

**PUNJAB EMERGENCY SERVICE
(RESCUE 1122)
(GOVERNMENT OF THE PUNJAB)**

**Best Practices Report for the Islamic Republic of Pakistan
Punjab Emergency Service (Rescue 1122)**

1. (Introduction / Background of the Project)

The pre-hospital management services were non-existent in Pakistan before the establishment of Punjab Emergency Service. Although some private ambulance services were available, they were only shifting the patients to hospitals without providing basic first aid facilities thereby risking their lives. It was a fact that there was a high probability that the patient may die during transportation to the hospital because of non-availability of professional paramedics with lifesaving equipment. Therefore, the need for the establishment of Punjab Emergency Service (Rescue 1122) was felt due to limited capacity to deal with emergencies such as road traffic accidents, medical, fire, buildings collapse, hazmat incidents etc. However, after failure of repeated attempts to revitalize Civil Defence and other related organizations, Government of the Punjab launched Punjab Emergency Service as a pilot project from Lahore, Pakistan on 14th October, 2004 with the vision to provide the right to timely professional emergency care without discrimination. After the success of Rescue 1122 pilot project, the Service has been expanded to all 36 Districts of Punjab, having a population of 90 million, by providing emergency ambulance, fire and rescue services.

2. (Scope / Model of the Project)

The scope of the project covers whole of the Punjab to provide timely emergency care to citizens without discrimination which is their basic right of life and to provide sense of safety to these citizens with an objective to reduce disability and deaths due to accidents mostly affecting lungable bread-winner of the families. At District level, the Service is managed by a District Emergency Officer who is responsible for day to day operational management and administration of the emergency services under the supervision of District Coordination Officer who is also the Chairman of the District Emergency Board. At the Provincial level, Director General is Chief Executive Officer of the organization and his office is mainly responsible for monitoring, recruitment & training, research, planning and development to ensure uniformity standard of service in all Districts of the Punjab. Moreover, Districts have been provided appropriate number of ambulances, fire trucks, rescue vehicles, specialized high rise vehicles with essential equipment on the basis of location and response time. Effective monitoring mechanism has also been established at the provincial level to ensure uniform standards, quality care and smooth working of the Service.

3. (Sources / Funding of the Project)

The project is an initiative of the Government of Punjab which fully funds it. Emergency Services are being provided by the Government free of cost to the public/ victims of emergencies and disasters without any discrimination.

4. (Achievements)

The Punjab Emergency Service (Rescue 1122) is now the largest emergency humanitarian service of Pakistan with infrastructure in all 36 Districts/ 15 Tehsils

of Punjab and is providing technical assistance to other provinces to establish Rescue1122. It has provided a sense of safety to the citizens of Punjab by providing timely emergency care by rescuing over 3.5 million emergency victims while maintaining an average response time of 7 minutes and uniform standards in all districts of the Punjab. The successful emergency response model is being replicated in other provinces of Pakistan. The modern Rescue 1122 fire service has saved many precious human lives and losses worth over billions of rupees through timely response and professional management of fire emergencies on modern lines. The Service has also rescued over 0.3 million flood affectees (2010-2015) in flood prone areas of the Punjab. Moreover, over 40,000 teachers (6000 schools), over 42,000 citizens have been trained in basic life saving skills. The Service has also established 200 Community Emergency Response Teams and trained 2635 volunteers. The sustainable human resource development in the field of emergency services which has been long neglected in Pakistan is being ensured through the establishment of a purpose built Emergency Services Academy in Lahore. Up-till now over 10,000 employees in basic medical, fire & rescue skills have been trained through this Academy. The project is a successful model for good governance and performance leading to political & public support and financial sustainability. The project has improved the understanding of disaster risks and implementation of community based disaster risk reduction initiatives through its community safety program on sustainable basis. A case study on the success of the pilot project has been done by the Punjab Economic Research Institute (PERI), Planning & Development Department, Government of the Punjab, which highlighted the project as "a well conceived and excellently implemented project. It has provided a sense of safety to the citizens. Its beneficiaries are primarily bread-winners, hence it has favorable socio-economic impact."

5. (Proposed Future Targets and Plans)

After establishing integrated emergency services infrastructure essential for saving lives and providing the citizens with the right to timely emergency response and care without discrimination, Rescue 1122 is now working for changing minds of the public to establish socially responsible, healthy, safer and more resilient communities. In this regard, Rescue 1122 is establishing Community Emergency Response Teams at every Union Council level in all the Districts. After enrollment, these volunteers are trained for Community Action for Disaster Response (CADRE) and Community Based Disaster Risk Reduction (CBDRR). Thus, Rescue 1122 is working closely with the communities to enhance disaster response capacity, risk reduction and prevention of emergencies, for the establishment of safer communities in all districts of Punjab. The expansion of Emergency Service in all remaining Tehsils/ towns of Punjab and other Provinces of Pakistan is rapidly underway. International accreditation of Emergency Services Academy with foreign Emergency Services training institutes is also in process so that other emergency services in Pakistan could also be trained according to international standards.

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