

OFFICE OF THE IGP  
PUDUCHERRY  
No. 1782/CR  
Date 07/04/16

1039/Secy(Tsm)/PS/2016  
GOVERNMENT OF PUDUCHERRY  
CHIEF SECRETARIAT  
OFFICE OF THE SECRETARY (TOURISM)

878  
2-4-16

MUTHIALPET CIRCLE  
No: .....  
Date: APR 2016

Puducherry, the 5<sup>th</sup> April 2016

To  
The Inspector General of Police,  
Puducherry

OFFICE OF THE  
SUPDT. OF POLICE (EAST)  
No. 1998/SPE/Gr/16  
Dated 11/4/16

*SSP/hx/kk/et/csp*  
Sir,

Police coordination with Tourism

This is to bring to your kind notice that the Ministry of Tourism has launched 24 x 7 Toll Free Multi-Lingual Tourist Help Line in 12 International Languages on 8.2.2016. This service is available on the toll free number 1800111363 or on a short code 1363 and operational 24 x 7 (all days).

*All SDs* The Secretary (Tourism), Government of India has shared a serious incident wherein there was a call to the Help Line stating that bomb blasts in Jammu & Kashmir were being planned. Subsequently when the Tourism Department officials tried to get in touch with the concerned Police Department they were unable to get prompt response. The Help Line in order to succeed needs effective communication with appropriate police authorities if the tourist in distress calls the Help Line. Upon taking up the matter with the Ministry of Home Affairs they have directed to States and Union Territories to take appropriate action in this regard.

I am enclosing letters received from the Ministry of Home Affairs and from the Secretary of Tourism. It is requested to kindly sensitize the Police Department in our UT about the importance of this Help Line and need to have effective communication between the Tourism Help Line and the Police Department. Considering that the Puducherry is a popular tourism destination and the Help Line is going to be in demand you will appreciate the importance of the coordination with the Police Department in the event of any emergency. Please take appropriate action.

Yours faithfully,

(R. MIHIR VARDHAN)  
SECRETARY TO GOVT (TOURISM)

Encl: As stated above.

Copy to: The Director of Tourism, Puducherry.

*All SDs / CF not to be sent for wk*

Forwarded for Necessary action  
Mut. PS / Kal. PS / O.P.

INSPECTOR OF POLICE  
MUTHIALPET CIRCLE

SUPDT. OF POLICE (EAST)  
PUDUCHERRY

199

SPEED POST

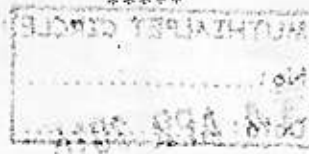
OFFICE OF THE CHIEF SECRETARY  
PUDUCHERRY

No. 1206/CS/2016/G

Received on 01/4/2016

Despatched on 4 APR 2016

F.No.15039/94/2016-UT(Coord.)  
Government of India/Bharat Sarkar  
Ministry of Home Affairs/Grih Mantralaya  
UT Division



North Block, New Delhi  
Dated the 28<sup>th</sup> March, 2016

To  
19  
Write  
16  
Secy (Tourism)

1. The Chief Secretary, Govt. of NCT of Delhi, Delhi Sachivalaya, I.P. Estate, New Delhi-110002.
2. The Administrator, UT of Dadra & Nagar Haveli, Secretariat, Silvassa.
3. The Administrator, UT of Lakshadweep, Kavaratti.
4. The Chief Secretary, UT of Andaman and Nicobar Islands, Port Blair.
5. The Adviser to the Administrator, UT Chandigarh, Chandigarh.
6. The Administrator, UT of Daman & Diu Secretariat, Daman, Moti Daman.
7. The Chief Secretary, Government of Puducherry, Puducherry.


Subject: Regarding - 24 x 7 Toll free Multi-Lingual Tourist Help line.

Sir,

I am directed to forward herewith a copy of D.O. No. 4-IT1(4)/2013-Part dated 01/03/2016 received from Shri Vinod Zutshi, Secretary, Ministry of Tourism, Transport Bhawan, Parliament Street, New Delhi on the above mentioned subject for appropriate action.

