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ವಾರ್ತಾ ಪತ್ರಿಕೆ



KARNATAKA STATE POLICE
ERSS
NEWS LETTER

YEAR - 2021



Sri Praveen Sood, IPS
DG & IGP
Karnataka State

Message

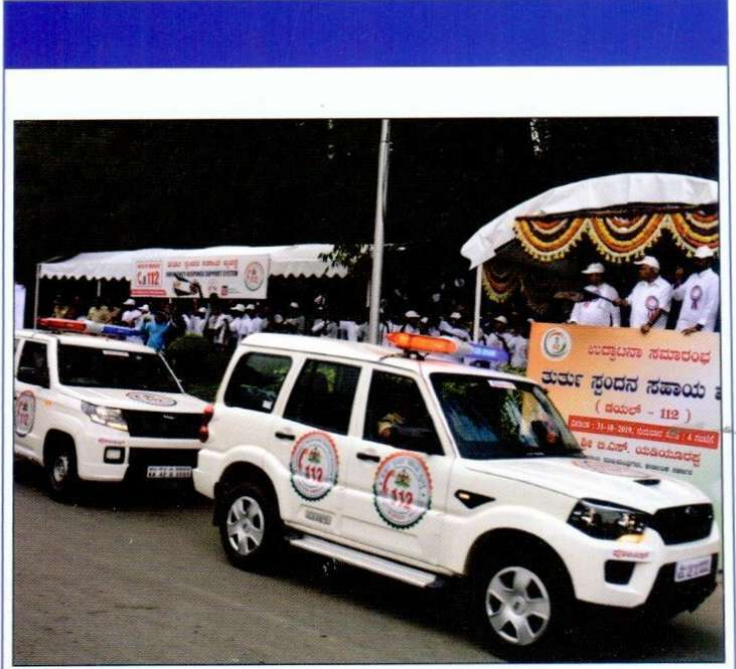
Emergency Response Support System (ERSS)
One India, One Emergency Number – 112

The Emergency Response Support System (ERSS) envisages a single Pan India Emergency Number "112" to target all types of emergencies. It is the vision of Ministry of Home Affairs (MHA) Govt. of India. MHA has taken the lead role in architecting the ERSS and deploying it in all states and union territories. It has nominated Centre for Development & Advanced Computing (C-DAC) as the Total Solution Provider (TSP) to design, develop, customize and implement the ERSS across India. The scheme is jointly handled by center and state. This project was inaugurated in Karnataka on 31st October 2019 by the Honorable Chief Minister of Karnataka, Sri. B.S.Yediyurappa.

The system provides centralized call reception for many emergency situations faced by the public. The public in distress can request for emergency service through Voice calls, SOS request, SMS, email, and web request. The ERSS Karnataka has two public safety answering points (PSAP) at Bengaluru (One for Bengaluru City and another for rest of Karnataka state).

The PSAP is equipped with 50 Case Record Management (CRM) consoles, 10 Computer Aided Dispatch (CAD) consoles, 01 Command Centre Supervisor (CCS) console and the necessary server infrastructure needed for the operation of the system. The District Co-ordination Centers (DCC) at all 30 Districts and 06 Commissionerates are equipped with 3 CAD Consoles each. 716 Emergency Response Vehicles (ERV) known as Hoysalas, fitted with Mobile Data Terminals (MDT) are allotted to districts and commissionerates for responding to the emergency situations. The average response time of ERSS Karnataka is 22.10 minutes (i.e. from the time of call reception to the time when Hoysala vehicle reaches the spot).

The ERSS is operational in all 30 Districts and 6 Commissionerates with Hoysalas including Highway Patrol vehicles across the length & breadth of the state. Awareness and publicity drives are being conducted across the state about the functionality of ERSS by respective unit officers through Digital, Social and Print media.



Inauguration of Emergency Response support system



Public Safety Answering Point

I hereby take the opportunity to congratulate the officers and staff working round the clock providing emergency services to the public and encourage the public to avail emergency services when they face any distress situation.

