

## 112 Citizen's Charter

*(A declaration of our service commitment to all persons needing emergency help in Uttar Pradesh)*

### 1. Our Vision

To provide prompt, integrated emergency services for public safety and security to all persons, including those with special needs, anytime, anywhere in the state of Uttar Pradesh.

### 2. Our Mission

To establish a modern contact center to enable easy communication from all persons in the state of UP, to deploy adequate police response vehicles in all districts of the state, provide necessary functional and soft skills training to personnel, develop leadership and conduct appropriate research on a continuing basis to establish and operate an efficient emergency management system for all persons in the entire state of Uttar Pradesh.

### 3. Our Services offered

Integrated emergency services including

- (i) Police
- (ii) Fire
- (iii) Medical
- (iv) Government Railway Police

### 4. Our customers, clients and stakeholders

- (i) All persons in the entire state of Uttar Pradesh
- (ii) Persons located outside the state but seeking emergency help in Uttar Pradesh
- (iii) Uttar Pradesh Police

### 5. Our contact points

- (i) Phone: 112
- (ii) Whatsapp: 7570000100
- (iii) Twitter: @112uttarpradesh
- (iv) Facebook: @Call112
- (v) SMS: 7233000100
- (vi) E-mail: [100@up100.uppolice.gov.in](mailto:100@up100.uppolice.gov.in)
- (vii) Citizen portal: <http://up100.uppolice.gov.in/en/pages/home.aspx>
- (viii) 112 emergency services app
- (ix) Any Police Response Vehicle (PRV) on the road

## 6. Our statement of services

S.No	Services	Success Indicator	Service Standard	Units
1.	Average speed to answer	Phone call	<= 5	seconds
		Social media	<= 10	minutes
2.	Contacting a dropped number	Phone call	<= 10	minutes
3.	Average PRV response time	Urban areas	<= 15	minutes
		Rural areas	<= 20	minutes

## 7. Our grievance redressal mechanism

1.	When to lodge a complaint	Anytime during the service cycle or after it
2.	Where to lodge a complaint	<ul style="list-style-type: none"> <li>By dialing the number 112</li> <li>By using other media like twitter (@112uttarpradesh), Facebook (@Call 112), whatsapp (7570000100), SMS (7233000100), email (<a href="mailto:100@up100.uppolice.gov.in">100@up100.uppolice.gov.in</a>) or chat on website (<a href="http://up100.uppolice.gov.in/en/pages/home.aspx">http://up100.uppolice.gov.in/en/pages/home.aspx</a>)</li> <li>Writing to or visiting the concerned district police officials</li> <li>Writing to or visiting the 112 HQ at 7/13, Shaheed Path, Gomti Nagar Extension, Lucknow-226027</li> </ul>
3.	Acknowledgement of complaints	<ul style="list-style-type: none"> <li>Complaints made by calling 100 are acknowledged immediately</li> <li>Complaints on social media are acknowledged within 10 minutes</li> </ul>
4.	Time to redress complaints	<ul style="list-style-type: none"> <li>Complaints made against PRV are addressed within 24 hours and the enquiry is conducted expeditiously</li> </ul>
5.	Escalation of complaints not addressed within stipulated time	<ul style="list-style-type: none"> <li>Can be mailed to <a href="mailto:lteccs-up@gov.in">lteccs-up@gov.in</a></li> <li>Can approach district SSsP/SsP or SsP at 112 HQ</li> </ul>
6.	Nodal Officer for handling grievances at the HQ level	SP, Field services 0522-2217711 (ext: 9002/7367)

8. Expectation from service recipients

- (i) Contact us only in case of an emergency (related to Police, Fire, Medical or GRP services). Do not make frivolous calls.
- (ii) Try to share the address details first, then your emergency and then additional details
- (iii) Try to stay calm and share all the information clearly. Follow pre-arrival instructions when given.
- (iv) Give the PRVs reasonable travel time before calling to check in again
- (v) Keep your phone switched on so that contact can be established when needed
- (vi) When complaining against the service, try to share the PRV number or the name of the officer against whom the complaint is to be made and all relevant evidence
- (vii) If you want your identity to be kept a secret, please state so during the call/contact
- (viii) If you want us to treat your information in a fiduciary capacity (in trust), please state so during the call/contact

9. List of responsibility centers

<b>S.No</b>	<b>Center</b>	<b>Contact Details</b>
1.	Operation Mirroring Center, Prayagraj	Modern Control Room building, Police Lines, Prayagraj
2.	Operation Mirroring Center, Ghaziabad	Modern Control Room Building, 44 Battalion PAC, Ghaziabad