



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(पुराना मिनटो रोड), नई दिल्ली-110002
(Old Minto Road), New Delhi - 110 002
फैक्स/Fax : +91-11-23213294



सत्यमेव जयते

F.No.102-5/2013-NSL-II

Dated: 26th November 2013

To

The Secretary,
Department of Telecommunications,
Sanchar Bhawan,
Ashoka Road,
New Delhi-110 001.

Subject: Recommendations on “Telecom network failures during Emergencies/Disasters – Priority routing of calls of persons engaged in ‘response and recovery’.”– regarding.

Under section 11(1)(a) (iv) of TRAI Act 1997 (as amended), Telecom Regulatory Authority of India (TRAI) is entrusted with responsibility of promoting efficiency in the operations of telecommunication services so as to facilitate growth in such services. Further, under section 11(1)(a) (vii) of TRAI Act 1997 (as amended), TRAI can make recommendations on any matter related to telecommunication industry in general.

2) The National Telecom Policy-2012 (NTP-2012) has also recognized *the importance of creation of robust and resilient telecom networks for adequately addressing the need for proactive support for mitigating disasters, natural and manmade.* Para 5.12 and 5.13 of NTP-2012 Strategies provide for prescribing sectoral Standard Operating Procedures for effective and early mitigation during disasters and emergencies and for creation of appropriate regulatory framework for provision of reliable means of public communication by Telecom Service Providers during disasters.

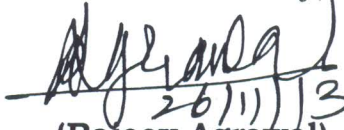
3) In the past, significant rise in telecom traffic has been observed during disasters/emergencies which results in network congestion. Such congestion can seriously hamper the emergency responders’ ability to communicate and coordinate and thus can seriously impair official response to the disaster/emergency.

4) In order to devise a system that can facilitate communication amongst emergency responders during network congestions by giving priority to their calls, TRAI issued a consultation paper. Subsequently, TRAI held an Open

House Discussion (OHD) with all stakeholders. This was followed by a seminar that was organised by COAI, BSNL and AUSPI under the aegis of TRAI to discuss the technical issues involved in implementation of priority call routing in India.

- 5) Based on the comments and inputs received from the stakeholders during the consultation process and its own analysis, the Authority has *suo motu* finalised its recommendations on 'Telecom network failures during Emergencies/Disasters - Priority routing of calls of persons engaged in 'response and recovery'.
- 6) Since the matter also concerns the Union Home Ministry and the National Disaster Management Authority (NDMA), a copy of these recommendations is also being sent to the Union Home Minister, the Cabinet Secretary, the Union Home Secretary and the Vice-Chairman, NDMA.
- 7) In keeping with the practice, a copy of this letter, alongwith the recommendations, is being placed on the website of TRAI www.traigov.in
- 8) This letter issues with the approval of the Authority.

Yours faithfully,


26/11/13
(Rajeev Agrawal)
Secretary

Encl: as above