

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

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

**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.