

Centro de Relevo — Colombia's National Sign-Language Relay Service

Digital Inclusion · Good practice · Colombia

Quality score: 92/100

Evidence strength: Descriptive / self-reported

Summary

MinTIC and deaf-led NGO FENASCOL run a free, 24/7 sign-language relay service — phone, video call and WhatsApp — connecting Colombia's Deaf community to hearing callers and public services; it handled 516,523 relayed calls in one year and won two Zero Project awards.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-20

[Ministry of Information and Communication Technologies \(MinTIC\), with FENASCOL \(National Federation of the Deaf of Colombia\)](#) — accessed 2026-08-20

[MinTIC press release](#) — accessed 2026-08-20

[FENASCOL — Centro de Relevo](#) — accessed 2026-08-20

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