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Disability Inclusion Plan (DIP)

Punjab Clean Air Program (PCAP)

Coordination and Monitoring Unit (CMU)

Planning and Development Board, Punjab



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List of Abbreviation

AD	Agriculture Department
CMU	Coordination and Monitoring Unit
CRC	Convention on the Rights of the Child
CRPD	Convention on the Rights of Persons with Disabilities
DLI	Disbursement Linked Indicator
DIP	Disability Inclusion Plan
DPOs	Disabled Persons Organizations
EP&CCD	Environment Protection & Climate Change Department
ESSA	Environmental and Social Systems Assessment
GHG	Greenhouse Gas
GRM	Grievance Redress Mechanism
GoPb	Government of the Punjab
IPF	Investment Project Financing
PTC	Punjab Transport Company
PCAP	Punjab Clean Air Program
PWDs	Persons with Disabilities
PMA	Punjab Mass Transit Authority
PIU	Project Implementation Unit
PSRD	Pakistan Society for Rehabilitation of Differently Abled
RA-1	Result Area 1: AQM Governance & Awareness Raising
RA-2	Result Area 2: Transport Sector Abatement Measures
RA-3	Result Area 3: Agriculture Sector Abatement Measures
SLCP	Short-Lived Climate Pollutants
T&MD	Transport & Mass Transit Department
UDHR	Universal Declaration of Human Rights
VICS	Vehicle Inspection and Certification System

Executive Summary

This Disability Inclusion Plan (DIP) for the Punjab Clean Air Program (PCAP) ensures that Persons With Disabilities (PWDs) are equitably included across all Disbursement Linked Indicators (DLI 1–9), covering environmental, transport, and agricultural abatement measures. The plan recognizes that air pollution disproportionately affects vulnerable populations and that inclusive program design is essential to achieve both environmental sustainability and social equity. It aligns with the Environmental and Social Systems Assessment (ESSA) and integrates disability inclusion into policy, planning, and service delivery frameworks across sectors.

PWDs face multiple barriers in accessing program benefits, including inaccessible infrastructure, limited access to information in appropriate formats, financial constraints, and exclusion from decision-making processes. In the environment sector (DLI 1–4), these challenges manifest in limited access to air quality information and participation in environmental governance. In the transport sector (DLI 5–8), barriers include inaccessible Vehicle Inspection and Certification System (VICS) centers and public transport services. In the agriculture sector (DLI 9), PWDs often face constraints in accessing technologies such as Super Seeders and related training opportunities. Institutional gaps, including lack of disability-disaggregated data and limited staff capacity, further hinder inclusive implementation.

To address these challenges, the plan introduces sector-specific and cross-cutting interventions. These include accessible communication strategies (audio, visual, and simplified formats), inclusive infrastructure design, targeted outreach through Disabled Persons Organizations (DPOs), and prioritization of PWDs in service delivery, subsidy schemes, and training programs. The plan also promotes economic inclusion by creating employment opportunities for PWDs across sectors, including environmental monitoring, transport services, and agricultural operations. Institutional strengthening is emphasized through capacity building of CMU/PIU staff, integration of disability considerations into operational systems, and establishment of accessible Grievance Redress Mechanism (GRM).

Monitoring and accountability are ensured through dedicated disability inclusion indicators, such as PWD participation rates, accessibility of facilities, and grievance resolution. The systematic collection of disability-disaggregated data supports evidence-based decision-making and DLI verification processes. Overall, this plan ensures that PCAP not only achieves its objective of improving air quality but also advances inclusive development by enabling PWDs to actively participate in and benefit from environmental, transport, and agricultural interventions across Punjab.

1. Introduction

The PCAP is a strategic initiative of the Government of The Punjab (GoPb), aimed at addressing the growing challenge of air pollution through a coordinated, multi-sectoral approach. The program focuses on reducing emissions from key sources including industry, transport, and agriculture by introducing targeted abatement measures, strengthening regulatory systems, and promoting sustainable practices. Structured around DLI 1–9, The Program emphasizes results-based implementation to achieve measurable improvements in air quality across the province.

Air pollution in Punjab has emerged as a critical environmental and public health issue, disproportionately affecting vulnerable populations, including PWDs, women, children, and low-income communities. The program recognizes that effective air quality management requires not only technical interventions but also inclusive governance frameworks that ensure equitable access to information, services, and benefits. The Program is therefore aligned with national, provincial and international good practices and integrates environmental, social, and gender considerations into its design and implementation.

The Program is implemented through a dedicated Coordination and Monitoring Unit (CMU) and relevant Implementation Agencies (IA) i.e Environment Protection and Climate Change Department (EPCCD), Transport and Mass Transit Department (T&MD), Agriculture Department (AD), with support from development partners. By integrating environmental objectives with social inclusion particularly through measures such as the DIP, PCAP aims to deliver cleaner air while fostering equitable and resilient development outcomes for all segments of society in Punjab.

The PCAP aims to strengthen Air Quality Management (AQM) and reduce emissions from targeted sectors. It will achieve these objectives through three Result Areas (RAs), each targeting specific pollution sources:

- RA-1: AQM Governance and Awareness Raising
- RA-2:Transport Sector Abatement Measures
- RA-3:Agriculture Sector Abatement Measures

The Program is being executed in Program-for-Results (PforR) operation and contains following 09 DLIs. **Table-1** below illustrate the details.

Table-1: Disbursement Link Indicators (DLIs)

Purpose of DLI	DLI	Agency Responsible	Financing (US$ mil)
Results Area 1: Air Quality Management Governance and Awareness Raising (US$ 20 mli)			
Strengthen air quality monitoring on a continuous basis	**DLI-1:** Additional regulatory grade monitors added to air quality monitoring network (Number)	EPCCD	9
Strengthen air quality management	**DLI-2:** Integrated air pollutant/SLCP/GHG emissions	EPCCD	6

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governance	inventory system is developed and routinely updated, used for assessment of Smog Action Plan and informs annual development plans (Yes/No)		
Strengthen air quality monitoring infrastructure	**DLI-3:** Fuel quality testing laboratories with mobile and fixed facility operational (Number)	EPCCD	3
Enhance public awareness campaign and citizen engagement	**DLI-4:** Interactive public information and awareness sessions held (Number)	EPCCD	2
Results Area 2: Transport Sector Abatement Measures (US$ 240 mil)			
Expand public transport provisions with electric buses to encourage modal shifts away from private vehicles	**DLI-5:** Expand Cleaner Public Transport in Lahore Division (Electric Buses) (Number)	T&MD via PMA/PTC	140
Catalyze a transition towards cleaner 2/3Ws	**DLI-6:** Transition to Electric Two- and Three-Wheelers (new vehicles)	T&MD	50
Expand vehicle inspections and strengthen nexus with vehicle licensing and retirement	**DLI-7**: Expand vehicle inspections	T&MD	10
Scrap polluting vehicles with appropriate financial incentives	**DLI-8:** Buyback of aged polluting vehicles	T&MD	40
Results Area 3: Agriculture Sector Abatement Measures (US$ 20 mli)			
Improve mechanized rice straw management to reduce crop residue burning	**DLI-9:** Expanding mechanized rice straw management (Number)	AD	20

