

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

**LOK SABHA  
UNSTARRED QUESTION NO: 226  
TO BE ANSWERED ON 02.02.2024**

**E-SANJEEVANI APPLICATION**

**†226. SHRI GHANSHYAM SINGH LODHI:**

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

- (a) the initiatives taken by the Government to ensure that health services are accessible in the villages and remote/rural areas of the country;
- (b) the number of users who have used e-Sanjeevani application services in the country particularly in the district of Rampur, Uttar Pradesh, State/UT-wise;
- (c) whether any survey has been conducted by the Government to ascertain its benefits and popularity in the country and if so, the details thereof, State/UTwise; and
- (d) the steps taken/proposed to be taken by the Government to improve the poor health services across the country and if so, the details thereof, State/UT-wise?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY  
WELFARE**

**(PROF. SATYA PAL SINGH BAGHEL)**

**(a) to (d)** Ministry of Health and Family Welfare (MoHFW) has developed a telemedicine application known as National Telemedicine Service, eSanjeevani which provides doctor to doctor and patient to doctor consultations.

This application works on a hub and spoke model. Through the hub and spoke model, doctors including specialists can provide services to Ayushman Aarogya Mandirs (AAMs) (earlier known as Health and Wellness Centers) in rural areas. Further people in remote and rural areas can also avail services through OPD module of eSanjeevani. As on 30<sup>th</sup> January, 2024, a total of 20,41,36,598 teleconsultations have been completed through eSanjeevani platform, out of which around 4,38,137 consultations have been done in district Rampur, Uttar Pradesh. This service is operational at more than 1,35,759 Ayushman Aarogya Mandirs (AAMs). State-wise eSanjeevani consultation detail is at Annexure.

Government of India provides financial assistance to all States/UTs under National Health Mission to improve health infrastructure including IT infrastructure such as internet connectivity, hardware etc.

The ministry has taken various initiatives to create awareness among the masses in rural and remote areas in collaboration with States/UTs. IEC (Information, Education & communication) activities include use of short videos, brochures, pamphlets etc. in local languages to disseminate information about telemedicine services through social media platforms. eSanjeevani telemedicine services are currently available in 13 languages (Hindi, Kannada, Tamil, Malayalam, Telugu, Marathi, Gujarati, Assamese, Odia, Bengali, Punjabi, Urdu, and English).

## Annexure

S.No	State	Total OPD Consultations (patient to doctor)	Total AAM Consultations (doctor to doctor)	Total Consultations
	India	10981870	193154728	204136598
1	Karnataka	3917266	13104713	17021979
2	Uttar Pradesh	1831506	16171572	18003078
3	Tamil Nadu	1747338	28541872	30289210
4	Gujarat	1015426	7974539	8989965
5	Uttarakhand	867866	306007	1173873
6	Kerala	528908	467994	996902
7	Maharashtra	305396	6530194	6835590
8	Haryana	201105	322611	523716
9	Jammu & Kashmir	145395	570672	716067
10	Rajasthan	106787	1208937	1315724
11	Bihar	89509	11659224	11748733
12	Delhi	55968	651	56619
13	Andhra Pradesh	34883	49194995	49229878
14	Assam	31927	1379763	1411690
15	Telangana	28607	13175840	13204447
16	Chandigarh	18788	68074	86862
17	Jharkhand	12708	1533143	1545851
18	West Bengal	11975	29406247	29418222
19	Manipur	8717	51804	60521
20	Madhya Pradesh	7098	6306693	6313791
21	Himachal Pradesh	6087	481638	487725
22	Punjab	4489	509803	514292
23	Goa	1313	78	1391
24	Chhattisgarh	1159	1852868	1854027
25	Arunachal Pradesh	568	2093	2661
26	Odisha	416	1924606	1925022
27	Mizoram	192	8634	8826
28	Tripura	155	60419	60574
29	Ladakh	79	78496	78575
30	Andaman And Nicobar Islands	76	254	330
31	The Dadra and Nagar Haveli and Daman And Diu	64	90123	90187
32	Puducherry	46	3089	3135
33	Sikkim	19	28858	28877
34	Nagaland	16	2569	2585
35	Meghalaya	14	135070	135084
36	Lakshadweep	0	584	584