

HEMVATI NANDAN BAHUGUNA GARHWAL UNIVERSITY
SRINAGAR (GARHWAL), UTTARAKHAND



MENTAL HEALTH HELPLINE

Timing: Friday & Saturday (5:00 PM to 7:00 PM)

Consultant(s):

1. Prof. Manju Pandey – 9410127589
2. Dr. Tsering Dolkar Khampa – 8800326817



Ministry of Health & Family Welfare
Government of India



National Tele-Mental Health Programme

Tele MANAS



Ministry of Health & Family Welfare
Government of India



National Tele-Mental Health Programme of India | **Tele MANAS**



TOLL FREE NO

14416
1800 8914416



1

Enhance mental health services capacity in order to deliver accessible and timely mental healthcare

2

Facilitate timely referral

3

Ensure a continuity of services in the community

4

Ensure mental healthcare capacity and networking

Launched on
World Mental
Health Day
10th Oct 2022

05

Regional
Co-ordinating
Centres

23

Mentoring
Institutes

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State
Tele MANAS
Cells





**MENTAL HEALTH
REHABILITATION HELPLINE
1800-599-0019**



**Department of Empowerment of Persons with Disabilities (Divyangjan)
Ministry of Social Justice and Empowerment
Government of India**

**(Special Reference to
Pandemic COVID-19)**



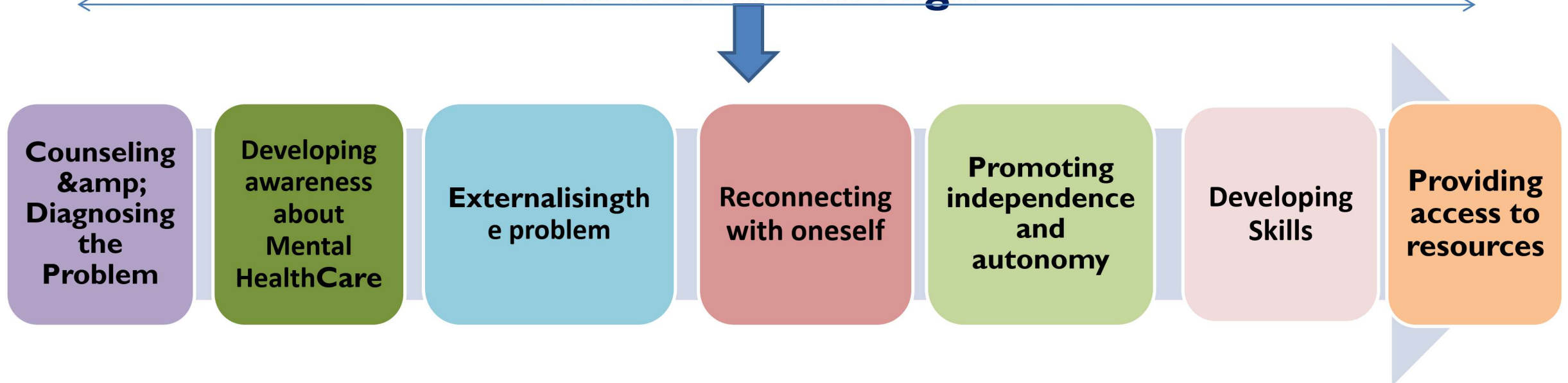
What is mental health rehabilitation ?

- **Mental Health Rehabilitation promotes**

- Problem identification; and not being in a state of denial
- Building Community resilience
- Family Counselling
- Recovery



This is done through



Present Situation



GLOBAL

W.H.O HEALTH REPORT (2019)

- Out of every four persons, one person will have some mental problem at a given point of time, in their lives.
- Currently 450 million persons are suffering .
- Mental illness is among the leading causes of disability and ill- health in the World.



