



Director CDL . &lt;directorcdl@tecnia.in&gt;

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**Tele MANAS – a toll free mental health helpline to provide support and assistance to people struggling with mental health issues – ref. from Ministry of Health & Family Welfare – reg.**

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**All India Council for Technical Education(no-reply)** <admin@aicte-india.org>  
To: directorcdl@tecnia.in

Wed, Jun 7, 2023 at 5:47 PM

To,

All Vice Chancellors, Technical Universities

Principals / Directors, AICTE Approved Technical Institutions

Sir/Madam,

**Sub: -Tele MANAS – a toll free mental health helpline to provide support and assistance to people struggling with mental health issues – ref. from Ministry of Health & Family Welfare – reg.**

Mental health is a critical and complex issue that affects many individuals, particularly during stressful and challenging times. By promoting the availability of Tele MANAS to students, they can be helped to access the resources they need to support their mental health and well-being.

As you may aware that the Government of India has launched 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 numbers 14416 and 1800-891-4416**.

The details received from Secretary, Department of Health and Family Welfare, Govt. of India. are enclosed herewith for your perusal please. Kindly disseminate information about Tele MANAS among faculty members, staff and students of your institution for effective utilization of Tele MANAS health helpline.

Your support will go a long way in promoting the mental health of young students of India. We deeply appreciate your time and engagement.

PFA: <https://drive.google.com/file/d/1nV7pjl740cMTKFSSsSFE4-1nqTSzjshX/view?usp=sharing>PFA: <https://drive.google.com/file/d/1OqKJinCy456uVllt9dJBhjQWWCfx3hoy/view?usp=sharing>

**With regards,**  
**Dr. Mamta Rani Agarwal**  
**Advisor-I**  
**Policy & Academic Planning Bureau**  
**All India Council for Technical Education,**  
**Nelson Mandela Marg, Vasant Kunj,**  
**New Delhi- 110070**  
**Phone no. 011-29581122**



Dr. Mamta R. Agarwal  
Advisor-I(P&AP)



अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)

(शिक्षा मंत्रालय, भारत सरकार)

नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली-110070

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION

(A Statutory Body of the Govt. of India)

(Ministry of Education, Govt. of India)

Nelson Mandela Marg, Vasant Kunj, New Delhi-110070

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F. No./ P&AP/Misc/2023

Dated: 05-06-2023

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*With regards,*

Yours sincerely,

*Mamta*  
05 Jun, 23

(Dr. Mamta Rani Agarwal)



सूचना का  
अधिकार





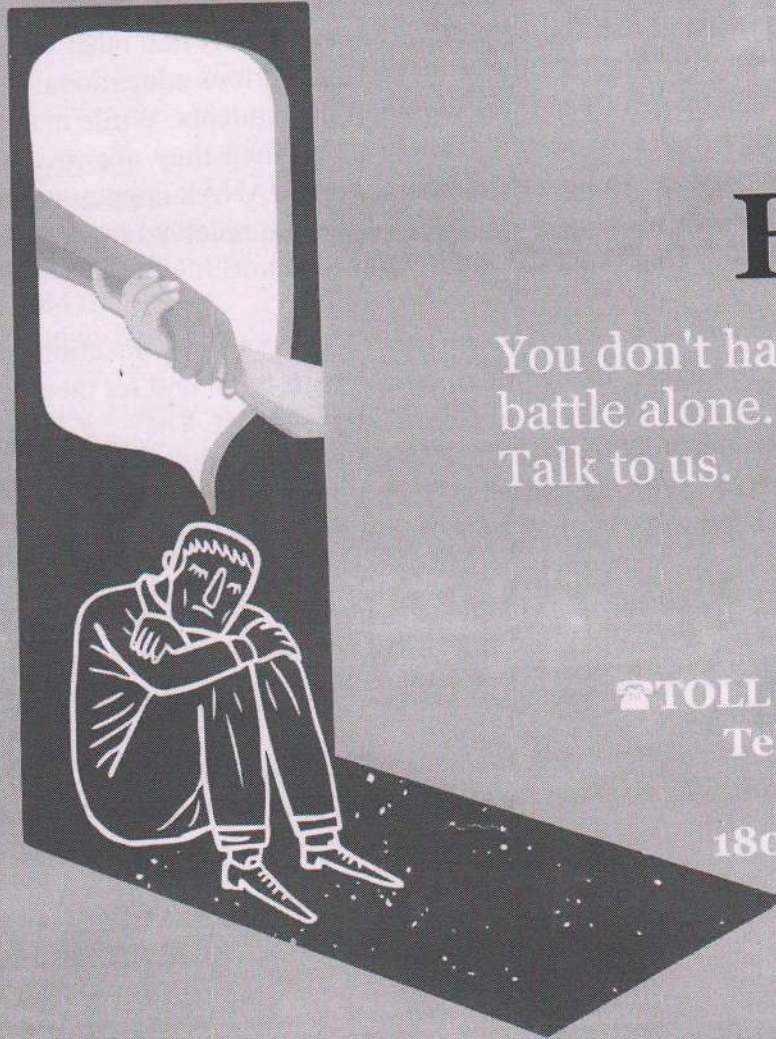
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# IT'S OKAY TO ASK FOR HELP

