

MANUAL

FOR

CBSE

TELE-COUNSELORS

Core Group

1. Dr. Etishree Bhatti, Counselor, Delhi Public School, R.K. Puram, New Delhi
2. Smt. Monica Kumar, Child Psychologist
3. Sh. Naveen Kumar, Psychologist
4. Smt. Rama Sharma  
PRO, CBSE

## 1. Qualities of a good counselor:

The counselor needs to consciously develop some qualities to provide re-assurance and support to the student. The counselor needs to be **extra attentive when helping through a telephonic help line** as a major source of information about the student is nonverbal, that accounts for almost 90% of the communication is not available to him. The student has a problem, which he is unable to solve.

1. **Empathy:** also commonly called sensitivity refers to the ability to put him/herself emotionally and intellectually in the students place.
2. **Open mindedness** refers to freedom from fixed preconceptions and an attitude of open receptivity to what the student is saying. The counselor should be able to accommodate the student's values, feelings and perceptions that are different from his own.
3. **Objectivity** means a neutral or non-imposing frame of reference.
4. **Genuine & Trust winning**
5. The counselor should be **sensitive and non intrusive** while handling the calls. **It may have taken a lot of effort on the part of the student to make the call and he may never call again if disappointed.**
6. **Maintaining Confidentiality** is a privileged relationship that helps one entrust the other with sensitive information. The counselor must ensure that the information will be kept safe.

### CONFIDENTIALITY: CERTAIN DO'S

- Information about thoughts or behavior relating to suicide, drugs, self harm or harm to others should be shared.
- Encourage student to give consent to share the information with family/teachers.

### CONFIDENTIALITY: CERTAIN DONT'S

- Indiscriminately broadcasting of confidential information in oral or written form is harmful.
- Do not make absolute statements over the phone like "I will never talk about this to anyone."

## 1. Understanding Stress: Common reactions

### Common Physical reactions:

- ❖ Muscle tension
- ❖ Indigestion
- ❖ Sleep difficulties
- ❖ Rapid uneven or pounding heartbeat
- ❖ Frequent urge to pass urine
- ❖ Fast, shallow breathing
- ❖ Chest discomfort
- ❖ Change in appetite, constipation or diarrhea
- ❖ Backache/headache
- ❖ Cramps

### **Common Psychological reactions:**

- ❖ Feeling under pressure, frustration and aggression
- ❖ Feeling tense and unable to relax
- ❖ Feeling mentally drained out
- ❖ Fussy, gloomy or suspicious, being constantly frightened or irritable
- ❖ Inability to concentrate or complete the task.

### **Stress Management: The Physical approach:**

#### **(A) Eating healthy:**

- ❖ Balancing food choices over time is what counts.
- ❖ Breakfast provides the energy needed through an active morning.
- ❖ Children who skip breakfast may have trouble concentrating.
- ❖ Fast foods supply more fat, salt & calories than good nutrition.
- ❖ Fast foods in moderation won't ruin a healthful diet, especially when consumed with green salads.
- ❖ Replace finger chips with an apple.
- ❖ Add roughage to your diet – Dalia, Corn etc. will help prevent stomach discomfort and you will feel lighter.
- ❖ The golden rule for food safety is to keep hot foods hot & cold foods cold.
- ❖ Parents should teach good habits by example.

#### **(B) Good Sleep**

- ❖ Insomnia (the inability to fall or stay asleep) can be caused by stress & anxiety of Exam.
- ❖ Disturbances of sleep wake cycle during exams.
- ❖ If sleep struggles continue, talk them over with your doctor.

#### **(C) Physical activity and Yoga**

- ❖ Exercise: planned & structured subset of leisure time physical activity undertaken for improving or maintaining physical fitness.
- ❖ Physical fitness: includes cardio-respiratory fitness, muscle strength, body composition and flexibility.
- ❖ Sport: any choice of outdoor game for a brief period. For example badminton, squash, tennis, etc.

### **The Psychological approach:**

Stress can lead to both anxiety & depression. However, some amount of anxiety is imperative for good performance.

