilitation Centre (VRC). There are two such centres, one in Ahmedabad and one especially for women in Vadodara. The VRC conducts tests that help persons to understand their abilities, provides training and organises placement activities.

1. VOCATIONAL REHABILITATION CENTRE

   ITI Campus, Naroda Road,
   Kuber Nagar, Ahmedabad 382 240
   Phone: 079 - 2281 1629

2. VOCATIONAL REHABILITATION CENTRE FOR WOMEN

   Mahavir Industrial Estate, Jalaram Mandir Marg,
   Karelibaug, Vadodara 390 018
   Phone: 0265 - 255 3674

You may also approach the local branch of the National Association for the Blind or a local NGO working with the disabled. Some of them have special placement cells where they help not only to contact private/public employers but also help those seeking self-employment.
Is there any reservation in employment for people with disabilities?

Under Sec. 33 of the Act, the government establishments are required to reserve three per cent of the vacancies on identified posts for disabled persons, one per cent each for the visually impaired or persons with low vision, persons with hearing impairment and persons with locomotor disability or cerebral palsy. If not filled, these vacancies can be carried forward to the following year. There can also be an interchange among the three categories if they remain unfilled.

The Department of General Administration, Government of Gujarat, has made three per cent reservation in all establishments in State services through a Resolution (No. CRR - 102000 - GOI.7 - G.2.) on February 15, 2001.

### Status of reservation for Persons with Disabilities in Central Ministries/Departments

<table>
<thead>
<tr>
<th>Group of Post</th>
<th>No. of posts in identified category</th>
<th>No. of posts held by disabled persons</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>4,342</td>
<td>111 (2.56 %)</td>
</tr>
<tr>
<td>B</td>
<td>3,664</td>
<td>152 (4.15 %)</td>
</tr>
<tr>
<td>C</td>
<td>1,64,386</td>
<td>5,452 (3.32 %)</td>
</tr>
<tr>
<td>D</td>
<td>1,03,348</td>
<td>3,066 (2.97 %)</td>
</tr>
</tbody>
</table>

Source: Report of Department of Personnel and Training, 2000

In the past two years, as a result of intervention of special institutions for employment of persons with disabilities, all the one per cent of vacancies for the post of music teacher reserved for visually impaired were filled. Consequently, 400 visually impaired persons were recruited in almost all districts of Gujarat as Vidyasahayaks (assistant teachers).
I had been working in the government press for the past eight years. I lost my right lower arm a year back. I was asked to leave my job. I am the only earning member in my family. What recourse do I take?

If you have been asked to leave, it is a violation of your right. If you are working in an establishment set up by or under a Central, or State Act or a body owned or controlled by the government, then you cannot be asked to quit your job if you have acquired a disability during your service. Nor can you be shifted to a lower rank. If, however, you cannot continue to do the tasks that you were performing before you became disabled, you could be shifted to a suitable post with the same pay scale and service benefits. If such a post is not available, a supernumerary post should be created for such a person until a suitable post is available or s/he attains the age of superannuation, whichever is earlier.

Baljit Singh and six other employees of Delhi Transport Corporation (DTC) filed civil writ petitions in the High Court in 1998 and 1999 in protest against the action of their employer. None of these seven employees was disabled at the time of their birth nor when they entered service with the DTC. Unfortunately, during their services they met with an accident or suffered an injury resulting in disability. Due to this, they were all issued orders of premature retirement leaving them unemployed. In some of these cases, the alleged disability of the employee was not of the kind which could have entitled the employer to force a premature retirement on them while in others, they could have been given alternative jobs which could be performed by them, notwithstanding their disability.

