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The Illusion of Inclusion: Examining the Failure of Accessibility Implementation of Public Transport Systems in India

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Abstract
The extent to which individuals with disabilities may participate equally in society is contingent upon the accessibility of urban public transit, beyond mere infrastructural concerns. Significant discrepancies persist between legal requirements and the real experiences of individuals with disabilities in India, despite the country's official ratification of the UNCRPD and the enactment of domestic legislation such as the Rights of Persons with Disabilities (RPwD) Act, 2016. This paper employs a qualitative methodology to assess the effectiveness and execution of public transportation accessibility in four major Indian metropolitan areas: Bengaluru, Delhi, Kolkata, and Mumbai. The interview data was evaluated using narrative analysis, uncovering persistent themes of social apathy, systemic neglect, and exclusion. Commuters without disabilities exhibit a spectrum of feelings, from empathy to apathy, indicative of entrenched cultural stigmas and ableist norms; concurrently, transportation personnel often lack adequate training, understanding, and institutional backing. The paper indicates that infrastructure development, urban planning, and operational culture are the three primary variables influencing the variability of accessibility practices between areas. The research uses academic frameworks such as systemic ableism and Crip Theory to analyse the framing and reaction to disability in public life. It further provides policy-level recommendations, including the need for localised implementation methods, ongoing staff training, coordination among many stakeholders, and public education initiatives to reframe accessibility as a fundamental aspect of societal responsibility of everyone; not to be taken as an additional work.

Keywords: Accessibility, Urban Transport, Disability Inclusion, Crip Theory, Public Transit Policy

1. Introduction

1.1 Background of the Research

Accessibility is fundamental for human dignity, growth, and equity, rather than just a characteristic of an equitable society. Global standards like the 2007 ratification by India of the United Nations Convention on the Rights of Persons with Disability, identify it as a needed human right. The convention focuses on the requirement for every administrator to authenticate equal accessibility for all the places or information for everyone. This concept of accessibility is not only in physical means of infrastructure but in it respect. To confirm that people with different requirements need to completely work with all the respect of society including political or economic and removing the challenges related with structure and information is a more significant approach.

The problem of India on the surface is that, this nation is focused on inclusion and accessibility but inside it has systematic negligence and chronic exclusion regardless of all the global commitment and pledges found in national initiatives. Urban public transport is one of the prominent site of disconnection among accessibility problems and stated political goals [1]. People with disabilities continue to face different barriers when it comes to using public transportation which is essential for social inclusion or cultural engagement.

Uneven and fast urbanisation reshaped urban landscape of India. With the development of major cities with major population growth of people with all sorts of different needs by the help of public transit is also increased. Most of the public transportation system is not completely accessible to those who are physically, mentally, or visually impaired. Instead of a comprehensive dedication to universal design, accessibility in this setting is sometimes limited to insignificant measures like token ramps or random signs.

Accessible public transportation is the core of our research as it serves as a pivotal factor in urban inclusion and exclusion. We want to understand how structural disparities show up in everyday commute experiences by looking at the successes and failures of accessibility implementation. Attitudes, regulations, finances, infrastructure, and social conventions all have a role in creating an accessible environment, not a technological remedy [2]. Accessible India, the Rights of Persons with Disabilities (RPwD) Act of 2016, and the Ministry of Road Transport and Highways (MoRTH) recommendations all aim to make travel easier for people with disabilities, but in practice, this is seldom the case. Not only is the gap between the two realms juridical, but it is also deeply personal.

This paper takes a qualitative, field-based methodology in four major Indian cities, Delhi, Mumbai, Kolkata, and Bengaluru, to reveal the complex nature of the issue. In addition to being the political and economic hubs of India, these cities are also research hubs for urban transformation. All four cities have made substantial investments in their public transport networks: the metro in Delhi and the DTC buses, the suburban railway in Mumbai and the BEST buses, the MRTS and MTC services in Bengaluru and the famous metro, public bus service, and ferry systems in Kolkata [3]. Problems with accessibility, prejudice, and apathy continue to be voiced despite the varied infrastructure and distribution of resources.

Kolkata was intentionally selected for this research on account of its significant importance in the national context of disability demographics and urban transport policy, despite not consistently being placed among India's four most economically developed cities. Kolkata's status as one of India's four major cities for the proportion of the people with disabilities makes it an exemplary case paper for examining accessibility issues in public transportation [4]. This significant disabled group has considerable mobility requirements that need addressing, and they represent a community whose narratives, challenges, and methods of navigating urban environments may illuminate systemic issues and potential solutions.

Incorporating Kolkata into our paper mitigates the risk of disproportionately focusing on the richest, most technologically sophisticated, or internationally prominent cities such as Bengaluru, Delhi, or Mumbai, which may result in an inequitable distribution of policy attention and investment. It acknowledges the ethical need to examine regions where accessibility shortcomings are likely to adversely impact the lives of many disabled passengers [6]. Kolkata presents a compelling context for examining the challenges of integrating accessibility into heritage systems while strategizing for inclusive development, owing to its unique blend of ancient transit infrastructure and contemporary modernization efforts.

The socioeconomic conditions, cultural diversity, and complex urban structure of Kolkata create an ideal context for examining the implementation of accessibility policies, particularly regarding physical infrastructure, public awareness, and the readiness of service providers to support disabled passengers. The research explicitly selects Kolkata to provide findings relevant to a wider range of cities facing inclusive transportation difficulties in diverse and sometimes under-resourced contexts, rather than only focusing on India's wealthiest metropolitan centers [7]. All Indians, including those with disabilities, possess the right to mobility, and our choice reflects a commitment to doing socially responsible research that is significant for policy development.

Instead of relying on official narratives and quantitative audits, this research will speak with people who really use the services, such as disabled commuters, auto-rickshaw drivers, bus conductors, app-based taxi drivers, and passengers who do not have disabilities [8]. Their narratives provide the groundwork for a realistic comprehension of the ways in which accessibility is seen, understood, and often rejected in regular city life. Not only does this paper want to know what went wrong, but it also wants to know why these failures keep happening and what must change for inclusion to go from symbolic to transformational.

1.2 Statement of the Problem

Public transit in India is still very difficult, if not impossible, for people with disabilities to use, even after ten years of legislative and infrastructure changes. It is common for the pledge of inclusion, as stated in declarations and legislation, to fall flat when put into practice. The problem is not a lack of understanding or direction from higher-ups, but rather a misalignment between official requirements and practical, social, and operational considerations.

