Sub: Academic mentoring through Tele-counselling helpline Aao Baat Karein.

Directorate of School Education, Jammu has already extended special services of its Tele Counseling helpline Aao Baat Karein in view of Corona virus threat for handling queries of students, teachers, parents on anxiety, academics, exams, e-resources, time schedules etc. Therefore, It has been observed that:

- Many students either don’t have access to online, tele, radio classes or other e-resources available.
- Some students have doubts even after attending online, tele-classes or after self-study.
- Although all the schools have formed WhatsApp groups and subject teachers are in regular touch with the students though some students have advanced queries.

Despite an all-out effort by the directorate to compensate the study loss due to lockdown, still a lot remains to be achieved and in this regard,

- A need has been felt to constitute a task force of academic mentors (subject experts) for all classes, especially from 6th to 12th.
- These academic mentors will remain available from 10 am to 8 pm through AAO Baat Karein helpline i.e. 6006800068
- These mentors will attend and resolve student queries about academics through phone or other media.
- Academics here means, any question, topic, chapter, concept, related to any subject as per JKBOSE syllabus and DSEJ academic calendar.
- All such students/Teachers will be attended by a group of expert tele-counsellors who will further mentor/guide them through their academic difficulties.
- So, all the Chief education offficers of Jammu divisions are instructed through this circular to direct the HOIs (both Summer/winter zones) to inform students/teachers that they can call at Tele-counselling helpline Aao Baat Karein (6006800068) regarding academic queries/difficulties.

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Copy to the:
1. Principal Secretary to the Government, School Education Department, Civil Secretariat, Jammu for favour of information.
2. Joint Directors (all) of this directorate & Districts for favour of information.
3. Joint Director Information (Jammu) J&K for favour of information with the request to publish the same in at least three dailies.
4. Chief Education Officer(s) (all), Jammu Division for information and n/a.
5. I/C Website DSE, Jammu for uploading this Circular on official website of the Directorate.