



ज्ञान-विज्ञान विमुक्तये

प्रा. मनिष र. जोशी  
सचिव

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Secretary



सत्यमेव जयते



विश्वविद्यालय अनुदान आयोग  
University Grants Commission  
(शिक्षा मंत्रालय, भारत सरकार)  
(Ministry of Education, Govt. of India)

D.O.No.2-25/2023(CPP-II)

22<sup>nd</sup> May, 2023 / 01 ज्येष्ठ 1945

**Subject: Tele MANAS- a toll free mental health helpline to provide support and assistance to people struggling with mental health issues**

Respected Madam/Sir,

As you are aware, Ministry of Health and Family Welfare, Government of India has launched Tele MANAS- a toll free mental health helpline to provide support and assistance to people struggling with mental health issues. Tele MANAS- a toll-free mental health helpline that provides support and assistance to those struggling with mental health issues. Access to trained and accredited mental health counsellors is available across the country in multiple languages on the toll free number 14416 and 1800-891-4416.

Young students entering colleges and institutions of higher learning encounter challenging situations and are at risk for developing stress, anxiety and other issues related to mental health. Department of Higher Education through various educational institutions plays a vital role in the mental health and well-being of the students. While many students may be aware of the importance of seeking timely help when they are struggling with stress, they may not know where to turn for support. Tele MANAS is an excellent & free resource that can provide them with the help they need.

The Higher Education Institutions are requested to disseminate information about Tele MANAS among all the students and can add information about the helpline to their website, social media platforms, or student newsletter. (Information, Education & Communication (IEC) materials such as posters, social media creative and FAQ and information booklet are enclosed).

With kind regards,

Yours sincerely,

(Manish Joshi)

To  
The Vice-Chancellors of all Universities  
The Principals of all Colleges/Institutes

