

Q1: Which are the disabilities, with specific accessibility requirement, other than those mentioned in para 2.3 that require consideration for preparing a framework?

Intellectual disability

A. specific learning disabilities

B. autism spectrum disorder: “**Autism spectrum disorder** is a condition related to brain development that impacts how a person perceives and socializes with others, causing problems in social interaction and communication.”

Q3: In your opinion, what are the reasons for the desired benefits of ICT (telecom and broadcasting) not reaching the PwDs despite several policy measures and scheme being implemented?

- TRAI should make Norms/Policies for Mobile Manufacturers that mobile can be customized as per the requirement of PwD. Mobile Sets must be available in Indian market as per the need of PwD's. PwD's must get the priority in case of mobile repair / customer care centres. Customer Care Centres must be equipped with kiosk machine that should be designed and equipped for helping PwD's prioritization of PwD's.

Q4: What additional or corrective measures can be taken by the Government to enable better access to telecommunication and broadcasting services and devices to PwDs? Please give a rationale for your response.

- TRAI should make norms for Telecom Service Providers to provide tariff plans as per the categorization of PwD's. Plans as per requirement. Telecom Service provider shall also customize their Service Support for PwD's. Like PwD's shall get a call from TSP's

Q5: Apart from the measures suggested by ITU, what additional measures can be taken by the TSPs and equipment vendors/suppliers and other stakeholders to address the challenges faced by PwDs while accessing telecom and broadcasting services?

- TRAI should make Norms/Policies for Mobile Manufacturers that mobile can be customized as per the requirement of PwD.
- Dedicated Customer care support, also issues redressal o priority. Either IVR system should be PwD's friendly or PwD's should get calls from Customer Care at least twice in a week for redressal of issues.

Q6. What are the areas where collaboration between various stakeholders would be useful and how?

- Policy formation of TRAI for Vendors / Mobile Companies / Telecom Service Providers.

Q8: Should the Government/TRAI mandate that the devices used for watching television provided through cable, satellite/DTH, fibre, etc. should be made accessible to PwDs?

- Yes Devices should be accessible (Customizable as per requirement)

Q9. Should international accessibility standards be adopted for telecommunication and broadcasting services and devices in India? Please suggest steps required to ensure their adoption by the service providers/device manufacturers.

- Yes, TRAI should opt the international Standards i.e. France has opted “Operators are offering accessible handsets, provide bills in Braille or large print for the visually impaired as well as special text and multimedia message packages for the deaf.”

Q10. What additional measures can be taken or technologies can be deployed by service providers or equipment manufactures to assist PwDs?

- Kiosk Machine at Customer Care should be equipped (prioritization and single button) with facilities to assist PwD’s.
- Special trained personals to be deployed at Customers Care Centres to assist PwD’s.

Q12. What measures can be taken in India so that emergency services are made more accessible for PwDs? Should the implementation of these measures by TSPs be made mandatory by the Government?

- There should be provision of emergency response system in their IVR systems. Also their mobile handset should have emergency button or voice assist system to help them.

Q13. Should the device/handset manufacturer be mandated to manufacture atleast one model of handsets for PwDs which is having accessibility features and which are compatible with assistive technology features such as hearing and visual aids including emergency buttons etc.?

- Yes, to manufacture atleast one model of handsets for PwDs which is having accessibility features and which are compatible with assistive technology features such as hearing and visual aids including emergency buttons etc.