

Computer No. 135034

Government of India
Ministry of Environment, Forest and Climate Change
CENTRAL ZOO AUTHORITY

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Dated: 05/02/2021

Subject: Advisory for mandatory compliance of statutory provisions pertaining to Rights of Persons with Disabilities (Divyangjan) in Zoos.

The undersigned is directed to inform that as per Recognition of Zoo Rules, Schedule 10, sub-schedule 12 (1-3):

1. *Every zoo operator shall provide adequate civic facilities for visitors at appropriate and convenient places in the zoo including for physically disadvantaged persons and such facilities shall be so located that they do not make or impact the view of enclosures.*
 2. *Every zoo shall have first aid facilities including snake anti-venom and lifesaving drugs, readily available in the zoo premises,*
 3. *Every zoo shall make arrangements for providing access to the handicapped persons for viewing wild animals at various animal enclosures.*
2. As per the Rights of Persons with Disabilities Act, 2016, 'specified disability' includes:
1. *Physical disability –*
 - a. *Locomotor disability – including 'leprosy-cured person', 'cerebral palsy', 'dwarfism', muscular dystrophy' and 'acid-attack victims'.*
 - b. *Visual impairment – 'blindness', 'low-vision'*
 - c. *Hearing impairment – 'deaf', 'hard of hearing'*
 - d. *Speech and language disability*
 2. *Intellectual disability – including 'specific learning disabilities' and 'autism spectrum disorder'.*
 3. *Mental behaviour – 'mental illness' excluding retardation*
 4. *Disability caused due to – chronic neurological condition such as 'multiple sclerosis', 'Parkinson's disease'; blood disorder such as 'haemophilia', 'thalassemia', 'sickle cell disease'.*
 5. *Multiple disabilities – more than one of the above specified disabilities including 'deaf blindness'.*
3. The following guidelines have been issued by the Government of India in this regard:

1. *Harmonized Guidelines and space standards for Barrier Free Built environment for Person with disability and Elderly by CPWD.^[1]*
2. *Guidelines for Indian Govt. Website: To make the Website of the zoo accessible for people with Visual, hearing, mobility and learning impairment^[2].*
3. *Accessible India Campaign as a nation-wide Campaign for achieving universal accessibility for Persons with Disabilities (PwDs)^[3]*
4. Further the Central Zoo Authority has published Design Guidelines for Zoos (2018^[4]), relevant extracts to enable unhindered zoo experience have been attached as Annexure-1
5. A reference matrix of the possible list of special provisions to be considered by zoos to guarantee 'barrier-free' and 'universal design' standards prescribed by the Government of India is provided at Annexure 2.
6. Further, Ministry of Finance vide its letter F.No.2(17)-B(S)/2014 dated 19th Nov 2015 has requested govt departments to earmark a small portion of their budget for making the public offices and website accessible (placed at Annexure 3).
7. Zoos must ensure that the aforementioned statutory provisions, rules and guidelines etc. are incorporated during preparation of Master Plan of zoos and designing of animal enclosures submitted to the Authority.
8. It is therefore advised to all zoos in the country to mandatorily adhere to the Rights of Persons with Disabilities Act, 2016 and any state specific rules framed under the Act along with the aforementioned rules, guidelines etc. in letter and spirit, to ensure that Zoos become equally accessible for Persons with Disabilities (Divyangjan).

This issues with the approval of the competent authority.

Sd/-

Dr. Sonali Ghosh
Deputy Inspector General of Forests (HQ)
Central Zoo Authority

To
The Chief Wildlife Wardens,
All States and Union Territories.

Copy forwarded for information and necessary action to-

1. Member Secretaries of concerned State Zoo Authorities
2. Officer-in-Charge of all Zoos

3. DPA, CZA with a direction to upload on the official website of CZA.

[1] <https://cpwd.gov.in/Publication/Harmonisedguidelinesreleasedon23rdMarch2016.pdf>

[2] <https://web.guidelines.gov.in/Compliancematrix/index>

[3] <http://www.accessibleindia.gov.in/content/>

[4] http://cza.nic.in/uploads/documents/publications/english/ZOO%20BOOK___LOW-RES.pdf

Design Guidelines for Divyang (Handicapped) Persons

1. Parking

- a) Parking for Divyang vehicle should be located within 30m of the main entrance of the zoo campus/ building entrance.
- b) Two accessible parking lots with overall minimum dimension 3.6m x 0.80m, should be provided.
- c) It should have the international signage painted on the ground and also on a signpost/ board put near it.
- d) There needs to be directional signs guiding people to the accessible parking.
- e) Wheel stoppers to be provided to avoid vehicles to occupy space on the pedestrian pathway.

