



सत्यमेव जयते



D.O. No- I-15/5/2025-AIC

21st July, 2025

Dear Abhishek

Rights of Persons with Disabilities Act, 2016, inter alia, mandates universal accessibility and as per Section 40 of the Act all public buildings and services must be made accessible to Divyangjans, while Sections 44-46 establish mandatory observance of accessibility norms with specific timelines for compliance by all governments.

Hence it is requested that all government tender documents and procurement processes need to incorporate the following accessibility parameters:-

A. All tenders should incorporate clauses which specify that the Bidder shall ensure that all products, services, platforms, infrastructure, and other deliverables under contract must comply with applicable accessibility standards and guidelines as notified under the Rights of Persons with Disabilities Act, 2016, and the Rights of Persons With Disabilities Rules, 2017 as amended, including but not limited to:

(a) Harmonised Guidelines and Standards for Universal Accessibility in India, issued by Ministry of Housing and Urban Affairs;

(b) IS 17802 (Part 1): 2021 – Accessibility for ICT Products and Services – Part 1: Requirements and IS 17802 (Part 2): 2022 – Accessibility for ICT Products and Services – Part 2: Determination of Conformance issued by the Bureau of Indian Standards; and

(c) Any other relevant guidelines, notifications, or instructions issued from time to time by Department of Empowerment of Persons with Disabilities, Ministry of Social Justice and Empowerment, Government of India.

B. The Bidder should also furnish a declaration of compliance along with supporting documents including accessibility conformance report (wherever applicable) by a competent subject matter expert at the time of delivery. The Purchaser may, at its discretion, can also ask for an accessibility audit by a competent authority or a third-party auditor nominated by the Purchaser before final payment is released.

C. Subject to meeting the prescribed eligibility, technical, and financial criteria, preference should be given to products, services, or solutions that demonstrate prior accessibility compliance through valid certifications, audit reports, or similar evidence at the time of bidding.

D. The Purchaser can reserve the right to assign appropriate weightage during technical evaluation to such accessibility credentials, as per the evaluation criteria set out in the bid document.

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E. **Verification and Documentation:** Bidders must provide accessibility compliance documentation, audit reports, and certification evidence demonstrating conformance with the specified accessibility standards for both physical and digital deliverables

F. **Non-compliance Consequences:** Failure to meet accessibility standards should result in rejection of bids, requirement for remedial action at vendor's expense, and potential exclusion from future procurement opportunities.

Given the urgency of this matter and the Supreme Court's recent emphasis on accessibility compliance, I request you to issue appropriate instructions to all departments and agencies to implement these requirements and incorporate it in all tenders and make these accessibility clauses a part of the PPP-MII order with immediate effect.

Regards,

Yours sincerely,


(Rajesh Aggarwal)

Shri Abhishek Singh
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