



CENTRAL BOARD OF SECONDARY EDUCATION
Shiksha Kendra, 2, Community Centre,
Preet Vihar, Delhi - 110092
Website: <http://www.cbse.nic.in>

CITIZEN'S CHARTER

The Citizen Charter aims to improve the services being offered to the public by CBSE. While giving an overview of the Board, it gives access to public regarding Board's services, procedures, time-schedule for availing the services, Board's mandate as well as Client's obligations along with grievance settlement mechanism etc. We are sure that the Charter will further help us in better delivery of services of the Board to its clients.

1. Overview of the organization

The Board has developed and expanded significantly from year 1929 (which was then named as the 'Board of High School and Intermediate Education, Rajputana') to reach to its present status. In year 1952, the Board was given its present name 'Central Board of Secondary Education'. It was in the year 1962 finally that the Board was reconstituted. The main objectives of the Board were to serve the educational institutions more effectively, to be responsive to the educational needs of those students whose parents were employed in the Central Government and had frequently transferable jobs.

The Board has grown at a rapid pace over the years and its present jurisdiction has stretches beyond the national geographical boundaries. From 309 schools in 1962, the Board as on 21.10.2019 has 22030 schools in India and 232 schools in 27 foreign countries. There are 1138 Kendriya Vidyalayas, 2727 Government/Aided Schools, 17553 Independent Schools, 598 Jawahar Novodaya Vidyalayas and 14 Central Tibetan Schools.

In order to execute its functions effectively, Regional Offices have been set up by the Board in different parts of the country to be more responsive to the affiliated schools. The Board has regional offices in Allahabad, Ajmer, Bhubaneshwar, Chennai, Dehradun, Delhi, Guwahati, Panchkula, Patna and Thiruvananthapuram. Schools located outside India are looked after by Regional Office Delhi. However, for the academic session 2019-2020, the Board will be having 16 Regional Offices i.e. in Prayagraj (Allahabad), Ajmer, Bhubaneshwar, Chennai, Dehradun, Guwahati, Panchkula, Patna, Thiruvananthapuram, Delhi East, Bengaluru, Bhopal, Chandigarh, Delhi West, Noida, Pune. Schools located outside India will be looked after by Regional Office Delhi East. Besides, CBSE has 17 Centres of Excellence located at Ajmer, Allahabad, Bengaluru, Bhopal, Bhubaneshwar, Chandigarh, Chennai, Dehradun, Delhi (East), Delhi (West), Guwahati, Kakinada, Noida, Panchkula, Patna, Pune and Thiruvananthapuram.

The CBSE headquarter constantly monitors the activities of the Regional Offices. Although, sufficient powers have been vested with the Regional Offices, issues involving policy matters are, however, referred to the Head office. Matters pertaining to day-to-day administration, liaison with schools, pre and post examination arrangements are all dealt with by the respective regional offices.

2. Vision & Mission

CBSE envisions a robust, vibrant and holistic school education that may engender excellence in every sphere of human endeavor. The Board is committed to provide quality education to promote intellectual, social and cultural vivacity among its learners. It works towards evolving a learning process and environment, which empowers the future citizens to become global leaders in the emerging knowledge society. The Board advocates and pledges to provide a stress-free learning environment that may develop competent, confident, and enterprising citizens who promote harmony and peace.

CBSE aims to facilitate learning for physical, emotional, social and intellectual wellbeing of students. The CBSE, a pace-setting National Board of School Education in the country, always aspires and endeavors to be a center of excellence for providing quality education by continuously working on the educational standards to meet the national and global needs through the process of affiliating schools and conducting examinations of classes X and XII as well as other exams as entrusted from time to time.

The Board focuses upon the following:

- Innovations in teaching-learning methodologies by devising students friendly and students centered paradigms
- Reforms in examinations and evaluation practices
- Skill learning by adding job-oriented and job-linked inputs
- Regularly updating the pedagogical skills of the teachers and administrators by conducting in service training programmes, workshops etc.

3. Online Grievance Re-dressal Mechanism

Method of receipt and disposal of Grievances:-

- **Online Mode:**

The Directorate of Administrative Reforms and Public Grievance (DARPG) has linked online portal <https://pgportal.gov.in/> for re-addressal of public grievances. Grievances as registered on CPGRAMS portal related to CBSE are monitored on daily basis and forwarded/ replied with in prescribed time limits.

- **Offline Mode:**

The grievance as received by post at CBSE HQ are also registered in online mode. The same are also monitored on daily basis and forwarded/ replied with in prescribed time limits. The offline grievances received by Regional Offices are settled by them in offline mode accordingly.