INDIAN

NIMHANS MENTAL HEALTH SURVEY 2015-16

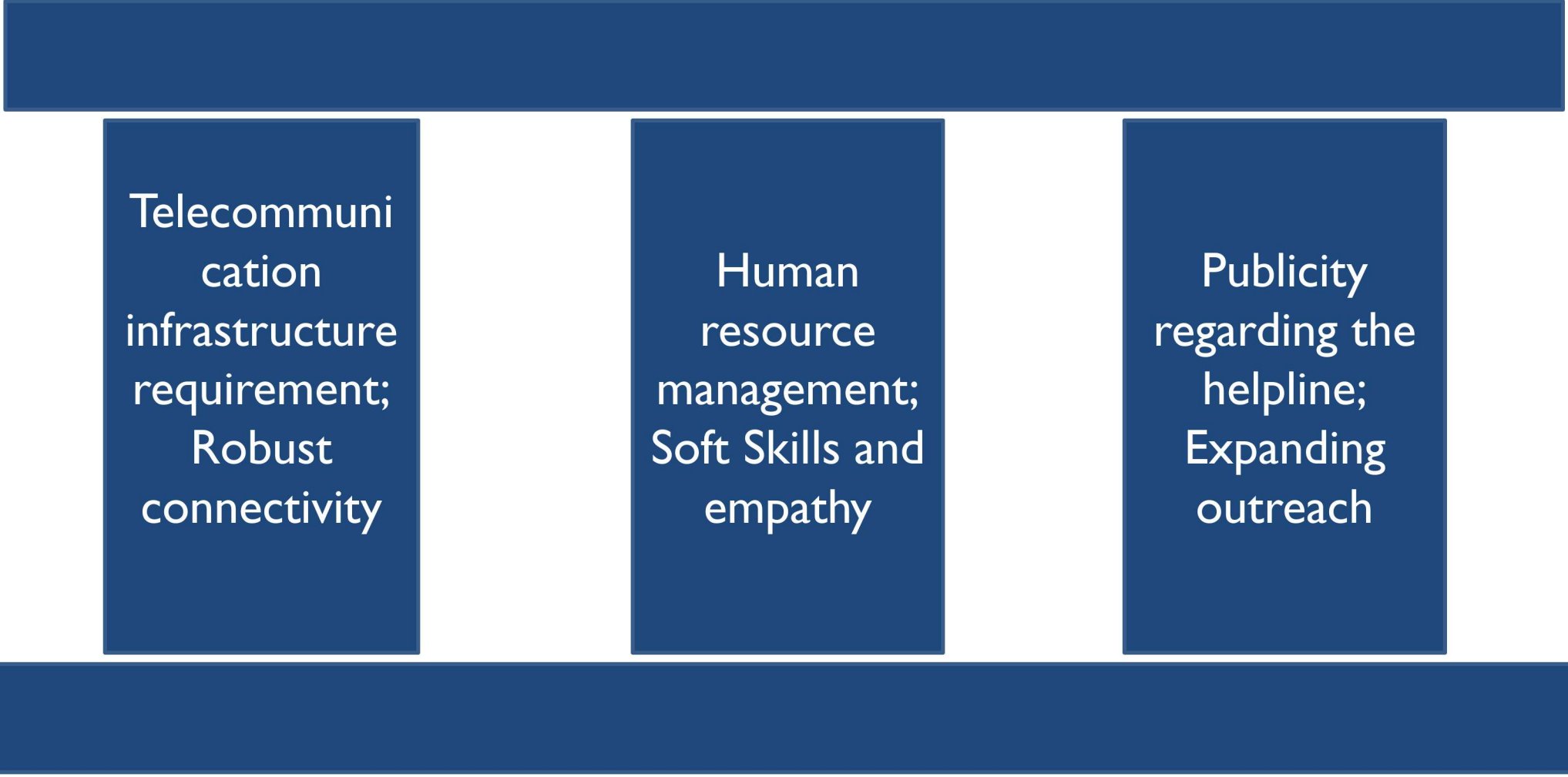
- Prevalence amongst Adults- 10.6% and Adolescents – 7.3%.
- Greater prevalence amongst persons living in Urban Metros.
- Persons with low incomes also susceptible .
- Treatment Gap ranges from 70% to 92%.

Need For Helpline 'Kiran'



- Limited number qualified professionals in Mental Health.
- Acute shortage of Clinical Psychologists, Rehabilitation Psychologists, Psychiatrists, Psychiatric Social Worker and Psychiatric Nurses.
- Absence of Universal dedicated helpline in respect of rehabilitation services for mental illness, to provide 1st stage counselling and advice.
- Adequate availability of Telecom/ Internet services facilitates provision of mental health services.
- 'KIRAN' will empathetically address the mental health issues of PwDs in particular, and the common population in general.
- Assist callers with identification and acceptance of the problem; provide 1st Stage Counselling, follow up Counselling and referrals as the case may be.
- Keep the callers identity confidential.

The Three Pillars



Telecommuni
cation
infrastructure
requirement;
Robust
connectivity

The diagram illustrates 'The Three Pillars' as a structural model. It features a top horizontal bar, a bottom horizontal bar, and three vertical pillars in between. Each pillar contains text describing a key area of focus. The pillars are: 1. Telecommunication infrastructure requirement; Robust connectivity. 2. Human resource management; Soft Skills and empathy. 3. Publicity regarding the helpline; Expanding outreach.

Human
resource
management;
Soft Skills and
empathy

Publicity
regarding the
helpline;
Expanding
outreach

Mental Health Rehabilitation Helpline

‘KIRAN’



Main features

- Toll Free
- Operational 24 hours a day, seven days a week
- Technical Coordinator- BSNL
- Available in 13 languages
- 25 Institutions including 8 National Institutes involved
- Backed by 660 Clinical / Rehabilitation Psychologists and 668 Psychiatrists.
- Wide Publicity through audio, video and social media

Objectives of 'KIRAN'

- Early screening;
- First stage of counselling; follow ups;
- Psychological support;
- Distress management;
- Promoting positive perspective;
- Psychological crisis management;
- Referral to mental health experts;
- Mental well-being.



