MENTAL HEALTH REHABILITATION HELPLINE
1800-599-0019

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

- Counseling & Diagnosing the Problem
- Developing awareness about Mental Health Care
- Externalising the problem
- Reconnecting with oneself
- Promoting independence and autonomy
- Developing Skills
- Providing access to resources
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

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

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<tr>
<th>(i)</th>
<th>CRC-Ahmedabad</th>
<th>(viii) CRC-Kozhikode</th>
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<tbody>
<tr>
<td>(ii)</td>
<td>CRC-Sundernagar</td>
<td>(ix) CRC-A&amp;N Islands</td>
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<td>(iii)</td>
<td>CRC-Guwahati</td>
<td>(x) CRC-Bhopal</td>
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<td>(iv)</td>
<td>CRC-Davanagere</td>
<td>(xi) CRC-Tripura</td>
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<td>(v)</td>
<td>CRC-Nellore</td>
<td>(xii) CRC-Nagpur</td>
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<td>(vi)</td>
<td>CRC-Rajnandgaon</td>
<td>(xiii) CRC-Gorakhpur</td>
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<td>(vii)</td>
<td>CRC-Srinagar</td>
<td>(xiv) CRC-Lucknow</td>
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Mechanism of Support

How does the ‘Kiran’ Helpline Operate?

Helpline Seeker → 1800 599 0019

First-Level
25 helpline centers at:
8 NIs,
14 CRCs & 3 RCs
with 25x3 = 75
trained rehabilitation professionals

Second-Level
Rehabilitation/Clinical Psychologists (660)
& Psychiatrists (668)

Third Level
Follow-up & Support

Available 24x7 in 13 languages
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)

Interaction with Helpline Providers

Launching 24X7 Mental Health Rehabilitation Helpline

Brochure (Bilingual)

Resource Book (Bilingual)

Poster (Bilingual)
Depression
Panic Disorder
Suicidal thoughts
Anxiety

KIRAN
Helpline Number
1800-599-0019
Thank You!

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