

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

**LOK SABHA
UNSTARRED QUESTION NO. 3999
TO BE ANSWERED ON 04TH JANUARY, 2019**

ENROLMENT UNDER PMJAY

3999. SHRIMATI MEENAKASHI LEKHI:

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

- (a) the number of people who have been enrolled under the Ayushman Bharat Scheme since its inception;
- (b) whether any complaints have been received by the patients who have not been able to avail the benefits of the scheme, if so, the steps the Government has taken to resolve the same;
- (c) whether the scheme is also applicable to continuous treatment such as dialysis, if so, the number of people who have availed the benefits of the scheme for such treatments; and
- (d) whether the scheme provides for appointment of any district or block level grievance officer to address grievances of the patient under the scheme, if so, the details thereof?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI ASHWINI KUMAR CHOUBEY)**

(a): The Ayushman Bharat Pradhan Mantri Jan Arogya Yojana is an entitlement based scheme and no enrolment is required for availing the benefit under the scheme. The total number of entitled beneficiary families is around 10.74 crore poor and vulnerable families drawn from Socio Economic Caste Census database by applying specific deprivation criteria for rural area and occupational criteria for urban area.

(b): Yes. To ensure that disputes and grievances of PMJAY beneficiaries, healthcare providers and other stakeholders are resolved in an efficient, transparent and time bound manner, Guidelines for redressal of grievances are in place. Central Grievance Redressal Management System (CGRMS) has been established. A complainant can lodge grievance on the portal, through the national call centre 14555 or through mail, letter, fax etc. which will be acknowledged, recorded, escalated & resolved as per well-defined process.

(c): Yes. From the launch of PMJAY with effect from 23.09.2018 till 31.12.2018, 1,54,679 treatments for dialysis have been availed by the beneficiaries under PMJAY.

(d): Yes. Guidelines for redressal of grievance provides for three-tier grievance redressal structure to ensure timely redressal of grievances at District, State & National level. Dedicated grievance officers called District Grievance Nodal Officer (DGNO) and District Grievance Redressal Committees (DGRC) are setup.

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