



ankahee

Ankahee, a heartfelt initiative born from the compassion and dedication of former volunteers of Samaritans Mumbai and our beloved mentor Manohar.

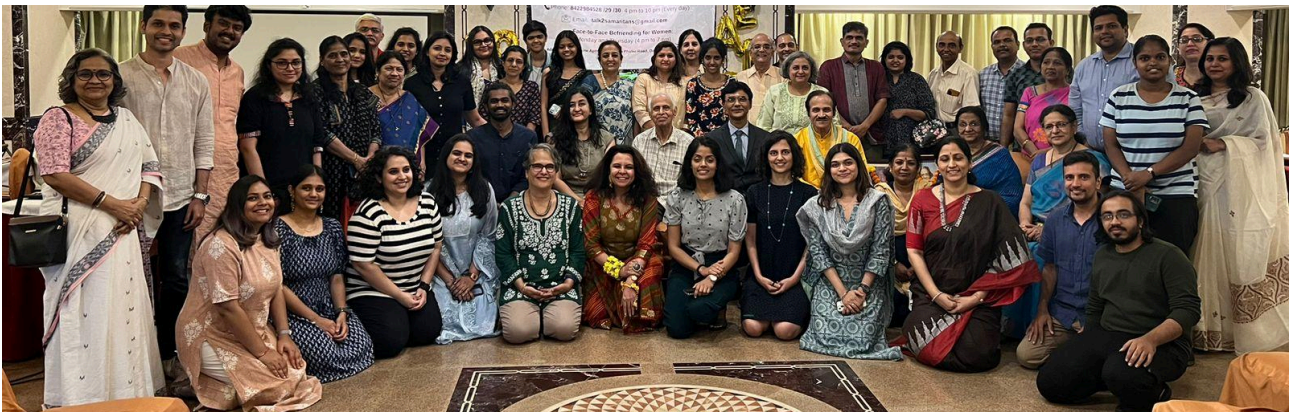
ANNUAL REPORT (2024 – 2025)

“We may have changed our name, but not our heart.”

86-554 86-966

4 PM – 10 PM · Every Day · Emotional Support · Always Free

hello@ankaheehelpline.org



ABOUT ANKAHEE

Emotional Support · Suicide Prevention · Since 2024

Ankahee, meaning “the unsaid,” is a volunteer-run emotional support and suicide prevention helpline, launched on 10 September 2024, World Suicide Prevention Day. Born from the compassion and dedication of former volunteers of Samaritans Mumbai, along with the guidance of our mentor Manohar, Ankahee carries forward a 30-year legacy of care and listening.

When Samaritans Mumbai closed after three decades of service, its spirit did not end—it evolved into Ankahee. Today, a community of 75+ volunteers from across India and beyond come together, offering their time and empathy so that no one has to carry their pain alone.

2024

Year Founded

75+

Volunteers

12

Indian Cities

Free

Always & Forever

How Ankahee Supports Individuals & Communities

Service	Details
Helpline Service	Anonymous, non-judgemental emotional support via calls
Email Support	Emotional support via email (Hello@ankaheehelpline.org)
Trainings	6–7 day volunteer training for emotional support
Outreach and Awareness	Mental health and Suicide prevention programs for awareness & education

Contact	Details
Phone	86-554 86-966
Hours	4 PM – 10 PM, every day of the week
Email	hello@ankaheehelpline.org
Languages	English, Hindi, Marathi — plus more via our multilingual volunteers
Reach	Pan-India: 80–90% of calls in English & Hindi; callers from all states

“The creation of Ankahee has happened with love, passion, and volunteer collaboration. Everything—training, branding, outreach—was volunteer-driven.”

— Ankahee Volunteer

CO-FOUNDERS' ADDRESSES

A year of growth, gratitude and resolve

From Sunitha Ramachandran



We launched Ankahee Helpline on September 10, 2024 — World Suicide Prevention Day. Ankahee is completely run by volunteers: people of different ages, backgrounds, occupations and languages, spread across India. We promise English and Hindi as our primary mediums, and Marathi because we are based in Mumbai. Broadly 80–90% of our calls are in English and Hindi, and we have callers calling in from across the country.

When we launched, I was a bit apprehensive — Ankahee was a new name, even though the helpline had existed as Samaritans Mumbai for 30 years. Some volunteers had been with Samaritans for up to 15 years. Our challenges in the first year were to keep us afloat, to be available 4 PM to 10 PM every single day without fail, and to ensure volunteers transitioned smoothly. They did — and it was remarkable.

The next challenge was visibility. We worked hard getting listed on Google, TLLLF, Befrienders Worldwide and Find a Helpline. Our social media team did brilliant work building posts that carry the Ankahee name. One reel alone reached 198K views.

We also had to raise funds. Starting with one private donor, we have since received support from friends, family and even strangers — which has been truly encouraging.

With hope and confidence: we are here to stay. We will expand to midnight hours in 2026. Our services will always be free. A heartfelt thanks to every volunteer who gives their time and passion. We will rise. We will do more. We will help India have fewer deaths by suicide.

“Ankahee offers a safe space for you, with respect and care”

— Sunitha Ramachandran

Warm regards,

Sunitha Ramachandran

Co-Founder & Director, Ankahee Helpline

From Sachin Chitambaran



It was Manohar’s dream. When we had to move away from Samaritans Mumbai and start something of our own, he saw it not as a loss but as an opportunity to dream bigger — to build something that could go beyond the hours we had been working within, that could one day be a recognised and reliable service across the country. A place where anyone in their darkest moments would know, with certainty, that they will be heard.

That dream is what we carry with us every single day at Ankahee. This past year, we carried it further. We ran 3 training cohorts, welcomed approximately 20 new volunteers, and completed 7 outreach programmes between September and November — reaching over 350 people across colleges, schools, corporates and community spaces.

None of it happens without our volunteers. This work asks you to show up fully, again and again, for people you have never met, in their most vulnerable moments. You do it with so much care and heart. Thank you, from the bottom of mine.

Manohar’s deepest belief was in volunteering itself. Giving back was not a side note for him — it was the whole point. Suicide prevention was, for him, the most urgent and human expression of that belief. We honour him best by continuing to ask: what more can we do? How can we do it better?

To our donors, partners and wellwishers — your support has not just kept us going. It has given us confidence to look ahead. Our long-term vision is a full suicide prevention centre: not just a phone service, but face-to-face support and integrated care. The need is there. We see it every day. We intend to meet it.

“Ankahee means the unsaid. There are still so many people out there carrying something they have not been able to say to anyone. Our hope, our work and our promise is simply this: when they are ready to say it, we will be here.”

— Sachin Chitambaran

With gratitude and resolve,

Sachin Chitambaran

Co-Founder & Director of Training, Ankahee Helpline

From Mrunalini



The transition from Samaritans Mumbai to Ankahee was painful without the warm supportive presence of our dear Manohar sir.

He was at the helm, captain of the ship and he stirred it tirelessly at a time when there were few like him at Sams, as we called ourselves. He was the captain and the anchor at the same time. I vividly recall my first meeting with him nearly 13 years ago. There were few volunteers and I was privileged to closely observe his methods. His enthusiasm was boundless and ever inspiring. He made every volunteer new or old feel special and privileged.

In 2023 shortly after we celebrated the 30th Anniversary of Samaritans Mumbai, our dear Manohar Sir passed away, succumbing to cancer. It was a huge irreparable loss. He had been our Bhishma Pitamaha, and we were lulled into thinking he would be around forever. But we later realised that for some time he had begun discussing the future of our befriending movement and that it was time to have a more professionally managed organisation with the shared vision to have a world where fewer people die by suicide.

So cut to 2024, with much brainstorming and endless meetings, Ankahee Foundation was established. It is a section 8 company with 2 Directors and a bunch of committed volunteers who have helped in keeping the banner flying. Even though we have been in the mental health space for 30 odd years with Samaritans Mumbai, it wasn't an easy task retaining a robust, committed team of volunteers, it requires constant vigilance to ensure the helpline remains active every single day, for the promised Befriending to continue unabated. And now we can proudly state that what seemed challenging was overcome and has borne fruit. The relentless emphasis on training and outreach, has ensured that our befriending has reached a sizable population in just 15 months after the inception of Ankahee.

On 10th September this year, i.e. on World Suicide prevention Day, we completed a year of Email befriending and on 1 October, Ankahee Phone Helpline completed one fruitful year. With Sachin and Sunitha, at the helm, and the core team supported by a bunch of enthusiastic volunteers, ANKAHEE is on a roll.

