GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS

LOK SABHA
UNSTARRED QUESTION NO. 3455

TO BE ANSWERED ON THE 10th DECEMBER, 2019/ AGRAHAYANA 19, 1941 (SAKA)

INTEGRATED EMERGENCY COMMUNICATION AND RESPONSE SYSTEM

3455.   SHRI RATANSINH MAGANSINH RATHOD:
             SHRI SHRIRANG APPA BARNE:
             DR. HEENA GAVIT:
             DR. SANJAY JAISWAL:
             SHRI VINAYAK RAUT:
             SHRI A.K.P. CHINRAJ:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) the status of implementation of the Integrated Emergency Communication & Response System along with the details of achievement since its inception;

(b) the types of emergency services that have been made available through single emergency number under this system;

(c) whether the Government has taken any decision on universal number that will be assigned for the Integrated Emergency Communication & Response System in the country and if so, the details thereof;

(d) the number of emergency calls attended using the single emergency number 112 during each of the last three years, year-wise;

(e) whether the Government has made GPS and Panic buttons mandatory for all mobile phones and if so, the details thereof; and

(f) whether the Government has taken any decision on/for having defined primary/ secondary access numbers for the Integrated Emergency Communication and Response System, if so, the details thereof and if not, the time by which a decision in the matter is likely to be taken?

ANSWER

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

(a) and (b): Ministry of Home Affairs is implementing Emergency Response Support System (ERSS) project through States/Union Territories. ERSS

seeks to enable a pan-India, single, internationally recognized number i.e. 112 based emergency response mechanism for various emergencies, including police, medical and fire, with computer-aided dispatch of field resources. 112 service is accessible through call, SMS, e-mail, panic button and a 112 India mobile app. ERSS has been operationalized by 27 States/UTs in the country.

(c):   Government has approved 112 as the single emergency number.

(d):   '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.   Details about the number of 112 calls attended are not maintained centrally.

(e) and (f):   Government has made it mandatory for provision of panic button in new mobile phone hand-sets sold in the country with effect from 1stMarch, 2017; and provision of Global Positioning System (GPS) in new smart phones sold in the country with effect from 1st January 2018. The existing emergency numbers, like 100, 101, 102, 108 etc will be treated as secondary numbers.

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