With greetings,

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

Success Stories



1. Prevention of Suicide

A caller informed 112 about a person who had attempted suicide at Amlapura village near Eidgahfield, Bidar district. After recording necessary details, this call for service was registered and immediately transferred to Bidar District Co-ordination Center (DCC). The coordinator at Bidar DCC alerted the nearest Emergency Response Vehicle (ERV) KA-38-G-5601. Responders of the ERV rushed to the spot and rescued the victim and shifted him to the nearest hospital quickly. Later the case was handed over to local police station for further action.

2. Fire Accident

A caller informed ERSS about a fire accident at KSRTC training center, Hassan. After obtaining the required details, the call receiver communicated this to Hassan fire station. Co-ordinator from Hassan fire station alerted the water tender vehicle KA-42-G-566 and it reached the location on time. The fire fighters extinguished the fire and major property damage and casualties were avoided.



3. Helped Assault Victim

A caller informed 112 about a quarrel near Nice road flyover, Madhavara, Bengaluru district between two lorry drivers, in which one hit the other with a rod, which led to severe injuries. Call receiver obtained the information and transferred to Bengaluru DCC and ambulance service. The co-ordinator at Bengaluru DCC assigned the event to nearest Emergency Response vehicle KA-03-G-1420. Responders of the ERV rushed to the spot and shifted the victim to nearest hospital for treatment.

4. Detection of Kidnap

A caller informed ERSS that her sister was kidnapped by a group of men at KBN Hospital, Khubha College road, Basavakalyana town, Bidar district. Details were shared with the Bidar DCC. The co-ordinator at Bidar DCC assigned the event to the nearest Emergency Response vehicle KA-38-G-534. Responders of the ERV immediately traced the vehicle, caught the kidnapers and saved the victim.



Success Stories



5. Prevention of Theft

At around 2 a.m, a call was received by ERSS made by a caller from K.R Puram 3rd Main road, Bengaluru who informed that he heard suspicious drilling sounds nearby. Details were transferred to the nearest Hoysala-266. The Hoysala police staff visited the spot and found someone drilling and trying to break the wall of an electronic shop. After seeing the police, he ran away and hid behind the water tank of the neighboring building. The police officers searched and nabbed him. On enquiry it was found that he had pre-planned to loot this electronic shop which had goods worth Rs.50 lakhs.

6. Arrest of a drug peddler with 20kg Ganja

A caller informed the ERSS 112 about a person illegally selling ganja within the limits of Madiwala police station, Bengaluru city. The details of the suspect and his location was collected and it was transferred to the nearby Hoysala 175. The Hoysala police visited the spot and identified the suspect. On enquiry, he revealed that he was selling ganja and he was later taken to his house. The police officers seized around 20 kgs of Ganja. Case was booked and the drug peddler was arrested.



8. Extended support to senior citizens

A call to ERSS revealed that an elderly person was roaming without any clue. Details of the location and elderly person was informed to the nearest Hoysala-208. Hoysala staff visited the spot and enquired the elderly person. It was found she was from Yadgir district and came to her daughter's house in Bengaluru but couldn't identify the address. She had been roaming for about two days in the Bengaluru city without any clue. Finally Hoysala police identified the address of her daughter and she was safely handed over to her daughter. A timely help by the Hoysala police with the help of ERSS had brought happiness to many such elderly persons and senior citizens.

