

**GOVERNMENT OF INDIA  
LABOUR AND EMPLOYMENT  
LOK SABHA**

UNSTARRED QUESTION NO:1173  
ANSWERED ON:02.08.2010  
IMPLEMENTATION OF RSBY  
Ahir Shri Hansraj Gangaram

**Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:**

- (a) whether the Government has made any review/assessment regarding successful implementation of Rashtriya Swasthya Bima Yojana (RSBY);
- (b) if so, the details and outcome thereof;
- (c) whether the Government has received complaints regarding irregularities in the implementation of the RSBY in certain States; and
- (d) if so, the details thereof alongwith the action taken by the Government in this regard?

**Answer**

MINISTER OF STATE FOR LABOUR AND EMPLOYMENT (SHRI HARISH RAWAT)

(a) & (b): Evaluation/assessment of successful implementation of the Rashtriya Swasthya Bima Yojana (RSBY) has been conducted by some independent agencies in a few States.

The broad findings of such evaluation/assessment reports are as follows:

The Kerala Report brings out that 64.8% rated the treatment in hospitals as "excellent" and 25.9% rated it as good. 95.4% of respondents were happy with the dealings of the hospitals staff.

In Delhi only 3% of the patients were dissatisfied. Whereas 17.7% of the patients reported highest level of satisfaction, 2/3rd of the patients rated their satisfaction level as average and good. As compared to the survey during the previous year, satisfactory rating increased from 75% to more than 80%.

The Haryana study indicates that "the scheme has been well designed and suited to address the needs and requirements of its target population.

The evaluation report in a district of Uttar Pradesh indicates that more than 71% of the users reported to have been satisfied with the hospital services. About 68% of the users reported decline in health care expenditure post RSBY joining.

(c) & (d): The Government have been receiving complaints of irregularities in a number of hospitals in some States and their alleged involvement in fraudulent claims under RSBY. In view of its serious implication on the Scheme, a Central team consisting of senior officers of the Ministry and Technical experts visited these States to look into these complaints and overall performance of RSBY. The Team observed that some of the hospitals are engaging in malpractices. Consequently, erring hospitals have been de-empanelled/suspended for RSBY purposes.