

Footpaths are not available in many areas. It's challenging to find a continuous footpath for more than 100 metres. This issue poses difficulties not only for wheelchair users but also for the elderly, children, and pedestrians in general.

Sathish Kumar R,
Member of
Disability Rights
Alliance



Many **conductors are not trained to use the accessibility ramps properly**, and sometimes buses don't stop in the right place at all, making it unsafe and exhausting to get down.



Dr. Anusuya,
Special Educator

I don't want to depend on my car for every trip. Using a private vehicle for just two people is expensive and not environmentally sustainable, but I often have no other choice.



Meenakshi Balasubramaniam, Senior Associate at Centre for Inclusive Policy

It's sad that I can move freely in other countries but **feel restricted in my own.** Accessibility in public spaces must be improved to ensure inclusivity.



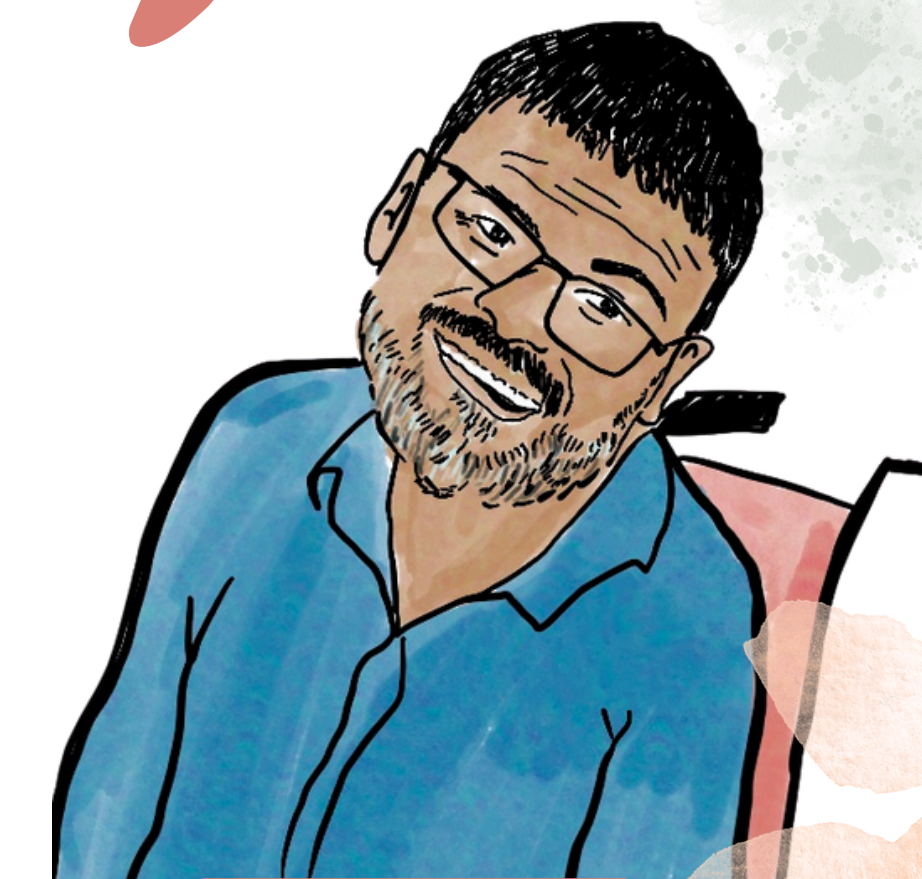
Dr. S. Ulagammal,
Ph. D. Education Counsellor

We need better accessibility tools, more inclusive technology, and stronger government support to ensure deaf-blind people can travel and communicate independently and safely."