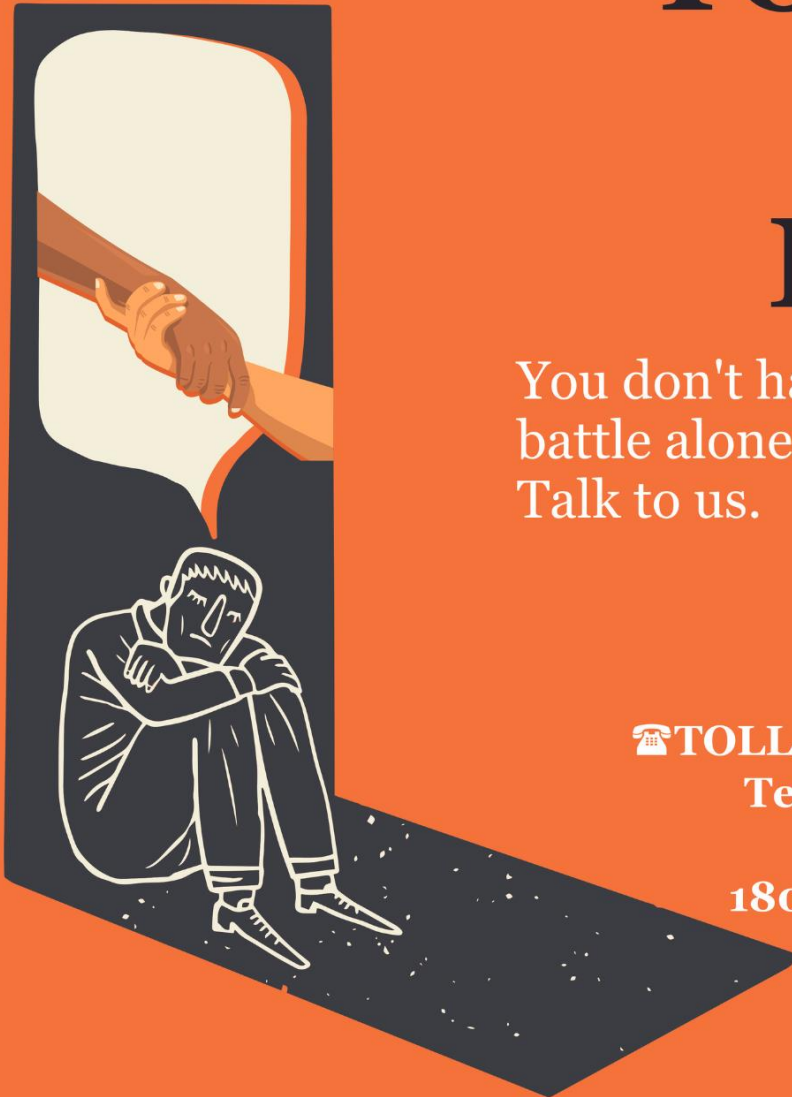
वसुधैव कुटुम्बकम्

ONE EARTH • ONE FAMILY • ONE FUTURE



# IT'S OKAY TO ASK FOR HELP

You don't have to fight your  
battle alone.  
Talk to us.



 TOLL FREE NUMBER

Tele MANAS:

14416

1800-89-14416



**You don't have to suffer anymore.**

**Don't bury  
your  
emotions**

**Don't  
suffer in  
silence**

**Don't be  
ashamed to  
share your  
story**

**Don't let  
your stress  
ruin your  
day**

**Don't  
feel as a  
failure**

**Don't  
fight  
alone**



**Call Tele MANAS  
Toll-free number  
14416  
1800- 8914416**



Ministry of Health & Family Welfare  
Government of India



भारत 2023 INDIA

**#Do you have concerns about  
your relationship?**

**#Share your  
concerns with us**



**Tele MANAS:  
TOLL FREE NUMBER**

**14416**

**1800-89-14416**



Ministry of Health & Family Welfare  
Government of India

# NATIONAL TELE MENTAL HEALTH PROGRAMME OF INDIA

Tele Mental Health Assistance and Networking  
Across States

Digital Arm of District Mental Health Programme

## Tele MANAS

A Government of India Initiative to provide comprehensive  
digital mental health counselling & care services across  
the country

**TOLL FREE NUMBER**

 **14416**

 **1-800-891-4416**



TRANSFORMING MENTAL HEALTH THROUGH TECHNOLOGY..



Ministry of Health & Family Welfare  
Government of India

DO YOU WANT  
TIPS TO MANAGE  
EXAM STRESS ?



Call TeleMANAS

Toll-free number  
14416  
1800- 8914416







# TALK ABOUT YOUR ADDICTION



CALL TELEMANNAS

TOLL FREE NUMBER

**14416**

**1800-89-14416**

#Do you have concerns about  
your relationship?



#Share your  
concerns with us



TELEMANAS Toll  
free Number

14416

1800-89-14416



सत्यमेव जयते

# Tele MANAS



## National Tele Mental Health Programme of India

A digital GOI Initiative between Centre and States/UTs

### Goals

1. Enhance health service capacity in order to deliver accessible and timely mental health care
2. Facilitate timely referral.
3. Ensure a continuum of services in the community
4. Enhance mental health care capacity and networking

