

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 240**

TO BE ANSWERED ON THE 4TH FEBRUARY, 2020/ MAGHA 15, 1941 (SAKA)

EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS)

240. SHRI L.S. TEJASVI SURYA:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) the number and names of States which are not implementing Emergency Response Support System (ERSS) of the Government and the reasons for the non implementation;

(b) the list of emergencies currently covered under ERSS;

(c) whether any other emergencies are proposed to be covered under ERSS and if so, the details thereof;

(d) the number of calls received on the emergency number 112, State-wise and year-wise;

(e) the number of spam calls or unnecessary calls received on the said number and the action taken thereon, State-wise; and

(f) the number of employees working in the control centres handling the ERSS, State-wise?

ANSWER

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

(a) to (c): All the States and Union Territories in the country have agreed to implement single number 112 based Emergency Response Support System (ERSS). This system has been made operational in 28 States/Union Territories and operationalization of

ERSS in the States of Assam, Bihar, Haryana, Jharkhand, Meghalaya, Maharashtra (excluding Mumbai), Manipur, Odisha, Sikkim and West Bengal are at various stages of completion. ERSS seeks to enable emergency response mechanism for various emergencies, including police, medical and fire. Addition of other emergency services is a function of requirement and preparedness of States/ Union Territories.

(d) and (e): '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 and type of 112 calls received and action taken, and the number of employees working in the State/UT Emergency Response Centres (ERCs) are not maintained centrally.