***“Empathy... unwavering in purpose and aim
A new name arose, yet the spirit stayed the same;
Active listening and emotional support remain state of art.
Ankahee Helpline grew from Samaritans Mumbai’s heart”***

— Mrunalini

Mrunalini
Senior Volunteer
Ankahee Helpline

HELPLINE AT A GLANCE

October 2024 - September 2025

5,012

Total Befriending Occasions

3,840

Phone Calls Answered

269

Email Conversations

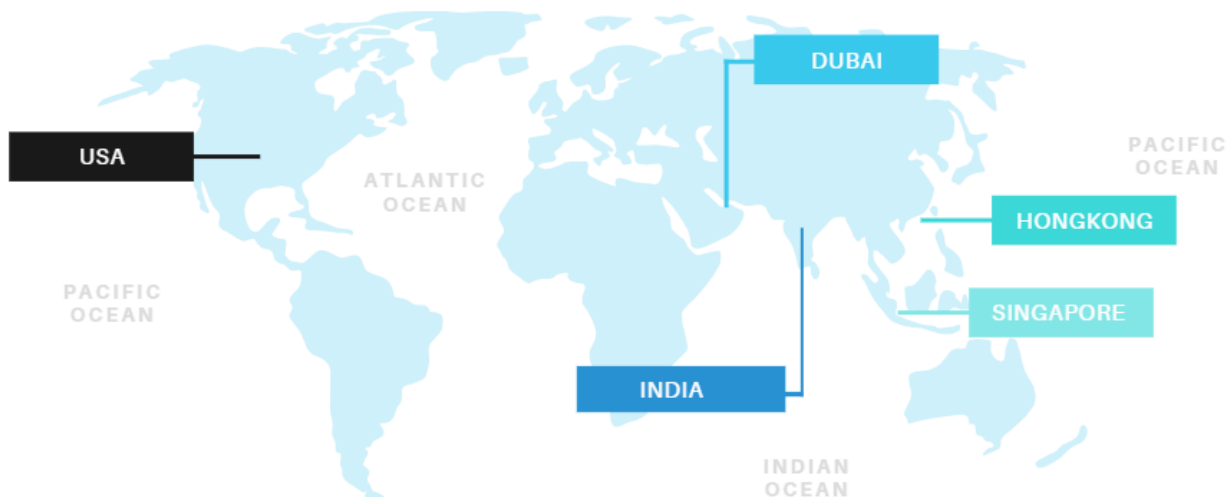
30+

New Volunteers Trained

Monthly Call Volume (October 2024 - September 2025)

Period	Timeframe	Total Calls	Volunteer-Logged Calls	Monthly Trend
Start-up Phase	Oct–Dec 2024	765	381	Oct: 124 Nov: 119 Dec: 138
Full-Year Operations	Jan–Dec 2025	3075	1,539	Typical range: 114–151 Peak: Feb (160) High: Jul (151) Decline: Nov (104), Dec (76)

The helpline handled 765 calls in its initial quarter (Oct–Dec 2024), rising to 3,075 calls in 2025, with steady monthly volumes through most of the year, peaks in February (160) and July (151), and a decline toward year-end (104 in November, 76 in December), indicating overall growth followed by late-year tapering.



Our helpline operates pan-India, with callers reaching out from across the country. Our volunteers are based in 12 Indian cities—Mumbai, Nagpur, Bangalore, Indore, Jabalpur, Pune, Madanapalle, Ratnagiri, Ahmedabad, Vapi, Delhi, and Amritsar—as well as internationally in the USA, Dubai, Hong Kong, and Singapore.

CALLER DATA & INSIGHTS

October 2024 - December 2025

Types of Calls Received (2024–2025)

Period	Timeframe	Befriending Calls	Silent / <1 min Calls
Start-up Phase	Oct–Dec 2024	82%	11%
Full-Year Operations	Jan–Dec 2025	83%	11%

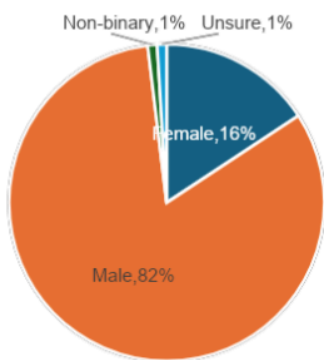
Befriending calls consistently dominated across both periods (82% in 2024, 83% in 2025), with silent calls stable at 11%, and only a small share of other call types in 2025 (SDC 4%, unsure 1%, inquiry 1%).

Gender of Callers (2024–2025)

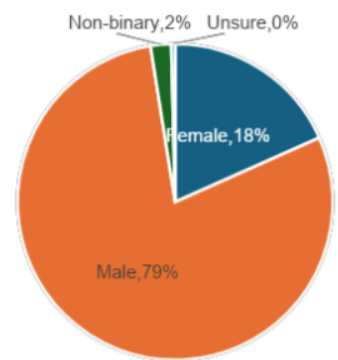
Period	Timeframe	Male Callers	Female Callers
Start-up Phase	Oct–Dec 2024	82%	16%
Full-Year Operations	Jan–Dec 2025	79%	18%

Male callers formed the clear majority across both periods (82% in 2024, 79% in 2025), with female callers representing a smaller but slightly increasing share (16% → 18%).

2024 - Gender of caller



2025 - Gender of caller



Age of Callers (2024–2025)

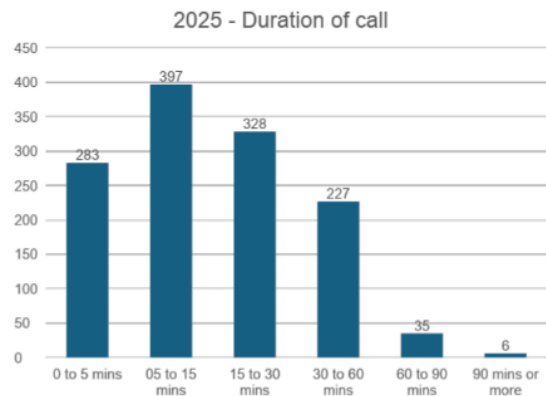
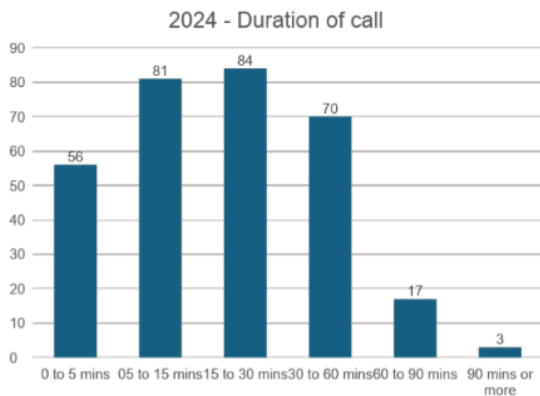
Period	Timeframe	Under 18	18–30	31–45	46–60	60+	Don't Know
Start-up Phase	Oct–Dec 2024	7	162	39	23	13	67
Full-Year Operations	Jan–Dec 2025	38	537	160	117	24	400

Callers aged **18–30** formed the largest group in both periods (**162 in 2024; 537 in 2025**), followed by **31–45** (39 → 160) and **46–60** (23 → 117), with a substantial number of ages recorded as “don’t know” (67 → 400).

Duration of Calls (2024–2025)

Period	Timeframe	5–15 min	15–30 min	30–60 min	>60 min
Start-up Phase	Oct–Dec 2024	—	Highest (within 5–30 range)	Common	Uncommon
Full-Year Operations	Jan–Dec 2025	Highest	High	Moderate	Uncommon

Call durations were consistently concentrated in the **5–60 minute range**, with the highest share in **5–30 minutes (especially 5–15 minutes in 2025)**, while calls over 60 minutes remained uncommon.



Language of Calls (2024–2025)

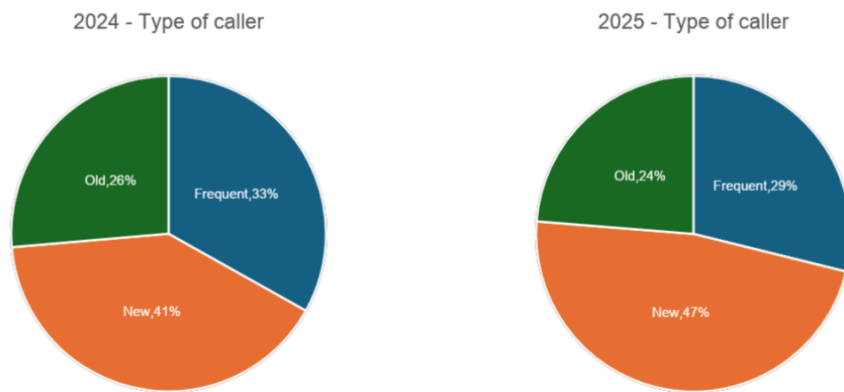
Period	Timeframe	English	Hindi	Hinglish
Start-up Phase	Oct–Dec 2024	175	112	19
Full-Year Operations	Jan–Dec 2025	615	514	132

Calls were predominantly in **English and Hindi across both periods** (2024: 175 & 112; 2025: 615 & 514), with **Hinglish increasing from 19 to 132 calls**, indicating growing mixed-language use.