National Launch on 10th OCT 2022

5 Regional Coordinating Centres

23 Mentoring Institutes

51 State Cells

### Toll Free Number

 14416  
 1800-89-14416






**National Tele-Mental Health Programme**

# **Tele MANAS**

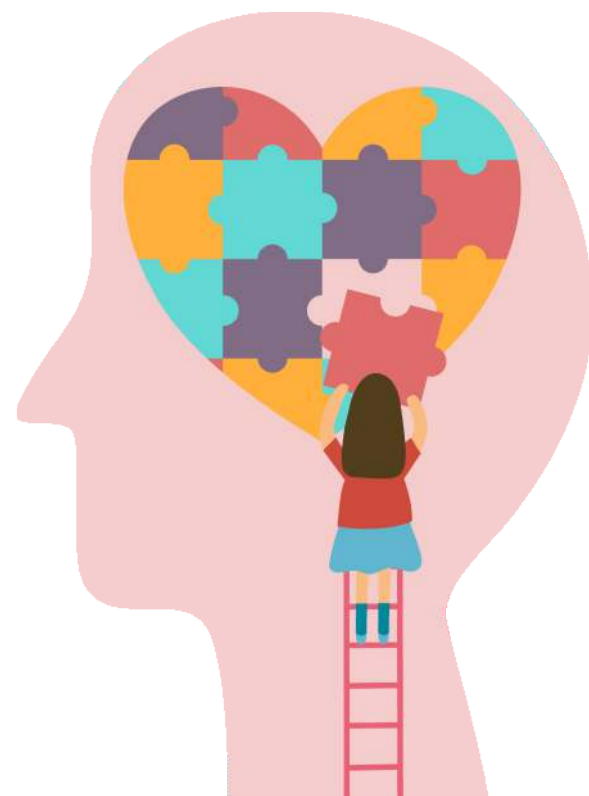
**AN OVERVIEW**





# Overview of the National Tele-Mental Health Programme (Tele MANAS)

- There is no health without mental health. Mental health in its broadest sense include mental health promotion, preventing mental illnesses and treatment of mental illnesses. Mental health issues are very common health concerns. Suicide is another important problem related to mental health. These concerns, when translated into numbers in a populated country like India, are quite large.
- Further, many individuals with “minor mental health issues” do not seek help for various reasons, indicating that what be seeing and addressing a small proportion of the burden due to mental health issues.
- Access to mental healthcare is a basic human right of every individual. No individual suffering from mental illness should face discrimination.
- The Coronavirus Disease 2019 (COVID 19) pandemic added to the burden of mental health problems and had detrimental effect on individuals' ability to ask for mental health assistance. During this period, there was an exponential increase in outreach for mental healthcare through Tele-Mental healthcare services.
- During the COVID 19 Pandemic, the Government of India launched a National Psychosocial Support Helpline to provide psychosocial support during the pandemic, and over 6 lakh individuals reached out to the helpline across the country. Furthermore, several other initiatives by state governments, government institutions, private bodies, and non-governmental organisations (NGOs) have demonstrated the advantages and feasibility of technology-driven mental healthcare, in other words, Tele-Mental Healthcare services. One such step towards continuing the application of tele-mental healthcare services on a larger scale is the National Tele-Mental Health Programme or **Tele MANAS (Tele-Mental Health Assistance and Networking Across States)**.



- In the Union Budget (2022-23), the Government of India announced in February 2022 the establishment of 23 Centres of Excellence of the country, with the National Institute of Mental Health and Neurosciences (NIMHANS), Bengaluru as the apex nodal centre to roll out Tele MANAS.
- India is one of the very few countries in the world to have such a service. Tele MANAS seeks to leverage technology and provide comprehensive mental health services in an integrated fashion including both audio and video based services. Also, if these do not close the loop, efforts will be made to connect the person to in-person services as well. A robust system is set up to monitor and mentor Tele MANAS. Initially, this would run as a fully centrally sponsored scheme where in the Central Govt. will fund the program entirely. After three years, the funding mechanism will be merged with that of the highly successful National Health Mission.





## Objectives of Tele MANAS:

- To enhance health service capacity in order to deliver accessible and timely mental health care through a tele-mental health network support system
- To ensure a continuum of services in the community, including tele-mental health counselling.
- To facilitate timely referral for specialist care and follow-up as appropriate.
- To enhance mental healthcare capacity and networking at primary healthcare / health and wellness centres / district / state/ apex institution levels.



## Beneficiaries of Tele MANAS:

- Any individual in India with mental health issues
- In addition, grass root healthcare providers/community health providers, i.e., Accredited Social Health Activists (ASHAs) and community volunteers from the community can reach out on behalf of an individual or individuals in that community with mental health issues





## The workforce of Tele MANAS:

Workforce/human resources under Tele MANAS is divided into two tiers based on the level of the services provided (counselling, psychiatric consultation along with pharmacotherapy/ psychotherapy) and the expertise of the workforce. These are described in the flow chart below.



