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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/68/121/

Dated: 05th May 2016

To

All Access Service Providers

Subject: Traffic capacity for Emergency Number such as Police.

It has been pointed out by Delhi Police that the calls to the police via telephone number 100 are not being matured due to congestion in the network on the operator side.

2. It is requested that the traffic and the telephone lines to the police telephone number may be augmented, if required.
3. A report, having carried out this exercise, may be sent to this office within a period of one week i.e. upto 13.5.2016. The Report should clearly indicate:-
 - (i) Whether traffic to telephone number 100 is delivered directly or is being routed through MTNL.
 - (ii) If routed through MTNL then who is responsible for ensuring delivery of calls without congestion in the network.
 - (iii) Traffic for Police Helpline No.100
 - (iv) Required number of telephone lines to cater the need of above traffic
 - (v) Number of telephone lines being provided at present.
 - (vi) Gap, if any and in how much time it will be filled.


(Dhananjay Kumar Ranjan)
Director (AS-III)

Copy to:

1. Special Commissioner of Police, Delhi Police, Police Headquarters, New Delhi - 110002
– This has reference to the observations made during the Special Task Force meeting chaired by Union Home Secretary on 4.5.2016 in North Block, New Delhi.
2. DDG(Security), DoT HQ

3. ADU(IT), with request to kindly upload on DoT website.