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Success & ABILITY, India's cross-disability magazine enjoys a wide circulation both nationally and internationally, and has a wide readership that includes industrialists, administrators, Indian and overseas Government and Non-Government organisations, libraries, disabled persons, families and the general caring public.

We invite you to take on an advertisement in this pioneering magazine and become a part of this caring group. Publicity to your products or programmes would reap the dual benefits of enjoying a widespread readership and supporting a significant cause.

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From The Editor's Desk

Friends,

I think a new face of disability is now showing. Although we are still surrounded by discrimination, a decent life is slowly but surely looking up. A significant insistence on inclusive education, an emphatic refusal to accept diktats from the bureaucracy, a critical role of disability activists on policies – both implemented and unimplemented... there exists today – nationally – a category of knowledgeable disability activists who have been asserting themselves and are now growing in strength and visibility, spearheading a movement that can by no means be dismissed so easily as before. The “nothing for us, without us” dictum is fast catching up. As someone put it – we are all concerned members of society involved with mainstream issues and yet we are disabled.

We want to be part of Life's large canvas, not try to fit ourselves in whatever corner is available. Being included in the Budget 2004 seems a step in the right direction... it's another matter whether the measures are right or not so right. Point is... we are up the alley. There is a growing awareness on the fundamental rights of all human beings. We have the Chairperson of The National Human Rights Commission Justice A.S. Anand protesting against the use of the words “able bodied” in the Budget speech, standing up for us... pointing out the anomalies in this regard. These gestures may be ripples in the pond. But they are pointers revealing a shift in the right direction. Problems continue to exist of course, but there is also a new found confidence. A new opening in the labyrinth, sending positive signals to persons with disabilities.

The need of the hour is to challenge stereotypes. The image of the pathetic looking poster child, a lacklustre blind man and the hobnobbing man with callipers are fast changing. The vision impairment and callipers remain, not so the attitudes and approaches. There is evidence of an emerging group of the brave new breed. And this group is impatient at the slow working and the false promises made by the bureaucracy. The struggle by the Disability Rights Group (DRG) in Mumbai to ensure accessible EVMs in the coming Maharashtra elections is a point to moot.

Where education is concerned, the aim is to go to a “regular” school, as well receive disability-specific facilities. What some of us need is “special education” not “special schools” – we demand and we are considered. I must here share with you our joy about the bright youngsters with hearing, visual and orthopaedic impairments who enrolled as students of the first batch of our National Centre for Information & Communication Technology (NCICT). We were a little apprehensive ourselves at first as all of them, barring one or two, had graduated with Tamil as the medium of instruction. But within three months of the six month package, how they had bloomed! Their self confidence shone through. We do believe we have broken the myth that hearing impaired persons have to stick to just one language. Today, just six months later, after receiving their certificates from the Governor of Tamil Nadu, each and every one of them has been taken on – campus recruitment as it were – as trainees in a major I.T. company. All they needed was the right opportunities at the right time in a sensitive environment and more importantly, an open mind.

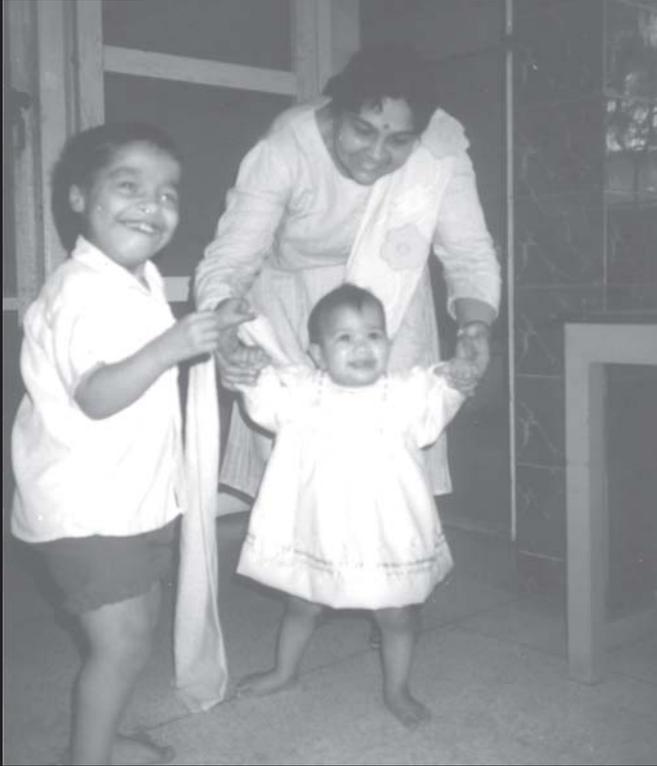
This issue of “Success & ABILITY” is an information-packed one... a collector's item, I would say, with an analysis on the Union Budget, the Railway Budget, an analysis on the result of the Census of India that we worked so hard to bring about before it finally happened in Year 2000, and last but not least, an extremely exhaustive feature on various intellectual disabilities sandwiched between achievers with intellectual disabilities. I am heartened that we've been able to put this together for you. More so, as we wanted this to be our tribute to Madhulika Goyal, Success & ABILITY's first Deputy Editor.

