



CENTRAL BOARD OF SECONDARY EDUCATION

CBSE Integrated Office Complex, Sector-23,
Phase -1, Dwarka, New Delhi – 110077

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 stretched beyond the national geographical boundaries. From 309 schools in 1962, the Board as on 30.04.2025 has 30593 schools in India and 266 schools in 25 foreign countries. There are 1246 Kendriya Vidyalayas, 5454 Government/Aided Schools, 23509 Independent Schools and 650 Jawahar Novodaya Vidyalayas.

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. Vide notification no. CBSE/Rectt.Cell/1 (76)2024/10667-766 dated 14/08/2024, Six Regional Offices/CoEs at Ahmedabad, Gurugram, Kolkata, Lucknow, Raipur and Ranchi and Six Sub Regional offices at Srinagar/Jammu, Shimla, Gangtok, Agartala, Itanagar, Hyderabad have been notified. Out of which Regional offices at Lucknow, Gurugram, Raipur, Ranchi and Sub Regional Offices at Itanagar, Gangtok and Shimla are likely to be made functional by end of June 2025.

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.

Grievance Re-dressal Mechanism

NAME OF THE SERVICES	ELIGIBILITY CRITERIA AND PROCEDURE TO OBTAIN THE SERVICE	WHERE AND HOW TO APPLY	TIME-FRAME FOR SERVICE DELIVERY	LIST OF REQUIRED DOCUMENTS	APPLICABLE Fees, if any	DESIGNATION AND CONTACT DETAILS OF THE RESPONSIBLE OFFICER	GRIEVANCE REDRESSAL AUTHORITY IN CASE OF NON-COMPLIANCE
Grievance Re-dressal Mechanism	<p>ELIGIBILITY CRITERIA</p> <p>Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery.</p> <p>Issues which are not taken up for redress :</p> <ul style="list-style-type: none"> • RTI Matters • Court related / Sub-judice matters • Religious matters • Suggestions • Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013-Estt.(A-III) dated 31.08.2015 	<p>• Register on the CPGRAMS Portal: -</p> <ol style="list-style-type: none"> 1. Visit CPGRAMS portal, https://pgportal.gov.in/ and click on "Registration/Sign up Form." 2. Fill in the required details, including your name, address, email ID, Mobile Phone Number and other relevant information. 3. Click the activation link in the confirmation email to activate your account. 4. Enter the one-time password and click "Confirm." 5. Once registered, log in to the CPGRAMS portal using your username and password. 	Twenty-one (21) days. In case of delay an interim reply with reasons for delay is required to be given.	Provide a clear and concise description of the issue you're facing, including the office or department against which the grievance is raised. You can upload relevant documents to support your grievance, such as official correspondence, reports, or any other evidence that strengthens your claim. These documents should be in PDF format.	Government is not charging fee from the public for filing grievances. All money being paid by the public for filing grievance is going only to M/s CSC only.	<p>Grievance Officer: Secretary, CBSE,</p> <p>Addl Grievance Officer: - Deputy Secretary, Media & PR</p> <p>Nodal Officers: - All Regional Officers/ Departments/ HQ Units</p> <p>Contact details are available on website. https://www.cbse.gov.in/cbsenew/contact-us.html</p>	Nodal Officers: - All Regional Officers/ Departments/ HQ Units.

	<p>PROCEDURE TO OBTAIN THE SERVICE</p> <p>1. 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.</p> <p>2. 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</p>	<p>• Lodge Your Grievance: -</p> <p>1.After logging in, you'll be able to lodge your complaint online by simply clicking "Lodge Public Grievance" button in Grievance Section.</p> <p>2.You can also upload supporting documents if necessary.</p> <p>3.The grievances can be lodged online. In cases where internet facility is not available or even otherwise, the citizen is free to send her/his grievance by Post. There is no prescribed format.</p> <p>• Track Your Grievance: Online grievances can be tracked on the pg portal using view status link and after providing unique registration number.</p>					
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RTI (Right to information Act, 2005)

