

**GOVERNMENT OF INDIA
HUMAN RESOURCE DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:3028
ANSWERED ON:20.03.2007
HELPLINE NUMBERS FOR STUDENTS
Gawali Smt. Bhavana Pundlikrao;Khaire Shri Chandrakant Bhaurao

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

- (a) whether the CBSE has started helpline for students in view of 10th and 12th board examinations;
- (b) if so, the guidance being provided to solve the problems of students by these helpline numbers;
- (c) whether the helpline numbers have been started in all parts of the country;
- (d) if so, whether the number of calls to these helpline numbers have increased;
- (e) if so, whether calls to these numbers are being attended round the clock; and
- (f) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (SHRI M.A.A. FATMI)

- (a): Yes, sir.
- (b): As per the information furnished by Central Board of Secondary Education (CBSE), the helpline is manned by Principals, trained counselors and social scientists who provide telephonic counseling to the students as well as their parents on problems ranging from academic, personal and psychological issues.
- (c): At present the CBSE network of tele-counseling is operational from 37 individual centres in the country and five outside centres mainly in the Gulf region.
- (d): Each tele-counselor receives on an average 25-30 calls per day.
- (e)&(f): The CBSE tele-counseling has flexible timing depending on the convenience of volunteers. Generally, the timing is from 8.00 A.M. till midnight. Due care is taken about emergency calls by the volunteers.