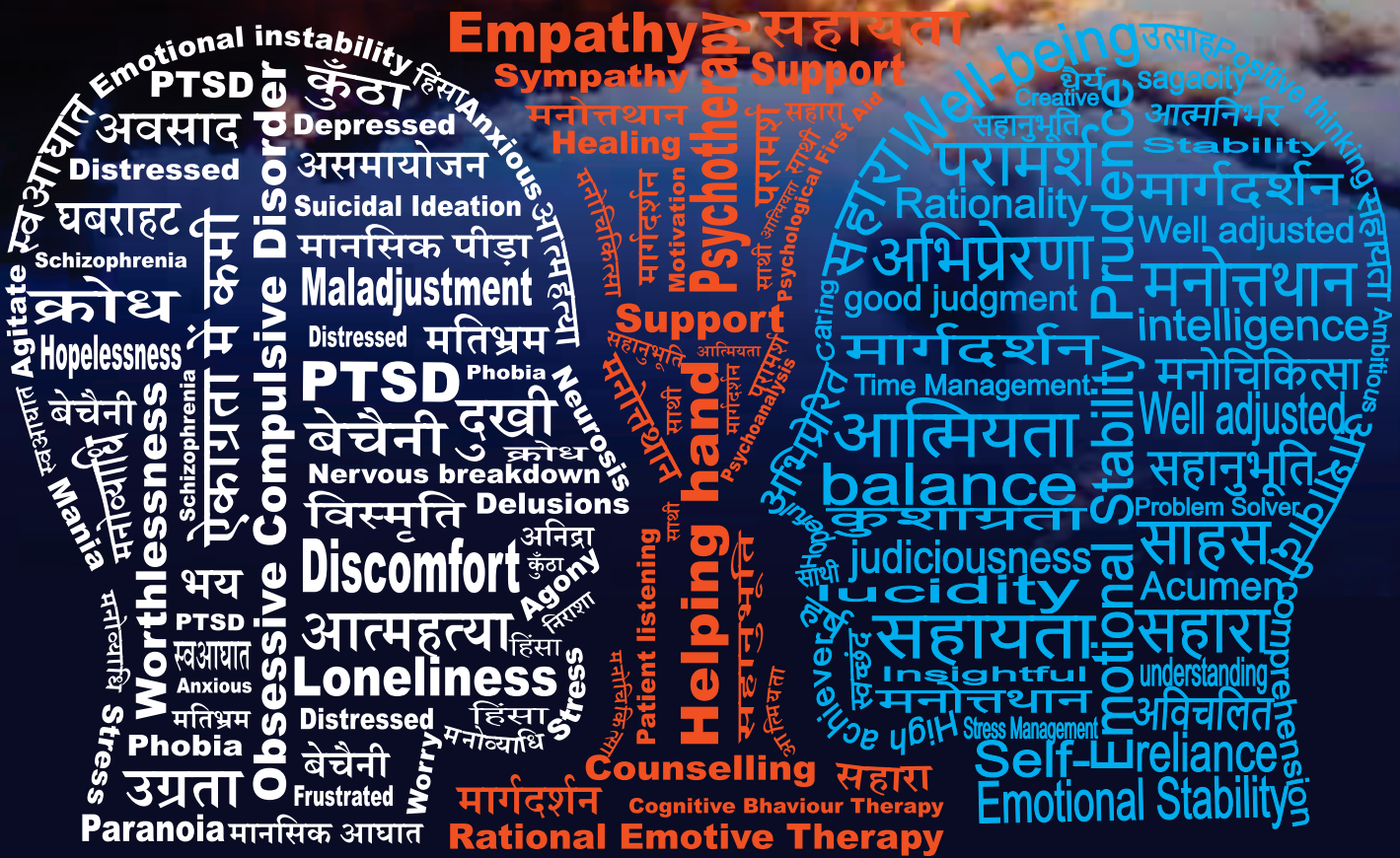


# KIRAN

**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**







**Department of Empowerment of Persons with Disabilities  
(Divyangjan),  
Ministry of Social Justice & Empowerment,  
Government of India  
Phone: 011-24369055, 011-24369056  
[www.disabilityaffairs.gov.in](http://www.disabilityaffairs.gov.in)**

**Project implemented by:**

**National Institute for the Empowerment of Persons with Multiple  
Disabilities (Divyangjan) (NIEPMD), Chennai (Tamil Nadu)**

**National Institute of Mental Health Rehabilitation  
(NIMHR), Sehore (Madhya Pradesh)**

**Toll-Free No: 1800 599 0019**



सत्यमेव जयते

Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice & Empowerment, Government of India  
[www.disabilityaffairs.gov.in](http://www.disabilityaffairs.gov.in)



स्वावलम्बिक  
Swarajamban



# KIRAN

## 24x7 Mental Health Rehabilitation Helpline

Asking for help  
is not a  
sign of weakness

With Covid-19 Distress  
Management Services



Toll Free

**1800 599 0019**



**Dr. Thaawarchand Gehlot**  
Hon'ble Cabinet Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Shri Krishan Pal Gurjar**  
Hon'ble State Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Smt. Shakuntala D. Gamlin**  
Secretary, DEPwD  
Govt. of India

### Objectives

- Early screening;
- First-aid;
- Psychological support;
- Distress management;
- Mental well-being;
- Preventing deviant behaviours;
- Psychological crisis management;
- Referral to mental health experts.

**24x7**

**Obsessive-Compulsive  
Disorder (OCD)**

**Suicide Prevention**

**Depression**

### Helpline Services for

**Panic Attack**

**Anxiety**

**Adjustment Disorders**

**Post-Traumatic  
Stress Disorder**

**Substance Abuse**

**Mental Health Emergency**

**KIRAN**

## **24 X 7 Mental Health Rehabilitation Helpline**

*Inspired by*



**Dr. Thaawarchand Gehlot**  
Hon'ble Cabinet Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Shri Krishan Pal Gurjar**  
Hon'ble State Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



*Project: Mental Health Rehabilitation Helpline- Kiran for Mental Health Issues for Divyangjan and their families including professionals, caregivers and at-risk population.*

*Project conceived by*



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**Well-being cannot exist just in your own head. Well-being is a combination of feeling good as well as actually having meaning, good relationships and accomplishment**





# INDEX

Section	Particulars	Page No.
I	Spread the word: Sensitizing on Mental Health issues	1
II	Know about the <b>KIRAN</b> : Mental Health Rehabilitation Helpline of DEPwD	5
III	Part-1: COVID-19 Medical Fact-sheet for Mental Health Tele-Counseling	9
IV	Part 2A: Frequently Asked Questions (FAQs) on issues related to Mental Health	37
V	Part 2B:	49
	2B (I): Prerequisites for Mental Health Professionals	55
	2B (II): Protocols of First-Aid for Mental Health Conditions	69
	Glossary	93
	Annexure:	99
	1. Mapping of Mental Health Rehabilitation Helpline	101
	2. Centre-wise Dedicated Manpower	103
	3. List of Volunteer Clinical Psychologists	109
	4. List of Volunteer Psychiatrists	141



# Spread the Word: Sensitizing on Mental Health Issues

## What is Mental Wellness?

*Mental wellness is more than the absence of mental illness; it includes:*

- ◆ Positive state of mental health;
- ◆ Feeling happy;
- ◆ Ability to cope with the normal stressors of life;
- ◆ Working productively and fruitfully;
- ◆ Realising own achievements and abilities;
- ◆ Making contributions to the community;

## What is Mental Illness?

Mental Illness can affect our emotional, psychological, and social well-being. It affects how we think, feel, act, handle stress, relate to others, and make choices. Mental illness can occur at any stage of life, from childhood to adulthood through adolescence.

## What does this Helpline offer?

*This helpline is dedicated to resolve mental health issues related to:*

- ◆ Anxiety
- ◆ Obsessive Compulsive Disorder (OCD)
- ◆ Suicide
- ◆ Depression
- ◆ Panic Attack(s)
- ◆ Adjustment Disorders
- ◆ Post Traumatic Stress Disorders, and
- ◆ Substance abuse

*This helpline will cater to:*

- ◆ People in Distress
- ◆ Pandemic induced psychological issues
- ◆ Mental Health Emergency

## Myths and Facts about Mental Health Issues:

**Myth:** Mental health problems don't affect me.

**Fact:** Mental health problems are actually very common.

- ◆ 1 in 5 adults experience a mental health issue
- ◆ 1 in 10 young people experience a period of major depression
- ◆ 1 in 25 live with a serious mental illness, such as schizophrenia, bipolar disorder, major depression
- ◆ India's annual suicide rate is 10.5 per 100,000, while for the world as a whole it is 11.6.

**Myth:** Children don't experience mental health problems.

**Fact:** Even young children may show early signs of mental health concerns.

- ◆ Half of all mental health disorders show first signs before the age of 14.
- ◆ Three quarters of mental health disorders begin before the age of 24.

Less than 20% children and adolescents with diagnosable mental health problems receive treatment.

**Myth:** People with mental health needs can't hold a job.

**Fact:** They can be just as productive as other employees.

***When employees with mental health problems receive effective treatment, it can result in:***

- ◆ Lower medical costs
- ◆ Increased productivity
- ◆ Lower absenteeism
- ◆ Decreased disability costs

**Myth:** There is no hope for people with mental health problems. They never recover.

**Fact:** People with mental health problems can get better and many recover completely.

**Myth:** I can't do anything for a person with a mental health problem.

**Fact:** Loved ones can make a big difference. Friends and family can help someone get the treatment and services by:

- ◆ Reaching out for help and letting them know you are available for help;
- ◆ Helping them access mental health services;
- ◆ Learning and sharing the facts about mental health;
- ◆ Treating them with respect;
- ◆ Refusing to define them by their diagnosis or using labels such as "crazy", "mad" etc.

**Myth:** Having mental illness means you are "crazy", "mad" etc.

**Fact:** You are human and susceptible to illness, the same as any other person.

**Myth:** People with mental illness are violent and dangerous.

**Fact:** Majority of people with mental health problems are not violent. The unfortunate truth is that they are more likely to be victims of violence.

**Myth:** People with bipolar disorder are moody.

**Fact:** Bipolar disorder does not cause mood swings. It causes cycles that last for weeks or months. These extreme highs and lows take turns; and do not change from moment to moment.

**Myth:** Post-Traumatic Stress Disorder (PTSD) is only a military man's disease.

**Fact:** Anyone can have PTSD. A rape or sexual assault victim, a domestic abuse victim, a survivor of a natural disaster, someone who has suffered a loss or even a person who witness someone having mental health problems.

**Myth:** Psychiatric medication is bad.

**Fact:** Not true: Just like any other medical condition, mental illness is an illness. For many with mental illness, medication is necessary, just like a diabetic taking insulin.

**Myth:** Seeking help for mental illness will lead to being defamed and make symptoms worse.

**Fact:** It's hard to come out to anyone about having mental illness, because they're misunderstood. People think that they are the way they are, because of nature, personality or attitude.

When you open up to someone, you are working to reduce stigma, increase awareness, empower yourself, grow as a person, and promote understanding of mental health.

## **Why seek Help?**

Seeking help is a positive step, it enhances health, well-being and happiness. Seeking help, regardless of the problem being faced, is a sign of strength and courage.

## **When to seek help?**

*When you find the following signs in yourself or in a loved one*

- ◆ Sleep or appetite changes
- ◆ Decline in personal care
- ◆ Rapid mood changes
- ◆ Feeling of disconnection from oneself or surroundings
- ◆ Withdrawal from normal activities and unusual drop in daily functioning
- ◆ Problem in concentration, memory, logical thought or speech
- ◆ Loss of initiative or desire to participate in any activity
- ◆ Illogical thinking or exaggerated beliefs
- ◆ Fear or suspicion of others
- ◆ Unusual, odd or uncharacteristic behaviour

## **Points to remember-**

### ***Mental Health Problems/Illnesses are:***

- ◆ Preventable by adopting healthy lifestyle and identifying early signs
- ◆ Mostly Treatable like other illnesses
- ◆ Manageable with psychotherapy, medicines and family support.
- ◆ Help is available: Professionals/ Institutions are available to help
- ◆ Rehabilitation is possible: Centres are available to help in Rehabilitation and Inclusion
- ◆ Need not be institutionalized: Mostly can be treated at home with professional support
- ◆ Family, community, and schools can support inclusion: It is every citizen's right to participate equally with dignity in society.
- ◆ They can get/retain employment: With proper medication and psychotherapy, they can get and retain job.

## **Tips for Mental Health and Well-being:**

- ◆ Sleep well - Get at least eight hours of sleep a day.
- ◆ Eat well –Your brain needs nutrients to stay healthy.
- ◆ Keep active – Exercise keeps the brain and body healthy, and helps improve mood.
- ◆ Socialize- Interact with others and invest time in people you care. Talking/ conversation can solve most of the problems.
- ◆ Hobby- Pick up a new skill or hobby or do things you're good at– Enjoying yourself can help beat stress.
- ◆ Care for others or do something for others– Caring for others is what brings relationships closer.
- ◆ Avoid alcohol, cigarettes and drugs. They are not the solutions to problems, they can harm the brain and lead to mental health problems.
- ◆ Laughter is the best medicine, laugh often.
- ◆ Talk about your feelings – Telling somebody that you are sad really helps.
- ◆ Stay in touch– Get help/advice– Seeking help is not a sign of weakness, it is a way of staying strong.
- ◆ Take time for yourself. Just try something new.
- ◆ Self-acceptance – Feel good about yourself, boost your confidence, and be proud of yourself.

# **Know about the KIRAN: Mental Health Rehabilitation Helpline of DEPwD**

**Toll-Free Number: 1800 599 0019**

The Department of Empowerment of Persons with Disabilities (Divyangjan), Ministry of Social Justice and Empowerment, Govt. of India, as part of its commitment to promote Mental Health and to rehabilitate Persons with Mental Illness has envisaged a 24 hours 7 days a week toll-free Mental Health Rehabilitation Helpline.

This toll-free helpline (1800-599-0019) will be implemented initially through its 25 Institutions spread across the Country. This helpline will be available in 13 languages initially.

- Hindi हिन्दी
- English
- Telugu తెలుగు
- Kannada ಕನ್ನಡ
- Tamil தமிழ்
- Malayalam മലയാളം
- Bengali বাংলা
- Marathi मराठी
- Gujarati ગુજરાતી
- Urdu اردو
- Odia ଓଡ଼ିଆ
- Punjabi ਪੰਜਾਬੀ
- Assamese অসমীয়া

## Objectives of the Mental Health Rehabilitation Helpline:

- ◆ Early screening
- ◆ First aid
- ◆ Psychological support
- ◆ Distress management
- ◆ Mental well-being
- ◆ Preventing deviant behaviours
- ◆ Psychological crisis management
- ◆ Referral to mental health experts

## What does this Helpline offer?

*This helpline is dedicated to resolve mental health issues related to:*

- ◆ Anxiety
- ◆ Obsessive Compulsive Disorder (OCD)
- ◆ Suicide
- ◆ Depression
- ◆ Panic Attack(s)
- ◆ Adjustment Disorders
- ◆ Post Traumatic Stress Disorders, and
- ◆ Substance abuse

*This helpline will cater to:*

- ◆ People in Distress
- ◆ Pandemic induced psychological issues
- ◆ Mental Health Emergency

## Target Population:

Any individual/Family/NGOs/Parents Associations/Professional Associations/Rehabilitation Institutions /Hospitals who are in need of Counseling/Information on Mental Health across the country including Ladakh, Kashmir, Jammu, 08 North-Eastern States, Andaman and Nicobar Islands and Lakshadweep.

## Working Hours

**24x7**-The helpline will be operational for 24 hours during day and night and for seven days of the week. A dedicated mobile number and separate handset provided with each Helpline Centre will be available for uninterrupted service of the MHRH.

**Coordinating Agency:** National Institute for the Empowerment of Persons with Multiple Disabilities (*Divyangjan*) (NIEPMD), Chennai, (Tamil Nadu).  
National Institute of Mental Health Rehabilitation(NIMHR)  
Sehore ( Madhya Pradesh)

**Helplines Centres:** All National Institutes/Composite Rehabilitation Centres/Regional Centres under DEPwD (**Presently 25 centres are operational**)



**Technical Co-ordination:** Bharat Sanchar Nigam Limited (BSNL)–Call centre setup; Management of operation by BSNL, Chennai (TN).

**Collaborating Agency:**

1. Indian Association of Clinical Psychologists (IACP)
2. Indian Psychiatrists Association (IPA)
3. Indian Psychiatric Social Workers Association (IPSWA)

### **Operational Strategy:**

- Level 1:** All calls will be routed through the toll-free number – 1800 599 0019.
- Level 2:** The caller will hear a welcome message in Hindi and English.
- Level 3:** The caller will get an option to select his/her desired language via the IVRS system.
- Level 4:** After selecting language, the caller will select the state/UT using the IVRS system.
- Level 5:** The call will be transferred to the designated Institute automatically based on location mapping.
- Level 6:** Professionals at Helpline Centres will offer the Mental Helpline Service as per the defined protocol.
- Level 7:** The designated call-centres can connect with the collaborating agency/empaneled specialist on need basis (Clinical Psychologists/Rehabilitation Psychologists/Psychiatrists as per the client’s need).

### **Operational Guidelines:**

- Stage 1:** Calls received by the locations (as per mapping) will be attended by the designated staff (First-Line Help) of that centre (Rehabilitation Officers/ Clinical Psychologists/ Rehabilitation Psychologist of the Centre); who will administer the following steps:
- Gathering Basic Information
  - Assessment of the Client
  - Offer online guidance/counseling/psychotherapy etc.
  - Conduct follow-up session as per client’s needs
  - Refer client to associated services, clinical psychologist, psychiatrist, etc.
- Stage 2:** The designated staff (First-Line Help), as per the requirement, will connect the call to psychologists/psychiatrist (Second-Line Help). All the first-line help officers will be able to transfer/forward the call to the second-line help (Volunteers Mental Health Professionals; Clinical Psychologist or Psychiatrists) or may connect to other outside help. The helpline management system is equipped with the call transfer or call forwarding facilities by dialing prescribed numbers as provided by BSNL.
- Stage 3:** As per need, the caller will be facilitated to avail the services of Mental Health Professionals/Institutions/Social Welfare Board/Child Welfare Committee or any other Forums, as deemed fit.

### **Follow-up and Support services:**

Through the follow-up and support service system, the caller will be given an appointment time to connect her/him with psychiatrists, psychologists and other service providers. This helpline also has facility of a call-back system; thereby making it possible for the professionals to also get in

touch with the caller. Accordingly, the professional identity can be masked.

### **Outcome Indicators:**

**Indicator 1:** Number of calls managed by the toll-free number.

**Indicator 2:** Number of Psychiatrists and Clinical Psychologists linked with MHRH.

**Indicator 3:** Number of referrals made to other professional bodies/forums.

**Indicator 4:** Total number of follow up services.

### **Function Management:**

**Toll-free Line Management:** Toll-free line will be completely managed by NIEPMD with technical support of BSNL.

**Incoming Call Management:** The designated centres (as per location mapping) will be responsible to handle the calls and linking them with empaneled experts/professionals as per need.

**Resolving Technical Issues:**

- a. Issues related to telephone lines /connectivity – NIEPMD.
- b. Management of local telephone - Concerned designated centres.

### **Operational Capacity:**

The toll-free number can be used by all the 25 centres (connected at present) simultaneously. It can be expanded upto 30 centres.

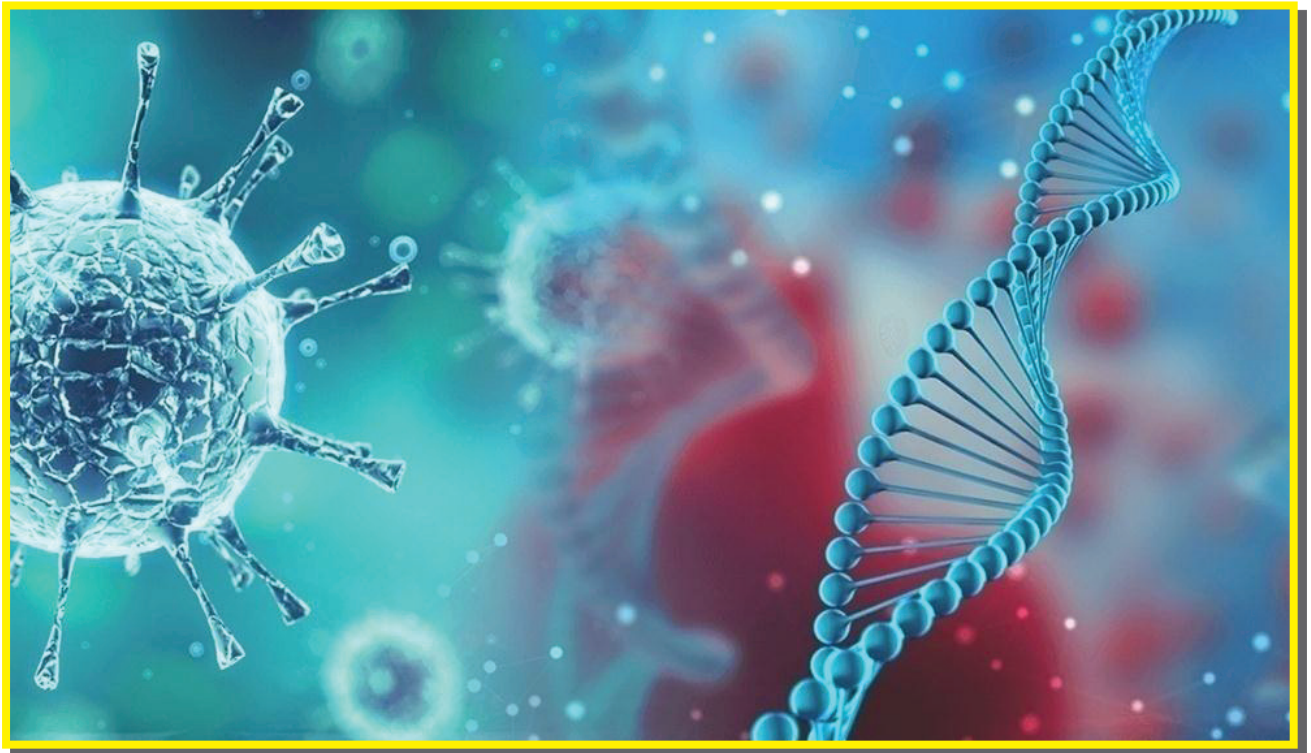
- Total 30 channels are available with a capacity of 10 clients each (ie. a total of 300 clients per hour can be attended simultaneously)
- Present capacity: 25 channels x 10 clients per hour ie. 2500 clients per day.

### **Mental Health Rehabilitation Helpline Human Resource:**

- **First-Line Help** Mental Health Professionals at Mental Health Rehabilitation Helpline Centres (Currently 25 centres):  $25 \times 3 = 75$  professionals are deputed to manage the Helpline in 25 centres.
- **Second-Line Help: Clinical/Rehabilitation Psychologists** have consented to offer voluntary services, other than above mentioned 75 Professionals of NIs, RCs, CRCs: **640** Clinical/Rehabilitation Psychologists have consented and volunteered for the helpline.
- **Second-Line Help: Psychiatrists** consented to offer voluntary services: **668** Psychiatrists have consented and volunteered for the helpline.

**Helpline Protocols and Modules:** This Resource Book with Protocols and Module is prepared by a three members Technical Committee. This Resource Book may be revised and updated as per the experience and feedback after completion of three months of trial run by the Helpline.

**PART- 1**  
**COVID-19**  
**MEDICAL FACT-SHEET FOR**  
**MENTAL HEALTH TELE-COUNSELING**





## COVID-19 MEDICAL FACT-SHEET FOR MENTAL HEALTH TELE-COUNSELING

According to World Health Organization, there is abysmal gap between the need of mental health services and the availability of trained specialists for providing these services. In India also, there is an acute scarcity of the trained Mental Health Specialists. Hence, the dearth of Mental Health professionals, mental health related social stigma, lack of financial resources, compulsion of social distancing in the pWemic period etc., are the obstacles which deprive a person with mental illness to seek assistance from the Mental Health Professionals. Under these circumstances, MENTAL HEALTH REHABILITATION HELPLINE or Tele- Counselling service will serve as an essential instant psychological aid and provide the necessary succour to the concerned population.

FAQs and medical facts on COVID-19 are compiled in this resource book. These can be utilized by all the National Institutes (NIs) and Composite Regional Centres (CRCs) for uniformity and standardization of serving through the helpline across all the institutes. The contents are based on excerpts of literature of authentic institutions like the World Health Organization (WHO), Indian Council of Medical Research (ICMR), Indian Medical Association (IMA) etc. The basic format taken by WHO in addressing the Q & A in their website has been adhered to in this resource book.

### INDEX

S. No.	Topic	Page No.
<b>A.</b>	<b>General Description of Corona Virus and COVID-19</b>	<b>15</b>
	A 1. What is Corona Virus?	<b>15</b>
	A 2. What is COVID-19?	<b>16</b>
	A 3. Why is the disease being called Corona Virus Disease 2019 (COVID-19)?	<b>16</b>
	A 4. What is SARS-CoV-2?	<b>16</b>
	A 5. What is the origin of Corona Virus ?	<b>16</b>
<b>B.</b>	<b>Clinical Features/ Spread/ Incubation Period/ Risk Factors of COVID-19</b>	<b>17</b>
	B 1. What are the symptoms/clinical features of COVID-19?	<b>17</b>
	B 2. When is someone infectious (incubation period)?	<b>19</b>
	B 3. How does COVID-19 spread?	<b>19</b>
	B 4. What should I do if I have COVID-19 symptoms and when should I seek medical care?	<b>19</b>
	B 5. Who all are the more vulnerable groups for severe infection?	<b>20</b>
	B 6. Who is at risk for COVID-19?	<b>20</b>
	B 7. Can children or adolescents get COVID-19?	<b>20</b>

	B 8. What about pregnant women?	20
	B 9. Can COVID-19 be contracted from a person who has no symptoms?	20
	B 10. Will contact with body fluids spread infection?	21
	B 11. Can people who recover from COVID-19 be infected again?	21
	B 12. Can I get COVID-19 from the faeces of someone with the disease?	21
	B 13. How long does the Virus survive on surfaces?	21
<b>C.</b>	<b>Modes of transmission of the COVID-19 Virus</b>	<b>22</b>
	C 1. What is droplet transmission in COVID-19?	22
	C 2. What is airborne transmission?	22
<b>D.</b>	<b>What to do in instances of close contact with someone who has COVID/ I think I have been exposed to COVID-19?</b>	<b>23</b>
	D 1. What should I do if I have come in close contact with someone who has COVID-19?	23
	D 2. What should I do if I have no symptoms, but I think I have been exposed to COVID-19? What does it mean to self-quarantine?	24
<b>E.</b>	<b>Treatment/Comorbidities/Tests/Vaccines</b>	<b>24</b>
	Treatment and Medications in Comorbid conditions	24
	E 1. Is there a treatment for the COVID-19 disease?	24
	E 2. Are antibiotics effective in preventing or treating COVID-19?	25
	E 3. Are patients with heart disease, diabetes or hypertension at increased risk to get Corona Virus infection?	25
	E 4. Among people with above diseases, is there an increased risk of severe illness or complications once infected?	25
	E 5. Are people with diabetes more prone to COVID-19 ?	25
	E 6. Tips for those with diabetes, hypertension and heart disease:	26
	E 7. What about reports about BP medications (anti-hypertensive) increasing severity of COVID-19 ?	26
	E 8. What medication can I take for pain or fever?	26
	E 9. Is there a need to control Blood Pressure (BP), blood sugar and do regular physical activity ?	26
	E 10. When should I be tested for COVID-19?	26
	E 11. Where can I get tested?	27
	E 12. What are the tests done to detect Corona Virus infection?	27

	E 13. Is there a vaccine against the Virus? How long will it take to develop a vaccine?	<b>28</b>
	E 14. Am I protected against COVID-19 if I had the influenza vaccine this year?	<b>28</b>
<b>F.</b>	<b>Common Terms Associated with COVID-19:</b>	<b>28</b>
	F 1. Social distancing	<b>28</b>
	F 2. Quarantine	<b>28</b>
	F 3. Reverse quarantine	<b>28</b>
	F 4. Isolation	<b>28</b>
	F 5. Difference between isolation and quarantine.	<b>29</b>
	F 6. Lockdown	<b>29</b>
	F 7. Why are we in lockdown?	<b>29</b>
<b>G.</b>	<b>Prevention/Protection Measures</b>	<b>30</b>
	G 1. What can I do to protect myself and prevent the spread of the disease?	<b>30</b>
	G 2. How does washing with soap and water/sanitizer protect us from the Virus?	<b>31</b>
	G 3: How to wash with soap and water in the most effective manner?	<b>31</b>
	G 4. Are face masks effective in protecting against COVID-19?	<b>32</b>
	G 5. How to put on, use, take off and dispose of a mask?	<b>32</b>
	G 6. Types of masks.	<b>32</b>
	G 7. If we don't know who is infected, how can we protect others and ourselves?	<b>33</b>
	G 8. What precautions should I take if I am visiting an area having community transmission?	<b>33</b>
	G 9. What if I have recently been in an area of local or community transmission?	<b>34</b>
	G 10. What is the risk of COVID-19 infection from food products imported from the affected areas?	<b>34</b>
<b>H.</b>	<b>COVID-19, Pets and Animals</b>	<b>34</b>
	H 1. What is the connection between COVID-19 and animals?	<b>34</b>
	H 2. Can I get COVID-19 from my pet?	<b>34</b>
<b>I.</b>	<b>Magnitude of Risk Posed by this Novel Corona Virus</b>	<b>34</b>
	I 1. How dangerous is the Corona Virus disease?	<b>34</b>





## A. GENERAL DESCRIPTION OF CORONA VIRUS AND COVID-19

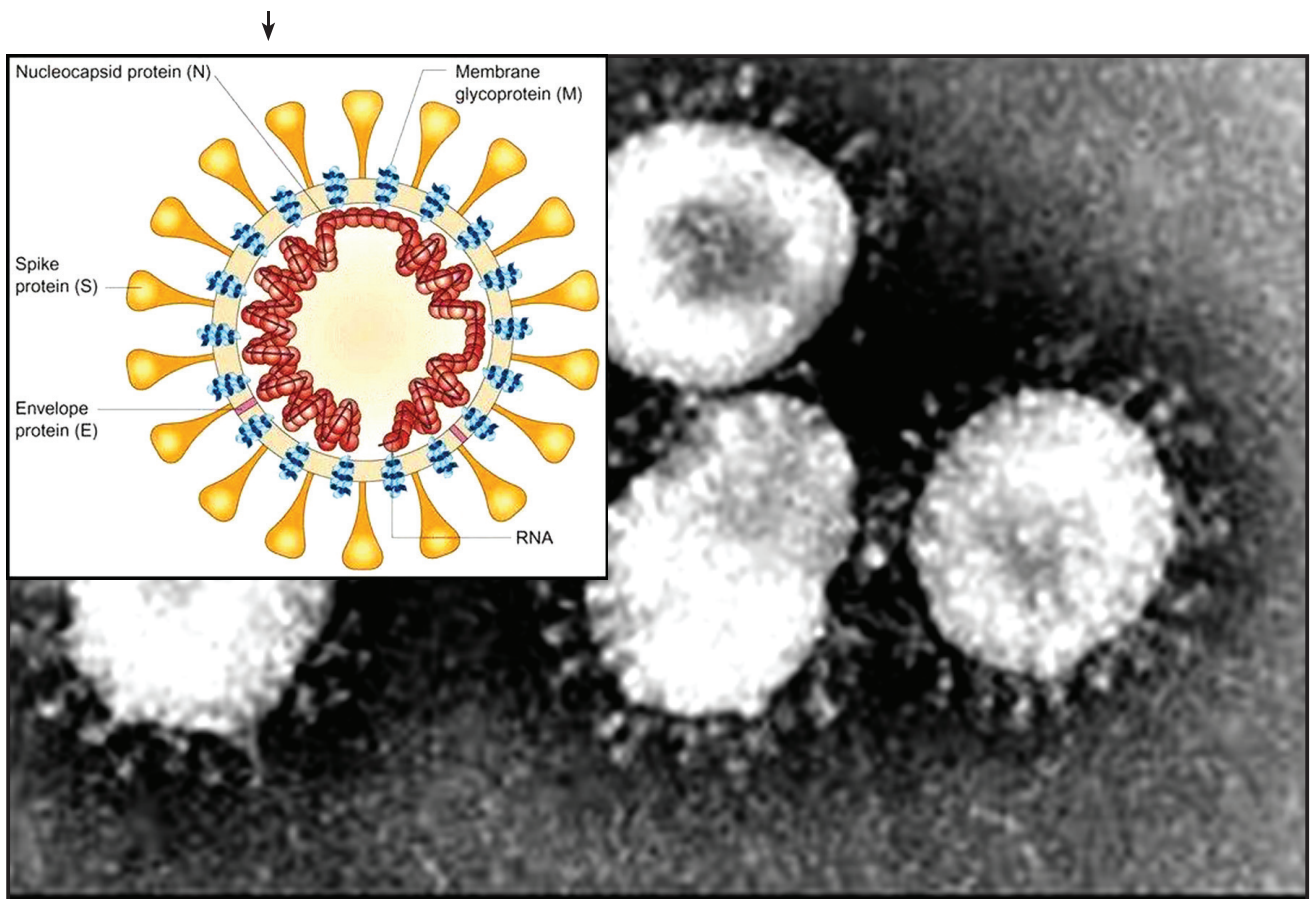
### A 1. What is Corona Virus?

- Corona Viruses are a large family of Viruses which may cause illness in animals or humans. In humans, several Corona Viruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). The most recently discovered Corona Virus causes Corona Virus Disease COVID-19.

Detailed description (if required)

- Corona Viruses constitute the subfamily Orthocoronavirinae, in the family Coronaviridae, order Nidovirales, and realm Riboviria. They are enveloped Viruses with a positive-sense single-stranded RNA genome and a nucleocapsid of helical symmetry. This is wrapped in an icosahedral protein shell.
- The genome size of Corona Viruses ranges from approximately 26 to 32 kilobases, one of the largest among RNA Viruses. They have characteristic club-shaped spikes that project from their surface, which in electron micrographs create an image reminiscent of the solar corona, from which their name derives. Most human Corona Viruses fall into one of two serotypes: OC43-like and 229E-like.
- Multiplication: The Virus enters the host cell, and the uncoated genome is transcribed and translated. The mRNAs form a unique “nested set” sharing a common 3’ end. New Virus form by budding from host cell membranes.

#### Electron microscopic view of Corona Virus



**A 2. What is COVID-19?**

- COVID-19 is the infectious disease caused by the most recently discovered Corona Virus. This new Virus and disease was unknown before the outbreak began in Wuhan, China, in December 2019. COVID-19 is now a pandemic affecting many countries globally.
- Most people infected with the COVID-19 Virus experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.
- The best way to prevent and slow down transmission is to be well informed about the COVID-19 Virus, the disease, its causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face.
- The COVID-19 Virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practise respiratory etiquette (for example, coughing into a flexed elbow). Masks have to be used to prevent the spread in disease-prone areas.

**A 3. Why is the disease being called Corona Virus disease 2019 (COVID-19)?**

- On 11th February, 2020, the World Health Organization announced an official name for the disease that is causing the 2019 Novel Corona Virus outbreak, first identified in Wuhan China. The new name of this disease is Corona Virus Disease 2019, abbreviated as COVID-19.
- There are many types of human Corona Viruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 is a new disease, caused by a novel (or new) Corona Virus that has not previously been seen in humans. The name of this disease was selected following the World Health Organization's (WHO) best practice external icon for naming of new human infectious diseases.
- A diagnosis with Corona Virus 229E, NL63, OC43, or HKU1 is not the same as a COVID-19 diagnosis. Patients with COVID-19 will be evaluated and cared for differently than patients with common Corona Virus diagnosis.

**A 4. What is SARS-CoV-2?**

- Severe Acute Respiratory Syndrome Corona Virus-2 (SARS-CoV-2) is the name given to the 2019 Novel Corona Virus.

**A 5. What is the origin of Corona Virus ?**

- Corona Viruses are a large family of Viruses that are common in people and many different species of animals, including camels, cattle, cats, and bats. Rarely, animal Corona Viruses can infect people and then spread among people infected with MERS-CoV, SARS-CoV, and now with this new Virus named SARS-CoV-2.

- The SARS-CoV-2 Virus is a beta Corona Virus, like MERS-CoV and SARS-CoV. All three of these Viruses have their origins in bats. Early on, many of the patients at the epicentre of the outbreak in Wuhan, Hubei Province, China had some link to a large seafood and live animal market, suggesting animal-to-person spread. Later, a growing number of patients reportedly did not have exposure to animal markets, indicating person-to-person spread. Person-to-person spread was subsequently reported outside Hubei and in countries outside China. Some international destinations now have apparent community spread with the Virus that causes COVID-19.
- Community spread means some people have been infected and it is not known how or where they became exposed.

**B. CLINICAL FEATURES/SPREAD/INCUBATION PERIOD/RISK FACTORS OF COVID-19**

**B 1. What are the symptoms/clinical features of COVID-19?**

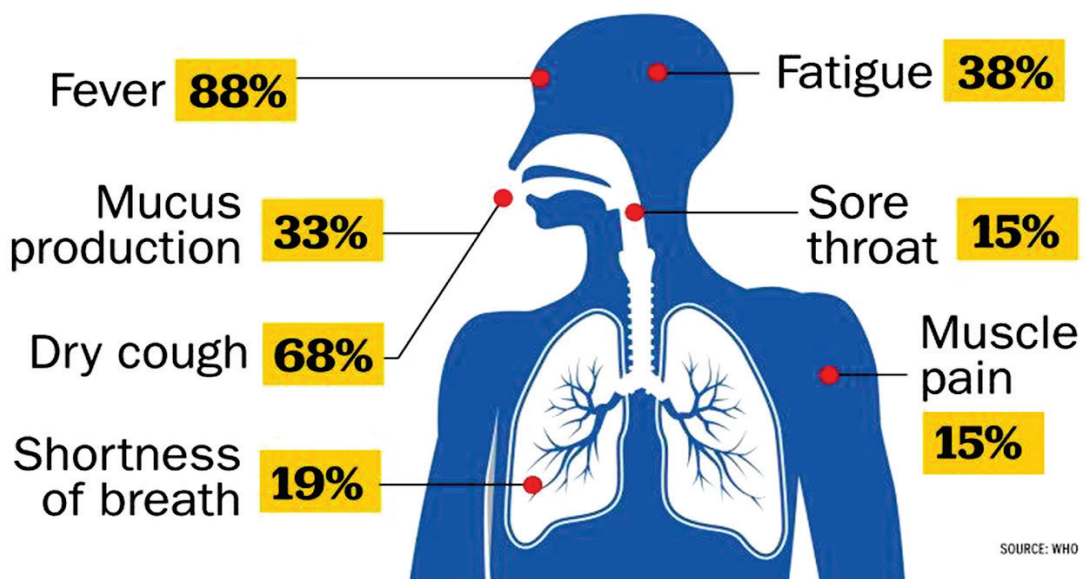
- The clinical spectrum of COVID-19 ranges from mild disease with non-specific signs and symptoms of acute respiratory illness, to severe pneumonia with respiratory failure and septic shock. There have also been many reports of asymptomatic infection with COVID-19.

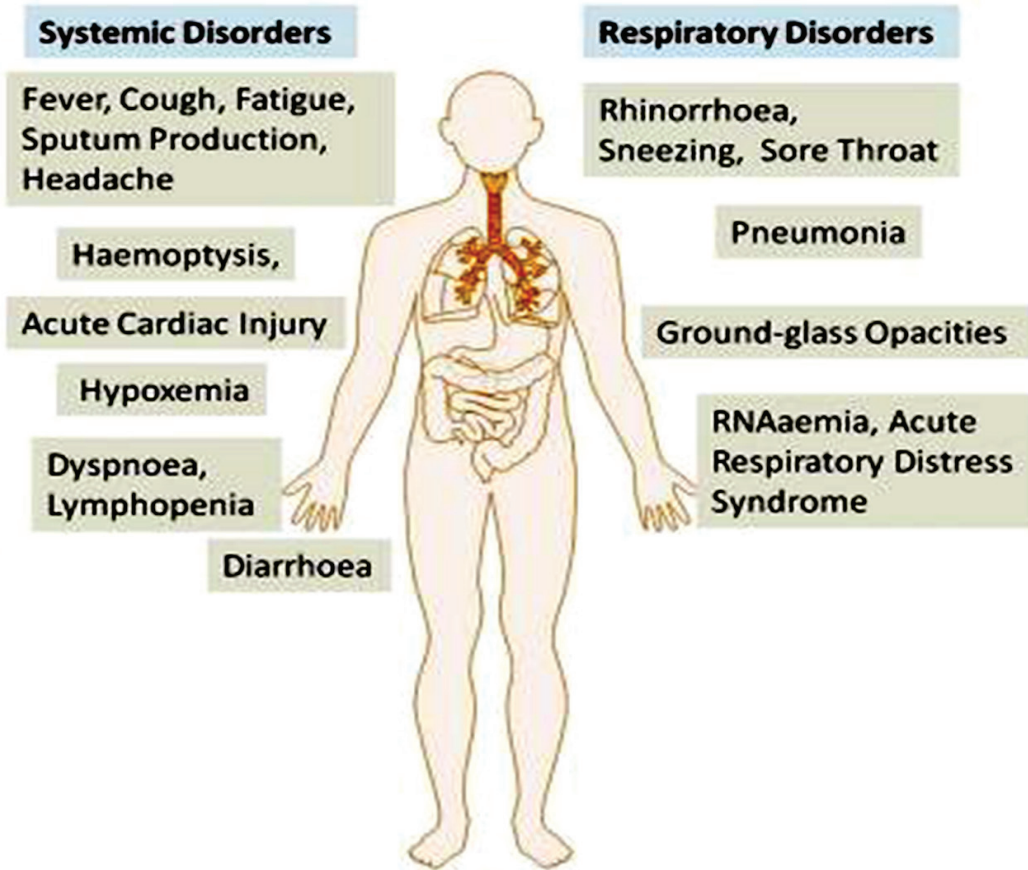
**The most common symptoms of COVID-19 are:**

- fever
- dry cough
- tiredness.

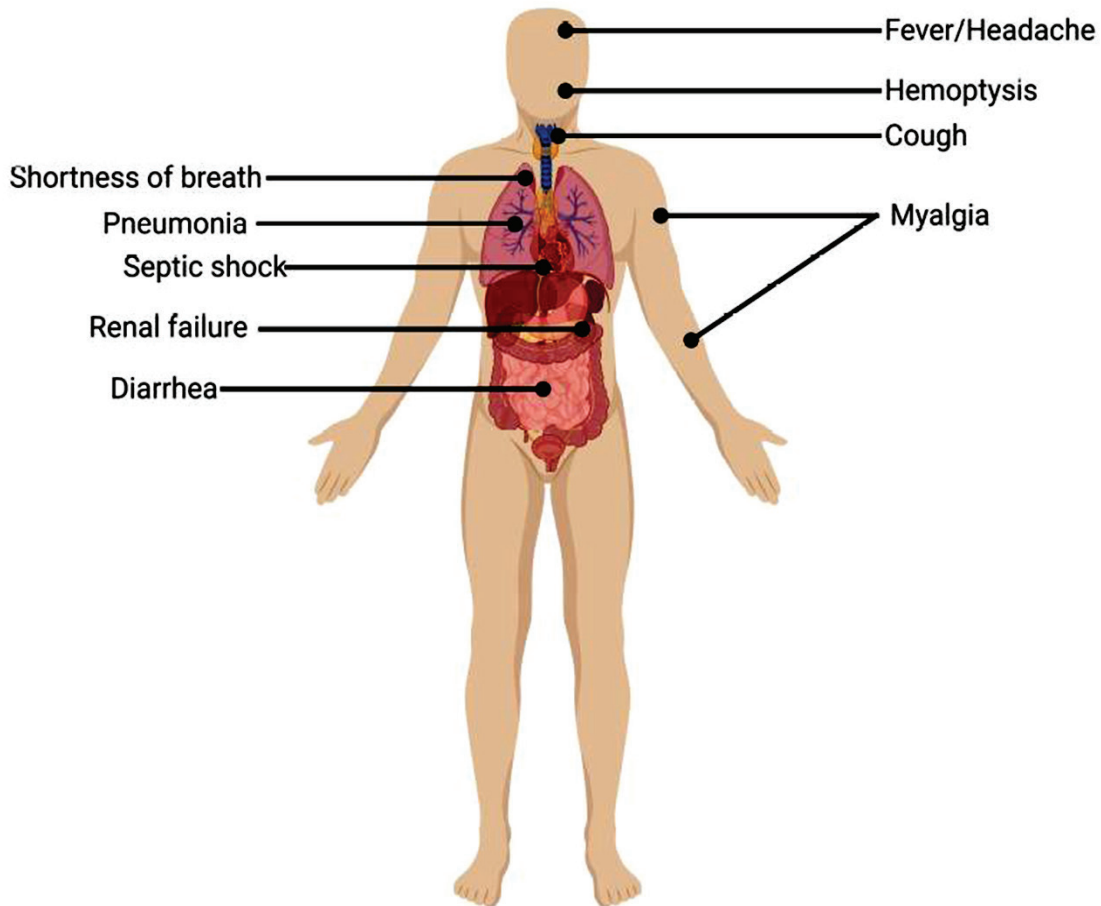
*Some patients may have:*

- aches and pains
- nasal congestion
- sore throat
- diarrhoea etc.





### Clinical presentation of patients with CoVID-19



- These symptoms are usually mild and begin gradually. Some people become infected but only have very mild symptoms.
- Most people (about 80%) recover from the disease without hospital treatment. Around 1 out of every 5 people who gets COVID-19 becomes seriously ill and develops difficulty in breathing.
- However, anyone can catch COVID-19 and become seriously ill. Even people with very mild symptoms of COVID-19 can transmit the Virus.
- People of all ages who experience fever, cough and difficulty in breathing should seek medical attention.

**B 2. When is someone infectious (incubation period)?**

- Existing literature regarding SARS-CoV-2 and other Corona Viruses (e.g. MERS-CoV, SARS- CoV) suggest that the incubation period may range from 2 to 14 days.
- Further Details: The onset and duration of viral shedding and period of infectiousness for COVID-19 are not yet fully known. It is possible that SARS-CoV-2 RNA may be detectable in the upper or lower respiratory tract for weeks after illness onset, similar to infection with MERS-CoV and SARS-CoV. However, detection of viral RNA does not necessarily mean that infectious Virus is present. Asymptomatic infection with SARS-CoV-2 has been reported, but it is not yet fully understood what role asymptomatic infection plays in transmission.
- Similarly, the role of pre-symptomatic transmission (infection detection during the incubation period prior to illness onset) is not fully known. It is assumed that an infected person can transmit disease 1 to 2 days prior to the onset of symptoms in him/her (in the pre-symptomatic period).

**B 3. How does COVID-19 spread?**

- People can catch COVID-19 from others who have the Virus. The disease spreads primarily from person to person through small droplets from the nose or mouth, which is expelled when a person with COVID-19 coughs, sneezes, speaks or laughs loudly. This is why it is important to use mask.
- These droplets are relatively heavy, do not travel far and quickly sink to the ground. People can catch COVID-19 if they breathe in these droplets from a person infected with the Virus. This is why it is important to stay at least 1 metre (3 feet) away from others. These droplets can land on objects and surfaces around the person such as tables, doorknobs and handrails. People can become infected by touching these objects or surfaces, then touching their eyes, nose or mouth. This is why it is important to wash your hands regularly with soap and water or clean with alcohol-based hand rub.

