



MP Dial 100

A Game-Changer for Law Enforcement!



Madhya Pradesh (MP) Police are committed to providing professional law enforcement services to 52 districts in the state. The police force is dedicated to protecting the rights of individuals, preventing crime, and building community partnerships to justify its motto of 'Desh Bhakti, Jan Seva'.

Transforming the state's emergency response system is of paramount importance for several reasons. First and foremost, a more transparent and integrated system ensures that emergency services are delivered efficiently and effectively. This can help save lives, reduce the impact of emergencies on individuals and communities, and enhance public safety.



From Concept to Reality

The MP Dial 100 project is a state-wide emergency response system that aims to provide quick and effective assistance to citizens in case of emergencies. The project is an initiative of the Madhya Pradesh Police, which is committed to improving law enforcement services and ensuring public safety.

Madhya Pradesh was the first state in India to launch the country's first Dial 100 emergency response services in November 2015.

Awards & Recognitions

- Digital Transformation Award-2020
- Geospatial World Excellence Award in 2018
- SKOCH Platinum Smart Governance Award 2017
- FICCI Smart Policing Award 2017
- Hexagon Safety & Infrastructure Icon Award 2016

Dial 100 service of Madhya Pradesh has also been awarded an ISO certificate

The purpose of the MP Dial 100 project is to create a more transparent and integrated emergency response system that is accessible to citizens across the state. The project aims to provide emergency services in a timely and efficient manner, with the goal of responding to emergency calls within 30-60 minutes. The project is staffed by trained call takers and dispatchers who are available round the clock to handle emergency calls and dispatch appropriate emergency services to the scene.

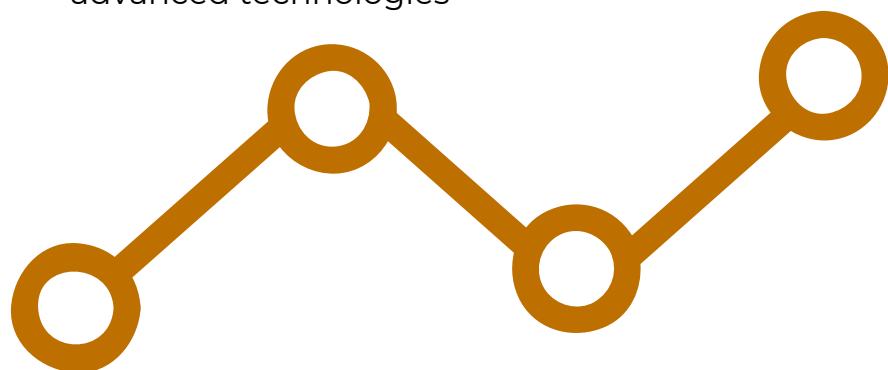


Transforming Emergency Services!



Services expanded to **Gwalior**, equipped with advanced technologies

Integrated with other emergency services, Dial 100 implemented in **Ujjain**



First launched in **Bhopal & Indore** as a pilot project

GPS-enabled Dial 100 vehicles deployed in **Jabalpur**

As of February 2023,

Dial 100 received a staggering 7 crores 17 lakh calls with an average of 25,000 calls received daily.

The service has provided police assistance to 1 crore 49 lakh victims and those in need.

The service dispatches police vehicles and staff to about 6,000 locations every day, providing assistance to the public in need.

The service has received 14.19 lakh reports of crimes against women, in which police assistance was provided to the victims.

- Additionally, the service has received information related to 9.25 lakh road accidents, 1,49,656 senior citizens, 1090 abandoned newborn babies, and 21,185 missing children, providing police assistance in each case.
- The service has also responded to 2,00,227 reports of attempted suicide by depressed persons/women and provided help in 1.79 lakh cases related to COVID-19.
- Every day, the police staff takes feedback from those assisted by the service, with an average satisfaction percentage of more than 90%.



