

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

**LOK SABHA
UNSTARRED QUESTION NO. 2228
TO BE ANSWERED ON 12TH DECEMBER, 2025**

LAUNCH OF TELE-MANAS HELPLINE

**2228. SHRI OMPRAKASH BHUPALSINH ALIAS PAVAN RAJENIMBALKAR:
SHRI ARVIND GANPAT SAWANT:**

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

- (a) whether it is a fact that the Government has launched the Tele-MANAS helpline for students, women and rural youth and if so, details thereof along with the main objectives of the helpline and the States where it has been launched to date;
- (b) whether the Government has conducted any public-awareness campaigns to promote this service and if so, the details thereof;
- (c) the number of beneficiaries in Maharashtra who have used the service through these campaigns during the last three years;
- (d) whether the Government proposes to collaborate with educational institutions and Panchayati Raj bodies to further widen its reach and if so, the details thereof; and
- (e) the amount of funds have been allocated and actually spent on Tele-MANAS public awareness and capacity-building activities during the last two years?

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

- (a) The Government of India has launched the Tele Mental Health Assistance and Networking Across States (Tele MANAS) under the National Tele Mental Health Programme (NTMHP) on 10 October 2022. Tele-MANAS provides free, confidential, 24×7 mental-health support through the toll-free number 14416, for all individuals including students, women, rural youth, and other vulnerable groups. 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 27.11.2025, 36 States/ UTs have set up 53 Tele MANAS Cells. Tele-MANAS services are available in 20 languages opted by States/UTs. More than 29,82,000 calls have been handled on the helpline number.

The Government has also launched Tele MANAS Mobile Application on the occasion of World Mental Health Day - October 10, 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 also launched the video consultation facility under Tele-MANAS, as another upgrade to the already existing audio calling facility.

(b) The Government has undertaken several public-awareness initiatives to promote the services. Over the past years, multiple large-scale campaigns have been organized, including activities under Azadi Ka Amrit Mahotsav, during which a six-month long “Swasth Mann, Swasth Tan” mental-wellbeing campaign was conducted across States/ UTs.

In addition, mental health promotion is a regular feature at the India International Trade Fair (IITF), where a dedicated fortnight-long outreach is carried out each year, reaching lakhs of visitors.

Tele MANAS teams have conducted numerous outreach activities and awareness sessions in schools, colleges, hostels, ITIs, Universities, NGOs, old-age homes, orphanages, health facilities, workplaces and professional gatherings. Special initiatives have been held for Indian railway loco pilots and their families, reserve police personnel, income tax officials, nursing and social work students, and lay counsellors, covering several thousand participants during the period.

The Apex Centre maintains active official accounts on Instagram, Facebook, Twitter, LinkedIn and YouTube, where extensive IEC material—posts, reels, videos and stories—is regularly shared.

(c) The number of calls handled by Tele-MANAS in Maharashtra during the last three years is 2848 in 2022 to 47067 in 2023, 66045 in 2024, and 121151 in 2025 (as of 04.12.2025).

(d) Department of Higher Education has been requested for wide publicity of NTMHP / Tele-MANAS in the educational institutes under their Department and share the helpline number among the students to access the helpline during stressful and challenging times. All Institutes of National Importance, AIIMS and Central Government Medical Colleges have also been requested to publicize Tele MANAS among students to access the helpline at any time for free and confidential support.

All States/UTs have also been requested for wide circulation and publicity of NTMHP / Tele-MANAS in the respective States/UTs through various possible modes like print poster, electronic display, social media platforms, etc. at appropriate places including all health facilities/ educational institutions/ Hostels/ Private and Government workplaces/ Jails/ Orphanages and on Website/ Web Portal of states to ensure widespread awareness.

(e) A total of Rs. 230.98 crore has been allocated and Rs. 140.69 crore has been released under National Tele Mental Health Programme from the year 2022-23 to 2024-25.

A dedicated IEC budget of Rs. 5.00 crore each has been approved at the national level for the year 2025–26 and 2026–27, to be operated for Tele-MANAS public-awareness and communication activities by the Apex Institute. Further, States/UTs have also been advised to make IEC provisions under the NHM Centrally Sponsored Scheme for local outreach.