2. Objective of Disability Inclusion Plan

The objective of the DIP is to ensure that efforts to improve air quality across the province are designed and implemented in an inclusive, equitable, and accessible manner for all, particularly for PWDs. While advancing targeted emission reduction measures across key pollution-generating sectors environment (DLI 1–4), transport (DLI 5–8), and agriculture (DLI 9) the program seeks to integrate disability inclusion into air quality management systems through accessible monitoring, inclusive regulatory frameworks, and the adoption of cleaner technologies.

3. Scope of DIP

This DIP applies broadly to all stakeholders engaged in or affected by the Program across environmental, transport, and agricultural sectors. It covers communities exposed to air pollution in both urban and rural areas, including farmers, transport users, and vehicle owners, with a particular focus on ensuring the inclusion of PWDs. The scope also extends to industrial stakeholders and service providers whose activities contribute to emissions and are subject to regulatory and abatement measures under the program.

The plan further encompasses all implementing and supporting institutions, including IAs, as well as the Coordination and Monitoring Unit (CMU), Project Implementation Unit (PIU).

4. Legislative Framework

The Program recognizes that disability inclusion must be grounded in the existing legal and policy framework. The following national and provincial laws, policies, and international conventions guide the program's approach to accessibility, participation, and equity for PWDs:

Pakistan has ratified and is a signatory to several international treaties and conventions that protect the rights of PWDs and promote their inclusion. The most important of these are:

4.1 International

4.1.1. UN Convention on the Rights of Persons with Disabilities (CRPD), 2006

- Pakistan signed the CRPD on 30 March 2007 and ratified it on 23 February 2011.
- It provides a comprehensive framework for promoting the rights, dignity, autonomy, and participation of PWDs.
- Key relevant Articles for programs like PCAP:
  - Article 9: Accessibility – ensuring access to public buildings, transport, information, and communications.
  - Article 21: Freedom of expression and access to information in accessible formats.
  - Article 24: Right to inclusive education.
  - Article 27: Right to work and employment.
  - Article 32: International cooperation for disability-inclusive development.

4.1.2. Universal Declaration of Human Rights (UDHR), 1948

- Pakistan is a member of the United Nations and has committed to the UDHR principles.
- Ensures equality, non-discrimination, and protection for all citizens, including PWDs, in line with the Constitution of Pakistan.

4.1.3. Convention on the Rights of the Child (CRC), 1989

- Ratified by Pakistan in 1990, this treaty protects the rights of all children, including those with disabilities.
- Relevant Articles:
  - Article 23: Rights of children with disabilities to special care, education, and inclusion in society.

4.1.4. International Labor Organization (ILO) Convention No. 159, 1983 – Vocational Rehabilitation and Employment (Disabled Persons)

- Pakistan has shown commitment to principles of vocational rehabilitation and employment inclusion for PWDs.

- Encourages workplace accessibility, training, and equal employment opportunities.

4.1.5. Optional Protocols

- Pakistan also aligns with **optional protocols** and UN resolutions on disability rights and inclusive development, which reinforce accountability and grievance mechanisms at international levels.

4.2 National Legislation

4.2.1. The Constitution of Pakistan (1973)

- Equality & Non-Discrimination: Articles 25 & 27 ensure that PWDs cannot be denied access to program services, employment, or participation.
- Affirmative Action: Articles 25-A, 37, and 38(d) empower the state to provide inclusive education, employment, and social welfare programs for marginalized groups, forming the constitutional foundation for PCAP's disability-inclusive measures.

4.2.2. The Disabled Persons (Employment and Rehabilitation) Ordinance, 1981

- Requires employers to reserve a percentage of positions for persons with disabilities.
- Mandates rehabilitation, training, and vocational support to enable economic inclusion of PWDs.

4.2.3. National Policy for Persons with Disabilities, 2002 & Provincial Adaptations

- Emphasizes access to education, health, transport, and social services.
- Highlights the need for inclusive participation in development programs and policy-making processes.

4.2.4. Pakistan Sign Language and Accessibility Guidelines

- Promote communication accessibility for PWDs in public services, education, and information dissemination.
- Encourage use of audio, visual, and simplified formats to ensure equitable access to program information.

4.3 Provincial Social Protection & Inclusion Initiatives

4.3.1. Punjab Empowerment of Persons with Disabilities Act, 2022

This is the foremost provincial law dedicated to disability rights and inclusion in Punjab. It prohibits discrimination against PWDs in public and private spheres, guarantees equal participation in education, employment, healthcare, and mobility, and mandates accessibility of infrastructure and services. It also establishes a Council on Rights of Persons with Disabilities to coordinate inclusive policy implementation and barrier removal across sectors.

4.3.2. Council on Rights of Persons with Disabilities (under the 2022 Act)

The Act mandates the creation of a high-level council that includes PWD representatives, government officials, and civil society members. The Council's functions include developing accessibility standards, ensuring implementation of inclusive policies, conducting surveys and research, and promoting awareness campaigns. Its mandate supports cross-sector engagement and oversight, including areas relevant to Program such as accessibility of public services and mobility.

a) Employment Quotas and Rehabilitation Provisions

Under the 2022 Act, at least 3% of posts in establishments must be reserved for PWDs, with enforcement and penalties for non-compliance. This is a clear affirmative action measure intended to improve economic participation of PWDs.

b) Accessibility and Mobility Requirements

The Act obligates public and private facilities to provide physical access, special seating in transport, and assistive technologies. It also charges the provincial government with facilitating mobility aids and inclusive communications directly relevant to transport and environmental service access in PCAP.

4.4 World Bank Good Practice Notes & Policy Instruments on Disability Inclusion

4.4.1. ESF Good Practice Note on Non-Discrimination and Disability

The World Bank's Good Practice Note (GPN) on Non-Discrimination and Disability accompanies the Environmental and Social Framework (ESF) and provides operational guidance on preventing discrimination, enhancing inclusion, and ensuring PWDs benefit from development investments. It defines disability, identifies discrimination risks, and outlines inclusive stakeholder engagement and mitigation measures under Investment Project Financing (IPF).

