

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

**RAJYA SABHA
UNSTARRED QUESTION NO: 2036
TO BE ANSWERED ON 18.03.2025**

CHALLENGES IN THE IMPLEMENTATION OF eSANJEEVANI

2036. SHRI MALLIKARJUN KHARGE:

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

- (a) whether the Ministry is aware of issues in eSanjeevani, such as inadequate training of health workers, lack of general practitioners, outdated technology, and absence of Feedback mechanisms;
- (b) if so, the steps being taken to address these challenges and improve the platform's efficiency; and
- (c) whether the Ministry plans to expand eSanjeevani to include all regional languages and integrate tertiary healthcare institutions?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE
(SHRI PRATAPRAO JADHAV)**

(a) to (c) eSanjeevani is a National Telemedicine Service operational in 36 states and UTs, aimed at achieving Universal Health Coverage (UHC). It is implemented in two variants: (i) eSanjeevani AB-HWC / Ayushman Arogya Mandir – a provider-to-provider telemedicine platform (ii) eSanjeevani OPD – a patient-to-provider telemedicine platform and operates on hub and spoke model.

As on 28th February 2025, 33.90 Crore consultations have been conducted in eSanjeevani AAM through 37,144 Hubs (set up at secondary/tertiary level health facilities and medical colleges etc.) and 1.87 lakh Spokes.

National Health Mission (NHM) provides approval through record of proceedings for hiring of doctors for purpose of implementation of eSanjeevani services. To meet the requirement of doctors for e-Sanjveevani services, the state government engage government doctors (regular/contractual/outsourced) as per the norms laid for the National Health Mission.

To strengthen effective use of telemedicine technology through the eSanjeevani platform, due training and capacity building of the healthcare professionals such as virtual training sessions at CDAC-Mohali are conducted.

Further, to ensure strengthening of technology, budget provisions for States and UTs under NHM Program Implementation Plans focuses on improvement of IT infrastructure at Ayushman Arogya Mandirs and hubs by taking care of IT equipment and maintenance expenses.

eSanjeevani has successfully integrated with the Ayushman Bharat Digital Mission (ABDM) under milestones 1 and 2.

The eSanjeevani web application currently supports 13 languages: English, Hindi, Kannada, Tamil, Malayalam, Telugu, Marathi, Gujarati, Assamese, Odia, Bengali, Punjabi, and Urdu, while the mobile application supports 8 languages: English, Hindi, Kannada, Tamil, Gujarati, Marathi, Punjabi and Telugu, thus ensuring consistent and seamless accessibility for users, further enhancing inclusivity for diverse communities.
