

**Government of India  
Ministry of Communications  
Department of Telecommunications  
Access Services Wing  
20-Ashoka Road, New Delhi-110001**

No.16-10/2018/AS-III/Short Codes/44/.1254 ]

Dated: 02/05/2019

To,  
All Access Service Providers.

**Subject :-Termination on calls made 102 on PRI lines.**


Vide DoT Letter dated 10/12/2015 (copy enclosed) short code '102' has been issued as Ambulance Helpline to all State Govt./UTs. For the purpose of providing Basic Life Support Ambulance Services to the patients in Bihar, the short code 102 is being utilized by State Health Society. To facilitate the same, a control room with 4 PRI lines as follows has been set up in Patna:

- i. 0612-2264108
- ii. 0612-2265108
- iii. 0612-2266108
- iv. 0612-2267108

Accordingly, all TSPs are directed to open the short code 102 in their network and route the calls made on '102' to aforesaid PRI lines no.

A compliance regarding the same may also be submitted to the undersigned at the earliest.

**Enclosed: as above**

  
**(Dhananjay Kumar Ranjan)**  
**Dir. (AS-III)**  
**Ph. No:011-23036387**

**Copy forwarded for information and necessary action to, if any, to:**

1. Secretary, TRAI.
2. CMD MTNL /CMD BSNL.
3. Shri Lokesh Kumar Singh, IAS, Executive Director cum Special Secretary, Health, State Health Society, Pariwar Kalyan Bhawan, Sheikhpura, Patna-800014, Ph No.-0612-2290328, 2281232.
4. Pashupatinath Distributors Pvt. Ltd. & Samman Foundation, F-2, Chandi Vyapar Bhawan 3rd Floor, Exhibition Road Patna, PS-Gandhi Maidan Bihar-800001 w.r.t your letter dated 20-02-19.
5. A copy for upload on DoT Website.

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Government of India  
Ministry of Communication & Information Technology  
Department of Telecommunications  
Access Services Wing  
20, Ashoka Road, New Delhi-110001

No.16-3/2013AS-III/140/L4.35/6  
To

Dated 10/12/2015

All Access Service Providers

Subject:-Allocation of Short Code '102' as Ambulance Helpline to all State Govt. / UTs reg.

I am directed to convey the approval of competent authority for allocation of Short Code '102' as Ambulance Helpline to all State Govt. / UTs with following features as under:

- (i) Category-I: Service (i.e. mandatory service to be provided by all the Access Service Providers.
- (ii) Accessibility: Un-restricted i.e. available on STD also.
- (iii) Non-Metered.

2. This allocation is made to have uniformity across the Nation. States /UTs may like to use the code for the intended purpose after making necessary arrangements with respect to required infrastructure.

3. All TERM Cells (field units of DoT) shall be nodal offices for co-ordination, required, if any, with Telecom Service Providers to implement the help line.

4. Hindi version will follow.

S P  
10/12/15

(Sanchit Kumar Garg)  
Assistant Divisional Engineer Telecom (AS-III)  
Tel: 011-23710488  
E-Mail: [sanchitk.garg@gov.in](mailto:sanchitk.garg@gov.in)

Copy forwarded for information and necessary action to, if any, to:

1. All State Govt./UTs Chief Secretaries (It is requested to appoint a Nodal Officer to co-ordinate with Telecom Service Providers of concerned State/UTs who may be directed to contact with concerned TERM Cell for any help, if needed, to implement the helpline)
2. Secretary, TRAI
3. CMD, MTNL / CMD, BSNL
4. DG, COAI / AUSPI
5. Principal Secretary, Health & Family Welfare Department, Govt. of Odisha with reference to your letter No.14192/50/2014 dated 20/11/2015.
6. Director (TERM-I), DoT (HQ). (All TERM Cells may be asked to co-ordinate with respective Nodal Officers and TSPs for implementation of Helpline, as and when approached).
7. Dir. (OL), DoT HQ with request to provide Hindi version of this letter to ADG (IT) for uploading on DoT Website.
8. ADG (IT) with request to kindly upload on DoT Website.
9. DD (OL), DoT HQ with request to provide Hindi version of this letter to ADG (IT) for uploading on DoT Website.