7. Prevention of bike theft

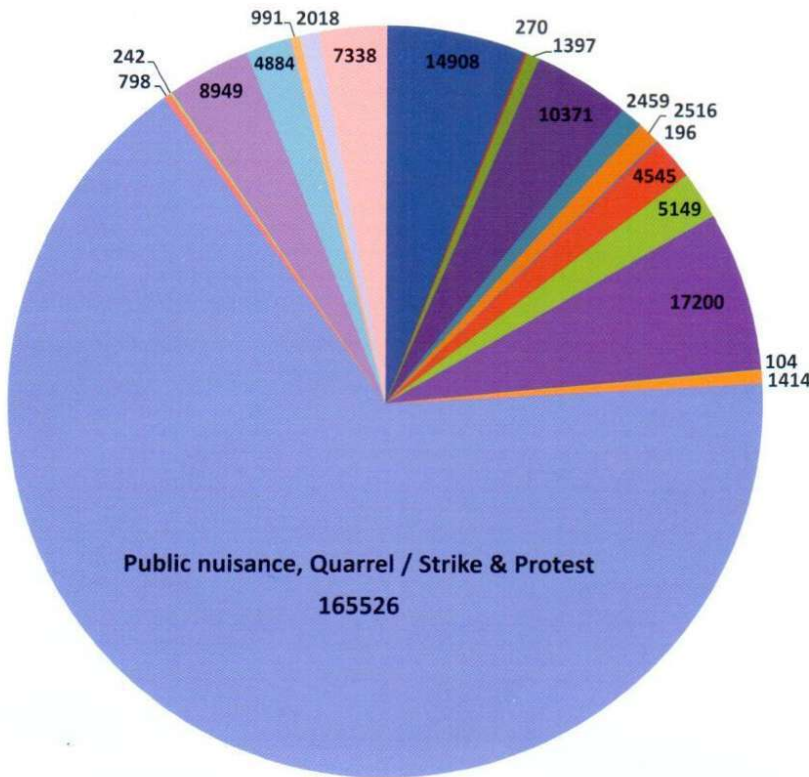
At around 12' o clock in the night, ERSS 112 received a call about an attempt to steal a bike near Avalahalli, Girinagar police station limits. Details were transferred to the nearby Hoysala-224. Hoysala police staff visited the spot and looked for the suspect. A youngster aged around 30 was trying to flee the spot after seeing the Hoysala police. Police chased and caught him. On enquiry, he admitted that he was trying to steal the bike. Prompt intervention by the Hoysala police helped prevent the bike theft.



