

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

UNSTARRED QUESTION NO:2508
ANSWERED ON:27.08.2012
FUNCTIONING OF RSBY
Thol Shri Thirumaavalavan

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

- (a) whether the Government has set up Grievance Redressal Mechanism both at Central and State level to address the complaints in regard of the functioning of Rashtriya Swasthya Bima Yojana (RSBY);
- (b) if so, the details thereof; and
- (c) the number of complaints received and redressal works carried out of them during each of last three years?

Answer

MINISTER OF LABOUR AND EMPLOYMENT (SHRI MALLIKARJUN KHARGE)

(a) & (b): As per the Grievance Redressal Mechanism under the RSBY, Grievance Redressal Committees are to be set up at the District, State and National level to address the complaints and grievances of various stakeholders. Ministry of Labour and Employment has issued instructions to all States/ Union Territories in April, 2012 for setting up of District/State Grievance Redressal Committees accordingly. At the National Level also a National Grievance Redressal Committee (NGRC) in the Office of Director General of Labour Welfare has been constituted in the Ministry of Labour and Employment vide order dated 28.06.2012.

(c): Since the constitution of the National Grievance Redressal Committee on 28.06.2012, 2 appeals of grievance have been received in the last week of July, 2012 in the NGRC and these were considered in the NGRC meeting held in the first week of August, 2012. The Committee has decided to call the concerned parties in person for presenting their case before the Committee. The details of complaints received from State/District Grievance Redressal Committees are not maintained at the Central Level.