As always, I look up to you for your comments, suggestions, thoughts and ideas which are of utmost importance to us. Do keep those letters coming.

Jayshree Raveendran

RUPPEE

Wise



The presentation of the Finance Bill, or the Union Budget as it has come to be more commonly known, is an annual event that is always eagerly awaited. The Economic Survey, the government's report on the state of the nation's economy, precedes the actual budget and presents the background and context in which budget proposals are made. Budget allocations for various sectors and tax proposals for example, are key issues which affect our lives, either directly or indirectly.

BUDGET 2004 was a particularly anticipated one. For one, it was the maiden budget of the UPA government, and that too after a long period of NDA dominated rule. For another, the government itself was an interesting mix of left and right parties. And finally, bringing the budget to the people were the two key architects of India's economic reforms, Prime Minister Manmohan Singh and Finance Minister P. Chidambaram. Expectations were high. Was this going to be a dream budget, and if so, for whom? More importantly from our point of view, what was to be the fate of the disability sector in the budget? Was disability going to rate a mention at all, or would it be totally bypassed? As it happened, disability did find a mention, both in the main budget and the railway budget.

Typically, reactions were aplenty and mixed. We bring you an expert analysis of the budget by S. RAJARATNAM and also some opinions and responses from disability activists.

Budget 2004 - 2005 has widened its scope by including more disabilities within its purview for the purposes of income tax benefit. Although the intricacies of the budget point to several things that have been overlooked and then there are still some more that seem pointless, the disability sector seems to have "arrived" with Budget 2004 - 2005.

Section 80DD already provides for an ad hoc deduction of Rs.50,000 to a resident individual and Hindu Undivided Family (HUF) for medical treatment including nursing, training and rehabilitation of a disabled dependent. There is also an alternative deduction under section 80DD available for any amount paid or deposited for an insurance policy specifically approved for this purpose for the benefit of such a dependent.

Now, Finance (No.2) Bill, 2004 has extended the list of disabilities not only to those which are covered by the Disabilities Act, but to also those disabilities under the National Trust for Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple

Disabilities Act, 1999, which are autism, cerebral palsy and multiple disabilities within the meaning of section 2(a), (c), (h), (j) and (o) of that Act. The deduction for this class of disabled persons is now proposed to be covered from assessment year 2005-06 i.e. for income during the financial year 2004-2005 from 1st April, 2004 to 31st March, 2005. They will also get the same ad hoc deduction of Rs.50,000 and in case of severe disability, Rs.75,000.

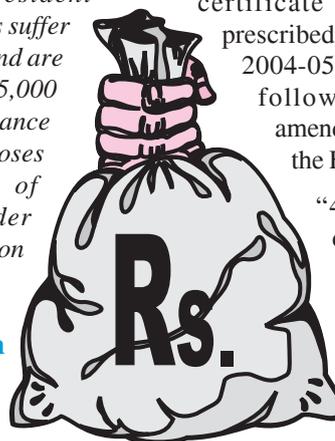
There is an identical deduction under section 80-U for resident individuals, who themselves suffer from the same disabilities and are entitled to Rs.50,000/ Rs.75,000 on an ad hoc basis. The Finance (No.2) Bill, 2004 also proposes to extend the scope of disabilities for them under section 80-U as under section 80DD.