Name of the Service	Eligibility criteria and procedure to obtain the service	Where and how to apply	Time-frame for service delivery	List of required documents	Applicable fees	Designation and contact details of the responsible officer	Grievance Redressal authority in case of non-compliance
Settlement of RTI Applicants/Appeals 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 received in portal are sent to the concerned CPIO/FAA directly.	An applicant who desires to obtain information under the RTI Act, 2005 can make a request through online/offline	Citizen can file online RTI on link https://rtionline.gov.in/ and offline by post/dak. Online mode applicant can follow these steps: 1. Applicant login a link https://rtionline.gov.in/ 2. The text of the application may be written in the prescribed column of the RTI request form. 3. After filling the first page of the RTI request form, applicant has to click on "Make Payment" button for payment of the prescribed RTI fee. Offline mode applicant can follow these steps: 1. Writing the Application Properly. 2. Make Payment of Fees. 3. Send Application.	RTI Applications- 30 days from date of registration RTI 1st Appeal- 45 days from date of registration	Not required, however applicant may send a written application if they opt offline mode.	The applicant may pay the prescribed RTI fee to file RTI application online/offline. (Exemptions as per RTI Act, 2005: It may be noted that no RTI fee is required to be paid by a citizen who is below poverty line, as per RTI Rules, 2012. However, the BPL applicant must attach a copy of the certificate issued by the appropriate government in this regard, along with the application.)	The details of CPIO/Link Officer/ Appellate Authorities/ Jurisdiction etc. is available in Officer Order no. CBSE/Vig./F.13351/2024/C-33-10 dated 15.10.2024 available on CBSE RTI web portal (link https://www.cbse.gov.in/cbsenew/rtilist_pio/List_CPIO_15102024.pdf)	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,

EXAMINATION UNIT

Name of the service	Eligibility criteria and procedure to obtain the service	Where and how to apply	Time frame for service delivery	List of required documents	Applicable fees, if any	Designation and contact details of the responsible officer	Grievance redressal authority in case of non-compliance
Registration of students in classes IX & XI	As per notified Circular	CBSE website i.e. cbse.nic.in at Pariksha Sangam Portal through Online Mode Only	As per annual notified schedule	Submitted by School through online mode	As per notified Circular	Joint Secretary/Deputy Secretary (Coordination)	Controller of Examinations
List of candidates for classes X & XII & Application forms from private candidates-Main Exam	As per notified Circular	CBSE website i.e. cbse.nic.in at Pariksha Sangam Portal through Online Mode Only	As per annual notified schedule	Submitted by School through online mode	As per notified Circular		Controller of Examinations
Subject correction/change in Class X/XII	Subject correction/change is not allowed being two years integrated course	Concerned Regional Offices of the Board	RO Level 30 days, HQ level 60 days subject to annual notified schedule	Subject change is not allowed being two years integrated course.	As per notified Circular		Regional Officer/ Controller of Examinations
Direct Admission in Class X/XII	1. Shifting of school because of transfer of parent from one station to another station. (Students whose parent(s) are in service). 2. Shifting of family. 3. Shifting to Hostel. 4. Shifting from Hostel. 5. Re-admission due to Fail/not appeared in Exams/ Improvement / Compartment.	Concerned Regional Offices of the Board	RO Level 30 days, HQ level 60 days subject to annual notified schedule	Proof of shifting, if any, transfer orders of the parents, Medical certificate in case of medical ground, previous class marksheet, Transfer certificate	As per notified circular		Regional Officer

	6. Better Education. 7. Long Distance. 8. Medical Ground						
Exemptions/ Concessions to CWSN	40% and above candidates having disability certificate from Govt. Hospitals/RCI as prescribed in CBSE circular dated 12.04.2019.	Concerned Regional Offices of the Board	RO Level 30 days, HQ level 60 days subject to annual notified schedule	Medical certificate which is laid down in CBSE circular dated 12.04.2019.	No fees		Regional Officer/ Controller of Examinations
Condonation of shortage of attendance	Medical grounds for which application to be sent to concerned Regional Office through concerned school of the candidate.	Concerned Regional Offices of the Board	RO Level 30 days, HQ level 60 days subject to annual notified schedule	Recommendation of the concerned school with reason and medical documents from Govt. Hospitals/RCI	No fees		Controller of Examinations

Conduct of Practical Examinations	As per notified Circular	Concerned Regional Offices of the Board	As per annual notified schedule	Practical examination are conducted by external examiner appointed by CBSE.	As per notified Circular		Controller of Examinations
Conduct of Class X and XII Examinations-Main Exam	As per notified Circular	Examinations conducted of eligible candidates at the respective centre after finalization by concerned RO in Offline Mode.	As per annual notified date sheet	Admit Card by issued by CBSE.	As per notified Circular		Controller of Examinations