2. Signage

- a) Signage should include direction and information signs, warning signs, road/paths names, maps etc.
- b) All signs should be visible, clear (easy to see and to understand), concise (simple, short and to the point) and consistent (signs meaning the same thing should always appear in the same manner) and properly lit if the zoo remains open upto late evening. Adequate information (both written and pictograms), should be provided which benefits all, including persons with hearing impairment.
- c) External signage: Should be mounted above 2.0m from the floor level. Font sizes between 0.10m and 0.71m mm are recommended in order to be easily distinguishable at a 3 meters distance. The smallest letter type should not be less than 0.15 m.
- d) Internal signage: Should be mounted on the wall, between 14m and 17m from the floor level. The individual characters between 0.15 m- 0.50 m tall, raised by 1 – 1.5 mm, bold & colour contrasted with their background and also in Braille. Accessible places and facilities should be clearly identified by the International Accessibility Symbol.

3. Pathway/ Pavement

- a) Must be easy to follow, obstruction-free for the convenience of all users.

- b) Surface should be smooth and level, continuous, firm, non-slip and even.
- c) Every change in level on the pathway (a step, curbs or road-works) should be made clearly visible through the use of bright contrasting colours.
- d) The minimum width of a clear unobstructed path should be 1.2m.
- e) Obstructions should be placed outside the path of travel, preferably along a continuous line and should be easy to detect.
- f) Resting Places should be provided along travel routes.
- g) Protruding elements should be avoided.
- h) Bollards should be painted in a contrasting colour or in coloured strips with clear minimum gap of 1.2m.
- i) Pathway dimensions: minimum width of a two-way wheel-chair traffic passage should be 1.8m.

4. Ramps

- a) The slope should be gentle: 1:12 max.
- b) There should be landing: every 750 mm of vertical rise.
- c) Width: 1200mm or more.
- d) Handrails to be on both sides at a height of 0.85m – 0.90m.
- e) Both ends to be rounded and grouted and extend 300mm beyond top and bottom of ramp.
- f) Surfaces (ramp + landing) should be slip resistant.
- g) A ramp should be accompanied by a flight of easy going steps.

5. Steps and Stairs

- a) Uniform riser: 0.15m and tread: 0.30m
- b) Stair edges should have bright contrasting colours: 50mm
- c) The maximum height of a flight between landings to be 100mm
- d) Landing should be 1.2m deep, clear of any door swing.
- e) The steps should have an unobstructed width of at least 1.2m.
- f) Have continuous handrails on both sides including the wall (if any) at 0.85m – 0.90m.
- g) Warning strip to be placed 0.30m at the beginning and at the end of all stairs.

h) Nosing should be avoided.

6. Tactile Surface

- a) Ground surface of a different texture allowing for guiding/ warning by tactile signal for persons with vision impairment.
- b) Line-type blocks indicate the correct path/ route to follow.
- c) Dot-type blocks indicate warning signal, to screen off obstacles, drops-off or other hazards, to discourage movement in an incorrect direction and to warn of a corner or junction. Should be placed 300mm at the beginning and end of the ramps, stairs and entrance to any door.

7. Circulation Area

- a) Corridor should have an unobstructed width of 1.80m and to do well lit.
- b) Level differences should be bevelled.
- c) Thresholds and gratings should not be more than 10mm.
- d) Protruding objects (more than 0.10m from the wall) to be placed either on a niche or above 2.0m from the floor.
- e) Spaces below ramp and stairs should be blocked out completely by protective guard rails, raised curbs or marked with a tactile surface.

8. Handrails

Handrails should be circular in section with a diameter of 40-50mm, at least 45mm clear of the surface to which they are attached, at the height of 0.85m - 0.90m from the floor, extend by at least 0.30m beyond the head and foot of the flight and ramp, in the line of travel and grouted in the ground or in the wall.

9. Curbs

- a) Width should not be less than 1.2m. If width is less than 1.2m, then slope of the flared side shall not exceed 1:12.
- b) Useful for a smooth transition, specifically at pedestrian crossings and in the vicinity of building entrances.
- c) Pavement should be dropped, to be a flush with roadway, at a gradient no greater than 1:10 on both sides of necessary and convenient crossing points.
- d) Warning strip to be provided on the curb side of the slope, so that persons with vision impairment do not accidentally walk onto the road.

