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**Government of Jammu & Kashmir**  
**DIRECTORATE OF SCHOOL EDUCATION, JAMMU**

**C I R C U L A R No: 13-DSEJ OF 2020**  
**D A T E D: 22-04-2020**

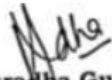
**Sub: Academic mentoring through Tele-counselling helpline Aao Baat Karein.**

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 Karen 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 officers 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.

  
(Anuradha Gupta) KAS  
Director School Education  
Jammu

**No: DSEJ/CC/9518-35**

**Dated:-22-04-2020**

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.