



विकास शील  
संयुक्त सचिव  
**VIKAS SHEEL**  
Joint Secretary



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*Dear Colleague,*

As you are aware that Public health and hospitals is a State Subject, however, under National Health Mission, the Government of India provides technical and financial support to States/UTs for strengthening healthcare systems based on resources available. The support is also being provided for Emergency Medical Services in States/UTs through a functional National Ambulance Service (NAS) network to cater to the medical emergency cases, based on the proposals made by States/UTs in the Programme Implementation Plans (PIPs), subject to availability of resources.

As per existing norms under NHM, the average response time for ambulances in Rural areas and Urban areas are upto 30 minutes and 20 minutes respectively. Further, States/UTs also provide ambulance services for citizens from their own resources in addition to those available under NHM.

I would request you to review the performance of the NAS with respect to the above stated norms for response time. Suitable proposals may accordingly be incorporated in the State/UT's PIP for 2021-22, wherever necessary. You are also requested to explore the possibility of leveraging of additional resources from various other sources such as Ministry of Tribal Affairs, Ministry of Minority Affairs etc., for achieving the prescribed norms.

*warm regards*

Yours sincerely,

(Vikas Sheel)

Addl. Chief Secretary/Principal Secretary/Secretary (Health & FW),  
(All States/UTs)

Copy to:

1. Mission Director, NHM (All States/UTs)
2. ED, NHSRC