Type of Caller (2024–2025)

Period	Timeframe	New Callers	Frequent Callers	Old Callers
Start-up Phase	Oct–Dec 2024	41%	33%	26%
Full-Year Operations	Jan–Dec 2025	47%	29%	24%

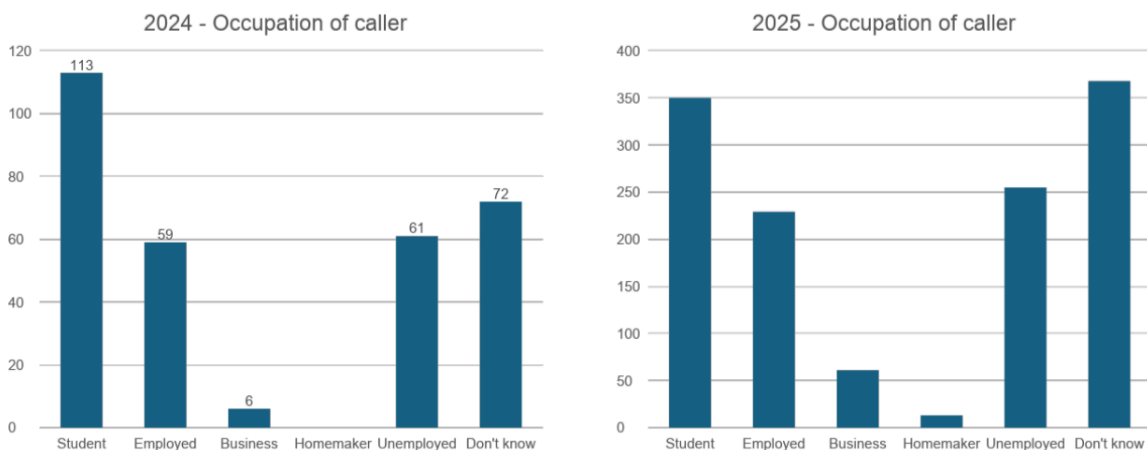
New callers formed the largest share in both periods (41% → 47%), while frequent (33% → 29%) and old callers (26% → 24%) declined slightly, indicating increased reach to first-time users alongside a stable returning base.



Occupation of Caller (2024–2025)

Period	Timeframe	Students	Employed	Unemployed	Don't Know
Start-up Phase	Oct–Dec 2024	Highest	Common	Common	Large share
Full-Year Operations	Jan–Dec 2025	Highest	Common	Common	Large share

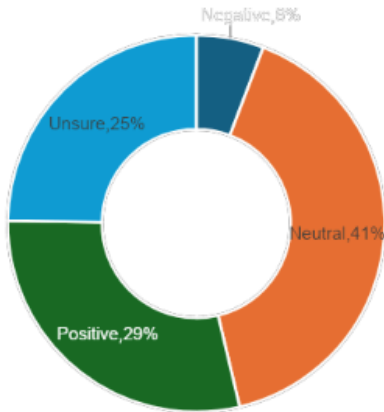
Students remained the largest caller group across both periods, followed by employed and unemployed callers, with a **substantial but unquantified share recorded as “don’t know”** in both years.



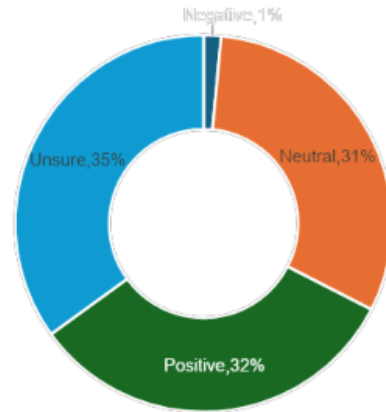
Tone at End of Call (2024–2025)

Period	Timeframe	Positive	Neutral	Negative	Unsure
Start-up Phase	Oct–Dec 2024	29%	40%	6%	25%
Full-Year Operations	Jan–Dec 2025	32%	31%	2%	35%

2024 - Tone of end of call



2025 - Tone of end of call

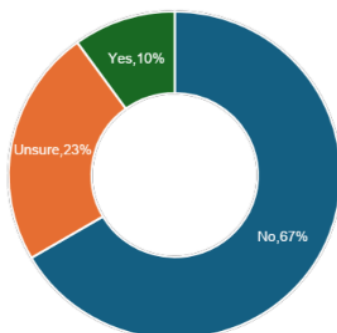


Caller Self-Harm (2024–2025)

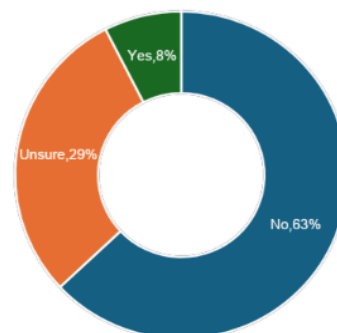
Period	Timeframe	No	Yes	Unsure
Start-up Phase	Oct–Dec 2024	67%	10%	23%
Full-Year Operations	Jan–Dec 2025	63%	8%	29%

Self-harm was reported in a small minority of calls across both periods (**10% in 2024, 8% in 2025**), with most callers reporting no self-harm (**67% → 63%**) and a notable share remaining unconfirmed (**23% → 29%**).

2024 - Caller self-harms?



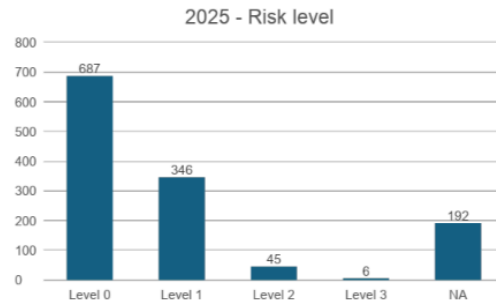
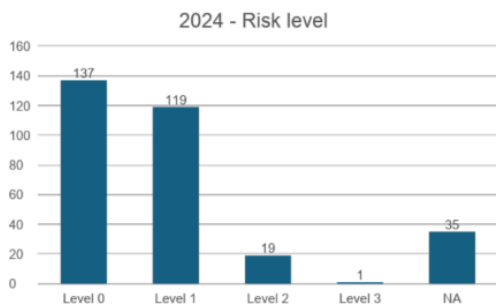
2025 - Caller self-harms?



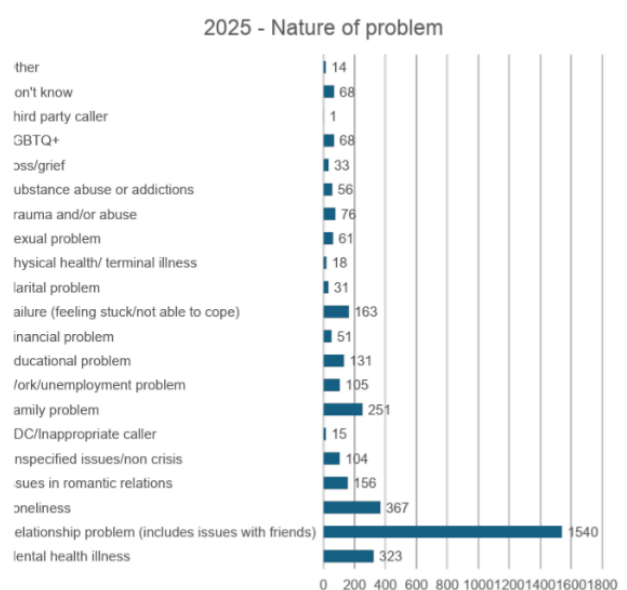
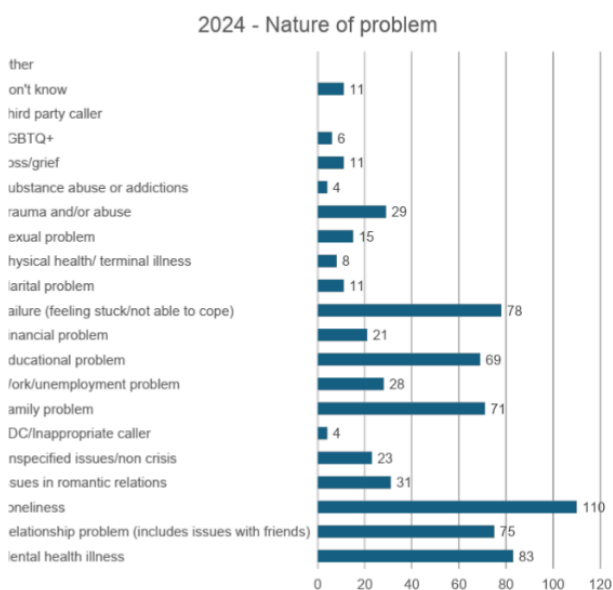
Risk Assessment & Risk Level (2024–2025)

Period	Timeframe	Level 0	Level 1	Level 2	Level 3	NA	Total
Start-up Phase	Oct–Dec 2024	137 (44.1%)	119 (38.3%)	19 (6.1%)	1 (0.3%)	35 (11.3%)	311
Full-Year Operations	Jan–Dec 2025	687 (53.9%)	346 (27.1%)	45 (3.5%)	6 (0.5%)	192 (15.0%)	1276

Lower risk levels (**Level 0–1**) accounted for the vast majority of calls (82% in 2024; 81% in 2025), while higher-risk cases remained very low (~6% → 4%) with NA increasing from 11% to 15%.



