

**Special Report on the Reality of Violations Against Persons  
with Disabilities in the Palestinian Territories**

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Palestinian Consultative Staff for Developing NGOs

Prepared by  
Adv. Salah Aldeen Mousa

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This report comes within a publication in "promote and protect the rights of persons with disabilities in the Palestinian territories" project, which is implemented by the Palestinian consultative staff for developing NGOs funded by Human Rights & International Humanitarian Law SECRETARIAT, which high light on the most important violations against persons with disabilities in their rights mentioned in the most important treaties and international conventions and agreements.



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## About project



The proposed project "Enhancing and Protecting the Rights of Persons with Disabilities in Palestinian Territories" implemented by Palestinian Consultative Staff for Developing NGOs and funded by Human Rights & International Humanitarian Law SECRETARIAT aims to build on what was established regarding to the first national mechanism to enhance, promote and protect the rights of persons with disabilities which PCS established it through European Union Project. This would be accomplished for what was established. Human Rights & International Humanitarian Law SECRETARIAT supported this idea in a way that promote human rights values and its fundamental freedoms With a focus on social and economic rights for Persons with Disabilities.

The project idea was launched from the International Convention of the Rights of Persons with Disabilities 2006, which lays the groundwork for a very important role for civil society organizations in terms of applying its articles. This is especially the case regarding Article (33), which calls for civil society and especially persons with disabilities and their representative organizations to contribute to implementation and monitoring.

## Estimated result

- Activation of national procedures related to the fundamental freedoms of persons with disabilities, and linking them with other local and regional processes related to the same issue
- Increased responsiveness of Palestinian civil society organizations to protect and provide the needs of persons with disabilities who are subjected to violations or neglect of their fundamental rights.
- Increase in pressure for the adoption of international/regional human rights conventions that relate to the rights of persons with disabilities in Palestinian national regulations and laws, particularly Palestinian Disabled Law No. (4) For the year (1999).
- Improved cooperation between civil society organizations themselves and national -regional or global networks, who are interested in the rights of persons with disabilities.

## Overall objective

To disseminate information about and promote the practice of human rights for persons with disabilities in the Palestinian territories

## Specific objective

Widespread education on human rights for those with disabilities and the general public; monitoring, documenting

and following up the violations against persons with disabilities in Governorates of the northern West Bank



**The Project focuses on main mechanism and work methods:**

1. Dealing with violations against Persons with Disabilities from a human rights perspective based on items of International Conventions and National Laws and not from charitable-medical perspective.
2. Using partnership principle with civil society organizations in order to activate monitoring and documenting mechanisms for violations against Persons with Disabilities. It is a role of civil society organizations in democratic reform process.
3. Giving priority to marginalized Palestinian locations especially (C) area where the most economic, social and cultural indicators back down and suffer from difficult human rights situations.

### **Main Activities**

- I. Capacity building of NGOs working in disability field:
- II. Establishment of complaints unit and legal assistance:
- III. Research and surveys to monitor and document violations

IV. Sub-grants (R-grants mechanism)

V. Community Advocacy and lobbying.

VI. Specialized training course.

VII. Monitoring and documenting the violations.

VIII. Legal follow-up and quasi-judicial for violations.

IX. Networking and partnership at national, regional and international level.

## Introduction

The PCS's obtainment of Human Rights & International Humanitarian Law SECRETARIAT-funding for the implementation of the project of Enhancing and protecting the rights of persons with disabilities in the occupied State of Palestine represents a quantum leap in addressing the issue of persons with disabilities from a strictly rights' perspective, whereas this project has contributed in building the first national mechanism specialized in monitoring, documenting and following-up on the rights of persons with disabilities in the State of Palestine.

This project has enabled us to build a national mechanism for monitoring, documenting and following-up on individual complaints of persons with disabilities in a manner that restores confidence to this fragile and marginalized category in the national legal system and promotes their role in the process of building and development.

This mechanism has proved that the follow-up system and its form in accordance to legal references is the most successful in the individual and collective processing of the persons with disability's rights with the various official, civil and private authorities.

Individual complaints reflected the patterns of violations against Persons with Disabilities and therefore this participated in monitoring the public policies that needs from us all following-up and completion.

Influencing policies cannot be consistent with the reality of the rights of persons with disabilities unless we realize the daily challenges encountered by this category through the violation patterns they are subjected to, and which have been monitored and documented through individual complaints.

