

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2530  
TO BE ANSWERED ON 13<sup>th</sup> FEBRUARY 2026**

**AMBULANCE SERVICES IN RAJASTHAN**

**†2530. SHRI KULDEEP INDORA:**

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

- (a) whether the Government is aware that EMTs and pilot employees working in 108 ambulance services, operating on PPP mode in Rajasthan are working on a meager salary of Rs. 10,000-14000 in spite of 24 hours of life-saving duty and there is no explicit system available for their service, security and promotion;
- (b) whether the Government is contemplating to fix the minimum monthly salary of these employees to Rs. 20,000 and implement the promotion and increment system as per the service period of these employees and if so, the details thereof;
- (c) whether the Union Government is contemplating to bring these services under the direct control of the State Government rather than third party or include them in the permanent structure of the Health Department/RLSDC and if so, the details thereof; and
- (d) the steps proposed by the Government to strengthen Government oversight on the functioning of GVK-EME to ensure transparency in PP mode?

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

(a) to (d): Under National Health Mission (NHM), the Ministry of Health and Family Welfare provides technical and financial support to the States/UTs for healthcare facilities including emergency medical services through a functional National Ambulance Service (NAS) network which is linked with a toll-free number 108/102. Dial 108 is primarily designed to attend to patients of critical care, trauma and accident victims etc. Dial 102 services includes basic patient transport that aims to cater to the needs of pregnant women and children and others too. The Operating Expenditure to State is provided by the Central Government through Record of Proceedings (RoP).

Under the National Health Mission (NHM), need based technical and financial support is provided to States/UTs to strengthen the public health system. This is based on a decentralised planning process wherein the states prepare and submit proposals in the form of Programme Implementation Plans (PIPs) to MoHFW. The proposals are reviewed and discussed by the National Programme Coordination Committee (NPCC) and approvals are accorded in the form of Record of Proceedings (ROP). The NHM supplements the regular human resources by filling up the gaps in

human resources in secondary and primary care facilities (District Hospital and below) as per Indian Public Health Standards (IPHS). The contracts for all contractual HRH under NHM are executed by the respective State Health Societies (SHS), in accordance with the policies and administrative frameworks of the concerned States/UTs. The budget requirement for annual increment is proposed by the states/ UTs in their Program Implementation Plans. In principle 5% of the total HR budget is approved as lump sum for annual increment of NHM HRH in place in the state ROPs.

As Health is a State subject, the primary responsibility for implementation, monitoring, and strengthening of ambulance services lies with the respective State/Union Territory Governments. However, under NHM, Government of India provides need based financial and technical support including development of guidelines, recommendations, periodic meetings, field visits, and reviews to ensure quality of services and transparency:

As per the information provided by the State Government of Rajasthan, under the National Health Mission's Ambulance Project, ambulance services are operated and managed on a contract basis by service providers selected through tender. A lump sum payment is made to the selected service provider for the ambulance vehicle's operation, maintenance, human resources, fuel and medicines. Further, under the National Health Mission's Ambulance, a third-party audit is being conducted of the management and operation of ambulance vehicles operated by 108 ambulance service provider. Penalties are being imposed as per the provisions of the RFP if any violation is found. District and block-level officials are conducting regular inspections via mobile apps and time to time conducting special drives to monitor ambulance services.

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