

**GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS
RAJYA SABHA
UNSTARRED QUESTION NO - 574**

ANSWERED ON - 04/02/2026

EMERGENCY RESPONSE AND AMBULANCE COMPLIANCE ON HIGHWAYS

574. SHRI MOHAMMED NADIMUL HAQUE:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

- (a) the total number of GPS-enabled ambulances and trauma vehicles available across operational tolled stretches of National Highways;
- (b) the average response time recorded during the last twelve months for accident cases; and
- (c) the number of instances where concessionaires were found non-compliant with emergency response obligations and the action taken in each case?

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

- (a) The total of 1087 Ambulances with Global Positioning System (GPS) have been deployed on National Highways.
- (b) & (c) Ambulances are deployed on national highways through various modes viz. through central ambulance agencies, through Memorandum of Understanding with HLL(Hindustan Latex Limited) Lifecare Limited (Central Public Sector Undertaking) and through Highway Contractors/Concessionaires as per the provisions of respective contract/ concession agreement.

For the ambulances deployed through central ambulance agencies and HLL Lifecare Limited, the response time is targeted to be less than 15 minutes for the incident within 20 kms from the station/ post of ambulances. For incidents beyond 20 kms, the targeted response time is proportionately increased. For the ambulances deployed through Highway Contractors/Concessionaires, the targeted response time of ambulances is as per the conditions of respective contract/ concession agreement. The response time is calculated from the time the information of the incident is communicated to the Ambulance till the time the Ambulance reaches the incident spot. Further, as per details sourced from Computer-Aided Dispatch System/Emergency Response System for last calendar year, the response time of centralized Ambulances is approximately 20 minutes.

The compliance of various provisions of contract/ concession agreements with respect to emergency response time is ensured. This is a continuous process and action against the agencies is taken for non-compliance of the response time as per the respective contract/concession agreements. It has been decided to integrate the movement of ambulances on National Highways with the Dial-112 National Emergency Response System.
