



Union Health Minister Shri J P Nadda Launches Ayushman Sarathi – PM-JAY WhatsApp Chatbot; Bringing Ayushman Bharat Services to Every Citizen through WhatsApp

The chatbot enables beneficiaries to access essential PM-JAY services anytime and anywhere without the need to visit government offices or call centres

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Union Minister of Health and Family Welfare, Shri Jagat Prakash Nadda launched the Ayushman Sarathi – PM-JAY Whatsapp Chatbot, here today. Developed by the National Health Authority (NHA), under the Ministry of Health & Family Welfare, “**Ayushman Sarathi**” will provide citizens with easy, secure, and 24×7 access to Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB PM-JAY) services through WhatsApp.

The chatbot enables beneficiaries to access essential PM-JAY services anytime and anywhere without the need to visit government offices or call centres. Built on secure API-based integrations with PM-JAY systems, Ayushman Sarathi delivers real-time information and services directly on WhatsApp.

Key Services Available

Ayushman Sarathi offers a wide range of beneficiary-centric services, including:

- Eligibility Check under PM-JAY
- My Ayushman Card
 - Apply for Ayushman Card
 - Download Ayushman Card
 - Re-do eKYC
 - Link Aadhaar
 - Lock / Unlock PM-JAY Card
- Ayushman Vaya Vandana Card (70+ Years)
- View Wallet Balance
- View Treatment History
- Find Nearby Empanelled Hospitals
- Register, Track and Withdraw Grievances
- Request a Call back
- Feedback on Discharge

Enhancing Beneficiary Experience

Ayushman Sarathi has been designed to improve accessibility, transparency and citizen engagement by:

- Providing instant access to PM-JAY services through WhatsApp.
- Enabling real-time API-based service delivery.
- Reducing dependency on physical visits and call centres.
- Supporting timely grievance registration and beneficiary assistance.
- Facilitating digital feedback collection after hospital discharge to strengthen service quality monitoring.

Digital Governance for Better Healthcare

The chatbot serves as an important digital interface between PM-JAY beneficiaries and the National Health Authority, promoting efficient service delivery and improved beneficiary satisfaction. The platform also supports data-driven governance by enabling feedback collection, grievance management, and continuous improvement in healthcare service delivery.

Ayushman Sarathi represents another significant step towards making healthcare services under Ayushman Bharat more accessible, transparent and citizen-centric through the use of digital technologies.

How to Access Ayushman Sarathi?

Beneficiaries can access the official **PM-JAY WhatsApp Chatbot – Ayushman Sarathi** by scanning the QR code below or by sending “**Hi**” on WhatsApp to **+91 72908 23838**. The chatbot is available 24×7 and provides secure, API-based access to PM-JAY services.



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HFW/HFM Launch of Ayushman Sarathi/29June2026/5

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