

**GOVERNMENT OF INDIA
ROAD TRANSPORT AND HIGHWAYS
LOK SABHA**

UNSTARRED QUESTION NO:709
ANSWERED ON:19.03.2012
SETTING UP OF A CENTRALIZED CALL CENTRE
Thamaraiselvan Shri R.

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

- (a) whether the Government/NHAI proposes to set up a centralized call centre to assist distressed road cases for reporting road accidents and other issues related to National Highways;
- (b) if so, the details thereof;
- (c) whether the said initiative will cover the entire length of NHs in the country; and
- (d) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT & HIGHWAYS (DR. TUSHAR A. CHAUDHARY)

(a) to (d) The Ministry of Road Transport and Highways is working on a model wherein each State Government may develop its own emergency response services including assistance to road accident victims by having a 24x7 call centre with a common toll free number and supported by a fleet of ambulances with paramedical staff and trauma centers. At present, 11 state Governments are already operating such a system having a common toll free number in their respective states. The Ministry is impressing upon all the remaining State Governments to have a similar mechanism in their respective States.