



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



DIRECTION

Date: 03.12.2018

Subject: Direction under section 13 read with sub-clause (i) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997 on providing Telephone Bills to Persons with Disabilities as ICT Accessible.

No.303-2(7)/2018-F&EA Whereas the Telecom Regulatory Authority of India (hereinafter referred to as the Authority) issued a recommendation dated 09.07.2018 to the Government of India on 'Making ICT Accessible for Persons with Disabilities'.

2. AND WHEREAS, the Authority in its recommendation, inter-alia, underlined the need for Service Providers to provide telephone, mobile, broadband and DTH bills to Persons with Disabilities (PwD) in accessible form based on their choice e.g., for the persons with low vision, telephone or mobile bills may be provided in large font size; visually impaired persons may opt to get the telephone bill in Braille script; persons with such disability may opt for electronic bill in machine readable form, etc.;

3. AND WHEREAS, the Authority highlighted the need for TSPs to seek option from the subscribers in this regard and once the specified option is obtained, the TSP may be required to send the printed bill in accessible format. The subscribers who demand bill in electronic format need to be provided the same on email ID of the subscriber in the accessible format;

4. AND WHEREAS, the Authority in its recommendation has pointed out that certain TSPs provide special tariff plans for the hearing impaired so that they pay only for messaging and not for voice calls. In addition to 'text only' plans, some TSPs are also offering 'text and data' plans without voice as other bundled options so that persons with hearing impairment get benefitted from tailored payment plans for mobile data services;

5. NOW, THEREFORE, the Authority in exercise of the powers conferred upon it under Section 13, read with sub-clause (i) and (v) of clause (b) of sub-section (1) of section 11 of the Telecom Regulatory Authority of India Act, 1997, directs Access Service Providers to provide telephone, mobile and broadband bills to PwDs in accessible form based on the choice of PwDs.



(Amit Sharma)

Advisor (F&EA)

To
All Access Service Providers
(as per list attached)

List of Recipients-

1. Shri Amit Kushwaha
Vise-President (Regulatory Affairs)
M/s Bharati Airtel Ltd.
Airtel Centre,
Plot No.16, Udyog Vihar Phase-IV
Gurgaon-122015 Haryana

2. Shri Sundeep Kathuria,
EVP-Regulatory Affairs (TRAI, Policy & Enterprise)
M/s Vodafone Idea Ltd.,
7 th Floor, "Konnectus" , Bhavbhuti Marg,
Near Minto Bridge,
New Delhi- 110001.

3. Shri Anil Kumar Verma,
GM (Regulations),
BSNL Corporate Office,
4th Floor, Bharat Sanchar Bhavan,
Janpath, New Delhi.

4. Shri Kapoor Singh Guliani
Reliance Jio Infocomm Limited,
D-7, Dhawandeep Building,
6, Jantar Mantar Road,
New Delhi-110001.

5. Shri Ashok Kumar
GM(RA&C)
Mahanagar Telephone Nigam Ltd.
Mahanagr Doorsanchar Sadan
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Lodi Road, New Delhi-110003.