

Form-I
(See paragraph-9)
**MEMORANDUM FOR PROPOSALS INVOLVING EXPENDITURE
ON NEW SERVICE OR NEW INSTRUMENT OF SERVICE**

**Government of Odisha
Department of Home**

MEMORANDUM

1. Statement of proposal:

Implementation of Emergency Response Support System (ERSS) in the state of Odisha.

2. Financial implications of the proposal:

(a) Nature of the scheme (Plan-State/Central or Centrally sponsored – or Non-Plan)

State Sector Scheme under Programme Expenditure.

(b) Total outlay (recurring and non-recurring separately), its broad details and its year-wise phasing.

Phase	Year	Proposed Expenditure (In Cr.)		Total
		Non-recurring	Recurring	
Phase-I	2019-20	7.33	46.14	53.47
Phase-II	2020-21	4.03	99.62	103.65
Total		11.36	145.76	157.12

The new scheme is targeted to bridge the key gaps in following areas. The details of proposed component wise indicative expenditure as per the EFC memorandum are as follows:-

SI No	Component	Year wise proposed expenditure (In Cr.)		Total
		2019-20	2020-21	
1	Engagement of 3 consultants for 10 months	0.68	00	0.68
2	Equipments-Police	4.18	2.65	6.83
3	Equipments-Fire	2.47	00	2.47
4	Vehicle	6.36	14.16	20.52
5	Additional Vehicle charge	4.58	10.20	14.78
6	Monthly Sim charge of Fire	00	0.35	0.35
7	Manpower	35.20	73.95	109.15
8	Rent for PSAP	00	0.96	0.96
9	MDT for 658 Police vehicles @ 21,000/-	00	1.38	1.38
	TOTAL	53.47	103.65	157.12

(c) (i) Plan allocation, in a Plan Scheme; and (2019-20)

TRs.155965.00 (Both for Police and Fire Services)

(ii) Budget provision in the current financial year;(2019-20)

TRs.155965.00 (Both for Police and Fire Services)

If no Budget provision exists, how is the expenditure proposed to be met ?

(d) Component of grant, loan and subsidy, if any, in the total outlay involved and their proposed terms.

NA

(e) Number of posts, their pay scales and the basis adopted for staffing (Statement attached).

Sl. No.	Major Category	Description	2019-2020 (Phase-I)	2020-2021 (Phase-II)	Total
1.	Human Resource	Dy. S. P.	4	0	4
		Sub Inspector	151	181	332
		Assistant Sub Inspector	203	244	447
		Constables	740	858	1558
		Outsourcing	198	0	198
		TOTAL	1296	12843	2539

(f) Broad details of construction works, their justification and basis of estimates (Statement attached).

NA

(g) Requirement of stores and equipment together with justification and cost (Statement attached).

MDT/ GPS devices (Rs 21000/- per piece) should be fitted in all vehicles i.e. 612 PSs vehicle, 158 existing PCR vehicles and 236 new vehicles (part of ERSS) totalling 1006 Nos. However, as the DPR prepared by CDAC for ERSS Odisha already has provision for 348 MDTs, the net requirement of MDTs shall be 658 X Rs.21,000/- = 1.38 crore. Further,

P.T.O.

it was decided that motorcycles purchased under various grant should also be made part of Emergency Response Vehicles in subsequent phases.

(h) Achievement/return expected and other economic implications, if any

Better distress response.

3. (a) Comments, if any, of the Planning & Co-ordination Department (for Plan Scheme only)

- (i) The AD needs to take concurrence of FD separately for sourcing manpower through creation of posts and services providers.
- (ii) The recurring cost for manpower and other liabilities beyond the proposed project duration needs to be indicated.
- (iii) The views of Health & Family Welfare Department need to be obtained, as Ambulance service is also part of ERSS.

(b) Comments, if any, of other Departments which may have been consulted.

The comments of following departments are attached:-

- (i) P&C Department
- (ii) Finance Department
- (iii) W & C.D. Department
- (iv) E & I.T. Department, and
- (v) H & F.W. Department.

(c) Whether Appraisal made by SFC/EFC and approval by the competent Authority.

