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PRESS RELEASE

**CBSE Annual Psycho-Social Counseling Begins from 01<sup>st</sup> February 2025**

New Delhi, 29 January 2025: Since 1998, the Central Board of Secondary Education (CBSE) has remained steadfast in its commitment to supporting Class X and XII students through Psycho-Social counseling during their crucial examination period. As part of its ongoing initiative, CBSE will once again provide its annual free-of-cost Psycho-Social counseling services in two phases: before, during the examinations and after the declaration of results.

For the 2025 academic session, counseling services for students and their parents will begin from **01<sup>st</sup> February 2025 and continue until 4<sup>th</sup> April 2025** (Phase 1). This initiative aims to alleviate examination-related stress and support students as they prepare for their theory exams, scheduled to commence on **15<sup>th</sup> February 2025**.

Key Features of the Counseling Services

1. **24x7 Interactive Voice Response System (IVRS)**

A toll-free IVRS service, accessible at **1800-11-8004**, will provide round-the-clock assistance in both Hindi and English. The IVRS offers:-

- Tips for stress-free exam preparation
- Time and stress management techniques
- Answers to frequently asked questions (FAQs)
- Important CBSE contact information

2. **Tele-Counseling Services**

A team of **66 trained professionals**—including principals, counsellors, special educators from CBSE-affiliated schools, and psychologists—will offer voluntary support to students.

- Services will operate from **9:30 AM to 5:30 PM**, Monday to Saturday.
- **51 counselors are based in India**, while **15 counselors** will connect from Nepal, Japan, Qatar, Oman and the United Arab Emirates.

3. **Podcasts /Audio-Visual Content**

Bilingual podcasts /video resources addressing stress management, preparation strategies, and mental well-being will be available on the CBSE official website: <https://www.cbse.gov.in>.

CBSE encourages students and their parents to take full advantage of these valuable resources to ensure a stress-free and confident approach to the upcoming examinations.

Secretary

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