Nature of Problem (2024–2025)



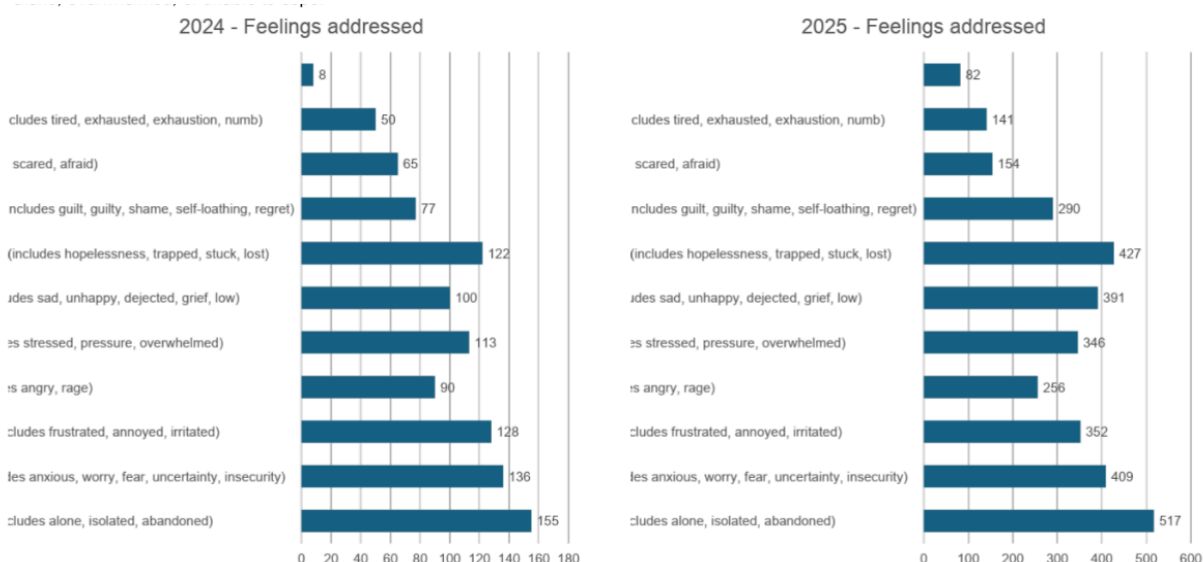
Category	2024 Count	2024 %	2025 Count	2025 %	Change (pp)	Trend
Relationship problems	75	10.8%	1540	42.4%	+31.6	▲ Huge increase
Loneliness	110	15.9%	367	10.1%	-5.8	▼ Relative decline
Mental health illness	83	12.0%	323	8.9%	-3.1	▼ Slight decline
Family problems	71	10.2%	251	6.9%	-3.3	▼ Decline
Failure (feeling stuck)	78	11.2%	163	4.5%	-6.7	▼ Sharp decline
Romantic issues	31	4.5%	156	4.3%	-0.2	▬ Stable
Educational problems	69	9.9%	131	3.6%	-6.3	▼ Sharp decline
Work/unemployment	28	4.0%	105	2.9%	-1.1	▼ Slight decline
Unspecified/non-crisis	23	3.3%	104	2.9%	-0.4	▬ Stable
Trauma/abuse	29	4.2%	76	2.1%	-2.1	▼ Decline
Financial problems	21	3.0%	51	1.4%	-1.6	▼ Decline
Sexual problems	15	2.2%	61	1.7%	-0.5	▬ Slight decline
Substance abuse	4	0.6%	56	1.5%	+0.9	▲ Increase
LGBTQ+	6	0.9%	68	1.9%	+1.0	▲ Increase
Loss/grief	11	1.6%	33	0.9%	-0.7	▼ Decline
Marital problems	11	1.6%	31	0.9%	-0.7	▼ Decline
Physical health/Terminal Illness	8	1.2%	18	0.5%	-0.7	▼ Decline
Other	0	~0%	14	0.4%	+0.4	▲ Increase
Don't know	11	1.6%	68	1.9%	+0.3	▲ Slight Increase
DC/inappropriate	4	0.6%	15	0.4%	-0.2	▬ Stable

Category	2024 Count	2024 %	2025 Count	2025 %	Change (pp)	Trend
Third-party caller	~0	~0%	1	~0%	~0	— No change

Year-on-Year Shift in Case Distribution (2024–2025) — Simplified

- **Relationship problems:** grew from about 1 in 10 to 4 in 10 cases, becoming the dominant issue.
- **Loneliness:** dropped from about 1 in 6 to 1 in 10 cases, still common but less central.
- **Mental health illness:** reduced slightly from about 1 in 8 to 1 in 11 cases.
- **Family problems:** declined from about 1 in 10 to 1 in 14 cases.
- **Failure (feeling stuck):** fell sharply from about 1 in 9 to 1 in 22 cases.
- **Romantic issues:** remained stable at around 1 in 23 cases.
- **Educational problems:** dropped significantly from about 1 in 10 to 1 in 28 cases.
- **Work/unemployment:** decreased slightly from about 1 in 25 to 1 in 34 cases.
- **Unspecified/non-crisis:** stayed similar at around 1 in 30–35 cases.
- **Trauma/abuse:** reduced from about 1 in 24 to 1 in 48 cases.
- **Financial problems:** declined from about 1 in 33 to 1 in 71 cases.
- **Sexual problems:** slightly decreased from about 1 in 45 to 1 in 59 cases.
- **Substance abuse:** increased from about 1 in 150 to 1 in 67 cases.
- **LGBTQ+:** increased from about 1 in 100 to 1 in 50 cases.
- **Loss/grief:** declined from about 1 in 63 to 1 in 111 cases.
- **Marital problems:** declined from about 1 in 63 to 1 in 111 cases.
- **Physical health:** decreased from about 1 in 83 to 1 in 200 cases.
- **Other:** rose slightly from negligible to about 1 in 250 cases.
- **Don't know:** increased slightly from about 1 in 63 to 1 in 53 cases.
- **DC/inappropriate:** remained low, around 1 in 150–250 cases.
- **Third-party caller:** negligible in both years (almost zero).

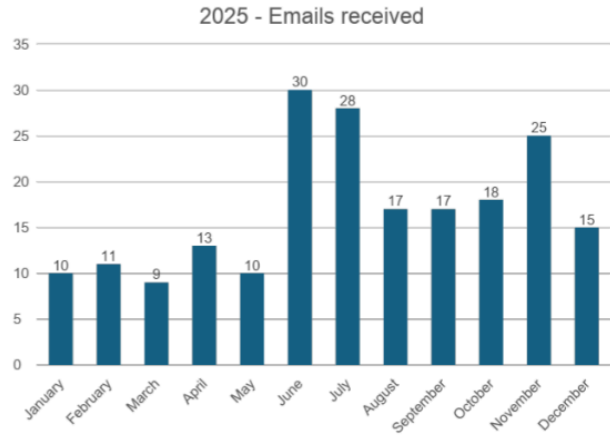
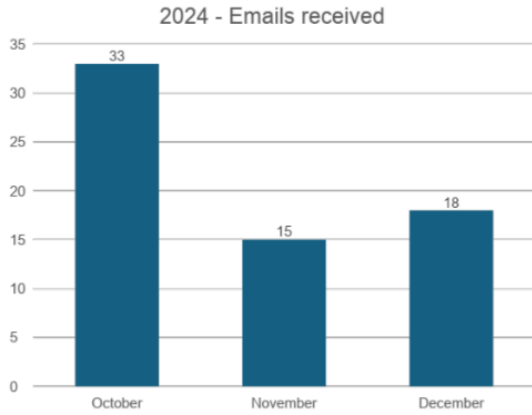
Feelings Addressed (2024–2025)



Across both 2024 (Oct–Dec) and 2025 (Jan–Dec), **loneliness consistently emerged as the most common feeling**, followed by **anxiety, helplessness, stress, frustration, and sadness**. In 2024, callers frequently expressed feeling **overwhelmed, stuck, or uncertain**, with a wide mix of emotions including anger. This pattern continued into 2025, indicating **sustained emotional strain**, where many callers reported feeling **alone, overwhelmed, and unable to cope**.

EMAIL ANALYSIS

October 2024 - December 2025 (269 emails)

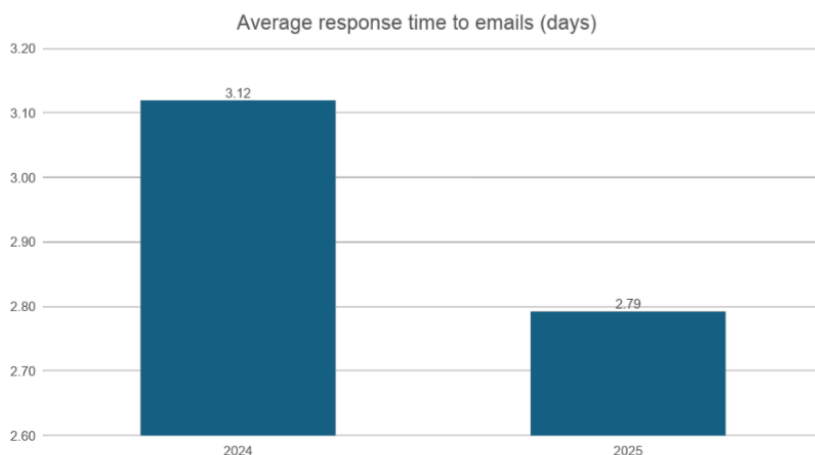


The email service saw **strong initial uptake in 2024**, receiving **66 emails within its first three months**, with **October alone accounting for half (33 emails)**, followed by **December (18)** and **November (15)**. This indicates immediate engagement from launch. In **2025, email usage became more consistent across the year**, with a **clear mid-year peak in June (30) and July (28)**. Although volumes declined after July, they **remained steady**, with a **notable rise again in November (25)**. Overall, the trend reflects a shift from **high early adoption to stable, sustained usage with periodic peaks**.