4.4.2. Disability Inclusion and Accountability Framework

The World Bank has developed a broader Disability Inclusion and Accountability Framework to mainstream disability across Bank operations and analytical work, anchored in human rights principles such as those in the UN Convention on the Rights of Persons with Disabilities (CRPD). This framework promotes accessibility, participation, and equitable benefit from Bank-supported development programs.

4.4.3. World Bank Technical Note on Accessibility

The Technical Note on Accessibility underlines that accessibility is essential for inclusion. It provides tools, methodologies, and sectoral examples (e.g., transport, infrastructure, urban services) to ensure that project design and implementation consider physical, communication, and informational accessibility for PWDs and other vulnerable groups.

4.4.4. Disability-Inclusive Investment Project Financing Criteria (Guidance Note)

This guidance establishes criteria for projects to be recognized as disability-inclusive, emphasizing the need for stakeholder engagement with PWDs, analysis of barriers, inclusive

design features, and monitoring. It highlights that inclusion can be integrated at different stages of the project cycle and even in projects already under implementation.

4.4.5. World Bank's 10 Commitments on Disability-Inclusive Development

As part of its global commitments, the World Bank Group outlined ten commitments to accelerate disability inclusion in its operations, including ensuring inclusive education and public transport projects, scaling up disability data collection, and enhancing universal design and accessibility standards across sectors.

5. Key Stakeholder Groups

The following key stakeholder groups have been identified to ensure that the DIP is implemented in an inclusive, participatory, and equitable manner across all components of the PCAP. These stakeholders include communities affected by air pollution, sectoral beneficiaries, implementing agencies, and vulnerable populations who may face barriers in accessing program benefits and services.

5.1 Communities Affected by Air Pollution (Urban and Rural)

This includes populations residing in both urban and rural areas who are directly exposed to air pollution and its health impacts. Special attention is given to vulnerable groups, including PWDs, who may face higher risks due to limited mobility and access to services.

5.2 Farmers, Transport Users, and Vehicle Owners (Including PWDs)

The plan covers key beneficiaries and stakeholders in agriculture and transport sectors, including farmers adopting cleaner technologies and vehicle owners complying with emission standards. It ensures that PWDs within these groups have equitable access to services, subsidies, and training opportunities. Inclusive measures are integrated to remove barriers to participation and compliance.

5.3 Industrial Stakeholders and Service Providers

This includes industries, operators, and service providers involved in emissions control, monitoring, and compliance processes. The plan promotes inclusive practices within industrial operations, including awareness and accessibility for PWD employees and stakeholders. It also encourages responsible environmental behavior aligned with inclusive program objectives.

5.4 Government Departments (Environment, Transport, Agriculture)

IAs responsible for implementing PCAP interventions fall within the scope of this plan. It emphasizes strengthening their capacity to integrate disability inclusion into policies, planning, and service delivery. Coordination among departments is essential to ensure consistent and inclusive implementation across all DLIs.

5.5 CMU and PIU Staff

The CMU and PIU are key actors in executing and monitoring the program. The plan requires these entities to adopt inclusive approaches in program delivery, data collection, and reporting. Capacity building and sensitization are prioritized to ensure effective inclusion of PWDs.

5.6 Vulnerable and Marginalized Groups

The plan extends beyond PWDs to include other vulnerable groups such as women, low-income populations, and socially excluded communities. It ensures that program interventions are designed to address multiple layers of disadvantage and promote equitable access.

Targeted outreach and support mechanisms are incorporated to enhance their participation and benefits under the Program.

5.7 Inclusion Principles

The PCAP is committed to ensuring that all program interventions are implemented in an inclusive, equitable, and accessible manner for PWDs and other vulnerable groups. The following inclusion principles guide the planning, implementation, monitoring, and reporting of disability-inclusive measures across all DLIs and program sectors. **Table-2** below illustrate the core disability inclusion principles for PCAP implementation

Table-2: Disability Inclusion Principles

Inclusion Principle	Description
Non-Discrimination	The Program will ensure that no individual is excluded from participation in, or access to, program benefits, services, consultations, employment opportunities, or grievance mechanisms on the basis of disability, gender, age, socioeconomic status, or any other vulnerability factor. All implementing agencies will promote equal treatment, dignity, and respect for PWDs throughout program implementation.
Accessibility	The Program will promote physical, communication, informational, and digital accessibility across all relevant interventions and facilities. Public consultations, awareness campaigns, transport systems, monitoring facilities, training venues, and grievance mechanisms will be designed or improved to ensure that PWDs can access services and information without barriers. Accessible formats such as audio messages, Braille, simplified Urdu materials, captioning, sign language interpretation, and visual aids will be used wherever feasible.
Participation	The Program recognizes the importance of meaningful participation of PWDs in decision-making and stakeholder engagement processes. PWDs, their representative organizations, and other vulnerable groups will be consulted and engaged throughout program implementation to ensure that their perspectives, priorities, and concerns are reflected in planning, monitoring, and service delivery processes.
Equity	The Program will promote equitable access to program benefits, services, training opportunities, awareness campaigns, cleaner technologies, and livelihood support measures. Special facilitation measures may be adopted where necessary to address social, economic, and institutional barriers faced by PWDs and other marginalized groups, ensuring fair benefit-sharing across all program interventions.
Confidentiality	The Program will ensure confidentiality and protection of personal information related to PWDs and vulnerable complainants. Information collected through consultations, monitoring activities, and grievance redress mechanisms will be managed in a secure and confidential manner. Sensitive complaints, including SEA/SH-related grievances, will be handled through survivor-centered approaches with restricted access to personal information and appropriate referral pathways.
Universal	The Program will encourage the application of universal design principles in

Design	infrastructure, transport systems, communication materials, and public service delivery mechanisms wherever feasible. This includes promoting designs, facilities, technologies, and services that are usable by all people, including PWDs, without the need for specialized adaptation. Universal design measures will support long-term accessibility, safety, and inclusion across Program interventions.

6. Barriers to Inclusion Faced by PWDs

As identified in the Environmental and Social Systems Assessment (ESSA) of the PCAP, PWDs face significant barriers in accessing program-related information, services, infrastructure, consultations, and grievance redress mechanisms. The ESSA highlighted gaps related to limited accessibility standards, lack of inclusive communication approaches, weak institutional capacity on disability inclusion, absence of disability-disaggregated data, and inadequate participation of vulnerable groups in program planning and implementation processes. These gaps may limit equitable access of PWDs to the benefits of environmental, transport, and agricultural interventions under PCAP.

