

Additional file 1: Response to calls made to pregnant women/relatives/others who called '108' service

	Total calls made	Caller not reachable	Unable to provide information	Reverse transport	Eligible calls (Sub-total)	Consent not given, n(% of eligible)	Complete interview, n(% of eligible)
Andhra Pradesh							
Transported using ambulance, N(%)	1207	208 (17.2)	185 (15.3)	146 (12.1)	668 (55.3)	86 (12.9)	582 (87.1)
Ambulance assigned but not used, N(%)	570	126 (22.1)	91 (16.0)	80 (14.0)	273 (47.9)	58 (21.2)	215 (78.8)
Ambulance not assigned, N(%)	186	50 (26.9)	21 (11.3)	17 (9.1)	98 (52.7)	24 (24.5)	74 (75.5)
Total, N(%)	1963	384 (19.6)	297 (15.1)	243 (12.4)	1026 (52.3)	168 (16.4)	858 (83.6)
Himachal Pradesh							
Transported using ambulance, N(%)	899	119 (13.2)	98 (10.9)	0	682 (75.9)	67 (9.8)	615 (90.2)
Ambulance not assigned, N(%)	170	23 (13.5)	21 (12.4)	0	126 (74.1)	15 (11.9)	111 (88.1)
Total, N(%)	1069	142 (13.3)	119 (11.1)	0	808 (75.6)	82 (10.1)	726 (89.9)

Caller not reachable = Phone number was not reachable or was unanswered even after calling five times over a span of two hours. **Unable to provide information** = Caller who could not provide information about the pregnant women were not included. **Reverse transport** = Mother and child were transported back from hospital to home and were not eligible. **Consent not given** caller refused to participate in the survey.