

Delhi Police helpline

†1003. SHRIMATI KAHKASHAN PERWEEN: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether Government is aware of the fact that process of seeking help from the Delhi Police helpline number 100 is very complicated because after a call has been made by the complainant, the police call back and enquire about the incident and its location etc. and as a result thereof the police generally reaches the place of incident approximately a half an hour or an hour late, by which time the incident had already occurred;

(b) whether Government considers to make this process simpler and hasslefree; and

(c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI G. KISHAN REDDY): (a) Delhi Police has reported that process on Delhi Police helpline number 100 is not complicated and only when the call is disconnected/not completed during conversation, the Police Control Room calls back the complainant. No enquiry about incident and its location etc. is carried out once the caller gives complete details. At present, the reaching time of Police Control Room van to a caller is approximately 5 to 10 minutes depending upon the geographical location and traffic situation.

(b) and (c) In order to make the process simple and hasslefree, a pan-India, single, internationally recognized number 112 based Emergency Response Support System (ERSS) for various emergencies, with computer aided dispatch of field resources, accessible through call, SMS and "112 India" mobile app has been operationalised in Delhi with effect from 25th September, 2019.

NCRB report and farmer suicides

1004. SHRI AMAR PATNAIK: Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether, as per the NCRB data, Government has identified the causes for the reduction of farmer suicides across the country in 2016;

†Original notice of the question was received in Hindi.