Certification requirements:

The purpose of both,

sections 80DD and 80U, would necessitate a certificate in the form and manner as may be prescribed by the Board for getting deduction under these sections. But there has been no such certificate as yet prescribed. Certification requirement, it would appear, as contemplated for purposes of income-tax relief, is different from what is contemplated under the respective Disabilities Acts. Normally the taxpayers await explanations which usually follow the amendments for guidance as to the scope of the amendments. A fresh certificate was expected to be prescribed for the assessment year 2004-05 as is evident from the following explanation on amendment to section 80DD by the Finance Act, 2003:

"41.3 For claiming the deduction, the assessee is required to furnish a copy of the certificate issued by the medical authority under the Persons with Disability (Equal Opportunities,



Protection of Rights and Full Participation) Act, 1995, along with the return of income filed under section 139(1). Where the condition of disability requires reassessment, a fresh certificate from the medical authority shall have to be obtained for the expiry of the period mentioned on the original certificate in order to continue claiming the deduction.”

There is a similar explanation for deduction under section 80U as well, requiring a fresh certificate.

There is also an annual circular issued by the Central Board of Direct Taxes as to what is expected by the Income-tax Department with respect to tax deduction at source from payment of salary, giving inter alia, some guidance as to the reliefs which can be taken into consideration by an employer. Instruction in respect of section 80DD reads as under:

“B. The assessee, claiming a deduction under this section, shall furnish a copy of the certificate issued by the medical authority in the prescribed form and manner, along with the return of income under section 139, in respect of the

assessment year for which the deduction is claimed.

In cases where the condition of disability requires reassessment of its extent after a period stipulated in the aforesaid certificate, no deduction under this section shall be allowed for any subsequent period unless a new certificate is obtained from the medical authority in the prescribed form and manner and a copy thereof is furnished along with the return of income.”

There is a similar requirement in the circular for claimants of relief under section 80U leaving the matter open as regards the extent of requirement for income-tax relief. The same would apply for the newly included disabilities. There are certification requirements under the respective Acts, which should ordinarily

be sufficient for income-tax purposes. But the provisions relating to the nature of disability imported from these Acts for purposes of income-tax relief appear to require a different kind of certification imposing an additional burden on the disabled. If, however, the intention is to make the burden less, it should be welcome.

Certification requirements under the law for the assessment year 2003-2004 and earlier were simpler. All that was required was a certificate from a specialist in the line relating to the disability, working in a Government hospital. This could have been continued without the need for a fresh or different rule. Many disabled persons feel that certification requirements under the respective Acts are themselves rigid and the added conditions for eligibility would place an unnecessary burden for availing the relief.

Since the income-tax returns under the



Union Budget 2004-2005 : Highlights

- Rehabilitation aids such as talking books, Braille computer terminals, Braille writers and typewriters, assistive listening devices, cochlear implants and stair lifts to be fully exempt from customs duty, excise duty and CVD.
- Crutches, wheel chairs, walking frames, artificial limbs, etc. for the disabled also to be fully exempt from customs duty.
- Existing restrictions on institutions for the visually-impaired and the hearing-impaired availing of import duty exemptions to be removed. The list of exempted appliances to be enlarged.
- Finance (No.2) Bill, 2004 to extend the list of disabilities not only to those which are covered by the Disabilities Act, but also those disabilities under National Trust for Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities Act, 1999, which are autism, cerebral palsy and multiple disabilities within the meaning of section 2(a), (c), (h), (j) and (o) of that Act.
- The deduction for this class of disabled persons now proposed to be covered from assessment year 2005-06 i.e. for income during the financial year 2004-2005 from 1st April, 2004 to 31st March, 2005. They will also get the same ad hoc deduction of Rs.50,000 and in case of severe disability at Rs.75,000.
- Government to levy an education cess of 2% which is expected to yield about Rs. 4,000/- 5000 crore in a full year. The whole of the amount collected to be earmarked for education.
- Customs duty on non-alloy steel to be reduced from 15 % to 10% and excise duty on steel increased from 8% to 12%.

Railway Budget 2004-2005 : Highlights

- Escort accompanying a deaf person also to get 50% concession in fares in First, Second, Sleeper Classes and in season tickets.
- 75% concession in fares in II/SL/I/AC Chair Car and AC 3-tier classes for severe / moderate haemophilia patients travelling for treatment.
- Several proposals for the upgradation of railway services including disabled friendly railway stations.
- Proposal by the Railway Ministry to make travel more comfortable for the physically challenged: Special parking space, ramps for wheelchair users to reach the platform, low level drinking water taps and toilets and "May I help you" booths.