- Increased disinterest in studies.
- Seeing more TV, sleeping more
- Irritable/ crying / cranky
- Nervous and irritable
- Feelings of frustration and aggression
- Preoccupied, absent minded
- Symptoms like headaches, fainting spells, vomiting
- Wanting to be alone

- Major changes in eating or sleeping habits
- Lack of attention and concentration
- Forgetfulness
- Inability to complete tasks or make study plans
- Staying out longer, stop communicating with their parents and have health problems.

### **SOME TIPS FOR STUDENTS TO DEAL WITH STRESS:**

- Make realistic study plans
- Assess priorities, assets and difficulties
- Follow a normalized routine atmosphere at home should be recommended.
- To take frequent breaks.
- Not to strip off TV or entertainment and outings.
- Feel comfortable about oneself.
- That imagining extreme consequences and worst situations is of no use and needs to be discouraged.
- It is helpful to make the student see what he can accomplish in the remaining time is not negligible.
- Constant encouragement and reassurance is essential from all significant members in the school and family.
- It is important that the student is clear about how to take the examination, how to tackle questions and how to manage time.
- Students tend to magnify failures and try to talk to them out of it. They should not demean themselves, manage time.
- Advise them to contact the teachers or counselors if they feel low or anxious or disinterested in studies.

### **2. Psychosomatic Symptoms**

These refer to physical symptoms that the student shows but there is no biological basis for them and the root cause is in psychological factors. The counselor needs to first look for biological causes of any symptom, only when they are eliminated should the symptoms be considered as psychosomatic.

#### **Symptoms**

- ❖ Nagging headaches
- ❖ Backache
- ❖ Fainting spells.
- ❖ Diarrhea/gastric trouble
- ❖ Asthmatic attacks
- ❖ Breathlessness
- ❖ Vomiting
- ❖ Feeling tensed and unable to relax
- ❖ Writing camps bloomed or
- ❖ Absent vision

#### **CERTAIN DO'S**

- The counselor needs to help students to see the mind body connection and understand how the anxiety is manifesting in pain.
- The counselor needs to help the student to develop alternative coping strategies and thus defocus from the pain.

## **CERTAIN DONT'S**

- Do not deny the symptoms with statement like " you don't have any physical problem" or "stop using this as an excuse". Usually the student is genuinely in trouble and is not pretending pain.
- Do not encourage symptoms by repeatedly enquiring about them or suggesting remedies for the pain.

### **3. High risk Behavior: Drug abuse, self harm, aggression**

#### ***Basic Features***

- It is behavior that is potentially harmful to self or others.
- Behavior relating to consumption and abuse of psychotropic drugs or commonly used medicines like cough syrups, sleeping pills, painkillers, without prescription.
- Behavior related to smoking and consumption of alcohol. Self-harming behavior like Suicide, Wrist slashing, Hitting self, Starving deliberately etc.
- Harm to others in the form of abusive and aggressive behavior like rash driving or violence to others in any form.
- No medication for High performance.

#### **Dos & Don'ts**

##### **Dos:**

- ❖ Discourage the behavior.
- ❖ Keep communication channels open
- ❖ Talk about the negative and long-term effects.
- ❖ Teach (quick) relaxation/breathing
- ❖ Teach anger management
- ❖ Teach to evaluation consequences.
- ❖ Talk about the need for sharing this information with parents/teachers.
- ❖ Make the child understand that monitoring by parents or counselors is essential for early recovery.

##### **Don'ts:**

- ❖ Do not prescribe medication.
- ❖ Do not punish or reprimand harshly.
- ❖ Do not moralize or made person feel guilty. Help him to think of it as a problem needing help.
- ❖ Assertively say 'No' to student's demands for taking drugs like cough syrup, pills etc. to relieve anxiety or improve concentration. Even short-term, temporary relief with the help of these drugs should be highly discouraged.

