

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1132  
TO BE ANSWERED ON 25<sup>th</sup> JULY, 2025**

**PAYMENT ISSUES UNDER JANANI SURAKSHA YOJANA**

**†1132 SHRI BHAJAN LAL JATAV:**

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

- (a) whether there is a huge delay in the payment of assistance amount to pregnant women under the Janani Suraksha Yojana or in many cases the payment has not been made at all in Karauli and Dholpur districts of Rajasthan State;
- (b) if so, the details thereof, district-wise;
- (c) whether the Government proposes to set up a helpline or quick grievance redressal portal for the beneficiaries in this regard; and
- (d) if so, the details thereof?

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

(a) and (b): As informed by the State of Rajasthan, payments under Janani Suraksha Yojana (JSY) are made to the accounts of the beneficiaries through OJAS software towards making it digital, transparent and timely.

In majority of the cases, payments are processed and completed within 10 days after discharge of women from the Health Institutions and are made in time in the State of Rajasthan including Karauli and Dholpur districts. In few cases, payments are done beyond average time due to reasons like delay in submission of required documents (Bank details, Aadhaar, etc.) by the beneficiary for payment and/or due to technical reasons.

(c) and (d): As intimated by Government of Rajasthan, the State already has a grievance redressal portal named “Rajasthan Sampark Portal”, where any person can register their query or payment related grievances by dialing “181”. The portal is also available for JSY beneficiaries for their grievances or queries related to JSY benefits.

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