Access Audit Report

Assam Administrative Staff College
Guwahati, Assam

Submitted under:

Sugamya Bharat Abhiyan
(Accessible India Campaign)

Department of Empowerment of Persons with Disabilities

Ministry of Social Justice & Empowerment
Government of India
ACCESS AUDIT REPORT

ASSAM ADMINISTRATIVE STAFF COLLEGE

JAWAHARNAGAR, KHANAPARA, GUWAHATI, ASSAM - 781022

Sugamya Bharat Abhiyan

(Accessible India Campaign under Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Government of India)

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Accessible India Campaign (Sugamya Bharat Abhiyan)

Accessible India Campaign is a nationwide flagship campaign of the Department of Empowerment of Persons with Disabilities, Ministry of Social Justice and Empowerment, Government of India, for achieving universal accessibility for persons with disabilities and to create an enabling and barrier free environment, with a focus on three verticals of built-environment accessibility, transportation system accessibility and information and communication eco-system accessibility.

The task involved under the initiative, include identification of important public buildings in 48 selected cities across India, conducting access audits and retro-fittings of ramps, lifts, toilets, and signage in the buildings; making 75 important railway stations and all international airports fully accessible and ensuring that at least 50% of all web sites and public documents of the central and the state governments meet accessibility standards. Specific timelines have been set all the above goals.

Guwahati, the capital city of the state of Assam, and the gateway to the Northeast of India, is one of the selected cities, wherein 25 government / public buildings have been identified for conducting access audits and retro-fittings to ensure barrier free environment.

Shishu Sarothi, a not-for-profit organization working in the field of disability for the past around 30 years is an empanelled Access Auditor under the said initiative, and participated in the Invitation for Bid process and was duly awarded the Work Order bearing No. F.No.4-14/2015-A/C dated 19.03.2016 for conducting access audit of 25 buildings in Guwahati city.
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1. **Introduction:**

1.1. **Accessibility in the built-environment:**

Environmental access is a set of norms and standards designed to provide safe and independent use of varied environments such as transportation, roads, buildings and communication by persons with disabilities. Universal design is a commitment for designing products and environments for the broadest population possible, especially for the people who have not been considered as part of the general population.

1.2. **The Legal Framework**

The importance of promoting greater access as an effective approach to reversing exclusion and enhancing the equalization of opportunities in a sustainable way has been the mandate of the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD), approved by the General Assembly in December 2006, ratified by India on October 1, 2014 and which entered into force in May, 2008.

The Convention also mandates that all Governments shall take measures for implementation of minimum standards and guidelines for accessibility of facilities and services open to the public; to ensure that private entities that offer facilities / services open to the public comply with all aspects of accessibility for persons with disabilities; train stakeholders on accessibility issues; provide Braille signage and live assistance, professional sign language interpreters to facilitate accessibility to buildings and other facilities open to the public.

Further, Goal No. 3 of the *Incheon Strategy*, which provides the Asian and Pacific Region and the world the first set of regionally agreed distinct inclusive development goals, mentions that access to the physical environment, public transportation, knowledge, information and communication is a precondition for persons with disabilities to fulfill their rights in an inclusive society.

Sections 44, 45 and 46 of *The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995*, categorically provides for non-discrimination in transport, on the roads and in built environments.
2. **Access Audit:**

2.1. **Purpose of an access audit**

The purpose of an access audit is to assess how a particular building or environment performs in terms of access and ease of use by a wide range of actual and potential users, including person with disabilities and to recommend access improvements. The aim of the access audit and its follow-up are to:

- Identify the extent of the problem of access to public buildings and recommend changes / additions to make the environment accessible
- To create awareness of the importance of the concept of barrier-free environments for persons with disabilities
- To enforce the inclusion of accessibility for persons with disabilities in the official agenda of government and private agencies.

The report includes observations, measurements, sketches and photographs covering all parts of the public building audited including the external and internal environment as well as the services provided in the building.

2.2. **Standards:**

The accessibility standards and parameters adhered to in the instant access audit are as per the revised guidelines (2014) of the *Central Public Works Department Manual, Handbook on Barrier-Free and Accessibility* (URL: http://cpwd.gov.in). For some points not specifically covered by the said Handbook, reference has been taken from the *Harmonized Guidelines and Space Standards for Barrier Free Built Environment* of the Ministry of Urban Development Government of India.