**B 4. What should I do if I have COVID-19 symptoms and when should I seek medical care?**

If you have minor symptoms such as slight cough or a mild fever, there is generally no need to seek medical care. Stay at home, self-isolate and monitor your symptoms. Follow national guidance on self-isolation.

However, if you live in an area with malaria/dengue fever etc, it is important that you do not ignore symptoms of fever. Seek medical help.

**When to attend the health facility?**

- Wear a mask if possible,
- Keep at least 1 metre distance from other people
- Do not touch surfaces with your hands.

If it is a child who is sick help the child stick to this advice.

Seek immediate medical care if you have difficulty in breathing or pain/pressure in the chest. If possible, call your health care provider in advance, so he/she can direct you to the right health facility.

**B 5. Who all are the more vulnerable groups for severe infection?**

- The available data are currently insufficient to identify risk factors for severe clinical outcomes. From the limited data that are available for COVID-19 infected patients, and for data from related Corona Viruses such as SARS-CoV and MERS-CoV, it is possible that:
- Elderly population above the age of 60 years.
- Persons with comorbid illnesses like severe hypertension, uncontrolled diabetes, cancer patients, persons with cardiac/renal/gastrointestinal/liver illnesses, autoimmune diseases, patients on immunosuppressant drugs etc. may be at risk for more severe outcomes.

**B 6. Who is at risk for COVID-19?**

Currently, those at greatest risk of infection are:

- Persons who have had prolonged, unprotected close contact with a patient with symptomatic, confirmed COVID-19
- Those who live in or have recently been to areas with sustained transmission.

**B 7. Can children or adolescents get COVID-19?**

- Research indicates that children and adolescents are just as likely to become infected as any other age group and can spread the disease.
- Evidence to date suggests that children and young adults are less likely to get severe disease, but severe cases can still happen in these age groups.
- Children and adults should follow the same guidance on self-quarantine and self-isolation if there is a risk to which they have been exposed to or are showing symptoms.
- It is particularly important that children avoid contact with older people and others who are at risk of more severe disease.

**B 8. What about pregnant women?**

- There is no published evidence yet on the severity of illness among pregnant women after COVID-19 infection. It is suggested that all pregnant women follow the same precautions for the prevention of COVID-19, including regular handwashing, avoiding individuals who are sick, and self-isolating in case of any symptoms, while consulting a healthcare provider by telephone for advice.

**B 9. Can COVID-19 be caught from a person who has no symptoms?**

- COVID-19 is mainly spread through respiratory droplets expelled by someone with the illness who is coughing or has other symptoms such as fever or tiredness. Many people with

COVID-19 experience only mild symptoms. This is particularly true in the early stages of the disease. It is possible to catch COVID-19 from someone who has just a mild cough and does not feel ill.

- Some reports have indicated that people with no symptoms can transmit the Virus. It is not yet known how often it happens.

**B 10. Will contact with body fluids spread infection?**

- It is not yet known whether other non-respiratory body fluids from an infected person including vomit, urine, breast milk, or semen can contain viable infectious SARS-CoV-2.
- Further Details: Very limited data are available about detection of SARS-CoV-2 and infectious Virus in clinical specimens. SARS-CoV-2 RNA has been detected from upper and lower respiratory tract specimens and SARS-CoV-2 has been isolated from upper respiratory tract specimens and bronchoalveolar lavage fluid. SARS-CoV-2 RNA has been detected in blood and stool specimens, but whether infectious Virus is present in extrapulmonary specimens is currently unknown. The duration of SARS-CoV-2 RNA detection in upper and lower respiratory tract specimens and in extrapulmonary specimens is not yet known but may be after several weeks or longer, which has been observed in cases of MERS-CoV or SARS-CoV infection. While viable infectious SARS-CoV has been isolated from respiratory, blood, urine, and stool specimens, in contrast; viable infectious MERS-CoV has only been isolated from respiratory tract specimens.

**B 11. Can people who recover from COVID-19 be infected again?**

- The immune response to COVID-19 is not yet understood. Patients with MERS-CoV infection are unlikely to be re-infected shortly after they recover, but it is not yet known whether similar immune protection will be observed for all patients with COVID-19. Research is ongoing.

**B 12. Can I get COVID-19 from the faeces of someone with the disease?**

- While initial investigations suggest that the Virus may be present in faeces in some cases, there have not been reports of faecal-oral transmission of COVID-19. To date only one study has cultured the COVID-19 Virus from a single stool specimen. There have been no reports of faecal–oral transmission of the COVID-19 Virus to date. Additionally, there is no evidence to date on the survival of the COVID-19 Virus in water or sewage.

**B 13. How long does the Virus survive on surfaces?**

- Studies have shown that the COVID-19 Virus can survive for up to
  - \* 72 hours on plastic and stainless steel
  - \* 4 hours or less on copper
  - \* 24 hours or less on cardboard.
- The most important thing to know about Corona Virus on surfaces is that they can easily be cleaned with common household disinfectants that will kill the Virus.
- Always clean your hands with an alcohol-based hand rub or wash them with soap and water, avoid touching your eyes, mouth, or nose.

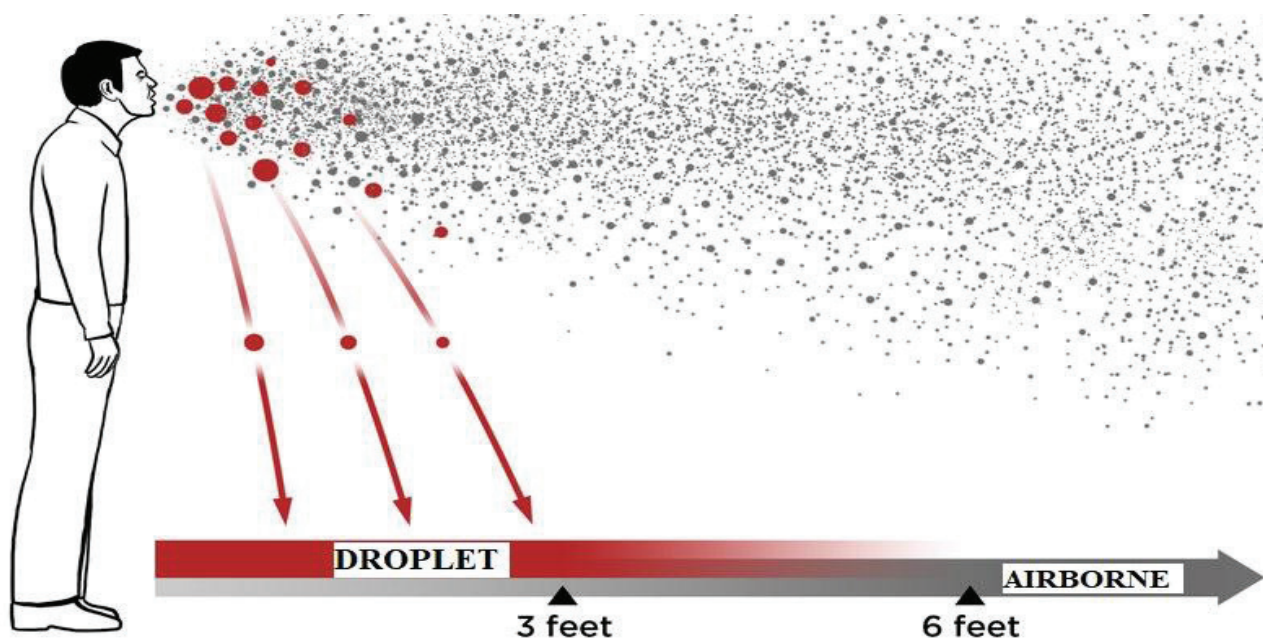
## C. MODES OF TRANSMISSION OF THE COVID-19 VIRUS

### C 1. What is droplet transmission in COVID-19?

- Droplet Transmission is the main mode of transmission of Corona Virus.
- Respiratory infections can be transmitted through droplets of different sizes. When the droplet particles are  $>5-10\ \mu\text{m}$  in diameter they are referred to as respiratory droplets, and when they are  $<5\ \mu\text{m}$  in diameter, they are referred to as droplet nuclei. According to current evidence, COVID-19 Virus is primarily transmitted between people through respiratory droplets and contact routes. In an analysis of 75,465 COVID-19 cases in China, airborne transmission was not reported.
- Droplet transmission occurs when a person is in close contact (within 1 m) with someone who has respiratory symptoms (e.g., coughing or sneezing) and is therefore at risk of having his/her mucosa (mouth and nose) or conjunctiva (eyes) exposed to potentially infective respiratory droplets. Transmission may also occur through fomites in the immediate environment around the infected person.
- Therefore, transmission of the COVID-19 Virus can occur by direct contact with infected people and indirect contact with surfaces in the immediate environment or with objects used on the infected person (e.g., stethoscope or thermometer).

### C 2. What is airborne transmission?

- Airborne transmission may be one of the modes of transmission in Corona spread.
- It is different from droplet transmission as it refers to the presence of microbes within droplet nuclei, which are generally considered to be particles  $<5\ \mu\text{m}$  in diameter, can remain in the air for long periods of time and can get transmitted to others over distances greater than 1 m.
- In the context of COVID-19, airborne transmission may be possible in specific circumstances and settings in which procedures or support treatments that generate aerosols are performed; i.e., endotracheal intubation, bronchoscopy, open suctioning, administration of nebulized treatment, manual ventilation before intubation, turning the patient to the prone position,





disconnecting the patient from the ventilator, non-invasive positive-pressure ventilation, tracheostomy, and cardiopulmonary resuscitation, which all puts health care professionals in the high risk category. This necessitates Personal Protection Equipment (PPE) a mandatory requirement for such professionals.

## **D. WHAT TO DO IN INSTANCES OF CLOSE CONTACT WITH SOMEONE WHO HAS COVID/I THINK I HAVE BEEN EXPOSED TO COVID-19?**

### **D 1. What should I do if I have come in close contact with someone who has COVID-19?**

- If you have been in close contact with someone with COVID-19, you may be infected.
- Close contact means that you live with or have been in settings of less than 1-metre from those who have the disease. In these cases, it is best to stay at home.
- However, if you live in an area with malaria, dengue fever etc, it is important that you do not ignore symptoms of fever. Seek medical help. When you attend the health facility, wear a mask if possible, keep at least 1-metre distance from other people and do not touch surfaces with your hands. If it is a child who is sick, help the child stick to this advice.

#### ***If you do not live in an area with malaria or dengue fever, please do the following:***

- If you become ill, even with very mild symptoms you must self-isolate.
- Even if you don't think you have been exposed to COVID-19 but develop symptoms, then self-isolate and monitor yourself.
- You are more likely to infect others in the early stages of the disease when you just have mild symptoms. Therefore, early self-isolation is very important.
- If you do not have symptoms, but have been exposed to an infected person, self-quarantine for 14 days.
- If you have definitely had COVID-19 (confirmed by a test), self-isolate for 14 days. Even after symptoms have disappeared with or without treatment, as a precautionary measure, it is not yet known exactly how long people remain infectious after they have recovered, follow national advice on self-isolation.

#### **What does it mean to self-isolate?**

- Self-isolation is an important measure taken by those who have COVID-19 symptoms to avoid infecting others in the community, including family members.
- Self-isolation is when a person who is experiencing fever, cough or other COVID-19 symptoms, stays at home and does not go to work, school or public places. This can be voluntarily or based on his/her health care provider's recommendation. However, if you live in an area with malaria or dengue fever, it is important that you do not ignore symptoms of fever. Seek medical help. When you attend the health facility, wear a mask if possible. Keep at least 1-metre distance from other people and do not touch surfaces with your hands. If it is a child who is sick, help the child stick to this advice.

#### ***If you do not live in an area with malaria or dengue fever, please do the following:***

- If a person is in self-isolation, it is because he/she is ill but not severely ill (requiring medical attention)

- \* have a large, well-ventilated with hand-hygiene and toilet facilities
- \* If this is not possible, place beds at least 1 metre apart
- \* Keep at least 1 metre (3 feet) distance from others, even from your family members
- \* Monitor your symptoms daily
- \* Isolate for 14 days, even if you feel healthy
- \* If you develop difficulty in breathing, contact your healthcare provider immediately – call them first if possible
- \* Stay positive and energized by keeping in touch with loved ones by phone or online, and by exercising yourself at home.

## **D 2. What should I do if I have no symptoms, but I think I have been exposed to COVID-19? What does it mean to self-quarantine?**

- To self-quarantine means to separate yourself from others because you have been exposed to someone with COVID-19 even though you, yourself, do not have symptoms. During self-quarantine, you monitor yourself for symptoms. The goal of the self-quarantine is to prevent transmission. Since people who become ill with COVID-19 can infect people, immediate self-quarantine can prevent some infections from happening.

### ***In this case:***

- Have a large, well-ventilated single room with hand hygiene and toilet facilities
- If this is not available, place beds at least 1-metre apart.
- Keep at least 1-metre distance from others, even from your family members.
- Monitor your symptoms daily
- Self-quarantine for 14 days, even if you feel healthy
- If you develop difficulty in breathing, contact your healthcare provider immediately – call them first, if possible.
- Stay positive and energized by keeping in touch with loved ones by phone or online, and by exercising yourself at home.

However, if you live in an area with malaria or dengue fever, it is important that you do not ignore symptoms of fever. Seek medical help. When you attend the health facility, wear a mask if possible, keep at least 1-metre distance from other people and do not touch surfaces with your hands. If it is a child who is sick, help the child stick to this advice.

## **E. TREATMENT/COMORBIDITIES/TESTS/VACCINES**

### **Treatment and Medications in Comorbid Conditions**

#### **E 1. Is there a treatment for the COVID-19 disease?**

- There is no specific treatment for this disease.
- Healthcare providers treat the clinical symptoms (e.g. fever, difficulty in breathing) of patients. Supportive care (e.g. fluid management, oxygen therapy, etc.) can be highly effective for patients with symptoms. People, particularly those with serious illness, may need to be hospitalized so that they can receive life-saving treatment for complications, which may include ventilator support. Most patients recover, thanks to such care.

- Some specific drug treatments are currently under investigation. These are mainly repurposed drugs, which mean those drugs which were approved as medication for some other disease condition, but found to have some curative effect in some COVID patients.
  - \* Hydroxychloroquine used in the treatment of Malaria,
  - \* Remdesivir in Ebola,
  - \* Antiretrovirals used in HIV patients,
  - \* Interferons used in the treatment of malignancies etc. are some of the main medications currently under clinical trials with some positive results.
  - \* Convalescent plasma therapy using the plasma of those persons cured of COVID-19 is also being tried as a treatment option.
- Laboratory studies are also on, for original research molecules in COVID which will take much longer time for a result.

**E 2. Are antibiotics effective in preventing or treating COVID-19?**

- No.
- Antibiotics do not work against Viruses; they only work on bacterial infections. COVID-19 is caused by a Virus, so antibiotics do not work. Antibiotics should not be used as a means of prevention or treatment of COVID-19. In hospitals, physicians will sometimes use antibiotics to prevent or treat secondary bacterial infections which can be a complication of COVID-19 in severely ill patients. They should only be used as directed by a physician to treat a bacterial infection.

**E 3. Are patients with heart disease, diabetes or hypertension at increased risk to get Corona Virus infection?**

- No
- People with hypertension, diabetes or heart diseases are at no greater risk of getting the infection than anyone else. Only, the chances for increase in severity of illness may sometimes increase in persons with uncontrolled comorbid conditions.

**E 4. Among people with above diseases is there an increased risk of severe illness or complications once infected?**

- The majority (80%) of people diagnosed with COVID-19 will have mild symptoms of a respiratory infection (fever, sore throat, cough etc.) and make full recovery. Some of the people with diabetes, hypertension and heart diseases including heart failure (weak heart) may develop more severe symptoms and complications.
- Therefore, extra care is advised for these patients.

**E 5. Are people with diabetes more prone to COVID-19 ?**

- In general, it is known that people with uncontrolled diabetes are at increased risk of all infections. People with diabetes are not at higher risk for acquiring the infection, but some individuals are prone to more severe disease and poorer outcomes once infected.
- Hence, follow your diet and exercise routine (to the extent possible), take your medications regularly and test your sugar levels frequently so as to keep your diabetes under control.

- When diabetic patients become sick, they may require frequent monitoring of blood glucose and adjustment of drugs including insulin, small frequent meals and adequate fluids.

#### **E 6. Tips for those with diabetes, hypertension and heart disease:**

##### **Take your medicines regularly - It is very important**

- Make sure that you take all prescribed medications regularly as before even if you are mildly symptomatic. Don't stop any medication unless advised by your doctor.
- Continue with your blood pressure, diabetes and heart disease medications in case you are unable to visit your doctor.
- Medications to control cholesterol (statins) should be continued.

#### **E 7. What about reports about BP medications (anti-hypertensive) increasing severity of COVID-19 ?**

- After review of available information, the consensus of various scientific societies and expert group of cardiologists is that currently there is no evidence that the two groups of drugs- ACE inhibitors (e.g. Ramipril, Enalapril and so on) and Angiotensin Receptor Blockers (ARBs) (e.g. Losartan, Telmisartan and so on) increase the susceptibility or severity of COVID-19. These drugs are very effective for heart failure by supporting your heart function, and controlling high blood pressure.
- It may be harmful to stop these medications by yourself. This can worsen your heart condition.

#### **E 8. What medication can I take for pain or fever?**

- Some type of painkillers (called NSAIDs) like Ibuprofen is found to worsen the COVID-19. Such drugs are known to be harmful to heart failure patients and may increase your risk of kidney damage.
- Avoid NSAIDs or take them only when prescribed by your doctor.
- Paracetamol is one of the safest pain killers to use, if needed.

#### **E 9. Is there a need to control blood pressure (BP), blood sugar and do regular physical activity ?**

It is important to control your risk factor levels and –

- Avoid smoking and alcohol
- Have your BP and blood sugar levels under control
- Have some form of regular physical activity (However, please modify your out-door activities according to the norms of the social-distancing).
- Follow the diet and salt restriction as advised.
- If you are a non-vegetarian, you can continue to be so.
- Increasing the fibre and protein content of the diet and more vegetables and fruits in diet is advisable.

### **TESTS**

#### **E 10. When should I be tested for COVID-19?**

**State Government orders in this regard to be followed.**

- Current advice for testing depends on the stage of the outbreak in the country or area where you live. Countries might be at different stages of the epidemic, and the approach to testing may differ according to the policy of the respective country. This is adapted to the situation at local and national level. If you live in a country or area where there has been no or very limited transmission, ECDC advice is that you should be tested if you have:
- Acute respiratory tract infection (sudden onset of at least one of the following: cough, fever, shortness of breath) AND  
with no other cause that fully explains your illness AND  
with a history of travel or residence in a country/area reporting local or community transmission during the 14 days prior to onset of symptoms.  
OR
- Any acute respiratory illness AND  
having been in close contact with a confirmed or probable COVID-19 case in the last 14 days prior to onset of symptoms;  
OR
- Severe acute respiratory infection (fever and at least one sign/symptom of respiratory disease e.g., cough, fever, shortness breath) AND  
requiring hospitalisation AND  
doctors can find no other cause that fully explains your illness.
- Community transmission is said to be taking place if it is not known where a large proportion of those who have confirmed infection contracted the Virus (e.g. they have not knowingly been in contact with another confirmed case, or travelled to an affected area).
- If you live in a country or area where community transmission is known to be ongoing, all patients having symptoms of acute respiratory infection in primary care or at their first contact with the healthcare system will be considered as suspected cases and should be tested.

#### **E 11. Where can I get tested?**

- If your healthcare provider believes that there is a need for a laboratory test for the Virus that causes COVID-19, he/she will inform you of the procedure, to follow and advise where and how the test can be performed.
- Testing will be done as per the existing testing protocols in the country/state which can be changed from time to time depending on the clinical scenario.

#### **E 12. What are the tests done to detect Corona infection?**

There are three types of tests.

1. RT PCR – Real Time Reverse Transcriptase Polymerase Chain Reaction, which detects the RNA of the Virus.
2. Antibody Tests – Which detects the antibodies (like IgG, IgM) produced by the body against the Virus. This includes
  - \* Rapid Antibody Card Test
  - \* Rapid ELISA Antibody Test

\* Antibody Neutralization Test

3. Antigen Test – Detecting the antigen in the envelope of the Virus (not available in the country now)

## **VACCINES**

### **E 13. Is there a vaccine against the Virus? How long will it take to develop a vaccine?**

- There are currently no vaccines against human Corona Viruses, including the Virus that causes COVID-19. This is why it is very important to prevent infection and to contain further spread of the Virus. The development of vaccines takes time. Several Governments and pharmaceutical companies the world over are working on vaccine candidates. It will, however, take months or years before any vaccine can be widely used, as it needs to undergo extensive testing to determine its safety and efficacy.

The most effective ways to protect yourself and others against COVID-19 are to:

- Clean your hands frequently and thoroughly
- Avoid touching your eyes, mouth and nose
- Cover your cough with the bend of elbow or tissue. If a tissue is used, discard it immediately and wash your hands.
- Maintain a distance of at least 1 metre (3 feet) from others.

### **E 14. Am I protected against COVID-19 if I had the influenza vaccine this year?**

- No
- Influenza and the Virus that causes COVID-19 are two very different Viruses and the seasonal influenza vaccine will not protect against COVID-19.

## **F. COMMON TERMS ASSOCIATED WITH COVID 19:**

### **F 1. Social Distancing**

- Social distancing involves ‘remaining out of congregate settings (crowded public places where close contact with others may occur, such as shopping centres, movie theaters, stadiums, worship places etc.) avoiding mass gatherings, and maintaining distance (approximately 6 feet or 2 metres) from others whenever possible.

### **F 2. Quarantine**

- The separation of a person or group of people, reasonably believed to have been exposed to a communicable disease, but not yet symptomatic, from others who have not been so exposed, to prevent the possible spread of the communicable disease.

### **F 3. Reverse quarantine**

- It is a measure wherein the elderly and other vulnerable groups are protected by keeping them separate from the rest of the people within homes and preventing anyone from contracting an infection to them.

### **F 4. Isolation**

- The separation of a person or group of people known or reasonably believed to be infected with a communicable disease and potentially infectious from those who are not infected to prevent

spread of the communicable disease. Isolation for public health purposes may be voluntary or compelled by federal, state, or local public health order.

**F 5. Difference between isolation and quarantine**

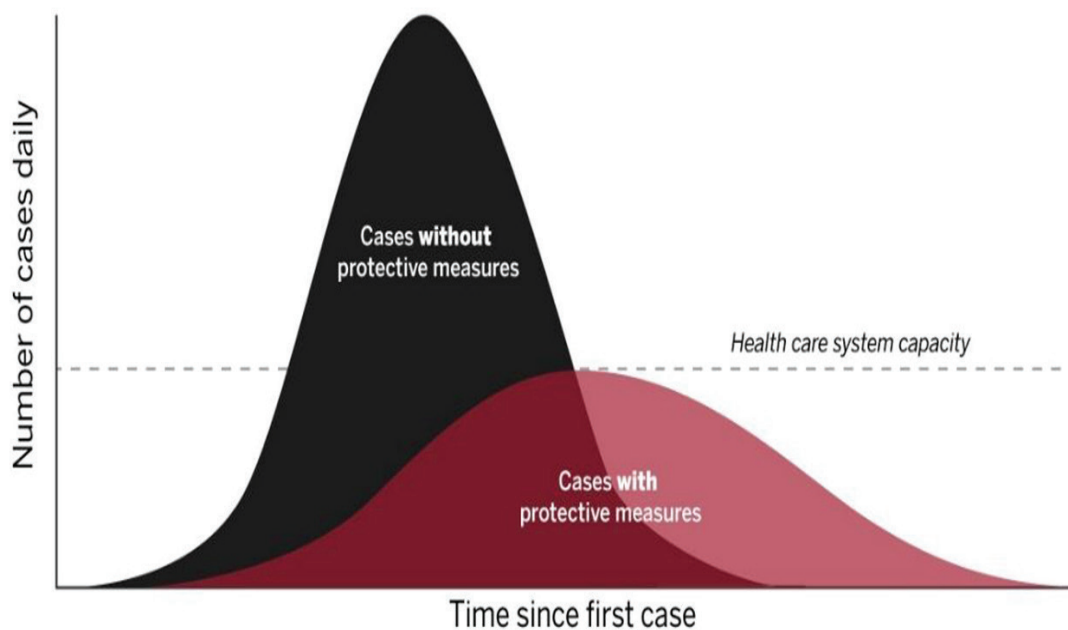
- Quarantine means restricting activities or separating people who are not ill themselves but may have been exposed to COVID-19. The goal is to prevent spread of the disease at the time when people just develop symptoms.
- Isolation means separating people who are ill with symptoms of COVID-19 and may be infectious to prevent the spread of the disease.

**F 6. Lockdown**

- Lockdown is a term that refers to the measures being placed on the whole of the society to restrict movement and services to their essentials, of which mass quarantining is a part. This is done to prevent the spread of infection.

**F 7. Why were we in lockdown?**

- COVID-19 is a relatively contagious disease; seemingly twice as contagious as the flu and less contagious than MERS.
- Because a relatively high proportion of people who get it require hospital treatment – some estimates being as high as 20% – Corona Virus threatens to overwhelm the national health system in a very short period of time if cases are left unchecked and allowed to spread.
- However, by limiting the movement of the public, the movement of the disease can be similarly restricted, meaning that not everyone gets it at once – and hospitals don’t become overloaded with patients.
- The thinking behind lockdown is to ‘flatten the curve’ (Epidemic Curve) of the pace of advance of the Virus.



source: CDC

## **G. PREVENTION / PROTECTION MEASURES**

### **G 1. What can I do to protect myself and prevent the spread of disease?**

You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- **Clean hands with soap & water/sanitizer at regular intervals.**
  - \* Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. Why? This kills the Viruses that may be on your hands.
- **Social Distancing.**
  - \* **Maintain at least 1 metre (3 feet)** distance between yourself and others. Why? As mentioned earlier, when someone coughs, sneezes, or speaks small droplets from their nose or mouth containing virus are spread around. If you are too close, you can breathe in the droplets, including the COVID-19 Virus, if the person has the disease.
  - \* **Avoid going to crowded places.** Why? Where people come together in crowds, you are more likely to come into close contact with someone who has COVID-19 and it is more difficult to maintain physical distance of 1 metre (3 feet).
- **Use face mask.**
  - \* Whenever you go out of your home, if you suspect any possibility of a risk of Corona transmission, like in places where there is spread of infections, chances of close interaction with people etc, always wear mask. Why? Masks prevent the spread of droplet infections to a fair extent.
- **Try not to touch your eyes, nose and mouth.**
  - \* Why? Hands touch many surfaces and can pick up Viruses. Once contaminated, hands can transfer the Virus to your eyes, nose or mouth. From there, the Virus can enter your body and infect you.
- **Follow good respiratory hygiene.**
  - \* Make sure you, and the people around you, follow this practice. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze.
  - \* Then dispose of the used tissue immediately and wash your hands.
  - \* Why? Droplets spread Virus. By following good respiratory hygiene, you protect yourself and the people around you from Viruses such as cold, flu and COVID-19.
- **Stay home as much possible.**
  - \* Even with minor symptoms such as cough, headache, mild fever etc., stay at home and self-isolate until you fully recover. Have someone bring you supplies.
  - \* If you need to leave your house, wear a mask to avoid infecting others.
  - \* Why? Avoiding contact with others will protect them from possible COVID-19 and other Viruses.
  - \* Seek medical attention
  - \* If you have fever, cough and difficulty in breathing, seek medical attention, but call



by telephone in advance if possible and follow the directions of your local health authority.

- \* Why? National and local authorities will have the most up-to-date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility.
- \* This will also protect you and help prevent the spread of Viruses and other infections.
- Keep yourself up-to-date on the latest information.
- This should however be done only from trusted sources, such as WHO or your local and national health authorities.

**Hand Wash with Soap & Water/Sanitizer:**

**G 2. How does washing with soap and water/sanitizer protect us from the Virus?**

- Each soap molecule has a hydrophilic portion and a lipophilic portion. The lipophilic portion of soap molecule has affinity towards the lipid layer of the viral envelop. This portion of the soap molecule attaches and ruptures the viral envelop just like a needle prick collapsing an inflated balloon. Thus, it offers around 100% protection. The alcohol-based sanitizer also has a similar action on the Virus.

**G 3. How to wash with soap and water in the most effective manner?**

- It is advised that we wash our hands for around 20 seconds each time for adequate action. Specific systematic steps are mentioned in hand wash for the best results. It is as follows:

**7 STEPS  
HAND WASH**



Rub palms together



Rub the back of both hands



Interlace fingers and rub hands together



Interlock fingers and rub the back of fingers of both hands



Rub thumb in a rotating manner followed by the area between index finger and thumb for both hands



**MASKS:**

**G 4. Are face masks effective in protecting against COVID-19?**

- Yes. Face masks help in reducing the risk of transmission of the droplets in persons using mask, by blocking the droplets releasing from an infected person's mouth/nose. It also helps in preventing other persons, from inhaling in viral droplets through their nose, by blocking the droplets from entering into the nose.
- Mask also helps us, not to touch unnecessarily our nose and mouth, thus further reducing the risk of disease transmission.
- But, it should also be kept in mind that proper use of mask is needed for the best results or else, it can even be counter-productive.

**G 5. How to put on, use, take off and dispose of a mask**

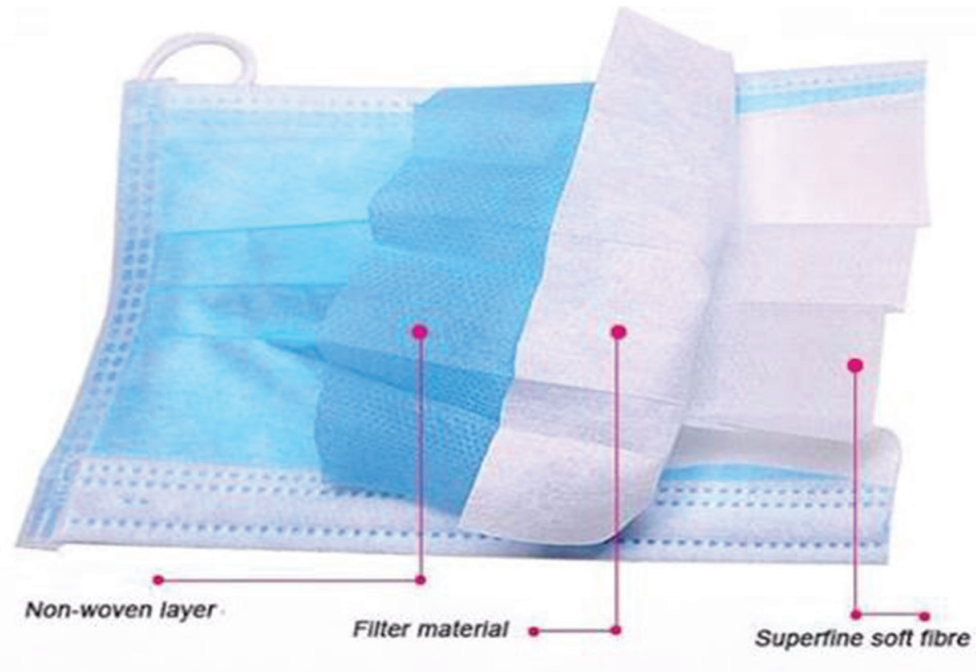
- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure that there are no gaps between your face and the mask.
- Avoid touching the mask while using it, if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask, remove it from behind (do not touch the front of mask); discard it immediately in a closed bin, clean hands with alcohol-based hand rub or soap and water.
- Single use surgical masks should not be reused. After a single use, discard it properly in a closed dust bin and ensure that it is incinerated later properly or burn it off after use.
- Reusable masks made of cotton cloths should be disinfected after each use. Remove it carefully, immerse in disinfectant/wash properly with soap and water, dry well and iron it, if possible, before the next use.

**G 6. Types of Masks**

- N95 / N80 Masks etc.
- N value denotes the filtration efficiency of a mask.
- N95 Respirators: An N95 respirator is a respiratory protective device designed to achieve a very close facial fit and very efficient filtration of airborne particles. The 'N95' designation means that when subjected to careful testing, the respirator blocks at least 95 percent of very small (0.3 micron) test particles.
- Surgical Mask: has N value around 80.
- Masks using cotton cloths have a N value of around 30.
- Since the transmission is mainly through the respiratory droplet transmission mode, where

the droplet particles are >5-10 µm in diameter, they are to a great extent, filtered by the surgical mask and cloth masks.

- N 95 masks are prescribed only for those persons who come in close contact with COVID patients like health care professionals, where airborne transmission may be possible in specific circumstances and settings, in which procedures or support treatments that generate aerosols, are performed i.e., endotracheal intubation, bronchoscopy etc.



### **PRECAUTIONS:**

#### **G 7. If we don't know who is infected, how can we protect others and ourselves?**

- Practising hand and respiratory hygiene is important at ALL times and is the best way to protect others and yourself.
- When possible maintain at least a 1 metre (3 feet) distance between yourself and others. This is especially important if you are standing by someone who is coughing or sneezing.
- Since some infected persons may not yet be exhibiting symptoms or their symptoms may be mild, maintaining a physical distance with everyone is a good idea if you are in an area where COVID-19 is circulating.

#### **G 8. What precautions should I take, if I am visiting an area suspecting community transmission?**

- Travellers visiting areas of local or community COVID-19 transmission should adhere to the strict hygiene measures, wash hands with soap and water regularly, and/or use alcohol-based hand sanitizers. Touching the face with unwashed hands should be avoided.
- Travelers should avoid contact with sick persons, in particular those with respiratory symptoms and fever. It should be emphasized that older people and those with underlying

health conditions should take these precautionary measures very seriously and refrain from travel as much as possible.

**G 9. What if I have recently been in an area of local or community transmission?**

- Travelers returning from areas of community transmission should monitor their health for 14 days. People with symptoms should contact their healthcare specialist via telephone first, and indicate their exposure and travel history before seeking medical attention in person.
- Symptomatic people should avoid contact with others until they have seen a healthcare specialist.

**G 10. What is the risk of COVID-19 infection from food products imported from affected areas?**

- There has been no report of transmission of COVID-19 via food and therefore, there is no evidence that food items imported into India, in accordance with the applicable animal and public health regulations, pose a risk for the health of Indian citizens in relation to COVID-19. The main mode of transmission is from person-to-person.

**H. COVID-19 PETS AND ANIMALS****H 1. What is the connection between COVID-19 and animals?**

- COVID-19 is spread through human-to-human transmission.
- We already know a lot about other Viruses in the Corona Virus family and most of these types of Viruses have an origin in animals. The COVID-19 Virus (also called SARS-CoV-2) is a new Virus in humans. The possible animal source of COVID-19 has not yet been confirmed but research is ongoing.

**H 2. Can I get COVID-19 from my pet?**

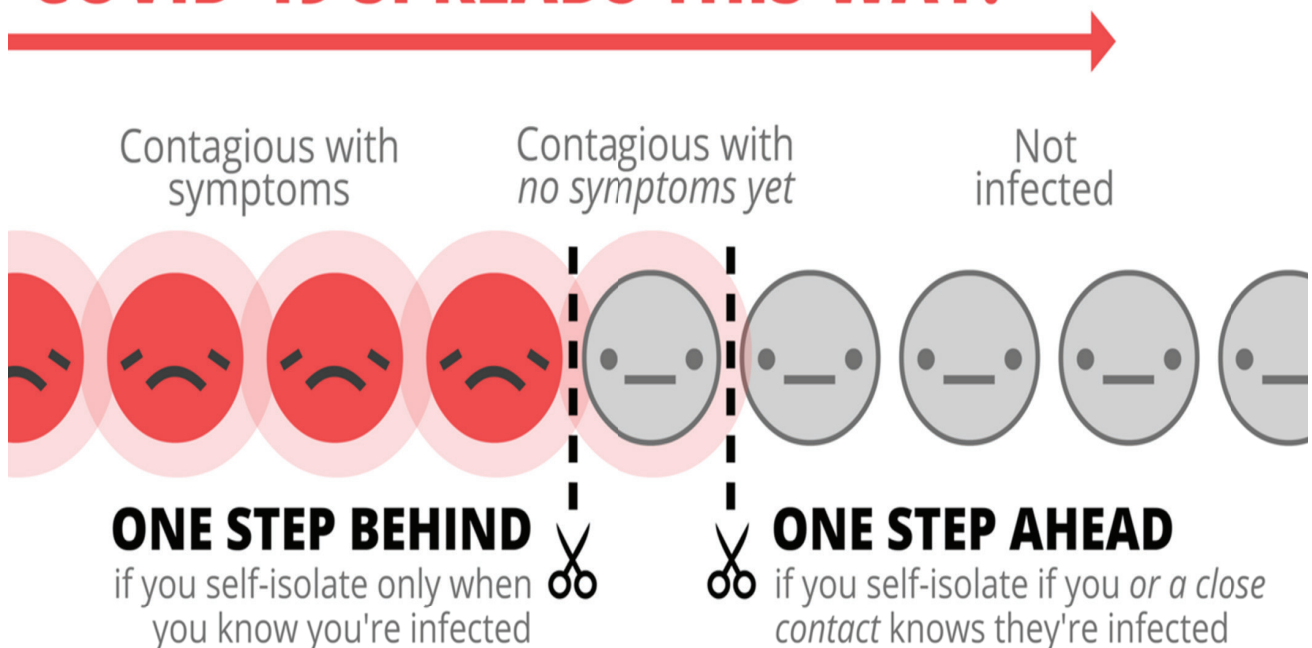
- Several dogs and cats (domestic cats and a tiger) in contact with the infected humans have tested positive for COVID-19. In addition, ferrets appear to be susceptible to the infection. In experimental conditions, both cats and ferrets were able to transmit infection to other animals of the same species, but there is no evidence that these animals can transmit the disease to human and play a role in spreading COVID-19. COVID-19 is mainly spread through droplets produced when an infected person coughs, sneezes, or speaks.
- It is still recommended that people who are sick with COVID-19 and people who are at risk limit contact with companion and other animals. When handling and caring for animals, basic hygiene measures should always be implemented. This includes hand washing after handling animals, their food, or supplies, as well as avoiding kissing, licking or sharing food.

**MAGNITUDE OF RISK POSED BY THIS NOVEL CORONA VIRUS:****I 1. How dangerous is the Corona Virus disease?**

- Although for most people COVID-19 causes only mild illness, it can make some people very ill and in some others, the disease can be fatal. Older people, and those with pre-existing medical conditions (such as high blood pressure, heart problems, diabetes etc.,) appear to be more vulnerable.

- There are three parameters in order to assess the magnitude of the risk posed by this Novel Corona Virus:
  - \* Transmission Rate- number of newly infected people from a single case
  - \* Case Fatality Rate (CFR) - Percent of cases that results in death
  - \* Determine whether asymptomatic transmission is possible
- The attack rate or transmissibility (how rapidly the disease spreads) of a Virus is indicated by its reproductive number (Transmission Rate, pronounced R-nought or r-zero), which represents the average number of people to which a single infected person will transmit the Virus.
- WHO’s estimated Transmission Rate to be between 1.4 and 2.5.
- Other studies have estimated a Transmission Rate between 3.6 and 4.0, and between 2.24 to 3.58. Preliminary studies had estimated Transmission Rate to be between 1.5 and 3.5.
- An outbreak with a reproductive number of below 1 will gradually disappear.
- For comparison, the Transmission Rate for the common flu is 1.3 and for SARS it was 2.0.
- Case fatality rate for the Novel Corona Virus has been estimated at around 2%, by WHO in the early phase. A prior estimate had put that number at 3%. The CFR varies from country to country depending upon the efficiency of health care system of the country and effectiveness of the country in implementing effective preventive measures like lockdown, quarantine, isolation, citizen responsibility like hand sanitization, using mask, social distancing etc.
- It is also found that asymptomatic transmission is possible in COVID-19.
- Accordingly, although for most people COVID-19 causes only mild illness the magnitude of risk for the spread of Corona infection in a pandemic proportion is very high.

## COVID-19 SPREADS THIS WAY:





सत्यमेव जयते

Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice & Empowerment, Government of India  
[www.disabilityaffairs.gov.in](http://www.disabilityaffairs.gov.in)



स्वास्तम्बान  
Swastamban



# KIRAN

## 24x7 Mental Health Rehabilitation Helpline

Asking for help  
is not a  
sign of weakness

With Covid-19 Distress  
Management Services



Toll Free

**1800 599 0019**



**Dr. Thaawarchand Gehlot**  
Hon'ble Cabinet Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Shri Krishan Pal Gurjar**  
Hon'ble State Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Smt. Shakuntala D. Gamlin**  
Secretary, DEPwD  
Govt. of India

### Objectives

- Early screening;
- First-aid;
- Psychological support;
- Distress management;
- Mental well-being;
- Preventing deviant behaviours;
- Psychological crisis management;
- Referral to mental health experts.

**24x7**

**Obsessive-Compulsive  
Disorder (OCD)**

**Suicide Prevention**

**Depression**

### Helpline Services for

**Panic Attack**

**Anxiety**

**Adjustment Disorders**

**Post-Traumatic  
Stress Disorder**

**Substance Abuse**

**Mental Health Emergency**

**PART: 2 A**  
**FREQUENTLY ASKED QUESTIONS (FAQs)**  
**ON ISSUES RELATED TO MENTAL**  
**HEALTH**





सत्यमेव जयते

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## INDEX

S. No.	Question	Page No.
1.	Is it normal to feel anxious about COVID-19?	41
2	How can I support a loved one who is very anxious about the COVID-19 pandemic?	41
3.	I have a friend who can't stop talking about COVID-19 and want to process worst case scenarios. How do I deal with this?	41
4.	How do I manage my stress and anxiety while I await my test results?	41
5.	I feel anxious because I have tested positive for COVID-19. What can I do?	42
6.	How to help children during Pandemic?	42
7.	I am not getting sound sleep or I am not feeling fresh even after 8 hrs of sleep?	42
8.	How to improve interpersonal relationships in this period?	42
9.	I am not able to balance work and personal life during this pandemic. What to do?	42
10.	What is 'cabin fever mentality' and how to avoid it?	42
11.	How can someone seek help during this time?	43
12.	How can someone develop healthy coping skills during this time?	43
13.	With a lot of life events being cancelled, how can individuals deal with that disappointment?	43
14.	How can I cope with the uncertainty of this situation?	43
15.	Should I watch the news?	44
16.	This situation is out of my control, what can I do?	44
17.	I am staying at home, and I feel lonely and isolated. What can I do?	44
18.	What should I do if I cannot stop worrying?	44
19.	How do I know if I have anxiety about the Corona Virus Disease (COVID-19)?	44
20.	What can I do right now to manage my COVID-19 anxiety?	44
21.	Should I talk to a therapist about my COVID-19 anxiety?	45
22.	How can I worry less about missing work, if I'm quarantined or my kids' school is cancelled and I need to stay home with them?	45
23.	How do I handle feeling lonely or anxious, if I'm isolated by tele-working orders or being officially quarantined?	45
24.	How can I reduce the stress of working from home, while my kids are also forced to stay home by the school?	45
25.	What can I do if my spouse, a family member, or a close friend is experiencing anxiety about the COVID-19 Virus?	46

26.	What should I do, if I think my anxiety about COVID-19 is affecting my kids?	46
27.	I'm worried about my underlying health condition that makes me more susceptible to the COVID-19 Virus. How can I worry less?	46
28.	If I have a mental health condition, what can I do to prevent COVID-19 anxiety from making it worse?	46
29.	How to handle social isolation during this pandemic?	47
30.	How to recognize mental health issues?	47
31.	Who is the most vulnerable to have psychological issues?	47
32.	How to take care of mental health of pregnant women during this period?	47
33.	I am a police officer, doing continuous duty for the past 3 weeks in hot spot area. I am feeling mentally exhausted. What to do?	47
34.	My husband has drinking problem. He was on treatment and abstinent but now he again started drinking. What to do?	47
35.	My family members are saying that I get short-tempered now-a-days. Please suggest ways to deal with it.	48
36.	Can yoga and meditation help me to deal with my psychological issues?	48
37.	How to support elderly people during this pandemic?	48
38.	How to support Persons with Disabilities during pandemic?	48
39.	My 15 years old daughter is having intellectual disability. She is not able to attend the special school and getting short tempered because of that. Please advise how to deal with?	48

**Q.1. Is it normal to feel anxious about COVID-19?**

**A.** Anxiety is a normal response to the COVID-19 pandemic. Like all emotions, we have anxiety for a reason. Optimal level of anxiety helps us prepare for a threat, such as the threat to our health posed by COVID-19. Anxiety motivates us to take steps to be safe such as practicing social distancing and washing our hands. Keep a watch, if the anxiety disturbs your daily routine and poses burden on your life.

**Q.2 How can I support a loved one who is very anxious about the COVID-19 pandemic?**

**A.** Following advice to may be provided:

- Stay connected with the loved ones. Give them opportunity to ventilate their fear and emotions.
- Stick to the fact and offer them resources like helpline numbers, link to government advisories etc if they are open to it.
- Always keep the line of communication open and keep watching them for their mental health condition.

**Q.3. I have a friend who can't stop talking about COVID-19 and wants to process worst case scenarios. How do I deal with this?**

**A.** Most of the time, sharing stressor with family members, friends and colleagues can be helpful. However, be mindful that others may be feeling anxious themselves and may not be able to cope with it. When others are sharing information with you, their facts may not be correct so keep this in mind when you hear information about Virus or pandemic that is not endorsed by credible sources like Ministry of Health and Family Welfare (MoHFW), World Health Organization (WHO) or any other Government Sources. If possible, you may limit the contact with people who seem to have such difficulty.

**Q. 4. How do I manage my stress and anxiety while I await my COVID-19 test results?**

**A.** Severe Anxiety, ideas of hopelessness, worthlessness and helplessness may be significant symptoms in people who are waiting for their result. Following advice may be given:

- First thing to assure him/her to understand about the importance of quarantine and social isolation
- Provide adequate information about the disease
- Explain what symptoms are relatively innocuous.
- Explain the danger signs which patients may watch for
- Advice to can be them to be in contact with family members, friends and loved ones on phone or computer for support
- Ask person to create and maintain a daily routine

- Encourage communication with other people in similar situation.
- Advice them to be in contact with health care professionals.

**Q.5. I feel anxious because I have tested positive for COVID-19. What can I do?**

**A.** Console them and say it is normal to feel anxious about being diagnosed with the Virus. During the time of hospitalization keep yourself engaged with positive coping strategies and creating wellness plan for yourself to reduce the impact of this stressful situation. Be in contact with your loved ones to improve your resilience. Encourage them to take advice from their health care professional. Make them aware about credible sources of information about COVID-19.

**Q.6. How to help children during Pandemic?**

**A.** Prepare a new Schedule or routine for the household and the child. Have a set routine for meals and bedtime. This must include school or academic chores, play, recreational activities like painting, drawing, gardening etc., interaction with peers and relatives over the phone or using other forms of technology as well as family time. It would be wonderful to also have some physical activities also part of this routine – for instance, yoga, aerobics and indoor games etc. The routine must be of interest to the child, including changes over time.

