

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

**LOK SABHA
UNSTARRED QUESTION NO. 834
ANSWERED ON 23rd JULY, 2026**

EMERGENCY SERVICES ON NHs

834. SHRI JANARDAN SINGH SIGRIWAL:

Will the Minister of ROAD TRANSPORT AND HIGHWAYS

सड़क परिवहन और राजमार्ग मंत्री

be pleased to state:

- (a) whether the Government has made provisions for ambulances, breakdown repair services and other safety support systems on National Highways (NHs) in the country and if so, the details thereof;**
- (b) whether such services are operated through any designated agencies or contractors and if so, the details thereof along with their roles and responsibilities;**
- (c) whether the Government maintains a mechanism for monitoring the availability, response time and effectiveness of ambulances and highway repair services and if so, the details thereof;**
- (d) whether there have been reported gaps or deficiencies in the availability and functioning of ambulances and safety services on National Highways during the last five years and if so, the details thereof along with the corrective steps taken in this regard; and**
- (e) the other measures being taken by the Government to strengthen emergency response systems, improve road safety infrastructure and ensure timely assistance to commuters on National Highways?**

ANSWER

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS

(SHRI NITIN JAIRAM GADKARI)

(a) As part of incident management under Operation and Maintenance (O&M) on National Highways stretches under National Highways Authority of India (NHAI), Highway ambulances, cranes and patrolling vehicles are deployed in their respective service area to extend assistance in case of any emergency on National Highways. However, no separate provision for vehicle repair services on National Highways are made.

(b) Ambulances, patrolling Vehicles and Cranes are deployed by the Highway Contractors/ Concessionaires responsible for O&M of the National Highways where provided in the respective Contract / Concession Agreements. Ambulances are also deployed through centralized ambulance agency and through Memorandum of Understanding with HLL (Hindustan Latex Limited) Lifecare Limited, Central Public Sector Undertaking under Ministry of Health and Family Welfare.

(c) NHAI has developed an IT based platform which assists in monitoring the availability of on-road units across various locations and also relay dispatch related information to the on-road units along with monitoring of the response time of the Ambulance. All on-road units, including ambulances, cranes, and patrolling vehicles, have been on boarded on the IT System. These services can be invoked by road users either by Rajmarg Yatra Application or dialing toll free 1033 helpline number.

(d) & (e) Regular inspection of Incident Management Services is conducted by the field units and any gaps/ deficiencies are reported to the Contractors/ Concessionaire and necessary penalties are also levied accordingly.

Further, in order to improve the incident management services along National Highways, various measures have been undertaken such as:

(i) Basic Life Support (BLS)/ Advanced Life Support (ALS) ambulances are deployed on project stretches.

(ii) Regular Training is provided to Incident Management staff of Ambulance/ Crane/ Patrolling Vehicles.

(iii) AIS-140 compliant vehicle location & tracking devices have been installed on all on-road units deployed. In addition, dedicated

Mobile Data Terminal (MDT) has been provided to these on-road units, to facilitate the effective use of the IT-based platform. This enables real-time identification of the location of the distress caller and the nearest available ambulance, thereby ensuring a faster and more efficient emergency response to incident locations.