Officers for Settlement of Grievances	
Grievance Officer	Secretary, CBSE
Additional Grievance Officer	Head (Media & Public Relations), CBSE
Nodal Officers	All Regional Officers/ Departments/ HQ Units

Time Limits	
Forwarding of the Grievances to the Concerned Unit/Offices	Within 03 days from date of registration
Final reply to the Petitioner	Within 30 days from date of registration
If any further delay is anticipated, an interim reply is sent by concerned office/Units.	

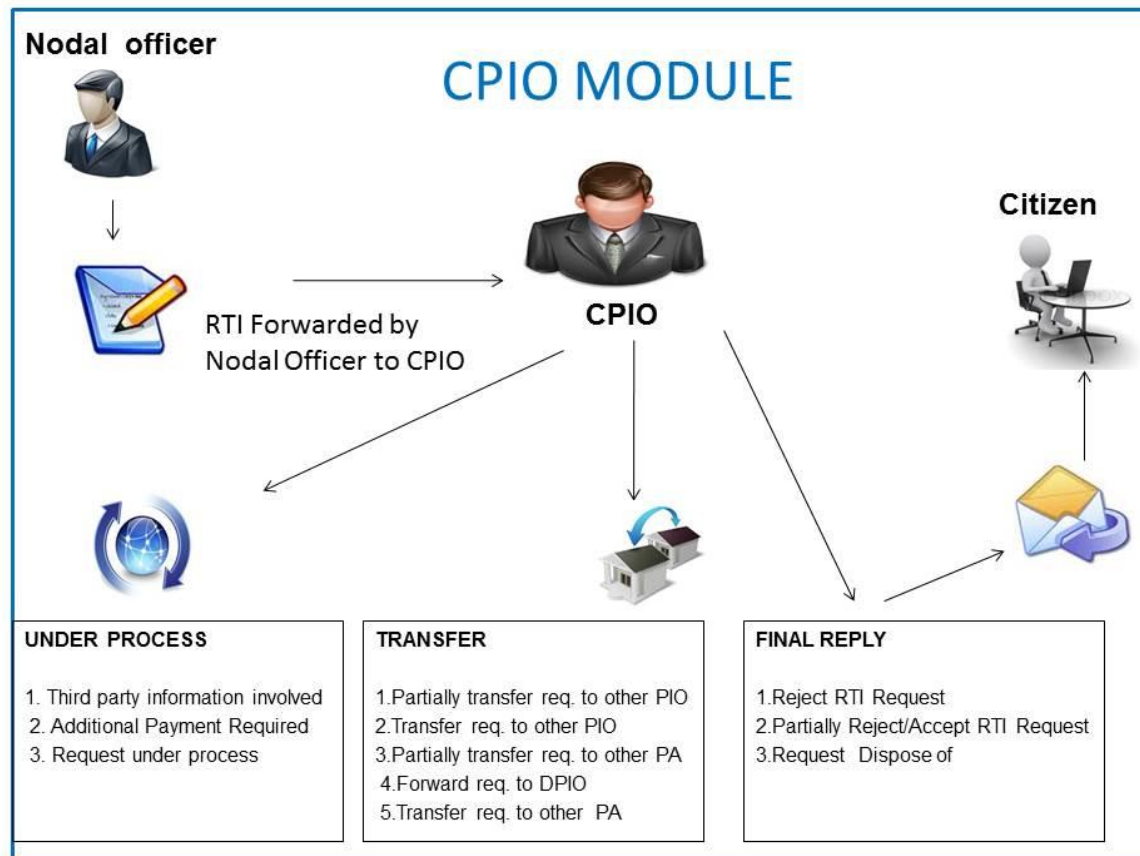
4. Access to Information

Means of accessing information on Board's activities, programs and other important updates etc.

CBSE website <http://www.cbse.nic.in>

CBSE Annual Report <http://cbseacademic.nic.in/annualreport.html#>

5. The Right to Information Act 2005:



a) Time Limits :-

RTI Applications	within 30 days from date of registration
RTI 1 st Appeal	within 45 days from date of registration

b) Details of CPIOs/Appellate Authorities, CBSE:-

Details of CPIOs/Appellate Authorities of CBSE offices are displayed on CBSE website www.cbse.nic.in under the link at http://cbse.nic.in/pr_rti/List%20of%20PIO.pdf.

c) Disclosures under Section-4(1)(b) of RTI Act-2005:-

List of mandatory disclosures under Section-4(1)(b) of RTI Act-2005 are available on CBSE website www.cbse.nic.in under the link at <http://cbse.nic.in/newsite/rtidisc.html>.