**Q.7. I am not getting sound sleep or i am not feeling fresh even after 8 hrs of sleep?**

- A.**
- Avoid use of known stimulants like caffeine, nicotine and alcohol prior to bed time.
  - Limit your day time sleep/nap.
  - Physical Activity and exercises to improve sleep quality.
  - Avoid heavy, rich, fatty or fried food in dinner.
  - Establish a regular bedtime relaxing routine like warm shower and try to avoid emotionally upsetting conversations before attempting to sleep.
  - Make the bedroom environment calm and quiet.

**Q.8. How to improve interpersonal relationships in this period?**

**A.** Ask the client to be calm and encourage him to have separate timings for individual and group activities. Respect each other's emotions. Minimize your expectations so that quarrels are reduced. Engage yourself in positive, recreational and enjoyable activities like playing games, and exercises etc.

**Q. 9. I am not able to balance work and personal life during this pandemic. What to do?**

**A.** Make diary of your routine household and office work. Reschedule your home routine as per your work demand as you are working from home. Do not get hesitant to take help from other family members. Please do not get harsh on yourself and take help of your loved ones to deal with your burn out.

**Q.10. What is 'Cabin Fever Mentality' and how to avoid it?**

**A.** Feelings of dissatisfaction at home, restlessness, boredom, irritability, and needing to break the

routine are main symptoms of cabin fever. Even during lockdown you are going outside for buying household items so this may be used as an opportunity to break the routine. Keep exchanging your roles at home to get rid of boredom. Physical activities, yoga and meditation will help you to deal with irritability and other emotional issues.

**Q.11. How can someone seek help during this time?**

- A. Encourage client to be in touch with his or her medical practitioner or health care provider. Provide helpline numbers of their respective states to be in touch with Government agencies.

**Q.12. How can someone develop healthy coping skills during this time?**

- A. List of healthy and unhealthy coping strategies: How to identify the mental health issues and differentiate between adaptive and maladaptive coping:

Healthy Coping Strategies	Unhealthy Coping Strategies
Engage in healthy activities like Yoga, Meditation, Sports etc.	Drinking alcohol or using drugs
Balanced and healthy diet	Overeating
Maintaining healthy sleep pattern	Sleeping too much
Healthy way of ventilation by writing or creativity	Venting your anger and frustration
Mindful use of resources	Overspending
Engage in problem-solving	Avoidance
Asking for help if needed	Not asking for help

**Q.13. With a lot of life events being cancelled, how can individuals deal with that disappointment?**

- A. Acknowledge the feeling and emotion of clients arising due to canceling of significant upcoming events like wedding, long awaited travel plan etc. Try to help those finding alternative ways of thinking to reduce the distress. Encourage them to re-plan the events as per present condition and resources.

**Q. 14. How can I cope with the uncertainty of this situation?**

- A. Uncertainty is with every one right now. One way to tolerate uncertainty and accept anxiety is by observing what anxiety feels like in the body. Work on allowing anxiety to be present and remind yourself it is normal to feel anxious. Remember that the more unwilling we are to accept anxiety, the more anxiety increases.

**Q.15. Should I watch the news?**

**A.** News from various sources may sound confusing, very alarming and may create panic in you. So, taking a break from news may give you the chance to observe the situation mindfully and help you think realistically. But as it is important to have information regarding pandemic on daily basis so it's better to limit your time of watching news rather than stopping it. Rely only on credible sources of news.

**Q.16. This COVID-19 situation is out of my control, what can I do about it?**

**A.** It is better to be calm at this point of time. Try to concentrate on things which are in your control. These include staying at home, practising social distancing, avoiding non-essential travel, and washing your hands. Avoid touching your eyes, nose, and mouth with unwashed hands. Follow the guidelines issued by the Government in this regard.

**Q.17. I am staying at home, and I feel lonely and isolated. What can I do?**

**A.** Develop a plan for staying at home. Maintain familiar routines whenever possible. Continue regular sleep schedules, eat healthy food, and continue to exercise. Get dressed in the morning and remember to take breaks throughout the day including for lunch. If you have spare time, pick up a hobby or home project. Get outside for a walk or a run if you can, maintaining social distancing. Stay in touch with loved ones via the telephone and virtual means.

**Q.18. What should I do if I cannot stop worrying?**

**A.** Sustained anxiety and stress can weaken the immune system. If you are losing a significant amount of sleep, if you are unable to stop worrying, if you are not eating well, then you are putting yourself in a state of heightened stress which makes you vulnerable to any infection. Devote time to your hobbies and you may go for taking Cognitive Behavioural Therapy (CBT) sessions to learn techniques to deal with excessive worry.

**Q.19. How do I know if I have anxiety about the Corona Virus disease (COVID-19)?**

**A.** If you're worrying and excessively thinking about the COVID-19 disease and are feeling a lot of fear that you find difficult to control, then you may be experiencing anxiety. You may also have some of the following symptoms:

- Fatigue
- Irritability
- Trouble sleeping
- Rapid breathing
- Trouble concentrating
- Panic attacks
- Obsessive thoughts about getting sick

**Q.20. What can I do right now to manage my COVID-19 anxiety?**

**A.** One of the best ways to manage anxiety is to aim to actively separate your most rationale

thoughts from your worst fears about the COVID-19. Take time to gather the necessary facts about the disease such as Government advisories. Stay up-to-date on steps your local and state governments are taking to prevent its spread — pen down if it helps — then create a step-by-step plan that addresses those facts to keep you and your family healthy. Focus on the problems you can solve rather than the what-ifs, as well as how you can contribute to the overall health of your community. Be sure to keep moving (even short spurts of exercise indoors help) and get enough sleep; both will help keep your mood lifted.

**Q.21. Should I talk to a therapist about my COVID-19 anxiety?**

**A.** If you're experiencing symptoms of anxiety that interfere with your daily life, work, or relationships, then therapy may be useful to you. Getting your fears about COVID-19 off your chest in a nonjudgmental space can help you think more clearly when devising a fact-based plan for taking care of yourself and others during a pandemic. Therapy can also help you build communication skills that can assist you in navigating conflicts with family members that could arise due to COVID-19 anxiety.

Given current travel limitations and the need for social distancing, as per which you should stay six feet away from other people, ask your current or potential therapist if they offer phone or video sessions.

**Q.22. How can I worry less about missing work if I'm quarantined or my kids' school is cancelled and I need to stay home with them?**

**A.** If lockdowns or school cancellations have made it impossible to go to work.

- Consider what you'll need to do to put your work plan into place.
- Stay up-to-date about all the government advisories and circulars on these issues.
- Know your rights as per your State and Central Government rules even if you are working in private sector.

**Q.23. How do I handle feeling lonely or anxious if I'm isolated by tele-working orders or being officially quarantined?**

**A.** Many quarantined persons may experience low mood, fear, nervousness, irritability, anger, frustration, boredom, emotional exhaustion, feeling stressed, numbness, and insomnia. These problems may or may not amount to a diagnosable mental health disorder but are significantly distressing. So, try to create social support through talking to your colleagues over phone or video chat. Ask friends and family if they're willing to schedule time to talk on the phone or online. Keep participating in your organization's online meetings.

**Q.24. How can I reduce the stress of working from home while my kids are also forced to stay home by the school?**

**A.** Try to create schedule for your children to keep them busy all day. Activities may be of interest to your kids. Prioritize things as per their significance and make schedule for yourself. Do not indulge in self-criticism even if you are not able to complete something as it is an extraordinary

situation. Be realistic about your expectations from your kids as well as yourself. If your children are older, ask them for ideas about how they can have fun or complete school assignments while you get your own work done.

**Q.25. What can I do if my spouse, a family member, or a close friend is experiencing anxiety about the COVID-19 Virus?**

- A.** The best way to help loved ones deal with COVID-19 related anxiety is to first take steps to manage your own anxiety. Rather than arguing with them about the facts, consider sharing with them the thoughtful measures you're currently taking to stay healthy and worry less, and what news sources you're using to stay informed. Ask them how you can help, and encourage them to talk to a mental health professional if their anxiety is getting in the way of daily functioning.

**Q.26. What should I do if I think my anxiety about COVID-19 is affecting my kids?**

- A.** Taking steps to manage your own anxiety is the best way to help your children against panicking about COVID-19. Being a model of calmness and composure is ultimately more effective than anxiously reassuring kids that everything is going to be okay. If your children are old enough to know about COVID-19, ask them what they know about the disease, and correct any false assumptions they may have. Then talk about your family's plan for staying healthy and safe, asking your kids if they do have any input of their own - and thanking them for it if so.

**Q.27. I'm worried about my underlying health condition that makes me more susceptible to the COVID-19 Virus. How can I worry less?**

- A.** Gathering the facts about COVID-19 prevention both in general and in relation to your condition can help you stay focused on problem-solving rather than worrying about worst-case scenarios. At the moment, people with underlying health conditions in most parts of the country are being encouraged to self-isolate. Talk to your primary healthcare professional or the specialist treating your condition to see what you should do if you have fever or experience difficulty in breathing - two key symptoms of the disease as well as what additional preventive measures you can take for your specific condition. And be sure you have an ample supply of your prescription medicines.

If you're employed, know your rights as an employee as they relate to tele-working and sick leave. Also, talk to friends and family members about your concerns, and offer them suggestions on how they can support if you self-quarantine or become sick.

**Q.28. If I have a mental health condition, what can I do to prevent COVID-19 anxiety from making it worse?**

- A.** Make sure you are taking medication, if prescribed. Be in contact with your doctor and counsellor for follow up. Buy your medications in advance. Follow all the advisories of Government to prevent yourself from infection. Engage yourself in creative things like writing, cooking etc., to



reduce your further anxiety.

**Q.29. How to handle social isolation during this pandemic?**

- A.** Be in touch with your friends and family members through phone or online communication. Try to do fun activities with your friends, colleagues through video chat. Create social groups and try to help needy people during this pandemic.

**Q.30. How to recognize mental health issues?**

- A.** Sadness, anxiety or worry, fear of contracting an infection, preoccupation with illness, worry, inability to cope up (giving up) and some degree of dysfunction, sleep and appetite disturbances are some emotional disturbances that arise in the context of a significant life change or a stressful life. These symptoms usually disappear when the stressor is removed. But if it creates problem in your daily routine and significantly affects your life, it may be said that there are mental health issues.

**Q. 31. Who is the most vulnerable to have psychological issues?**

- A.** People having less family and social support, children, adolescents, people having predisposition to mental illness, pregnant women and persons with disabilities may have greater chance to have psychological issues.

**Q.32. How to take care of mental health of pregnant women during this period?**

- A.** Fear and anxiety, sadness, worry about getting infection, irritability, restlessness, trouble relaxing, lack of sleep, continuous worry of health of baby may be symptoms in pregnant women. First, keep in contact with medical care provider or doctor. Advise her to stay at home and engage her in mild exercises, yoga, and meditation under the virtual supervision of a specialist. Take care of her nutritional needs to avoid any physical issues. Follow the advisories of Government on hand hygiene and sanitation. Make her feel that it is a very important phase of life so try to create good memories and encourage her to plan for baby's arrival and motherhood. Do not give any medication without consultation.

**Q.33. I am a police officer, doing continuous duty for the past 3 weeks in hot spot area. I am feeling mentally exhausted. What to do?**

- A.** Worry about risk to self and family, long working hours, concerns about inadequate personal protection materials and loneliness are the problems faced by the frontline workers. Try to keep a routine, ensure breaks and adequate sleep; keep in touch with your loved ones, exercise regularly and assure your nutrition intake, carry out some activities and hobbies, practise deep breathing and relaxation exercises like yoga and religious activities (if you are a believer).

**Q.34. My husband has drinking problem. He was on treatment but has again started drinking. What to do?**

- A.** Try to contact the treating doctor over phone and discuss about the previous treatment and period of abstinence. Start the medication as per his / her advice. Be supportive to your husband and try to motivate him to take counseling sessions over phone.

**Q.35. My family members are saying that I have become short-tempered nowadays. Please suggest ways to deal with it.**

**A.** Make a diary, pen down the events that make you angry, analyze it very carefully and try to find out the common factors in all events. This will help you avoid the situation which is causing short tempered behaviour. Practise deep breathing and relaxation. Try to get separate time for yourself as it may help you correct adaptive behavioural pattern.

**Q.36. Can yoga and meditation help me deal with my psychological issues?**

**A.** Yoga and meditation practice aim at aligning an individual's mind and body and helping in improving overall health. This improves the quality of life and wellness.

**Q.37. How to support elderly people during this pandemic?**

**A.** Provide reassurance that most of the mental health issues experienced in these situations are normal reactions to abnormal stress. Give them appropriate information and clarification about various myths and false messages that are being spread through multiple unreliable sources. Encourage them to maintain a routine, physical exercise, yoga, meditation, healthy diet and mental stimulation through home-based activities with appropriate safety precautions. Provide support to help them deal with psychological distress.

**Q.38. How to support Persons with Disabilities during the pandemic?**

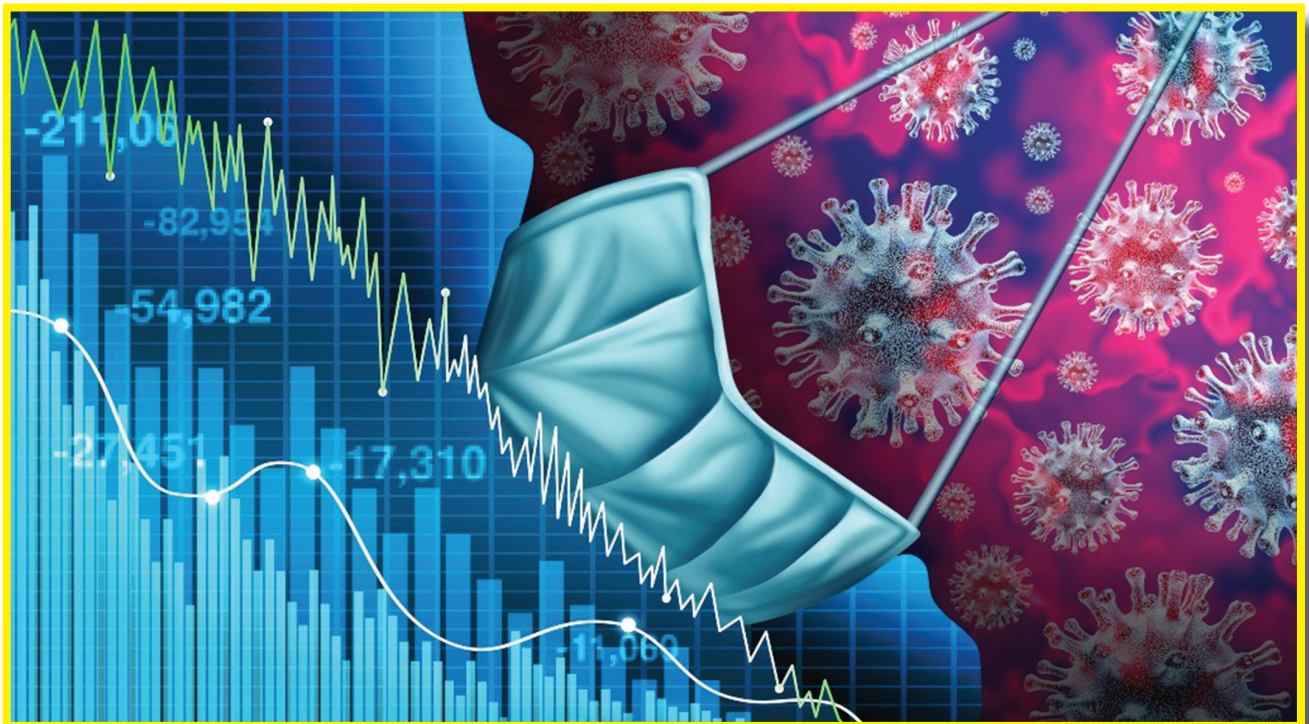
**A.** Acknowledge the stress of PwDs during this time and show empathy. Listen to their problems carefully as venting of feelings may give them relief. Provide specific advice as per their disability, like persons with visual disabilities may take care of their hand-hygiene as they are taking support of their surroundings to move around and encourage them to use smart cane to reduce their dependence on others for mobility. Refer them to support groups of their respective state.

**Q.39. My 15 years old daughter is having intellectual disability. She is not able to attend the special school and getting short tempered because of that. Please advise how to deal with the situation?**

**A.** Prepare a schedule for her including all the activities she was doing during school time like attention exercise, activities of sensory integration, academics, games (with the help of siblings) etc. Take advice from her special educator. Try to continue her occupational and physiotherapeutic home-based activities with the help of online advice of her therapist. Engage her in other physical and household activities with yourself during day time. Pair the completion of activities with reward and reinforcement to motivate her.

**PART : 2 B**

**PREREQUISITES FOR MENTAL HEALTH  
PROFESSIONALS & PROTOCOLS OF  
FIRST-AID FOR MENTAL HEALTH  
CONDITIONS**





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Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice & Empowerment, Government of India  
[www.disabilityaffairs.gov.in](http://www.disabilityaffairs.gov.in)



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Swastamban



# KIRAN

**24x7**

## Mental Health Rehabilitation Helpline

Asking for help is not a sign of weakness

With Covid-19 Distress Management Services



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**Dr. Thaawarchand Gehlot**  
Hon'ble Cabinet Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Shri Krishan Pal Gurjar**  
Hon'ble State Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Smt. Shakuntala D. Gamlin**  
Secretary, DEPwD  
Govt. of India

### Objectives

- Early screening;
- First-aid;
- Psychological support;
- Distress management;
- Mental well-being;
- Preventing deviant behaviours;
- Psychological crisis management;
- Referral to mental health experts.

**24x7**

**Obsessive-Compulsive Disorder (OCD)**

**Suicide Prevention**

**Depression**

### Helpline Services for

**Panic Attack**

**Anxiety**

**Adjustment Disorders**

**Post-Traumatic Stress Disorder**

**Substance Abuse**

**Mental Health Emergency**

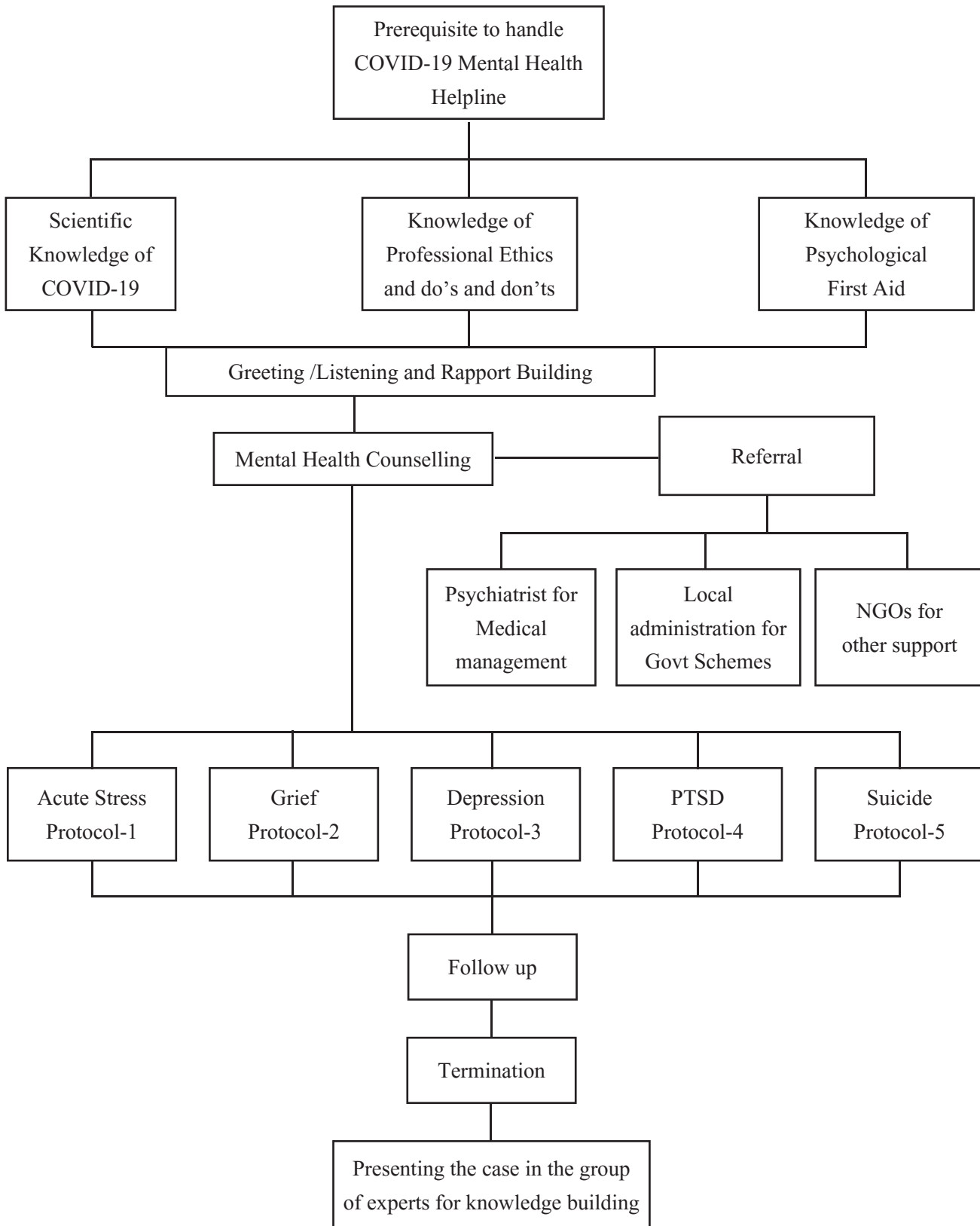
INDEX

S. No.	Topic	Page No.
<b>2 B.</b>	<b>(I) PREREQUISITES FOR MENTAL HEALTH PROFESSIONALS &amp; PROTOCOLS</b>	<b>55</b>
	<i>A- Scientific Knowledge of COVID-19</i>	<b>55</b>
	1. Long term psychosocial and behavioural Impact of pandemic of COVID-19	<b>55</b>
	2. Indicator of psychosocial and behavioural impact in various populations	<b>55</b>
	3. Coping Strategies	<b>59</b>
	4. Standard Advice to the Client	<b>60</b>
	<i>B- Knowledge of Professional Ethics and dos and don'ts</i>	<b>61</b>
	1. How to help responsibly	<b>61</b>
	2. Respect people's...	<b>61</b>
	3. Do's & Don'ts	<b>61</b>
	4. Good communication	<b>62</b>
	5. Things to say and do	<b>62</b>
	6. Things not to say and do	<b>63</b>
	<i>C- Knowledge of Psychological First Aid</i>	<b>63</b>
	1. What is Psychological First Aid (PFA)	<b>63</b>
	2. How do crisis events affect people?	<b>63</b>
	3. When is PFA provided?	<b>64</b>
	4. Be aware of other emergency response measures	<b>64</b>
	5. Before entering a crisis site, learn about the following...	<b>64</b>
	6. Coping	<b>65</b>
<b>2 B.</b>	<b>(II) PROTOCOLS OF FIRST-AID FOR MENTAL HEALTH CONDITIONS</b>	<b>69</b>
	<i>A- Protocol for Suicide and Depression</i>	<b>69</b>
	Misconceptions about Suicide	<b>69</b>
	Five steps to help someone in crisis	<b>70</b>
	<i>A- 1: Suicide - Protocol</i>	<b>71</b>
	Assessment question 1: Has the person recently attempted suicide or self-harm?	<b>72</b>
	Assessment question 2: Is there an imminent risk of suicide or self-harm?	<b>72</b>
	Assessment question 3: Are there concurrent conditions associated with suicide or self-harm?	<b>72</b>
	<i>Basic Management Plan</i>	<b>73</b>
	1. If the person has attempted suicide, provide the necessary medical care, monitoring and psychosocial support	<b>73</b>
	2. If the person is at imminent risk of suicide or self-harm	<b>74</b>
	3. Monitor and provide psychosocial support	<b>74</b>
	4. Care for the care givers	<b>75</b>
	5. Maintain regular contact and follow-up	<b>75</b>

<b><i>A- 2: Moderate/severe depressive disorder-Protocol</i></b>	<b>76</b>
Assessment question 1: Does the person have moderate/severe depressive disorder?	77
Assessment question 2: Are there other possible explanations for the symptoms (other than moderate/severe depressive disorder)?	78
<b><i>Basic Management Plan</i></b>	<b>79</b>
1. Offer psycho-education	79
2. Offer psychosocial support.	80
<b><i>B- Protocol for Acute Stress</i></b>	<b>81</b>
Assessment question 1: Has the person recently experienced a potentially traumatic event?	81
Assessment question 2: If a potentially traumatic event has occurred within the last month, does the person have significant symptoms of acute stress?	82
Assessment question 3: Is there a concurrent condition?	83
<b><i>Basic Management Plan</i></b>	<b>83</b>
1. In All Cases	83
2. In case of sleep problems as a symptom of acute stress, offer the following additional management...	84
3. In the case of bedwetting in children as a symptom of acute stress, offer the following additional management...	84
4. In the case of hyperventilation (breathing extremely fast and uncontrollably) as a symptom of acute stress, offer the following additional management...	84
5. In the case of a dissociative symptom relating to the body (e.g. medically unexplained paralysis, inability to speak or see, “pseudoseizures”) as a symptom of acute stress, offer the following additional management...	85
<b><i>C- Protocol for Grief</i></b>	<b>86</b>
Assessment question 1: Has the person recently experienced a major loss?	86
Assessment question 2: If a major loss has occurred within the last 6 months, does the person have significant symptoms of grief?	87
Assessment question 3: Is there a concurrent condition?	87
Basic Management Plan	88
<b><i>D- Protocol for Post-Traumatic Stress Disorder (PTSD)</i></b>	<b>90</b>
Assessment question 1: Has the person experienced a potentially traumatic event more than 1 month ago?	90
Assessment question 2: If a potentially traumatic event occurred more than 1 month ago, does the person have PTSD?	90
<b><i>Basic Management Plan</i></b>	<b>91</b>
1. Educate on PTSD	91
2. Offer psychosocial support	92

# **PREREQUISITES FOR MENTAL HEALTH PROFESSIONALS**

COVID-19 Mental Health Rehabilitation Helpline





## 2 B (I) PREREQUISITES FOR MENTAL HEALTH PROFESSIONALS

### A- Scientific Knowledge of COVID-19

All mental health professionals should be updated with all scientific information regarding COVID-19 so that scientific knowledge could be transferred to the society at large. This aspect has been dealt with in detail in the Part 1 (Medical Fact Sheet for Mental Health Tele-Counselling) of this booklet.

#### 1. Long term psycho-social and behavioural impact of pandemic COVID-19:

Like any other fast growing infections, COVID -19 comes with a medical crisis as well as mental health hazards. In addition to the fear of transmission, there are secondary fears like losing beloved ones; crisis of daily needs and resources, economical losses etc. Health anxiety, sleep disturbances, panic attacks, depression, OCD and loneliness are the other known mental health fallouts of living through a pandemic.

Though initially, extensive medical facilities are important to reach out to the common persons, we cannot ignore the mental well-being of population as it is the most common indicator of public health.

Therefore, it is important to take note of these different ways in which the COVID-19 pandemic may be impacting people’s mental health and social behaviour. COVID-19 has been creating immense psychosocial and behavioural problems.

The psychosocial effect of COVID-19 is distinctly visible among all sections of people like general population, directly infected ones, health professionals, front line workers and other backline professionals. Factors affecting might be different.

#### 2. Indicator of psycho-social and behavioural impact in various sections of population:

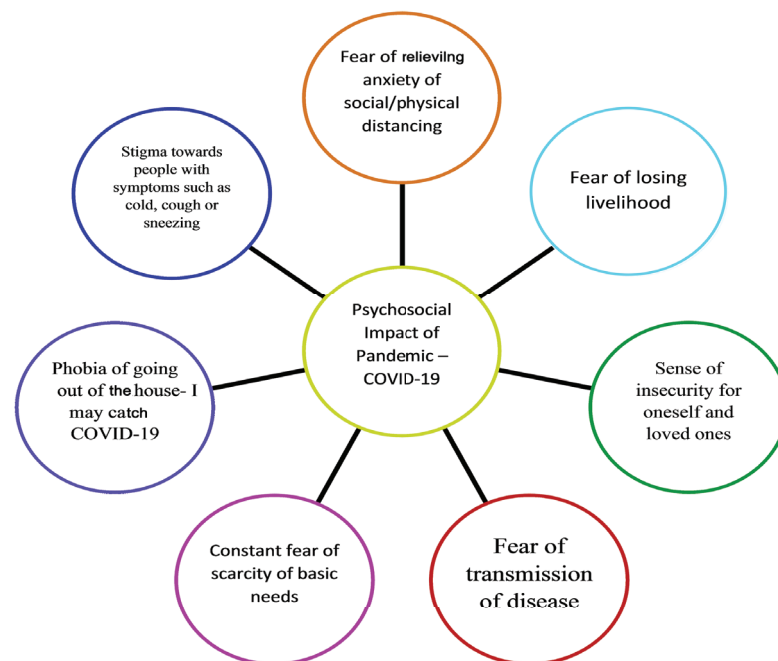


Fig. Indicators of Psycho-social impact of COVID-19

**General people:**

- Constant fear of scarcity of basic needs,
- Fear of transmission of disease and lack of supply of resources to handle it,
- A constant sense of insecurity for oneself and loved ones,
- Fear of losing livelihood,
- Fear of reliving, anxiety of social/physical distancing resulting in lack of contact with family or friends who may be living far away,
- Phobia of going out of house, stigma towards people with symptoms such as cold, cough or sneezing, which might just be a simple flu.
- Directly affected persons on infected ones: Individuals infected with COVID-19 are likely to experience:

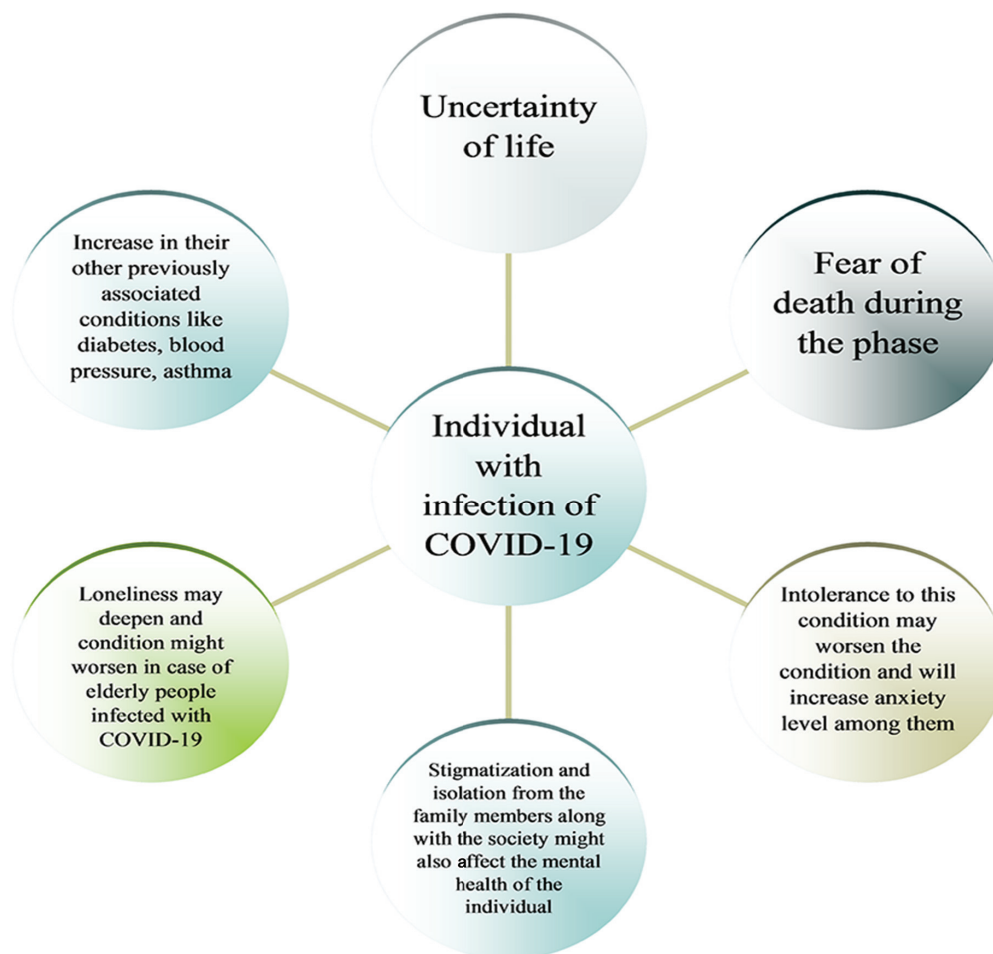


Fig. Psycho-social impact on Individual infected with COVID-19

- Uncertainty of life,
- Fear of death during the phase.
- Intolerance to this condition will in turn worsen the condition and will increase anxiety level among them.
- Stigmatization and isolation from the family members along with the society might also affect the mental health of the individual.
- Loneliness may deepen and condition might worsen in case of elderly people infected with COVID-19.
- Increase in their other previously associated conditions like diabetes, blood pressure, asthma etc

**Health care professionals and frontline workers:**

- Health professionals and front-line workers like bureaucrats, police force, media persons and security officers also experience similar effects of Pandemic:

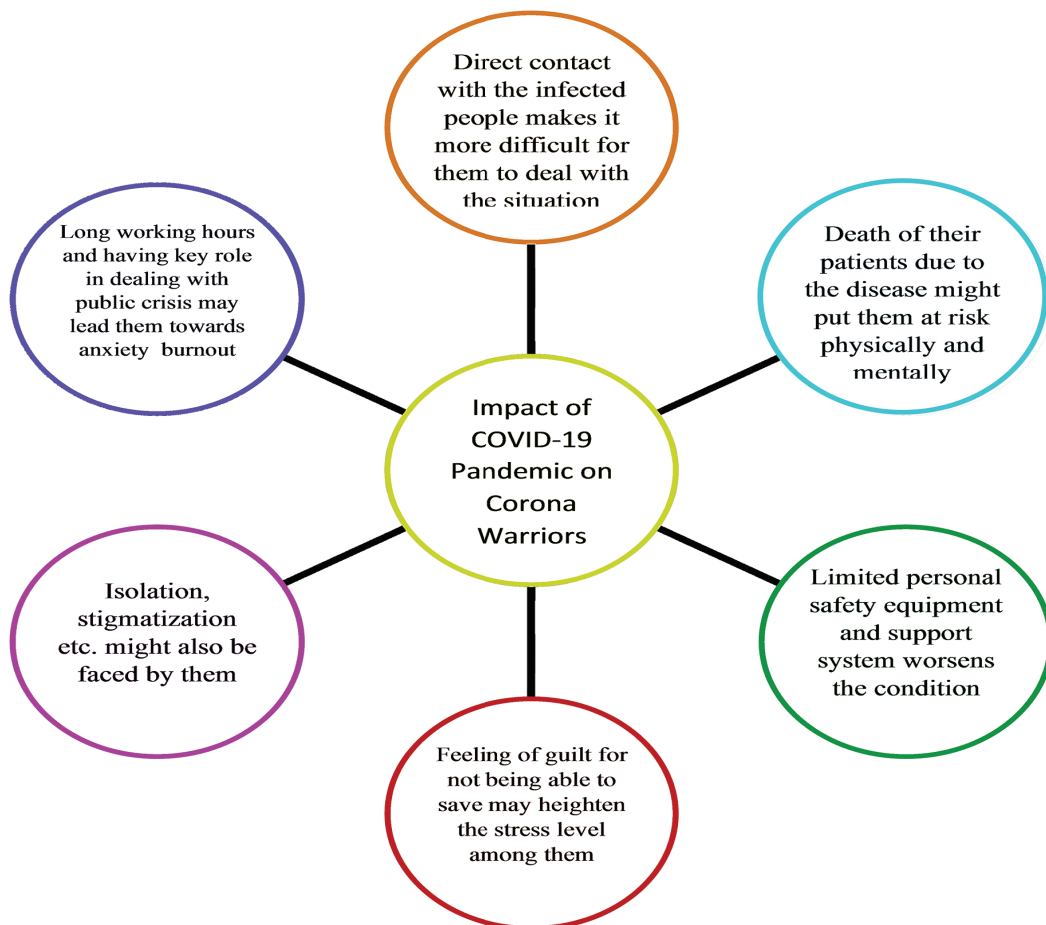


Fig. Psycho-social impact of COVID-19 Pandemic on Corona Warriors

- Direct contact with the infected people or at high risk of getting infected makes it more difficult for them to deal with the situation.
- Death of their patients due to the disease or critical conditions of the patients might put the health professionals at risk physically and mentally.
- Limited personal safety equipment and support system worsens the condition.
- Guilt-feeling for not being able to save or give adequate facility may heighten the stress level among them.
- Isolation, stigmatization etc. might also be faced by them as they have to keep themselves socially isolated especially from family members.
- Long working hours and having key role in dealing with public crisis may lead them towards anxiety, burnout.
- Other backline professionals: Other professionals like people working in helplines, IT professionals, bank employees may also encounter various issues like:

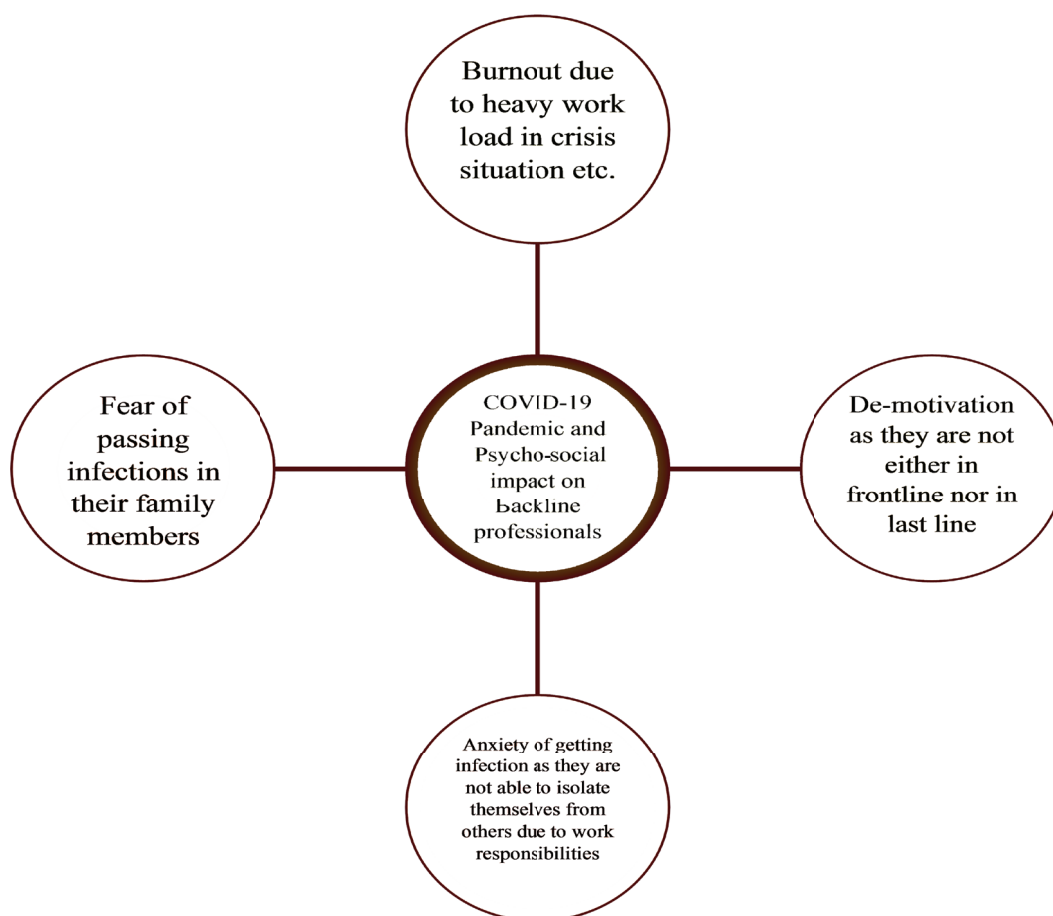
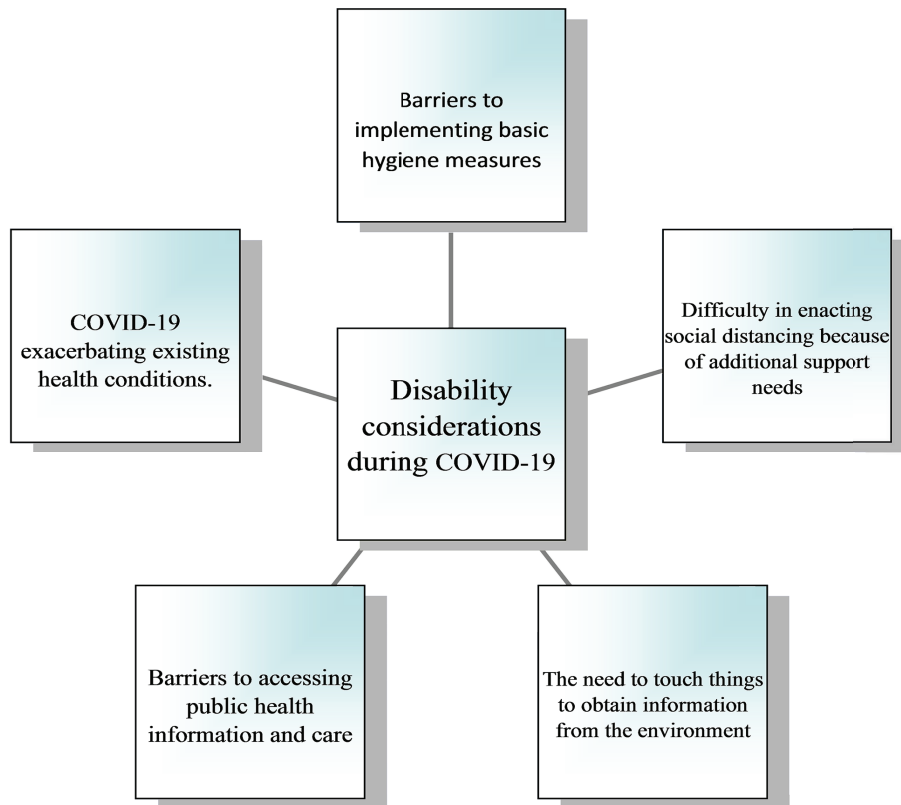


Fig. Psycho-social impact of Pandemic COVID-19 on Backline Professionals

- De-motivation as they are neither in frontline nor in last line
- Anxiety of getting infection as they are not able to isolate themselves from others due to work responsibilities
- Fear of passing infections in their family members
- Burnout due to heavy work load in crisis situation etc.

**Disability Considerations during COVID-19 outbreak**



**Fig. Disability considerations during COVID-19**

**3. Coping Strategies:**

List of Healthy and Unhealthy Coping Strategies: How to identify the mental health issues

Healthy Coping Strategies	Unhealthy Coping Strategies
Engage in healthy activities like Yoga, Meditation, Sports etc	Drinking alcohol or using drugs
Balanced and healthy diet	Overeating
Maintaining healthy sleep pattern	Sleeping too much
Healthy way of ventilation by writing or creativity	Venting your anger and frustration
Mindful use of resources	Overspending
Engage in problem-solving	Avoidance
Asking for help if needed	Not asking for help

- Available support services in the locality.
- Referral

#### **4. Standard Advice to the Client**

##### Do's and Don'ts– Advice to the Client

So let's think what we can do to improve our psychological immunity towards fear of Novel Corona Virus and to lower down the anxiety which is increasing in the wake of COVID-19:

- 1. Follow expert instructions to maintain physical hygiene:** It is important to care for your physical hygiene. Wash your hands regularly, maintain social distancing and follow the guidelines of your state and national government on maintaining personal hygiene. It will give us psychological comfort and satisfaction that we are doing our best to prevent ourselves and the society.
- 2. Look only to the authentic and credible source of information:** “More information more confusion” so, believe on legitimate sources of information like WHO site, your state and national advisories. The credible sources of information are key to deal with fear and anxiety.
- 3. Break from media and social media for a while:** News from these sources may sound very alarming and may create panic in you. So taking a break from news may give you chance to observe the situation mindfully and help you think realistically.
- 4. Think positive and behave positive:** Negative thinking leads us towards entering in stress cycle which will cause bad effect on immune system, so we need to see the positive side of the situation e.g. rather than remunerate and complaining of the situation we may take this as an opportunity to spend time at home and with our family.
- 5. Spread positive and authentic information rather than creating panic:** Have positive communication with your family, children and with others. Focus on preventive and treatment measures rather than talking about fear.
- 6. Give Hope, prepare yourself and others for situation:** Focus on positivity you have. Plan if anything goes wrong will happen with realistic solutions. Think how you can cope up with situation, if it arises for you or your beloved ones. List the ways to deal with situation.
- 7. Seek professional help if needed:** Follow protection and prevention recommendations provided by the qualified health professionals and advisories issued by the Government. We may seek help of professional counsellors and psychologists by meeting them or by talking on phone.
- 8. Keep yourself calm:** Try to maintain mental hygiene with the help of relaxation exercises, breathing exercises, yoga, meditation, listening music, reading good literature, practising your hobby etc.
- 9. Practise Mindfulness:** Try to prevent yourself from excessive doing and thinking. Rather than exaggerating negative outcomes of future, you may think of positive outcome and logical solutions.
- 10. Practise sleep hygiene:** Restrict the use of products having alcohol, caffeine and tannin as it may interfere with your consciousness and sleep pattern. It will directly affect your immune

system and may lead you towards the infections.

If at the time of screening, any professional sees the above explained symptoms of unhealthy way of coping in the caller, he or she may refer to the concerned professionals for help.

## **B- Knowledge of Professional Ethics and do's and don'ts**

### **1. How to help responsibly?**

When you take on the responsibility to help in situations where people have been affected by a distressing event, it is important to act in ways that respect the safety, dignity and rights of the people you are helping. The following principles apply to any person or agency involved in humanitarian response, including those who provide PFA:

### **2. Respect people's...**

#### **Safety**

- Avoid putting people at further risk of harm as a result of your actions.
- Make sure, to the best of your ability, that the adults and children you help are safe and protect them from physical or psychological harm.

#### **Dignity**

- Treat people with respect and according to their cultural and social norms.

#### **Rights**

- Make sure people can access help fairly and without discrimination.
- Help people to claim their rights and access available support.
- Act only in the best interest of any person you encounter.

### **3. Do's**

1. Be honest and trustworthy.
2. Respect people's right to make their own decisions.
3. Be aware of and set aside your own biases and prejudices.
4. Make it clear to people that even if they refuse help now, they can still access help in the future.
5. Respect privacy and keep the person's story confidential, if this is appropriate.
6. Behave appropriately by considering the person's culture, age and gender.

#### **Don'ts**

1. Don't exploit your relationship as a helper.
2. Don't ask the person for any money or favour for helping them.

3. Don't make false promises or give false information.
4. Don't exaggerate your skills.
5. Don't force help on people, and don't be intrusive or pushy.
6. Don't pressurize people to tell you their story.
7. Don't share the person's story with others.
8. Don't judge the person for their actions or feelings.

