

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2060
TO BE ANSWERED ON 18TH MARCH, 2025**

DENIAL OF HEALTH BENEFITS UNDER AB-PMJAY

2060. SHRI LAHAR SINGH SIROYA:

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

- (a) whether it is a fact that a 72-year-old man died by suicide on 25th December in Bengaluru, allegedly after being denied health benefits under the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB PM-JAY);
- (b) if so, the details thereof;
- (c) whether Government of Karnataka has replied on the above incident and if so, the details of the circumstances surrounding the denial of health insurance benefit;
- (d) whether it is also a fact that AB-PMJAY senior citizen scheme is stalled in Karnataka over funding; and
- (e) the steps Government has taken/proposes to take to ensure no denial of benefits occur to any beneficiary under AB-PMJAY?

ANSWER

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

(a) to (c): With regards to the case under reference, a factual report was sought from the State Health Agency, Karnataka. As per the factual report received, the Government of Karnataka has stated that there was no denial of treatment to the person under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (AB-PMJAY).

(d): National Health Authority (NHA) has extended comprehensive guidance and support to all implementing States/UTs including Karnataka for the seamless rollout of the extension of AB-PMJAY for senior citizens aged 70 years and above irrespective of their socio-economic status. This includes issuance of guidelines, clarification of payment modalities and fund release mechanism, along with regular consultations to address operational challenges. In addition,

necessary instruction and directives have been communicated through official memorandums and meetings

(e): As per the terms and conditions of empanelment, hospitals cannot deny treatment to eligible beneficiaries of the scheme. In case of denial of services by the empaneled hospital, beneficiaries can lodge grievances. 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 also file their grievance using different mediums including web-based portal Centralized Grievance Redressal Management System (CGRMS), Central & State call centers (14555), email, letter to SHAs etc. Based on the nature of grievance, necessary action, including providing support to the beneficiaries in availing treatment under the scheme, for resolution of grievances is taken.
