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KARNATAKA STATE POLICE

# ERSS NEWS LETTER



**Sri Praveen Sood, IPS**  
DG & IGP  
Karnataka State

## Message

Emergency Response Support System (ERSS)  
One India, One Emergency Number – 112

ERSS has been successfully rolled out in the entire state in a phased manner. The system is providing emergency service in the minimum possible time which is averaged below 30 minutes across the state. The efforts of the officers, staff and all the other entities which made ERSS a win-win solution for the person in distress is commendable.

The growing publicity of ERSS through digital, print and social media is increasing the awareness about the system in all sectors of population across the state. ERSS is receiving calls from all parts of the state in connection with a wide variety of emergencies. The efficiency of ERSS has been further increased by allocating parking points to the Emergency Response Vehicles (ERVs) near the hotspot crime hubs in the jurisdiction. This enables ERVs to reach the incident scene as early as possible.

The Roll-out of ERSS has been extended to the newly formed Vijayanagara district. The tender process has been successfully completed for the induction of 120 call takers to PSAP which enhances the quality of call taking in multiple languages and dialects from across the state. Integration of cyber crime helpline number 1930 (earlier 155260) to 112 is completed and now ERSS is extending its help in preventing and detecting the financial frauds reported during golden hour of the crime.

APRIL - 2022



The active participation of every policeman and citizenry will make the system more efficient and ensure quality service to the person in distress at the minimum possible time.

I look forward to all your support to make the system more effective in providing emergency services in coming days.

With greetings,

**(Sri Praveen Sood), IPS**  
DG & IGP  
Karnataka State

## Success Stories



### 1. Prevention of Child Marriage

A caller informed 112 about a child marriage being conducted in Mangapura village, Gokak Rural police station limits, Gokak district. After recording necessary details, the nearest Hoysala vehicle was dispatched to attend the event by Gokak DCC. The Hoysala rushed to the spot and stopped the marriage, educated the parents of both sides without giving any chance for further problems. Further, the case was handed over to Gokak Rural police station for necessary action.

### 2. Restoring a Missing Girl child to her parents

A caller informed 112 about an 8 year old girl found in Gamanagatti village, Navanagara, Hubli. The nearest Hoysala vehicle was dispatched to the location. Responders of the Hoysala immediately reached the spot, took the girl child to APMC Navanagara police station. The address of her parents was found after counseling the child and then she was handed over to her parents.



### 3. Preventing a Suicide

A caller informed 112 about a man who along with his child was attempting to commit suicide at a canal in Kampli police station limits, Ballari district. The nearest Hoysala vehicle was rushed to the spot. The team stopped them from committing suicide, thus saving the lives of both father and child. They were then handed over to Kampli police station for counseling and further action.

### 4. Rescue of a Person who fell into drain

A caller informed 112 about a person who fell into a drain in front of KSRTC bus stand in Lashkar police station limits of Mysuru city. The nearest Hoysala vehicle was alerted by Mysuru City coordination center. The responders immediately reached the spot, rescued the person with the help of public and admitted him to the nearest hospital for further treatment.





### 5. Rescue of a wandering toddler.

ERSS 112 control room received a call from public at around 2'o clock in the night conveying that a two year old child was wandering in Bommanahalli area. Control room alerted the nearest Emergency Response Vehicle (ERV) and shared the details of the call. Emergency Response Vehicle visited the spot and identified the child. Nearby houses were verified and finally the parents of the child were identified and the little child was handed over to them. The joy of the parents knew no bounds.

### 6. Prevention of a major fire accident.

ERSS control received a call in the midnight from public about a fire accident in Sampigehalli area. Call details were shared with fire tenders. Fire tenders visited the spot and controlled the fire from spreading to neighboring areas. Timely response to the call prevented a major fire accident.



### 7. Help to senior citizen.

ERSS control room received a call from public about an elderly person in distress staying in Annapoorneshwari nagar temple. Information regarding the elderly person was shared to the nearest ERV. ERV police staff visited and enquired him. He informed that he was from Tumakuru district and because of family dispute, he had left his house and had come to Bengaluru. ERV police staff took him to Ashraya old age home and his family was informed.