Declaration of Results-Main Exam	NA	CBSE, Hqrs, Delhi	Within 60 days from the date of last examination	NA	No fees		Chairperson
Certification-Main Exam	NA	CBSE, Hqrs., Delhi	Within 30 days from the date of declaration of result	NA	No fees		Controller of Examinations
Providing of Photocopy of evaluated Answer Books, Verification of Marks OR Re-evaluation OR both -Main Exam	Appeared candidate can apply through only	CBSE website i.e. cbse.nic.in at through Online Mode Only	As per annual notified schedule	NA	As per notified Circular		Regional Officer/ Controller of Examinations/Chairperson
List of candidates for classes X and XII & Application Forms from Private Candidates-Supplementary Exam	As per notified Circular	CBSE website i.e. cbse.nic.in at Pariksha Sangam Portal through Online Mode Only	As per annual notified schedule	Submitted by School through online mode	As per notified Circular		Controller of Examinations
Conduct of Class X and XII Examinations-Supplementary Exam	As per notified Circular	Examinations conducted of eligible candidates at the respective centre after finalization by concerned RO in Offline Mode.	As per annual notified date sheet	Admit Card issued by CBSE.	As per notified Circular		Controller of Examinations
Declaration of Results-Supplementary Exam	NA	CBSE, Hqrs, Delhi	Within 30 days from the date of last examination	NA	No fees		Chairperson
Certification-Supplementary Exam	NA	CBSE, Hqrs., Delhi	Within 30 days from the date	NA	No fees		Controller of Examinations

			of declaration of result				
Providing of Photocopy of evaluated Answer Books, Verification of Marks OR Re-evaluation OR both - Supplementary Exam	Appeared candidate can apply through only	CBSE website i.e. cbse.nic.in at through Online Mode Only	As per annual notified schedule	NA	As per notified Circular		Regional Officer/ Controller of Examinations/ Chairperson
Duplicate Certificates	Pass-out from CBSE schools. They can apply online	CBSE website i.e. cbse.nic.in through Online Mode	Within two weeks of receipt of application. Document is being sent by post	Aadhar card to be uploaded online	Year-wise fees are being charged available at CBSE website		Regional Officer
Correction in Candidate's Name/Mother's Name/Father's name/Surname/Date of birth etc.	Pass-out candidate from CBSE schools. Application to be sent to concerned Regional Office through concerned school with supporting documents.	Concerned Regional Offices of the Board in Offline Mode.	60 days after fulfillment of all formalities/rules (Offline)	Supporting documents i.e. Admission form, Admission and withdrawal register, TC, Date of Birth Certificate, any Govt. public document	As per notified circular		Regional Officer/ Controller of Examinations
Verification of Certificates	Pass-out candidate from CBSE schools. Application to be sent to concerned Regional Office through the Institution/Office/Organization which wish to get the documents verified.	Concerned Regional Offices of the Board in Offline Mode	Within 60 days of receipt of request along with complete formalities, in concerned Regional Office (Offline)	Attested copies of the documents which are to be verified	Rs. 500/- per candidate + postal charges		Regional Officer

AFFILIATION UNIT

NAME OF THE SERVICES	ELIGIBILITY CRITERIA AND PROCEDURE TO OBTAIN THE SERVICE	WHERE AND HOW TO APPLY	TIME-FRAME FOR SERVICE DELIVERY	LIST OF REQUIRED DOCUMENTS	APPLICABLE FEES	DESIGNATION AND CONTACT DETAILS OF THE RESPONSIBLE OFFICER	GRIEVANCE REDRESSAL AUTHORITY IN CASE OF NON-COMPLIANCE
<p>PROCESSING OF ONLINE APPLICATION FOR:</p> <ul style="list-style-type: none"> Approval of Middle Class Syllabus Fresh Affiliation upto Secondary level Fresh 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 	<p>APPLICABLE FOR NEW SCHOOLS</p> <p>As mentioned in the Affiliation Bye-Laws (https://saras.cbse.gov.in/SARAS/ui/assets/affiliation_bye_laws/Affiliation-Bye-Laws_Hindi.pdf) & https://saras.cbse.gov.in/SARAS/ui/assets/affiliation_bye_laws/Affiliation-Bye-Laws-English.pdf) & SARAS 6.0 Manual (https://saras.cbse.gov.in/SARAS/manuals/SARAS_MANUAL_6_0.pdf)</p> <p>APPLICABLE FOR NEW SCHOOLS</p>	SARAS PORTAL (https://saras.cbse.gov.in/SARAS)	Constitution of Inspection Committee within 15 Days.	As mentioned in the Affiliation Bye-Laws (https://saras.cbse.gov.in/SARAS/ui/assets/affiliation_bye_laws/Affiliation-Bye-Laws_Hindi.pdf) & https://saras.cbse.gov.in/SARAS/ui/assets/affiliation_bye_laws/Affiliation-Bye-Laws-English.pdf) & SARAS 6.0 Manual (https://saras.cbse.gov.in/SARAS/manuals/SARAS_MANUAL_6_0.pdf)	AS MENTIONED IN THE SARAS 6.0 Manual (https://saras.cbse.gov.in/SARAS/manuals/SARAS_MANUAL_6_0.pdf)	As mentioned in the Board's Website (https://www.cbse.gov.in/cbsenew/contact-us.html)	As mentioned in the Board's Website (https://www.cbse.gov.in/cbsenew/contact-us.html)

