

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

No. 16-04/2025-AS-III/5

Dated: 09.01.2025

To

All Access Service Providers

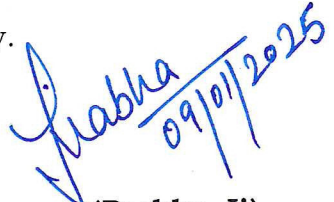
Subject: Provision for free of cost SMS service at 112 ERSS.

This is in reference to an issue raised by DIG (Police Telecom), UP Police regarding sending SMS at UP 112 ERSS free of cost and irrespective of SMS data pack validity for quick police assistance to the general public during Maha Kumbh Mela 2025, Prayagraj, UP starting from 13.01.2025 (copy enclosed).

2. Vide DoT letter Nos. 16-04/2015-AS-III/NP/92 dated 24.08.2020 & 16-04/2015-AS-III/NP/67/120 dated 04.05.2016 (copies enclosed), requisite guidelines were issued in respect of implementation of Single Number Based Emergency Response Support System. Accordingly, any SMS to '112' ERSS should be mandatorily provided by the TSPs irrespective of any plan/tariff/voucher/validity.

3. In view of the above, all the TSPs are again requested to ensure that any communication including voice, messages etc. on '112' ERSS is allowed irrespective of any plan/tariff/voucher/validity.

This is issued with the approval of competent authority.


09/01/2025

(Prabha Ji)

Director (AS-III)

Ph 011-23372732

Encl: As above

Copy to:

- (i) The DG Telecom for information and necessary action, please.
- (ii) DIG (Police Telecom), UP Headquarter-112, Uttar Pradesh Police w.r.t letter no. UP-112-DIG(Vividh)/2023 dated 06.01.2025.



मुख्यालय यूपी-112, उत्तर प्रदेश पुलिस

112 भवन, 7/13, गोमती नगर विस्तार, शहीद पथ, लखनऊ

e-mail: iteccs-up@gov.in

पत्र संख्या: यूपी-112-डीआईजी(विविध)/2023
सेवा में,

दिनांक: जनवरी 06, 2025

निदेशक, DM

दूरसंचार मंत्रालय,
नई दिल्ली

विषय: महाकुम्भ मेला, प्रयागराज में Google ELS को प्रभावशाली बनाने हेतु उपभोक्ता के नम्बर से LONG CODE +919044429851 पर SMS को आमजन हेतु Data pack validity से मुक्त व निःशुल्क उपलब्ध कराने के सम्बन्ध में।

कृपया दिनांक 07.12.2024 को मुख्यालय यूपी 112 पर सम्पन्न बैठक के संलग्न कार्यवृत्त संख्या: यूपी-112-डीआईजी(विविध)/2023 दिनांक: दिसम्बर 08, 2024 का संदर्भ ग्रहण करें जो गोष्ठी हेतु अंकित बिन्दु संख्या 5 के सापेक्ष कार्यवाही विषयक है।

2. उल्लेख करना है कि आगामी महाकुम्भ मेला 2025, प्रयागराज में देश-विदेश से काफी संख्या में पर्यटकों का आगमन हो रहा है। कुंभ मेला में पर्यटकों की सुरक्षा एवं आपात सहायता हेतु Distress Caller की Precise Location यूपी 112 प्रणाली पर प्राप्त करने के लिए जनपद प्रयागराज में उपलब्ध समस्त Android Mobile Users के लिए Google ELS सर्विस शतप्रतिशत Live कर दी गई है।

3. उपरोक्त सुविधा के प्रयोग हेतु उपभोक्ता के नम्बर से LONG CODE +919044429851 को SMS भेजा जाता है जिसके सापेक्ष व्ययभार वर्तमान में उपभोक्ता द्वारा वहन किया जा रहा है, जो कि यूपी 112 के आपात सेवा होने के दृष्टिगत Data pack validity से मुक्त व निःशुल्क होना चाहिए।

अतः अनुरोध है कि दिनांक 13.01.2025 से प्रारम्भ हो रहे महाकुम्भ मेला 2025, प्रयागराज में यूपी 112 आपातकालीन सेवा के द्वारा आमजन की त्वरित पुलिस सहायता के लिए उक्त SMS Data pack validity से मुक्त व निःशुल्क किये जाने के सम्बन्ध में सभी TSPs को दिशा-निर्देश जारी करने की कृपा करें।

संलग्नक- यथोपरि।


(एस0पी)0 सिंह

उपमहानिरीक्षक, पुलिस दूरसंचार

प्रतिलिपि:-निम्नलिखित को सूचनार्थ सादर प्रेषित-

- 1- अपर पुलिस महानिदेशक, मुख्यालय यूपी-112, लखनऊ।
- 2- पुलिस उपमहानिरीक्षक, मुख्यालय, यूपी-112 मुख्यालय, लखनऊ।



Ministry of communication & IT
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road, New Delhi-110001
(Access Services Wing)

No. 16-04/2015-AS-III/NP/67/120

Dated: 04th May 2016

To

All Access Service Providers


Subject: Implementation of 'Single Number Based integrated Emergency Communication and Response System'.