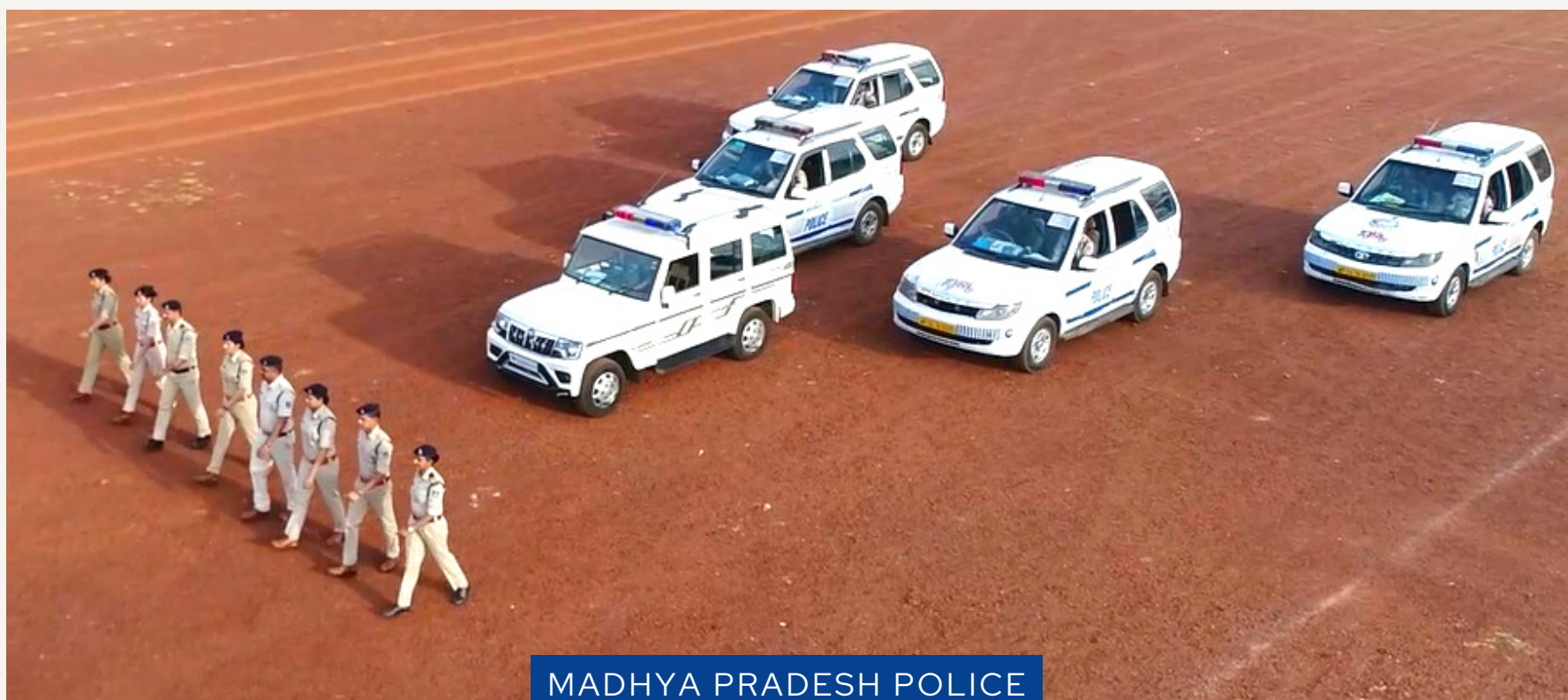
Putting Citizens First!

The MP Dial 100 project plays a crucial role in providing effective police emergency services in a timely manner. With the round-the-clock deployment of trained call takers and dispatchers and a fleet of 1000+ vehicles, the project ensures a quick response to emergency situations.

This is especially important in a state like Madhya Pradesh, which has a population of around 75 million people and covers an area of 3 lakh sq km. The project's ability to provide emergency services within 30-60 minutes is a major achievement, given the scale of the state and the challenges of responding to emergencies in remote areas.

The MP Dial 100 project has been instrumental in assisting accident victims, senior citizens, and missing children. The trained call takers and dispatchers respond to calls reporting accidents and medical emergencies, sending emergency services personnel to the scene as quickly as possible.

The MP Dial 100 catering to such a large population is a testament to the dedication and commitment of the Madhya Pradesh Police to the safety and security of its citizens.



MADHYA PRADESH POLICE