

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

**LOK SABHA
UNSTARRED QUESTION NO. 4826
TO BE ANSWERED ON 20th MARCH, 2026**

UTILISATION OF TELE-MANAS SERVICES

4826. SHRI YADUVEER WADIYAR:

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

- (a) the national impact and key outcomes achieved under the Tele-MANAS initiative since its launch, including the number of calls received, cases handled and referrals made for specialised care;
- (b) the data on utilisation of Tele-MANAS services, including the figures for Karnataka, State-wise;
- (c) whether the Government has taken steps to integrate digital mental health services and awareness modules into the national school health framework including under existing school health programmes and if so, the details thereof;
- (d) the measures adopted by the Government to train teachers, counsellors and frontline health workers to identify and address early signs of mental health concerns among students; and
- (e) the plans, if any, to expand Tele-MANAS outreach among adolescents and youth through schools and higher educational institutions and the details thereof?

ANSWER

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

(a) to (e) The Government has launched a “National Tele Mental Health Programme” on 10th October, 2022, to further improve access to quality mental health counselling and care services in the country. As on 03.03.2026, 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 34.34 lakh calls have been handled on the helpline number since inception.

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. 47,487 referrals were made for non-

emergency in-person services, alongside 9,590 referrals for further detailed clinical evaluation. To connect individuals with expert care 19,135 referrals were directed to Mental Health Professionals (MHPs). Additionally, 1,319 individuals were routed to the District Mental Health Programme (DMHP) for localized, ongoing support. Addressing cases that require multi-disciplinary attention 10,240 individuals were referred to medical or surgical specialists. For acute mental health crisis, 5,083 urgent referrals were made to psychiatric hospital emergencies, with another 345 directed to medical colleges and tertiary hospitals for advance clinical management.

The data on utilization of Tele-MANAS services, including the figures for Karnataka, State-wise is at annexure-1.

The Rashtriya Kishor Swasthya Karyakram (RKSK) of the Ministry of Health & Family Welfare through its interventions viz. Adolescent Friendly Health Clinics (AFHC), Peer Education Programme and Adolescent Health and Wellness Days (AH&WD) creates awareness on mental health issues and provides counselling services. Peer Educators form groups of 15-20 boys and girls in the community and conduct weekly one to two hour participatory sessions on adolescent health including mental health and wellbeing. Under RKSK, Mental health is an integral part of the strategy and includes training of Mos, ANMs and Counsellors on issues of common adolescent mental health and management of the same.

The Manodarpan an initiative of the Ministry of Education provides psychosocial support to students, teachers and families through an online platform offering advisories, audio-visual resources and guidance on emotional well-being. Interactive sessions such as Sahyog and Paricharcha help students cope with academic stress and emotional challenges.

“Emotional Wellbeing and Mental Health” is incorporated as a dedicated module under Ayushman Bharat School Health & Wellness Programme. Health and Wellness Ambassadors (Teachers) are trained on mental health along with other thematic areas of the programme, take interactive sessions with the students and percolate the messages through weekly sessions promoting joyful learning.

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.

Annexure-I**State-wise Data on utilization of Tele-MANAS services**

State Name	Number of Calls
Uttar Pradesh	660,932
Tamil Nadu	489,994
Odisha	304,314
Maharashtra	281,413
Karnataka	217,969
West Bengal	208,214
Telangana	196,974
Madhya Pradesh	188,073
Jammu and Kashmir	144,918
Rajasthan	70,499
Kerala	65,897
Jharkhand	64,702
Andhra Pradesh	63,093
Chhattisgarh	50,835
Assam	50,257
Delhi	45,833
Gujarat	42,765
Bihar	40,331
Punjab	39,317
Dadra and Nagar Haveli, Daman and Diu	34,979
Tripura	29,235
Goa	27,469
Uttarakhand	23,867
Mizoram	22,922
Manipur	17,430
Chandigarh	14,378
Puducherry	13,951
Haryana	13,112
Himachal Pradesh	10,714
Ladakh	6,947
Sikkim	5,502
Andaman and Nicobar Islands	5986
Arunachal Pradesh	4,815
Meghalaya	4,660
Nagaland	2,550
Lakshadweep	1,082