



Circular No.86/2023-24

Date: 02 Jan, 2024

CBSE PRE - EXAM ANNUAL PSYCHOLOGICAL COUNSELLING COMMENCES
FROM 1ST JANUARY, 2024

Dear Parents,

The schedule for practical and theory papers for Classes X and XII Board Exams has already been announced by CBSE from 1st January, 2024 and 15th February, 2024 respectively.

Considering the kind of stress that students and their parents go through before the board exams and after their results, the Central Board of Secondary Education (CBSE) has started a psychological counselling facility from January 1, 2024, which will be available to students appearing for their Class X and XII exams under the CBSE.

Counselling facilities

1. **IVRS**: Free of cost IVRS facility will be made available 24x7 for students and parents on Board's toll free number 1800-11-8004. Through this, information and suggestions about stress-free preparation for examinations, time and stress management, Frequently Asked Questions (FAQs), important contact details of CBSE offices, can be accessed in Hindi and English.
2. **Podcasts**: Bilingual podcasts on the same subjects can also be listened to on the CBSE official website www.cbse.gov.in
3. **Tele-counselling**: Tele-counselling is a voluntary and free of cost service, which will be available from 09:30 am to 05:30 pm from Monday to Saturday. This year, a total of 65 Principals, trained counsellors, and special educators from CBSE affiliated Government and private schools and psychologists are providing this facility.

According to the information shared by the CBSE, the facility has been started before the board exams but will be available before the board exams as well as after the announcement of results of the board exams. Students can benefit from the counselling facility both the times.

For further details, please refer to the CBSE Press note dated 31.12.2023.

Asha Prabhakar

Asha Prabhakar
(Principal)

Kindness, Resilience, Respect



VPL, HM (Sr)
Class Broadcast Groups
Staff, Website I/C
A Razdan (File)



PRESS NOTE

CBSE PRE - EXAM ANNUAL PSYCHOLOGICAL COUNSELLING BEGINS FROM 1ST JANUARY, 2024

The CBSE will provide psychological counselling facility to students and parents from 1st January, 2024. The exam schedule for practical and theory papers has already been announced from 1st January, 2024 and 15th February, 2024 respectively. The psychological counselling has been aligned accordingly for students' facilitation.

Counselling facilities in 2024

1. **IVRS:** Free of cost IVRS facility will be made available 24x7 for students and parents on Board's **toll free number 1800-11-8004**. Through this, information and suggestions about stress-free preparation for examinations, time and stress management, Frequently Asked Questions (FAQs), important contact details of CBSE offices, can be accessed in Hindi and English.
2. **Podcasts:** Bilingual podcasts on the same subjects can also be listened to on the CBSE official website www.cbse.gov.in
3. **Tele-counselling:** Tele-counselling is a voluntary and free of cost service, which will be available **from 9:30 am to 5:30 pm from Monday to Saturday**. This year, a total of **65** Principals, trained counsellors, and special educators from CBSE affiliated government and private schools and psychologists are providing this facility. Out of these, **52** are from India, while **13** counsellors are from Kuwait, Nepal, Japan, Doha-Qatar, Oman (Muscat) and United Arab Emirates (Dubai, Sharjah, Ras-al-Khaimah).

Since 1998, the Board has been continuously providing psychological counselling in two phases, before the examination and after the result, with the objective to keep the students of Class X and XII of CBSE affiliated schools stress free during the examinations.

CBSE is probably the only Board in the country which has been providing psychological counselling to the students and parents on such a wide scale continuously for 26 years in innovative ways. Be it toll free tele-counselling or suggestions and information through IVRS. Over the years, the Board has shared many important messages on social media and has also used YouTube, Facebook and Instagram platforms to actively engage with the students.

Audio-Visual content on Youth Experiences, Aggression, Depression, Internet Addiction Disorder, Examination Stress, Multimedia content on various topics such as Specific Learning Disabilities, Substance Use Disorders and Life Skills to deal with them can also be viewed and listened to.

Sd/-

Rama Sharma
Director (Media & PR)