### **4. Handling Suicide**

The student who is calling is seriously considering you as the last resort and hence it is important to be careful and helpful. A lot many suicides are impulsive while others are well planned. Impulsive students are likely to decide on the spur of the moment. **Hence it is important to buy time.**

#### ***Indicators for increased chance for suicide***

- Withdrawal behavior for few days
- Mention of suicide repeatedly.
- Suicide note

- Disinterest in studies.
- Changes in eating and sleeping patterns
- A history of serious psychological problems.
- A history of impulsive, poorly controlled and destructive behavior.
- A history of continuing academic problems and learning difficulties.
- Adjustment difficulties with family, school, peers etc.

### ***Interventions***

1. Periodically, keeping in touch over the phone will reduce the intent of ending their lives. Counseling needs to be practical and useful.
2. Long lectures with a moralistic tone are not advised. These make the already depressed student guiltier and his intent stronger.
3. The student should be advised to contact a professional counselor as soon as possible. If not efforts should be made to encourage him to meet his teachers or school counselors or talk to his parents. The more he talks about his problems to various people, he is likely to feel much better.
4. A student who is severely depressed and expresses absolute helplessness about future is more at risk than a student who talks about casual things.
5. No medicines should be prescribed over the phone.

### **5. Must Dos for students: For improved concentration, motivation, work blocks**

- ❖ Know your concentration span, study with breaks.
- ❖ Work out best time for concentration.
- ❖ Group study for difficult subjects.
- ❖ Do not let previous results discourage you – identify your weak areas from previous exams. And work on them.
- ❖ Time management plan must be made for all subjects.
- ❖ Choose a study place with minimum distractions and autosuggest to your self about your resolution.
- ❖ Try to coincide study time with the time, you would be giving an exam.
- ❖ In case of average achievers, master what you know and are comfortable with.
- ❖ For low achievers, master the essential information first.
- ❖ Prioritize the workload. Give your best concentration time to the toughest subject.
- ❖ Repeat your learnt work so the recall in exam is easy. Work not repeated or revised is easily forgotten.
- ❖ Try to plan your revision time by drawing up a timetable. Build in time for the things you enjoy – like watching you favorite TV programme, going out with your friends, or going to play football in the park.
- ❖ Give yourself a few treats – pamper yourself with a long hot bath, or listen to your favorite CD for an hour after you have finished your revision.
- ❖ Relax with what you know before entering the exam hall.
- ❖ Do not get anxious about the result – cross that bridge when you come to it...options await.

### **6. Must Dos for parents**

- ❖ Student can fail to do well if they fail to cope with stress. Parents should guide their children in planning, organizing and setting a timetable.
- ❖ To avoid a stress situation for the child the parents must provide right kind of motivation and a conducive environment.

- ❖ Help the child to develop self-discipline self-direction, self-confidence and a sense of achievement.
- ❖ Just good schooling and tuition are not substitutes for emotional cushioning.
- ❖ Help the child in maintaining his confidence especially when he seems discouraged by his dropping marks or grades. Do not displace your anxiety on the child.
- ❖ The achievement goals should be realistically set according to the child's capability.
- ❖ Do not mix academic issues with family conflicts.
- ❖ Praise your child when he does well. Encourage the child's performance with positive statements like, "well done", "you can do better", rather than saying "that was not enough".
- ❖ Work out your child's schedule with him instead of nagging him. There could be learning problems.
- ❖ Do not harp on previous failures or results.
- ❖ Under achievement may be due to some children believing it is safer not to try than to try and fail.
- ❖ If achievement expectations are too high then some children would prefer to be criticized for being lazy than being considered not good enough.
- ❖ Humor relieves tension. Be light and humorous with the child.
- ❖ Try to gain your child's confidence and discuss his problems with him. Help him to find a solution.
- ❖ Exams are not the end of the world.
- ❖ Accept that expectation for every one to do well is unrealistic, as many won't pursue this for long.

### **CBSE SHIKSHANET** **FREQUENTLY ASKED QUESTIONS**

Q.1: If a student fails in the pre Board examination conducted by the school, can he/she be detained from appearing in Class X or XII Board's exam?

Ans. No, if he/she is otherwise eligible.

Q.2: Is it possible for a student who has failed in Science stream in Class XII to change subjects to pass at subsequent examination?

Ans. Yes, but with prior permission of the Board.

