

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

**RAJYA SABHA
UNSTARRED QUESTION NO: 304
TO BE ANSWERED ON 04.02.2025**

STATUS OF ESANJEEVANI NATIONAL TELEMEDICINE SERVICES

304. SHRI SUJEET KUMAR:

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

- (a) the current status of Government of India's National Telemedicine Service, eSanjeevani;
- (b) the key achievements of the eSanjeevani service;
- (c) whether the eSanjeevani service is available at Health & Wellness Centres across country; and
- (d) the details of the number of consultations under eSanjeevani Ayushman Bharat-Health and Wellness Centre (AB-HWC) in Odisha in the last five years?

ANSWER

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

(a) to (d) Yes, Ministry of Health and Family Welfare (MoHFW) has implemented a telemedicine service known as national telemedicine service (eSanjeevani) working as per under mentioned variants-

I. eSanjeevani AB-AAM: It is a provider-to-provider telemedicine system, launched in November 2019 and is based on hub and spoke model.

II. eSanjeevani OPD: It is a patient-to-provider telemedicine system, launched in April 2020, to enable citizens to get outpatient services in the confines of their homes to provide safe provider-to-patient consultations.

As per current status, as on 23.01.2025, eSanjeevani has already served more than 33,81,40,627 patients at over 1,31,069 Ayushman Arogya Mandirs (earlier referred as Health and wellness centers) as spokes through 16,872 hubs (set up at secondary/tertiary level health facilities and medical colleges etc.) and more than 691 online OPDs serviced by a team of over 2,31,129 doctors, medical specialists, super-specialists and health workers as telemedicine practitioners. The eSanjeevani facilities are spread across the country through various health facilities (CHC, SC, Ayurveda dispensaries, Ayush dispensaries, PHC, UHC, UPHC etc.) in all the states and Union Territories.

Key achievements of eSanjeevani are as under-

eSanjeevani is a user-friendly interface with multilingual support to cater to India's diverse population. It offers free consultations and helps in reducing healthcare expenses and eliminating

travel-related costs. The services are operational across all 28 states and 8 Union Territories of India and over 33 crore consultations have been facilitated as on 23.01.2025.

It has significant participation from women, with over 56% of consultations of female patients. Further around 13% of consultations have been availed by senior citizens. It also played a crucial role during the COVID-19 pandemic, ensuring uninterrupted virtual healthcare.

The number of consultations under eSanjeevani Ayushman Bharat-Health and Wellness Centre (AB-HWC) in Odisha in the last five years are 33,64,507 (data pertains to the period from date of commencement of consultation in Odisha i.e March 13, 2021, to January 23, 2025)
