

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:4541
ANSWERED ON:30.08.2011
TRANSFER OF PCR CALLS
Singh Shri Vijay Bahadur

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether there is an unnecessary delay in attending to the complaints made to Police Control Room (PCR) number 100 in the border areas of the National Capital Region (NCR) due to dispute over the jurisdiction between different State police;
- (b) if so, the details thereof;
- (c) whether there is lack of provision to ensure transfer of call to PCR to the appropriate police in a time efficient manner;
- (d) if so, the details thereof and if not, the reasons therefor; and
- (e) the steps taken to evolve such a mechanism for efficient transfer of calls?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI MULLAPPALLY RAMACHANDRAN)

(a) and (b): There is no jurisdictional dispute between Delhi and its adjacent Districts/States regarding calls made to Police Control Room (PCR) number 100. Any call to number 100 from within the jurisdiction of Delhi from land line or cellular phone comes to the Central Police Control Room of Delhi. Similarly, calls made from the adjacent cities viz. Gurgaon, Faridabad, Ghaziabad etc. automatically go to their respective Police Control Rooms. However, sometimes the calls made from cellular phones in the adjacent Districts, near Delhi boundary, reach Delhi Police Control Room instead of going to the respective Control Rooms of that city/district. Such calls are transferred/passed on to the concerned Control Room immediately.

(c) to (e): Whenever a call made from a phone in the adjacent District of Delhi, reach Delhi Police Control Room, or vice-versa, the call details are taken and are forwarded to the Control Room of concerned City/District through Hotlines/Telephones/Fax etc.