Yes

4. Supplementary information, if any.

5. Points on which decision/sanctions are required.



Secretary to the Government
Department of Home

GOVERNMENT OF ODISHA
PLANNING AND CONVERGENCE DEPARTMENT

No. 11416 /P, Bhubaneswar, dated 4.10.19
Plan-IV-02/2019

From

Ms. Neeta Mohanty,
Deputy Director

To

Shri P.C. Pradhan, IAS
Additional Secretary to Government,
Home Department

Sub: EFC Memorandum for Emergency Response Support System (ERRS)
Scheme to be implemented from 2019-20 to 2020-21.

Ref: Your Letter No.41928/M&D, dated 21.09.2019

Sir,

I am directed to refer to your letter on the above cited subject and furnish below the views/ responses of Planning and Convergence Department on the EFC Memorandum for Emergency Response Support System (ERRS) Scheme to be implemented from 2019-20 to 2020-21.

1. The A.D needs to take concurrence of F.D separately for sourcing manpower through creation of posts and service providers.
2. The recurring cost for manpower and other liabilities beyond the proposed project duration needs to be indicated
3. The views of Health & Family Welfare Department need to be obtained, as Ambulance service is also part of ERSS.

Yours faithfully,

Neeta Mohanty
04.10.2019
Deputy Director

GOVERNMENT OF ODISHA
FINANCE DEPARTMENT

No. 36550 /F
FIN-GS1-BT-0012-2019

Dated: 28.10.2019

From

Shri P.K. Behera,
Under Secretary to Government.

To

Additional Secretary to Government,
Home (M & D) Department.

Sub: Response of Finance Department to the Memorandum for Expenditure Finance Committee for implementation of the Scheme EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) in the State during the years 2019-20 TO 2020-21.

Sir,

In inviting a reference to your Letter No.41928/M&D dated 21.09.2019 on the above subject, I am directed to request you for further action in terms of Para-6 of Finance Department Office Memorandum No.1068/F., dated 10.01.2013 and modification of EFC Memorandum wherever necessary for implementation of the Scheme EMERGENCY RESPONSE SUPPORT SYSTEM (ERSS) in the State during the years 2019-20 to 2020-21.

Para number of Memorandum	Comments of Finance Department
1. 1.3 Duration of the Project	Duration of the project has been mentioned as 2 years. However, ERSS is a permanent intervention. The A/D may prepare projected cost for a period of 5 years in terms of para-3 (iv) of Finance Department Office Memorandum No.1068/F., dtd.10.01.2013.
2. 3.3 Overlapping.	<p>The Administrative Department have stated that ERSS proposes to utilise the infrastructure of Fire, Health Department and W & C.D. Department to avoid duplication of efforts and resources. Details of availability of infrastructure in Fire Services and other Departments may be clearly indicated. Besides, whether prior consultations have been made with the above 2 Departments may also be mentioned in the Memorandum. The interventions in respect of Health and W & C.D. Department may be indicated in detail in the Memorandum.</p> <p>At present there are dedicated functional Call Centres for 108 Ambulance and 104 Jannani Surakshya Yojana in their respective Departments. Over a period of time the respective Call Centres have gained valuable experience in call handling. In case these Call Centres can be integrated with the PSAP Call Receiving Centre in a convergence mode, it will have twin benefit of reducing the cost of this project for outsourcing the PSAP Call Centre and at the same time availing the services of experienced resources from the very</p>

