

1. Dial 112: India's New all-purpose Emergency Number

Prelims: E-governance

Mains: GS-II- Important aspects of governance, e-governance- applications, models, successes, limitations, and potential.

Why in News?

- ▶▶ Delhi became the fifth UT after Puducherry, Daman and Diu, Dadra and Nagar Haveli, and the Andaman and Nicobar Islands to implement the Emergency Response Support System (ERSS) since its inauguration.
- ▶▶ In November 2018, Himachal Pradesh became the first state to roll out the ERSS, under which there is a single emergency response number across the country – 112.

Emergency Response Support System (ERSS):

- ▶▶ In India, the decision to launch the ERSS system was taken in the wake of the 2012 Delhi bus gangrape case. The MHA 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 ERSS.
- ▶▶ ERSS was earlier referred as Nationwide Emergency Response System 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.

Why '112'?

- ▶▶ A single emergency number under the ERSS makes it easier for people travelling across states/UTs, since they don't have to remember the local emergency numbers of every place. The emergency number 112 is easy to remember and moreover it is the only emergency you need to remember in India.
- ▶▶ This is important because people confronted with an emergency can be stressed or even in panic. Existing emergency numbers such as 100 for police, 101 for fire, 108 for health services, the women's helplines 1091 and 181, the child helpline 1098, etc., will be gradually integrated under 112. A "112 India" app has been launched as well, through which users, after registering, can reach out to police, health, fire, and other services.
- ▶▶ 112 is the common emergency number in several other countries as well, including most countries in Europe.