

Kings County District Attorney’s Office
Language Access Implementation Plan (LAIP)

I. KINGS COUNTY DISTRICT ATTORNEY’S OFFICE (“KCDAO”)

Kings County Acting District Attorney, Eric Gonzalez, is the chief law enforcement officer in Brooklyn, New York. KCDAO investigates and prosecutes crime, assists victims and implements crime prevention strategies to improve public safety and the quality of life of Brooklyn’s residents. Lack of meaningful access for limited English proficient (LEP), deaf, and hard of hearing persons who have contact with our prosecutorial agency can impact the accuracy of the evidence presented, taint the outcome of a case, cause negative consequences to the LEP, deaf, or hard of hearing person, and result in a failure to prosecute subsequent crimes. Language accessibility is critical in successfully prosecuting cases involving LEP, deaf, and hard of hearing victims, witnesses, and defendants. Further, language accessibility is crucial in providing services to LEP, deaf, and hard of hearing victims, witnesses, family members, unrepresented defendants, represented defendants in KCDAO programs and community members.

II. LEGAL BASIS

The below federal, state, and local laws and regulations require that KCDAO provide language support necessary for meaningful participation by LEP, deaf, and hard of hearing persons in all programs and activities:

- A. Title VI of Civil Rights Act of 1964:** This Act ensures language access for individuals with limited English proficiency. Pursuant to Title VI’s prohibition against discrimination based on race, color, or national origin, organizations receiving federal financial assistance are required to develop and implement policies that ensure meaningful access for limited English proficient persons to their programs and activities;

- B. Executive Order 13166:** This order requires federal agencies that provide federal financial assistance to issue guidance explaining the obligations of recipients to ensure meaningful access by limited English proficient persons to their federally assisted programs;

- C. Americans with Disabilities Act:** Law enforcement agencies are required to provide American Sign Language (ASL) interpreters and other auxiliary aids to ensure effective communication with deaf and hard of hearing individuals. Deference must be given to the deaf or hard of hearing individual's choice; and

- D. New York City Local Law 30:** Requires all city agencies that provide direct public services to develop language access implementation plans (LAIPs), appoint a Language Access Coordinator, provide language services in the top ten languages in New York City including telephonic interpretation services, post multilingual signage in conspicuous locations about the availability of free interpretation services, train staff, and translate documents most commonly distributed to the public that contain or elicit important and necessary information regarding the provision of basic city services into the ten designated citywide languages.

III. PURPOSE

The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP, deaf, and hard of hearing persons who come in contact with KCDAO.

This Language Access Implementation Plan (LAIP) was developed to ensure equal access to services for LEP, deaf, and hard of hearing persons. Although deaf and hard of hearing individuals are covered under the Americans with Disabilities Act rather than Title VI of the Civil Rights Act, they have been included in this plan.

IV. GENERAL POLICY STATEMENT

It is the policy of the KCDAO to take reasonable steps to provide timely and meaningful access for LEP, deaf, and hard of hearing persons coming in contact with KCDAO, including victims, witnesses, family members, unrepresented defendants, represented defendants in KCDAO programs and community members. KCDAO shall ensure this meaningful access in the entire scope of its work including programs, activities, information, services, or benefits to victims, witnesses, defendants when appropriate, and the general public. KCDAO personnel will inform members of the public that language assistance services are available free of charge to LEP, deaf, and hard of hearing persons and that KCDAO will provide access to these services for them.

It is also the policy of KCDAO to provide meaningful access to all programs, activities, functions or services of KCDAO, to any individual, regardless of their national origin, ability to speak, read, write or understand English, whether they are deaf or hard of hearing, and whether they are a member of any other protected class listed in the KCDAO EEO Policy. KCDAO has a language coordinator and a language access committee to facilitate and monitor all aspects of KCDAO's LAIP.

V. PERSONS WITH LIMITED ENGLISH PROFICIENCY

Persons with LEP do not speak English as their primary language and have a limited ability to read, write, or understand English. Many persons with LEP are in the process of learning English and may read, write, speak, or understand some English, but not proficiently. An individual may have sufficient English language skills to communicate basic information (name, address, etc.) but may not have sufficient skills to communicate detailed information (e.g., medical or eyewitness information) in English.

Persons with LEP may not always self-identify and may state that they understand more English than they actually do. They may also fear differential treatment.

Context affects English language proficiency. Unfamiliar or stressful situations, including legal proceedings or health-related matters, can affect language ability in individuals who are otherwise proficient in English.

