



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's 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 28.06.2024 has 29340 schools in India and 257 schools in 25 foreign countries. There are 1247 Kendriya Vidyalayas, 5280 Government/Aided Schools, 22408 Independent Schools, 648 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 18 Regional Offices & COE's located at Ajmer, Bengaluru, Bhopal, Bhubaneswar, Chandigarh, Chennai, Dehradun, Delhi (East), Delhi (West), Dubai (UAE), Guwahati, Noida, Panchkula, Patna, Prayagraj, Pune, Thiruvananthapuram and Vijayawada locations.

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

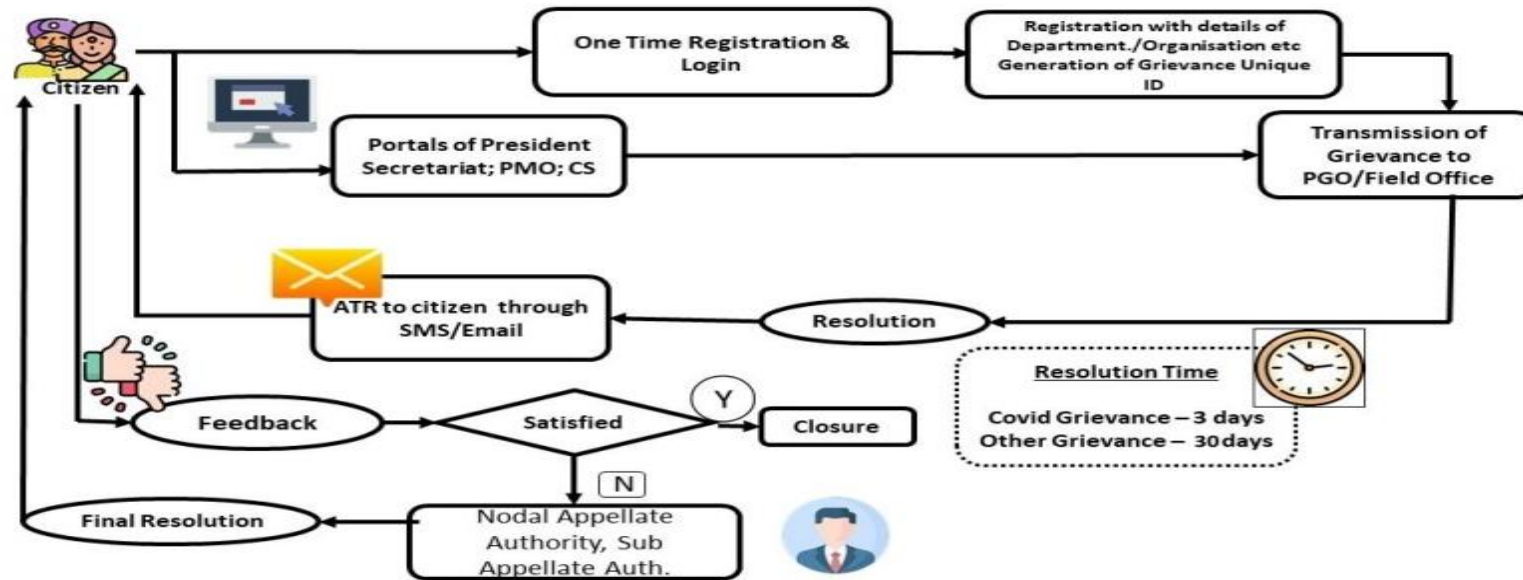
Method of receipt and disposal of Grievances:-

- **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 within prescribed time limits as per norms.
- **Offline Mode:** The grievances as received by post at CBSE HQ are also registered in online mode. The same are also monitored on daily basis and forwarded/ replied within prescribed time limits. The offline grievances received by Regional Offices are settled by them in offline mode accordingly as per norms.

Officers for Settlement of Grievances	
Grievance Officer	Secretary, CBSE
Additional Grievance Officer	Deputy Secretary, Media & PR
Nodal Officers	All Regional Officers/ Departments/ HQ Units