Call statistics of ERSS for the year 2021

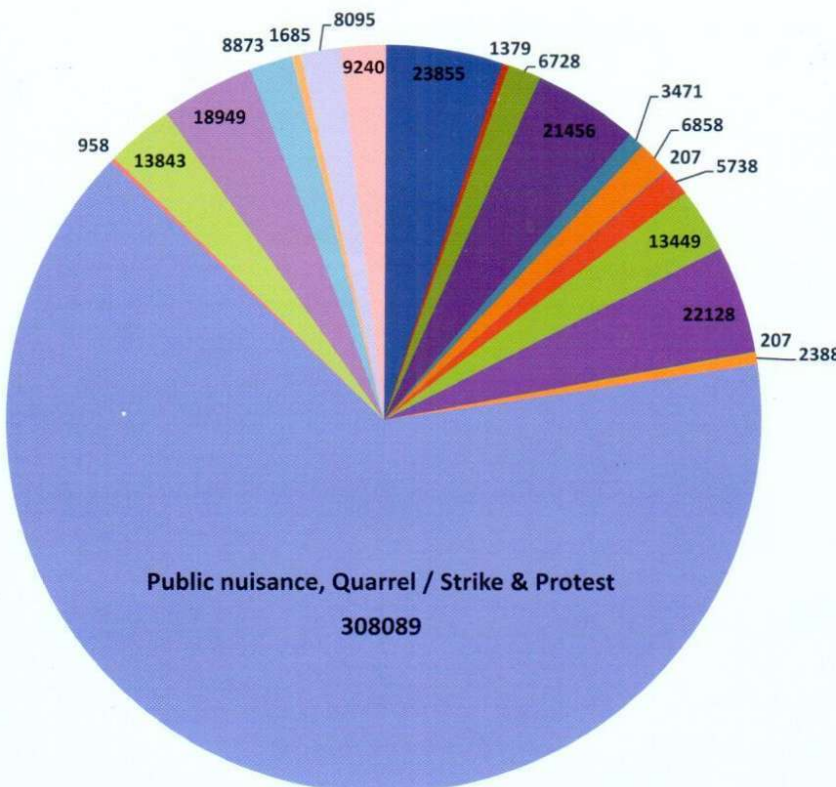
Sl NO	District	Vehicles allotted	Call for service	Accident / Medico Legal Case	Complaints referred to other civic agencies	Cheating cases	Covid violations	Quarrel arising due to civil dispute	Crime against women	Election violations	Fire accident alerts	High alert crime	Illegal activity	Kidnap alert	Missing case	Public nuisance, Quarrel / Strike & Protest	Call for rescue	Request for Hoyalala by police station to help victims	Robbery / Snatching / Theft	Suspicious persons and objects	Threat alert	Traffic Jam	Others	Average response time (in HH:MM:SS)
1	BAGALKOT	15	3769	368	1	16	79	7	50	3	190	70	243	0	19	2434	0	4	111	61	15	23	75	00:23:09
2	BANGALORE	12	11559	1112	11	248	359	172	166	3	270	365	448	7	113	6350	38	16	918	319	58	156	430	00:43:06
3	BELAGAM	18	10122	666	8	35	323	137	70	20	29	186	470	11	40	7245	26	6	334	144	36	118	218	01:35:15
4	BELLARY	19	5490	231	0	20	474	41	50	8	193	91	570	1	23	3382	18	2	165	74	11	38	98	00:40:30
5	BIDAR	15	7752	360	4	21	167	35	62	14	396	146	410	5	40	5331	25	2	372	140	21	30	171	00:21:42
6	CHAMARAJNAGAR	10	4386	270	4	13	199	47	41	0	51	83	306	1	14	3080	15	5	92	53	11	17	84	00:30:26
7	CHIKKABALLAPURA	7	5828	296	6	26	204	53	46	4	219	129	518	1	26	3812	29	6	171	92	18	18	154	00:32:58
8	CHIKKAMAGALURE	16	7165	448	10	19	539	65	64	11	80	128	478	5	59	4676	38	9	159	115	15	44	203	00:26:03
9	CHITHRADURGA	11	7124	548	0	26	306	37	61	8	252	120	985	2	29	4200	23	3	172	102	12	63	175	00:28:39
10	DHAKSHINA KANNADA	10	8799	518	29	66	377	126	91	1	19	219	362	4	91	5345	33	19	391	299	33	168	608	00:33:10
11	DAVANAGERE	16	10484	629	6	43	525	104	101	10	209	212	677	3	55	7014	29	10	366	156	16	63	256	00:33:43
12	DARAVADA	6	2282	252	2	9	34	22	26	1	6	41	153	3	5	1550	3	1	81	16	12	17	48	00:37:09
13	GADAG	7	3838	262	2	21	108	27	26	5	205	57	274	1	19	2517	19	8	120	58	18	18	73	00:40:18
14	GULBARGA	15	3273	167	5	4	111	17	29	0	12	80	311	1	10	2246	13	0	153	42	10	11	51	00:26:25
15	HASSAN	15	13784	938	11	54	658	131	124	9	245	277	1164	9	62	9052	41	11	334	187	40	123	314	00:21:22