This Plan proposes targeted inclusion measures to improve accessibility, participation, and service delivery for PWDs across all relevant program components. The proposed strategies include improving physical accessibility at public facilities and service centres, ensuring accessible communication materials and consultations, strengthening institutional capacity through staff training, integrating disability-sensitive indicators into monitoring systems, and establishing accessible grievance redress mechanisms. Progress on implementation of these measures will be monitored under the Program Action Plan (PAP) through periodic reporting, stakeholder engagement tracking, disability-disaggregated participation data, and monitoring of inclusion-related indicators.

Understanding these barriers is essential for designing inclusive interventions that ensure equitable access, meaningful participation, and effective benefit-sharing for PWDs under the Program. **Table-3** below summarizes the key barriers identified through the ESSA and their implications for program implementation.

Table-3: Barriers to Inclusion Faced by PWDs

Barrier Type	Description
Physical Accessibility Barriers	As identified in the ESSA, limited accessibility standards and inaccessible infrastructure may restrict participation of PWDs in PCAP interventions. PWDs may face difficulties in accessing public facilities, Vehicle Inspection and Certification System (VICS) centers, training venues, consultation locations, and agricultural service points due to lack of ramps, handrails, accessible toilets, appropriate pathways, and disability-friendly transport arrangements. Such barriers can limit equitable access to awareness activities, emission compliance services, urban transport improvements, and agricultural support mechanisms under PCAP.
Communication and Information Barriers	The ESSA highlighted gaps in inclusive communication and stakeholder engagement mechanisms. Program information, awareness campaigns, training materials, and operational guidelines may not be available in accessible formats suitable for persons with visual, hearing, speech, or intellectual disabilities. Absence of Braille materials, sign language interpretation, captioning, audio formats, and simplified language may restrict participation of PWDs in consultations, grievance mechanisms, trainings, and awareness programs related to air quality management and cleaner technologies.

Barrier Type	Description
Economic and Affordability Barriers	PWDs often experience higher economic vulnerability, which may affect their ability to benefit from PCAP interventions. Costs associated with vehicle inspection, retrofitting, cleaner technology adoption, transportation, or access to agricultural services may disproportionately impact PWDs and their households. Without targeted facilitation measures, subsidies, or inclusive financial support mechanisms, economically marginalized PWDs may face reduced access to program incentives and services.
Institutional and Systemic Barriers	The ESSA identified institutional capacity gaps related to disability inclusion within program implementation systems. Existing policies, operational procedures, and monitoring systems may not adequately address the needs of PWDs. Limited staff awareness and insufficient training on disability inclusion within CMU/PIU and implementing departments may affect inclusive service delivery and stakeholder engagement. In addition, absence of disability-disaggregated data and inclusion-sensitive monitoring indicators may hinder effective tracking of participation, access to benefits, and implementation progress under the PAP.
Social and Participation Barriers	Social exclusion, stigma, and limited representation of PWDs in community decision-making processes may reduce their participation in consultations, awareness activities, and governance structures under PCAP. The ESSA emphasized the need for inclusive stakeholder engagement to ensure meaningful participation of vulnerable groups. Cultural barriers, low public awareness regarding disability rights, and weak outreach mechanisms may prevent PWDs from effectively accessing information, services, training opportunities, and grievance redress mechanisms associated with environmental, transport, and agricultural interventions.
Barriers in Accessible Grievance Redress Mechanisms (GRM)	The ESSA also highlighted the need for accessible and inclusive grievance mechanisms. PWDs may face challenges in submitting complaints or accessing grievance redress systems due to inaccessible communication channels, lack of disability-sensitive procedures, and limited awareness regarding available complaint mechanisms. Without accessible reporting channels, simplified procedures, and support services, PWDs may face difficulties in raising concerns related to exclusion, discrimination, or access to program benefits and services.

7. Strategic Interventions

The Program integrates disability inclusion across all sectors environment, transport, and agriculture by ensuring that PWDs have equitable access to information, services, and program benefits. Inclusive measures address barriers related to accessibility, participation, awareness, and economic support. These interventions as illustrated in **Table-4** aim to make monitoring, compliance, training, and service delivery systems fully inclusive for PWDs.

Table-4: Sectors Related Key Interventions

DLI / Result Area	Relevant Disability Risks and Barriers (Linked to Table-2)	Proposed Disability Inclusion Measures	Responsible Agency for Implementation	Monitoring Indicators / PAP Tracking
DLI 1: Strengthening Air Quality Monitoring and Management Systems	• Communication barriers due to inaccessible air quality information. • Institutional barriers related to lack of inclusive monitoring systems. • social exclusion from environmental consultations.	• Ensure air quality alerts and public advisories are available in accessible formats including audio messages, captioned videos, Braille, and simplified language. • Include PWD representatives in air quality consultations and community monitoring initiatives. • Ensure environmental monitoring offices and consultation venues are physically accessible.	• EPCCD • CMU-PCAP	• Number of accessible awareness materials developed. • Number of consultations involving PWD. • Accessibility compliance of monitoring facilities.
DLI 2: Strengthening Environmental Regulatory Compliance and Enforcement	• Institutional barriers including weak disability-sensitive procedures. • Communication barriers limiting access to regulatory information. • Inaccessible grievance mechanisms.	• Develop disability-inclusive SOPs for environmental inspections and compliance communication. • Ensure grievance redress mechanisms are accessible through multiple channels (phone, online, physical support). • Conduct disability inclusion training for regulatory staff.	• EPCCD • CMU-PCAP	• Number of staff trained. • Number of accessible GRM channels operational. • Complaints from PWDs resolved within timeline.

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DLI / Result Area	Relevant Disability Risks and Barriers (Linked to Table-2)	Proposed Disability Inclusion Measures	Responsible Agency for Implementation	Monitoring Indicators / PAP Tracking
DLI 3: Industrial Emission Reduction Measures	• Economic barriers limiting access to cleaner technologies and compliance support. • Communication barriers in technical guidance dissemination.	Ensure industrial compliance awareness sessions and technical materials are accessible for workers and entrepreneurs with disabilities. • Encourage participation of persons with disabilities in stakeholder consultations, awareness sessions, and capacity-building activities related to cleaner production and environmental compliance. •	• Industries Department • EPCCD	• Number of accessible training sessions conducted. • Participation of PWDs in industrial awareness programs.
DLI 4: Public Awareness and Citizen Engagement on Air Quality	• Social and communication barriers limiting participation of PWDs in awareness campaigns and consultations.	• Design inclusive awareness campaigns using sign language interpretation, captioning, audio formats, and easy-to-read materials. • Conduct targeted outreach for organizations representing PWDs. • Ensure accessible stakeholder consultation arrangements.	• EPCCD, • CMU-PCAP	• Percentage of awareness materials in accessible formats. • Participation rate of PWDs in consultations and campaigns.
DLI 5: Vehicle Inspection and Certification System (VICS)	• Physical barriers at VICS centers. • Economic barriers related to inspection and compliance costs. • Communication barriers in inspection procedures.	• Ensure VICS centers follow universal accessibility standards including ramps, accessible toilets, signage, and wheelchair access. Provide reasonable assistance and priority facilitation for PWD vehicle owners during inspection processes, where feasible. • • Ensure inspection instructions are available in accessible formats. Promote employment opportunities for PWDs in VICS operations.	• PIU-T&MD	• Number of VICS centers upgraded for accessibility. • Number of PWD beneficiaries facilitated. • Accessibility audits conducted.