2.3. **Premises where Access-Audit was conducted:**

The *Assam Administrative Staff College* (AASC) is the nodal State level training institute for government employees. It invests in strategic learning initiatives to leverage the intellectual capital of Governments employees. AASC is primarily engaged in imparting learning, an indispensable tool that supports new initiatives, re-skills the workforce and prepares them to address the societal shifts and organizational transformations.

The building is four storied with Ground Floor housing the reception, officer’s rooms, a classroom, library and dining area at a mezzanine level; the First Floor two officers’ rooms and rest is under renovation; Second Floor three training halls, two computer labs, two syndicate rooms, one board room, five rooms for officials, Director’s chamber and one utility room and the Third Floor two auditoriums, one hall, one VIP lounge, one VVIP room, one board room and two utility rooms.
It may be noted that the Assam Administrative Staff College has been undergoing renovation for the past couple of years and there are sections of the building still under renovation and generally cordoned off for the public.

2.4. Access Audit Team:

<table>
<thead>
<tr>
<th>Access Audit Team</th>
<th>Name</th>
<th>Designation</th>
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<tbody>
<tr>
<td>Access Auditor</td>
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</tbody>
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Date of Access Audit : May 26, 2016 (Thursday)

3. Access Audit Report:

This report gives a narrative outline of existing facilities, lays down the areas of concern with pictorial illustrations of the existing infrastructure. The report makes recommendations of changes / additions / alterations that has to be done to the existing built-environment to make it accessible and is supplemented by an annexure which is a compilation of design requirements for built-environment as per guidelines, and also gives a brief concept of design requirements for different types of disabilities, basic anthropometrics and concept of universal design along with photographs and suggestions for clear elucidation.

The Audit is structured into three parts, viz, the external environment, internal environment and information, communication and services.

3.1. External environment

The external environment includes the following:

3.1.1. Parking lot:

There is ample parking space available in the office premises.

There is no reserved parking available for people with disabilities.
Fig. 1: Parking facilities inside the Assam Administrative Staff College

Recommendations:

- Parking bay has to be reserved in a space closest to the building entrance for persons with disabilities.
- The accessible parking bay for persons with disabilities has to have minimum dimensions of 3600 mm x 6000 mm.
- The reserved parking bay should be properly sign posted.
- The parking bay and the adjacent access route has to be laid with tactile floor guidance tiles along on a firm pathway, minimally 1200mm wide, laid with anti-skid tiles and built as per CPWD guidelines. The tactile pathway must be out of the vehicular path.
- Proper lighting along with proper directional signage as per CPWD guidelines shall be constructed at the parking bay and adjacent areas.

3.1.2. Alighting:

Right now there is no designated space for alighting of people with disabilities next to the entrance. But after the parking bay for people with disabilities has been identified and transformed, there is space adjacent to the reserved parking bay to design one alighting point with required signposts, step free access and tactile guidance.

Recommendations:

- Alighting point has to be constructed next to the designated parking bay, with directional signage.
- Alighting point should be leveled and cleared out of traffic lane.
- Proper sign-posts and signage to be installed along with tactile guidance tiles, hazard warnings and positional files.
- A step free route connecting the parking, alighting point, main gate and main entrance of the buildings has to be constructed.
3.1.3. Accessible Route:

There is a wide access route that connects the entrance gate, parking and all other external facilities with the accessible entrance. The surface of the pathway is firm, non-slip. The pathway is slightly sloped up as it approaches the building entrance [Fig. 2(b)], however, it has an adequate gradient. There is no accessible directional signage directing to the entrance. The pathway is free of any barriers or obstacles. Gratings are present, perpendicular to the direction of the path. There is adequate artificial light on the pathway after sunset. The pathway is long and there are no defined resting spaces and wheelchair parking spaces along the way to the building entrance.

![Fig. 2: Access route connecting the entrance gate, parking and building entrance](image)

**(a)**

**(b)**

**Recommendations:**

- Route to be laid with tactile guiding path including directional, hazard warning and positional tiles for independent navigation by persons with disabilities.
- Accessible directional signage should indicate the accessible entrance.
- There should be some resting spaces and wheelchair parking spaces along the way to the building entrance, outside the line of traffic.

