

Dated the 21<sup>st</sup> August, 2015

To

The Chief Secretary/Administrator,  
All States/UTs

Subject: Guidelines and MoU for Nationwide Emergency Response System (NERS)

Sir,

Ministry of Home Affairs (MHA) has envisioned establishment of an integrated Computer Aided Dispatch (CAD) platform under the aegis of Nirbhaya Fund, for supporting Geographical Information System (GIS) Based Call Taking and Global Positioning System (GPS) based Police vehicle dispatch. The system will be implemented across India with at least one Call Centre in each State/UT. The number "112" has been allocated to this system by the Department of Telecommunication and it would become the single emergency response number in the country. NERS is being initiated with police emergency response but would integrate other services such as fire, medical etc. gradually in future.

2. MHA has already invited tender for selection of IT Service Provider (ITSP) for implementation of the Project and has signed contract with Centre for Development of Advanced Computing (C-DAC) for implementation of Computer Aided Dispatch (CAD) system.

3. In view of the implementation of NERS project across India, the MHA has prepared the guidelines for implementation of the project in the States/UTs. The guidelines provide clarity to the State Governments/UT Administrations on the implementation aspect of the entire project. It also details out the roles and responsibilities to be taken by the Centre and the State/UT for successful implementation and future extension of the project. As a part of these guidelines, a Memorandum of Understanding is required to be signed between the Centre and the State/UT which would ensure smooth implementation of NERS at the State/UT level. The Guidelines and MoU are available at the website of MHA ([www.mha.nic.in](http://www.mha.nic.in)).

4. To take the project further, we request you to kindly indicate willingness of your participation in implementation of the NERS system in your State/UT. Please assign a nodal agency and nodal officer for detailed discussion with MHA in this regards. We would expect you to expedite the preparatory steps including signing of MoU with MHA.

5. We look forward to a positive response from you.

Yours faithfully,



(Kumar Alok)

Joint Secretary to the Govt. of India