6. Services/ Activities with timeline

BRANCH NAME	SERVICE	TIME LINE	EXECUTING OFFICER	COMPETENT AUTHORITY
EXAMINATION UNIT	REGISTRATION OF STUDENTS IN CLASSES IX AND XI	As per annual notified schedule	JOINT SECRETARY/ DEPUTY SECRETARY (COORDINATION)	CONTROLLER OF EXAMINATION
	LIST OF CANDIDATES FOR CLASSES X AND XII & APPLICATION FORMS FROM PRIVATE CANDIDATES - MAIN EXAM	As per annual notified schedule		CONTROLLER OF EXAMINATION
	SUBJECT CHANGE IN CLASS X/XII	RO level 30 days, HQ level 60 days subject to annual notified schedule		REGIONAL OFFICER/ CONTROLLER OF EXAMINATION
	DIRECT ADMISSION IN CLASS X/XII	RO level 30 days, HQ level 60 days subject to annual notified schedule		REGIONAL OFFICER/ CONTROLLER OF EXAMINATION
	EXEMPTIONS/ CONCESSIONS TO CWSN	RO level 30 days, HQ level 60 days subject to annual notified schedule		REGIONAL OFFICER
	CONDONATION OF SHORTAGE OF ATTENDANCE	RO level 30 days, HQ level 60 days subject to annual notified schedule		CHAIRPERSON
	CONDUCT OF PRACTICAL EXAMINATIONS	As per annual notified schedule		CONTROLLER OF EXAMINATION
	CONDUCT OF CLASS X AND XII EXAMINATIONS – MAIN EXAM	As per annual notified Date Sheet		CONTROLLER OF EXAMINATION
	DECLARATION OF RESULTS – MAIN EXAM	Within 60 days from the date of last examination)		CHAIRPERSON
	CERTIFICATION – MAIN EXAM	Within 30 days from the date of declaration of result		CONTROLLER OF EXAMINATION
	VERIFICATION OF MARKS/PROVIDING OF PHOTOCOPY OF EVALUATED ANSWER BOOKS/RE-EVALUATION – MAIN EXAM	As per annual notified schedule		REGIONAL OFFICER/ CONTROLLER OF EXAMINATION/ CHAIRPERSON
	LIST OF CANDIDATES FOR CLASSES X AND XII & APPLICATION FORMS FROM PRIVATE CANDIDATES - COMPARTMENT EXAM	As per annual notified schedule		CONTROLLER OF EXAMINATION
	CONDUCT OF CLASS X AND XII EXAMINATIONS – COMPARTMENT EXAM	As per annual notified Date Sheet		CONTROLLER OF EXAMINATION
	DECLARATION OF RESULTS - COMPARTMENT EXAM	Within 30 days from the date of last examination		CHAIRPERSON
	CERTIFICATION - COMPARTMENT EXAM	Within 30 days from the date of declaration of result		CONTROLLER OF EXAMINATION
	VERIFICATION OF MARKS/PROVIDING OF PHOTOCOPY OF EVALUATED ANSWER BOOKS/ RE-EVALUATION - COMPARTMENT EXAM	As per annual notified schedule		REGIONAL OFFICER/ CONTROLLER OF EXAMINATION/ CHAIRPERSON
	DUPLICATE CERTIFICATES	Within two weeks of receipt of application (Offline)		REGIONAL OFFICER
	CORRECTION IN CANDIDATE'S NAME/ MOTHER'S NAME/ FATHER'S NAME/ SURNAME/ DATE OF BIRTH ETC.	60 days after fulfilment of all formalities/rules (Offline)		REGIONAL OFFICER/CONTROLLER OF EXAMINATION
	VERIFICATION OF CERTIFICATES	Within 60 days of receipt of request along with complete formalities, in concerned Regional Office (Offline)		--- REGIONAL OFFICER

