MeitY Engages with UN Special Rapporteur on Digital Accessibility and Inclusion of Persons with Disabilities

Dialogue Highlights Accessibility Standards, Assistive Tools and Inclusive Digital Public Services

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The Ministry of Electronics and Information Technology (MeitY) held an interactive session with Ms. Heba Hagrass, United Nations Special Rapporteur on the Rights of Persons with Disabilities, on advancing digital accessibility and inclusion in India. The engagement, held at CeG Hall, MeitY, formed part of the Special Rapporteur's official visit to India from November 16-25, 2026. In addition to MeitY officials, the Ministry of External Affairs also took part, along with representatives of National Informatics Centre (NIC), Standardisation Testing and Quality Certification (STQC), Centre for Development of Advanced Computing (C-DAC) and National e-Governance Division (NeGD).



The session was led by Shri Nand Kumarum, Joint Secretary, MeitY, and President & CEO, NeGD. It began with a short film on Hon'ble PM's vision on accessibility along with India's digital accessibility initiatives, followed by a detailed presentation and discussion.

Thereafter, a presentation was given jointly by Dr. Santosh Pandey, Scientist-E, Meity and Shri Bramhanand Jha, VP, NeGD. It outlined how India's legal framework supports digital accessibility. India ratified the Convention on the Rights of Persons with Disabilities in 2007, and the Rights of Persons with Disabilities Act, 2016 requires accessible information and communication technology. MeitY notified the National Policy on Universal Electronic Accessibility in 2013, and its role is largely facilitative, through standards, guidelines and tools.

Key initiatives discussed including:

- **Standards:** GIGW 3.0, the Guidelines for Indian Government Websites and Apps, aligned with WCAG

  2.1 Level AA; and Indian Standard IS 17802 on accessibility of ICT products and services, made enforceable through the RPwD Rules by the 2023 amendment.

- **Certification and testing:** STQC certification, with 73 Ministries and Departments certified; and tools such as SugamyaWeb and SATYA for testing websites and apps.
- **Design support:** UX4G, which has given UX audit and design support to over 400 government websites and apps, and whose ready-to-use accessibility widget is used by over 1,800 websites.
- **Inclusive services:** Bhashini for multilingual access, UMANG for citizen services in 23 languages, and the Namaste Bharat AI citizen guide with voice and multilingual support.
- **Assistive and learning solutions:** Divyang Sarthi, a platform with VR-based learning content for persons with intellectual disabilities.

MeitY reiterated its commitment to regularly updating accessibility guidelines in line with international standards, supporting certification and compliance, building the capacity of officials and developers, and sharing India's tools and experience. It also said it would continue to develop digital assistive solutions for greater inclusion.

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