Q.3: What is the eligibility criteria for a student to appear as a private candidate in Board examination?

Ans. The Board prescribes following conditions under which a candidate can appear privately: -

- I. Failed candidates
- II. Teachers serving in educational institutions
- III. Women candidates who are bonafide residents of NCT of Delhi and
- IV. Physically handicapped students

Q.4: What is the procedure of appearing in additional subject?

Ans. An additional subject may be offered within 6 years of passing the examination of the Board. The subject should be provided in the scheme of studies prescribed by the Board.

Q.5: Is it compulsory for a student to repeat the practical examination also if he/she fails in theory?

Ans. The candidate has an option to appear for practical examination again or retain the previous year practical marks for two consecutive years.

Q.6: I appeared in the compartment examination in July-August, but failed again, do I now have to re-appear in all subjects again?

Ans. The Board gives three chances to clear the compartment examination. The first examination is held in July-August followed by second chance in March-April and the third chance in July-August. Unsuccessful candidates after these three attempts are required to appear afresh in all subjects there on.

Q.7: What are the exemptions provided in examinations to physically challenged and dyslexic candidates?

Ans. Dyslexic/spastic/physically handicapped students have the option of studying one compulsory language as against two and any four subjects from the following:

- I. Mathematics, II. Science, III. Social Science, IV. 2<sup>nd</sup> language  
(Music, Painting, Home Science and Introductory Information Technology)
- i. Additional one hour (60 minutes) for each paper is provided to the students
- ii. Physiotherapy exercises are considered equivalent to Physical and Health Education
- iii. Amanuensis is provided to such students.

Q.8: What is the procedure for re-evaluation of answer sheets?

Ans. The Board does not have the provision of re-evaluation of answer scripts, however, application for scrutiny or re-checking in a particular subject or all the subjects can be made within 21 days for the main examination and 15 days for compartment examination from the date of declaration of results. The fee charged for each subject is Rs.100/-. The candidate should apply at the respective Regional Office only.

Q.9: I wish to improve my performance in Chemistry and Maths. Is it possible and how?

Ans. A candidate who has passed Class X or XII examination of the Board may re-appear for improvement of performance in one or more subjects in the main examination in the succeeding year only. The candidate may appear privately; those re-appearing for whole examination can also appear as regular candidate if admitted by the school.



- For subjects involving practical work, if the candidate has passed the practical examination, he or she will be allowed to appear only in theory part.
- Only a statement of marks is issued by the Board after the improvement of performance.

Q.10: Does the Board provide any supplementary material for students preparing for X & XII examinations?

Ans. Yes, the Board publishes Sample Question Papers and marking Schemes in main subjects in Class X & XII which can be purchased from any of the Board's offices.

Q.11: Are the questions of Sr. Sec. Exam. strictly based on NCERT books?

Ans.: NCERT books are recommended for studies as they cover the prescribed syllabus. It is, therefore, advisable to concentrate on these books.

Q.12: Is it compulsory to pass in theory and practical exams. separately?

Ans.: Yes, it is compulsory to pass separately in the subjects involving theory and practical in Class XII.

Q13: Is a student required to appear in all subjects in improvement examination?

Ans.: No, the student can appear in one or more than one subject(s) as per his/her choice. However, improvement exam. can be taken only in the successive year of passing Class X/XII exams.

Q.14: Does the Board issue new pass certificate after passing the improvement exam. ?

Ans.: No, only a statement of marks indicating the student's performance is issued by the Board.

Q.15: What are the kinds of questions asked in Physics, Chemistry and Biology and how should one attempt the questions?

Ans.: The Board publishes Sample Question papers in all the main subjects every year along with Marking Schemes. It is better to procure a copy of each publication. Board's website can also be visited at [cbse.nic.in](http://cbse.nic.in)

Q.16: Is there negative marking for exceeding word limit?

Ans.: No, the marks are not cut for exceeding the word limit. However, it is better to restrict to the specified word limit. This should be practiced at the time of revision, which will also help in completing the paper within the allotted time.

Q.17: How many sets of question papers are distributed in examination hall in Board's examination?

