

**GOVERNMENT OF INDIA
MINISTRY OF YOUTH AFFAIRS & SPORTS**

**LOK SABHA
UNSTARRED QUESTION NO. 2463
TO BE ANSWERED ON 04.08.2025**

Project Sarathi

2463. Shri Rahul Kaswan:

Will the Minister of YOUTH AFFAIRS AND SPORTS be pleased to state:

- (a) whether the Government supports Project Sarathi, the youth-led hospital navigation initiative (Seva Se Seekhen-Experimental Learning Programme (ELP) launched under My Bharat;**
- (b) the total number of youth volunteers participated and the number of hospitals covered across the country, States/UTs-wise;**
- (c) the total number of cumulative volunteer hours contributed and average reduction in patient waiting time;**
- (d) whether similar models are planned in schools or community health centres and if so, the details thereof; and**
- (e) whether any expansion targets for the said programme during FY 2025–26 and if so, the details thereof?**

ANSWER

**THE MINISTER OF YOUTH AFFAIRS & SPORTS
(DR. MANSUKH MANDAVIYA)**

(a) & (b) Project Sarathi was implemented by PGIMER Chandigarh as an Experiential Learning Program (ELP) initiative of Department of Youth Affairs, It was launched on 17th September 2024. Till date, 988 youth volunteers have participated under the said project.

Project Sarathi was implemented under the banner of “Seva Se Seekhen” ELP in which 6,444 youth volunteers have provided

services in over 522 hospitals across the country with the support of National Health Authority and State Health Departments/Authorities. State/UT wise detail is at Annexure. As on date 1467 hospitals are on-boarded /approved on the portal for the said ELP. Out of 95 ELPs existing as on date, 81 are designated as Permanent Health ELPs. Volunteers have taken part in these ELPs and supported in tasks such as:

- Assisting patients with basic healthcare services,**
- Supporting the management of OPDs,**
- Manning ‘May I Help You’ desks,**
- Assisting with health insurance paperwork,**
- Helping patients download and use the ABHA mobile application,**
- Other hospital-identified tasks including data entry and records management.**

(c) Youth Volunteers served between 7 and 30 days in their assigned hospitals. Typical working on each day varies from 3 hrs to 6 hrs. A study conducted at PGIMER Chandigarh observed the following:

- Patients supported by MY Bharat volunteers waited for an average of 2.8 hours.**
- Patients without such support waited for around 4.2 hours.**

(d) The Seva Se Seekhen program has been extended to Primary Health Centres (PHCs) and Community Health Centres (CHCs). A Permanent Health ELP model, where help desks are set up for continuous volunteer deployment, is currently implemented in Rajasthan, Gujarat, Haryana, Uttarakhand, and Uttar Pradesh.

(e) In collaboration with the National Health Authority, the Seva Se Seekhen program is being expanded to 100 model health facilities where the Ayushman Bharat Digital Mission is in progress. Volunteers here will support patients at registration counters, including helping them use the ‘Scan and Share’ service to register for OPD at public hospitals.

ANNEXURE

ANNEXURE REFERRED TO IN REPLY TO PART (B) OF THE LOK SABHA UNSTARRED Q.NO. 2463 FOR 04.08.2025 ASKED BY SHRI RAHUL KASWAN REGARDING PROJECT SARATHI

S. No.	NAME OF THE STATE	NO. OF HEALTH MBOs	NO. OF PARTICIPANTS
1	ANDAMAN AND NICOBAR ISLANDS	1	3
2	ANDHRA PRADESH	22	373
3	ARUNACHAL PRADESH	5	15
4	ASSAM	10	110
5	BIHAR	11	143
6	CHANDIGARH	13	92
7	CHHATTISGARH	9	77
8	DELHI	3	30
9	GOA	2	26
10	GUJARAT	89	1215
11	HARYANA	69	1004
12	HIMACHAL PRADESH	11	43
13	JAMMU AND KASHMIR	12	62
14	JHARKHAND	29	276
15	KARNATAKA	6	32
16	KERALA	6	87
17	LAKSHADWEEP	4	26
18	MADHYA PRADESH	12	167
19	MAHARASHTRA	51	238
20	MANIPUR	2	23
21	MEGHALAYA	2	0
22	ODISHA	8	63
23	PUDUCHERRY	4	50
24	PUNJAB	30	175
25	RAJASTHAN	87	836
26	TAMIL NADU	39	341
27	TELANGANA	19	178
28	TRIPURA	7	14
29	UTTAR PRADESH	63	558
30	UTTARAKHAND	21	187
	TOTAL	647	6444

MBOs = MY Bharat Organisations