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/G/E7  

23 Nov, 2011

To
All Access Service Providers

Sub: Allotment of Short Code “108” as “Emergency & Disaster management Helpline” in Union Territory of Daman & Diu and Dadra & Nagar Haveli

The undersigned is directed to convey the approval of the competent authority for allotment of Short Code “108” as Emergency & Disaster management helpline in Union Territory of Daman & Diu and Dadra & Nagar Haveli

The features of the Helpline are as stated below:

a) Category I Service i.e., mandatory service to be provided by all the operators;
b) Un-restricted i.e., accessible from anywhere, national or international;
c) Toll free in local area only i.e., un-metered (free of charge) when called within same SDCA.

(Sudhir Kumar Sinha)  
Section Officer(AS-III)

Copy to:
1. Secretary, TRAI
2. Sr.DDG, TEC, Khurshid Lal Bhawan, Janpath, New Delhi
4. Dir(IT), DOT for uploading on DOT website