



# Toll-Free Number for Vidya Samiksha Kendras

## Why in News?

According to the sources, the **Uttar Pradesh government** is set to implement a **toll-free number system** for the [Vidya Samiksha Kendras](#) as part of its efforts to **improve the quality of education**.

## Key Points

- This toll-free line will act as a **platform for gathering feedback, addressing concerns, and resolving school education inquiries from parents, students, and teachers**.
  - It will use [interactive voice response \(IVR\) technology](#) to address various educational concerns.
- This initiative is anticipated to **increase public involvement and bolster the education system** in order to support students at the primary, upper primary, and composite school levels across the state.
  - Additionally, all Vidya Samiksha Kendras will be incorporated into this process.

## Vidya Samiksha Kendras (VSKs)

- **About:**
  - VSK is aimed at **leveraging data and technology** to bring a big leap in learning outcomes.
  - This will cover data of more than **15 Lakh schools**, 96 Lakh teachers and 26 Crore students and analyze them meaningfully using big data analysis, [Artificial Intelligence \(AI\)](#) and machine learning in order to enhance the overall monitoring of the education system and thereby improving learning outcomes.
- **Objectives:**
  - To monitor the **real-time status of various projects/ activities** under the ambit of Samagra Shiksha.
  - To keep track of enrolled **students including learning outcomes**, Dropouts, support required by teachers and schools, etc.
  - To monitor and **track field level academic and non-academic activities** at state level and also empower administrators and teachers in the field to take data driven decisions.
  - To set up a **centralized help desk for grievance redressal mechanisms** for stakeholders of the School ecosystem.
  - To identify and analyse improvement areas for decision making and implementation that needs urgent attention.