According to the 2018 American Community Survey, the top twelve languages spoken at home in Brooklyn besides English are Spanish, Russian, Chinese (Cantonese and Mandarin), Yiddish, French (including Cajun), Haitian, Arabic, Urdu, Bengali, Polish, Italian, Ukrainian or other Slavic languages.¹

The KCDAO utilizes Language Line Solutions, an independent company for telephonic interpretation services. Language Line Solutions provides telephonic interpretation by qualified interpreters in the event that KCDAO staff is unable or unqualified to speak to a victim or witness in their language or to provide interpretation. The most common languages for which telephonic interpretation services are requested through Language Line Solutions are Spanish, Mandarin, Russian, Cantonese, Arabic, Haitian Creole, Bengali, Urdu, Polish, and Uzbek (see

¹ Based on the 2018 American Community Survey, available at https://s-media.nyc.gov/agencies/dcp/assets/files/pdf/data-tools/census/acs/top_lang_2018sf1yr_nyc.pdf.

Exhibit A, Language Line Solutions report 2020-2022).

The Victim Services Unit (VSU) of the KCDAO also tracks the number of LEP they service as part of their grant reporting requirements through the state Office of Victim Services (see Exhibit B, VSU report 2020-2022).

VI. DEAF AND HARD OF HEARING PERSONS

The deaf and hard of hearing community is diverse. Usually, the term deaf refers to a person who has very little or no functional hearing and often uses sign language to communicate. The term hard of hearing usually refers to a person with mild to moderate hearing loss who may communicate using sign language, spoken language, or both. There are variations in how deaf and hard of hearing persons identify themselves, whether and to what degree they can speak or hear, and how they communicate. Exhibit B provides data for the number of deaf and hard of hearing language interpretation services that were required by KCDAO during the time period 2020-2022.

VII. NOTICES FOR LEP, DEAF, AND HARD OF HEARING PERSONS

Notices written in multiple languages will be posted throughout KCDAO reception areas about the availability of free interpretation services. A notice with the universal symbol for sign language interpreting services (below) will also be posted along with the text “Free Sign Language Interpretation Services Available.” The text is included primarily to ensure that staff know that the person needs a sign language interpreter.



VIII. DEFINITIONS

Bilingual

Having the ability to speak two languages fluently and communicate directly and accurately in both English and another language.

Consecutive interpretation

The process of orally converting one language into another after the speaker has completed a statement or question and pauses. The interpreter then converts the statement into another language while retaining the same meaning.

Deaf and hard of hearing persons

Usually, the term deaf refers to a person who has very little or no functional hearing and often uses sign language to communicate. The term hard of hearing usually refers to a person with mild to moderate hearing loss who may communicate using sign language, spoken language, or both.

Foreign language interpreter

An individual who has received interpretation skills training and can competently convert a message spoken from one language into one or more languages.

Persons who have limited English proficiency

An individual who does not speak English as a primary language or who has a limited ability to read, speak, write, or understand English and requires the assistance of a foreign language interpreter to effectively communicate.

Primary language

The language in which an individual is most effectively able to communicate.

Per diem interpreters

Independent contractors who are certified by the New York State Unified Court System (UCS) and work on a per-diem basis and are responsible for interpreting between English and another language in the courtroom and/or other settings. They perform simultaneous and consecutive interpretation, as well as sight translation of court documents and other written material. Per diem interpreters are hired by the KCDAO for grand jury and trial preparation.

Sight translation

The act of reading material written in one language and converting and communicating it out loud into another language, while retaining the same meaning.

Sign language interpreter

An individual who facilitates communication between a hearing person and a deaf, hard of hearing, or deaf-blind person through the use of a signed language such as American Sign

Language or other manual or oral representation of a spoken language. Please note that interpreters with specialized skills may be needed for deaf-blind people or deaf people with other disabilities.

Simultaneous interpretation

The process of orally converting one language into another language virtually at the same time that the speaker is speaking with only a very short lag time.

Telephonic interpretation

The use via telephone of a foreign language interpreter who is in a location that is physically separate from that of the party or witness who is limited English proficient and requires the services of the interpreter for meaningful participation.

Translator

An individual who takes written text composed in a source language and converts it into an equivalent written text of a target language.

Vital document

Any document that is critical for ensuring meaningful access to the recipients' major activities and programs by beneficiaries generally and LEP, deaf, or hard of hearing persons specifically. Whether or not a document (or the information it solicits) is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP, deaf, or hard of hearing person if the information in question is not provided accurately or in a timely manner.

IX. LANGUAGE ASSISTANCE RESOURCES AND PROCEDURES

A. Determining the Need for an Interpreter

The first step in communicating with a LEP, deaf, or hard of hearing person is to ascertain if the person is LEP, deaf, or hard of hearing. This may not always be obvious to the staff person initially communicating with the individual. The LEP, deaf, or hard of hearing person may use English words to convey understanding even if his or her comprehension or speaking ability is limited. Therefore, staff will be trained on how to determine whether people who come in contact with KCDAO are LEP, deaf, or hard of hearing.