3.2. Internal environment

The internal environment includes the following:

3.2.1. Accessible Entrance:

The main entrance is accessible to all users, with adequate landing over the minimum required 1500mm x 1500mm. The entrance door is usable by disabled persons.
There is a difference in floor finish at the door entrance identifiable by blind users. The entrance has a glass door without manifestations on it to make it prominent. There is no audio signal at the main entrance.

![Image](image_url)

**Fig. 3:** The main entrance to the Assam Administrative Staff College

**Recommendations:**
- Accessible signage to identify the accessible entrance to be installed.
- There should be adequate manifestations on the glass door to make it prominent.
- The entrance to be fitted with an audio signal.

### 3.2.2. Reception and lobby:

The reception counter is identifiable from the entrance. There is 900mm wide and 1200mm deep clear space in front of the reception counter. The counter contrasts in color with the background wall and floor. The counter is adequately illuminated and is non-reflective. The counter is at a height of 1180 mm and 950 mm with no clear recess under the counter. There is no directional signage directing to various building facilities at the reception. There is live assistance available at the counter but they are not trained to assist persons with disabilities. None of the staff can communicate in Sign Language and there are no printed information available in accessible alternate formats. The lobby is at one level with adequate maneuvering space for wheelchair users. There is no adequate seating available in the reception lobby.
Recommendations:

- **The height of the reception counter** to be at two levels to cater to persons with and without disabilities. A part of the counter is to be between 760 mm to 800 mm from the floor, with a 400 mm to 600 mm clear recess under the counter for easy access to wheelchair users.

- Accessible **identification signage** to be installed for the reception.
- **Appropriate directional signage** required near the reception counter directing to various building facilities.
- **Induction Loop** to be installed to aid people with hearing disabilities.
- **Printed information** to be made available in **accessible alternate formats**, e.g. Braille, Large Print, Audio, Pictorial, Easy-to-Read, Plain Language, available in Hindi and English and Accessible Electronic Formats that can be shared over email or mobile platforms.
- There should be at least one **staff on call** for the office who can communicate in **Sign language**.
- Lobby to have **adequate seating for waiting**, depending upon the usual human traffic in the building.

3.2.3. **Stairs**:

There are two staircases in the building to connect all the floors. One of the said staircases is presently cordoned off due to renovation. There is also a third flight of stairs which only leads up to the mezzanine dining area from the ground floor {Fig. 5(c)}.

The main staircase has 150 mm high risers and 260 mm wide treads. Ideally, staircases should have uniform step risers and treads of 150mm and 300mm respectively. However, there is no scope to change this now.

There is no color contrasting strip at the edge of the steps.

There is clear color contrast between the background wall and the stairs.

There is handrail on one side of the staircases.

There are no tactile warning provided at the beginning and end of each flight.
The floor surfaces of the steps are non-slippery but glary.
The staircases are well illuminated.
The steps are uniform in width and height.
The staircases are not circular and sharp.
The stairs are continuous without any breaks and gaps.
The under-stair areas have not been appropriately cordoned off for safety.

Recommendations:

- **Handrails** to be installed at two levels on both sides of the stairs.
- **Anti-skid, color-contrast strips** to be installed at the edge of the steps.
- **Tactile warning tiles** to be provided at the beginning and end of each flight.
- **Floor surface** of the steps to be made non-slippery and non-glary.
- The under-stair area to be cordoned off in all the flights for safety.
- There is a necessity to ensure step free access leading up to the mezzanine dining area, as this does not have elevator connectivity.
- A **stair lift** is recommended to provide step free access to the **Mezzanine Floor** as a **ramp** with adequate gradient is not feasible here due to lack of space (Refer to Appendix).
3.2.4. **Ramp:**

There is no requirement of a ramp as the building has elevators to address the need for vertical accessibility to connect all the upper floors.

3.2.5. **Handrails:**

Handrails are provided on one side of the stairs.

Handrails have been provided at two heights of 950mm and 750mm.

