

**GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**LOK SABHA
UNSTARRED QUESTION NO. 3403
TO BE ANSWERED ON 07TH AUGUST, 2026**

TELE MENTAL HEALTH ASSISTANCE

3403. SHRI CAPTAIN BRIJESH CHOWTA:

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether the Government has reviewed Tele Mental Health Assistance and Networking Across States (TELE-MANAS) and mental-health access and sanctioned capacity, services, beneficiaries, claims or staffing, as applicable, if so, the details thereof;
- (b) the details of funds, posts, facilities, utilisation and outcomes during the last three years, year/district-wise;
- (c) the details of pending approvals, vacancies, delays and the authority responsible; and
- (d) whether the Government has any time-bound plan to close the identified service and infrastructure gaps in this regard, if so, the details thereof?

**ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI PRATAPRAO JADHAV)**

(a) to (d) Public Health and Hospitals are a state subject. The Government had launched a “National Tele Mental Health Programme” (NTMHP) on 10th October, 2022, that functions as the digital arm of the District Mental Health Programme to provide universal access to equitable, accessible, affordable and quality mental health care through 24 x 7 tele-mental health counselling services. For this, a toll-free number (14416) was set up across the country.

As on 27.07.2026, 36 States/ UTs have set up 53 Tele MANAS Cells. Tele-MANAS services are available in 20 languages based on language opted by States. More than 42 lakh calls were handled on the helpline number since inception.

The implementation of Tele-MANAS was reviewed through regular monitoring by the Ministry of Health & Family Welfare and NIMHANS- the Apex Institute of National Tele Mental Health Programme.

Further, the World Health Organisation India has assessed the impact of the Tele Mental Health Assistance and Networking Across States (Tele-MANAS) in terms of its reach and user engagement across the country. A Rapid Assessment Report on Tele MANAS (2024) was published by WHO, which provides an overview of programme performance, reach, utilisation patterns and user experience. The report is available on the website of the Ministry

(<https://mohfw.gov.in/sites/default/files/Rapid%20Assessment%20report%20on%20TeleMANAS.pdf>).

The details of funds allocated and utilized for NTMHP since inception and the details thereof is as under:

Institute	2022-23		2023-24		2024-25		2025-26	
	RE	Exp.	RE	Exp.	RE	Exp.	RE	Exp.
NTMHP	120.98	65.49	65	32.91	45	42.29	45	44.10

The budget of NTMHP for States/UTs are released as part of the National Health Mission (NHM) with effect from 01.08.2025.

The Government has also launched Tele MANAS Mobile Application on the occasion of World Mental Health Day - October 10, 2024. Tele-MANAS Mobile Application is a comprehensive mobile platform that was developed to provide support for mental health issues ranging from well being to mental disorders. The Government has also launched the video consultation facility under Tele-MANAS, as another upgrade to the already existing audio calling facility.

The Government is continuously strengthening the National Tele Mental Health Programme (NTMHP) and Tele-MANAS to improve accessibility, quality and continuity of mental healthcare services across the country. The following measures are taken on an ongoing basis for strengthening the programme:

- i. Strengthening of Tele-MANAS Cells across States/UTs under the National Health Mission (NHM);
- ii. Continuous recruitment, training, capacity building and supervision of Mental Health Counsellors and Mental Health Specialists;
- iii. Strengthening of digital infrastructure through the Tele-MANAS mobile application, video consultation services, multilingual support, accessibility features and integration with digital health platforms;
- iv. Strengthening referral linkages between Tele-MANAS and District Mental Health Programme (DMHP), tertiary care institutions and other healthcare facilities to ensure continuity of care;
- v. Regular monitoring and review of programme performance through key service delivery indicators.