#### **4. Good communication**

The way you communicate with someone in distress is very important. People who have been through a crisis event may be very upset, anxious or confused. Some people may blame themselves for things that happened during the crisis. Staying calm and showing understanding can help people in distress, feel more safe and secure, understood, respected and cared for appropriately. Someone who has been through a distressing event may want to tell you his/her story. Listening to someone's story can be a great support. However, it is important not to pressurize anyone to tell you what they have been through. Some people may not want to speak about what has happened or their circumstances. However, they may value it if you stay with them quietly, let them know you are there if they want to talk, or offer practical support like a meal or a glass of water. Don't talk too much; allow for silence. Keeping silent for a while may give the person space and encourage him/her to share with you if he/she wishes to do so. To communicate well, be aware of both your words and body language, such as facial expressions, eye contact, gestures, and the way you sit or stand in relation to the other person. Each culture has its own particular ways of behaving that are appropriate and respectful. Speak and behave in ways that take into account the person's culture, age, gender, customs and religion.

Below are the suggestions for things to say and do, and what not to say and do. Most importantly, be yourself, be genuine and be sincere in offering your help and care.

#### **5. Things to say and do**

- Respect privacy and keep the person's story confidential, if this is appropriate.
- Let them know you are listening, for example, say "hmmmm..."
- Be patient and calm.
- Provide factual information, if you have it. Be honest about what you know and don't know. "I don't know, but I will try to find out about that for you."
- Give information in a way the person can understand – keep it simple.
- Acknowledge how they are feeling and any losses or important events they tell you about, such as loss of their home or death of a loved one. "I'm so sorry. I can imagine this is very sad for you."
- Acknowledge the person's strength and how they have helped themselves.
- Allow for silence.



## **6. Things not to say and do**

- Don't pressurize someone to tell their story.
- Don't interrupt or rush someone's story (for example, don't speak too rapidly).
- Don't judge what they have or haven't done, or how they are feeling. Don't say: "You shouldn't feel that way," or "You should feel lucky you survived."
- Don't make up things you don't know.
- Don't use terms that are too technical.
- Don't tell them someone else's story.
- Don't talk about your own troubles.
- Don't give false promises or false reassurances.
- Don't think and act as if you must solve all the person's problems for them.
- Don't take away the person's strength and sense of being able to care for themselves.
- Don't talk about people in negative terms (for example, don't call them "crazy" or "mad").

## **C- Knowledge of Psychological First Aid**

### **1. What is Psychological First Aid (PFA)**

According to Sphere (2011) and IASC (2007), Psychological First Aid (PFA) describes a humane, supportive response to a fellow human being who is suffering and who may need support. PFA involves the following themes:

- providing practical care and support, which does not intrude;
- assessing needs and concerns;
- helping people to address basic needs (for example, food and water, information);
- listening to people, but not pressurizing them to talk;
- comforting people and helping them to feel calm;
- helping people connect to information, services and social supports;
- protecting people from further harm.

### **2. How do crisis events affect people?**

Different kinds of distressing events happen in the world, such as war, natural disasters, accidents, fire and interpersonal violence (for example, sexual violence). Individuals, families or entire communities may be affected. People may lose their homes or loved ones, be separated from family and community, or may witness violence, destruction or death. Although everyone is affected in some way by these events, there are a wide range of reactions and feelings each person can have. Many people may feel overwhelmed, confused or very uncertain about what is happening. They can feel very fearful or anxious, or numb and detached. Some people may have mild reactions,

whereas others may have more severe reactions. How someone reacts depends on many factors, including:

- the nature and severity of the event(s) they experience;
- their experience with previous distressing events;
- The support they have in their life from others;
- their physical health;
- their personal and family history of mental health problems;
- their cultural background and traditions;
- their age (for example, children of different age groups react differently).

Every person has strength and abilities to help them cope up with life challenges. However, some people are particularly vulnerable in a crisis situation and may need extra help. This includes people who may be at risk or need additional support because of their age (children, elderly), because they have a mental or physical disability, or because they belong to groups who may be marginalized or targeted for violence.

### **3. When is PFA provided?**

Although people may need access to help and support for a long time after an event, PFA is aimed at helping people who have been very recently affected by a crisis event. You can provide PFA when you first have contact with very distressed people. This is usually during or immediately after an event. However, it may sometimes be days or weeks after, depending on how long the event lasted and how severe it was.

### **4. Be aware of other emergency response measures whenever possible in responding to a crisis situation:**

- follow the direction of relevant authorities managing the crisis;
- learn what emergency responses are being organized and what resources are available to help people, if any;
- don't get in the way of search-and-rescue or emergency medical personnel; and know your role and the limits of your role.

#### ***Prepare– learn about the situation***

- Learn about the crisis event.
- Learn about available services and supports.
- Learn about safety and security concerns.

### **5. Before entering a crisis site, learn about the following:**

***Important questions***

- What happened?
- When and where did it take place?
- How many people are likely to be affected and who are they?

***Available services and supports***

- Who is providing for basic needs like emergency medical care, food, water, shelter or tracing family members?
- Where and how can people access those services?
- Who else is helping? Are community members involved in responding?

***Safety and security concerns***

- Is the crisis event over or continuing?
- What dangers may be there in the environment?
- Are there areas to avoid entering because they are not secure?

**6. Coping**

Everyone has natural ways of coping. Encourage people to use their own positive coping strategies, while avoiding negative strategies. This will help them feel stronger and regain a sense of control. You will need to adapt the following suggestions to take into account the person's culture and what is possible in the particular crisis situation.

***Encourage positive coping strategies***

- Get enough rest.
- Eat as regularly as possible and drink water.
- Talk and spend time with family and friends.
- Discuss problems with someone you trust.
- Do activities that help you relax (walk, sing, pray, play with children).
- Do physical exercise.
- Find safe ways to help others in the crisis and get involved in community activities.

***Discourage negative coping strategies***

- Don't take drugs, smoke or drink alcohol.
- Don't sleep all day.
- Don't work all the time without any rest or relaxation.
- Don't isolate yourself from friends and loved ones.
- Don't neglect basic personal hygiene.
- Don't be violent.



सत्यमेव जयते

Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice & Empowerment, Government of India  
[www.disabilityaffairs.gov.in](http://www.disabilityaffairs.gov.in)



# KIRAN

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### Objectives

- Early screening;
- First-aid;
- Psychological support;
- Distress management;
- Mental well-being;
- Preventing deviant behaviours;
- Psychological crisis management;
- Referral to mental health experts.

**24x7**

**Obsessive-Compulsive  
Disorder (OCD)**

**Suicide Prevention**

**Depression**

### Helpline Services for

**Panic Attack**

**Anxiety**

**Adjustment Disorders**

**Post-Traumatic  
Stress Disorder**

**Substance Abuse**

**Mental Health Emergency**

# **PROTOCOLS FOR FIRST-AID FOR MENTAL HEALTH CONDITIONS**



## **2 B (II) PROTOCOLS FOR FIRST-AID FOR MENTAL HEALTH CONDITIONS**

### **A- PROTOCOL FOR SUICIDE AND DEPRESSION**

#### **INTRODUCTION:**

In the light of present scenario in terms of increasing mental health problems like depression and suicide among young generation, the first protocol is focused on Deliberate Self-Harm (DSH), Suicide and Depressive Disorders.

Suicide is a major public health concern and results in an estimated 800,000 deaths annually. According to the 2012 Lancet report, suicide rates in India are highest in the 15-29 age group, the youth population. The report says that among men, 40% suicides were committed by individuals aged 15-29, while for women it was almost 60%. In 2017, Lokniti- CSDS released a survey which showed that 4 out of 10 students went through depression. The survey conducted in the age group 15-34 years also found that one out of every four youth moderately suffered from depression, loneliness, worthlessness and suicidal thoughts. Six per cent of them got suicidal thoughts at least once.

Suicide is the second leading cause of death in young people. A major cause of suicide is mental illness, very commonly depression. People feeling suicidal are overwhelmed by painful emotions and see death as the only way out, losing sight of the fact that suicide is a permanent “solution” to a temporary state—most people who try to kill themselves but live later say they are glad they didn’t die. Most people who die by suicide could have been helped. An individual considering suicide frequently confides in a friend, who may be able to convince them to seek treatment. When the risk is high, concerned friends and relatives should seek professional guidance.

Suicidal thoughts may be fleeting or more frequent, passive (e.g., “What if I were dead?”) or active (e.g., thinking of ways to kill oneself, making a plan). Preparations for death, such as giving away possessions or acquiring a gun, are cause for great concern. A sudden lift in spirits in a depressed person can be a warning sign that they are planning to kill themselves. Any level of suicidal thinking should be taken seriously.

Some health-care workers mistakenly fear that asking about suicide will provoke the person to attempt suicide. On the contrary, talking about suicide often reduces the person’s anxiety around suicidal thoughts, helps the person feel understood and opens opportunities to discuss the problem further. Adults and adolescents with any of the mental, neurological or substance use (MNS) conditions are at risk of suicide or self-harm.

#### **Misconceptions about Suicide**

“Who talk about it won’t do it.”

Suicide threats should always be taken seriously. The truth is that few individuals are single-minded in their decision to kill themselves; many are asking for help even as they contemplate suicide.

“People who really want to kill themselves are beyond help.”

Fortunately, this is not the case. Suicidal impulses may be intense but short-lived. The majority of individuals who are suicidal even for extended periods recover and can benefit from treatment.

**“Suicide is a purely personal decision.”**

This argument is sometimes used to justify a “hands-off” attitude. It is a misconception, because suicide doesn’t just affect the person who dies; it affects others also.

**“Asking or talking about suicide can put the idea in someone’s mind.”**

Research proves that asking someone about suicide will not “put the idea in their head.” In fact, many people having suicidal thoughts often feel relieved when someone asks. Suicidal individuals are engaged in a private struggle with thoughts of death. Talking about the possibility of suicide can alleviate the loneliness of the struggle and can be a first step in obtaining help.

### **Five steps to help someone in crisis**

- 1. Ask the tough question-** When somebody you know is in emotional pain, ask them directly: “Are you thinking about killing yourself?”
- 2. Keep them safe-** Ask if they know how they would do it, and separate them from anything they could use to hurt themselves. If you think they might be in immediate danger, call for help.
- 3. Be there and listen to their reasons for feeling hopeless-** Listen with compassion and empathy and without dismissing or judging.
- 4. Help them connect to a support system-** Whether it’s family, friends, clergy, coaches, co-workers, a doctor, or a therapist — who they can reach out to for help.
- 5. Follow up-** Reaching out to them in the days and weeks after a crisis can make a meaningful difference and even help save their life.

### **While suicide is often hard to predict, there are some warning signs:**

- Being depressed or having other mental disorders
- Talking directly or indirectly about wanting to die or “not be around”
- Increased social isolation
- Significant changes in appearance and hygiene
- Giving away valued possessions; making other preparations for death
- A sudden change in mood



**A- 1 : SUICIDE - PROTOCOL**

- Suicide is the act of intentionally ending one’s own life. Non-fatal suicidal thoughts and behaviours (hereafter called “suicidal behaviours”) are classified more specifically into three categories: suicide ideation, which refers to thoughts of engaging in behaviour intended to end one’s life; suicide plan, which refers to the formulation of a specific method through which one intends to die; and suicide attempt, which refers to engagement in potentially self-injurious behaviour in which there is at least some intent to die. Most researchers and clinicians distinguish suicidal behaviour from non-suicidal self-injury (e.g., self-cutting), which refers to self-injury in which a person has no intent to die; such behaviour but as self-harm can become suicide, it is highly recommended that every patient who self-harms be assessed for suicide risk.

***Typical presenting complaints of a person at risk of suicide and self-harm***

- Profound hopelessness or sadness and worthlessness (e.g. can’t visualize a single positive event of life),
- Feeling extremely upset or distressed or agitated,
- Past attempts of self-harm (e.g. acute pesticide intoxication, medication overdose, self-inflicted wounds),
- Extreme withdrawal from Social Activities or vice-versa,
- Suicidal ideation,
- Sleep disturbance.

***While anyone can become suicidal, there are certain risk factors that make suicide more likely***

***Risk factors/Triggers of Suicide and self-harm behaviour***

- Presence of mental illness
- Previous suicide attempt(s)
- Poorly managed/treated mental illness
- Having a family member or friend who recently killed themselves; multiple suicides in the community
- Lack of family and social support
- Presence of chronic physical disorders
- Interpersonal or relationship issues
- Significant life event or other recent, significant losses, such as the loss of a relationship or job
- Cultural and religious beliefs supporting suicide (e.g., belief that suicide is a noble resolution of a personal dilemma)

- Alcohol and drug abuse (as this can lower inhibitions and increase impulsiveness)
- Access to means of suicide (e.g., a gun, a quantity of pills)
- Unwillingness to seek help and/or barriers to accessing mental health treatment

***Assessment***

**Assessment question 1: Has the person recently attempted suicide or self-harm?**

***Assess for:***

- Poisoning, alcohol/drug intoxication, medication overdose or other self-harm
- Signs requiring urgent medical treatment
  - \* Bleeding from self-inflicted wound
  - \* Loss of consciousness
  - \* Extreme lethargy.

**Assessment question 2: Is there an imminent risk of suicide or self-harm?**

***Ask the person and/or care givers about:***

- Thoughts or plans of suicide (currently or in past month)
- Acts of self-harm in the past year
- Access to means of suicide (e.g. pesticides, rope, weapons, knives, prescribed medications and drugs)

***Look for:***

- Severely emotional distress or hopelessness
- Violent behaviour or extreme agitation
- Withdrawal or unwillingness to communicate
- The person is considered at imminent risk of suicide or self-harm if either of the following is present:
  - \* Current thoughts, plans or acts of suicide
  - \* History of thoughts or plans of self-harm in the past month or acts of self-harm in the past year in a person who is now extremely agitated, violent, distressed or uncommunicative

**Assessment question 3: Are there concurrent conditions associated with suicide or self-harm?**

***Assess and manage possible concurrent conditions:***

- \* Chronic pain or disability (e.g. due to recent injuries incurred during the humanitarian emergency)
- \* Moderate/severe depressive disorder

- \* Psychosis
- \* Harmful use of alcohol or drug
- \* Post-traumatic stress disorder
- \* Acute emotional distress

***How to talk about suicide or self-harm***

**1. Create a safe and private atmosphere for the person to share thoughts**

- Do not judge the person for being suicidal.
- Offer to talk with the person alone or with other people of their choice.

**2. Use a series of questions where any answer naturally leads to another question. For example:**

- Start with [the present] How do you feel?
- [Acknowledge the person's feelings] You look sad/ upset. I want to ask you a few questions about it.
- How do you see your future? What are your hopes for the future?
- Some people with similar problems have told me that they felt life was not worth living. Do you go to sleep wishing that you might not wake up in the morning?
- Do you think about hurting yourself?
- Have you made any plans to end your life?
- If so, how are you planning to do it?
- Do you have the means to end your life?
- Have you considered when to do it?
- Have you ever attempted suicide?

**3. If the person has expressed suicidal ideas:**

- Maintain a calm and supportive attitude
- Do not make false promises.

***Basic Management Plan***

**1. If the person has attempted suicide, provide the necessary medical care, monitoring and psycho-social support**

**Provide medical care:**

- \* Treat those who have inflicted self-harm with the same care, respect and privacy given to others. Do not punish them.
- \* Treat the injury or poisoning.

- \* In the case of a prescribed medication overdose where medication is still required, choose the least harmful alternative medication. If possible, prescribe the new medication for short periods of time only (e.g. a few days to 1 week at a time) to prevent another overdose

**Monitor the person continuously while they are still at imminent risk of suicide (see below for guidance).**

- \* Offer psycho-social support (see below for guidance).
- \* Consult a mental health specialist, if available.

## **2. If the person is at imminent risk of suicide or self-harm**

### **3. Monitor and provide psycho-social support**

***Monitor the person:***

- \* Create a safe and supportive environment for the person. Remove all possible means of self-harm/ suicide and, if possible, offer a separate, quiet room. However, do not leave the person alone. Have care givers or staff stay with the person at all times.
- \* DO NOT routinely admit people to general medicine wards to prevent acts of suicide. Hospital staff may not be able to monitor a suicidal person sufficiently. However, if admission to a general ward for the medical consequences of self-harm is required, monitor the person closely to prevent subsequent acts of self-harm in the hospital.
- \* Regardless of the location, ensure that the person is monitored 24 hours a day until they are no longer at imminent risk of suicide.

***Offer psychosocial support:***

- \* DO NOT start by offering potential solutions to the person's problems. Instead, try to instill hope. For example:
  - Many people who have been in similar situations– feeling hopeless, wishing they were dead have then discovered that there is hope, and their feelings have improved with time.
  - Help the person to identify reasons to stay alive.
  - Search together for solutions to the problems.
  - Mobilize care givers, friends, other trusted individuals and community resources to monitor and support the person if they are at imminent risk of suicide. Explain to them about the need for 24-hour per day monitoring. Ensure that they come up with a concrete and feasible plan (e.g. who is monitoring the person at what time of the day).
  - Offer additional psycho-social support.
  - Consult a mental health specialist if available.

**4. Care for the care givers- care givers might take responsibility of the following:**

- Keep eyes on intake of medications, if any
- Keep watch on early signs and symptoms of suicide
- Be vigilant about any significant change in behaviour like withdrawal, detachments.
- Not to ignore the conversation over suicide especially initiated by Patient/Caller
- Not to leave the patient alone

**5. Maintain regular contact and follow-up**

- Make sure there is a concrete plan for follow-up sessions and that the care givers take responsibility for ensuring follow-up.
- Maintain regular contact (e.g. via telephone, text messages) with the person.
- Follow up frequently in the beginning (e.g. weekly for the first 2 months) and decrease frequency as the person improves (every 2–4 weeks).
- Follow up for as long as the suicide risk persists. At every contact, routinely assess the suicidal thoughts and plans.

**A- 2: MODERATE/SEVERE DEPRESSIVE DISORDER - PROTOCOL**

- Moderate/severe depressive disorder may develop in adults, adolescents and children who have not been exposed to any particular stressor. In any community, there will be people suffering from moderate/severe depressive disorder. However, the significant losses and stress experienced during humanitarian emergencies may result in grief, fear, guilt, shame and hopelessness, increasing the risk of developing moderate/severe depressive disorder. Nevertheless, these emotions may also be normal reactions to recently experienced adversity. Management for moderate/severe depressive disorder should only be considered if the person has persistent symptoms over a number of weeks and as a result has considerable difficulties in carrying out daily activities.
- Recognizing the symptoms is key. Unfortunately, about half the people who have depression never get it diagnosed or treated. Thus, it is important to understand the signs and symptoms of depression.

***Symptoms can include:***

- Trouble in concentrating, remembering details, and making decisions
- Fatigue
- Feelings of guilt, worthlessness, and helplessness
- Pessimism and hopelessness
- Insomnia, early-morning wakefulness, or sleeping too much
- Irritability
- Restlessness
- Loss of interest in things once pleasurable, including sex
- Overeating, or appetite loss
- Aches, pains, headaches, or cramps that won't go away
- Digestive problems that don't get better, even with treatment
- Persistent sad, anxious, or "empty" feelings
- Suicidal thoughts or attempts

***Typical presenting complaints of moderate/severe depressive disorder:***

- Low energy, fatigue, sleep problems
- Multiple persistent physical symptoms with no clear cause (e.g. aches and pains)
- Persistent sadness or depressed mood, anxiety
- Little interest in or pleasure from activities

*Assessment*

**Assessment question 1: Does the person have moderate/severe depressive disorder?**

*Assess for the following:*

- A. The person has had at least one of the following core symptoms of depressive disorder for at least 2 weeks:**
1. Persistent depressed mood
    - For children and adolescents: either irritability or depressed mood
  2. Markedly diminished interest in or pleasure from activities, including those that were previously enjoyable
    - The latter may include reduced sexual desire.
- B. The person has had at least several of the following additional symptoms of depressive disorder to a marked degree (or many of the listed symptoms to a lesser degree) for at least 2 weeks:**
1. Disturbed sleep or sleeping too much
  2. Significant change in appetite or weight (decrease or increase)
  3. Beliefs of worthlessness or excessive guilt
  4. Fatigue or loss of energy
  5. Reduced ability to concentrate and sustain attention on tasks
  6. Indecisiveness
  7. Observable agitation or physical restlessness
  8. Talking or moving more slowly than normal
  9. Hopelessness about the future
  10. Suicidal thoughts or acts
- C. The individual has considerable difficulty with daily functioning in personal, family, social, educational, occupational or other important domains.**
- If A, B and C – all 3 – are present for at least 2 weeks, then moderate/severe depressive disorder is likely.
1. Delusions or hallucinations may be present. Check for these. If present, treatment for depressive disorder needs to be adapted. Consult a specialist.
  2. If the person’s symptoms do not meet the criteria for moderate/severe depressive disorder, go to module for assessment and management of the presenting complaint.

**Assessment question 2: Are there other possible explanations for the symptoms (other than moderate/severe depressive disorder)?**

- Rule out concurrent physical conditions that can resemble depressive disorder.
- Rule out and manage anaemia, malnutrition, hypothyroidism, stroke and medication side-effects (e.g. mood changes from steroids).
- Rule out a history of manic episode(s).
- Assess if there has been a period in the past when several of the following symptoms occurred simultaneously:
  - a. decreased need for sleep
  - b. euphoric, expansive or irritable mood
  - c. racing thoughts; being easily distracted
  - d. increased activity, feeling of increased energy or rapid speech
  - e. impulsive or reckless behaviours such as excessive gambling or spending, making important decisions without adequate planning
  - f. Unrealistically inflated self-esteem
- Assess to what extent the symptoms impaired functioning or were a danger to the person or to others. For example:
  - a. Was your excessive activity a problem for you or your family? Did anybody try to hospitalize or confine you during that time because of your behaviour?
- There is a history of manic episode(s) if both the following occurred:
  - a. Several of the above 6 symptoms were present for longer than 1 week
  - b. The symptoms caused significant difficulty with daily functioning or were a danger to the person
- If a manic episode has ever occurred, then the depression is likely to be part of another disorder called bipolar disorder and requires different management.
- Rule out normal reactions to major loss (e.g. bereavement, displacement).
  - a. The reaction is more likely to be a normal reaction to major loss if:
    - i. There is marked improvement over time without clinical intervention;
    - ii. None of the following symptoms is present:
      1. beliefs of worthlessness
      2. suicidal ideation
      3. talking or moving more slowly than normal



4. psychotic symptoms (delusions or hallucinations)
5. there is no previous history of depressive disorder or manic episode, and
6. Symptoms do not cause considerable difficulty with daily functioning.
7. Exception: impaired functioning can be the part of a normal response after bereavement when it is within cultural norms

**Rule out prolonged grief disorder:** symptoms include severe preoccupation with or intense longing for the deceased person accompanied by intense emotional pain and considerable difficulty with daily functioning for at least 6 months (and for a period that is much longer than what is expected in that person’s culture). Consult a specialist if this disorder is suspected.

**Assessment question 3: Is there a concurrent Mental, Neurological and Substance use condition requiring management?**

- Assess for thoughts or plans of self-harm or suicide
- Assess for harmful alcohol or drug use
- If a concurrent MNS condition is found, manage the condition and moderate-severe depressive disorder at the same time

**Basic Management Plan**

**1. Offer psycho-education**

**Key messages to the person and the caregivers:**

- \* Depression is a very common condition that can happen to anybody.
- \* The occurrence of depression does not mean that the person is weak or lazy.
- \* The negative attitudes of others (e.g. “You should be stronger”, “Pull yourself together”) may relate to the fact that depression is not a visible condition (unlike a fracture or a wound) and the false idea that people can easily control their depression by sheer force of will.
- \* People with depression tend to have unrealistically negative opinions about themselves, their life and their future. Their current situation may be very difficult, but depression can cause unjustified thoughts of hopelessness and worthlessness. These views are likely to improve once the depression improves.
- \* Even if it is difficult, the person should try to do as many of the following as possible, as they can all help to improve mood.
- \* Try to start again (or continue) activities that were previously pleasurable.
- \* Try to maintain regular sleeping and waking times.
- \* Try to be as physically active as possible.

- \* Try to eat regularly despite changes in appetite.
- \* Try to spend time with trusted friends and family.
- \* Try to participate in community and other social activities as much as possible.
- \* The person should be aware of thoughts of self-harm or suicide. If they notice these thoughts, they should not act on them, but should tell a trusted person and come back for help immediately.

## **2. Offer psycho-social support.**

- Address current psychosocial stressors.
- Strengthen social supports.
  - \* Try to reactivate the person's previous social networks. Identify prior social activities that, if reinitiated, would have the potential for providing direct or indirect psychosocial support (e.g. family gatherings, visiting neighbours, community activities).
- Teach stress management.

**If trained and supervised therapists are available, consider encouraging people with moderate/severe depression to use one of the following brief psychological treatments whenever they are available:**

- problem-solving counselling
- interpersonal therapy (IPT)
- cognitive behavioural therapy (CBT)
- behavioural activation

## **B- PROTOCOL FOR ACUTE STRESS**

In humanitarian emergencies, adults, adolescents and children are often exposed to potentially traumatic event(s). Such events trigger a wide range of emotional, cognitive, behavioural and somatic reactions. Although most reactions are self-limiting and do not become a mental disorder, though people with severe reactions are likely to present to health facilities for help. In many humanitarian emergencies people suffer various combinations of potentially traumatic events and losses; thus they may suffer from both acute stress and grief. The symptoms, assessment and management of acute stress and grief have much in common. After a recent potentially traumatic event, clinicians need to be able to identify the following:

### ***Significant symptoms of acute stress***

People with these symptoms may present a wide range of non-specific psychological and medically unexplained physical complaints. These symptoms include reactions to a potentially traumatic event within the last month, for which people seek help or which causes considerable difficulty with daily functioning, and which does not meet the criteria for other conditions covered in this guide. The present module covers assessment and management of significant symptoms of acute stress.

### ***Post-Traumatic Stress Disorder ( PTSD)***

When a characteristic set of symptoms (re-experiencing, avoidance and heightened sense of current threat) persists for more than a month after a potentially traumatic event and if it causes considerable difficulty with daily functioning, the person may have developed post-traumatic stress disorder.

### **Problems and disorders that are more likely to occur after exposure to stressors (e.g. potentially traumatic events) but that could also occur in the absence of such exposure**

- These include: moderate/severe depressive disorder, psychosis , harmful use of alcohol and drugs , suicide and other significant mental health complaints.

### **Reactions that are not clinically significant and that do not require clinical management**

- Of all reactions, these are the most common. They include transient reactions for which people do not seek help and which do not impair day-to-day functioning. In these cases, health providers need to be supportive, help address the person's needs and concerns and monitor whether expected natural recovery occurs.

### **Assessment question 1: Has the person recently experienced a potentially traumatic event?**

Ask if the person has experienced a potentially traumatic event. A potentially traumatic event is any threatening or horrific event such as physical or sexual violence (including domestic

violence), witnessing of atrocity, or major accidents or injuries. Consider asking:

- What major stress have you experienced?
- Has your life been in danger?
- Have you experienced something that was very frightening or horrific or has made you feel very bad?
- Do you feel safe at home?
- Ask how much time has passed since the events.
- Go to assessment question 2 if a potentially traumatic event has occurred within the last month.
- If a major loss (e.g. the death of a loved one) has occurred, also assess for grief.
- If a potentially traumatic event has occurred more than 1 month ago, then consider other conditions DEP, PTSD, etc.

**Assessment question 2: If a potentially traumatic event has occurred within the last month, does the person have significant symptoms of acute stress?**

**Check for:**

1. anxiety about threats related to the traumatic event(s)
2. sleep problems
3. concentration problems
4. recurring frightening dreams, flashbacks or intrusive memories of the events, accompanied by intense fear or horror
5. deliberate avoidance of thoughts, memories, activities or situations that remind the person of the events (e.g. avoiding talking about issues that are reminders, or avoiding going back to places where the events happened) being “jumpy” or “on edge”; excessive concern and alertness to danger or reacting strongly to loud noises or unexpected movements
6. feeling shocked, dazed or numb, or inability to feel anything, any disturbing emotions (e.g. frequent tearfulness, anger) or thoughts
7. changes of behaviour such as:
  - a. aggression
  - b. social isolation and withdrawal
  - c. risk-taking behaviours in adolescents
  - d. regressive behaviour such as bedwetting,
  - e. clinginess or tearfulness in children
8. hyperventilation (e.g. rapid breathing, shortness of breath)
9. medically unexplained physical complaints, such as:

- a. palpitations, dizziness
  - b. headaches, generalized aches and pains
  - c. dissociative symptoms relating to the body (e.g. medically unexplained paralysis, inability to speak or see, “pseudoseizures”).
10. Significant symptoms of acute stress are likely if the person meets all of the following criteria:
- a. a potentially traumatic event has occurred within approximately 1 month
  - b. the symptoms started after the event
  - c. considerable difficulty with daily functioning because of the symptoms or seeking help for the symptoms.

**Assessment question 3: Is there a concurrent condition?**

- Check for any physical conditions that may explain the symptoms, and manage accordingly if found.
- Check for any other Mental, Neurological and Substance use (MNS) condition (including depression) covered in this guide that may explain the symptoms and manage accordingly, if found.

**Basic Management Plan**

- DO NOT prescribe medications to manage symptoms of acute stress (unless otherwise noted below).

**1. In All Cases**

- Provide basic psychosocial support.
- Listen carefully. DO NOT pressurize the person to talk.
- Ask the person about his/her needs and concerns.
- Help the person to address basic needs, access services and connect with family and other social supports.
- Protect the person from (further) harm.

**Offer additional psychosocial support as described in the Principles of Reducing Stress and Strengthening Social Support (General Principles of Care):**

- \* Address current psychosocial stressors.
- \* Strengthen social support.
- \* Teach stress management.
- Educate the person about normal reactions to grief and acute stress, e.g.:
  - \* People often have these reactions after such events.

- \* In most cases, reactions will reduce over time.
- \* Manage concurrent conditions.

**2. In case of sleep problems as a symptom of acute stress, offer the following additional management:**

- Explain that people commonly develop sleep problems (insomnia) after experiencing extreme stress.
- Explore and address any environmental causes of insomnia (e.g. noise).
- Explore and address any physical cause of insomnia (e.g. physical pain).
- Advise on sleep hygiene, including regular sleep routines (e.g. regular times for going to bed and waking up), avoiding coffee, nicotine and alcohol late in the day or before going to bed. Emphasize that alcohol disturbs sleep.
- Exceptionally, in extremely severe cases where psychologically oriented interventions (e.g. relaxation techniques) are not feasible or not effective, and insomnia causes considerable difficulty with daily functioning, referring to psychiatrist may be considered.

**3. In the case of bedwetting in children as a symptom of acute stress, offer the following additional management:**

- Obtain the history of bed-wetting to confirm that it started after experiencing a stressful event. Rule out and manage other possible causes (e.g. urinary tract infection).

***Explain:***

- Bed-wetting is a common, harmless reaction in children who experience stress.
- Children should not be punished for bed-wetting because punishment adds to the child's stress and may make the problem worse. The caregivers should avoid embarrassing the child by mentioning bed-wetting in public.
- Caregivers should remain calm and emotionally supportive.
- Consider training the caregivers on the use of simple behavioural interventions (e.g. rewarding avoidance of excessive fluid intake before sleep, rewarding toileting before sleep, rewarding dry nights). The reward can be anything the child likes, such as extra play time, stars on a chart or local equivalent.

**4. In the case of hyperventilation (breathing extremely fast and uncontrollably) as a symptom of acute stress, offer the following additional management:**

- Rule out and manage other possible causes, even if hyperventilation started immediately after a stressful event. Always conduct necessary medical investigation to identify possible physical causes such as the lung disease.

- If no physical cause is identified, reassure the person that hyperventilation sometimes occurs after experiencing extreme stress and that it is unlikely to be a serious medical problem.
- Be calm and remove potential sources of anxiety if possible. Help the person regain normal breathing by practising slow breathing (Principles of Reducing Stress and Strengthening Social Support in General Principles of Care) (do not recommend breathing into a paper bag).

**5. In the case of a dissociative symptom relating to the body (e.g. medically unexplained paralysis, inability to speak or see, “pseudoseizures”) as a symptom of acute stress, offer the following additional management:**

- Rule out and manage other possible causes, even if the symptoms started immediately after a stressful event. Always conduct necessary medical investigation to identify possible physical causes. See epilepsy module for guidance on medical investigation relevant to seizures/convulsions.
- Acknowledge the person’s suffering and maintain a respectful attitude. Avoid reinforcing any gain that the person may get from the symptoms.
- Ask for the person’s own explanation of the symptoms and apply the general guidance on the management of medically unexplained somatic symptoms.
- Reassure the person that these symptoms sometimes develop after experiencing extreme stress and that it is unlikely to be a serious medical problem.
- Consider the use of culturally specific interventions that do no harm.\
- Ask the person to return in 2–4 weeks if the symptoms do not improve, or at any time if the symptoms get worse.

## C- PROTOCOL FOR GRIEF

- In humanitarian emergencies, adults, adolescents and children are often exposed to major losses. Grief is the emotional suffering people feel after a loss. Although most reactions to loss are self-limiting without becoming a mental disorder, people with significant symptoms of grief are more likely to present to health facilities for help. After a loss, clinicians need to be able to identify the following:

### *Significant Symptoms of Grief (GRI)*

- As with similar to symptoms of acute stress, people who are grieving may present a wide range of non-specific psychological and medically unexplained physical complaints. People have significant symptoms of grief after a loss if the symptoms cause considerable difficulty with daily functioning (beyond what is culturally expected) or if people seek help for the symptoms. The present module covers assessment and management of significant symptoms of grief.

### *Prolonged grief disorder*

- When significant symptoms of grief persist over an extended period of time, people may develop prolonged grief disorder. This condition involves severe preoccupation with or intense longing for the deceased person accompanied by intense emotional pain and considerable difficulty with daily functioning for at least 6 months (and for a period that is much longer than what is expected in the person's culture). In these cases, health providers need to consult a specialist.
- Problems and disorders that are more likely to occur after exposure to stressors (e.g. bereavement) but that also occur in the absence of such exposure.
- These include: moderate/severe depressive disorder, psychosis, harmful use of alcohol and drugs, self-harm/suicide and other significant mental health complaints
- Reactions that are not clinically significant and that do not require clinical management.
- Of all reactions, these are the most common. They include transient reactions for which people do not seek help and which do not impair day-to-day functioning beyond what is culturally expected. In these cases, health providers need to be supportive, help address the person's needs and concerns and monitor whether expected natural recovery occurs; however, such reactions do not require clinical management.

### *Assessment*

#### **Assessment question 1: Has the person recently experienced a major loss?**

- Ask if the person has experienced a major loss. Consider asking:
  - \* How has the disaster/conflict affected you?
  - \* Have you lost family or friends? Your house? Your money? Your job or livelihood? Your community?



- \* How has the loss affected you?
  - \* Are any family members or friends missing?
  - \* Ask how much time has passed since the event(s).
- Go to assessment question 2 if a major loss has occurred within the last 6 months.
  - If a major loss has occurred more than 6 months ago or if a potentially traumatic event has occurred more than 1 month ago, then consider other conditions covered in this resource book, or prolonged grief disorder.

**Assessment question 2: If a major loss has occurred within the last 6 months, does the person have significant symptoms of grief?**

- **Check for:**
  - \* sadness, anxiety, anger, despair
  - \* yearning and preoccupation with loss
  - \* intrusive memories, images and thoughts of the deceased
  - \* loss of appetite
  - \* loss of energy
  - \* sleep problems
  - \* concentration problems
  - \* social isolation and withdrawal
  - \* medically unexplained physical complaints (e.g. palpitations, headaches, generalized aches and pains)
  - \* culturally specific grief reactions (e.g. hearing the voice of the deceased person, being visited by the deceased person in dreams)
- **Significant symptoms of grief are likely if the person meets all of the following criteria:**
  - \* one or more losses within approximately 6 months
  - \* any of the above symptoms that started after the loss
  - \* considerable difficulty with daily functioning because of the symptoms (beyond what is culturally expected) or seeking help for the symptoms.

**Assessment question 3: Is there a concurrent condition?**

- Check for any physical conditions that may explain the symptoms, and manage accordingly, if found.
- Check for any other Mental, Neurological and Substance use (MNS) condition (including depression) covered in this resource book that may explain the symptoms and manage accordingly, if found.

### ***Basic Management Plan***

- DO NOT prescribe medications to manage symptoms of grief.

#### **1. Basic psychosocial support to be provided**

- Listen carefully. DO NOT pressurize the person to talk.
- Ask the person about his/her needs and concerns.
- Help the person to address basic needs, access services and connect with family and other social supports.
- Protect the person from (further) harm.

#### **2. Additional psychosocial support to be offered**

- Address current psychosocial stressors.
- Strengthen social support.
- Teach stress management.

#### **3. Educate the person about common reactions to losses, e.g.:**

- People may react in different ways after major losses.
- Some people show strong emotions while others do not.
- Crying does not mean you are weak.
- People who do not cry may feel the emotional pain just as deeply but have other ways of expressing it.
- You may think that the sadness and pain you feel will never go away, but in most cases, these feelings lessen over time.
- Sometimes a person may feel fine for a while, then something reminds him/her of the loss and he/she may feel as bad as he/she did at first. This is normal and again these experiences become less intense and less frequent over time.
- There is no right or wrong way to feel grief. Sometimes you might feel very sad, and at other times you might be able to enjoy yourself. Do not criticize yourself for how you feel at the moment.

#### **4. Manage concurrent conditions**

#### **5. Discuss and support culturally appropriate adjustment process/mourning rituals.**

- Ask if appropriate mourning ceremonies/rituals have occurred or have been planned. If this is not the case, discuss the obstacles and how they can be alleviated.

#### **6. Encourage early return to previous normal activities (e.g. at school or work, at home or socially) if feasible and culturally appropriate**

- 7. For the specific management of sleep problems, bed wetting, hyperventilation and dissociative symptoms after recent loss, see the relevant sections in the module on acute stress.**
- 8. If the person is a young child:**
  - Answer the child’s questions by providing clear and honest explanations that are appropriate to the child’s level of development. Do not lie when asked about a loss (e.g. Where is my mother?). This will create confusion and may damage the person’s trust in the health provider.
  - Check for and correct “magical thinking” common in young children (e.g. children may think that they are responsible for the loss; for example, they may think that their loved one died because they were naughty or because they were upset with them).
- 9. For children, adolescents and other vulnerable persons who have lost parents or other caregivers, address the need for protection and ensure consistent, supportive caregiving, including socio-emotional support.**
  - If needed, connect the person to trusted protection agencies/networks.
- 10. If prolonged grief disorder is suspected, consult a specialist for further assessment and management.**
  - The person may have prolonged grief disorder if the symptoms of bereavement include severe preoccupation with or intense longing for the deceased person accompanied by intense emotional pain and considerable difficulty with daily functioning for at least 6 months.
  - Ask the person to return in 2–4 weeks if the symptoms do not improve or at any time if the symptoms get worse.

## D- PROTOCOL FOR POST-TRAUMATIC STRESS DISORDER (PTSD)

- As mentioned in the Acute Stress module, it is common for adults, adolescents and children to develop a wide range of psychological reactions or symptoms after experiencing extreme stress during humanitarian emergencies. For most people, these symptoms are transient. When a specific characteristic set of symptoms (re-experiencing, avoidance and heightened sense of current threat) persists for more than a month after a potentially traumatic event, the person may have developed post-traumatic stress disorder (PTSD).
- Despite its name, PTSD is not necessarily the only or the main condition that occurs after exposure to potentially traumatic events. Such events can also trigger many of the other mental, neurological and substance use (MNS) conditions described in this resource book.
- Typical presenting complaints of PTSD
- People with PTSD may be hard to distinguish from those suffering from other problems because they may initially present with non-specific symptoms, such as:
  - sleep problems (e.g. lack of sleep)
  - irritability, persistent anxious or depressed mood
  - multiple persistent physical symptoms with no clear physical cause (e.g. headaches, pounding heart).
- However, on further questioning they may reveal that they are suffering from characteristic PTSD symptoms.

### *Assessment*

#### **Assessment question 1: Has the person experienced a potentially traumatic event more than 1 month ago?**

Ask if the person has experienced a potentially traumatic event, any threatening or horrific event such as physical or sexual violence (including domestic violence), witnessing of atrocity, destruction of the person's house, or major accidents or injuries. Consider asking:

- \* How have you been affected by the disaster/conflict?
  - \* Has your life been in danger?
  - \* At home or in the community, have you experienced something that was very frightening or horrific or has made you feel very bad?
- If the person has experienced a potentially traumatic event, ask when this occurred.

#### **Assessment question 2: If a potentially traumatic event occurred more than 1 month ago, does the person have PTSD?**

**Assess for:**

- Re-experiencing symptoms. These are repeated and unwanted recollections of the event as though it is occurring in the here and now (e.g. through frightening dreams, flashbacks or intrusive memories accompanied by intense fear or horror).
  - \* In children this may involve replaying or drawing the events repeatedly. Younger children may have frightening dreams without a clear content.
- Avoidance symptoms. These involve deliberate avoidance of thoughts, memories, activities or situations that remind the person of the event (e.g. avoiding talking about issues that are reminders of the event, or avoiding going back to places where the event happened).
- Symptoms related to a heightened sense of current threat (often called “hyper arousal symptoms”). These involve excessive concern and alertness to danger or reacting strongly to loud noises or unexpected movements (e.g. being “jumpy” or “on edge”).
- Considerable difficulty with daily functioning.
- If all of the above are present approximately 1 month after the event, then PTSD is likely.

**Assessment question 3: Is there a concurrent condition?**

- Assess for and manage any concurrent physical conditions that may explain the symptoms.
- Assess for and manage all other MNS conditions that are covered in this resource book.

**Basic Management Plan**

**1. Educate on PTSD**

**Explain that:**

- \* Many people recover from PTSD over time without treatment while others need treatment.
- \* People with PTSD repeatedly experience unwanted recollections of the traumatic event. When this happens, they may experience emotions such as fear and horror similar to the feelings they experienced when the event was actually happening. They may also have frightening dreams.
- \* People with PTSD often feel that they are still in danger and may feel very tense. They are easily startled (“jumpy”) or constantly on the watch for danger.
- \* People with PTSD try to avoid any reminders of the event. Such avoidance may cause problems in their lives.
- \* (If applicable), people with PTSD may sometimes have other physical and mental problems, such as aches and pains in the body, low energy, fatigue, irritability and depressed mood.
- \* Advise the person to:

- Continue their normal daily routine as much as possible.
- Talk to trusted people about what happened and how they feel, but only when they are ready to do so.
- Engage in relaxing activities to reduce anxiety and tension.
- Avoid using alcohol or drugs to cope with PTSD symptoms.

## **2. Offer psychosocial support**

- Address current psychosocial stressors.
  - \* When the person is a victim of severe human rights violation, discuss with them possible referral to a trusted protection or human rights agency.
- Strengthen social supports.
- Teach stress management.

## **3. If trained and supervised therapists are available, consider referring for:**

- Cognitive behavioural therapy with a trauma focus
- Eye Movement Desensitization and Reprocessing (EMDR).

# GLOSSARY



सत्यमेव जयते

Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice & Empowerment, Government of India  
[www.disabilityaffairs.gov.in](http://www.disabilityaffairs.gov.in)



स्वावलम्बन  
Swarajamban



# KIRAN

**24x7**

## Mental Health Rehabilitation Helpline

Asking for help is not a sign of weakness

With Covid-19 Distress Management Services



Toll Free

**1800 599 0019**



**Dr. Thaawarchand Gehlot**  
Hon'ble Cabinet Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Shri Krishan Pal Gurjar**  
Hon'ble State Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Smt. Shakuntala D. Gamlin**  
Secretary, DEPwD  
Govt. of India

### Objectives

- Early screening;
- First-aid;
- Psychological support;
- Distress management;
- Mental well-being;
- Preventing deviant behaviours;
- Psychological crisis management;
- Referral to mental health experts.

**24x7**

**Obsessive-Compulsive Disorder (OCD)**

**Suicide Prevention**

**Depression**

### Helpline Services for

**Panic Attack**

**Anxiety**

**Adjustment Disorders**

**Post-Traumatic Stress Disorder**

**Substance Abuse**

**Mental Health Emergency**



## Glossary

- Adjustment Disorder:** Adjustment disorders are a group of conditions that can occur when you have difficulty coping with a stressful life event. These can include the death of a loved one, relationship issues, or being fired from work. While everyone encounters stress, some people have trouble handling certain stressors.
- Anxiety:** Occasional anxiety is an expected part of life. You might feel anxious when faced with a problem at work, before taking a test, or before making an important decision. But anxiety disorders involve more than temporary worry or fear. For a person with an anxiety disorder, the anxiety does not go away and can get worse over time. The symptoms can interfere with daily activities such as job performance, school work, and relationships. There are several types of anxiety disorders, including generalized anxiety disorder, panic disorder, and various phobia-related disorders.
- Clinical Psychologists:** A clinical psychologist is a mental health professional with highly specialized training in the diagnosis and psychological treatment of mental, behavioral and emotional illnesses.
- Coping Strategies:** Specific coping strategies (e.g., ‘think of different ways to solve the problem,’ ‘tell myself it doesn’t matter’) are generally grouped into a variety of coping subtypes to describe categories of adolescents’ coping responses.
- Depression:** Depression (major depressive disorder) is a common and serious medical illness that negatively affects how you feel, the way you think and how you act. Fortunately, it is also treatable. Depression causes feelings of sadness and/or a loss of interest in activities once enjoyed. It can lead to a variety of emotional and physical problems and can decrease a person’s ability to function at work and at home.
- Dissociative Symptoms:** Dissociative disorders are mental disorders that involve experiencing a disconnection and lack of continuity between thoughts, memories, surroundings, actions and identity. People with dissociative disorders escape reality in ways that are involuntary and unhealthy and cause problems with functioning in everyday life.

- Distress:** A traumatic event is an incident that causes physical, emotional, spiritual, or psychological harm. The person experiencing the distressing event may feel threatened, anxious, or frightened as a result. The person will need support and time to recover from the traumatic event and regain emotional and mental stability.
- Empathy:** Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position.
- First Aid:** First aid is an emergency care or treatment given to an ill or injured person before regular medical aid can be obtained
- Mental Health Counseling:** The process of assisting and guiding clients, especially by a trained person on a professional basis, to resolve especially personal, social, or psychological problems and difficulties.”
- Mental Health Emergency:** A mental health crisis is defined as a non-life-threatening situation in which a person experiences an intensive behavioral, emotional, or psychiatric response triggered by a precipitating event. The person may be at risk of harm to self or others, disoriented or out of touch with reality, functionally compromised, or otherwise agitated and unable to be calmed. If this crisis is left untreated, it could result in a mental health emergency.
- Mental Illness:** Mental illnesses are health conditions involving changes in emotion, thinking or behavior (or a combination of these). Mental illnesses are associated with distress and/or problems functioning in social, work or family activities.
- Mental wellbeing:** Your mental wellbeing is about your thoughts and feelings and how you cope with the ups and downs of everyday life. Long periods of low mental wellbeing can lead to the development of diagnosable mental health conditions such as anxiety or depression.