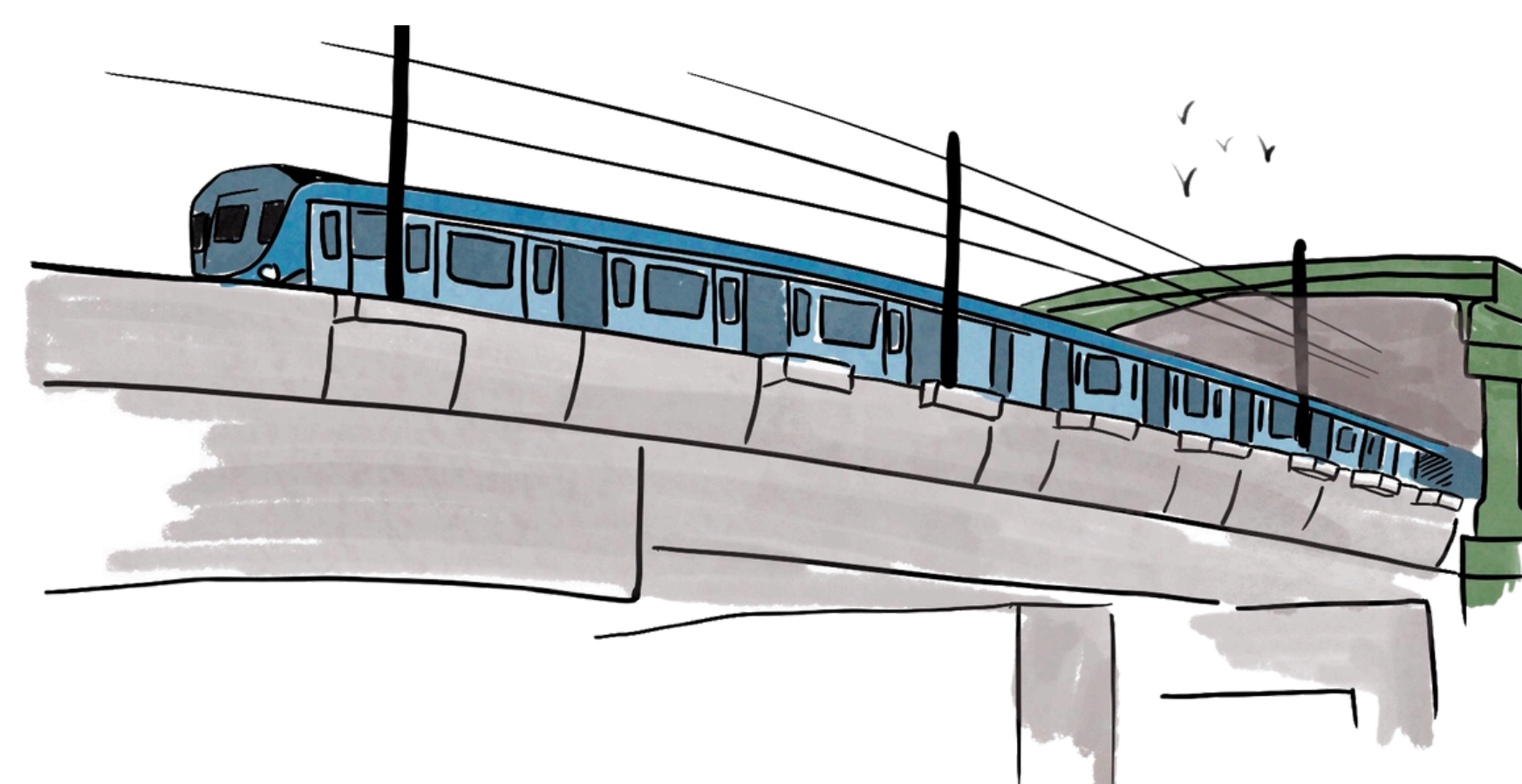
Sunil Abbas,
General Secretary, Society for the Empowerment of the Deaf-Blind (SEDB) India, and Vice President, St. Louis Deaf Alumni Association (SLDAA)

I spend more than 50% of my salary on commuting to work - I have to take an auto to work because it's difficult for me to reach the bus stop on my own.



