



## ABSTRACT

Tamil Nadu Health System Reform Program – Establishment of Depression/Stress Management hotline services by strengthening the 104 help line in the second year activities of Tamil Nadu Health System Reform Program at cost Rs.83,20,000/- – Sanctioned - Orders- Issued.

### HEALTH AND FAMILY WELFARE (EAPI-1) DEPARTMENT

G.O.(Ms).No.407

Dated: 06.10.2020  
Thiruvalluvar Aandu – 2051  
Sarvari, Puratasi – 20

#### Read

1. G.O.(2D) No.141, Health and Family Welfare (EAP1-1) Department dated 05.09.2019.
2. G.O.(2D) No.19, Health and Family Welfare (EAP1-1) Department, dated 04.02.2020.
3. Minutes of the Second Meeting of the State Empowered Committee Meeting on 03.08.2020.

#### Read also:

4. From the Project Director, Tamil Nadu Health System Reform Program, Letter Ref: No.2881/TNHSRP/PMU/2020, Dated: 24.08.2020.

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#### ORDER:

The Project Director, Tamil Nadu Health System Reform Program has informed that Tamil Nadu Health System Reform Program is a World Bank supported project implemented by Department of Health and Family Welfare (DoH&FW) of Tamil Nadu Government on Program for Results (P for R) basis. The program claims at achieving SDG 3 target by ensuring health lives and promising wellbeing for all at all ages in Tamil Nadu. The total budget of the program is 287 million US\$ over a period of 5 years which will supplement the overall budget of Government of Tamil Nadu in health department of 4,990 million US\$ in next 5 years to achieve the results. The loan agreement was signed on 04.06.2019 and the effectiveness date is declared as 29.07.2019. The Administrative Sanction of the project was accorded in the Government Order first read above. The Goal of the Project is to improve quality of care, strengthen management of non-communicable diseases and injuries, and reduce inequities in reproductive and child health services in Tamil Nadu. The project is being implemented and the first-year activity carried out from July 2019 to March 2020. In first year, all the disbursement linked results were achieved and disbursement claimed to the World Bank of USD 5,20,23,500 and the budget allotted for the first year activity was sanctioned in the Government Order second read above.

2. The Project Director, Tamil Nadu Health System Reform Program has forwarded the proposal approved by the State Empowered Committee headed by

the Chief Secretary to sanction an amount of Rs.83,20,000/- (Rupees Eighty three lakh twenty thousand only) towards Establishment of Depression/Stress Management hotline services by strengthening the 104 help line in the second year activities of Tamil Nadu Health System Reform Program as detailed below:

Tamil Nadu ranks high amongst the states with high suicide rates. This situation needs setting up of a dedicated counseling service to deal with the suicide issue. The current 104 helpline service is used to address the follow up tele-counselling for already recovered patients from attempted suicide and self-harm. A separate and exclusive help-line, along with existing 104 helpline facility with round the clock counseling facility for addressing the management of Stress and Depression, prevention of suicides and also reattempts, is essential to prevent the increasing number of suicide cases in the state. One of the intermediate indicators proposed by the World Bank is Establishment of suicide hotline. As per the suggestion of State Empowered Committee we shall call it as Depression/Stress Management hotline. Hence, it was proposed to establish the Depression/stress management hotline services by strengthening the 104- help line.

3. The Project Director, Tamil Nadu Health System Reform Program has proposed to establish the Depression/stress management hotline services by strengthening the 104- help line with the following cost details.

| Recurring cost (Rs.) | Non-Recurring Cost (Rs.) | Total (Rs.) |
|----------------------|--------------------------|-------------|
| 73,20,000            | 10,00,000                | 83,20,000   |

The State Empowered Committee in its meeting held on 03.08.2020 has approved the proposal for the establishment of an exclusive Depression/stress management hotline with linkage to 104 health help line at a cost of Rs.83,20,000 and allow the Project Director, Tamil Nadu Health System Reform Program to utilize the budget amount of Rs.0.83 crores towards establishing additional 10 desks in 104 with additional 20 Psychologists including their operational cost and the salary of psychologists.

4. The Project Director, Tamil Nadu Health System Reform Program has therefore requested the Government to issue necessary orders to sanction an amount of Rs.83,20,000/- (Rupees Eighty three lakh twenty thousand only) towards Establishment of Depression/Stress Management hotline services by strengthening the 104 help line in the second year activities of Tamil Nadu Health System Reform Program.

