

**GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA**

UNSTARRED QUESTION NO:763
ANSWERED ON:27.02.2015
UNIVERSAL NO. FOR MEDICAL EMERGENCY
Kher Smt. Kirron

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

- (a) whether the Government proposes to set up a universal access number for medical emergencies in India; and
(b) if so, the details thereof including the model of functioning and the infrastructure likely to be put in place for the purpose?

Answer

THE MINISTER OF HEALTH AND FAMILY WELFARE (SHRI JAGAT PRAKASH NADDA)

(a) & (b): Under National Health Mission, universal numbers of 108 & 102 (104 in Rajasthan) are used for calling an ambulance in a medical emergency.

108 service is predominantly an emergency response system, primarily designed to attend to patients of critical care, trauma and accident victims etc. and 102 /104 (in Rajasthan) 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.

Now 29 States/UTs have the facility where people can dial 108 or 102 (104 in Rajasthan) telephone number for calling an ambulance.

7096 Dial 108, 6372 Dial 102 (and 400 Dial 104) Emergency Response Service Vehicles are operational under National Health Mission.

Implementation of National Ambulance Service (NAS) guidelines has been made mandatory for all the ambulances supported under NHM.