

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

**LOK SABHA
UNSTARRED QUESTION NO. 4788
TO BE ANSWERED ON 20th MARCH, 2026**

FINANCIAL ASSISTANCE UNDER JSY

†4788. SHRI BHAJAN LAL JATAV:

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

- (a) whether it is a fact that there has been a significant delay in the payment of financial assistance to pregnant women under Janani Suraksha Yojana in Karauli and Dholpur districts of Rajasthan or in many cases the payment has not been made at all;
- (b) if so, the details thereof, district-wise;
- (c) whether the Government proposes to set up helpline or an immediate grievance 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 10-12 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. Further, currently state is under the implementation of SNA Sparsh for payment including JSY which will further improve the payments.

(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.
