

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2183  
TO BE ANSWERED ON 1<sup>ST</sup> AUGUST, 2025**

**AMBULANCES UNDER NHM**

**2183. MS. PRANITI SUSHILKUMAR SHINDE:**

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

- (a) whether the Government has issued any direction to integrate all ambulance numbers like 102, 108 and others into 112 as mandated by the Ministry of Home Affairs;
- (b) if so, the details thereof and if not, the reasons therefor; and
- (c) the deadline fixed for all Central and State Government agencies to integrate emergency response numbers to 112?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY  
WELFARE  
(SHRI PRATAPRAO JADHAV)**

(a) to (c): The Ministry of Health & Family Welfare provides technical and financial support to States/UTs for strengthening the National Ambulance Services across the nation. “Public Health and Hospitals” is State subject, the primary responsibility of strengthening public healthcare system, including efforts to have required number of ambulances ensuring their functionality and operationality lies with the respective State/UT Governments. Call centres for 102 and 108 are maintained by State/UT Governments.

The Ministry of Home Affairs(MHA) issued the Nationwide Emergency Response System (NERS) Guidelines in August 2015, which include a clear mandate that “other services like fire, medical, and helplines are to be integrated with the ‘112’ system”. Further, Department of Telecommunication vide their letter dated 20.8.2020 issued instruction to all service providers regarding implementation of single number based Emergency Response Support System that “Single Emergency Number ‘112’ shall be accessible on STD also which will allow a person staying outside the State to call the State 112 for seeking assistance for another person in distress in the state.

\*\*\*\*\*