

# UP112 Introduction and Phase-2





# UP112 – A Glimpse

**UP112 Building: State of Art**



**Samvaad: Receiving 1lakh + Calls daily**



**Sampreshan: Dispatching PRVs on events**



**4800, Police Response Vehicles (PRVs)**



**Communication Officers (Outsourced)**



**District Supervisors (Police)**

# UP100: World's largest Emergency Response Management System

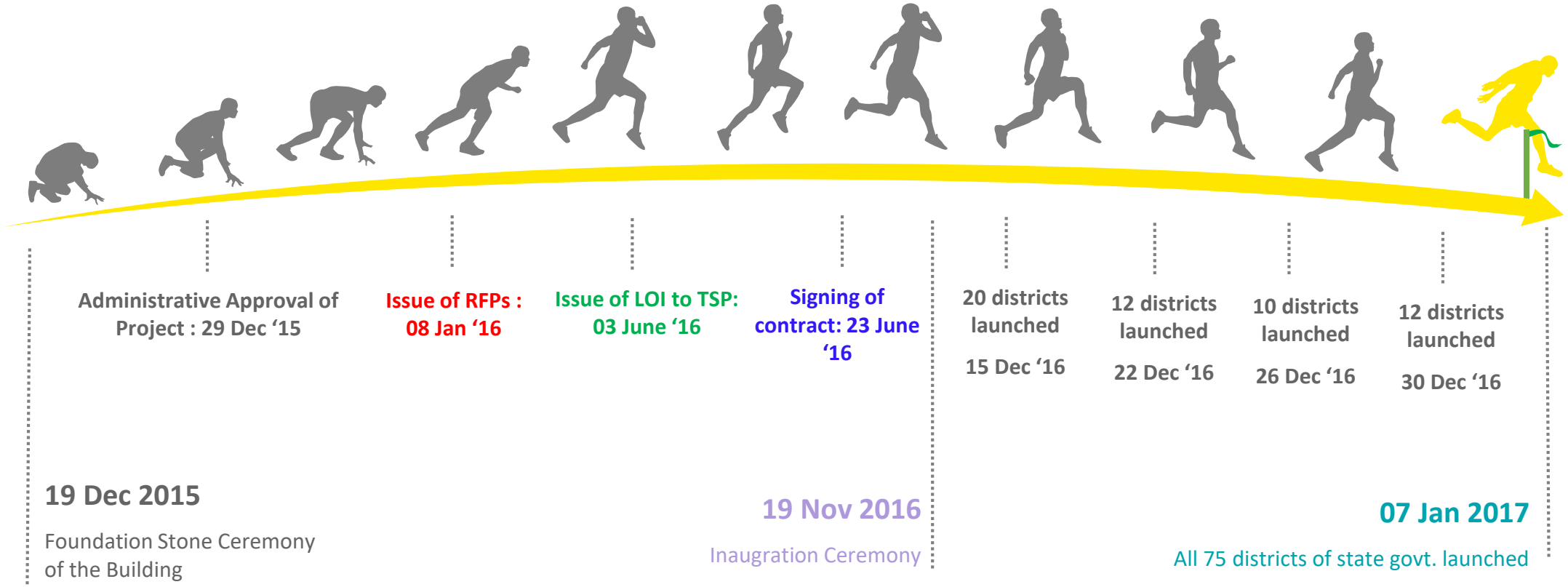
## Vision of UP100

To provide **prompt integrated emergency response**  
for **public safety** and security to all persons  
**anytime, anywhere** in Uttar Pradesh

## Key Objectives

1. Provide **round-the clock availability** of **operational 112** numbers
2. All urban, semi-urban and rural, **even remote areas** to be covered.
3. **Empathetic** response to all calls
4. State-wide coverage of Police Emergency **Response** Services
5. **Prompt** Response for police emergency services
6. Same **standard of service** to be provided to all citizens

# Project Execution Timeline



# Transformation UP100 to 112: 26 Nov 2019

यूपी 100 UP  
आपकी सेवा में सदैव तत्पर



उत्तर प्रदेश  
112  
आपात सेवाएं



## Success Story

Inaugurated on 19th November 2016

43 Million Events responded since Launch

Average 90,000 calls answered daily

Average 19,500 Events handled every day

Approximately 84% cases resolved on the spot

Only 16% cases need local Police intervention



# Social Media Connectivity



# Police Response Vehicle (PRV)



2500 Boleros



700 Innovas



1600 2-Wheelers



2W MDT



4W MDT



VHF handset



Mobile handset

- ❑ AC, Light Bars, PA System
- ❑ Exclusive Registration Number Series : **UP 32 DG XXXX**
- ❑ Vehicle ID Same as Registration Number
- ❑ MOBILE: **731115 XXXX**
- ❑ MDT: **ABCDXXXX**
- ❑ Digital Wireless Set
- ❑ PETRO CARD: **UP 32 DG XXXX**



Lighting System



Petro Cards



# Integrations



1090  
WPL



CM Helpline  
1076  
CM Help line

112 India app  
**112**

WCD  
CALL 181  
WOMEN HELPLINE  
ADVISE • RESCUE • COUNSELING



Police

Fire  




CALL 108  
EMERGENCY  
MEDICAL • POLICE • FIRE  
Medical

GRP  
  
राजकीय रेलवे पुलिस



National Cyber crime Helpline



LUCKNOW SMART CITY  
ART CITY TO SMART CITY

SDRF  


Link Project  




Special one-to-one contact feature provided to interested private companies for quick help



## **SAVERA**

Launched - October 26, 2019.

To assist senior citizen

**15,97,771** Registrations



## Escort for Women Safety

Woman in need escorted to destination between 10 PM to 6 AM by PRV

**Help extended in 2053 cases**



## Women PRV

To address women related issues **283** women PRVs are plying



# Phase 2 – Proposed Integrations



Safe cities

Smart cities

CRIS (Centre for Railway Information Systems]

Metro Safety Integration (Lucknow, Agra, Gorakhpur, Kanpur)

Disaster helpline

NHAI Helpline

UPEIDA Helpline [Uttar Pradesh Expressways Industrial Development Authority]

YEIDA Helpline [Yamuna Expressways Industrial Development Authority]

SDRF Integration

CM Helpline

VC at SP /SSPs/ commiserates office

UP COP Integration

Kumbh Helpline

UPSRTC Helpline

Railway Protection Force

CCTNS

**Phase-2-  
Features &  
technological  
upgradations**

SIP Technology for  
more no. of calls

Number Masking  
for Privacy of  
Citizen

PRV Tracking by  
Citizen

Precise Location of  
Citizen by using ELS

Improved Cyber-  
Security Solution

Live feed from  
Body Worn and  
Vehicle Mounted  
Cameras

Dedicated GPS  
Device for PRV  
Location

DR on Cloud

Online Maps for  
Better situational  
awareness

Increase in fleet  
from 4800 to 6278  
PRVs

MDM for MDT and  
Smartphone

Integration with  
other agencies

Video Conferencing  
at PRV Level

## Agencies at UP-112



Technology Service  
Provider (including IT  
Manpower)



Communication unit  
service provider (COs  
and related  
manpower)





Thank You

उत्तर प्रदेश



112

आपात सेवाएं