

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 3701**

**TO BE ANSWERED ON THE 21ST DECEMBER, 2021/ AGRAHAYANA 30, 1943 (SAKA)
SOCIAL MEDIA FOR CRISIS COMMUNICATION**

3701. SHRIMATI APARAJITA SARANGI:

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether the Government has taken note of the way in which social media is used by the citizens during crises, if so, the details thereof;**
- (b) whether the Government intends to establish a centralized website, app, or portal which may be used by the citizens for crisis communication;**
- (c) if so, the steps taken to create the same and the timeline when the same is expected to be completed; and**
- (d) if not, the reasons therefor?**

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI AJAY KUMAR MISHRA)**

(a) to (d): Various social media handles have been created by the Government departments / agencies, for communication with the citizens, including crisis communication. Based on such communication / messages on social media by the citizens, appropriate actions are taken by the departments / agencies concerned.

In addition to above, a 112 Emergency Response Support System (ERSS), which provides a pan-India single number based assistance in emergencies, has been operationalised in 35 States / Union Territories. This service can be accessed through voice call, SMS, e-mail, 112 India App, panic button signal through mobile phone, ERSS web portal etc.