



File no: NESTS/H-1/NESTS-Circular/142/2025-26

Dated: 05.08.2026

To
All Principals,
EMRS Schools

Subject: Strengthening of SMS-based Parent Communication System and Implementation of Automated Secured Telephone Calling System in EMRSs – Guidelines

Sir/Madam,

Please refer to this office letters dated 16.01.2026 and 04.02.2026 regarding the implementation of the SMS Alert Facility in EMRSs.

EMRSs, being fully residential institutions catering primarily to students from tribal and remote areas, require a structured, reliable, and equitable communication mechanism between students and their parents/guardians. Strengthening such communication is essential for ensuring student well-being, transparency, and sustained parental engagement in academic and co-curricular processes. In view of the practical constraints in providing equitable access to communication, and to reinforce a secure and distraction-free residential environment, the Competent Authority has approved the implementation of an Automated Secured Telephone Calling System along with mandatory SMS-based communication in all EMRSs.

In this regard, the following guidelines are issued for compliance and implementation:

1. EMRSs shall ensure the mandatory use of SMS-based communication systems for dissemination of academic updates, examination schedules and results, parent-teacher meeting notifications, holidays, health and safety alerts, and other important instructions. The system shall maintain complete digital records of messages, including date and time stamps, to ensure accountability and transparency.
2. An automated secured telephone calling system shall be introduced to enable students to communicate with parents/guardians in a regulated, monitored, and equitable manner. The system shall operate only on pre-registered telephone/mobile numbers, limited to a maximum of four contacts per student, based on written consent provided by parents/guardians. *Preferably, the fourth contact number may be fixed as the Manodarpan helpline number for counselling purposes.*
3. Each student shall be assigned a unique identification or authorization code for accessing the facility. The system shall include pre-defined call durations, automated usage control, and speed dial options to ensure ease of access while preventing misuse.
4. This facility is only for outgoing calls on a restricted or selection basis as mentioned above. Flexible configuration for call duration and scheduling shall be enabled, allowing schools to allocate usage on a class-wise or house-wise basis under appropriate supervision.

5. The facility shall be implemented on a voluntary basis. EMRSs shall obtain written consent from parents/guardians along with authorized contact details prior to activation of services, and maintain proper records of such consents.
6. Further, keeping in view the socio-economic background of students studying in EMRSs, schools may ensure that every student is provided an opportunity to communicate with parents/guardians for at least 5 minutes per week through the institutional calling system. The recurring expenditure towards recharge/service usage charges may be met from available school funds as per laid down financial norms and procedures.
7. EMRSs shall undertake selection of service providers through a transparent process and following due process as per GFR, ensuring that the provider has proven experience in residential school systems and complies with all applicable regulatory norms, including those prescribed by TRAI.
8. The selected service provider shall be responsible for installation, operation, and technical support and maintenance of the entire system at no cost to the school. This shall include provision of equipment, internal cabling, connectivity, and establishment of a secure server unit within the campus.
9. Adequate infrastructure shall be ensured by the service provider, including provision of telephone sets at an appropriate ratio (preferably one per fifty students or per house opting for the service), installation at secure and accessible locations, and uninterrupted service availability.
10. Call charges shall be reasonable and aligned with prevailing market rates, inclusive of applicable taxes. The system shall generate automated reports, including daily summaries and student-wise monthly records of call history, duration, and usage, to be shared with the school administration.
11. EMRSs shall ensure that service providers do not engage directly with students and that all operations remain institutional and supervised. Robust monitoring mechanisms shall be instituted to prevent misuse and ensure adherence to prescribed norms.
12. Schools shall provide secure space within the campus, preferably in or near the administrative area, for installation of system infrastructure. The location may be suitably adjusted based on logistical considerations while ensuring safety and accessibility.
13. A structured schedule shall be prepared for student usage to ensure fair and adequate access for all eligible students under the supervision of House Masters/Hostel Wardens.

14. In case of any damage to equipment, recovery shall be affected from the responsible students in accordance with applicable rules and procedures.
15. EMRSs shall strictly enforce the policy that mobile phones are not permitted for students within the campus. All communication with parents/guardians with students shall be facilitated exclusively through the approved institutional systems, namely the automated calling system and SMS communication platform, to ensure safety, monitoring, and uniformity.
16. EMRSs shall ensure that only authorized contact numbers are mapped in the system and that all communications are routed through secure and controlled mechanisms.
17. Schools shall maintain proper financial, operational, and usage records, and submit periodic reports on implementation status, utilization, and stakeholder feedback to the concerned authorities.
18. The overarching objective of these measures is to establish a standardized, secure, and transparent communication framework across all EMRSs, strengthen parental engagement, support students' emotional well-being, and reinforce a disciplined residential environment.

All EMRSs are directed to take necessary action for implementation of the above systems in a transparent manner as per laid down procedure at the earliest and ensure strict compliance with these guidelines.

This issues with the approval of the Competent Authority.

-sd-

(Bipin Chandra Raturi)
Joint Commissioner

Copy to:

1. The Nodal officers, State/UT EMRS Society
2. Consultants, NESTS
3. NESTS Website