The aluminum handrails have some contrast in color from the stairs but not the background walls.

Handrails are circular, non-slippery, have an uninterrupted grip and without sharp edges.

Handrails are well maintained and kept free from dust.

![Handrails](image)

**Fig. 6: Handrails**

**Recommendations:**
- **Handrails** should be provided on both sides of the stairs.
- Handrails should be provided at two heights of 900mm and 760mm.
- There should be adequate colour contrast between handrails, stairs and background walls.
- When handrails are installed on the side of the wall, it should be ensured that there is adequate hand clearance of at least 50 mm between the wall and the handrails.

3.2.6. **Elevators / Lifts:**

There are two elevators in the building to connects all the upper floors.

The elevators have step free access.
The elevator cars have an internal space of 1300mm deep x 1100mm wide. As per standard specifications, the internal space of an accessible elevator car should be 2000 mm deep x 1100 mm wide. However, this cannot be altered now.

The door of the elevator is 800mm wide and cannot be altered to have the minimum required opening of 900 mm.

The elevator controls in the lift are between 800mm and 1300mm but the controls are not in Braille/tactile form.

The lifts are equipped with a visual announcement system. There is no audio announcement system in place.

The control panel inside the lift is reflective.

The floor of the car is non-slippery but the walls of the car are reflective.

Lift door opening / closing time is less than 30 seconds.

Handrails have been provided on the rear wall of the lift car. There is no rear mirror.

There is no signage directing to the lifts.

There is adequate landing over 1500mm x 1500mm in front of the lift.

Emergency information given inside the lift car is mounted at eye level but it is not in accessible format (Braille / font size).

The floor number on the lift lobby is clearly visible from the lift car.

There is live attendant for the elevator, when required.

**Fig. 7:** Elevator facility in the AASC  
**Fig. 8:** Reflective interior of the elevators

**Recommendations:**

- The internal walls of the elevator car to be non-reflective.
- The elevator controls in the lift (including alarms / speakers / phones) to be between 800 mm to 1200 mm, have good contrast, self-illuminating buttons, in raised letters and Braille.
• **Emergency information** given inside the lift car to be in accessible format (Braille / font size).

• The **elevator call buttons and floor buttons outside the lift** on each floor to be in raised letters and Braille.

• **Touch panels** for lift controls to be avoided.

• A **visual and audio floor announcement system** to be installed.

• **Lift door opening / closing time** should be at least 30 seconds.

• **Handrails** to be fitted on both the sidewalls and the rear wall of the lift car at specified heights.

• A **rear mirror** to be placed at specified heights.

• Appropriate signage directing to the accessible lift to be used in conspicuous place(s) in the building.

3.2.7. **Escalators / Passenger conveyors:**

There are no Escalators/Passenger Conveyors present in this building. In any case, escalators / passenger conveyors are not considered as accessible for disabled people and, hence, not recommended.

3.2.8. **Corridors:**

The corridors in the building are wide and well maintained.

There are no protruding objects on the corridors.

There is 1500mm x 1500mm space to allow a wheelchair person to turn around at some point on the corridor.

The floor finish is slippery and reflective.

The corridors are well illuminated.

The darker skirtings along the corridors provide contrast in color between the floors and walls.

Handrails are provided on one side in the main central corridors [Fig 9(a) and Fig 9(c)] of the building but are not seen in others [Fig 9(b)].
Recommendations:

- **Floor finish** to be non-slip and non-reflective.
- There should be **handrails** provided on both sides of the **corridors** as per standard specifications.

3.2.9. **Doors & doorways:**

The clear width of the doors is minimally 900mm wide.

It does not take much energy to open the doors.

Lever type handle is used on the doors.

The color of the doorframes contrasts with the background walls but not with the doors.

The building has a combination of both single- and double-hinged one way swing doors.

There is adequate space available to open a door even by wheelchair users.

The doors open inwards, except the accessible toilet doors.

Where there are two doors in a series, there is at least 1500 mm deep space between the two doors.
Fig. 10: Doors and doorways

**Recommendations:**

- **Automatic doors** should be provided at the building entrance, with a minimum open time of 5 seconds.
- There should be **clear color contrast** between doors, doorframes, background walls as well as door furniture.
- **Kick plates** to be provided on the most accessed doors.
- **Door closures** are to be avoided.
- **Vision panels**, if provided on the doors, should be at a comfortable height for wheelchair users and other people as well.
- Any glass doors present should have manifestations to make them prominent as per specifications.