This report is to describe and analyze the reality of these violations that were received by the PCS from beginning of January until 31 August 2015, and to indicate the extent of difficulties and challenges which we have encountered while trying to realize accomplishments and influence policies in our journey of enhancing and protecting the rights of persons with disabilities in the occupied state of Palestine.

This report holds a particular and individual significance especially State of Palestine must prepare its first report and submit it to the relevant committee of the International Convention on the rights of persons with disabilities, this report will be a modest contribution may be used when exposure to violations against Persons with Disabilities in Palestine. This report will contribute in modification the public policies that Palestine will proud of it in front of relevant committee of the International Convention when it prepare and submit its first periodic report.

Actually, this report does not seek to re-produce the reality to the extent that it aims to describe and analyze the complaints received by the PCS in order to indicate, without a doubt, the extent of the gaps suffered by persons with disabilities on the road to developing and

adopting general policies that concern and guarantee their rights.



## Objectives of Preparing the Report

Our report aims to present a picture on the reality of violations suffered by persons with Disabilities and the nature of the rights that are being violated as well as the authorities whom we have received complaints against. And the resulting of following-up for public policies with relevant authorities. and such cannot be realized without referring to the systematic framework that governed the progress of our work since launching the project and until the date of preparing this report.

We also aim, through this report, to reach the application of the best legal practices in reality with respect to the rights of persons with Disabilities, and for the purposes of deepening our access to the above-mentioned objectives we must peruse and be aware of:

- Peruse and be aware of the governing laws and those of relevance to the rights of persons with disabilities both at the national and international levels.
- Peruse and be aware of the decisions of the Council of Ministers regarding the rights of persons with disabilities.

- Peruse and be aware of the updated strategic framework of the persons with disabilities sector which is prepared by the Ministry of Civil Affairs, and which has discussed influencing policies and overlooked individual follow-ups.
- Peruse and be aware of the procedure's manual regarding individual complaints and the legal addressing means of complaints and follow-up methods with authorities of relevance to the subject of complaint. Also, methods of follow-up with persons with disabilities subjected to violations.
- Signify the gaps; identify the weaknesses and potential areas for development in line with the provisions of the law and systems governing the rights of disabled persons in Palestine.
- Draw conclusions regarding the real legal gaps in processing the rights of persons with disabilities at both the policy and individual levels.
- Contribute in developing multiple and realistic recommendations consistent with the spirit of the desired change on the way to legal institutionalization in order to handle the individual complaint system specialized in and related to the rights of persons with disabilities.



## Preparation of Report Methodology

This report comes as distinguished in terms of work methodology and methods of monitoring, documenting, following-up and influencing policies. and for the purposes of such a specialized unit with the PCS has been created to work solely on monitoring, documenting, following-up and influencing policies; where the unit of monitoring and documenting were restructured according the work necessities and quick response for the rights of persons with Disabilities. and this unit has worked at two levels: the first level is related to monitoring and documenting violations through receiving individual complaints via the network of associate organizations on the national level and referring these complaints to authorities of relevance and following them up through correspondences and field and office visits. However, the second level, which is represented in influencing policies such as communicating with competent ministries such as, the Ministry of Civil Affairs, Ministry of Transportation, Ministry of Health, Ministry of Labor and the Ministry of Finance, Bureau Staff, Ministry of Local Government, municipalities and civil society organizations. Therefore, the methodology of preparing this report has been divided into the following axes:

### 1. Timeframe Covered by the Document:

This report covers the period from beginning of January 2015 and until the end of August 2015.

However, the fact that we are covering this period does not mean that we have only addressed the reality of the rights of persons with disabilities during this period, but we have on numerous occasions followed-up cases regarding violations that have continued over the years against a number of persons with disabilities, as we have also influenced the policies issued over the past years which have negatively affected the rights of persons with disabilities. We will work through lobby in coordination with all organizations working in field of Persons with Disabilities in order to reconsider the decisions and modify it in line with rights of Persons with disabilities.

## 2. Selecting the Reports Work Axes:

The selection of the work axes has come consistent with the main objectives of building a national mechanism subject of the preparation of this report, whereas the majority of the monitored and followed-up violations have been displayed as well as the types of these violations and the authorities subject of the complaints. We have also analyzed the contents of these violations and their magnitude on the future of the rights work in defending this category.

