

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

**LOK SABHA  
UNSTARRED QUESTION NO. 4300  
TO BE ANSWERED ON 20<sup>TH</sup> DECEMBER, 2024**

**BENEFICIARIES OF AYUSHMAN BHARAT YOJANA**

**4300. SHRI GIRIDHARI YADAV:  
SHRI RAMPRIT MANDAL:**

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

- (a) whether the Government is aware that several hospitals refuse to provide treatment to the beneficiaries despite having Ayushman Card with them and force them to deposit money, if so, the details thereof; and
- (b) whether the Government takes any action against such hospitals irrespective of being Government or private hospitals, if so, the details thereof?

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

(a) and (b): Under Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (AB-PMJAY), as per the terms and conditions of empanelment, hospitals cannot deny treatment to eligible beneficiaries of the scheme. In case of denial of treatment 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 file their grievances using different mediums including web-based portal Centralized Grievance Redressal Management System (CGRMS), Central & State call centers (14555), email, letter to State Health Agencies (SHAs) etc. Based on the nature of grievance, necessary action including providing of support to the beneficiaries in availing treatment under the scheme, is taken.

Further, in appropriate cases, provisions for taking stringent action (such as de-empanelment, levying penalty on errant hospitals, suspension, issuance of warning letter, lodging of FIRs) are available to the State Health Authorities against fraudulent entities.

State/UT-wise details of private hospitals against which punitive action like suspension of hospital, issuance of warning letter and de-empanelment of hospital, have been taken, are as under:

State/UT	Number of hospitals
Andhra Pradesh	39
Assam	1
Bihar	1
Chandigarh	2
Chhattisgarh	4
Goa	1
Gujarat	5
Haryana	7
Jammu And Kashmir	42
Jharkhand	6
Karnataka	49
Kerala	8
Madhya Pradesh	127
Punjab	11
Rajasthan	10
Tamil Nadu	25
Uttar Pradesh	542

Note: Data as on 30.11.2024

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