Government of India  
Ministry of Communications & IT  
Department of Telecommunications  
(AS-III Section)

No.16-3/2011-AS.III/Vol.II  
Dated 12.10.2013

To

All Access Service Providers,
National Long Distance (NLD) Service Providers
VSAT Service Providers

Sub: Measures to restore communication facilities on Odhisa & Andhra Pradesh due to Cyclone “PHAILIN”.

As states of Andhra Pradesh & Odhisa are likely to be affected by Cyclone “PHAILIN”, All Access providers all hereby directed to take following steps for immediate maintenance & restoration of telecommunication facilities in these areas and to facilitate the knowledge of well beings of relatives in these areas:

i. To share available infrastructure including intra circle roaming arrangements amongst service providers authorized to provide Access Services(2G/3G or both as the case may be) in respective service areas of Andhra Pradesh & Odhisa for fifteen days unless extended otherwise.

ii. To operationalize immediately call centers in Andhra Pradesh & Odhisa with following helpline numbers:
   1948 - Odhisa
   1949 - Andhra Pradesh

iii. To operationalize a designated helpline number for access from other service areas.

iv. To transmit messages or advisories through SMS from State Government/Central Government /NDMA/Metrological Department to all subscribers in Andhra Pradesh & Odhisa

v. To transmit helpline numbers to all their subscribers through SMS

vi. Submit a report by 0800 Hours every morning by email to DDG(TERM) Hyderabad & Odhisa, ADG(AS-III) and Dir(AS-III) in the format as adopted during Uttrakhand calamity.

vii. The above shall be operational for fifteen days unless extended otherwise.
2. All National Long Distance (NLD) service providers and VSAT Service providers should also extend help to meet the challenge by sharing infrastructure for immediate restoration of Telecommunication facilities.

3. DDG(TERM), Hyderabad & Odhisa shall be the nodal co-ordinating officers with respective State Govt./NDMA Units and all service providers in that state.

(Subodh Saxena)
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Copy to:

i. Chief Secretaries Andhra Pradesh / Odhisa
ii. Secretary, TRAI, New Delhi
iii. Sr. DDG(TERM), DoT, New Delhi
iv. DDG(TERM), Hyderabad, Odhisa & Andhra Pradesh
v. JS(DM), MHA, New Delhi
vi. DDG(DS), DoT, New Delhi
vii. DDG(CS), DoT, New Delhi
viii. VSAT Service Provider Association of India / COAI/AUSPI