



सत्यमेव जयते

भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार / Government of India



F. No. 358-2/2017-CA

Dated: 9th July, 2018

To

Ms. Aruna Sundararajan,
Secretary,
Department of Telecommunications,
Sanchar Bhawan, 20, Ashoka Road,
New Delhi – 110001

Subject: - TRAI Recommendations on 'Making ICT accessible for Persons with Disabilities'

Telecommunication and Broadcasting service now reach out to the remotest and most underserved areas of the country empowering people. Telecommunication today provides the underlying infrastructure over which several services like banking, education, healthcare and public services are delivered. However, Persons with Disabilities (PwDs) are not able to fully access these ICT services mainly due to lack of necessary accessibility features or unaffordable prices of the equipment or due to unavailability of required services. For having an inclusive society and in view of growing focus on digitalisation, it is necessary that benefits of ICT technology are passed on to every person in the society including PwDs.

2. In view of the above, TRAI had suo-moto, issued a Consultation Paper on 'Making ICT Accessible for Persons with Disabilities' on 20th December, 2017 to engage the stakeholders in a constructive dialogue to identify the barriers being faced by the PwDs in accessing telecom and broadcasting services and to identify key areas needing policy interventions. The comments received from the stakeholders on the consultation paper were placed on TRAI's website. An Open House Discussion (OHD) with stakeholders was also organised on 5th April, 2018.

3. After analysing the responses received from the stakeholders, deliberations held during the OHD, the present legal framework and action points to encourage ICT access to PwDs, the Authority has finalised its recommendations on the subject. The Authority's recommendations are enclosed.

4. In keeping with the practice, a copy of this letter, along with the recommendations, is being placed on the website of TRAI (www.trai.gov.in)

This issues with the approval of the Authority.

Encl: as above.

(U.K. Srivastava)
Secretary I/C, TRAI