

## What to expect when you call us?

- Professional Counselling Services
- No busy tone or IVR during working hours
- A reply to every email, tweet or Facebook message within 24 - 48 hours
- Complete anonymity – No need to mention your name and identifying details, no audio recording, number identification
- Patient listening – Speak as long as you wish to
- Non-judgmental support – Talk about anything you want to
- Respect for diversity – Each counsellor is sensitized to issues faced by marginalized communities

**iCALL**

**022-25521111**

**MONDAY to SATURDAY**

**08:00 AM - 10:00 PM**

**icall@tiss.edu**

**www.facebook.com/helplineicall**

**@iCALLhelpline**

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School of Human Ecology  
Tata Institute of Social Sciences

## Our History

The Tata Institute of Social Sciences, Mumbai (TISS) was established in 1936 as a pioneering college of social work.

TISS has always played a pioneering role in the area of social justice and social change.

The institute has continually responded to changing social realities through the various teaching programs and the field action projects that have been initiated over the last 75 years.

These field action projects have addressed psychosocial needs of individuals across various groups and have adopted multi-pronged intervention strategies in relatively lesser explored terrains.

## About iCALL - The Psychosocial Helpline

The problem of mental health in India is compounded by the scarcity of mental health services and paucity of trained and supervised professionals. These have been fundamental barriers in the progress of the spread of mental health services in India. One of the non-traditional forms of providing mental health support is helpline counselling. Helpline counselling is extremely helpful in overcoming barriers of distance.

With the advent of modern technology and connectivity, accessing helpline services has become comparatively easier. Telephone helplines often function as support lines or emotional first aids.

Helpline counselling has the advantage of providing immediate, accessible, anonymous and confidential support/help. They also serve as excellent information and referral services whereby individuals can be connected to knowledge and service resources.

iCALL, therefore aims to provide high quality telephone counseling and internet-based support services which will significantly improve mental health and wellbeing of individuals and the community.

iCALL, the telephone helpline of TISS, has been developed to provide psycho-social counselling and emotional support to those in need.