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

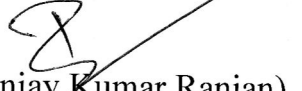**No.-16/04/2015-ASIII/NP/110/₁₅₆|**   **Dated: 23ʳᵈ May 2016**

To,

1. All Mobile Phone Handset Manufacturers
2. Indian Cellular Association

Subject: **Implementation of software patches in all mobile phone handsets in India for inclusion of feature of panic button.**

This has reference to discussion held in the meeting under the chairmanship of Secretary DoT in the month of December 2015 wherein it was decided that a software patch may be developed to provide the facility similar to panic button by pressing '9' or '5' so as to generate a call to telephone number '112' of Public Safety Answering Point (PSAP) managed by state governments/UTs.

Further facility for uploading the developed patch may be created at outlets by the manufactures/distributors/retailers of mobile handset.

In view of above, it is requested that necessary action for developing patch and putting in place a mechanism to install the software patch (es) in existing mobile phone handsets in the country for implemention of feature/facilities of panic button may be taken.

(Dhananjay Kumar Ranjan)
Director (AS-III)
Tel No. 011-23036387

Copy to:
1. Secretary, MoW&CD, Shashtri Bhavan, New Delhi-110001
2. Secretary DeiTY, CGO Complex New Delhi
3. All Access Service Providers-w.r.to Letter No. 16-04/2015-AS-III/NP/67/120 dated 04ᵗʰ May 2016 to 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'.
4. JS(Admn.), DoT HQ, New Delhi/ JS(PM),MHA, New Delhi
5. Dir(IT) for uploading on DoT website