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

SI.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

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