

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1866
TO BE ANSWERED ON 04TH AUGUST, 2026**

CASHLESS TREATMENT UNDER AB-PMJAY

1866. # SHRI SURENDRA SINGH NAGAR:

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

- (a) the number of complaints received during the last three years regarding refusal of cashless treatment or demand for cash payment by hospitals empanelled under the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY), State-wise;
- (b) the number of hospitals against which penal action has been taken, or which have been suspended or de-empanelled in such cases;
- (c) the average time taken for disposal of complaints under the grievance redressal mechanism; and
- (d) whether Government is proposing to introduce an additional real-time verification system for beneficiaries at the time of hospital admission?

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

(a) to (c): As per the empanelment guidelines under Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY), the empanelled hospitals cannot deny treatment to eligible beneficiaries. In case of any irregularity in availing treatment or denial of treatment by an empanelled hospital, beneficiaries may register their grievances through the Centralized Grievance Redressal Management System or the 24*7 toll-free helpline number 14555, Ayushman App, and Ayushman Sarathi (Whatsapp chatbot). 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 are designated nodal officers and Grievance Redressal Committees to address the grievances.

Further, appropriate action is taken by the respective State/UT, wherever warranted, against hospitals found to have violated the scheme guidelines, including denial of treatment to eligible beneficiaries. Such actions include de-empanelment, suspension, imposition of financial penalties, lodging of FIRs etc.

The prescribed turnaround time for urgent and emergency (SOS) grievances, including delay in pre-authorisation, charging of money and denial of treatment is within 5 hours, while that for non-SOS grievances like Ayushman card pending for approval, poor quality of treatment etc is within 15 days from the date of receipt.

(d): Under the scheme, Aadhaar-based bio-authentication is mandatory at the time of availing treatment to enable transparent, secure, and digital authorization of healthcare services.