3	<p>4.3</p> <p>Measurable Targets proposed to be achieved of the Project</p>	<p>beginning. This aspect may be examined.</p> <p>Only project implementation schedule has been given.</p> <p>However, specific measurable targets proposed to be achieved of the project/scheme is required to be indicated under this para along with monitorable parameters against specific base lines. This aspect has not been indicated.</p> <p>In Para-7 of the guidelines of MHA, the expected quality of service has been clearly indicated, as per which the quality of service under the project would be measured under certain quality parameters which have been defined in the guidelines.</p> <p>Specific measurable targets against the base line in respect of these quality parameters may have to be indicated with time lines. The targets relating to increasing satisfaction level and improvement in service delivery may also be indicated in respect of all the interventions including those belonging to other Departments.</p>
3.	<p>5.1</p> <p>Project Design</p>	<p>In the system over view, there is no mention of integration with "104 - Jannani Surakshya Yojana" of H&FW Dept. and "181 - Women help line" and "1098 - Child Care" of W & C.D. Department neither in the PSAP nor in the DCC. The same may be clarified. The desirability of including Natural Calamity/ Disaster-related emergency calls may also be examined.</p>
5.	<p>6</p> <p>Project cost</p>	<p>(i) Project cost for a 5-year period starting from 2019-20 mentioning recurring and non-recurring component separately may be furnished.</p> <p>(ii) Creation of 2583 posts of different categories (D.S.P., S.J., A.S.I. and Constable) only for the Police Organisation has been proposed for implementation of the project. Since "100-Police is already operational in the State", creation of such a huge number of additional posts may not be required. Besides, the MHA guidelines envisages MDT to be installed in gradual manner in all the 2 wheeler and 4 wheeler vehicles at the District level in the Police organisation. Hence, instead of creation of new posts, it would be desirable to manage the ERSS with existing manpower. In case, it is absolutely necessary to create some posts, equivalent number of vacant redundant posts may be proposed for abolition.</p> <p>(iii) It has been proposed to engage 198 Call Takers for the PSAP. Instead of keeping persons on outsources basis, the function of PSAP Call Receiving Centre may be outsourced. The function of Call Despatch Centres may also be outsourced. The police personnel deployed may not be able to properly appreciate the distress calls relating to other Departments. This also vitiate the feed back mechanism.</p> <p>(iv) 106 number of PCR vehicles are proposed to be hired @ Rs.50,000/- per month. In the past 10 years permission has been given for purchase of large number of PCR vehicles, PCR Motorcycles and operational vehicles for Police Organisation out of State resources as well as Central Schemes such as MPF and SIS. PCR vehicles have also been obtained from PSUs etc. on donation basis. Actual number of available operational vehicles, PCR four wheeler as well as two wheeler may be indicated vis-à-vis to requirement of ERSS. Besides, more than Rs.8.00 crore is available for purchase of vehicle under SIS scheme, around Rs.12.5 crore is available under MPF scheme and Rs.1.00 crore is available under District Police for purchase of vehicle in the current year. The Home Department may prioritise purchase of PCR and operational four wheeler as well as two wheeler out of the above resources instead of incurring huge expenditure of around Rs.7-8 crore in</p>

		<p>each year towards hiring charges of vehicles.</p> <p>(v) The details of equipment proposed to be purchased with a cost of Rs.4.72 crore in two years for Police may be furnished.</p> <p>(vi) In the scheme guidelines, it is mentioned that supply of Hardware including IP Phone, Desktop, MDP Devices, PRA line and UPS would be the responsible of MHA. The reasons for including cost of purchase of MDT may be clarified.</p> <p>(vii) The projected cost of additional charges to the tune of around Rs.10.18 crore for two years may be explained in detail. In case, it is POL cost, the same can be provided under District Police under the unit MV as per actual requirement from time to time.</p>
6.	7.4. Manpower	The comments already furnished in Para No.5.1
7	8.1. Source of Financing.	<p>As per the guidelines of Ministry of Home Affairs, Government of India would set up IT System on Pan India basis which would be monitored by I.T. team of MHA. The I.T. Service Provider (ITSP) would provide the MDTs to be fitted in the vehicles deployed by State Government. Government of India would also provide Hardware including IP Phone, Desktops, MDT devices, PRA lines and UPS. They would also provide Licences for various applications as per the requisition of the State Government. They would also maintain the project for 5 years. The annual maintenance cost of Hardware and Software would be borne by MHA. The MHA would also maintain the network from the State Call Centre to DC.</p> <p>All these aspects have not been mentioned in the EFG Memorandum. The responsibility of MHA, Government of India and commitment of resources by MHA, Government of India and resource requirement from the State resources may be clearly indicated separately. It may also be indicated whether Government of India considers this as a Centrally Sponsored Scheme or not.</p>

Yours Faithfully

P. K. Srinivas
28.10.19

Under Secretary to Govt.