Yours faithfully,

Encl : As above

  
(Brij Paul)  
Section Officer[UT(Coord.)]  
Ph.: 23093265

OFFICE OF THE SECRETARY  
(Agriculture, Forest, Fisheries, Labour, Tourism)  
Chief Secretary, Puducherry

No: 1039 / Sec (TSM) / PS / 2016

Received on: 04/04/2016

Despatched on: 05/04/2016

FORWARDED TO GOVERNMENT  
SECRETARY OFFICE  
05/04/2016

INSPECTOR OF POLICE  
MUMBAI CENTRE



Venkatesan Dhattareyan <dvenka@gmail.com>

## Call received on the info line no stating an intent on making blast in Jammu and Kashmir

Urvashi Khare <Urvashi.Khare@tata-bss.com>

Sat, Feb 20, 2016 at 2:45 PM

To: "dvenka@gmail.com" <dvenka@gmail.com>, "adit-tour@nic.in" <adit-tour@nic.in>

Cc: Ravindranath K <Ravindranath.k@tata-bss.com>, Sampath Vishnubholla <Sampath.V@tata-bss.com>, Debajit Banerjee <Debajit.Banerjee@tata-bss.com>, Reza Captain <Reza.Captain@tata-bss.com>, Rohitaswa Harshbardhan <Rohitaswa.Harshbardhan@tata-bss.com>, Bharat Haladi <bharat.haladi@tata-bss.com>, Central Transition <central.transition@tata-bss.com>, Naveed Shaikh <Naveed.Shaikh@tata-bss.com>

Dear Sir,

We have received a call today where in the caller has shown intentions of making Bomb Blasts in India and specifically in Jammu & Kashmir call attached for your reference. Please find below the details of the calls received from the person concerned. Further to this attached is also the document shared with the SSP Noida on the same.

1. He was inquiring for tourist spots in Jammu & Kashmir as he and his colleagues are planning bomb blasts in Jammu & Kashmir and other parts of India.
2. He has spoken about Red box frequencies as "109677 Red Box Constant used for calculating various wavelengths for sector lines of hydrogen atoms in electron transition etc."
3. He stated that 190216191607536193 is his unique Tourist Id. And as per the Tourist ID he has registered his name as Suraj Kumar. He has given his email Id as surajkumar08@gmail.com & Surajkumar98@gmail.com and his address as:- Block no. D-66, Plot no.D-66. Tarvar Society, Sri Mahalaxmi Nagar Near New Narsara Road Nagpur 440034 Maharashtra.
4. He stated that he wants to create new Tourist Id's or share his Tourist Id's with his colleagues as they are planning to blast various places in India.
5. The contact number displayed on our CLI was 9405900593.

### Action Taken at Infoline no. End:-

1. As instructed we made a call to SSP Noida. Mr. Kiran 11:55 am on 8800000313 which was not picked there after an SMS was sent to him stating the concern of the call that was made to him. We received a call back from him at 14:00 hrs. and the information was shared with him over the call. There after a call was received from mobile no. 8800199930 one of Mr. Kiran officers designated to look into the same. We will be sharing a document of the incidence with him as well as the call recording as instructed by you.

2. Call was also made to the 100 number and information was shared with them.

3. Call was made to 01912582621 and contact number 9419104899 was provide on calling the number it was said that it is a wrong number. Call back was made on 01912582621 and we were told to call 01912457621 and

3/1/2016

Gmail - Call received on the info line no stating an intent on making blast in Jammu and Kashmir

we would get connected to PCR and we need to give the informatipon there.

In case of any further assistance or course of action kindly let us know.

Thanks & Regards,

Urvashi Khare

Manager - Operation - MOT

Mobile: +91-8860214574

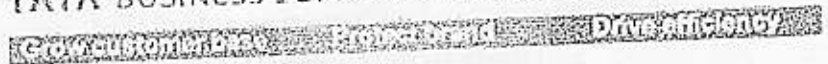
Email: Urvashi.Khare@tata-bss.com

Website: www.tata-bss.com

Gate no.-5, A-37, Sec-60, Noida (U.P.), India



**TATA BUSINESS SUPPORT SERVICES...**



From: Urvashi Khare

Sent: Saturday, February 20, 2016 12:56 PM

To: 'dvenka@gmail.com' <dvenka@gmail.com>; 'adit-tour@nic.in' <adit-tour@nic.in>

Cc: Ravindranath K <Ravindranath.k@Tata-bss.com>; Reza Captain <Reza.Captain@Tata-bss.com>; Rohitas Harshbardhan <Rohitaswa.Harshbardhan@Tata-bss.com>; Bharat Haladi <bharat.haladi@Tata-bss.com>

Subject: Call received on the info line no stating an intent on making blast in Jammu and Kashmir

Dear Sir,

This is to bring to your kind notice that We have received a call from the below mentioned number in which the speaking about "Red box"

"109677 red box constant which is used for calculating wave lengths for sector lines etc". Call is attached for reference.

