

No. CD-14040/10/2023-Coord.  
Government of India  
Ministry of Road Transport & Highways  
(Coordination Section)  
Transport Bhawan, 1, Parliament Street, New Delhi - 110001

Dated 27 March, 2023

OFFICE MEMORANDUM

**Subject: Awareness of National Emergency Number- 112- reg.**

The undersigned is directed to refer to the subject cited above and forward herewith a copy of OM No. 15011/03/2023-WS4 dated 13.03.2023 (copy enclosed) received from Ministry of Home Affairs on the above subject for information and giving wide publicity to the contents of the aforesaid OM of MHA.

  
(A.K. Shrivastava)  
Under Secretary to the Govt. of India  
Tel: 011-23714001

Encls: as above

To

- (i) DG (RD) & SS, MoRTH
- (ii) Chairman, NHAI
- (iii) MD, NHIDCL
- (iv) AS & FA/ AS (H & LA) / AS (Transport/MVL/NHIDCL)
- (v) JS (Estt. & Coord) / JS (Logistics)
- (vi) All CEs, MoRTH
- (vii) Director, IAHE
- (viii) Secretary General, IRC
- (ix) All Regional Offices, MoRTH
- (ix) NIC, MoRTH - for uploading on the e-office & MoRTH's website

Copy to:

- (i) PS to Hon'ble Minister (RT&H)
- (ii) PS to Hon'ble MoS (RT&H)
- (iii) Sr. PPS to Secretary (RT&H)

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

North Block, New Delhi  
Dated: 13<sup>th</sup> March, 2023

**OFFICE MEMORANDUM**

**Subject: Awareness of National Emergency Number -112 - reg**

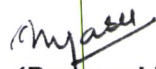
The undersigned is directed to refer to 'Emergency Response Support System (ERSS)' a project being implemented by MHA, with a view to enable active use of technology to strengthen emergency response services, especially for safety of women in public places. Government of India has notified 112 as a pan-India, 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.

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

  
(Pausumi Basu)  
Director (WS)

**To:**

**All the Ministries and the Departments of Government of India**

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## 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



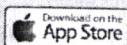
## EMERGENCY RESPONSE VEHICLE

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**

DIAL 112 SERVICES ARE NOW AVAILABLE IN ALL STATES/UTs | FOR MORE INFORMATION, VISIT [WWW.112.GOV.IN](http://WWW.112.GOV.IN)





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