

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

**LOK SABHA  
UNSTARRED QUESTION NO. 4104  
TO BE ANSWERED ON 9<sup>TH</sup> DECEMBER, 2016**

**RSBY**

**4104. DR. VIRENDRA KUMAR:**

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

- (a) whether the Government has set up grievance redressal mechanism at Central and State level to redress the complaints received in respect of functioning of National Health Insurance Scheme;
- (b) if so, the details thereof; and
- (c) the number of complaints received during each of the last three years along with the number of complaints redressed?

**ANSWER  
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND  
FAMILY WELFARE  
(SMT. ANUPRIYA PATEL)**

- (a) & (b): Yes. Under Rashtriya Swasthya Bima Yojana (RSBY), in order to effectively address the grievances emanating from the implementation of the scheme, the three tier structure of Grievance Redressal Committees i.e. National Grievance Redressal Committee (NGRC) at National level, State Grievance Redressal Committee (SGRC) at State level, District Grievance Redressal Committee (DGRC) at each district is in place.
- (c): The details are annexed.

## ANNEXURE

S.No.	State	Apr 2013- Mar 2014		Apr 2014- Mar2015		Apr 2015- Mar2016		Apr 2016- 4Dec 2016	
		Complaint Received	Complaint Redressed	Complaint Received	Complaint Redressed	Complaint Received	Complaint Redressed	Complaint Received	Complaint Redressed
1	Assam	3	-	1	-	-	-	-	-
2	Bihar	36	1	3	-	7	-	5	-
3	Chandigarh	1	-	-	-	-	-	-	-
4	Chhattisgarh	8	-	1	-	3	-	4	-
5	Delhi	4	1	-	-	-	-	-	-
6	Gujarat	37	1	-	-	-	-	4	-
7	Haryana	96	46	6	-	1	-		
8	Himachal Pradesh	2	-	2	-	-	-	-	-
9	Jharkhand	9	-	1	-	1	-		
10	Karnataka	39	13	-	-	6	2	7	-
11	Kerala	136	75	89	74	104	99	67	48
12	Maharashtra	4	-	-	-	-	-	-	-
13	Meghalaya	122	122	19	19	9	9		
14	Nagaland	-	-	1	-	-	-	-	-
15	Orissa	4	1	2	-	-	-	-	-
16	Punjab	10	-	-	-	-	-	-	-
17	Rajasthan	6	-	1	-	1	-	-	-
18	Uttar Pradesh	123	91	7	-	1	-	2	-
19	Uttarakhand	1	-	-	-	-	-	-	-
20	West Bengal	11	-	2	-	2	-	2	-
<b>Total</b>		<b>652</b>	<b>351</b>	<b>135</b>	<b>93</b>	<b>135</b>	<b>110</b>	<b>91</b>	<b>48</b>