

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

**LOK SABHA
UNSTARRED QUESTION NO. 1046
TO BE ANSWERED ON 24TH JULY, 2026**

MEDICAL TREATMENT UNDER AB-PMJAY IN PUNJAB

†1046. SHRI SUKHJINDER SINGH RANDHAWA:

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

- (a) whether it is a fact that eligible beneficiaries under the Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana are not being provided treatment in many hospitals in the State of Punjab, if so, the details thereof;
- (b) the details of the correspondence, meetings or other efforts undertaken so far between the Union Government and the State Government of Punjab in this regard and along with their current status; and
- (c) the corrective and concrete steps taken/proposed to be taken by the Union Government to provide uninterrupted treatment to the eligible beneficiaries in Punjab under the said scheme?

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

(a) to (c): All eligible beneficiaries are being provided treatment under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) in the state of Punjab through empanelled hospitals as per the scheme's empanelment guidelines. As per the empanelment guidelines under the AB-PMJAY, empanelled hospitals cannot deny treatment to eligible beneficiaries.

In cases of any irregularities in availing treatment or denial of treatment by an empanelled hospital, beneficiaries can register their grievances through the Centralized Grievance Redressal Management System or the 24×7 toll-free helpline number 14555. Under AB-PMJAY, such grievances are monitored through a three-tier grievance redressal mechanism at the District, State and National level. At each level, designated nodal officers and Grievance Redressal Committees are in place to examine and resolve the grievances. Further, State/UT authorities can take necessary punitive action against hospitals denying free treatment to eligible Ayushman beneficiaries.

Additionally, National Health Authority regularly conducts review meetings with the State Health Agencies to monitor the implementation of AB-PMJAY, review key performance indicators, address operational challenges, and ensure timely resolution of issues for effective implementation of the scheme. Further, AB-PMJAY is implemented through a robust digital platform with role-based authorized logins, standardized Health Benefit Packages and treatment guidelines, defined turnaround timelines, paperless and cashless pre-authorisation, claims processing and management systems, technology-enabled anti-fraud mechanisms and a comprehensive grievance redressal system. These measures ensure transparency, accountability and seamless delivery of healthcare services, enabling eligible beneficiaries to access cashless treatment without any disruption under the scheme.
