

(c) the corrective steps taken by Government to tighten the three layered security of Mumbai coastline?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI KIREN RIJIJU): (a) to (c) Patrolling of Mumbai Coast is jointly carried out by the Customs Department and the State Marine Police. In order to strengthen the three layered security, the Indian Navy has been designated as the authority responsible for overall Maritime Security. Director General, Indian Coast Guard (ICG) has been designated as Commander of Coastal Command and made responsible for overall coordination between the State and the Central agencies in all the matters relating to Coastal security. State Coastal Police work closely with ICG under the hub and spoke concept, the hub being ICG Station and the spokes being the Coastal Police Stations.

Taking corrective steps to avoid any kind of gaps in Coastal security is a continuous process and the Government takes various initiatives as and when required.

Distress calls received by Delhi police helpline

3095. SHRIMATI RENUKA CHOWDHURY: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether it is a fact that hundreds of calls made to police helpline number 100 in Delhi go unanswered every day;

(b) if so, the reasons therefor;

(c) the average number of distress calls received by the Delhi Police helpline every day *vis-à-vis* number of calls going unanswered; and

(d) the corrective steps taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI HANSRAJ GANGARAM AHIR): (a) to (c) Delhi Police has reported that the Police helpline No. 100 receives on an average 24539 distress calls per day (24 hrs). Apart from this, due to call rush there are 321 abandoned (unanswered) calls per day on an average which get dropped in the switch and cannot be answered by the call-taker. Delhi Police has informed that there is a surge of distress calls during the peak hours (7 pm to 11 pm) due to which some calls get placed in queue and some of them are also abandoned by the callers.

(d) Delhi Police has reported that a dedicated help desk has been established in the Central Police Control Room to call back the abandoned calls. Regular briefing and close supervision of call-takers/operators is undertaken by the Delhi Police to ensure that minimum time is consumed in attending the distress calls so as to reduce the number of calls in queue.