

**Standing Operating Procedure (SOP)
for accessibility of Jetties of IWAI by Persons with Disabilities (PwD)**

This Standard Operating Procedure (SoP) aims to improvise accessibility standards with regard to Persons with Disabilities. Inland Waterways Authority of India (IWAI), under Ministry of Ports, Shipping & Waterways (MoPS&W) is mandated with development and maintenance of infrastructure for shipping and navigation on designated national waterways (NW). These developmental activities such as fairway, navigational aids, terminals and warehouse facilities, pilotage services, slipway for vessel repair, salvage assistance and DGPS connectivity also involves transportation of passengers and tourists along with cargo to different destinations across national waterways.

The Persons with Disabilities (PwD) using the waterways as passengers and tourists need special arrangements in using the water transportation by ferries / vessels for their mobility and independent functioning. The PwD are also requiring special aids and appliances in negotiating their entry and exit to and from terminals on embarkation / disembarkation.

The terminals located on various National Waterways and being maintained by IWAI to cater to the daily and recreational needs of riverine communities as well as tourist population. The use of jetties / terminals for both cargo passenger transportation and river cruise tourism are equipped with requisite infrastructure to help persons with disabilities which needs to be further augmented.

To make ease of accessibility at jetties / terminals of IWAI on NWs for Persons with Disabilities such as wheelchair users, vision and hearing impaired, and stick or crutches users, IWAI intends to improvise existing infrastructure for safe and seamless movement in using the facilities on using jetties / terminals for their voyage on waterways.

The signage as described below should be prominently displayed at designated places of IWAI terminals for ease of movement of persons with disabilities:

(i) **Location of Jetty / Terminal:**

Should conspicuously displayed with symbols at the entrance point of a trail/route leading to/around the waterway jetty, at route junction points, and at regular intervals along the way to jetty / terminal. The use of this symbol will ensure the location of Jetty / terminal and route direction which can be easily determined and followed. People with disabilities can then make an informed choice to follow the direction of signage and can reach designated Jetty / Terminal without confusion.

(ii) **Access to Jetties and Walkways**

Access to the river or canal bank / jetties and pier walkways, can be difficult or impossible for a person using a wheelchair or other mobility aid. In these instances, accessible pathways/boardwalks are to be provided to enable easy access from adjacent routes onto the river bank or pier / jetty including provision for tactile path for visually impaired.

(ii) **Information Display Boards**

Information Display Boards are vital elements in providing adequate information on facilities available at the jetty such as toilets, drinking water, passage way to wharf to board vessel etc. Separate toilets for persons using

wheelchairs to be provided at Jetties / terminals and in the vessels. Signs and information boards should be clear and legible, containing an unambiguous message using symbols and words that are clearly recognizable to avoid the need to seek further advice. This signage at the designated facilities should be displayed in contrast colour and bold letters also in braille version for use of vision impaired persons.

(iii) **Obstacles and Barriers**

The obstacles and barriers such as steps, bollards and gates with limited gaps where wheel chair cannot negotiate through in accessing jetties / terminals may have to be innovatively designed for ease of movement of the persons with disabilities in entry exit of jetties with less discomfort.

(iv) **Entrance and Exit Points**

The entry and exit access to jetties / terminals to be made as easy as possible for persons with disabilities. Extra wide gates / gaps should be provided wide enough to allow a person using a wheelchair to easily gain entry / exit to and from Jetty / terminal. A ramp adjacent to main entrance to be provided where there is change in the level of ground leading to parking / waiting area of vehicles. Staircases to be provided with hand rail for the use of those other than wheelchair users

(v) **Assistance**

Maximum assistance is given to wheelchair users and vision impaired people for their safe entry / exit to and from jetties in embarkation and disembarkation process and negotiating their way through the vessels / boats. Sufficient space should be reserved in the vessel for wheel chairs users.
