

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

**LOK SABHA
UNSTARRED QUESTION NO. 2090
TO BE ANSWERED ON 31st JULY, 2026**

TELECONSULTATION SERVICES

**2090. SMT. SUPRIYA SULE:
SHRI MOHITE PATIL DHAIRYASHEEL RAJSINH:
SHRI BHASKAR MURLIDHAR BHAGARE:
PROF. VARSHA EKNATH GAIKWAD:
DR. AMOL RAMSING KOLHE:**

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

- (a) whether the Government has assessed the effectiveness of teleconsultation services provided through Ayushman Arogya Mandirs (AAMs) in Maharashtra in improving access to specialist healthcare and reducing out-of-pocket expenditure, particularly in tribal, rural and remote areas, if so, the details thereof;
- (b) the number of teleconsultations conducted through AAMs in Maharashtra during the last three years, district-wise;
- (c) whether the Government has received complaints regarding poor internet connectivity, shortage of specialist doctors, technical glitches, inadequate digital infrastructure, delayed followup or low utilization of teleconsultation services in the State and if so, the details thereof along with the corrective measures taken by the Government in this regard; and
- (d) whether the Government proposes to strengthen telemedicine infrastructure by integrating AAMs with Government medical colleges and district hospitals and increasing the availability of specialist consultations in Maharashtra, if so, the details thereof?

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

(a) to (d): Ministry of Health and Family Welfare (MoHFW) has implemented a telemedicine service known as national telemedicine service (eSanjeevani) in all States/UTs in the country including Maharashtra.

As on 26th July 2026, eSanjeevani has served over 48 crore 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 1,41,171 health facilities (spokes), supported by 19,173 hubs and 890 online OPDs, ensuring seamless access to quality healthcare even in the most remote regions. Over 2.39 lakh healthcare providers, including doctors, specialists, super-specialists and frontline health workers are actively using the platform to deliver consultations.

Financial assistance are provided to States/UTs for enhancement of teleconsultation services in the country, including in tribal, rural, urban and remote areas, based on the proposals received in the form of Programme Implementation Plans (PIPs) under National Health Mission (NHM). Approval is provided on the proposals in the form of Record of Proceedings (RoPs) as per norms & available resources.

Total teleconsultations conducted at Ayushman Arogya Mandirs (AAMs) in Maharashtra are 1.30 crore, as on 30.06.2026.

The evaluation of the AAMs programme done by NITI Aayog highlights several encouraging outcomes, including significant improvements in physical & digital infrastructure and increased community footfall. The digital tools such as teleconsultation through e-Sanjeevani has improved equitable access to specialist healthcare services at AAMs, particularly in rural, tribal and remote areas where specialist availability is limited and has strengthened the continuum of care.

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

- i. Establishment of regional hubs at Medical colleges and Community Health Centres (CHCs)/District Hospitals (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 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 user friendly 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 AAM-SHC level.
- vi. The Government conducts training and capacity building of healthcare professionals for the effective use of telemedicine technology through the eSanjeevani platform. eSanjeevani team at CDAC Mohali conducts virtual training sessions for doctors and healthcare workers to build their capacities.
