



Ministry of Health & Family Welfare
Government of India



National Tele-Mental Health Programme

Tele MANAS

AN OVERVIEW

Overview of the National Tele-Mental Health Programme (Tele MANAS)

- There is no health without mental health.
- Many individuals with mental health issues do not seek help for various reasons readily.
- Access to mental healthcare is a basic human right of every individual.
- The Coronavirus Disease 2019 (COVID 19) pandemic added to the burden of mental health problems and had detrimental effect on individuals' ability to ask for mental health assistance. During this period, there was an exponential increase in outreach for mental healthcare through Tele-Mental healthcare services.
- During the COVID 19 Pandemic, the Government of India launched a National Psychosocial Support Helpline to provide psychosocial support during the pandemic, and over 6 lakh individuals reached out to the helpline across the country.
- Furthermore, several other initiatives by state governments, government institutions, private bodies, and non-governmental organisations (NGOs) have demonstrated the advantages and feasibility of technology-driven mental healthcare, in other words, Tele-Mental Healthcare services. One such step towards continuing the application of tele-mental healthcare services on a larger scale is the National Tele-Mental Health Programme or **Tele MANAS (Tele-Mental Health Assistance and Networking Across States)**.



- In the Union Budget (2022-23), the Government of India announced in February 2022 the establishment of 23 Centres of Excellence of the country, with the National Institute of Mental Health and Neurosciences (NIMHANS), Bengaluru as the apex nodal centre to roll out Tele MANAS.
- India is one of the very few countries in the world to have such a service. Tele MANAS seeks to leverage technology and provide comprehensive mental health services in an integrated fashion including both audio and video based services. Also, if these do not close the loop, efforts will be made to connect the person to in-person services as well. A robust system is set up to monitor and mentor Tele MANAS. Initially, this would run as a fully centrally sponsored scheme where in the Central Govt. will fund the program entirely. After three years, the funding mechanism will be merged with that of the highly successful National Health Mission.



Objectives of Tele MANAS

- To enhance health service capacity in order to deliver accessible and timely mental health care through a tele-mental health network support system
- To facilitate timely referral for specialist care and follow-up as appropriate.
- To enhance mental healthcare capacity and networking at primary healthcare/health and wellness centres / district / state / apex institution levels.



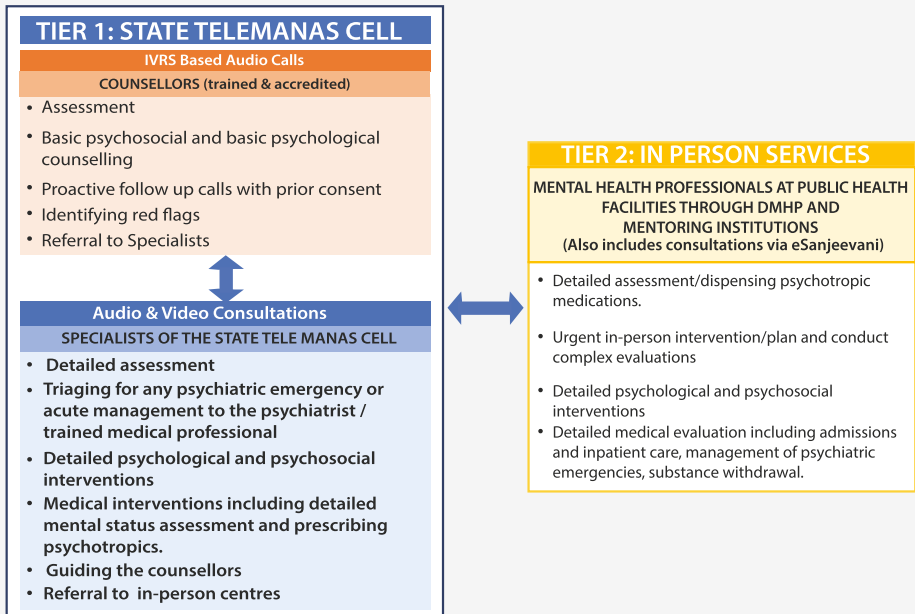
Beneficiaries of Tele MANAS

- Any individual in India with mental health issues
- In addition, grass root healthcare providers/community health providers, i.e., Accredited Social Health Activists (ASHAs) and community volunteers from the community can reach out on behalf of an individual or individuals in that community with mental health issues



The workforce of Tele MANAS:

Workforce/human resources under Tele MANAS is divided into two tiers based on the level of the services provided (counselling, psychiatric consultation along with pharmacotherapy/ psychotherapy) and the expertise of the workforce. These are described in the flow chart below.



Components of Tele MANAS services:



Counselling

- Counselling gives people the time and space to talk about their problems and explore their tough feelings in a setting that is confidential, dependable, and interruption-free.
- Telephone Counselling involves providing addressing the concerns of the caller and counselling individuals seeking help directly or through another individual such as ASHA or a family member via the telephone, which could be a landline or mobile phone with or without Internet connectivity.



Video Consultations

- Tele MANAS team is constantly working with the e-sanjeevani (free video consultations with medical doctors, an initiative of the Govt. of India) team of the Govt. to link up callers to e-sanjeevani platform, so that there is seamless upgradation of the consultation process
- This integration may take another two more months to materialise



Networking with existing in-person resources for mental health

- Tele MANAS also is striving hard to link up callers to the nearest available in-person mental health facilities. These could be the district hospital, medical colleges, mental health institutes or other tertiary care centres

» Capacity Building

Training, accreditation and mentoring of Tele MANAS counsellors in delivering basic mental health services will be done through standardized and recognized courses.

» Research

Implementation research on all relevant aspects including service delivery, caller satisfaction, ease of using technology, outcome assessments etc will be carried out to chalk out future policies

» Launch of Tele MANAS and service delivery till date

Tele MANAS was launched nationwide on 10th October 2022, on the occasion of the World Mental Health Day; till date, Tele MANAS has delivered services to 25,000 callers across the country

Common mental health concerns reported to Tele MANAS

- Sadness of Mood
- Sleep disturbances
- Distress related to stressors
- Anxiety symptoms
- Feelings of helplessness, hopelessness, worthlessness, guilt
- Concerns related to substance abuse and addiction
- Aggression/harm to others
- Medical illnesses and queries related to them

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