

Government of Gujarat
Home Department,
No: IT/102015/66/IT Cell
Sachivalaya, Gandhinagar.
Dated: 22/09/2017

Read:

- MoU on NERS between Central Government & State Government. Dated. 06/10/2015
- GoI Letter No. 15011/3/2016-NERS-PM dated. 17/11/2016
- State Nodal Officer(NERS)'s Letter No. WL-1/NERS/Committees /2015/2017 Dated. 22/06/2017

Preamble:

Ministry of Home Affairs, Government of India has envisioned establishment of a National Emergency Response System (NERS), for that TRAI has designated 112 as common National Single Emergency Response Telephone Number for accessing emergency services. (viz. Police, Medical, Fire, Disaster, Etc.) TRAI has published recommendation on single number based Integrated Emergency Response System in April 2015.

National Emergency Response System (NERS) comprising of an integrated Computer Aided Dispatch (CAD) platform under the aegis of Nirbhaya Fund, for supporting Geographical Information System (GIS) Based Call Taking and Global Positioning System (GPS) based Police vehicle dispatch function that will help in improving the response time to various incidents including women related distress calls.

Ministry of Home Affairs, Government of India has recommended vide his letter No. 15011/3/2016-NERS-PM dated. 17.11.2016 to implement State Emergency Response Centre (SERC) at all States so, that emergency calls on 112 can be handled effectively.

Home Department, Government of Gujarat is very eager to implement 112 based State Emergency Response Centre (SERC) in the State at earliest.

The Objectives of the Nationwide Emergency Response System (NERS) project are:

- Providing single emergency response number across the country for emergency response.
- Providing 24 Hours and 7 Days (24x7) efficient and effective response system which can receive inputs from various voice and data services such as call, SMS, email, internet of Things, panic buttons in public transport etc. to attend to women in distress and other emergencies.
- Identification of location of person in distress connecting through voice or data with the central system.
- GPS enabled system to locate nearest vehicle to the incident site.
- Automated response system for timely dispatch of field resources (e.g. police) to the incident location.
- To acquire ability to analyse trends of emergency calls.
- Integration with existing Police-Dial 100, Health-Dial 108 and other emergency response systems.

To oversee project implementation Ministry of Home Affairs, Government of India, has mandated setting up of the various committees as part of the Governance Structures of the National Emergency Response System (NERS) Project.

As per the direction of Government of India, the matter of formation of various Committees was under Consideration. So, that after careful consideration State Government has decided to constitute various committees/team for the implimentation of **Gujarat State Emergency Response Centre.**

Resolution:

State Government is pleased to make following committees to enable appropriate Governance mechanism & successful implementation of emergency system in the State of Gujarat.

1) State Apex Committee

Designation	Position in the Committee	Responsibilities
Chief Secretary, Govt. of Gujarat	Chairperson	• Approval for the Project at the State Level • Responsible for overall project implementation • Report any concern regarding implementation of the project to the Steering Committee • Review progress of the project • Finalisation of Standard Operating Procedures (SOP) • Decision regarding adding new services/helplines at the State Level • Quarterly Meeting to discuss the progress of the project
Addi.Chief Secretary, Home Department	Member	
Director General & Inspector General of Police, Gujarat State	Member	
Principal Secretary, Urban Development Department	Member	
Principal Secretary, Revenue Department	Member	
Principal Secretary, Women & Child Development	Member	
Chief Executive Officer, Gujarat State Disaster Management Authority	Member	
IG of Police(Technical Services) & Nodal Officer (NERS)	Convener	
Secretary, Department of Science & Technology	Member	
Relief Commissioner, Revenue Department	Member	
Representative of Ministry of Home Affairs, Govt. of India	Member	
Representative of Ministry of National Informatics Centre	Member	

2) State Empower Committee

Designation	Position in the Committee	Responsibilities
Addi. Chief Secretary, Home Department, Govt. of Gujarat	Chairperson	• To provide overall direction, monitoring and guidance to the project. • To manage implementation across all Cities / Districts • Approve location of PSAP, manpower, operational issues, budgets etc. • Monitor PSAP operations through MIS Reports
Director General & Inspector General of Police, Gujarat State	Member	
IG of Police (Technical Services) & Nodal Officer (NERS)	Convener	
Representative of Home Department , Govt. of Gujarat	Member	
Representative of Revenue Department, Govt. of Gujarat	Member	

Representative of Urban Development Department, Govt. of Gujarat	Member	- To ensure proper training arrangements - To ensure deployment of appropriate trained manpower for State Emergency Response Center - To handle procedural issues related to implementation of the project - To monitor hardware & application role out at State Emergency Response Center and in City/Districts - Approve 'go live' and monitor service levels - To submit periodic reports to the Steering Committee regarding progress, challenges, requirements etc. - To oversee and manage integration with other services Ministries/Departments - To issue guidance to District Mission Committees - To hold monthly meetings to review the progress in the implementation of the project.
Representative of Health Department, Govt. of Gujarat	Member	
Representative of Women & Child Development Department, Govt. of Gujarat	Member	
Representative of Gujarat State Disaster Management Authority, Govt. of Gujarat	Member	
Representative of Department of Science & Technology, Govt. of Gujarat	Member	
Representative of Relief Commissioner, Govt. of Gujarat	Member	
Representative of Women Cell, CID (Crime & Railways), Gujarat State	Member	
Chief Operating Officer, M/s.GVK EMRI Ltd., Kathwada, Ahmedabad	Member	