Response Time (2024–2025)

Year	Avg Response Time (Days)
2024	3.12
2025	2.79

The average email response time improved from **3.12 days in 2024 to 2.79 days in 2025**, making replies about **0.33 days faster (~10% quicker)**

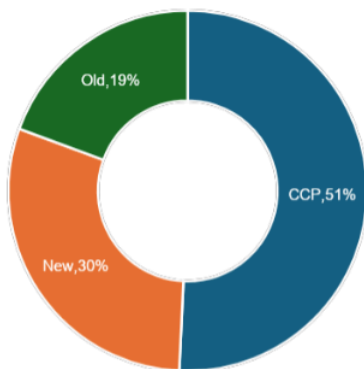


Emailer Type (2024–2025)

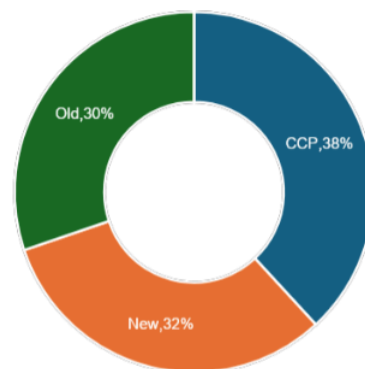
Type	2024 (%)	2025 (%)
CCP	51%	38%
New	30%	32%
Old	19%	30%

CCP emailers decreased from **51% to 38% (about 1 in 2 to 2 in 5)**, while returning users increased from **19% to 30% (about 1 in 5 to 1 in 3)**, making the overall distribution more balanced in 2025.

2024 - Emailer type



2025 - Emailer type

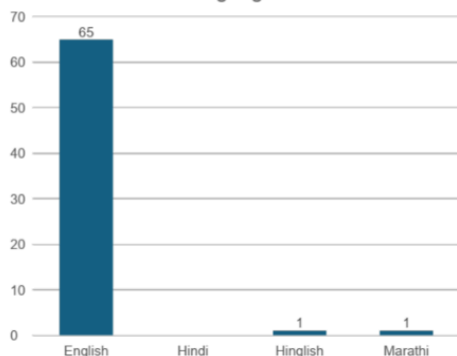


Language of Email (2024–2025)

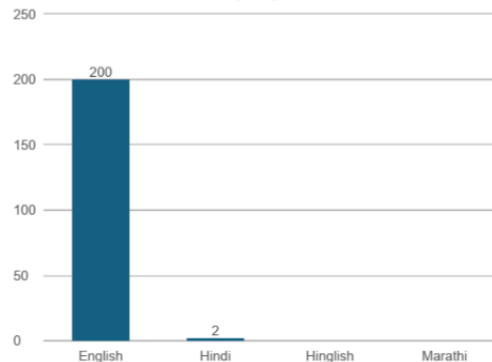
Language	2024	2025
English	Almost all	Vast majority
Hindi	Negligible	Very small share

Emails were **almost entirely in English in both years (near 100%)**, with only a **very small share in Hindi appearing in 2025**.

2024 - Language of email



2025 - Language of emails

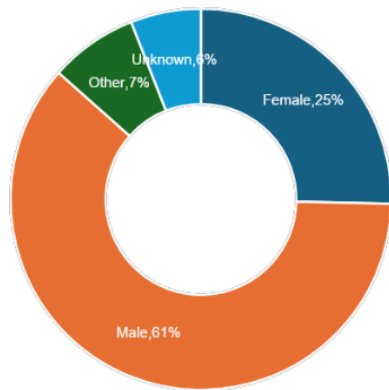


Gender (2024–2025)

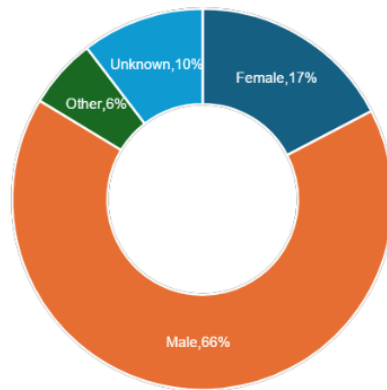
Gender	2024 (%)	2025 (%)
Men	61%	66%
Women	25%	17%

Male emailers remained the majority, increasing from **61% to 66%** (about 3 in 5 to 2 in 3), while female participation declined from **25% to 17%** (1 in 4 to about 1 in 6).

2024 - Gender of emailer



2025 - Gender of emailer

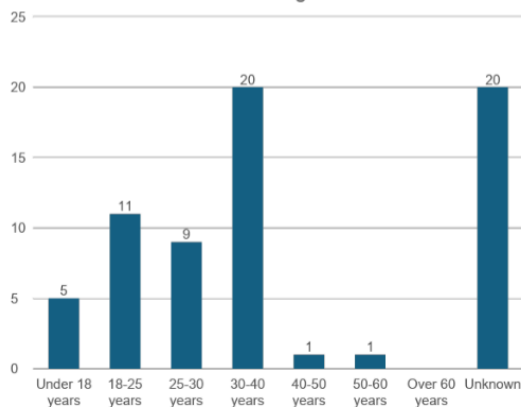


Age Group (2024–2025)

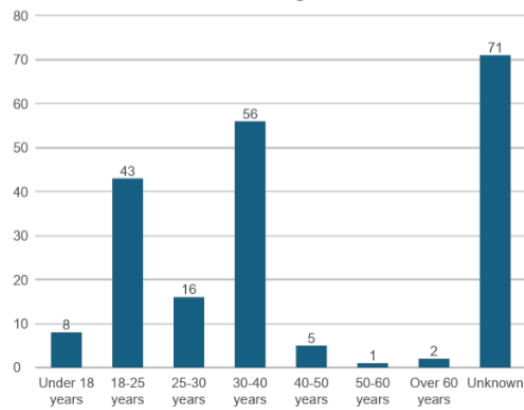
Age Group	2024	2025
30–40	Largest group	Largest group
18–25	Present	Second largest
<18	Present	Present

Emailers aged **30–40** remained the largest group in both years, with **18–25** emerging as the **second-largest in 2025**, showing continued use by both young adults and people in their thirties.

2024 - Age



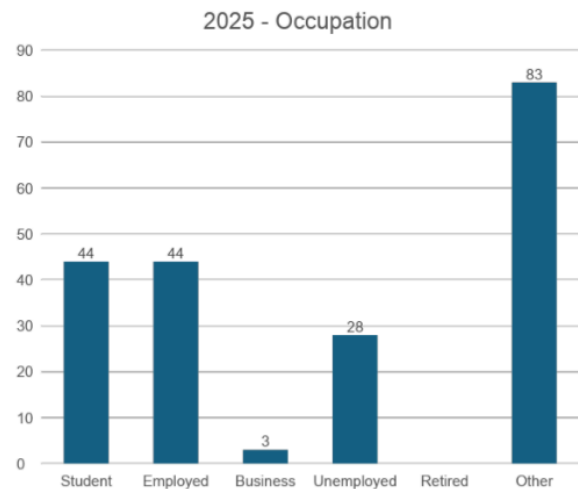
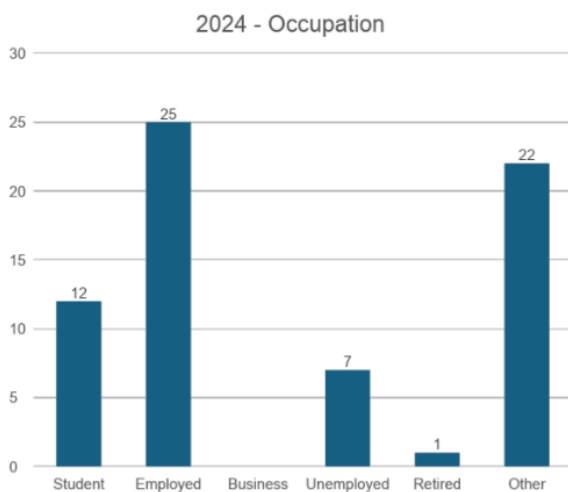
2025 - Age



Occupation Status (2024–2025)

Category	2024	2025
Employed	Highest	High
Students	Second	High
Unemployed	Smaller share	Notable presence

Employed emailers remained the largest group in both years, with students next, while unemployed users increased from a smaller share in 2024 to a more noticeable presence in 2025.

