

**PM Division**  
**Website content for**  
**Emergency Response Support System (ERSS)**

**Background:**

Ministry of Home Affairs (MHA) has accepted the recommendations of the Justice Verma Committee in the backdrop of unfortunate incident of Nirbhaya in December'2012 and has approved a national project by name of 'Emergency Response Support System (ERSS)', earlier referred as Nationwide Emergency Response System (NERS), with budgetary provision of ₹321.69 Crore with a view to introduce a Pan-India Single Emergency Response Number '112' to address all kinds of distress calls such as police, fire and ambulance etc. The Project is aimed at achieving following

**Objectives:**

- i. Providing a single emergency response number across the country.
- ii. Providing 24 Hours and 7 Days (24x7) efficient and effective response system which can receive input from various voice and data services such as voice call, SMS, email, Internet of Things, panic buttons in public transport etc. to attend to citizen in distress.
- iii. Identification of location of person in distress connecting through voice or data.
- iv. Automated response system for timely dispatch of field resources (police) to the location of incidence using the system.
- v. GPS (Global Positioning System) enabled dispatch of vehicles to locate nearest vehicles.
- vi. Integration with existing Dial 100, Dial 108 and other emergency response systems.
- vii. Integrate with other relevant systems like CCTNS etc. Also, connect to TSP's (Telecom Service Provider) databases to update subscriber information and to connect to GMLC (Gateway Mobile Location Centre) for location update.

viii. Provide standardized and easy to use mobile apps, IoT (Internet of Things) enabled applications on a Pan-India basis.

**Status:**

- Under this project, MHA is providing financial assistance to all States & Union Territories in the form of computer hardware, C-DAC Contact Centre Solution stack which includes CAD (Computer Aided Dispatch), CRM (Case Record Management), ACD (Automatic Call Distribution), CTI (Computer Telephony Integration) along with limited number of Emergency Response (ER) Vehicles fitted with GPS/MDTs for effective last mile emergency service delivery in selected cities. In this regard MHA has so far released ₹266.63 Crore in States and Union Territories.
- Department of Telecommunications (DoT) has enabled 112 by routing all 112 calls to existing Dial 100 in all States & Union Territories.
- CDAC has also developed a citizen centric mobile app with panic-button.
- MHA has issued a set of guidelines to States/UTs for setting up Emergency Response Centers/implementation of the project. In regard, MHA has engaged C-DAC as Total Service Provider for implementation of the project. Five States (Andhra Pradesh, Himachal Pradesh, Kerala, Nagaland and Mizoram) have issued work-order to C-DAC as Total Service Provider.
- C-DAC is in the process of setting up of Emergency Response Centers (ERCs) in States/UTs, after which the User Acceptance Test of the 112 system will be conducted to be followed by awareness campaign.

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