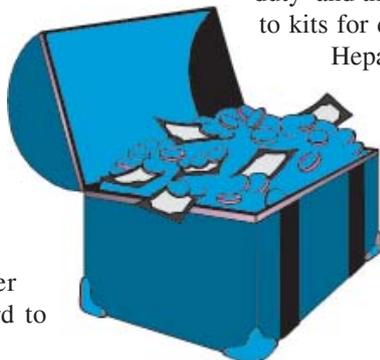
extended time limit have to be furnished by 31st October, 2004, it is necessary that the rules should be forthcoming well in time for the disabled to get the necessary certificates, unless such certificates already available to them under the earlier law are considered sufficient.

Some general concessions include concessions in respect of imports and customs duties to ensure facilities for schooling, training and rehabilitation of the disabled.

Finance (No.2) Bill, 2004 is no exception in seeking to find further avenues for assistance. Though the Government has introduced an education cess for primary education besides easing the loan facilities for technical education, there is no special provision for giving any priority with respect to disabled persons or for the schools for the disabled and for loans for technical education of the disabled. The benefit of such loans should however be available for the disabled, who should be able to avail them along with others, but with probably more favourable consideration in view of their disability.

Concessions under indirect tax laws:

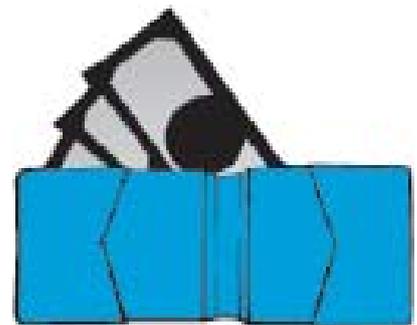
In respect of indirect taxes, there are further concessions with regard to import duty.



A number of items for the disabled are already exempt from import duties or attract a concessional duty of 5 per cent. The Finance Bill 2004 proposes that rehabilitation aids such as talking books, Braille computer terminals, Braille writers and typewriters, assistive listening devices, cochlear implants and stair lifts be fully exempt from customs duty. They will also be exempt from excise duty and CVD. Crutches, wheel chairs, walking frames, artificial limbs, etc. for the disabled will also be fully exempt from customs duty. There are some restrictions on institutions for the visually-impaired and the hearing-impaired availing of import duty exemptions. These restrictions are proposed to be removed and the list of exempted appliances enlarged. Ambulances used by Government and municipal hospitals alone have been allowed the concessional excise duty of 16 per cent. All ambulances registered as such will now be entitled to this benefit. Diagnostic kits for detecting Hepatitis B alone are exempt from excise duty and this will now be extended to kits for detection of all types of Hepatitis.

Assistance for charitable organisations:

The Charities & Foreign Trade Development and Regulation Act, 1992 has concessions for



charitable institutions to get customs free import of gift articles received from abroad, but subject to import licence, where they are necessary. Cars including utility vans, ambulances, station wagons, jeeps, mini buses excluding passenger cars can also be imported without payment of customs duty under various schemes for charitable purposes. Hence, those institutions for the disabled run by charitable trusts may familiarise themselves about the concessions and facilities available for equipping themselves and avail these concessions by taking timely steps.

Railway concessions:

In addition to the concessions already available, the Railway Budget has announced concession for the escort accompanying a deaf person at 50% in fares in First, Second, Sleeper Classes and in season tickets and 75% concession in fares in II/SL/I/AC Chair Car and AC 3-tier classes for severe/moderate haemophilia patients travelling for treatment.

OBSERVATIONS, ASSESSMENTS

Families that have members with disabilities or children with cerebral palsy, for instance, may find some comfort in this year's Budget. According to people working with the disability sector, for the first time in years, the country's economic statement reveals a social conscience - with tax sops extended to persons suffering from autism, cerebral palsy and multiple disabilities, besides Customs, countervailing duty (CVD) and excise duties being completely waived from a host of rehabilitation aids.

"Path-breaking" is how Mr Javed Abidi, Executive Director of the National Center for Promotion of Employment for Disabled People, described Budget 2004-05 to me. "We are happy since the Budget has taken a comprehensive view of the needs of the disability sector," he said.

