

Government of West Bengal
Department of Health & Family Welfare
(Mental Health Branch)
Swasthya Bhawan, B Wing, 2nd Floor, G-29, Sector-V
Bidhannagar, Kolkata-700091
Email-adhsmentalwb@gmail.com, Phone No.:033-2333-0211

Memo No: HAD/9M-22-2021

Dated: 05.07.2021.

To,
The Director of Health Services
Department of Health & FW
Govt. of West Bengal

Sub: Wide circulation of Psychological Tele- Counselling organized by the Government of West Bengal, Department of Health & FW through website www.wbhealth.gov.in

Sir,

During the Covid-19 pandemic situation panic has been developed in the society and in Covid-19 cases as well as their family. In this backdrop Government of West Bengal, Department of Health & Family Welfare took a decision to address the Mental illness which could have been cropped up in this situation, through Psychological Tele-Counselling by the students of Calcutta University department of Psychology, Applied Psychology, Mass Communication and Journalism.

Psychological Tele-Counselling has started in 3rd Floor of Swasthya Sathi Building from 01.08.2020. Total 45 numbers of Counsellors are working in two shifts (9am to 3pm & 3pm to 9pm). Till now 1,33,489 outgoing calls have been done, 1,00,104 incoming calls were received, 2325 persons were counselled and motivated for Donation of Plasma and 6579 persons have been referred to nearest health centre by the counselors since inception.

Now a day they are only receiving calls which have been decreased to 20 calls per day per head. This may be due to lack of publicity. In this backdrop wide circulation may be done by inserting the "Psychological Tele-Counselling cell number (1800313444222-5)" in the scroll section of the website page.

Therefore you are requested to arrange for the aforesaid measures.

Coordinator-IT cell
Please upload the information
in the Deptt web site.

Chowdhury
5/7/21

Director of Health Services
Government of West Bengal

[Signature]
ADHS (Mental Health) in the rank of
DDHS

Department of Health & FW
Govt. of West Bengal