

**GOVERNMENT OF INDIA
MINISTRY OF SHIPPING
DIRECTORATE GENERAL OF SHIPPING
"BETA BUILDING", 9TH FLOOR
I-THINK TECHNO CAMPUS
KANJUR MARG (EAST)
MUMBAI - 400 042.**

F. No. SL-RUL-3(2)/2017

Dated: 04.09.2018

DGS Order No. 09 of 2018

Sub: Formulation of standards of Accessibility for person with Disabilities (Divyangjan), for passenger shipping services, as required under Section 40 of the Rights of Persons with Disabilities Act, 2016 read with proviso to Rule 15 of Rights of persons with Disabilities Rules - reg.

Whereas in an emergency on board a passenger ship most passengers are expected to be able to evacuate themselves from the passenger accommodation to the embarkation deck.

2. Whereas the integration of persons with restricted mobility - including infirm, very young, elderly and disabled persons - with the other passengers should be given special consideration when designing a passenger ship and preparing contingency plans for such a ship.

3. Whereas for the purpose of safety, new passenger ships should, to the extent possible, be designed in such a way that there is barrier free passage for elderly and disabled persons in public spaces on board and in escape routes to muster stations.

4. Whereas Crew members required to assist passengers who may need assistance, should be given instructions on the kind of assistance needed by elderly and disabled persons on board.

5. Whereas in ships with passenger cabins:

5.1. elderly and disabled persons who may need assistance in an emergency should preferably be assigned cabins situated in the proximity of the embarkation deck, so that they may be assisted to the assembly stations quickly and with minimal effort, and

5.2. a list identifying the cabins occupied by passengers who would require assistance from the crew in an emergency should be prepared for each voyage.

6. Whereas Maritime Safety Committee [MSC] of the International Maritime Organisation [IMO] Circular No. MSC/Circ.735 dated 24th June, 1996 has made certain recommendations on the design and operation of passenger ships to respond to elderly and disabled persons' needs.

7. Whereas Right of Person with Disabilities Act, 2016 has been enacted and is in force.

8. Whereas Right of Person with Disabilities Rules, 2017 has been notified vide G.S.R 591 dated 15th June, 2017 by the Department Empowerment of Persons with Disabilities (Divyangjan), Ministry of Social Justice and Empowerment, Govt. of India. The proviso to Rule 15 of the said rules provides that the standard of accessibility in respect of other services and facilities shall be specified by the Central Government within a period of six months from the date of notification of these rules.

9. Whereas the standards of Accessibility for person with Disabilities (Divyangjan), for passenger shipping services and functions need to be framed and implemented.

10. Whereas, the requirements which are already in force under Conventions of the International Maritime Organization and the Merchant Shipping Rules framed under Merchant Shipping Act, 1958 shall also be complied with, as applicable.

11. Now, therefore the undersigned Director General of Shipping & Secretary to the Govt. of India issues this order with Appendix which contains standards to be complied with for the design and operation of new passenger ships for which building contract is placed on or after 1st Jan 2019.

Sd/-

(Dr. Malini V. Shankar)

Director General of Shipping
& Secretary to the Govt. of India

To

1. All the stakeholders through DGS Website.
2. Shipyards Association of India, 7/802, Eastend Apartment. Mayur Vihar Phase-I Extn., Delhi- 110 096.
3. Chairman & Managing Director, Cochin Shipyard, Perumanoor PO, Kochi, Kerala- 682015.
4. Administrator of Union Territory of Lakshadweep (Secretariat), Kavaratti Island-682 555.
5. Managing Director, Lakshadweep Development Corporation Ltd., Botanical Gardens, Kavaratti-681555, U.T. of Lakshadweep.
6. Secretary the Lt. Governor, Andaman & Nicobar Administration, Lt. Governor's Secretariat Rajniwas, Port Blair-744101.
7. Director, Directorate of Shipping Services, Andaman & Nicobar Administration, Port Blair.
8. Chairman & Managing Director, Shipping Corporation of India Ltd., Road Shipping House, 245, Madam Cama, Mumbai- 400021.
9. Indian National Ship-owners Association, Mumbai
10. ICC Shipping Association, Mumbai.
11. All the Organisations [Classification Societies] recognized by the Ministry of Shipping, Govt. of India.

