Narendra Modi
Honorable Prime Minister of India
During Recent Loksabha Election Campaign Trail

“Aa Gujarat che, ahiya yamdoot pahunche eni pahela 108 pahunche jai che.”

“This is Gujarat, a land where the 108 reaches before the Yamdoota (the death messenger) reaches.”

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Training for Police Personnel
Road Safety Week

GVK EMRI Touches “1 Million Lives Saved” Mark
EMpower on a mission to save lives (Apr-Jun, 2014 Quarter)

ONEZEROEIGHT Replay

Call 108 EMERGENCY • MEDICAL • POLICE • FIRE

GVK Emergency Management and Research Institute
Dewar Yarzal, Meochha Road, Secunderabad - 500 014.
www.emr1.in
I would like to start by appreciating your support and belief in the vision of GVK EMRI. Your achievements are the source of pride and inspiration to all of us. I extend my warm regards for all your hard work and outstanding contribution as a member of GVK EMRI family. Past quarter has been very productive one and I am very happy to see the progress.

With launch programs, training sessions, events and celebrations, it went on to be a prolific period of the year. I sincerely thank all the dignitaries for visiting GVK EMRI and sharing their valuable insights for the development of the organization.

Today, the world is moving ahead at sonic speed. Technological advancements have shown a substantial growth in each and every field of civilization particularly in the sector of Medical Care. We have witnessed significant strides in medical research, treatments and the improvement of patients’ quality of life. These evolutions instigate our spirits to do better every next day because upgrading and improvising is a never-ending process.

I wish all the employees of GVK EMRI a prosperous and happy season ahead. Hope you find success in all your future endeavors.
Spearheading the mission of saving lives and assimilating the larger objective of providing the Right to Safety for every common man, GVK EMRI has been a pioneer, inspiring millions of people around the globe.

GVK EMRI has set path breaking precedent for all in health care domain to innovate, collaborate and implement initiatives effectively, targeted towards community at large. Strengthening mega urban agglomerates to assisting population in cities, semi urban areas, rural and tribal belts, GVK EMRI has hammered barriers across all strata to define a sustainable, replicable model suited for our Indian spectrum.

We are absolutely delighted to receive an inspirational appreciation by Shri Narendra Modi, Honorable Prime Minister of India, and pleased with his vision of making GVK EMRI a pan-India provider of emergency services. I, on behalf of GVK EMRI thank him for recognizing our efforts. The caliber of this support is truly exceptional, and will definitely have a major impact in reinforcing our confidence.

We’ve always taken great pleasure to see your enthusiasm of working towards a noble cause. I extend my best wishes and congratulate each and every member of GVK EMRI family for all the success and progress of the past quarter.

GVK EMRI Serving 25,000 Emergency in every day with a fleet of over 7500 ambulances and has created a professional impact on society by saving over 1 Million lives.

We look forward to accomplishing many more milestones during our journey ahead.
GVK EMRI has made Dial-100 project operational for the entire state of Andhra Pradesh. The project was successfully launched by Hon. Chief Minister on 11th April, 2013. Government of Gujarat is also in the process of implementing the Dial 100 service with GVK EMRI.

Since Inception
- 21,43,827 calls were answered with 97% call efficiency
- 12,55,900 emergencies of various kinds had been assisted.
- 2.9 crore beneficiaries have availed this service
- 3.16 lakh deliveries were assisted
- 10.49 lakh lives were saved

108 Emergency Response Service

GVK Emergency Management and Research Institute (GVK EMRI) was established in April, 2005. It provides integrated Emergency Response services in Public Private Partnership, with a vision to support and build capabilities to promptly respond to millions of emergencies and save lives nationally and establish GVK EMRI as a premier Research and Training Institute.

The guiding operational principle of GVK EMRI’s 108 service is Sense, Reach and Care.

Sense: Emergency Response Officers take the call and record the necessary information. This information is then transferred to the Dispatch Officer who identifies the location of emergency and dispatches strategically vehicle (Ambulance/Police/Fire).

Reach: Reach is the vital thread of connectivity between Sense and Care. The Reach Team arrives at the emergency location and provides necessary Emergency Care within the golden hour.

Care: Emergency Medical Technician (EMT) to provide passionate pre-hospital care while transporting patient/ victim to appropriate hospital for stabilization. Emergency Response Centre Physician (ERCP) advises patient care with the support of ERO, EMT to ensure optimal pre-hospital care.