Rajiv Rajan,
Executive Director Ektha

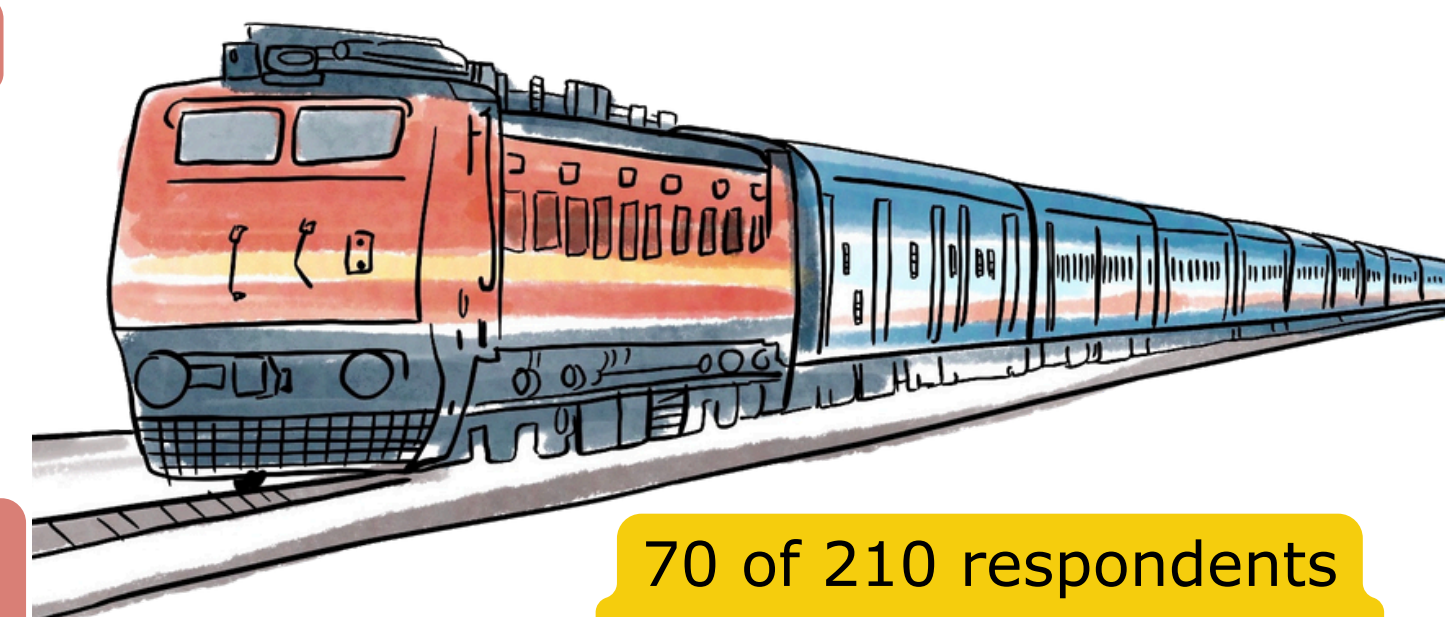
MOVING without BARRIERS



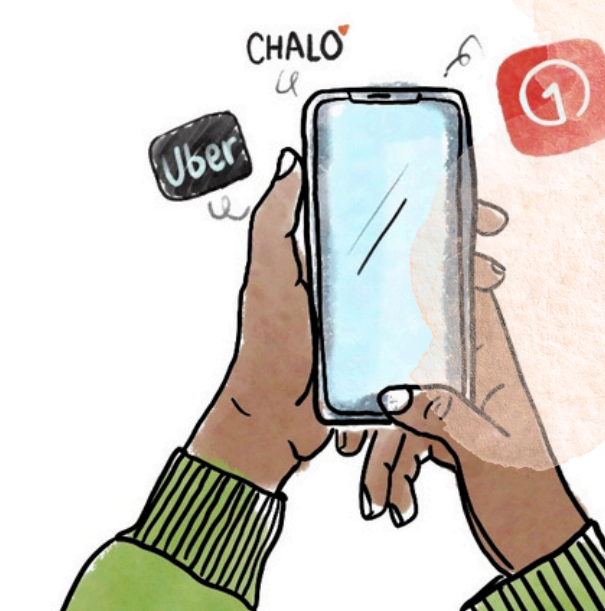
The **lack of wheelchair-accessible vehicles** such as autos, cabs, minibuses, and footpaths has prevented people from reaching public transit stops and stations.

Poor pedestrian infrastructure

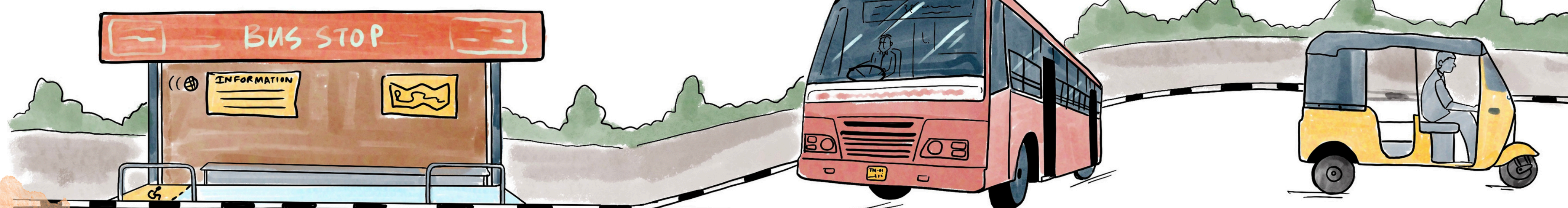
includes discontinuous, narrow pathways and missing features like ramps and tactile paving, hindering access. 67.7% reported blocked or uneven pathways and **41% feel unsafe** sharing road space with vehicles.



70 of 210 respondents **experienced negative behaviour from transport staff** or fellow passengers; many avoid asking for help or sometimes avoid public transport altogether because of past experiences.



Transport apps like Chalo, Chennai One, etc., are useful, but they **need better accuracy, an accessible user interface** (with dark mode options and voice guidance), and mapping of accessible entrances and



CAG 40
Citizen consumer and civic Action Group

No.103 (First Floor), Eldams Road, Teynampet,
Chennai 600 018
T: +91 (44) 2435 4458 | 2435 0387

helpdesk@cag.org.in

www.cag.org.in



@CAGChennai

ILLUSTRATION BY NITASHA NAMBIAR



SCAN HERE TO READ
THE REPORT

MOVING without BARRIERS