### 8. Timely help rendered to an unconscious person.

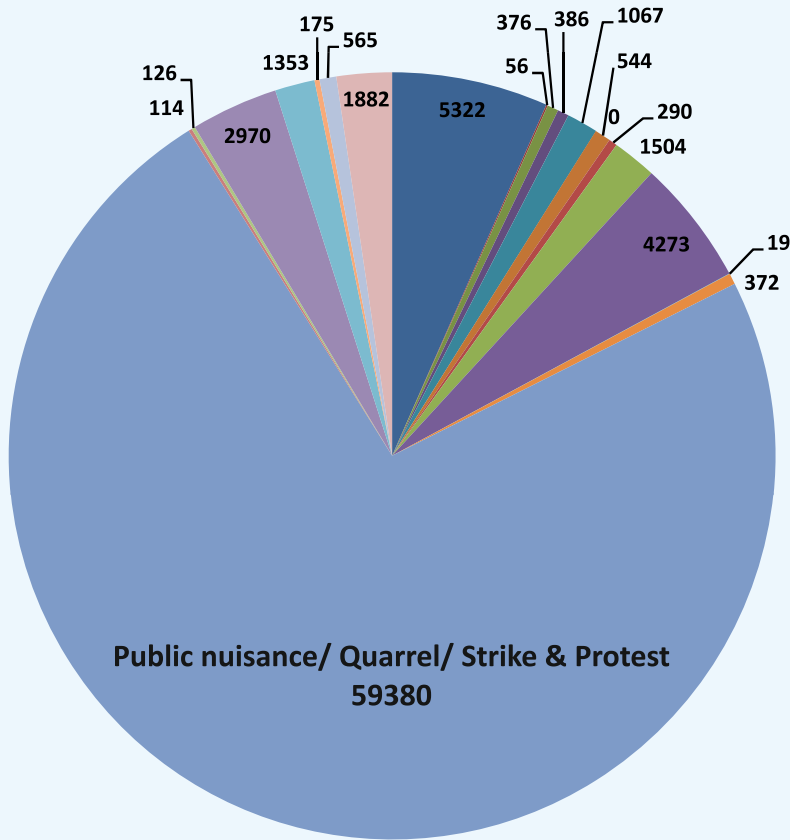
A call from public reported that an unknown person aged around 30 was lying unconscious in Srirampura road. Control room alerted the nearest ERV to respond. ERV police staff visited the spot, called for an ambulance and assisted the ambulance staff in shifting the unconscious person to K C General Hospital and saved his precious life.



Call Statistics of ERSS (JAN - MAR 2022)

