



**MENTAL HEALTH
REHABILITATION HELPLINE
1800-599-0019**



**Department of Empowerment of Persons with Disabilities (Divyangjan)
Ministry of Social Justice and Empowerment
Government of India**

KIRAN

**MENTAL HEALTH REHABILITATION
HELPLINE : RESOURCE BOOK**

(Special Reference to
Pandemic COVID-19)



Department of Empowerment of Persons with Disabilities (Divyangjan)
Ministry of Social Justice & Empowerment, Government of India

National Institute for the Empowerment of Persons with
Multiple Disabilities (Divyangjan), Chennai (Tamil Nadu)

National Institute of Mental Health Rehabilitation
(NIMHR), Sehore (Madhya Pradesh)

Toll Free **1800 599 0019**



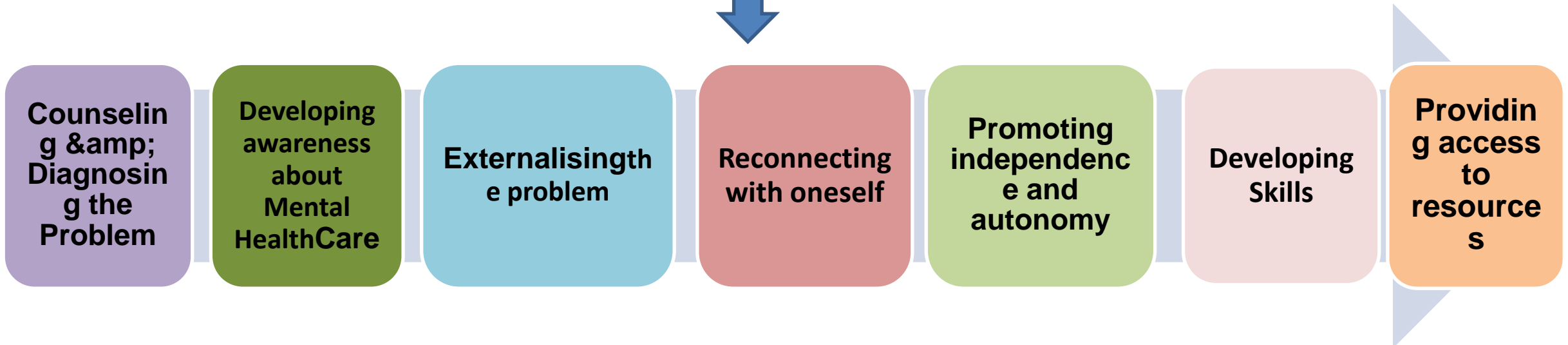
What is mental health rehabilitation ?

- **Mental Health Rehabilitation promotes**

- Problem identification; and not being in a state of denial
- Building Community resilience
- Family Counselling
- Recovery



This is done through



Present Situation



GLOBAL

W.H.O HEALTH REPORT (2019)

- Out of every four persons, one person will have some mental problem at a given point of time, in their lives.
- Currently 450 million persons are suffering .
- Mental illness is among the leading causes of disability and ill- health in the World.



INDIAN

NIMHANS MENTAL HEALTH SURVEY 2015-16

- Prevalence amongst Adults- 10.6% and Adolescents – 7.3%.
- Greater prevalence amongst persons living in Urban Metros.
- Persons with low incomes also susceptible .
- Treatment Gap ranges from 70% to 92%.

Need For Helpline 'Kiran'



- Limited number qualified professionals in Mental Health.
- Acute shortage of Clinical Psychologists, Rehabilitation Psychologists, Psychiatrists, Psychiatric Social Worker and Psychiatric Nurses.
- Absence of Universal dedicated helpline in respect of rehabilitation services for mental illness, to provide 1st stage counselling and advice.
- Adequate availability of Telecom/ Internet services facilitates provision of mental health services.
- 'KIRAN' will empathetically address the mental health issues of PwDs in particular, and the common population in general.
- Assist callers with identification and acceptance of the problem; provide 1st Stage Counselling, follow up Counselling and referrals as the case may be.
- Keep the callers identity confidential.

The Three Pillars

Telecommunication
infrastructure
requirement;
Robust
connectivity

Human
resource
management;
Soft Skills
and
empathy

Publicity
regarding
the helpline;
Expanding
outreach

Mental Health Rehabilitation Helpline

‘KIRAN’



Main features

- Toll Free
- Operational 24 hours a day, seven days a week
- Technical Coordinator- BSNL
- Available in 13 languages
- 25 Institutions including 8 National Institutes involved
- Backed by 660 Clinical / Rehabilitation Psychologists and 668 Psychiatrists.
- Wide Publicity through audio, video and social media

Objectives of 'KIRAN'

- Early screening;
- First stage of counselling; follow ups;
- Psychological support;
- Distress management;
- Promoting positive perspective;
- Psychological crisis management;
- Referral to mental health experts;
- Mental well-being.