The High Court, in its judgement dated December 10, 1999, among other arguments, has recognised that Sec. 47 of the PWD Act, 1995 very clearly and without any ambiguity reflects the intention behind the Act – that no establishment shall dispense with, or reduce in rank, an employee who acquires a disability during his/her service. The High Court also quashed the orders of voluntary retirement served by the DTC and directed it to take all the seven persons back into service and pay them salary from the date when it had stopped paying them after their accident/injury. The DTC was also asked to treat them as being in continuous employment without any break in service. In case any of these seven persons were not fit to perform their earlier duties, the DTC would be required to take action as per Sec. 47 of the Act.
In your case, you could approach the Commissioner for Persons with Disabilities, and file an application for redressal of your grievance. Your disability certificate must be submitted with an application, notice or letter by your employer asking you to leave and proof of the efforts made by you to retain your job. The Commissioner’s Office will take up the matter on your behalf with the concerned department under Sec. 47 of the Act.

**What about employment in private sector? Does the Act also promote that?**

The Act speaks about making suitable provisions for employment for persons with disabilities in the public sector. However, it cannot be enforced on private sector employers. It does mention under Sec. 41 that the government, depending on its economic capacity and development, shall provide incentives to employers both in public and private sectors to ensure that at least five percent of their work force comprise persons with disabilities. However, these ‘incentives’ have not yet been spelt out but there have been efforts by NGOs in this direction.

According to an estimate, less than 1% of employable disabled people have jobs in India. A survey of the ‘top’ 100 companies in India conducted by the NCPEDP in 1999 revealed that the average employment rate of disabled people is only 0.4%.

The National Centre for the Promotion of Employment for Disabled People (NCPEDP), a Delhi-based NGO, and many other activists joined hands to draft an ‘Incentives Policy’ for the corporate sector to encourage them to employ disabled people.

A high-powered think-tank was set up to draft the 'Incentives Policy'. This think-tank included Shri P.M. Sinha (Director, Indian Oil Corporation, Wipro Ltd, ICICI Bank Ltd), Prof. Bibek Debroy (Director, Rajiv Gandhi Institute for Contemporary Studies), Shri Subodh Bhargava, Shri Ashok Alexander, Shri Harsh Mander and senior representatives from the Confederation of Indian Industries (CII), Federation of Indian Chambers of Commerce and Industry of India (FICCI) and The Associated Chambers of Commerce and Industry of India (ASSOCHAM).

To draft the policy in a participative manner, consultative meetings were held in Chennai, Mumbai and Delhi in 2003 to obtain suggestions from the various stakeholders.

The draft policy talks about incentives in various direct and indirect taxes. It was still being debated in the consultations whether monetary benefit was necessary for the corporate sector in the context of ‘mainstreaming’ persons with disabilities.
I want to start my own small business. Can I get some assistance for that?

For setting up a small business, a loan up to Rupees one lakh can be availed under a scheme of the Gujarat State Finance Corporation (GSFC). Currently in Gujarat this scheme is being co-ordinated by the Department of Social Defence with the involvement of project implementing agencies of the Maharishi Ashtavakra Yojana.

For applying for a loan, you would need to submit the following documents to the regional office of the GSFC that is nearest to your residence:

- Application in prescribed pro forma
- Income certificate of family
- Disability certificate
- Project proposal
- Previous experience, if any
- Proof of residence
- 2 photographs
- Letter of permission from the owner of the space where business is proposed to be started

For information on the GSFC offices, contact the Social Defence Officer in your district.

Besides, you can also get micro credit up to Rs. 10,000 for small businesses. The National Association for the Blind at Visnagar, Idar, and Ahmedabad provide such assistance.

ORGANISATIONS GIVING MICRO CREDIT:

1. **National Association for the Blind**  
   Behind Satyam Auto Garage  
   10, Shreenagar Road  
   Idar, Sabarkantha  
   Ph: 02778-250298

2. **National Association for the Blind**  
   Capital Commercial Centre  
   Near Teen Darwaja, Visnagar  
   Mehsana - 384315  
   Ph: 02765-221210

3. **National Association for the Blind**  
   Jagdish Patel Chowk, Surdas Marg,  
   Near IIM, Vastrapur  
   Ahmedabad 380 015  
   Ph: 079 - 26304070, 26305082
The Swarna Jayanti Shahri (Urban) Rozgar Yojana (SJSRY) scheme launched in 1997 aims to provide gainful employment for urban unemployed or underemployed through encouraging the setting up of self-employment ventures or provision of wage employment. There is three per cent reservation for persons with disability under this scheme.