Overall, we have selected the axes of work within a clear vision and objectives that contribute in supporting and strengthening the rights of persons with disabilities within work principles that are individually and objectively consistent with developing, promoting and protecting their legal performance at a high and effective dynamic level.

3. References and Documents Referred to for the  
Purposes of Preparing the Report:

In order to complete the cognitive development regarding the reality of the rights of persons with disabilities and the governing framework for protecting their basic rights and freedoms we have referred to the Palestinian Basic Law and the Palestinian persons with disability's Rights Law No. (4) of year 1999, and the Palestinian Labor Law, and the International Convention on the Rights of persons with disabilities, and the Procedures Manual for Complaints which had been prepared for the purposes of documenting, monitoring and following-up the violations against persons with disabilities.

## The challenges encountered by the PCS in monitoring, documenting and following-up the violations against persons with disabilities.

Since this project was complemented by what has been achieved in the first stage of building national mechanism to monitor and document violations, and where it knocked a door that didn't knocked by others in this depth and methodology as well as the locations covered by it, work on this idea encountered some challenges representing in the following:

- There was an anxiety from activating with the project of its period, where some fear of stopping the work in this mechanism because of the project end. So the workers encountered a desire in continuing in this project especially that the project covers large geographic areas such as Southern West Bank as well as the Northern and Middle West Bank.
- Persons with Disabilities became more attached to this mechanism, where a few of them felt of utility of this mechanism and its capacity in solving many of their life issues which we committed to work more effectively with General Union of disabled Persons in this file.

However, even though these challenges had accompanied our work, nonetheless, they had represented a greater opportunity to establish local partnerships at the national level, whereas they contributed in deepening awareness and realizing the content of this national mechanism; and such had made follow-ups with relevant authorities more

facilitative when conducting correspondences and holding meetings with the relevant parties.



## The Governing Legal framework of the rights of persons with disabilities

The Palestinian Basic Law has guaranteed in Article (9) thereof equality and non-discrimination against the backdrop of disability, whilst the Palestinian persons with disabilities Law No. (4) of year 1999 has confirmed the significance of protecting and promoting the rights of persons with disabilities in the fields of health, education and employment, and providing them with a package of services in order to enable them and enhance their role in the Palestinian society.

Palestine's accession to the International Convention on the rights of persons with disabilities serves as means to give a deeper magnitude in promoting the protection of the rights of persons with disabilities. Such requires that the Palestinian legislator amend and align national legislations in accordance with special international standards in the issues of persons with disabilities.

And since the international convention has stated the necessity to create a national mechanism for monitoring and documenting the violations and ensuring the implementation of the terms of the international convention at the national level, this project and the activating the role of the national mechanism included therein have come to document, monitor and follow-up the

violations made against persons with disabilities in order to represent a distinction in the right's work in Palestine.

The Disabled Law confirmed in the article (10/4/c) on oblige Governmental Governments and Non- Governments to absorb at least 5%.of Persons with Disabilities. As well as, in order to courage the private sector to employ Persons with Disabilities; the law states to discount a percentage of their salaries from income tax, although the text contained in the law and related to item (10) came defective in term of using (absorb) as the matter is linked to the issue of pity and not based on human rights methodology. But this text succor the defenders of rights of Persons with Disabilities in establishing a clear methodology in dealing with the right in work in public and private sector.

It is worth mentioning that the discount of a percentage of their salaries from the income tax didn't do by the Ministry of Finance and there is no instructions for this issue.PCS communicated with relevant authorities to activate this text.

Accessibility issue took a large area in the law related to Persons with Disabilities; where the article (12) state the objective of the accessibility and make the accessibility guarantee from the responsibility of Ministry of Local Government. But the article (16) demanded from the Ministry of Transportation to make accessibility for transportation for Persons with Disabilities. The article (17) entrusted the Ministry of Communication to take all necessary to enable Persons with Disabilities to use machines , equipments and communications facilities.

The monitoring, documenting and following-up process had been primarily based on the rights guaranteed by the Basic Law and the Palestinian persons with disabilities Law, in addition to the International Convention on the Rights of persons with disabilities.

The terms of violations which have been approved and adopted by the PCS and other associate organizations have come to support the right's work with mechanisms that allow follow-up and accomplishment. For the mechanism has been built on a legal foundation; all correspondences directed at concerned authorities were based on a legal provision stated in the Palestinian persons with disabilities Law and / or one of the laws of relevance such as, the Labor law or the Civil Service Law or the Public health Law, or was based on one of the rights guaranteed by the Basic law in the second section thereof.

