

sno	Issues for consultaion	MTNL WS Delhi response
1	Q1 What are the types of emergency services that should be made available through single emergency number?	Police,accident,child,women helpline,fire,ambulance
2	Q2 What universal number (e.g. 100,108 etc) should be assigned for the Integrated Emergency Communication And Response System in India?	108 as during transition phase other numbers will continue to work and 108 is already working in many states. It will be difficult to educate all citizens that 100 is now a single number for all emergency services
3	Q3 Should there be primary / secondary access numbers defined for the Integrated Emergency Communication And Response System in India? If yes, what should these numbers be?	All existing numbers will be secondary and routed to primary number internally. During emergency people remember 100,101,102 as these have been existing for long
4	Q4 For implementing single number based Integrated Emergency Communication and Response System in India, should the database with information of telephone users be maintained by the individual service providers or should there be a centralized database?	Centralized database should be managed this database needs to be updated a frequency say daily or every 3 hours or real time automatically by all service providers
5	Q5 In case of centralized database which agency(one of the designated telecom service provider, a Central Government department or a designated third party) should be responsible for maintaining the database?	The two PSU should be entrusted this job all service providers to pay for its OP EX/CAP EX. These PSU already routing and connected to all service providers and will exist in India forever and represent Govt.
6	Q6 What are the technical issues involved in transfer of location of a mobile user in real time?	With enhancement in web technology. It is not difficult to implement a automated centralized system connected to service providers via web services for updating of records in real time.
7	Q7 What accuracy should be mandated for the location information to be provided by the mobile service provider?	Location information with accuracy as permissible by triangulation method for normal phones and lat-long via GPS of smart mobile phones should be mandated. Smart phone software while

		interacting with BTS/Node-B should send GPS parameters to network which should be recorded in CDR.
8	Q8 Should emergency number access be allowed from inactive SIMs or handsets without SIMs? Please justify your answer.	Yes, but the information should also be possible to differentiate that the source is inactive sim or handset without sim. It should be responsibility of the PSAP to decide further course of action.
9	Q9 Should emergency access be allowed through SMS or email or data based calls? If yes, what will be the challenges in its implementation?	It should be allowed via SMS as it can authenticate the mobile sender. Also if email is sent via mobile it should contain mobile number of sender as is available in SMS. If mobile number is not possible The email/web is similar to customer sending a written letter via post. It should be followed by out bound call from PSAP to confirm.
10	Q10 Is it technically possible to get Location information in case of SMS or data based calls on real time basis? If yes, please elaborate the process and technical challenges if any.	At present location info can not be sent in SMS/Data due to protocol limitation This should be modified technically by manufacturers of core network elements
11	Q11 How to build redundancy in operations of Centralized response centers or PSAPs as they may be vulnerable to attack – both Physical and Application software related (Virus, Malware, denial of service, hacking) or to Network failures or Congestion i.e. Call Overload?	It should have centralized as well as distributed architecture In case of attack on centralized system the distributed ones will take over and vice versa. The regular real time updating between centralized and distributed system to be made
12	Q12 Should all the calls made to universal emergency number be prioritized over normal calls? Please justify your answer.	Yes, The calls must be prioritized as in case of congestion due to any reason the emergency system should keep receiving the calls.
13	Q13 What legal/penal provisions should be made to deal with the problem of Hoax or fake calls to emergency numbers?	“If user can not hide himself he can not make Hoax /fake calls.” This can be achieved if verification is done for all

		users based on UID
	Q14 How should the funding requirement be met for costs involved in implementation of IECRS? Should the cost be entirely borne by Central/State Governments or are there other possible ways to meet the funding requirements?	Centralized system in control of center . distributed system should be with corresponding states. Funding their own part. Further the extra tax on citizens to be imposed to pay for it
14	Q15 Should Key Performance Indicators (KPIs) related to response time be mandated for PSAPs? If yes, what should be the KPIs? Please justify your suggestions.	<p>Yes, All calls landing on PSAP should be either</p> <ol style="list-style-type: none"> 1 calls successful at PSAP. 2 calls dropped in queue. 3 Missed calls to PSAP. 4 calls disconnected at PSAP during conversation. <p>There should be different KPI for different situations like for calls of 2 and 3 type the PSAP to have feature to do outbound calls to find out the real problem with caller. This OBD should be within 30 sec For calls of type 4 above the OBD should be done within 10 sec</p> <p>All calls/SMS/data should transmit location and mobile CLIR and time and time zone to PSAP.</p> <p>PSAP should have KPI related to work flows like passing and retrieving other info related to call/sms/data</p>
15	Q16 Should use of language translation services be mandated for PSAPs?	Language translators should be mandatory and it should be possible to conference with translator. The all calls should be recorded and retrievable offline also
16	Q17 In your opinion, what issues related to interconnectivity and IUC may come up in implementation of IECRS in India? What are the	For mobile the IECR implementation is related to routing .The redundant routes should be available for all. As

	suggested approaches to deal with them?	these are toll free and national level importance numbers there should be no IUC related matters in it.
17	Q18 Should a separate emergency number for differently able persons be mandated in India? How the use of this number be administered?	No many numbers are already existing in India these can be made secondary numbers and PSAP to know which type of number is called
18	Q19 In your opinion, apart from the issues discussed in this consultation paper, are there any other technical, commercial or regulatory issues that may be involved in implementation of IECRS in India? Please elaborate.	The existing numbers 100,101,102 should not be touched as during implementation time their services may be affected also people at large know these numbers for years . Also what about numbers who have taken CLIR How they will access PSAP services