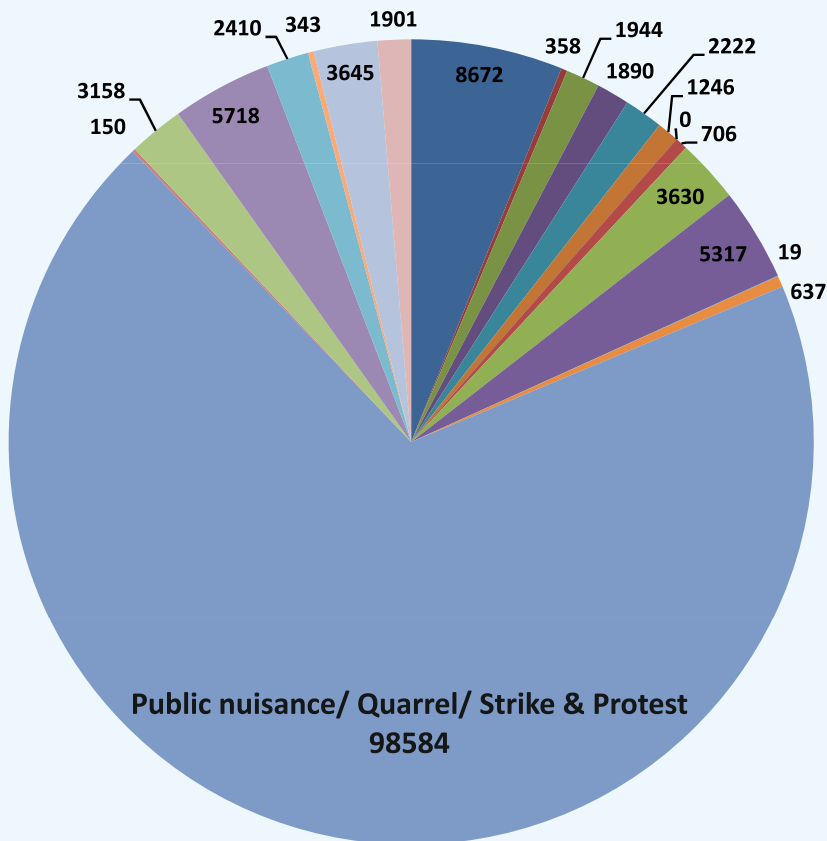
Sl. No	District	Total Vehicle Allotted	Total Actionable Signals	Accident / MLC	Corporation complaints	Cheating	Covid	Civil Dispute	Crime against women	Election	Fire/Fire Injury/Vehicle fire	High alert crime	Illegal activity	Kidnapping	Missing	Public nuisance/ Quarrel/ Strike & Protest	Rescue	Request for Hoyalas by PS	Robbery/Snatching/Theft	Suspicious cases	Threat	Traffic Jam	Others	Average Response Time (in HH:MM:SS)
1	BAGALKOT	15	1077	98	0	2	3	4	8	0	10	13	46	0	6	764	1	3	37	14	0	14	54	00:22:28
2	BANGALORE	12	4547	400	3	78	29	72	34	0	14	149	153	1	25	3010	5	5	309	86	12	41	121	00:47:24
3	BELGAUM	18	3582	247	0	12	10	62	12	0	18	60	120	2	11	2730	5	7	106	54	12	57	57	00:29:09
4	BELLARY	19	1928	94	0	6	5	11	12	0	7	28	122	0	8	1491	2	5	4	33	4	17	34	00:29:03
5	BIDAR	15	2299	126	2	10	7	20	8	0	13	47	69	0	13	1802	1	1	99	31	4	10	36	00:21:23
6	CHAMRAJNAGAR	10	1936	159	1	5	5	25	9	0	11	28	106	0	4	1473	4	3	40	15	3	2	43	00:18:20
7	CHIKKABALPURA	7	1620	96	1	5	3	34	21	0	5	36	128	0	3	1156	6	2	58	25	2	11	28	00:36:24
8	CHIKMAGALUR	16	2740	198	3	13	8	31	17	0	3	53	116	0	12	2079	6	2	62	46	3	15	73	00:25:17
9	CHITRADURGA	11	2016	177	2	4	3	16	15	0	7	29	216	0	5	1379	0	5	70	34	1	8	45	00:29:51
10	DAKSHINA KANNADA	10	1295	159	4	3	8	54	8	0	15	21	42	2	10	826	4	1	42	40	2	8	46	00:31:47
11	DAVANAGERE	16	3180	207	2	11	13	39	20	0	11	68	181	0	16	2361	2	4	107	46	5	14	73	00:53:05
12	DHARAWAD	6	784	77	0	4	0	2	3	0	2	10	45	0	2	574	4	2	27	8	0	12	12	00:36:41
13	GADAG	7	1091	86	0	1	2	5	8	0	13	19	59	0	7	809	0	2	45	12	1	2	20	00:28:27
14	GULBARGA	15	1256	77	0	3	2	7	7	0	8	24	51	1	5	974	1	1	49	11	7	11	17	00:23:24
15	HASSAN	15	4377	325	1	8	11	54	16	0	8	69	240	0	14	3316	5	10	107	50	8	23	112	00:28:23
16	HAVERI	14	1629	153	1	7	4	16	10	0	12	22	62	0	7	1204	6	2	57	22	2	11	31	00:50:56
17	KGF	3	462	10	0	1	7	4	7	0	0	3	16	1	1	380	0	0	8	8	0	0	16	00:23:45