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



**TOLL FREE NUMBER**  
Tele MANAS:  
14416  
1800-89-14416





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



**#Share your  
concerns with us**



**Tele MANAS:  
TOLL FREE NUMBER**

**14416**

**1800-89-14416**



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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





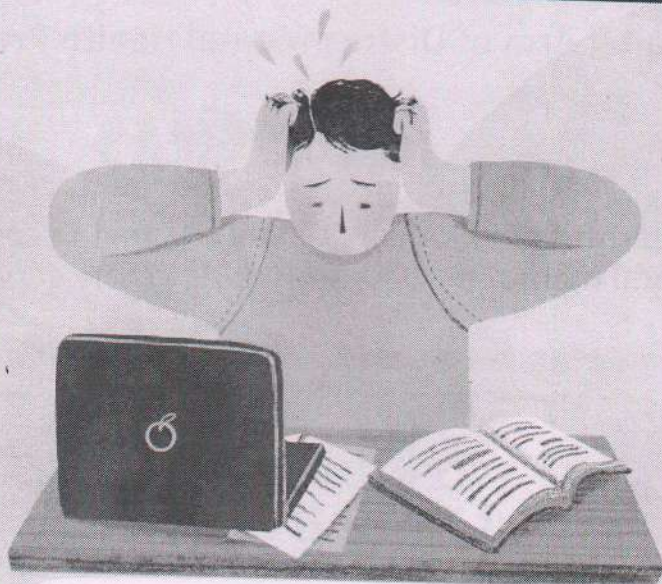


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DO YOU WANT  
TIPS TO MANAGE  
EXAM STRESS ?



Call TeleMANAS

Toll-free number  
14416  
1800- 8914416





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## 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





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# TALK ABOUT YOUR ADDICTION

CALL TELEMANNAS

TOLL FREE NUMBER

**14416**

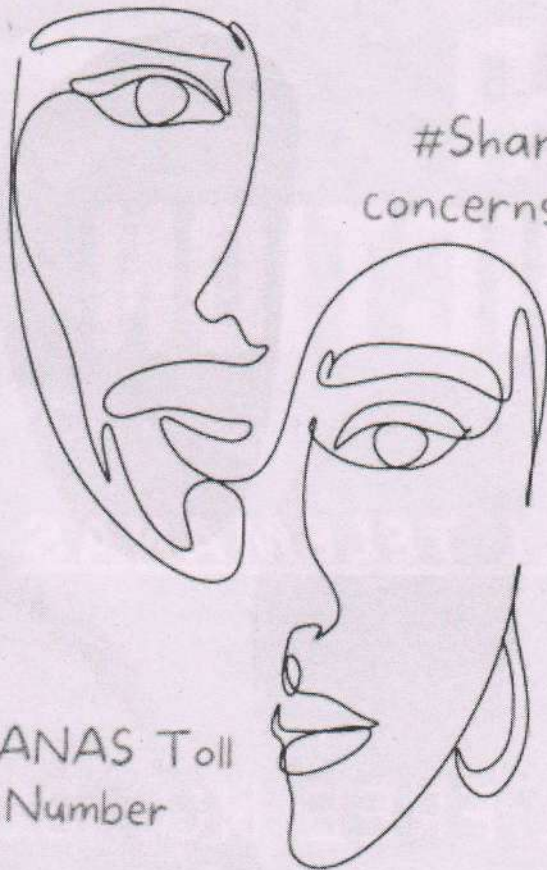
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TELEMANNAS

AN OVERVIEW



#Do you have concerns about  
your relationship?



