

**Information note to the Press (Press Release No. 19/2013)**

For Immediate release

**Telecom Regulatory Authority of India**

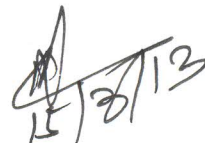
**TRAI releases the Consultation Paper on “Universal Single Number Based Integrated Emergency Communication and Response System”**

**New Delhi, 15<sup>th</sup> March 2013** - The Telecom Regulatory Authority of India (TRAI) has today released the Consultation Paper on “Universal Single Number Based Integrated Emergency Communication and Response System (IECRS)”

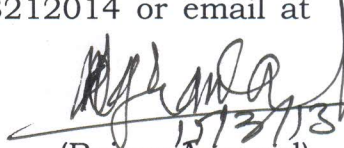
Most emergencies usually involve direct risk to health, life, property or environment and therefore require urgent intervention. Presently in India, different emergency communication & response systems are in place for police, ambulance, fire brigade, civil defense, disaster management etc. These systems are accessed through different numbers such as 100(Police), 101(Fire), 102(Ambulance) & 108 (Emergency Disaster Management) etc.

In most developed countries an Integrated Emergency Communication & Response system is available that is accessed through a **universal single number** by their citizens. For example in USA, number ‘911’ is used; in most of the European countries number ‘112’ has been provided for emergency response. In view of the various shortcomings in the present system, there is a need to have a similar system in India too. However, there are challenges in its implementation particularly when there are various government departments/agencies involved in handling different types of emergencies.

Through this consultation paper TRAI has identified many issues related to telecom in implementation of IECRS. Some of the issues are types of emergency services that should be available through single emergency number, identification of Universal single emergency number, technical issues involved in identification & transfer of caller’s location in real time (particularly for mobile users), funding mechanism, language translation issues etc.

  
15/3/13

The Consultation paper has been uploaded on TRAI's website ([www.trai.gov.in](http://www.trai.gov.in)). Written comments on the issues raised in the Consultation paper are invited from the stakeholders by 5<sup>th</sup> April 2013. For any clarification/ information, Shri Sanjeev Banzal, Advisor (Networks, Spectrum and Licensing), TRAI, may be contacted at Telephone No. +91-11-23210481 Fax No. +91-11-23212014 or email at [advmn@trai.gov.in](mailto:advmn@trai.gov.in).

  
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