

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

**LOK SABHA
UNSTARRED QUESTION NO. 3153
TO BE ANSWERED ON 09TH AUGUST, 2024**

MENTAL HEALTH HELPLINE

**3153. SHRI NARESH GANPAT MHASKE:
SHRI PRAVEEN PATEL:
DR. SHRIKANT EKNATH SHINDE:**

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

- (a) the total number of calls received by the mental health helpline since its inception, highlighting trends in call volume and key milestones achieved;
- (b) the initiatives taken by the Government including allocations of funds aimed at expanding/improving mental health services through helplines including future expansion plans;
- (c) the data on the effectiveness of the mental health helpline in providing counseling and support services, including response times, caller satisfaction rates and outcomes of interventions; and
- (d) the measures taken/proposed to be taken by the Government to fund domestic initiatives which aim at improving mental health in 2 tier and 3 tier cities particularly in Uttar Pradesh and Maharashtra, State/UT-wise?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SH. PRATAPRAO JADHAV)**

- (a) to (d) The Government has launched a “National Tele Mental Health Programme” (NTMHP) on 10th October, 2022, that would function as the digital arm of the District Mental Health Programme 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.

As on 23.07.2024, 36 States/ UTs have set up 53 Tele MANAS Cells and have started tele mental health services. The Tele-MANAS services are available in 20 languages based on languages opted by States. More than 11,76,000 calls have been handled on the helpline number.

A total of Rs. 120.98 crore, Rs. 133.73 crore and Rs. 90.00 crore has been allocated for National Tele Mental Health Programme (NTMHP) for the year 2022-23, 2023-24 and 2024-25 respectively.

In Uttar Pradesh, mental health services are supported for all 75 districts under District Mental Health Programme (DMHP). The National Tele Mental Health Programme has been functioning in Uttar Pradesh through State Tele MANAS cells established at Mental Hospital –Varanasi, Mental Health Institute & Hospital –Agra, BRD Medical College –Gorakhpur and Mental Health Hospital –Bareilly. The Mentoring Institute for Uttar Pradesh is King George's Medical University (KGMU), Lucknow.

In Maharashtra, mental health services are supported for all 36 districts under District Mental Health Programme (DMHP). The National Tele Mental Health Programme has been functioning in Maharashtra through State Tele MANAS cells established at Regional Mental Hospital –Thane, Regional Mental Hospital –Pune, Geriatric Health & Mental Illness Centre –Ambajogai, Beed and Nagpur Tele MANAS Cell –Nagpur. The Mentoring Institute for Maharashtra is AIIMS, Nagpur.