Accessibility standards must be met by all public facilities, including transport systems, according to the RPwD Act, 2016. But, government audits, user testimonials, and field reports all point to a lack of or superficial compliance on the ground. Millions of people have seen their opportunities for work, education, healthcare, and civic engagement severely curtailed due to inaccessible transportation, a situation that has contributed to deepening economic and social exclusion. Regardless of political commitments and legal outlines from missing inclusive mobility, the reality reveals a methodological negligence of accessing public transport system in India, strengthening the illusion of inclusion rather than getting it [9]. The situation becomes even more crucial when considering different living experiences of people with different kinds of disabilities like mobility, psychosocial, hearing, visual, or cognitive impairment. Each of these people with different disabilities depend on different categories of support like physical infrastructure or human resistance to navigate safely. The public transport system of India mostly failed to make necessary adjustments to this diversity, creating questions about the design and implementation.

Furthermore, accessibility studies seldom include the viewpoints of transport employees, who are often the first line of contact for passengers. However, the accessible environment may be greatly influenced by their attitudes, level of expertise, and operational restrictions. Social acceptability and legislative pressure are also affected by how non-disabled commuters see the situation. Only a partial understanding of accessibility exists, and without papering these levels, solutions typically fail to work effectively.

1.3 Literature Review

Inclusionary urban planning in the modern era has come to revolve around the idea of accessible public transit. An indicator of social justice, equality, and human rights, accessibility is a yardstick for how well infrastructure serves its users. The capacity of people with disabilities (PWDs) to fully engage in economic, social, and cultural life is

impacted by accessible transportation networks. While planning for mobility, accessibility is often disregarded in India, a nation with lofty urbanisation targets and fast transport growth. This literature review takes a close look at the international structures and Indian policy landscape that regulate transport accessibility. It draws attention to important empirical studies that address operational, and infrastructure gaps and finds a persistent research gap, particularly in the lack of studies that focus on intersectional issues and multiple cities.

1.3.1 Global Frameworks: UNCRPD, Lecco Declaration, and Universal Design Principles

Several international frameworks have shifted the focus from accessibility as a nice-to-have feature to a basic human right, significantly impacting the current conversation on how to make public transit more accessible. Of them, the UNCRPD stands out as the most extensive and consequential instrument in terms of disability rights. The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) creates a worldwide system for safeguarding and advancing disabled people's rights [5]. To ensure that individuals with disabilities may equally access the same freedoms and rights as others, the UNCRPD involves the matter of reasonable accommodation, demonstrated as suitable and required changes that do not make any undue challenges. In explaining inclusive urban mobility, the Lecco Declaration (2002) was a main forerunner, even if it is less often referenced than the UNCRPD. Conceived during the global gathering "Mobility for All" in Lecco, Italy, the proclamation advocates for mobility as an essential element for the realisation of human rights, particularly for the elderly and those with disabilities [11-15]. It focuses on city government, transportation and federal agencies to focus on the available transport system in urban planning rather than finishing it after the complete work. Helping people with disabilities, inclusive mobility can also help in creating cities that are sustainable and fair for every person according to the statement.

1.3.2 Indian Legal Frameworks: RPwD Act 2016, Accessible India Campaign, and MoRTH Guidelines

India's commitment to disability rights has significantly progressed since the 1990s, with the Rights of Persons with Disabilities Act (RPwD), 2016, marking a significant milestone. After the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act of 1995 was repealed, the RPwD Act was passed to bring domestic legislation in line with UNCRPD [6]. Accessibility is now more firmly embedded within the framework of legal rights, and the 2016 Act greatly expands the concept of impairment from seven to twenty-one categories.

Crucially, the RPwD Act requires the Central Government to establish regulations for accessibility requirements in many sectors, including transport, in conjunction with the Chief Commissioner and State Commissioners (Section 40). Going a step further, Section 41 mandates that the relevant governments make accessible facilities available at bus stops, train stations and airports, and to establish criteria to ensure that all forms of transportation meet these requirements [5]. Existing infrastructure may be retrofitted, and new projects can be designed with accessible features in mind. Although penalties for violations of the Act are seldom used, they are still included in the statute under Section 89.

The Ministry of Road Transport and Highways (MoRTH) has also released several announcements and guidelines for transport system accessibility. Accessible restrooms, audiovisual signs, wheelchair-accessible routes, and customer help kiosks are all required under the "Guidelines for Bus Terminals for Persons with Disabilities (2016)". Guidelines from the Indian Roads Congress (IRC) also suggest pedestrian zones with tactile walkways and lowered kerbs [16-20]. Commercial and public transport vehicles also need to have accessible elements installed, according to the MoRTH's Motor Vehicle Act changes.

The situation is made more complicated by the disjointed structure of India's municipal administration. Various entities, including private contractors, metro rail companies, state transport enterprises, and municipal corporations, are responsible for managing the public transport networks in cities like Kolkata, Delhi, and Mumbai. Inconsistent application of accessibility standards across routes, stations, and modes may result from varying interpretations of these standards by each of these organisations [7]. Buses and para-transit modes like auto-rickshaws and app-based taxis are mostly unregulated when it comes to accessibility, unlike metro systems in places like Bengaluru and Delhi, which have included some accessible elements [21].

The Indian government's strategy for improving transit accessibility is woefully insufficient, even though it has a solid legislative foundation. There is a cultural and institutional component to the issue as well as a financial and technological one. Many still see accessibility as more of a compliance issue than an equitable one, and people with disabilities are often viewed as "special" users whose requirements are handled after the bulk of able-bodied users' infrastructure has been constructed. Unfortunately, the inclusive aims of national policy are still undermined by accessibility's secondary standing [22].

1.3.3 Prior research on accessibility gaps in Indian public transport

Academic research paints a very different image of how accessible transport policies and laws in India have been put into practice, these frameworks have grown in recent years. The notion of accessibility is still poorly understood and largely ignored in practice, according to studies, even though it is required by law. Institutional barriers, operational failures, and pervasive societal insensitivity to the needs of people with disabilities are all highlighted in the existing scholarly literature [24, 25].

Papering the development of urban transport policy in India, Verma, Harsha, and Subramanian (2021) make a major academic contribution in this area. Their research follows the evolution of transport planning in India, from an expansionist, vehicle-centric paradigm to one that is more concerned with sustainability and equity. They contend, however, that substantial structural changes have not resulted from this change in language. The National Urban Transport Policy (NUTP) and similar national plans typically make passing reference to accessibility, but in practice, accessibility is more often an afterthought than a fundamental design tenet [2].