10. Doors

- a) Should provide a clear opening of 0.90m.
- b) Be fitted with lever, action locks and 'D' shape handles of circulation section, between 0.85m and 1.1m from floor level
- c) Also be fitted with vision panels at least between 0.90m and 1.5m from floor level.
- d) Be colour contrasted with the surrounding walls and should not be heavier than 22N to open.
- e) A distance of 0.45m to 0.60m should be provided beyond the leading edge of door to enable a wheelchair user to manoeuvre and to reach the handle.
- f) Kick plates are recommended 0.30m from the bottom, to resist wear and tear.

11. Accessible Toilets

- a) A minimum of and toilet compartment should have enough floor space for wheelchair users to enter and exit.
- b) Clear floor space 2.0m long and 1.75m wide.
- c) Level differences should be bevelled.
- d) Thresholds and Gratings should not be more than 10mm.
- e) Protruding objects (more than 0.10m from the wall) to be placed either on a niche or above 2.0m from the floor.
- f) Spaces below ramp and stairs should be blocked out completely by protective guard rails, raised curbs or marked with a tactile surface.

12. Washbasins

- a) Be of dimensions 0.52m and 0.41m, so mounted that the top edge is between 0.70m-0.80m from the floor have a knee space of at least 0.76m wide by 0.20m deep by 0.65m – 0.68m high.
- b) Lever type handles for taps are recommended.
- c) Mirror's bottom edge to be 1.0m from the floor and the mirror may be inclined at an angle.

13. Water Closets (WC's)

- a) An unobstructed space 8.9m wide should be provided from the edge of the

WC to the side wall to facilitate side transfer, together with a clear space of 1.2m in front of the WC.

- b) Be located between 0.46m to 0.48m from the centre-line of the WC to the adjacent wall.
- c) The top of the WC to be 0.475m to 0.49m from the floor.
- d) Have a back support.
- e) Grab bars should be provided. On the transfer side movable type and on the wall side L-shape grab bar is preferred.

Annexure 2: Matrix of Specified disability and corresponding Specific Provisions suggested for Zoos

Specified disability	Physical disability	Intellectual disability	Neurological condition associated disabilities	Multiple disabilities
Special provisions				
Parking	✓			✓
Signage	✓	✓		✓
Pathway/pavement	✓			✓
Ramps	✓			✓
Steps and stairs	✓			✓
Tactile surface	✓			✓
Circulation area	✓			✓
Handrails	✓			✓
Curbs	✓			✓
Doors	✓			✓
Accessible toilets	✓			✓
Washbasins	✓			✓
Water Closets (WC's)	✓			✓
Medical emergency kit			✓	✓
Battery-operated vehicle	✓		✓	✓
Guides – Sign-language experts	✓	✓	✓	✓
Help centres	✓	✓	✓	✓
Assisted tour	✓	✓	✓	✓

(The above matrix is adapted from Design Guidelines for Zoos (2018)¹

¹ http://cza.nic.in/uploads/documents/publications/english/ZOO%20BOOK_LOW-RES.pdf

North Block, New Delhi
14 November, 2015

OFFICE MEMORANDUM

Subject:- Allocation for "Accessible India Campaign (Sugamya Bharat Abhyan)" in BE 2016-17.

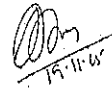
The undersigned is directed to mention that the Hon'ble Prime Minister on 4th November, 2015 held a meeting on "Accessible India Campaign (Sugamya Bharat Abhyan)" and the following decision was taken:-

"A proposal to earmark a small portion of the budget of all the Ministries of Government of India for making the public offices and Websites accessible should be considered. The State Governments / UTs should be encouraged to do the same."

2. With a view to implement the above scheme, it is requested that the Departments may like to make appropriate budgetary allocation for the scheme in BE 2016-17 in your Demands for Grants under the Object Heads "Office Expenses" and "Information Technology". If the retrofitting of public offices involves capital expenditure, the budget estimates may be accommodated in the relevant entry.

Dy. No. 2/17-16
SECY. (DEPWID)
Dt. 24/11/15

लव बरि
24.11.2015
JS (MJ)


(Sigy Thomas Vaidhyan)
Deputy Secretary
Tele: 23095042

Financial Advisors
(All the Ministries/Departments)

Copy for information to:

1. Secretary, Department of Empowerment of Persons with Disabilities
5th Floor, Paryavaran Bhawan, CGO Complex, Lodhi Road, New Delhi-110003.
2. Dr. Shrikar Pardeshi, Director, Prime Ministers' Office, South Block, New Delhi.