

**Government of India  
Ministry of Communications  
Department of Telecommunications  
(Access Services Wing)**

12<sup>th</sup> Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi - 110 001

File No: 800-26/2016-AS.II

Dated: 16.12.2020

To,

**All Unified Licensees (having Access Service Authorization)/ Unified Access Services Licensees/ Cellular Mobile Telephone Service Licensees**

**Subject: Instructions for provisioning of telecom services to Persons with Disabilities (PwD)- regarding**

It has been decided by the competent authority to implement the following in respect of provision of telecom services to Persons with Disabilities (PwD\*):-

- i. In respect of issuing of new mobile connections, following mandatory field shall be inserted at Sl. No. 1A of the CAF & Database:  
"1A. *Persons with Disability (PwD)* \_\_\_\_\_  
(Yes/No)  
[Kindly attach the certificate for the same]"
- ii. In case of existing customers, the Licensee shall identify all its subscribers between PwD or non-PwD category. The following shall be inserted at the end of database of all its existing customers:-

<i>Sl.No.</i>	<i>Parameter</i>	<i>Width</i>
As applicable in the subscriber database	PwD-Y/N	01 character

- iii. The PwD certificate taken from the existing customers/new customers shall be linked/annexed with the CAF of the concerned customer. All such numbers should be assigned a special category.
  - iv. In respect of all its customer support services, the Licensee shall provide priority & specialised services to the PwD category customers. For example, the Licensee shall provide special desk manned by person(s) to receive calls/e-mails etc. from special category customers using assistive technologies in their call centres/customer support centres.
  - v. The Licensee shall also implement priority base routing for providing the customer support services to the PwD customers.
2. In case of new mobile connections, the above instructions shall be implemented within three months of issue of this letter.

*Nishal*  
16.12.2020

3. All other instructions except above for subscriber verification shall remain the same.

*Nisha*  
16.12.2020  
(Nisha)

**ADET (AS-II)**

Tele No.: 011-23310180

**Copy to:**

1. DG-T, DoT HQ
2. All Heads of LSA field units
3. COAI, New Delhi
4. DDG (SR & Estates)

\*For the purpose of identification of customers under PwD category, PwD means Persons with benchmark disabilities i.e. not less than 40 % specified disability as per Sec 2(r) of the RPwD Act 2016.