

**GOVERNMENT COLLEGE OF EDUCATION**  
**SECTOR – 20D, CHANDIGARH**  
**REPORT ON VISIT TO ERSS UNDER CYBER**  
**SWACHHTA MISSION**

**Dated : October 13, 2023**

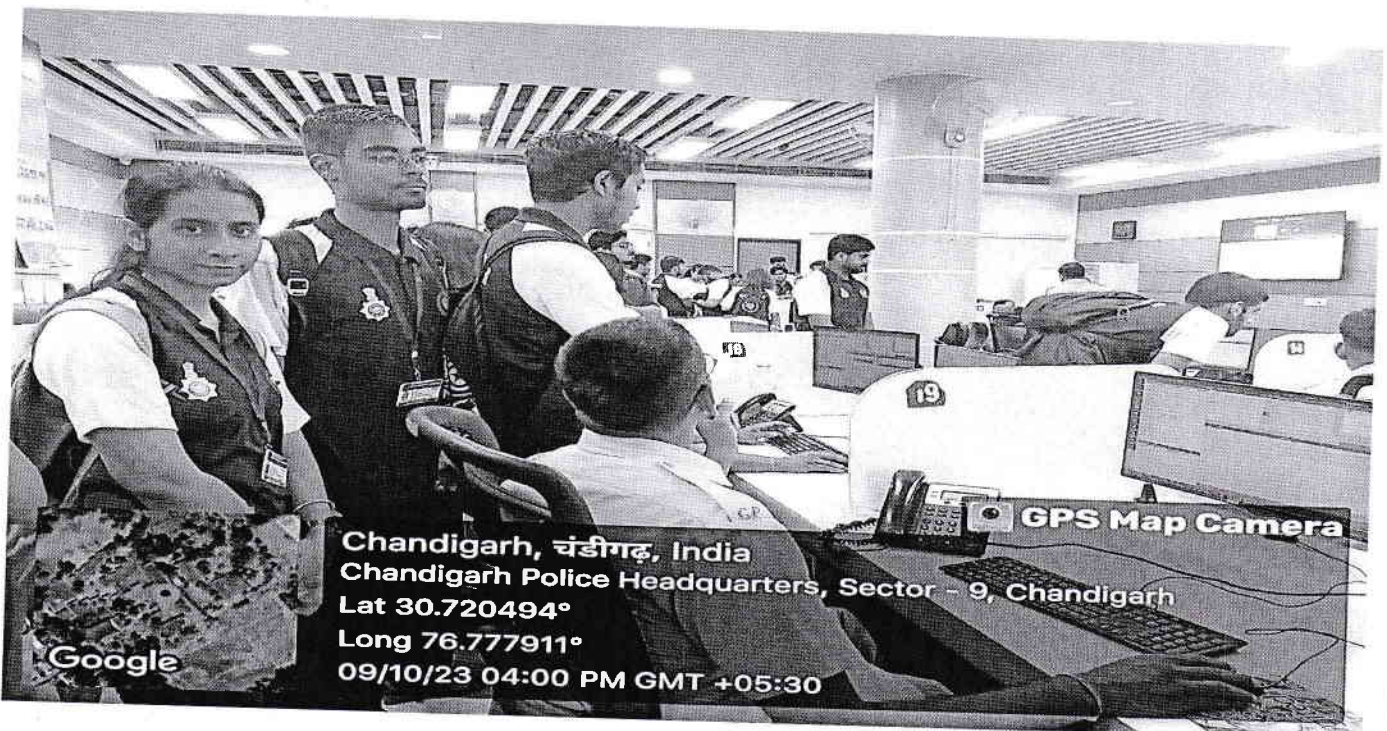
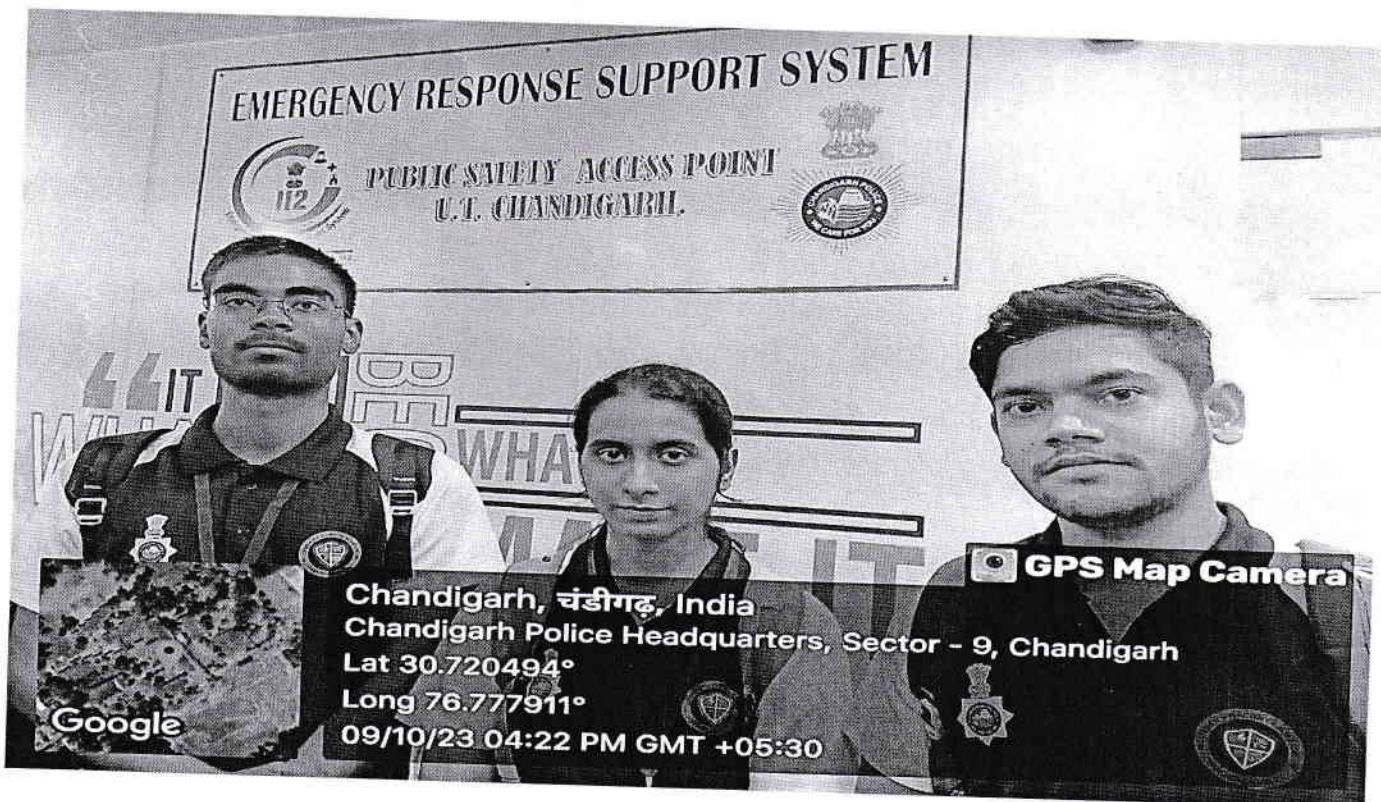
Cyber Interns of Government College of Education, Sector-20D, Chandigarh under the Cyber Swachhta Mission, an initiative of Chandigarh Police, visited ERSS i.e., Emergency Response Support System in the Chandigarh Police Headquarters, Sector-9, Chandigarh on October 9, 2023. Interns got an overview of the working management system of Helpline no. 112.