There are various ways that KCDAO staff will determine whether an LEP, deaf, or hard of hearing person needs an interpreter. First, the LEP, deaf, or hard of hearing person may request an interpreter. Second, staff may determine during the course of an interview that the LEP, deaf, or hard of hearing person needs an interpreter. Third, the need for an interpreter and/or the language need may be identified on police paperwork or the case file.

If an LEP, deaf, or hard of hearing person does not specify their language need, KCDAO staff will use the public notification posters regarding free interpretation services available at reception areas. The poster invites LEP, deaf, or hard of hearing persons to self-identify their language access need.

When the language is identified, staff interacting with the LEP, deaf, or hard of hearing individual, depending on the circumstances, staff may contact bilingual staff, request an interpreter, or use Language Line.

For languages of lesser diffusion, such as indigenous languages for which there is no certification test available, staff will be trained that the interpreters may not be certified or provisionally qualified. Staff will be trained to review the interpreter code of ethics to ensure interpretation is accurate, complete, and neutral. See Appendix A, Sample Interpreter Code of Ethics, created by the Asian Pacific Institute on Gender-Based Violence (APIGBV), a national technical assistance provider on language access issues. This sample is intended as a brief reference guide of best practices for interpreters.

1. Bilingual staff

Bilingual staff may be called upon to assist with communicating with LEP victims /witnesses. Bilingual staff members are not called upon to interpret in court, with the exception of the Spanish and Mandarin interpreters specifically employed to interpret in the Grand Jury.

KCDAO maintains a Foreign Language Directory. All staff can access the directory by going to the Start menu, opening KCDA Applications, and opening Language Translator. Staff can search the database by language and see the staff member's name, department, phone number, and level of fluency based on their self-reporting.

Staff should be mindful that other staff have varying levels of fluency and may be able to perform certain tasks but not others. For example, a staff member may be able to conduct a basic

intake in another language but is not qualified to provide simultaneous interpretation services. Staff should not assume that a bilingual staff member has received training in interpretation or translation.

2. Interpreter

For certain cases, in-person interpreters will be called in as opposed to using bilingual staff or Language Line. Examples include but are not limited to interviews with LEP, deaf, or hard of hearing victims/witnesses for Grand Jury testimony or trial preparation. Staff seeking an in-person interpreter must confer with their bureau chief. The bureau chief will notify the paralegals to request a court interpreter when necessary. With approval of the bureau chief, this is arranged by calling Grand Jury. When an Assistant District Attorney (ADA) is in need of an interpreter in court for a witness or victim for a trial, it is the responsibility of the ADA to call the court clerk with sufficient notice and alert them to the language needs of the victim/witness.

3. Language Line

To access Language Line:

1. Dial 1-866-874-3972 or 1-800-874-9426
2. Enter client ID# 502017
3. Enter the first five letters of your first name as the access code.

B. Communicating with Victims and Witnesses

For communications outside the courtroom such as grand jury or trial preparation, KCDAO will be responsible for providing interpretation.

An ADA or other staff member assigned to any matter should review the file to determine if any LEP, deaf, or hard of hearing victims or witnesses are known to be associated with the case. In such matters, whenever possible, the assigned ADA or staff member should arrange for appropriate language assistance resources in advance of any interviews. This could include working with bilingual KCDAO staff, using Language Line Solutions, or contacting Grand Jury to make arrangements for an interpreter with appropriate approval. See Section IX.A.2.

If the staff member assisting with interpretation is a bilingual support staff member, he/she should be reminded to remain neutral and refrain from having side conversations or providing

opinions or advice to the LEP, deaf, or hard of hearing victim/witness. All staff should be mindful that leaving an interpreter (or bilingual support staff member acting as an interpreter) alone with the LEP, deaf, or hard of hearing victim or witness provides the opportunity for that victim or witness to ask questions of the interpreter (or bilingual support staff member acting as an interpreter), thereby placing the interpreter in a non-neutral position, outside the scope of the interpreter's duties.

If a bilingual ADA or bilingual advocate is assisting another ADA with interpretation, he/she may also be involved in the case and therefore his/her role may include both interpreting and providing information and explanation to the victim/witness. In either case, the role of the bilingual ADA/advocate should be explained to the LEP, deaf, or hard of hearing victim/witness. If the victim/witness is left alone at any time with the bilingual ADA/advocate and the victim/witness asks any questions, the bilingual ADA/advocate will refrain from answering the question and instead will alert the ADA upon their return to the office.

Except for exigent circumstances and for obtaining basic information such as name, age, or national origin, KCDAO staff should not allow children, family members of the victim, family members of the perpetrator, friends of the victim/perpetrator and/or any interpreter used by the perpetrator to provide interpretation or translation.

