

Haryana's 112 Emergency Service — AI Auto-Dispatch Pilot Cuts Response Time Toward Under 10 Minutes

AI in the Public Sector · Good practice · India

Quality score: 53/100

Evidence strength: Moderate

Summary

India's Haryana 112 helpline handled 2.75 crore (27.5M) calls over four years with 92.6% caller satisfaction and response times cut to 9m33s, and began piloting AI-based auto-dispatch in July 2025 to remove manual call-routing delays.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-30

[Haryana Police / Haryana 112 Emergency Response Centre](#) — accessed 2026-08-30

[The Tribune: 112 emergency system gets AI boost](#) — accessed 2026-08-30

[ANI News: Haryana 112 call and response-time data](#) — accessed 2026-08-30

[Digital Health News: AI to power Haryana's 112 from July](#) — accessed 2026-08-30

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