AFFILIATION	PROCESSING OF ONLINE APPLICATION FOR: <ul style="list-style-type: none"> - Approval of Middle Class Syllabus - Affiliation upto Secondary level - Upgradation upto Secondary level. - Affiliation upto Senior Secondary level. - Upgradation upto Senior Secondary level. - Switch Over upto Secondary level. - Switch Over upto Senior Secondary level. - Permission for Primary Classes (1-5). - Transfer of School From Society/Trust/Company to Another - Increase in Sections - Permission to Run School in Two Shifts - Change of Name of the Society - Restoration of Affiliation - Closure of School 	<ul style="list-style-type: none"> • Constitution of Inspection Committee 09 months, as the case may be. • Post examination 09 months. 	SECRETARY	CHAIRPERSON	
	<ul style="list-style-type: none"> - Change of Name of the School - Shifting of School From One Campus to Another 	Within 1 year of receipt of application	JOINT SECRETARY (AFFILIATION)/ DEPUTY SECRETARY (AFFILIATION)	SECRETARY	
	<ul style="list-style-type: none"> - Additional Subjects, applicable in case of already CBSE affiliated Senior Secondary schools. - Extension of Provisional Affiliation in case of already CBSE affiliated school upto Secondary / Senior Secondary level 	Within 1 year of receipt of application	DESK OFFICER	ASSISTANT SECRETARY (AFFILIATION)/ SECRETARY (AFFILIATION)/ JOINT SECRETARY (AFFILIATION) DEPUTY SECRETARY (AFFILIATION)	
ADMN.II	Payment to Agency for procurement of Goods/Services	60 days	ASSISTANT SECRETARY (ADMN.II & III)	JOINT SECRETARY(A&L)	
ADMN. III (PRINTING & PUBLICATION)	Payment of refund of EMDs/Performance Security subject of completion of all contractual obligations	60 days	ASSISTANT SECRETARY (ADMN.II & III)	SECRETARY, CBSE	
				JOINT SECRETARY (A&L)	
				SECRETARY, CBSE	
				JOINT SECRETARY (A&L)	
				Same Day	
				05 days	
				For HQ	JOINT SECY. (A&L)
				FOR SPECIAL UNIT	UNIT HEAD
				FOR ROS & COES	RO / COE
				JOINT SECRETARY (A&L)	
PUBLIC INFORMATION OFFICER (ADMN.)					
JOINT SECRETARY (A&L)					

PERSONNEL UNIT	GPF WITHDRAWAL/ ADVANCE		03 to 07 days	ASSISTANT SECRETARY (PERSONNEL)	JOINT SECRETARY (A&L)/ SECRETARY
	COMPUTER/ H.B.A/ VEHICLE ADVANCE		15 days		JOINT SECRETARY (A&L)
	MEDICAL ADVANCE		03 days		JOINT SECRETARY (A&L)/REGIONAL OFFICER/ SECRETARY/ CHAIRPERSON
	MEDICAL REIMBURSEMENT		Upto 45 days (Including 10 days for audit)		JOINT SECRETARY (A&L)/ REGIONAL OFFICER / SECRETARY/ CHAIRPERSON
	FIXATION OF PAY		Upto 60 days (Including 15 days for audit)		I.A.F.A./ REGIONAL OFFICER/ SECRETARY
	TRANSFER T.A./D.A		Upto 60 days (Including 15 days for audit)		JOINT SECRETARY (A&L)/ REGIONAL OFFICER
	L.T.C./H.T.C.		Upto 60 days (Including 15 days for audit)		JOINT SECRETARY (A&L)/ REGIONAL OFFICER/ SECRETARY/ CHAIRPERSON
	FINALIZATION OF RETIREMENT BENEFITS		30 to 60 days (Including 07 to 15 days for audit)		JOINT SECRETARY (A&L)/ SECRETARY/ CHAIRPERSON
	NOC FOR HIGHER EDUCATION/PASSPORT/VISA AND EX-INDIA LEAVE/ PROPERTY TRANSACTION		30 days		JOINT SECRETARY (A&L)/ SECRETARY/ CHAIRPERSON
	FORWARDING OF APPLICATIONS ON DIRECT/ DEPUTATION		30 days		SECRETARY/ CHAIRPERSON
	YEARLY LEAVE ENCASHMENT		30 days		ASSISTANT SECRETARY (ADMN)
	ARREAR OF PAY AND ALLOWANCE		30 days		D.D.O. OF RESPECTIVE UNIT
SCHOLARSHIP	<p>CBSE Merit Scholarship Scheme For Single Girl Child(SGC) X Pass (Fresh and renewal)</p> <p>Eligibility Criteria :-</p> <ol style="list-style-type: none"> The Board has a scholarship for Single Girl Child pursuing her education at class XI and XII in CBSE affiliated schools who have passed class X from the School affiliated with CBSE. All Single Girl Students who have secured 60% or more marks in CBSE Class X Examination and are studying Class XI & XII in school(affiliated with CBSE) whose tuition fee is not more than Rs.1500/- p.m. during the academic year, shall be considered for the purpose. In the next two years, the total enhancement in tuition fee in such school shall not be more than 10% of the tuition fee charged. The detailed guidelines in this regard are given at scholarship link on Board's website. 	<p>6,000/- (per annum) for 02 years (Class XI & XII)</p> <p>PROCEDURE AND DISBURSEMENT</p> <ul style="list-style-type: none"> Invitation of online applications forms through open press release & a notice on Board's website after declaration of Board's result. Scrutiny of online application forms, sending discrepancy letters etc. Making payment of scholarship amount to finally selected candidates through ECS/NEFT. <p>Disbursement of scholarship amount within 30 working days after approval of the Competent Authority of the Board.</p>	Within 60 days	ASSISTANT SECRETARY (SCHOLARSHIP)	CHAIRPERSON

