



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA

महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग (पुराना मिनटो रोड),
Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
नियर डॉ. जाकिर हुसैन कॉलेज, नई दिल्ली-110002.
(Old Minto Road), Near Dr. Zakir Husain College, New Delhi - 110 002.
फैक्स/Fax : +91-11-23213294



Dated: the 16th July, 2013

DIRECTION

Subject: Direction under section 13, read with sub clause (i), (ii) and (iii) of clause (b) of sub-section (1) of section 11 of Telecom Regulatory Authority of India Act, 1997, to open the Short Code 1072 for train accident information.

F.No.411-1/2012-I&FN- Whereas the Telecom Regulatory Authority of India [hereinafter referred to as the Authority] established under sub-section (1) of section 3 of the Telecom Regulatory Authority of India Act, 1997 (24 of 1997) (hereinafter referred to as TRAI Act, 1997) has been entrusted with discharge of certain functions, *inter alia*, to ensure compliance of license conditions; fix the terms and conditions of inter-connectivity between different service providers; ensure technical compatible and effective interconnection between different service providers and to protect interest of the consumers of telecommunications service etc.;

2. And whereas clause 16.1 of the licence agreement for provision of basic telephone service stipulates that the licensee shall ensure adherence to the National Fundamental Plan (describing numbering and routing plan as well as transmission plan) issued by Department of Telecom and technical standards as prescribed by the Licensor or the Authority, from time to time;

3. And whereas the Fundamental Plan defined under the license agreement for provision of basic telephone service reads as under:-

"FUNDAMENTAL PLAN include Numbering Plan, Traffic Routing and Switching Plan and Transmission Plan issued by Department of Telecom as amended from time to time";

4. And whereas clause 23.3 of the licence agreement for provision of unified access services provides that the licensee shall ensure adherence to the National Fundamental Plan which includes National Numbering, routing and transmission plan issued by Department of Telecommunications and technical standards as prescribed by licensor or the Authority, from time to time;

5. And whereas the Authority vide its Direction No. 101-1/2005-MN dated the 6th January, 2005 directed all service providers that when the codes are allotted by the Department of Telecommunications to a service provider, these codes should be immediately(not exceeding ten days) opened by all interconnected service providers in their network and compliance may be reported within a week;

6. And whereas in the National Numbering Plan issued by the Department of Telecommunications, the short code '1072' has been declared as unrestricted category-I for train accident information;

7. And whereas Department of Telecommunications, vide their letter no.14-3/2002-BSH dated the tenth June 2003 (annexed as **Annexure I**), informed the service providers that the short code 1072 has been allocated for train accident information and directed them to open the said number as toll free in SDCA wherever there is an accident and required by the concerned authorities;

8. And whereas Ministry of Railways, vide their letter No. 2002/tele/AR/7 dated the 19th December 2011 (annexed as **Annexure II**) informed the Authority that the short code is not available on any of the telecom service provider other than BSNL and even on BSNL network, it is not available at many places through STD;


9. And whereas the Authority vide its letter No.411-1/2012-I&FN dated the 13th January 2012 (annexed as **Annexure -III**), brought the contents of the aforesaid letter of Ministry of Railways to the notice of all Basic Service providers and directed them to send comments on Ministry of Railways' letter, referred to in the preceding para, and send compliance by the 20th January, 2012, of the instructions issued by the Department of Telecommunications vide their letter dated the 10th June, 2003;

10. And whereas from a copy of letter dated 26.3.2013 received from West Central Railway (annexed as **Annexure-IV**), it is seen that the

facility of short code '1072' is not being made available by the service providers;

11. And whereas non availability of short code '1072' will adversely affect the interest of the consumers and proper information cannot be disseminated to public whenever train accident occurs.