- Mental Wellness:** Mental wellness is a positive state of mental health. Being mentally well means that your mind is in order and functioning in your best interest. You are able to think, feel and act in ways that create a positive impact on your physical and social well-being.
- Myth:** Myth is a usually traditional story of events or situation that serves to unfold part of the world view of a people or explain a practice, belief, or natural phenomenon.
- OCD:** Obsessive-compulsive disorder (OCD) is an anxiety disorder in which time people have recurring, unwanted thoughts, ideas or sensations (obsessions) that make them feel driven to do something repetitively (compulsions). The repetitive behaviors, such as hand washing, checking on things or cleaning, can significantly interfere with a person's daily activities and social interactions.
- Panic Attack:** A panic attack is a sudden episode of intense fear that triggers severe physical reactions when there is no real danger or apparent cause. Panic attacks can be very frightening. When panic attacks occur, you might think you're losing control, having a heart attack or even dying.
- Preventive deviant behaviors:**
- Psycho-Education:** Psycho-education is a form of education that is specifically offered to individuals who are suffering from any one of several distinct mental health conditions impairing their ability to lead their lives.
- Psychiatrists:** A psychiatrist is a medical doctor who specializes in mental health, including substance use disorders. Psychiatrists are qualified to assess both the mental and physical aspects of psychological problems. Psychiatry is the branch of medicine focused on the diagnosis, treatment and prevention of mental, emotional and behavioral disorders.

- Psychological crisis:** In mental health terms, a crisis refers not necessarily to a traumatic situation or event, but to a person's reaction to an event. One person might be deeply affected by an event while another individual suffers little or no ill effects.
- Psychosocial Support:** Psychosocial support addresses the ongoing psychological and social problems of HIV infected individuals, their partners, families and caregivers.
- Psychotherapy:** Psychotherapy, or talk therapy, is a way to help people with a broad variety of mental illnesses and emotional difficulties. Psychotherapy can help eliminate or control troubling symptoms so a person can function better and can increase well-being and healing.
- PTSD:** Posttraumatic stress disorder (PTSD) is a psychiatric disorder that can occur in people who have experienced or witnessed a traumatic event such as a natural disaster, a serious accident, a terrorist act, war/combat, rape or other violent personal assault. PTSD can occur in all people, in people of any ethnicity, nationality or culture, and any age.
- Referral:** Referral is an act of referring someone or something for consultation, review, or further action. In medical, referral is the directing of a patient to a further medical specialist.
- Rehabilitation:** Rehabilitation is a set of interventions needed when a person is experiencing or is likely to experience limitations in everyday functioning due to aging or a health condition, including chronic diseases or disorders, injuries or traumas.
- Screening:** Screening is a process which can be defined as the presumptive identification of unrecognized disease in an apparently healthy, asymptomatic population by means of tests, examinations or other procedures that can be applied rapidly and easily to the target population.

- Substance Abuse:** Substance abuse refers to the harmful or hazardous use of psychoactive substances, including alcohol and illicit drugs. Psychoactive substance use can lead to dependence syndrome - a cluster of behavioural, cognitive, and physiological phenomena that develop after repeated substance use and that typically include a strong desire to take the drug, difficulties in controlling its use, persisting in its use despite harmful consequences, a higher priority given to drug use than to other activities and obligations, increased tolerance, and sometimes a physical withdrawal state.
- Traumatic event:** A traumatic event is an incident that causes physical, emotional, spiritual, or psychological harm. The person experiencing the distressing event may feel threatened, anxious, or frightened as a result. In some cases, they may not know how to respond, or may be in denial about the effect such an event has had. The person will need support and time to recover from the traumatic event and regain emotional and mental stability.



**DEPwD-MSJ&E**

**Mental Health Rehabilitation Helpline**

**1800 599 0019**

**States/UTs mapped with NIs/CRCs**

These mobile numbers are not accessible to callers: All these numbers are converged into Mental Health Rehabilitation Helpline Toll-free Number – 1800 599 0019

Sl. No.	Name of the NI/CRC/RC	Location of Helpline Centre	State/UT Coverage
1	PDDUNIPPD	Delhi	Delhi
2	NIEPMD	Chennai, Tamil Nadu	Tamil Nadu Pondicherry
3	NIEPID	Secundrabad, Telangana	Telangana
4	NIEPVD	Dehradun, Uttarakhand	Uttarakhand
5	AYJNISHD	Mumbai, Maharashtra	Maharashtra
6	NIMHR	Sehore, Madhya Pradesh	Rajasthan Punjab Chandigarh
7	SVNIRTAR	Cuttack, Odisha	Odisha
8	NILD	Kolkatta, West Bangal	Manipur Mizoram Bihar West Bengal Jharkhand
9	NIEPID RC Noida	Noida, Uttar Pradesh	Haryana NOIDA
10	NIEPID RC Navi Mumbai	Navi Mumbai, Maharashtra	Goa Dadar & Nagar Haveli Daman & Diu
11	NIEPID RC Kolkata	Kolkata, West Bangl	Sikkim Arunachal Pradesh Nagaland
12	CRC Ahmadabad	Ahmedabad, Gujrat	Gujrat
13	CRC Sundernagar	Mandi, Himachal Pradesh	Himachal Pradesh
14	CRC Guwahati	Guwahati, Assam	Assam Meghalaya

15	CRC Davangere	Davangere, Karnataka	Karnataka
16	CRC Nellore	Nellore, Andhra Pradesh	Andhra Pradesh
17	CRC Rajnandagaon	Rajandagaon , Chattisgarh	Chattisgarh
18	CRC Srinagar	Bemina, Srinagar, J&K	Jammu
			Kashmir
			Laddakh
19	CRC Kozhikode	Kozhikode, Kerala	Kerala
			Lakshadweep
20	CRC A&N Islands	Port Blair, A&N Islands	Andaman & Nicobar
21	CRC Bhopal	Bhopal, Madhya Pradesh	Madhya Pradesh
22	CRC Tripura	Agartala, Tripura	Tripura
23	CRC Nagpur	Nagpur, Maharashtra	Amravati
			Nagpur and adjoining districts
24	CRC Gorakhpur	Gorakhpur, UP	Uttar Pradesh (East)
25	CRC Lucknow	Lucknow	Uttar Pradesh (West)

**• MH Helpline Centres in Pipeline (3 Months)**

- CRC – Ranchi, Jharkhand – to map Jharkhand
- CRC – Patna, Bihar– to map Bihar
- CRC – Shillong, Meghalaya – to map Meghalaya
- CRC – Gangtok, Sikkim – to map Sikkim



## Mental Health Rehabilitation Helpline

**1800 599 0019**

### First Line Help

Sl. No.	Name of the NI/CRC/RC	Location	Coverage	Officers Designated for MHRH	First Line Help Officers Deputed at Helpline		
					Name	Designation	Email- ID
1	PDDUNIPPD	Delhi	Delhi	1	Mr. Anoop Kumar Agarwal	Associate Professor, Occupational Therapy	anoop64g@yahoo.com
					Ms. Mita Singhal	Occupational Therapist	diriph@nic.in
					Ms. Archana Kaushik	Occupational Therapist	diriph@nic.in
2	NIEPMD	Chennai, Tamil Nadu	Tamil Nadu; Pondicherry	1	Dr. A Amarnath	HOD, Social Work	amarniepm@gmail.com
					Mr. S. Karhikeyan	HOD, Clinical Psychology	clinicalpsychologyniepmd@gmail.com
					Mr. Rajesh Ramachandran	Rehabilitation Officer	niepmd@gmail.com
3	NIEPID	Secundrabad, Telangana	Telangana	1	Ms. Akanksha Mohta	Lecturer In Rehabilitation Psychology	nimh.director@gmail.com
					Sh. G.srinivasulu	Assistant Professor, Vocational Training	srinivasulu@gmail.com

4	NIEPVD	Dehradun, Uttarakhand	Uttarakhand	3	Dr. satyanarayan Goud	Rehabilitation Therapist	satyagoudg@gmail.com.				
5	AYJNISHD	Mumbai, Maharashtra	Maharashtra	1	Dr. Surender Dhalwal	HOD, Clinical Psychology	dhalwalsk-niepvd@nivh.gov.in				
				2	Ms. Sunanda Rana	Assistant Professor, Clinical Psychology	sr4387339@gmail.com				
				3	Mr. Ajay Badoni	Rehabilitation Psychologist	badoniajay13@gmail.com				
6	NIMHR	Sehore, Madhya Pradesh	Rajasthan; Punjab; Chandigarh	1	Dr. Sadhana Deshmukh	Clinical Psychologist	psy-nihh@nic.in				
				2	Shri. Navnath Jagdale	Clinical Psychologist	Serd97@gmail.com				
				3	Ms. Pratibha U	Lecturer, Clinical Psychology	ayjnihh-mum@nic.in				
7	SVNIRTAR	Cuttack, Odisha	Odisha	1	Ms. Pragati Pandey	Assistant Professor, Clinical Psychology	pragati.cip@gmail.com				
				2	Ms. Pallavi Solanki	Clinical Psychologist	pallavisolanki4@gmail.com				
				3	Mr. Sushobhit Yadav	Clinical Psychologist	pragati.cip@gmail.com				
				1	Ms. Eureka Das	Psychologist	daseureka.ctc1992@gmail.com				
				2	Dr. Pabitra Kumar Sahoo	Assistant Professor, PMR	pabitra2406@gmail.com				
				3	Ms. Abhipsa Beura	Social Worker	Avipsa.307@gmail.com				

8	NILD	Kolkatta, West Bangal	Manipur; Mizoram; Bihar; West Bengal; Jharkhand	1	Mr. Alendra Kumar Tripathi	HOD, Socio Economic Rehabilitation	nildcounselling@gmail.com
				2	Ms. Priyanka Ghosh	Clinical Psychologist	nildcounselling@gmail.com
				3	Dr. Manoranjan Prasad	Clinical Psychologist	prasad.manoranjan29@gmail.com
9	NIEPID RC Noida	Noida, UP	Haryana; Noida	1	Dr. Amritia Sahay	Rehabilitation Psychologist	niedrcnoida@gmail.com
				2	Ms. Sabri Ghosh	Social Worker	niedrcnoida@gmail.com
				3	Sh. Dattatreya Raj	Rehabilitation Therapist	dattatreyai@yahoo.co.in
10	NIEPID RC Navi Mumbai	Navi Mumbai, Maharashtra	Goa; Dadar & Nagar Haveli; Daman & Diu	1	Mr. Dashrath Choaudhari	Rehabilitation Psychologist	nimh.director@gmail.com
				2	Mr. Ravi Prakash	Lecturer, Special Education	nimh.director@gmail.com
				3	Ms. Aditi Biswas	Clinical Psychologist	Aditi.biswas86@gmail.com
11	NIEPID RC Kolkatta	Kolkatta, West Bangl	Sikkim; Arunachal Pradesh; Nagaland	1	Shri T. Muges	Lecturer, Occupational Therapy	nimh.director@gmail.com
				2	Ms. Keertisudha Rajput	Rehabilitation Psychologist	nimh.director@gmail.com
				3	Ms. Sucharita Dutt	Rehabilitation Psychologist	duttsealsucharita@gmail.com

12	CRC Ahmadabad	Ahmedabad, Gujrat	Gujrat	1	Mrs. Mousumi Patel	Clinical Assistant	crctumpa@gmail.com
				2	Mr. Rajesh Prasad Yadav	Rehabilitation Officer	dirrcamd@gmail.com
				3	Mr. Ajit	Assistant Professor, Special Education	ajitkumarsingh321@gmail.com
13	CRC Sundernagar	Mandi, Himachal Pradesh	Himachal Pradesh	1	Dr. Shatrughan Singh	HOD, Clinical Psychology	ss2_singh@yahoo.com
				2	Sh. Priyanshu Mishra	Rehabilitation Officer	priyadarshimishra19@gmail.com
				3	Sh. Sashibhushan	Clinical Assistant	s.bhushan1977@gmail.com
14	CRC Guwahati	Guwahati, Assam	Assam; Meghalaya	1	Sh. Parmvir Ranga	HOD, Clinical Psychology	paramranga79@gmail.com
				2	Rajesh Kumar	Special Educator	info@crcguwahati.org
				3	Dr. Aziza Karim	Speech Therapist	info@crcguwahati.org
15	CRC Davangere	Davangere, Karnataka	Karnataka	1	Sh. S. Yaseen Shareef	Rehabilitation Officer	clipsycrc@gmail.com
				2	Sh. Suresh Chandra	Vocational Counselor	clipsycrc@gmail.com
				3	Sh. Kanagasabapathy V.	Rehabilitation Officer	clipsycrc@gmail.com
16	CRC Nellore	Nellore, Andhra Pradesh	Andhra Pradesh	1	Ms. Mercy Madurima	Director, CRC Nellore	nimh.director@gmail.com
				2	Ms. Adlin Dino Ramshankar	Vocational Counselor	nimh.director@gmail.com
				3	Mr. T. Pachippan	Lecturer, Occupational Therapist	pachaim@gmail.com

17	CRC Rajnandagaon	Rajandagaon, Chattisgarh	Chattisgarh	1 2 3	Ms. Sridevi Godishala Mr. Soumya Ranjan Mohanty Mr. Goutam Choure	Clinical Psychologist Vocational Counsellor Rehabilitation Officer	crcrjnservice@gmail.com lovingsoomya@gmail.com crc.rjn.rehabofficer@gmail.com
18	CRC Srinagar	Bemina, Srinagar, J&K	Jammu; Kashmir; Laddakh	1 2 3	Dr. Zafar Iqbal Mr. Shameem Ahmad Mrs. Arifa Amin	HOD, Clinical Psychology Rehabilitation Officer Lecturer, Physiotherapy	drpsyazafar@gmail.com director@crsrsrinagar.in director@crsrsrinagar.in
19	CRC Kozhikode	Kozhikode, Kerala	Kerala; Lakshadweep	1 2 3	Dr. Roshan Bijlee K.n. Mr. Nithin K. Sh. Vishnu Aravind	Director Assistant Professor, Clinical Psychology Clinical Psychologist	crckozhikode@gmail.com jithink4u@gmail.com vishnuind8@gmail.com
20	CRC A&N Islands	Port Blair, A&N Islands	Andman & Nicobar	1 2 3	MR. JEO PAUL MRS. NITI KSHETRY MR. PRAVEEN KUMAR	Rehabilitation Psychologist Consultant, Occupational Therapist Rehabilitation Officer	crportblair@gmail.com crportblair@gmail.com crportblair@gmail.com
21	CRC Bhopal	Bhopal, Madhya Pradesh	Madhya Pradesh	1 2 3	DR. INDRA BHUSHAN KUMAR MR. SHYAM SINGH MEWADA MS. POONAM SACHDEV	HOD, Clinical Psychology O&M Instructor Lecturer, Occupational Therapy	dr.indrabhushandmk00@gmail.com shyamsinghmewara@gmail.com rajpunnu@rediffmail.com

22	CRC Tripura	Agartala, Tripura	Tripura	1	MR. RAJESH KUMAR SINGH	Director	crctripura@gmail.com
				2	MRS. PINKU KUNDU	Assistant Professor, Special Education	apsecrctripura@gmail.com
				3	MR. RAJ KAMAL PANDEY	Rehabilitation Officer	crctripura@gmail.com
23	CRC Nagpur	Nagpur, Maharashtra	Amravati, Nagpur and adjoining districts.	1	MS. APARNA HALERAO	HOD, Clinical Psychology	dr.bhalerao@rediffmail.com
				2	MR.JAGAN MUDGADE	Assistant Professor, Special Education	jaganmudgade@gmail.com
				3	MRS. ASHWINI DAHAT	Lecturer, Occupational Therapy	windahat@gmail.com
24	CRC Gorakhpur	Gorakhpur, UP	Uttar Pradesh (East)	1	SH. RAJESH KUMAR	HOD, Clinical Psychology	rehabpsycho88@gmail.com
				2	SH. RAJESH KUMAR YADAV	Rehabilitation Officer	rajesh1975jn@gmail.com
				3	SH. AMIT KUMAR	Lect. Occupation Therapy	akachhap@gmail.com
25	CRC Lucknow	Lucknow	Uttar Pradesh (West)	1	MR. AMIT KUMAR	Clinical Assistant (occupational Therapist)	amitrcot@gmail.com
				2	SH. MUKLESH KUMAR	Rehabilitation officer	mukleshcroc@gmail.com
				3	MR. VIKAS MISHRA	Orientation and Mobility Instructor	vikascrcmi@gmail.com

**LIST OF VOLUNTEER  
CLINICAL/REHABILITATION  
PSYCHOLOGISTS**



सत्यमेव जयते

Department of Empowerment of Persons with Disabilities (Divyangjan)  
Ministry of Social Justice & Empowerment, Government of India  
[www.disabilityaffairs.gov.in](http://www.disabilityaffairs.gov.in)



# KIRAN

## 24x7 Mental Health Rehabilitation Helpline

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With Covid-19 Distress  
Management Services



Toll Free

**1800 599 0019**



**Dr. Thaawarchand Gehlot**  
Hon'ble Cabinet Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Shri Krishan Pal Gurjar**  
Hon'ble State Minister  
Ministry of Social Justice & Empowerment  
Govt. of India



**Smt. Shakuntala D. Gamlin**  
Secretary, DEPwD  
Govt. of India

### Objectives

- Early screening;
- First-aid;
- Psychological support;
- Distress management;
- Mental well-being;
- Preventing deviant behaviours;
- Psychological crisis management;
- Referral to mental health experts.

**24x7**

**Obsessive-Compulsive  
Disorder (OCD)**

**Suicide Prevention**

**Depression**

### Helpline Services for

**Panic Attack**

**Anxiety**

**Adjustment Disorders**

**Post-Traumatic  
Stress Disorder**

**Substance Abuse**

**Mental Health Emergency**



SL No.	CRR No.	NAME	DISTRICT	STATE	MOBILE No.	PREFERRED LANGUAGE	PREFERRED TIMINGS
1	A24620	Sandipamu Suresh	Krishna	Andhra Pradesh	7386533737	English, Telugu	Any Time
2	A33110	Kambam Lakshmi Narayana	Kurnool	Andhra Pradesh	9052237718	Telugu, Hindi & English	10.00 Pm - 08.00 Pm
3	A45413	G.anupama	Kurnool	Andhra Pradesh	9441496091	Telugu, Tamil, Hindi And English	05:00 Pm - 08:00 Pm
4	A47262	Raju Chintagadi	Vizianagaram	Andhra Pradesh	9032907400	Telugu, English	05:00 Pm - 08:00 Pm
5	A57533	Swaroopa Rani.b	Ysr Kadapa	Andhra Pradesh	7981051393	Telugu, English	11:00 Am - 01:00 Pm
6	A58344	G.rama Krishnam Raju	Guntur	Andhra Pradesh	9866876116	Telugu	10:00 Am - 01:00 Pm
7	A58769	Avula Sivasankar	Chittoor	Andhra Pradesh	9963428096	Telugu, English	05:00 Pm - 08:00 Pm
8	A61425	P V Reddy	Nellore	Andhra Pradesh	9985447279	Telugu, English	05:00 Pm - 08:00 Pm
9	A62191	Sudarshini Sabbella	East Godavari	Andhra Pradesh	9494779222	Telugu	05:00 Pm - 08:00 Pm
10	A62673	Ayushi Kumari Singh	Ranga Reddy	Andhra Pradesh	7887284477	Hindi, English	05:00 Pm - 08:00 Pm
11	A62950	Nvr Krishna Reddy	Visakhapatnam	Andhra Pradesh	8074209837	Telugu, English	05:00 Pm - 08:00 Pm
12	A65771	T S Rao	Krishna Guntur	Andhra Pradesh	9440150731	Telugu	10:00 Am - 01:00 Pm
13	A52750	Osunam Pertin	Papumpare	Arunachal Pradesh	8131821038	Hindi, English	05:00 Pm - 08:00 Pm
14	A62773	Oyin Mibang	East Siang Pasighat	Arunachal Pradesh	7234824838	Hindi, English	01:00 Pm - 05:00 Pm
15	A53313	Sandamita Choudhury	Kamrup	Assam	8473890439	Hindi, English, Assamese	03:00 Pm - 06:00 Pm
16	A55896	Tanushree Deka	Kamrup	Assam	9101117836	Assamese, Hindi, English	01:00 Pm - 05:00 Pm
17	A59925	Lakshyahira Borah	Tezpur	Assam	9101472534	Assamese, Hindi	01:00 Pm - 05:00 Pm
18	A60211	Brinda Baruah Sharma	Dibrugarh	Assam	9678002540	Assamese, English, Hindi	10:00 Am - 01:00 Pm
19	A60993	Puja Prabin Bhatta	Guwahati	Assam	8133857340	English, Hindi, Assamese	10:00 Am - 01:00 Pm
20	A61543	Nikita Hazarika	Kamrup (Urban)	Assam	9739518292	English, Assamese, Hindi, Bengali (Partially)	Any Time
21	A62285	Shobnam Ahmed	Kamrup(M)	Assam	8472054165	English, Assamese, Hindi	05:00 Pm - 08:00 Pm
22	A62946	Sanghamitra Das	Barpeta	Assam	9101272630	Assamese, Hindi, English	05:00 Pm - 08:00 Pm Monday To Saturday

23	A65553	Nivedita Sharma	Kamrup Metro	Assam	9127058828	Assamese, English, Hindi, Nepali, Bengali	01:00 Pm - 05:00 Pm
24	A66923	Priyanka Bhattacharjee	Kamrup (M)	Assam	9864622740	English, Hindi, Assamese, Bengali	10:00 Am - 01:00 Pm 01:00 Pm - 05:00 Pm
25	A37420	Ranjita Gupta	Madhubani	Bihar	9560114329	Hindi, English, Maithali	10:00 Am - 01:00 Pm
26	A47378	Deepak Bhardwaj	Samastipur	Bihar	9828112875, 7014882544	Hindi, English, Punjabi	10:00 Am - 01:00 Pm
27	A09384	Krishan Kumar Sony	Chandigarh	Chandigarh	8607494950	English, Hindi	01:00 Pm - 05:00 Pm
28	A45256	Sushma	Chandigarh	Chandigarh	8059606119	Hindi, English	10:00 Am - 01:00 Pm
29	A64077	Dolly	Chadigarh	Chandigarh	8054947935	Hindi	10:00 Am - 01:00 Pm
30	A66423	Joyce	Chandigarh	Chandigarh	61416353937, 8968449954	Hindi, English	10:00 Am - 01:00 Pm
31	A62240	Kavan	Chandigarh, Rohini, Ghaziabad	Chandigarh, Delhi, Up	9008981578	English, Hindi, Punjabi	05:00 Pm - 08:00 Pm
32	A66490	Narendra Kumar Verma	Raipur	Chhatisgarh	6266995577	Hindi, Chhatisgari	10:00 Am - 06:00 Pm
33	A54754	Preeti Pansari	Raipur	Chhatisgarh	9907142993	Chhatisgarhi, Hindi, English	01:00 Pm - 06:00 Pm
34	A58523	Manisha Mairal	Raipur	Chhatisgarh	9826255250	Hindi, English, Marathi	01:00 Pm - 05:00 Pm
35	A63205	Alka Agrawal	Bilaspur	Chhatisgarh	9826188997	Hindi, English	07:00 Pm - 09:00 Pm
36	A64325	Mugdha Sharma	Durg	Chhatisgarh	8962750964	Hindi, English.	01:00 Pm - 05:00 Pm
37	A65523	Pragati Prasad	Raipur	Chhatisgarh	8588080520	English, Hindi, Bhojpuri	05:00 Pm - 08:00 Pm
38	A66490	Narendra Kumar Verma	Raipur	Chhatisgarh	6266995577, 8109664912	Hindi, Chhatisgarhi	10:00 Am - 06:00 Pm
39	A66512	Preeti Chandak	Narayanpur	Chhatisgarh	7587180825	Hindi, Chhatisgarhi	10:00 Am - 01:00 Pm
40	A66885	Chandrika Chetan Mudaliar	Bilaspur	Chhatisgarh	94241 52680	Hindi, English	10:00 Am - 01:00 Pm
41	A67239	Lalita Sahu	Dhamtari	Chhatisgarh	8251885246	Hindi,	10:00 Am - 05:00 Pm
42	A31087	Upasana Bondopadhyay	South District, Delhi	Delhi	447459625528	English, Hindi, Bengali	01:00 Pm - 08:00 Pm

43	A35121	Pratima Sharma	Central Delhi	Delhi	9205531357	Hindi	10:00 Am - 01:00 Pm
44	A35842	Rajpal Kaushik	Janakpuri, Dwarka	Delhi	9899798958, 8851422526	Hindi, English	10:00 Am - 07:00 Pm
45	A38204	Ruchika Sharma	South Delhi	Delhi	8826443486	English & Hindi	10:00 Am - 01:00 Pm
46	A38333	Damrita Pain	Delhi	Delhi	8527008818	English, Hindi	01:00 Pm - 05:00 Pm
47	A40887	Harpreet Arora Malhotra	New Delhi	Delhi	9910030005	English, hindi, Punjabi	05:00 Pm - 08:00 Pm
48	A44365	Ruchika Kanwal	New Delhi	Delhi	9999863745	English, Hindi	01:00 Pm - 05:00 Pm
49	A44500	Shabnam Bhardwaj Rana	New Delhi	Delhi	9810510786	Hindi, English, Punjabi	05:00 Pm - 08:00 Pm
50	A50631	Rajiv Nandy	East Delhi	Delhi	9810021054	Hindi, English	10:00 Am - 01:00 Pm
51	A52262	Ayushi Sharma	Delhi	Delhi	9899828292	English, Hindi, Punjabi	08:00 Pm - 09:00 Pm
52	A53700	Dechen Sherpa	Delhi	Delhi	9958983089	English, Nepali, Hindi	10:00 Am - 05:00 Pm
53	A54819	Suman Bhardwaj	Newdelhi	Delhi	9810626104	Hindi, English	04:00 Pm - 09:00 Pm
54	A55644	Shweta Dharamdasani	North West	Delhi	9873333542	English, Hindi	01:00 Pm - 05:00 Pm
55	A56007	Nikita Bhati	New Delhi	Delhi	7290858371	Hindi, English	05:00 Pm - 08:00 Pm
56	A56906	Rajni Chawla	Central Delhi	Delhi	9013889319	Hindi, English	05:00 Pm - 08:00 Pm
57	A57011	Raily Parinita Topno	New Delhi	Delhi	9608544485	Hindi, English	11:00 Am - 02:00 Pm
58	A59047	Yogita Jhuraney	Delhi	Delhi	9999413721	English, Hindi	05:00 Pm - 08:00 Pm
59	A59114	Sanjeeda	South East Delhi	Delhi	9891821407	Hindi	03:00 Pm - 06:00 Pm
60	A59206	Archana	Delhi	Delhi	9873043072	English, Hindi	02:00 Pm - 04:00 Pm
61	A59215	Devanshi Sharma	Delhi-Ncr	Delhi	9999959953	English, Hindi	01:00 Pm - 05:00 Pm
62	A59432	Neha Gupta	North West	Delhi	9810720722	Hindi, English	01:00 Pm - 05:00 Pm
63	A59437	Baljinder Kaur	West Delhi	Delhi	9650989546	Hindi, English	10:00 Am - 01:00 Pm
64	A60275	Radhika Gulati	New Delhi	Delhi	9560068829	English, Hindi	05:00 Pm - 08:00 Pm
65	A60580	Avnesh Narain	Vasundhara Enclave, Delhi	Delhi	7632911123	Hindi, English	10:00 Am - 01:00 Pm

66	A60844	Tarana Jain	East Delhi	Delhi	8800776759	Hindi, English	01:00 Pm - 05:00 Pm Sunday & Monday
67	A61651	Ravi Shankar Raina	Delhi	Delhi	8744997586	Hindi	05:00 Pm - 08:00 Pm
68	A61656	Aanchal Harjai	West Delhi	Delhi	9625911998	English, Hindi	05:00 Pm - 08:00 Pm
69	A61798	Omika Obhrai	Delhi/Ncr	Delhi	9999895524	English, Hindi	01:00 Pm - 05:00 Pm
70	A61948	Pragya Malik	New Delhi	Delhi	7827484201	Hindi, English	01:00 Pm - 05:00 Pm 07:00 Pm - 08:00 Pm
71	A62119	Himanshi Khanna	Delhi	Delhi	9106790831, 8373970519	Hindi, English, Punjabi	10:00 Am - 01:00 Pm
72	A62854	Smita Choudhary	New Delhi	Delhi	9885004646	English, Hindi, Bengali	01:00 Pm - 05:00 Pm
73	A63185	Shailja Singh	North-West	Delhi	9873244389	Hindi, English	10:00 Am - 01:00 Pm
74	A63484	Smriti Pandey	Saket- New Delhi	Delhi	8953240222	Hindi, English	01:00 Am Onwards
75	A63543	Naseem Ahmad	New Delhi	Delhi	9792324804	Hindi, English	10:00 Am - 01:00 Pm
76	A63751	Narita Sabharwal	New Delhi	Delhi	0995369136	English, Hindi	01:00 Pm - 05:00 Pm
77	A64170	Prabhjot Kaur	South Delhi	Delhi	9873848085	English, Hindi, Punjabi	01:00 Pm - 03:00 Pm
78	A64851	Nupur Khandelwal	Rohini, New Delhi	Delhi	9953971747	Hindi, English	01:00 Pm - 05:00 Pm
79	A65295	Swati Saxena	Currently East Delhi	Delhi	8765402180	Hindi, English	10:00 Am - 01:00 Pm
80	A65410	Sunil Kuma	Delhi	Delhi	9996929669, 9350504047	Hindi, English	01:00 Pm - 05:00 Pm
81	A65451	Pooja Sharma	Delhi/Ncr	Delhi	9958883133	Hindi, English	01:00 Pm - 05:00 Pm
82	A66444	Shipra Gupta	North- West Delhi	Delhi	8368116894	English, Hindi	05:00 Pm - 08:00 Pm
83	A66507	Upasana Ravinder	East Delhi	Delhi	9810792049	English, Hindi, Tamil	10:00 Am - 01:00 Pm
84	A66603	Prerna Hasija	West Delhi	Delhi	9868076686	Hindi, English	05:00 Pm - 08:00 Pm
85	A66907	Nishtha Singh	South East	Delhi	9999807433	English, Hindi	05:00 Pm - 08:00 Pm
86	A66970	Khushboo Tomar	North East	Delhi	9711871977	Hindi	05:00 Pm - 08:00 Pm
87	A59437	Baljinder . Kaur	West	Delhi	9650989546	English, Hindi	10:00 Am - 01:00 Pm
88	A05102	Madhura Joshi	North Goa	Goa	9404432320	Marathi, Hindi, English, Konkani	10:00 Am - 01:00 Pm

89	A54253	Rupali Mohbe	Panji	Goa	9522555703	English, Hindi	01:00 Pm - 05:00 Pm
90	A24960	Dheeraj Kumar	Vadodara	Gujarat	8460441146	Hindi, English, Gujarati	05:00 Pm - 08:00 Pm
91	A32780	Pratik Indravadan Acharya	Surendranagar	Gujarat	7043672002, 9898469800	Gujarati, Hindi	05:00 Pm - 08:00 Pm
92	A40365	Mahesh Addayaprasad Tripathi	Ahmedabad	Gujarat	7069029952	Hindi, English, Gujarati	10:00 Am - 01:00 Pm
93	A44681	Kapil Santlal Khudaniya	Ahmedabad	Gujarat	9429210568	Gujarati, Hindi	10:00 Am - 01:00 Pm
94	A44682	Parveen Bishan Swarup	Ahmedabad	Gujarat	9898562974	Hindi, Gujarati	10:00 Am - 01:00 Pm
95	A45273	Naresh L.trivedi	Ahmedabad	Gujarat	9998363751	Hindi, Gujarati	10:00 Am - 01:00 Pm
96	A52324	Pooja Sharma	Ahmedabad/G Andhinagar	Gujarat	6353868334	Hindi, English	05:00 Pm - 08:00 Pm Monday To Saturday
97	A53138	Pinki Devendrabhai Shah		Gujarat	9824376460	Gujarati, Hindi	01:00 Pm - 05:00 Pm
98	A53250	Sanal Bagga	Ahmedabad	Gujarat	7878972114	Hindi, English	05:00 Pm - 08:00 Pm
99	A53691	Archana Thawani	Ahmedabad	Gujarat	9408858088	Gujarati , Hindi	10:00 Am - 01:00 Pm
100	A57260	Narsinh Chaudhary	Ahmedabad	Gujarat	9998271871	Gujarati, Hindi, English	10:00 Am - 01:00 Pm 05:00 - 08:00 Pm
101	A57263	Savita Dilip Patil	Ahmedabad	Gujarat	9552677821	Hindi, Marathi, Gujarati, English	01:00 Pm - 05:00 Pm
102	A57443	Urmila Manubhai Dabhi	Ahmedabad	Gujarat	9824870152, 9662741949	Gujarati, Hindi	01:00 Pm - 05:00 Pm
103	A57983	Kotak Poojaben Mahesh Kumar	Ahmedabad	Gujarat	9978650225	Gujarati And Hindi	05:00 Pm - 08:00 Pm
104	A58192	Jankeedevi Ramprakash Vaishnav	Baroda	Gujarat	9586229192	Gujarati, Hindi, English	01:00 Pm - 05:00 Pm
105	A58468	Urvai Raipura	Ahmedabad	Gujarat	9725538271	English, Hindi, Gujarati	10:00 Am - 01:00 Pm
106	A60350	Mishra Amitkumar	Ahmedabad	Gujarat	9067232409	Hindi, Gujarati, English	10:00 Am - 01:00 Pm

107	A60404	Rudra Pramodbhai Jani	Bhavnagar,Raj Kot	Gujarat	8128392715	Gujarati,Hindi, English	01:00 Pm - 05:00 Pm
108	A60498	Sumit Badruddin Vadsariya	Surat	Gujarat	9638386191	Gujarati, Hindi	10:00 Am - 01:00 Pm
109	A60534	Rita Ashar	Rajkot	Gujarat	9978117876	Gujarati, Hindi, English	05:00 Pm - 08:00 Pm
110	A60621	Bharati Vinod Shah	Gandhinagar	Gujarat	7600049109	Gujarati, Hindi	01:00 Pm - 05:00 Pm
111	A60621	Bharati V Shah	Gandhinagar	Gujarat	7600049109	Gujarati, Hindi	01:00 Pm - 05:00 Pm
112	A60726	Yesha Kotadia	Bharuch	Gujarat	9724419640	English, Gujarati, Hindi	10:00 Am - 01:00 Pm 05:00 Pm - 08:00 Pm
113	A60733	Pragna Desai	Vadodara And Ahmedabad	Gujarat	9054641641	Gujarati, English, Hindi	05:00 Pm - 08:00 Pm
114	A60866	Babariya Madhavi Shaileshbha	Rajkot	Gujarat	9998829052	Gujarati, Hindi, English	05:00 Pm - 08:00 Pm
115	A60920	Makati Pratibha Rakashbhai	Rajkot City	Gujarat	90238 36073	Hindi And Gujarati	01:00 Pm - 05:00 Pm
116	A60926	Priyanka Dhirubhai Patel	Navsari	Gujarat	8866333126	Gujarati, Hindi	01:00 Pm - 05:00 Pm
117	A61165	Swastik N Sahoo	Vadodara	Gujarat	8980194627, 7016710378	English, Hindi, Gujarati	10:00 Am - 01:00 Pm
118	A61191	Sakshi Jauthari	Vadodara	Gujarat	6394490647, 8980194627	English, Hindi	10:00 Am - 01:00 Pm
119	A61859	Ruchika Jain	Vadodara	Gujarat	8200469447	Hindi, English, Gujarati	02:00 Pm - 05:00 Pm
120	A61940	Ashish Varghese	Vadodara	Gujarat	9662023919	Hindi, English, Malayalam	10:00 Am - 01:00 Pm
121	A62488	Poonam Devlal	Vadodara	Gujarat	7600739829	Hindi, English, Semi Gujarati	10:00 Am - 01:00 Pm
122	A63293	Farheen Patel	Ahmedabad	Gujarat	9924200766	English, Hindi	01:00 Pm - 05:00 Pm
123	A64122	Vishalkumar Parmar	Ahmedabad	Gujarat	9173999488	Gujarati, Hindi, English	04:00 Pm - 06:00 Pm

124	A64824	Parmar Miteshkumar Natvarlal	Mehsana	Gujarat	9687697471	Gujarati	10:00 Am - 05:00 Pm
125	A64826	Shah Arpit Vipulbhai	Surendrana Gar	Gujarat	8000696831, 9106855356	Gujarati, Hindi	01:00 Pm - 05:00 Pm
126	A64880	Shaivalini Ketan Dhruv	Ahmedabad	Gujarat	9426456970	English, Hindi, Gujarati	10:00 Am - 01:00 Pm
127	A64896	Manishkumar Pravinkumar Maru	Porbandar	Gujarat	8200871628	Gujarati, Hindi	11:00 Am - 01:00 Pm 05:00 Pm - 07:00 Pm
128	A65049	Krishnarao Susar	Ahmedabad	Gujarat	9737489315	Gujarati, Hindi, Marathi	01:00 Pm - 05:00 Pm
129	A65229	Palak C Shah	Ahmedabad	Gujarat	9427322855	Gujarati, Hindi	01:00 Pm - 08:00 Pm
130	A65362	Payal Chandubhai Gohel	Rajkot	Gujarat	7069290090	Gujarati	01:00 Pm - 05:00 Pm
131	A66277	Divya Gianchandani	Vadodara	Gujarat	9998039509	Hindi, Gujarati, English	10:00 Am - 01:00 Pm
132	A66278	Harsha Gianchandani	Vadodara	Gujarat	9724739772	English, Hindi, Gujarati	10:00 Am - 01:00 Pm
133	A67312	Sanjay Kumar Parmar	Ahmedabad	Gujarat	9909899265	English, Hindi, Gujarati	01:00 Pm - 08:00 Pm
134	A07879	Aparna Gupta	Gurgaon	Haryana	9711792689	Hindi, English	11:00 Am - 01:00 Pm 06:00 Pm - 08:00 Pm
135	A12243	Anil Kumar	Bhiwani	Haryana	9999669768	Hindi, English, Local Language	01:00 Pm - 05:00 Pm
136	A12623	Dipti Yadav	Gurugram	Haryana	9971930566	English, Hindi	05:00 Pm - 08:00 Pm
137	A19636	Anupma Dhamija	Bhiwani	Haryana	9518121738	Hindi, English, Punjabi, Haryanvi	05:00 Pm - 08:00 Pm
138	A21987	Umed Singh	Gurgaon	Haryana	9416781400	Hindi, English	05:00 Pm - 08:00 Pm
139	A25484	Vinay Kumar	Rohtak	Haryana	9728000099	Hindi	10:00 Am - 05:00 Pm
140	A25527	Trinka Arora	Faridabad	Haryana	9891120523	English, Hindi	05:00 Pm - 08:00 Pm
141	A25719	Geetisudha Rath	Gurugram	Haryana	9868735760	English, Hindi, Odiya	05:00 Pm - 08:00 Pm
142	A33968	Poonam Gupta	Rohtak	Haryana	8708143103	Hindi, English	01:00 Pm - 05:00 Pm
143	A39682	Rahul Parjapati	Hisar	Haryana	9996544555	Hindi	10:00 Am - 01:00 Pm
144	A40374	Monica Thongam	Faridabad	Haryana	9536393684	English, Hindi	10:00 Am - 01:00 Pm 05:00 Pm - 08:00 Pm

145	A41740	Seema Gupta	Panchkula	Haryana	9317517246	English, Hindi, Panjabi	09:00 Am - 09:00 Pm
146	A45170	Suresh Kumar	Bhiwani	Haryana	9992152853	Hindi, English	10:00 Am - 06:00 Pm
147	A52704	Shreya Panjwani	Gurgaon	Haryana	9560368865	Hindi, English	01:00 Pm - 05:00 Pm
148	A53707	Seema Singh	Kurukshetra	Haryana	9896215633	Hindi, English, Haryanvi	05:00 Pm - 08:00 Pm
149	A55128	Mandeep	Panipat, Rohtak	Haryana	8708324771	Hindi, English	01:00 Pm - 05:00 Pm
150	A55346	Shashi Kala	Rohtak	Haryana	9729602601	Hindi	10:00 Am - 01:00 Pm
151	A55609	Loveleena Singh	Faridabad	Haryana	8750335041	Hindi, English	05:00 Pm - 07:00 Pm
152	A58608	Sunny Nagar	Hisar	Haryana	9315334849	Hindi, Haryanavi, Punjabi, English	01:00 Pm - 05:00 Pm
153	A59497	Neha Jain	Ambala	Haryana	8053757807	Hindi, English	05:00 Pm - 08:00 Pm
154	A60753	Krishan Kumar Panchal	Faridabad	Haryana	9999996838	Hindi	10:00 Am - 01:00 Pm
155	A61175	Gauri Chadha	Gurgaon	Haryana	7011917342	Hindi, English	06:00 Pm - 08:00 Pm
156	A61639	Aditi Sharma	Panchkula	Haryana	8054111971	English, Hindi	10:00 Am - 01:00 Pm
157	A61965	Shivam Kumar Lamba	Jhajjar	Haryana	8901808180	Hindi, English	10:00 Am - 01:00 Pm
158	A63292	Pradeep Kumar	Fatehabad	Haryana	9467712258	English, Hindi	09:00 Am - 05:00 Pm
159	A63391	Manish Kumar	Sonipat	Haryana	9355972184	English, Hindi	10:00 Am - 01:00 Pm
160	A64143	Parul Kathuria	Gurgaon	Haryana	9654751681	English, Hindi	05:00 Pm - 08:00 Pm
161	A64868	Sunishi Singh Rana	Gurgaon	Haryana	9810277359	English, Hindi	01:00 Pm - 05:00 Pm
162	A65448	Amita Puri	Gurgaon	Haryana	9717458266	Hindi, English	05:00 Pm - 08:00 Pm
163	A65497	Mansi Sharma	Gurgaon	Haryana	9899080454	English, Hindi	11:00 Am - 01:00 Pm
164	A65975	Saumya Sharan	Gurgaon	Haryana	8586010571	English, Hindi	06:00 Pm - 08:00 Pm
165	A66506	Vartika Modi	Gurgaon	Haryana	8882609559	English, Hindi	10:00 Am - 01:00 Pm
166	A66981	Divakshi Sharma	Gurgaon	Haryana	8826605831	English, Hindi	01:00 Pm - 05:00 Pm
167	A64429	Hema Sharma	Kullu	Himachal Pradesh	8629870597	Hindi, English	01:00 Pm - 05:00 Pm
168	A06645	Dr. Mir Zafar Iqbal	Srinagar	Jammu & Kashmir	9419013089, 9906897822	Hindi, English, Regional Language	10:00 Am - 05:00 Pm



169	A58524	Aakriti Sharma	Jammu	Jammu & Kashmir	7889391272	Hindi, English, Dogri, Punjabi	10:00 Am - 01:00 Pm
170	A64993	Jyotika Rana	Samba	Jammu & Kashmir	7319960492	Hindi, Dogri, English	01:00 Pm - 05:00 Pm
171	A65497	Isha Malik	Srinagar	Jammu & Kashmir	6005805536	Urdu, English	05:00 Pm - 08:00 Pm
172	A00374	Prof. (Dr.) Amool Ranjan Singh	Ranchi	Jharkhand	9431592734	Hindi And English	01:00 Pm - 05:00 Pm
173	A03455	Masroor Jahan	Ranchi	Jharkhand	9835165223	Hindi And English	10:00 Am - 01:00 Pm
174	A03573	Anant Kumar	Ranchi	Jharkhand	9934160637	English, Hindi	05:00 Pm - 08:00 Pm
175	A51463	Prakash Kumar Mahanta	Seraikella Kharswan	Jharkhand	8603867267	Hindi, Bangali, Oriya	01:00 Pm - 05:00 Pm
176	A52097	Madhu Kumari Gupta	Ranchi	Jharkhand	8862901119	Hindi, English, Khortha, Nagpuri	10:00 Am - 01:00 Pm
177	A54114	Bhagyashree Kar	Ranchi	Jharkhand	9337946611	Hindi, Odia, Bengali, English	05:00 Pm - 08:00 Pm
178	A55090	Archana Kumari Das	Ranchi	Jharkhand	9801144807	Hindi, English	11:00 Am - 2:00 Pm Monday To Friday
179	A59238	Sneha Das	Ranchi	Jharkhand	8114511531	Bengali, English, Hindi	01:00 Pm - 05:00 Pm
180	A59260	Md Guljar Ahmad	Ranchi	Jharkhand	9334031608, 9055036687	Hindi	10:00 Am - 01:00 Pm
181	A66052	Ankita Singh	Ranchi	Jharkhand	9135258391	Hindi, English	01:00 Pm - 05:00 Pm
182	A23763	Nawab Akhtar Khan	Mysore	Karnataka	8792384587	Urdu, Hindi, English	10:00 Am - 01:00 Pm
183	A27554	Syam K Ravindran	Udupi	Karnataka	7204106410	English, Kannada, Malayalam	01:00 Pm - 05:00 Pm
184	A31808	Amrita Kanchan	Mysore	Karnataka	8904711468	Hindi, English	01:00 Pm - 05:00 Pm
185	A33515	Gayatri Hegde	Dharwad	Karnataka	9880982848	Kannada	05:00 Pm - 08:00 Pm
186	A36822	Priyanka Krishnan	Udupi	Karnataka	9482036496	Malayalam	10:00 Am - 01:00 Pm
187	A38273	Ashwini Tadpatrikar	Bangalore	Karnataka	9922907427	English, Hindi, Marathi, Bengali	10:00 Am - 01:00 Pm

188	A41700	Ann Xavier Choolackal	Bangalore	Karnataka	9739942942	Malayalam, English, Hindi, Kannada, Tamil	05:00 Pm - 08:00 Pm
189	A42292	Mahesh B.s.	Dakshina Kannada	Karnataka	8660922867	English, Kannada, Tamil	11:00 Am - 12:00 Pm 04:00 Pm - 06.30 Pm
190	A43680	C.r Satish Kumar	Bengaluru	Karnataka	7406584703	Kannada, Tamil, Hindi, English	12:00 Pm - 05:00 Pm
191	A46707	Nidhi Dev	Bangalore	Karnataka	9844031063	English, Kannada	10:00 Am - 01:00 Pm
192	A46718	Kakali Goswami	Bangalore	Karnataka	9916417098	English, Hindi, Assamese, Bengali	01:00 Pm - 08:00 Pm
193	A49181	Meghana Kashyap	Karwar	Karnataka	9481987738	Kannada, English, Hindi	10:00 Am - 01:00 Pm
194	A49226	Mohan Raju	Bangalore	Karnataka	9663955839	Kannada, English	01:00 Pm - 05:00 Pm
195	A49513	Anagha S Deshmukh	Udupi	Karnataka	7259619947	English, Hindi, Marathi, Kannada	01:00 Pm - 05:00 Pm
196	A51569	Rima Shetty	Bangalore	Karnataka	9972610829	English, Hindi, Tulu, Kannada.	05:00 Pm - 08:00 Pm
197	A51897	Basavarajappa	Mysore	Karnataka	9243503232	Kannada	Any Time
198	A54202	Rithvik S. Kashyap	Mysore	Karnataka	9611314087	Kannada, English, Telugu, Hindi, Tamil	10:00 Am - 01:00 Pm
199	A54727	Deepika Nambiar	Bangalore	Karnataka	7829070224	Hindi, English, Kannada & Malayalam (Manageable)	01:00 Pm - 05:00 Pm
200	A55473	Aparna Vemuri	Bangalore Urban	Karnataka	9886013764	English, Hindi, Kannada, Telugu	01:00 Pm - 05:00 Pm
201	A56324	Shubhra Sharma	Banglore	Karnataka	8088378338	Hindi, English	05:00 Pm - 08:00 Pm
202	A58179	Anuradha Palit	Bangalore	Karnataka	9804683147	English, Bengali, Hindi	08:00 Pm - 10:00 Pm
203	A58457	Vijayapriya C.v.	Bengaluru	Karnataka	8300532793	Tamil, English	06:00 Pm - 08:00 Pm
204	A58682	Nithi Sharma	Bangalore	Karnataka	8133085791	Assamese, Hindi & English	01:00 Pm - 05:00 Pm
205	A58706	Tanya Tripathi	Bangalore	Karnataka	7014491288	English, Hindi	01:00 Pm - 05:00 Pm