GOVERNMENT OF ODISHA
WOMEN & CHILD DEVELOPMENT AND MISSION SHAKTI DEPTT.

No. 15195 /WCDMS, Dt. 19-10-19
WCD-COOD-Misc-0025/19

19/10

From

Sri Aravind Agrawal, IAS,
Director, ICDS & SW.

To

The Additional Secretary to Govt.,
Home Department.

Sub : Views regarding EFC Memorandum for implementation of Emergency Response Support System (ERSS) of Deptt. of WCD and Mission Shakti.

Madam/Sir,

In inviting a reference to your letter No.41928 dt.21.09.2019 on the above noted subject and to send herewith the views regarding EFC Memorandum for implementation of Emergency Response Support system (ERSS) of Department of WCD and Mission Shakti for information and necessary action.

Yours faithfully,


19/10/19
Director, ICDS & SW

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Dr. X. Y.

1. The Scheme of Universalisation of Women Helpline is intended to provide 24 hours immediate and emergency response to women affected by violence through referral and information about women related government schemes or programmes through a single uniform number. Any woman or girl facing violence within public or private sphere of life or seeking information about women related programmes or schemes may avail the services of 181 WHL.

The objectives of the Scheme are: to provide toll-free 24-hours telecom service to women affected by violence seeking support and information, to facilitate crisis and non-crisis intervention through referral to the appropriate agencies, to provide information about the appropriate support services, government schemes and programmes available to the woman affected by violence in her particular situation within the local area in which she resides or is employed.

2. In Odisha, it is operational since 8th March 2017. The existing call centre is situated at DLF Cyber City, Patia, Bhubaneswar, through an implementing agency- **In2it Technologies** with necessary augmentation of IT infrastructure. The current set up is managed with 5 seated call centre in 3 shifts work schedule with 23 supported staff.

The services provided at the centre are to refer the respondent to relevant support services like medical aid, police assistance or connect her to One Stop Centre for professional counselling, shelter, legal aid etc. If the woman needs to be rescued from a violent situation or is in urgent need of medical assistance then the PCR Van from the nearest police station or ambulance from nearest hospital/ 108 services would be dispatched.

WHL also provides information about the laws, existing schemes and government programmes related to women empowerment and protection. Any woman in-need of such information or someone on her behalf may call WHL which will provide this information or refer the woman to the relevant department to access the same. WHL will also provide guidance to women about processes to be adopted for accessing benefits of these schemes and programmes.

WHL works in convergence with Department of Telecommunications under Ministry of Communication and Information Technology, Department of Home Affairs/District/Local Police Station, Department of Health and Family Welfare, District, State Legal Service Authority/DLSA, and Department of Women and Child Development.

WHL is not only a call centre but also it provides a wide range of services like providing instance and emergency service (rescue), addressing all age group of women and girls, effective counselling, women friendly behaviour (Women Counsellors), proper repeat follow up of each case up to the end, records of each calls (Verbal and written), conference calls with the concerned department or individual, addressing women's rights (Violence against Women and Scheme related enquiries or problems), taking care of each calls (Drop calls, Calls in Queue and disconnected calls) and Inter/ intra state connections.

- (3)
3. Since operational, WHL-181 has received total calls (Feb 2017 to 30th September 2019) 4, 30,270 and 17313 nos. of cases registered.

It may be mentioned here that girls and women who are the most vulnerable part of the society need special attention for redressal of their grievance. Since 181-WHL provides these services it may be allowed to function as an independent unit.

It is understood that 112 is intended to cater to emergencies of all kinds to respond the distress call of the citizen in a coordinated manner in a shortest possible time.

If 181 is integrated with 112 for the interest of the girls and women the following aspect may be looked into -

- a. As department of WCD & MS is monitoring 181- WHL, Home Department may intimate the call details (with cases registered, referred etc.) on monthly/quarterly basis.
- b. A Separate functional unit may be made with all the existing practices of 181 WHL.
- c. Financial implications of 181-WHL may be included in ERSS EFC.

Notings For File No.: PT1-HOME-MND-MISC-0020-2015
Subject: Miscellaneous Matters/Correspondence, Consignment of Records
Description: National Emergency Response System (NERS)-Guidelines, MoU & Funds release etc.

