

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 898
TO BE ANSWERED ON 30TH JULY, 2024**

COMPLAINT ABOUT AB-PMJAY

898. SHRI SHAKTISINH GOHIL:

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

(a) the number of people who have complained about Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) during the last three years as on 30th May 2024 in the State of Gujarat; and

(b) the steps taken in this regard ?

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

(a) and (b): In the State of Gujarat, Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana is implemented in convergence with the State schemes of Mukhyamantri Amrutum and Mukhyamantri Amrutum Vatsalya.

Under the scheme, a three-tier grievance redressal system at District, State and National level has been created to resolve the issues faced by beneficiaries in utilizing healthcare services under the scheme. Scheme related grievances are received at District, State and National level. Beneficiaries can file their grievance using different mediums including web-based portal Centralized Grievance Redressal Management System (CGRMS), Central & State call centers, email, letter to State Health Agencies etc.

As per the information provided by the State Health Agency, Gujarat, a total of 15,130 grievances were registered related to the converged scheme in the last three three years through different channels, out of which 14,205 grievances have been redressed. Based on the nature of grievance, necessary action, including providing of support to the beneficiaries in availing treatment under the scheme and resolution of grievances, have been taken.
