

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

**LOK SABHA
UNSTARRED QUESTION NO: 4773
TO BE ANSWERED ON 28.03.2025**

NEW INITIATIVE TO PROMOTE TELEMEDICINE SERVICES

**†4773. SHRI GOPAL JEE THAKUR:
SHRI SAUMITRA KHAN:**

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

- (a) whether the Government has taken any new initiative to promote telemedicine services in Bihar and West Bengal;
- (b) if so, the details thereof, district-wise;
- (c) if not, the reasons therefor;
- (d) the manner in which the said initiative is likely to help in the expansion of health services in rural areas; and
- (e) whether the poor sections of the society have been benefited from telemedicine services in health sector and if so, the details thereof?

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

(a) to (e) Yes, eSanjeevani is a national telemedicine service launched in 2019 operational in all states and UTs including Bihar and West Bengal, aimed at achieving Universal Health Coverage (UHC).

District-wise details for Bihar and West Bengal are attached in Annexure-I and Annexure-II respectively.

It is implemented in two 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.

In the state of Bihar as on 23.03.2025 total 2,14,54,053 consultations have been conducted in eSanjeevani AAM through 53 hubs and 9,104 Spokes and in the state of West Bengal as on 23.03.2025 total 5,47,61,553 consultations have been conducted in eSanjeevani AAM through 98 hubs and 10,414 Spokes.

eSanjeevani is designed to be an inclusive and accessible platform, providing free teleconsultation services to all, ensuring that even the economically disadvantaged can benefit from quality healthcare. While the platform does not record the socioeconomic status of patients, its widespread

adoption, especially in rural and underserved areas, indicates that many underprivileged individuals have gained access to essential healthcare services without financial barriers.

Annexure-I

Sl.N o.	District Name	Spokes Operational*	HUBs Operational *	AAM consultations	OPD consultations
1	ARARIA	228	1	4,39,646	5,531
2	ARWAL	63	1	2,26,369	612
3	AURANGABAD	199	1	4,30,520	1,412
4	BANKA	224	1	2,80,453	1,192
5	BEGUSARAI	228	2	5,24,987	1,701
6	BHAGALPUR	322	1	9,65,185	5,627
7	BHOJPUR	272	2	8,17,503	1,350
8	BUXAR	185	1	3,57,609	1,340
9	DARBHANGA	265	1	6,55,686	1,803
10	GAYA	415	1	7,26,643	1,912
11	GOPALGANJ	198	1	8,12,295	1,196
12	JAMUI	220	1	4,33,628	689
13	JEHANABAD	100	1	2,09,700	504
14	KAIMUR (BHABUA)	165	1	5,24,196	1,755
15	KATIHAR	271	2	6,59,876	8,758
16	KHAGARIA	140	1	3,95,855	1,608
17	KISHANGANJ	231	1	3,82,629	667
18	LAKHISARAI	103	1	3,27,822	1,629
19	MADHEPURA	226	1	3,63,172	807
20	MADHUBANI	282	1	7,11,051	3,111
21	MUNGER	191	1	5,72,925	1,799
22	MUZAFFARPUR	344	3	7,85,624	3,599
23	NALANDA	356	1	6,13,244	2,890
24	NAWADA	201	1	3,12,950	730
25	PASHCHIM CHAMPARAN	378	1	7,88,197	6,190
26	PATNA	463	5	12,05,190	6,354
27	PURBI CHAMPARAN	302	1	6,13,415	2,148
28	PURNIA	437	1	7,25,593	4,303
29	ROHTAS	245	1	5,14,240	2,627
30	SAHARSA	156	1	4,03,425	1,486
31	SAMASTIPUR	337	1	6,86,807	4,937
32	SARAN	317	1	8,52,409	3,473
33	SHEIKHPURA	109	6	2,28,128	482
34	SHEOHAR	76	1	2,00,269	386
35	SITAMARHI	147	1	3,86,761	3,590
36	SIWAN	251	1	8,79,307	4,560
37	SUPAUL	174	1	3,83,260	2,481
38	VAISHALI	283	2	10,57,484	2,078
	Total	9,104	53	2,14,54,053	97,317

*Health facilities that have conducted at least one consultation are considered operational.

Annexure-II

Sl.N o.	District Name	Spokes Operational*	HUBs Operational*	AAM consultations	OPD consultations
1	ALIPURDUAR	223	3	10,86,896	208
2	BANKURA	598	6	29,65,803	793
3	BIRBHUM	501	5	21,01,011	557
4	COOCH BEHAR	429	3	22,59,639	267
5	DAKSHIN DINAJPUR	282	3	19,00,523	248
6	DARJEELING	148	5	5,08,729	403
7	HOOGHLY	678	3	27,99,271	1,326
8	HOWRAH	506	3	36,00,409	883
9	JALPAIGURI	261	3	10,78,956	377
10	JHARGRAM	205	3	10,25,400	132
11	KALIMPONG	35	2	1,77,655	71
12	KOLKATA	157	15	4,97,344	3,958
13	MALDAH	459	3	15,80,991	558
14	MURSHIDABAD	668	3	25,05,102	1,039
15	NADIA	488	3	30,28,638	2,288
16	NORTH 24 PARAGANAS	765	6	46,47,550	3,361
17	PASCHIM BARDHAMAN	244	3	13,51,444	1,016
18	PASCHIM MEDINIPUR	726	5	44,05,949	704
19	PURBA BARDHAMAN	585	3	31,17,746	986
20	PURBA MEDINIPUR	740	5	55,54,306	650
21	PURULIA	410	4	16,36,770	289
22	SOUTH 24 PARAGANAS	1034	6	57,32,585	1,590
23	UTTAR DINAJPUR	272	3	11,98,836	251
	Total	10,414	98	5,47,61,553	21,955

***Health facilities that have conducted at least one consultation are considered operational.**
