



UP100: Help is on the Way

Department of Home - Uttar Pradesh

CHALLENGES FACED

- Uttar Pradesh registered about 2.27 times more FIRs as compared to Delhi but was able to attend to only about 0.3 times emergency events
- The earlier, decentralised, district level Dial 100 systems had inadequate resources and were not trained for standardised services that were required to be transparent and accountable
- The response time was high and odd-hour services were unreliable
- The rural reach was poor

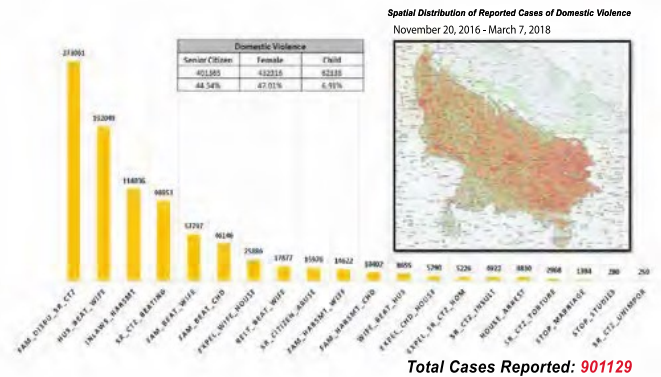


The Uttar Pradesh Dial 100, better known as UP100, operational since November 2016, is an initiative of the Department of Home, Government of Uttar Pradesh.

The Uttar Pradesh Police Emergency Management System or (UP100) has been established to provide prompt and integrated emergency response for public safety and security to all citizens of the state, anytime and anywhere in the state. It covers the remotest villages within the 240,000 square kilometre area of the State and caters to the 220 million citizen base. It promises to provide an average response time of 15 minutes in urban areas and 20 minutes in rural areas. The project infrastructure consists of a centralised contact and dispatch centre in Lucknow with dedicated lease lines that connects the 126 districts in the State.

Domestic Violence

November 20, 2016 - March 7, 2018



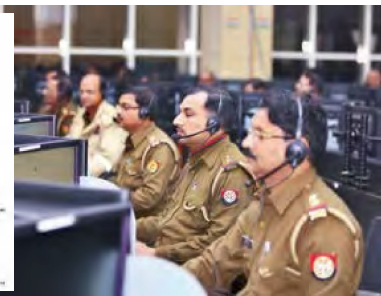


FINAL OUTCOMES

- Enhanced citizen accessibility and trust
- Quick response and relief
- Police services being matched to citizen needs
- Increased safety of the public
- Early resolution of cases and reduced workload in police stations
- Has bridged the gap between rural and urban services (60.13% callers are from rural areas)

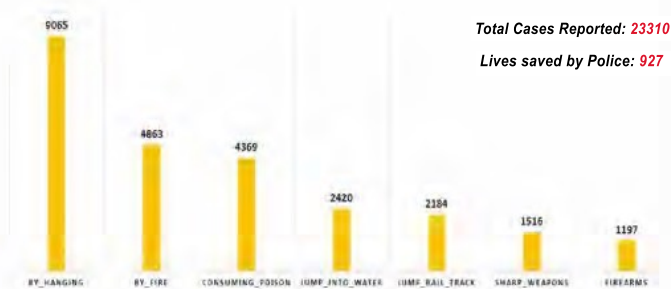
Response Time

(7th January, 2017 – 7th March, 2018) in hh:mm:ss



Suicides Attempts

November 20, 2016 - March 7, 2018



Over 22,500 specially trained and sensitised police personnel have been deployed for the project. At the nodal contact centre, patient and quality assistance is provided by 500 outsourced professional women. Not only can citizens call for assistance, but they can also reach for help through the UP100 mobile application (with a SOS button), SMS, e-mail, web chat, WhatsApp, Twitter and other social media platforms, and expect prompt response.

Currently, UP100 is wholly integrated with ambulance and fire services. Through one call, citizens can get access to as many services as required. The overall response time of UP100 as on January 10, 2018 is 15.23 minutes (urban: 13.22, rural: 16.46). The service has helped in attending to more than 3,00,000 accidents (almost 200 people are rushed to the hospital everyday), 93,000 traffic jams and more than 1.4 million disputes in its first year of implementation. The service has also saved 868 lives of persons attempting suicides and has recovered many missing children.