16	HAVERI	14	4827	434	3	24	160	42	45	7	186	85	321	1	14	3080	25	6	164	66	13	33	118	00:47:53
17	KG	3	1807	48	1	15	60	24	28	0	10	49	100	1	10	1284	4	1	69	39	16	5	43	00:20:34
18	KODAGU	9	2449	201	8	11	89	14	21	1	16	56	183	3	19	1534	18	0	54	70	16	34	101	00:22:58
19	KOLAR	6	6949	407	10	36	192	114	95	9	273	176	399	4	29	4547	28	6	254	116	34	61	159	00:24:27
20	KOPPAL	7	6422	260	4	34	129	63	55	4	200	97	1072	2	24	3834	16	4	227	73	217	23	84	00:27:45
21	MANDYA	16	8864	556	7	35	485	114	76	0	110	186	845	2	35	5739	32	4	251	147	14	45	181	00:37:00
22	MYSORE	12	11257	604	6	32	556	108	95	8	14	243	1117	3	41	7719	23	12	245	138	33	39	221	00:31:36
23	RAICHUR	13	3516	155	0	10	155	31	52	2	130	61	526	0	13	2126	14	2	112	57	10	24	36	00:28:03
24	RAMNAGAR	9	7055	407	5	49	170	87	63	1	99	170	382	3	42	4848	22	4	299	153	35	31	185	00:26:52
25	SHIMOGA	18	15640	780	21	56	732	203	250	16	151	347	1005	4	74	10508	50	8	552	334	41	96	412	00:29:14
26	TUMKUR	19	12485	741	9	74	368	118	99	8	350	275	1082	3	65	8183	48	11	402	228	41	66	314	00:31:25
27	UDUPI	12	3280	282	10	24	111	52	29	0	124	52	168	4	32	1977	21	4	395	123	18	24	130	00:33:46
28	UTTARA KANNADA	16	4603	473	14	9	159	57	31	0	74	105	208	0	38	2911	48	6	91	127	5	80	167	00:30:17
29	VIJAYAPURA	14	8988	489	4	42	249	6	91	9	271	181	488	9	66	6326	11	4	327	151	32	40	192	00:45:05
30	VADAGIRI	7	3198	168	5	5	106	23	52	0	95	63	340	0	14	2108	14	4	94	27	5	12	63	00:27:56
31	MYSORE CITY	20	17185	636	20	134	1032	102	156	0	16	250	771	2	89	12120	19	11	283	409	44	121	670	00:19:30
32	BELAGAVI CITY	15	5128	281	6	42	192	81	53	7	13	112	99	1	37	3585	11	16	200	103	12	77	200	00:24:53
33	HUBLI DHARWAD	15	9317	225	6	60	455	66	92	11	11	143	181	2	55	6970	6	15	299	239	31	83	367	00:15:58
34	KALBURGI CITY	8	3851	178	3	18	131	7	35	15	7	75	182	2	21	2548	5	3	301	127	15	49	129	00:15:52
35	MANGALORE CITY	19	8799	518	29	66	377	126	91	1	19	219	362	4	91	5345	33	19	391	299	33	168	608	00:16:02
36	BANGALURU CITY	272	226323	8947	1109	5331	11085	1012	4342	11	1193	8300	4928	103	974	142563	160	13601	10000	3989	694	6077	1902	00:10:37
	TOTAL	716	477598	23855	1379	6728	21456	3471	6858	207	5738	13449	22128	207	2388	308089	958	13843	18949	8873	1685	8095	9240	00:22:10