## Components of Tele MANAS services:



### Counselling:

Counselling gives people the time and space to talk about their problems and explore their tough feelings in a setting that is confidential, dependable, and interruption-free. Counselling alone, is different from psychotherapy by a psychiatrist/clinical psychologist/psychiatric social worker or a psychiatric nurse, which requires special training and expertise and is more structured compared to basic counselling which any individual wishes to help those in distress can carry out.



### Online Counselling:

- Online Counselling refers to counselling through online modes connected through the Internet which could be in real-time via audio, video, or asynchronous i.e., via text messages, chat, or emails.
- Through Tier 1 workforce counselling will be provided through the 24/7 helpline, mode of which could be through audio calls and asynchronous modes such as text messages and chats.
- Real-time video counselling/consultations will be primarily carried out by specialists at the state Tele MANAS cell and at Tier 2 level in which you may be required to provide basic information and also be an observant for training and skill enhancement.





## Telephone Counselling:

- Telephone Counselling involves providing addressing the concerns of the caller and counselling individuals seeking help directly or through another individual such as ASHA or a family member via the telephone, which could be a landline or mobile phone with or without Internet connectivity.
- Telephone counselling has a unique advantage that an individual in distress can call and access mental healthcare from a trained healthcare provider anywhere, 24 hours a day. Also, it enables some privacy to individuals wherein they can seek help when comfortable and has enough space to ensure confidentiality.



## Video Consultations

- Tele MANAS team is constantly working with the e-sanjeevani (free video consultations with medical doctors, an initiative of the Govt. of India) team of the Govt. to link up callers to e-sanjeevani platform, so that there is seamless upgradation of the consultation process
- This integration may take another two more months to materialise



## Networking with existing in-person resources for mental health

- Tele MANAS also is striving hard to link up callers to the nearest available in-person mental health facilities. These could be the district hospital, medical colleges, mental health institutes or other tertiary care centres



## Capacity Building

- Training, accreditation and mentoring of Tele MANAS counsellors in delivering basic mental health services will be done through standardized and recognized courses.



## Research

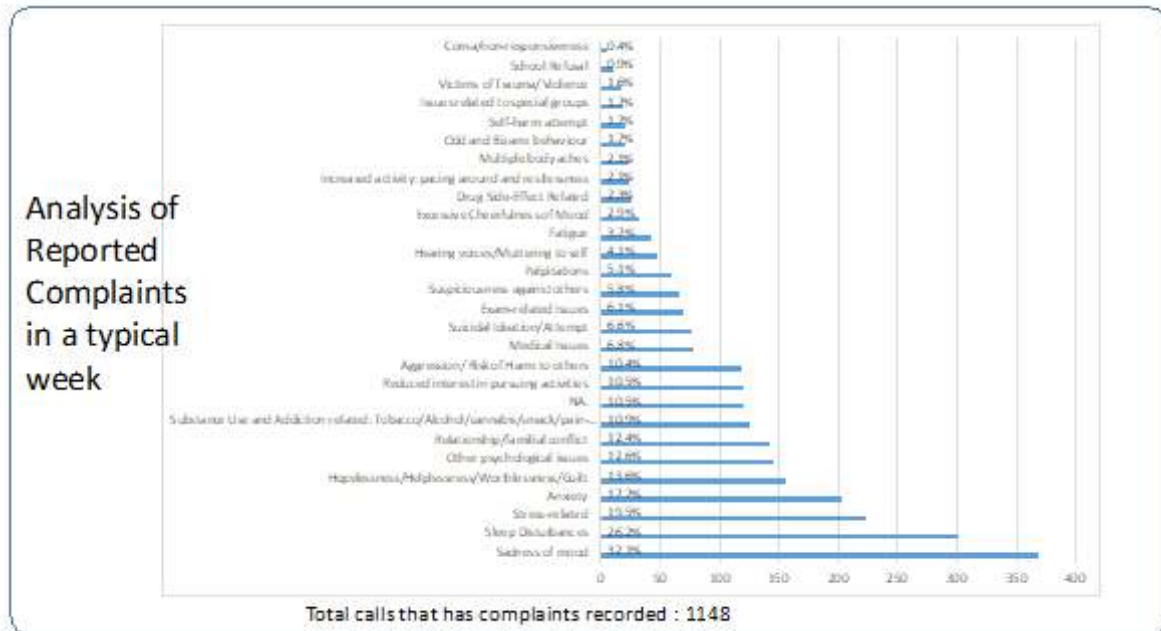
- Implementation research on all relevant aspects including service delivery, caller satisfaction, ease of using technology, outcome assessments etc will be carried out to chalk out future policies