Languages Covered



- **Hindi**
- **English**
- **Assamese**
- **Bengali**
- **Gujarati**
- **Kannada**
- **Malayalam**

- **Marathi**
- **Odia**
- **Punjabi**
- **Telugu**
- **Tamil**
- **Urdu**

Helpline Centers



National Institutes (NIs)	Regional Centers (RC)
(i) NIMHR, Sehore	(i) NIEPID, RC-Noida
(ii) PDU-NIPPD, Delhi	
(iii) NIEPMD, Chennai	(ii) NIEPID, RC-Navi Mumbai
(iv) NIEPID, Secunderabad	
(v) NIEPVD, Dehradun	
(vi) AYJ-NISHD, Mumbai	(iii) NIEPID, RC-Kolkata
(vii) SV-NIRTAR, Cuttack	
(viii) NILD, Kolkata	

Helpline Centers

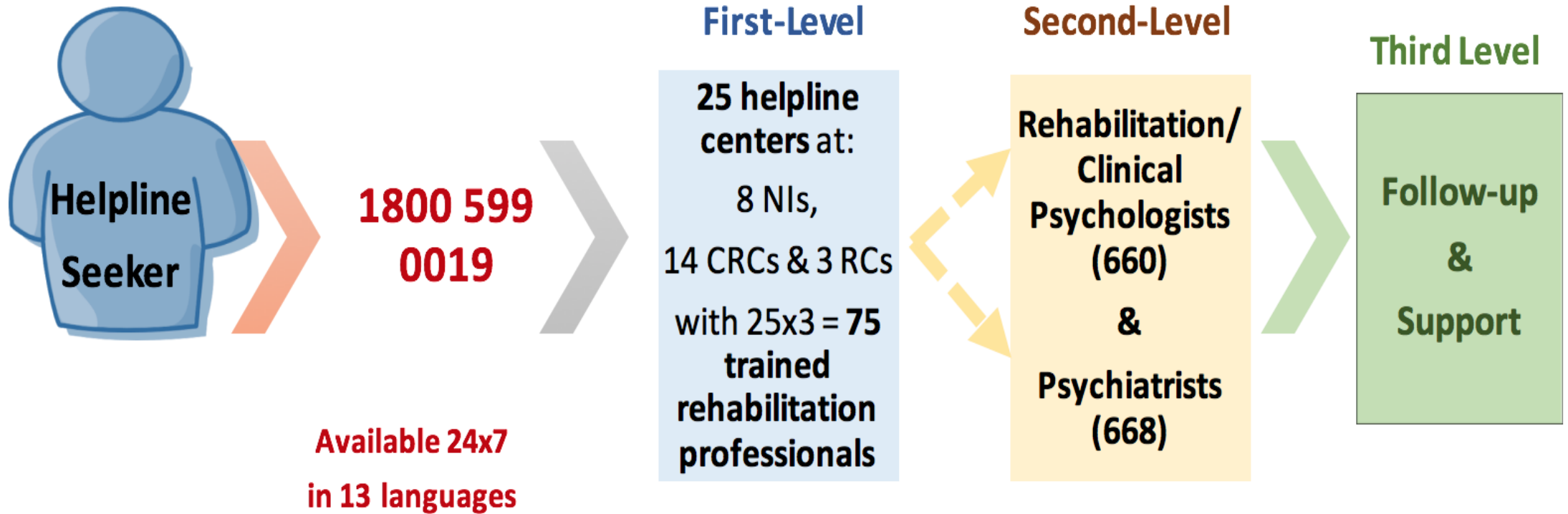


Composite Regional Centers (CRC)

(i) CRC-Ahmedabad	(viii) CRC-Kozhikode
(ii) CRC-Sundernagar	(ix) CRC-A&N Islands
(iii) CRC-Guwahati	(x) CRC-Bhopal
(iv) CRC-Davanagere	(xi) CRC-Tripura
(v) CRC-Nellore	(xii) CRC-Nagpur
(vi) CRC-Rajnandgaon	(xiii) CRC-Gorakhpur
(vii) CRC-Srinagar	(xiv) CRC-Lucknow

Mechanism of Support

How does the 'Kiran' Helpline Operate?



