

CENTRAL BOARD OF SECONDARY EDUCATION

Shiksha Kendra, 2 Community Center, Preet Vihar, Delhi 110092

RIGHT TO INFORMATION ACT, 2005

Obligations of Public Authority

(Updated as on 24.05.2024)

1 The particulars of CBSE's organization, functions and duties.

Name & Address of the Organization:

The CBSE, HQ is located at Shiksha Kendra, 2 Community Center, Preet Vihar, Delhi 110092.

Enquiry : 011-22509256, 22509257, 22509258, 22509259

CBSE Helpline Number : 1800-11-8002

Email ID : info[dot]cbse[at]gov[dot]in

Also, there are 18 Regional Offices across the country with 21 Center of Excellences.

Details are available in the website.(<https://www.cbse.gov.in/cbsenew/contact-us.html>)

Head/Chairperson of the Organization: Sh. Rahul Singh, IAS.

Any other details-the genesis, inception, formation of the department and the HoDs from time to time as well as the committees/ Commissions constituted from time to time have been dealt

<https://www.cbse.gov.in/cbsenew/history.html>

Vision Mission & Key Objectives:

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.

(<https://www.cbse.gov.in/cbsenew/documents/CitizenCharter%2008.11.2019.pdf>)

Functions & Duties:

The details of Functions and Duties of the Board are available at link :

(<https://www.cbse.gov.in/cbsenew/rti/disclosures/Powers%20&%20Duties%20.pdf>)

Organization Chart

Organogram is made available to the public which is available in the website.

(<https://www.cbse.gov.in/cbsenew/organogram.html>)

Committees/ Commissions constituted

The details of Committee/Commission constituted is given at link

(<https://www.cbse.gov.in/cbsenew/committees.html>)

Powers & Duties of its officers and employees of the Board

The details of different Departments/ Units of the Board as well as the details of the powers and duties of the department are made available in the website.

(<https://www.cbse.gov.in/cbsenew/rti/disclosures/Powers%20&%20Duties%20.pdf>)

Rules/ orders exercised & work allocation under which powers and duty are derived.

Rules, regulations, manuals, Bye Laws & delegation of powers are made available to the public in the website.

(https://www.cbse.gov.in/cbsenew/rti_rules.html)

The Procedure Followed In the Decision Making Process, Including Channels Of Supervision And Accountability

The Organogram of the board shows the Channel of Supervision & Accountability. Each department is headed by HoD, who supervises the work of the staff of their departments.

Details of the Department and Head of the Departments along-with their contact details are made available in the website.

(<https://www.cbse.gov.in/cbsenew/organogram.html>)

Related Provisions, Acts, rules etc.

The resolution & MOA of CBSE is given in link https://www.cbse.gov.in/cbsenew/res_moa.html

Norms for discharge of functions

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.

(<https://www.cbse.gov.in/cbsenew/documents/CitizenCharter%2008.11.2019.pdf>)

Time limit for Achieving Targets:The time limit for achieving targets are available in the website:

(<https://www.cbse.gov.in/cbsenew/documents/CitizenCharter%2008.11.2019.pdf>)

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: - 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	• Constitution of Inspection Committee 09 months, as the case may be. • Post examination 09 months.	SECRETARY	CHAIRPERSON	
	- 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	
	- 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)/ DEPUTY SECRETARY (AFFILIATION)/ JOINT 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	CBSE Merit Scholarship Scheme For Single Girl Child(SGC) X Pass (Fresh and renewal)	6,000/- (per annum) for 02 years (Class XI & XII)	ASSISTANT SECRETARY (SCHOLARSHIP)	CHAIRPERSON	
	Eligibility Criteria :- 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.	PROCEDURE AND 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.			

<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 :- 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> <p>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>	<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. 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 :- 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 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>			

Process of Redress of Grievances:

Through the Portal “e-Harkara” all the affiliated schools can submit their requests/grievances about all matters pertaining to CBSE directly to concerned unit/authority by logging in using their existing credentials.

The Rules, Regulations, Instructions, Manuals and Records for discharging its functions.

The Rules, regulations, manuals, Bye Laws & delegation of powers are made available to the public in the website.

(https://www.cbse.gov.in/cbsenew/rti_rules.html)

Transfer Policy & Transfer Order:

https://www.cbse.gov.in/cbsenew/rti/disclosures/Transfer_Policy.pdf &
https://www.cbse.gov.in/cbsenew/rti/disclosures/Transfer_Order_18102023.pdf

Categories of documents that are held by the authority under its control.

The documents held by CBSE include relevant files on subjects dealt with in the CBSE and service documents of its officials. The documents are retained as per the retention schedule.

Respective Department/ Units acts as the Custodian and maintain and safe keep its documents.
(<https://www.cbse.gov.in/cbsenew/rti/disclosures/Statement%20of%20Category.pdf>)

Boards, Councils, Committees and other Bodies constituted as part of the Public Authority

A statement of the Boards, Councils, Committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public.

The meetings of various activities of the Board are not open to public and the minutes are also not accessible to the public.

List of various committees is as follows:-

1. [Governing Body of the Board](#) Constituted on 05.04.2024.
2. [Finance Committee of the Board](#) Constituted on 05.04.2024.
3. [Affiliation Committee](#) Constituted on 05.04.2024.
4. [Examination Committee](#)
5. [Result Committee](#)

Lists of Board's Committee are uploaded in the Board's website.

(<https://www.cbse.gov.in/cbsenew/committees.html>)

Tenure of GB Members

https://www.cbse.gov.in/cbsenew/gb_members.html

The meetings are open only for members.

All the minutes of meetings of various bodies are available on Board's website and thus open to all.
(<https://www.cbse.gov.in/cbsenew/admin.html>)

A directory of Officers and Regional offices of the Board:

Names and designations of the officers of the Board and their contact numbers are uploaded on the website.
(<https://www.cbse.gov.in/cbsenew/contact-us.html>)

Monthly remuneration received by officers & employees including system of compensation.

Every employees with Gross monthly remuneration is entitled for Earned Leave, Commuted Leave, LTC, CCL, Tuition fee reimbursement etc. As per Govt. Rules (CCS, 1972 Rules). List of Board employees with Gross pay uploaded on the Board's website.

(https://www.cbse.gov.in/cbsenew/rti/disclosures/CBSE_EMPLOYEES_SALARY_DETAILS_NEW_MAY_2023.pdf)
(Needs to be updated)

Name and Designation and other particulars of Public information officers.

The Board has appointed CPIOs and Appellate Authority for each unit/ branch/ Regional offices of the Board. List is available in the website for the people.

(https://www.cbse.gov.in/cbsenew/rti/list_pio/CPIO_05022024.pdf)

Details of Disciplinary action against whom the Board has taken by the Board against the employees is available in the website

(https://www.cbse.gov.in/cbsenew/rti/disclosures/Vigilance_report_09052024.pdf)

Programmes to advance understanding of RTI:

To apprise the PIOs/ CPIOs with the current rule positions and amendments in the RTI Act 2005, workshops were conducted for the PIOs/ CPIOs & AAs from time to time.

RTI Manuals, Mandatory Disclosures, other information, etc. are uploaded/updated on regular intervals (as on 16.05.2024).

Transfer Policy and transfer Orders:

A Transfer Policy has been implemented by the Board to bring transparency, effectiveness in discharge of its functioning, better handling of manpower vis-a-vis requirement of staff in various units/ offices of the Board and to streamline the transfer procedure.

Transfer policy and Transfer orders are uploaded from time to time in the website.

(https://www.cbse.gov.in/cbsenew/rti/disclosures/Transfer_Policy.pdf)

(https://www.cbse.gov.in/cbsenew/rti/disclosures/Transfer_Order_18102023.pdf)

2. Budget and Programme

Budget for each department, proposed expenditure and revised budget are indicated in the budget. Report on Disbursements made is placed in the Board's website and annual reports.

(<https://www.cbse.gov.in/cbsenew/rti.html>)

The annual budget allocation and proposed expenditures is included in this manual. The budget is proposed by the HoDs based on their requirement which is then evaluated by the committees and finally submitted to Finance Committee for consideration and approval.

The Foreign and Domestic Tours

(will be updated shortly)

Particulars of recipients of concessions, permits of authorizations granted by the public authority.

The scope of work of CBSE does not involve providing any subsidy. However CBSE has several schemes of the Scholarship/ Reward to the meritorious students. The details of all such scheme, eligibility conditions and scholarship awarded and details of the processing of application for award of the scholarship / Reward Scheme are available at the following link:-

(<https://www.cbse.gov.in/cbsenew/rti/disclosures/12%20subsidy.pdf>)

Affiliation Branch of the CBSE affiliates various public schools for conduct of the examination at X and XII level. A list of all such affiliated schools which have been granted affiliation by the Board and the cases which are under process is available on the website (<https://saras.cbse.gov.in/SARAS>) along-with status of the case.

The Board extends training facilities for both teachers and students. In addition, concessions/exemptions from application fee as per GoI Rules to reservation category candidates (SC/ST/PwD) and women in each recruitment advertisement of the Board.

CAG & PAC paras

Latest status available in the link below.

(https://www.cbse.gov.in/cbsenew/rti/disclosures/External_Audit_Status_2020-2022_09052024.pdf)

3. Public Band Public Interface (Particulars of any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation thereof.

The vital functions of the Board are governed by various committees like:-

1. Governing Body of the Board
2. Finance Committee of the Board
3. Affiliation Committee
4. Examination Committee
5. Result Committee
6. Curriculum Committee

The constitution of these committees is in accordance with the concerned byelaws like.

1. Examination bye laws
2. Affiliation bye laws
3. CBSE Service Rules 1985 and relevant provisions under the rules of the Central Govt.

Are the details of policies / decisions, which affect public, informed to them?

Already given above.

Are the details of policies/ decisions which affects public, informed to them.

The meetings of various activities of the Board are not open to public and the minutes are also not accessible to the public.

List of the members of various committees is as follows:-

1. Governing Body of the Board
2. Finance Committee of the Board
3. Affiliation Committee
4. Examination Committee
5. Result Committee

Dissemination of information widely and in such form and manner which is easily accessible to the Public

Dissemination of information to the stakeholders by the Board are made through the website as well as Social Media Platforms of the Board from time to time.

Social Media account links of the Board are available in the website and are also detailed below:

Website: (<https://www.cbse.gov.in/>)

Facebook: (<https://www.facebook.com/cbseindia29>)

Twitter: (<https://twitter.com/cbseindia29>)

Instagram: (https://www.instagram.com/cbse_hq_1929/)

Youtube: (https://www.youtube.com/channel/UCAre7caIM9EvmD-mcSy6VyA?view_as=subscriber)

Form of accessibility of information manual/ handbook

Information manual/ handbook available in Electronic format: **Yes**

Information manual/ handbook in Printed format is available with the CPIO under the RTI Act.

List of material available free of cost:

E Books and Supportive materials are made available in the Academics website of the Board.

(https://cbseacademic.nic.in/publication_sqps.html)

(<https://cbseacademic.nic.in/index.html>)

(<https://www.cbse.gov.in/cbsenew/scholar.html>)

(<https://cbseacademic.nic.in/cbse-publication.html>)

(<https://cbseit.in/cbse/training/>)

List of materials available at a reasonable cost of the medium:

All the information accessible (except exempted material under provision of RTI) as per RTI Act 2005, can be accessible from CPIO Office as per the provisions of RTI Act and its rules.

4. E-Governance

Website of the Board are available both in Vernacular language (both in Hindi and English)

Grievance Redressal Mechanism

Apart from the **Public Grievance Portal (PG Portal or CPGrams)** which is a Centralized Public Grievance Redress and Monitoring System of the **Department of Administrative Reforms and Public Grievances (DARPG), Government of India**. The Board has its own application known as **“e-Harkara”**. Through the Portal all the affiliated schools can submit their requests/grievances about all matters pertaining to CBSE directly to concerned unit/authority by logging in using their existing credentials.

Lists of Completed Schemes/ Projects/ Programmes

The CBSE organizes academic activities and trainings to both teachers and students to provide stress free, child centered and holistic education to all children without compromising on quality and aims develop norms for implementation of various academic activities including quality issues; to control and coordinate the implementation of various academic and training programmes of the Board; to organize academic activities and to supervise other agencies involved in the process. Details of Programmes can be found in the CBSE academic website given below:

<https://cbseacademic.nic.in/>

Details of information available in electronic form: The lists of information and materials are available in the website of the Board.

(<https://cbseacademic.nic.in/index.html>)

(<https://www.cbse.gov.in/cbsenew/scholar.html>)

(<https://cbseacademic.nic.in/cbse-publication.html>)

(<https://cbseit.in/cbse/training/>)

Name & Location of faculty: Details are made available in the website

(<https://www.cbse.gov.in/cbsenew/contact-us.html>)

(<https://www.cbse.gov.in/cbsenew/documents/CitizenCharter%2008.11.2019.pdf>)

Details of information made available: Mentioned in the above list.

Working hours of facility: Monday to Friday, 9 AM to 5:30 PM

(<https://www.cbse.gov.in/cbsenew/contact-us.html>)

Contact person &

Contact Details: Available in the website (<https://www.cbse.gov.in/cbsenew/contact-us.html>)

Details of applications received under RTI and information provided:

Details of Status Report for the period - 01/04/2023 to 31/03/2024					
Central Board of Secondary Education					
Action taken by Nodal officer					
Total Online Receipt(s)	Transfer To other Public Authority	Forward To CPIO	Returned To Applicant	Disposed of	Pending
5581	91	5397	46	0	20
Action taken by CPIO(s)					
Physical Receipt(s)	Forward by Nodal Officer	Total Receipt(s)	Disposed of	Pending	
1132	5397	6529	6530	321	

Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract

(Will be updated shortly)

Annual Report: Annual Reports are made available in the website of the Board.
(<https://www.cbse.gov.in/cbsenew/annual-report.html>)

FAQ's : Frequently Asked Questions are made available in the Board's website.
(https://www.cbse.gov.in/cbsenew/documents/FAQ_result_2023_12052023.pdf)

Citizen's Charter



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.

Receipt & Disposal of RTI applications & appeals

Details of applications received and disposed: Already given above.

Details of appeals received and orders issued:

Details of Status Report for the period - 01/04/2023 to 31/03/2024				
Central Board of Secondary Education				
Action taken by Nodal officer				
Total Online Receipt(s)	Forward To FAA	Returned To Applicant	Pending	
599	1435	0	0	
Action taken by FAA(s)				
Physical Receipt(s)	Forward by Nodal Officer	Total Receipt(s)	Disposed of	Pending
141	1435	1576	721	78

Replies to Questions asked in parliament:

Details of questions asked and replies given are made available in the website.

(Point No. 22 in <https://www.cbse.gov.in/cbsenew/rti.html>)

5. Information as may be prescribed:

Name and details of Current CPIOs and FAAs are made available in the website

(https://www.cbse.gov.in/cbsenew/rti/list_pio/CPIO_05022024.pdf)

Report of Third Party Audit of voluntary disclosure is made available in the website.

For the year 2019-20

([https://www.cbse.gov.in/cbsenew/rti/disclosures/16.%20Central_Board_of_Secondary_Education%20\(1\).pdf](https://www.cbse.gov.in/cbsenew/rti/disclosures/16.%20Central_Board_of_Secondary_Education%20(1).pdf))

For the year 2022-23 was audited on 20.10.2023

(https://www.cbse.gov.in/cbsenew/rti/disclosures/Audit_Report_2022-23_17112023.pdf)

Consultancy Committee of key stakeholders for advice on Suo-Motu disclosure was formed by the Board on 27.09.2022. Details are available in the website.

(https://www.cbse.gov.in/cbsenew/rti/disclosures/Committee_of_CPIOs_03102022.pdf)

6. Information disclosed on own initiatives:

FAQs and informations are made available in the website from time to time so that public have minimum resort to use of RTI Act to obtain information.

Whether STQC certification obtained and its validity: The Board has initiated the process of obtaining STQ.