For the convenience of general public, it has been decided to implement the Single Number Based Integrated Emergency Communication and Response System.

1. For emergency, there will be a single emergency number '112'.
2. The existing emergency numbers **100, 101, 102 and 108** will be treated as secondary numbers and will be connected to the PSAP (Public Safety Answering Point) under the control of respective State/UT and are to be re-routed to '112' for a period of one year from the date of commissioning of PSAP. The call detail record will be maintained for one year as per license conditions. The PSAPs will be maintained by respective state/UT administration.
3. The existing emergency number 100 shall be continued till the commissioning of PSAP. All calls originated for 112 are to be routed to emergency number till date of commissioning of PSAP.
4. The panic button feature are issued vide Gazette Notification 1925 GI/2016 dated 22/04/2016 to be effective in all mobile handsets from 01/01/2017 should be mapped to Existing emergency Number '100' till the

TSPs with PSAPs, Gateway functionalities (if required) and procedure flow/ functional capabilities is relevant network elements.

NNP-2003 stand amended to the above effect.


(Dhananjay Kumar Ranjan)
Director(AS-III)
Ph. No. 23036387

Copy for kind information and necessary action, if any:

1. Chief Secretaries of States/UTs
2. Member, Disaster Management
3. Secretary, TRAI
4. Commissioner of Police Delhi
5. Joint Secretary, Police Modernisation division, Ministry of Home Affairs,
North Block, New Delhi
6. Joint Secretary, (ICDS-Child Development), Ministry of Women & Child
Development, Shastri Bhawan, New Delhi
7. DGs of Police of States/UTs
8. COAI/AUSPI
9. Indian Cellular Association
10. ADG (IT), *upload on dot website*

Department of Telecommunications
(Access Services Wing)
Sanchar Bhawan, 20 Ashoka Road, New Delhi-110001

No. 16-04/2015-AS-III/NP/92/

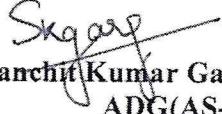
Dated: 24/08/2020

To,
All Access Service Providers,

Subject: Implementation of Single Number based Emergency Response Support System.

In addition to the instructions by DoT vide letter No. 16-04/2015-AS-III/NP/67/120 dated 04.05.2016 on the above mentioned subject, following needs urgent action

- i. Single Emergency Number '112' shall be accessible on STD also which will allow a person staying outside the State to call the State 112 for seeking assistance for another person in distress in the state.
- ii. CLI for Single Emergency Number '112' shall be transmitted as STD Code +112 for outbound calls.
- iii. In order to regularly monitor the performance of emergency lines, TSPs shall provide a webpage to provide total calls routed to 112, count of answered calls and failed calls with the reason of failure for a period of 24 hours and the other details available in traffic reports generated by the system.
- iv. Location based service critical to track the location of the person calling in distress, needs to be provided seamlessly by all the Telecom Service Provider (TSPs). Accordingly, all TSPs are directed to submit the timeline by which LBS services will be implemented in all States/UTs
- v. TSPs are to provide online Subscriber Database connectivity with PSAP database through webservice/APIs to the ERC, which are the designated PSAPs in each State/UT necessary for early identification of caller and facilitating a quick response. Accordingly, all TSPs are directed to submit the timeline by which online SDR services will be implemented in all States/UTs.
- vi. A SMS sent to 112 is required to be routed to the respective State ERC from where the SMS has originated. Accordingly, all TSPs are directed to submit the timeline by which SMS to 112 services will be implemented in all States/UTs.
- vii. The PRI lines are to be provided by each TSP in each PSAP without any commercial implications.
- viii. The provision of State-specific Long codes numbers is also to be provided without any one time or recurring commercial implications.


(Sanchit Kumar Garg)
ADG(AS-III)

Copy to:

1. Shri Anil Subramaniam, Director, WS Division, MHA