In Partnership with 15 states (Andhra Pradesh, Gujarat, Uttarakhand, Goa, Tamil Nadu, Karnataka, Maharashtra, Madhya Pradesh, Chhattisgarh, Uttar Pradesh, Rajasthan, Kerala & 2 Union Territories (Daman & Diu, Dadra & Nagar Haveli), GVK EMRI operates 5,782 ambulances, with 35,728 Associates.

Since Inception
- 750 Million population were covered in 15 States and 2 Union Territories (increasing reach of health care in rural, hilly & tribal areas).
- 2.9 crore beneficiaries have availed these services
- 3.16 lakh deliveries were assisted
- 10.49 lakh lives were saved

104 Medical Helpline

GVK EMRI is operating an integrated “104 Health Advice Helpline Services” in partnership with the Administration of the Union Territories of Daman & Diu and, Dadra & Nagar Haveli and the state of Tamil Nadu.

Since Inception
- 2,54,605 calls were answered
- 6,717 advices have been given

181 Women Helpline

GVK EMRI in association with Government of Gujarat has launched 181 - Abhayam Women Helpline in Gujarat. The helpline has been launched in collaboration with the women and child welfare and home departments.

Technical support for operational protocols were developed by GVK EMRI in collaboration with Tata Institute of Social Sciences (TISS).

The 24x7 helpline -181- is a toll-free number to support woman in distress and is accessible through any mobile or landline. Any women can access 181 “Abhayam” helpline for the purpose of counseling, guidance, information and also for the rescue in various threatening situations including domestic violence.

Since Inception
- 4050 calls have been received out of which 2,289 counseling report have been provided till date.

181 Police Emergency Service

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Neo Natal Ambulances are launched in order to ensure emergency transfers for very sick neonatal who require more specialist treatment at another hospital and also for elective or ‘back’ transfers to transport recovering babies back to the hospital nearest to their homes. It is primarily launched to reduce the Infant Mortality Rate as a part of Millennium Development Goals. This specialised service is operated in Tamil Nadu and Goa as part of 108 Emergency Response Services.

As of now in Assam, GVK EMRI operates 450 inter facility transfer ambulances. In some other states, few special ambulances have been dedicated for the purpose of inter facility transfer as a part of 108 Emergency Response Services.

10,46,843 beneficiaries have availed this service till date.

Boat Ambulance

In order to improve response efficiency and also reduce the scene to hospital time, boat ambulances are operated in areas which are better accessible by waterways than roadways. Boat ambulances operate as integral part of 108 Emergency Response Services.

5 boat ambulances in Assam and 1 in Uttarakhand respond to Medical Emergencies and referral transport serving remote villages accessible through waterways.

Janani Shishu Suraksha Transport For Mother and Child

GVK EMRI operates ambulances under this scheme in Partnership with Andhra Pradesh, Assam (Adarani), Uttarakhand (Khushion Ki Sawari), Gujarat (Khilkhilat), Chhattisgarh (Mahtari Express) and Uttar Pradesh (National Ambulance Services) Governments to ensure wholesome support for the mother and child which provides for home to hospital and drop back facility for mother and child to curtail IMR and MMR. These services are offered to the mother and child if they have continued to stay in the Government hospital for 48 hours after child birth.

10,46,843 beneficiaries have availed this service till date.
The role and mission of ESC is to provide stabilization to patients/victims in the Golden hour and ensure safe transport to the nearby tertiary hospital for definitive care. These ESCs will ideally be located closer to accident hotspots and also in geographies where facilities to treat medical emergencies are poor or do not exist. The choice of location is supported by authentic data, culled out from the databases of GVK EMRI and Road Accident Data Management Systems (RADMS).

GVK EMRI Operates Emergency Stabilisation Centres in the states of Goa and Tamil Nadu.

GVK EMRI launched MCTFC project in Partnership with MOHFW, Govt of India at Delhi which was inaugurated by Honorable Union Health Minister on 31st January, 2014. Currently it has started with 80 Seater Call center which will validate all MCTS data across nation. The project has a plan to scale up to 300 seats with multilingual capacity. 6,36,914 calls were answered resulting in better understanding of Government care reaching Mothers and Neonate.

Apart from this Project GVK EMRI is also handling statewide MCTS in Delhi, Uttarakhand and Meghalaya.

Emergency Medicine Learning Center

Emergency Medicine Learning Center, a wing of GVK EMRI, has been established with an aim of creating new cadre of professionals across the country who are well trained to drive (Pilot), diagnose and impart pre hospital care (Emergency Medical Technicians), provide virtual handholding (Emergency Response Centre Physicians) and manage emergency centers (APGDEC).

There are different training modules such as Paramedic-training, First Responder (FR) Training program, nurse’s training, General-Practitioner’s (GP’s) Training, Emergency Room physician training/ Intensives Training and also Working with Communities and Community Workers (e.g., Anganwadi Workers, ASHA etc) in Health and other sectors.