PUBLICITY REGARDING THE HELPLINE

- Publicity to be given in Print, Audio/Visual and Social Media.
- Printed advertisements in newspapers, weeklies, etc
- Radio Jingles and Videos prepared
- Promotion through Social Media like Whatsapp, Facebook.
- Helpline no. will be flashed prominently on the website of the Department, NIs, CRCs, departmental PSUs, etc.

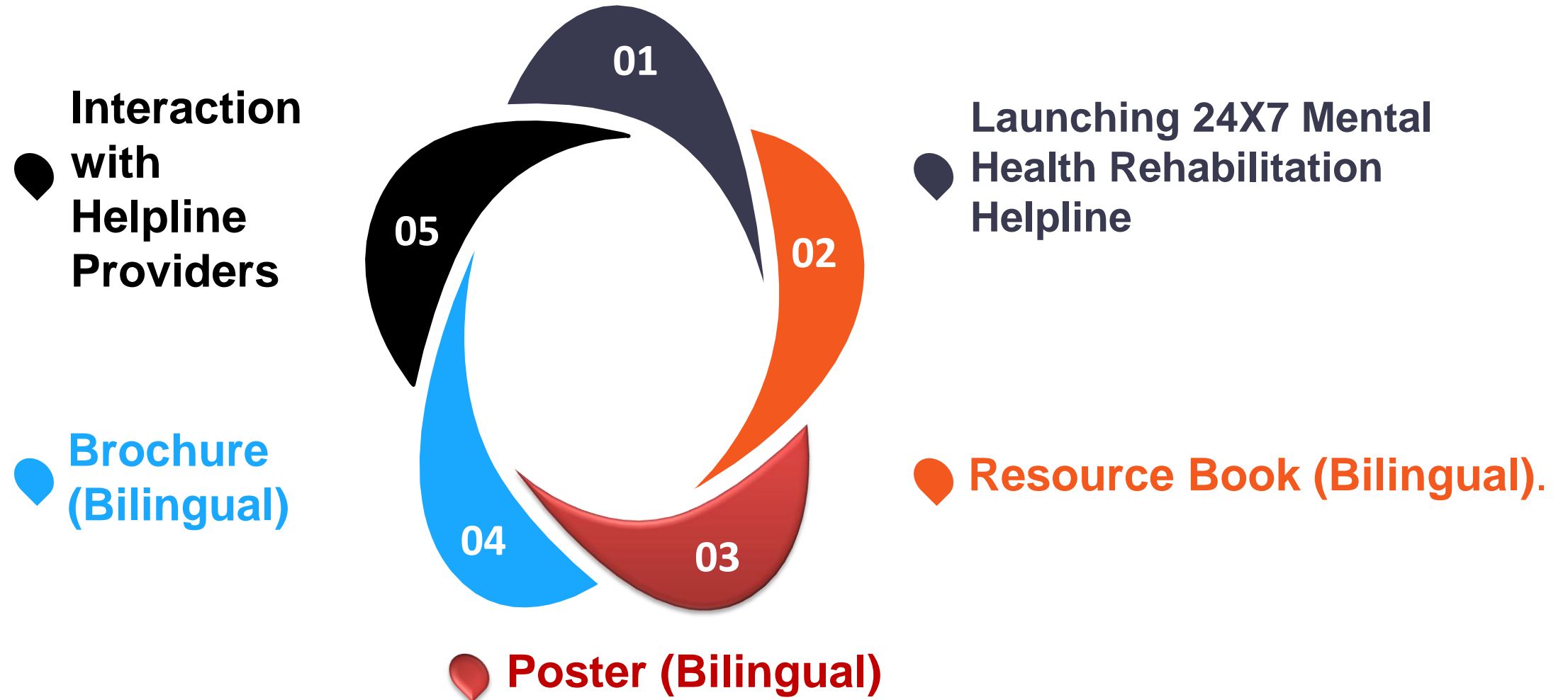


Collaborating Departments, Institutions and Associations

- Department of Empowerment of Persons with Disabilities (DEPwD)
- National Institute of Mental Health Rehabilitation (NIMHR)
- National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD)
- Other 6 National Institutes
- 14 Composite Regional Centres (CRCs)
- Regional Centres - NIEPID
- Indian Association of Clinical Psychologists (IACP)
- Indian Psychiatric Association (IPA)
- Bharat Sanchar Nigam Limited (BSNL)



Inauguration of 'Kiran' (7.9.2020)





Depression



Panic Disorder



Suicidal thoughts



Department of Empowerment of Persons with Disabilities (Divyangans)
Ministry of Social Justice & Empowerment

Anxiety



KIRAN

Helpline Number
1800-599-0019

Thank You!

**Dr. Prabodh Seth
Joint Secretary, DEPwD
Ministry of Social Justice & Empowerment
Govt. of India**