The Swarna Jayanti Gram (Rural) Swarozgar Yojana (SGSY) aims to bring the assisted poor families above the poverty line by ensuring appreciable sustained level of income over a period of time. This objective is to be achieved by organising the rural poor into Self Help Groups (SHGs) through the process of social mobilisation, their training and capacity building and provision of income generating assets. An SHG, under this scheme, may consist of 10-20 persons. In the case of disabled persons, this number may be a minimum of five. The scheme provides safeguards for the weaker sections and for the disabled there is three per cent reservation. Special provisions have also been made for an enhanced subsidy to the disabled of 50 per cent of the project cost, subject to a maximum of Rs. 10,000/-.

I suffered an injury recently that has affected my hearing. The doctor told me that if I get a hearing-aid, I would be able to do almost all the things that I could do earlier. Whom do I contact?

Under Sec. 42, the Act specifies that the government shall make schemes to provide aids and appliances to persons with disabilities. In Gujarat, the government has given this responsibility to 6 NGOs to implement the Scheme for Assistance for Purchase and Fitting of Aids and Appliances. To get an aid/appliance you need 2 copies of your photograph, proof of residence and certificate of disability and an income certificate.

The contact addresses of these NGOs are given on page 26.
What can be done under the Act for promotion of equal rights that affect an entire group of disabled persons?

In such cases, a disabled person or a group of disabled persons or even an NGO or a Disabled Persons’ Organisation (DPO) may make a representation to the authorities concerned. For example, under Sec. 44-46, the Act mentions measures that the government must take to prevent discrimination in access to transport, public places like roads, parks and buildings. However, due to several reasons, most places are not yet accessible. In this case, under Sec. 66 (2) of the Act, persons concerned, DPOs, NGOs, etc. could join hands and obtain grants to facilitate the process of creating a barrier-free environment in collaboration with the department/authority concerned. Until this need is recognized and addressed by the implementing authorities, various people and groups would need to work jointly and concertedly in this direction.
The Kutch Viklang Sankalan Samiti (KVSS) is a local network of individuals and organizations working on the issue of disability. The network seeks to make a difference in the lives of disabled people in Kutch. For this, the group has built its capacity for understanding and demanding the rights and entitlements of persons with disabilities.

The KVSS recognises the importance of accessibility in promoting participation of persons with disabilities. Hence, it has made special efforts in the post-earthquake phase to collaborate with the local authorities for creating a barrier-free environment. The focus is especially on the physical structure of public places and buildings that were in the construction stage. In collaboration with the local government, access audits have been conducted for these buildings. Access awareness programmes and initiatives have been taken up for all the key players in joint collaboration with Handicap International, an international NGO working on disability issues. The future interventions will aim to bridge the identified gaps. In this whole process, Handicap International has provided the relevant technical support, capacity building, support in visualising and defining the programme direction and implementation plans.

The KVSS visualizes the 1995 Act as a tool for advocacy with the government, the media, the judiciary and, most importantly, with the community, including persons with disabilities. Some of the efforts have been towards implementation of different provisions under the PWD Act, 1995, like activating the district-level committee through representation of a person with disability on the committee.

above: Reviewing a plan of a building for accessibility
below: Experiencing obstacles to mobility in a narrow corridor
What can we do if this collaborative approach does not work?

When representations and collaboration do not seem to work, the groups concerned could initiate a Public Interest Litigation (PIL) in the High Court. In cases where the lack of action amounts to violation of constitutional rights, the litigation may be filed in the Supreme Court.