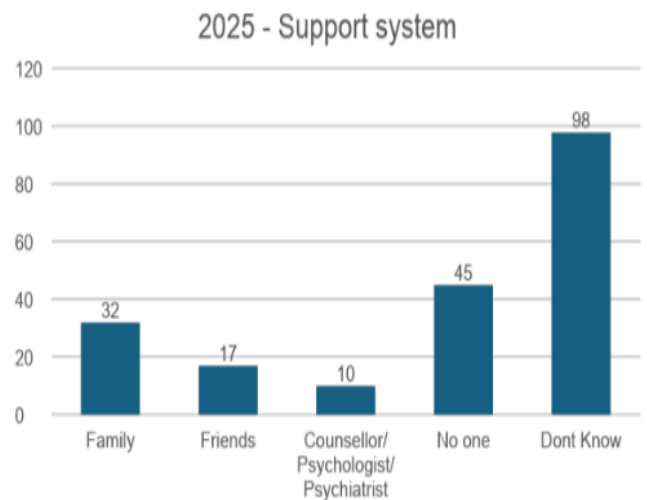
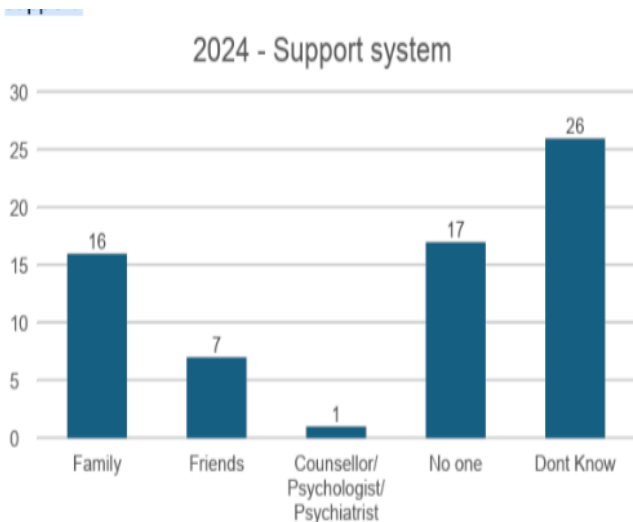


Support System (2024–2025)

2024: Family ~24%, Friends ~10%, Professional support ~1%, No one ~25%, Don't know ~39%

2025: Family ~16%, Friends ~8%, Professional support ~5%, No one ~22%, Don't know ~49%

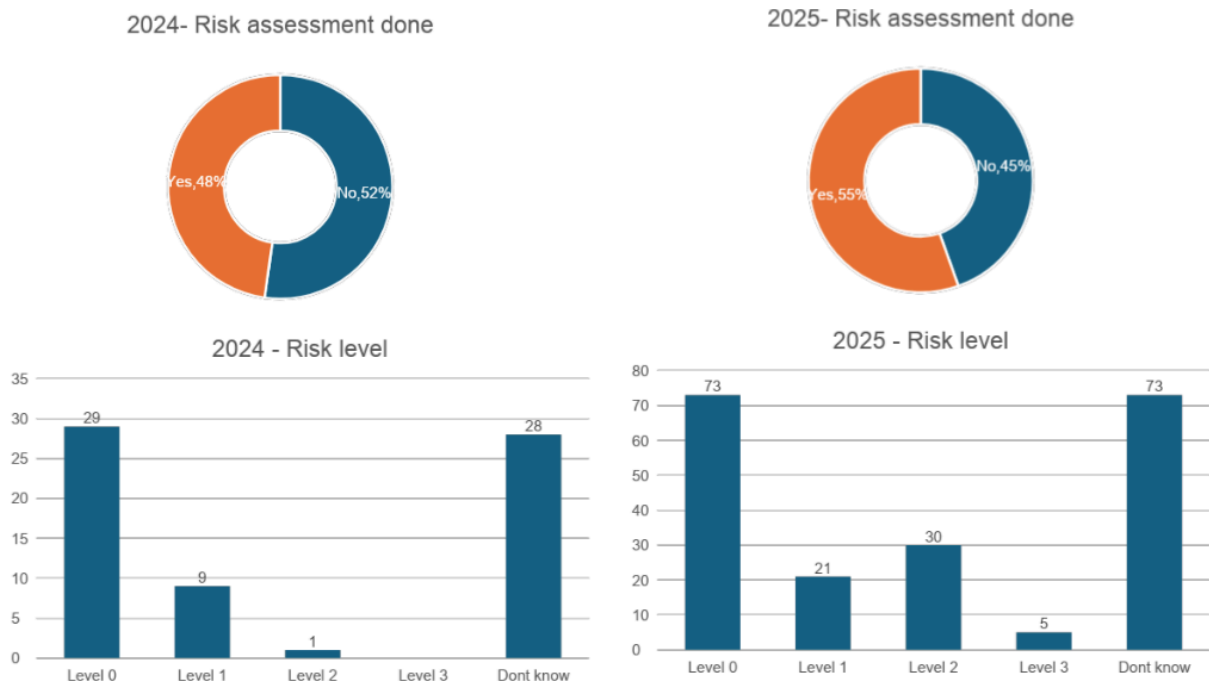
Family remained the most common support system in both years, followed by “no one” as the second-largest group, with friends less common and professional support increasing slightly but still a small share.



Risk Assessment and Risk Level (2024–2025)

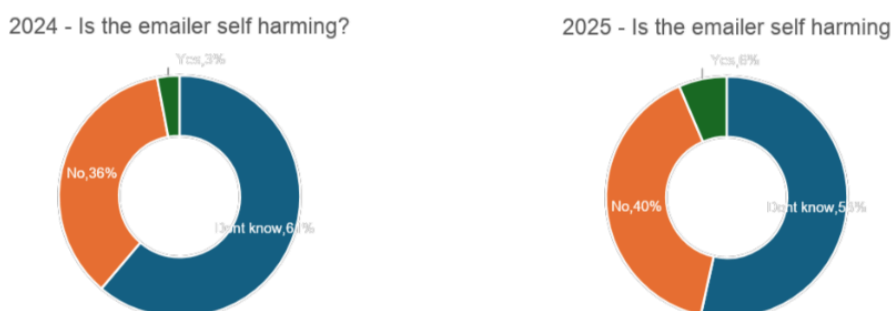
Risk Level	2024 Count	2024 %	2025 Count	2025 %
Level 0	29	43.3%	73	36.1%
Level 1	9	13.4%	21	10.4%
Level 2	1	1.5%	30	14.9%
Level 3	0	0%	5	2.5%
Don't know	28	41.8%	73	36.1%
Total	67	100%	202	100%

Risk assessments increased from **48% to 55%** (about 1 in 2 to more than 1 in 2), with **Level 0 remaining the majority** and other risk levels forming a smaller share in both years.



Self Harm Reporting (2024–2025)

Self-harm cases increased slightly from **3% to 6%** (about 1 in 33 to 1 in 17), but remained a **small minority**, while the majority of emails continued to report no self-harm.



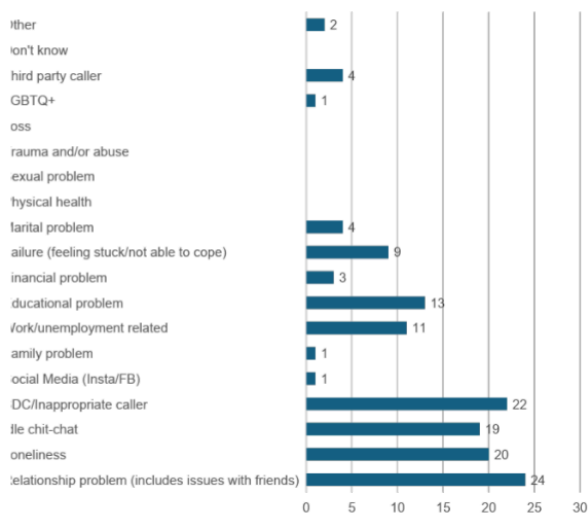
Nature of Problem (2024–2025)

2024 (Oct to Dec): In 2024, the most common concerns raised over email related to **relationship problems and loneliness**, alongside a notable number of emails categorised as idle chit-chat and SDC or inappropriate use. Work, education, and feeling stuck also appeared regularly. Overall, the email channel captured a mix of support-seeking concerns and a smaller cluster of messages that were not aligned to the helpline’s core purpose.

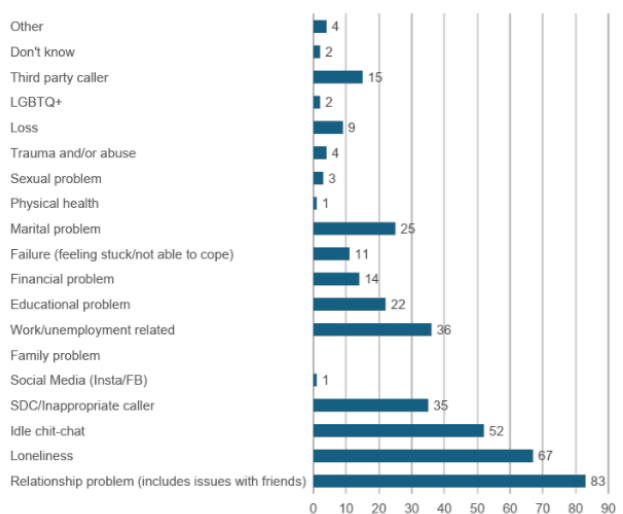
2025 (Jan to Dec): In 2025, **relationship problems and loneliness** again featured strongly in emails, alongside idle chit-chat and SDC or inappropriate use. Work or unemployment and education-related concerns were also common. Overall, the patterns suggest that email continued to be used both for emotional support and for non-support interactions, with relationship and loneliness concerns remaining central among the support-related emails.