Mr Abidi was hopeful that the next Budget would take into account two other recommendations made by disability groups - incentives for the employment of people with disabilities in the private sector and a social security initiative for disabled people.

Dr Mithu Alur, Founder Chairperson of The Spastics Society of India, however expressed her feelings to me that the Budget was a retrogressive one for the "inclusion of disabled people." On the issue of price reduction for wheel-chairs and other rehabilitation aids, she said: "Ninety-eight per cent of persons with disabilities are from low-income groups, who generally cannot afford wheel-chairs and crutches at any price. What is needed is wheel-chairs and aids to be provided free of cost or at highly subsidised rates." While welcoming the cess on education, she felt that these funds would, however, not help disabled children since the allocation was to the HRD Ministry and not the Ministry of Social Justice, which deals with the education of children with disabilities.

According to Dr. Alur, establishing a college of rehabilitation for persons with disability would in fact be moving away from the "inclusion" of disabled people in the mainstream of life.

SATHI ALUR

It was Mr. Rajiv Gandhi who, for the first time, heeded the voices of persons with disabilities and removed the excise duty on assistive devices. The Tamilnadu Government, understandingly appreciated our request and eliminated wheelchairs and other products from the range of "luxury" goods and consequently, the imposition of sales tax.

The Vajpayee Government reduced the heavy import duty on assistive devices to 5%. The 5% duty applied on imported assistive devices and the special additional duty were still a burden.

WORTH Trust has been assembling and selling Braille typewriters, which if imported would cost almost Rs.40,000/-, at a highly subsidized price of Rs.7500/-, which is far below the cost of imported components. Till recently, this has attracted 5% import duty and we are delighted, on behalf of the persons with disabilities, that our Hon. Finance Minister has deemed it fit to remove all excise, customs and additional duties. This is a great support for persons with disabilities in India.

The emphasis on the Sarva Sikhsha Abhiyan Scheme is good. But unfortunately, the very good schemes planned by the Central Government are not being implemented, because of the lethargy and disinterest of local government officials. Its implementation varies from district to district in our state and it is sad that only two organisations in our district have been encouraged to come under the scheme.

Inspite of the efforts of some of the government officials, most others do not consider the NGO sector as someone with whom they need to cooperate and work together.

With interest and enthusiasm, this scheme needs to be implemented so that the vast majority of children with disabilities to whom the scheme is not reachable, can benefit. The scheme needs to be publicized and circulated.

C. ANTONY SAMY, Worth Trust

OBSERVATIONS, ASSESSMENTS

The Finance and Railway Budget proposals 2004 are no doubt disabled friendly. Last year, Customs Duty was reduced to 5% on many items. This year, even this small duty-component has been withdrawn by the Finance Minister. Considering the overall impact of the current proposals, the gesture will not cost much to the exchequer but may please many in the disability sector.

The limit of exemption of income under Section 80 (U) of IT Act was enhanced only last year but it fell short of the expected figure of Rs. 1 lakh. One must have an annual income of at least Rs. 2 lakhs before an individual pays any tax. How many disabled people have such an income in our country. Why, how many have even any income at all, one may argue.

The Government should offer special packages to multinational corporates, producing equipment for disabled people, for setting up manufacturing units in India so that the basic unit-cost of the product comes down drastically. NGOs working in the field should be given special encouragement for out-sourcing. For e.g., Braille presses in India can produce embossed literature at a mere one tenth of the cost paid abroad. They can thus generate the much needed resources for their activities.

Concession in railway fare is not available for disabled people on the Rajdhani/ Shatabdi trains. The Government-owned Indian Airlines however offers 50% rebate on its domestic flights. There seems to be a contradiction in State Policy thanks to lack of coordination between the Ministries of Civil Aviation and Railways. One may travel by air and obtain benefit of reduced fare but, if one decides to travel by Rajdhani, no such concession is available. The principle of positive discrimination for off setting the impact of reduced income on account of disability must be applied in favour of train travellers rather than those who choose to fly, since the disability sector feels that air passengers have a greater paying capacity.

For availing a concession in fare, the person must be totally blind. Those having visual acuity between 6/60 and light perception are not entitled to this concession, says the Rule. This logic is not understood. Till recently they were receiving such benefit since they are legally blind as per the Act.

SUBHASH DATRANGE

Quite a few people I know (about 100 people) get their wheel-chairs from abroad. They are from the middle or upper class, but even then the exemption from customs duty on wheelchairs is a relief, for this minority segment.