	<p>3. Student (Girl) should be the ONLY CHILD of their parents. 4. The scholarship shall be awarded to Indian Nationals only.</p>				
	<p>Board Merit Scholarship Scheme for SC/ST candidates.</p> <p>Eligibility Criteria :-</p> <p>Meritorious student of SC / ST Category</p>	<p>250/- for Class X per month(02 years) 500/- for Class XII per month(entire duration of course of study upto 1st degree (2 or 3 year in the case of BA/BA (Hons) & 4 or 5 in case of professional courses like Medicine, Engg. Etc.)</p> <p>PROCEDURE AND DISBURSEMENT</p> <ul style="list-style-type: none"> • Inviting application form from meritorious student of SC / ST category after declaration of Board's result. • Scrutiny of application forms, sending discrepancy letters to the candidates etc. • Preparing list of final selection of the students. <p>Disbursement of scholarship amount within 30 working days after approval of the Competent Authority of the Board.</p>	<p>Within 60 days</p>		<p>CHAIRPERSON</p>
	<p>Issue of 0.1% Merit Certificate of class X & XII</p> <ol style="list-style-type: none"> 1. the subject-wise Merit Certificate of class X / XII is awarded to a candidate for outstanding academic performance and for being among the top 0.1% of successful candidates in a particular subject, provided that: 2. At least 500 candidates have been passed in a particular subject. 3. The candidate has passed the examination as per the pass criteria of the Board. 	<p>PROCEDURES AND DISBURSEMENT</p> <ul style="list-style-type: none"> • Printing of Merit Certificates and dispatch with their covering letters after declaration of Board's result. • Preparation of duplicate, corrected, result revised Merit Certificates of previous years as and when requested by the students/schools. 	<p>Within 90 days</p>		<p>SECRETARY</p>

	<p>4. In the matter of tied, if one candidate gets a Merit Certificate, all the candidates getting the same score are awarded Certificate of Merit.</p> <p>5. Candidate (s) appeared for improvement /compartmental and additional subject's is/are not eligible for award of merit Certificate.</p>				
	<p>Central Sector Scheme of Scholarship (CSSS) for College & University Students: The scheme is fully Sponsored by Ministry of Human Resource Development.</p> <p>Eligibility Criteria :-</p> <p>Students who are above 80th percentile of successful candidates in the relevant stream from the respective Board of Examination in Class XII of 10+2 pattern or equivalent and pursuing regular courses (not correspondence or distance mode) percentile for fresh and 50% for renewal on year to year basis upto Post Graduate Level not exceeding 05 years (except for the students pursuing technical courses leading to degree at graduation level). The parent's income should be less than Rs. 8 Lacs p.a. A student Should have passed 10+2 pattern or equivalent and perusing regular courses from recognized Education Institute (not correspondence) and should not be availing any other scholarship</p>	<p>10,000/- (per annum) for 3 years</p> <p>20,000/- (per annum) for PG Courses for two years</p> <ul style="list-style-type: none"> • CBSE works as implementing agency under CSSS which is fully sponsored by Ministry of Human Resource Development. • CBSE provides list of candidates who fall under 80 percentile and are eligible to apply for the CSSS, to Ministry of Human Resource Development. • CBSE performs online verification of application received through National Scholarship Portal from 2015 onwards within stipulated time given by MHRD. • CBSE invites renewal application under CSSS 2012-2014. • Work of sorting, serializing and punching of renewal cases under CSSS 2014. • CBSE process and upload the data of selected candidates on PFMS portal for the disbursement of scholarship amount by MHRD. 	<p>Within 120 days</p>		<p>MHRD</p>
	<p>COMPLIANCE OF COURT'S ORDER</p>		<p>As per directions/schedule given in Court Orders.</p>		

7. Review of Charter

The Charter and its performance will be reviewed on every 02 years on the basis of experience gained in preceding years for improving CBSE's mandate/obligations.

8. Nodal Officer for proactive action on the Citizen's Charter

The Secretary
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