206	A59493	R. Akshaya Kumar	Bangalore	Karnataka	9538650555	Tamil, Kannada, Hindi, English	01:00 Pm - 05:00 Pm
207	A59627	Karthika R Nair	Bangalore	Karnataka	9746113105	Malayalam, English	10:00 Am - 01:00 Pm
208	A60378	Kavya.s	Bangaluru	Karnataka	9620473580	Kannada, English	01:00 Pm - 05:00 Pm
209	A61414	Govindaswamy C	Mysore	Karnataka	7019084752	Kannada, English, Hindi	10:00 Am - 01:00 Pm
210	A61571	Archana Dinesh	Bangalore Urban	Karnataka	9008103447	Kannada, Tamil, English	05:00 Pm - 08:00 Pm
211	A61720	Manisha Jain	Bangalore	Karnataka	9661863761	English, Hindi, Bengali	10:00 Am - 01:00 Pm
212	A61762	Anjali Mathew	Bangalore	Karnataka	8095960771	English, Malayalam, Kannada, Tamil	10:00 Am - 01:00 Pm
213	A61931	Sucheta Mishra	North Bengaluru	Karnataka	8217782010	Kannada, English	05:00 Pm - 08:00 Pm
214	A62199	Hemali Sanghvi	Bangalore Urban	Karnataka	9008945776	English, Hindi, Kannada, Gujarati	10:00 Am - 01:00 Pm
215	A62609	Reshma N.s	Dakshina Kannada	Karnataka	9480013093	Kannada, Tulu, English	01:00 Pm - 05:00 Pm
216	A62927	Sabeeha Abbassi	Bengaluru	Karnataka	7337781424	Hindi, English, Urdu	08:00 Pm - 10:00 Pm
217	A63636	Suma N.	Bangalore	Karnataka	7760116454	English, Kannada, Telugu	03:00 Pm - 07:00 Pm
218	A64348	Zainab Johar	South Bangalore	Karnataka	9986694052	English, Hindi	05:00 Pm - 08:00 Pm
219	A66282	Muniswamy K S	Tumkur	Karnataka	8147226680	English, Kannada	05:00 Pm - 09:00 Pm
220	A66596	Trishala.d	Mysuru	Karnataka	8050193810	English, Kannada, Hindi	10:00 Am - 01:00 Pm
221	A66775	Bramaramba. D. Honugudi	Mysore	Karnataka	9740231070	English, Kannada, Hindi	05:00 Pm - 08:00 Pm
222	A58090	Ajeta	Bangalore	Karnataka	7017130685	English, Hindi	10:00 Am - 01:00 Pm
223	A61537	Arshia Rajshekhar	Bangalore	Karnataka	9916521749	English, Hindi, Malayalam, Kannada	10:00 Am - 01:00 Pm
224	A64667	Santishi Manohar Gole	Kalaburagi	Karnataka	9448789506	Kannada, Hindi, Marathi	01:00 Pm - 05:00 Pm
225	A08572	Sukanya Been Menon	Thrissur	Kerala	9495422530	Malayalam	10:00 Am - 01:00 Pm
226	A09616	Sreehari. R.	Ernakulam	Kerala	9633352743	English, Malayalam	05:00 Pm - 08:00 Pm
227	A21963	Jomon. K.george	Kottayam	Kerala	8547131534	Malayalam, English, Tamil	10:00 Am - 01:00 Pm

228	A22096	Dhanya Chandran	Kochi	Kerala	9632924978	English, Hindi, Bengali, Tamil, Malayalam, Kannada	01:00 Pm - 05:00 Pm
229	A23488	Gitanjali Natarajan	Ernakulam	Kerala	9895477660	Malayalam, Tamil, Hindi, English	01:00 Pm - 05:00 Pm
230	A28230	Dhanya.v.s	Thrissur	Kerala	928808168	Malayalam, English	01:00 Pm - 05:00 Pm
231	A30125	Habeeba Hussain.t.k.	Ernakulam	Kerala	965662868	English, Hindi, Malayalam	01:00 Pm - 05:00 Pm
232	A31386	Johny E.v	Wayanad	Kerala	8921197704	Malayalam, English, Tamil, Hindi	05:00 Pm - 08:00 Pm
233	A33751	Jim Varghese	Kannur	Kerala	9168578059	English, Malayalam	01:00 Pm - 05:00 Pm
234	A34870	Jawad Tp	Kozhikode	Kerala	9048083238	Malayalam	06:00 Pm - 10:00 Pm
235	A34871	Aasa Thomas	Pathanamth Itta	Kerala	9496147789	Malayalam, Hindi	10:00 Am - 01:00 Pm
236	A36935	Roshini.c	Ernakulam	Kerala	7034188780	Malayalam, English, Hindi	01:00 Pm - 08:00 Pm
237	A37430	Nigesh Kalorath	Kozhikode	Kerala	9446950021	English, Malayalam, Hindi, Tamil	03:00 Pm - 06:00 Pm
238	A38199	Raheemudheen.pk	Malappuram	Kerala	8943682152	Malayalam, English	01:00 Pm - 05:00 Pm
239	A40238	Noufal T. H.	Ernakulam	Kerala	8095329293	English, Malayalam	05:00 Pm - 08:00 Pm
240	A40467	Sujith Babu	Kottayam	Kerala	8547281985	Malayalam, English	01:00 Pm - 05:00 Pm
241	A40500	Mahesh Mm	Kannur	Kerala	9496835356	English, Malayalam	10:00 Am - 01:00 Pm
242	A41765	Asha Ravi	Trivandrum	Kerala	9880418128	Malayalam, English	05:00 Pm - 08:00 Pm
243	A41931	Ashmy Thomas	Kannur	Kerala	9495217747	Malayalam	01:00 Pm - 05:00 Pm
244	A44688	Joseph P. Anto	Thrissur	Kerala	9447991601	Malayalam, English, Hindi	01:00 Pm - 05:00 Pm
245	A46934	Suvarna S. Nair	Thiruvanantha	Kerala	9645300381	English, Malayalam, Hindi	01:00 Pm - 05:00 Pm
246	A49491	Aswathy.k	Thiruvanantha	Kerala	7306535912	Malayalam, Hindi, English	05:00 Pm - 08:00 Pm
247	A49718	Asha Kurian	Palakkad	Kerala	85261420396	Malayalam, Tamil, English	10:00 Am - 01:00 Pm
248	A49966	Barsleeby Alex Daniel	Pathanamth Itta & Kottayam District	Kerala	9447782084	Malayalam	05:00 Pm - 08:00 Pm Monday To Friday

249	A51817	Mohammed Ibrahim Khaleel Pk	Malappuram	Kerala	9400639636	English, Malayalam, Hindi	01:00 Pm - 08:00 Pm
250	A51895	Vishnu Raj.r	Kollam	Kerala	9947246044	Malayalam	07:00 Pm - 10:00 Pm
251	A52142	Sumesh K S	Thrissur	Kerala	8281562612	Malayalam, Hindi, English, Tamil	Any Time
252	A53109	Jithin K	Kozhikode	Kerala	9447342058	Malayalam, English	10:00 Am - 10:00 Pm
253	A53128	Pranav Raj P	Thiruvananthapuram Or Palakkad	Kerala	9633122269	Malayalam, Tamil, English	01:00 Pm - 05:00 Pm Sunday To Friday
254	A53333	Jacob K John	Alappuzha	Kerala	9961002076	Malayalam, English	05:00 Pm - 08:00 Pm Monday To Friday
255	A54211	Ameena Sithara	Kozhikode	Kerala	9746020107	Malayalam	05:00 Pm - 08:00 Pm
256	A54298	Shini V.s	Thiruvananthapuram	Kerala		Malayalam, English	05:00 Pm - 08:00 Pm
257	A54506	Clelia Kiran Paulose	Thrissur	Kerala	9742814301	English, Malayalam, Hindi	10:00 Am - 01:00 Pm
258	A55154	Aravind Thampi	Trivandrum	Kerala	9387835069	English, Hindi, Malayalam, Bengali And Tamil	10:00 Am - 01:00 Pm
259	A55155	Jamila K Warriar	Trivandrum	Kerala	9847866337	English ,Malayalam	01:00 Pm - 05:00 Pm
260	A55988	Nayana K. B.	Bangalore	Kerala	9497306633	Malayalam, English, Kannada	06:00 Pm - 07:00 Pm
261	A56161	Kadeeja Shimra V.p	Calicut	Kerala		Malayalam, English	03:00 Pm - 08:00 Pm
262	A56774	Fathima M A	Ernakulam	Kerala	9207288855	Malayalam, English, Tamil	10:00 Am - 01:00 Pm
263	A57012	Swathi. T.p	Kannur	Kerala	9739443606	Malayalam, English	05:00 Pm - 08:00 Pm
264	A57037	Premjith Manathanath	Calicut	Kerala	8129991626	Malayalam, English	10:00 Am - 01:00 Pm
265	A57430	Jilsy P		Kerala	9495245212	English, Malayalam, Thamil.	10:00 Am - 01:00 Pm
266	A57775	Shemeena	Calicut	Kerala	9646360096	Malayalam	05:00 Pm - 08:00 Pm
267	A57800	Aswathy	Kozhikode	Kerala	9539104282	Malayalam, English	01:00 Pm - 05:00 Pm
268	A58731	Shabeer Ap	Malappura M	Kerala	8296452386	Malayalam, English	05:00 Pm - 08:00 Pm

269	A59056	Girija Venugopal	Thrissur	Kerala	9447029778	Malayalam, English	05:00 Pm - 08:00 Pm
270	A59327	Meghana Ranjit	Kottayam	Kerala	9447672852	Malayalam, English	01:00 Pm - 05:00 Pm
271	A59921	Vidya Suzan Jose	Kottayam	Kerala	9746939529	English, Malayalam, Hindi	10:00 Am - 01:00 Pm
272	A60227	Joshirtha Joy	Trivandrum	Kerala	9562635235	Malayalam, English	05:00 Pm - 08:00 Pm Monday To Friday 01:00 Pm - 05:00 Pm Saturday
273	A60559	Mishab Ak	Kozhikode	Kerala	9085476253	Malayalam, English, Hindi, Tamil	01:00 Pm - 05:00 Pm
274	A60800	Fathima Fujra Nt	Calicut	Kerala	9746087405	Malayalam, English	01:00 Pm - 05:00 Pm
275	A60807	Abitha Raj .T.k.	Kozhikode	Kerala	8089158883	Malayalam	05:00 Pm - 08:00 Pm
276	A60810	Ummuayiman Kazhungle Thottathil	Malappura M	Kerala	9895189087	Malayalam	01:00 Pm - 05:00 Pm
277	A61065	Hamna Jaisal	Malappura M	Kerala	9061387613	Malayalam, English, Hindi, Tamil	11:00 Am - 01:00 Pm
278	A61065	Shamna Vk	Malappuram	Kerala	9061387613	English, Malayalam, Hindi, Tamil, Urdu	11:00 Am - 01:00 Pm 07:00 Pm - 08:00 Pm
279	A61800	Subisha	Kannur	Kerala	7560964558, 8680889040	Malayalam, English, Tamil	01:00 Pm - 05:00 Pm
280	A61922	Akhil.t.s	Malappuram	Kerala	8277332898	Malayalam, Tamil, English	05:00 Pm - 08:00 Pm
281	A61923	Vimal Kumar S V	Thiruvanantha Puram	Kerala	9448003971	Malayalam, English	05:00 Pm - 08:00 Pm
282	A62230	Ansar Kodasseri	Malappuram	Kerala	770 231 4838	Malayalam, English	01:00 Pm - 05:00 Pm
283	A62754	Parvathy Nair	Alappuzha	Kerala	6009866918	English, Hindi, Malayalam	01:00 Pm - 05:00 Pm
284	A63098	Shambhu Aj	Thrissur	Kerala	8547983031	Malayalam, English, Tamil	01:00 Pm - 05:00 Pm
285	A64725	Padma C Shaji	Trivandrum	Kerala	7907466106	English, Malayalam	10:00 Am - 03:00 Pm
286	A65427	Akshay K Varkey	Kottayam	Kerala	9562272726		06:00 Pm - 08:00 Pm

287	A65498	Muhammed Ali Pk	Kozhikode	Kerala	9656293940	Malayalam, English	01:00 Pm - 05:00 Pm
288	A65773	Leeshma P	Malappuram	Kerala	8848835398	Malayalam, English	05:00 Pm - 08:00 Pm
289	A65881	Liya Ajayan	Calicut	Kerala	8129559743	Malayalam, English, Hindi, Tamil	05:00 Pm - 08:00 Pm
290	A65939	Hansi Hamza	Thrissur	Kerala	9686188660	English, Malayalam, Tamil	05:00 Pm - 08:00 Pm
291	A65974	Nanda D Raj	Thrissur	Kerala	9539391224	English, Malayalam,	01:00 Pm - 05:00 Pm
292	A65996	Nufeeda.a	Malappura M	Kerala	9995094909	English, Malayalam, Tamil	01:00 Pm - 05:00 Pm
293	A66019	Atheena Mohan	Thrissur	Kerala	9567883789	English, Malayalam, Tamil	01:00 Pm - 05:00 Pm
294	A66264	Majitha. Ak	Calicut	Kerala	9539040303	Malayalam, English	01:00 Pm - 05:00 Pm
295	A66398	Rose Mary Alappat	Thrissur	Kerala	9072790258	Malayalam, English, Hindi	01:00 Pm - 05:00 Pm
296	A66825	Athira P M	Calicut	Kerala	9496354295, 8943066987	Malayalam, English	02:00 Pm - 06:00 Pm
297	A67098	Parvathy V G	Trivandrum	Kerala	9633194253	Malayalam	05:00 Pm - 08:00 Pm
298	A00049	E. D. Joseph	Kannur	Kerala	9847124794	Malayalam	10:00 Am - 01:00 Pm
299	A40910	Sudeep P K	Kasaragod And Mysore	Kerala And Karnataka	9562592833	Kannada, Malayalam, Tulu, English	10:00 Am - 01:00 Pm
300	A31688	Vandana Patil	Ujjain	Madhya Pradesh	9424418050	Hindi, English, Marathi	01:00 Pm - 05:00 Pm
301	A33722	Antony Joseph Nirappel	Ujjain	Madhya Pradesh	9425332362	English, Hindi, Malayalam	10:00 Am - 01:00 Pm
302	A38236	Alka Kapoor	Indore	Madhya Pradesh	9179383554	English, Hindi, Punjabi	10:00 Am - 01:00 Pm
303	A40359	Punit Dixit	Gwalior	Madhya Pradesh	9200040008	Hindi	01:00 Pm - 05:00 Pm
304	A43900	Smita Kumari	Bhopal	Madhya Pradesh	9329243202	Hindi, Bhojpuri	05:00 Pm - 08:00 Pm
305	A53482	Jyoti Kamble	Bhopal	Madhya Pradesh	8359992505, 7999859772	Hindi, English, Marathi	01:00 Pm - 05:00 Pm
306	A55589	Seema Rathore	Bhopal	Madhya Pradesh	7987263857	Hindi	10:00 Am - 01:00 Pm
307	A56144	Dyutima Sharma	Bhopal	Madhya Pradesh	7509705242	Hindi, English, Bengali	01:00 Pm - 05:00 Pm
308	A56894	Bhagwanpatel	Khargon	Madhya Pradesh	9826038485	Hindi	02:00 Pm - 05:00 Pm
309	A57587	Madhubala Verma	Gwalior	Madhya Pradesh	8770137313	Hindi	10:00 Am - 01:00 Pm
310	A59192	Renu Pandey	Indore	Madhya Pradesh	7566776913	Hindi	05:00 Pm - 08:00 Pm

311	A62443	Kshitiij Modi	Gwalior	Madhya Pradesh	8889168844, 8937914145	Hindi, English	10:00 Am - 08:00 Pm
312	A63131	Bhawna Sharma	Jabalpur	Madhya Pradesh			05:00 Pm - 08:00 Pm
313	A63940	Nidhi Tiwari	Ujjain	Madhya Pradesh	9424099438	Hindi, English	06:00 Pm - 08:00 Pm
314	A40375	Hema Sahu	Jabalpur	Madhya Pradesh	9406740733	Hindi	Any Time
315	A44194	Pragati Pandey	Sehore	Madhya Prade	9005668888	Hindi & English	10:00 Am - 5:00 Pm
316	A25078	Varsha Arora Singh	Guna	Madhya Pradesh	7976112327	Hindi	05:00 Pm - 08:00 Pm
317	A65516	Kartiki Sameer	Pune	Maharashtra	7972675506	English,Hindi, Marathi	01:00 Pm - 05:00 Pm
318	A00355	Jyoti Kulkarni	Thane	Maharashtra	9324373744	Marathi, Hindi	01:00 Pm - 05:00 Pm
319	A00867	Rohini Vivek Achwal	Nashik	Maharashtra	7588704541	Hindi, Marathi, English.	01:00 Pm - 05:00 Pm
320	A05288	Sushama Sanjay Gupta	Mumbai City	Maharashtra	9869628900	English, Marathi, Hindi	05:00 Pm - 08:00 Pm
321	A08264	Kiran Bodake	Pune & Solapur	Maharashtra	9960689001	Marathi, Hindi	10:00 Am - 01:00 Pm
322	A11244	Shashikant B. Shankarpure	Gadchiroli	Maharashtra	9422809776	Marathi, Hindi	01:00 Pm - 05:00 Pm
323	A15077	Ramesh Pavba Patil	Dhule	Maharashtra	7588516264	Marathi	09:00 Am - 01:00 Pm
324	A16907	Sandip Navalsing Sisode	Aurangabad	Maharashtra	9890054518	Marathi, Hindi, English	10:00 Am - 08:00 Pm
325	A17296	Pramod Jagdish Shakya	Ratnagiri	Maharashtra	8459826288	Marathi, Hindi, English	10:00 Am - 01:00 Pm
326	A17302	Sachin Maruti Patil	Kolhapur	Maharashtra	8623931744	Marathi, Hindi	05:00 Pm - 08:00 Pm
327	A19147	Krishnat V. Ganeshacharya	Kolhapur	Maharashtra	9765638463	Marathi	10:00 Am - 01:00 Pm
328	A19418	Sanjay Pusam	Nagpur	Maharashtra	8698615666	Marathi, Hindi	01:00 Pm - 05:00 Pm
329	A20655	Bhavana Purohit	Amravati	Maharashtra	9511879872	Hindi	05:00 Pm - 08:00 Pm
330	A24147	Smita Gosavi	Pune	Maharashtra	9011094376	Marathi, Hindi, English	12:00 Pm - 04:00 Pm
331	A26147	Supriya More	Thane	Maharashtra	9892669530	Hindi, Marathi, English	05:00 Pm - 08:00 Pm
332	A26314	Parmeshwar Abhiman Puri	Aurangabad	Maharashtra	9657733555	Marathi, Hindi	01:00 Pm - 05:00 Pm
333	A27090	Santosh Vitthal Khilare	Solapur	Maharashtra	9421029046	Marathi	10:00 Am - 01:00 Pm
334	A27323	Jayanti Debray	Mumbai	Maharashtra	9322265318	English, Hindi, Bengali, Assamese	10:00 Am - 01:00 Pm



335	A27798	Milind Dattatraya Karanjkar	Pune	Maharashtra	9768924179	Marathi, Hindi, English	10:00 Am - 01:00 Pm
336	A27960	Kailash Sahare	Nagpur	Maharashtra	9860348911	Marathi, Hindi, English	01:00 Pm - 05:00 Pm
337	A28211	Anita Vinod Chitre	Mumbai	Maharashtra	9223245469	Marathi, Hindi, English	05:00 Pm - 08:00 Pm Monday To Friday
338	A28211	Anita Vinod Chitre	Mumbai	Maharashtra	9223245469	Marathi, Hindi, English	05:00 Pm - 08:00 Pm Monday To Friday
339	A28603	Manisha Sheshrao Jadhav	Aurangabad	Maharashtra	8087103444	Marathi, Hindi, Gujarati	05:00 Pm - 08:00 Pm
340	A29716	Vinita Khanduri	Mumbai Suburbs	Maharashtra	9821874490	English, Hindi	03:00 Pm - 07:00 Pm
341	A29749	Deepak Ramchandra Raut	Satara	Maharashtra	9766214312	Marathi, Hindi, English	10:00 Am - 01:00 Pm
342	A33290	Shubhangi Kisanrao Zade	Chandrapur	Maharashtra	8411983400	Marathi, Hindi	10:00 Am - 08:00 Pm
343	A33759	Minal Joshi	Mumbai	Maharashtra	9819411024	English, Hindi, Marathi, Gujarati	05:00 Pm - 08:00 Pm
344	A35861	Prabhakar Shankar Patil	Kolhapur	Maharashtra	9011393160	Marathi/Hindi/English	05:00 Pm - 08:00 Pm
345	A36795	Neeraja Thergaonkar	Mumbai	Maharashtra	9910071253	Hindi, English	10:00 Am - 01:00 Pm
346	A38196	Savita R Satpute	Aurangabad	Maharashtra	9890912928	Hindi, Marathi	10:00 Am - 01:00 Pm
347	A38759	Vaishali Rajgonda Patil	Kolhapur	Maharashtra	8007769096	Marathi, Hindi	05:00 Pm - 08:00 Pm
348	A46584	Neeta A Jain	Nagpur	Maharashtra	8275225910	Hindi, Marathi	01:00 Pm - 05:00 Pm
349	A46823	Ilai Mahibooob Shikalgar	Sangli	Maharashtra	9021222687	Marathi, Hindi	05:00 Pm - 08:00 Pm
350	A47326	Sarah Kurian	Belapur	Maharashtra	9558681229	English, Hindi	10:00 Am - 01:00 Pm
351	A47557	Nrusinh Purushottam Kulkarni	Pandharpur, Solapur	Maharashtra	9970851803, 9970416161	Marathi, Hindi, English	05:00 Pm - 08:00 Pm
352	A48113	Chavan Nitin B.	Solapur	Maharashtra	8806070782	Marathi, Hindi, English	07:00 Am - 12:00 Pm
353	A48708	Ajit Hariram Patil	Sangli	Maharashtra	9850583688	Marathi, Hindi, English	Any Time

354	A51919	Shivani Gala	Kolhapur	Maharashtra	9975942823	English, Gujarati, Marathi And Hindi	05:00 Pm - 08:00 Pm
355	A51920	Maithili Joshi	Aurangabad	Maharashtra	9552532908	Hindi, Marathi	01:00 Pm - 05:00 Pm
356	A56087	Akash P Gaikwad	Sangli	Maharashtra	8482982602	English, Hindi, Marathi	05:00 Pm - 08:00 Pm
357	A56140	Ranju Pandey Tripathi	Thane	Maharashtra	9922958618	Hindi, Marathi, English	01:00 Pm - 03:00 Pm
358	A56145	Hiral Khimani (Bhayani)	Thane Kalyan West	Maharashtra	9930500086	Hindi, English, Gujarati	02:00 Pm - 05:00 Pm
359	A56848	Poonam Bhagwan Patil	Sangli	Maharashtra	9975698836, 8999795335	Marathi, Hindi	01:00 Pm - 05:00 Pm
360	A57286	Sonali Behl	Pune	Maharashtra	8700433624	Hindi, English	10:00 Am - 12:00 Pm Tuesday, Thursday & Sunday
361	A57679	Girija Patwardhan	Pune	Maharashtra	8758486526	Marathi, Hindi, English	01:00 Pm - 05:00 Pm
362	A57683	Tejaswini Bhawe	Pune	Maharashtra	9512696461, 9284646276	Marathi, Hindi, English	01:00 Pm - 08:00 Pm
363	A58041	Shweta Kansara Parekh	Mumbai	Maharashtra	9833063074	English, Hindi, Gujarati	05:00 Pm - 08:00 Pm
364	A58139	Manasi Ranade	Pune	Maharashtra	8308302859	Marathi, English, Hindi	01:00 Pm - 05:00 Pm
365	A59042	Nilesh Rajratan Chahande	Gadchiroli	Maharashtra	7083656114	Marathi, Hindi, English	02:00 Pm - 05:00 Pm
366	A59064	Pradip Ingole	Akola	Maharashtra	9028361135	Marathi, Hindi	01:00 Pm - 05:00 Pm
367	A59331	Sarita Shankarrao Shende	Latur	Maharashtra	9922087834, 8208910134	Hindi, Marathi	01:00 Pm - 05:00 Pm
368	A59508	Amar Manohar Patil	Satra	Maharashtra	8888598983	Marathi, Hindi, Oriya	10:00 Am - 01:00 Pm
369	A59777	Abhijit Titarmare	Nagpur	Maharashtra	9370056912	Marathi, English, Hindi	10:00 Am - 01:00 Pm
370	A59824	Abhijit Kishor Ambekar	Sangli	Maharashtra	9764803803, 8552806005	Marathi, Hindi, English	05:00 Pm - 08:00 Pm
371	A59923	Mrunmayee Narendra Bansod	Bhandara	Maharashtra	8380910490	Marathi, Hindi, English	10:00 Am - 01:00 Pm 05:00 Pm - 08:00 Pm

372	A59995	Rajesh Hariharao Alone	Pune	Maharashtra	9850442982	Marathi, Hindi	05:00 Pm - 08:00 Pm
373	A60220	Vaishnavi Ashish Kulkarni.	Pune	Maharashtra	7350195950	English, Marathi, Hindi	10:00 Am - 01:00 Pm
374	A60530	Pradnya K	Mumbai	Maharashtra	9833952213	Hindi, English, Marathi	09:00 Pm - 12:00 Pm
375	A61124	Jitendra P. Badgujar	Jalgaon(Mh)	Maharashtra	8208423689	Marathi	10:00 Am - 01:00 Pm
376	A61410	Anagha Girish Dedhe	Pune	Maharashtra	9423059688	Marathi	01:00 Pm - 05:00 Pm
377	A61796	Sonali Shantaram Bagul	Dhule	Maharashtra	9404725206	Marathi, Hindi, English	10:00 Am - 01:00 Pm
378	A63319	Shraddha Deshpande	Pune	Maharashtra	9923885185	Marathi, English	05:00 Pm - 08:00 Pm
379	A64338	Amar Baban Jadhav	Sangli	Maharashtra	9665777908	Hindi, English, Marathi	05:00 Pm - 08:00 Pm
380	A64506	Nidhi Varghese	Nagpur	Maharashtra	9600115181	Hindi, English	01:00 Pm - 05:00 Pm
381	A64645	Patil Akshay Shahaji	Sangli	Maharashtra	9011912161	Marathi	06:00 Pm - 08:00 Pm
382	A65091	Shital Balkrishna Mane	Satara	Maharashtra	8999646435	Marathi, Hindi	01:00 Pm - 05:00 Pm
383	A65190	Hemlata Thakur	Mumbai	Maharashtra	9920186138	English, Marathi, Hindi	01:00 Pm - 05:00 Pm
384	A65830	Tushar Prakash Mali	Kolhapur	Maharashtra	8208841329, 8975635030	Marathi	01:00 Pm - 05:00 Pm
385	A65901	Rucha Deshmukh Sarwate	Pune	Maharashtra	8390381780	Marathi, English, Hindi	10:00 Am - 01:00 Pm
386	A66510	Poojadevi Babasaheb Jadhav	Sangli	Maharashtra	8857868172, 9370862996	Marathi	01:00 Pm - 05:00 Pm
387	A66567	Aditi Boratkar	Nagpur	Maharashtra	7304901569	Marathi, Bengali, Hindi, English	10:00 Am - 01:00 Pm
388	A67338	Sophia Peermohideen	Mumbai	Maharashtra	9820909677	English, Hindi, Marathi, Kutchi	05:00 Pm - 08:00 Pm
389	A67500	Commander Kr Kulhari	Navi Mumbai	Maharashtra	7021400075	English, Hindi	
390	A67697	Moazzam Khan	Thane	Maharashtra	9860512131	Hindi, English, Marathi	05:00 Pm - 08:00 Pm
391	A67698	Madhavi Moreshwar Mulye	Pune	Maharashtra	9769935311	Hindi, English, Marathi	10:00 Am - 01:00 Pm
392	A30778	Dasharath Vilas Savant	Sangli	Maharashtra	8329313859	English, Hindi, Marathi	Any Time

393	A65509	Varshali Bhagwan Jadhav	Sangli	Maharashtra	7058549723, 9021095270	Hindi, English, Marathi	01:00 Pm - 05:00 Pm
394	A65818	Tejaswini Bhanudas Chavan	Sangli	Maharashtra	9665039663/ 9370548910	Hindi,English,Marathi	12:00 Pm - 05:00 Pm
395	A25112	Muhammad Abdul Bari Shah	Imphal East	Manipur	9402756071	Manipuri, English	09:00 Pm - 11:00 Pm
396	A64999	Prescilla Ngaineivah	Churachandpur	Manipur	8731048366	English, Zou, Thadou, Paite	05:00 Pm - 08:00 Pm
397	A67017	Karishma Yumnam	Bishnupur	Manipur	7005310399	Manipuri (Meiteilon), English	01:00 Pm - 05:00 Pm
398	A67041	Sapam Kiran Dolly	Imphal-East	Manipur	8732074834	Manipuri, English	01:00 Pm - 05:00 Pm
399	A67253	Anniesha Camillaeh Lyngdoh	East Khasi Hills	Meghalaya	9856639604/ 8787576742	English, Khasi	10:00 Am - 01:00 Pm
400	A56463	Naphisabet Kharsati	East Khasihills	Meghalaya	8828057963	English, Khasi	10:00 Am - 01:00 Pm
401	A66413	Lalnunpuui	Aizawl	Mizoram	8837283320	Mizo, English	05:00 Pm - 08:00 Pm
402	A16399	Gagandeep Kaur Makkar	Bhubaneswar	Odisha	9330326013	English, Punjabi, Hindi, Bngali,	05:00 Pm - 08:00 Pm
403	A26185	Neelam Verma	Jajpur Road	Odisha	8457967552	Hindi, English	01:00 Pm - 05:00 Pm
404	A66496	Bijayalaxmi Nath	Cuttack	Odisha	8328993258, 7608013978	Odia, Hindi, English	10:00 Am - 05:00 Pm
405	A66497	Chinmayee Chikoslova Behera	Cuttack	Odisha	6371661277	Hindi, Odia	05:00 Pm - 08:00 Pm
406	A61927	Dimple Mathew	Muscat	Oman	96895715220	English, Malayalam	10:00 Am - 01:00 Pm
407	A04038	Prof. Venugopal,M	Pondicherry	Puducherry	8056463655	Tamil, English, Kannada	05:00 Pm - 08:00 Pm
408	A07638	Saravanan	Pondicherry	Puducherry	9894919034	Tamil, English	10:00 Am - 01:00 Pm
409	A10867	D.vijayaragan	Pondicherry	Puducherry	9677774099	Tamil, English	05:00 Pm - 08:00 Pm
410	A41355	Manmeet Bajwa (Dhody)	Sas Nagar	Punjab	9717066102	Hindi, English, Punjabi	10:00 Am - 01:00 Pm
411	A45354	Chitvan Singh	Ludhiana	Punjab	8968389032	English, Punjabi, Hindi	10:00 Am - 01:00 Pm
412	A52557	Priyadarshini Pant	Amritsar	Punjab	7579132280, 6280968065	Hindi, English, Punjabi	10:00 Am - 01:00 Pm Monday To Saturday
413	A56851	Amandeep Singh	Amritsar	Punjab	9814949794	English, Punjabi, Hindi	04:00 Pm - 06:00 Pm

414	A65182	Archana Dhankhar	Amritsar	Punjab	7906710664	Hindi, English	01:00 Pm - 05:00 Pm
415	A52588	Sarika Sharma	Jalandhar Cantt	Punjab	8607529086	Hindi	10:00 Am - 01:00 Pm
416	A56855	Vani Sharma	Jalandhar	Punjab	9501004607	Hindi, English, Punjabi	10:00 Am - 08:00 Pm
417	A63528	Shatavisa Majumder	Jalandhar/Kolkata	Punjab/ West Bengal	8877668764	Hindi, Bengali, English, Punjabi	01:00 Pm - 05:00 Pm
418	A53184	Rishi Raj Singh Rathore	Jodhpur	Rajasthan	7097890081	Hindi, English, Rajasthan, Marwari	10:00 Am - 06:00 Pm
419	A15196	Manish Vaishnav	Jodhpur	Rajasthan	9828361866	Hindi, English	10:00 Am - 01:00 Pm
420	A21188	Fiza Hasny	Jaipur	Rajasthan	9460381132	Hindi, English	05:00 Pm - 08:00 Pm
421	A33456	Neetu Sharma	Ajmer	Rajasthan	9460478465	Hindi, Marwadi	01:00 Pm - 05:00 Pm
422	A46936	Varun Kumar	Bharatpur	Rajasthan	7376709873	Hindi, English	10:00 Am - 05:00 Pm
423	A47274	Kavita Bele	Jhunjhunu	Rajasthan	9753287609	Hindi, Marathi, Marwadi	10:00 Am - 01:00 Pm
424	A48618	Rahul Saini	Jaipur	Rajasthan	9929419969	English, Hindi	05:00 Pm - 08:00 Pm
425	A59588	M.I Sharma	Jaipur	Rajasthan	8058654307, 7231966666	Hindi & English	05:00 Pm - 08:00 Pm
426	A61416	Yogita Yadav	Kota	Rajasthan	9680439052	Hindi, English	10:00 Am - 01:00 Pm
427	A62682	Garima Yadav	Jaipur	Rajasthan	7014525264	English, Hindi, Rajasthan	10:00 Am - 01:00 Pm
428	A63544	Ravi Kirti Didwania	Jodhpur	Rajasthan	8741824939	Hindi, English, Rajasthan	11:00 Am - 01:00 Pm
429	A64052	Alisha Paul	Ajmer	Rajasthan	8299715401	Hindi	04:00 Pm - 06:00 Pm
430	A64427	Shivani Sharma	Jaipur	Rajasthan	9673620047	English & Hindi	10:00 Am - 01:00 Pm
431	A62726	Poonam Garg	Jaipur	Rajasthan	8619445368	Hindi	10:00 Am - 04:00 Pm
432	A03219	Vijayan	Kanyakumari	Tamil Nadu	9444312001	Tamil, English, Malayalam	05:00 Pm - 08:00 Pm
433	A03452	Srigowri Rajesh	Chengalpet	Tamil Nadu	6374380854	Telugu, Hindi, Tamil, English	10:00 Am - 01:00 Pm
434	A07033	R.manoj	Chennai	Tamil Nadu	9444112608	English, Tamil, Malayalam	05:00 Pm - 08:00 Pm
435	A07047	Sudhakaran Balu	Chennai	Tamil Nadu	8754463589, 9489569489	Tamil And English	01:00 Pm - 08:00 Pm

436	A08034	Kavitha	Chennai	Tamil Nadu	9840244405	Tamil, English	01:00 Pm - 05:00 Pm
437	A08385	Karthikeyan.s	Kanchipuram	Tamil Nadu	9884182257	Tamil, English	05:00 Pm - 08:00 Pm
438	A10514	Nithya	Chengalpattu	Tamil Nadu	9841432181	Tamil, English	05:00 Pm - 08:00 Pm
439	A10589	Randeep Rajkumar.d	Trichy	Tamil Nadu	9843795750	Tamil, Hindi, English	10:00 Am - 01:00 Pm
440	A18026	Venkatarathnamj		Tamil Nadu	6383951742	Tamil, English, Telugu	05:00 Pm - 08:00 Pm
441	A18037	Reeba Roshan	Vellore	Tamil Nadu	7708531872	Tamil, Hindi, English	05:00 Pm - 08:00 Pm
442	A19137	Emilda Judith	Vellore	Tamil Nadu	9486214008	Tamil, English, Hindi	10:00 Am - 01:00 Pm
443	A19151	Babu Rangarajan	Salem	Tamil Nadu	9894593293	Tamil, English	10:00 Am - 01:00 Pm
444	A23794	Thamil Selvan	Dindigul	Tamil Nadu	9865585987	Tamil, English	10:00 Am - 01:00 Pm
445	A24949	Srinivasan Jayaraman	Cuddalore	Tamil Nadu	7339571880	Tamil, English	05:00 Pm - 08:00 Pm
446	A25088	Divya	Tuticorin	Tamil Nadu	9840495120	Tamil, English	10:00 Am - 01:00 Pm
447	A25341	Lakshamanan	Coimbatore	Tamil Nadu	9842006144	Tamil, English, Malayalam	10:00 Am - 01:00 Pm
448	A25475	Mangaleshwari Manjarin	Coimbatore	Tamil Nadu	9840182800	Tamil, English, Telugu	10:00 Am - 01:00 Pm
449	A25481	M.ramachandran	Coimbatore	Tamil Nadu	9003378216	Tamil, English, Telugu	01:00 Pm - 05:00 Pm
450	A25483	Hariharan	Madurai	Tamil Nadu	9620387097	Kannada, Telugu, Tamil, English	10:00 Am - 01:00 Pm
451	A25849	Krishanamoorthy	Thiruvallur	Tamil Nadu	9943664781	Tamil, English, Telugu	10:00 Am - 01:00 Pm
452	A26035	Mohammed Safi	Theni	Tamil Nadu	9443129121	Tamil, English	01:00 Pm - 05:00 Pm
453	A27444	Sujeetha	Thanjavur	Tamil Nadu	9894137768	Tamil, English, Hindi	05:00 Pm - 08:00 Pm
454	A27463	Pangajam	Kanchipuram	Tamil Nadu	9884781813	Tamil, Malayalam, English	01:00 Pm - 05:00 Pm
455	A30636	S. Varadharajan	Tiruvallur	Tamil Nadu	8056082733	Tamil, English	05:00 Pm - 08:00 Pm
456	A30728	S. Vandhana	Chennai	Tamil Nadu	9884265958	Tamil, English, Hindi	10:00 Am - 01:00 Pm
457	A36727	Arthy Jayavel	Chennai	Tamil Nadu	8428201965	Tamil, English	01:00 Pm - 05:00 Pm
458	A37414	Theebhan Raja	Virudhunagar	Tamil Nadu	9035229030	English, Tamil, Kannada, Hindi	10:00 Am - 01:00 Pm
459	A38241	Rajesh Kalam	Erode, Pallakad	Tamil Nadu	9487794265, 9894896391	Malayalam, Tamil, Hindi, English	05:00 Pm - 08:00 Pm

460	A39840	Lailtha Subramanian	Kanchipura M / Tiruvallur / Chennai	Tamil Nadu	8428479991	English, Tamil, Hindi, Telugu	10:00 Am - 08:00 Pm
461	A43875	Anuradha Mahadevan	Coimbatore	Tamil Nadu	9790526633	Tamil, English, Hindi	01:00 Pm - 05:00 Pm
462	A43988	Devendiran Ramachandran	Chennai	Tamil Nadu	9677257792	Tamil And English	05:00 Pm - 08:00 Pm
463	A44676	Tharuna	Nilgiris	Tamil Nadu	9003502405	Tamil, English, Hindi	10:00 Am - 01:00 Pm
464	A46097	Gajalakshmi.p.t.	Chennai	Tamil Nadu	9884530124	Tamil, English, Hindi	05:00 Pm - 08:00 Pm
465	A46294	Ravi	Salem	Tamil Nadu	9709036041	Tamil, English, Hindi	01:00 Pm - 05:00 Pm
466	A46675	Vanitha	Chennai	Tamil Nadu	9940014861	Tamil, English	01:00 Pm - 05:00 Pm
467	A47345	Dinakaran.p	Vellore	Tamil Nadu	8189842993	Tamil, English	01:00 Pm - 05:00 Pm
468	A66069	Uma Maheswari G	Thiruvallur	Tamil Nadu	7259933809	Tamil, English, Kannada, Hindi	10:00 Am - 01:00 Pm
469	A52063	Akila Selvakumar	Coimbatore	Tamil Nadu	9600290614	Tamil, English	01:00 Pm - 05:00 Pm
470	A52827	Aniya Kaushik	Kanchipuram	Tamil Nadu	9810339455	English, Hindi	10:00 Am - 01:00 Pm
471	A53135	Vaishnaruby	Coimbatore	Tamil Nadu	9994279271	Tamil, English	01:00 Pm - 05:00 Pm
472	A53148	Shoban Babu	Vellore	Tamil Nadu	9600623527	Tamil, English, Telugu	05:00 Pm - 08:00 Pm
473	A53524	Susheela.v	Chennai	Tamil Nadu	9841442040	Tamil, English	05:00 Pm - 08:00 Pm
474	A53570	Bhasi	Chennai	Tamil Nadu	9445516141	Tamil, English, Malayalam	10:00 Am - 01:00 Pm
475	A54203	Hema V	Tiruppur	Tamil Nadu	9566771777	Tamil, English	01:00 Pm - 05:00 Pm
476	A54515	Sri Janani Vasanth Marar	Chennai	Tamil Nadu	9884898203	English, Tamil	10:00 Am - 01:00 Pm
477	A54515	Janani Vasanth	Chennai	Tamil Nadu	9884898203	Tamil, English, Malayalam	10:00 Am - 01:00 Pm
478	A55271	N.suresh Kumar	Madurai	Tamil Nadu	9715122666	Tamil, English	05:00 Pm - 08:00 Pm
479	A55279	Sunil Kumar	Chennai	Tamil Nadu	9444297058	Tamil, Malayalam, Kannada, English	10:00 Am - 01:00 Pm
480	A55328	Nappinnai	Chennai	Tamil Nadu	9444368200	English, Tamil	10.30 Am - 01.00 Pm & 06.30 Pm - 08.00 Pm
481	A57308	Poornima Rajan	Chennai	Tamil Nadu	9600006309	Tamil, English	01:00 Pm - 05:00 Pm
482	A58807	Jimna Bordoloi	Chennai	Tamil Nadu	6003971392	Assamese, Hindi, English	10:00 Am - 01:00 Pm

483	A59841	S.k.anandhalakshmi	Kaniyakumari	Tamil Nadu	9940215210	Tamil, English, Malayalam	05:00 Pm - 08:00 Pm
484	A60290	Vigraanth Bapu K G	Coimbatore	Tamil Nadu	9994318980	Tamil, English, Hindi	10:00 Am - 01:00 Pm
485	A60813	Kumaran Rajan	Chennai	Tamil Nadu	9043286526	Tamil, English	01:00 Pm - 05:00 Pm
486	A60824	N.gnana Manikandan	Salem	Tamil Nadu	8610960913	Tamil, English	01:00 Pm - 05:00 Pm
487	A60941	Vijayalakshmi	Chennai	Tamil Nadu	8122284135	Tamil, English	10:00 Am - 12:00 Pm
488	A60955	Madhumitha Sriram	Chennai	Tamil Nadu	9176011219	English, Tamil	10:00 Am - 01:00 Pm
489	A60961	D. Hemavathi	Dharmapuri	Tamil Nadu	8939454524	Tamil, English	01:00 Pm - 05:00 Pm
490	A61918	Chandana. N	Coimbatore	Tamil Nadu	8903435668, 9481989668	English, Malayalam, Tamil	01:00 Pm - 05:00 Pm
491	A62340	Poornima V	Chennai	Tamil Nadu	9449365194	English, Tamil	01:00 Pm - 05:00 Pm
492	A62974	Nayanthara	Chennai	Tamil Nadu	7550172181	Tamil, English, Malayalam	10:00 Am - 01:00 Pm
493	A63140	Sakshi Kaushik	Chennai	Tamil Nadu	9115895996	Hindi, English	01:00 Pm - 08:00 Pm
494	A63548	Manikandan M	Thiruvannamalai	Tamil Nadu	9884889941	Tamil, English	02:00 Pm - 05:00 Pm
495	A65421	Karthikayani Murugan	Erode	Tamil Nadu	9790037562	Tamil, English, Hindi	10:00 Am - 01:00 Pm
496	A65547	Arthy Vinayakam	Chennai	Tamil Nadu	9976954888	Tamil & English	01:00 Pm - 05:00 Pm
497	A65930	Thangam K	Dindigul	Tamil Nadu	8344492826	Tamil, English	01:00 Pm - 05:00 Pm
498	A66009	S.aravind Kumar	Chennai	Tamil Nadu	9043842928	Tamil, English	05:00 Pm - 08:00 Pm
499	A66011	Rajavarman J	Kallakurichi	Tamil Nadu	9362757555	Tamil	10:00 Am - 01:00 Pm
500	A66013	D. Santhosh	Coimbatore	Tamil Nadu	8220267712	Tamil, English	10:00 Am - 01:00 Pm
501	A66060	Divya Krishnan	Chennai	Tamil Nadu	9003201946	Hindi, Tamil	03:00 Pm - 05:00 Pm
502	A66196	Sadhana Sriram	Chennai	Tamil Nadu	9500093096	English, Tamil, Telugu	05:00 Pm - 08:00 Pm
503	A66205	Sujatha Parthasarathy A.T.	Chennai	Tamil Nadu	7030284477	English, Hindi, Tamil	10:00 Am - 01:00 Pm
504	A66232	Anitha J	Chennai	Tamil Nadu	8939908143	Tamil, English	05:00 Pm - 08:00 Pm
505	A66432	Alankritha	Trichy	Tamil Nadu	7559814784	Tamil, English	01:00 Pm - 05:00 Pm
506	A66979	Suhavana.b	Chennai	Tamil Nadu	9840563670	English, Tamil	01:00 Pm - 05:00 Pm
507	A67042	Keerthi Pai	Chennai	Tamil Nadu	9940211077	Tamil, English, Kannada, Malayalam	05:00 Pm - 08:00 Pm
508	A47948	Stuti Suresh Karmarkar	Hyderabad	Telangana	9908368625	Hindi, English, Telgu	10:00 Am - 01:00 Pm



