

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS
RAJYA SABHA
QUESTION NO 402
ANSWERED ON 19.07.2017**

Emergency Response Centres in States UTs

402 Smt. Viplove Thakur

Will the Minister of HOME AFFAIRS be pleased to state :-

- (a) whether Government of India has introduced Nationwide Emergency Response System (NERS) across the country, which aims to establish a single emergency number for all kinds of emergencies across the country;
- (b) if so, the details thereof;
- (c) whether Government proposes to set up Emergency Response Centres in all States/UTs; and
- (d) if so, the details thereof and the time by when these ERCs are likely to be set up?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI HANSRAJ GANGARAM AHIR)

(a) & (b): Yes, Sir. Government has introduced a Pan-India integrated emergency helpline number '112' for implementation of Nationwide Emergency Response System (NERS) across the country with an approved financial outlay of Rs. 321.69 Crore with the objective of addressing emergencies such as those relating to Police, Fire and Health services.

...2/

-2-

R.S.US.Q.NO.402 FOR 19.7.2017

(c) & (d): Yes, Sir. Financial support is being provided to the States/UTs to setup their Emergency Response Centers (ERCs), which will cover expenditure related to computer hardware, connectivity, well trained call takers, and for a limited number of MDTs (Mobile Device Terminals) fitted vehicles for last mile service delivery to be deployed on a pilot basis. Each ERC is being provided with an emergency response software suit developed through C-DAC, Thiruvananthapuram. Establishment of ERCs in States/UTs will be carried out in a phased manner and is likely to be completed by December, 2018.
