SUCCESS STORIES OF 112/ERSS CONTROL ROOM PORT BLAIR

TRACING OUT A MINOR MISSING BOY

On 06/06/2019, a complaint was received at PS Aberdeen regarding missing of one minor boy namely Rohit Saha @ Sanju s/o Shri. Narayan Saha, aged 12 yrs., r/o Prem Nagar since 03/06/2019. Upon this, a case vide FIR No. 318/19 dated 06/06/2019 u/s 363 IPC was registered at PS Aberdeen and all possible efforts were made by the investigating officer to locate the child.

During the course of investigation, on 07/06/2019, a call was received at PS Aberdeen from ERSS, Port Blair informing that they had received a call at Emergency No.112 and the caller has informed that he has seen a teenage boy sitting alone at Gandhi Park since last two hours. Immediately, Inspector Sanjay, SHO Aberdeen deputed SI Rasheeda, JWO & SI Silpi Singha of PS Aberdeen, who rushed to Gandhi Park and located the boy, who disclosed his name as Rohit Saha s/o Shri. Narayan Saha r/o Prem Nagar. He further disclosed that he had run away from his house on 03/06/2019 due to annoyance with his father for scolding him to study. Later the boy was handed over to his parents.
CRIME AGAINST WOMEN (POLICE SERVICE)

(1) On 2nd April 2019, during night hours, a lady caller informed to 112 emergency control room that her husband is quarreling and threatening her under the influence of alcohol and requested for police assistance near Sri Dhandayuthapani temple, Teylerabad. As a result, 112 Emergency Control Room diverted PCR vehicle immediately to the spot, which found that the offender was threatening the lady with filthy languages under the influence of alcohol. Immediately, the offender was detained and was taken to Police Station Pahargaon for necessary action.

Action Taken: - The offender was booked under preventive challan vide No. 107/116(3)/151 CR.PC dated 02/04/2019 at PS Pahargaon.

(2) On 10-06-2019 at 2126 hrs, a lady caller informed to 112 Emergency Control Room that one contractor came to her house and started quarrelling with her being night hours alone at home she was scared and requested for police assistance near Flour Mill, Prothrapur. On the receipt of information, 112 Emergency Control Room immediately diverted PCR vehicle to the spot and after reaching on the spot, the PCR vehicle found that the offender was quarrelling with her. Soon the offender & complainant were brought to Police Station Pahargaon for initiating necessary action.

Action Taken: The offender was booked under preventive challan vide No.31/19 U/S 34(6) Police Act 1861 dated 10/06/2019 at PS Pahargaon.

INTER HOSPITAL TRANSFER OF PATIENTS: (AMBULANCE SERVICE)

(1) Four patients from Swaraj Dweep (Havelock Island) & two patients from Shaheed Dweep (Neil Island) on various occasions were provided with ambulance service from Phoenix Bay jetty to shift the patients to GBP Hospital Port Blair.

PATIENTS EVACUATION - BREATHING DIFFICULTY: (AMBULANCE SERVICE)

(1) On 22nd March 2019, a resident of Chunabhatta, Bambooflat called the Emergency Control Room as his son, aged 2 years, was suddenly suffering from breathing difficulty and being late night hours, at 10.12 PM, he was unable to go to hospital due to non-availability of vehicles in such remote location. On receipt of
information, prompt action was taken by 112 Control Room and immediately one ambulance from CHC Bambooflat was diverted for the spot and within 15 minutes, the ambulance reached the spot and the patient was evacuated to CHC Bambooflat and admitted for treatment. Hence, due to the prompt action by the 112 Control Room, the life of the child could be saved.

(2) **On 17th 2019 at 1927 hrs.**, a caller informed that a lady aged 31 years was suffering from breathing difficulty and he requested for ambulance service at Calicut, (near Pump House). Immediately one ambulance was diverted from PHC Gharacharma for evacuation and the patient was evacuated within 18 minutes and brought to GBP Hospital Port Blair for treatment.