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

CPGRAMS PROCESS FLOW



Source: DARPG website <https://pgportal.gov.in/>

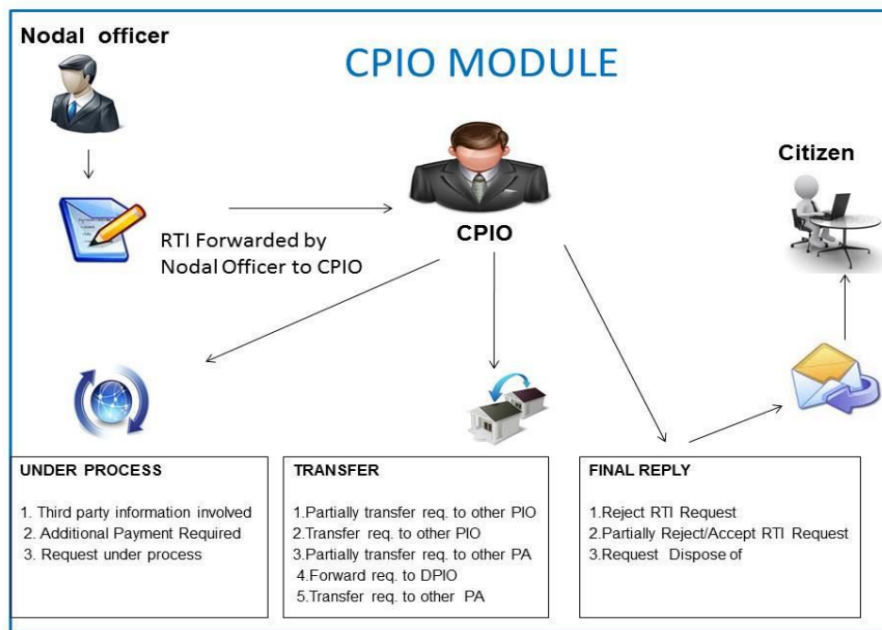
4. Right to Information ACT 2005

In CBSE, RTI applications/ 1st Appeals are received both in Online and Offline Mode.

- Offline RTI applications/ 1st Appeals are received through Single Window Cell and then the same are uploaded on the portal, after that, the same are sent to the respective CPIOs through the RTI portal.
- Online RTI applications/ 1st Appeals are received in portal are sent to the concerned CPIO/FAA directly.

Officers for Settlement of RTI matters
Nodal Officer : Secretary, CBSE
The Joint Secretary (A &L) will perform the duties of Nodal Officer in the absence of Nodal Officer i.e. Secretary, CBSE
Further details of CPIO/Link Officer/ Appellate Authorities/ Jurisdiction etc is available in Officer Order no. CBSE/Vig./F.13351/2024/H-6160 dated 05.02.2024 available on CBSE RTI web portal (link https://www.cbse.gov.in/cbsenew/rti/list_pio/CPIO_05022024.pdf)

Process Flow of Applications under RTI Act 2005:



a) Time Limits :-

RTI Applications	30 days from date of registration
RTI 1st Appeal	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 https://www.cbse.gov.in/cbsenew/rti//list_pio//CPIO_05022024.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 <https://www.cbse.gov.in/cbsenew/rti.html>

5. Access to Information

Means of accessing information on Board's activities, programs and other important updates etc.
CBSE website https://www.cbse.gov.in/
CBSE Annual Report https://www.cbse.gov.in/cbsenew/annual-report.html
The following official websites/ microsities can be visited:- <ol style="list-style-type: none">1. CBSE Academic :- (https://www.cbseacademic.nic.in/) - Academic and Skill Education, including Sample Question Papers, Subjects, Curricula and related Resources, Publications, Programs, SAFAL etc.2. CBSE Results (https://results.cbse.nic.in/) - CBSE Exam Results3. CTET (https://ctet.nic.in/) - Central Teacher Eligibility Test4. PRASHIKSHAN TRIVENI (https://cbseit.in/cbse/2022/ET/frmListing) - Training related activities5. CBSE SARAS (https://saras.cbse.gov.in/SARAS) - Integrated e-Affiliation System6. PARIKSHA SANGAM (https://parikshasangam.cbse.gov.in/ps/) – Exam related activities
Social Media Handles:- Instagram:- https://www.instagram.com/cbse_hq_1929/ Twitter:- https://x.com/cbseindia29 Facebook:- https://www.facebook.com/cbseindia29 YouTube:- https://www.youtube.com/channel/UCAre7calM9EvmD-mcSy6VyA?view_as=subscriber

