

EMERGENCY NUMBERS IN SIERRA LEONE

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OVERVIEW

- Current emergency numbers in Sierra Leone
- Context: WTSA Resolution 100 (adoption of 112 as Africa's harmonized emergency number)
- Sierra Leone advancing adoption of 112 as national emergency number
- Calls routed to appropriate agencies depending on situation

BACKGROUND



- WTSA Resolution 100: urges adoption of 112 across Africa
- Goal: consistency, reliability, interoperability
- Sierra Leone has designated 112 as its national emergency number
- Unified entry point via National Emergency Medical Services (NEMS)
- Specialized agencies maintain operational roles through call routing



Current Emergency Numbers in Sierra Leone



| Emergency Code | Institution |
|-----------------|--|
| 112 | National Emergency Medical Services (NEMS) |
| 113/300;301–314 | National Fire Force (HQ and regional stations) |
| 115 | Sierra Leone Red Cross Society |
| 116 | Ministry of Gender and Children's Affairs |
| 117 | National Public Health Agency (NPHA) |
| 118 | Lassa Fever Research Project |
| 119 | Office of National Security (ONS) |
| 134 | Anti-Human Trafficking Agency |
| 180 | Orange (Maternal Mortality Project) |
| 1199 | National Disaster Management Agency (NDMA) |
| 1999 | Environment Protection Agency (EPA) |
| 900 | Sierra Leone Police (SLP) |





DISCUSSION



- Single number = safer, simpler, more accessible
- Strengthens ICT & resilience
- 112 routes calls to medical, fire, police, disaster agencies
- Preserves institutional capacities while simplifying public access



RECENT DEVELOPMENTS

Routing of 112 Calls



Seamless routing to all emergency agencies

Free Service Provision



112 free for NEMS and Mobile Network Operators

Regulatory Support



Ensuring the success of the single emergency number

- **Routing of 112 calls:** NatCA is undertaking initiatives to ensure seamless routing from NEMS to all emergency agencies depending on the situation
- **Free service provision:** 112 is free for the public and NEMS, and Mobile Network Operators (MNOs) are mandated to offer it FREE as part of their CSR
- **Regulatory support:** NatCA, as numbering resource administrator, is committed to ensuring the success of the single emergency number



- **Project initiative:** NatCA is pursuing a consultant-led configuration and routing plan for 112
- **Inter-Agency collaboration:** NatCA is interfacing directly with emergency agencies for smooth coordination
- **Goal:** Strengthen resilience, improve accessibility, and build public confidence in Sierra Leone's emergency response framework

CONCLUSION

- Sierra Leone advancing 112 adoption in line with WTSA Resolution 100
- Benefits: faster response, public confidence, regional coordination
- Routing ensures effective service delivery and alignment with best practices



IN CASE OF
EMERGENCY
CALL 112



THANK YOU