Top 3 Increase (by share change) 2024 to 2025		Top 3 Decrease (by share change) 2024 to 2025	
Category	Change (pp)	Category	Change (pp)
Marital problems	+2.6 pp	SDC / Inappropriate	-8.6 pp
Financial problems	+0.9 pp	Educational problems	-4.8 pp
Relationship problems	+0.6 pp	Failure / Feeling stuck	-4.2 pp

2024 - Nature of problem



2025 - Nature of problem



OUTREACH ACTIVITIES

Sep–Nov 2024 · 7 Programmes · 350+ People Reached

15+

Outreach Programmes

400+

People Reached

5

Cities

4

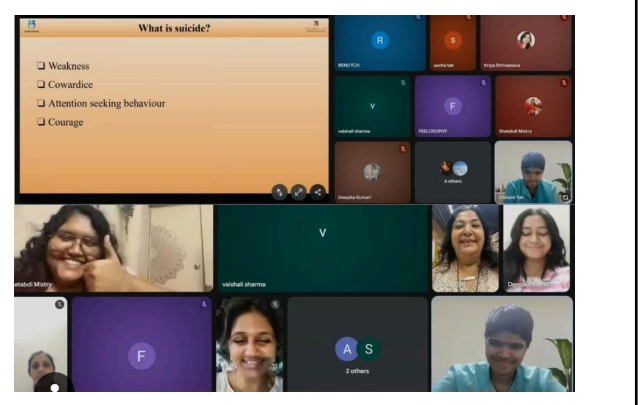
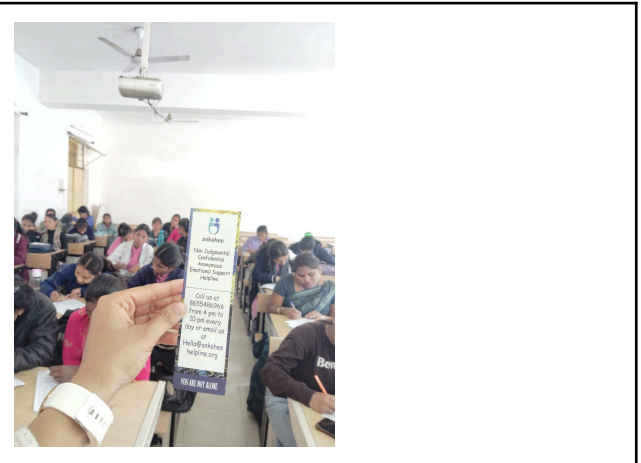
Training Cohorts

Session Log: September 2024 – Dec 2025

Date	Venue	Facilitator	Topic / Focus
9 Sep 2024	NMIMS College	Sachin	Risk factors, safety planning, suicide prevention strategies
10 Sep 2024 (Online)	The Connect Hut Panel	Sachin & Sunitha	Role of helplines in suicide prevention
15 Sep 2024	Godrej Trees Society	Sachin	Recognising triggers, asking directly, building support
16 Sep 2024	Ambassador School, Dubai	Sachin	"Creating Safe Spaces" — mental health continuum, crisis response
16 Oct 2024	L. S. Raheja College	Kamayani	Gender and Mental Health — Exploring the Intersections
20 Oct 2024	JOY Avenue Event	Kavita, Mrunalini, Kamayani	Ankahee stall — 100+ visitors; connections with traffic cops, bus conductors, colleges
23 Nov (Online)	Pukar Foundation Webinar	Sunitha	Guide to Emotional Support: How to listen, understand and support
31st Oct - 2nd Nov 2025	Befrienders Initiative Conference, Kerala	Ankahee Team	Attended BI Conference at Kozhikode Kerala
10 Sep 2025	LS Rahega College Mumbai	Kamayani	Suicide Prevention Day
10 Sep 2025 (Hybrid)	De addiction Centre Jabalpur	Kamayani and Samridhi	Suicide Prevention Day
10 Sep 2025	MKB College Jabalpur	Samridhi	Suicide Prevention Day
10 Sep 2025	Central Jail Jabalpur	Samridhi	Suicide Prevention Day
11 Sep 2025 (Online)	Feelsosophy Community	Dishank	Suicide Prevention Awareness for Youth
18 Sep 2025	Social Science Department, GNDU	Kamayani	Decoding Mental Health Session
6 Dec 2025	Laxmi Narayan Yadav Higher Secondary School	Samridhi	Mental Health and Addiction Awareness Session for 60+ students from 9th to 11th grade.
5-26 Dec 2025	MKB College Jabalpur	Samridhi	Suicide Prevention training reaching 100+ students

Date	Induction Trainings	Facilitator	Topic / Focus
Nov 2024 April and Sept 2025	Online Volunteer Training	Sachin and Induction Team	Trained 30+ New Volunteers to join the helpline.
2 March 2024	Online Email Volunteer Training	Email Team	Onboarded 2 new volunteer post email emotional support training

प्रतिभांगण आयोजित
विशेष व्यक्ती व दिव्यांगांच्या संभ्रमाचा व पुनर्तन्नात्मक आधारातित
काही तरी विराह
विषय : भावनिक आधाराचे महत्त्व
मृणालिनी ओक
(अनेकही जन्मदायक जीवन आणि धार्मिक अडथळे शोधण्याच्या सफरीत)
यांची मुलाखत
संकल्पना व संवादक
लेखिका **सुधा हुजूरबाजार-तुंबे**
मंगळवार, १५ जुलै २०२४, सायंकाळी ६ वा.
स्थळ : अंकाही - प्रतिभांगण, केन रोड, मरुवा हेरिटेजसोम, वॉटरटॉप, वाटे (प.) (वाटे प. रेल्वे स्थानकावाटे वस इन्फोक २११, मजत रक्षिताना अरुनन पुढे डावीकडे)
कार्यक्रमाचा उद्देश्य राहणे ही विनी.
आपले - सुलेख शिवालयसुरत, विधान, अंकाही
धरती धारण, कार्यक्रम संयोजक
अंकाही मी, कार्यक्रम समन्वयक
समाहित आमसभेसमवेत कृपया आमच्या उचलितिवरुन ९२२३३६६८८० पर कळवावे



#Wellness Dialogues
GUIDE TO EMOTIONAL SUPPORT
How to listen, understand and support

DATE
23.11.2024

TIME
11 AM - 12 PM

Sunitha Ramachandran
Co-Founder, Director,
Ankahee

ENTRY FREE
REGISTER NOW

Free Helpline 96638 96669
@pukar_foundation
www.pukarfoundation.org



News Article





mrunalini_oka

लोकसत्ता
दिनांक | **loksattalive**

“एकटेपणातून आलेलं नैराश्य, अनेकदा आत्महत्यासारखा टोकाचा निर्णय घेण्यास कारणीभूत ठरतं. आत्महत्येविषयी चर्चा करणं टाळलं जातं, कारण ती घटना अतिशय धक्कादायक आणि अस्वस्थ करणारी असते. या घटनांमध्ये भीतीची भावना असल्यामुळे या घटनांबाबत बोलण्यास लोकं टाळाटाळ करतात. टाळून प्रश्न सुटणार नाहीत, पण ते शेअर केल्याने कदाचित पर्यायी मार्ग दिसू शकतील.”

— मृणालिनी ओक

लेखिका 'अनकाही' हेल्पलाइनच्या स्वयंसेविका आहेत

Spotlight: Ankahee × MANAV Foundation — Arthur Road Jail

<h1>51</h1> <p>Visits (May–Dec 2024)</p>	<h1>500+</h1> <p>Inmates Engaged</p>	<h1>13 hrs</h1> <p>per month per volunteer within the prison</p>	<h1>70%</h1> <p>Reduction in Psych. Medications</p>
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Expansion of MANAV Foundation and Ankahee Helpline Jail Project Following a Successful Pilot

The MANAV Foundation and Ankahee Helpline, launched its jail mental health pilot in 2024 at Arthur Road Prison. The programme demonstrated clear value through consistent engagement, with over 50 visits conducted and support extended to more than 500 inmates. Building on the strong response, visible impact, and appreciation from both inmates and authorities, the initiative has now been expanded to include Byculla Women’s Prison—marking a scale-up driven by demonstrated need and effectiveness.

During the pilot, 5 out of 12 barracks were covered, establishing a strong operational foundation. On average, 3 trained volunteers conducted each visit, collectively contributing around 13–14 hours per month per volunteer within the prison. Sessions were structured with dedicated facilitation, including one volunteer leading group activities to ensure engagement and continuity. All volunteers underwent a formal onboarding process, including police verification, ensuring compliance and smooth coordination with prison authorities.

Notably, the pilot also indicated a **70% reduction in reliance on psychiatric medication**, highlighting the impact of consistent emotional support, structured engagement, and compassionate listening.

Monthly Number Of inmates Covered							
Descriptions	May - Jul24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total
Number of Inmates at start of session	224	120	108	155	133	73	813
Number of inmates by end of session	202	112	96	130	116	61	717
Register Count	369	186	134	213	228	106	1236
Monthly 1to1s & Volunteer count							
Descriptions	May - Jul24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total
Volunteers for the day (Average)	2	3	3	3	3	3	16
1 to 1's for the Month	44	12	7	44	55	36	198
Monthly Man hours Invested Per Volunteers & Total							
Descriptions	May - Jul24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Total
Hours invested per person	8	17.5	12	16	12	14	79.5
Total Man hours invested	16	48.5	30	44	36	20	194.5

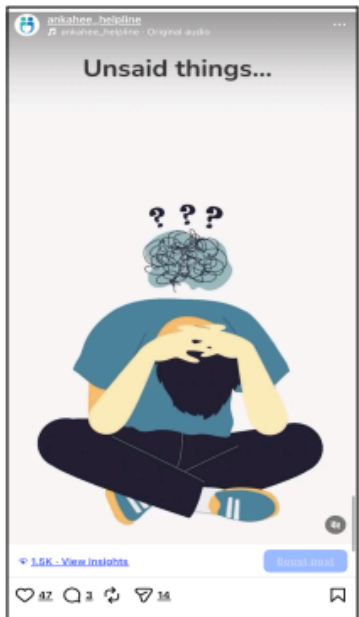

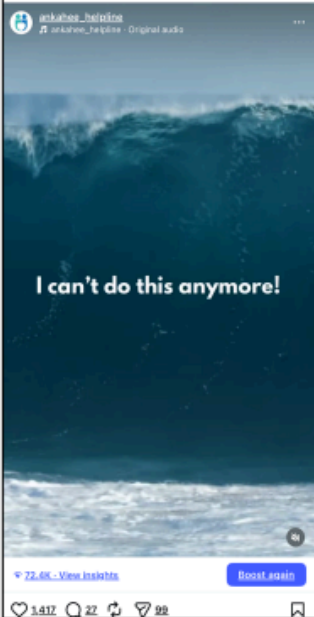
Success Area	Summary
Group Sessions	Helped establish presence and awareness; reached more inmates through activities like breathing, yoga, and games; inmates reported relaxation and reduced stress.
1:1 Sessions	Increased participation over time; inmates experienced relief, improved comfort in sharing, and reduced stress and aggression.
Emotional Support	Enabled expression of distress and suicidal thoughts; provided safe space for ventilation with escalation of severe cases when needed.
Segmentation Approach	Tailored activities improved engagement across different inmate groups and encouraged participation.
Volunteer Process	Structured systems for training, evaluation, and deployment improved delivery and consistency of sessions.