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DLI / Result Area	Relevant Disability Risks and Barriers (Linked to Table-2)	Proposed Disability Inclusion Measures	Responsible Agency for Implementation	Monitoring Indicators / PAP Tracking
DLI 6: Urban Transport Improvement and Cleaner Mobility	• Physical accessibility barriers in buses and transport infrastructure. • Social exclusion from mobility services.	• Ensure public transport systems supported under the Program incorporate universal accessibility features where applicable including , wheelchair access, designated seating, audio and visual stop announcements, and accessible information system/platforms. • Train drivers and conductors on disability-sensitive passenger support.. • Undertake periodic consultations with PWD representatives to identify accessibility constraints and improve service delivery. •	• PIU-T&MD	• Number of accessible buses operational. • Number of transport staff trained. • User satisfaction feedback from PWDs.
DLI 7: Vehicle Emission Reduction and Cleaner Transport Technologies	• Economic barriers affecting access to retrofitting and cleaner vehicle technologies. • Institutional barriers in inclusive implementation.	• Develop targeted facilitation measures and awareness campaigns for PWD vehicle owners regarding cleaner technologies and emissions compliance. • Ensure inclusion of PWDs in consultations related to transport planning and policy reforms.	• PIU-T&MD	• Number of PWD beneficiaries accessing support programs. • Inclusion of disability indicators in transport monitoring systems.
DLI 8: Strengthening Transport Sector Governance and Enforcement	• Institutional barriers including lack of disability sensitive systems and monitoring frameworks.	• Integrate disability inclusion indicators into transport sector monitoring systems. • Conduct capacity building for transport officials on inclusive service delivery and stakeholder engagement.	• PIU-T&MD	• Disability-disaggregated data available. • Number of officials trained. • Accessibility of transport GRM mechanisms.

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DLI / Result Area	Relevant Disability Risks and Barriers (Linked to Table-2)	Proposed Disability Inclusion Measures	Responsible Agency for Implementation	Monitoring Indicators / PAP Tracking
		• Ensure accessible complaint and feedback mechanisms for transport users with disabilities.		
DLI 9: Promotion of Super Seeder Adoption and Reduction of Crop Residue Burning	• Economic barriers limiting access to subsidy/rental schemes. • Communication barriers in agricultural outreach. • Social exclusion of farmers with disabilities.	• Ensure accessible agricultural training programs and awareness campaigns for farmers with disabilities. • Prioritize eligible PWD farmers in subsidy and rental schemes for Super Seeders. • Promote community-based service delivery models and inclusive farmer consultations. • Ensure grievance mechanisms are accessible in rural areas.	• Agriculture Department	• Number of PWD farmers benefiting from schemes. • Number of accessible trainings conducted. • Participation of PWDs in agricultural consultations.
Cross-Cutting PAP Action: Stakeholder Engagement and GRM	• Social exclusion, inaccessible consultations, and barriers in grievance reporting for PWDs.	• Establish disability-inclusive stakeholder engagement procedures. • Ensure accessible grievance mechanisms through multiple communication channels. Maintain disability-disaggregated records of consultations and grievances.	• CMU-PCAP • PIU-T&MD • All Implementing Agencies	• Number of PWD-related grievances addressed • .Stakeholder engagement reports reflecting PWD participation.
Cross-Cutting PAP Action: Institutional Capacity Building and Monitoring	• Institutional capacity gaps and lack of disability-disaggregated monitoring identified in ESSA.	• Conduct periodic disability inclusion training for CMU, PIU-T&MD and implementing agencies. • Integrate disability-sensitive indicators into PAP monitoring and reporting systems. • Conduct periodic accessibility audits and implementation reviews.	• CMU-PCAP • PIU-T&MD • All Implementing Agencies	• Number of trainings conducted. • Inclusion indicators integrated into PAP reports. • Periodic accessibility assessment reports prepared.

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8. Cross-Cutting Interventions

8.1 Accessible Communication

1. **Audio Formats**: The PIU-PCAP will develop audio messages, alerts, and podcasts to ensure PWDs with visual impairments or low literacy can access program information.
2. **Visual and Pictorial Formats**: The PIU-PCAP will use infographics, charts, and illustrative materials in campaigns and training to make content understandable for hearing-impaired and cognitively challenged individuals.
3. **Simple Urdu Language**: The PCAP will prepare simplified text materials and guides to ensure inclusivity for PWDs who may face language or literacy barriers.
4. **Multi-Channel Dissemination**: Information dissemination will be done through mobile phones, community notice boards, local radio, and social media to maximize reach and accessibility.

8.2 Capacity Building

1. **Staff Training on Disability Inclusion**: The PCAP will provide systematic training for CMU, PIU, and IAs staff to sensitize them on PWD needs, rights, and participation requirements.
2. The transport department will provide training to bus drivers and other staff for special care of PWDs during their travel and pick and drop service

Activities during the implementation of the program are highlighted in **Table-5** below.

Table-5: Activities during Implementation

Activity	Description	Timeline	Responsibility
Identification of PWD Organizations	The PCAP through CMU and PIU will identify and prepare a list of relevant organizations, associations, NGOs, and advocacy groups representing persons with disabilities at provincial and district levels.	At the start of implementation and updated annually	• CMU-PCAP • PIU-PCAP
Targeted Consultations	Dedicated consultations and focus group discussions will be conducted with organizations representing persons with disabilities to seek their feedback on accessibility, inclusion measures, transport services, communication materials, and grievance mechanisms under PCAP.	During implementation	• CMU-PCAP • IAs
Inclusive Participation in Program	Representatives of PWD organizations will be invited to participate in awareness sessions, stakeholder consultations, monitoring activities, and review meetings	Throughout program implementation	• CMU-PCAP. • PIU-PCAP

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Activity	Description	Timeline	Responsibility
Activities	to ensure their perspectives are incorporated into program implementation.		
Consultation Accessibility Measures	All consultation activities will ensure accessibility through provision of simple Urdu materials, accessible venues, audio/visual aids, and multiple communication channels where feasible.	During all consultation events	• CMU-PCAP • IAs
Integration of Feedback	Feedback and recommendations received from PWD organizations will be documented and incorporated, where feasible, into program planning, implementation, and monitoring processes.	Continuous	• CMU-PCAP • PIU-PCAP
Monitoring and Reporting	The PCAP will maintain records of consultations conducted with PWD organizations and report on inclusion-related engagement activities in periodic progress reports.	Quarterly / Annual Reporting	CMU-PCAP

