

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

**LOK SABHA
STARRED QUESTION NO. *284
TO BE ANSWERED ON THE 7TH AUGUST, 2026**

EFFECTIVENESS OF TELEMEDICINE SERVICES

***284 DR. C N MANJUNATH:**

Will the **MINISTER OF HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether the Government has assessed the utilisation and effectiveness of telemedicine services for the management of Non-Communicable Diseases (NCDs) under the Ayushman Bharat Digital Mission (ABDM) and the e-Sanjeevani platform in the country, if so, the details thereof;
- (b) the number of Primary Health Centres (PHCs), Community Health Centres (CHCs) and Ayushman Arogya Mandirs, particularly in rural and aspirational districts, equipped to provide specialist teleconsultation services, State-wise;
- (c) whether disease-specific teleconsultation protocols or standard treatment guidelines have been developed for heart disease, diabetes, cancer and other major NCDs, if so, the details thereof; and
- (d) whether the Government proposes to strengthen digital health infrastructure and expand specialist telemedicine services under ABDM and e-Sanjeevani to improve NCD care in underserved areas and if so, the details thereof?

**ANSWER
THE MINISTER OF HEALTH AND FAMILY WELFARE
(SHRI JAGAT PRAKASH NADDA)**

- (a) to (d) A Statement is laid on the Table of the House.

**STATEMENT REFERRED TO IN REPLY TO LOK SABHA
STARRED QUESTION NO. 284* FOR 7TH AUGUST, 2026**

(a) to (d) The Government of India has monitored, and reviewed the utilization and effectiveness of telemedicine services—specifically through eSanjeevani (the national telemedicine service) and the broader Ayushman Bharat Digital Mission (ABDM) ecosystem for providing access to healthcare and managing a variety of ailments including both acute illnesses and non-communicable diseases (NCDs) like hypertension and diabetes.

The Ayushman Bharat Digital Mission (ABDM) was launched by the Government of India in September, 2021 to support the development of an integrated, citizen centric national digital health ecosystem. Various national health programme platforms, including PM-JAY, National Programme for Prevention and Control of NCDs (NP-NCD), Nikshay, Reproductive and Child Health (RCH) program and e-Sanjeevani (telemedicine) including the integrated Swasth Bharat Portal are compliant with ABDM. This has enabled interoperable health record exchange in e-Sanjeevani further improving telemedicine services including health services for NCDs. Citizens can securely store and access their medical records (eg. prescriptions, diagnostic reports, discharge summaries) digitally and share them with healthcare providers after their consent. This enables the creation of a longitudinal health history, which is useful for the management/treatment of non-communicable and other diseases and also enables interoperable digital services to ensure accessible and affordable healthcare for all citizens.

The national telemedicine services eSanjeevani has been utilized by large number of women and elderly/senior citizens, thus indicating utilization of the platform for needy and vulnerable sections of population for consultancy for a wide range of health care services and diseases, including non-communicable diseases. This service is available in 14 languages on the app-based platform and 15 languages on the web-based telemedicine services, thus ensuring access to even vulnerable population in remote, rural and hilly areas, including aspirational districts.

As on 30th July 2026, eSanjeevani has facilitated over 48.95 crore teleconsultations across all the States and Union Territories including rural areas and aspirational districts through a network of 19,257 hubs and 1,41,341 spokes, which includes Primary Health Centres (PHCs), Community Health Centres (CHCs), Ayushman Arogya Mandirs (AAMs), Sub-District Hospitals and District Hospitals. The state-wise details of teleconsultation on eSanjeevani are attached at **Annexure**.

Further, the infrastructure of eSanjeevani, India's national telemedicine platform, has undergone regular technological upgrades to enhance its scalability, clinical efficacy, and user experience. The advanced version eSanjeevani 2.0 with integration of cloud computing and incorporation of artificial intelligence, has strengthened the digital platform as well as helped in provision of specialist services to remote and underserved areas. Features to request for specialist consultation are available on the eSanjeevani platform. Further, the AI based Clinical Decision Support System (CDSS) available on this platform also enables a systematic capture of the diseases symptoms through a detailed patient assistance form, and identification of possible diseases. It also makes recommendation of a specialist doctor through a

'rule engine' and offers a differential diagnosis of possible diseases to the doctor at the hub end, thus facilitating connect of the patients with specialists as well as aiding consultations. Since its integration in April, 2023 till July, 2026, nearly 30.4 crore eSanjeevani consultations across all States/UTs have been benefited from standardized data capture and nearly 2.13 crore AI based differential diagnosis, ensuring consistency across health and wellness centres.

Under the National Programme for Prevention and Control of Non-Communicable Diseases (NP-NCD), standard treatment protocols and operational guidelines are available for prevention, screening, diagnosis, treatment and follow-up of major NCDs including hypertension, diabetes and common cancers. Further, the national NCD portal has been rolled out by the Government in 2018 under NP-NCD for NCD screening and management and ensuring continuum of care for five common NCDs, i.e. hypertension, diabetes, oral cancer, breast cancer and cervical cancer. The protocol applies to all consultations under the NP-NCD.

ANNEXURE State/UT wise Status of eSanjeevani Teleconsultations (Cumulative till 30th July 2026)						
S. N o.	State Name	Total HUBs Operational	Total Spokes Operational	Total Number of Consultations in eSanjeevani AAM	Total Number of Consultations in eSanjeevani OPD	Total Number of Teleconsultations
1	Andaman And Nicobar Islands	2	78	1257	5	1262
2	Andhra Pradesh	1221	11429	85892219	36989	85929208
3	Arunachal Pradesh	12	198	8590	560	9150
4	Assam	365	3232	3224045	49266	3273311
5	Bihar	53	9907	32653643	124793	32778436
6	Chandigarh	6	56	135067	19197	154264
7	Chhattisgarh	280	4624	5021183	1231	5022414
8	Delhi	5	28	3545	92815	96360
9	Goa	23	106	3341	2194	5535
10	Gujarat	1957	9323	13478653	1015280	14493933
11	Haryana	198	1857	1186767	213715	1400482
12	Himachal Pradesh	548	1928	1191407	7482	1198889
13	Jammu & Kashmir	512	1903	1877633	146353	2023986
14	Jharkhand	30	3317	4259143	12584	4271727
15	Karnataka	2087	6409	25516332	5412497	30928829
16	Kerala	132	6831	3183132	582207	3765339
17	Ladakh	2	206	172567	76	172643
18	Lakshadweep	2	7	668	0	668
19	Madhya Pradesh	185	10215	12231251	8170	12239421
20	Maharashtra	1890	9573	13216801	767892	13984693
21	Manipur	30	275	103401	8714	112115
22	Meghalaya	49	566	399682	10	399692
23	Mizoram	88	297	52201	191	52392
24	Nagaland	1	231	16850	10	16860
25	Odisha	491	6597	5429753	305	5430058
26	Puducherry	4	46	6974	44	7018
27	Punjab	17	1650	949914	4401	954315
28	Rajasthan	2062	6258	3287809	114164	3401973
29	Sikkim	26	157	59104	11	59115
30	Tamil Nadu	1791	6928	72395726	1748214	74143940
31	Telangana	958	5714	33680835	28658	33709493
32	The Dadra and Nagar Haveli and Daman And Diu	25	113	155681	60	155741
33	Tripura	117	675	215537	145	215682
34	Uttar Pradesh	4019	18714	69260134	1836175	71096309
35	Uttarakhand	11	1226	626475	975430	1601905
36	West Bengal	68	10707	86395492	13054	86408546
