



Indian Sign Language Research and Training Centre (ISLRTC)
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ACTION TAKEN REPORT

Video Relay Service (VRS) at ISLRTC

The Indian Sign Language Research and Training Centre (ISLRTC) has taken the following measures to strengthen and improve the functioning of the Video Relay Service (VRS) for facilitating communication between Deaf and hearing individuals:

1. Deputation of Dedicated Interpreter

ISLRTC has deputed a dedicated Indian Sign Language (ISL) Interpreter for providing interpreting services through the Video Relay Service. The dedicated deployment has helped ensure better availability and continuity of interpreting support to users.

2. Development and Implementation of SOP

Standard Operating Procedure (SOP) guidelines for the Video Relay Service have been prepared and implemented. The SOP provides clear guidelines regarding the functioning of the service, role of interpreters, handling of calls, appropriate use of the service, and other operational aspects to ensure effective and consistent service delivery.

3. Increase in VRS Calls

Following the deputation of a dedicated interpreter and implementation of the SOP, there has been an increase in the number of calls received through the Video Relay Service. This indicates improved accessibility and utilization of the service by the Deaf and hearing communities.