



CBSE/SECY/SPS/ 2017/

July 10, 2017

Office Order

In order to streamline the requests/complaints/grievances/dak etc. redressal of the stakeholders and various branches of the board, a **Single Window Cell (SWC)** has been established w.e.f. 10th July 2017.

The following will be the flow of all of the requests/complaints/grievances/dak etc.:-

1. R&I branch will be the Single Window Cell which will be closely linked to the Reception.
2. All types of DAK/requests/applications/grievances etc. will be routed through SWS.
3. A **unique registration no** in unbreakable series will be allocated to all of the incoming /requests/applications/grievances etc.
4. Visitor's applications will also be registered in the SWS marked with the **unique registration no.**
5. All of the incoming /requests/applications/grievances etc received through Post/Courier/ email are to be replied within 7 days
6. The holding time for a visitor in the office premises will be 1 hour and In case of more than 1 hour, the same has to be certified by the officer concerned on the visitor's pass with tentative date / time for resolution of the query.
7. If it is not possible to reply on the same day then a reply by email/letter/telephone etc. must be given maximum in 3 days to the person visiting the office.
8. The oral request is not to be registered
9. All of the concerned departments will have to give the copy of the replies in the form of letter or email copies to the SW Cell on daily basis.
10. The copy of replies are to be sent to SW Cell latest by 3 p.m. on Friday after which a detailed report will be prepared and submitted by SW Cell to Secretary, C.B.S.E. for review on the following Monday.

“शिक्षा केन्द्र”, 2, सामुदायिक केन्द्र, प्रीत विहार, दिल्ली -110092

“Shiksha Kendra” 2, Community Centre, Preet Vihar, Delhi - 110092

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केन्द्रीय माध्यमिक शिक्षा बोर्ड
CENTRAL BOARD OF SECONDARY EDUCATION

11. A visitor registration form has to be filled and signed in by the visitors and subsequently the same has to be registered in the SW Cell. The official visited is to give the comments and sign the same form.
12. The reception has to handover one copy of the filled in visitor form each to the visitor and the official visited. The third copy has to be kept at the reception.
13. The visited official's endeavour should be to provide the reply on the same day.
14. All of the departments are requested to put up all pending / already received DAK/request/letters/complaints/VIP references/Grievances etc within 7 days or if the same are still pending then get them registered in the Single Window Cell by 14th July 2017.
15. None of the DAK/requests etc will be received directly by the officials & in case if any DAK/request etc is received directly then it will be the responsibility of the official concerned to get it registered in the Single Window Cell.
16. Both Online and manual system of Single Window Cell should run parallel
17. The reply of the requests received may be sent by emails/letter/fax etc.
18. The Single Window Cell is to be established in each of the Regional Offices and Centre of Excellences and a compliance report is to be sent to the undersigned by 20th July 2017.
19. All R.O.s and COEs are to send a weekly report in the enclosed format by Monday 10:00 AM to the undersigned.

* All of the visitors are to be allowed for a period of 1 hour in the HQ premises and the time will be noted on the visitor's passes.

Anurag Tripathi

(Anurag Tripathi)
Secretary

Encl:

1. Control Chart
2. Visitor's Registration Format

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Copy for information and necessary action to:-

1. EO to Chairman, CBSE, Delhi for information
2. The Controller of Examinations
3. The Director (IT) to develop and implement a software for SW Cell
4. The Executive Director (JAB & UGC-NET)
5. The Director (CTET, JNVST & Misc. Exam)
6. The CVO, CBSE Hqrs., Delhi
7. The Director, Regd Office, CBSE, Ajmer
8. The Director, Regional Office, CBSE, Guwahati
9. The Joint Secretary (Edusat)
10. The Joint Secretary & OSD, NEET Unit
11. The Joint Secretary (A&L)
12. The Research Officer (Tech.), Affiliation Unit
13. The Addl. Director, Vocational & Academics
14. The IAFA, CBSE Hqrs., Delhi
15. All the Regional Officers/CoEs of the Board
16. The PRO, CBSE Hqrs., Delhi
17. The DS Affiliation, CBSE Hqrs., Delhi
18. The DS Secret Unit, CBSE Hqrs., Delhi
19. The DS Coordination Unit, CBSE Hqrs., Delhi
20. All Officers upto the level of Section Officer

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