



# TRAINING REPORT: INCLUSIVE POLICING FOR PERSONS WITH DISABILITIES

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Summary and  
Feedback Analysis

**iProbono**  
**INDIA**

## Background

In a significant step towards more inclusive and accessible policing, iProbono India has been conducting state-wise training for police officers on Inclusive Policing for Persons with Disabilities (PwDs). Between July and August 2025, we conducted three sessions across Jammu & Kashmir, Odisha and Goa, training over 500 police personnel.

These programs aimed to build legal knowledge, empathy and practical skills to enable disability- inclusive policing practices nationwide. Feedback from participants was overwhelmingly positive. Officers appreciated the clarity of the training material, felt comfortable engaging in discussions and asking questions, and expressed confidence in interacting with PwDs during their duties.

The core objective of the training was to empower police officers to effectively utilise sections of the Rights of Persons with Disabilities (RPwD) Act, 2016, to safeguard the rights of PwDs, fostering a police force that is truly equipped to serve all members of the community with dignity and respect.

## Trainers

- State Commissioners for PwDs
- Lawyers with expertise in disability rights and justice, including locally-based legal practitioners;
- Social workers trained in the rights of persons with disabilities and inclusive justice practices;
- Senior-level officers from the local police department
- iProbono India team: Karuvaki Mohanty, Amla Shejwadkar, Shrutika Pandey, Zehra Naqvi

## Training Tools

- Case study compilation: Disability & Justice: Lived Experiences of Police Interactions (iProbono India)
- Voice-recorded excerpts from case studies for empathy-building
- Audio-visual content (awareness videos)
- Infographics on inclusive policing for display in police stations

## Focus of the Training Program

To train in:

- Registering First Information Reports (FIRs) under Section 91 & 92 the RPwD) Act, 2016, particularly in cases of atrocities against PwDs.
- Providing procedural accommodations to PwDs throughout crucial police activities such as statement recording, arrest, and routine interactions such as interpreters and accessible environments, to ensure meaningful participation.
- Emphasising the magistrate's role in protecting PwDs under Section 7 of the RPwD Act, 2016.
- Identifying PwDs through Unique Disability Identity (UDID) cards, self-disclosure, or observation, and ensuring necessary accommodations are provided.

- The Bharatiya Nyaya Sanhita (BNS), which includes enhanced penalties and special provisions for offences against PwDs, ensuring stricter accountability and protection.
- The Bharatiya Nagarik Suraksha Sanhita (BNSS), which mandates procedural safeguards and reasonable accommodations during investigations and trials to uphold the rights of persons with disabilities.
- Focus was also placed on state specific subjects such as the integration of the Biju Nayak Scheme & Mental Health Act in Odisha, Special SOP on security of PwDs unique to the state of Goa and the emphasis on invisible disabilities, digital accessibility and first responder responsibilities in Jammu and Kashmir.

## **Most Useful Learnings Reported**

- Practical and simulation exercises, as well as scenario-based learning, were highly appreciated for helping officers empathise with the challenges faced by PwDs.
- A better understanding of legal provisions under the RPwD Act 2016, including Sections 91 & 92, and the BNS 2023.
- Training on how to provide reasonable accommodations and how to identify PwDs within the community.
- The importance of accessible infrastructure to remove physical barriers for PwDs especially ramps and accessible toilets.
- Awareness of behavioral guidelines and applicable penal provisions to ensure dignified treatment of PwDs.
- Understanding of 21 types of disabilities and acknowledging invisible disabilities.
- Enhancing behaviour while dealing with persons with disabilities and interacting with PwDs with utmost care, dignity and non-judgemental attitude.
- Practical understanding of various disability friendly applications and tools that can enhance communication with PwDs.

## **Key Takeaways**

- Officers intend to use respectful and appropriate language, avoiding derogatory or insensitive terms when interacting with PwDs.
- They plan to facilitate reasonable accommodations within police stations, such as providing accessible washrooms, wheelchairs and ramps.
- Ensuring a friendly, inclusive, and non-discriminatory atmosphere at police stations was emphasised.
- Personnel will apply the relevant legal provisions (such as the (RPwD) Act, BNS and BNSS) when handling offences or interactions involving PwDs.
- Attendees recognised the importance of maintaining patience and, where needed, using sign language or engaging interpreters to communicate effectively with PwDs.

## **Suggestions to Ensure Policing becomes Inclusive and Accessible for Persons with Disabilities**

### **A. Application in Routine Policing**

- Creating helplines and specialized units for PwDs within police stations to address complaints and emergencies involving PwDs.

- Recommend the State Crime Records Bureau (SCRB) and the National Crime Record Bureau (NCRB) to update police documentation formats, including the FIR and Arrest Memo, to incorporate fields capturing the disability status of both the victim and the accused. This revision will enable more accurate data collection and facilitate disability-sensitive policing.
- Recommend the State Commissioner for Persons with Disabilities to share district-wise data on persons with disabilities, based on records generated during the issuance of disability certificates, along with a comprehensive list of rehabilitation centers categorised by district. This information will support police personnel in providing targeted assistance and improving service delivery to persons with disabilities across the state.

## **B. Trainings**

- Conduct trainings for senior police officers and during the training period of newly recruited police officers.
- Making such trainings concise, periodic and mandatory for all districts and ranks, including newly recruited and senior officers to sustain momentum and improve outcomes.
- Develop a specific training program on inclusive software and apps and their applications in the police department.
- Conducting on-site audits and refresher training to ensure implementation.
- Develop specific modules inculcating inclusive policing specifically with persons with intellectual and invisible disabilities and dealing with emergency situations while dealing with PwDs.
- Developing modules for handling emergency situations involving PwDs.

## **C. Provisions for Accommodation of PwDs**

- Police stations must ensure timely access to essential assistive devices such as wheelchairs, crutches, hearing aids, mobility canes, etc. for persons with disabilities who are detained, arrested or in custody and thereby make policing more accessible.
- Every police station must be equipped with ramps, accessible washrooms, wheelchairs, and sign language interpreters, with visible display of guidelines for PwDs.
- Police stations must equip select police vehicles with accessible features such as wheelchair lifts or ramps and adequate space to safely transport individuals using mobility aids.

## **D. Awareness and Sensitisation of the Public**

- The need to spread awareness about disability inclusion broadly within communities, including towns and villages.
- Sensitisation programs should extend beyond police personnel to include legal functionaries, courts, and NGOs for a holistic approach.
- Involve personnel from other government departments and public services who regularly interact with PwDs.

## Impact Stories

Following the training for police officers in Odisha, Goa and Jammu & Kashmir, we observed an encouraging shift in their policing practice. Officers are now proactively reaching out with case-specific queries, especially when dealing with complainants with disabilities in sensitive matters like molestation and sexual violence. An illustration of this was a query from a Sub-Inspector in Keonjhar district in Odisha who requested guidance on which section of the RPwD) Act, 2016, to include in an FIR for a complaint of assault against a woman with a 25% intellectual disability.

If you want to enhance inclusive policing efforts in your state or develop tailored tools and resources, please contact us to arrange training sessions suited to your specific needs.

For more information, please contact –  
Karuvaki Mohanty, Program Manager, iProbono India:  
[karuvaki.mohanty@i-probono.com](mailto:karuvaki.mohanty@i-probono.com)