The involvement of public transportation employees, such as drivers, conductors, and ticket agents, who often act as access gatekeepers, is another crucial aspect that most studies fail to address. If they are untrained, uninterested, or hostile, otherwise useful systems could become useless. Their viewpoints are under-represented in empirical

research, and even fewer studies look at how factors like institutional culture, incentive systems, and working circumstances affect their treatment of disabled passengers. The impact of frontline interactions on real-time accessibility results is not fully understood due to this absence.

Accessibility issues stem from more than just a lack of physical infrastructure; they also include societal and mental hurdles. Stigma, ignorance, paternalism, and the persistent view of disability as a humanitarian issue rather than a human rights concern exemplify deeply entrenched societal attitudes that hinder the realization of genuine accessibility and inclusion for those with disabilities [10]. Commuters with disabilities, particularly those who are visually impaired, may experience hostility, harassment, and sometimes outright rejection while attempting to board buses or shared cars. A culture of exclusion is maintained because neither the transit workers nor the commuters themselves get sensitivity training.

1.3.4 Disability Rates

Delhi UA

According to the data of NFHS-5, the prevalence of disability in urban valley is about 0.9% as compared to 1% in rural areas. When making necessary adjustments for Delhi ua's approximate population of 13 million, it recommends about 42871 people with disabilities. This analysis additionally notes that it really has one of the highest portions of locomotor disability cases. These are representing the actual number after the survey in 2011, and local administrative information specify high estimates in mental and intellectual disability. The actual prevalence might be closer to the national average of about 4.5% when broad definitions are used.

Mumbai UA

NFHS-5 Maharashtra specifies 1.2% disability, which is more than the national average of 0.93%. With Mumbai ua population of approximately 22 million, the number of persons with disability is 134757. Locomotor impairment makes up 45% of the reported cases while mental and sensory disability are filling out the rest. Under definitions of long-standing mental, physical, and sensory impairment, Mumbai may observe a high number of disabilities in the future.

Kolkata UA

Data on West Bengal from NFHS-5 offer a disability rate based on the district. Kolkata has approximately 15 million population and about 72348 people are with disability. And it is increasing day by day. In comparison to the data of 2011, it is found that the rate of disability has increased to 0.7%. Locomotor disability is increased up to 45% while speech, mental, and sensory conditions are in a stable position.

Bengaluru UA

NFHS-5 data of Bengaluru estimate 0.93% people with disability like national level. Bengaluru has approximately 14 million residents and percentage of disability is very low here as compared to other metropolitan cities of other metropolitan cities of the country. Comparing the data of 2011 with registered district level records, it is observed that there is a possible reduction in locomotor and sensory disabilities in urban areas. According to the wide definitions and urban lifestyle factors with air pollution and high traffic accident, the number can increase to up to 200000 in the upcoming years.

1.3.5 Identified Research Gap

There isn't much qualitative field research that focusses on people with disabilities and looks at how they utilize public transport every day, even though there are policy papers and mapping studies accessible. Delhi, Mumbai, Kolkata, and Bengaluru are all significant cities in India, yet they all have different ways of running things, building things, and getting people involved. Most papers, on the other hand, only look at one city at a time. A comparative study undertaken in this paper paper may help find common systemic problems and one-of-a-kind, scalable ways to succeed. There isn't available research that looks at the experiences of those who work in transportation. Their attitudes, knowledge, limitations, and training have a direct effect on accessibility outcomes, although these elements are seldom looked at. There isn't much information regarding how non-disabled people see and interact with people with disabilities in public areas either.

This paper has carried out qualitative research in many cities with a broad variety of participants, such as disabled commuters, normal commuters, bus drivers, auto-rickshaw drivers, and app-cab operators, to fill in these essential gaps. The research looks at how everyday discussions, institutional processes, and perceptual dynamics affect accessibility findings. It also focuses on failures in infrastructure and policy. This research looks at real-life experiences in different urban settings, gives a new, intersectional, and practical perspective on urban transit and disability studies in India.

1.4 Research Objectives

The research thoroughly examines four major cities in India to learn more about how public transport systems in four cities, Delhi, Mumbai, Kolkata, and Bengaluru, are putting accessibility rules into practice, we need to look into the implementation gap. This necessitates familiarity with operational and human aspects in addition to compliance with infrastructure.

1.5 Research Questions

To guide and expand the investigation, we provide the following research questions:

RQ1: What is the experience like for people with disabilities using public transport in major cities in India?

RQ2: How do transport service providers deal with the practical difficulties of providing accessibility?

RQ3: To what extent do stakeholder and public opinions affect the efficacy of accessibility initiatives?

RQ4: Is the success rate of accessibility initiatives different in different cities?

These questions provide a foundation for envisioning futures that are more inclusive and act as a diagnostic tool as well. They encourage us to pay close attention, think critically, and make ethical recommendations.

1.6 Theoretical Framework: Crip Theory and Ableism

Crip Theory may provide significant theoretical insight to this paper by examining how the ideology of compulsory able-bodiedness impacts infrastructure design, public transit policy, and urban planning. Crip Theory reveals policies, designs, and cultural attitudes that systematically exclude or marginalize those with disabilities, challenging the notion that able-bodiedness is the normative, natural, or preferable state of existence. In urban public transit, this ableism is

most evident in systems designed for sighted, non-disabled individuals. For instance, audible announcements and tactile routes are seen as supplementary rather than fundamental components of the system. Crip theory describes how added infrastructure is mostly observed as a means of legal standard management rather than crucial design focusing on a diverse range of customers by analyzing the convention.

The evaluation of ableism is a phenomenon that describes the portrayal of disabled passengers as exceptional or special people who need supplementary accommodation or help. Venues, legislation, or organization are designed to focus on these standards. It demonstrates ableism as both pervasive social standard and individual bias. The budget from the training and management frequently neglect the particular requirement of people with disability while infrastructure investment mostly focus on speed, effectiveness, and aesthetics over accessibility, mirroring systematic ableism in the public transportation system. The research used these theoretical plans to make proper solutions for the challenges faced by disabled people with disabilities as a product of social standards and institution structure to solve economic and social disadvantages. From this theoretical perspective, transportation policy must be fundamentally reexamined, not only to serve a privileged few but to recognize and accommodate the extensive diversity of individuals anticipated to use these systems.