C. New York State Unified Court System Court Interpreter Manual and Code of Ethics

If an LEP, deaf, or hard of hearing victim or witness is going to be testifying at a trial, the court arranges for the interpreter. It is the responsibility of the ADA to notify the court clerk of the language needs in advance. KCDAO arranges to hire certified interpreters to assist with Grand Jury interviews and testimony, trial preparation, and translation. These interpreters are often hired from the list of certified per diem interpreters from the New York State Unified Court System (UCS). Court interpreters are managed by the Coordinator of the Office of Court Interpreting Services as part of the Division of Court Operations. The Court Interpreter Manual and Code of Ethics includes the following procedures for court interpreters when communicating with the LEP, deaf, or hard of hearing person. Prior to the court appearance, the court interpreter shall:

- Advise the LEP, deaf, or hard of hearing person that the court interpreter's role is to interpret all statements and comments throughout the proceeding;

- When necessary and where available, arrange for wireless interpreting equipment to be used;
- Advise the LEP, deaf, or hard of hearing person to direct all questions to the counsel or to the court; and
- Not engage in independent dialogue, discussions, or conversation with the LEP, deaf, or hard of hearing person.

See the full New York State Unified Court System Court Interpreter Manual and Code of Ethics, which includes the Canons of Professional Responsibility and the Code of Ethics of the Unified Court System.

(<https://www.nycourts.gov/COURTINTERPRETER/pdfs/CourtInterpreterManual.pdf>)

See Section XI for the Interpreter Complaint Process.

D. Court Interpreter Qualifications

UCS arranges for interpretation services for court proceedings. KCDAO employs two Spanish and one Mandarin interpreter in the Grand Jury and hires certified interpreters as needed for other languages, but otherwise does not use bilingual staff to interpret in court

X. TRANSLATION OF FORMS AND DOCUMENTS

On an ongoing basis, the Language Access Coordinator and Language Access Committee will review KCDAO forms and documents and determine the need for translations of documents into additional languages. The Language Access Committee will review the status of translations within one year from the effective date of the LAP. The Language Access Committee will also consider creating alternatives to standard written translations, which may include tag lines for certain documents in multiple languages indicating that free interpretation services are available.

A. List of documents and languages the documents are currently available in:

1. Fliers:

- Victim Services Unit
 - VSU provides services to all crime victims and has specialized programs to assist in certain cases.
 - General tri-fold flier: English.
- Sex Crimes Bureau: Sexual Assault Resource Guide: English.
- Domestic Violence Bureau

- General tri-fold flier: English.
 - Elder Abuse Unit: English, Spanish, Haitian Creole, and Chinese.
 - Human Trafficking Unit Resource Guide: English.
 - Action Center flier: English, Spanish, Haitian Creole, Russian, Chinese.
The Action Center is a walk-in center that addresses public safety and quality of life concerns in the community.
 - Immigrant Fraud Unit
 - General tri-fold flier: English, Spanish, Russian, and Chinese.
 - General flat one page flier includes text in English, Spanish, French, Polish, Arabic, Russian, and Chinese.
- 2. Legal documents
 - Corroborating affidavit: English (requires an affidavit of translation for any other language).
 - Subpoena and letter: English and Spanish.
- 3. Outreach letters
 - “Come See Me” letter (mailed by ADAs): English and Spanish.
 - General outreach letter (mailed by mailroom on all cases): English and Spanish.
 - Letters that get mailed with orders of protection:
 - For domestic violence cases where the victim/witness was successfully contacted after arraignments by the Victim Services Unit: English and Spanish.
 - For other cases (mailed by the criminal court bureau): English and Spanish.
 - Letters to victims upon the disposition of certain cases: English with a tagline in Spanish.
 - Victim Disposition Letter A - Any case in which the final disposition includes a conviction of:
 - A violent felony offense (VFO) (see P.L. §70.02); OR
 - A felony defined in Article 125 (essentially, all homicides, including such non-VFOs as Criminally Negligent Homicide and Manslaughter in the Second Degree)
 - Victim Disposition Letter B – Any case in which the victim of a crime has requested to be informed of the final disposition.
 - Victim Services Unit outreach letter, aka “VSU Call Me Letter” letter: English.

B. Documents written in languages other than English that will be entered into evidence must have a formal translation. ADAs seeking to have documents translated must confer with their bureau chief. All expenditures up to \$1,000 require Bureau Chief and Executive Assistant District Attorney for Administration approval. All expenditures over \$1,000 require the approval of the Bureau Chief, the Executive Assistant District Attorney for Administration and either the Chief of Staff or as a back-up, the Counsel to the District Attorney. Upon receipt of all necessary approvals, all requests are to be brought to Fiscal for approval. Consult the Fiscal Department for the guidelines on translating documents being entered into evidence. The bureau chief will notify the paralegals to request translation assistance when necessary. With approval of the bureau chief, this is arranged by calling Grand Jury.