509	A01736	Binapani Mohapatra	Hyderabad	Telangana	7036772517	Enlish, Hindi, Oriya	10:00 Am - 01:00 Pm
510	A13564	Shanmukh	Hyderabad	Telangana	9885077749	Telugu, Hindi, English	10:00 Am - 01:00 Pm
511	A13737	G. Shivakumar	Hyderabad	Telangana	9866256020	Telugu, English	10:00 Am - 01:00 Pm
512	A27340	Keren Happuch	R.r.Dist	Telangana	9399966745	English, Hindi, Telugu	05:00 Pm - 08:00 Pm
513	A30066	Radhika	Hyderabad	Telangana	9292857478	Telugu, Hindi, English	
514	A34861	Aarathi	Hyderabad	Telangana	9121589588	English, Hindi(Urdu), Telugu	05:00 Pm - 08:00 Pm
515	A45264	Mahima Sukhwal	Hyderabad	Telangana	98806 05896	English, Hindi	05:00 Pm - 08:00 Pm
516	A47693	Vijaya Vardana Raju. P	Hyderabad	Telangana	9885268184, 7219119433	Telugu , Hindi , English	05:00 Pm - 08:00 Pm
517	A47950	Pratiksha Sahasrabudhe	Ranga Reddy	Telangana	9533170201	Hindi, English, Marathi	10:00 Am - 01:00 Pm Sunday To Friday 05:00 Pm - 8:00 Pm Saturday
518	A48268	Udharana.pakeera Bad	Ranga Reddy	Telangana	9959288009	Telugu, English, Hindi	10:00 Am - 01:00 Pm
519	A51928	Subha Ramaswamy	Hyderabad	Telangana	9966029278	English, Hindi, Tamil, Telugu	10:00 Am - 01:00 Pm
520	A54272	Priya Singh	Hyderabad	Telangana	9347305917	Hindi	05:00 Pm - 08:00 Pm
521	A55404	Beulah Vennela	Hyderabad	Telangana	8297976773	English, Telugu, Hindi	05:00 Pm - 08:00 Pm
522	A58345	Mahesh Sanga	Warangal	Telangana	9652924077	Telugu, English	10:00 Am - 10:00 Pm
523	A58494	Vrushali Reddy	Hyderabad	Telangana	9247430215	Hindi, English, Telugu, Marathi	10:00 Am - 01:00 Pm
524	A62432	K . Sunitha	Hyderabad	Telangana	9059875999	Telugu, English, Hindi	10:00 Am - 05:00 Pm
525	A63635	Y. Sudha Madhavi	Hyderabad	Telangana	9666648570	English, Hindi, Telugu	10:00 Am - 01:00 Pm
526	A65442	Atla Srinivas Reddy	Karimnagar	Telangana	9703935321	Telugu	05:00 Pm - 08:00 Pm
527	A44274	Pubalin Das	Noida & Bhubaneswar	Uttar Padesh, Odisha	9999103900	English, Hindi, Odiya	01:00 Pm - 08:00 Pm
528	A61740	Dolly Singh	Varanasi	Uttar Pradesh	7772911486	Hindi, English	10:00 Am - 01:00 Pm

529	A64298	Uttara, Chakrawarty	Varanasi	Uttar Pradesh	9839908181	English, Hindi	05:00 Pm - 08:00 Pm
530	A25263	Neelam Singh	Lucknow	Uttar Pradesh	9453779459	Hindi	01:00 Pm - 05:00 Pm
531	A29297	Ramapati Mishra	Raebareli	Uttar Pradesh	9125084441	Hindi	10:00 Am - 01:00 Pm
532	A40416	Ashok Kumar Patel	Balrampur	Uttar Pradesh	8010754646	Hindi, English, Awadhi	05:00 Pm - 08:00 Pm
533	A41691	Shivani Pandey	Noida	Uttar Pradesh	9451079826	English/ Hindi	05:00 Pm - 08:00 Pm
534	A44684	Vasudha Singh	Meerut	Uttar Pradesh	7534949949	English, Hindi	05:00 Pm - 08:00 Pm
535	A44917	Akanksha Awasthy	Lucknow	Uttar Pradesh	8953183383	Hindi, English	05:00 Pm - 08:00 Pm
536	A51492	Rajesh Kumar	Prayagraj (Allahabad)	Uttar Pradesh	8858048595	Hindi, English	05:00 Pm - 08:00 Pm
537	A51908	Shweta Srivastava	Lucknow	Uttar Pradesh	7678089511	Hindi, English	05:00 Pm - 08:00 Pm
538	A52173	Pradeep Kumar Gupta	Prayagraj	Uttar Pradesh	7678425041	Hindi, English	01:00 Pm - 05:00 Pm
539	A57400	Pragya Verma	Lucknow	Uttar Pradesh	7905360534	Hindi, English	01:00 Pm - 05:00 Pm
540	A57673	Ayushi Gaur	Lucknow	Uttar Pradesh	7839015001, 8303368395	English, Hindi	05:00 Pm - 08:00 Pm
541	A59065	Gurmeet Kaur Arjani	Gautam Budh Nagar Greater Noida	Uttar Pradesh	9210307948	English, Hindi, Punjabi, Marathi	03:00 Pm - 05:00 Pm
542	A59151	Vibha Rungta	Lucknow	Uttar Pradesh	8002699508	Hindi, English	01:00 Pm - 08:00 Pm
543	A59222	Rohit Kumar Tiwari	Kanpur Nagar	Uttar Pradesh	7786008190, 8630903306, 9639005676	Hindi	10:00 Am - 01:00 Pm 05:00 Pm - 08:00 Pm
544	A60056	Usha Verma Srivastava	Varanasi	Uttar Pradesh	9838045292	Hindi, English, Bhojpuri	07:00 Pm - 09:00 Pm
545	A60370	Ragini Rai	Ghaziabad/Noida	Uttar Pradesh	9811114587	English, Hindi	10:00 Am - 01:00 Pm
546	A60491	Deepanjana Chakraborty	Kanpur	Uttar Pradesh	8128258698	Hindi, English, Bengali	05:00 Pm - 08:00 Pm
547	A60752	Radha	Agra	Uttar Pradesh	6399206912	Hindi, English	10:00 Am - 01:00 Pm
548	A60872	Lokesh Bhati	Gautam Budhnagar	Uttar Pradesh	9711422409	Hindi	10:00 Am - 01:00 Pm
549	A61012	Supriya Bhushan	Ghaziabad	Uttar Pradesh	9971840017	Hindi, English	01:00 Pm - 05:00 Pm
550	A62045	Prachi Shukla	Lucknow	Uttar Pradesh	7017498226	Hindi, English	
551	A62830	Nida Kaushal	Bijnor	Uttar Pradesh	7830372591	Hindi, English	05:00 Pm - 08:00 Pm

552	A63200	Naina Bhardwaj	Noida, Delhi/Ncr	Uttar Pradesh	7470933402	English, Hindi, Punjabi	05:00 Pm - 08:00 Pm
553	A63233	Monali	Ghaziabad	Uttar Pradesh	9637873409	Marathi, English, Hindi	05:00 Pm - 08:00 Pm
554	A63449	Jaismin	Unnao	Uttar Pradesh	9696443193	Hindi	10:00 Am - 01:00 Pm
555	A63519	Anusha Jaiswal	Deoria	Uttar Pradesh	8765161703	English, Hindi	05:00 Pm - 08:00 Pm
556	A63607	Rohit Kumar Maurya	Varanasi	Uttar Pradesh	7408977775, 9307632301	Hindi, English	05:00 Pm - 08:00 Pm
557	A64437	Deepshikha Ojha	Varanasi	Uttar Pradesh	6392362866, 8542884080	Hindi/English	10:00 Am - 01:00 Pm
558	A64671	Neeraj Kumar Mishra	Sant Kabir Nager	Uttar Pradesh	9454752225	Hindi	05:00 Pm - 08:00 Pm
559	A64789	Neharshi	Lucknow	Uttar Pradesh	9839378655, 6394300878	Hindi	05:00 Pm - 08:00 Pm
560	A64900	Ishanya Raj	Prayagraj	Uttar Pradesh	9110153176	Hindi	01:00 Pm - 05:00 Pm
561	A65925	Anupama Bharati	Varanasi	Uttar Pradesh	9696349738	Hindi	05:00 Pm - 08:00 Pm
562	A66338	Syed Sajid Husain Kazmi	Lucknow	Uttar Pradesh	8565001786	English, Hindi	01:00 Pm - 05:00 Pm
563	A66520	Reetu Kumari	Sonbhadra	Uttar Pradesh	7484903329, 8005109893	Hindi, Bhojpuri	01:00 Pm - 05:00 Pm
564	A66778	Priyanka Srivastava	Varanasi	Uttar Pradesh	9454733458	Hindi	10:00 Am - 01:00 Pm
565	A66814	Garima Singh	Lucknow	Uttar Pradesh	9005421242	Hindi, English	10:00 Am - 01:00 Pm
566	A66851	Shruti Jha	Gautam Budh Nagar	Uttar Pradesh	9654437721	English, Hindi, Maithili	05:00 Pm - 08:00 Pm
567	A66991	Japneet Kaur Makkar	Gautam Bodda Nagar	Uttar Pradesh	8860844057	English, Hindi	10:00 Am - 01:00 Pm
568	A67598	Prachi Batra	Gautam Budh Nagar	Uttar Pradesh	9910204056, 9340608997	Hindi, English	05:00 Pm - 08:00 Pm
569	A67680	Pooja Verma	Ghaziabad	Uttar Pradesh	8851051720	Hindi, English	01:00 Pm - 05:00 Pm
570	A66291	Nandini Sharma	Lucknow	Uttar Pradesh	8009036689	Hindi, English	01:00 Pm - 05:00 Pm
571	A66480	Divya Rai	Lucknow	Uttar Pradesh	7607067101	Hindi, English, Bhojpuri	01:00 Pm - 05:00 Pm
572	A07931	Asha Asrani	Dehradun	Uttarakhand	9897887369	English, Hindi	02:00 Pm - 05:00 Pm

573	A32355	Urvashi Rautela	Dehradun	Uttarakhand	9068743253	English, Hindi	10:00 Am - 01:00 Pm 05:00 Pm - 08:00 Pm
574	A40023	Madhvi Saha	Dehradun	Uttarakhand	9785300056	English, Hindi, Punjabi, Bengali	10:00 Am - 01:00 Pm
575	A50506	Geeta Rani	Dehradun	Uttarakhand	9368588646	Hindi, English, Punjabi	02:00 Pm - 08:00 Pm
576	A58363	Gurbir Dullet	Dehradun	Uttarakhand	9759570090	Hindi, English, Punjabi	10:00 Am - 01:00 Pm
577	A58772	Saloni Gupta	Dehradun	Uttarakhand	7017972626	Hindi, English	05:00 Pm - 08:00 Pm
578	A59079	Gunjan Malik	Dehradun	Uttarakhand	9675404080	English, Hindi	10:00 Am - 01:00 Pm
579	A61846	Kanchan Pant	Dehradun	Uttarakhand	7500380888	Hindi	05:00 Pm - 08:00 Pm
580	A64541	Ajay Badoni	Pauri Garhwal	Uttarakhand	8006991544, 8054694985	Hindi	05:00 Pm - 08:00 Pm
581	A62556	Bhuvi Bansal	Dehradun	Uttra Khand	8077191789	Hindi, English	01:30 Pm - 03:30 Pm
582	A06476	Subhra Banerjee Paul	Kolkata	West Bengal	9674354647	English, Bengali, Hindi	04:00 Pm - 06:00 Pm
583	A02259	Parag Bandyopadhyay	Kolkata	West Bengal	9007030891	Bengali, Hindi, English	01:00 Pm - 05:00 Pm
584	A04165	Sanjukta Das	24 Parganas (North)	West Bengal	9433103267	Bengali	05:00 Pm - 07:00 Pm
585	A14234	Abhishek Hansa	Kolkata	West Bengal	9831290287	Bengali, Hindi, English	10:00 Am - 01:00 Pm
586	A18119	Saheli Mukherjee	Kolkata	West Bengal	824044782	Bengali, English	05:00 Pm - 08:00 Pm
587	A23691	Atreyee	South 24 Parganas	West Bengal	9804246337	Bengali, Hindi, English	10:00 Am - 01:00 Pm
588	A28066	Ushasi Banerjee	Kolkata	West Bengal	9674886054	English, Bengali, Hindi	10:00 Am - 01:00 Pm
589	A29056	Sahely Ganguly	Kolkata	West Bengal	9874973373	Bengali, Hindi, English	01:00 Pm - 05:00 Pm
590	A31540	Siddhartha Sanyal	North 24 Parganas	West Bengal	9051040061	Bengali	05:00 Pm - 08:00 Pm
591	A33278	Sucharita Dutt	Kolkata	West Bengal	9831236717	English, Bengali, Hindi	05:00 Pm - 08:00 Pm
592	A36767	Shuvabrata Poddar	Paschim Bardhaman	West Bengal	9836026167	English, Bengali, Hindi	05:00 Pm - 08:00 Pm
593	A65078	Dhunikar Chettri	Darjeeling	West Bengal	7550827380	Bengali, English And Hindi	10:00 Am - 01:00 Pm
594	A36842	Satabdi Dedhara	North 24 Parganas	West Bengal	9874423428	English, Bengali, Hindi	05:00 Pm - 08:00 Pm
595	A37410	Manisha Bhattacharya	North 24 Parganas	West Bengal	9874154409	Bengali, English	10:00 Am - 01:00 Pm
596	A37411	Lopamudra Tripathi Banerjee	Kolkata	West Bengal	9642180808	Bengali, English, Hindi	05:00 Pm - 08:00 Pm
597	A38244	Parnasha Gupta	Malda	West Bengal	9874277712	Bengali, Hindi, English	10:00 Am - 01:00 Pm

598	A38679	Alokananda Mukherjee	Kolkata	West Bengal	9836767292	Bengali, English, Hindi	10:00 Am - 12:00 Pm
599	A38756	Aritrika Lahiri	Kolkata	West Bengal	9674827612	Bangla, English, Hindi	05:00 Pm - 08:00 Pm Monday, Wednesday, Thursday, Saturday, Sunday
600	A41195	Urbi Mukherjee	Paschim Bardhaman	West Bengal	9038882666	Bengali, English	05:00 Pm - 08:00 Pm
601	A42978	Soheli Datta	Kolkata	West Bengal	9874168921	English, Bengali, Hindi	05:00 Pm - 08:00 Pm
602	A43571	Anindita Mukherjee	Kolkata	West Bengal	9432161505	English, Bengali, Hindi	01:00 Pm - 05:00 Pm
603	A45279	Anindita Mukherjee	Hooghly	West Bengal	9433094359	Bengali, Hindi, English	05:00 Pm - 08:00 Pm
604	A46115	Parama Majumdar	Kolkata	West Bengal	7686832789	Bengali, Hindi	10:00 Am - 01:00 Pm
605	A47959	Upasana Das	North 24 Pgs	West Bengal	9477035792	English, Bengali, Hindi	05:00 Pm - 08:00 Pm
606	A48666	Rupa Talukdar	Kolkata	West Bengal	9051815449	Bengali, English	07:00 Am - 10:00 Am 03:00 Pm - 05:00 Pm
607	A50673	Shreya Mondal	Kolkata	West Bengal	9432113319	Hindi, English, Bengali	01:00 Pm - 05:00 Pm
608	A50784	Navnita Bose	Kolkata: North 24	West Bengal	8100543646	Bengali, English, Hindi	10:00 Am - 01:00 Pm
609	A50848	Sayantani Mukherjee	Kolkata	West Bengal	9477635046	Bengali, Hindi	09:00 Am - 11:00 Am
610	A52798	Bijoyini Roy	Kolkata (South 24 Pargana)	West Bengal	9804879630	English, Bangla, Hindi	05:00 Pm - 08:00 Pm
611	A54003	Rama Mallik	Kolkata And Howrah	West Bengal	9903542602	Bengali, English	03:00 Pm - 06:00 Pm
612	A54004	Sanchita Ghosh	North 24 Paraganas	West Bengal	9831965496	Bengali, English, Hindi	06:00 Pm - 08:00 Pm
613	A54947	Supurna Das	Kolkata, Howrah	West Bengal	9830374187	English, Bengali, Hindi	01:00 Pm - 05:00 Pm
614	A55430	Chirasree Datta	North 24 Pgs	West Bengal	9681929564	Bengali, Hindi	05:00 Pm - 08:00 Pm
615	A55434	Dipanwita Sil	Kolkata	West Bengal	9748269222	Bengali, Hindi, English	01:00 Pm - 08:00 Pm
616	A55511	Rajkumari Basu	Kolkata	West Bengal	9836280706	English, Hindi, Bengali	05:00 Pm - 09:00 Pm
617	A55537	Tania Saha	Kolkata	West Bengal	9903269326	Bengali, English	07:00 Pm - 08:00 Pm
618	A56153	Shagufta Khanam	Kolkata	West Bengal	9560146276	Hindi	05:00 Pm - 08:00 Pm
619	A56958	Shreya Das	Kolkata	West Bengal	9163363614	Bengali, Hindi, English	10:00 Am - 01:00 Pm

620	A57466	Sayli Shrikant Agashe	Kharagpur	West Bengal	8521756487	Marathi, Hindi, English	10:00 Am - 01:00 Pm 05:00 - 08:00 Pm
621	A57605	Priyanka Ghosh	North 24 Parganas	West Bengal	7595998381	Bengali, Hindi, English	05:00 Pm - 08:00 Pm
622	A57610	Binati Mondal	North 24 Parganas	West Bengal	9523423759	Bengali	10:00 Am - 04:00 Pm
623	A57782	Dipjanjan Bagchi	Kolkata	West Bengal	9874403072	English, Hindi, Bengali	01:00 Pm - 05:00 Pm
624	A57910	Apala Chatterjee	Hooghly , Burdwan	West Bengal	9830581672	Bengali, Hindi, English	10:00 Am - 08:00 Pm
625	A58038	Muktalekha Mukhopadhyay (Bhattacharya)	Howrah	West Bengal	9163270530, 9433219244	Bengali, English, Hindi	05:00 Pm - 08:00 Pm
626	A58794	Priyanka Khawas	Kolkata	West Bengal	9051206725	Bengali	01:00 Pm - 05:00 Pm
627	A58808	Priya Roy	Howrah	West Bengal	9038879221	Bengali, Hindi, English	05:00 Pm - 08:00 Pm
628	A59103	Soumi Banerjee	Kolkata	West Bengal	8100580808	Bengali, English, Hindi	05:00 Pm - 08:00 Pm
629	A59220	Soumita Choudhuri	Nadia	West Bengal	8247711708	Bengali, English, Hindi	10:00 Am - 01:00 Pm 01:00 Pm - 05:00 Pm
630	A59417	Payel Ghosh	Kolkata	West Bengal	8013295974	Bengali, English, Hindi	05:00 Pm - 08:00 Pm
631	A60409	Nilanjana Mitra	South 24 Parganas	West Bengal	9836927363	English, Bengali, Hindi	05:00 Pm - 08:00 Pm
632	A61407	Aditi Ganguly	Kolkata	West Bengal	9831295085	English, Hindi, Bengali	01:00 Pm - 08:00 Pm
633	A61420	Sabornee Karmakar	Kolkata	West Bengal	9874510030	English, Hindi, Bengali	05:00 Pm - 08:00 Pm
634	A61531	Nida Qasim	Kolkata	West Bengal	9674279551	English, Hindi, Urdu	05:00 Pm - 08:00 Pm
635	A61993	Sneha Parekh	Kolkata	West Bengal	8910233038	English, Hindi, Gujarati, Bengali	05:00 Pm - 08:00 Pm
636	A63093	Chilka Mukherjee	North 24 Parganas	West Bengal	9674057939	Bengali, Hindi, English	02:00 Pm - 05:00 Pm
637	A63409	Swati Agarwal	Kolkata	West Bengal	9163177177	Hindi, English, Bengali	10:00 Am - 01:00 Pm
638	A64071	Priyanka Paul	Kolkata	West Bengal	8443045416, 8240905815	Hindi, Bengali, English	10:00 Am - 01:00 Pm
639	A66245	Sanchari Roy	Kolkata	West Bengal	9265156736	English, Bengali, Hindi	10:00 Am - 01:00 Pm
640	A50909	Chhavi Tewary	Kolkata	West Bengal	9836242927	Hindi, Bengali, English	10:00 Am - 01:00 Pm

**LIST OF VOLUNTEER  
PSYCHIATRISTS**





# INDIAN PSYCHIATRIC SOCIETY



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[Estd: 1948]

**ONLINE MENTAL HEALTH SERVICES & SUPPORT DURING COVID 19**

LIST OF VOLUNTEERS FROM I.P.S. ASSAM STATE BRANCH				
Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr Jayanta Das	Assamese, English, Hindi, Bengali	9435731314	10am To 12pm
2	Dr Abhilekh Das	English, Hindi, Assamese	9678248254	11am To 2pm
3	Dr Anamika Phukan	English, Hindi, Assamese	9957550518	5pm To 8pm
4	Dr Suman Baidya	English, Hindi, Assamese, Bengali	7002527380	6pm To 8pm
5	Dr Sumi B Choudhury	Assamese, English, Hindi, Bengali	9435149512	10am To 12pm
6	Dr Md Sahdullah	Assamese, English, Hindi, Bengali	9435096657	11am To 6pm
7	Dr Prosenjit Ghosh	Bengali, Assamese, English, Hindi	9435072563	7pm To 9pm
8	Dr Sanjay Singh	English, Hindi, Assamese, Bengali	9864954254	7pm To 9pm
9	Dr Simanta Talukdar	Assamese, English, Hindi, Bengali, Syleti	9706068011	7pm To 9pm

10	Dr Shamiul Akhtar Borbora	Assamese, English, Hindi, Bengali, Bhojpuri	8255014325	2pm To 4pm
11	Dr Pallab Kr Bhattacharjee	Assamese, English, Hindi, Bengali	9435131734	3pm To 9pm
12	Dr Anweshak Das	Assamese, English, Hindi, Bengali	7086055581	9am To 1pm
13	Dr Himabrata Das	English, Hindi, Bengali, Assamese	9706193069	4pm To 6pm
14	Dr Sonit Kalita	Assamese, English, Hindi	9854021826	6pm To 8pm
15	Dr Dipak Dutta	Assamese, Hindi, English, Bengali	9508093683	6pm To 9pm
16	Dr Kavery Bora	Assamese, Hindi, English,	9435390480	4pm To 6pm
17	Dr Dipjyoti Bora	English, Hindi, Assamese	9964238468	4pm To 7pm
18	Dr Jayantadutta	English, Assamese, Bengali, Hindi	9435172761	6pm To 8pm
19	Dr Amal Baishya	Assamese, English, Hindi	9864211112	4pm To 6pm
20	Dr Sushil Agarwal	Hindi, English, Assamese	9864404153	3pm To 5pm
21	Dr Madhukar Chaudhury	Assamese, Hindi, English, Bengali	9435114910	7pm To 9pm
22	Dr Ajit Kumar Biswas	Assamese, Bengali, Hindi, English	9435030641	11am To 7pm

LIST OF VOLUNTEERS FROM I.P.S. BIHAR STATE BRANCH				
Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr Uk Sinha	Hindi, English, Maithili, Bhojपुरi	9431028685	9 To 10 Am
2	Dr Rajesh Kumar	Hindi, English, Maithili, Bhojपुरi	9871554629	10 To 11 Am
3	Dr Santosh Kumar Dr Vk Singh	Hindi, English, Maithili, Bhojपुरi	8544402052, 9835290009	11am To 12 Noon
4	Dr Manish Kumar, Dr Rakesh Kr Singh	Hindi, English, Maithili, Bhojपुरi	9262690110, 7070000466	12 Noon To 1 Pm
5	Dr Pankaj Kumar	Hindi, English, Maithili, Bhojपुरi	9868226571	1 To 2 Pm
6	Dr Sanjay Kumar, Dr Rajeev Sawarn	Hindi, English, Maithili, Bhojपुरi	9472001530, 8917627717	2 To 3 Pm
7	Dr Roopam, Dr Rajeev Ranjan	Hindi, English, Maithili, Bhojपुरi	8800985834, 7739988009	3 To 4 Pm
8	Dr Rakesh Kumar, Dr Hemant Kumar	Hindi, English, Maithili, Bhojपुरi	9430832627, 7366857882	4 To 5 Pm
9	Dr Nupur Niharika, Dr Sambhu Prasad	Hindi, English, Maithili, Bhojपुरi	8578955392, 8427016592	5 To 6pm
10	Dr Sn Roy, Dr Deepshikha	Hindi, English, Maithili, Bhojपुरi	9708847627, 7367853224	6 To 7pm
11	Dr Rohit Alok, Dr Nishant Vibhash	Hindi, English, Maithili, Bhojपुरi	8595070285, 8252220719	7 To 8 Pm
12	Dr Saurabh Kumar, Dr Vivek Pratap	Hindi, English, Maithili, Bhojपुरi	9899461700, 8378897169	8 To 9 Pm

## LIST OF VOLUNTEERS FROM I.P.S. CHHATTISGARH STATE BRANCH

Sl	Member's Name	Language	Contact Number	Preferred Timing
1.	Dr. Ashok Trivedi	Hindi \English	9826582343	11Am To 1 Pm
2.	Dr. Pramod Gupta	Hindi \English Marathi\chhattisgadi	9329010533	11Amto 2 Pm
3.	Dr. Manoj Sahu	Hindi \English\ Oriya	9424242774 700793736	11Am To 2Pm
4.	Dr. Soniya Pariyal	Hindi \English	9329100189	2Pm To 4Pm
5.	Dr. Devendra Ratnanai	Hindi \English	9329013112	6Pm To 9Pm
6.	Dr. Shashikant Singh	Hindi \English chhattisgadi	8770170794	4Pm To 6Pm
7.	Dr. Deepak Ghormode	Hindi \English\ Marathi	8359898122	12Pm To 2Pm
8.	Dr. Rajesh Kumar	Hindi \English	8085029701	4Pm To 6Pm
9	Dr. Vimal Bhagat	Hindi	8603678247 8718058982	4Pm To 6Pm
10.	Dr. Surbhi Dubi	Hindi \English \ Marathi	7869236768	3Pm To 7Pm
11.	Dr. Mithun Datta	Hindi \English \ Bengali	8349403930	11Am To 1Pm
12.	Dr. Mainak Deb Sikdar	Hindi \English \ Bengali	9425555815	4Pm To 6Pm
13.	Dr. Suchita Goyal	Hindi \English	9644206751 8249394202	11Am To 5Pm
14.	Dr. A.S Saraf	Hindi \English\ Marathi	70023359600	6Pm To 9Pm
15.	Dr. Prashant Agrawal	Hindi \English\ Gujrati	6266392184	11Am To 2Pm
16.	Dr. Ashutosh Tiwari	Hindi	9826176374	4 Pm To 6 Pm
17.	Dr Megha	Hindi\English, Marathi	8983414205	10 Am To 12Pm
18.	Dr Nishant Sahu	Hindi\English.	8109586101	1 Pm To 3 Pm
19.	Dr Satish Shrivastava	Hindi\English	9827175905	11 Am To 1 Pm
20.	Dr Gaurishankar	Hindi\English	8982765777	2 Pm To 4 Pm

LIST OF VOLUNTEERS FROM I.P.S. GUJARAT STATE BRANCH				
Sl	Member's Name	Language	Contact Number	Preferred Timing
1.	Dr Chintan Solanki	Gujarati, Hindi, English	9624478100	10.30 am to 12 noon, 5 pm to 6.30 pm,
2.	Dr.Prakash Mehta	Gujarati	9879965180	4-6 pm
3.	Dr Malay R Patel	Gujarati, Hindi, English	9428916387	Morning 11 to 1 and evening 6 to 8
4.	Dr Sarandha Srivastava	English, Hindi, gujarati	9687135974	4-7 pm
5.	Dr Rajesh Maniar	English, Gujarati, Hindi	9824011933	11 am to 6pm
6.	Dr Jinesh Shah	Gujarati, Hindi, English, Bengali	7043404574	Any time is fine. If busy, please leave sage and I will call back.
7	Dr Kaushal H Shah	Gujarati	8000883388	8 am to 2 pm
8	Dr Sandip shah	Gujarati, English, Hindi	9824060683	11 am to 7.00pm
9	Dr Adish Doshi	Gujarati, Hindi, English	9825523339	2.00 to 4.00 pm
10	Dr Nisarg Shah	Gujarati Hindi English	8866049905	10 pm to 11 pm
11	Dr. TIMIRKUMAR SHAH	GUJARATI, HINDI,	9825137443	9-10 a.m.
12	Dr Vaishal Vora	Gujarati	9825440891	10-13 and 17-19
13	Dr. Viral Arvindkumar Parikh	Gujarati Hindi English	9879058748	4pm to 5pm
14	Dr Milan Rokad	Gujarati	9998887598	11 am to 1pm
15	Dr Nirav M Mehta	Hindi, Gujarati, English	9879155494	8am to 8pm
16	Dr Manish Gondha	Gujarati Hindi	9825136794	12.30 pm to 2.00 pm
17	Dr.Bhaveshkumar M.Lakdawala	Gujarati, Hindi, English	9687284967	11.00 to 13.00 and 21.00 to 23.00
18	Dr GopiGajera	Gujarati, Hindi, English	8320817953(WhatsApp)	10:00. AM to 5:00 PM
19	Dr Harman Singh Bhatia	English, Hindi, Gujarati	9111433085	6PM to 8PM, 12AM to 3AM
20	Dr Hardik Patel	Gujarati, Hindi, English	8866502002	10 Am - 12 pm, 5 Pm- 7 Pm
21	Dr Darshan shah	English	9824037887	11 am to 6 pm
22	Dr Khyati Mehtalia	English, Gujarati, Hindi	9825199276	Morning 10 to 12
23	Dr Ankita Patel	English, Hindi, Gujarati	9824125761	10 am to 12 am, 2 pm to 4 pm
24	Dr Rohan Kusumgar	Gujarati, Hindi, English	9824259595	12 to 1 PM

25	Dr Parth A Soni	Gujarati, Hindi,English	8000417471	6pm to 7pm, 8pm to 9pm
26	Dr Hitarth Raja	Gujarati,Hindi	9426045467	8 to 10 P.M
27	Dr Mukesh P. Jagiwala	Gujarati Hindi English	9879521795	12 noon to 6 pm
28	Dr.Nehal Shah	Gujarati, Hindi, English	9925049569	16:00 to 18:00
29	Dr Parag Suresh Shah	Gujarati, English	9426138318	2-3pm
30	Dr Krishna Patel	English, Hindi, Gujarati, Russian	9601511156	03:00 pm to 06:00 pm
31	Dr Ajay Kumar Chauhan	English, Hindi, Gujarati	9825611889	10 am to 5 pm
32	Gupte Kaushik, Ramakant	Gujarati, Hindi, English	9824101936	11 am to 1 pm, 8 pm to 9 pm
33	Dr. Fenil Shah	Gujrati,Hindi, English,	9409009484,8320359931	5:00PM to 7:00 PM
34	Dr Patel Vihang Kumar	Gujarati, hindi, english	9409045332	5 pm to 7 pm
35	Dr Kinjal J Vasava	Gujarati, Hindi, English	9978273505	10 am to 12 noon
36	Dr Tejas Vinodbhai Patel	Gujarati, Hindi, English	9998039332	1 pm to 2 pm :On Tuesday - Thursday- Saturday
37	Dr Rajesh Ram	Gujarati, Hindi, English	8238390290	
38	Dr Tejas Patel	Gujarati, Hindi, English	9033468334	
39	Dr Ramashanker Yadav	Gujarati, Hindi, English	8264049261	
40	Dr Ruchir Jadav	Gujarati, Hindi, English	7600308333	
41	Dr Jyotik Bhachech	Gujarati, Hindi, English	8460894148	
42	Dr Jaydip Gohil	Gujarati, Hindi, English	9978877909	
43	Dr Mukundray Dindor	Gujarati, Hindi, English	9979845854	
44	Dr Akhil Chavda	Gujarati, Hindi, English	9033860769	
45	Dr Gopi Gajera	Gujarati, Hindi, English	9320817953	
46	Dr.JashAjmera	Gujarati, Hindi, English	9824920002	
47	Dr PrashantDadhaniya	Gujarati, Hindi, English	9429269242	
48	Dr Dipti Bhatt	Gujarati, Hindi, English	9825109501	
49	Dr Kevin P Patel	Gujarati, Hindi, English	7878994991	
50	Dr Sasvinder Kaur	Hindi, English	9632570975	

51	Dr Sudeshna Mukherjee	Hindi, English	8584826274	
52	Dr ArunK hatri	Gujarati, Hindi, English	9825362173	8 am 12 noon
53	Dr H H Raja	Gujarati, Hindi, English	9016734754	12 pm to 4 pm
54	Dr kaushal Shah	Gujarati, Hindi, English	800883388	4 pm to 8 pm
55	Dr Pravin Pithadia	Gujarati, Hindi, English	9824006415	4 pm to 8 pm
56	Dr ShaileshJani	Gujarati, Hindi, English	9054525552	10 am to 12 pm
57	Dr Dinesh Rangani	Gujarati, Hindi, English	9824202972	1 pm to 2 pm
58	Dr Swati Braru	Gujarati, Hindi, English	9099090443	11 am to 1 pm
59	Dr Paresh Shah	Gujarati, Hindi, English	9409259998	2 pm to 3 pm
60	Dr Rajesh Vaghasiya	Gujarati, Hindi, English	9825612717	2 pm to 3 pm
61	Dr Vijay Nagecha	Gujarati, Hindi, English	6355179449	3 pm to 4 pm
62	Dr Kishor Mawani	Gujarati, Hindi, English	9978920089	4 pm to 5 pm
63	Dr S M Popat	Gujarati, Hindi, English	9825053512	6 pm to 8 pm
64	Dr Ramesh Zinzala	Gujarati, Hindi, English	9638309242	7 pm to 8 pm
65	Dr Vishal Gor	Gujarati, Hindi, English	8320366968	3 pm to 4 pm
66	Dr Mrugesh Vaishnav	Gujarati, Hindi, English	9825767565	12 pm to 2 pm
67	Dr Parth Vaishnav	Gujarati, Hindi, English	7567566777	2 pm to 4 pm

## LIST OF VOLUNTEERS FROM I.P.S. JHARKHAND STATE BRANCH

Sl	Member's Name	Language	Contact Number	Timing Preferred
1	Dr Nishant Vibhas	Hindi, English	8252220719	18:00 - 20:00
2	Dr Subodh Kumar	Hindi, English	9234384753	12:00-13:00
3	Dr Anirban Basu	Hindi, English, Bengali	7033298953	20:00-22:00
4	Dr Manoj Sahoo	Hindi, English, Oriya	8092084549	12:00-13:00
5	Dr Sanjay Munda	Hindi, English, local dialects of Jharkhand	8797641082	19:00-21:00
6.	Dr Nishant Goyal	Hindi, English	9431171162	17:30-18:30
7	Dr Ajay Bakhla	Hindi, Sadri	9835193088	18:00-20:00
8	Dr Umesh S	Hindi, English, Kannada	8210419573	16:00-17:30
9	Dr Surjit Prasad	Hindi, English, Bhojpuri	8709391283	12:00-13:30
10	Dr Varun Mehta	Hindi, English, Gujarati	9065662692	12:00-13:30
11	Dr Roshan Khanande	Hindi, English, Marathi	9204857114	06:00 - 08:00
12	Dr Sanjay Kumar Agarwal	Hindi, English	8092092060	12:00-14:00
13	Dr Keshav Jee	Hindi, English, Bhojpuri	9939009705	10:00-11:00
14	Dr Amit Kumar Sharma	Hindi, English	9709113391	10:00 - 12:00
15	Dr Vinod Kumar Mahto	Hindi	8340713592	13:00-14:00
16	Dr Shilpi Kumari	Hindi, English	7870887862	18:30 -20:30
17	Dr Chandan Singh	Hindi, English	9470595624	16:00-17:00
18	Dr T Sudhir	Hindi, English, Tamil, Bengali, Oriya, Punjabi	8789763291	09:00-10:00
19	Dr Rajshri	Hindi, English	7070469697	09:00-10:00
20	Dr Mahesh Hembram	Hindi, English	9204377421	09:00-10:00
21	Dr Pramila Purty	Hindi, English	8709160244	18:00-19:00



## LIST OF VOLUNTEERS FROM I.P.S. MAHARASHTRA STATE BRANCH

SI	Member's Name	Language	Contact Number	Preferred Timing
1	Dr. Deepak Rathod	Hindi Marathi English	9324037470	10 To 11 Am
2	Dr. Fabian Almeida	Hindi Marathi English	9372675045	1 To 2 Pm
3	Dr. Adwait Padhye	Marathi Hindi	8652408427	5 To 6 Pm
4	Dr. Madhuri Shinde	Hindi Marathi English	9011383027	3 To 4 Pm
5	Dr. Varsha Dawani	Hindi English	9822506751	4 To 5 Pm
6	Dr. Vijay Chinchole	Marathi	9082396918	1 To 2 Pm
7	Dr. Ajay Dixit	Hindi Marathi English	9922278555	5 To 6 Pm
8	Dr. Laxmikant Bhadekar	Hindi Marathi English	9833346855	6 To 7 Pm
9	Dr. Shakeb Danish	Hindi Marathi English Urdu	9867371282	6 To 7 Pm
10	Dr. Priyanka Dharmadhikari	Hindi Marathi English	9224223396	12 Noon To 1Pm
11	Dr. Rahul Ghadge	Hindi Marathi English	9819888665	9 To 10 Am
12	Dr. K.K. Mishra	Hindi Marathi English Oriya Bengali	9423515803	8 To 9 Pm
13	Dr. Ravi Dhawale	Hindi Marathi English	9960958582	1 To 2 Pm
14	Dr. N.J. Saoji	Hindi Marathi English	9763207019	Any Time
15	Dr. Kiran Deshpande	Hindi Marathi English	9822229842	5 To 7 Pm
16	Dr. Piyush Barlota	Hindi Marathi English	9422168688	4 To 6 Pm
17	Dr. Abhijit Patil	Marathi	9822358445	4 To 5 Pm
18	Dr. Suleman Virani	Hindi Marathi English	9923228121	4 To 6 Pm
19	Dr. Sanjeev Saoji	Hindi Marathi English	7020581694 9423150770	2 To 4 Pm & 9 To 10 Pm
20	Dr. Anita Sukhwani	Hindi Marathi English Sindhi	9821004720	10 Am To 12 Noon
21	Dr. Jyoti Maheshwari	Hindi Marathi English	9870298565	2 To 4 Pm
22	Dr. Bhalchandra Kalmegh	Hindi Marathi English	8888108850	6 To 8 Pm
23	Dr. Monali Deshpande	Hindi Marathi English	9890817565	5 To 6 Pm
24	Dr. Deepanjali Deshmukh	Hindi Marathi English	7499953977	4 To 5 Pm

25	Dr. Sana Quadri Khilji	Hindi Marathi English Urdu	9028613202	5 To 6 Pm
26	Dr. Faisal Ahmed Khilji	Hindi English Urdu Gujarati	9028613202	5 To 6 Pm
27	Dr. Sanjay Ghuge	Hindi Marathi English	7977637321	11 Am To 12 Noon
28	Dr. Vikrant Patankar	Hindi Marathi English	7875678099	10 To 11 Am
29	Dr. Prakash Ambekar	Hindi Marathi English	9766380098	7 To 9 Pm
30	Dr. Ashish Mohide	Hindi Marathi English	7720006869	6 To 7 Pm
31	Dr. Kumarshri Saraswat	Hindi English	9011317830	7 To 8 Pm
32	Dr. Pritam Chandak	Hindi Marathi English	9766547119	1 To 2 Pm & 6 To 7 Pm
33	Dr. Amit Upasham	Hindi Marathi English	9820227968	4 To 5 Pm
34	Dr. Muktesh Daund	Hindi Marathi English	9854019455	10 Am To 12 Noon
35	Dr. Hemangee Dhavale	Hindi Marathi English	9819190224	5 To 7 Pm
36	Dr. Sheryl John Senthilnathan	Hindi Marathi English Malayalam	9920389890	11 Am To 12 Noon
37	Dr. Layeequr Rahman Khan	Hindi Marathi English Urdu	8975700750	8 To 9 Pm
38	Dr. Arvind Bhawe	Hindi Marathi English	9819185843	12 Noon To 1Pm
39	Dr. Dhananjay Chavan	Hindi Marathi English	9423578087	10.30 To 11.30 am
40	Dr. Jyoti Shetty	Hindi Marathi English	98222326019	6 To 7 Pm
41	Dr. Sagar Chiddarwar	Hindi Marathi English	9657018165	4 To 5 Pm
42	Dr. Henal Shah	Hindi Marathi English Gujrati	9323193505	5 To 6.30 Pm
43	Dr. Manas Sule	Hindi Marathi English	9552438444	6 To 8 Pm
44	Dr. Dean Creado	Hindi Marathi English	7498016551	12 Noon To 1Pm
45	Dr. Dushyant Bhadlikar	Hindi Marathi English Gujrati	9820093849	11 Am To 1 Pm
46	Dr. Suresh Patil	Hindi Marathi English	9987230222	12 Noon To 1Pm
47	Dr. Alka Subramanyam	Hindi Marathi English	9820143245	6 To 7 Pm
48	Dr. Deepak Awchat	Hindi Marathi English	7710915465	5 To 6 Pm
49	Dr. Rutuja Utpat	Hindi Marathi	8080138055	1 To 7 Pm
50	Dr. Mayur Muthe	Hindi Marathi English	9765285160	6 To 7 Pm
51	Dr. Dinesh Tembe	Marathi	9960693605	2 To 3 Pm

52	Dr. Nitin Rokade	Marathi	9860125808	4 To 5 Pm
53	Dr. Abha Bang Soni	Hindi Marathi English Marwadi	8080072674	11 Am To 1Pm
54	Dr. Mantri Patnaik	Hindi Marathi English Telagu	9820547322	11 Am To 12 Noon
55	Dr. Niket Kasar	Marathi	9823783038	3 To 4 Pm
56	Dr. Sumedha Tiwari	Hindi English	8828291201	9 Am To 8 Pm
57	Dr. Alkesh Patil	Hindi Marathi English	9022236410	4 To 5 Pm
58	Dr. Pratik Surundashe	Hindi Marathi English	9372858463	5 To 6 Pm
59	Dr. Milan Balakrishnan	Hindi Marathi English Malyalam	9920389890	11 Am To 12 Noon
60	Dr. Rahul Khemani	Hindi Marathi English Sindhi	9967539357	6 To 8 Pm
61	Dr. Jalpa Bhuta	Hindi Marathi English Gujrati	9321047435	5 To 7 Pm (Mon To Sat)
62	Dr. Rahul Bagale	Hindi Marathi English	9689639045	4 To 6 Pm
63	Dr. Amol Kelkar	Hindi Marathi English	9975628653	9 Am To 9 Pm
64	Dr. Ashish Chopure	Hindi Marathi English	9860953392	5 To 6 Pm
65	Dr. Akansha Maheshwari	Hindi Marathi English Marwadi	9370943706	7 To 8 Pm
66	Dr. Kartik Vangal	Hindi English Tamil Kannada	7710932371	4 To 6 Pm
67	Dr. Manjiri Melmane	Hindi English	9820293046	6 To 7 Pm
68	Dr. Gajanan Kapote	Hindi Marathi English	9665112029	10 Am To 2 Pm
69	Dr. Akansha Sharma	Hindi English	9970461104	6 To 9 Pm
70	Dr. Tarun Baweja	Hindi English Punjabi	9914395700	12 Noon To 2Pm
71	Dr. Mina Bobdey(London)	Hindi Marathi English Urdu Gujrati	+447901070076	Whatsapp Call (9-10 Am Ist)
72	Dr. Kailash Jhalani	Marathi, Hindi, English	9420796161	3 To 5 Pm
73	Dr. Shubhangi Parkar	Marathi, Hindi English, Konkani	9819282175	
74	Dr. Darpan Kaur	Hindi Marathi English	9769634045	6 To 7 Pm

LIST OF VOLUNTEERS FROM I.P.S. MANIPUR STATE BRANCH				
Sl	Member's Name	Language	Contact Number	Preferred Timing
1.	Dr S. Manikanta Singh	Manipuri, English,Hindi	9862556938	4-6 pm
2.	Prof. R.K.Lenin Singh	Manipuri, English, Hindi	9862088736	12-2 pm
3.	Dr. K.Shantibala Devi	Manipuri, English,	9862578722	2-4 pm
4.	Dr. S.Gojendra Singh	Manipuri, English, Hindi, Bengali	9862032931	10-12 noon
5.	Dr A. Ranta Devi	Manipuri, English,	9863367639	12- 1 pm
6.	Dr. Kh. Robindro Singh	Manipuri, English,	8730056150	3-5 pm
7	Dr. Janet Konthoujam	Manipuri, English, Hindi	9843557601	7-9 am
8	Dr Jina Heigrujam	Manipuri, English, Hindi	8258927440	3-5 pm
9	Dr Asheema Haobijam	Manipuri, English, Hindi	7042414308	2-4 pm
10	Dr Mona Ningmeikapam	Manipuri, English, Hindi, Kannada	9739970605	4-6 pm

## LIST OF VOLUNTEERS FROM I.P.S. TAMIL NADU STATE BRANCH

Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr. D Srinivasan	Tamil and English	9842222207	11 Am to 1PM
2	Dr. Ayyappan	English, Tamil	9842158254	10Am - 5 pm
3	Dr. M.Rajaram	Tamil, English	8012522122	2pm to 3pm
4	Dr. Ravishankar.L	Tamil, English.	9841043308	6.00pm to 9.00pm
5	Dr. Karthik	Tamil, English	9994811101	6 to 8 pm
6	Dr. Manjula Simiyon	Tamil, English, Malayalam, Kannada	6382261290	10 am to 1 pm
7	S sudhakar	Tamil, English, Hindi	9884467411	6-8pm
8	Dr.T.Arutselvi	Tamil, English	9443820736	6 PM to 9PM
9	Dr. Mathan K	English, tamil	8940522998	Morning 9 to 1 and evening 6 to 9
10	Dr.Arun Kumar V	Tamil, hindi, marathi, malayalam and english	7200072364	3pm - 6pm
11	Pavithra Mony	Tamil and English	8754034043	11.00 am to 1.00pm
12	Dr.Sivaraman S	Tamil	8903282072	5PM to 6PM
13	Dr Endumathi R	Tamil, English	8300885575	10 am to 12 noon
14	Dr.D.Archanaa	Tamil, English, Hindi, Telugu, Kannada	9176472232	2 to 4 pm
15	Arudhra	Tamil, Kannada, English	9003496111	5-7pm
16	Dr.M. Sophia	Tamil, English	8940147102	12 to 2 pm & 6 to 8 pm
17	Dr. Siddhika Ayyer	English, Hindi, Tamil, Marathi	9741856155	10 am to 2 pm, 7 pm to 9 pm
18	Satish raghavan	Hindi tamil English	9841383251	7PM to 12pm
19	Ronald Roy K	English, Tamil	9994020894	9 AM to 2 PM
20	Shankar	Tamil, english	9952247088	Evening 6 to 9
21	Gurusamy kannan	Tamil	7639399529	Any time
22	Dr. Ashish Pakhre	English and Hindi	9968859566	4-6 pm
23	Dr. P. Jeyanthi	Tamil, English	9442292344	5 to 7 PM
24	Dr Aravind V K	Tamil & English	9047219504	11am
25	Swetha Raghavan	English, Hindi, Tamil	9962530388	5-8pm
26	Dr.M.Lakshmi prabha	Tamil, English	9445950632	5-7 pm

