



# 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



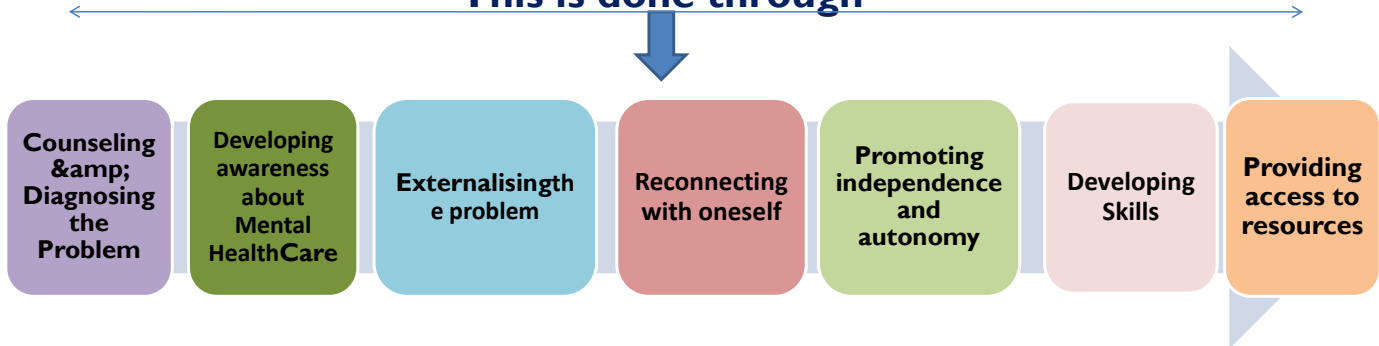
# What is mental health rehabilitation ?

## • 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.

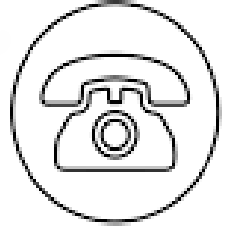


### INDIAN

#### 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 1<sup>st</sup> 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 1<sup>st</sup> Stage Counselling, follow up Counselling and referrals as the case may be.
- Keep the callers identity confidential.

## The Three Pillars



# 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

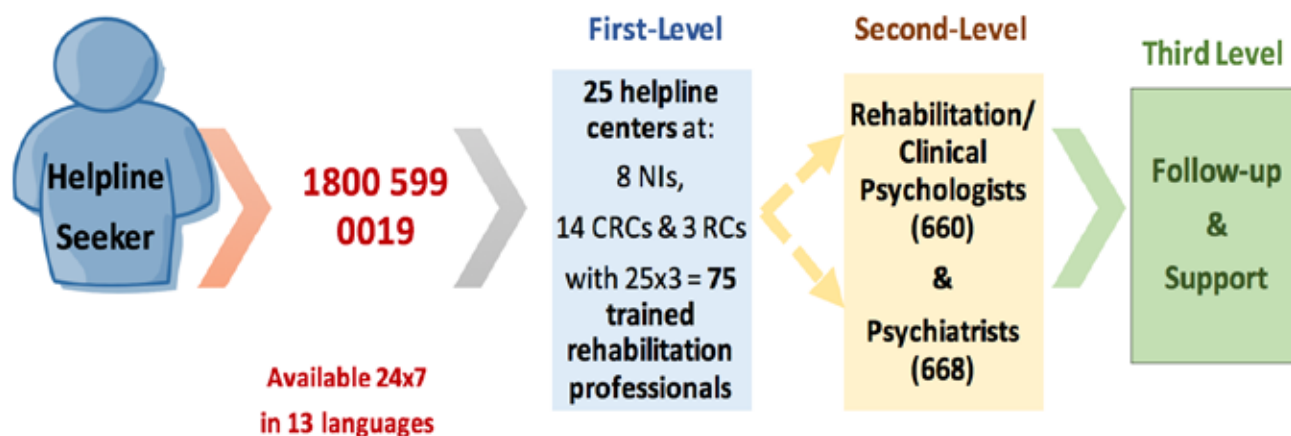


## Composite Regional Centers (CRC)

(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.

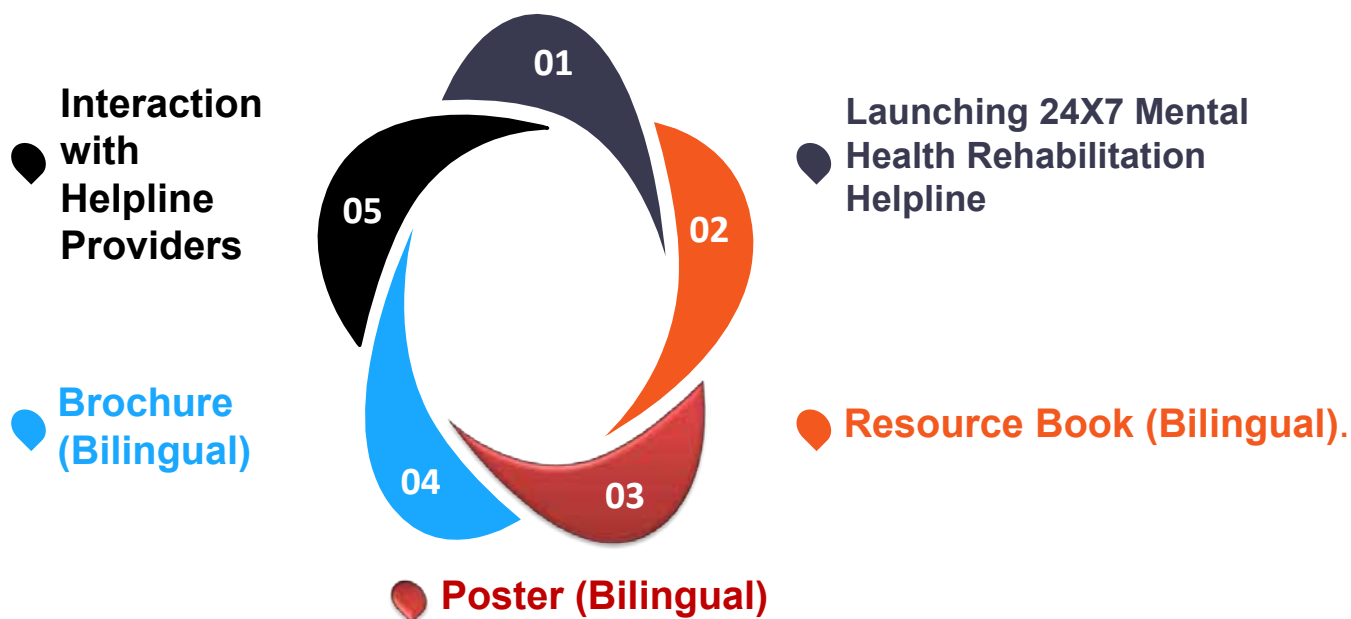


## Collaborating Departments, Institutions and Associations

- 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)



# Thank You!

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