

Press Release

National Health Mission

Counselling Services for 12th Board Exam not qualified students

'104' Health Helpline and '14416' TELEMANAS (Natpudan Ungalodu Mananala Sevai) call centre are functioning 24x7 Hours at DMS Campus Teynampet, Chennai -6.

'104 Health Helpline provides Health related information, Medical and Psychological counselling services for the Beneficiaries who seek Health Advice.

Similarly '14416' TELEMANAS call centre -' (Natpudan Ungalodu Mananala Sevai) has been established to provide Psychological counselling to individuals with distress.

As a new initiative by the Government of Tamil Nadu, during the Academic year 2020-21 and 2021-22, the following NEET enrolled Students were counselled through 104 Health Help Line.

- 2020-21 – 1,10,971 NEET enrolled students
- 2021-22 - 1,45,988 NEET enrolled students

In the academic year 2022-23, Psychological counselling was provided to 46,932 students who were not qualified in the 12th Standard exams. During counselling, 146 students (82 Boys and 64 Girls) were identified as high risk students who were further referred and followed up by the District Psychiatrist and Psychologist of District Mental Health Programme for continuous monitoring to ensure their well-being.

Further, for the Academic year 2022-23, 65,823 NEET aspirants with low cut off marks in NEET Exams were provided with counselling by '104' Health Help line and '14416' TELEMANAS Call Centre .

In the current year 2023-24, 7,60,606 (Seven Lakh Sixty Thousand Six Hundred and Six) students have appeared for 12th exams.

As per the Department of School Education, 51,919 Students were not Qualified for 12th Examination and the line list of 51,919 students were provided to Health Department to facilitate counselling services. The list comprises of 32,164 boys and 19,755 girls.

The counselling services are being provided with the support of 30 Help desk with 100 counsellors from Health Department through 104 Help line

and TELEMANNAS '14416' (Natpudan Ungalodu Mananala Sevai) call centre in 3 Shifts with 30 Counsellors in each shift

- a. The 104 Health Help Line functions with 10 Help Desk at DMS campus manned by 30 Psychologists as Counsellors. The TELEMANNAS '14416' (Natpudan Ungalodu Mananala Sevai) call centre also functions at DMS campus with 10 Help Desk manned by 30 Psychologists as Counsellor, 4 Clinical Psychologist and 1 Psychiatrist.
- b. There is also a second TELEMANNAS '14416' (Natpudan Ungalodu Mananala Sevai) call centre functioning at Institute of Mental Health , Kilpauk, Chennai with 10 Help Desk manned by 30 Psychologists as Counsellors, 3 Clinical Psychologists and 1 Psychiatrist.

The High risk students identified through the Counselling services will be referred to District Team comprising of Psychiatrist, Psychologists and Social Worker under District Mental Health Programme to provide further counselling and follow-up for the Parents and Students to help them to overcome their stress and maintain their wellbeing.

For any psychological counselling, 104 Health Helpline & 14416 TeleMANAS helpline numbers can be contacted.

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