18	KODAGU	9	1135	110	1	6	4	15	7	0	1	28	62	1	5	791	2	2	29	31	4	6	30	00:24:26
19	KOLAR	6	1455	90	0	12	11	39	9	0	3	35	70	0	4	1063	0	1	64	22	2	4	26	00:28:39
20	KOPPAL	7	2073	59	0	16	6	15	12	0	7	29	292	0	8	1455	4	5	91	32	3	18	21	00:27:32
21	MANDYA	16	3884	296	2	15	32	76	25	0	13	76	246	0	12	2794	7	7	115	50	8	17	93	00:37:08
22	MYSORE	12	4083	267	3	12	12	36	32	0	6	62	313	2	13	3091	7	4	94	42	11	17	59	00:37:39
23	RAICHUR	13	1978	88	1	3	5	19	10	0	4	26	322	0	8	1351	7	1	80	19	1	10	23	00:18:27
24	RAMANAGARA	9	2718	150	1	15	9	47	16	0	9	52	116	2	13	2034	2	1	119	44	5	14	69	00:27:10
25	SHIMOGA	18	4876	275	2	15	27	85	37	0	14	105	271	2	20	3583	6	15	255	92	15	34	23	00:22:45
26	TUMKUR	19	4105	265	3	18	19	71	28	0	17	84	258	0	25	2949	4	4	153	78	7	29	93	00:34:31
27	UDUPI	12	794	70	3	3	4	7	12	0	1	12	31	0	2	565	3	1	19	21	2	5	33	00:33:22
28	UTTARA KANNADA	16	2072	233	0	7	11	29	15	0	7	46	50	1	11	1475	9	2	48	41	1	19	67	00:36:05
29	VIJAYAPURA	14	2693	149	1	12	12	26	20	0	17	33	110	0	11	2075	2	5	107	49	10	16	38	00:44:52
30	YADGIR	7	955	48	0	6	6	8	7	0	4	15	62	1	5	699	2	2	52	15	3	4	16	00:37:59
31	MYSORE CITY	20	4616	202	9	18	60	30	40	0	8	71	132	2	29	3543	0	9	142	117	12	30	162	00:11:46
32	BELAGAVI CITY	15	1330	61	1	6	7	21	10	0	7	31	21	0	6	1028	3	2	57	21	2	14	32	00:28:49
33	HUBLI DHARWAD	15	2655	76	3	19	27	23	17	0	7	46	42	0	20	2075	0	5	105	56	9	31	94	00:13:37
34	KALBURGI CITY	8	1179	57	0	3	3	3	9	0	3	14	18	0	6	913	1	1	76	19	7	12	34	00:19:37
35	MANGALORE CITY	19	2354	137	6	17	11	61	23	0	5	60	85	1	25	1568	3	4	92	69	7	29	151	00:14:49
36	BENGALURU CITY	272	61776	3350	302	1568	1504	1155	702	0	416	2126	1044	0	265	39204	36	3032	2748	1057	168	3080	19	00:10:41
	<b>TOTAL</b>	<b>716</b>	<b>142550</b>	<b>8672</b>	<b>358</b>	<b>1944</b>	<b>1890</b>	<b>2222</b>	<b>1246</b>	<b>0</b>	<b>706</b>	<b>3630</b>	<b>5317</b>	<b>19</b>	<b>637</b>	<b>98584</b>	<b>150</b>	<b>3158</b>	<b>5718</b>	<b>2410</b>	<b>343</b>	<b>3645</b>	<b>1901</b>	<b>00:21:38</b>