Appendix

GUIDELINES TO BE FOLLOWED FOR THE DESIGN AND OPERATION OF NEW PASSENGER SHIPS TO RESPOND TO THE NEED OF ELDERLY AND DISABLED PERSONS AND ACCESSABILITY STANDARDS FOR SUCH PERSONS IN PASSANGER SHIPPING SERVICES AND ALLIED MATTERS.

1. There is a growing recognition of the difficulties faced by elderly and disabled persons in participating in the social and economic life and of the need to alleviate these difficulties. The integration of elderly and disabled persons with the other passengers requires special consideration when designing a new passenger ship. Passenger ships such as ro-ro ferries and cruise ships are very different in their design, construction, ports of call, passenger profile, and operation mode and should be considered separately. The following contains recommendations on the design and operation of new passenger ships with the emphasis on passenger ferries which are part of the public transport system.

General Information before boarding the ship

2. General information about the services and assistance available to elderly and disabled persons on a particular route should be made known to the general public and potential passengers, and should be made available in formats suitable for people with impaired sight, for example, large print and audio tape.

Access to the Terminal

3. When a passenger ship terminal is established, the needs of elderly and disabled passengers, including those who use wheelchairs, include:

(i) barrier-free movement between entrances and exits of the terminal building, preferably without change of levels;

(ii) full access to all public areas such as duty-free shops, toilets, restaurants and other shops. Toilet facilities should also be available to wheelchair users accompanied by an attendant of either sex;

(iii) that the design of the toilets and drinking water fountains, telephones and elevator control panels are adapted to the needs of the mobility impaired as well as sensory impaired passengers;

(vi) availability of reserved seating areas for elderly and disabled people, including space for wheelchairs; seating should be of appropriate height with armrests to assist passengers with disabilities;

(v) all visual instructions (i.e. safety information) shall be displayed in as large and clear a form as possible for the hearing impaired and those with a degree of sight impairment and whenever necessary, spoken announcements, preceded by a tone to attract attention, should be provided for blind people and those with a high degree of sight impairment;

- (vi) appropriate means exist to communicate safety- and transport-related information to the hearing-impaired which may not otherwise be made known to them;
- (vii) improved communications to sensory impaired people by designating special areas where all required aids and interpretation facilities might be centralized and where possible provide a loop in the audible communications system for linking to hearing aids; and
- (viii) provision of shipping company staff, port, immigration and customs personnel with suitable training and standardized information and instruction on how to assist disabled passengers.

Access to the ship

4. 1. Wheelchair access

4.1.1. The ship should be constructed and equipped in such a way that wheelchair users and other disabled persons can embark and disembark easily and safely, either unassisted or by means of ramps, elevators or lifts. The maximum slope of ramps for wheelchairs should be 1:20.

4.1.2. There should be at least one access to the ship which is suitable for disabled persons and wheelchair users. The access should be without stairs and steps and be marked with the international symbol for installations, suitable for disabled persons. Directions to this access should be posted at the other accesses to the ship and at appropriate locations throughout the ship.

4.2. Sight and hearing impaired access

4.2.1. The design need to be such that amenities such as reading cards or audio arrangement for certain events in vessels may be provided. Tactile hazard warning labels and Braille signage, audible and visual emergency alarms may be provided

4.2.2 Provisions on passageway clearances for the safety of blind people are also to be provided.

4.3 Safety

A hazard analysis should be undertaken to address all access safety issues and appropriate additional safety solutions may be provided.

4.4. Egress and Evacuation

The Safety precautions and measures need to cover lifesaving appliances, evacuation routes, crew training requirements, passenger capacity, and service areas.

4.5 Access Solutions

A set of full access solutions is proposed to deal with the spectrum of passenger vessel types and sizes, both for modifications and new construction. The extent of access varies due to physical and practical limitations of the vessels. Ship Designer may consider following three access situations:-

4.5.1 Access 1-- All passenger areas of all decks accessible for mobility, sight, and hearing impaired people. This includes passage widths and slopes, elevators or lifts to all decks, accessible heads, signage and alarms, food service accommodations, and tie-downs for wheelchairs.

