

**Information note to the Press (Press Release No. 25/2015)**

For Immediate Release

**Telecom Regulatory Authority of India**

**TRAI releases Recommendations on implementation of “Single Number based Integrated Emergency Communication & Response System”**

**New Delhi, 7<sup>th</sup> April, 2015** – To facilitate establishment of an efficient and robust Integrated Emergency Communication & Response System (IECRS) in India, the Telecom Regulatory Authority of India (TRAI) has suo-motu issued recommendations on implementation of ‘**Single Number based Integrated Emergency Communication & Response System (IECRS)**’ today. These recommendations have been finalized after wider consultations with the stakeholders.

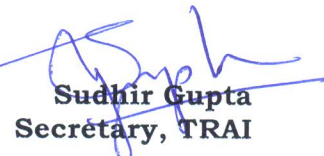
2. The Authority had issued a Consultation Paper titled ‘Universal Single Number based Integrated Emergency Communication & Response System’ dated 15<sup>th</sup> March 2013 for seeking comments of stakeholders. Since State Governments are major stakeholders in the entire process of setting up IECRS, meeting with the representatives of State Governments, Ministry of Home Affairs (MHA) and National Disaster Management Authority (NDMA) was also held at New Delhi.
3. The salient features of the recommendations are given below:
  - i) Number ‘112’ be adopted as the single emergency number for India.
  - ii) Calls made from a landline or mobile phone/device to the emergency number ‘112’ will be routed to a Public Safety Answering Point(PSAP), which are akin to a call centre. The number of PSAPs in a State or Union Territory(UT) to be decided by the State Governments/UTs; however there should be at least one PSAP in each State/UT.
  - iii) The existing emergency calling numbers 100,101,102, and 108 helplines to be retained as secondary numbers. The calls made to the secondary numbers should be re-routed to 112 for termination with an announcement to the caller to call 112 as emergency number in future; Once calls to secondary numbers reduce significantly, these numbers can be withdrawn gradually.



- iv) Access to IECRS to be permitted even from those mobile/landline phones where the outgoing call facility has been debarred or the service is suspended temporarily.
- v) Calls to the single emergency number should be prioritized in the cellular mobile networks.
- vi) SMS based access to IECRS should also be provided.
- vii) All Telecom Service Providers(TSPs) will have to provide location information and details of caller to the IECRS. For this purpose four regional database centres, one in each metro city, to be set up in the country. BSNL to setup and maintain these regional database centres.
- viii) There should be a multi-sectoral agency having representations from MHA, Department of Telecommunications(DoT), Department of Electronics and Informations Technology(DEITY), Ministry of Health and Family Welfare(MHFW), Ministry of Women and Child Development(MWCD) and other concerned Centre and State agencies which can coordinate and help in setting up of IECRS in the country.
- ix) A trial version of PSAP based IECRS should be put in place as a prototype before full scale implementation.

The recommendations have been placed on TRAI's website [www.trai.gov.in](http://www.trai.gov.in).

5. For any clarification/ information Shri Sanjeev Banzal, Advisor (Networks, Spectrum and Licensing), TRAI may be contacted at Tel. No. +91-11-23210481 or email: [advmn@trai.gov.in](mailto:advmn@trai.gov.in).

  
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