8.3 Inclusive Grievance Redress Mechanism

1. **Multi-Channel Access:** CMU, PIU, and IAs have established multiple accessible channels for receiving grievances from PWDs, including toll-free helplines, SMS, WhatsApp, email, complaint boxes, and in-person complaint registration at designated offices. Complaints may also be submitted through caregivers, family members, community representatives, or organizations representing persons with disabilities where required.
2. **Designated Focal Points:** Each IA and PIU and CMU-PCAP has nominated a focal person responsible for handling grievances related to PWDs to ensure accessible communication, timely coordination, and follow-up of complaints. Contact details of focal persons will be publicly disclosed through the PCAP website and awareness materials.
3. **Complaint Registration and Tracking:** All complaints received from PWDs will be logged into the Program GM system with unique tracking numbers. Disability-related grievances will be tracked separately to monitor responsiveness, accessibility concerns, and resolution timelines. Regular monitoring reports will be prepared by CMU-PCAP.
4. **Accessibility and Confidentiality:** PCAP will ensure that grievance channels are accessible to PWDs through simplified communication formats, audio support, and assistance where needed. Confidentiality of complainants will be maintained throughout the process, particularly for sensitive complaints, and personal information will only be accessible to authorized personnel.
5. **SEA/SH Referral Pathways**: Complaints related to SEA/SH involving PWDs will be handled through a survivor-centered approach with strict confidentiality. Such complaints will be immediately referred to designated SEA/SH focal persons and relevant service providers, including psychosocial, medical, legal, and protection services, in accordance with the Program SEA/SH referral protocols.

6. **Timely Resolution:** Clear timelines and procedures for grievance resolution are defined in the Program GM. The PCAP will ensure that PWDs receive acknowledgement, updates, and corrective actions in an accessible and timely manner.
7. **Awareness of GM:** PCAP will conduct targeted awareness campaigns to inform PWDs, caregivers, and representative organizations about available grievance channels, complaint procedures, confidentiality provisions, and referral services.

INCLUSIVE GRIEVANCE REDRESS MECHANISM FOR PWDs

Accessible • Confidential • Timely • Accountable

1. PROGRAM-AFFECTED PERSON WITH DISABILITY (PWD)

PWD / Caregiver / Family Member / Community Representative / Organization representing PWDs

2. MULTIPLE ACCESSIBLE CHANNELS TO LODGE COMPLAINT

Toll-free Helpline | SMS | WhatsApp | Email | In-person at PIU / IA offices | Complaint Boxes

Assistance can be provided to PWDs to submit complaints (through caregiver, family member, or PWD organization)

3. REGISTRATION & ACKNOWLEDGEMENT

- Complaint is registered in the Program GM system.
- Unique Tracking Number is issued to the complainant.
- Acknowledgement provided through preferred accessible channel.

4. DESIGNATED FOCAL POINT (PIU / IA)

- Each PIU and IA will designate a PWD Focal Person.
- The focal person provides support (if needed), screens the complaint and directs it for appropriate action.

5A. GENERAL PWD COMPLAINTS

Referred to Relevant IA / Department

↓

Investigation & Assessment (Fair, accessible and non-discriminatory)

↓

Resolution & Corrective Measures Implemented

5B. SEA/SH-RELATED COMPLAINTS

Immediately referred to SEA/SH Focal Person

↓

Confidential & Survivor-Centered Approach

↓

Referral to Appropriate Service Providers (Medical / Psychosocial / Legal / Protection / Other Support Services) as per SEA/SH Referral Protocols

6. FEEDBACK TO COMPLAINANT

- Complainant is informed about the outcome.
- Communication will be in an accessible format and through the preferred channel.

7. CASE CLOSURE & RECORD KEEPING

- Case is closed after confirmation from the complainant.
- Records are retained securely with confidentiallity.

8. MONITORING & REPORTING BY CMU-PCAP

- Track complaints from PWDs separately.
- Monitor timelines, resolution rates and accessibility.
- Include in periodic progress reports.

KEY FEATURES

- Accessible channels for all types of disabilities
- Confidentiality and privacy are ensured
- No retaliation against complainants
- Timely and fair resolution
- Inclusive and respectful approach

DESIGNATED FOCAL POINTS

- Each IA and PIU will nominate a PWD Focal Person.
- Contact details will be publicly displayed on the PCAP website, offices and awareness materials.
- Focal points will facilitate communication, registration, follow-up and feedback.

SEA/SH REFERRAL PATHWAY

- SEA/SH complaints are handled with utmost confidentiality.
- Survivor's consent and safety are the priority.
- Immediate referral to qualified service providers.
- Support is provided at every step of the process.

ACCESSIBILITY MEASURES

- Information in simple Urdu, audio, pictorial and easy read formats
- Sign language / interpreter support during interaction (where needed)
- Assistance for hearing, visual, mobility and cognitive impairments
- Awareness through multiple platforms: radio, social media, SMS, community meetings, notice boards

Our Commitment:
We ensure that the grievance redress mechanism is inclusive, accessible, confidential and responsive to the needs and rights of persons with disabilities.

Leave No One Behind

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8.4 Data and Evidence

Disability-Disaggregated Data Collection: The PCAP recognizes the importance of disability-disaggregated data for promoting inclusive program implementation and monitoring equitable access to program benefits and services. During implementation, the CMU-PCAP, PIU-PCAP, and respective IAs will strengthen data collection and reporting systems to capture relevant disability-related information in a practical and phased manner.

Standardized reporting templates and guidance will be developed to ensure consistency in data collection across agencies. The collected information will support evidence-based decision-making, identification of accessibility gaps, and improvement of inclusive service delivery under the Program. **Table-6** below Disability Inclusion Indicators, Responsibilities, and Reporting Mechanism illustrate this.