Since Inception

- Total employees Trained : 4087
- Total external professionals trained : 1009
- Total employees and external professionals : 1,69,210

Mobile Medical Units

GVK EMRI operates MMUs in Andhra Pradesh, Uttarakhand, Madhya Pradesh and Chhattisgarh with the aim to reach the under served villages by organizing regular primary health services. The focus is on diagnostic, curative and preventive health services. Maternal and Child health services and treatment of common ailments are prioritized.

This service is soon expected to be operationalised in Himachal Pradesh.
Incorporating training that develops people toward long-term career goals can also promote greater job satisfaction. With the joint effort of Uttarakhand Police and GVK EMRI 108, Uttarakhand, a four day training workshop was organized for 70 employees of Uttarakhand police control room. The main agenda of the workshop was to enhance soft skills & communication skills to police personnel who are deployed in the Dial 100 program.

The workshop was inaugurated by DIG Police, Mr. Amit Sinha in the presence of Mr. Ajay Rautela, SSP Dehradun, Dr. G.S. Joshi, DG Health & State Head GVK EMRI 108, Mr. Manish Tinku.

Nurturing employees to develop more rounded skill sets will help them contribute towards the mission of GVK EMRI. The more engaged and involved they are in working for the success, the better are results.

DIG Mr. Amit Sinha appreciated the work done and said “GVK EMRI has inspired Uttarakhand police to learn and we are happy to begin this process in association with them”.

DG Health, Dr. G.S. Joshi congratulated both the organizations and said, “The joint efforts of Uttarakhand’s General public, Police and 108 team would certainly bring fruitful results.”

The event was covered and promoted by all leading print & electronic media.
When we reached at the site of incident, the kid was screaming with pain and pleading help. Though self safety is a core principle of emergency services, I couldn’t wait and watch him dying. So, ensuring our safety throughout, I attempted this humane act by providing continuous flow of oxygen through the hole and stayed back in assisting the six hours of rescue operation. And by God’s grace, we could save him from this dreadful accident.

We were pondering very hard about how the accident happened and why this poor four year old kid had to go through this trauma at a very young age. We were worried about his recovery but with the help of our team, he received pre hospital care and was shifted promptly to the hospital. Right now he is alright and enjoying his childhood with the same energy by having a smiling face. Thanks to the support rendered by the team of field supervisors, students of community college, Police and Fire!

Child Fell Into Borewell - Rescued Efficiently

Tirunelveli District - Tamilnadu

EMT Chellathai (19193) | Pilot Ponnuchamy (25925)

A Massive rescue operation is on to save a four-year-old boy, who accidentally fell into a deep bore well in a hamlet near Kuttalaberi. As aquifer in the 16-feet-deep bore well, sponsored by a realtor, was very poor and the water source was almost dry, the PVC pipe fitted on the surface of the bore well was reportedly removed a day before the incident. Leaving a huge dangerous hole of 6-inch diameter on the ground.

When the children were playing near the temple on that day morning while the place of worship was being spruced up for the festival, 4-year old Dharshan, accidentally fell into the bore well around 9.30 a.m.

In the process of rescuing the boy and in an attempt to keep him in comfort, even as the police fire and rescue service personnel and 108 emergency ambulance services were alerted.

After the fire and rescue service personnel located the boy trapped at 16-feet depth with the camera, Victim Location Unit, around 10.40 a.m., the personnel manning the 108 ambulance ensured continuous supply of oxygen into the hole through a tube and psychologically counseled the boy to withstand the trauma in the darkness.

To reach the boy, Medical team from Sankarankoil GH and Fire service team came down to the scene and with the help of the rescue robot developed by TVS community college the boy was moved out of the deep bore well around 4.30 PM almost after a six hour long struggle. A 108 team was kept ready at the site to administer pre hospital care after performing a safe rescue of the boy.

Once the boy got rescued from the bore well our EMT and Pilot of both Sankarankoil and Vasudevanthur EMT-Ms. Subbulakshmi and Pilot- Mr.Selvakumar also their and supporting on often in this case by supplying the O2 and other support. After effective team resuscitation the victim got rescued and safely shifted to the Sankarankoil Government Hospital.