12. Now therefore, in exercise of the powers conferred upon the Authority under section 13, read with sub-clauses (i), (ii) and (iii) of clause (b) of sub-section (1) of section 11 of the TRAI Act, 1997, in order to ensure compliance of terms and conditions of licence, regulate the telecommunication services, and ensure the quality of service so as to protect interest of the consumers of telecommunications service and ensure orderly growth of the telecom sector and for the reasons mentioned in the foregoing paragraphs, the Authority hereby directs all access service providers to open the short code 1072 in its network for train accident information, as unrestricted i.e. these services shall be available from anywhere national and international, within 7 days of the issue of this direction and furnish compliance report by 31st July, 2013.


(Arvind Kumar)
Advisor (NSL-I)

To

All Access Service Providers

(except M/s Tata Teleservices Ltd./Tata Teleservices (Mah.) Ltd.
& M/s Reliance Telecom Ltd./Reliance Communications Ltd.)

Answer - 1

236 (402)

122
151

file

No. 14-3/2002-BSII
Government of India
Ministry of Communications & I.T.
Department of Telecommunication
Licensing Cell (Basic Services Group)

Ministry of Railways,
Railway Board

622, Sanchar Bhawan,
20, Ashoka Road,
New Delhi-110001
10th June 2003

To
M/s Mahanagar Telephone Nigam Ltd.(MTNL), M/s Bharat Sanchar Nigam Ltd. (BSNL), M/s Reliance Telecom Ltd., M/s Reliance Infocomm Ltd., M/s Bharti Telenet Ltd., M/s HFCL Infotel Ltd., M/s Shyam Telelink Ltd., M/s Tata Teleservices Ltd., M/s Tata Teleservices (Maharashtra) Ltd.

Sub: Allotment of '4' digit Emergency Service Numbers to Air, Train & Road Accidents.

The undersigned has been directed to state that as per numbering plan, the following numbers under level '1' services are allocated for Air, Train & Road Accidents for the convenience of the public:

Sr. No.	Type of Services	'4' Digit Numbers	Remarks
1.	Air Accident Information	1071	Unrestricted Category-I
2.	Train Accident Information	1072	Unrestricted Category-I
3.	Road Accident Information	1073	Unrestricted Category-I

Note:- Unrestricted means, it is accessible on STD/ISD and Category-I means mandatory for service provider. All these emergency service numbers are to be treated as toll free numbers in local area i.e. Short Distance Charging Area.

Necessary steps be taken to open these numbers in SDCAs where ever there is an accident & request by concerned authorities.

Sukhbir Singh
(SUKHBIJ SINGH)
DIRECTOR (BS-I)
Tel. No. 217194

- Copies for kind information please:
1. Chairman, Railway Board, New Delhi
 2. Secretary, Ministry of Civil Aviation, Lodhi Road Complex, New Delhi
 3. Sr. DDG(VAS), DOT, New Delhi
 4. Jt. DDG(MST), BSNL, New Delhi

Annexure - II

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड) (RAILWAY BOARD)

सं. 2002/Tele/AR/7

नई दिल्ली, दिनांक 19/12/2011

The Secretary,
Ministry of Communication & IT,
Department of Telecom,
Sanchar Bhawan,
New Delhi.

3/11/11
Adu (C/S) (K)
3/11/11
N. put

Sub: Regarding non-compliance of DoT's instructions by Basic Service Providers.
Ref: DoT's letter no. 14-3/2002-BS II dated 10.06.2003.

Vide letter under reference above, DoT had allocated the short code 1072 for Train Accident Enquiry. This is an unrestricted category I service and is supposed to be available on STD/ISD network of all telecom service providers. This number is also to be treated as toll free in SDCA. 1072 is a very important number and is used to disseminate information to public when an accident occurs.

Almost all the Railways have represented to this Ministry that this short code is not available on any of the telecom service provider other than BSNL. Further, even on BSNL network, it is not available at many of the places through STD.

This Ministry has issued instruction to all its zonal Railways to enhance their efforts to co-ordinate with all the local service provider to have the number 1072 opened in their network. Despite continuous liasioning and chasing with local service providers zonal Railways have failed to achieve this in the past several gears when the 1072 service was commissioned. It is therefore, strongly felt that, provide push for opening the 1072 by service provider, intervention of DoT needed.

