

Speed Post/e-mail

No.SB.I/KAV/102013/GOI-277

Government of Gujarat,
Home Department,
Sachivalaya, Gandhinagar.
Date: - 6/5/2013.

✓ To, ➤ Shri Rajeev Agrawal
Secretary,
Telecom Regulatory Authority of India,
Mahanagar Doorsanchar Bhavan,
Jawahar Lal Nehru Marg,
(Old Minto Road)
Near Dr.Zakir Husain College,
New Delhi – 110002.

Subject: TRAI's Consultation Paper on 'Universal Single Number Based Integrated Emergency Communication and Response System (IECRS)'


Sir,

With reference to your letter No.102/10/2012-NSL-II dated 20th March, 2013 on the subject mentioned above, I am directed to send the comments of this Department on the Consultation paper in Annexure – A appended herewith.

2. The receipt may please be acknowledged.

Encl: - Annexure – A

Yours faithfully,



(Sanjay Pandya)
Under Secretary (L&O)
Home Department

ANNEXURE – A

POINTWISE RESPONSE ON ISSUES FOR CONSULTATION ON UNIVERSAL SINGLE NUMBER BASED INTEGRATED EMERGENCY COMMUNICATION RESPONSE SYSTEM CIRCULATED BY TELEPHONE REGULATORY AUTHORITY OF INDIA (TRAI)

4.1 *What are the types of emergency services that should be made available through single emergency number?*

First responder services like POLICE, FIRE, MEDICAL, HAZMAT should be the backbone emergency services available through single emergency number. Services like Women and Child Help line , Senior Citizen Help line etc could be routed and dispatched through primary service like POLICE. Similarly higher order emergency services like Search and Rescue, Disaster Management services can be dovetailed with basic services or special hierarchical protocols could be worked out.

4.2 *What universal number (e.g. 100,108 etc) should be assigned for the integrated emergency communication and response system in India?*

No 100 has according to me highest familiarity to the common citizen. It would be advisable to take advantage of this reach. However there may be technicalities involved particularly in case of cell phones where certain numbers are reserved for emergency calling. An expert body can look into it.

4.3 *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?*

Ideally only one Primary access number should be there . However technical issues regarding emergency calling number of mobile phones should be studied by an expert group. To circumvent these technical issues we may end up using a secondary access number for cell phones.