2. Materials and Methods

2.1 Research Methods

The research was conducted in 4 major metropolitan cities in India: Delhi, Mumbai, Kolkata, And Bengaluru. These cities were selected for their several public transport systems including bus, auto rickshaw, metro, rail, and cab services based on the app. Every city also signifies different language, region, and socio-economic factors that allow the paper to get different types of experience and challenges with the infrastructure. Delhi and Mumbai are recognised for their strong urban planning while Kolkata and Bengaluru are famous in terms of quick urbanization and heritage. These cities also have dynamic disability right movement and the mixture of government and non-government initiatives to inclusion. By researching on how accessibility is understood, executed, and experienced in these areas, the research offered deep understanding and gap among realities of people with disabilities and political clams.

The paper adopts a qualitative exploratory research design to crucially evaluate the failure of accessibility implementation of the public transport system in India. The qualitative method allows deep understanding of living experiences of people with disabilities and barriers they face every single day. The exploratory nature of the design is applicable for revealing patterns of exclusion, understanding socio-cultural dimensions and identifying gaps in the interest structure of accessing. By concentrating on institutional practices and user narrative, the paper is aiming to make a strong understanding that can upgrade inclusive mobility outlines and challengers' illusion of inclusion coming from the complication with accessing standards.

2.2 Data Collection Method

The research used semi-structured interviews as the principal approach for data collection to investigate the experiences of individuals with disabilities in relation to the public transport system in India. The participants included individuals with various impairments from both semi-urban and metropolitan regions. This method facilitates the gathering of tales that are rich in context and background, illustrating how official transit access criteria are inadequate in everyday practices. The open discussion format encourages individuals to articulate their challenges and propose specific reforms. The insights derived from these interviews has been thematically analyzed to uncover patterns of exclusion, potential strategies for a more inclusive public transport system, and discrepancies between policy and practice that effectively serve diabled people.

Sampling is the process of selecting a subset of individuals from a larger group to participate in research. Given the impracticality of obtaining data from a whole population, sampling enables researchers to get significant insights while maintaining flexibility and concentration on the subject. The sampling process is categorized into probability sampling and non-probability sampling.

In probability sampling, everyone in the population has an equal chance of being chosen. This strategy is often applied in quantitative study when statistical illustration and generalizability are paramount. The methods include random sampling, systematic sampling, and stratified sampling.

Non-probability sampling does not provide everyone in the population with an equal opportunity for selection. It is often used in qualitative research, when the objective is to get profound comprehension rather than statistical depiction. Purposive sampling is one of the most often used non-probability approaches.

The research employs a purposive sample method to ensure the inclusion of diverse perspectives relevant to public transit accessibility. Participants are chosen based on their professional involvement, lived experience, and relevant contributions to mobility and disability issues. This strategy enables the researcher to get targeted observations and enhance comprehension of the systemic deficiency in transportation accessibility. Purposive sampling facilitates relevance and depth in qualitative data collection, enabling a nuanced understanding of how exclusion is perceived and potentially resisted across various institutional and social contexts in urban and semi-urban India.

2.2.1 Interview Participants

The paper aims to gather data from different groups of people to get meaningful understanding regarding accessibility problems in public transport. A total of 100 participants are interviewed in major urban centres in India. In every city, the following participant groups are sampled purposely-

5 disabled people who use public transport daily to understand the experience of navigating the urban transport system in India with disabilities.

5 non-disabled people to evaluate how much they are aware about the accessibility problem and their perception of it.

5 bus conductors to research on challenges related with the services and attitude to the disabled passengers.

5 auto rickshaw drivers to evaluate other transport practices and responsiveness to disable passengers.

5 cab drivers based on apps like Uber to evaluate the role of transport supported by technology in increasing or decreasing accessibility.

This structure confirms 25 participants per city with the representation of both disabled and non-disabled people as service providers and technology-led operators. This

sampling allowed the paper to make necessary comparison among accessing varieties in different city with different transport standards and user perspective.

2.3 Tools

The paper used audio recorded interviews and a return consent form as a primary tool of the research. Audio recording confirms getting all the narratives given by the participants with proper emotion and tone while focusing on the essentials for qualitative analysis. Interviews were conducted according to the preferred language of the participant to confirm comfort and clarity. Before conducting the interview, all the selected participants were provided with the consent forms where the purpose, confidentiality standards, and the rights of the participants were explained. These tools collectively confirm reliability of the data, ethical compliance, and participation-oriented methods to understand individual experiences.

2.4 Ethical Considerations

Integrity is essential to this research. All the participants were completely knowledgeable about the purpose, right, and procedure of the research by a detailed consent procedure. Participation was completely voluntary with the rights to withdraw at any time they wanted. To secure confidentiality, the identity of the participants was anonymised, and any identifiable details were removed in the transcription period. The privacy of the participants was strictly kept and all the data including audio recordings and transcript were stored protectively with restricted protocols. These standards confirm that this paper keeps ethical standards and respects autonomy and dignity of all the participants.

2.5 Data Analysis

Method: Narrative Analysis

The data was mostly examined using narrative analysis, which effectively elucidates the authentic experiences of many stakeholders by enabling them to articulate their perspectives in their language. Narrative analysis may reveal the conditions, emotional nuances, and significances of the participants' narratives. We selected this method to facilitate comprehensive discussions on transportation accessibility, allowing individuals to hear from people with disabilities, such as visually impaired commuters detailing their daily navigation challenges, alongside conductors, car drivers, and app-cab drivers who articulate operational difficulties and perspectives on disability. The research aimed to identify patterns, contradictions, and overlooked conflicts between policy commitments and on-the-ground realities by giving equal consideration to all perspectives.

Steps:

Transcription of Audio Recordings

Verbatim transcription of interviews with visually impaired and non-disabled commuters, alongside bus conductors, auto-rickshaw drivers, and app-cab drivers, ensured precision and maintained their authentic accents. All interviews were audio-recorded with informed consent. This phase was essential due to participants often articulating their experiences using emotional or sophisticated language. Visually impaired commuters often recount distressing or uncomfortable experiences, including instances when drivers refused to transport them or the need to solicit directions due to malfunctioning audio announcements. Bus drivers expressed concerns about feeling rushed, lacking enough training, and often being confused about policies related to assisting passengers with disabilities. While several app-cab drivers saw themselves as inadequately equipped for successful communication, others had positive interactions, such as courteously aiding disabled passengers. The extensive transcripts captured these nuances, providing a foundation for precise classification and thematic analysis.