### 3.2.10. Accessible toilets:

There is a unisex accessible toilet with dimensions 2800mm x 2100mm on the ground floor and the first floor.

The toilet door open outwards and is single-hinged.

The seat of the WCC is at 450mm from floor level.

There is no grab bar present.

The WC has a backrest and the flush control is knob type.

There is 800mm of clear transfer space next to the WC.

The height of the washbasin is 800mm with no recess. Approach to washbasin is sloped and not accessible [Fig. 11(c)].

The floor surface is non-slippery.

There is color contrast between the background wall and the sanitary fittings.
The toilet is clean and well maintained.
The other toilet blocks (Men’s and Women’s) in the upper floors are big with a couple of washbasins and toilet cubicles.

Recommendations:
- The unisex accessible toilet should be upgraded to meet all accessibility parameters outlined herein below.
- For upper floors also, at least one accessible toilet cubicle should be ensured in both the Men’s and Women’s Toilet blocks.
- The WC should be installed in a corner with centerline of the WC at a distance of 450mm to 500mm from the adjacent wall. The front edge of WC should project 750mm of/from the rear wall.
- The WC should have a **backrest**.
- **Lever type flush control** is to be installed at a height of 1100mm from the floor surface, or on the transfer side of the WC. The force required to flush should be comfortable.
• A **horizontal grab bar** is to be installed on the adjacent wall, at a height of 200mm from the WC seat.

• A **fold up grab bar** is to be installed at a centerline distance of 320m-200mm from the WC seat.

• A **wash basin** is to be installed at a distance of at least 400mm from the side wall.

• The wash basin should have **automatic** or **lever type faucets**.

• There should be an **alarm system** within easy reach to alert persons outside, in case of emergency.

• **Visual alarm** must be there to alert people with hearing disability in case of emergency.

• The **door** should be able to be **locked from inside but also released from outside** in case of emergency.

• **Mirror** should be at accessible height.

• All **toilet accessories**, soap dispensers, coat hooks should be at accessible reach.

• In addition to the accessible unisex toilets, the other toilets (Men / Women) should also follow standardization of placement of utilities like
  
  - Basin taps to be placed at the centre of the basin.
  - Soap dispensers must be either at the immediate right or left side of the basin.
  - Water jets on the right or left side of the WC.
  - Flush must be either immediately behind the seat or at the centre.
  - WC water tap must be either at the right or left of the WC.

### 3.2.11. Cafeteria:

There is no cafeteria in the office premises. The mezzanine dining area is used only during programs.

**Recommendations:**

• Even though it may be mainly a buffet dining area, tables have to be provided for persons with disabilities. **Tables should allow easy wheelchair access** and have a knee space of 750mm under them.
• Cafeteria should have a mix of different kinds of cutlery and glassware to allow ease-of-use for people, based on their needs. (For instance, some people may be unable to use disposable cups and cutlery and some may find use of very heavy glasses and cutlery difficult.)

Fig. 12: Mezzanine dining area

• **Hand wash** area should be accessible as per specifications for washbasins.
• All **counters, buffet tables and vending machines** should be placed at accessible height.
• **Staff** should be trained to assist persons with disabilities.
• There should be an **agreed practice to serve food on the table for persons with disabilities.**

3.2.12. **Drinking Water facilities:**

Presently there is no drinking water facility available in the building. However, renovation of the office is underway and there is a proposed space for installation of a drinking water facility in the corridor near the toilets.

**Recommendations:**

• Drinking water facility is recommended at every floor along the corridor leading to the toilets.
• Drinking water facility should be at an **accessible height** for persons with disability.
• The **tap** should be **lever type** and easily operable.

Fig. 13: Proposed space for drinking water facility adjacent to the existing toilets
• Drinking **glasses should be made available** and kept at an accessible height not higher than 1200 mm.

• The **area around the water cooler / dispenser should be kept clean and dry** at all times.

