



**MEMORANDUM OF UNDERSTANDING
BETWEEN
UNIVERSITY OF LUCKNOW, LUCKNOW, UTTAR PRADESH
AND
112 EMERGENCY SERVICES UP, LUCKNOW, UTTAR PRADESH**

Based on the principles of equality, reciprocity and mutual benefit, the University of Lucknow, Lucknow and 112 UP, Lucknow hereby agree to explore the following avenues of Psychological Support required for 112 personnel, with the COVID-19 challenge. '112' personnel are overstretched with long working hours, personal risk and emotional trauma of dealing with the human tragedy from very close quarters.

Coordination

Dr. Archana Shukla from Department of Psychology, University of Lucknow, Lucknow shall be the Coordinator for this program. She would be coordinating all the documentation and submitting of report and research in this regard accordance with rules and regulation of 112 personnel.

Mr. Shashi Shekhar Singh, Additional S.P., 112 UP, will take responsibility of coordination from 112. The following areas of cooperation have been identified under this MoU:

Psychological Support: Basic Guidance: The police staff needs small video capsules (less than 3 minutes) introducing them to basic ways of dealing with the situation. Each video should end with an announcement that they can call for expert counselling.

Expert Counselling: A pool of volunteers will be gathered and are trained by experts in the context, in accordance with departmental policies of 112 UP and, suggested responses. These volunteers will be assigned to each person who requests for personal counselling which is done over phone or video call. Highest norms of professional counselling are to be maintained. Thereafter the volunteers would be given letter of appreciation.

Types of Personnel: 112 includes about 1100 personnel answering calls, dispatching vehicles and supervising and about 35,000 personnel working on Police Response Vehicles. To begin with, we can expect 1% to ask for expert counselling.

Data Collection: At the end of the counselling session an information sheet will be filled online. This data shall be analysed to identify problems and suggest solutions. 112 personnel in need of

special support shall promptly report to the Department of Psychology, University of Lucknow. Candidates suitable for peer counselling shall also be identified.

Candidate Feedback: After the counselling sessions the candidate will fill an online form giving feedback about the counsellor.


Costs: At this stage this will be a purely voluntary pro-bono work. Subsequently, 112 UP would be happy to engage in paid research projects based on this data and experience. We hope that this exercise will strengthen the war against COVID-19 and provide great documentation and learning opportunity for all those involved.

Prior to implementation of any of the Educational Partnership Agreement, no use of the name, symbols, signs or trade-marks of university or organization shall be used by the other.

This agreement shall become effective on the date of its signing and continue thereafter for one year (April 2020 to April 2021) if need arises it may extend for another six months i.e. October 2021 subject to revision or modification by mutual agreement and unless terminated by either of the parties hereto. Termination by one institution shall be effected by giving the other institution at least ninety (90) days advance written notice of its intention to terminate. Termination shall be without penalty.

Both University of Lucknow and 112 UP agree to the above in principle, subject to the completion of such other formalities required by the university bodies including the approval of the competent Authority.

Date: 10-04-2020



10. IV. 20

Asim Arun
Additional Director General
112 Emergency Services, Uttar Pradesh Police
Lucknow, Uttar Pradesh

(असीम अरुण)
ADG 112



Prof. Alok Kumar Rai,
Vice-Chancellor,
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