

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2147  
TO BE ANSWERED ON 01<sup>ST</sup> AUGUST, 2025**

**REGULATION AND EXPANSION OF ONLINE PHARMACIES**

**2147. SHRI AMRINDER SINGH RAJA WARRING:**

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

- (a) whether the Government has framed clear regulatory guidelines for online pharmacies and medicine delivery platforms and if so, the details thereof;
- (b) whether there are any quality and authenticity audits being conducted for medicines sold through e-pharmacies and if so, the details thereof;
- (c) whether the Government has developed telemedicine standards for tier-2 and tier-3 towns under Ayushman Bharat Digital Mission and if so, the details thereof; and
- (d) the measures being taken to train rural health workers in using digital diagnostic or consultation platforms?

**ANSWER  
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY  
WELFARE  
(SMT. ANUPRIYA PATEL)**

(a) : In order to regulate the online sale of medicines comprehensively, the Government of India has published draft rules vide G.S.R. 817 (E) dated 28th August 2018 for inviting comments from public/stakeholders for amendment to the Drugs Rules, 1945 for incorporating provisions relating to regulation of sale and distribution of drugs through e-pharmacy.

The draft rules contain provisions for registration of e-pharmacy, periodic inspection of e-pharmacy, procedure for distribution or sale of drugs through e-pharmacy, prohibition of advertisement of drugs through e-pharmacy, complaint redressal mechanism, monitoring of e-pharmacy, etc.

(b): Sale and distribution of drugs are regulated by the State Licencing Authorities appointed by State Government under Drugs and Cosmetics Act and rules made thereunder.

State Licencing Authorities (SLAs) are empowered under the said Act and rules for its implementation and monitoring and in case of non-compliance, SLAs can take action as per the said Act and rules.

(c): There is no such categorisation of towns under e-Sanjeevani. However, telemedicine services are provided in both urban and rural areas across the country with the available digital infrastructure like laptop/desktops, e-Sanjeevani application, and internet connectivity

(d): The Ayushman Bharat Digital Mission (ABDM) is implemented in all states as a Central Sector Scheme under which states are provided funds for supporting the human resources deployed for implementation of ABDM, IEC (information, education & communication) and capacity building of various stakeholders, including front line workers.

Besides, under e-Sanjeevani on request from state nodal officers, C-DAC Mohali conducts training sessions of the eSanjeevani platform for healthcare staff, including practitioners and providers, to ensure continuity and keep them updated on platform enhancements. Master trainers are also trained at both state and district levels to facilitate cascading training for spoke-level health workers, enabling scalable implementation and support in local languages.

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