• **Proper signage** should indicate the presence of the drinking water facility in each floor.

### 3.2.13. Control and operating mechanisms:

The switches or controls are not placed consistently and placed at different heights but are mostly accessible.

No touch panels have been installed for operating controls or switches.

Little pressure is required to operate the switches or controls.

Controls do not have adequate color contrast with the background wall and the surrounding face plate panel.

![Image of controls](image.png)

**Fig. 14: Controls**

**Recommendations:**

• The operable part of controls such as vending machines, electrical switches, wall sockets should be:
  - Located adjacent to the clear floor space with dimensions of at least 900mm x 1200mm;
- Located at the height of between 400mm and 1200mm, measured from the floor, with the exception of vending machines where the upper limit is relax able to 1300 mm;
- Electrical sockets must not be placed at a height lower than 400mm from the floor.
- Controls should be placed at not less than 400mm from room corners.

- **Controls or switches** should not be operable with a touch panel.
- Little pressure should be required to operate the switches or controls.
- **Controls should be colour-contrasted**, with the surrounding face plate panel and the face plate contrasting with the background wall on which they are mounted.
- **Information on controls and switches should be in relief** (embossed letters/symbols accompanied with Braille information) for tactile reading.

3.2.14. Signages:

Signages are present in front of every office door, conference hall and so on. However, there are no directional signage available leading to the various chambers / offices / halls.

Signages are also not present for provisions like parking, entrance and so on.

Signages are mostly present at a height of 1500 mm from the floor level alongside the door on the side of the door handle.

There is adequate illumination of visual signage.

The visual signages in the building are not provided with Braille and Tactile supplements.

Most signages are embossed on metallic plates and are very reflective.
Recommendations:

- There should be prominent visible signage using the international symbol of accessibility, identifying accessible entrance and exit, reserved car parking.

- Signages for presence of toilets for persons with disabilities, and availability of other facilities in the building should be conspicuously placed in the building.

- Signage size should comply with not less than 60mm for doors, 110 mm for corridors and 200mm for external use.

- All visual signage in the facility should be provided with Braille and Tactile supplements.

- Where ever possible, audio signage should be provided along with Braille and Tactile signage.

- All Braille and tactile signage should be placed between the height of 900mm and 1500mm, with ideal location at 1050 mm above the finished floor level.

- If Braille and tactile signs are provided at a door, the same should be located alongside the door at the latch side.

- Where tactile signs are provided at double doors with one active leaf, the tactile signs should be on the inactive leaf.

- Where tactile signs are provided at double doors with two active leafs, the tactile signs should be located at the right hand side of the door.

- Braille specifications in all signages should follow the handbook specifications.

- Braille and Tactile floor plans should ideally be provided, where they are available for use of public, especially near the entrance of the building / near reception or lobby or the elevator lobby.

- All visual signage in the building should use high colour contrast and should be non-reflective.

- There should be adequate illumination of visual signage.
3.2.15. **Emergency evacuation:**

There is no defined emergency evacuation plan in place for the office. However, fire control provision has been made.

![Fire control provision](Image16)

**Fig.16:** Fire control provision

![Second staircase in the building presently under renovation](Image17)

**Fig.17:** Second staircase in the building presently under renovation

**Recommendations:**

- There should be emergency evacuation provision in the building which takes into account persons with disabilities.
- The second staircase, currently under renovation, can be used as an emergency evacuation route.
- On ground floor, refuge area can be near the reception lobby. For upper floors, refuge area has to be identified and signposted for wheelchair users, near the stairs.
- There should be directional signage leading to the refuge area.
- All emergency and directional signage should be accessible.
- The refuge area should be minimally a 900 mm x 1200 mm space for parking a wheelchair.
- There should be an alerting system both, visual and audible.
- The alerting buttons should be between 600mm and 1200mm from the floor and have a high contrast with the background wall.
- **Smoke barriers** should be put up around the refuge area so that it can hold off smoke for at least one hour.
• There should be an audio and visual two way communication system in the refuge area at the height of 1000mm.

• **Evacuation plans** should show the refuge area, accessible evacuation route and “You are here” point clearly marked on them.

• Evacuation plans should be prominently displayed on all floors.

