

भा.मा.ब्यूरो मुख्या./प्रशा./परिपत्र (15)/2024

BIS HQ/ADMN/Circular (15)/2024

दिनांक: 21 मार्च 2024

Date: 21 March 2024

भारतीय मानक ब्यूरो/Bureau of Indian Standards
(प्रशासन विभाग/Administration Department)

परिपत्र/Circular

Subject: Tele-Mental Health Services and their instructions – reg.

This has reference to the D.O. No. V.15015/53/2023-PH-I dated 14.03.2024 issued by the Secretary, Department of Health and Family Welfare, Ministry of Health and Family Welfare, Govt. of India regarding Tele-Mental Health Assistance and its Toll Free Helpline Number received through DoCA, vide their email dated 18 March 2024 and requested to bring same to the notice of all officials of BIS (copy enclosed).

2. Accordingly, As per the above D.O. No. No. V.15015/53/2023-PH-I dated 14.03.2024, Department of Health and Family Welfare, Ministry of Health and Family Welfare, Govt. of India has informed the following for wide publicity:

- i. Department of Health and Family Welfare, Ministry of Health and Family Welfare, Govt. of India has launched the **Tele Mental Health Assistance and Networking Across States (Tele-MANAS)** on 10 October 2022 on the occasion of World Mental Health Day.
- ii. 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, 24X7 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.
- iii. 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. (copy of logo is attached)
- iv. To provide wide publicity of the Tele-MANAS Helpline for the benefit of public in need of mental health and wellness services.

3. In view of above, all HoD's of ROs/BOs/Labs/NITS including departments at HQs are requested to bring the same to all employees including contractual staff of BIS for compliance the above.

4. This issues with the approval of Competent Authority.

Encl: as above.

(Sandeep Meena)
Director (Administration)

Our Ref: ADMN/09/61/2022

Circulated to: All employees including contractual staff of ROs/BOs/Labs/NITS including departments at HQs for compliance.

Email

BIS DG Secretariat

Fwd: Secretary (HFW)-DO Letter No. V.15015/53/2023-PH-I Tele-Manas-reg.

From : Under Secretary, PC <uspc-ca@gov.in>

Subject : Fwd: Secretary (HFW)-DO Letter No. V.15015/53/2023-PH-I Tele-Manas-reg.

Tue, Mar 19, 2024 11:09 AM

2 attachments

To : adlmrrsl ca <adlmrrsl.ca@gmail.com>, Sunil Keshavrao Hiradiwale <ahd-rrsl@nic.in>, bsl konar <bsl_konar@rediffmail.com>, ddrsl frd <ddrsl.frd@gmail.com>, ddrsl@gmail.com, BIS DG Secretariat <dg@bis.gov.in>, Director General (NTH) <dgnt-hb@nic.in>, Rajeshwar Kumar <dir-iilmr-jhr@nic.in>, mdnccf@nccf-india.com, Registrar NCDRC <ncdrc@nic.in>, Dr Rakesh Joshi, Deputy Director <rakesh.joshi74@gov.in>, rrsl guwahati <rrsl.guwahati@gmail.com>, rrsl ahd <rrsl_ahd@yahoo.co.in>, rrsibhubaneswar@gmail.com, rrsivar@gmail.com

Cc : Shashi Bhushan <shashibhushan.icoas@nic.in>, Aman Jain <amanjain.ofb@nic.in>

[Handwritten signature]
20/3/24

[Handwritten signature]
20/03/24

Sir/Madam,

Please find attached DO letter dated 14.03.2024 of Department of Health and Family Welfare for information/necessary action.

With Regards,
Under Secretary (P&C)
Department of Consumer Affairs

From: "ROHIT KUMAR SINGH" <secy-ca@gov.in>

To: "Shri Bharat Harbanslal Khera" <as-ca@gov.in>

Cc: "Shashi Bhushan" <shashibhushan.icoas@nic.in>, "Aman Jain" <AMANJAIN.OFB@NIC.IN>, "Under Secretary, PC" <uspc-ca@nic.in>

Sent: Monday, March 18, 2024 6:09:43 PM

Subject: Fwd: Secretary (HFW)-DO Letter No. V.15015/53/2023-PH-I Tele-Manas-reg.

From: "Mental Health" <mentalhealth-mohfw@gov.in>

To: "Rajesh Verma" <secy.president@rb.nic.in>, "Sunil Kumar Gupta" <secyvp@nic.in>, 23016696secy-agri@gov.in, "Ms. Alka Upadhyaya" <secyahd@nic.in>, "Dr(Mr) Himanshu Pathak" <dg.icar@nic.in>, "Dr. Abhilaksh Likhi" <secy-fisheries@gov.in>, chairman@dae.gov.in, "RAJESH KOTECHEA" <secy-ayush@nic.in>, "Secretary DoF" <fertsec@nic.in>, "Office of Secretary CPC" <sec.cpc@nic.in>, "Dr. Arunish Chawla" <secy-pharma@nic.in>, "VUMLUNMANG VUALNAM" <secy.moca@nic.in>, "Mr Amrit Lal Meena" <secy.moc@nic.in>, "Commerce Secretary Office" <csoffice@nic.in>, "secy-ipp" <secy-ipp@nic.in>, "Secretary Posts" <secretary-posts@indiapost.gov.in>, "ROHIT KUMAR SINGH" <Secy-ca@nic.in>, "Shri Sanjeev Chopra" <secy-food@nic.in>,"

आगत/Incoming
प्रसारण/Adm: By No 4445
दिनांक/Dated 20/03/24

DG Dy. No. 894
Dated 19-03-2024

DDCA Dy. No. 479
Dated 19.03.2024

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



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आज़ादी का
अमृत महोत्सव

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

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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.



DC
DSCA
DRA
19/03

Yours sincerely,

(Apurva Chandra)

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



Tele MANNAS

National Tele Mental Health Programme

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