Dear Colleagues,

The objective of the Emergency Referral Services under National Ambulance Services (NAS) is to support emergency cases which includes mental/psychiatric emergencies also. It has come to our notice that the provision of ambulance services w.r.t. cases of mental/psychiatric emergencies are being denied in few States/UTs.

As per Ch V- Section 21, para (c) of the Mental Healthcare Act, 2017:

"Every person with mental illness shall be treated as equal to persons with physical illness in the provision of all healthcare which shall include the following, namely:—

(c) persons with mental illness shall be entitled to the use of ambulance services in the same manner, extent and quality as provided to persons with physical illness;"

In view of the above, the States/UTs are directed to ensure that the Emergency medical/referral Services including NAS vehicles are made available to all including the persons with mental/psychiatric emergencies. The States\UTs may also ensure that the Emergency Medical Technicians (EMT) in Ambulances are appropriately trained for providing care in such cases.

with warm regards

Yours sincerely,


(Vikas Sheel)

To,

(1) The Additional Chief Secretaries (Health)/Principal Secretaries (Health)/Secretaries (Health) of all States & UTs.

(2) The Mission Directors, NHM of all States and UTs.