Identifying Themes and Patterns

Interviews were systematically categorized post-transcription to discern major patterns and themes among the different groups:

Disabled individuals have consistently indicated challenges with the metro's auditory navigation, the urgency or apathy of conductors, drivers' reluctance to provide transportation, and their need for informal social support. They also noted the few instances when the conductors or drivers were very helpful in guiding them to their seats or destinations. Commuters often recognized their lack of preparedness to help and showed little awareness of accessibility features. The enforcement of priority seating and the proper operation of audio announcements has often gone unobserved by many. Some reported seeing visually impaired individuals struggle in confined vehicles but were uncertain about how to assist without becoming obtrusive.

The inadequate training and time limitations faced by bus conductors rendered them incapable of offering adequate support to visually disabled peoples. Several passengers demonstrated that they wish to help, even though they become annoyed because of the congestion in the bus and miscommunication. Auto-rickshaw drivers demonstrated discomfort and reluctance in safely aiding disabled passengers, noting that they seldom transported them. While aiding a pedestrian, several individuals expressed concern over possible hazards to themselves and others on the roadway. Moreover, they saw a disparity in the behavior of the general public: whereas many commuters graciously aided visually disabled folks, others chose to neglect their circumstances.

Uber drivers expressed a variety of perspectives. Some individuals found it challenging to communicate effectively without visual cues, while others recounted guiding visually challenged customers from pick-up points by telephone. Several drivers expressed the need for more comprehensive training and said that the application was deficient in information on assistance for passengers with impairments. The research identified both prevalent systemic issues, such as inadequate infrastructure and training, and slight discrepancies in challenges faced by various modes of transportation using theme coding.

Leveraging Narrative Interview Insights

To get a detailed understanding about this matter among reality and accessibility policy, we incorporated perspective from different aspects. For example, testimonies from several people with disability specified the requirement for audio announcement and focus on alternative sitting arrangement for people with locomotor disability which will definitely function as designed. The interview with the driver and conductor specify less knowledge about the disability inclusion training while some demonstrating about their responsibility in this matter. Commuters mostly focus

on the misunderstanding in the accessibility standard, recommending having proper data for infrastructure when published. The negative analysis focuses on systematic design of inadequate financing and invisibility of disabled passengers in transport planning by including the matters.

This analysis focuses on the requirement of collaborative education, developing accessibility protocol and implementing regulations that focus on the needs of disabled people. The infrastructure in this matter also needs to be developed. The research uses narrative analysis to examine how individual experience explains systematic problems and offers solutions for empathetic innovation.

Comparative Analysis of Kolkata, Bengaluru, Delhi, and Mumbai

Availability domain in these 4 metropolitan cities of Bengaluru, Delhi, Mumbai, and Kolkata is complicated as observed in the comparative negative analysis of different responses of the participant. Although fundamental systemic issues such as deficient infrastructure, unskilled personnel, and public apathy often emerged, significant disparities among cities were also evident, influenced by variables like transportation culture, urban planning heritage, and policy execution. This approach seeks to emphasize that accessibility constraints are not only technological shortcomings but socially and geographically constructed inequities that differ across urban environments. It does this by analyzing the comprehensive reports of disabled passengers in conjunction with those of ordinary commuters, bus conductors, auto-rickshaw drivers, and app-based taxi drivers.

Delhi

Even visually impaired passengers in Delhi must concede that the city's new metro system represents a significant improvement over its predecessor. The tactile walkways at newer stations and the spoken announcements on both trains and platforms were much appreciated. Regrettably, the accessibility and upkeep of these capabilities were inconsistent. Several users had difficulties with distorted or inaudible announcements at peak times, particularly at interchange stations where ambient noise hindered the clarity of instructions. The participants experienced anxiety and confusion as they relied on other passengers or station personnel to interpret stop labels, and assistance was not consistently accessible. Most of the Delhi commuters were knowledgeable about priority setting while several of them acknowledged that they never observed these executions in their own experience. They had no idea about the timing and in which manner they will provide the help. Bus drivers mostly show dissatisfaction as they think it would increase their pressure and duty while proper procedure will be absent to help the passengers with impairments. According to app-cab and auto rickshaw drivers, the huge traffic in Delhi makes safe navigation complicated for a disabled customer in the highway or congested pick up point. There must be more structured training and more guidance within the app about the management of such circumstances, since while some drivers reported pleasant encounters, many expressed discomforts or a lack of confidence in providing physical assistance to the wheelchair users.

Mumbai

The high population density, antiquated infrastructure, and reliance on congested suburban rail networks rendered Mumbai an exceedingly challenging environment for disabled travelers. Physically disabled commuters reported that local trains were among the most daunting environments they faced routinely, owing to the high volume of passengers, the elevation of the entrance stairs, and the erratic nature of boarding times, which hindered personnel from offering sufficient support. Visually handicapped travelers had significant challenges in independently verifying their stops on previous trains owing to garbled or non-operational audio announcements. Consequently, disabled travelers were compelled to navigate a disparate array of less accessible transit options, even on the Mumbai Metro, which had greater infrastructure and more reliable voice help. Bus conductors in Mumbai highlighted the difficulty of providing individualized help at peak hours, when boarding poses challenges for all customers. Several conductors admitted to absence of formal training, thus relying on passengers to aid disabled travelers, which may lead to frustration and misunderstanding. Auto-rickshaw drivers in Mumbai said that assisting visually impaired customers is challenging owing to the city's overcrowded pick-up areas and erratic traffic conditions. They often saw a dilemma between assisting visually impaired people and jeopardizing traffic regulations or safety. Drivers employed by app-based taxi services said that their companies provided no rules for accommodating passengers with impairments. Some drivers would contact clients in advance to inform them of meeting locations, while others would decline to enter regions, they deemed too hazardous or challenging to navigate. Frequent commuters in Mumbai often articulated sympathy but felt powerless against institutional obstacles, highlighting a societal perspective that perceives accessibility as an individual concern rather than a collective one.