Noting 365

E & IT Department

GOI has requested for establishment of an integrated emergency response telephone number "112" as a part of Emergency Response Support System (ERSS) by integrating the present emergency services like Police, Ambulance, Fire, Women helpline etc. currently operating through multiple helpline numbers such as 100, 101, 102, 104, 108, 181, 1098.

GOI is providing 948.71 Lakh for software and hardware to be implemented through C-DAC and GoO has to provide Rs 15410 Lakh to support creation of infrastructure and logistic/ manpower support for State/District/Urban Police Control Room and call centre.

In order to to achieve rationalisation of cost and proper execution of ICT, the following points are suggested:

1. The existing Call Centre may be expanded with additional hardware infrastructure and manpower.
2. The cost of Police manpower/logistics proposed may be booked to appropriate head of regular budget instead of this project.
3. A sub-committee of IT experts may be constituted at OCAC to monitor and advise on the implementation of ICT works like software development/customisation, computing hardware deployment and setting of call center.

Finance Department

(Orders obtained in Electronics & Information Technology Department File No. EIT-DEV-II-MISC -0013-2019)

Bichitra Kumar Mishra (Deputy Secretary, Electronics & Information Technology), 13-Nov-2019 11:54:02

Print has been taken by Aparajita Mohapatra, Assistant Section Officer on 15-Nov-2019 15:53:13

GOVERNMENT OF ODISHA
HEALTH & FAMILY WELFARE DEPARTMENT

No. HFW-SCH-EMER-0003-2019 25664 /H, Dated 16/10/19

From, Guha Poonam, Iyapras Kumar, IAS
Joint Secretary to Government.

To, The Additional Secretary to Government,
Home Department.

Sub: EFC Memorandum for Implementation of Emergency Response Support System (ERSS) Scheme to be implemented by Home Deptt from 2019-20 to 2020-21-Reg.

Sir,
In inviting a reference to your letter No. 41928/M & D, dated 21.09.2019 on the subject noted above, I am to say that the following suggestions may be considered for incorporation of the same in the final draft EFC.

1. As per the direction of the Hon'ble Supreme Court Committee on Road Safety, the Health & Family Welfare Department had been asked to ensure integration of Public and Private Ambulances under common emergency number under the Emergency Medical Care such that that when a call lands to a common emergency number, it shall be forwarded to any ambulance **whether public or private**, to ensure that the ambulance reaches in time. At present 512 nos. of ambulances under "108" call centre, 15 nos. of NHA ambulances and 1562 nos. of private ambulances have been mapped for integration. At present no call centre exists for NHA ambulances and the private ambulances. It may be explored whether ERSS, being a common call centre, can facilitate such integration.
2. The current setup of "108" and "102" Ambulance Service is managed by two 60 and 65 seated call centers with an average of 21000 calls received daily. Further both the services are being integrated by having a single call centre under a single roof for centralized monitoring of both 108 and 102 services comprising more than 1000 ambulances. For this purpose existing call centre for 108 Ambulance Service at 7th Floor IDCO tower is being expanded along with necessary augmentation of IT infrastructure.

It is understood that 112 is intended to cater to emergencies of all kinds including medical emergencies. However, looking into the volumes of the calls received for ambulance at 108 and 102 it is obvious that a bulk of the calls to 112 State Control Room shall be for ambulances or health related emergencies.

Since existing 108 and 102 ambulance services have matured over last five years and are being operated by an Agency specializing in providing ambulance service along with specific technology for managing call centre, requests for ambulance landing at 112 State Control Room can be passed to integrated call centre for ambulance service as a basic starting measure. Subsequently, the Ambulance call centre will deal with dispatch and monitoring of vehicles as per their protocol.

However, for exchange of information in real time basis, integration between 112 and Ambulance Call Centre is required. For this, protocol for exchange of information between call centers using available technology should be finalized in consultation with technology implementer of 112 i.e. CDAC and the operator of Ambulance Service in the State.

Further, it is to mention here that the financial implication for this is to be included in the ERSS EFC as it is not part of the ToR for the Ambulance Service Provider.

Yours faithfully,


Joint Secretary to Government