C. Sight translation by an interpreter will be done for other non-English documents.

X. TRAINING

KCDAO's training department will remind staff of the Language Access Implementation plan yearly. The LAIP will be posted on the KCDAO intranet and the KCDAO website. The Sample Interpreter Code of Ethics will be posted on the intranet and is intended to be used as a brief reference guide for staff on best practices for interpreters.

Front line staff and managers will be trained on the LAIP. The Language Access Committee will create a plan of how to incorporate language access training into existing training for new ADAs and non-legal staff. The Language Access Committee will also create a plan of how to inform existing staff of the LAIP and relevant procedures. The Language Access Committee will review the status of this planning on an ongoing basis.

Examples of training topics are:

- The Policy Directive, Plan, and Procedures;
- How to identify LEP persons;
- How to work with an interpreter;
- How to access oral language assistance services, translation services and sight translation;
- Translated materials and how they are disseminated; and
- Basic interpretation skills.

Examples of future training topics include:

- Accessing centralized information to identify bilingual staff members to assist with communicating with LEP, deaf, or hard of hearing persons; and
- Methods and goals for conducting community outreach.

XI. INTERPRETER COMPLAINT PROCESS

Any problem with an interpreter will be documented by the KCDAO staff member experiencing the issue and submitted to the Language Access Coordinator. The interpreter's name, language, ID number, and problem will be recorded. The Language Access Coordinator will submit a written complaint to the appropriate agency such as Language Line, UCS, or another agency that provides interpretation services.

The Language Access Coordinator will keep an internal record of complaints including the interpreter's name, language, and agency. This list will be attached to the LAP as a DO NOT USE list. Complaints will be reviewed by the Language Access Committee.

Complaints against KCDAO staff who provide language services will be handled by the KCDAO's Action Center, and that unit will log complaints and refer them to the appropriate supervisor for investigation and remedial action.

XII. PUBLIC NOTIFICATION AND EVALUATION OF LAIP

A. LAIP Approval and Notification

The Language Access Implementation Plan will be posted on the KCDAO website, the intranet, and will be submitted to the Mayor's Office of Immigrant Affairs (MOIA), which provides technical assistance regarding language access in New York City. MOIA conducts an annual survey to assess the number of people seeking language assistance services and translated materials at the agency.

Signs will be maintained at all KCDAO reception areas about the availability of free interpretation services. Each sign shall clearly state that these services are available at no cost.

Staff assigned to all KCDAO reception areas will be reminded of the language access policy and other resources available to assist with interpretation and translation services.

B. Evaluation

The Language Access Committee will review the Language Access Implementation Plan annually. This evaluation will consist of:

- Review of Language Line bills for telephonic interpretation needs;
- Review top language needs for interpretation services in Grand Jury;
- Review vital documents and determine whether there is a need for additional translations;
- Review the status of training plans and areas for improvement;
- Review complaints from the public about language access services;
- Review complaints about court interpreters and Language Line; and
- Create a mailing insert in ten languages, which states that the document contains important information about the case and a number to call for language interpretation

The effective date of this version of the LAIP is February 23, 2022.

If you have any questions or comments, please contact the Language Access Coordinator, Cynthia Aker, EEO Coordinator, at 718-250-2095.

Bibliography

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Technological Education Center for Deaf and Hard-of-Hearing Students
<https://www.deaftec.org/content/deaf-definitions>

