

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/L.35/6

Dated 10/12/2015

To

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)
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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.