



Steps Taken to Ensure Efficiency of AMRIT Pharmacies

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Medicines are sourced directly from reputed manufacturers or authorized distributors, ensuring the authenticity of branded drugs

A robust public grievance mechanism is active, allowing patients or their attendants to report discrepancies

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Affordable Medicines and Reliable Implants for Treatment (AMRIT) initiative is a flagship scheme of the Ministry of Health & Family Welfare aimed at reducing the financial burden on patients suffering from cancer, cardiovascular diseases, and other critical ailments. AMRIT pharmacies operate under a Company Owned, Company Operated (COCO) model, managed by HLL Lifecare Limited, a Government of India Enterprise.

The monitoring, review, and inspection of AMRIT outlets are conducted in accordance with the Memorandum of Understanding (MoU) signed between HLL Lifecare Limited and the respective State Governments or host Institutions. These reviews focus on supply chain integrity, adherence to discounted pricing structures, stock availability and sale of genuine branded medicines at discounted prices. The financial and operational performances of AMRIT pharmacies are subject to statutory audits on annual basis.

Further, following mechanisms are currently in place in order to ensure transparency and quality assurance:

- Pricing and discount structures are governed by the terms of the MoU. AMRIT pharmacies utilize an integrated IT system to ensure that discounts are automatically applied at the point of sale, minimizing manual intervention.
- Medicines are sourced directly from reputed manufacturers or authorized distributors, ensuring the authenticity of branded drugs.

- A robust public grievance mechanism is active, allowing patients or their attendants to report discrepancies directly to the hospital authorities or specialized feedback email (amrit_ncc@lifecarehll.com) or through HLL Lifecare Limited website (<https://www.lifecarehll.com/complaint>) or Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal. The complaints received regarding service delivery or pricing have been examined and resolved in a time bound manner.

The Union Minister of State for Health and Family Welfare, Shri Prataprao Jadhav stated this in a written reply in the Lok Sabha today.

SR

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