









NEED

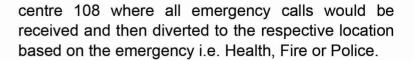
In times of crisis it is difficult for the public to remember the different emergency help line nos like 100 for Police, 101 for Fire Service, 108 for medical response, 1070 Disaster Management Control Room etc. Therefore, the need was felt for a one point Crisis Response Help line in the State of Assam.

PROCESS

In response to this need, ASDMA brought the different stakeholders on a common platform and a core team comprising of ASDMA, Police Communication, AMTRON, Assam Fire Service Organisation, BSNL and GVK EMRI was constituted to draw up the roadmap for the one point delivery service and also to make a study on the capital investment that would be required for integration of the help line nos.

Different feasibility options available for technical interface, possible breakdown, redundancy measures etc were considered and a detailed DPR prepared and approved by both the State Disaster Management Authority chaired by the Hon'ble Chief Minister & State Executive Committee chaired by the Chief Secretary to the Government of Assam.

Since the Health Department was already partnering GVK-EMRI 108 Help line No, the department was designated as the Nodal department for implementing the Integration of Emergency Help line Nos. 655 Police and Fire Stations across the State have been connected with BSNL PRI lines to EMRI call



CONNECTIVITY LOCATIONS

	Districts	Police	Fire	Hospitals
		Stations	stations	
1	Dima Hasao	7	1	1
2	Kokrajhar	16	2	1
3	Baksa	17	1	1
4	Karimganj	11	4	1
5	Cachar	19	8	1
6	Hailakandi	9	2	1
7	Karbi Anglong	10	1	0
8	Barpeta	21	9	1
9	Udalguri	16	2	0
10	Chirang	16	2	1
11	Dhemaji	9	3	1
12	Dhubri	23	7	1
13	Nagaon	45	10	3
14	Tinsukia	33	5	4
15	Darrang	12	3	1
16	Bongaigaon	11	1	1
17	Dibrugarh	27	5	3
18	Golpara	19	3	1
19	Golaghat	20	4	1
20	Jorhat	29	5	0
21	Morigaon	7	1	0
22	Kamrup (R)	51	13	2
23	Sivsagar	27	4	1
24	Lakhimpur	28	2	1
25	sonitpur	27	7	1
26	Nalbari	9	1	1
TOTAL		519	106	30











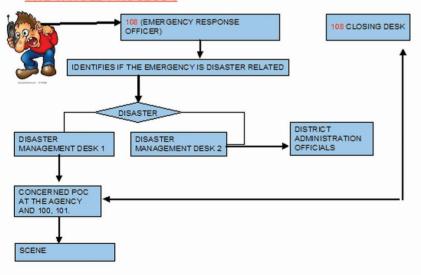
CAPACITY BUILDING

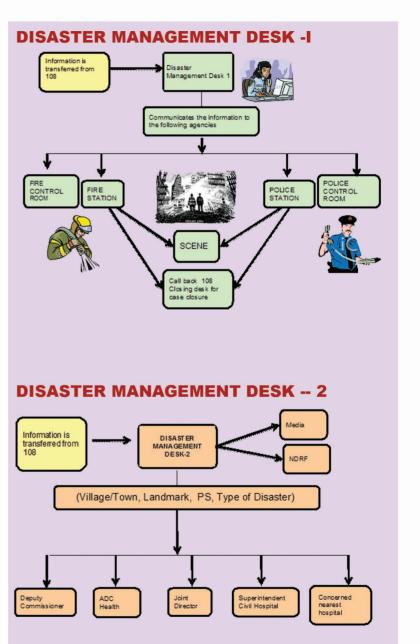
4355 Emergency Response personnel of the Fire & police stations have been trained on their roles and responsibilities as well as communication skills.

Sl No	Department	Trained Personnel
1.	Police	3666
2.	Fire	648
3.	Health	41
TOTAL		4355

How it will work

THE WHOLE PROCESS:















Do's & Don'ts



- * Dial 108 for any Disaster
- * Provide accurate information about the disaster which includes type of disaster, location, nearest police station, landmark,

* Teach your children or grandchildren on how to use 108 wisely in case of a Disaster.

- * DO NOT play with 108 or make false calls.
- $_{\star}$ DO NOT call 108 to ask when power will be restored, how road conditions are, or whether
 - * DO NOT hang up when you dial 108 in a disaster; our dispatchers will need information from you in
 - order to send the appropriate help.
 - * DO NOT hang up when you dial 108 accidentally
 - or our dispatcher will have to take time to call you back and verify if you have an emergency, taking them away from actual emergency calls.