Kolkata

The public transport system in Kolkata reflects rich cultural heritage as a site of the first metro system of India, robust suburban railway, extensive ferry services and shared auto services across the city. This study reveals different challenges coming from the infrastructure that is maintained inadequately. Visually disabled passengers had significant challenges in navigating to old stations because it has no proper pathway and degradation or absence of audio announcements. Participants specify several examples of missing different stops because of inadequate or very little support from the passengers or employees. The employees were not consistent even at stations with different improvements. They also mentioned other commuters making the effort to help them. Reports specify that the bus conductors in Kolkata have no accessibility training which is leading to depending on vocalization to stop buses without making sure that the passenger with hearing impairment can hear it or not. Auto rickshaw drivers in Kolkata occasionally work with blind passengers and they felt not properly prepared to help visually disabled people. Especially in old districts which have no adequate amount of space for safe boarding and occasionally congested streets are challenging to deliver physical assistance. App-cab drivers explain inadequate amount of guidance from the app for helping people with visual disability and unclear communication as a crucial concern. Knowledge about possible security standards is required because several drivers have no idea about the standard. Commuters in Kolkata show deficiency in knowledge of accessibility standards for example they flout priority sitting arrangement

for the disabled in local train and metro compartment regularly. Because of the operative disorganization, infrastructure challenges and cultural challenges, physically challenged commuters face isolation and depend on acts of kindness rather than systematic help.

Bengaluru

In spite of the contemporary metro lines of Bengaluru and partially improved public knowledge about accessibility, some of the deficiencies are interrupting the benefits. Several metro stations include strictly design tactile path and oral announcements, which visually impaired passengers have praised as significantly facilitating autonomous navigation. Some of the disabled users experienced confusion and frustration due to the inconsistent maintenance and availability of these features across all stations. Staff personnel who were either impatient or unaware of accessibility regulations created difficulties for many blind participants when attempting to buy tickets or seek help. Bus conductors in Bengaluru, like their peers in other cities, expressed grievances over time constraints and insufficient formal training. Nonetheless, several individuals were enthusiastic in acquiring improved methods if provided the opportunity. Considering this responsiveness, the conditions seem optimal for targeted governmental measures. Although the city's infrastructure and traffic hindered the safe assistance of visually disabled passengers, several auto-rickshaw drivers reported that they physically accompanied disabled passengers to gates or doors when traffic conditions and time permitted. Many app-cab drivers reported making numerous phone calls and providing verbal directions to locate disabled passengers. This ad hoc problem-solving is beneficial but underscored the absence of standardized procedures, compounded by the lack of built-in accessibility guidance in app interfaces. Relative to other cities, Bengaluru's commuters appear to exhibit greater awareness of accessibility features; for instance, some of the people stated that they offer assistance or seats to those who are in need but still they want to focus on protocols for the sitting arrangement to be implemented.

Comparative Insights

Commuters with disability contract challenges in all the four sides of- inadequate implementation of priority seating, inadequate audio announcement, unskilled employees and unknowledgeable fellow passengers. While the implementation of policy initiatives remains imperative for effective governance, their integration into routine operational procedures is frequently deficient, with such initiatives often perceived by public transportation personnel as supplementary burdens rather than integral components of standard practice. Commuters sometimes exhibited empathy but lacked detailed knowledge on how to assist, demonstrating a tendency to see accessibility as an individual concern rather than a collective one.

Conversely, there were significant insights derived from the disparities across cities. Recent metro systems benefited both Bengaluru and Delhi; nevertheless, insufficient staff training and erratic policy implementation posed challenges in both cities. No degree of staff benevolence could entirely mitigate the significant physical challenges posed by Mumbai's sole dependence on overcrowded suburban trains. Commuters who are visually impaired in Kolkata face an elevated risk of disorientation, missing their stops, or meeting indifferent staff owing to the antiquated, disjointed infrastructure and infrequent restorations. Despite ongoing challenges, drivers and conductors in Bengaluru have shown more receptiveness to improving their practices via training and support, presenting a potential avenue for policymakers to intervene.

The findings of this comparison indicate that, while there has been considerable improvement in the accessibility of urban transport networks in India, it remains markedly uneven and inconsistent, applicable only to certain cities. Investment in infrastructure is essential; however, a transformation in mindset, rigorous policy enforcement, and extensive training programs encompassing all stakeholders, from bus operators to the public, are also imperative to enhance the accessibility and equity of the transportation system for individuals with visual impairments.

3. Results and Discussion

The primary conclusions from the research are based on the comprehensive accounts of diverse commuters in Delhi, Mumbai, Kolkata, and Bengaluru, alongside general commuters, bus conductors, auto-rickshaw drivers, and app-cab drivers in India's principal metropolitan areas. The research's narrative analysis transcended basic descriptions, examining both universal difficulties and city-specific dynamics, revealing trends, discrepancies, and structural barriers affecting public transit accessibility. The research offers a holistic and human-centric perspective on accessibility by including many viewpoints; it recognizes that accessibility encompasses more than just infrastructure and legislation; it also entails social interactions, cultural attitudes, and power dynamics. The findings illuminate the hidden difficulties faced by disabled commuters in navigating fragmented systems, the ethical and practical dilemmas confronted by service providers, and the significant cultural hesitance of the public to assume collective responsibility for inclusivity. The research's distinctive, context-sensitive conclusions may enable more equitable and sustainable enhancements to India's urban transportation systems.

3.1 Disjuncture Between Accessibility Policy and Practice

The analysis underscores a significant concern: a distinct and persistent disparity exists between the accessibility requirements addressed in the planning and implementation state and actual reality of disabled people using the public transport system every day. Metro trains with platforms designed with tactile guidelines, auditory announcement of stops and stations, low-floor buses with wheelchair accessibility implemented with priority setting arrangement express the commitment of administrative focus and transportation standards to inclusivity. Although these attributes are often included in design documents and promotional content, the experiences of disabled commuters reveal that they are not consistently executed, inadequately maintained, and often malfunction at critical moments.

The modernized metro lines in Bengaluru and Delhi received acclaim for their tactile flooring and auditory announcements. Disabled passengers reported various issues with these systems, including announcements that were inaudible amidst the noise of a crowded train, tactile pathways that abruptly terminated or were obstructed by other passengers and vendors, and station personnel who appeared either uninformed about how to assist or too

distracted to recognize someone in need. The situation in Mumbai was even more terrible, since older suburban trains lacked any genuine accessibility features, compelling disabled commuters to risk their safety by maneuvering through crowded compartments, steep entry ramps, and chaotic platforms without any guidance. The restricted network coverage and insufficient connectivity with other transportation modes led customers to see the benefits of the newer Mumbai Metro as constrained. The disparity between policy and reality was particularly evident in Kolkata, India's oldest metro system, where certain stations were enhanced with accessible features while others remained mostly unchanged, resulting in an uneven and unpredictable travel experience.