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Table-6: Disability Inclusion Indicators, Responsibilities, and Reporting Mechanism

Area	Indicators	Existing System Status	Proposed Improvement / Methodology	Responsibility	Frequency
Stakeholder Consultations	Number of PWDs participating in consultations, meetings, awareness sessions, and trainings (male/female where feasible)	Participation records exist but disability disaggregation is limited	Standard attendance sheets will include optional disability-related information using simple categories	CMU-PCAP PIU-PCAP IAs	Quarterly
Grievance Redress Mechanism (GRM)	Number and type of complaints received from PWDs; resolution status; resolution timelines	Existing GM systems allow complaint registration but may not systematically record disability status	GM forms and databases will be updated to include disability-disaggregated fields and accessibility-related concerns	CMU-PCAP PIU-PCAP IAs	Biannual
Public Awareness Campaigns	Number of accessible communication materials produced (audio, pictorial, simplified Urdu, etc.)	Information dissemination records exist	Accessibility will be integrated into communication reporting templates	CMU-PCAP PIU-PCAP IAs	Biannual
Capacity Building	Number of staff trained on disability inclusion and accessibility	Training records are maintained but not always disability-focused	Standardized training reporting formats will include disability inclusion indicators	CMU-PCAP PIU-PCAP IAs	Biannual
Public Transport Accessibility (where applicable)	Number of accessible buses/stops/facilities improved under the Program	Departmental infrastructure records exist	Accessibility compliance checklists will be incorporated into monitoring processes	Transport Department	Annual
Employment and Livelihood Support Activities	Number of PWDs benefiting from relevant program-supported initiatives, where applicable	Limited disaggregated records currently available	Beneficiary registration forms will include voluntary disability-related information	Relevant IAs	Annual

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Area	Indicators	Existing System Status	Proposed Improvement / Methodology	Responsibility	Frequency
Monitoring and Reporting	Consolidated disability-disaggregated data across implementing agencies	Data systems vary among agencies	CMU-PCAP will develop standardized templates and reporting guidance for all IAs to ensure consistency	CMU-PCAP	Biannual
Data Quality and Consistency	Verification of disability-related information and consistency across agencies	No unified mechanism currently exists	Orientation sessions and guidance notes will be provided to focal persons to improve consistency and reliability of data collection	CMU-PCAP PIU-PCAP	Continuous
Privacy and Confidentiality	Protection of personal and sensitive information related to disability status	General confidentiality provisions exist	Disability-related information will be collected on a voluntary basis and managed confidentially in accordance with Program GM and data protection practices	All Implementing Agencies	Continuous

9. Roles and Responsibilities

Effective implementation of the PCAP requires clear allocation of responsibilities among all stakeholders. Each entity plays a distinct role in ensuring inclusive service delivery, accessibility, and monitoring for PWDs. Coordination across IAs, PIU transport, NGOs, and local governments is essential to achieve program objectives. Clear roles also facilitate accountability, data collection, grievance redress, and integration of disability considerations across all DLIs. **Table-7** below illustrates the role and responsibility of all relevant stakeholders.

Table-7: Roles and Responsibilities of PCAP's CMU, PIU, IAs and other Stakeholders

Entity	Responsibilities
CMU-PCAP	Provides overall coordination of program activities, ensures monitoring and reporting of disability inclusion measures, and integrates inclusive practices across all sectors.
EP&CCD	The EP&CCD will ensure that the environmental governance should be inclusive by incorporating PWD participation in monitoring and compliance.
PIU T&MD	Implements accessible transport systems, upgrades VICS centers, and promotes employment of PWDs in transport services. Responsible for field-level execution of interventions, monitoring PWD participation, and reporting data to PIU for DLI verification.
Agriculture Department	Field Wing of AD will delivers inclusive agricultural services i.e Super Seeders, and will facilitates PWD access to Super Seeder programs, and supports participation in training and monitoring activities.
NGOs	Conduct outreach and community mobilization, provide support for PWD engagement, and assist in inclusive awareness campaigns to support the PCAP
Local Governments	Coordinate with stakeholders, facilitate accessibility improvements, and support local-level implementation of disability-inclusive measures.

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10. Reporting and Documentation

Effective reporting and documentation are critical for ensuring accountability, transparency, and evidence-based decision making in PCAP. Maintaining disability-disaggregated records enables tracking of PWD participation and access across all sectors. Integrating these indicators into quarterly progress reports and DLI verification ensures performance is measured and corrective actions are taken. Documenting case studies and best practices helps share lessons learned and strengthens future program design and implementation. **Table-8** below describes the reporting and documentation.

Table-8: Reporting and Documentation

Activity	Description
Maintain Disability-Disaggregated Records	Systematically collect and maintain data on PWD participation, access, and benefits across all program interventions. This allows for monitoring inclusivity and identifying gaps in implementation. Detailed records support planning, adaptive management, and verification of DLI targets.
Include Indicators in Quarterly Progress Reports	Integrate key disability inclusion indicators, such as PWD participation rates, accessibility of facilities, and engagement in awareness programs, into quarterly reporting. This ensures timely tracking of program performance and highlights areas needing intervention.
Include Indicators in DLI Verification Reports	Ensure DLI verification processes capture PWD-related indicators to assess compliance with program objectives.
Document Case Studies and Best Practices	Collect and share examples of successful inclusion, innovative approaches, and lessons learned from implementing PWD-friendly measures. Case studies provide practical guidance for replication and continuous improvement across sectors.

11. Disability Inclusion Monitoring Framework

The PCAP will establish a structured disability inclusion monitoring framework to track implementation progress and ensure accountability under the PAP. The framework will include measurable indicators, responsible agencies, and defined reporting frequencies. Where available, baseline values will be established during the initial phase of implementation through rapid accessibility and participation assessments. **Table-9** below illustrate the disability inclusion monitoring framework.

Table-9: Disability Inclusion Monitoring Framework

Indicator	Baseline	Responsible Agency	Reporting Frequency
Number and percentage of PWDs participating in consultations, trainings, and awareness programs	To be established at program start	• CMU-PCAP • All IAs	Quarterly
Percentage of PWD respondents reporting satisfaction with accessibility and inclusiveness of PCAP-supported activities and services, based on citizen/beneficiary feedback surveys.	Baseline to be established during first survey cycle	• CMU-PCAP • All IAs	Annual
Number of accessible facilities (e.g., VICS centers, offices, training venues) meeting accessibility standards	To be assessed through initial accessibility audit	• PIU-T&MD • EPCCD • CMU-PCAP	Biannual
Number of program awareness materials provided in accessible formats (audio, Braille, sign language, simplified text)	Partially available (to be verified)	• EPCCD • CMU-PCAP	Biannual
Number of grievances received from PWDs and resolved through GRM	Zero baseline assumed at start of reporting cycle	• CMU-PCAP • All IAs	Quarterly
Number of staff trained on disability inclusion and accessible service delivery	To be recorded at baseline training rollout	• PMU-PCAP • All IAs	Annual
Inclusion of disability-disaggregated data in program reports	System partially available; needs strengthening	• CMU-PCAP • Monitoring Units of IAs	Biannual

12. Indicative Financing Approach for Disability Inclusion Measures

The PCAP recognizes that effective disability inclusion requires not only policy commitment but also clear financial planning to ensure sustainability of interventions across all implementing agencies. Accordingly, disability inclusion measures will be financed primarily through integration into existing Program budgets rather than through standalone funding streams. This approach ensures that inclusion is mainstreamed within routine planning, implementation, and monitoring activities of CMU-PCAP, PIU-PCAP, and respective Implementing Agencies (IAs).

