

No.: AS-25/1/2019-Office of Dir (AS-V)
Dated: 21st March 2020

The Chief Secretaries of all States and Union Territories.

Subject: Ensure operational continuity of telecom services in view of threat of COVID-19 outbreak

Sir/ Madam,

The Government is taking necessary steps to prevent spread of COVID-19. At this juncture, a robust telecom infrastructure is critical for providing access to the emergency services. Many employees, from both private and public sector, have also been advised to work from home.

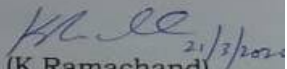
2. You will no doubt appreciate, ensuring uninterrupted operation of **critical telecom infrastructure** is of paramount importance. Critical telecom infrastructure includes Telephone Exchanges, Mobile Switching Centers (MSCs), Network Operation Centers (NOCs), Transmission Centers, Data Centers, telecom tower sites, Call Centers of telecom service providers and Warehouses where maintenance spares of telecom service providers are stored.

3. I am directed to request you that for the operational continuity of telecom services, the following may kindly be kept in view in case any restrictions are being contemplated to be imposed for containment of COVID-19:

- (a) All critical telecom infrastructure be permitted to remain operational.
- (b) All critical telecom infrastructure should be permitted to be manned by the staff of telecom service providers/ telecom infrastructure providers.

- (c) For accessing critical telecom infrastructure locations, the movement of the staff of telecom service providers/ telecom infrastructure providers be permitted.
- (d) The movement of the vehicles carrying diesel for the DG sets at critical telecom infrastructure be permitted. Also sufficient availability of diesel be facilitated.
- (e) Availability of electric supply to the critical telecom infrastructure be facilitated.
- (f) The support of Police and Disaster Response Forces (NDRF and SDRF) be provided to the telecom service providers/ telecom infrastructure providers, if necessary.

4. Field units of the Department of Telecommunications (DoT), telecom service providers and telecom infrastructure providers are being advised to coordinate with the local authorities in case any problem is faced by them in providing uninterrupted telecommunication services.


(K Ramachand) 21/3/2020
Advisor

Copy to: The Home Secretary, Government of India

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No: CGMT/MTC/08/SPA/2020

Dated at Mumbai the 21/03/2020

To,

All SSA Heads/Vertical Heads,
Maharashtra Telecom Circle
Endorsed for information and necessary action please

Sd/-
SDE(Tech) to CGM MH