

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2324
TO BE ANSWERED ON 21ST MARCH, 2023**

TELE-MANAS

2324. SHRI IRANNA KADADI:

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

- (a) the languages in which the tele-MANAS app is available for the convenience of people of different regions;
- (b) the name of the mental health service providers i.e. counselors, specialists, doctors etc., under this scheme;
- (c) the manner with which authenticity of the callers and the service providers would be checked under this scheme;
- (d) by when Government will implement this scheme in the remaining States and Union Territories; and
- (e) the role of the 23 mentoring institutions for this scheme?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE**

(DR. BHARATI PRAVIN PAWAR)

- (a) The Government has launched a “National Tele Mental Health Programme” (NTMHP) on 10th October, 2022, to further improve access to quality mental health counselling and care services in the country. Tele-MANAS service is a toll-free helpline number (14416) set up across the country. At present, the Tele-MANAS services are available in 20 languages based on languages opted by states: Hindi, English, Kannada, Telugu, Tamil, Malayalam, Konkani, Marathi, Gujarati, Assamese, Bengali, Odia, Punjabi, Kashmiri, Bodo, Dogri, Urdu, Manipuri, Mizo and Rajasthani.
- (b) The mental health service providers under Tier-1 and Tier-2 levels of NTMHP is as follows:

Tier	Mental Health Service Providers
Tier-1: State Tele MANAS Cells	<ul style="list-style-type: none">• Tele MANAS Cell Mental Health Counsellors• Clinical Psychologists• Psychiatric Social Workers• Consultant Psychiatrist• Senior Consultant Psychiatrist

Tier-2: In Person Services	<ul style="list-style-type: none"> • Psychiatrist, Psychiatric Nurses, Clinical Psychologists and Psychiatric Social Workers in all District Hospitals • Psychiatrist, Psychiatric Nurses, Clinical Psychologists and Psychiatric Social Workers of Central and State Government Medical College Hospitals including Centres of Excellence
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- (c) The identity of the callers by asking name, age and contact details is done by the counsellors on the basis of the information provided by the caller. The verification of service providers is done by the respective States/UTs/ Institutes during the recruitment/engagement process as per their norms.
- (d) Tele-MANAS has been rolled out all over the country, and 36 Tele MANAS Cells are functional in 25 States.
- (e) The roles and responsibilities of Mentoring Institutes for NTMHP are as follows:
- (i) Collaborate with NIMHANS and the state cells to standardize the training curriculum of Tier-1 counsellors and train them;
 - (ii) Plan and train the assigned Tier-1 counsellors including periodic retraining and evaluation of the trainees;
 - (iii) Support the state cells in all activities related to Tele MANAS (provide collaborative consultations, training, and referral centers for complex cases);
 - (iv) Function as a referral center for the state for complex clinical issues and also for in-person consultations along with DMHP;
 - (v) Accrediting centers for training Tier-1 counsellors;
 - (vi) Conduct implementation research.
