Government of India
Ministry of Railways
(Railway Board)

RB TELE 1/2004


No. 2002/Tele/AR/7

General Managers,
All Indian Railways.
MTP/Kolkata.
Managing Director,
Konkan Railway Corporation Ltd.

Sub:- Specific DOT Telephone Number for Railway Accident Information.-
High Level Committee Report on Disaster Management over Indian
Railways – Recommendation No. 43 (c)

Department of Telecommunications (DOT) vide its letter referred to above has issued
directives to all basic service providers including BSNL and MTNL for opening a Four Digit
no. ‘1072’, for Train Accident Information. This emergency service number will be treated as a
toll free number in local area i.e. Short Distance Charging Area (SDCA) and will be accessible
on STD/ISD network. Provision of this number is mandatory for every service provider.

2. Considering recommendations of the High Level Committee on Disaster Management
over Indian Railways as also directives issued by DOT, to start with, Ministry of Railways have
approved provision of three (3) nos. of Telephones at pre-identified locations for working of
telephone Number ‘1072’ on each of the Divisions for providing Train Accident information.
Additional Phones can also be provided at these pre-identified locations as also other
locations/stations based on availability of last mile connectivity, as required only at the time of
Disaster/Train Accidents.

3. These telephones will have only incoming call facility and will be used exclusively for
emergency situations primarily to cater to public queries, about accident or other emergencies
concerning the rail users. The phones will normally be kept activated at the predefined locations
so as to ensure that S&T Branch could put them to use at a short notice at the request of
Commercial Branch. When these phones are not in use, a suitable message should be made
available to the calling party.

4. At co-located Zonal Headquarters/Divisional headquarters, separate telephones would have
to be arranged for each of the co-located Divisions. While in normal circumstances
arrangements for the message as detailed in Para-3 above would have to be made, in case of
accidents, in a particular Division, it has to be ensured that the calls on the phones of the other
co-located unaffected Division are routed towards the affected Division. Under the rare
circumstance of both the co-located Divisions being affected, the information of both the
Divisions would have to be made available to operators manning these telephones in each of the
Division.
5. All the Railways should identify the stations/locations where these telephone numbers would be opened/energized permanently on each of the Divisions. A Joint Procedure Order for ensuring proper manning, working and regular testing of these phones provided on permanent and temporary basis (additional phones) at time of accident/disasters should be formulated and issued to all concerned.

6. It has also been decided that one DOT phone out of the existing available, should be identified for surrender on each Division of the Railways.

7. Compliance with the above directives may please be ensured within 60 days of issue of this letter, under advice to this office.

8. This issues with concurrence of Finance Directorate of Ministry of Railways.

DA/- As above

-Sd-
(Yog Raj)
Director/Tele

No. 2002/Tele/AR/7                                                                   New Delhi, dated 11.2.2004

Copy to:
   i) The FA & CAOs, all Indian Railways.
   ii) Deputy Comptroller and Auditor General of India (Railways), 224 Rail Bhawan , New Delhi. (with 48 spares)

-Sd-
For Financial Commissioner/Railways

Copy to:-
   1) ED/Safety, Railway Board for information.
   2) F(X)II and Budget Branches of Railway Board.

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Annexure-1

No.14-3/2002-BSH
Government of India
Department of Communication & I.T.
Department of Telecommunication
Licensing Cell (Basic Services Group)

622, Sanchar Bhawan,
20, Ashoka Road,
New Delhi – 110001,
10th June, 2003

To,

Sub: Allotment of ‘4’ digit Emergency Service Numbers to Air, Train & Road Accidents.

The undersigned has been directed to state that as per numbering plan, the following numbers under level ‘1’ services are allocated for Air, Train & Road Accidents for the convenience of the public:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Type of Services</th>
<th>‘4’ Digit Numbers</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Air Accident Information</td>
<td>1071</td>
<td>Unrestricted Category-I</td>
</tr>
<tr>
<td>2.</td>
<td>Train Accident Information</td>
<td>1072</td>
<td>Unrestricted Category-I</td>
</tr>
<tr>
<td>3.</td>
<td>Road Accident Information</td>
<td>1073</td>
<td>Unrestricted Category-I</td>
</tr>
</tbody>
</table>

Note:- Unrestricted means, it is accessible on STD/ISD and Category-I means mandatory for service provider. All these emergency service numbers are to be treated as toll free numbers in local area i.e. Short Distance Charging Area.

Necessary steps be taken to open these numbers in SDCAs where ever there is an accidents & request by concerned authorities.

(SUKHBIR SINGH)
DIRECTOR (BS0II)
Tel. No. 23710488

Copy for kind information please:
1. Chairman, Railway Board, New Delhi.
2. Secretary, ministry of Civil Aviations, Lodhi Road Complex, New Delhi-3
3. Sr. DDG(VAS), DOT, New Delhi.
4. Jt. DDG(MST), BSNL, New Delhi.