Many companies are making a transition from steel to aluminium and duralium, worldwide. These materials are not only light-weight and durable but also require very little or no maintenance. A good quality wheel-chair has to make this shift. This way, the increase in steel cost will not make an impact.

EFA is under Mass Education and in Orissa, they are going all out for inclusive education. AIE is also under Sarva Shikshya Abhiyan and thus the 2% cess is going to benefit, atleast, 50 of our disabled children.

SRUTI MOHAPATRA, Swabhimani

he national human rights commission peaks out

Deeply perturbed over the reference to 'able bodied person' in the proposed National Employment Guarantee Act as outlined in this year's Budget Speech, Chairperson of the National Human Rights Commission, Dr. Justice A.S. Anand has recently written to the Union Minister for Finance as well as Union Minister for Labour urging them to delete the reference to able bodied person while drafting the proposed Act and to make appropriate provisions for employment of persons with disability.

The Commission has also pointed that the inclusion of the reference 'able bodied person' in the Union Budget Speech of 8th July 2004 has caused serious disquiet among many NGOs working in the disability section and to the National Human Rights Commission itself. While expressing its happiness the Commission noted the several new initiatives announced in the Union Budget for 2004 - 2005 to protect persons belonging to Scheduled Castes, Scheduled tribes, minorities and other vulnerable sections.

The Commission agreed that unemployment takes a heavy toll on the poor people but said it does not see merit in restricting 100 days of employment in a year to 'one able bodied person' in every poor household. This reference to 'able bodied' persons in Para 16 of Part A of the Budget speech, it felt unwittingly discriminates against persons with disability and the commission has taken exception to it.

Over the past several years, the Commission has been recommending measures to protect the rights of the persons with disability and to ensure their equal participation in all walks of society. In order to ensure enjoyment of full range of human rights by persons with disabilities, the commission in December 2002 inter-alia recommended provision of employment opportunities for the disabled in public and private sector. The Commission has held a consistent view that the paradigm must shift from mere welfare measures of persons with disability to Rights of persons with disability.

National Informatics Centre

To sum up, at least one opinion leader among the several agencies working for the upliftment of people with disability welcomed the Budget proposals as 'path-breaking.' According to this verdict and with particular reference to the enlargement of the income tax relief provided under Sections 80 (DD) and 80 (U) of the Income Tax Act, the Budget has taken a comprehensive view of the disability sector.

This provision has been welcomed, but not the new certification requirement, which means the disabled person has to obtain a fresh certificate from a medical board over and above the one issued under the Disabilities Act. Also, how many of us are in the happy position of having to worry about income tax planning, ask a number of persons with disabilities.

The announcement of the complete waiver of import duties (customs, countervailing and excise) on a number of items — which under last year's budget attracted only 5% duty, has brought much cheer. Crutches, wheelchairs, artificial limbs, surgical belts and hearing aids are among the aids that do not attract any customs duty.

Though there are some critics who feel that such import duty relief will not benefit the vast majority of India's disabled who are either close to or below the poverty line, there is no denying the fact that it will enable institutions to import equipment in larger numbers and thus help a greater number of disabled persons. The increase in excise duty on steel, an essential material for such equipment as wheelchairs, would however negate some of the advantage, according to some observers.

Not-for-profit organisations assembling and selling Braille equipment at highly subsidized prices are among the delighted beneficiaries of the government's largesse, while appeals have been made in certain quarters that the government offers special packages to MNCs to set up units in India to manufacture equipment for the disabled at more affordable prices. Other suggestions include the introduction of incentives to international NGOs to outsource such activities as Braille printing in India, which would lower costs drastically.

Welcomed by one and all is the news of the removal of earlier placed restrictions on institutions for the visually and

hearing impaired, on duty free import of appliances and the enlargement of duty-exempt appliances. There is widespread despair that the vexed question of expanding employment opportunities for the disabled continues to remain unanswered. No incentives have been offered to the private sector to employ disabled persons, and even the grandiose promise of one job for every family only mentions able-bodied citizens, according to some friends of the disabled.

