

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 1736
TO BE ANSWERED ON 06TH AUGUST, 2024**

**REFUSAL OF TREATMENT BY PRIVATE HOSPITALS THROUGH AYUSHMAN
CARD**

1736. SHRI SANDEEP KUMAR PATHAK:

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

- (a) whether many private hospitals are not accepting Ayushman cards, for example Escort Fortis Hospital in Delhi refused to perform the heart surgery of a little girl in Delhi, Ranchi's Samford Hospital refused to treat a young man suffering from brain haemorrhage while in both the hospitals treated the patients by taking money from their families;
- (b) whether it is a fact that there are lakhs of such cases;
- (c) the action a sick person should take in such a situation; and
- (d) the manner in which the treatment be ensured in the said hospital?

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

(a) to (d): Under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (AB-PMJAY), it is voluntary for the hospitals to get empanelled. The hospitals are empanelled by the State Health Agency (SHA) and are bound to provide cashless treatment to the AB-PMJAY beneficiaries as per the MoU signed at the time of empanelment.

For the specific cases mentioned in the question, it is clarified that the Escort Fortis Hospital, Delhi is not empanelled under AB-PMJAY. As per the information provided by the State of Jharkhand, no such grievance is pending against the Samford Hospital, Ranchi. Earlier, disciplinary actions (like suspension and levy of penalty) were taken against this hospital in July 2022 with regard to other grievances.

No, there are no reports of lakhs of such cases.

AB-PMJAY has put in place an integrated grievance redressal mechanism to resolve the issues encountered by beneficiaries in utilizing healthcare services under the scheme.

Grievance Redressal under AB-PMJAY has a three-tier system at District, State and National Level. At each level, there is a dedicated nodal officer viz. District Grievance Nodal Officer (DGNO), State Grievance Nodal Officer (SGNO) and National Grievance Nodal Officer (NGNO). Further, at each level, there is a committee formed viz. District Grievance Redressal Committee (DGRC) at District level, State Grievance Redressal Committee (SGRC) at State level and National Grievance Redressal Committee (NGRC) at National level to address the grievances.

Further, complaints are registered directly on the Central Grievance Redressal Management System (CGRMS) portal or through the Call Centre. In cases of denial of treatment etc, a beneficiary can call the National Call Centre, which is assigned highest priority and sent to the concerned State for immediate resolution.
