

No. RT-11036/96/2021-MVL
Government of India
Ministry of Road Transport and Highways
(MVL Section)
Transport Bhawan, 1, Parliament Street, New Delhi-110001

Dated the, 17 May, 2021

To

The Principal Secretaries/ Secretaries, Departments of Transport,
Transport Commissioners of States/UTs.

Subject: Fixation of fare for use of ambulance- reg.

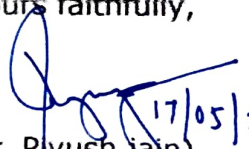
Sir/Madam,

It has been brought to the notice of this Ministry through media reports and grievances that various ambulance service providers are charging exorbitant rates from citizens for providing ambulance services to patients during the Covid-19 pandemic.

2. Keeping in view the welfare of citizens and to provide support to families suffering from COVID-19, it is advised that the fare for use of ambulances may be fixed through an order under section 67 of the Motor Vehicles Act, 1988. It shall be ensured that no ambulance provider charges an amount that is higher than the fixed fare. In case any violation is detected, it is advised that the certificate of registration, permit etc may be cancelled for that vehicle or any other punitive action / penalty may be initiated, as specified in the order. At the same time, it shall be ensured that ambulance services are available in adequate measure.

3. It is advised that enforcement agencies may also be instructed to effectively implement such orders and protect citizens from harassment by such ambulance service providers.

Yours faithfully,


(Dr. Piyush Jain)
Director (MVL),

Phone No. 011-23717294

E Mail: director-morth@gov.in