

H01

Receipt No. 2062740/2024/CR (Computer No. 2062740)

Specialist

अपूर्व चन्द्रा, भा.प्र.से.  
सचिव  
APURVA CHANDRA, IAS  
Secretary



भारत सरकार  
स्वास्थ्य एवं परिवार कल्याण विभाग  
स्वास्थ्य एवं परिवार कल्याण मंत्रालय  
Government of India

Department of Health and Family Welfare  
Ministry of Health and Family Welfare  
D.O. No. V.15015/53/2023-PH-I  
14-3-2024



Dear Secretary

A landmark initiative of Tele Mental Health Assistance and Networking Across States (Tele MANAS) was launched on 10th October 2022 on the occasion of World Mental Health Day. It aims to provide free **Tele-mental health services** all over the country round the clock, particularly catering to people in remote or under-served areas. A toll-free, 24\*7 helpline number (**14416**) or **1800-891-4416** has been set up to cater and deliver the health care services to the last mile free of cost.

2. Tele-MANAS has counselled more than 5,42,000 people till date and currently provides counselling through 46 active Tele Manas Cells in 34 States/UTs. A testimony of this novel initiative's outreach is that more than 2400 calls are being received on this Helpline every day.

3. On the occasion of World Mental Health Day - 2023, i.e. 10th Oct 2023 and the 1st anniversary of NTMHP, Hon'ble Union Health Minister Dr.Mansukh Mandaviya launched the **new logo** of Tele-MANAS at the National Mental Health Conclave.

4. Tele MANAS has performed commendably since its launch, achieving numbers each month, which further needs popularizing amongst masses creating awareness about the availability of such service which is free of cost and available 24\*7. Steps have already been initiated with convergence of Tele MANAS with the Armed Forces with a dedicated *Tele-Manas Cell at AFMC Pune* and integration of *Kiran, the mental health rehabilitation helpline* for persons with disabilities by the Ministry of Social Justice and Empowerment. In order to expatiate on this noble initiative, the Government can use the logo along with short number 14416 for publicity of the helpline number on government stationery, Demi Official letterheads to raise awareness among the masses.

5. I would appreciate if you could circulate to all the attached offices, subordinate offices, Institutions, Organizations, Autonomous Bodies, etc., under the purview of your Ministry/Department to provide wide publicity to the TeleMANAS helpline for the benefit of public in need of mental health and wellness services.



Yours sincerely,

*Apurva Chandra*

(Apurva Chandra)

Secretaries of all Ministries, Government of India  
Chief Secretaries of all States



# Tele MANAS

National Tele Mental Health Programme

14416

