

**GOVERNMENT OF INDIA  
MINISTRY OF HOME AFFAIRS**

**LOK SABHA  
UNSTARRED QUESTION NO. 2500**

**TO BE ANSWERED ON THE 3<sup>RD</sup> DECEMBER, 2019/ AGRAHAYANA 12, 1941 (SAKA)**

**UNIFIED NUMBER 112**

**2500. SHRI VINAYAK RAUT:  
SHRI A.K.P. CHINRAJ:  
SHRI HEMANT SRIRAMPATIL:  
SHRI SHRIRANG APPABARNE:**

**Will the Minister of HOME AFFAIRS be pleased to state:**

**(a) whether all the existing emergency numbers like 100 (police), 101 (fire and rescue), 108 (ambulance), 181 (Women and Child Care) etc. will be integrated to a unified number 112 and if so, the details thereof;**

**(b) the salient features of Emergency Response Support System(ERSS-Dial 112) along with its aims and objections;**

**(c) whether this system is designed to play a pivotal role in mitigation/preventing escalation of crime, predominantly against women and children and if so, the details thereof;**

**(d) whether the Government has started the initiative to strengthen proactive community policing that would end confusion amongst distress callers and if so, the details thereof;**

**(e) whether the Government has created awareness so that this single emergency number '112' reach to each and every rural village and if so, the details thereof; and**

**(f) the other steps taken by the Government to provide valuable public services and reduce response time?**

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS  
(SHRI G. KISHAN REDDY)**

**(a) to (c): Emergency Response Support System (ERSS) seeks to enable a Pan-India, single, internationally recognized number i.e. 112 based emergency response mechanism for various emergencies with computer aided dispatch of**

**field resources to a person in distress. This service can be accessed through call, SMS, email and the 112 India Mobile app, which includes SHOUT facility for added safety to women and children. ERSS has been made operational in 27 States/UTs.**

**(d) to (f): 'Police' and 'Public Order' are State subjects under the Seventh Schedule to the Constitution of India. The States are responsible for maintaining law and order, protecting life and property of the citizens in their respective jurisdictions. Various States and Union Territories (UTs) have developed and launched initiatives for providing citizen centric services to facilitate proactive community policing. Ministry of Home Affairs as well as States/UTs have undertaken awareness measures on 112, including 112 India mobile app, in the print, electronic and digital media.**

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