Society & Social Justice · GS - II

Examine the challenges faced by emergency ambulance services in India and suggest measures to ensure their reliable and equitable delivery.

EXAM YEAR	PAPER	SUBJECT
DAILY PRACTICE 14/10/2026	GS - II	Society & Social Justice

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Public healthcare infrastructure, 108 ambulance service, National Health Mission (NHM), public-private partnership, delayed wages, labour rights, shortage of paramedics, rural healthcare access, emergency response time, government accountability, sustainable funding, monitoring mechanisms.

Model Answer

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1. Introduction

Emergency ambulance services, such as Karnataka’s 108 service, are essential for providing timely medical assistance and transporting patients to hospitals. Labour disputes and unpaid wages can threaten the continuity of these critical services.

2. Major Challenges

- **Workforce issues:** Delayed salaries, low wages and poor working conditions affect staff morale.
- **Service disruptions:** Strikes can delay emergency treatment and endanger patients.

- **Unequal access:** Rural and remote areas may face longer response times and inadequate ambulance coverage.
- **Governance concerns:** Weak contract monitoring and coordination between governments and service providers can reduce accountability.

3. Measures to Improve Services

- **Timely payments:** Ensure regular wage disbursement and enforce contractual obligations.
- **Stronger oversight:** Establish performance audits, grievance-redressal mechanisms and transparent monitoring.
- **Workforce welfare:** Improve salaries, safety, training and working conditions.
- **Continuity planning:** Maintain backup ambulances and emergency staffing arrangements during labour disputes.
- **Public investment:** Strengthen emergency medical services under broader public healthcare initiatives, including the National Health Mission.

4. Conclusion

Reliable ambulance services require adequate funding, accountable service providers and fair treatment of healthcare workers. Protecting both workers' rights and uninterrupted emergency care is essential for equitable healthcare delivery.

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