

GOVERNMENT OF INDIA  
MINISTRY OF EDUCATION  
DEPARTMENT OF SCHOOL EDUCATION & LITERACY

**RAJYA SABHA**  
**UNSTARRED QUESTION NO.353**  
**TO BE ANSWERED ON 22.07.2021**

**Problems of online education**

353. **Dr. V. Sivadasan:**

Will the Minister of *Education* be pleased to state:

- (a) whether Government is aware of reports of students suffering from mental stress, headache and various other problems due to the continuous online classes;
- (b) the details of measures taken to deal with this problem; and
- (c) whether Government has any plan for gradually reopening the campuses and progressing towards physical mode of education, if so, by when Government is going to achieve it?

**ANSWER**  
**MINISTER OF EDUCATION**  
**(SHRI DHARMENDRA PRADHAN)**

(a) and (b): The Ministry of Education has undertaken a proactive initiative, named, ‘**Manodarpan**’, covering a wide range of activities to provide psychosocial support to students, teachers and families for Mental Health and Emotional Wellbeing during the COVID outbreak and beyond. A Working Group, having experts from the fields of education, mental health and psychosocial issues as its members, has been set up to monitor and promote the mental health issues and concerns of students and to facilitate providing of support to address the mental health and psychosocial aspects during and after COVID-19, through counselling services, online resources and helpline.

The following components are included in the ‘Manodarpan’ initiative:

- a. **Advisory Guidelines** for students, teachers and faculty of School systems and Universities along with families.
- b. **Web page on Ministry of Education website** (URL: <http://manodarpan.education.gov.in>) carrying advisory, practical tips, posters, videos, do’s and don’ts for psychosocial support, FAQs and online query system.
- c. **National level database and directory of counsellors** at School and University levels.

- d. **National Toll-free Helpline (8448440632)** for a country wide outreach to students from school, universities and colleges.
- e. **Handbook on Psychosocial Support: Enriching Life skills and Wellbeing of Students**
- f. **Webinars, audio-visual resources including videos, posters, flyers, comics, and short films with focus on convergence of resources from other Ministries/Departments on physical and creative well-being which are essential parts of Mental well-being.**

The National Council of Educational Research and Training has started ‘NCERT Counselling Services for School Children’ in April, 2020 to help school students across the country share their concerns. This service is provided free of charge by about 270 counsellors across different regions of the country. Live interactive sessions on ‘SAHYOG: Guidance for Mental Wellbeing of Children’ are telecast on 12 PM eVidya DTH-TV channels for classes 1 to 12. To handle stress and anxiety recorded videos on Yoga are telecast through 12 DTH TV channels w.e.f. 1<sup>st</sup> September, 2020 from Classes 1 to 12 and also digital resources are made available in digital platforms , i.e., DIKSHA. A module has been developed for NISHTHA Online programme to build teachers’ personal and professional capabilities for dealing with students’ mental well-being issues and concerns.

The Central Board of Secondary Education (CBSE) arranged pre-exam and post-result toll-free tele-counselling with the help of trained counsellors and principals in India and in other countries such as Japan, Oman, Saudi Arabia, Nepal and Kuwait. Toll-Free Tele Helpline on CORONA VIRUS safeguards was set up by CBSE for students as well as general public and provided guidance on preventive care and counselled them about their fears and concerns.

(c) Education being a subject in the Concurrent List of the Constitution and majority of the schools are under the jurisdiction of the State/Union Territory Governments, it is for the respective State/Union Territory Government to take a decision about re-opening of their schools. Ministry of Home Affairs vide their Order No. 40-3/2020-DM-I (A) dated 30<sup>th</sup> September, 2020 has stated that State/UT Governments may take a decision in respect of re-opening of schools after 15<sup>th</sup> October, 2020 in a graded manner. The decision shall be taken in consultation with the respective school/institution management, based on their assessment of the situation.

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