

**AT-ONCE**  
**DISASTER MANAGEMENT**

NWO-BB&IN Cell  
BSNL Corporate Office, 8<sup>th</sup> Floor,  
Bharat Sanchar Bhavan, Janpath,  
N.Delhi-110 001  
Ph. 011-23714242, Fax.011-23736752



भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No. 27- 51/2015/NWO-BBIN/ Control Room I

Dated 02.12.2015

To,

Chief General Manager,  
Tamilnadu/Chennai TD  
BSNL

Sub: Measures to restore communication facilities in Tamilnadu & Pondicherry

Ref 1: No. 27- 51/2015/NWO-BBIN/ Control Room

Dated 02.12.2015

In continuation to above referred letter, kindly find enclosed herewith a letter dated 02.12.2015 received from DDG (AS-I), DoT addressed to all Access services providers regarding the above noted subject. You are requested to take immediate necessary action as per the instructions.

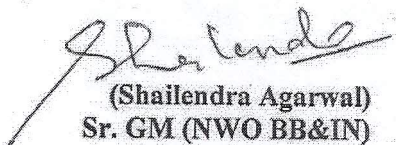
As per the instructions in DoT letter, a report is to be sent to DDG(TERM), Chennai & Director (AS-III), DoT, new Delhi every day by 0700 Hrs & 1500 Hrs by email as per the enclosed Annexure-I. Contact details of above officers are given in DoT letter.

As such report may be sent to BSNL CO on email [gmco-bbin@bsnl.co.in](mailto:gmco-bbin@bsnl.co.in) by 06.00 hrs and 1400 hrs positively for onward submission to DOT with a copy to e-mails provided in the above referred DOT letter.

In view of above instructions, the information and frequency of e-mails & SMS as desired vide earlier letter at Ref 1 stands modified as per the above instructions.

In addition to above, information should also be sent by SMS on mobile no 9868393735 two times a day as per the above mentioned time.

Encl.- As Above

  
(Shailendra Agarwal)  
Sr. GM (NWO BB&IN)  
Mob. 9868393735

Copy to – DDG(AS-I), DoT, New Delhi

3/c

**AT-ONCE  
DISASTER MANAGEMENT**

Government of India  
Ministry of Communications & IT  
Department of Telecommunications  
(AS-III Section)

No.15-31/2014-AS.III

Dated 02nd December 2015

To

All Access Service Providers,  
National Long Distance (NLD) Service Providers  
VSAT Service Providers

**Sub: Measures to restore communication facilities in Tamilnadu & Puducherry due to "Rains".**

As state of Tamilnadu & UT of Puducherry affected by heavy rains, all Access Service Providers are hereby directed to take steps for immediate maintenance & restoration of telecommunication facilities in these areas and to facilitate the knowledge of well beings of relatives in these areas.

2. Further all Access Service Providers in Tamilnadu Service area including Chennai & Puducherry are directed to take following steps immediately:

i. To share available infrastructure including intra circle roaming arrangements amongst service providers authorized to provide Access Services(2G/3G or both as the case may be) in service area of Tamilnadu including Chennai & Puducherry for fifteen days unless extended otherwise.

ii. To operationalise immediately call centers in Tamilnadu including Chennai & Puducherry with following helpline numbers for telecom services and missing person information:

1948 - Tamilnadu including Chennai & Puducherry

iii. To helpline number shall be accessible from other service areas.

iv. A call center with access code 1070 has been opened in Chennai. These numbers shall be operationalized immediately and accessible from other service areas without STD code for 1070.

v. To transmit messages or advisories through SMS from State Government/Central Government /NDMA/Metrological Department to all subscribers in Tamilnadu including Chennai & Puducherry

4/c

vi. To transmit helpline numbers to all their subscribers through SMS.

vii. Submit a report by 0700 Hours every morning & 1500 hrs in the afternoon by email to DDG(TERM) Chennai, and Dir (AS-III) in the enclosed format.

viii. The above shall be operational for fifteen days unless extended otherwise.

3. All endeavour shall be made to provide Wi-Fi hotspots (by using VSATs or otherwise) in relief camps being organized by respective State/UT Government on the lines of facilities provided during J&K floods. PCOs may also be provided in such relief camps and other appropriate locations.

4. Mobile Base Station (COW) may be deployed at district magistrate offices in case the need arises. Such more base stations (COW) may be deployed in the affected districts on priority basis to provide communication facilities. Diesel may be stored in sufficient quantity and necessary arrangement be made to diesel generating set at base stations to ensure communication facilities.

5. All National Long Distance (NLD) service providers and VSAT Service Providers should also extend help to meet the challenge by sharing infrastructure for immediate restoration of Telecommunication facilities.

6. DDG (TERM), Chennai shall be the nodal co-coordinating officers with respective State Govt./NDMA Units and all service providers in that state.

The contact details are as follows:

Shri P. Jagadeesan, DDG(TERM) Chennai  
Office Address: 3<sup>rd</sup> floor, Kellys Telephone Exchange,  
22, Kellys Road, Chennai-600010  
Office Ph:044-26451000 Res: 044-26534300  
Mobile: 09444219933  
Email: [ddgvtmchn-dot@nic.in](mailto:ddgvtmchn-dot@nic.in)

P. K. Mittal  
(P.K.Mittal)  
DDG(AS-I) 10/12/15  
Tel : 011- 23717050  
(M): 09868136077  
Email : [ddgas1-dot@nic.in](mailto:ddgas1-dot@nic.in)  
[mittalpramodk@gmail.com](mailto:mittalpramodk@gmail.com)

S/C

Copy to:

- i. Chief Secretary, Tamilnadu/Pudducherry with a request to restrict the SMS messages to 70 characters in vernacular language and 150 characters in English language.
- ii. Secretary, TRAI, New Delhi
- iii. Sr. DDG(TERM) , DoT, New Delhi
- iv. DDG(TERM), Chennai with a request to compile the report and forward it by 0800 hrs in the morning and 1600 hrs in the afternoon positively to Director (AS-III), DoT Headquarter at [diras3-dot@nic.in](mailto:diras3-dot@nic.in) with a copy to DDG(AS-I), DoT.
- v. JS(DM), MHA, New Delhi with a request to restrict the SMS messages to 70 characters in vernacular language and 150 characters in English language.
- vi. DDG(DS), DoT, New Delhi
- vii. DDG(CS)DoT, New Delhi
- viii. VSAT Service Provider Association of India / COAI/AUSPI