**Eventwise Call Statistics ( Excluding Bangalore City)**



- Accident / MLC
- Corporation complaints
- Cheating
- Covid
- Civil Dispute
- Crime against women
- Election
- Fire/Fire Injury/Vehicle fire
- High alert crime
- Illegal activity
- Kidnapping
- Missing
- Public nuisance/ Quarrel/ Strike & Protest
- Rescue
- Repuest for Hoysala by PS
- Robbery/Snatching/Theft
- Suspicious cases
- Threat
- Traffic Jam
- Others

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<b>SOCIAL MEDIA POST STATISTICS FROM JAN-2022 TO MARCH-2022</b>				
	<b>TWITTER</b>	<b>FACEBOOK</b>	<b>INSTAGRAM</b>	<b>TOTAL</b>
<b>NORTH-RANGE</b>				
<b>VIJAYAPURA</b>	599	614	689	<b>1902</b>
<b>DHARWADA</b>	80	70	123	<b>273</b>
<b>GADAGA</b>	509	527	594	<b>1630</b>
<b>BAGALKOTE</b>	198	260	304	<b>762</b>
<b>BELAGAVI</b>	516	519	564	<b>1599</b>
<b>NORTH-EASTERN RANGE</b>				
<b>KALABURAGI</b>	152	141	257	<b>550</b>
<b>BIDAR</b>	514	542	797	<b>1853</b>
<b>YADGIRI</b>	104	81	0	<b>185</b>
<b>CENTRAL RANGE</b>				
<b>KOLAR</b>	132	137	108	<b>377</b>
<b>TUMAKURU</b>	120	147	177	<b>444</b>
<b>RAMANAGARA</b>	82	81	82	<b>245</b>
<b>CHIKKABALLAPURA</b>	23	2	35	<b>60</b>
<b>KGF</b>	55	47	38	<b>140</b>
<b>BENGALURU RURAL</b>	161	159	183	<b>503</b>
<b>SOUTHERN RANGE</b>				
<b>MYSURU</b>	279	166	359	<b>804</b>
<b>KODAGU</b>	454	435	591	<b>1480</b>
<b>MANDYA</b>	188	192	215	<b>595</b>
<b>CHAMARAJANAGARA</b>	222	215	258	<b>695</b>
<b>HASSAN</b>	277	282	416	<b>975</b>
<b>WESTERN RANGE</b>				
<b>MANGALURU</b>	182	148	27	<b>357</b>
<b>UDUPI</b>	6	5	11	<b>22</b>
<b>CHIKKAMAGALURU</b>	260	284	289	<b>833</b>
<b>UTTARAKANNADA</b>	65	0	0	<b>65</b>
<b>EASTERN RANGE</b>				
<b>DAVANAGERE</b>	53	48	36	<b>137</b>
<b>CHITRADURGA</b>	38	28	26	<b>92</b>
<b>HAVERI</b>	34	0	30	<b>64</b>
<b>SHIVAMOGGA</b>	42	39	52	<b>133</b>
<b>BALLARI RANGE</b>				
<b>BALLARI</b>	157	38	183	<b>378</b>
<b>KOPPALA</b>	631	803	779	<b>2213</b>
<b>RAICHUR</b>	715	705	831	<b>2251</b>
<b>COMMISSIONERRATES</b>				
<b>BENGALURU CITY</b>	8	8	8	<b>24</b>
<b>MYSURU CITY</b>	12	0	3	<b>15</b>
<b>MANGALURU CITY</b>	21	21	23	<b>65</b>
<b>BELAGAVI CITY</b>	40	5	28	<b>73</b>
<b>KALABURAGI CITY</b>	73	94	78	<b>245</b>
<b>HUBBALLI-DHARWADA CITY</b>	393	380	429	<b>1202</b>
<b>ALL DISTRICT TOTAL</b>	<b>7395</b>	<b>7223</b>	<b>8623</b>	<b>23241</b>
<b>112KARNATAKA</b>	73	76	76	<b>225</b>
<b>Grand Total</b>	<b>7468</b>	<b>7299</b>	<b>8699</b>	<b>23466</b>