

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

**LOK SABHA
UNSTARRED QUESTION NO. 2093
TO BE ANSWERED ON 31.07.2026**

TELEMEDICINE SERVICES

2093. SHRI BAIJAYANT PANDA:

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

- (a) the total number of telemedicine consultations conducted through Government-supported platforms during financial year 2024–25, including consultations delivered through public health facilities;
- (b) the extent of coverage of telemedicine services among rural, remote and underserved populations, including aspirational districts; and
- (c) the steps taken or proposed to be taken by the Government to expand telemedicine infrastructure, digital connectivity and health literacy, including capacity-building of healthcare professionals and frontline workers?

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

(a) to (c): Under the eSanjeevani platform, over 11 Cr consultations have been conducted during financial year 2024–25, including consultations delivered through public health facilities.

The service is operational in all 36 States/UTs covering rural, remote and underserved populations, including aspirational districts, through a network of 141,171 Ayushman Arogya Mandirs (spokes), supported by 19,173 hubs and 2,39,281 onboarded healthcare providers, including doctors and specialists.

The platform has been designed to be inclusive and accessible across India's diverse population. eSanjeevani web application supports 15 languages: English, Hindi, Kannada, Tamil, Malayalam, Telugu, Marathi, Gujarati, Assamese, Odia, Bengali, Punjabi, Urdu, Manipuri, and Konkani, while the mobile application supports 14 languages: English, Hindi, Kannada, Tamil, Malayalam, Telugu, Marathi, Gujarati, Assamese, Odia, Bengali, Punjabi, Manipuri, and Konkani. This multilingual support helps ensure wider adoption, particularly in remote and rural areas where local-language interfaces significantly improve usability and patient comfort.

The Ministry of Health & Family Welfare (MoHFW) has implemented various measures to expand telemedicine infrastructure, digital connectivity, and health literacy, including capacity-building for healthcare professionals and frontline workers. These measures include regular training and capacity-building programmes for doctors, healthcare workers, and other stakeholders to ensure effective utilization of the platform.