108 ambulance services responded very promptly to the incident site and helped in rescuing my child. As soon as I encountered the incident immediately I dialed 108 and they reached the scene within few minutes. They also helped in communicating the incident details to Police and fire for their immediate rescue. During the rescue process they provided oxygen through the hole which in turn helped my child who is in severe respiratory distress. I would like to thank them wholeheartedly for saving my child’s life.
On 9th February 2014, Mrs. Sapna Devi went with her one year old daughter Durga to fill the water from the holy Ganga River. When lady was busy in filling water from river, Durga who was playing nearby slipped and fell into the river. Durga lost control and started to drown in river. Mother noticed her daughter and cried for help. Some people standing on the river bank heard Sapna crying and saw Durga drowning; they rushed to help Durga and called on 108 Emergency Helpline Number.

On receiving information, 108 ambulance of CCR, Haridwar location was immediately assigned for this case. EMT Vinod Singh and Pilot Vinod received this child and shifted her into the ambulance.

EMT Vinod put the baby under the halogen light for warming to prevent hypothermia and started suctioning to keep the airway patent. The baby was gasping with very low pulse rate. EMT Vinod started providing rescue breath with the BVM connected with high flow Oxygen.

EMT Vinod on observing no improvement in baby’s condition immediately started Cardio Pulmonary Resuscitation and called Emergency Physician for online guidance. EMT Vinod was advised to continue Cardio Pulmonary Resuscitation and Ventilation with BVM with high flow oxygen.

EMT Vinod also covered the baby with blanket to maintain the body temperature. The baby turned pink and warm by the time baby was admitted to H.M.G. Hospital, Haridwar. At the time of follow up the girl child was still under the observation of Doctors. Her parents were extremely happy to see their child Alive and recovering.
Visits

Dr. Rajani R. Ved  
Advisor,  
National Health Systems Resource Centre  
New Delhi

Shri Shankarbai Chaudhary  
Hon’ble Minister of State, Health and Family Welfare  
Gujarat

Dr. P. K. Srivastava  
National Health Systems Resource Centre

Mr. Roy Kho  
Singapore Consul General  
Hyderabad

Mr. D. K. Singh  
Addl Director, O/O DG Medical Health

Shri B Dayanand, IPS  
Additional Commissioner Of Police-Traffic  
Bangalore

Dr. V. S. Tomar  
Joint Director, O/O DG Family Welfare  
Hyderabad

Ms. Madhubala Sharma, IAS,  
Director, Women and Child Development Department,  
Govt. of Himachal Pradesh

Dr. M.P. Sood, IAS  
Special Secretary, Social Justice and Empowerment,  
Govt. of Himachal Pradesh

Mr. Omkar Thakur,  
Program Officer, W&CD Dept.,  
Govt. of Himachal Pradesh
Awards & Appreciation

Award for Development Marketplace
Assam
19th June, 2014

Eastern Panorama Award
Meghalaya
12th April, 2014

Assocham Award
Assam
4th June, 2014
Marathon
Shimla, Himachal Pradesh
5th April, 2014

EMT Day Celebrations
Goa
2nd April, 2014
EMT Day Celebrations
Assam
2nd April, 2014

EMT Day Celebrations
Chennai
2nd April, 2014
EMT Day Celebrations
Meghalaya
2nd April, 2014

EMT Day Celebrations
Chhattisgarh
2nd April, 2014
EMT Day Celebrations
Uttarakhand
2nd April, 2014

EMT Day Celebrations
Himachal Pradesh
2nd April, 2014
World Health Day
Meghalaya
7th April, 2014

E-Live
Union Territories of Dadra & Nagar Haveli and Daman & Diu
10th April, 2014
Asthma Day & Greenery Day
Madhya Pradesh
7th & 8th May, 2014

Mothers Day
Madhya Pradesh
11th May, 2014
Mothers Day
Chhattisgarh
11th May, 2014

Mothers Day
Gujarat
11th May, 2014
Nurses Day
Gujarat
12th May, 2014

Nurses Day Activity
Gujarat
12th May, 2014
Nurses Day
Chhattisgarh
12th May, 2014

CME & Knowledge Sharing
Assam
13th May, 2014
Events

E-Live
Uttarakhand
15th May, 2014

World Hypertension Day
Hyderabad
17th May, 2014
Pilots Day
Chhattisgarh
26th May, 2014

Pilots Day
Himachal Pradesh
26th May, 2014
Events

**E-Live**
Rajasthan
04th June, 2014

**World Environment Day**
Chhattisgarh
05th June, 2014
World Environment Day
Gujarat
05th June, 2014

World Environment Day
Himachal Pradesh
05th June, 2014
World Blood Donors Day
Himachal Pradesh
14th June, 2014

Awareness & IEC Activity
Madhya Pradesh
14th June, 2014
Blood Donation Camp
Karnataka
14th June, 2014

National Road Safety Organization
Karnataka
22th June, 2014