These findings underscore that the accessibility commitments made by governments often lack substance unless supported by continuous, long-term financing for maintenance, personnel training, and prompt problem resolution. The needs of commuters, urban environments, and the daily demands of high-capacity public transportation are evolving, making accessibility an ongoing obligation rather than a fixed architectural achievement. Features intended to guarantee the autonomy and dignity of disabled commuters become only superficial gestures without a proactive and sustained approach, leading to a deterioration of public trust in governmental institutions.

3.2 Identification of Common and Unique Barriers Across Metro Cities

The narrative analysis of interviewees in the research identified both the general systemic barriers present in all four cities and particular regional impediments arising from the distinct transit networks, cultural norms, and historical settings of each location. This multi-level understanding is vital for formulating effective, contextually suitable policy measures. Common impediments in urban environments were congested, noisy settings that diminished audibility, coupled with audio announcement systems that were either unreliable or defective, hindering disabled passengers from independently confirming their stops. Numerous stations were devoid of tactile paths, had them significantly impaired or obstructed, or were absent, compelling visually impaired passengers to rely on their recollections, personal connections, or the benevolence of strangers. Personnel in the transportation sector, including bus operators and station staff, have reported a lack of training on disability inclusion. Consequently, they have been compelled to devise solutions, the quality of which may fluctuate significantly and might potentially cause anguish or embarrassment among visually impaired passengers. The hesitance of habitual commuters to provide aid, because of fears of offending others or uncertainty over appropriate support, signifies a broader cultural difference in comprehension and shared responsibility.

The research identified distinct impediments that significantly differed among metropolitan regions. Visually impaired passengers in Mumbai have reported experiencing physical compression, loss of balance, and difficulties in boarding owing to the extremely congested suburban train lines and the absence of easily available assistance. Conversely, disabled commuters in Kolkata faced uncertainty regarding the feasibility of each journey, as the metro system's antiquated and sporadically updated stations resulted in a disjointed experience, with certain stations appearing modern and navigable while others were nearly inaccessible. Recent metro lines in Bengaluru and Delhi have improved tactile pathways, amplified announcements, and enhanced infrastructure investments; yet the overall impact is undermined by personnel negligence, noncompliance, and inadequate maintenance. These variances underscore the need for policy approaches that are both committed and cognizant of local contexts and histories that affect the viability of accessible travel.

3.3 Lived Experiences of Disabled commuters

This paper studied the primary comparing evidence from the daily commuters with disability because they face this problem in their everyday life while navigating in an urban atmosphere. Several people say that travelling is challenging for disabled people while navigating in congested areas with dependence and unpredictability. People with visual disability gave examples of significant fear because of the requirement to define the destination by counting stations and observing their environment and malfunction in audio announcement.

Commuters with multiple disability also explain their feelings of humiliation when asking for help from strangers and getting rejection from taxi or vehicle drivers because of the apprehension of inconvenience and a challenging situation of selecting among public humiliation for reaching their destination safely. Focusing on unpredictable aspects of available travelling was characterized as extraordinary; different than predicted. Most of the conductors called visually disabled passengers to a particular seat and app-cab drivers asked them several questions to locate them.

3.4 Perspectives of Transport Staff and Service Providers

Discussion with the auto rickshaw driver on bus operators exemplify the challenging dynamics among the systematic challenge and practical unawareness. Bus drivers on all sides stated challenges in providing help to a specific time limitation and congestion while interacting with the customer. No one we consulted had any education regarding awareness and disability. When help was provided, it mostly happened spontaneously like announcing the name of the stop or emergency help while completely overlooking the actual problem.

When asked about their individual emotions when helping a disabled person, autorickshaw drivers had full sentiment. Some people were very much concerned about increasing accidents when helping others in congested areas while others had doubts over their individual capability to offer instruction. Regardless of several cars attempting to help, they focus on significant problems like congested areas or wrong pick-up areas which increase waiting time. App-cab drivers also expressed their position with lack of protocol knowledge but eager to help the passengers with impairments. Several drivers acknowledge deactivating booking when they observe it is time consuming while others stated making several calls to locate the passengers. These views specify that service providers are not hostile but they are not readily prepared to solve the requirement of disabled people. This requirement and recognition focus on the requirement to start addressing the organizational and structural issues that influence behavior.

3.5 Gaps in Stakeholder Awareness and Engagement

Interviews reveal a stark gap between commuters' general concern for disabled passengers and their actual comprehension of how to assist them. Although most individuals concurred that accessibility was essential, few actively helped, either due to apprehension of seeming invasive, time constraints, or uncertainty about the appropriate course of action. Despite the widespread understanding of priority seating regulations, their implementation was infrequent. Numerous people admitted that they had never seen an individual being requested to relocate.

This cultural hesitation to see accessibility as a collective responsibility, rather than only the obligation of those with disabilities, is shown by people's reluctance and disengagement. Initiatives to inform the public have not succeeded in integrating accessibility norms into the routine behaviors of commuters. Technical solutions like auditory notifications or tactile paths will provide only limited assistance unless there is a shift in public attitudes, transitioning from passive pity to active solidarity. These findings underscore the need for robust and culturally attuned public education campaigns; such initiatives should seek to dispel stereotypes around disability, promote inclusive behavior, and normalize the concept that all individuals should contribute to making transportation accessible.

Contributions to Policy and Practice

This work contributes significantly to policymaking and practical change by illuminating the cultural, social, and structural dimensions of accessibility, rather than confining it to technical definitions. A thorough and pragmatic elucidation of the recurrent ineffectiveness of accessibility regulations is provided by concentrating on the firsthand narratives of disabled commuters, alongside the perspectives of transportation personnel and other passengers. The findings indicate that just installing loud notifications, allocating some low-floor buses, or designating priority seats will be insufficient to enhance the accessibility of a venue. Continuous maintenance is essential to ensure the dependability of these attributes in the real-world context of crowded, noisy, and ageing transportation networks. Furthermore, it requires that all customer service agents, drivers, and conductors complete extensive staff training that instructs them on how to appropriately and respectfully assist passengers with disabilities, while also equipping them with essential technical knowledge.

