

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

**LOK SABHA  
UNSTARRED QUESTION NO: 4663  
TO BE ANSWERED ON 20.03.2026**

**PROMOTION OF TELEMEDICINE SERVICES IN RURAL AND REMOTE REGIONS**

**4663. SHRI SURESH KUMAR SHETKAR:  
SHRI VIJAYAKUMAR ALIAS VIJAY VASANTH:**

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

- (a) whether the Government has prepared a national roadmap to scale up telemedicine services across rural and remote regions, if so, the State-wise coverage and patient utilisation data thereof;
- (b) whether telemedicine infrastructure in Primary Health Centres suffers from connectivity and equipment shortages, if so, the details of deficiencies identified and corrective measures undertaken in this regard;
- (c) whether the Government proposes dedicated funding support to States for expanding telemedicine networks under Centrally sponsored schemes, if so, the details of allocation and the utilisation monitoring mechanism put in place for such funds;
- (d) whether trained doctors and specialists are adequately available for tele-consultations in rural areas, if so, the details of the doctor-patient ratio under telemedicine platforms and vacancy status thereof;
- (e) whether telemedicine consultations are integrated with Ayushman Bharat Digital Health Mission records for continuity of treatment, if so, the details of interoperability framework and implementation status thereof; and
- (f) whether elderly, maternal and chronic disease patients are specifically covered through telemedicine outreach programmes, if so, the details of beneficiary numbers and targeted health outcomes achieved in this regard?

**ANSWER**

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

(a) to (f): Ministry of Health and Family Welfare (MoHFW) has implemented a telemedicine service known as national telemedicine service (eSanjeevani) working as per under mentioned 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.

The platform has been designed to bring timely, affordable, and quality healthcare closer to citizens, especially those in rural, remote, and underserved areas. Through eSanjeevani AB–AAM, patients visiting Ayushman Aarogya Mandirs receive specialist consultations without the need to travel long distances. Community Health Officers and frontline healthcare workers assist patients locally, while specialists at district hospitals and medical colleges provide expert medical advice and e-prescriptions remotely. This model significantly reduces out-of-pocket expenditure, referral delays, and overcrowding at higher facilities. Complementing this, eSanjeevani OPD empowers citizens to consult qualified doctors directly from their homes via an online outpatient service. By saving time, lowering costs, and ensuring continuity of care, the platform improves health-seeking behaviour and enables early medical intervention.

As on 16 March 2026, eSanjeevani has served over 45 crores patients across the nation, of which over 57% beneficiaries are women, and around 14% beneficiaries are senior citizens. The service is operational through a vast network of 1,38,504 health facilities (spokes), supported by 18,573 hubs and 776 online OPDs, ensuring seamless access to quality healthcare even in the most remote regions. Over 2.31 lakh healthcare providers, including doctors, specialists, super-specialists, and frontline health workers, are actively using the platform to deliver consultations. The state-wise details are at Annexure.

The eSanjeevani platform has been rolled out in all States/UTs in the country and its implementation is with the States/UTs. Financial provisions are disbursed to States/UTs through the National Health Mission (NHM) Project Implementation Plans (PIPs) for enhanced provision of Teleconsultation services in rural and urban areas. Based on the proposals received in the form of Programme Implementation Plans (PIPs) under NHM. Approval is provided on the proposals in the form of Record of Proceedings (RoPs) as per norms & available resources. During the year 2024-25, a total of Rs. 222.88 Cr have been approved for teleconsultation facilities at HWCs-Rural, under the National Health Mission.

The Government has taken the following steps to improve connectivity and equipment availability in remote areas:

- i. Establishment of regional hubs at Medical colleges and CHCs/DHs, staffed with teams of doctors to support the underlying spokes. .

- ii. Allowing doctors to conduct teleconsultations in shifts, enabling them to participate alongside their regular duties. Including AYUSH practitioners for specific types of consultations, thereby expanding the pool of available healthcare providers. .
- iii. Enabling spokes to call hubs within States and Union Territories (UTs) based on the availability of doctors, thereby addressing challenges in providing teleconsultation services due to shortage of medical professionals in facilities. .
- iv. Strengthening eSanjeevani's technology infrastructure with userfriendly interfaces and AI-driven tools to enhance doctors' efficiency and reduce their workload. Additionally, eSanjeevani is compliant with the Ayushman Bharat Digital Mission (ABDM) which enables the secure exchange of health records and ensures that teleconsultations are supported by comprehensive, patient-centric data.
- v. To address network connectivity issues, under the Digital India Programme, the Government has taken steps to improve internet connectivity and digital infrastructure across rural areas. Initiatives like BharatNet are providing high-speed internet to rural India and supporting telemedicine services in some states. State Governments collaborate with telecom providers to extend broadband coverage upto the Ayushman Arogya Mandir Sub Health Centre level.
- vi. The Government conducts training and capacity building of healthcare professionals for the effective use of telemedicine technology through the eSanjeevani platform. eSanjeevan team at CDAC Mohali conducts virtual training sessions for doctors and healthcare workers to build their capacities.

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State/UT wise details of eSanjeevani Teleconsultations						
S. No	State/UT	Total HUBs Operational	Total Spokes Operational	Total Number of Consultations in eSanjeevani AAM	Total Number of Consultations in eSanjeevani OPD	Total Teleconsultations
1	Andaman And Nicobar Islands	2	67	884	76	960
2	Andhra Pradesh	1221	11426	83400598	37046	83437644
3	Arunachal Pradesh	12	191	7943	568	8511
4	Assam	362	3229	3044827	46775	3091602
5	Bihar	53	9542	29464229	123170	29587399
6	Chandigarh	5	56	127571	19099	146670
7	Chhattisgarh	276	4465	4553016	1260	4554276
8	Delhi	5	28	3544	77220	80764
9	Goa	23	99	2841	2200	5041
10	Gujarat	1903	9246	12827731	1018813	13846544
11	Haryana	192	1828	1055845	213600	1269445
12	Himachal Pradesh	539	1896	1131337	7488	1138825
13	Jammu And Kashmir	507	1893	1686495	146604	1833099
14	Jharkhand	29	3248	3706708	12708	3719416
15	Karnataka	2035	6283	24133832	5284439	29418271
16	Kerala	129	6809	2673180	578381	3251561
17	Ladakh	1	201	155094	79	155173
18	Lakshadweep	2	7	627	0	627
19	Madhya Pradesh	177	10147	12186047	7642	12193689
20	Maharashtra	1878	9164	12352939	746507	13099446
21	Manipur	27	271	102213	8721	110934
22	Meghalaya	43	549	358219	14	358233
23	Mizoram	88	296	51560	192	51752
24	Nagaland	1	230	15598	16	15614
25	Odisha	481	6543	4921233	416	4921649
26	Puducherry	4	46	6791	46	6837
27	Punjab	16	1579	914496	4535	919031
28	Rajasthan	1893	5296	3006166	113654	3119820
29	Sikkim	26	156	55234	19	55253
30	Tamil Nadu	1533	6906	71079590	1748318	72827908
31	Telangana	954	5714	31790489	28774	31819263
32	Dadra And Nagar Haveli And Daman And Diu	15	72	152094	64	152158
33	Tripura	117	674	210788	155	210943
34	Uttar Pradesh	3948	18594	61096470	1836364	62932834
35	Uttarakhand	9	1075	568438	970005	1538443
36	West Bengal	67	10678	77082162	13241	77095403