

**GOVERNMENT OF INDIA
MINISTRY OF CHEMICALS AND FERTILIZERS
DEPARTMENT OF PHARMACEUTICALS**

LOK SABHA
UNSTARRED QUESTION No. 1146
TO BE ANSWERED ON 5th DECEMBER, 2025

Regular Supply of Medicines

†1146. **Shri Brijendra Singh Ola:**

Will the Minister of **CHEMICALS AND FERTILIZERS** be pleased to state:

- (a) whether it is true that many essential life-saving medicines are often unavailable at Jan Aushadhi Kendras;
- (b) if so, the details thereof and the concrete steps taken to ensure effective and regular supply of medicines at these centres along with the results thereof;
- (c) whether experts, consumers and doctors have raised questions about the quality of medicines available at these Jan Aushadhi Kendras, if so, the details thereof;
- (d) whether any necessary concrete mechanisms have been set up to ensure continuous inspection, testing and standardization to improve the quality of these medicines; and
- (e) if so, the findings of the enquiry and if not, whether this does not amount to a compromise with the health?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF CHEMICALS AND FERTILIZERS

(SMT. ANUPRIYA PATEL)

(a) and (b): The product basket under the Pradhan Mantri Bhartiya Janaushadhi Yojna has 2,110 medicines and 315 surgicals, medical consumables and devices, covering all major therapeutic groups, such as cardiovascular, anti-cancer, anti-diabetic, anti-infectives, anti-allergic and gastro-intestinal medicines and nutraceuticals. Almost all generic medicines included in the National List of Essential Medicines, except lab reagents and vaccines, are part of the product basket.

Number of steps have been taken to ensure effective and regular supply of medicines at Jan Aushadhi Kendras (JAKs), including the following:

- (i) Since September 2024, stocking by JAKs of 200 commonly used medicines, consisting of the 100 top-selling medicines in the scheme product basket and 100 fast-selling medicines in the market, has been incentivised, under which JAK owners are eligible for monthly incentive based on the stocks that they maintain of these medicines.
- (ii) An end-to-end information-technology-enabled supply chain system is in place to connect a robust supply chain system consisting of one central warehouse, four regional warehouses and a growing network of distributors across the country, currently numbering 39.
- (iii) In addition, with a view to ensure availability of commonly used products, 400 fast-moving products are monitored regularly by the scheme implementing agency

{Pharmaceuticals and Medical Devices Bureau of India (PMBI)} and demand for the same is forecasted on an ongoing basis. Further, steps have been taken to digitise the forecasting method to augment the procurement process through automation.

As a result, the sale of medicines from JAKs has increased from maximum retail price value totalling ₹1,470 crore in the financial year (FY) 2023-24 to ₹2,022.47 crore in FY2024-25.

(c) to (e): Anyone, including experts, consumers and doctors, may lodge their grievances regarding JAKs, including in respect of quality of medicines made available through them, using the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal of the Government of India or by emailing the same to complaints@janaushadhi.gov.in or calling the scheme helpline number 1800 180 8080. While about 15 lakh consumers purchase Janaushadhi daily across the country, the number of grievances lodged during the whole year in FY2024-25 was 2,102, which translates into a grievance registration rate of less than 0.0004%.

With a view to ensure quality of medicines available at JAKs so that health of patients is not compromised, concrete mechanisms have been put in place to ensure continuous inspection, testing and standardisation, including the following:

- (i) *Supply only from WHO Good Manufacturing Practices (GMP) certified plants:* Only plants that are certified as WHO-GMP compliant by the Central Drugs Standard Control Organisation (CDSCO) after direct inspection are eligible for supply.
- (ii) *Distribution only after 100% pre-testing of all medicine batches:* Samples are drawn from 100% of batches supplied at PMBI's warehouses for testing anonymously, and medicines are dispatched for supply to JAKs only after the quality test is passed.
- (iii) *Testing only at labs compliant with Good Laboratory Practices (GLP):* Samples are tested only at labs accredited and periodically inspected by the National Accreditation Board for Testing and Calibration Laboratories (NABL) and, in addition, assessed by PMBI for GLP compliance.
