

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

**LOK SABHA
UNSTARRED QUESTION NO. 1322
TO BE ANSWERED ON 06TH FEBRUARY, 2026**

VALIDITY OF AYUSHMAN CARD HOLDERS

†1322. SHRI KULDEEP INDORA:

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

- (a) whether the Government is aware that Ayushman Card is largely valid only in Government hospitals and such card holders are often not given the priority in private hospitals and if so, the corrective steps being taken by the Government in this regard;
- (b) whether the Government is also aware of such cases where Ayushman card holder patients are not admitted in private hospitals due to delay in payment of dues by the Government to the hospitals and if so, the details thereof;
- (c) whether there is any provision to identify such hospitals and severely penalize them; and
- (d) if so, the number of such hospitals against which action has been taken by the Government so far?

ANSWER

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

(a) to (d): All eligible beneficiaries under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) can avail treatment through a network of over 33,270 public and private empanelled hospitals.

As per the empanelment guidelines under AB-PMJAY, the empanelled hospitals cannot deny treatment to eligible beneficiaries of the scheme. In case of denial of treatment by an empanelled hospital, beneficiaries can register their grievances through the Centralized Grievance Redressal Management System (CGRMS) or through a 24*7 toll-free helpline number 14555. Under AB-PMJAY, 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. At each level, there are designated nodal officers and Grievance Redressal Committees to address the grievances.
