

**RB Tele 01/2004**

**Government of India  
Ministry of Railways  
(Railway Board)**

**No. 2002/Tele/AR/7**

**New Delhi, dated 11.2.2004.**

**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)**

**Ref: DOT's letter No. 14-3/2002-BSII dated 10.6.2003. (Copy enclosed)**

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.

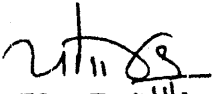
5. All the Railways should identify the stations/locations where these telephone numbers would be opened/energized permanently on each of the Divisions. A Joint Procedure Order for ensuring proper manning, working and regular testing of these phones provided on permanent and temporary basis (additional 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

  
(Yog Raj)<sup>11/2</sup>  
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)



For Financial Commissioner/Railways

Copy to:-

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