SOCIAL MEDIA REPORT

Instagram, Facebook and Substack

Instagram Performance

From the first post and follower in August 2024, Ankahee has grown to 65 posts and 705 followers as of March 2026. Below is a comprehensive overview of Instagram metrics and performance:

		
<p>Marking our first post published on August 15, 2024, this pre-launch post received organic views of over 1.5k, creating a buzz about Ankahee Helpline's launch.</p>	<p>This Post marked the launch of Ankahee Helpline's email services on September 10, 2024, well before the phone lines went live.</p>	<p>With voices contributed by many enthusiastic volunteers of Ankahee, this heartfelt post performed well with over 72K views.</p>

Audience Demographics

Gender Distribution:

Gender	Count (%)
Female	360 (50.99%)
Male	195 (27.62%)
Unknown	151 (21.39%)

Key Metrics

Metric	Value
Total Posts	65
Followers	707
Business Reach	528,112
Total Impressions	39,900
Accounts Engaged	703
Total Likes	2,039
Total Comments	79
Saved Actions	189

Engagement by Content Type

Content Type	Impressions	Likes
Video	~35K	~1000
Carousel Album	~31K	~500
Image	~19K	~300

Top Countries by Follower Count:

Country	Followers
India	662
United States	10
United Arab Emirates	8
United Kingdom	7
Australia	4

Instagram Business Reach
Displays the total reach for Instagram Business.



Reach
528,112



Total Impressions on Instagram Business
Displays the total number of impressions from Instagram Business.



Impressions
39,900



Facebook Performance

📞 86-554 86-966

✉️ hello@ankaheehelpline.org



Ankahee Helpline
34 followers · 1 following

Facebook has been instrumental in reaching a broader audience and building awareness about Ankahee Helpline's mission and services.

Key Metrics

Metric	Value
Page Followers	34
Total Impressions	13,309
Total Reactions	433
Total Engagement	312

Top Performing Posts

Post Title	Type	Reach	Views
At Ankahee Helpline, we und...	Album	326	549
Calling All Compassionate He...	Photo	320	867
Want to volunteer for a menta...	Album	254	493
This Valentine's Day, we want...	Album	228	380

Reach by Post Type

Post Type	Total Reach
Album	~75
Photo	~10
Video	~10

Facebook Page and Post Impressions
Displays the total impressions for the Facebook Page and its posts.

👁️

Impressions

13,309

Total Reactions Across All Posts
Displays the total number of reactions across all posts as a single key performance indicator.

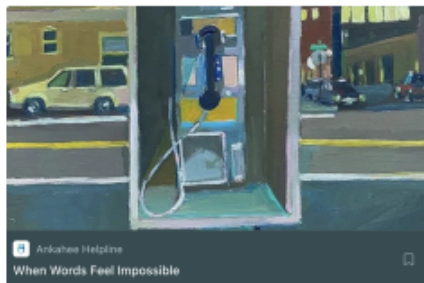
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Reactions

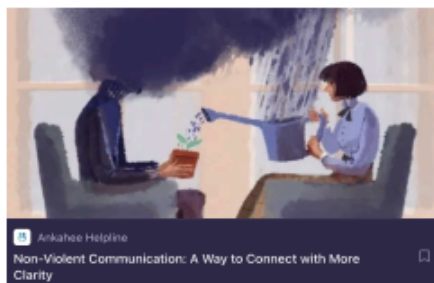
433

Substack

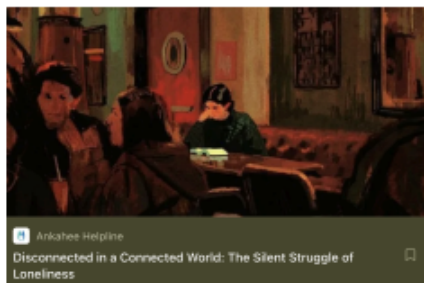
A need was felt to have broader conversations around mental health and suicide prevention, which went beyond the formal boundaries of what we do as befrienders on the helpline. Such in-depth conversations help echo thoughts that so many emotionally distressed people may be struggling with and connect with them. A platform to pen these thoughts and strike a chord with our existing and potential callers was achieved through the introduction of Blogs. For this, apart from the website, we have expanded our digital presence to Substack, an online platform for blogging, in an attempt to reach a wider and younger audience. Blogs contributed by Ankahee’s volunteers are being published periodically on Substack. If you haven’t checked out these interesting reads on various topics related to mental health, you can check them out on (Substack Account)



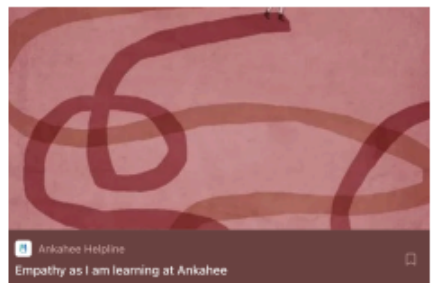
[When Words Feel Impossible](#)



[Non-Violent Communication](#)



[Disconnected in a Connected World](#)



[Empathy as I am learning at Ankahee](#)

Featured Blog Articles:

Article Title	Topic
When Words Feel Impossible	Communication & Mental Health
Non-Violent Communication	Emotional Expression Techniques
Disconnected in a Connected World	Digital Isolation & Loneliness
Empathy as I am learning at Ankahee	Volunteer Reflections

VOLUNTEERS' SURVEY

The heart of Ankahee — 75+ people, one shared purpose

Ankahee is entirely volunteer-run. Our volunteers span 12 Indian cities — Mumbai, Nagpur, Bangalore, Indore, Jabalpur, Pune, Madanapalle, Ratnagiri, Ahmedabad, Vapi, Delhi and Amritsar — as well as the USA, Dubai, Hong Kong and Singapore.

Volunteer Transition Survey (Aug–Sep 2025, n=20)

Stat	Finding
91%	Said Ankahee's values were most important to them
90%	Appreciated the quality of training and support received
84%	Felt staying connected with fellow volunteers was very important
61%	Said peer networks influenced their decision to join Ankahee
60%	Report feeling less or much less burnt out than before
100%	Expressed full confidence in Ankahee's long-term sustainability

Notably: not a single volunteer seriously considered quitting helpline work.

“Volunteers gave me the same love, kindness and support as they give to callers. That made me stay connected and feel safe to contribute.”

— Ankahee Volunteer

Top 3 Reasons Volunteers Joined

1. Commitment to suicide prevention (90.5%)
2. Continued support for the volunteer community (71.4%)
3. Desire for a different organisational culture (19%)

Key Lessons for Volunteer Movements

- Compassion outlives institutions.
- Volunteer-driven ecosystems can self-rebuild with trust and transparency.
- Sustained emotional support keeps people anchored to purpose.

LOOKING AHEAD

Our goals and commitments for 2025–2026 and beyond

Our Goals for 2026

Goal	Description
Extended Hours to Midnight	Expanding availability from 4 PM to midnight in 2026 — to be there for those whose darkest hours come later at night.
Grow Our Volunteer Base	Continue recruiting and training volunteers from across India — growing geographic reach and linguistic diversity.
Towards a Suicide Prevention Centre	Build toward a full centre offering face-to-face support and integrated care, not just a phone service.
Deeper Outreach Partnerships	Expand engagements with educational institutions, correctional facilities, corporates and community organisations.
Sustainable Funding	Grow our donor base to ensure Ankahee remains permanently free and accessible to everyone who needs us.

“Ankahee is a लंबी रेस का घोड़ा — here to stay. We will rise. We will do more. We will help India have fewer deaths by suicide.”

— Mrunalini



While Manohar will forever be missed, his legacy of love and support continues through our work here at Ankahee. His spirit will forever guide the work we do and the lives we touch. As we move forward with Ankahee, we carry with us the lessons he taught and the strength he imparted.

Manohar, you should have been with us in this journey, but certainly, you will always be a part of our mission. Thank you for everything. Your legacy lives on in every life we touch.

If you or someone you know needs support:

86-554 86-966

4 PM – 10 PM · Every Day · Always Free

hello@ankaheehelpline.org