Wherever feasible, disability inclusion activities such as accessible communication materials, capacity building, grievance redress accessibility enhancements, and data disaggregation improvements will be embedded within existing operational budgets of ongoing Program components. This includes leveraging administrative, training, communication, and monitoring and evaluation (M&E) allocations already available under agency annual work plans.

In addition, agencies will be encouraged to reflect disability inclusion actions explicitly in their Annual Work Plans (AWPs) and Operational Plans, ensuring that costs and responsibilities are

clearly identified at the planning stage. This will help institutionalize inclusion-related expenditures and improve accountability for implementation.

The CMU-PCAP will also provide technical guidance to harmonize budgeting practices across agencies, ensuring that disability inclusion costs are consistently identified, tracked, and reported. Periodic financial monitoring will be undertaken to assess adequacy of allocations and identify any gaps requiring adjustment during implementation.

Overall, the financing approach is designed to ensure that disability inclusion is not treated as an external or parallel activity, but as an integral part of core program delivery and institutional functioning. **Table-10** illustrate the indicative Budgeting as under.

Table-10: **indicative Budgeting**

Area of Intervention	Key Disability Inclusion Activities	Financing Approach	Budget Source	Planning Integration	Responsibility
Accessible Communication	Audio messages, simplified Urdu materials, pictorial/visual content, accessible dissemination channels	Integrated within communication budgets of program components	Existing Communica-tion & Outreach Budgets	Included in Communication Plans	CMU-PCAP PIU-PCAP IAs
Capacity Building	Training on disability inclusion, accessibility, and PWD-sensitive service delivery	Included in training budget	Existing Training Budgets	Reflected in E&S Training Manual	CMU-PCAP PIU-PCAP
GRM Accessibility Enhancements	Accessible complaint channels (SMS, WhatsApp, helplines), focal points, tracking system upgrades	Integrated within operational and GRM system budgets	Existing GRM and Budgets	Included in GRM operational plans	CMU-PCAP PIU-PCAP IAs
Data Disaggregation &	Disability-disaggregat	Included in M&E budgets of	Existing Monitoring	Incorporate d in M&E	CMU-PCAP

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Area of Intervention	Key Disability Inclusion Activities	Financing Approach	Budget Source	Planning Integration	Responsibility
M&E	ed indicators, reporting templates, data verification systems	agencies	& Evaluation Budgets	frameworks and reporting templates	
Awareness Campaigns	Disability inclusion awareness campaigns targeting PWDs and communities	Included in outreach budgets	Existing Outreach Budgets	Integrated into annual communication strategies	CMU-PCAP PIU-PCAP IAs
Accessibility Improvements (Transport/Infrastructure)	Physical accessibility improvements (where applicable) in transport services and facilities	Embedded within sectoral infrastructure/operations budgets	Departmental Capital & O&M Budgets	Reflected in agency operational plans and investment plans	Relevant IAs / Transport Department
Coordination & Oversight	Technical guidance, monitoring, reporting, and harmonization of inclusion measures	Covered under CMU-PCAP coordination and administrative budget	Program Management Budget	Included in CMU operational plan	CMU-PCAP
Contingency / Gap Financing	Minor adaptive inclusion measures not foreseen at planning stage	Utilized from contingency provisions within program budgets	Program Contingency Allocations (if applicable)	Activated during annual budget revisions	CMU-PCAP / PIU-PCAP

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Annexure-1 Stakeholder Consultation

Consultations were conducted with organizations representing PWDs, disability advocates, and relevant government stakeholders to identify barriers affecting the participation of PWDs in Program activities.

Key issues raised included limited accessibility of public facilities and transport services, inadequate availability of information in accessible formats, barriers to participation in consultations, and limited access to grievance redress mechanisms. Stakeholders also emphasized the need for disability-sensitive staff training, disability-disaggregated data collection, and regular engagement of PWD representatives.

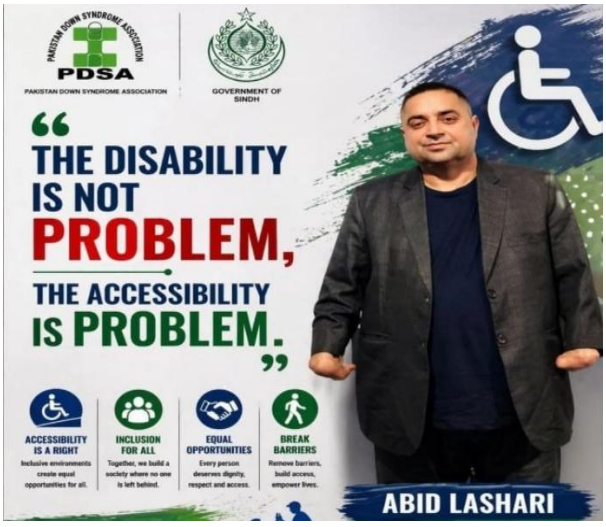
Based on this feedback, the DIP was strengthened through the inclusion of accessibility requirements for Program-supported facilities and consultation venues, accessible communication materials, disability-specific monitoring indicators, strengthened GRM arrangements, staff capacity-building measures, and mechanisms to enhance the participation of PWDs in Program implementation and monitoring.

The **Table A1** below presents the key concerns and recommendations raised during consultations and demonstrates how stakeholder feedback has been reflected in DIP.

Table A1: Summary of Stakeholder Consultations and Integration of Feedback into the DIP

Key Issue Raised by Stakeholders	Recommendation	Reflected in DIP
Limited accessibility of facilities and transport services	Improve physical accessibility and universal access arrangements	Accessibility measures included under DLI 5 and DLI 6
Information not available in accessible formats	Provide accessible communication materials	Accessible formats included in DLI 1 and DLI 4
Limited participation of PWDs in consultations	Ensure representation of PWD organizations in engagement activities	Stakeholder engagement provisions included across the DIP
Inaccessible grievance mechanisms	Provide multiple accessible channels for complaints	Accessible GRM provisions included in cross-cutting actions
Lack of disability-sensitive capacity in agencies	Conduct disability inclusion training	Capacity-building actions and indicators added
Weak monitoring of disability inclusion	Collect disability-disaggregated data and feedback	Monitoring framework and satisfaction indicator added

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Consultation at PSRD Dept	Consultation with locals
	
Online consultation with CEO PDSA	Consultation with PIU-PCAP (T&MD)