The PILs may be filed on matters related to education, employment, use of and access to the public transport system, civic amenities, public buildings or the like, which affect and benefit more than one disabled person.

Palak Jain, a physically challenged girl secured 70 per cent in her Higher Secondary exam. She got 75 per cent in science subjects. Keen to become a doctor, she applied for admission to the MBBS course in 2000-01. But, she was refused admission as no provision had been made in the medical and paramedical courses in favour of the physically disabled students. Palak prayed for a writ of mandamus in the High Court of Gujarat to direct the State of Gujarat and the Chairman of the Centralised Admission Committee for medicine-related courses to provide for such reservation.

The High Court in its order dated 27/11/2000 directed the State Government to provide for reservation for disabled persons in medical and related courses. At the time of admission, an applicant cannot be refused admission on account of his/her disability but only if the nature and extent of her disability is such that s/he would be unable to pursue medical studies and/or practise as a physician can s/he be refused admission.

Based on the above order, a seat was reserved for the physically disabled in medical courses. However, there were some other disabled students as well who had applied in the same year and had secured higher percentage than Palak. As a result, Palak did not get admission but owing to her struggle to ensure reservation for disabled students, someone else benefited. And many more are likely to benefit in the future!
In Gujarat, the Gujarat State Legal Services Authority (GSLSA) provides free legal services to the vulnerable sections, including mentally ill or persons with any other disability. The Permanent Legal Services Clinic provides free legal service round the clock on all days. Various cells have been set up to provide assistance to senior citizens, women, jawans, etc. A special cell was set up for the physically and mentally challenged persons in March 2003.

The GSLSA also conducts para legal training for students and social workers. Besides, it organises legal literacy camps and Lok Adalats at the district level through its free mobile legal services unit to ensure that the socially and economically marginalised sections get timely access to justice.

FOR MORE DETAILS CONTACT:
Gujarat State Legal Aid Society
Bungalow No. 12, Duffanala, Shahibaug, Ahmedabad 380 004.
Ph: 079-22850999, 22863893

Reaching out legal aid services to the unreached!

Other Acts applicable to persons with disabilities:
- The National Trust for Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities Act 1999
- Mental Health Act, 1987
- Rehabilitation Council of India Act, 1992
Commissioner for Persons with Disabilities
First Floor, Old Vidhan Sabha Building, Near Town Hall, Sector 17, Gandhinagar - 382017
Ph: 079 - 23256746, 23256747

Directorate of Information
Block 7, 2nd Floor, Old Sachivalaya, Gandhinagar - 382010
Ph: 079 - 23220347, 23220354

Department of Social Defence
Block No. 16, Old Sachivalaya Dr. Jivraj Mehta Bhavan, Gandhinagar - 382010
Ph: 079 - 23256309, 23256310

Department of Social Justice and Empowerment
Block 5, 8th floor, New Sachivalaya, Gandhinagar
Ph: 079 - 23220385

Gujarat Council of Educational Research and Training
Director, GCERT, Vidhya Bhawan, opp. Udyog Bhawan, Sector 12, Gandhinagar

District Primary Education Programme (DPEP)
Old MLA Canteen Campus, Sector 17, Gandhinagar
Ph: 079 - 23235069

Gujarat State Finance Corporation
Block No. 10, Udyog Bhavan, Sector No. 11, Gandhinagar
Ph: 079 - 23226223

Gujarat State Finance Corporation
Regional Office, Children Hospital Building, Rasala Marg, Ellisbridge, Ahmedabad - 380006
Ph: 079 - 26582375

Here are some important addresses of organisations/departments that you may need to contact

Organisations implementing the Scheme of Assistance for Purchase and Fitting of Aids and Appliances:

**Medical Care Centre Trust**
K.G.Patel Children Hospital
Jalaram Marg, Karelibaug
Vadodara - 390018
Ph: 0265-2463906, 2462404

