

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

UNSTARRED QUESTION NO:1605  
ANSWERED ON:04.03.2015  
COUNSELLING SERVICES  
Chudasama Shri Rajeshbhai Naranbhai

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

- (a) whether Central Board of Secondary Education is considering to offer counselling services to parents and students to help them deal with examination related stress;
- (b) if so, the details thereof;
- (c) whether keeping in mind the geographical spread and heterogeneity of students, the method of communication would be in many modes; and
- (d) if so, the details thereof?

**Answer**

MINISTER OF HUMAN RESOURCE DEVELOPMENT (SMT. SMRITI ZUBIN IRANI)

(a) to (d): The Central Board of Secondary Education (CBSE) offers counselling services to students and parents of the CBSE affiliated schools to help them deal with examination and result related stress. The CBSE Counselling Service is a community outreach programme provided free of cost through Telephonic Counselling, Online Counselling and Question Answer Columns in National Newspapers. The tele-counselling service is provided by the Principals and trained School Counsellors at the time of preparation of examinations during Feb-April and at the time of declaration of results during May-June. Students and parents can dial a toll free number from any part of the country which gives centralized access to CBSE helpline.