4.5.2. Access 2-- Full access accommodations and passenger services provided to the extent available to all passengers, on at least one deck.

4.5.3. Access 3-- Access accommodations, including passage size, accessible heads, signage and alarms, and food service, provided on one deck.

Accommodation

5. (i) Door openings to public spaces should be wide enough for wheelchairs to pass unimpeded with a free opening of at least 80 cm. Doors should be automatic or kept in open position where this does not interfere with safety requirements. Obstructions caused by coamings, etc., should be avoided in passenger spaces and eliminated elsewhere, for instance by means of ramps or retractable coamings. However, coamings required by the Load Line Convention or any other safety requirements must not be removed. Ramps and coamings should be marked in contrasting colours.

(ii) Stairways should be constructed in order to facilitate the climb for elderly and disabled persons. Stairways should not be steep and should be of a design with closed steps. Steps should give optimum safety with regard to height, depth, colour, lighting and risk of slipping. Out of consideration for elderly and persons with reduced vision, the front edge of each step should have a contrasting bright colour (approximately 25 mm wide on both vertical and horizontal faces). Handrails, round in section with diameter of 45-50 mm in easy to grip material and in a contrasting colour, should be provided on both sides and should extend beyond the top and bottom step by 300 mm. They should be fixed at a height of 850 mm above the tread. There should be a gap between the bulkhead and the rail of at least 45 mm. Tactile warnings should be provided at the top and bottom of each flight of steps.

(iii) For each 100 passengers the ship may carry, at least one place should be reserved for a wheelchair, so that the wheelchair user may travel sitting in the wheelchair together with other passengers. It should be possible to place the wheelchair safely.

(iv) At least 4% of the ship's passenger seats should be suitable for disabled persons. These seats should have sufficient space and be provided with suitable handholds in order that disabled persons may support themselves when sitting down or getting up from the seat. The handholds should be marked in a contrasting colour. If the space available does not have enough leg room for persons with stiff legs, the seat in front of the special seat should be a removable one. If seats are arranged in rows, armrests which may constitute an obstruction to a disabled person, should be of a type which can fold away. The seats for elderly and disabled persons should be situated near evacuation routes and toilets.

Corridors, Doors and Rail

6. There should be sufficient space available for elderly and disabled persons to move about, especially on board ships at sea for longer periods of time. There should be handrails at a height of 90 cm above the floor, preferably on both sides of the corridors. The handrail profile should be without edges and have a diameter of approximately 3.5 - 5 cm. Handrails should have a colour contrasting the background and consideration should be given to provision of tactile

markings on the handrails to provide guidance/information to visually impaired passengers. Supports may also be needed elsewhere, especially in restaurants, the back of seats and in the toilet areas. Corridors should be wide enough for wheelchairs to pass other persons.

Deck and Floor

7. Decks and floors should be level and have slip resistant surface. If steps are necessary, they should not be higher than 3 cm, or a ramp of a fine-masked grid or equivalent and handholds should be arranged at the step.

Cabin

8. On ships with cabins, a number of cabins suitable for wheelchair users should be available.

8.1. The rooms are to be located near the boarding/embarkation area so as to have easy access during boarding/disembarkation.

8.2. Option to provide an elevator /lift in the vicinity of the cabins may be considered. The lift should travel between the embarkation deck and the airing deck.

8.3. The specially designed cabins should not have any door sills/coaming to enable wheel chair easily enter/exit the cabin.

8.4. The cabins to be fitted with attached toilets/shower spaces. The toilet/shower spaces inside the cabins should not have any sills to enable wheel chair comfortably enter/exit the toilets.

8.5. The shower space to be fitted with a bench. If feasible cabins may be provided with the sliding glass doors facing the walk around promenade (airing space).

8.6. Glass door of such cabins to open/close automatically or with the help of a remote.

8.7. The free space in front of the bed or resting place should be at least 140 cm. Beds should be used instead of bunks (low front edge), as the disabled person should be able to sit on the bed and undress. The bed should be 50 cm above the floor.

