

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

**RAJYA SABHA  
UNSTARRED QUESTION NO. 920  
TO BE ANSWERED ON 11<sup>TH</sup> FEBRUARY, 2025**

**NATIONAL TELE MENTAL HEALTH PROGRAMME**

**920. DR. PARMAR JASHVANTSINH SALAMSINH:  
SHRI MADAN RATHORE:  
SHRI BRIJ LAL:  
DR. SUMER SINGH SOLANKI:  
SHRI BABURAM NISHAD:**

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

- (a) the aims and objectives of Tele MANAS Programme and the number of Tele MANAS Cells set up till date, the details of the beneficiaries thereof;
- (b) whether the e-Sanjeevani platform is aiding in reducing the burden on physical healthcare facilities; and
- (c) if so, the details thereof?

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

(a) The Government has launched a “National Tele Mental Health Programme” (NTMHP) on 10th October, 2022, with an aim to provide universal access to equitable, accessible, affordable and quality mental health care through 24 x 7 tele-mental health counselling services as a digital component of the National Mental Health Programme (NMHP) across all Indian States and UTs with assured linkages. For this, a toll-free number (14416) has been set up across the country.

The specific objectives of the Programme are:

- i. To exponentially scale up the reach of mental health services to anybody who reaches out, across India, any time, by setting up a 24x7 tele-mental health facility in each of the States and UTs of the country.
- ii. To implement a full-fledged mental health service network that, in addition to counselling, provides integrated medical and psychosocial interventions.

iii. To extend services to vulnerable groups of the population and difficult to reach populations.

As on 03.02.2025, 36 States/ UTs have set up 53 Tele MANAS Cells. Tele-MANAS services are available in 20 languages based on language opted by States. More than 18,13,000 calls have been handled on the helpline number.

The Government has launched Tele MANAS Mobile Application on World Mental Health Day, i.e. 10th October, 2024. Tele-MANAS Mobile Application is a comprehensive mobile platform that has been developed to provide support for mental health issues ranging from well-being to mental disorders.

The Government has established a dedicated Tele-MANAS Cell at the Armed Forces Medical College (AFMC), Pune to extend tele-mental health assistance and support to all Armed Forces service personnel and their dependents, further enhancing the mental health care services available to them.

(b) & (c) Yes, the eSanjeevani platform has been instrumental in reducing the burden on physical healthcare facilities. eSanjeevani is implemented in two variants across the country:

- i. eSanjeevani OPD, which enables direct patient-to-doctor video consultations from their homes without the need for physical visits.
- ii. eSanjeevani AAM (Ayushman Arogya Mandir), which facilitates doctor-to-doctor teleconsultations, allowing primary healthcare providers to seek expert opinions from specialists in higher-level hospitals. This Hub & Spoke based variant provides assisted teleconsultations for patients visiting to Ayushman Arogya Mandirs (AAMs). The community health Officers in AAMs facilitate teleconsultations for patients and connect them to the doctors and medical specialists in hubs established in secondary/tertiary level health facilities or medical colleges through eSanjeevani. By enabling remote consultations without requiring patients to travel to higher level healthcare facilities, hence reducing the burden of physical visits to health facilities.

As on 02.02.2025, eSanjeevani- National Telemedicine Service of India has served over 34 crore patients. The service has been operationalized through 1,31,133 Ayushman Arogya Mandirs (erstwhile Health & Wellness Centres) acting as spokes, which are served by 16,931 hubs.

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