

BUREAU OF INDIAN STANDARDS
(Administration Department)

CIRCULAR

Subject: Information about toll-free tele-counselling in all the COVID Care/ Isolation Centres of respected States/UTs and sensitize isolation centres staff - reg.

This has reference to the letter no. F.No. N-21/02/2020-P&C dated 12th October 2020 of DoCA forwarded herewith a copy of letter reference no. D.O. No. 1908116/AS(H)/2020 dated 5th October 2020 of Ministry of Health and Family Welfare, New Delhi has requested that the information on toll-free tele-counselling in all the COVID Care / Isolation Centres of respective States/UTs and sensitize isolation centres staff regarding referring the child in need of counselling on this toll-free number (1800-121-2830). Also requested to share this information with the children of doctors/frontline health workers who have lost their lives during the COVID-19 pandemic to provide psycho-social support.

2. In this context, all heads of BIS HQs/ROs/BOs/Labs/NITS are requested to ensure the compliance, please.
3. This issues with the approval of the Competent Authority.

Encl: As above


(N. Vittoba)
Director (Administration)

Our Ref: ADMN/09/04/2014

Circulated to: All Department at HQs, ROs/BOs/Labs/NITS for information and compliance, through BIS Intranet

F.No. N-21/02/2020-P&C
Government of India
Ministry of Consumer Affairs, Food and Public Distribution
[Department of Consumer Affairs]

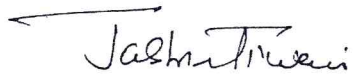
Krishi Bhawan, New Delhi.
Dated, the ^eth October, 2020
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OFFICE MEMORANDUM

Please find enclosed the copies of the D.O. letter/O.M for information and strict compliance as per details given below:

S.No	Name of Ministry/Department, D.O./O.M. No. & Date	Subject
1.	Ministry of Youth Affairs & Sports. Department of Sports O.M. No. 15017/3/2020-MDSD dated 1 st October, 2020	Age Appropriate Fitness Protocols named as Goals for Active Life Style – reg.
2.	Ministry of Health & Family Welfare. Additional Secretary's D.O. No. 198116/AS (H)/2020 dated 5 th October, 2020	Information about toll-free tele-counselling in all the COVID Care/Isolation Centres of respected States/UTs and sensitize isolation centres staff regarding
2.	Cabinet Secretariat's O.M. No. 1/41/5/2020 – Cab. dated 28 th September, 2020	Immediate action to be taken for enforcement of Model Code of Conduct and Application of Model Code of Conduct after announcement of General Election to the Legislative Assembly of Bihar, 2020 – reg.

Encl. As above.


(Jasbir Tiwari)
Under Secretary (P&C)
Tel. No. 2338 1233

To

All Divisional Heads in the Department of Consumer Affairs.



आरती आहुजा भा.प.से
अपर सचिव

Arti Ahuja, IAS
Additional Secretary

Tel : 011-23061066, 23063809
E-mail : ash-mohfw@nic.in

Secretary (CA)
Dy. No. E-150723
Date 05/10/2020

भारत सरकार
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
निर्माण भवन, नई दिल्ली-110011
Government of India
Ministry of Health and Family Welfare
Nirman Bhavan, New Delhi - 110011

D.O. No. 1908116/AS (H)/2020
Dated the 5th October, 2020

Dear Sir/Madam,

As you are aware, COVID-19 pandemic has confronted the world with an unprecedented situation and one of the foremost concerns from the different aspects of COVID-19 is its impact on mental health of different sections of the population.

During such a crisis, the emotional and psychological needs of certain groups, especially children, who are isolated due to being diagnosed as COVID positive, and are therefore forced to be in isolation/quarantine in hospitals have been facing exponentially higher level of stress, anxiety, fear, worry, depression, and loss of appetite. Similarly vulnerable are those children who have lost their parents/family, and/or whose parents/siblings, family members are in quarantine centres or hospitals. Children with various physical and mental disabilities and especially mental health disorders are also more vulnerable during this trying time.

It is also seen that COVID-19 associated mental health risk disproportionately hit children who are already disadvantaged and marginalized and may result in tremendous burden of mental health disorders in this age group. It is more critical than ever to ensure that the challenges faced by children are adequately addressed.

In this regard, the National Commission for Protection of Child Rights (NCPCR) with India Co-Win Action Network (I-CAN) has created a network of qualified and trained Counsellors/Psychologists/Experts for providing psychological first-aid and emotional support through its toll free tele-counselling SAMVEDNA (Sensitizing Action on Mental Health Vulnerability through Emotional Development and Necessary Acceptance) (1800-121-2830)(from Mon-Sat 10.00AM-1.00PM and 3 PM to 8 PM). Technical support in terms of training of counsellors has been provided by NIMHANS. This toll-free number is available for children who are affected during COVID 19 pandemic, who may need counselling, including children who are isolated in facilities or are in quarantine centres or hospital.


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Handwritten notes and signatures at the bottom of the page, including dates like 7/10/20 and various initials.

In light of the above, you are requested to circulate the information of toll-free tele-counselling in all the COVID Care/Isolation Centres of respected States/UTs and sensitize isolation centres staff regarding referring the child in need of counselling on this toll-free number (Poster on SAMVEDNA is enclosed in e-mail). You may also please wish to share this information with the children of doctors/frontline health workers who have lost their lives during the COVID-19 pandemic to provide psycho-social support.

We are grateful for your support to enable institutions to work in a coordinated manner, in the fight against the mental health outbreak associated with the current pandemic.

With warm regards,

Yours Sincerely,

 (Arti Ahuja)

- 1. Chief Secretary- All States /UTs
- 2. Principal Secretary - Health - All States/UTs

Copy to:

- 1. All Nodal officers appointed by the Government of India for COVID-19 Management
- 2. Secretaries of all the Ministries/ Department of the Government of India

