

Government of India
Ministry of Communications
Department of Telecommunications
Access Services Wing
20, Ashoka Road, New Delhi-110001

No. 16-1/2017-AS-III/Short Codes/362/

Dated: 28/07/2020

To,
All Access Service Providers.

Subject: Allotment of short code '1070' as Standard Disaster Helpline to all State/UTs-reg.

This is in continuation to DoT letter No. 16-03/2011-AS-III/Vol.II/106 dated 27.03.2012 allocating short code '1070' as Disaster Management Helpline to Relief Commissioner of Natural calamities (copy enclosed). In this regard, the undersigned is directed by competent authority to state that short Code '1070' is allocated as Standard Disaster Helpline to all State/UTs with following features:

- i. Category-I: Service (i.e. mandatory service to be provided by all the Access providers).
 - ii. Accessibility: Un-restricted i.e. available with STD code also.
 - iii. Metered Service: Non-metered
2. All are requested to take necessary action.
 3. This is issued with the approval of competent authority.

SKgarg
(Sanchit K. Garg)
28.07.2020
Assistant Director General (AS-III)

Copy forwarded for information and necessary action, if any, to:

1. Secretary, TRAI.
2. CMD MTNL/ CMD BSNL.
3. Shri G.V.V. Sarma, IAS, Member Secretary, NDMA, MHA w.r.t your DO No. 29/01/2018/Comm & IT- Part-2 (FTS 111530) dated 17.07.2020 to appoint the nodal officer to implement the helpline. The Nodal officer may contact Sr. DDG (LSA), LSA Unit, concerned States/UTs.
4. Director (P&N), DoT (HQ), (respective LSA field unit may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
5. A copy for upload on DoT Website.

26/c

Government of India
Ministry of Communications & I.T.
Department of Telecommunications
Licensing Cell (AS-III Section)
Sanchar Bhawan, 20, Ashoka Road, New Delhi-1

No.16-3/2011-AS.III/Vol. II/106
To

Dated:27-03-2012

All Access Service Providers

Sub: Allotment of Short Codes '100', '101', '102', '1070', '1071', '1072', '1073', & '1077'.

As per National Numbering Plan, following help lines numbers are working for the emergency services mentioned against each:

100	Police
101	Fire
102	Ambulance
1070	Relief Commissioner of Natural Calamities
1071	Air Accident Information
1072	Train Accident
1073	Road Accident
1077	Control Room of District collector

It has been observed that Operators are implementing these services non-uniformly. Being emergency services, it is hereby clarified that above mentioned emergency help lines will be Non-Metered within the service area. Where the boundaries of the service area are not co-terminus with the boundaries of State/UT concerned, there the service will be non-metered within the entire State/UT. It implies that the service is to be provided as Non-Metered even if these State Departments/Organizations desire to collect information at a Central location outside the SDCA of origination of call.

Sudhir
27/3/2012
(Sudhir Kumar Sinha)
Section Officer(AS-III)

Copy to :

1. Secretary, TRAI

2. Sr.DDG, TEC, Khurshid Lal Bhawan, Janpath, New Delhi

3. All LSA TERM Cells for monitoring the compliance.

4. Dir(IT), DOT for uploading on DOT website