Ans.: The Board prepares three sets of questions papers in all the main subjects having equal difficulty level.

Q.18: Is it possible to score 80% in Maths in Class X after studying from the NCERT books, latest CBSE Sample Question papers and other Sample Papers?

Ans.: Marks would entirely depend upon the preparation and performance during examination. It is, therefore, advisable to remain focused and do your best.

Q.19: Will a student lose marks if he/she opts for Hindi as a medium for writing +2 examination?

Ans.: Certainly not. The Board gives option of medium to the students to answer questions in Hindi or English and even in Urdu. The marks are deducted only in case of wrong answers.

Q.20: What are the choices available to a student of Class XII having Commerce with Maths after +2?

Ans.: The student can opt for B.Com (Hons.), Economics (Hons.), BBA, ICWA, and CA & CS courses.

Q.21: What are the changes in the pattern of Examination in Class XII this year?

Ans.: The changes in question paper design and weightages are mentioned in Sample Question Papers in each stream. A copy of Marking Scheme can also be bought from the Headquarter or Regional Office.

Q.22: If a student decides to drop one year, what will be the syllabus applicable for the next examination, the old or the new?

Ans.: The candidate will have to study the syllabus recommended for the year in which he/she plans to give the examination.

Q.23: What are the rules for condonation of attendance?

Ans. :I. A candidate must have 75% attendance as on 1<sup>st</sup> February of the year of examination. Shortage up to 15% may be condoned by the Chairman. Cases of candidates with attendance below 60% shall be considered for condonation of shortage of attendance only in exceptional circumstances like prolonged serious illness such as cancer, AIDS or T.B.

II Death of a parent

III. Authorized participation in sponsored tournaments and Sports meet of at least inter school level and NCC/NSS camps.

Q.24: Are marks deducted for missing steps in Maths?

Ans.: Yes, marks are deducted for missing steps. It will be better to get a copy of the Marking Scheme to know about the weightage and steps and practice accordingly.

Q.25: Is the candidate allowed to see the answer script in case the result is not as per the expectations?

Ans.: No. There is no provision of showing answer scripts. The candidate can apply for scrutiny, for reconfirmation of marks.

Q.26: Is it possible to appear from Patrachar Vidyalaya? What are the formalities?

Ans.: Only candidates from Delhi can enroll in Patrachar Vidyalaya and for Class XII only.

Q.27: If a candidate passes in the additional subject but fails in one of the main subjects, what will the result show?

Ans.: The candidate will be considered as having passed the examination in such a case. A language will replace a language only. For further details the scheme of examinations can be referred to.

Q.28: Is it compulsory to use ink pen for writing answers in Board exams?

Ans.: Always use blue or royal blue ink pen while writing the answers. Also try to write in neat and legible handwriting.

Q.29: How can one get good marks in Maths? Are there any guess papers published by the Board?

Ans.: The preparation in Maths essentially depends upon written practice and revising the entire syllabus. Try to solve each and every problem given in the exercises in NCERT textbook. The Board does not publish any guess papers. It will be better to practice from the Sample Question papers.

Q.30: Will the question paper of Maths be different than the two blue prints given in the Sample Question Paper for Class X?

Ans. Based on the same design any number of the question papers can be prepared. The paper setter may generate another blue print in addition to two blue prints included in the document.

Q.31: Will the examiner cut marks if the answers are not written in serial order?

Ans.: No marks are cut. However, it is advised that the answers should be written in correct serial order as far as possible.

Q. 32: What is the procedure followed in marking the answers?

Ans.: Each answer is divided into steps and marks are given in accordance to the weightage assigned for these steps. It is advised that a copy of Marking Scheme be procured to get a clear idea.

Q.33: The result of Patrachar candidates is always very poor, is the evaluation of private/patrachar candidates different from that of regular candidates?

Ans.: There is no difference in the evaluation procedures. However, it depends entirely on the level of preparation and performance of individual candidates irrespective of their status.



