

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2668
TO BE ANSWERED ON 11TH AUGUST, 2026**

DIGITIZATION OF AB-PMJAY

2668. # SHRI RAJNEESH KUMAR AGRAWAL:

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

- (a) the manner in which the beneficiaries are benefiting from the Ayushman Bharat - Pradhan Mantri Jan Aarogya Yojana (AB-PMJAY) through digital platforms (mobile apps, etc.) and the manner in which these digital platforms are proving to be helpful in ensuring transparency, authenticity and convenience for the beneficiaries in the implementation of this scheme;
- (b) whether there is a plan to complete full digitisation in the future if it has not been done yet; and
- (c) whether the department has established any centralized system for digital monitoring and supervision thereof?

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

(a) to (c): Ayushman Bharat - Pradhan Mantri Jan Aarogya Yojana (AB-PMJAY) is implemented through a robust end-to-end digital platform to ensure transparency, efficiency, authenticity and convenience in the delivery of healthcare services to eligible beneficiaries. The key digital initiatives under the Scheme are as follows:

Ayushman App: The Ayushman App enables beneficiaries to verify their eligibility, complete e-KYC, generate Ayushman cards, locate empanelled hospitals, check wallet balance and access information relating to the scheme.

Ayushman Sarathi: The WhatsApp chatbot of AB-PMJAY provides easy access to scheme-related information and services. It enables users to check their eligibility, locate empanelled hospitals, check wallet balance, and register and track grievances through an interactive digital interface.

Paperless and Cashless Service Delivery: The end-to-end IT platform facilitates digital beneficiary verification, hospital empanelment, hospital admission, claims processing and settlement, thereby enabling cashless treatment at empanelled hospitals.

Real-time Monitoring and Transparency: The IT platform supports real-time monitoring of transactions, automated validations, digital audit trails and dashboards for monitoring scheme implementation, thereby strengthening transparency and accountability.

Portability and Convenience: Eligible beneficiaries can avail cashless treatment at any empanelled hospital across the country, irrespective of their state of residence through the integrated digital system.

These digital interventions have significantly improved accessibility, transparency and efficiency in the implementation of AB-PMJAY, while facilitating timely and hassle-free delivery of healthcare benefits to eligible beneficiaries.
