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JOINT PRESS RELEASE

Emergency Call Centre in Juba Resumes Service

Juba, 6 March 2018 – The South Sudan National Police Service (SSNPS) relaunched the Emergency Call Centre in Bulluk, Juba. Minister of Interior Lt. Gen. Michael ChiangJiek Geay Mut, Inspector General of Police Gen. Majak Akec Malok, H.E Ambassador of Japan Mr. Seiji Okada and UNDP Country Director Dr. Kamil Kamaluddeen oversaw the ceremony, which included the handover of 100 first aid kits and 50 base station radios to support the successful operations of the Emergency Call Centre.

Welcoming the distinguished guests at this important event, SSNPS Head of ICT Maj. Gen. Edward Dmitri appreciated the continuous support from the government of Japan in various sectors and outlined the background and implementation of the project.

“The Emergency Call Centre was started in Juba in July 2014 as a pilot. The team has now been trained through the specialised Joint Integrated Police training supported by SSNPS, UNPOL and UNDP, and emergency response trainings provided by UNDP, and have recommenced response to calls from throughout Juba for emergency assistance,” he said.

H.E. Ambassador of Japan Mr. Seiji Okada emphasized the necessity of capacity building for the Emergency Call Centre personnel and announced a further assistance of US\$0.8 million for the security sector.

UNDP Country Director Dr. Kamil Kamaluddeen congratulated the Emergency Call Centre personnel and commended the joint efforts of SSNPS and the mobile providers in this private-public partnership.

“This is a crucial mechanism to increase public access to the police, as the 777 toll free hotline provides 24-hour police response. This project, including the training, will increase SSNPS’ ability to respond to emergencies swiftly, professionally and effectively,” Dr. Kamaluddeen said.

Newly-appointed Inspector General of Police Gen. Majak Akec Malok confirmed his dedication to improving security in Juba, and stated that the Emergency Call Centre would play an important role in achieving this.

Minister of Interior Lt. Gen. Michael ChiangJiek Geay Mut thanked the Government of Japan, UNDP, GIZ, UNPOL and all mobile operators for their support to the Emergency Call Centre in Juba. “This equipment will enable the Emergency Call Centre to respond emergency situations professionally.”

He urged Emergency Call Centre in-charge to ensure the effective deployment of trained police to Emergency Call Centre duties in the various divisions of Juba.

UNDP, with funding support from the Government of Japan, provided the first aid kits and communication equipment to support the professionalization of the Emergency Call Centre; has also supported the renovation and furnishing of Emergency Call Centres in Juba and Wau; and provided record keeping registers.



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The UNDP Access to Justice and Rule of Law project aims to enhance access to justice to the citizens of South Sudan, with special focus on women; reduce case backlog and prolonged and arbitrary detention at the state level; ascertain customary law; and strengthen the capacity of the Police Service, Prison Service, Ministry of Justice, and the Judiciary.

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