

**GOVERNMENT OF INDIA  
MINISTRY OF HEALTH AND FAMILY WELFARE  
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**RAJYA SABHA  
UNSTARRED QUESTION NO. 2492  
TO BE ANSWERED ON 17<sup>TH</sup> DECEMBER, 2024**

**EFFECTIVENESS OF THE AB-PMJAY IN RURAL AREAS OF ANDHRA PRADESH**

**2492. SHRI V. VIJAYASAI REDDY:**

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) has been effective in rural areas of Andhra Pradesh;
- (b) if so, the number of beneficiaries in rural areas of Andhra Pradesh and the amount of claims settled in the last year;
- (c) whether there have been any reported issues in accessing services under this scheme in these regions; and
- (d) if so, the details thereof, including measures taken to address these issues?

**ANSWER  
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND  
FAMILY WELFARE  
(SHRI PRATAPRAO JADHAV)**

(a) and (b): As on 30.11.2024, a total of 74.5 lakh hospital admissions worth Rs. 16,812 crore have been authorized for the State of Andhra Pradesh under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (AB-PMJAY). As on 12.12.2024, more than 1.56 crore Ayushman cards have been created for the State of Andhra Pradesh. Out of these, 1.44 crore cards have been created for the beneficiaries residing in the rural areas of Andhra Pradesh. Further, a total of 6.12 lakh claims worth Rs. 1259.22 crore have been settled in FY 2023-24 for the State of Andhra Pradesh.

(c) and (d): Under AB-PMJAY, a three-tier grievance redressal system at District, State and National level has been created to resolve the issues faced by beneficiaries in utilizing healthcare services. At each level, there is a dedicated nodal officer and Grievance Redressal Committees to address the grievances. Beneficiaries can file their grievance using different mediums including web-based portal Centralized Grievance Redressal Management System (CGRMS), Central & State call centers, email, letter to State Health Agencies etc. Based on the nature of grievance, necessary actions for resolution are taken including coordination with the hospital and providing of support to the beneficiaries in availing treatment under the scheme.

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