

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

**LOK SABHA
UNSTARRED QUESTION NO. 2196
TO BE ANSWERED ON 31.07.2026**

USE OF BIOMETRIC ATTENDANCE SYSTEM IN PHCs

2196. SHRI ARVIND GANPAT SAWANT:

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

- (a) whether the Government tracks the performance of Primary Health Centres (PHCs) using biometric attendance or similar mechanisms to monitor the regular presence of healthcare staff, if so, the details of its pan-India coverage;
- (b) the number of PHCs that have successfully achieved National Quality Assurance Standards (NQAS) certification during the last two years;
- (c) the number of PHCs which have been fully integrated into the Ayushman Bharat Digital Mission (ABDM) framework to maintain digital health registries and interoperable electronic health records; and
- (d) the volume and nature of public grievances received regarding non-functional or understaffed PHCs through central portals like the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) and the average turnaround time taken by the Government to resolve them?

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

(a) to (d): 'Public Health' & 'Hospitals' are State subject. The primary responsibility for monitoring the performance of Primary Health Centres (PHCs) and ensuring regular presence of health care staff through biometric attendance or similar mechanisms lies with respective States/UTs.

However, Government of India has issued a letter dated 20th September, 2024 to all States to implement IT-enabled attendance systems at health facilities to streamline the attendance process, reduce administrative burdens, and provide accurate data for performance evaluation,

ensuring that staff are fulfilling their duties effectively and consistently by leveraging technology.

As per the information provided by states/ UTs, Odisha, Andhra Pradesh, Uttar Pradesh, Madhya Pradesh and Chandigarh are using contactless/ Facial Recognition systems. Jharkhand, Himachal Pradesh, Jammu and Kashmir and Haryana have Biometric Attendance Systems in place.

A total of 1,535 PHCs and 1,927 PHCs achieved the National Quality Assurance Standards (NQAS) certification during FY 2024–25 and FY 2025–26, respectively.

As on 27th July 2026, 15,204 PHCs are using Ayushman Bharat Digital Mission (ABDM)-enabled HMIS, which enables them to create, share and access inter-operable health records under ABDM.

The Ministry receives public grievances related to healthcare services and public health facilities through the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal. These grievances are examined, evaluated and addressed on case-to-case basis.
