

Report on Awareness Talk on Next-Generation Emergency Response Support System (ERSS-112)

Organised by: National Service Scheme (NSS), Parivartan Unit, Mata Sundri College for Women, University of Delhi

Date: 14 October 2026

Time: 1:00 PM to 2:00 PM

Resource Person: Inspector Rajesh Kumar

In the Presence of: SI Jaivir Singh and SI Prempal Tomar, PCR Unit

The National Service Scheme (NSS), Parivartan Unit, of Mata Sundri College for Women, University of Delhi, organised an awareness talk on the Next-Generation Emergency Response Support System (ERSS-112) on 14 October 2026, from 1:00 PM to 2:00 PM. The session was delivered by Inspector Rajesh Kumar in the presence of SI Jaivir Singh and SI Prempal Tomar from the Police Control Room (PCR) Unit. The programme aimed to familiarise students with emergency response mechanisms, create awareness about the 112 emergency helpline, and promote personal safety, public security, and responsible citizenship.

During the session, Inspector Rajesh Kumar explained the significance of the Emergency Response Support System (ERSS-112) as a mechanism through which citizens can seek assistance during emergency situations. He highlighted the importance of public awareness about emergency services and emphasised that knowledge of emergency helplines can help individuals respond appropriately to unforeseen circumstances. The session focused on understanding when and how to seek emergency assistance and the importance of communicating relevant information clearly to emergency response personnel.

The resource person emphasised that while contacting emergency services, individuals should provide accurate information about their location, the nature of the emergency, and other relevant details. Clear communication can help the concerned authorities understand the situation and facilitate an appropriate response. Students were encouraged to remain calm, follow the instructions provided by emergency response personnel, and act responsibly during emergencies. The session reinforced the importance of awareness and preparedness in ensuring personal and community safety.

Inspector Rajesh Kumar also highlighted the responsible use of the 112 emergency helpline. Students were sensitised to the need to use emergency services for genuine situations and avoid false, prank, or unnecessary calls. Misuse of emergency services can divert resources and potentially delay assistance to people who urgently require help. The discussion encouraged students to recognise their responsibilities as citizens and contribute to the effective functioning of public safety services.

SI Jaivir Singh and SI Prempal Tomar of the PCR Unit were present during the programme. Their presence highlighted the importance of coordination between the police and the public in strengthening awareness of emergency response mechanisms. The session also emphasised the relevance of emergency preparedness among college students, particularly young women, who may need to seek assistance while commuting, travelling, or navigating public spaces.

Awareness of emergency helplines and appropriate response procedures can contribute to greater confidence and preparedness in difficult situations.

The initiative reflected the commitment of the NSS Parivartan Unit towards community engagement, social responsibility, and student welfare. In keeping with the NSS motto, **“Not Me But You,”** the programme encouraged students to look beyond their individual safety and remain mindful of the safety and well-being of others. By promoting awareness of emergency services, the initiative sought to encourage students to become informed, vigilant, and responsible members of society.

The awareness talk provided an opportunity to strengthen students' understanding of emergency response services and the importance of timely assistance, accurate communication, and responsible use of emergency helplines. It reinforced the role of awareness and preparedness in creating a safer college environment and a more secure community.

In conclusion, the awareness talk on the Next-Generation Emergency Response Support System (ERSS-112), organised by the NSS Parivartan Unit of Mata Sundri College for Women on 14 October 2026, was an informative initiative focused on emergency preparedness and public safety. The session delivered by Inspector Rajesh Kumar in the presence of SI Jaivir Singh and SI Prempal Tomar of the PCR Unit highlighted the importance of understanding emergency response mechanisms and using the 112 helpline responsibly. The programme reaffirmed the NSS commitment to promoting awareness, responsible citizenship, and community welfare.