The legal methodology in supporting the persons with disabilities right to demand has confirmed without a doubt that we would like to address these issues in accordance with applicable laws and systems and not out of pity, the thing which persons with disabilities have come to detest. Therefore, the correspondence had been built and followed-up on facts and data supported by papers and reports with highly credible in demanding the Persons with Disabilities for their rights according to the law text. The last meeting which was between PCS and the Minister of Social Affairs is an evidence on following-up and working on change public policies and/or working on modifying it in line with the rights of Persons with Disabilities.

## Violations against the Rights of persons with disabilities

The national mechanism has attempted to monitor the whole of the violations made against the rights of persons with disabilities, whereas the number of complaints that have reached the PCS despite the experiment incident during the period covered by the report have reached 297 complaints, these complaints have represented a miniature model of the nature of violations made against the rights of persons with disabilities. We would like to indicate that these complaints reflect part of the reality and do not necessarily mean that they reflect all the violations committed against the rights of persons with disabilities, especially since the types of monitored and documented violations were concentrated in certain sectors.

### Types of Violations and the Authorities which Complaints have been made against, and the Responses of Relevant Parties

The violations were concentrated during the project period in all rights included in the Disabled LawNo. (4) For the year (1999).It covered 25 rights from 28 type of rights noting that the manual categorized more than 28 types of rights which may be subject to violations by governmental, civil and private sector parties. Nonetheless, the fact that the complaints have focused on these types of rights confirms the exigent need of the



persons with disabilities to the issues subject of the complaints.



These rights subject of the violations had been represented in: the right to a decent living standard and the right to work, the right to health and transportation, the right to customs exemption, the right to an education and the right to housing. The percentage of complaints relating to the right in decent living standard had been increased significantly where the poverty equation approved by EU, World Bank and Ministry of Social Affairs participated in increasing the number of complaints relating to this right where this equation doesn't take into consideration Persons with Disabilities as one of the poverty standard.

The Ministry of Civil Affairs occupied the biggest share among the authorities whom complaints have been made against; noting that the Ministry of Civil Affairs is the legally designated to enforce the Palestinian persons with disabilities law, whereas the number of complaints received against the Ministry of Civil Affairs has reached 177 complaints in the right of decent living standard and economic empowerment, whilst 55 complaints against the Ministry of Health have been received, and the remaining complaints were divided into rights relating to work(7) and enrollment in public offices(17), whereas most complaints made were against the Ministry of Education(27) and the bureau staff, and the right to transportation particularly through public transportation and the drivers objection to transporting persons with disabilities in public vehicles due

to their disability(4).The right to housing (7) and customs exemption for Persons with Disabilities(3).

Also, a number of complaints have been received against the Ministry of Finance for the purposes of getting tax exemption, while the PCS received a number of complaints regarding impediments to the right of getting an education. However, the reality of the situation is that the PCS had received 37 complaints monthly, which means that the interaction rate with the national mechanism is positively progressing and the trust and confidence of persons with disabilities has begun to deepen and increase.

However, in terms of responses: we have received responses to all correspondences from the Ministry of Civil Affairs and despite the fact that not all responses to persons with disabilities had been positive, nonetheless, they all marked clarifications with respect to the adopted system with the Ministry of Civil Affairs with regards to the methods used in addressing issues related to the rights of persons with disabilities. We also like to point out that all responses received from the Ministry of Civil Affairs had been stated in writing and had been documented, and such had contributed in clarifying the adopted policy of the Ministry of Civil Affairs when addressing these complaints, and has also contributed in bridging the gap between the official level and the persons with disabilities regarding the rights of the latter.

On the other hand, all responses received from the Ministry of Health had been written stated. This is considered a progress and different of the previous

reports where the most responses were verbal .And many medicines had been provided to Persons with Intellectual Disabilities.



Moreover, with regards to other ministries such as, the Ministry of Education, the Ministry of Labor and the Ministry of Finance, responses ranged between written and verbal; we would like to indicate that the cooperation of these ministries had been evident albeit not as profound as we had hoped for, especially with respect to the rights of persons with disabilities. Nonetheless, we realize that the mechanism is newly established and ministries need time to adapt to and deal with it. Therefore, we realize that communicating with various authorities at ministries is considered highly significant to solidifying the means of success and transferring the file into the official interest permanently.