## IMPORTANT INFORMATION FOR USE OF COUNSELORS

### Changes for 2006 examinations:

1. From this year **extra 15 minutes as “cool-off” time** will be given to the examinees. This time will be used by the students for reading the question paper and planning how to attempt the question paper.
2. **Improvement of performance:** Candidates appearing for improvement of performance can appear in subjects only in which they have been declared pass and not in the subjects in which they have failed.

### **Class XII**

- **Additional Subject(s):** There is an amendment in Rule 43(ii) in the Examination Bye-laws: Candidates having six subjects and declared “Pass” by securing pass marks in five subjects can now appear in the failing subject (sixth subject) at the Compartmental Examination to be held in July/August in the same year. This will help the students to clear the examination in the same year and in the desired subject.
- **Improvement of performance for students under vocational stream:** A candidate who has passed an examination of the Board may re-appear for improvement in the succeeding year only. However, a candidate from vocational stream may re-appear for improvement in the main examination in the succeeding year or the following year provided they have not pursued higher studies in the meantime. They will appear as private candidates.

### **Class X**

- From this year the question paper for Class X **Social Science** will be of 80 marks while 20 marks will be for practical. Details are available on the CBSE website.
- **Failed/Comptt./Improvement candidates appearing in Social Science** will appear as per the new decision i.e. 80 marks theory paper. The marks obtained by them out of 80 marks will be computed for 100 marks.

### Academics:

There are minor changes in English Core Code 301-English with a purpose, Accountancy, History in Class XII and Calculation of Income Tax in Class X. The details of which can be seen on CBSE website.

## PRESS NOTE

### CBSE TELE-COUNSELLING FROM 1<sup>ST</sup> FEBRUARY TO 31<sup>ST</sup> MARCH 2006

The first phase of CBSE help line will begin from 1<sup>st</sup> February and continue up to 31<sup>st</sup> March 2006. The students will be able to contact as many as 40 principals, trained counselors of CBSE affiliated govt. and private schools and psychologists during the given time slots from 13 cities in the country which are: Delhi, Chandigarh, Meerut, Noida, Jaipur, Gurgaon, Faridabad, Bhubneshwar.

The **new cities** added this year are: Vishakhapatnam, Coimbatore, Hosur, Mumbai and Kolkata. The CBSE Help line will also be operational in **Dubai** during the same period.

Introduced in 1998, CBSE tele-counseling service is first of its kinds to be provided by any educational Board in the country,

Besides regular tele-counseling **CBSE will offer counseling through a multi-tier system** in order to enable more and more examinees to avail the facility of counseling reaching out especially in far flung areas.

**(A) IVRS:** First to be introduced by any board of education in the country, CBSE has made a unique effort to provide tele-counseling through Interactive Voice Response System (IVRS) mode for the second consecutive year. This service shall be available on local dial facilities within Delhi and Mumbai for the subscribers of MTNL. This will run behind a ten digit number 1250 111 102 on MTNL network. For BSNL this will run behind a seven digit number 1250 1 02.

(i) Students dialing from States of Karnataka, West Bengal, Punjab, Gujarat, Madhya Pradesh, Maharashtra, Tamilnadu, Andhara Pradesh and Haryana will have to dial	:	95 + STD code of cities of Bangalore, Kolkata, Ludhiana, Ahmedabad, Indore, Pune, Chennai, Hyderabad and Gurgaon + 1250102.
(ii) Students dialing from any other State than (i) above will have to dial	:	0 + STD code of cities of Bangalore, Kolkata, Ludhiana, Ahmedabad, Indore, Pune, Chennai, Hyderabad and Gurgaon + 1250102.

For example:

**Students from Ahmedabad shall dial** **1250102**

**Students from Rajkot shall dial** **95 + 79 + 1250102**

**Students from Agra dialing**

**into Ahmedabad shall dial** **0 + 79 + 1250102**

- (B) **Question-Answer columns:** For the first time this year CBSE has tied-up with the Indian Express group of newspapers for one on one questions answers column throughout February-March. The other national papers are Hindu, Hindustan Times and Hindustan Dainik.
- (C) **On-line counseling:** The Director (Academic) and Controller of Examinations, CBSE will provide On-line counseling on the following addresses: [www.directoracad@hotmail.com](mailto:www.directoracad@hotmail.com) and [www.cepavnesh@hotmail.com](mailto:www.cepavnesh@hotmail.com)
- (D) **CBSE website** will provide information related to examinations and help students in dealing with exam. related anxiety at [www.cbse.nic.in](http://www.cbse.nic.in) and icon **Helpline.**

Detailed list of CBSE Help line counselors is enclosed for wide publicity.

