

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
DEPARTMENT OF HEALTH & FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 2243
TO BE ANSWERED ON 15TH DECEMBER, 2023**

“EMERGENCY HEALTH CARE FACILITIES”

2243. SHRI VIJAY KUMAR DUBEY;

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

- (a) whether the lack of an effective emergency care network, unequipped and uncertified ambulances without necessary facilities are responsible for high casualty rate during the emergency medical crisis in the country;
- (b) if so, the details thereof and the necessary steps taken / proposed to be taken in this regard;
- (c) whether the Government has issued guidelines to Government and Non-Government Organizations regarding the use of ambulances in the country and if so, the details thereof; and
- (d) whether the Government proposes to put in place any mechanism to check and monitor ambulance services in the country and if so, the details thereof State/UT-wise including Uttar Pradesh?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY
WELFARE
(DR. BHARTI PRAVIN PAWAR)**

(a) to (d) National Health Mission (NHM) provides technical and financial support for emergency medical services in States/UTs for establishing referral linkages through a functional National Ambulance Service (NAS) network linked with centralized toll-free number 108 (or other toll-free number decided by the state) to connect peripheries with the upgraded and higher-level health care facilities to provide assured medical and surgical health care services. This network is utilised to improve connectivity between the primary, secondary and tertiary care centres and to improve the command & dispatch functions of ambulances. The facility of Dial 108 or 102 telephone number for calling an ambulance is available in 35 States/UTs. Dial 108 is predominantly an emergency response system, primarily designed to attend to patients of critical care, trauma and accident victims etc. whereas Dial 102 services essentially consist of basic patient transport aimed to cater the needs of pregnant women and children though other categories are also taking benefit and are not excluded.

GoI has taken several measures to ensure an effective and adequate emergency care network. There is provision of emergency services at all levels of health facilities as per the Indian Public Health Standards 2022. These guidelines can be accessed by using link- <https://nhsrcindia.org/IPHS2022/iphs-2022-guidelines>. Ministry of Health & Family Welfare has also released guidelines on ‘Operational & Technical Guidelines on Emergency Services at District Hospital’ to provide guidance to the district hospital for management of emergencies. These guidelines can be accessed by using link- https://nhsrcindia.org/sites/default/files/OT_emergency%20services%20at%20DH_inside_20-03-2023.pdf.
