

BUREAU OF INDIAN STANDARDS

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भारतीय मानक मसौदा

**सहायक उत्पाद — संवेदनात्मक दिव्यांगजानो के सहायक उत्पादों और
सेवाओं की ज़रूरतों के सर्वेक्षण के लिए सुलभता दिशानिर्देश और
अपेक्षाएँ**

Draft Indian Standard

**Assistive Products — Accessibility Guidelines and Requirements
to Survey the Needs of Persons with Sensory Disabilities for
Assistive Products and Services**

[13.180; 11.180.01]

Assistive Products including Rehabilitation Appliances, Orthotic and Prosthetic Items
Sectional Committee, MHD 09
Last date for comments: **27 September 2025**

NATIONAL FOREWORD

(Adoption clause will be added later)

The text of ISO Standard has been approved as suitable for publication as an Indian Standard without deviations. Certain conventions are however not identical to those used in Indian Standards. Attention is particularly drawn to the following:

- a) Wherever the words 'International Standard' appear referring to this standard, they should be read as 'Indian Standard'
- b) Comma (,) has been used as a decimal marker while in Indian Standards, the current practice is to use a point (.) as the decimal marker.

Scope

This document provides guidelines and requirements for surveying the user needs for assistive products and services of persons with sensory disabilities related to seeing and hearing.

This document does not provide guidelines or requirements for other disabilities such as physical, mental or cognitive. The methods described in the document do not reflect all possible methods for surveying, but are those most frequently used for assessing user needs.

Introduction

Surveying the needs of users of assistive products has increased in importance, as the range of disabilities that can be assisted by the products has been widened since the publication of the International Classification of Functioning, Disability and Health (ICF) by the World Health Organization (WHO) in 2001 and the United Nations (UN) Convention on the Rights of Persons with Disabilities in 2006. Recent advancement in information communication technology (ICT) have led to the development of new technological solutions for assisting persons with various disabilities to improve or facilitate their performance in a variety of activities. Information concerning user needs are necessary for policymakers, manufacturers and research institutes developing new assistive products, and user groups proposing development and improvement of assistive products.

This document was developed to meet the increasing demand for developing information on user needs of assistive products. Various methods and techniques have been developed for surveying user needs in market, opinion and social survey.

Surveyors encounter difficulties in conducting the survey on persons with sensory disabilities, because special considerations for accessibility are needed when communicating with them.

Guidelines for accessible communication, specially informed consent and ethical guidelines, are summarized in this document. The protection of privacy and personal data are regulated by legal provisions.

The technical content of the document has not been enclosed as it is identical with the corresponding ISO standard. For details, please refer to ISO 6273:2024 or kindly contact:

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