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EXHIBIT A

KCDA 2020 Language Summary Report

Language	Calls	Minutes	Charges	Avg. Connect Time	Avg. Minutes	% of Total
SPANISH	2399	26563.2	23946.99	17.61	11.1	54.06
RUSSIAN	449	6294.3	5668.64	9.60	14	10.12
MANDARIN	424	5868.8	5294.02	9.14	13.8	9.55
BENGLI	280	4783.8	4310.20	14.92	17.1	6.31
HAITIAN CREOLE	164	2974.5	2684.74	49.68	18.1	3.7
ARABIC	141	1939.4	1749.79	33.65	13.8	3.18
URDU	107	1823.7	1641.33	39.09	17	2.41
CANTONESE	102	1386.9	1251.87	7.88	13.6	2.3
FRENCH	46	513.7	462.33	14.09	11.2	1.04
UZBEK	42	848.8	764.28	31.93	20.2	0.95
KOREAN	40	495.6	446.20	14.15	12.4	0.9
POLISH	39	444.4	403.16	19.15	11.4	0.88
PUNJABI	36	304.2	273.93	16.86	8.5	0.81
ALBANIAN	21	333.7	300.55	13.52	15.9	0.47
TURKISH	19	223.7	201.33	5.26	11.8	0.43
FUZHOU	17	298.7	269.94	12.12	17.6	0.38
HEBREW	14	304.2	273.78	77.79	21.7	0.32
HUNGARIAN	12	149.3	134.37	10.33	12.4	0.27
YEMENI ARABIC	9	479.4	431.46	118.11	53.3	0.2
VIETNAMESE	8	87.4	78.66	7.00	10.9	0.18
ITALIAN	8	61.4	55.26	2.50	7.7	0.18
HINDI	7	167.5	150.75	5.57	23.9	0.16
TOISHANESE	7	90.9	82.47	9.86	13	0.16
NEPALI	7	207.7	186.93	2.14	29.7	0.16
TAMIL	5	54.6	49.65	11.60	10.9	0.11
FUKIENESE	5	49.4	44.46	126.20	9.9	0.11
BOSNIAN	4	51.5	46.35	1.50	12.9	0.09
FULANI	3	39.7	35.73	102.67	13.2	0.07
UKRAINIAN	3	38.4	34.56	6.67	12.8	0.07
THAI	2	13.4	12.06	5.50	6.7	0.05
PASHTO	2	19.5	17.55	10.00	9.8	0.05
SERBIAN	2	15.2	13.68	2.00	7.6	0.05
JAPANESE	2	23.6	21.24	8.50	11.8	0.05
GEORGIAN	2	25.1	22.59	0.00	12.6	0.05
WOLOF	2	14.8	13.32	136.00	7.4	0.05
GERMAN	1	8.5	7.65	14.00	8.5	0.02
GREEK	1	4.7	4.23	0.00	4.7	0.02
DARI	1	16.4	14.76	13.00	16.4	0.02
BURMESE	1	3.4	3.06	0.00	3.4	0.02
ARMENIAN	1	41.3	37.17	1.00	41.3	0.02
SINHALA	1	9.5	8.55	533.00	9.5	0.02
LINGALA	1	4.6	4.14	123.00	4.6	0.02
TAGALOG	1	10.6	9.54	2.00	10.6	0.02

TOTAL= 4438

KCDA 2021 Language Summary Report

Language	Calls	Minutes	Charges	Avg. Connect Time	Avg. Minutes
SPANISH	2772	31253.8	28128.42	14.46	11.3
MANDARIN	545	7112.6	6401.34	9.88	13.1
RUSSIAN	529	6948.5	6253.65	24.23	13.1
BENGALI	322	4761.2	4285.08	17.10	14.8
ARABIC	292	3892.2	3502.98	8.63	13.3
HAITIAN CREOLE	207	3429.2	3086.28	64.67	16.6
URDU	147	2307.4	2076.66	82.31	15.7
CANTONESE	142	1953	1757.70	5.44	13.8
FRENCH	31	271.2	244.08	33.03	8.7
UZBEK	31	604	543.60	14.23	19.5
POLISH	29	394.8	355.32	11.38	13.6
KOREAN	28	251.8	226.62	10.54	9
HUNGARIAN	21	401	360.90	8.90	19.1
HEBREW	20	323.5	291.15	69.20	16.2
FUZHOU	20	400.9	360.81	23.75	20
FULANI	14	271.9	244.71	91.07	19.4
HINDI	13	147.6	132.84	37.31	11.4
NEPALI	12	62.7	56.43	11.42	5.2
TURKISH	10	143.4	129.06	26.90	14.3
GEORGIAN	10	185	166.50	30.90	18.5
THAI	9	197	177.30	34.78	21.9
YEMENI ARABIC	9	238.1	214.29	140.00	26.5
PORTUGUESE	7	139.9	125.91	96.86	20
AKAN	5	83.3	74.97	0.20	16.7
ALBANIAN	5	82.6	74.34	1.40	16.5
FARSI	4	18.7	16.83	1.25	4.7
PORTUGUESE BRAZILIAN	4	121	108.90	67.75	30.3
MOROCCAN ARABIC	4	153.9	138.51	122.00	38.5
TOISHANESE	4	94.5	85.05	69.50	23.6
YORUBA	4	64.3	57.87	0.25	16.1
TIBETAN	3	29.3	26.37	0.33	9.8
PUNJABI	3	32.9	29.61	1.33	11
MACEDONIAN	3	103.1	92.79	1.33	34.4
INDONESIAN	3	60.5	54.45	0.67	20.2
ITALIAN	2	16.7	15.03	10.50	8.4
JAPANESE	2	20.9	18.81	2.00	10.5
TAGALOG	2	28.2	25.38	1.50	14.1
WOLOF	2	55.2	49.68	288.50	27.6
VIETNAMESE	1	27.7	24.93	2.00	27.7
SERBIAN	1	15.7	14.13	2.00	15.7
TOTAL=	5272				

