Apex Telecounselling centre - A helpline, within the State Adolescent Health Resource Centre Inaugurated by Mr Ramanujam, Principle Secretary, Health Govt. of Uttarakhand on 19 January, 2012.

Considering the importance of adolescent friendly counseling and health services Samarpan, the state nodal agency for adolescent health has been started to operationalise an apex tele-counseling centre with a dedicated telephone number and call center with 4 terminals facilitated by two male and two female counselors to respond to the counseling. Although this center has been started it’s functions from 9 January, 2012 but the formal inauguration is been done on 19 January, 2012.

Along with Principle secretary Mr. Ramanujam, Mr. Piyush Singh, MD, NRHM, Dr. Anil Shah, Director National Program, DR. Sushma Datta, AD, NP, Dr. Manral, Consultant RCH and a team from MoHFW, New Delhi were present at this inauguration function. Samarpan team with the team head Mrs. Geeta Khanna was hosting this whole program at the call center office.

4 counselors are mainly responsible to respond the adolescent callers about there queries on the important aspects like reproductive health and career etc. These tele callers will not only respond to the queries raised by the callers but also send the regular SMS through a preconfigured messaging server on various other aspects of needs while growing up.

Although it is too early to make any statement on the performance of the call center but from the last 10 days they have received average 12 calls a day. IEC for this call center is being done by the road holdings and FM radio. The calls which are received so far are mainly regarding reproductive health and about the normal changes which happens in teen age.