Eventwise Call Statistics (Excluding Bangalore City)



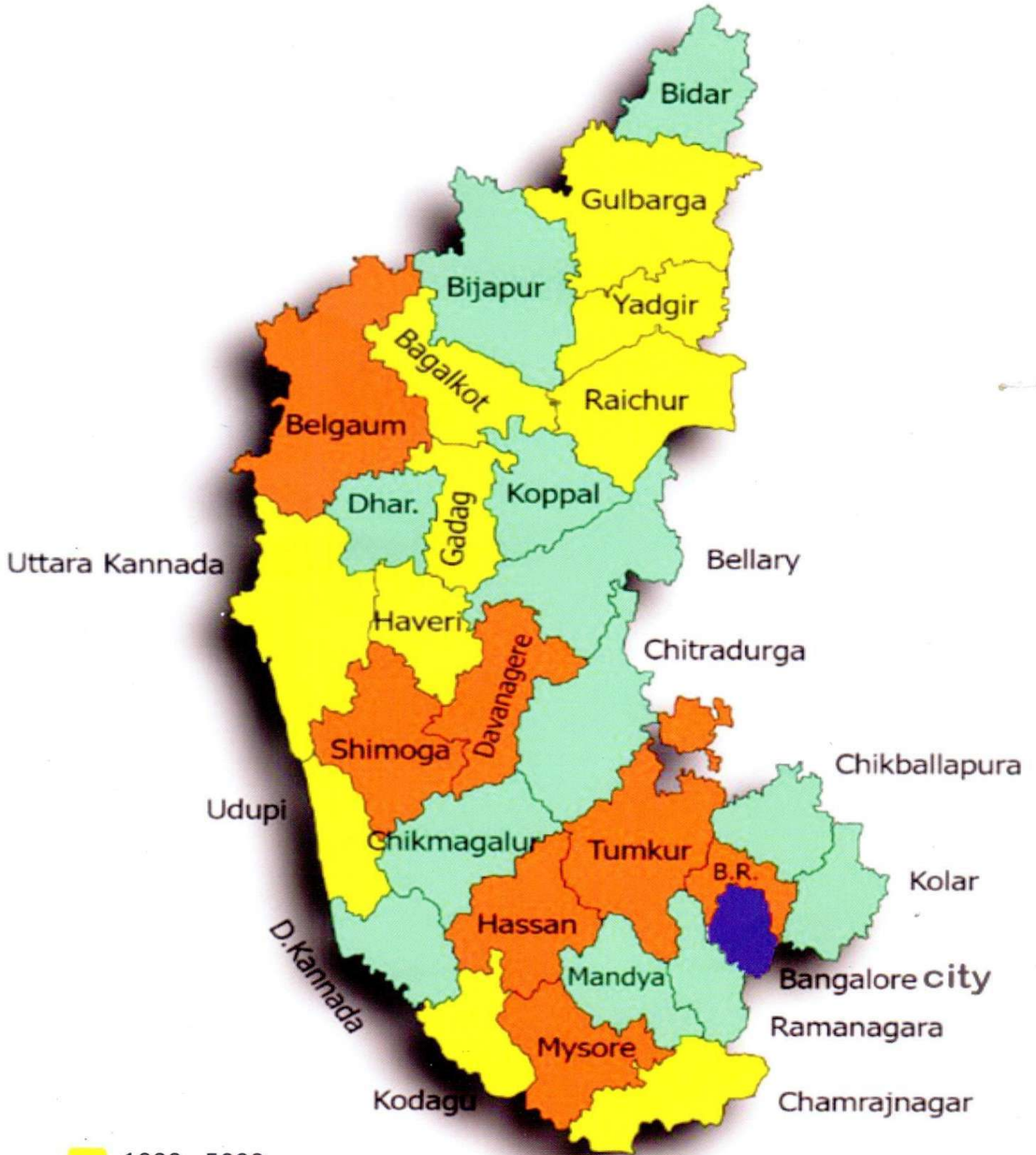
- Accident / Medico Legal Case - 14908
- Complaints referred to other Civic Agencies - 270
- Cheating Cases - 1397
- Covid Violations - 10371
- Quarrel Arising Due to Civil Dispute - 2459
- Crime against women - 2516
- Election Violations - 196
- Fire Accident Alerts - 4545
- High Alert Crime - 5149
- Illegal activity - 17200
- Kidnap Alert - 104
- Missing Case - 1414
- Public nuisance / Quarrel / Strike & Protest - 165526
- Call for Rescue - 798
- Request for Hoysala By Police Station to Help Victims - 242
- Robbery / Snatching / Theft - 8949
- Suspicious person and Objects - 4884
- Threat Alert - 991
- Traffic Jam - 2018
- Others - 7338

Eventwise Call Statistics (Bangalore City)



- Accident / Medico Legal Case - 23855
- Cheating cases - 6728
- Quarrel arising due to civil dispute - 3471
- Election violations - 207
- High alert crime - 13449
- Kidnap alert - 207
- Public nuisance, Quarrel / Strike & Protest - 308089
- Request for Hoysala by police station to help victims - 13843
- Suspicious persons and objects - 8873
- Traffic Jam - 8095
- Complaints referred to other civic agencies - 1379
- Covid violations - 21456
- Crime against women - 6858
- Fire accident alerts - 5738
- Illegal activity - 22128
- Missing case - 2388
- Call for rescue - 958
- Robbery / Snatching / Theft - 18949
- Threat alert - 1685
- Others - 9240

ERSS CALL FOR SERVICE MADE BY EACH DISTRICT OF KARNATAKA
IN THE YEAR 2021



- 1000 - 5000
- 5000 - 10000
- 10000 - 20000
- 20000 and Above