<https://mail.google.com/mail/u/0/?ui=2&ik=59dd2ae17d&view=pt&q=Urvashi.Khare%40tata-bss.com&qs=true&search=query&msg=152fdf7321fdbf8f&siml=>



सत्यमेव जयते

विनोद जुत्शी, भा.प्र.से.  
सचिव

Vinod Zutshi, IAS

Secretary  
D.O. No.4-IT1(4)/2013-Part

536/011(300097)/2016  
14/03

- 7 137 - 2/3/16

भारत सरकार  
पर्यटन मंत्रालय

परिवहन भवन, संसद मार्ग  
नई दिल्ली - 110001  
Government of India  
Ministry of Tourism  
Transport Bhawan, Parliament Street  
New Delhi -110001

Tel. : 91-11-23711792, 23321395  
Fax : 91-11-23717890  
E-mail : sectour@nic.in  
1<sup>st</sup> March, 2016

Dear Sir,

The Ministry of Tourism has launched the 24x7 Toll Free Multi-Lingual Tourist Help Line in 12 International Languages including Hindi & English on 08.02.2016. This service is available on the toll free number 1800111363 or on a short code 1363 and operational 24X 7 (all days) in a year offering a "multi-lingual helpdesk" in the designated languages to provide support service in terms of providing information relating to Travel & Tourism in India to the domestic and international tourists/visitors and to assist the callers with advice on action to be taken during times of distress while travelling in India and if need be alert the concerned authorities.

The languages handled by the Tourist Helpline include ten International languages besides English and Hindi, namely, Arabic, French, German, Italian, Japanese, Korean, Chinese Portuguese, Russian and Spanish.

3. This tourist helpline on 20.2.2016 received a call at 0054 hrs. from a caller who initially requested the call agent at our centre for information on tourist places in Jammu & Kashmir and later on informed that some of his friends are planning to do bomb blast in Jammu & Kashmir. A report from the Manager of the Helpline centre is also attached for reference.

4. The helpline centre tried to connect with Police on the emergency No. 100 and was informed that such matters have to be reported to crime branch and that "100 service" would take complaints of incidents affecting individuals etc. Thereafter, the call centre tried calling the office of SSP NOIDA where the call centre is located and also the J&K DGP's office on the telephone numbers available on the respective police Departments website. All calls to these numbers went unanswered and finally Shri D.Venkatesan, Assistant Director General in Ministry of Tourism contacted the MHA Control Room in Delhi and reported this incident.

5. The MHA control rooms shared two telephone Numbers for DGP Office in J&K which again was un responsive. Finally at 1243 hrs the police control room in J&K called Shri D.Venkatesan based on alert from MHA Control room to verify the incident. Mean while the SSP of NOIDA based on an SMS sent to him arranged for a visit of Police official to the help and take the complaint in writing.

4/3  
20/2/16  
10/3  
4/3  
(CS)  
(UT)  
6/1  
3/3  
(D)  
3  
3/3/16  
4/3

10/11/11  
CT-  
Munthi/ajit

6. The aforesaid scenario has brought out an important challenge that the help line is bound to face in case it encounters situation where a tourist in distress calls the helpline and the helpline is unable to provide help for want of connecting with the appropriate police authority in the area of incident.

7. I therefore request you to kindly inform the Director General of Police in all States/ UTs about this helpline and to request them to sensitize the district police authorities in their State to attend to call made for helping tourist from the Tourist helpline of the Ministry. The Ministry of Home Affairs may also share an updated telephone numbers of the Police Control Room in all States and UTs on urgent basis so that the Ministry of Tourism's Tourist Helpline is well equipped to respond to distress calls from tourists affected by acts of crime etc.

Regards,

Yours sincerely,

(Vinod Zutshi)

Shri Rajiv Mehrishi,  
Home Secretary,  
Ministry of Home Affairs,  
North Block  
New Delhi -110001.  
Encl: as above