

F. No. 15011/03/2023-WS4
Government of India
Ministry of Home Affairs
(Women Safety Division)

Received on
16/3/23

P-5633
डा. सं.
दिनांक 17/3/23
सचिव कार्यालय
सांख्यिकी एवं कार्यक्रम कार्यालय

North Block, New Delhi
Dated: 13th March, 2023

OFFICE MEMORANDUM

Subject: Awareness of National Emergency Number -112 - reg

Office of DS (SS)
Dy. No. E-
Date 20/3/23
Ministry of Home Affairs

The undersigned is directed to refer to 'Emergency Response Support System (ERSS)' a project being implemented by MHA, with a view to enable active use of technology to strengthen emergency response services, especially for safety of women in public places. Government of India has notified 112 as a pan-India, single, internationally recognized number for various emergencies such as police, fire, ambulance, etc., with computer-aided dispatch of field resources accessible through calls, SMS, e-mail, panic button and the 112 India mobile app. This emergency service has now been operationalized in all States/UTs.

2. In order to popularize and familiarize the use of '112' number in case of emergency among general public, Ministry of Home Affairs has developed creative materials which can be downloaded from - <https://112.gov.in/assets/files/ERSS%20Awareness%20at%20public%20places.pdf>. in this regard it is requested that all concerned Ministries/ Departments and their autonomous organisations/ PSUs may use these creative for wide publicity amongst the general public and stakeholders :

- In all government office buildings through outdoor and indoor publicity (hoardings, digital screens, entry/exit points, emergency information board etc.)
- At all high footfall tourist locations across India
- At toll collection points across States/UTs
- At ticket counters of airports, railway, bus-station etc.
- At cultural fairs, markets being organized by government stakeholders or where the government is a co-sponsor.
- At Petrol/Gas stations, metro stations, public toilets, Movie theatres, etc.

The above are only indicative suggestions and the Ministries/ Departments may explore all opportunities for publicizing emergency number - 112.

Myas
(Pausumi Basu)
Director (WS)

To:
All the Ministries and the Departments of Government of India

16-02-2023
DG (SA)
JSL (Min)
17/3/23
564057
संयुक्त सचिव कार्यालय
उपरी संख्या 233
दिनांक 20/03/23
20/3/2023
D/J (Min)
20/3/23
US (Govt.)
20/3/23
SSO (Govt.)



SERVICE COVERAGE

ALL 36 STATES / UTs



DIAL 112 ACCESS

CALL (LANDLINE/MOBILE PHONE), SMS, PANIC
BUTTON (BASIC AND SMART PHONES), EMAIL,
112 WEBSITE AND 112 INDIA MOBILE APP



EMERGENCY RESPONSE VEHICLE

CLOSEST INCIDENT'S LOCATION AND QUICK
ASSISTANCE PROVIDED TO VICTIM

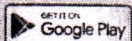


PANIC BUTTON

PRESSING POWER BUTTONS CONSECUTIVELY
ACTIVATES PANIC BUTTON (SMART PHONE) LONG
PRESS OF 5 OR 9 KEY ACTIVATES PANIC BUTTON
(FEATURE / BASIC PHONE)



112 INDIA APP AVAILABLE



112 INDIA APP AVAILABLE ON GOOGLE PLAY AND
APPLE STORE WITH FACILITY OF ADDING 10
EMERGENCY CONTACTS (FRIENDS AND FAMILY)

CALL
1 1 2
IN EMERGENCY