KCDA 2022 Language Summary Report

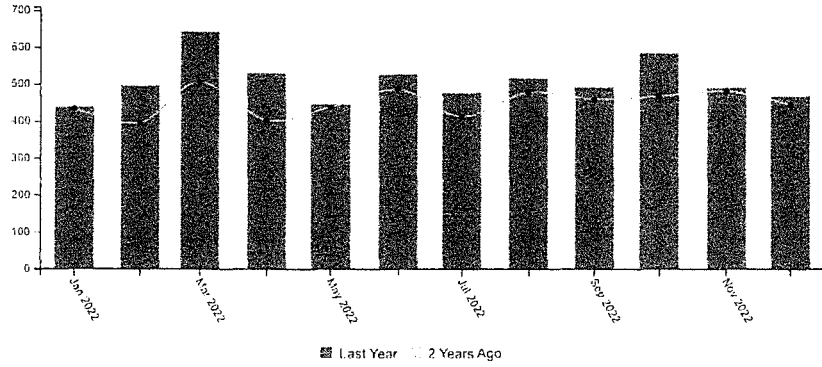
Language	Calls	Minutes	Charges	Avg. Connect Time	Avg. Minutes
SPANISH	3208	35835.9	32252.31	33.80	11.2
MANDARIN	678	9173.3	8255.97	64.20	13.5
RUSSIAN	632	9260.9	8334.81	94.87	14.7
HAITIAN CREOLE	212	3376.4	3038.76	87.53	15.9
BENGALI	189	2980.8	2682.72	9.22	15.8
ARABIC	188	2731.3	2458.17	112.10	14.5
CANTONESE	174	2050.6	1845.54	21.33	11.8
URDU	72	1365.8	1229.22	34.43	19
UZBEK	51	1074	966.60	25.69	21.1
FRENCH	47	452.7	407.43	40.96	9.6
POLISH	41	543.5	489.15	8.85	13.3
HUNGARIAN	35	399.3	359.37	18.69	11.4
KOREAN	20	220.1	198.09	65.65	11
GREEK	19	274.2	246.78	15.05	14.4
TOISHANESE	17	315.1	283.59	91.24	18.5
PUNJABI	15	293.2	263.88	1.40	19.5
LITHUANIAN	14	43	38.70	1.79	3.1
HEBREW	13	175.7	158.13	18.77	13.5
ITALIAN	12	154.3	138.87	25.00	12.9
UKRAINIAN	12	214.1	192.69	72.67	17.8
TURKISH	11	173.4	156.06	52.55	15.8
FUZHOU	9	180.1	162.09	31.11	20
ALBANIAN	8	90.9	81.81	1.50	11.4
FARSI	7	118.4	106.56	29.29	16.9
PORTUGUESE	6	45	40.50	1.83	7.5
THAI	5	66.9	60.21	13.60	13.4
JAPANESE	5	39.4	35.46	1.00	7.9
GERMAN	3	8.7	7.83	103.00	2.9
DARI	3	41	36.90	123.33	13.7
VIETNAMESE	3	27.2	24.48	1.67	9.1
ARMENIAN	2	31.5	28.35	411.50	15.8
GEORGIAN	2	21.6	19.44	651.50	10.8
HINDI	2	6.5	5.85	1.50	3.3
INDONESIAN	2	83	74.70	144.00	41.5
SERBIAN	1	0.9	0.81	155.00	0.9
MOROCCAN ARABIC	1	28.1	25.29	0.00	28.1
FUKIENESE	1	4.3	3.87	337.00	4.3
FULANI	1	2.7	2.43	6.00	2.7
GUJARATI	1	23.2	20.88	2.00	23.2
AKAN	1	0.2	0.18	1.00	0.2
BOSNIAN	1	0.9	0.81	1.00	0.9
BULGARIAN	1	16.2	14.58	1.00	16.2
YEMENI ARABIC	1	3.4	3.06	0.00	3.4

TOTAL= 5726

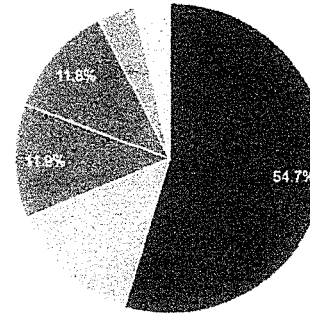
Overview - All Accounts

6,119 Calls 69,053 Minutes 56s Avg Connect Time

Call Volume



Top 5 Languages



Spanish Russian Mandarin Haitian Creole Arabic All Other Languages

Solutions Summary

Audio

6,119 Calls
69,053 Total Minutes
12 Min Avg. Duration

Language	Calls	Avg. Duration	Connect Time
Spanish	3,341	12 min	38s
Russian	726	14 min	116s
Mandarin	719	14 min	70s
Haitian Creole	241	15 min	109s
Arabic	222	12 min	142s
All Other Languages	858	13 min	32s

Note - These visualizations are raw data. The data displays all calls, including unbilled calls, and minutes before the rounding process during billing.