8.8. The switch for the reading light over the bed should be placed so that it can be reached from a wheel chair and from the bed. Electrical switches should be within easy reach and placed 90 cm above the floor. Handholds should be positioned at the bed.

8.9. The cabin door should be of the side sliding type or swing outwards, unless enough space is available in the cabin to permit the door to swing inwards and for a wheelchair.

8.10. The free door opening should be at least 90 cm. If a hand basin is placed in the cabin it should be arranged as a wash in a lavatory explained below. The cabin should be equipped with means of calling assistance.

Lavatories

9. Compatible with the size and use of the ship, a number of toilets suitable for wheelchair users should be available, if possible on each passenger deck. The toilets may be positioned separate from other toilets and may be used by both genders. Directions to these toilets should be posted at the entrances to toilets not suitable for wheelchair users. Doors should swing outwards or slide sideways and it should be possible to unlock them from outside in an

emergency by means of a key, even when the door signals "occupied". There should be at least 110 cm from the front of the toilet to the opposite wall or installations and 90 cm free space at one side of the toilet. The toilet seat should be 45-48 cm above the floor. Support which can fold up or swing aside should be placed at both sides of the toilet. The hand basin should be within reach from the toilet and placed no higher than 80 cm above the floor. The fixture of the hand basin should be strong enough for the hand basin to be used as support. A mirror should be placed at a suitable height, the lower edge 90 cm above the floor and the upper edge 190 cm above the floor. It should be possible to place the front of a wheelchair under the hand basin, the free height under the basin should be 70-75 cm. Soap, towels, etc., should be placed at a height of about 90-100 cm above the floor. The toilet to have grab bars, lower closet rods and other disabled friendly design features. Means to call assistance should be available in each lavatory.

Allocation of cabins

10. (i) In ships with cabins, elderly and disabled persons who may need assistance in an emergency should be assigned cabins situated in the proximity of the embarkation deck, so that they may be assisted to the survival craft quickly and easily. A list of cabins occupied by passengers who may need assistance from the crew should be available.

(ii) Cabins and toilets suitable for wheelchair users should be placed in the open spaces which are found between cabin sections. Automatic doors are preferable. If doors are provided with door pumps, the doors should have automatic door opening. Ideally the sum of the width of the corridor plus the width of a corridor or door opening at a 90° angle to the corridor should be 220 cm. Corridors in the cabin section of the accommodation are traditionally 90 cm wide. The problem of cabin doors and toilet doors for wheelchair users in such corridors may as a last resort be solved by side sliding doors with a 100 cm free opening. The wider door opening is necessary to permit wheelchairs to turn and wheel into the cabin.

Crew training

11. The crew should be given training and be issued with clear instructions about the assistance needed by elderly and disabled persons in an emergency.

Information

12 (i). If an information counter is available, the height of the counter should be no higher than 90 cm. An induction loop should be installed at the information counter.

(ii). Easy-to-read posters and signs with necessary information to the passengers should be posted where relevant, especially at the accesses to the ship. Letters should be of a simple type, bold and large in a colour which contrasts with the background (e.g. black on yellow). The signs should be positioned at a suitable height above the floor, approximately 150-160 cm, and be well lit. Audible information should be spoken loud and clear. Information in alternative formats - braille, tactile or audio tape - should also be considered for blind and partially sighted persons.

(iii). The ship should have equipment which permits information to be given at each port in such a way, that both vision impaired persons and hearing impaired persons receive the information.

Service

13 (i) It should be possible to buy any kind of ticket necessary for the voyage at the terminal gate or on board, on appropriate services.

(ii) In ships where food is available, it should be possible for elderly and disabled persons to have food served at the table. Tables should be of a design which allows unimpeded access for wheelchair users.

(iii) Ship restaurant menu, lift buttons and other instructions such as safety instructions may be provided in Braille.

(iv) Special assistance call button may be installed in cabins. This will enable the passenger to call the ship staff whenever required. The assistance may be provided by ship staff in taking the disabled passenger to the mess room or recreation room.

(v) One of the tables inside the mess room and recreation room may be designed with disability friendly features such as lower heights.

(vi) 24-hour room service to be made available for such passengers.
