



Ministry of Health & Family Welfare
Government of India



**F
A
Q**

Q.1

**What is
Tele MANAS?**

Call TeleMANAS
Toll-free number
☎ 14416

A

Tele MANAS is a Tele-Mental health service which includes.

- Providing counselling and connecting with health care professionals for telepsychiatry services
- Enabling people to seek help when it is not possible for them to come physically to a near by hospital.



FAQ

Q.2

What kind of help are available at Tele MANAS?

Call TeleMANAS
Toll-free number
☎ 14416

A

- The Tele MANAS can help with first line telephonic counselling, tele medicine service for mental health & facilitating referral to higher center if required.

FAQ

Q.3

How does Tele MANAS work?

Call TeleMANAS
Toll-free number
☎ 14416

A

Tele MANAS works on two-tier based system.

- Tier 1 includes the state Tele MANAS cells, which are staffed by trained counsellors and mental health specialists for tele counselling and tele consultation
- Tier 2 consists of District Mental Health Programme (DMHP)/Medical college resources for in-person consultations.

FAQ

Q.4

What kind of concerns can I discuss with the counsellors in Tele MANAS?

Call TeleMANAS
Toll-free number
☎ 14416

A

- Callers can reach out to Tele MANAS with a wide range of issues, which includes exam stress, alcohol, tobacco or other substance use-related issues, family or relationship problems, anyone in distress or any other mental health concern/issue.

FAQ

Q.5

Is there any fee for accessing the counselling or consultation?

Call TeleMANAS
Toll-free number
 14416

A

- No, there is no fee. Tele MANAS 14416 is a toll-free number, and services like counselling and consulting are free of charge.

FAQ

Q.6

Can I speak in my native or regional language?

Call TeleMANAS
Toll-free number

☎ 14416

A

- Yes, you can speak any Indian language that you are comfortable with.

FAQ

Q.7

Is Tele MANAS service available on holidays?

Call TeleMANAS
Toll-free number
 14416

A

- Service is available 24/7, even on holidays.

F A Q

Q.8

How long does the counselling session last?

Call TeleMANAS
Toll-free number
☎ 14416

A

- It depends on the individual call and the sensitivity of that call. Counsellors are trained to give at least 10 to 20 minutes for a call. Also depending on the nature of the call, it may even extend for more than 30 minutes when the call is transferred to a mental health professional

FAQ

Q.9

Can we speak about trauma or domestic violence?

Call TeleMANAS
Toll-free number
 14416

A

- Yes, a person facing any kind of abuse (physical or emotional) can reach out to TeleMANAS. Counselors are trained regarding these issues and also can assist with the appropriate referral