5. Services/Activities with timeline

BRANCH NAME	SERVICE	TIMELINE	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 30days, HQ level 60 days subject to annual notified schedule		REGIONAL OFFICER/ CONTROLLER OF EXAMINATION
	DIRECT ADMISSION IN CLASS X/XII	RO level 30days, HQ level 60days Subject to annual notified schedule		REGIONAL OFFICER/ CONTROLLER OF EXAMINATION
	EXEMPTIONS/ CONCESSIONS TO CWSN	RO level 30days, HQ level 60days Subject to annual notified schedule		REGIONAL OFFICER
	CONDONATION OF SHORTAGE OF ATTENDANCE	RO level 30days, HQ level 60days 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 fulfillment 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:	Constitution of Inspection Committee within 15 Days.	SECRETARY	CHAIRPERSON	
	<ul style="list-style-type: none"> - Approval of Middle Class Syllabus - Affiliation upto Secondary level - Affiliation upto Senior Secondary level - Fresh Affiliation upto Secondary level Switch over from other Boards (Only schools who are already affiliated to another Board). - Fresh Affiliation upto Senior Secondary level Switch over from other Boards(Only schools who are already affiliated to another Board - Upgradation upto Senior Secondary level - Permission of site shifting (As per status of school) - Permission of two shifts - Restoration of affiliation (On case to case basis) - Introduction of Additional subjects - Extension of affiliation (at least 3%) - Increase in Sections (at least 10%) 				
	<ul style="list-style-type: none"> - Extension of affiliation (97%) - Up gradation upto Secondary level 				Auto-granted
	<ul style="list-style-type: none"> - Increase in Sections - Permission of change name of schools/ Society/ Trust/ Company (as per status of school) - Increase/ Decrease/ Correction in land area in OASIS - Transfer of School From Society/Trust/Company to Another 				First in First Out
	<ul style="list-style-type: none"> - Introduction of additional non-science subjects for Senior Secondary classes 	For entire Academic Subjects (except Physics, Chemistry and Biology) - The schools can themselves update all the subjects on their OASIS portal which is granted automatically. For subjects such as Physics, Chemistry and Biology, the school needs to apply for the same on the SARAS Portal.			
ADMN.II	Payment to Agency for procurement of Goods/Services	60 days	UNDER 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	UNDER 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	UNITHEAD
				FOR ROS & COES	RO/COE
				JOINT SECRETARY (A&L)	
PUBLIC INFORMATION OFFICER (ADMN.)					
JOINT SECRETARY (A&L)					

PERSONNEL UNIT	GPF WITHDRAWAL/ ADVANCE	03 to 07days	ASSISTANT SECRETARY (PERSONNEL)	JOINT SECRETARY (A&L) / SECRETARY
	COMPUTER/ H.B.A/ VEHICLE ADVANCE	15 days		JOINTSECRETARY(A&L)
	MEDICAL ADVANCE	03 days		JOINT SECRETARY(A&L)/ REGIONAL OFFICER/ SECRETARY / CHAIRPERSON
	MEDICAL REIMBURSEMENT	Upto 45 days (Including10days for audit)		JOINT SECRETARY (A&L)/ REGIONAL OFFICER/ SECRETARY/ CHAIRPERSON
	FIXATION OF PAY	Upto 60 days (Including 15days for audit)		I.A.F.A. / REGIONAL OFFICER/ SECRETARY
	TRANSFER T.A./ D.A	Upto 60 days (Including15 days for audit)		JOINT SECRETARY (A&L)/ REGIONAL OFFICER
	L.T.C./ H.T.C.	Upto 60 days (Including 15days for audit)		JOINT SECRETARY (A&L)/ REGIONALOFFICER/ 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	30days		JOINTSECRETARY (A&L) / SECRETARY / CHAIRPERSON
	FORWARDING OF APPLICATIONS ON DIRECT/ DEPUTATION	30 days		SECRETARY/ CHAIRPERSON
	ARREAR OF PAY AND ALLOWANCE	30 days		D.D.O. OF RESPECTIVE UNIT

<p>SCHOLARSHIP</p>	<p>CENTRAL SECTOR SCHEME OF SCHOLARSHIP (CSSS) FOR COLLEGE & UNIVERSITY STUDENTS:</p> <p>Objective: - To provide financial assistance to meritorious students from poor families to meet a part of their day-to-day expenses while pursuing higher studies.</p> <p>Scope:-The scholarships are awarded by Ministry of Education, Government of India on the basis of results of Higher Secondary / Class XII Board Examination. A maximum of 82,000 fresh scholarships per annum are provided for pursuing graduate / postgraduate degree in colleges and universities and for professional courses, such as Medical, Engineering etc.</p> <p>Eligibility for Scholarship:-</p> <ol style="list-style-type: none"> I. Students who are passed Class XII of 10+2 pattern or equivalent above 80th percentile of successful candidates in the relevant stream from the respective Board of Examination and pursuing regular degree course from Colleges/Institutions recognized by AICTE and respective Regulatory Bodies concerned. II. Students with gross parental/family income upto Rs. 4.5 lakh per annum are eligible for scholarship under the scheme. Income certificate will be required only for the fresh applicants; III. For renewal of scholarship in each year of study, besides getting at least 50% marks in the Annual Examination, maintenance of adequate attendance of at least 75%, will also be the criteria. IV. The Beneficiaries/Applicants must visit National Scholarships Portal (www.scholarships.gov.in) for applying the fresh/ renewal scholarships. <p>Rate and Duration of Scholarship (from financial year 2022-23):- The rate of scholarship is Rs.12,000/- per annum at Graduation level for first three years of College and University courses and Rs.20,000/-per annum at Post Graduation level. For detailed information about this scheme applicant may visit the National Scholarships Portal (www.scholarships.gov.in)</p> <p>Role of CBSE in CSSS:- CBSE verify the genuineness of the CSSS scholarship application of those students who have passed class-XII from the CBSE affiliated schools, being a State Nodal Officer (S.N.O) for this scheme. This scheme is fully sponsored by Ministry of Education, Government of India.</p>	<p>Time frame/ time line decided by the Ministry of Education.</p>	<p>UNDER SECRETARY (Scholarship) at State Nodal Officer (SNO) level.</p>	<p>DEPARTMENT OF HIGHER EDUCATION, (MINISTRY OF EDUCATION)</p>
	<p>CBSE MERIT SCHOLARSHIP SCHEME FOR SINGLE GIRL CHILD (SGC) (For Renewal of scholarship for Academic Year 2023-24)</p> <p>Eligibility Criteria :-</p> <ol style="list-style-type: none"> 1. 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 2. 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>Within 60 days</p>	<p>UNDER SECRETARY (Scholarship)</p>	<p>CHAIRPERSON,CBSE</p>