## Analysis of the Rights Subject of Violations

We note that the rights subject of monitoring, documentation and following-up have been mainly concentrated on demands to a decent standard of living i.e. the majority of complaints have centered on search of a livelihood and access to sufficient means of living, and such confirms that the priority of persons with disabilities is to live with dignity. This comes consistent with the stated in the report of the Palestinian Central Bureau of Statistics in the year 2011, which is related to the low level of education of persons with disabilities; whereas disabled individuals of 15 years and over have not been schooled 37%; 35.5% in the West Bank and 42.2% in the Gaza Strip. On the other hand, 33.8% of those individuals have attended schools and dropped out; 37% in the West Bank and 27.1% in the Gaza Strip. Moreover, results have also shown that 53.1% are illiterate; 51.5% in the West bank and 56.3% in the Gaza Strip. The report issued from the Bureau of Statistics and the Ministry of Civil Affairs has also indicated that 87.3% of those individuals were unemployed during the period of the survey; 85.6% in the West Bank and 90.9% in the Gaza Strip.

It is also indicated that the ratio of literacy (persons who can read and write in Palestine reaches up to 95% of the rate of the population thus, we can easily conclude that persons with disabilities are the least fortunate in getting an education based on the figures stated in the PCBS report, which has indicated that 37% of persons with disabilities have not attended schools. Hence, if the disability ratio is 7% of the population and the ratio of literacy reaches up to 95% of the population, then it is self-evident that disabled persons are the weakest group. Due to such direct reasons, the complaints regarding a decent standard of living have occupied the largest share.

The foregoing also illustrates that most complaints are related to requests of financial aid due to the fact that disabled persons do not have the knowledge and skills to deal with these daily challenges, and such requires a national, solidified and comprehensive effort from the official, civil and private authorities in order to lay out a national plan that deals with persons with disabilities from a deep educational enablement perspective both at the academic and professional levels. But through working on mechanism of monitoring, documenting violations and communications with Persons with Disabilities in all locations in marginalized villages and cities and holding training and human rights courses.

Moreover, the absence of adequate centers for the rehabilitation of persons with disabilities in the professional field has increased the burden of complaints related to requests of financial aid, which is included within the right to a decent standard of living; this means

that the level and number of complaints will increase particularly if we do not expand the scope of the project's work during the upcoming period to reach the whole of the West Bank, the Gaza Strip and Jerusalem.

We note that the large number of complaints requires that the Ministry of Civil Affairs reconsider its work mechanisms and search for new donors in order to face the needs of persons with disabilities, i.e. a program providing financial aid to persons with disabilities shall be designed separate from the national program which targets poor families or working on change the system used in financial aid to poor families to become the key standard for Persons with Disabilities or dealing with Persons with Disabilities individually.

Designing a program for persons with disabilities contributes to promoting and protecting their rights and encourages numerous donors to support this program, whereas the right of persons with disabilities in getting financial aid will not be associated with whether any member of the family works, for the number of complaints received from women and related to financial aid had been great and remarkable; whereas they had indicated that they had been denied of their right to financial aid due to the fact that either the father or brother works, and such is contrary to the law which ensures and confirms the independency of persons with disabilities and their rights in receiving their full rights and performing their duties to the extent that their physical and mental capacities allows.

These complaints indicate the extent of the exigent need in hastening the establishment and approval of a persons with disabilities Card so as to contribute to earmarking a system for persons with disabilities, given that such will contribute to addressing the rights of persons with disabilities from a practical perspective and away from the existing traditional framework in dealing with persons with disabilities, and which contains many problematic areas.

We would also like to illustrate the importance of reconsidering policies reacted to the accountability system adopted by the Ministry of Civil Affairs particularly with respect to the services package, and we also believe that the PCS's receipt of written responses from the Ministry of Civil Affairs has greatly contributed to the creation of a cooperation and follow-up system with the ministry. Moreover, these responses may represent an opportunity for the Ministry of Civil Affairs and the persons with disabilities and their representatives to open a deepened dialogue regarding the accountability mechanism and / or the mechanism of dealing with the rights of persons with disabilities, whereas the persons with disabilities Card and what contains from social, economic and health services package shall be hastened.

There is a practical necessity to activate the law with regard to not employing Persons with Disabilities through imposing the fines stated in the Palestinian Law in particular in private sector so that the quarter of this fines will be monitored for Persons with Disabilities for their enable and push them to participation in national development.