**Blind People’s Association**
Jagdish Patel Chowk, Surdas Marg, Near IIM, Vastrapur, Ahmedabad - 380015
Ph: 079 - 26304070, 26305082

**Andh Apang Kalyan Kendra**
Jantanagar Road, Ghatlodia
Ahmedabad -380063

**PNRS Society for Relief and Rehabilitation of Disabled**
51, Vidya Nagar, Bhavnagar - 364002
Ph: 0278 - 2420836, 2423917, 2431150, 2429326
Fax: 0278-2431160

**V-One Society**
Bhumija Complex, Opposite Mission Training Compound, Fatehgunj, Vadodara - 390002
Ph: 0265 - 2791621

**Shri K L Institute for the Deaf**
51, Vidya Nagar, Bhavnagar - 364002
Ph: 0278 - 2431150, 2429326
This booklet has been jointly published by the Blind People's Association, UNNATI - Organisation for Development Education and Handicap International.

**Blind People's Association** (BPA) is an institution established in 1954 that works directly for the rehabilitation of people with different kinds of disabilities, including persons who are visually impaired, orthopaedically disabled, speech and hearing impaired and have multiple disabilities. The BPA also carries out networking and advocacy on issues of the disabled at State and national levels.

**UNNATI - Organisation for Development Education** is a voluntary non-profit organisation. It was registered under the Societies Registration Act (1860) in 1990. Currently, we are engaged in providing strategic issue-based support to development initiatives in Gujarat and Rajasthan. The primary aim is to promote social inclusion and democratic governance so that the vulnerable sections of our society are empowered to effectively participate in the mainstream development and decision-making processes.

The above aim is accomplished through undertaking collaborative research, public education, advocacy, direct field-level mobilisation and implementation with multiple stakeholders. While we work at the grassroot level to policy level environment for ensuring basic rights of citizens, we derive inspiration from the struggles of the vulnerable and strength from the partners.

**HANDICAP INTERNATIONAL** (HI) is an international non-government organisation present in India since 1988. HI works to support actions towards an inclusive, barrier-free and rights-based society for persons with disabilities and other vulnerable persons in India.

To this end HI works with people*, local and international organisations and Governments which share the vision of an inclusive society where vulnerable people have equal rights and opportunities and live their lives with dignity, experience joy as well as a sense of fulfilment, irrespective of the cause, nature and the environment underlying the situation.

* People are understood to include people with disabilities and other persons in situations of vulnerability, their families and their communities, irrespective of religion, caste or creed.
Are there any legal provisions that protect our rights?

What can we do if we are discriminated against at workplace?
If denied admission to an educational institution whom do we approach?

In Gujarat, which organisations are promoting our rights to education and employment?

What are the basic documents that can help us get our entitlements?
How and from where can these be obtained?

This booklet contains information on the rights of persons with disabilities, especially to education and employment, in the light of the provisions of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995. It also includes success stories and initiatives that demonstrate how the Act can become an enabling tool. Using a question-answer format and a guide who helps readers to steer through the booklet, it seeks to address some common concerns and queries of persons with disabilities.

Who would benefit?
• people with disabilities and their caretakers
• functionaries of special institutions, NGOs and government departments
• anyone else seeking information regarding equal opportunities and protection of the rights of the disabled.

Blind People’s Association
Jagdip Patel Chowk, Sardar Marg,
Near IM, Vastrapur,
Ahmedabad- 380001
Ph: 079 - 26350075, 26350582
Email: binaba@1@fandchamet.in

UNNATH - Organisation for Development Education
G-1/200, Aarad Society,
Ahmedabad - 380 015
Ph: 079 - 26746145, 26739296
Email: unnalati@fandchamet.in

Handicap International
Room 9, Sardarji Society, Part II,
Narangpura, Ahmedabad - 380013.
Ph: 079 - 4035646
Email: pdc@india.org