

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

UNSTARRED QUESTION NO:564
ANSWERED ON:27.02.2013
CBSE HELPLINE FOR STUDENTS
Sugavanam Shri E.G.

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

- (a) whether the CBSE has launched helpline for Class X and XII;
- (b) if so, the details thereof;and
- (c) the steps taken by the CBSE to reduce the stress on students?

Answer

MINISTER OF STATE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (DR. SHASHI THAROOR)

(a)&(b) Yes, Madam. The Central Board of Secondary Education (CBSE) has launched a helpline for Class X and XII on 1st February, 2013 for the 16th consecutive year to provide psychological counselling via tele counselling mode. The helpline works every year in two phases i.e. first phase in February-April during exams and second phase during May-June at the time of declaration of results.

(c) The CBSE has taken the following steps to reduce exam related stress:

Introduction of a grade based system

Option for students to choose from school based assessment or external assessment in class X

15 minutes of additional time to relax and read the question paper

One chance for improvement of performance in class X

Three chances to clear compartment examination in class XII

Designing of question papers in such a way that these could be completed in 3 hours time.