27	Dr Mridula Pradeep	Tamil, malayalam, english	9894847397	10am to 12 pm, 5pm to 7pm
28	Venkataramanaiah Nariboina	Tamil, Telugu,Hindi,English	9840196667	8pm to 11 pm
29	R. Thara	Tamil, english	9840238870	4-6 pm
30	Dr.Siva Balan	Tamil English	9962017274	10 Am to 12 Pm
31	Dr.M.Gajalakshmi	Tamil& English	9486538474	5pm to 8pm
32	Dr.Gauthamadas Udipi	Tamil, English, Malayalam, Hindi, some telugu	9566133660	10 am to 2 pm
33	Dr SP .Murugappan	Tamil, English, Hindi	944437698	10.00 AM -2.00 PM
34	Dr N Jyshwarya	Tamil, Kannada, Hindu, English	8300759894	3.30-5 pm
35	Dr.Arul varman	tamil, english	6383791418	10 am to 12 noon
36	Dr.Vijaya Rengan	Tamil, English	9894544029	10 am - 1 pm & 6 - 9 pm
37	Dr. V Jayanthini	Tamil, English	9884259691	5 - 8 pm
38	Dr. R. Ramakrishnan	English, Tamil, Telugu, Hindi	9894722221	4 - 6 pm
39	Dr.Sivasailam	Tamil, English	9443128803	11 am - 2 pm & 6 - 9 pm
40	Dr.ArunKumar.N	English, Tamil, Kannada, Hindi	9944964102	4-6 pm
41	Dr Panneer selvan	Tamil	9842131550	2 PM to 4 PM
42	Jayanthini	Tamil & English	9884259691	5pm to 7 pm
43	Samuel Gunasekaran	Tamil, English	9842126665	Any time
44	Vijaya Mahadevan	Tamil,English	9841052621	6pm to 7pm
45	Dr sujatha Velmurugan	Tamil, English	8939716003	3pm - 6pm
46	Dr N Balasubramani	Tamil	9952285540	2 pm- 9 pm
47	Dr m Peter Fernandez	English Tamil Malayalam	9841042506	24/7
48	Swathik	Tamil, English	8056156007	9am to 1pm and 4pm to 8pm
49	Prof.Dr. Ajohn Dinesh, MD(PSY) FIPS	Tamil & English	8098937770	9 to 11 am /5 to 7pm
50	Dr Lakshmi Vijayakumar	Tamil, English	09841017489	10 am to 2 pm
51	Naganathan. S.	Tamil	8220449812	8pm to 9.30pm
52	D Pradeep	Tamil, Malayalam, English	04222550787	1000 to 12000 & 1700 to 1900 except Sunday. Emergencies any time

53	Mridula Pradeep	Tamil, Malayalam, English	04222540933	10am to 12noon. & 5pm to 7pm Monday to Friday
54	Padmavati Ramachandran	Tamil, English	9444008424	3-5 PM
55	Dr. Rowena Victor	Tamil/English	9443203376	10am - 12 noon
56	Sabitha.v	Tamil, english, hindi	9443091559	3pm to 5 pm
57	Dr Aravind V K	Tamil & English	9047219504	11am
58	Thirunavukarasu.M	Tamil, English	9962534647	Anytime

**LIST OF VOLUNTEERS FROM I.P.S. UTTARAKHAND STATE BRANCH**

SL	MEMBER'S NAME	LANGUAGE	CONTACT NUMBER	PREFERRED TIMING
1	Dr. Priya Ranjan Avinash	Hindi, English, Assamese, Bhojपुरी	9435703524	18:00-22:00
2	Dr. Shobit garg	Hindi, English	8958534261	18:30-20:00
3	Dr. Sumit Mehta	Hindi, English	8979609595	20:30-21:30
4	Dr. Aditya Gupta	Hindi, English	8057380373	11:00-13:00
5	Dr. M. K. Pant	Hindi, Kumauni, English	9917979743	17:00-18:00(Tuesday, Saturday)
6	Dr. Akhil Chopra	English, Hindi, Punjabi	7060967850	18:00-19:00
7	Dr. Kislaya Rakesh	Hindi, English, Tamil	9940334769	11:00- 13:00
8	Dr. Jitendra Rohilla	Hindi, English	9414531839	18:00-20:00

## LIST OF VOLUNTEERS FROM I.P.S. JAMMU &amp; KASHMIR STATE BRANCH

Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr. Abdul Majid	English & Urdu	9018111157	16:30 – 19:00
2	Dr. Manu Arora	English, Hindi	9419108215	16:30 – 19:00
3	Dr. Abishekh Chauhan	English Hindi	8803838383	16:30 – 19:00
4	Dr. Yasir H Rather	English Urdu	9419042510	16:30 – 19:00
5	Dr. Imtiyaz Mansoor	English Urdu	9906611454	16:30 – 19:00
6	Dr. Nizam-u-din	English, Urdu	9419407227	16:30 – 19:00
7	Dr. Tajamul Hussain	English Urdu	9419982645	16:30 – 19:00
8	Dr. Mansoor A Dar	English Urdu	9596010111	16:30 – 19:00
9	Dr. Junaid Nabi	English, Urdu	9707199799	16:30 – 19:00
10	Dr. Manmeet Singh	English, Hindi, Punjabi	9419231191	16:30 – 19:00

## LIST OF VOLUNTEERS FROM I.P.S. PONDICHERRY BRANCH

Sl	Member's Name	State	Language	Contact Number	Preferred Timing
1	Dr. Manjula Simiyon	Pondicherry	Tamil, English, Malayalam, Kannada	6382261290	10 am to 1 pm
2	Dr. Mathan K	Puducherry	English, Tamil	8940522998	9 am to 1 pm and 6 pm to 9 pm
3	Dr. M.Gajalakshmi	Pondicherry	Tamil & English	9486538474	5 pm to 8 pm
4	Dr. Arul Varman	Puducherry	Tamil & English	6383791418	10 am to 12 noon



LIST OF VOLUNTEERS FROM I.P.S. RAJASTHAN STATE BRANCH				
Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr Prem Raj Meena Dr Rashmi Gupta		9414430362 9636253011	8am-10am
2	Dr Priyanka Bhardwaj Dr Suresh Parihar Dr V K Chouratia		8171304763 9460949425 9252525217	10am-12noon
3	Dr Rajeev Aggarwal DR G D Natani		9414089860 9414039910	12noon-2pm
4	Dr Aninda Sidana Dr Itee shree Sidana Dr Ankita Garg Dr Gourav Chandravanshi		9587288290 8739900359 9846140287 9166616662	2pm -4pm
5	Dr Manaswi Gautam Dr Gajanand Verma Dr Mahesh Kumar Sikka Dr R K Sharma Dr Gaurav Rajender		9549675000 9166987287 9414255127 9887502767 9413970200	4pm-6pm
6	Dr Tushar Jagawat Dr R K Solanki Dr V D Singh Dr Suresh Chand Gochar Dr Vijay Kumar Saini		9928048586 9829063421 9829758855 9468569813 9460869846	6pm-8pm
7	Dr Roop Sidana Dr Akhilesh Jain		9414087359 9214031478	8PM -9PM

LIST OF VOLUNTEERS FROM I.P.S. TELANGANA STATE BRANCH

Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr. Mayunath Reddy	Telugu And English	984929160	10Am To 12 Noon
2	Dr. Minhaj Nasirabadi	Hindi, Urdu,Marathi, English	944077327	10 Am To 11 Am
3	Dr. I Bharat Kumar Reddy	Hindi, Telugu, English	970169920	4 Pm To 7 Pm
4	Dr. N. D. Sanjay Kumar	Telugu, Hindi, English,	817989634	10 Am To 12 Noon
5	Dr. Visweswara Rao	Telugu	944002608	2 Pm To 4 Pm
6	Dr. Laxman	Telugu, English	996636775	2 Pm To 4 Pm
7	Dr. Y. Nagendar Rao	Telugu, Hindi, English	984966966	10 Am To 12 Noon
8	Dr. Ajay Saxena	English, Hindi, Telugu	988511431	11 Am To 2 Pm
9	Dr. Vishal	English, Hindi, Telugu	998507529	2 Pm To 4 Pm
10	Dr. V. George Reddy	Telugu	916084446	7 Pm To 8 Pm
11	Dr. L. Versi	Telugu, Hindi,English	991261624	10 Am To 12 Noon
12	Dr. D. Suresh	Telugu, Hindi, English	798945423	4 Pm To 6 Pm
13	Dr. Rajendhar Soorineedu	Telugu, Hindi, English	798948432	3 Pm To 5 Pm
14	Dr. Naresh Vadkamani	Telugu, Hindi, English	910028919	3Pm To 5Pm
15	Dr. E. Omesh Kumar	English, Hindi, Telugu	994904669	5Pm To 7Pm
16	Dr. S. Niveditha	Hindi, English, Telugu	984993054	2Pm To 4Pm
17	Dr. Indrakanti Sasikanth	Telugu, English	998930436	24*7
18	Dr. Sai Krishna	English, Telugu	837403328	5 Pm To 7 Pm
19	Dr. Avs	Telugu	807400304	8 Pm To 9 Pm
20	Dr. Venkateswara Rao	English, Telugu, Hindi	984882317	5 Pm To 7 Pm
21	Dr. Sateesh Babu	English, Telugu	984833193	10 Am To 4 Pm
22	Dr.kambhupati Narayana	English, Telugu	994967739	10 Am To 4 Pm
23	Dr. M. Pramod Kumar	English, Telugu	984934556	10 Am To 4 Pm
24	Dr. Raghuram	English, Telugu	772991636	10 Am To 4 Pm
25	Dr.Veerendhar	English, Telugu	879075242	10 Am To 4 Pm

LIST OF VOLUNTEERS FROM I.P.S. PUNJAB STATE BRANCH					
Sl	Member's Name & Mobile	Member's Name & Mobile	Member's Name & Mobile	Member's Name & Mobile	Preferred Timing
1.	Dr. Rajeev Gupta (98720 30822)	Dr. Sunil Gupta (98885 73701)	Dr. Gulbahar Sidhu (98143 89122)		8:00 - 9:00
2.	Dr. Arvind Sharma (9872849731)	Dr. Gurmeet Kaur (98760 50866)	Dr. Monika Tandon (89685 46373)	Dr. Sonali Bali (99682 75339)	9:00 - 10:00
3.	Dr. Ashish Sharma (9915598282)	Dr. Piyush Mahajan (98886 89299)	Dr. Amit Gupta (98721 05797)		10:00 - 11:00
4.	Dr. Harpreet Singh (99146 01459)	Dr. Rishabh Aggarwal (95011 95665)	Dr. Malvika Dahuja (97580 89767)	Dr. Sneha Arya (87793 93520)	11:00 - 12:00
5.	Dr. Simmi Waraich (9814950797)	Dr. Rupesh Choudhary (98155 00992)	Dr. Barinder Singh (97810 44447)	Dr. Vinay Bansal (7307991009)	12:00 - 1:00
6.	Dr. Jaswant Singh (98147 06360)	Dr. Tarun Baweja (9914395700)	Dr. Geetanjali Sharma (97020 13386)	Dr. Ikhlq Choudhary (85214 33857)	1:00 - 2:00
7	Dr. Aninda Sidana (95872 88290)	Dr. Dalip Kumar (93562 23064)	Dr. Sandeep Goyal (98783 31400)	Dr. Rana Ranbir Singh (9988003903)	2:00 - 3:00
8	Dr. Esha Dhawan (98034 51190)	Dr. Akshit Mahajan (98786 30822)	Dr. Gurpartap Singh (98159 17849 )	Dr. Imran Khan (9694991149)	3:00 - 4:00
9	Dr. Aseem Garg (98884 32889)	Dr. Anshul Mahajan (98720 30811)	Dr. Sumesh Khanna (98150 20280)		4:00 - 5:00
10	Dr. Satyen Sharma (9216317652)	Dr. Gagandeep Singh (90562 61728)	Dr. Raghav Arora (85287 04444)		5:00 - 6:00
11	Dr. Satish Thapar (98142 32345)	Dr. Sulakshan Kumar Tiwari (98885 01606)	Dr. Naresh Bansal (98151 97840)	Dr. Yoseph Kale (87679 02401 )	6:00-7:00
12	Dr. Puneet Kathuria (99884 62021)	Dr. Prateek Sharma (8196963430)	Dr. Gourav Monga (99146 34454)	Dr. Priyanka Kalra (9501032237)	7:00 - 8:00

## LIST OF VOLUNTEERS FROM I.P.S. KARNATAKA STATE BRANCH

Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr. Sachin	Kannada/Hindi/English	9880942288	8:30 - 10:00 Am
2	Dr. Srikala . B .	Kannada/Hindi/English	9845408981	8:30 - 10:00 Am
3	Dr. R.s. Deepak	Kannada/Hindi/English	9353051686	10:00 - 11:30 Am
4	Dr. Preethi Pai	Kannada/Hindi/English	9480838072	10:00 - 11:30 Am
5	Dr. Gopal Das	Kannada/Hindi/English	9008908206	11:30Am - 1:00 Pm
6	Dr. Ruth Sneha	Kannada/Hindi/English	9902987140	11:30Am - 1:00 Pm
7	Dr. Lokesh Babu	Kannada/Hindi/English	9740707779	1:00 - 2:30 Pm
8	Dr. Abhay Matkar	Kannada/Hindi/English	9448450565	1:00 - 2:30 Pm
9	Dr. Alok Ghanate	Kannada/Hindi/English	9241177535	2:30 - 4:00 Pm
10	Dr. Vasudha	Kannada/Hindi/English	8867467358	2:30 - 4:00 Pm
11	Dr. Sanjay Raj	Kannada/Hindi/English	9886979089	4:00 - 5:30 Pm
12	Dr. Krishna	Kannada/Hindi/English	9480292590	4:00 - 5:30 Pm
13	Dr. Mruthunjaya	Kannada/Hindi/English	9739238788	5:30 - 7:00 Pm
14	Dr. Aravind. S. T.	Kannada/Hindi/English	9620803715	5:00 - 7:00 Pm
15	Dr. Sharanya . D.	Kannada/Hindi/English	9663677709	7:00 - 8:30 Pm
16	Dr. Suresh. V. C.	Kannada/Hindi/English	9886125758	9:00Am - 12:00 Pm
17	Dr. Prashanth. B	Kannada/Hindi/English	9743372267	4:00 - 6:00 Pm
18	Dr. Swaminath	Kannada/Hindi/English	9845007121	6 Pm - 8 Pm
19	Dr. Kalyan Sundaram	Kannada/Hindi/English	9844030703	
20	Dr. Sandip Deshpande	Kannada/Hindi/English	9535579435	3 Pm- 5 Pm
21	Dr Sunil Patil	Kannada/Hindi/English	9845219324	8 Pm- 10 Pm
22	Dr Shashidhar Bilagi	Kannada/Hindi/English	9886261010	10 Pm To 12 Pm
23	Dr.h. R. Aravinda Prabhu		9590299718	5Pm To 7Pm

LIST OF VOLUNTEERS FROM I.P.S. ODISHA STATE BRANCH				
Sl	Member's Name & Mobile	Member's Name & Mobile	Member's Name & Mobile	Preferred Timing
1	Dr. Debadatta Mohapatra 9437658251 2000debee@gmail.com	DR. Alok.Jyoti Sahoo 9437089215 alokjyotisahoo@gmail.com	Dr. Ashrumochan Sahoo 9437852677 drashru@gmail.com	8AM-9.30AM
2	Dr. Prasant Ku. Mohapatra 861042539 9drpkm2@rediffmail.com	Dr. Rati Ranjan Sethy 97771755623 ratisethy@gmail.com	Dr. Swapnajeet Sahoo 8872727744 swapnajt.same@gmail.com	9.30AM - 11AM
3	Dr. Tophan Pati 9437064922 tophanp@gmail.com	Dr. Manoj Sahoo 8092084549 drmanjsahoo@tatasteel.co m	Dr. Snehanshu Dey 8280056463 drsnehanshu@gmail.com	11AM - 12.30PM
4	Dr. Suvendu N Mishra 7381122783 dr.sar07@gmail.com	Dr. R K Shukla 9437142866 dr.shukla@ymail.com Dr. Tanmayni Das 9861065044 tanmavinidas@gmail.com	Dr. Jitendriya Biswal 9337270395 drjbiswal@gmail.com	12.30PM - 2PM
5	Dr. Amrit Pattajoshi 8763091000 dramritp@gmail.com	Dr. Pallavi Sahoo 9497060771 pallavisamir@yahoo.com	Dr. Swati Mishra 7978088808/8763415600 drsanswati@gmail.com	2PM - 3.30PM
6	Dr. Samrat Kar 9337163406 samrat912@gmail.com	Dr. Rakesh Mohanty 9178450841 rmohanty.d@gmail.com	Dr. Amiya Krushna Sahu 8521396225 draksahu81@gmail.com	3.30PM - 5PM
7	Dr. Bibhu kalyan Sahu 9437657845 drbibhukalyansahu@gmail.co m	Dr. Sarmistha Priyadarshini 9937184312 priya.sarmistha@gmail.com	Dr. Nihar Ranjan Ratha 8328962539 nrrath@gmail.com	5PM - 6.30PM

8	Dr. Pranab Mohapatra 7752085533 drpranab2outlook.com Dr. Sanjay Acharya 8895501259	Dr. Sarada P Swain 9861014757 drpswain@gmail.com Dr. Lagnajit Dash 9348333015 drlagnajit.dash@gmail.com	Dr. R C Das 8411044558 r2cd 2000@yahoo.com Dr. Suvankar Swain Mob- 7751944234 subhankar.psy@gmail.com	6.30PM - 8PM
9	Dr. Surjeet Sahoo 9437080574 surjeetsahoo@gmail.com	Dr. Mihir R Nayak Mob-9437163071 mihirmayak76@gmail.com Dr. Jigyansa Ipsita 9777175623 drjigyansaispit@gmail.com	Dr. Santanu Nath 9337434649 betasantanugmail.com Dr. Rupesh Senapati Mob 8658555001 dr.rupeshkumarsenapati@gmail.com	8PM - 9.30PM
10	Dr. S Jaydev Ku. Deo 9437198485 drjaydevdeo@gmail.com	Dr. Khirod Mishra 9423515003 Dr. Kumari Rina 9914576444	Dr. Soumya Ranjan Dash 8895294807 drsrdash17@gmail.com	9.30PM-11PM

LIST OF VOLUNTEERS FROM I.P.S. NAGPUR LOCAL BRANCH					
Sl	Member's Name	Language	Contact Number	Preferred Timing	
1.	Dr. Vivek Kirpekar	Hindi, English	9822200689	9-10 Am	
2.	Dr. Anagha Sinha	Hindi, English	7387441630	9-10 Am	
3.	Dr. Nikhil Pande	Hindi, English	8087513627	10-11 Am	
4.	Dr. Rahul Bagal	Hindi, English	9158067162	10-11 Am	
5.	Dr. Ravi Dhavle	Hindi, English	9960958582	12-1 Pm	
6.	Dr. Anand Lade	Hindi, English	9730448533	12-1 Pm	
7.	Dr. Pritam Chandak	Hindi, English	9766547119	1-2 Pm	
8.	Dr. N.j. Saoji	Hindi, English	9763207019	1-2 Pm	
9.	Dr. Shrayash Magla	Hindi, English	7720067581	2-3 Pm	
10.	Dr. Rajiv Palsodkar	Hindi, English	9422125235	2-3 Pm	
11.	Dr. Suleman Virani	Hindi, English	9923228121	3-4 Pm	
12.	Dr. Shrikant Nimbhorkar	Hindi, English	7499149612	3-4 Pm	
13.	Dr. Kumar Kamble	Hindi, English	7558483467	3-4 Pm	
14.	Dr. Durga Bang	Hindi, English	9422802530	3-4 Pm	
15.	Dr. Praveer Warhadkar	Hindi, English	9730818114	3-4 Pm	
16.	Dr. Sagar Chiddarwar	Hindi, English	9657018165	4-5 Pm	
17.	Dr. Deepak Avchat	Hindi, English	7710915465	4-5 Pm	
18.	Dr. Asish Kuthe	Hindi, English	7972567721	4-5 Pm	
19.	Dr. Vikas Bhute	Hindi, English	7066044410	4-5 Pm	

20	Dr. Rajeshree Nimbalkar	Hindi, English	8806650227	4-5 Pm
21	Dr. Akshay Sarode	Hindi, English	8698647469	5-6 Pm
22	Dr. Priya Madavi	Hindi, English	9834930944	5-6 Pm
23	Dr. Mosam Phirke	Hindi, English	8087253119	5-6 Pm
24	Dr. Pankaj Bagde	Hindi, English	7057607517	5-6 Pm
25	Dr. Pradeep Patil	Hindi, English	8999248979	6-7 Pm
26	Dr. Abha Bang	Hindi, English	0712-2426297	6-7 Pm
27	Dr. Deepa Sangolkar	Hindi, English	8805101839	6-7 Pm
28	Dr. Abhiheet Faye	Hindi, English	9765266166	6-7 Pm
29	Dr. Sudhir Bhawe	Hindi, English	9822695890	7-8 Pm
30	Dr. Sakib	Hindi, English	9657555644	7-8 Pm
31	Dr. Rajesh Rathi	Hindi, English	9860486276	8-9 Pm
32	Dr. Sushil Gawande	Hindi, English	7350279564	8-9 Pm
33	Dr. Monisha Das	Hindi, English	9325357152	8-9 Pm



LIST OF VOLUNTEERS FROM I.P.S. DELHI BRANCH				
Sl	Member's Name	Language	Contactnumber	Preferred Timing
1	Dr Nk Bohra	English, Hindi	9811116980	11Am To 12Noon
2	Dr Ng Desai	English, Hindi, Gujrati	9868396800	8 Pm To 10 Pm
3	Dr Neena Bohra	English, Hindi	9810356500	1Pm To 2Pm
4	Dr Deepak Raheja	English, Hindi	9810212377	5 Pm To 6 Pm
5	Dr Pankaj Kumar	English, Hindi	9999959044	3 Pm To 5 Pm
6	Dr Vishal Chhabra	English, Hindi	9891055258	10 Am To 11 Am
7	Dr Ms Bhatia	English, Hindi	9868399582	12Pm To 1Pm
8	Dr Rajesh Goyal	English, Hindi	9811260766	9 Am To 10 Am
9	Dr Shruti Shrivastava	English, Hindi	9810665324	6 Pm To 7 Pm
10	Dr Jm Wadhawan	English, Hindi	9811033032	3 Pm To 4 Pm
11	Dr Dinesh Kumar Kataria	English, Hindi	9868403522	7 Pm To 8 Pm
12	Dr Ashwani Kumar	English, Hindi	9810208575	2 Pm To 3 Pm
13	Dr Manu Shree	English, Hindi	9711195900	5 Pm To 6 Pm
14	Dr Shobhna Mittal	English, Hindi	9899199886	11 Am To 12 Pm
15	Dr Nikhil Raheja	English, Hindi	9811196788	4 Pm To 5 Pm
16	Dr Deepak Gupta	English, Hindi	9810046115	6 Pm To 7 Pm
17	Dr Sonali Bali	English, Hindi	9968275339	3 Pm To 4 Pm
18	Dr Vijender Singh	English, Hindi	9868396816	4 Pm To 6 Pm
19	Dr Manish Kansal	English, Hindi	9811603233	7 Pm To 8 Pm
20	Dr. Manoj Kumar	English, Hindi	9868396888	4 Pm To 6 Pm
21	Dr. Om Prakash	English, Hindi	9868396843	7 Pm To 8 Pm
22	Dr. Akshara Mishra	Eng, Hindi, Maithili, Punjabi	9496777572	7 Pm To 9 Pm
23	Dr. Jitender Jakhar	English, Hindi	9718997676	5 Pm To 6 Pm

## LIST OF VOLUNTEERS FROM I.P.S. ANDHRA PRADESH STATE BRANCH

Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr.D.Phanibhushan	Telugu, English, Hindi	9440262855	8 am to 10 am 4 pm to 5 pm
2	Dr.I.Sarath Chandra	Telugu, English	9573236485	11 am to 1 pm 6.30 pm to 8 pm
3	Dr.I.V.L.Narasimha Rao	Telugu, English	9849016620	10 am to 12 noon
4	Dr.Rama Krishnam Raju	Telugu, English	9866237287	10 am to 2 pm
5	Dr.P.Vijayalakshmi	Telugu, Kannada, Hindi, English	9848992255	6 pm to 8 pm
6	Dr.Ravi Bammidi	Telugu, Hindi, English	7702901982	11 am to 12 pm
7	Indlas VIMHANS (Institute)	Telugu	9701140401	12 pm to 2 pm
8	Dr.T.Ramya	Telugu, Hindi, English	9848311126	10 am to 12 pm 4 pm to 8 pm
9	Dr.M.Srinivasa Raju	Telugu	9848228878	9 am to 10 am, 1 pm to 3 pm, 6 pm to 7 pm
10	Dr.Kota Suresh Kumar	Telugu, English	9848303169	5 pm to 7 pm
11	Dr.P.Lokeswara Reddy	Telugu	7989734662	10 am to 1 pm
12	Dr.D.Arogya Nadhudu	Telugu	9866623791	9 am to 12 pm 5 pm to 8 pm
13	Dr.Y.Sanjay	Telugu	9440260548	12 pm to 2 pm
14	Dr.V.Venkata Kiran	Telugu, English	9866555909	11 am to 1 pm 7 pm to 9 pm
15	Dr.Bhatraju Prabhuram	Telugu, English	9395140200	11 am to 2 pm 5 pm to 8 pm
16	Dr.P.Ranjith Kumar	Telugu, English	9052033223	11 am to 1 pm 5 pm to 9 pm
17	Dr. Subhani	Telugu, Hindi, English	8500997766	10 am to 1 pm
18	Dr.Goldennight Phawa	Telugu, English, Hindi	7702260707	10 am to 12 noon
19	Dr.C.Vikram Chaitanya	Telugu, English	9848277377	5 pm to 7 pm

LIST OF VOLUNTEERS FROM I.P.S. UTTAR PRADESH STATE BRANCH				
Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr P K Dalal	Hindi, Bengali, English	9415089539	12:00-14:00
2	Dr Sujit Kar	Hindi, Odia, English	9956273747	10:00- 12:00
3	Dr Adarsh Tripathi	Hindi, English	8765020753	12:00- 14:00
4	Dr U C Garg	Hindi, English	9837063178	12:00-15:00
5	Dr S P Gupta	Hindi, English	7300725117	12:00-14:00
6	Dr Anurag Verma	Hindi, English	05322468007	10:00-12:00
7	Dr Abhinav Tandon	Hindi, English	9935377757	12:00-14:00
8	Dr Manish Nigam	Hindi, English	9415041235	16:00-18:00
9	Dr Shashi Rai	Hindi, English	9415007076	12:00-14:00
10	Dr Amarjeet popli	Hindi, English	9219879315	14:00-16:00
11	Dr Saurabh Tandon	Hindi, English	9935596020	14:00-16:00
12	Dr Pankaj Singh	Hindi, English	9307604845	13:00-15:00
13	Dr Gyanendra Kumar	Hindi, English	9415030444	14:00-18:00
14	Dr Abhinav Pandey	Hindi, English	9936588999	12:00-14:00
15	Dr Prashant Shukla	Hindi, English	9919111135	09:00-12:00
16	Dr Ganesh Shankar	Hindi, English, Bengali	8090281929	16:00-18:00
17	Dr Puja Mahour	Hindi, English	7897715221	14:00-16:00
18	Ms Deblina Roy	Hindi, English, Bengali	9475866875	14:00-16:00
19	Dr Abdul Qadir Jilani	Hindi, English	9044817161	14:00-16:00
20	Dr Anurag Agarwal	Hindi, English	7007299107	16:00-18:00
21	Dr Chhitij Srivastava	Hindi, English	8081845344	13:00-15:00

22	Dr Achyut Pandey	Hindi, English	9690770016	12:00-14:00
23	Dr Amar Deep Patel	Hindi, English	9452894520	17:00-19:00
24	Dr J K Verma	Hindi	9453970696	10:00 -12:00
25	Dr Tanuj Verma	Hindi	8175833651	09:00-11:00
26	Dr Anubhav Rathi	Hindi, English	8882240830	18:00-20:00
27	Dr Sunil Pawar	Hindi, English	9793174676	11:00-13:00
28	Dr Sachidanand Gupta	Hindi, English	9839193400	15:00-17:00
29	Dr Venu Gopal Jhanwar	Hindi, English	9936611111	14:00-16:00
30	Dr Samyak Tiwari	Hindi, English	9889493508	12:00-14:00
31	Dr Akansha Sharma	Hindi, English	9970461104	18:00-20:00
32	Dr V K Singh	Hindi, English	9580332903	16:00-18:00
33	Dr Anil Kumar	Hindi, English	9935260387	12:00-14:00
34	Dr Akshay Lele	Hindi, English	7972510962	14:00-16:00
35	Dr Naveen Srivastava	Hindi, English	9140398405	18:00-21:00
36	Dr Akshay Singh	Hindi, English	9621349792	18:00-21:00
37	Dr Parula Prasad	Hindi, English	7678180313	19:00-21:00
38	Dr Nupur Pal	Hindi, English	8806957767	19:00-21:00
39	Dr Haseeb Khan	Hindi, English	9997453562	14:00-16:00
40	Dr S K Verma	Hindi	9415036500	10:00-12:00
41	Dr C B Madhesia	Hindi, English	9935815222	10:00-12:00
42	Dr Pranshu Agarwal	Hindi, English	9455553227	18:00-20:00

## LIST OF VOLUNTEERS FROM I.P.S. MADHYA PRADESH STATE BRANCH

Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr.manish Borasi	Hindi/English	7509033394	10 Am To 1 Pm
2	Dr.samiksha Sahu	Hindi/English/Marathi	9999432089	7Pm To 9Pm
3	Dr.s.k.tandon	Hindi/English	9425007374	11Am To 1Pm
4	Dr.rajeev Jain	Hindi/English	9826097055	7Pm To 9Pm
5	Dr.raman Sharma	Hindi/English	8319229494	11Am To 1Pm
6	Dr.hritu Singh	Hindi/English	9425010657	11Am To 1Pm
7	Dr.j.p.aggrawal	Hindi/English	8103557058	7Pm To 8:30Pm
8	Dr.ruchi Soni	Hindi/English	7000035022	6Pm To 7Pm
9	Dr.sagar Mudgal	Hindi/English	7024938209	6Pm To 8Pm
10	Dr. Pranav Vaidya	Hindi/English/Marathi	7899432308	10Am To 11:30Am
11	Dr.krishna Mishra	Hindi/English	8878009658	6Pm To 8Pm
12	Dr.parag Dhoble	Hindi/English/Marathi	9630349691	2Pm To 4Pm
13	Dr.shreemit Maheshwari	Hindi/English	8105949881	7Pm To 8Pm
14	Dr.seema Anis	Hindi/English	9913363669	11Am To 1Pm
15	Dr.rachna Gupta	Hindi/English/Marathi	9009808954	11Am To 1Pm
16	Dr.pritesh Gautam	Hindi/English	9827721181	1Pm To 4Pm
17	Dr.sanjeet Diwan	Hindi/English	9098356914	10Am To 11:30Am
18	Dr.pawan Rathi	Hindi/English	9993224883	4Pm To 6Pm
19	Dr.samhita Bhushan	Hindi/English/Punjabi	7223911409	12Pm To 3Pm

20	Dr.kamlesh Udenia	Hindi/English	9425120815	10Am To 12 Am
21	Dr.awadhesh P Solanki	Hindi/English/Bengali	9681877177	6Pm To 7 Pm
22	Dr.rajni Chatterjee	Hindi/English	9826424725	4Pm To 7Pm
23	Dr.abhay Jain	Hindi/English	9827015166	5Pm To 6Pm
24	Dr.vaibhav Dubey	Hindi/English	9424401688	3Pm To 5Pm
25	Dr. R. N. Sahu	Hindi/English	9425300226	2Pm To 5Pm
26	Dr Koustubh R Bagul	Hindi/English	7581847054	2Pm To 4Pm
27	Dr Vijaya Sakpal	Hindi/English	9993022421	2Pm To 6Pm
28	Dr. Nidhi Jain Bukharia	Hindi/English	8839813633	10Am To 1Pm
29	Dr Naresh Solanki	Hindi/English	8878302700	6Pm To 8Pm
30	Dr.vineet Agrawal	Hindi/English	9981215951	2Pm To 4Pm
31	Dr Supriya Chopra	Hindi/English	9993333328	3Pm To 5Pm

## LIST OF VOLUNTEERS FROM I.P.S. TRIPURA STATE BRANCH

Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr J M Ghosh		9436774292	09:00am-10:30am
2	Dr B K Bhowmic		8787402506	10:30am-12:00pm
3	Dr Santanu Ghosh		9774479957	12:00pm-01:30pm
4	Dr Swapan Chandra Barman		7005796755	01.30pm-03:00pm
5	Dr Munmun Debbarma		8939648446	03:00pm-04:30pm
6	Dr Dipayan Sarkar		9436544552	04:30pm-06:00pm
7	Dr Udayan Majumder		9436375181	06:00pm-07:30pm

## LIST OF VOLUNTEERS FROM I.P.S. HIMACHAL PRADESH STATE BRANCH

Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr. A. Sharma	Hindi, English	9418044667	
2	Dr. Nidhi Shirma	Hindi, English	9418158111	
3	Dr. Davesh Sharma	Hindi, English	9418024623	

LIST OF VOLUNTEERS FROM I.P.S. HARYANA STATE BRANCH				
Sl	Member's Name	Language	Contact Number	Preferred Timing
1.	Dr Ved Mahla	Drvpmahla@Gmail.com	9896072698	10:00 – 18:00
2.	Dr Rajiv Gupta	Drrajivguptain2003@Yahoo.co.in	9896173836	10:00 – 18:00

LIST OF VOLUNTEERS FROM I.P.S. GOA STATE BRANCH				
Sl	Member's Name	Language	ContactNumber	Preferred Timing
1	Dr Rajendra Hegde	Konkni,Marathi,Hindi,English	9822128392	9.30 To 1.30 & 5Pm To 9Pm
2	Dr. Veena Kantik	Konkni,Marathi,Hindi,English	9822987974	9.30 To 1.30 & 5Pm To 9Pm
3	Dr. Meenacshi Martins	Marathi, English Hindi	9158604999	10 To 1Pm and 5 To 7Pm Sos In Emergency
4	Dr.yoseph Kale	Marathi, Hindi, English, Punjabi	8767902401	5.30Pm To 7.00Pm



LIST OF VOLUNTEERS FROM I.P.S. KERALA STATE BRANCH				
Sl	Member's Name	Language	Contact Number	Preferred Timing
1.	Dr Sagar T	Malayalam, English, Hindi	9605002836	2 Pm To 6 Pm
2.	Dr Anoop V	Malayalam, English, Hindi	9387914387	2 Pm To 8 Pm
3.	Dr Harish Mt	Malayalam, English, Hindi	9847280957	2 Pm To 8 Pm
4.	Dr Ravikumar K	Malayalam, English, Hindi	9447350524	2 Pm To 8 Pm
5.	Dr Smitha Ramdas	Malayalam, English, Hindi	9496371730	2 Pm To 8 Pm
6.	Dr Smitha C A	Malayalam, English, Hindi	9447674329	2 Pm To 8 Pm
7	Dr Vidhukumar K	Malayalam, English, Hindi	9847111187	2 Pm To 8 Pm
8	Dr Joice Geo	Malayalam, English, Hindi	9447217534	2 Pm To 8 Pm
9	Dr Indu P V	Malayalam, English, Hindi	9847424537	2 Pm To 8 Pm
10	Dr Varsha V	Malayalam, English, Hindi	9497392260	2 Pm To 8 Pm
11	Dr Dayal N	Malayalam, English, Hindi	9447683037	2 Pm To 8 Pm
12	Dr Mohan Roy	Malayalam, English, Hindi	9447026553	2 Pm To 8 Pm
13	Dr Alfred S	Malayalam, English, Hindi	9387304185	2 Pm To 8 Pm
14	Dr Radhakrishnan Mp	Malayalam, English, Hindi	9847070888	2 Pm To 8 Pm
15	Dr Soonu Jerome	Malayalam, English, Hindi	9447355504	2 Pm To 8 Pm
16	Dr Sebind Kumar	Malayalam, English, Hindi	9745145350	2 Pm To 8 Pm

## LIST OF VOLUNTEERS FROM I.P.S. WEST BENGAL STATE BRANCH

Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr Gautam Saha	Bengali, Hindi, English	9830055235	18:30- 20:00
2	Dr Ranjan Bhattacharyya	Bengali, Hindi, English	9433053389	17:00-19:00
3	Dr Anirban Ray	Bengali, Hindi, English	7259235691	18:00-20:00
4	Dr Souvik Chakraborty	Bengali, English	9874055574	16:00 -20:00
5	Dr Kumar Kanti Ghosh	Bengali, Hindi, English	9433060027	17:00-20:00
6	Dr Rajashree Ray	Bengali, Hindi, English	8336832818	18:00-20:00
7	Dr Jishnu Bhattacharya	Bengali, Hindi, English	9007819012	16:00-18:00
8	Dr Asim Kumar Mallick	Bengali, Hindi, English	9830045662	09:00-17:00
9	Dr Prabir Paul	Bengali, Hindi, English	9830028697	09:00-11:00
10	Dr Sarmishtha Chakraborty	Bengali, Hindi, English	9831270034	09:00-11:00
11	Dr Abhiruchi Chatterjee	Bengali, Hindi, English	9830172728	18:00-20:00
12	Dr Soumya Chatterjee	Bengali, Hindi, English	8335966329	18:00-20:00
13	Dr Sandip Hazra	Bengali, Hindi, English	9830938678	10:00-12:00 18:00-20:00
14	Dr Neelanjana Paul	Bengali, Hindi, English	9433831692	08:00-10:00
15	Dr Aratrika Sen	Bengali, Hindi, English	9830152458	08:00-10:00 17:00-20:00
16	Dr Baidyanath Ghosh Dastidar	Bengali, Hindi, English	9830177145	18:00-19:00
17	Dr Abir Mukherjee	Bengali, Hindi, English	9007008971	10:00-12:00
18	Dr Srikumar Mukherjee	Bengali, Hindi, English	9830029598	18:00-20:00
19	Dr Sanjay Garg	Bengali, Hindi, English	8961561392	11:00-13:00

20	Dr Sujata Roy Chowdhury	Bengali, English	9830230042	12:00-14:00
21	Dr Sayandip Ghosh	Bengali, Hindi, English	9830275859	08:00-10:00
22	Dr Nilanjan Chandra	Bengali, Hindi, Gujarati, English	9433812411	18:00-20:00
23	Dr Diptadhi Mukherjee	Bengali, Hindi, English	9433780660	19:00-21:00
24	Dr Arabinda Brahma	Bengali, Hindi, English	9830066869	18:00-20:00
25	Dr Saurabh Sankar Kundu	Bengali, Hindi, English	9830067475	09:00-11:00
26	Dr Santanu Nath	Bengali, Hindi, English	9337434349	19:00-21:00
27	Dr Aritra Chakraborty	Bengali, Assamese, Odiya Hindi, English	9474735129	19:00-21:00
28	Dr Subrata Das	Bengali, Hindi, English	9432457484	10:00-12:00
29	Dr Sumanta Dawn	Bengali, Hindi, English	9432457484	09:00-11:00
30	Dr Tirthankar Dasgupta	Bengali, Hindi, English	9830309116	09:30-11:00
31	Dr Abhijit Chakraborty	Bengali, Hindi, English	9432955380	11:00-16:00
32	Dr Writtika Chattaraj	Bengali, Hindi, English	7063808095	08:00-10:00 17:00-20:00
33	Dr Suddhendu Chakraborty	Bengali, Hindi, English	9831940958	10:00-12:00
34	Dr Bappaditya Chowdhury	Bengali, Hindi, English	9433230073	10:00-13:00
35	Dr Anish Dawn	Bengali, Hindi, English	8961145631	18:30-20:00
36	Dr Malay Sarkar	Bengali, Hindi, English	9830028384	08:00-12:00
37	Dr Abhay Kumar De	Bengali, Hindi, English	9830050507	18:00-20:00
38	Dr Narottam Halder	Bengali, Hindi, English	9477036566	16:00-21:00
39	Dr Sanjay Saha	Bengali, Hindi, English	9007505971	16:00-20:00
40	Dr Bappaditya Mondal	Bengali, Hindi, English	833492400	20:00-22:00

41	Dr Nikhilesh Mondal	Bengali, Hindi, English	9531546172	18:00-20:00
42	Dr Malay Sarkar	Bengali, Hindi, English	9830028384	08:00-12:00
43	Dr Om Prakash Singh	Bengali, Hindi, English	9434013231	08:00-12:00
44	Dr Indrani Chatterjee	Bengali, Hindi, English	9831096486	11:00-12:30
45	Dr Alok Patra	Bengali, Hindi, English	9002302407	12:30-14:00
46	Dr Sayanti Ghosh	Bengali, Hindi, English	9830298433	15:30-17:00
47	Dr Kaberi Bhattacharyya	Bengali, Hindi, English	9830655257	17:00-18:30
48	Dr Gautam Bandyopadhyay	Bengali, Hindi, English	9007155165	18:30-20:00
49	Dr Amlan Kusum Jana	Bengali, Hindi, English	9432128879	12:00-14:00
50	Dr Bhaktishree Raha	Bengali, Hindi, English	8474815970	14:00-15:30
51	Dr Swapnajit Sharma	Bengali, Hindi, English	8811087227	15:30-17:00
52	Dr Arnab Pathak	Bengali, Hindi, English	9804609480	17:00-18:30
53	Dr Madhurima Ghosh	Bengali, Hindi, English	9051559951	18:30-20:00
54	Dr Subrata Saha	Bengali, Hindi, English	9830087061	12:00-14:00
55	Dr Roop Ghoshal	Bengali, Hindi, English	8336902510	15:30-17:00
56	Dr Debanjan Pan	Bengali, Hindi, English	9732787805	14:00-15:30
57	Dr Partha Kundu	Bengali, Hindi, English	9051386220	12:00-14:00
58	Dr Debjani Das	Bengali, Hindi, English	9830316969	08:00-09:30
59	Dr Mrinmay Das	Bengali, Hindi, English	8218770077	10:00-12:00
60	Dr Tamoghna Bandyopadhyay	Bengali, Hindi, English	8697969961	12:00-14:00
61	Dr R R Ghosh Roy	Bengali, Hindi, English	9830055335	17:00-18:30

LIST OF VOLUNTEERS FROM I.P.S. SOLAPUR BRANCH				
Sl	Member's Name	Language	Contact Number	Preferred Timing
1	Dr. Shrinivas Chowdhury	Marathi, Hindi, English, Kannada	9822497171	1:30 Pm To 3:00 Pm
2	Dr. Vishmupant Gawade	Marathi, Hindi, English, Kannada	9423065116	1:30 Pm To 3:00 Pm
3	Dr. Prasan Khatawkar	Marathi, Hindi, English, Kannada	9326813048	3 Pm To 4:30 Pm
4	Dr. Nitin Bhoge	Marathi, Hindi, English, Kannada	9923964567	3 Pm To 4:30 Pm
5	Dr. Santosh Binavade	Marathi, Hindi, English, Kannada	9970608383	7:30 Pm To 9:00 Pm
6	Dr. Tejas Bhopatkar	Marathi, Hindi, English, Kannada	8605605997	7:30 Pm To 9:00 Pm
7	Dr. Sartaj Bagwan	Marathi, Hindi, English, Kannada	9920734047	9:00 Pm To 10:00 Pm
8	Dr. Shrikant Patnakar	Marathi, Hindi, English, Kannada	9422065516	10:30 Am To 12 Noon
9	Dr. Sampada Anvekar	Marathi, Hindi, English, Kannada	7666068634	10:30 Am To 12 Noon
10	Dr. Archana Kulkarni	Marathi, Hindi, English, Kannada	0217-2311727	12 Noon To 1:30 Pm
11	Dr. Vinayak Rout	Marathi, Hindi, English, Kannada	9850040023	12 Noon To 1:30 Pm
12	Dr. Rujuta Utpat	Marathi, Hindi, English, Kannada	8080138055	3 Pm To 4:30 Pm
13	Dr. Gangadhar Korke	Marathi, Hindi, English, Kannada	9860075975	4:30 Pm To 6 Pm
14	Dr. Harsal Dhadhsare	Marathi, Hindi, English, Kannada	9890149720	4:30 Pm To 6 Pm
15	Dr. Mahesh Debkate	Marathi, Hindi, English, Kannada	8805411716	4:30 Pm To 6 Pm
16	Dr. Pravakar Holikatti	Marathi, Hindi, English, Kannada	7841902426	6 Pm To 7:30 Pm
17	Dr. Nihar Boorte	Marathi, Hindi, English, Kannada	8080498509	6 Pm To 7:30 Pm

**ONLINE MENTAL HEALTH SERVICES & SUPPORT DURING COVID 19 PANDEMIC  
LIST OF VOLUNTEERS FROM I.P.S. SECRETARIAT**

Sl	Member Name	Place	State	Mobile	Preferred Timing
<b>Office Bearers</b>					
1	P. K. Dalal (President)	Lucknow	Uttar Pradesh	9415025665	All Time
2	Gautam Saha (Vice-President)	Kolkata	West Bengal	9830055235	All Time
3	T. s. Sathyanarayana Rao (Hon.General Secretary)	Mysore	Karnataka	9845282399	All Time
4	Kshirod Kumar Mishra (Hon.Treasurer)	Sevagram	Maharashtra	9423515803	All Time
5	Om Prakash Singh (Hon.Editor)	Kolkata	West Bengal	9434013231	All Time
6	Mrugesh Vaishnav (Imm. Past President)	Ahmedabad	Gujarat	9825767565	All Time
7	Vinay Kumar (Imm. Past Hgs)	Patna	Bihar	9631144236	All Time
8	Mukesh P. Jagiwala (Imm. Past Hon. Treasurer)	Surat	Gujarat	9879521795	All Time
<b>Direct Council Members</b>					
9	AbhayMatkar	Hubli	Karnataka	9448450565	All Time
10	Adarsh Tripathi	Lucknow	Uttar Pradesh	9651970700	All Time
11	M. Aleem Siddiqui	Lucknow	Uttar Pradesh	7607358897	All Time
12	Amrit Pattojoshi	Bhubaneswar	Odisha	9438148100	All Time
13	JaisukhMaganlalParmar	Valsad	Gujarat	9426892662	All Time
14	Kaushik Chatterjee	Pune	Maharashtra	9819419114	All Time
15	Laxmi Kant Rathi	Amravati	Maharashtra	9823077550	All Time
16	Savita Malhotra	Chandigarh	Chandigarh	9872000894	All Time
17	Shashi Rai	Lucknow	Uttar Pradesh	9415007076	All Time
<b>Zonal Representatives</b>					
18	Rajeev Jain (Central Zone)	Sagar	Madhya Pradesh	9826097055	All Time
19	Sanjay Gupta (Central Zone)	Varanasi	Uttar Pradesh	9415202454	All Time
20	Samrat Kar (East Zone)	Cuttack	Odisha	9437163406	All Time
21	Sujit Sarkhel (East Zone)	Kolkata	West Bengal	9836074700	All Time
22	Bharat Singh Shekhawat (North Zone)	Kota	Rajasthan	9414089055	All Time

23	Parshotam Dass Garg (North Zone)	Amritsar	Punjab	9872622889	All Time
24	Abhay Matkar (South Zone)	Hubli	Karnataka	9448450565	All Time
25	Suresh Kumar Gunapalli (South Zone)	Visakhapatnam	Andhra Pradesh	9848608604	All Time
26	Arun Marwale (West Zone)	Aurangabad	Maharashtra	7887487942	All Time
27	Kirpekar Vivek Chintaman (West Zone)	Nagpur	Maharashtra	9822200689	All Time

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In reference to COVID-19 management, after publication of this manual, there may be changes in norms and SOPs as per latest guidelines; please refer to the most recent WHO guidelines or norms issued by the State Government.

Any suggestions discussed in this manual are only indicators. Should you have any suggestions for adaptations or accommodation for the content; please feel free to email them at: [niepmd@gmail.com](mailto:niepmd@gmail.com)

**National Institute for the Empowerment of Persons with Multiple Disabilities (Divyangjan)  
Chennai (NIEPMD)**

**National Institute of Mental Health Rehabilitation (NIMHR)  
Sehore, Madhya Pradesh**



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# 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**

**Toll Free 1800 599 0019**

Coordinated by

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&

National Institute of Mental Health Rehabilitation  
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Persons with Visual Disabilities (Divyangjan)