affiliated to another Board							
<ul style="list-style-type: none"> 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%) Branch School Increase in Sections (90%) Permission of change name of schools/ Society/ Trust/ Company (as per status of school) 	<p>APPLICABLE FOR EXISTING AFFILIATED SCHOOLS</p> <p>As mentioned in the Affiliation Bye-Laws (https://saras.cbse.gov.in/SARAS/ui/assets/affiliation_bye_laws/Affiliation-Bye-Laws_Hindi.pdf) & https://saras.cbse.gov.in/SARAS/ui/assets/affiliation_bye_laws/Affiliation-Bye-Laws-English.pdf) & SARAS 6.0 Manual (https://saras.cbse.gov.in/SARAS/manuals/SARAS_MANUAL_6_0.pdf)</p>	<p>SARAS PORTAL (https://saras.cbse.gov.in/SARAS)</p>	<p>Constitution of Inspection Committee within 15 Days.</p>	<p>As mentioned in the Affiliation Bye-Laws (https://saras.cbse.gov.in/SARAS/ui/assets/affiliation_bye_laws/Affiliation-Bye-Laws_Hindi.pdf) & https://saras.cbse.gov.in/SARAS/ui/assets/affiliation_bye_laws/Affiliation-Bye-Laws-English.pdf) & SARAS 6.0 Manual (https://saras.cbse.gov.in/SARAS/manuals/SARAS_MANUAL_6_0.pdf)</p>	<p>AS MENTIONED IN THE SARAS 6.0 Manual (https://saras.cbse.gov.in/SARAS/manuals/SARAS_MANUAL_6_0.pdf)</p>	<p>As mentioned in the Board's Website (https://www.cbse.gov.in/cbsenew/contact-us.html)</p>	<p>As mentioned in the Board's Website (https://www.cbse.gov.in/cbsenew/contact-us.html)</p>

<ul style="list-style-type: none"> • Increase/ Decrease/ Correction in land area in OASIS • Transfer of School From Society/Trust/Company to Another • Closure of school 							
<ul style="list-style-type: none"> • Extension of affiliation (97%) • Up gradation upto Secondary level 	APPLICABLE FOR EXISTING AFFILIATED SCHOOLS AUTO GRANT MODE	SARAS PORTAL (https://saras.cbse.gov.in/SARAS)	Constitution of Inspection Committee within 15 Days.	As mentioned in the Affiliation Bye-Laws (https://saras.cbse.gov.in/SARAS/ui/assets/affiliation_bye_laws/Affiliation-Bye-Laws_Hindi.pdf) & https://saras.cbse.gov.in/SARAS/ui/assets/affiliation_bye_laws/Affiliation-Bye-Laws-English.pdf) & SARAS 6.0 Manual (https://saras.cbse.gov.in/SARAS/manuals/SARAS_MANUAL_6_0.pdf)	AS MENTIONED IN THE SARAS 6.0 Manual (https://saras.cbse.gov.in/SARAS/manuals/SARAS_MANUAL_6_0.pdf)	As mentioned in the Board's Website (https://www.cbse.gov.in/cbsenew/contact-us.html)	As mentioned in the Board's Website (https://www.cbse.gov.in/cbsenew/contact-us.html)
<ul style="list-style-type: none"> • Introduction of additional non-science subjects for Senior Secondary classes 	APPLICABLE FOR EXISTING AFFILIATED SCHOOLS (TO UPDATE OASIS AT SCHOOL LEVEL)	N/A	N/A	N/A	N/A	N/A	N/A

