



# **Central Board of Secondary Education**

**Shiksha Kendra, 2, Community Centre, Preet Vihar, Vikas Marg, Delhi-92.**

31.01.2012

## **PRESS NOTE**

### **PRE-EXAM CBSE ANNUAL COUNSELLING** **STARTS FROM 1<sup>st</sup> FEBRUARY TO 16<sup>th</sup> APRIL 2012**

In an attempt to address examination-related anxieties of students and parents, the Central Board of Secondary Education (CBSE) announces the first phase (pre exam) of counselling, which will begin from February 1<sup>st</sup> and continue till April 16<sup>th</sup>. This is the 15<sup>th</sup> consecutive year that CBSE will be providing counselling services to students and parents during the entire period of examinations to overcome examination stress and common problems.

#### **The Highlights of CBSE Helpline**

The CBSE counselling is an outreach programme which is carefully designed keeping the heterogeneity of student's population and geographical spread. Multiple modes of communication such as-

- **Telephonic counseling,**
- **Question Answers columns** in Newspapers,
- **Interactive Voice Response System (IVRS)** and
- **Online counselling** through CBSE website is used to reach out to more and more examinees during this phase.

CBSE Tele counselling is largely offered by trained counsellors and Principals from within CBSE affiliated schools located in and outside India. It is a voluntary, free of cost service provided by the participants.

#### **CBSE TELE-COUNSELLING**

Like every year CBSE has re-launched its helpline service to help and motivate the students, give exam-related answer and general queries of students. The telephonic counselling would be active between 8 am to Mid Night from February 1<sup>st</sup> to April 16<sup>st</sup> 2012.

#### **CBSE Helpline : Participating counselors from India and Abroad**

This year, approximately 67 experts including Principals, trained counsellors from CBSE affiliated government and private schools and few psychologists are participating in Tele-Counselling and will address exam related psychological problems of the students.

- For the first time counsellors from Kendriya Vidyalaya (K.V), Jammu & Kashmir and Kolkata are participating in the Tele- counselling of CBSE helpline.
- About **11** counsellors from outside India including Japan, Kuwait, Doha-Qatar and Saudi Arabia are participating in this program.
- For the first time school counsellors from Nepal is also a participating in CBSE Tele-counselling program.

#### **Centralized Toll Free Access in India**

In 2010, CBSE introduced a 'Centralized Access System' (CAS) similar to that of a call centre. For better accessibility and convenience of the students a toll free number **1800 180 3456** will be functional for CBSE helpline service. Students can dial this toll free

number from any part of the country and get in touch with operator for general queries related to exam or with counsellors for one to one telephonic counselling from 8 am up to mid-night.

### **Counselling for Specially Abled Children**

Continuing from 2009, this year also CBSE has arranged counselling facility for **Specially Abled Children** to take care of the needs and anxiety of special children.

### **IVRS: Interactive Voice Response System**

**First to be introduced by any Board of Education in the country**, CBSE has made a unique effort to provide Tele-counselling through Interactive Voice Response System (IVRS) mode which will be answered on 1800-180-3456.

### **QUESTION-ANSWER COLUMNS**

The CBSE Helpline Question-Answer column will be published in the entire month of February. CBSE experts will answer queries of students through these weekly question answer columns.

The Question Answer column will be published in the following esteemed National Newspapers-

**The Hindu, The Hindustan Times:** National English Daily

**HT Horizon:** Education Supplement of HT media venture

**Amar Ujala:** National Hindi Daily

**Malyalam Manorama:** Leading Regional newspaper in Malyalam language

### **ON-LINE COUNSELING:**

Public can also log on to the CBSE website and they can Interact with Chairman on exam related issues.

The Director (Academic & CTET) and Controller of Examinations, CBSE can also be contacted for On-line counselling through E-mail.

[jsctet.cbse@gmail.com](mailto:jsctet.cbse@gmail.com)

[mcsharma2007@rediffmail.com](mailto:mcsharma2007@rediffmail.com)

### **CBSE WEBSITE:**

Information related to examinations and techniques to cope with examination related anxiety are also provided at the CBSE website [www.cbse.nic.in](http://www.cbse.nic.in) by accessing icon **Helpline**.

**(RAMA SHARMA)**  
**PUBLIC RELATIONS OFFICER**