

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 383
TO BE ANSWERED ON 22.07.2021

COWIN WEBSITE ACCESSIBILITY

383. SHRI MALLIKARJUN KHARGE:

Will the Minister of Electronics and Information Technology be pleased to State:

- (a) whether the CoWIN platform, essential for getting COVID vaccines, is accessible to people with disabilities;
- (b) if not, reasons for the website not been made more accessible even after months of vaccination;
- (c) the minimum internet speed at which successful registration on CoWIN can be done; and
- (d) the percentage of India's rural households having access to the internet with speeds greater than that level?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI RAJEEV CHANDRASEKHAR)

(a): Yes Sir. Following features have been incorporated in Co-WIN for this purpose :-

- The Unique Disability Identification Card (UDID)/Disability Certificate has been included in the list of prescribed photo identity documents which can be used by a person with disability registering on Co-WIN and also for vaccination.
- Identity cards issued by the state/UT authorities have also been permitted for registration and vaccination wherever the UDID is not available with the Citizen.
- The people with disabilities can either self-register in advance or can avail on-site (walk-in) registration by visiting a vaccination center or assisted registration through the Co-WIN helpline 1075. In both these cases, the Co-WIN digital interface is operated by the vaccinators/help line operators.
- Provision has been made for organising Near to Home COVID Vaccination Sessions for Elderly and Differently Abled Citizens. Guidance note on the same is available on MoHFW website on following link mohfw.gov.in/pdf/GuidanceNearToHomeCovidVaccinationCentresForElderlyAndDifferentlyAbledCitizens.pdf
- It is submitted that in order to improve access for those who are visually challenged, following measures have already been taken:
 - The feature for text Captcha has been removed.
 - Text resizing options have been included on the Co-WIN webpages to improve accessibility to the content for visually challenged persons.
 - It has been ensured that table headers correspond to associated cells while determining the number of available vaccine slots on corresponding dates.
 - Keyboard support for navigating the Co-WIN website has been made available.

- Fifteen minutes session time has been provided for everyone to schedule their online appointment without the possibility of being automatically logged off.

(b): The question does not arise in light of the reply to part (a).

(c): Successful registration on Co-WIN can be done using any internet speed and there is no specific requirement on minimum internet speed. The beneficiaries without access to internet can also be registered and vaccinated on Co-WIN through on-site registration/walk-in appointment or through assisted registration with the help of family/friends, Common Service Centres (CSCs) (total no of CSCs are functional in India 3.99 lakhs out of which 3 lakhs functional are at GP level.), National Covid Helpline (1075) & State integrated helplines etc.

(d): As per TRAI report “Indian Telecom Services Performance Indicator Report” published in April 2021, the total Internet subscribers are 795.18 million out of which the Rural Internet Subscribers are 308.17 million.
