

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

**LOK SABHA
UNSTARRED QUESTION NO. 833
TO BE ANSWERED ON 07TH FEBRUARY, 2025**

HOSPITALS IN NORTH EASTERN REGION

833. SHRI JOYANTA BASUMATARY:

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

- (a) the details of public and private hospitals empanelled under Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) in North Eastern Region (NER), year-wise and Statewise;
- (b) the details of public and private hospitals de-empanelled under (AB-PMJAY) due to irregularities in NER, year-wise and State-wise;
- (c) whether the Government is aware that such private hospitals in NER are refusing treatment under ABPMJAY due to delay in disbursement of funds, and if so, the details thereof; and
- (d) the measures taken by the Government to ensure the best treatment provided to the patients?

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

(a): State/UT-wise and year-wise details of public and private hospitals empanelled under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) in North East Region are at **Annexure-I**.

(b): State/UT-wise and year-wise details of public and private hospitals de-empanelled under AB-PMJAY due to irregularities in North East Region are at **Annexure-II**.

(c): As per the terms and conditions of empanelment, hospitals are mandated to provide healthcare services to eligible beneficiaries under AB-PMJAY. In case of denial of services by the empanelled 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.

Under AB-PMJAY, claims are settled by respective SHAs. Timely settlement of claims is one of the key parameters against which the scheme performance is measured. Therefore, the status of claim settlement under the scheme is constantly monitored to ensure that claims are settled within defined turnaround time. Necessary action is taken by the National Health Authority wherever there is a delay in claim payment.

(d): The scheme ensures quality treatment for the beneficiaries. For this, various incentives are provided to improve the quality of healthcare services. To encourage the participation of public, private and corporate healthcare providers, empaneled hospitals are additionally incentivized for accreditation. Incentive of 10% and 15% over and above the package rate is provided to the hospitals with entry level NABH accreditation and full NABH accreditation, respectively. Hospitals, which are imparting Post-Graduate education, are also incentivized at the rate of 10% over and above the base rate of HBP packaged master rates.

Annexure-I**State/UT-wise and year-wise details of public and private hospitals empanelled under AB-PMJAY in North East Region**

State	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Arunachal Pradesh	2	2	15	17	9	3	3
Assam	120	121	16	11	30	42	13
Manipur	15	11	8	12	11	8	4
Meghalaya	147	12	6	1		4	4
Mizoram	79	3	3		1	1	1
Nagaland	43	10	4	3	2	12	3
Sikkim	6			6	1	2	4
Tripura	90	1	36	2	3	5	1

Note: Data as on 01.02.2025

Annexure-II**State/UT-wise and year-wise details of public and private hospitals de-empanelled under AB-PMJAY due to irregularities in North East Region**

State	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Assam	44	42	9	3	1	1
Manipur				1		
Meghalaya	7	1		1		
Nagaland	15	5	5			
Sikkim	1					

Note: Data as on 01.02.2025