Admn-II

Name of the service	Eligibility criteria and procedure to obtain the service	Where and how to apply	Time-frame for service delivery	List of required documents	Applicable fees, if any	Designation and contact details of the responsible officer	Grievance redressal authority in case of non-compliance
Payment to Agency for procurement of Goods/Services	As per Bid/Tender Document,	www.gem.gov.in/ https://eprocure.gov.in/eprocure/app	15 days	Bills/Invoices complete in all respects	NA	Joint Secretary(A&L), CBSE, Integrated Office, Dwarka, Delhi	Joint Secretary(A&L), CBSE, Integrated Office, Dwarka, Delhi

Admin-III

Name of the Service	Eligibility Criteria and procedure to obtain service;	Where and how to apply;	Time-frame for service delivery;	List of Document required	Applicable Fees, if any.	Designation and contact details of the responsible officer;	Grievance redressal authority in case of non-compliance.
Payment of bills of the agency/firms for Printing of Answer Books and Misc Office Printing works and Refund of EMD / Performance Security;	Subject to availability of performance report from the user unit & test reports from testing agency; if any then process of Invoices and issuing the Sanction Letter. EMD/Performance Security return :- Subject to completion of all contractual obligations.	Through GeM/CPP Portal	30 Days	Bill /Invoices complete in all respects. EMD:- Subject to completion of all contractual obligations.	N.A.	Secretary CBSE	Joint Secretary(A&L)

PERSONNEL UNIT

Name of the Service	Eligibility criteria and procedure to be obtained the service	Where and how to apply	Time-frame for service delivery		List of required documents	Applicable fees, if any	Designation and contact details of the responsible officer	Grievance redressal authority in case of non-compliance.
			Name of the Service	Time Line				
Settlement of Personnel Matter of the employees	All Services such as GPF withdrawal/advance computer/ H.B.A/ vehicle advance/ fixation of pay/ LTC/HTC etc. are governed as per CBSE Service Rules/GOI Rules, as the case may be.	Both Online and Offline Mode	GPF WITHDRAWAL/ADVANCE	03 to 07 days	As per CBSE Service Rules/GOI Rules, as the case may be.	Not applicable	Joint Secretary (A&L)/ Secretary/ Chairperson	Secretary, CBSE
			Computer/ H.B.A/ Vehicle Advance	15 days			Joint Secretary (A&L)/Secretary	
			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/Chairperson	
			Transfer T.A/ D.A	Upto 60 days (Including 15days 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)/Regional Officer/ Secretary/ Chairperson
			Finalization of retirement benefits	30 to 60 days (Including 07 to 15days for audit)			Joint Secretary (A&L) / Secretary/ Chairperson
			NoC for higher education/pas sport/visa and ex-India leave/ property transaction	30 days			Joint Secretary (A&L)/ Secretary/ Chairperson
			Forwarding Of Applications On Direct/Deputat ion	30 days			Joint Secretary (A&L)/Secretary/ Chairperson
			Arrear Of Pay And Allowance	30 days			D.D.O. Of Respective Unit The telephone number and complete address is at https://www.cbse.gov.in/cbsenew/contact-us.html

Scholarship UNIT

Name of the Service	Eligibility criteria and procedure to obtain the service	Where and how to apply	Time-frame for service delivery	List of required documents	Fees, (if any)	Designation and contact details of the responsible officer	Grievance redressal authority in case of non-compliance
Central Sector Scheme of Scholarship (CSSS) for college & university students.	<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 the Ministry of Education, Government of India, on the basis of results of the 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"> 1. Students who have passed Class XII of the 10+2 pattern or equivalent above the 80th percentile of successful candidates in the relevant stream from the respective Board of Examination and pursuing a regular degree course from Colleges/Institutions recognized by AICTE and respective Regulatory Bodies concerned. 2. Students with gross parental/family income up to Rs. 4.5 lakh per annum are eligible for scholarship under the scheme. Income certificate will be required only for the fresh applicants; 3. For renewal of scholarship in each year of study, besides getting at 	For online application and detailed information about this scheme applicant may visit the National Scholarships Portal (www.scholarships.gov.in)	Time frame/ time line decided by the Ministry of Education.	Details is available at www.scholarships.gov.in	No fee required	Department of Higher Education, (Ministry of Education)	Department of Higher Education, (Ministry of Education)

