

## **Press Release on Tele Mental Health Assistance and Networking Across States (Tele MANAS) Andaman & Nicobar Islands**

The Government of India (GoI) in its Union Budget 2022, announced the National Tele Mental Health Programme of India, Tele Mental Health Assistance and Networking Across States (Tele MANAS) To provide universal access to equitable, accessible, affordable and quality mental health care through 24x7 Tele-Mental Health Services as a digital component of the National Mental Health Programme (NMHP) across all Indian States and UTs with assured linkages.

The public can access the Tele MANAS helpline by dialing toll-free number or short code **1800 891 4416 or 14416**. This call will be an IVRS based audio calling only, with a timely auto-call back approach. Through the automated callback service, the caller will first be attended to by a trained counsellor. Based on the level of care required, the counsellor will either provide the care needed within their capabilities or refer the caller for specialist care. If the caller requires specialized care, the call will be handled by a mental health specialist (clinical psychologist, psychiatric social worker, psychiatric nurse, or a psychiatrist). This level of service will contain both audio as well as video-based options. In case the caller requires urgent in-person intervention/complex evaluations and management, they will be referred to the nearest in-person service for physical consultation and appropriate management.

The Tele MANAS Cell of A&N Islands is Functioning from the ANIIMS campus and the calls are attended by trained counsellors and psychologists under the mentorship of psychiatrists of ANIIMS. All the people of A&N Islands are encouraged to access the Tele MANAS Helpline toll free number **14416** to avail advice and counselling in relation to stress management, exam stress, family problems, addictions, phobias and any other mental health related issues.