

# STATUS OF IMPLEMENTATION OF EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS)

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Ministry of Home Affairs

## Status of implementation of Emergency Response Support System (ERSS)

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Union Minister of State for Home Affairs, Shri G Kishan Reddy, in a written reply in Lok Sabha to a question regarding the implementation of the Emergency Response Support System (ERSS) said that the Ministry of Home Affairs is implementing Emergency Response Support System (ERSS) project through States/ Union Territories. ERSS seeks to enable a pan-India, single, internationally recognized number i.e. 112 based emergency response mechanism for various emergencies, including police, medical and fire, with computer-aided dispatch of field resources. Addition of other emergency services is a function of requirement and preparedness of States/ Union Territories. 112 service is accessible through call, SMS, e-mail, panic button and a 112 India mobile app.

All the States and Union Territories in the country have agreed to implement single number 112 based Emergency Response Support System (ERSS). This system has been made operational in 28 States/Union Territories and operationalization of ERSS in the States of Assam, Bihar, Haryana, Jharkhand, Meghalaya, Maharashtra (excluding Mumbai), Manipur, Odisha, Sikkim and West Bengal is at various stages of completion.

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