Complaints regarding the right to health ranked second in terms of number of complaints, which means that search for treatment and medicine costs coverage represents one of the persons with disability's priorities.

We emphasize that the issue of treatment and high costs for these problems requires that the Ministry of health reconsider its policy when addressing the requests of persons with disabilities, whereas a specialized department in dealing with the needs of persons with disabilities shall be established, provided that this department works in coordination with the Ministry of Civil Affairs. We would also like to note that giving them priority will encourage donors to fulfill the needs of persons with disabilities from medical treatments to abroad referrals. Such requires creating a database that recapitulates the most essential medical needs of persons with disabilities and setting up a discretionary budget and working on repaying it through international, Islamic and Arab donor parties.

However, with respect to the nature of the rights subject of the violation and which have been received against numerous other ministries, responses had been submitted in writing albeit not always consistent with the requests of the complainants. Nonetheless, follow-up by the Ministry of labor and their terms with the employers, particularly regarding persons with disabilities, gained particular importance.

The assignment of a special policy by the Ministry of Labor that deals with the rights of persons with



disabilities who work in various sectors represents particular importance, especially since disabled persons are subjected to exploitation by virtue of their need, particularly girls and women, and also in terms of wages and working hours. Such requires holding vigorous and continuous workshops with the General Federation for persons with disabilities in coordination with the PCS for creating monitoring, documentation and follow-up mechanisms for the facilities and parties that employ persons with disabilities in order to maintain their rights. Such is done with the emphasis that all these efforts will lead to the establishment of a national policy that addresses this dilemma, and which must be addressed with positivity and the spirit of cooperation with relevant authorities.



We would also like to note that the Ministry of Education accorded special importance to appointing persons with disabilities in the panel of education while the responses received from the Ministry of Local Government emphasized the importance of respecting the harmonization of the roads and buildings to persons with disabilities .The significance of raising awareness of persons with disabilities with the persons working at the ministries and especially those working in the complaints units at different ministries is considered vital to make them more interactive with the rights of and injustices against persons with disabilities.

We would also like to emphasize that this positive tendency in dealing with the rights of persons with disabilities by the ministries and the police force confirms

the tangible change in dealing with the issues of persons with disabilities in order to make the desired changes at the executive level as well as at the level of local and general legislations and policies.

## Policies Subject of Influence and Accomplishment



The project has succeeded in opening a discussion about the poverty equation approved by Ministry of Social Affairs by the Minister Of Social Affairs Mr. Shawqi Al-Ayasi, he make the search centered on finding the best mechanisms about establishing equation for Persons with Disabilities themselves out of poverty equation. The Minister promised that work will be through establishing a comprehensive national program that response to the needs of Persons with Disabilities. and be parallel to the poverty combating program. As well as the unit of monitoring and documenting conducted a number of interventions, We mentioned that there was not an environmental accessibility for many public centers in cities and municipalities which led to sign memorandum with (16) municipalities by PCS to mainstreaming disability for access service for Persons with Disabilities.

Efforts of PCS did not cease at this point but rather the unit of monitoring and documentation followed-up on the issue of medical committees with the Ministry of health which had promised to study the file and amend its adopted policies in this context; it has become evident that influencing national policies is a must in order to enable persons with disabilities to enjoy a dignified life on an equal footing in society without discrimination. We also believe that approval of the Disabled Persons Card will represent a major opportunity for persons with disabilities to identify the services package provided for them and its

work methods in the event of infringement by the official authorities and / or any other party.

## Conclusions

Needless to say, after this profound illustration to the reality of the complaints of disabled persons we can conclude the following:

- ✓ The nature of the violations is associated with the persons with disabilities exigent need to a decent livelihood.
- ✓ The national mechanism for complaints has disclosed the desire of persons with disabilities to a specialized work mechanism which monitors their troubles and follows-up their rights smoothly and productively. They have a tendency to communicate directly to complaints unit.
- ✓ In general, the ministries' role had been re-assuring and productive in following-up the complaints received by the PCS regarding persons with disabilities.
- ✓ The data provided by this mechanism make PCS working in all Governorates and expanding the scope of work especially the number of the calls received by PCS from all Governorates for Persons with Disabilities to follow-up their violations. PCS was received many calls from Beithlehem, Ramallah, Hebron and Tulkarem Governorates and from all Governorates. PCS listened to their violations which represented in the right to sue and right to work.
- ✓ The right to work and economic empowerment through income-generating projects and Government jobs is considered one of the most important elements of

enhancing and protecting the rights of persons with disabilities.