The research emphasizes the need for city-specific planning that considers the unique cultural, operational, and infrastructural characteristics of each city. The metro systems in Bengaluru are relatively recent, yet their implementation is variable. The solution needed for Mumbai's extremely crowded train was very different. App-based organizations must authenticate that their services are available to all the users including people with disability. The paper supports broad public education to revolutionize availability from the concern of civil requirements. Genuine inclusion cannot happen only by modifying the procedure but revolution is needed with a strong mindset. The report provide clear strategy based on proper evidence for improving urban public transport system in India to confirm equal, accessible, and inclusive for disabled passengers via its detailed, multi-faceted examination.

3.6 Limitations

While the findings describe the complicated challenge about the accessibility of disabled passengers to public transport in urban areas, it is crucial to acknowledge that this research has some boundaries that constrain scope and relevance. It is crucial to identify these boundaries to understand the extent of the research findings and plan future research that might be based on the first outcome for a more wide-ranging understanding of transport availability in India for everyone.

3.6.1 Limited Generalizability Due to Non-Random, Purposive Sampling

A significant limitation of this research is its dependence on a non-random sampling approach with focus on different perspectives of participants up to an established statistically representative sample of the entire commuting population. We deliberately selected a heterogeneous cohort of participants, encompassing wheelchair users, visually disabled commuters, regular commuters, bus conductors, auto-rickshaw drivers, and app-cab drivers, to obtain a comprehensive understanding of their experiences and perspectives, minimizing dependence on numerical generalizability. This approach cannot be generalized to all urban commuters in India; yet, it is very effective for qualitative story analysis, revealing intricate themes, paradoxes, and contextual factors. Although the anecdotes offer invaluable insight into the types of challenges individuals encounter and the cultural and structural patterns that underpin them, they fail to demonstrate statistically significant disparities among cities or demographics, nor can they quantify the prevalence of these issues. The findings should be seen as suggestive of prospective topics for further, maybe quantitative, investigation rather than definitive or representative of the whole.

3.6.2 Findings Represent Perceptions and Report Experiences, Not Quantitative Service Audits

The absence of official quantitative evaluations of transportation infrastructure or service quality is another limitation of the research. Rather, it emphasizes the collection and evaluation of stakeholder perspectives and personal narratives. Narrative analysis elucidates the subjective reality encountered by service providers and other passengers, alongside the lived experiences of disabled commuters. Nonetheless, it lacks quantifiable data about the frequency of staff interventions for impaired passengers, the percentage of stations with well-maintained tactile routes, or the incidence of audio announcement failures. Consequently, the research documents participants' subjective narratives of their experiences, influenced by their distinct perspectives, recollections, and the contexts in which they were situated. This focus on perception is a deliberate methodological choice, not a flaw, since it acknowledges that accessibility encompasses both cultural and social experiences alongside technological aspects. Conversely, this indicates that next research must include quantitative service assessments to substantiate the results, contextualize these human narratives, assess the magnitude of the issues, and monitor the efficacy of policies.

3.6.3 Metro-Centric research Excludes Experiences in Rural Areas

This research only examines large cities with comprehensive public transportation networks, including the metros of Bengaluru, Delhi, Mumbai, and Kolkata, along with high-

capacity bus routes. This urban emphasis aligns with the research objectives of examining accessibility in major Indian cities with comprehensive transportation networks; however, it inevitably excludes the viewpoints of disabled commuters in smaller towns, rural regions, and other contexts where public transportation systems differ significantly. Extended distances between stops, poorly maintained roads, and insufficient public transit provide distinct accessibility challenges in rural and semi-urban regions, which often have fewer bus lines and less coordinated infrastructure. This research may have ignored variations in public awareness, social norms about help providing, and cultural perceptions of disability. Consequently, it is unreasonable to assume that the findings presented herein reflect the reality encountered by disabled commuters in these alternative contexts. Instead, they must be seen as a comprehensive examination of difficulties specific to India's major metropolitan areas, a preliminary phase necessitating further research focused on rural transportation accessibility and the unique challenges that may arise outside large urban centers.

4. Conclusion

The public transport system in India must focus on creating travel actually available, not only talking about introduction or diversity. Interviews with disabled passengers and other commuters show this very clearly. Metro systems in the city slide Mumbai or Delhi advertise features like audio announcement and priority sitting arrangement but in reality these features are hard to use. As an outcome, blind passengers have to depend on the kindness of strangers and consistently face risk.

If we actually respect the dignity and rights of all passengers, we need to go beyond the symbolic gesture and confirm that transport systems are practically beneficial specifically to people with disabilities. Availability should not only be about appearing modern but also to guide everything starting from building to maintaining infrastructure. Actual accessibility involves safety, inclusion, respect, and autonomy for people with disability in all aspects of life.

To accomplish this, we should change how our transportation policy is made. Accessibility should be a focus from the planning state. Infrastructure must be maintained in a good shape and problems should be solved as quickly as possible. Every design should be made by keeping human beings in mind.

To make this happen, we need to train all the employees, increase monitoring systems and collaboration. No single establishment can confirm accessibility on its own but we need to work all together. Transport authorities should work closely with the disability rights team to make the solution that actually works. Instead of creating new features, the local government should focus on daily maintenance and clear standards.

Public awareness is also important. Everyone should learn how to help passengers with disabilities in respecting their dignity. It can help the society to grow even better dynamically, including everyone. This is how actual progress can happen.

5. Recommendations

Public transport systems should be checked regularly and managed to confirm accessability features like audio announcements actually work in everyday use.

All transportation employees including bus drivers, conductors, and app-based service drivers should get a proper amount of training. That training should highlight not only technical skill but also to create empathy, confidence, good communication and helping the passengers in a respectful way.

App-based taxi services must involve accessibility features from the very beginning. These should involve universal design of applications, priority booking for people with disabilities, simple ways for blind users to share their pick-up location, and in-app guidelines for drivers.

To make it very normal for people to help commuters with disabilities and to decrease awkwardness about providing help, we need constant public awareness campaigns that encourage everyone for inclusive behavior.

Accessibility planning should be modified according to the exceptional infrastructure, culture, and transport system of the city. One-size-fits-all strategy would not work here.

Passenger feedback is extremely important and should be collected regularly and transport providers will be accountable for any negative feedback. Independent bodies including disability rights group should observe if accessibility standards are being maintained or not.

Making the transportation system actually accessible for all the people with disabilities is not only a technical work but also a moral and social responsibility for everyone. It needs a significant movement in how cities think about inclusion. Different policies, public attitude, and design must change. Metropolitan cities in India must direct the change by keeping accessibility as a common duty and listening to the experiences of passengers with different disabilities when creating transport services and policies.

6. Refernces

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