5. The Government after careful consideration of the proposal of the Project Director, Tamil Nadu Health System Reform Program have decided to accept the same and accordingly issue the following orders:-

- i. The Project Director, Tamil Nadu Health System Reform Program is permitted to establish the Depression/Stress Management hotline services by strengthening the 104 help line
- ii. Sanction is accorded for an amount of Rs.83,20,000/- (Rupees Eighty three lakh and twenty thousand only) to the Project Director, Tamil Nadu Health System Reform Program towards establishing additional 10 desks in 104 with

- additional 20 Psychologists including their operational cost and the salary of Psychologist as detailed in the annexure annexed to this Government order.
- iii. Sanction is accorded for 20 additional posts of Psychologist and permitted the Project Director, Tamil Nadu Health System Reform Program to fill up the posts through outsourcing for the establishment of Dedicated Depression/Stress Management Hotline with 10 desks in State Emergency Response Centre for 24 X7.

6. The expenditure sanctioned in para 4 (ii) above, shall be debited to the following head of account:-

2210 – Medical and Public Health – 01 Urban Health Services – Allopathy – 110 Hospitals and Dispensaries – Externally Aided Project – PG – Tamil Nadu Health Systems Reforms Project – 309 Grants in Aid -03 Grants for Specific Schemes

IFHRMS (2210 01 110 PG 30903)

7. This order issues with the concurrence of the Finance Department vide its U.O.No.30863/Health-II/2020, dated: 30.09.2020.

(BY ORDER OF THE GOVERNOR)

J.RADHAKRISHNAN  
PRINCIPAL SECRETARY TO GOVERNMENT

To

- ✓ The Project Director, Tamil Nadu Health System Reform Program, Chennai-6.  
The Mission Director, State Health Society, Chennai-6.  
The Managing Director, Tamil Nadu Medical Services Corporation Ltd, Egmore, Chennai-8.  
The Project Director, Tamil Nadu Urban Health Project, Chennai-6.  
The Director of Medical Education, Chennai-10  
The Director of Medical and Rural Health Services, Chennai-6  
The Director of Public Health and Preventive Medicine, Chennai-6  
The Private Secretary to Additional Chief Secretary, Finance Department Chennai-9.  
The Private Secretary to Secretary (Expenditure), Finance Department Chennai-9.  
The Accountant General (A&E), Chennai- 18.  
The Pay and Accounts Officer (South), Chennai-35  
The Commissioner of Treasuries and Accounts, Nandhanam, Chennai-35.  
Copy to  
The Special Personal Assistant to Hon'ble Minister (Health and Family Welfare), Chennai-9.  
The Finance (Health-II) Department, Chennai-9  
Data Cell/SC/SF

//FORWARDED BY ORDER //

*B. Jeyakumar*  
SECTION OFFICER

*B. J.*

**Annexure to G.O.(Ms)No.407, Health and Family Welfare (EAPI-1) Department, dated: 06.10.2020.**

| Proposal 8: Establishment of Depression/ Stress management hotline |  |                   |  |  |            |                     |                        |                          |                  |                  |   |           |          |          |          |                  |          |
|--|--|-------------------|--|--|------------|---------------------|------------------------|--------------------------|------------------|------------------|---|-----------|----------|----------|----------|------------------|----------|
| PDO Indicators   | Activities   | Description S.No. | Description                              | Budget for per unit or per month (Rs.) | Total Nos. | Budget/ Month (Rs.) | Budget per annum (Rs.) | Recurrent/ Non Recurrent | Recurrent        | Non Recurrent    | Additional comments   | DPH       | DMS      | DME      | NHM      | TNHSP            |          |
|  |  |                   |  |  |            |                     |                        |                          |                  |                  |   |           |          |          |          |                  |          |
| Intermediate Indicator 5: Establishment of Hotline                 | Establishment of Dedicated Suicide Hotline with 10 desks in State Emergency Response Center for 24x7 | 8.1               | Psychologists-Salaries                   | 30,000                                 | 20         | 6,00,000            | 72,00,000              | Recurring                | 72,00,000        |                  | Currently post suicidal attempt psychiatric counseling is offered through 104 helpline. We want to strengthen 104 helpline to a dedicated Depression/stress management counseling hotline |           |          |          |          | 72,00,000        |          |
|  |  | 8.2               | Operational cost for 10 functional desks | 1,000                                  | 10         | 10,000              | 1,20,000               | Recurring                | 1,20,000         |                  |   | 1,20,000  |          |          |          |                  | 1,20,000 |
|  |  | 8.3               | Setting up of 10 desks for helpline      | 1,00,000                               | 10         | 10,00,000           | 10,00,000              | Non Recurring            |                  |                  |   | 10,00,000 |          |          |          |                  |          |
| <b>Total</b>   |  |                   |  |  |            |                     | <b>83,20,000</b>       |                          | <b>73,20,000</b> | <b>10,00,000</b> |   | <b>0</b>  | <b>0</b> | <b>0</b> | <b>0</b> | <b>83,20,000</b> |          |

J.RADHAKRISHNAN  
PRINCIPAL SECRETARY TO GOVERNMENT

//True copy //

*B. Jeyakumar*  
SECTION OFFICER  
*B.B.*