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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No BSNLCO-RGLN/17(11)/2/2020-REGLN/E3980/27047 Dated: 24th Dec, 2020

To

Chief General Managers,
All Telecom Circles/Telecom districts,
BSNL.

Sub: Instructions for provisioning of telecom services to Persons with Disabilities (PwD) – regarding.

Ref: DOT letter No. 800-26/2016-AS.II dated 16.12.2020

I am directed to refer letter under reference on above cited subject, whereby following instructions have been conveyed for provisioning of telecom services to Persons with Disabilities (PwD) as :

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:-

Sl.No.	Parameter	Width
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 & specialized 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 centers.

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 the letter under reference.

In this regard, I am directed to request you to issue suitable instructions to all concerned officers to implement above instructions within stipulated time period.

DGM (Regulation-I)

Encl: DOT letter 16.12.2020

Copy to:

PGM/Sr.GM/GM(S&M-CM/NWP-BB/NWO-CM-1/NWO-CFA) with request to take necessary action and ensure timely implementation of guidelines on above cited subject.

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

12th 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:-

Sl.No.	Parameter	Width
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.

Official
16-12-2020