- ✓ Accessibility the public places not a luxury but it based to the law text and basis of its implementation.

## Recommendations

Based on the conclusions and smooth analysis of the reality of the complaints we recommend the following:

1. The importance of working with Ministry of Social Affairs and other donors on building a comprehensive national program covers mainly the needs of Persons with Disabilities parallels to anti-poverty program by putting a uniform policies paper presented by Ministry of Social Affairs and relevant authorities to protect and enhance the rights of Persons with Disabilities.
2. Necessity of holding a national conference regarding the violation's nature and ways of establishing the national program for anti-poverty for Persons with Disabilities.
3. We advise the Ministry of Labor the necessity of activating the labor laws text relating to employment of Persons with Disabilities and imposition of fines on organizations that didn't commit in employment. and transform what is available in the cash for goals that enable Persons with Disabilities. This harmony with article (12) of implementing regulations for Disabled law No. (4) for the year (1999).
4. We advise the Ministry of Local Government of importance of following-up because of not issuing licenses for public building unless the harmonization with law text.
5. We advise the Ministry of Civil Affairs to re-direct its policy towards social donations to fragile categories and especially persons with disabilities, whereas the

new policy shall guarantee dealing with disabled persons on the basis of legal independency and not associate any type of aid on a household basis.

6. We advise the Ministry of Civil Affairs to create a program for the disabled persons different from the financial aid program adopted by the ministry, whereas the ministry had adopted such when it created a program for providing loans to enable disabled persons.
7. We advise the Ministry of Health to build a database for the needs of persons with disabilities including treatment, rehabilitation and various forms of medical care in order to enable us to provide for their basic needs which they are entitled to pursuant to the law.
8. We suggest the necessity that the Ministry of health provide treatment for persons with disabilities given the magnitude in which these treatments / medicines affect the stability and the life of the persons with disabilities families even if such requires the assignment of a special program to be launched by the Ministry of Health in order to fulfill the needs of persons with disabilities in terms of treatments, medicines and medical referrals.
9. The importance of adopting a clear policy by the Ministry of Labor particularly with respect to the work of work inspectors in regards to the rights of persons with disabilities in the work places.
10. Palestinian General Union for disabled in coordination with relevant authorities build a national team for monitoring and following-up policies under implementation for this project in order to accumulate the achievement for rights of persons with disabilities.



## About PCS

Palestinian Consultative staff for developing NGOs "PCS" is independent civic and Non-governmental assemblage ,that aims to develop and empower the Palestinian community during the cadre of promoting the democracy, social equity ,sustainable development ,and respect the law and human rights , PCS presents its services without any discrimination on base on religion ,sex or race , PCS includes during its memberships group of Palestinian NGOs in northern west bank governorates ,that work in human ,social and development fields.

PCS was established on May \ 2005, after signed the memorandum understanding with member NGOs with PCS, to promote the cooperation and networking among different civil community organizations, since that time just now PCS became one of important component in civil community, to be as connection circle and reference term for coordinating among the NGOs at local, national and international levels.

### The Vision of PCS

Towards effective and pioneer institutions that looking to upgrade by the local community and enhance its values, developing its capacities and resources

## The Mission of PCS

PCS is independent Palestinian NGO, that includes a set of Palestinian civil society organizations. PCS seeks to develop and enhance the capacities of CBOs , develop the local community with its different categories, and contribute to political and community awareness until access to a society with values of human rights and democracy , social justice and rule of law.

### Strategic goals:

1. Community development and the development of community participation.
2. develop the capacity of civil society organizations and enhance their role.
3. Contribute to the strengthening of the system of human rights, democracy and the rule of law in society.
4. Improve the internal organizational structure and develop the capacity of PCS in relation to the regulations, policies and human resources.

## Address of PCS



Jenin\Haifa Street\Al-Areej Building\5th  
Floor

TeleFax: 0097242501989

Email: [pcs.jenin@gmail.com](mailto:pcs.jenin@gmail.com)

Websites: [pcs-palestine.org](http://pcs-palestine.org) &  
[watchpalngos.org](http://watchpalngos.org)

Facebook: The Palestinian Consultative  
Staff For Developing NGOs (PCS)

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