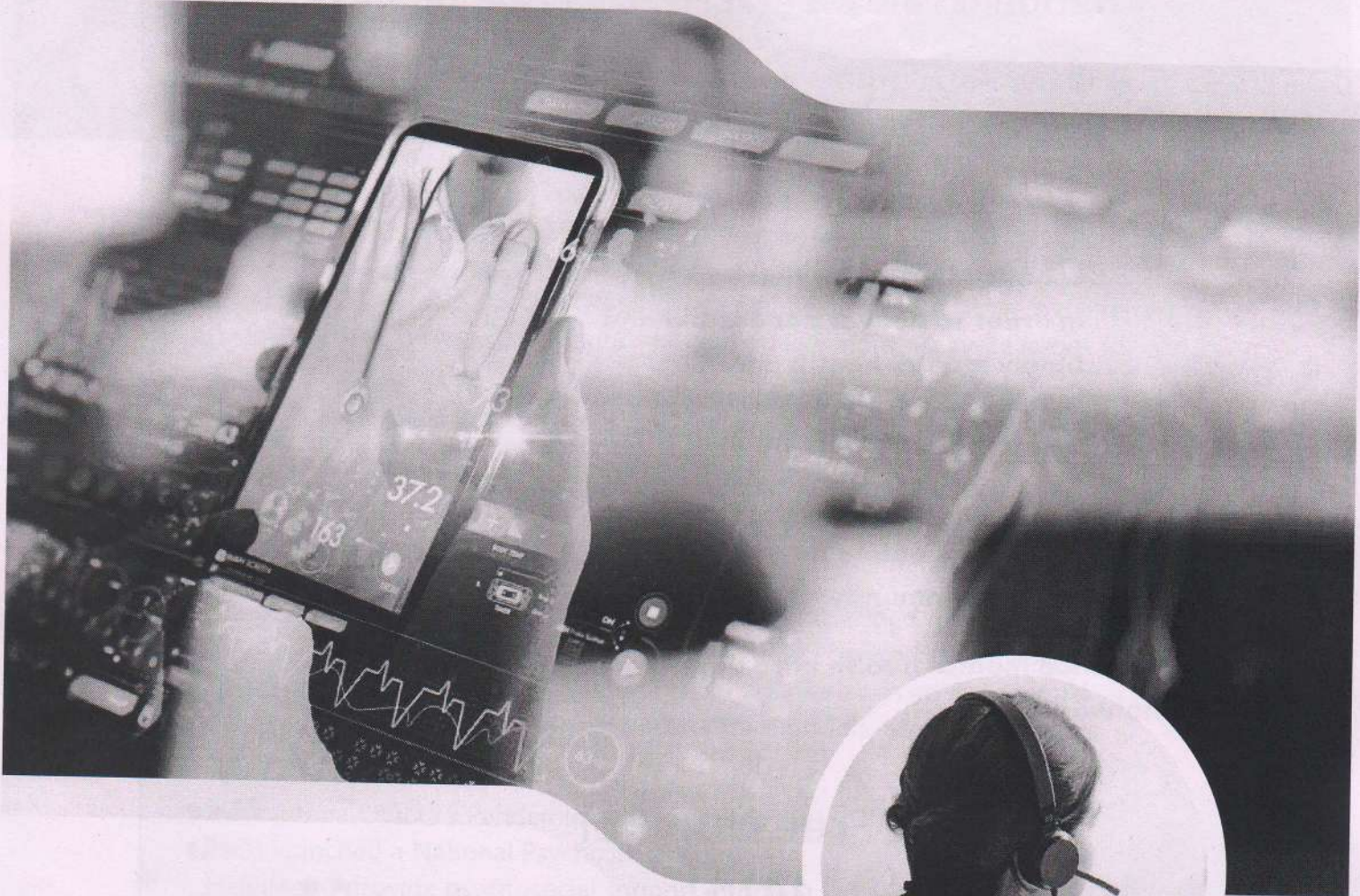
#Share your  
concerns with us

TELEMANAS Toll  
free Number

14416

1800-89-14416





National Tele-Mental Health Programme

# Tele MANAS

AN OVERVIEW





# Tele MANAS

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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

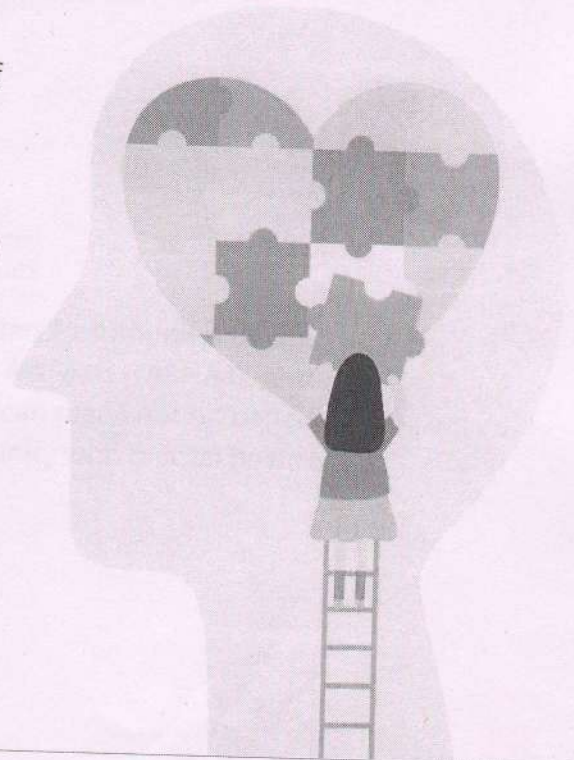
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# Overview of the National Tele-Mental Health Programme (Tele MANAS)

- 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)**.





