

# Tele Mental Health Assistance and Networking Across States (Tele-MANAS) initiative

October 11, 2022

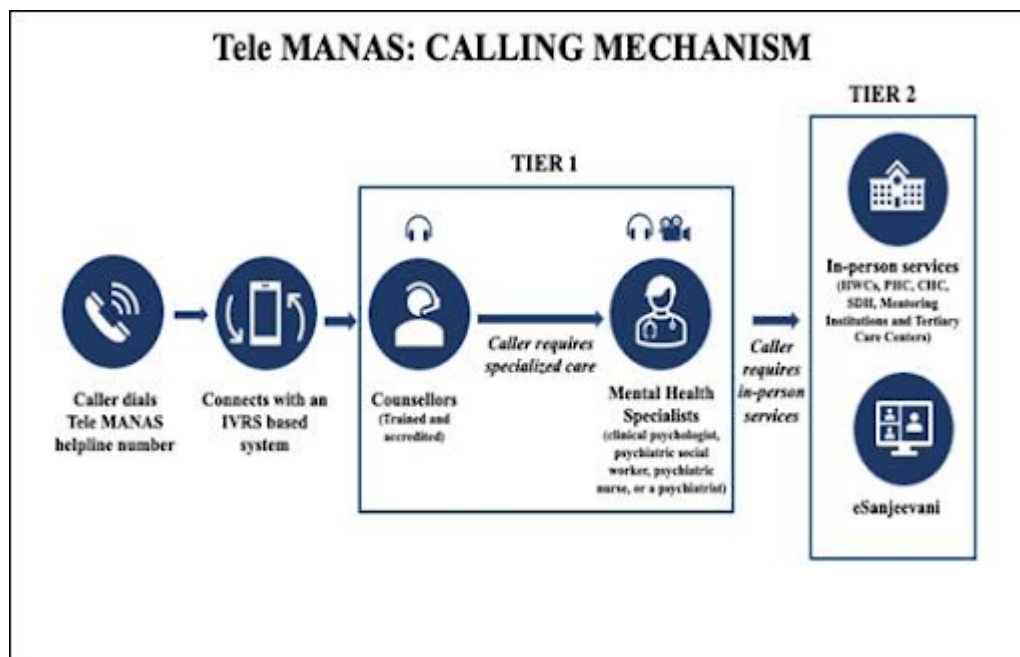
**In news**— On the World Mental Health Day, Tele Mental Health Assistance and Networking Across States (Tele-MANAS) initiative of the Union Ministry of Health & Family Welfare was launched.

## Background-

Acknowledging the mental health crisis in wake of the COVID-19 pandemic and an urgent need to establish a digital mental health network that will withstand the challenges amplified by the pandemic, Government of **India announced National Tele Mental Health Programme (NTMHP) in the Union Budget 2022-23.**

## What is Tele-MANAS?

- Tele-MANAS **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.
- The programme **includes a network of 23 tele-mental health centres of excellence**, with NIMHANS being the **nodal centre** and International Institute of Information Technology-Bangalore (IIITB) providing technology support.
- Indian Institute of Technology (IIT) Bengaluru and National Health Systems Resource Centre (NHRSC) will provide the technical support.
- The Union Government aims to open **at least one Tele-MANAS Cell in each State/UT.**



- **A toll-free, 24/7 helpline number** (14416) has been set up across the country allowing callers to select the language of choice for availing services.
- The calls would be routed to Tele-MANAS cells in the respective state and union territory.
- **Tele-MANAS will be organised in two tier system; Tier 1 comprises of state Tele-MANAS cells** which include trained counsellors and mental health specialists.
- Tier 2 will comprise of specialists at District Mental Health Programme (DMHP)/Medical College resources for physical consultation and/or e-Sanjeevani for audio visual consultation.
- Presently there are 5 regional coordination centres along with 51 State/UT Tele MANAS cells.
- The initial rollout providing basic support and counselling through centralized Interactive Voice Response system (IVRS) is being customized for use across all States and UTs. This will not only help in providing immediate mental healthcare services, but also facilitate continuum of care.
- Specialised care is being envisioned through the programme by **linking Tele-MANAS with other services like National tele-consultation service, e-Sanjeevani, Ayushman Bharat Digital Mission**, mental health

professionals, Ayushman Bharat health and wellness centres and emergency psychiatric facilities.

- Eventually, this will include the entire spectrum of mental wellness and illness, and integrate all systems that provide mental health care.
- It was launched at National Institute of Mental Health and Neurosciences (NIMHANS), Bengaluru.
- NIMHANS has conducted training for 900 Tele MANAS counsellors from majority of States/UTs.
- The mentoring institutes are as follows: AIIMS, Patna, AIIMS Raipur, CIP Ranchi, AIIMS Bhopal, AIIMS Kalyani, AIIMS Bhubaneshwar, etc.