

**GOVERNMENT OF INDIA
MINISTRY OF ROAD TRANSPORT AND HIGHWAYS**

**LOK SABHA
UNSTARRED QUESTION NO. 5050
ANSWERED ON 25TH MARCH, 2021**

AMBULANCES AT TOLL PLAZAS

**5050. SHRIMATI GEETA KORA:
SHRI DILESHWAR KAMAIT:
SHRI JUGAL KISHORE SHARMA:**

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the ambulances deployed at various toll plazas in the country are in poor condition;**
- (b) if so, the reasons therefor along with the remedial measures being taken by the Government in this regard;**
- (c) the number of complaints received regarding poor condition of ambulances along with the action taken by the Government thereon; and**
- (d) the number of persons benefitted under the scheme launched to aid road accident victims during “Golden Hour” in the country, State-wise?**

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) The ambulances deployed at some of the fee plazas are simple patient transport vehicles. The upgradation of ambulances is a continuous process and National Highways Authority of India (NHAI) is resorting to it, as per the requirement. NHAI has instructed its Project Implementation Units to conduct regular mock drills to keep the incident management services in robust condition.

(b) There are various types of ambulances deployed in different projects. NHAI has issued a policy circular specifying the standards of ambulances (to basic life support ambulances as per AIS-125) and instructed its Regional Offices to upgrade the existing ambulances as per these standards. Recently, NHAI has also awarded tender for supply, operation and maintenance of ambulances for National Highways which aims at deploying Basic Life Support ambulances on the stretches under jurisdiction of NHAI.

(c) Road users generally register all their highway related complaints through helpline number '1033' which are duly addressed and resolved at local level itself, by the respective Regional Offices and Project Implementation Units.

(d) The Motor Vehicles (Amendment) Act, 2019 provides for a scheme for cashless treatment of road accident victims during the Golden Hour.
