

## **Frequently Asked Questions (FAQs) – Sugamya Bharat App**

### **1. What is the objective of Sugamya Bharat App?**

Sugamya Bharat APP — a Crowdsourcing Mobile Application is a means for sensitising and enhancing accessibility in the built environment, transportation sector and ICT ecosystem in India. The vision and direction for this crowdsourcing App based on Jan-Bhagidari was given by Hon'ble Prime Minister for improving accessibility in our country with an objective of enabling Divyangjan and general public to bring to notice accessibility-related issues that require redressal

### **2. What are the features of Sugamya Bharat App?**

The Sugamya Bharat App has been provided with several user-friendly features. The App has easy drop-down menus and is provided with videos in Hindi and English demonstrating the process of registration and uploading complaints with photographs by the users. The App is made accessible for ease of use for persons with disabilities with features such as font size adjustment, colour contrasting option, text to speech, and having an integrated screen reader in Hindi and English. It is available in 10 languages. The App also has provision of easy photo uploads with geotagging option of the premise where accessibility intervention is required. The App has provision for providing notifications to the users at the time of registration, forwarding of the complaint to the appropriate authorities, status updates as well as at the time of resolution and closure of the complaint.

### **3. Who all can register issue at Sugamya Bharat App?**

Any person facing difficulty or issue related to accessibility in India can raise their concerns/grievances on the Sugamya Bharat App. Issues related to COVID19 can also be registered by Persons with Disabilities.

### **4. Can any issue related to disability be registered at Sugamya Bharat App?**

No. Only accessibility related issues pertaining to Buildings, Transportation System and ICT (websites and TV viewing) can be registered at Sugamya Bharat App. In addition to this, as a special feature owing to the pandemic issues related to COVID19 can also be registered only by Persons with Disabilities.

### **5. Is it mandatory to upload photographs?**

No. It is not mandatory to upload photographs. However, the same is recommended for understanding the issue better. It is also advised that user may geotag the facility and provide a clear description of the issue for better appreciation and understanding of the concern being raised while addressed by the Appropriate Authority.

**6. Is the Mobile App made accessible for the use of visually impaired?**

Yes. The mobile app is made accessible and can be easily used by Visually impaired people. This is on account of the fact that features such as text to speech, font size adjustment, colour contrast option etc. have been included in the Sugamya Bharat App.

**7. Is this Mobile App accessible? What are its features of accessibility?**

Yes, the App is made accessible for ease of use for persons with disabilities with features such as font size adjustment, color contrasting option, text to speech, and having an integrated screen reader in Hindi and English

**8. Who will be carrying out the desired work for resolving registered issues?**

DEPwD has made Sugamya Bharat App as a tool to empower PwDs to register their accessibility related issues under which the issues will be forwarded by Sugamya Bharat App PMU team of DEPwD to Appropriate Authorities across Central/State/UT/District governments, who shall be responsible for taking necessary action for resolving the issue.

**9. Is there any module prepared for the users to learn 'How to use the Sugamya Bharat App'?**

Yes. A walkthrough video explaining the process of using the App in English and Hindi can be watched at <https://www.youtube.com/channel/UCU589RvbLvA7ZbJh3bKNtJw>. The users can also watch this learning video in the mobile app itself. The demonstration video also has sign language interpretation.

**10. Is the mobile app free?**

Yes. The Mobile App is absolutely free for the users.

**11. Is the mobile app available for iOS users?**

Yes. The iOS based app can be downloaded at <https://apps.apple.com/in/app/sugamya-bharat-app/id1545729465>. The android version can be downloaded at

[https://play.google.com/store/apps/details?id=com.geostat.sugamyabharatMOH&hl=en\\_IN&gl=US](https://play.google.com/store/apps/details?id=com.geostat.sugamyabharatMOH&hl=en_IN&gl=US).

**12. Can photographs of inaccessibility be uploaded from the gallery or does one have to be at the location itself?**

The user has been provided both the options of uploading photographs. The user can upload photographs directly from the gallery or can take picture on the location by using the Sugamya Bharat App.

**13. Can one refer the guidelines related to accessibility in the App?**

Yes, the notified guidelines under the Rights of Persons with Disabilities (RPwD) Act, 2016 have been uploaded under 'Guidelines and Circulars'.

**14. Can one learn about accessibility also on the App to know what should be the correct feature?**

Yes. A provision has been made to sensitise the app users by educating them about accessibility with an introduction of 'Do you Know?' pop-up feature in the complaint form itself. The App has also been loaded with official notified guidelines related to accessibility as issued by concerned Ministries/Departments. In addition to this, the app user can also refer 'Access – The Photo Digest' a guide book uploaded under the 'Department Update' section to know about 10 basic accessibility features.