## » 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



- 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.







## 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.

### A TWO - TIER SYSTEM

**TIER 1 : STATE TELEMNAS CELL**

**IVRS Based Audio Calls**

**Counsellors (Trained & Accredited)**

- Assessment
- Basic Psychosocial and basic psychological counseling
- Proactive followup with prior consent
- Identifying red flags
- Referral to Socialists

**TIER 2 : IN PERSON SERVICES**

**Mental Health Professionals at Public Health facilities through DMHP & Mentoring Institutions**  
*(Also includes tele consultations via e sanjeevini)*

- Detailed Assessment / dispensing psychotropic medications
- Urgent in person intervention / plan and conduct complex evaluations
- Detailed psychological and psychosocial interventions
- Detailed medical evaluation including admissions and inpatient care, management of psychiatric emergencies substance withdrawal



**Audio & Video Consultations**

**Specialists of the state Tele MANAS Cell**

- Detailed Assessment
- Triaging for any psychiatric or acute management of the psychiatrist / trained medical professional
- Detailed psychological and Psychosocial interventions
- Medical interventions including detailed mental status assessment and prescribing psychotropics
- Guiding the counsellors
- Referral in person centres



## 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

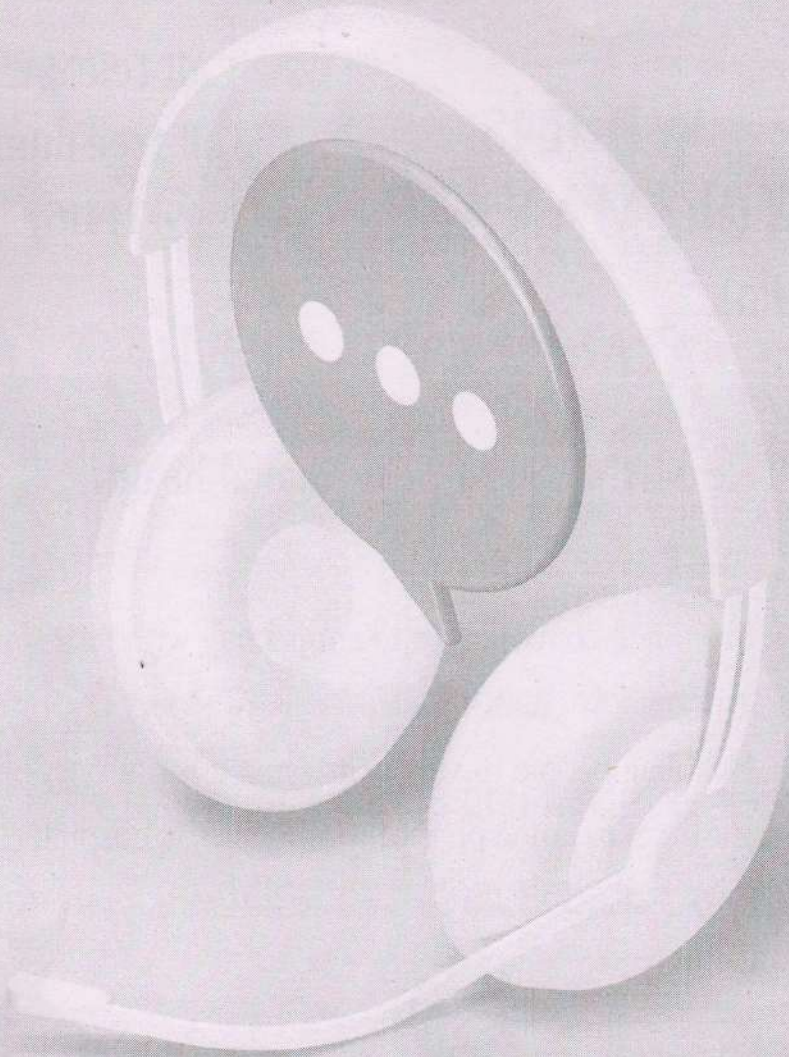












TeleMANAS Toll Free No. : 1800 8914416





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# FAQ

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.







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# 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.







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# 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.





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**F**  
**A**  
**Q**

**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.





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# 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.





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F  
A  
Q

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.





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# 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.





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# FAQ

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





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FAQ

Q.9

Can we speak about trauma  
or domestic violence?

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Toll-free number  
☎ 14416

A

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

