

**Ministry of communication & IT
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road, New Delhi-110001
(Access Services Wing)**

No. 16-04/2015-AS-III/NP/67/120

Dated: 04th May 2016

To

All Access Service Providers

Subject: Implementation of 'Single Number Based integrated Emergency Communication and Response System'.

For the convenience of general public, it has been decided to implement the Single Number Based Integrated Emergency Communication and Response System.

1. For emergency, there will be a single emergency number '112'.
2. The existing emergency numbers **100, 101, 102 and 108** will be treated as secondary numbers and will be connected to the PSAP (Public Safety Answering Point) under the control of respective State/UT and are to be re-routed to '112' for a period of one year from the date of commissioning of PSAP. The call detail record will be maintained for one year as per license conditions. The PSAPs will be maintained by respective state/UT administration.
3. The existing emergency number 100 shall be continued till the commissioning of PSAP. All calls originated for 112 are to be routed to emergency number till date of commissioning of PSAP.
4. The panic button feature are issued vide Gazette Notification 1925 GI/2016 dated 22/04/2016 to be effective in all mobile handsets from 01/01/2017 should be mapped to Existing emergency Number '100' till the

single Emergency Number '112' is implemented and there after it should be mapped with single emergency number '112'.

5. The Single Emergency Number will also be mapped with Panic Button/alert button in all mobile phone handsets w.e.f. 01/01/2017 i.e. the panic button can be used by pressing "Numeric key – 5" or "Numeric key – 9" for long time to invoke emergency call in feature phones and in smart phones, emergency call button can be utilized by pressing the same for long time to invoke emergency call or the use of existing power on or off button, when short pressed thrice in quick succession.
6. The calls made to the Single Emergency should be prioritized in the cellular mobile network.
7. Each TSP (Telecom Service Provider) will set up their database of their own customers and all TSPs databases are to be connected to each PSAP. PSAP operator will take the required information from the respective TSP.
8. The TSPs are required to update their databases on regular basis i.e. weekly, so that the latest information is made available to PSAP operator. Further each TSP is required to keep mirror image of its database in hot standby mode.
9. All TSPs to set/hire and maintain infrastructure (data centre) of their own subscribers database. The updation and management of TSPs data centers will be done by themselves. Connectivity of TSPs with PSAPs for routing of call, query/ response for associated data e.g. subscriber information location retrieval etc.
10. The GMLCs (Gateway Mobile Location Centre) of all TSPs should be directly connected to all PSAPs.
11. There will be trial which envisages all types of messages including voice, data, video and other mediums to communicate with PSAPs. It requires requisite technical capabilities in PSAPs; transport network connecting

TSPs with PSAPs, Gateway functionalities (if required) and procedure flow/ functional capabilities is relevant network elements.

NNP-2003 stand amended to the above effect.



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Copy for kind information and necessary action, if any:

1. Chief Secretaries of States/UTs
2. Member, Disaster Management
3. Secretary, TRAI
4. Commissioner of Police Delhi
5. Joint Secretary, Police Modernisation division, Ministry of Home Affairs,
North Block, New Delhi
6. Joint Secretary, (ICDS-Child Development), Ministry of Women & Child
Development, Shastri Bhawan, New Delhi
7. DGs of Police of States/UTs
8. COAI/AUSPI
9. Indian Cellular Association
10. ADG (IT), upload on dot website