3). District Mission Committee (For Commissionerate Area)

Designation	Position in the Committee	Responsibilities
Commissioner of Police of the City	Chairman	- To co-ordinate with all stakeholder Departments to ensure smooth integration of services - To highlight concerns if any to the State Empowered Committee - To ensure integration of all services with NERS - To ensure compliance of Standard Operating Procedures (SOPs) and act against violations - To ensure installation of Automatic Vehicle Locating Systems (AVLS), Mobile Data Terminals (MDTs) and other Communication Devices deployed in vehicles - To monitor cases handled through NERS and ensure timely delivery of quality of services
Collector of the City	Member	
Joint Commissioner of Police/Addl. Commissioner of Police/ Deputy Commissioner of Police (HQ/Administration) & District Nodal Officer (NERS)	Convener	
Representative of Revenue Department Govt. of Gujarat	Member	
Representative of Municipal Corporation, Govt. of Gujarat	Member	
Representative of Health Department Govt. of Gujarat	Member	
Representative of Women & Child Development Department	Member	
Representative of Gujarat State Disaster Management Authority, Govt. of Gujarat	Member	
Representative of Relief Commissioner, Govt. of Gujarat	Member	

Representative of Women Cell, CID (Crime & Railways), Gujarat State	Member	To take corrective steps for the improvement of systems and procedures based on feedback received from the citizens
Representative of M/S.GVK EMRI Ltd., Kathwada, Ahmedabad	Member	

4). District Mission Committee (Other than Commissionerate Area)

Designation	Position in the Committee	Responsibilities
Collector of the District	Chairman	- To co-ordinate with all stakeholder Departments to ensure smooth integration of services - To highlight concerns if any to the State Empowered Committee - To ensure integration of all services with NERS - To ensure compliance of Standard Operating Procedures (SOPs) and act against violations - To ensure installation of Automatic Vehicle Locating Systems (AVLS), Mobile Data Terminals (MDTs) and other Communication Devices deployed in vehicles - To monitor cases handled through NERS and ensure timely delivery of quality of services - To take corrective steps for the improvement of systems and procedures based on feedback received from the citizens
Superintendent of Police of the District	Member	
Deputy Superintendent of Police & District Nodal Officer (NERS)	Convener	
Representative of Revenue Department	Member	
Representative of Maha Nagar Palika/ Nagar Palika	Member	
Representative of Health Department	Member	
Representative of Women & Child Development Department	Member	
Representative of Gujarat State Disaster Management Authority, Govt. of Gujarat	Member	
Representative of Relief Commissioner, Govt. of Gujarat	Member	
Representative of Women Cell, CID (Crime & Railways), Gujarat State	Member	
Representative of M/S.GVK EMRI Ltd., Kathwada, Ahmedabad	Member	

Where the Representative is mentioned concern Department has to nominate officer for the said committees and their Name, Designation and Contact details of nominated officer should be communicated to Home Department as well as concern Chairman of committees at earliest.

This Resolution issued with the concurrence of Chief Secretary, Gujarat State dated 05/09/2017 on department's file of an even number.

By order and in the name of Governor of Gujarat,


(G.P.Tada)

Under Secretary & Jt.C.I.O.
Home Department

Copy forwarded to:


28 SEP 2017

- The Secretary to the Governor, Rajbhavan, Gandhinagar.(By Letter)
- Personal Secretary to Chief Secretary, Sachivalaya, Gandhinagar.
- Personal Secreatry to Secretary, Ministry of Home Affairs,Government of India, New Delhi
- Additional Chief Secretary (Home), Sachivalaya, Gandhinagar.

- Additional Chief Secretary, Health & Family Welfare Department (Medical Services & Medical Education), Sachivalaya, Gandhinagar.
- Personal Secretary to Director General & Inspector General of Police, Gandhinagar
- Principal Secretary, Revenue Department, Sachivalaya, Gandhinagar
- Principal Secretary, Urban Development & Urban Housing Department, Sachivalaya, Gandhinagar
- Chief Executive Officer, Gujarat State Disaster Management Authority(GSDMA), Gandhinagar
- Commissioner of Health, Medical Services & Medical Education and Ex-Officio Principal Secretary, Health & Family Welfare Department (Public Health & Family Welfare), Sachivalaya, Gandhinagar
- Secretary, Science & Technology Department, Sachivalaya, Gandhinagar
- Commissioner of Relief and EX-Officio Secretary, Revenue Department, Sachivalaya Gandhinagar.
- Director (ICDS), Commissionerate of Women & Child Development, Gandhinagar,
- All Commissioners of Police
- All Collectors
- All Municipal Commissioner.
- All Superintendent of Police.
- All Chief Officers of Nagar Palika.
- Select File.