Sd/-

**(RAMA SHARMA)**  
**PUBLIC RELATIONS OFFICER**

**FIRST PHASE OF CBSE TELE-COUNSELLING**  
**1<sup>st</sup> February to 31<sup>st</sup> March 2006**

**LIST OF COUNSELORS**

**The counselors will be available on the numbers during these specific timings only.**

**8.00 a.m. to 12.00 noon**

<b>SL. NO.</b>	<b>NAME</b>	<b>TELEPHONE NOS.</b>
01.	Ritu Kohli Principal	95129-2437482 09871323132
02.	Madhu Bahl Principal	09417006590 0172-2792433
03.	Dr. C. V. Narasimham Principal	0891-2559519 0891-2586155
04.	Mohina Dar Principal	95120-2431426/27 95120-2431828
05.	Upendra Kaushik Principal	0141-2711283 0141-2702006
06.	Dr. Etishree Bhati, Counsellor	09873144008 011-26174235
07.	Geetanjali Kumar Counsellor	09810435544
08.	Y. Chadha Counsellor	011-23384139
09.	P. Anjali Mehta Counsellor	95120-5399125
10.	Baveen Gupta Counsellor	09313084889

**12.00 noon – 4.00 p.m.**

01.	Dr. Ashok Gupta Principal	0141-2397906/907/908 0141-2721989
02.	Sarita Manuja Principal	09814163602 09216655700
03.	Anita Sharma Principal	09899017867



04.	Abha Sharma Special Educator	26050065/26001888/26465477 Extn. 108
05.	Narinder Kaur Counsellor	09810671910
06.	Bhavana Sharma Counsellor,	09891054235
07.	Dr. B. Singh Pr. Edu. Officer	55469840/42/43 Extn. 105

**4.00 p.m. – 8.00 p.m.**

01.	Madhu Bahl Principal	09417006590 0172-2792433
02.	Vasanthi Thiagarajan Principal	09443285098 04344-220760
03.	Rashi Narula Principal	03322231807 09831218796
04.	Jaya Ravi Sankar Headmistress	09360461571
05.	Dr. Etishree Bhati, Counsellor	09873144008 011-26174235
06.	Mamta Banerjee Counsellor	0674-2390443
07.	Ina Kanji Lal Counsellor	09437268558
08.	Ritu Dhingra Counsellor	09810333747 011-25541316
09.	Dr. Sunita Roy Counsellor	011-26948025
10.	Abha Sharma Special Educator	26050065/26001888/26465477 Extn. 108
11.	Avantika Arora Counsellor	95120-2442073
12.	Vithika Rahul Counsellor	09871057666
13.	Vinita Kaul Counsellor	09810937187

14.	P. N. Varshney Retd. Principal	011-25144390
15.	Naveen Kumar Psychologist	09811788333

**8.00 p.m. – 0000 hrs.**

01.	Goldy Malhotra Principal	011-26151917 09868125450
02.	Sarita Manuja Principal	09814163602 09216655700
03.	Vijay Sehgal Counsellor	09891057775
04.	Poonam Devdutt Counsellor	95121-2760674 ®
05.	Gulshan Rai Guidance Counsellor	95120-2624584
06.	Deepa Saini Guidance Counsellor	011-24621630
07.	Mala Sharma Guidance Counsellor	011-27014447
08.	Ritu Malik Counsellor	09873147004
09.	Meenu Bhargava Counsellor	0120-5372506
10.	Poonam Gaur Counsellor	011-22091182
11.	P. C. Bose Retd. Deputy Director	011-25281663 09899105129

**DUBAI**

01	David Ipe	+971506956582
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