3. Student (Girl) should be the ONLY CHILD of their parents.
4. The scholarship shall be awarded to Indian Nationals only
5. Amount of Scholarship: 6,000/- (per annum) for 02 years (Class XI & XII)

**SINGLE GIRL CHILD MERIT SCHOLARSHIP SCHEME (SGC)
(Revised from Academic Session 2023-24 – For Fresh Eligible Students)**

Objective: In order to promote meritorious students from socially and economically weaker sections of girls who are the only child of their parents.

Eligibility:

- I. 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.
- II. The girl students who are the only child of their parents and scored 70% or more marks are eligible for the award of scholarship. Family annual income should be up to 8 lakh p.a.
- III. Monthly tuition fee does not exceed Rs. 2,500/- for class-X and Rs. 3000 for class-XII. 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.
- IV. The scholarship shall be awarded to Indian Nationals only.

Amount of Scholarship: 12,000/- (per annum) for Class X to XII)

Limit of Scholarship: There is no limit for numbers of scholarships for Single Girl Child SGC. This scheme is fully sponsored by CBSE.

Disbursement:

- 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.

Disbursement of scholarship amount within 30 working days after approval of the Competent Authority of the Board.

Note: - The Eligibility and Amount of scholarship for Renewal of application will be as per the rate prevalent to Academic Year 2022-23.

<p>BOARD MERIT SCHOLARSHIP SCHEME FOR SC/ST CANDIDATES. (For Renewal of scholarship for Academic Year 2023-24)</p> <p>Eligibility Criteria : – Meritorious student of SC / ST Category. Amount of scholarship will be 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>BOARD MERIT SCHOLARSHIP SCHEME FOR SC/ST STUDENTS(BMS) (Revised from Academic Session 2023-24 – For Fresh Eligible Students)</p> <p>Objective: In order to promote meritorious students from socially and economically weaker sections of SC/ST category.</p> <p>Eligibility: The Board prepares 0.1% combined merit list common for all Schemes on the basis of merit certificate(s) achieved by the candidates in different subjects for not on the basis of aggregate of marks. The Candidates has secured at least 85% marks at the examination of the Board.</p> <p>Amount of Scholarship: The Board offers scholarship of ₹12000/- per annum to 50 students (33 SC students & 17 ST Students) of Class X and ₹12000/- per annum to 50 students (33 SC students & 17 ST Students) of Class XII meritorious students of SC/ST category. This scheme is fully sponsored by CBSE.</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. Disbursement of scholarship amount within 30 working days after approval of the Competent Authority of the Board. <p>Note: - The Eligibility and Amount of scholarship for Renewal of application will be as per the rate prevalent to Academic Year 2022-23.</p>	<p>Within 60 days</p>	<p>UNDER SECRETARY (Scholarship)</p>	<p>CHAIRPERSON, CBSE</p>
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	<p>ISSUE OF 0.1% MERIT CERTIFICATE FOR 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. 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. 5. Candidate (s) appeared for Improvement /Compartmental and Additional subject's is/are not eligible for award of Merit Certificate. 6. The Merit Certificate will be provided at Digi-Locker by the Board. No Hard Copy of the Merit Certificate will be provided to the students/Schools. 	Within 90 days	UNDER SECRETARY (Scholarship)	SECRETARY, CBSE
Legal	COMPLIANCE OF COURT'S ORDER	As per directions/ schedule given in Court Orders.		

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.

Nodal Officer for proactive action on the Citizen's Charter

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 Central Board of Secondary Education
 "Shiksha Kendra", 2, Community Centre,
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