## Launch of Tele MANAS and service delivery till date

- Tele MANAS was launched nationwide on 10th October 2022, on the occasion of the World Mental Health Day; till date, Tele MANAS has delivered services to 25,000 callers across the country

### Analysis of complaints in a typical week









**TeleMANAS Toll Free No. : 1800 8914416**



Ministry of Health & Family Welfare  
Government of India



**F  
A  
Q**

**Q.1**

**What is  
Tele MANAS?**

Call TeleMANAS  
Toll-free number  
☎ 14416

**A**

Tele MANAS is a Tele-Mental health service which includes.

- Providing counselling and connecting with health care professionals for telepsychiatry services
- Enabling people to seek help when it is not possible for them to come physically to a near by hospital.





# FAQ

## Q.2

What kind of help are available at Tele MANAS?

Call TeleMANAS  
Toll-free number  
☎ 14416

## A

- The Tele MANAS can help with first line telephonic counselling, tele medicine service for mental health & facilitating referral to higher center if required.

# FAQ

## Q.3

### How does Tele MANAS work?

Call TeleMANAS  
Toll-free number  
 14416

## A

Tele MANAS works on two-tier based system.

- Tier 1 includes the state Tele MANAS cells, which are staffed by trained counsellors and mental health specialists for tele counselling and tele consultation
- Tier 2 consists of District Mental Health Programme (DMHP)/Medical college resources for in-person consultations.

# FAQ

## Q.4

What kind of concerns can I discuss with the counsellors in Tele MANAS?

Call TeleMANAS  
Toll-free number  
☎ 14416

## A

- Callers can reach out to Tele MANAS with a wide range of issues, which includes exam stress, alcohol, tobacco or other substance use-related issues, family or relationship problems, anyone in distress or any other mental health concern/issue.

# FAQ

## Q.5

Is there any fee for accessing the counselling or consultation?

Call TeleMANAS  
Toll-free number  
 14416

## A

- No, there is no fee. Tele MANAS 14416 is a toll-free number, and services like counselling and consulting are free of charge.

# FAQ

## Q.6

Can I speak in my native or regional language?

Call TeleMANAS  
Toll-free number

☎ 14416

## A

- Yes, you can speak any Indian language that you are comfortable with.

# FAQ

## Q.7

Is Tele MANAS service available on holidays?

Call TeleMANAS  
Toll-free number  
 14416

## A

- Service is available 24/7, even on holidays.

# F A Q

## Q.8

How long does the counselling session last?

Call TeleMANAS  
Toll-free number  
☎ 14416

## A

- It depends on the individual call and the sensitivity of that call. Counsellors are trained to give at least 10 to 20 minutes for a call. Also depending on the nature of the call, it may even extend for more than 30 minutes when the call is transferred to a mental health professional

# FAQ

## Q.9

Can we speak about trauma or domestic violence?

Call TeleMANAS  
Toll-free number  
 14416

## A

- Yes, a person facing any kind of abuse (physical or emotional) can reach out to TeleMANAS. Counselors are trained regarding these issues and also can assist with the appropriate referral