



केन्द्रीय माध्यमिक शिक्षा बोर्ड

(मानव समाधान विकास मंत्रालय, भारत सरकार के अधीन एक स्वायत्त संगठन)

CENTRAL BOARD OF SECONDARY EDUCATION

(An Autonomous Organisation under the Ministry of Human Resource Development, Govt. of India)



PRESS NOTE

31.01.2020

23rd Edition of CBSE Annual Pre Exam Psychological Counselling begins from 01 February 2020

For the 23rd consecutive year, CBSE will provide **free of cost** Pre-Examination psychological counselling to the students taking X/XII Exam in 2020. This special facility is designed as part of the board's outreach programme which caters to the heterogeneous students' and parent's population and vast geographical network of schools in and outside India.

The Psychological counselling will begin from the 01st of February 2020, while the students prepare for exam, and will continue up to 30 March, 2020 when they appear for exams.

Multiple level facilities for counselling this year:

- **IVRS:** The Board has made the facility of IVRS free of cost on **Toll free number 1800 11 8004**. This enables public to access information anytime, anywhere and even multiple times. CBSE had introduced IVRS last year for the first time and looking at the advantages, this facility has been strengthened with updated FAQs and information regarding the Board this year. The students/parents/stakeholders can listen to pre-recorded useful information on tackling board exams including tips for better preparation, time and stress management, important contact details of CBSE offices, FAQ's etc.
- **Live Tele-Counselling:** In addition to IVRS, live tele-counselling will be provided on the same **toll free number** by 95 Principals and trained counsellors from within CBSE affiliated schools located in and outside India (22). It is a voluntary, **free of cost service** provided by the Board from 8 AM to 10 PM on all days. The participating Principals/Counsellors will be available in India and nine other countries such as



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Phone (off.) : 011-22509256-59, 22041807-08, Website: www.cbse.gov.in, www.cbse.nic.in



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Social Media: CBSE will also utilise YouTube, Facebook and Instagram platforms for promoting healthy practices, sharing important messages and connecting with students in a proactive way. Tips and FAQs will also be shared on these platforms for the benefit of the students.

Rama Sharma
Head (Media & Public Relations)



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