It is therefore, requested that DoT reiterate its instructions to all the service providers to open 1072 in their network in co-ordination with the zonal Railways.

Dy. No. 1685
Date 2/1/11

Chairman, TRAI
Dy. No. 3662
Date 28/11

2/11/11

(आर.सी.अदवाल)

कार्यकारी निदेशक/दूरसंचार
दूरभाष: 011-23383138, 030-44612
फैक्स: 011-23304198, 030-44198
ई मेल: edtd@rb.railnet.gov.in

Copy to:-
Chairman, TRAI, Mahanagar Doorsanchar Bhawan, (next to Zakir Hussain College)
Jawaharlal Nehru Marg, (Old Minto Road), New Delhi : 110 002



भारतीय दूरसंचार विनियामक प्राधिकरण
महानगर दूरसंचार भवन, जवाहर लाल नेहरू मार्ग,
(पुराना मिन्टो रोड), नई दिल्ली-110002

TELECOM REGULATORY AUTHORITY OF INDIA

Mahanagar Doorsanchar Bhawan, Jawahar Lal Nehru Marg,
(Old Minto Road), New Delhi-110002
Fax : 91-11-23213294

No. 411-1/2012-I&FN

Date: 13.1.2012

To

1. M/s. Mahanagar Telephone Nigam Ltd. (MTNL)
2. M/s. Bharat Sanchar Nigam Ltd.(BSNL)
3. M/s. Reliance Telecom Ltd.
4. M/s. Reliance Communications Ltd. (previously Reliance Infocomm Ltd)
5. M/s. Bharti Airtel Ltd. (previously M/s. Bharti Telenet Ltd.)
6. M/s. Quadrant Televentures Ltd. (previously HFCL Infotel Ltd.)
7. M/s. Sistem Shyam Teleservices Ltd. (previously M/s. Shyam Telelink Ltd.)
8. M/s. Tata Teleservices Ltd.
9. M/s. Tata Teleservices (Maharashtra) Ltd.


Sub: , Non-availability of Short code 1072 on the network of Basic Service Providers.

TRAI has received a letter no. 2002/Tele/AR/7, dated 19.12.2011 from Ministry of Railways wherein it has been informed that the Short Code '1072' is not available on any of the telecom service provider other than BSNL. Further, even on BSNL network, this code is not available at many places through STD. It has been requested that the said code may be opened by all the service providers in their networks immediately. The copy of the above mentioned letter is enclosed herewith for reference.

2. In this connection, reference is invited to DoT's letter no. 14-3/2002-BSII, dated 10.6.2003 wherein the number '1072' is allocated to all Basic Service operators under Level - I/Unrestricted Category-I for Train accidents,
3. You are requested to send comments on Ministry of Railways letter and compliance of DoT's instructions by 20.1.2012 positively.


(R.K Gujral)
Jt. Advisor(I&FN)

Issued
13.1.2012.

West Central Railway.		CSTE's Office 1 st floor Annex -II Building Jabalpur.
No:WCR-N-HQ-120-DIS. MANGE-CORR-T-8 Pt- V		Date: 26/03/13.

GMTD/BSNL/Kota
Near ESI Hospital
Jhalawar Road
Kota (Rajasthan)- 324005

Sub :- Non availability of short code 1072 on the network of Basic Service Providers.

- Ref :- (1) DOT's Ltr. No. 14-3/2002-BSII Dtd-10.06.2003.
(2) TRAI, New Delhi's letter No. 411-1/2012-I & FN Dtd 13.1.12.
(3) Director/Tele/Railway Board's Ltr.No.2002/Tele/AR/7/Vol.I Dtd-15.02.2012.
(4) Sr.DSTE(Kota)'s D.O.No.SG/246/3/Vol.(BSNL) Dtd.- 23.11.2011 & 11.04.2012 & 07.08.2012.

