



Central Board of Secondary Education
2, Community Centre, Preet Vihar, Delhi -110092

20.05.2010

Press Note
CBSE POST- RESULT COUNSELLING
FROM 21st May TO 4th June 2010

The second phase of CBSE counseling will start from 21st May up to 4th June 2010, through TELE HELPLINE, IVRS AND CBSE WEBSITE. Psychological help is provided to the students during this time to cope with post result situations successfully.

Centralized and Toll Free Helpline for the First Time

For the First time this year, CBSE introduced a Centralized Access System similar to that of a call centre. For convenience of the students, a toll free number has been installed. Students can call 1800 11 7002 from any part of the country. The operators will answer general queries and also connect them to the counselors for psychological counseling.

As many as 40 principals, trained counselors from CBSE affiliated govt. and private schools, psychologists and social scientists will be available to provide telephonic helpline from 8 AM- upto midnight. Out of these 37 participants are located in Delhi, Noida, Chandigarh, Meerut, Jaipur, Faridabad, Bhubaneswar, Vishakhapatnam, Jamnagar, Jabalpur, Coimbatore, Bhopal, Nagpur, Bangalore, Guwahati, Kerala, Ludhiana, Bhilai, Mumbai, Hyderabad, Hosur and Pune. Besides, these there are 3 centers overseas in Dubai, Doha-Qatar, Kuwait.

IVRS

First to be introduced by any board of education in the country, CBSE has made a unique effort to provide counseling through Interactive Voice Response System (IVRS) mode for the **sixth consecutive** year in order to enable more and more examinees to avail the facility of counseling reaching out especially to students in far flung areas. This service shall be available for the subscribers of :

BSNL (landline & Mobile) (Except Karnataka, Kerala & Maharashtra)	1250102
AIRTEL (landline)	1250102
Reliance	55500102

ON-LINE COUNSELING

Public can also log on to the CBSE website and **Interact with Chairman** on exam related issues. The Director (Academic) and Controller of Examinations, CBSE can also be contacted for On-line counseling at: **diracad.cbse@yahoo.co.in**, **mcsharma2007@rediffmail.com**.

CBSE website:

Information and techniques to cope with post result anxiety is provided at the CBSE website **www.cbse.nic.in** by accessing icon **Helpline**.

(RAMA SHARMA)
PUBLIC RELATIONS OFFICER