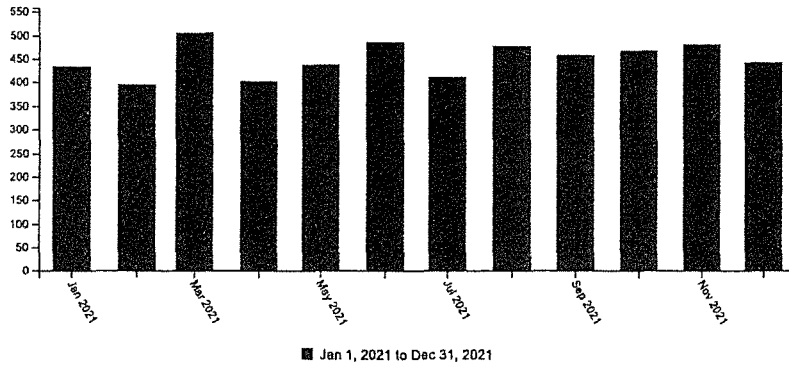
Overview - All Accounts

5,412 Calls

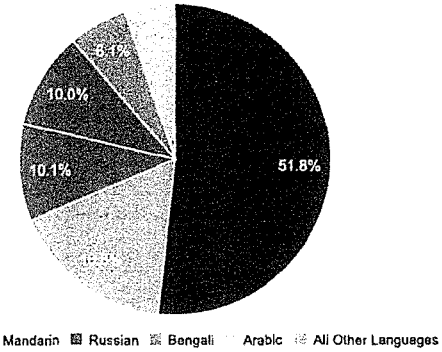
64,978 Minutes

23s Avg Connect Time

Call Volume



Top 5 Languages



Solutions Summary

Audio

5,412 Calls
64,978 Total Minutes
12 Min Avg. Duration

Language	Calls	Avg. Duration	Connect Time
Spanish	2,793	12 min	17s
Mandarin	546	14 min	11s
Russian	542	13 min	29s
Bengali	329	15 min	21s
Arabic	280	14 min	9s
All Other Languages	907	13 min	55s

Note - These visualizations are raw data. The data displays all calls, including unbilled calls, and minutes before the rounding process during billing.

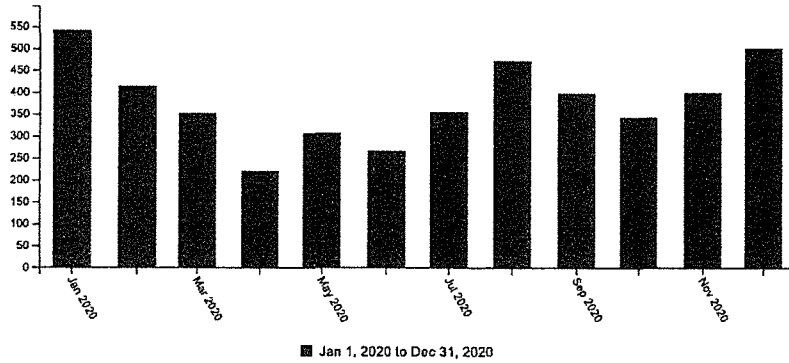
Overview - All Accounts

4,596 Calls

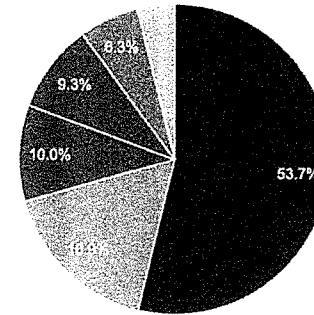
58,032 Minutes

21s Avg Connect Time

Call Volume



Top 5 Languages



Spanish Russian Mandarin Bengali Haitian Creole All Other Languages

Solutions Summary

Audio

4,596 Calls
58,032 Total Minutes
13 Min Avg. Duration

Language	Calls	Avg. Duration	Connect Time
Spanish	2,458	12 min	20s
Russian	458	15 min	10s
Mandarin	424	15 min	10s
Bengali	286	18 min	17s
Haitian Creole	176	19 min	63s
All Other Languages	773	14 min	32s

Note - These visualizations are raw data. The data displays all calls, including unbilled calls, and minutes before the rounding process during billing.

EXHIBIT B

Sl. No.	Code	Topic	Page No.	Mark	Total	Grade
1	101	Introduction to Computer Science	1-10	10	10	B
2	102	Operating System	11-20	10	20	C
3	103	Database Management System	21-30	10	30	D
4	104	Computer Networks	31-40	10	40	E
5	105	Mobile Computing	41-50	10	50	F
6	106	Artificial Intelligence	51-60	10	60	G
7	107	Cloud Computing	61-70	10	70	H
8	108	Security and Cryptography	71-80	10	80	I
9	109	Emerging Trends in IT	81-90	10	90	J
10	110	Final Project	91-100	10	100	K
Total				100		

Declaration: I hereby declare that the above information is true and correct to the best of my knowledge and belief.

Signature of Student: _____
 Date: _____

Signature of Teacher: _____
 Date: _____

Name of the Candidate: _____
 Roll No: _____