



# First Statewide Dispatch System in India Reduces Response Time from Hours to Minutes

## Madhya Pradesh Police India

Known as the Heart of India, the state of Madhya Pradesh is the second-largest state by area in the country and the fourth-largest state by population. Home to more than 75 million people, Madhya Pradesh faces complex challenges resulting from a large and diverse environment – none more so than public safety.

The state did not have a single emergency call number or unified command-and-control system for response. If citizens needed police assistance, they had to travel to the nearest police station or call a local officer. Madhya Pradesh officials recognized the need to modernize the state's public safety infrastructure to deliver better services and meet growing citizen demands. To improve public safety in the state, officials tasked Madhya Pradesh Police with creating a new, statewide integrated emergency response system – the first in India.

“Our government decided that now it is time that our state police should upgrade itself and provide quality first response to our people,” said Madhya Pradesh Police Additional Director General of Police (ADGP) Anvesh Manglam.

And so the “Dial 100” project began. With 100,000 personnel and a statewide jurisdiction, Madhya Pradesh Police needed to improve situational awareness during

emergencies, equip field personnel with necessary information, and respond as quickly as possible with the correct resources.

“It was difficult for our people to get access to the police,” said Madhya Pradesh Police Superintendent of Police Amit Saxena. “And the promptness was missing.”

### A Unified System for Incident Management

The state set up a centralized call number and led a public information campaign to educate citizens to “Dial 100.” Madhya Pradesh Police chose an integrated suite of public safety software for emergency call-handling and dispatching from Hexagon's Safety & Infrastructure division to create the first ever centralized emergency response system in an India state.

“We wanted a solution that was world class,” Manglam said. “So everything we selected in the Dial 100 project we selected from that angle only.”

Madhya Pradesh Police's solution features Hexagon's industry-leading computer-aided dispatch (CAD) software, as well as a powerful in-vehicle field application for mobile dispatching. The solution features complete,

integrated capabilities for call-handling and dispatching, intelligent mapping, field communications, and data reporting and analysis.

Hexagon's solution expands Madhya Pradesh Police's incident response capabilities through map-based views of calls, events, and units in the field. Field officers in 1,000 vehicles have in-car access to information in real time via a mobile data terminal (MDT) to optimize efficiency and improve situational awareness.

The agency's new dispatch system also includes an integration platform that enables the organization to develop interfaces to IT systems, including dispatch and other systems used by fellow public agencies, without the associated costs of custom development.

### Improved Response Times

Implementation of the Dial 100 system has changed safety and security operations in the state. This organized, coordinated system now allows citizens to dial 100 and reach the centralized command center to get immediate response. Police receive an average of 100,000 calls per day throughout the 27 cities and 51 districts in the state.

When an emergency call comes in from the public, it is directed to the appropriate operator. The Hexagon system displays the number and location on a map. The call-taker logs the type of emergency and other details by creating an event in CAD. The appropriate dispatcher is automatically notified with all relevant information.

The dispatcher, who has access to police unit information and location, can then dispatch the closest unit and communicate information. Once the unit is dispatched and traveling to the incident, the control room can track the vehicle's movement on a map. Police can then resolve the incident and communicate information back to the control room.

In urban areas, response times are down to five minutes or less. In the past, it took from 30 minutes to several hours. And residents of remote areas now enjoy access and connectivity to emergency services, unlike before.

"As the response time of the police has reduced, people are much more confident of their safety and feel safer now," said Police Superintendent of Radio B.M. Shakya.

There are positive impacts on officers, too.

"It's easier for our officers to work more efficiently," Shakya added. "This is a big relief to our officers because it means they are able to prevent crimes."



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**B.M. Shakya**

Police Superintendent of Radio

### A Role Model for Other Agencies

Madhya Pradesh citizens are now confident that if they call police, help will arrive in the shortest time possible with courtesy and professional commitment. With help from Hexagon, Madhya Pradesh Police plans to expand its CAD system to integrate fire and rescue and emergency medical services departments, as well as other public helplines.

And other states in India are looking to Madhya Pradesh as an example to follow. It's a vision that is leading the way for a safer India.

"We are the pioneers in the country and it is one of the largest integrated emergency response systems in the world," said Saxena. "Now every state in the country is trying to duplicate our efforts. They are trying to do as we have done."

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Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

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