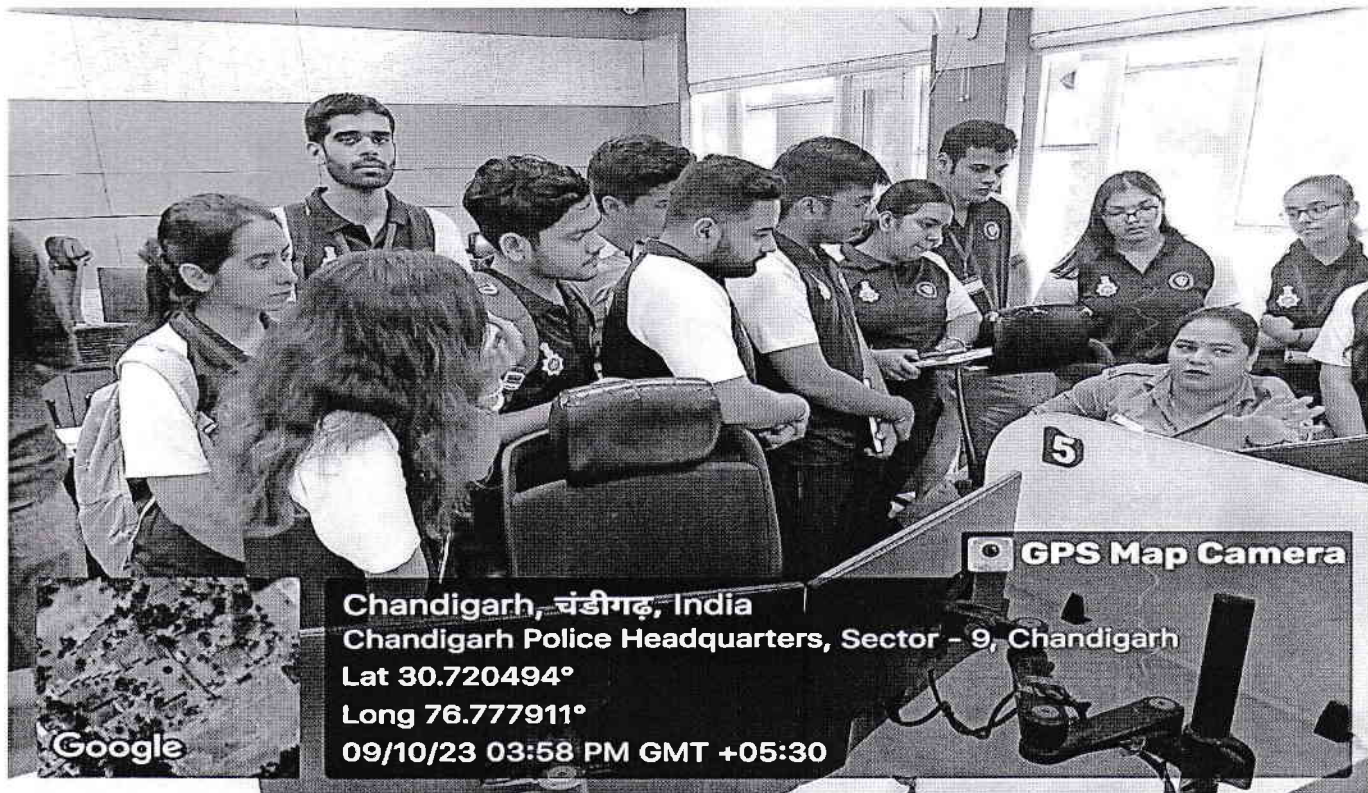
Important issues covered were as follows:-

1. Emergency Number 112 provides help regarding 11 services to the public.
2. There are different sections within Chandigarh Police Headquarters, working under ERSS to help public regarding different problems like fire accident, ambulance services, cyber crimes, traffic management, etc.
3. Any call on 112 is forwarded to the relevant department of ERSS within 2 minutes to provide the specific help regarding the problem.
4. It also tracks public and private buses when someone presses the SOS button in the bus to provide necessary help.
5. It tracks the mobile of complainant when someone presses the Panic Button or the Home Button 3 times.
6. It also dispatches PCRs after collecting some minute information of the complainant regarding any problem and keep tracking it until the problem is solved. After successful settlement of the problem, it gets report from the concerned PCR.

Interns got valuable experience of this whole working system by live demo session. All the Police Staff were very cordial to the young interns. They put all efforts to aware them about the working of ERSS.

Following are the glimpses of the session :





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1. Dr. Anjali Puri (NAAC Record)
2. Dr. Suman Khokhar (For Website Upload: **Cyber Swachhta Mission LINK**)
3. Dr. Rajni Thakur (For Record)