

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:1681
ANSWERED ON:22.08.2012
NON EMERGENCY NUMBER
Sarvey Shri Sathyanarayana

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government proposes to introduce 166 as the non-emergency number to know the information of various Ministries;
- (b) if so, the details along with aims and objectives thereof; and
- (c) the time by which the number is likely to be operational across the country?

Answer

MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a): Yes, Sir. Government has approved "Category-I" 3-digit short code 166 as a single nationally available phone number for all non-emergency public services.

(b): Government of India has undertaken a nationwide mobile-governance initiative that is aimed towards improved access to government/public services by citizens especially the poorest and the most disadvantaged sections of the society.

(c): DeitY has currently approached the concerned stakeholders in the Government as well as the Industry for arriving at a uniform, transparent, and affordable tariff for usage over the short-code.

Once all the Telecom Service Providers (TSPs) open the short code 166 at a uniform rate, these services would also be made operational. This short code would be made operational by January 2013.