

Government of India
Ministry of Communications
Department of Telecommunications
(Licensing Policy Wing)

12th Floor, Sanchar Bhawan, 20 Ashoka Road, New Delhi – 110 001

File No: 800-10/2024-AS.II

Dated: 31.07.2025

To

UAS/UL (having Access Service Authorization)/UL (VNO) Licensees

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

This is in supersession of letter no. 800-26/2016-AS.II dated 16.12.2020 on the above-mentioned subject and in compliance of Hon'ble Supreme Court judgment dated 30.04.2025 on WP(C) no. 289/2024 (Pragya Prasun & Ors. Vs. Union of India & Ors.) & WP(C) no. 49/2025 (Amar Jain Vs. Union of India & Ors.).

2. In this regard, the undersigned has been directed to convey that the Licensee shall ensure that the directives issued in the above-mentioned judgment of the Hon'ble Supreme Court are strictly adhered to and the existing KYC process is implemented in a manner that is accessible and inclusive for PwDs.

3. In compliance to the above-mentioned judgment of the Hon'ble Supreme Court, the licensee, in respect to PwDs, shall follow the instructions as mentioned below but not limited to:

- i. The Licensee shall inform PwDs regarding the choice of extant KYC processes {e-KYC, Digital KYC (D-KYC), self-KYC and paper-based KYC as on date}. The type of KYC process shall be a voluntary choice of the PwD customer and no PwD customer shall be denied telecom services due to non-completion of the KYC process on account of their disability.
- ii. If a PwD customer opts for e-KYC, D-KYC or self-KYC process, then the mechanism for liveness detection in case of live photograph and video shall not be limited to eye blinking alone, and the licensee shall incorporate alternative methods to ensure inclusivity of all categories of PwD customers. The photograph of PwD certificate shall also be captured by PoS.
- iii. If a PwD customer opts for paper-based KYC, the Licensee shall ensure the availability of such facility as an accessible alternative for completing the KYC procedure. The copy of PwD certificate shall also be attached with the CAF.
- iv. The following mandatory field shall be inserted at Sl. No. 1A & 1B. of the CAF & Database:

1A. *Persons with Disability (PwD)*_____ (Yes/No)

1B. *Disability Type & Percentage* : _____

- v. A designated officer shall be appointed by the licensee to look into the issues of the PwD customers. In case any difficulty is faced by the PoS in enrolling a PwD customer, the PoS shall collect the necessary contact details of the PwD customer and refer the case, along with relevant details, to the designated officer of the Licensee. The Licensee shall take appropriate action to address the concern of the PwD customer and ensure that necessary updates are made in the corresponding system so that next time the similar difficulty is not faced by the PoS in enrolling a similar type of PwD customers.
- vi. In addition to the provision mentioned in para v. above, the designated officer of the licensee shall review those cases where the KYC applications of the PwD customers are rejected by the IT/ automated systems of the licensee. If found deemed appropriate, after recording the reasons in writing on the CAF, the designated officer may approve the enrolment of the PwD customer.
- vii. The Licensee shall establish grievance redressal mechanism to enable PwDs to report accessibility-related issues encountered during the KYC process or thereafter during availability of the services.
- viii. The Licensee shall establish a dedicated desk/ helpline within their call centres or customer support centres, which must be staffed by personnel trained and equipped to assist PwDs using assistive technologies. The calls from PwD category subscribers shall be automatically routed to such dedicated desk/ helpline and necessary step-by-step assistance may be provided to them.
- ix. For better sensitization of the PoS, designated officer or any other employee of the licensee regarding issues raised by PwD customers, the licensee shall conduct disability awareness and training programs from time to time.

4. The licensee shall submit an accessibility compliance report on 1st day of January and 1 day of July of every year through Saral Sanchar Portal. The accessibility compliance report is to be given by authorized signatory of the Licensee Company. The first compliance shall commence from 1st January, 2026. The format of compliance letter is attached as Annexure-I.

5. The abovementioned instructions shall be applicable from one month of issuance of the letter.

Encl.: As above

(Nisha)
ADG (LPU)

Copy to:

1. DG-T, DoT HQ: for requesting process audit & compliance monitoring of above instructions.
2. DDG(AS)/DDG(AI&DIU)/DDG(SA)/DDG(SR)/DDG(DS)/DDG(CS)/

DDG(Satellite), DoT HQ: for kind information.

3. DDG (IT)- for implementation of uploading accessibility compliance report as per para 4 above through Saral Sanchar Portal.
4. Under Secretary(DRT), Department of Financial Services, Ministry of Finance: for kind information
5. Additional Secretary, DEPwD: for kind information

Annexure-I**Format for Accessibility compliance report**

This is to certify that we do hereby comply with the directives given by Hon'ble Supreme Court in judgment dated 30.04.2025 in WP(C) no. 289/2024 (Pragya Prasun & Ors. Vs. Union of India & Ors.) & WP(C) no. 49/2025 (Amar Jain Vs. Union of India & Ors. & extant DoT instructions while provisioning of telecommunication services to PwD customers.

(Signature of Authorised Signatory)

Name:

Designation:

Date:

Email Id:

Mobile No.:

Name of Licensee:

Type of Licensee: UASL/UL/UL(VNO)

License No.:

Service Area: