



केन्द्रीय माध्यमिक शिक्षा बोर्ड
CENTRAL BOARD OF SECONDARY EDUCATION

No.CBSE/CE/SPS/2018

12.10.2018

**All the Heads of the Schools
Affiliated to CBSE**

Sub : Procedure for making request to CBSE by the schools/students

Dear Madam/Sir,

You are aware that Central Board of Secondary Education is having 10 Regional Offices across the country to serve to the schools and students under their jurisdiction. Details of the Regional Offices and their jurisdiction is given on CBSE's website.

Regional Offices plays vital role in supporting schools and students to resolve their issues as per Examination Bye-Laws of the CBSE. As per policy and procedure mentioned in Examination Bye-Laws, all the requests received from stakeholders are processed by the Regional Office. These requests are either decided by the concerned Regional Officer or the Chairperson/Controller of Examinations at the Head Quarter, Delhi as per delegation of powers.

In the recent past, it has been observed that Principals/schools, students and parents are directly sending requests to the Senior Officers, CBSE, Head Quarters, Delhi. As these requests cannot be processed at Head Quarters and hence these requests are forwarded to Regional Office concerned for processing. This delays the action on the requests.

To avoid delay, following guidelines are being issued: -

- i. All Head of the schools should send their correspondence to the Regional Office concerned only.
- ii. Parents/Students be made aware by the schools that if they wish to make any request, the same should be made to the school only.
- iii. Head of the school will make the recommendations as per Examination Bye Laws and send the request to the concerned Regional Office.

Subject for which request is to be made to the Regional Offices is given in Annexure - I. Yearwise information about issuing of duplicate documents and the Regional Office is given in Annexure-II. Fee for issuing duplicate documents is given in Annexure-III.

It is therefore, advised to make the request accordingly through proper channel for prompt and timely action at the end of the CBSE.

Yours faithfully,

(DR. SANYAM BHARDWAJ)
CONTROLLER OF EXAMINATIONS

**"शिक्षा केन्द्र" 2, सामुदायिक केन्द्र, प्रीत विहार दिल्ली-110092
"Shiksha Kendra" 2, Community Centre, Preet Vihar, Delhi - 110092**

फोन / Telephone: +91-11-22509256, +91-11-22509257 वेबसाइट / Website : www.cbse.nic.in

**LIST OF THE SUBJECTS FOR WHICH REQUEST IS TO BE SEND TO THE
REGIONAL OFFICE, CBSE**

S.No.	Subjects
1	Matter related to Examinations
2	Matter related to Academic Qualifications for Undertaking Examinations
3	Matter related to Condonation of Shortage of Attendances in Examination
4	Matter related to Exemption from Examination in the Third Language
5	Matter related to Exemption/Concession by PWD Students
6	Matter related to Use of Amanuensis and Appointment of Amanuensis
7	Matter related to Change in Subject(s)
8	Matter related to Payment of Fees
9	Matter related to Holding over of Fees
10	Matter related to Refund of Fee
11	Matter related to Fixation of Examination Centres
12	Matter related to Change of Examination Centre
13	Matter related to Unfair Means Cases
14	Matter related to Scheme of Examinations and Pass Criteria
15	Direct Admission in Class X & XII
16	Evaluation related matters
17	Request for issue of Duplicate Certificates Results (Requests may be sent to R.O's as per details given in annexure-II)
18	Correction/Change in Candidate's Name, Father's Name, Mother's Name, Date of Birth
19	Verification of marks/ photocopy of Answer Book/ Revaluation
20	Verification of Old Results (Requests may be sent to R.O's as per details given in annexure-II)

Jurisdiction of M&M Division of Regional Offices of CBSE

S. No	Name of State/ District where school is located and present Region	Year of Passing	Address of Regional Office
1	Rajasthan, Gujrat, Madhya Pradesh, Dadra and Nagar Havelli RO(Ajmer)	1975 onwards	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108
2	Haryana, Punjab, Chandigarh, J&K, Himachal Pradesh RO(Panchkula)	1975- 2000	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108
		2001 onwards	Assistant Secretary/Section Officer (M&M) Regional Office CBSE Central Board of Secondary Education, Sector-5, Panchkula-134109 Email ropanchkula@cbse.gov.in ropanchkula.cbse@nic.in Phone no. 0172-2585193, 0172-2583547 and 0172-2585577
3	Assam, Nagaland, Manipur, Meghalaya, Tripura, Sikkim, Arunachal Pradesh RO(Guwahati)	1975- 2001	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108
		2002 onwards	Assistant Secretary(M&M) Regional Office, Central Board of Secondary Education, Shilpgram Road, Near Sankardev, Kalashetra, Panjabari Guwahati-781037, roguwahati.cbse@nic.in Phone no. 0361-2331995
4	Tamil Nadu, Andhra Pradesh, Telangana Karnataka, Maharashtra, Goa, Puducherry, Andaman & Nicobar Islands Daman & Diu (RO Chennai)	1975- 1990	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108

		1991 onwards	Assistant Secretary(M&M) Central Board of Secondary Education Regional Office 1630-A, J Block, 16 th Main Road, Anna Nagar(West) Chennai-600040 Email: rochennai.cbse@nic.in Phone no. 044-26162213, 044-26163215
5	Kerala, Lakshadweep RO(Trivandrum)	1975- 1990	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108
		1991 -2013	Assistant Secretary(M&M) Central Board of Secondary Education Regional Office, 1630-A, J Block, 16 th Main Road, Anna Nagar(West) Chennai-600040 Email: rochennai.cbse@nic.in Phone no. 044-26162213, 044-26163215
		2014 onwards	Assistant Secretary(M&M) Regional Office, Central Board of Secondary Education Block-B, 2 nd Floor, LIC Divisional Office Campus, Pattom, Thiruvanthapuram 695004 Kerala Email: rotrivandrum@cbse.gov.in Phone no. 0471-2534404/05
6	Uttarakhand and Western Uttar Pradesh i.e. Badaun, Baghpat, Bijnour, Bulandshahr, , GautamBudh Nagar(Noida), Ghaziabad, Hapur, J.P.Nagar/Amroha, Meerut, Muradabad, Muzaffarnagar, Rampur, Saharanpur, Sambhal and Shamli RO(Dehradun)	1975- 2000	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108
		2001-2013	Assistant Secretary(M&M) Regional Office, Central Board of Secondary Education 35-B, Civil LinesM.G. Marg, Civil Lines Allahabad-211001 (U.P.) Email: roallahabad.cbse@nic.in roallahabad@cbse.gov.in Phone no. 0532-2407970
		2014 onwards	Assistant Secretary(M&M) Central Board of Secondary Education, 99, Rajendra Nagar, Kaulagarh Road, Dehradun-248001 Uttarakhand Email: roddn.cbse@nic.in Phone no. 0135-2757733

	Mathura, Bareilly, Shahjahanpur, Kasganj/Kashiram Nagar & Etah, Hathras/MahaMaya Nagar, Aligarh, Pilibhit RO (Allahabad)	1975-2000	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108
		2001-2013	Assistant Secretary(M&M) Regional Office, Central Board of Secondary Education 35-B, Civil LinesM.G. Marg, Civil Lines Allahabad-211001 (U.P.) Email: roallahabad.cbse@nic.in roallahabad@cbse.gov.in Phone no. 0532-2407970
		2014-2016	Assistant Secretary(M&M) Central Board of Secondary Education, 99, Rajendra Nagar, Kaulagarh Road, Dehradun-248001 Uttarakhand Email: roddn@cbse.gov.in Phone no. 0135-2757733
		2017- onwards	Assistant Secretary(M&M) Regional Office, Central Board of Secondary Education 35-B, Civil LinesM.G. Marg, Civil Lines Allahabad-211001 (U.P.) Email: roallahabad.cbse@nic.in roallahabad@cbse.gov.in Phone no. 0532-2407970
7	Uttar Pradesh- Agra, Ambedkar Nagar, Amethi, Auraiya, Azamgarh, Bahraich, Ballia, Balrampur, Banda, Barabanki, Basti, Budaun, Chandauli, Chitrakoot, Deoria, Etawah, Faizabad, Farukhabad, Fatehpur, Firozabad, Gautam Buddha Nagar, Ghazipur, Gonda, Gorakhpur, Hamirpur, Hardoi, Jalaun, Jaunpur, Jhansi, Kannauj, Kanpur Dehat, Kanpur Nagar, Kaushambi, Kushi Nagar (Padrauna), LakhimpurKheri, Lalitpur, Lucknow, Maharajganj, Mahoba, Mainpuri, Mau, Mirzapur, Pratapgarh, Raebareli, SantKabir Nagar, SantRavidas Nagar, Shravasti, Siddharth Nagar, Sitapur, Sonbhadra, Sultanpur, Unnao, Varanasi. RO(Allahabad)	1975- 2000	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108
		2001 onwards	Assistant Secretary(M&M) Regional Office Central Board of Secondary Education 35-B, Civil Station, M.G. Marg, Civil Lines Allahabad-211001 (U.P.) Email: roallahabad.cbse@nic.in roallahabad@cbse.gov.in Phone no. 0532-2407970

8	Bihar, Jharkhand RO(Patna)	1975- 2000	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108
		From year 2001-2010	Assistant Secretary(M&M) Regional Office Central Board of Secondary Education 35-B, Civil Lines, M.G. Marg, Civil Lines Allahabad-211001 (U.P.) Email: roallahabad.cbse@nic.in roallahabad@cbse.gov.in Phone no 0532-2407970
		2011 onwards	Assistant Secretary(M&M) Central Board of Secondary Education Ambika Complex, Behind State Bank Colony, Brahmsthan, Sheikhpura Raja Bazar, Bailey Road,Patna-800014 (Bihar) Email: ropatna.cbse@nic.in ropatna.cbse@gmail.com Phone no. 0612-2295080, 0612-2295048
9	West Bengal, Odisha, Chhatisgarh RO(Bhubaneswar)	1975- 2000	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108
		From year 2001-2010	Assistant Secretary(M&M) Regional Office Central Board of Secondary Education 35-B, Civil Lines, M.G. Marg, Civil Lines Allahabad-211001 (U.P.) Email: roallahabad.cbse@nic.in roallahabad@cbse.gov.in Phone no 0532-2407970
		2011 onwards	Assistant Secretary(M&M) Regional Office, Central Board of Secondary Education Plot No. 4, Sailshree Vihar, Chandrashekharapur, BHUBANESWAR – 751 021 Odissa Email: robhubaneshwar.cbse@nic.in rocbsebbsr@rediffmail.com Phone no. 0674-2542312 and 0674- 2548212

10	Delhi, Schools outside India RO(DELHI)	1975-2002	Assistant Secretary(M&M) Registered Office, Central Board of Secondary Education Todar Mal Marg, Ajmer-305030. (Rajasthan) Email: director.cbseajmer@gmail.com documents.cbseajmer@gmail.com Phone no. : 0145-2621228, 0145-2634125, 0145-2634108
		2003 onwards	Assistant Secretary(M&M) Central Board of Secondary Education, Regional Office, PS 1-2, Institutional Area, I.P. Extn. Patparganj, Delhi-110302 Email: rodelhi@cbse.gov.in rodelhi.cbse@nic.in Phone no. 011-22248885
			Assistant Secretary(M&M) Central Board of Secondary Education, Regional Office, PS 1-2, Institutional Area, I.P. Extn. Patparganj, Delhi-110302 Email: rodelhi@cbse.gov.in rodelhi.cbse@nic.in Phone no. 011-22248885

Fee for Duplicate Documents

Annexure-III

		Amount of Fee (₹)
1.	Duplicate/Triplicate copy of Class XII Marksheet or Certificate, Class X Marksheet/Certificate/ Gradesheet cum Certificate of Performance	
(a)	Upto 5 years from year of passing	250/-
(b)	More than 5 and upto 10 years from year of passing	500/-
(c)	More than 10 years and upto 20 years of passing	1000/-
(d)	More than 20 years from year of passing	2000/-
2.	Migration certificate or its duplicate copy	250/-
3.	Date of birth certificate	250/-
4.	Provisional Certificate	200/-
5.	Urgent/Tatkal fee for duplicate document in addition to fee mentioned above	500/-
6.	Correction in certificate/Marksheet (date of birth, name)etc.	1000/-
7.	Verification of Statement of Marks/Certificate of Class X or XII or both for a particular candidate (except the cases received from Government Department), per document fee.	500/-