• The evacuation plans and building maps should be available in tactile Braille formats.

• The evacuation plan should be of right size and easy to read.

• The plan should clearly shown the ‘you are here’ point on it.

• The plan should contrasts well with the background wall.

• The Staff should be trained to assist persons with disabilities in evacuation.

• **Evacuation chairs** should be available in the building and there must be staff trained to use them.

3.2.16. **Common building elements:**

3.2.16.1. **Colour contrast** (in critical surfaces, sudden change in level, toilets, stairs, handrails, doors, switches and sockets, skirting, free standing obstacles and signage):

Color contrast is seen in skirtings, reception counter, staircase and walls, doors. However, contrast is conspicuously missing in other critical surfaces like control and operating mechanisms, signages, free standing columns along the corridor and so on.

**Recommendations:**

• Colour contrast in critical surfaces, sudden change in level, toilets, stairs, handrails, doors, switches and sockets, skirting, free standing obstacles and signage to be used as per specifications highlighted in the Appendix to this Report.

**Fig.18:** Lack of colour contrast between the free standing column and background wall and floor
3.2.16.2. **Flooring:**

Floors are well kept and clean along the corridors and the toilets. The corridors are mostly slippery and reflective. There is not adequate color contrast between floors and the background walls.

**Recommendations:**
- Flooring has to be as per specifications highlighted in the Appendix to this Report.
- There should be **difference in floor tiles from corridors and rooms.**
- Floor should be of **anti-slip** and **anti glare** quality.

3.3. **Information, communication & services:**

The Staff College does not have an accessible website or alternate accessible formats of publications / brochures; none of its staff are trained in Indian Sign Language and neither are there Sign Language interpreters available on call. There is no facility of availability of a wheelchair; the staff has never attended any disability sensitization sessions nor do they have trainings on how to extend assistance to people with disabilities. Also there is no Equal Opportunities Policy in place to promote employment of staff with disability.

**Recommendations:**
- Staff College **website** to be made **accessible complying with Web Content Accessibility Guidelines 2.0 (WCAG 2.0)** along with availability of **accessible software for electronic filling of forms** etc, if applicable.
- Relevant information in **publications / brochures** to be made accessible for the public in **alternate accessible formats.**
- **Staff** to be given **awareness of accessible facilities** in the premises.
- There should be a **simple procedure of making inquiry / suggestions** or complaint lodging for a person with disability.
- There should be **trained staff to extend live assistance to disabled people** whenever needed and especially during emergencies etc.
- All staff to have **disability sensitization sessions** from time to time.
- Staff College to **develop and implement an Equal Opportunities Policy** to promote employment of staff with disability.
- **Reasonable adjustment of workplace environment** should be made, whenever the need arise, to accommodate disabled staff.
- **Services like availability of wheelchairs, loop induction system, sign language interpreter etc.** should be ensured.
• All accessibility equipments in the building to be regularly checked and maintained in good working condition.
• There should be a policy to allow guide dogs, wherever a disabled person is accompanied by one.

4. **Conclusion:**

The Assam Administrative Staff College is recently renovated and has many positive aspects like disabled friendly toilet. However, there is ample scope to incorporate barrier-free built environment provisions along with ensuring of accessible information, communication and services in the office building to make it accessible for persons with disabilities.

As far as access route, parking and entrance are concerned, there is scope to ensure accessibility as outlined in this report.

Presence of lift addresses the need for vertical accessibility but the same can be upgraded to comply with accessibility features for lifts as far as possible, considering the fact that lift dimensions etc cannot be altered in the already existing lifts.

The existing disabled friendly toilets to be upgraded as per specifications. Also, at least one set of accessible toilets for men and women should be provided in the upper floors as well. All toilets in the various floors should also comply with standardization of placement of utilities like basin taps, soap dispensers, WCs, water jets and so on.

For other aspects, there is a clear possibility of upgrading existing provisions and ensuring accessibility in reception counter, stairs, handrails, corridors, controls, contrast of critical surfaces, doors and doorways, signages and so on.

Drinking water facilities should also be made available in every floor.

Staff should also be sensitized on disability issues and efforts to be put in to ensure that information and communication is made available in accessible formats, both electronic and otherwise.