

GOVERNMENT OF INDIA  
MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT  
DEPARTMENT OF EMPOWERMENT OF PERSONS WITH DISABILITIES

**LOK SABHA**

**UNSTARRED QUESTION NO.4849**  
TO BE ANSWERED ON 01.04.2025

**VIDEO RELAY SERVICE**

4849. SHRI CHANDAN CHAUHAN  
SHRI VIJAY BAGHEL

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:

- a. The steps being taken by the Government to enable deaf or hard-of-hearing individuals to get information by Video Relay Service (VRS) under the National Helpline Number in the rural remote areas;
- b. whether the Government proposes to link VRS to other emergency and essential services like police, health service and disaster management so that deaf or hard-of hearing individuals could get immediate help;
- c. if so, the details thereof;
- d. whether the Government is cooperating with private telecommunication companies, Non Governmental Organizations (NGOs) or other stakeholders to improve the access and efficiency of VRS; and
- e. if so, the details thereof?

**ANSWER**

THE MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT

(SHRI B.L.VERMA)

(a) The Video Relay Service (VRS) is already accessible across India for individuals with hearing impairments through QR code on National Disability Information Helpline Service (14456). This service is operated with the support of the Indian Sign Language Research and Training Centre (ISLRTC), a national institute under the administrative control of Department of Empowerment of Persons with Disabilities (Divyangjan).

(b) and (c) No sir.

(d) and (e) No sir

\*\*\*\*\*