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As per letter of Department of Telecommunication (DOT) referred above in ref.(1) short Code 1072 has been allotted as Train Accident Enquiry number, which is allotted to all Basic Service operators under level-1/ Unrestricted (it is accessible on STD/ISD) Category-I (mandatory for service provider) for Train accidents. This number is to be treated as toll free number in local area i.e.Short Distance Charging Area (SDCA). Still this facility is not being made available by telecom service providers.

In this connection matter was taken up by Railway Board with the Ministry of Communication and Information Technology and Telecom Regulatory Authority of India (TRAI). In response TRAI has issued directives to all the basic service providers to open this code immediately and compliance of DOT's instructions by 20.01.2012 positively.

Sr. DSTE(Kota) continuously chasing this matter vide letters under ref.(4)

During accident such services are essentially required to mitigate the misery of affected families. Hence you are requested to kindly activate this service immediately.


Compliance may be sent to this office as earliest.

DA:- As above ..

(6 letters)


(S.K.Sengupta)
Dy. CSTE/Tele/HQ
WCR/JBP.

WCR
11/13
SSE/T
03-13

West Central Railway.		CSTE's Office 1 st floor Annex -II Building Jabalpur.
No:WCR-N-HQ-120-DIS. MANGE-CORR-T-8 Pt- V		Date: 26/03/13.

General Manager
Bharti Airtel Limited
306-308, 3rd Floor, Arihant Towers
Near Petrol Pump, Malviya Nagar
Jaipur, Rajasthan

Sub :- Non availability of short code 1072 on the network of Basic Service Providers.

Ref :- (1) DOT's Ltr. No. 14-3/2002-BSII Dtd-10.06.2003.
(2) TRAI, New Delhi's letter No. 411-1/2012-I & FN Dtd 13.1.12.
(3) Director/Tele/Railway Board's Ltr.No.2002/Tele/AR/7/Vol.I Dtd-15.02.2012.

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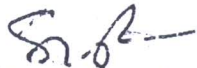
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Compliance may be sent to this office as earliest.

DA:- As above .


(S.K.Sengupta)
Dy. CSTE/Tele/HQ
WCR/JBP.

1/26
1/26/13

West Central Railway.		CSTE's Office 1 st floor Annex -II Building Jabalpur.
No:WCR-N-HQ-120-DIS. MANGE-CORR-T-8 Pt- V		Date: 26/03/2013.

General Manager
Vodafone Essar Digilink Limited
Gaurav Towers, Malviya Nagar
Jaipur, Rajasthan

Sub :- Non availability of short code 1072 on the network of Basic Service Providers.

Ref :- (1) DOT's Ltr. No. 14-3/2002-BSII Dtd-10.06.2003.

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Dtd-15.02.2012.

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Compliance may be sent to this office as earliest.

DA:- As above .


(S.K.Sengupta)
Dy. CSTE/Tele/HQ
WCR/JBP.

1/26
1/14/13

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Annexure-IV - Celly

West Central Railway.		CSTE's Office 1 st floor Annex -II Building Jabalpur.
No:WCR-N-HQ-120-DIS. MANGE-CORR-T-8 Pt- V		Date: 26/03/13.

General Manager
Idea Cellular Limited
1-2, Jai Jawan Colony
Tonk Road, Rajasthan

Sub :- Non availability of short code 1072 on the network of Basic Service Providers.
Ref :- (1) DOT's Ltr. No. 14-3/2002-BSII Dtd-10.06.2003.
(2) TRAI, New Delhi's letter.No. 411-1/2012-I & FN Dtd 13.1.12.
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During accident such services are essentially required to mitigate the misery of affected families. Hence you are requested to kindly activate this service immediately .

Compliance may be sent to this office as earliest.

DA:- As above .


(S.K.Sengupta)
Dy. CSTE/Tele/HQ
WCR/JBP.

11/4/13