(3) **On 10-06-2019 at 2300 hrs.**, a caller informed from RGT Road near Murugan temple that his sister aged 39 years is mentally disturbed and being late at night & being alone, he was unable to take her to hospital. So he requested for ambulance service and also desired police assistance as her sister was becoming violent & unable to control. On receipt of information, prompt action was taken by 112 Emergency Control Room and immediately one ambulance from GB Pant Hospital was diverted and also the duty officer at PS Aberdeen was informed to send staff for assistance. The Ambulance & PS Staff reached the spot immediately and the patient was evacuated & brought to GBP Hospital for treatment.

**OTHER SERVICES**

(1) **On 19th March 2019 at 1933 hrs.**, a caller informed that sparks were seen coming from an electric transformer near Chatham Saw Mill. Immediately, the matter was conveyed informed to Electricity Control Room to initiate necessary action.

**Action Taken**: - Electricity department rectified the issue.

(2) **On 9th April 2019 at 0816 hrs.**, a caller informed that a cow had fallen in a well and he requested the rescue at Chakargaon, Port Blair. Immediately the matter was informed to PBMC Control Room for rescue operation and later on, the cow was rescued successfully.
SUCCESS STORY OF ERSS/112-EMERGENCY CONTROL ROOM, PORT BLAIR

1. EVACUATION OF UNCONSCIOUS PERSON (POLICE SERVICE)

On 01st June 2019 at 1340 hrs, a caller informed 112 Emergency Control Room that one person was lying unconscious near Hawaghar junction. On receipt of information, 112 Emergency Control Room immediately diverted the nearest PCR vehicle to the spot. Without any further delay, the PCR vehicle shifted the person to GB Pant Hospital for further treatment where he was provided with necessary first aid and treatment. He had fallen unconscious due to dehydration and giddiness.

2. MISSING MINOR BOY RECOVERED SUCCESSFULLY.

On 06/06/2019, a complaint was received at PS Aberdeen regarding missing of one minor boy namely Rohit Saha @ Sanju S/o Shri. Narayan Saha, aged 12 yrs, R/o Prem Nagar since 03/06/2019. Accordingly, a case was registered at PS Aberdeen and all possible efforts were made by the investigating officer to locate the missing child.

On 07/06/2019, a call was received at ERSS from a caller and informed that a teenage boy was sitting alone at Gandhi Park since last two hours. Immediately, the matter was conveyed to PS Aberdeen and a team from PS Aberdeen rushed to Gandhi Park and located the missing boy. During enquiry, the boy disclosed that he ran away from his house on 03/06/2019 due to annoyance with his father for scolding him to study. Later, the boy was handed over to his parents. The missing boy was recovered on the efforts of an alert citizen who passed the information immediately to the ERSS on 112.
3. MINOR GIRL ESCORTED TO HOME IN LATE NIGHT HOURS (POLICE SERVICE)

On 07th June 2019 at 2056 hrs, a caller informed that a girl, age around 15-17 years, was standing alone & crying helplessly outside Divyum theatre, Prothrapur. When people tried to ask her the reason for crying, she refused to talk. Hence, Police assistance was requested through 112 helpline.

On receipt of information, 112 Emergency Control Room acted swiftly and informed PS Pahargaon and lady staff was diverted to the spot. After reaching the spot, the police staff inquired about her problem. She revealed her identity and told that she was a resident of Ferrargunj and had come to watch movie at Divyum theater along with her friend. However, she missed the last Bus for Ferrargunj and being alone, she found herself helpless, so she got scared and started crying.

Later on her parents were informed and the girl was escorted to her home safely in a Police vehicle.

4. PERSON RESCUED FROM DRAIN (POLICE SERVICE)

On 13th June 2019 at 1435 hrs, a caller informed that one person had fallen in a drain near Brookshabad Junction, Port Blair in intoxicated condition and requested Police assistance to rescue him.

On receipt of information, 112 Emergency Control Room instantly diverted nearest PCR Vehicle for help and rescue. The PCR Vehicle immediately reached the spot and swung into action and rescued the person from the drain. Thereafter, the rescued person was shifted to CHC Garacharma for treatment.