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भारत सरकार/Government of India  
जल शक्ति मंत्रालय/Ministry of Jal Shakti  
पेयजल एवं स्वच्छता विभाग/Deptt. Of Drinking Water and Sanitation  
(समन्वय अनुभाग)/ (Coordination Section)

छठातल, पंडितदीनदयालअंत्योदयभवन,  
सीजीओ कॉम्प्लेक्स, लोधीरोड  
नई दिल्ली - 110003  
दिनांक: 11/11/2020

कार्यालयज्ञापन

**Subject:** Regarding National Commission for protection of Child Rights with India Co-win Action Network has created a network of qualified and trained Counsellors/Psychologists/Experts for providing psychological first-aid and emotional support through its toll free tele-counselling SAMVEDNA.

The undersigned is directed to forward herewith DO No. 1908116/AS(H)/2020 dated 5<sup>th</sup> October 2020 (copy enclosed) on the subject mentioned above for information and necessary action, please.

**Encl:** As above.

  
(राम बली मिश्रा)  
अनुभाग अधिकारी  
फोन न: 24369006

To

Dir. (IEC/SBM-VI)/ Dir. (JJM-II)/ DS (SBM-I)/ DS (Estt. & GA)  
US (JJM-II)/ US (SBM-I)/ US (Estt.& GA)/ SO (IEC/SBM-VI)

Copy to

AS (JJM)/ AS (SBM-G)/JS (Estt., GA &Coord.)



आरती आहुजा मा.प्र.से.

अपर सचिव

**Arti Ahuja, IAS**

**Additional Secretary**

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भारत सरकार

स्वास्थ्य एवं परिवार कल्याण मंत्रालय  
निर्माण भवन, नई दिल्ली-110011

Government of India  
Ministry of Health and Family Welfare  
Nirman Bhavan, New Delhi - 110011

D.O. No. 1908116/AS (H)/2020

Dated the 5<sup>th</sup> October, 2020

Dear *Sir/Madam,*

As you are aware, COVID-19 pandemic has confronted the world with an unprecedented situation and one of the foremost concerns from the different aspects of COVID-19 is its impact on mental health of different sections of the population.

During such a crisis, the emotional and psychological needs of certain groups, especially children, who are isolated due to being diagnosed as COVID positive, and are therefore forced to be in isolation/quarantine in hospitals have been facing exponentially higher level of stress, anxiety, fear, worry, depression, and loss of appetite. Similarly vulnerable are those children who have lost their parents/family, and/or whose parents/siblings, family members are in quarantine centres or hospitals. Children with various physical and mental disabilities and especially mental health disorders are also more vulnerable during this trying time.

It is also seen that COVID-19 associated mental health risk disproportionately hit children who are already disadvantaged and marginalized and may result in tremendous burden of mental health disorders in this age group. It is more critical than ever to ensure that the challenges faced by children are adequately addressed.

In this regard, the National Commission for Protection of Child Rights (NCPCR) with India Co-Win Action Network (I-CAN) has created a network of qualified and trained Counsellors/Psychologists/Experts for providing psychological first-aid and emotional support through its toll free tele-counselling SAMVEDNA (Sensitizing Action on Mental Health Vulnerability through Emotional Development and Necessary Acceptance) (1800-121-2830)(from Mon-Sat 10.00AM-1.00PM and 3 PM to 8 PM). Technical support in terms of training of counsellors has been provided by NIMHANS. This toll-free number is available for children who are affected during COVID 19 pandemic, who may need counselling, including children who are isolated in facilities or are in quarantine centres or hospital.

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In light of the above, you are requested to circulate the information of toll-free tele-counselling in all the COVID Care/Isolation Centres of respected States/UTs and sensitize isolation centres staff regarding referring the child in need of counselling on this toll-free number (Poster on SAMVEDNA is enclosed in e-mail). You may also please wish to share this information with the children of doctors/frontline health workers who have lost their lives during the COVID-19 pandemic to provide psycho-social support.

We are grateful for your support to enable institutions to work in a coordinated manner, in the fight against the mental health outbreak associated with the current pandemic.

*With warm regards,*

Yours Sincerely,

  
(Arti Ahuja)

1. Chief Secretary- All States /UTs
2. Principal Secretary - Health - All States/UTs

Copy to:

1. All Nodal officers appointed by the Government of India for COVID-19 Management
2. Secretaries of all the Ministries/ Department of the Government of India