

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1426  
TO BE ANSWERED ON 10.02.2023**

**APP BASED OPD REGISTRATION SERVICE**

**1426: ADV. ADOOR PRAKASH:**

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

- (a) whether the Government is aware of overburdening of patient cases at Outpatient Department (OPD) in Government hospitals across the country and if so, the details thereof;
- (b) whether the Government is deliberating on launching a web-based portal or app to tackle the issue and if so, the details thereof;
- (c) the details on measures initiated by the Government for expediting OPD registration service at the hospitals; and
- (d) the time by which such app based OPD Registration service in hospitals likely to be implemented?

**ANSWER  
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE  
(DR. BHARATI PRAVIN PAWAR)**

(a) to (d): Online Registration System (ORS) has been launched in July 2015 for online appointment. As many as 557 hospitals have been on-boarded on ORS. As large number of patients avail OPD facilities, digital registration of OPD patients helps in proper management. Online Registration System (ORS) is in operation to get the OPD appointment in various Government Hospitals. ORS can be accessed through <https://ors.gov.in/orsportal> web-site. Government of India has also facilitated online registration service in Ayushman Bharat Digital Mission through Ayushman Bharat Health Account (ABHA) app.

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