Languages Covered



- **Hindi**
- **English**
- **Assamese**
- **Bengali**
- **Gujarati**
- **Kannada**
- **Malayalam**

- **Marathi**
- **Odia**
- **Punjabi**
- **Telugu**
- **Tamil**
- **Urdu**

Helpline Centers



National Institutes (NIs)	Regional Centers (RC)
(i) NIMHR, Sehore	(i) NIEPID, RC-Noida
(ii) PDU-NIPPD, Delhi	
(iii) NIEPMD, Chennai	(ii) NIEPID, RC-Navi Mumbai
(iv) NIEPID, Secunderabad	
(v) NIEPVD, Dehradun	
(vi) AYJ-NISHD, Mumbai	(iii) NIEPID, RC-Kolkata
(vii) SV-NIRTAR, Cuttack	
(viii) NILD, Kolkata	

Helpline Centers

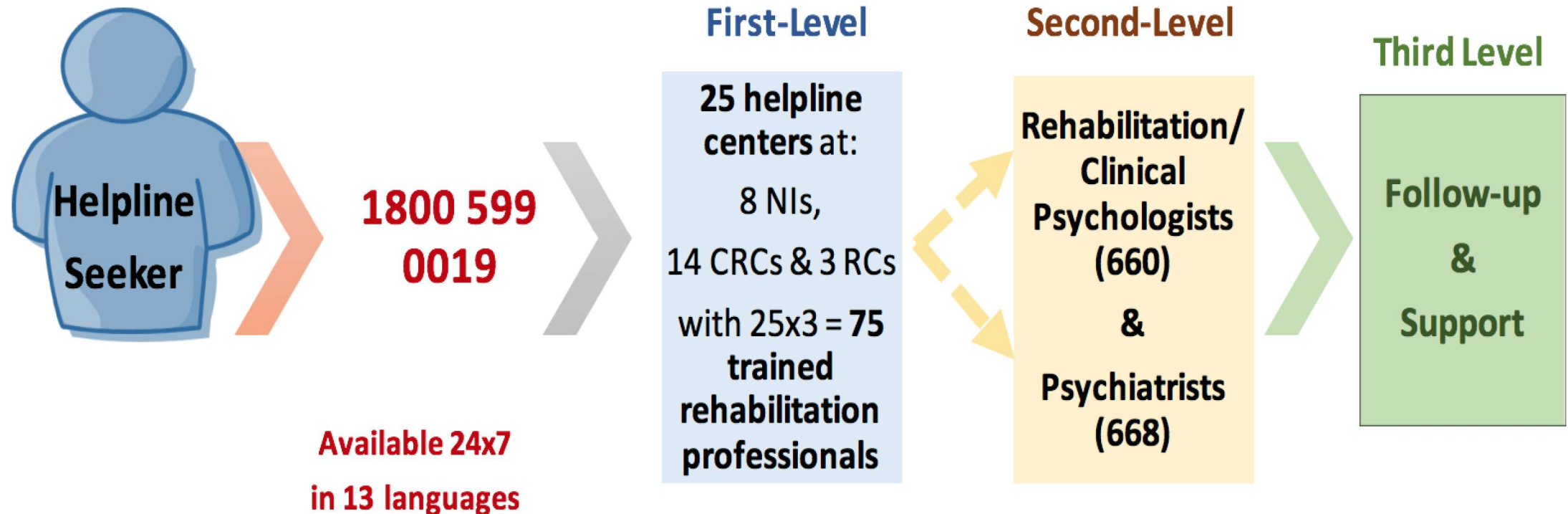


Composite Regional Centers (CRC)

(i) CRC-Ahmedabad	(viii) CRC-Kozhikode
(ii) CRC-Sundernagar	(ix) CRC-A&N Islands
(iii) CRC-Guwahati	(x) CRC-Bhopal
(iv) CRC-Davanagere	(xi) CRC-Tripura
(v) CRC-Nellore	(xii) CRC-Nagpur
(vi) CRC-Rajnandgaon	(xiii) CRC-Gorakhpur
(vii) CRC-Srinagar	(xiv) CRC-Lucknow

Mechanism of Support

How does the 'Kiran' Helpline Operate?



PUBLICITY REGARDING THE HELPLINE

- Publicity to be given in Print, Audio/Visual and Social Media.
- Printed advertisements in newspapers, weeklies, etc
- Radio Jingles and Videos prepared
- Promotion through Social Media like Whatsapp, Facebook.
- Helpline no. will be flashed prominently on the website of the Department, NIs, CRCs, departmental PSUs, etc.



Collaborating Departments, Institutions and Associations

- Department of Empowerment of Persons with Disabilities (DEPwD)
- National Institute of Mental Health Rehabilitation (NIMHR)
- National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD)
- Other 6 National Institutes
- 14 Composite Regional Centres (CRCs)
- Regional Centres - NIEPID
- Indian Association of Clinical Psychologists (IACP)
- Indian Psychiatric Association (IPA)
- Bharat Sanchar Nigam Limited (BSNL)



Inauguration of '**Kiran**' (7.9.2020)





Depression



Panic Disorder



Suicidal thoughts



Anxiety



KIRAN

Helpline Number
1800-599-0019

Thank You!

**Dr. Prabodh Seth
Joint Secretary, DEPwD
Ministry of Social Justice & Empowerment
Govt. of India**