Education continues to be a major area of concern, and fundamental questions are raised. "What hope is there for the quality of education available to the disabled, when that available to the able-bodied is so poor all over the country?" The overall impression one gathers after speaking to a cross-section of people involved in or affected by issues concerning the disabled is that Budget 2004-2005 has taken the right step forward, but that there is an urgent need to go beyond rhetoric and initiate multi-pronged action on various fronts to make any kind of progress worth celebrating on the road to equal opportunities for the disabled.

V. RAMNARAYANAN

Customer Service: Can you install Love?

Customer: I can do that. I'm not very technical, but I think I'm ready to install now. What do I do first?

Service: The first step is to open your Heart. Have you located your Heart?

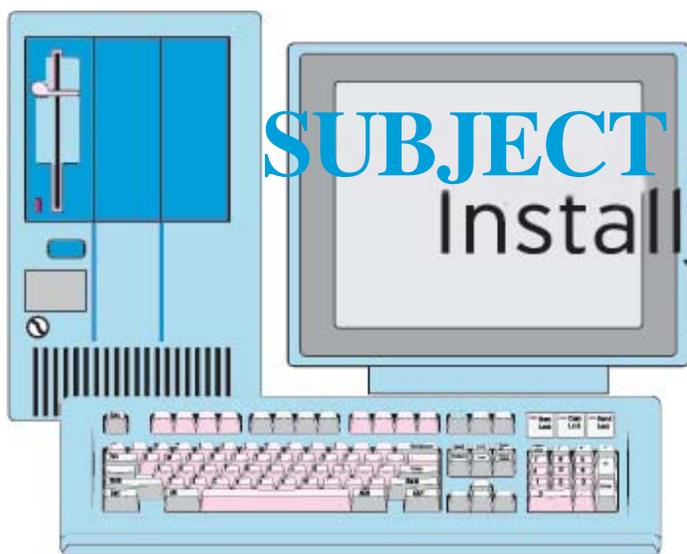
Customer: Yes, I have, but there are several programs running right now. Is it okay to install while they are running?

Service: What programs are running?

Customer: Let me see! I have Pashurt.exe, Lowesteem.exe, Grudge.exe and Resentment.com running right now.

Service: No problem. Love will automatically erase Pashurt.exe from your current operating system. It may remain in your permanent memory, but it will no longer disrupt other programs. Love will eventually overwrite Lowesteem.exe with a module of its own, called Highesteem.exe. However, you have to completely turn off Grudge.exe and Resentment.com. These programs prevent Love from being properly installed. Can you turn those off?

Customer: I don't know how to turn them off. Can you tell me how?



Service: My pleasure. Go to your Start menu and invoke Forgiveness.exe. Do this as many times as necessary until Grudge.exe and Resentment.com have been completely erased.

Customer: Okay, I'm done. Love has started installing itself automatically. Is that normal?

Service: Yes it is. You should receive a message that says it will reinstall for the life of your Heart. Do you see that message?

Customer: Yes I do. Is it completely installed?

Service: Yes, but remember that you have only the base program. You need to begin connecting to other Hearts to get the upgrades.

Customer: Oops! I have an error message already. What should I do?

Service: What does the message say?

Customer: It says Error 412 program not run on internal components. What does that mean?

Service: Don't worry, that's a common problem. It means that the Love program is set up to run on external Hearts but has not yet been running on your Heart. It is one of those complicated programming things, but in non-technical terms it means that you have to love your own machine before it can love others.

Customer: So what should I do?

Service: Can you find the directory called Self-acceptance?

Customer: Yes, I have it.

Service: Excellent, you are getting good at this.

Customer: Thank you.

Service: You're welcome. Click on the following files and then copy them to the Myheart directory: Forgiveself.doc, Selfesteem.txt, Realizeworth.txt and Goodness.doc. The system will overwrite conflicting files and begin patching any faulty programming. Also, you need to delete Selfcriticize.exe from all directories, and then empty your recyclebin afterwards to make sure it is completely gone and never comes back.

Customer: Got it! Wow! My Heart is filling up with really neat files. Smile.mpg is playing on my monitor right now. and it shows that Warmth.com, Peace.exe and Contentment.com are copying themselves all over my Heart!

Service: Then Love is installed and running. You should be able to handle it from here. One more thing before I go!

Customer: Yes?

Customer: Love is freeware. Be sure to give it and its various modules to everybody you are meeting. They will in turn share it with other people, and they will return some really neat modules back to you.

Customer: I will. Thank you for your help.

Service: You're very welcome.

Courtesy : Banjara News

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