

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

**LOK SABHA  
STARRED QUESTION NO. 297  
TO BE ANSWERED ON THE 13<sup>TH</sup> MARCH, 2020  
AYUSHMAN BHARAT YOJANA**

**†\*297. SHRI RAMDAS C. TADAS:  
SHRI SANGAM LAL GUPTA:**

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

- (a) whether the Government is aware of the problems/ hurdles in the execution/implementation of the Ayushman Bharat Yojana due to complications in the software developed for the same;
- (b) if so, the details thereof; and
- (c) the corrective steps taken in this regard?

**ANSWER  
THE MINISTER OF HEALTH AND FAMILY WELFARE  
(DR. HARSH VARDHAN)**

(a) to (c): A statement is laid on the Table of the House

**STATEMENT REFERRED TO IN REPLY TO LOK SABHA  
STARRED QUESTION NO. 297 FOR 13<sup>TH</sup> MARCH, 2020**

(a) to (c) Under Ayushman Bharat- Health and Wellness Centers (AB-HWCs), services are free and universal to all individuals in the service area.

There are no problems/hurdles in the execution/implementation of the Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana due to any complications in the software developed for the same. Under the scheme, the implementation is fully made on robust IT systems to work nationally. State-of-the-art advanced IT platforms, which are fully customizable as per States/UTs requirements are made available, completely free-of-cost. The States have choice to use PMJAY IT Systems or use their own IT systems and share respective data with National Health Authority.

To ensure efficiency, effectiveness and reliability of the IT systems, a strong feedback, grievance and ticketing management system has been put in place to ensure taking proactive and regular inputs from beneficiaries, stakeholders and users of the IT Systems and accordingly make changes as and when required. The systems are also utilized by States/stakeholders to raise any issue faced on real-time basis resolution.

These feedbacks are evaluated in detail and the changes are done on the IT Systems. Accordingly, all concerned are informed.

A proactive check is kept on issues, if any, with the IT Systems. Region-wise as well as State-wise reviews and consultations are done on regular basis. Whatever issues are highlighted, are resolved on priority basis.

In addition, a comprehensive Learning Management System is being implemented to ensure training and capacity building of all users of the system.

The applications and the performance are kept under regular checks. The systems are under 24x7x365 monitoring at infrastructure (on Government Community Cloud) and systems (Application Performance Management tools being used). User-based testing is done in a regular manner.

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