Name of the Service	Eligibility criteria and procedure to obtain the service	Where and how to apply	Time-frame for service delivery	List of required documents	Fees, (if any)	Designation and contact details of the responsible officer	Grievance redressal authority in case of non-compliance
	<p>least 50% marks in the Annual Examination, maintenance of adequate attendance of at least 75%, will also be the criteria.</p> <p>4. The Beneficiaries/Applicants must visit National Scholarships Portal (www.scholarships.gov.in) for applying the fresh/ renewal scholarships.</p> <p>5. 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.</p> <p>6. For online application and detailed information about this scheme applicant may visit the National Scholarships Portal (www.scholarships.gov.in)</p>						
<p><u>SINGLE GIRL CHILD MERIT SCHOLARSHIP SCHEME (SGC)</u></p> <p><u>(Academic Session 2024-25 – For Fresh/ Renewal Applications)</u></p>	<p>Objective: In order to promote meritorious students from socially and economically weaker sections of girls who are the only child of their parents.</p> <p>Eligibility for the scheme:</p> <ol style="list-style-type: none"> 1. Student (Girl) should be the ONLY CHILD of their parents. 2. For fresh applications, student should have passed Class X Examination from the CBSE-affiliated schools and secured 70% or more marks. 3. For renewal of applications, the students should have received CBSE Single Girl Child Merit Scholarship last year, and should be a student of CBSE affiliated 	<p>https://www.cbse.gov.in/cbsenew/scholar.html</p> <p>↓</p> <p>(CBSE Website under the scholarship tab)</p>	<p>Within 60 days after the last date for online applications</p>	<p>The details of required documents is available at https://www.cbse.gov.in/cbsenew/scholar.html</p>	<p>No fee required</p>	<p>Under Secretary (Scholarship), CBSE</p>	<p>Under Secretary (Scholarship), CBSE</p>

Name of the Service	Eligibility criteria and procedure to obtain the service	Where and how to apply	Time-frame for service delivery	List of required documents	Fees, (if any)	Designation and contact details of the responsible officer	Grievance redressal authority in case of non-compliance
	<p>schools in class XI in the previous year, and have scored 70% or more marks in Class XI and been promoted to class XII</p> <p>4. Tuition fee should not be more than Rs. 2,500/- per month in Class X and Rs. 3,000/- per month in Class XI & XII.</p> <p>5. Students with gross parental/family income up to Rs. 8 lakh per annum are eligible for scholarship under the scheme. A self-declaration by the parent on a non-judicial notarized stamp paper shall be uploaded online.</p> <p>6. First quarterly fee slip duly verified by the Principal should be uploaded online.</p> <p>7. All the applications must be verified from the present school where the student is studying. In case applications are not verified the same will be rejected. The facility of processing the application is provided to school where the candidate is studying.</p> <p>8. The scholarship shall be awarded to Indian Nationals only. NRI applicants of the Board are also eligible for the award. The tuition fee for the NRIs has been decided maximum of Rs. 6,000/- per month.</p> <p>Amount of Scholarship: 12,000/- (per annum) for Class X to XI)</p> <p>Limit of Scholarship: There is no limit for numbers of scholarships for the Single Girl Child (SGC). This scheme is fully sponsored by CBSE.</p> <p>Detailed Procedure for the Scheme:</p>						

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	<ul style="list-style-type: none"> ➤ Invitation of online applications forms through open press release & a notice on the Board's website after declaration of the Board's result. ➤ Online applications are invited from the eligible candidates, and the link for the online application is provided under the "Scholarship" tab at the CBSE website. ➤ Scrutiny of online application forms, sending discrepancy letters, etc. ➤ Making payment of the scholarship amount to the 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>						
BOARD MERIT SCHOLARSHIP (BMS) SCHEME FOR SC/ST CANDIDATES. (Academic Year 2024-25)	<p>Objective: In order to promote meritorious students from socially and economically weaker sections of the SC/ST category.</p> <p>Eligibility Criteria: The candidates should have secured at least 85% or more marks in the class-X & XII at the examination of the Board. The Board prepares 0.1% combined merit list common for different subjects, not on the basis of the aggregate of marks.</p> <p>Renewal of scholarship: The scholarship will be tenable for two years after passing the Secondary School Examination (Class-X), and the Scholarship will be tenable for the entire duration of course of study up to 1st Degree 2 or 3 years in the case of BA/BA (Hons) & 4 or 5 years in the case of professional courses like Medicine, Engineering) after passing Senior School Certificate Examination (Class-XII).</p>	<p>The application form (Offline) is invited from the provisionally selected meritorious students of the SC/ST category of class-X & XII.</p>	<p>Within 60 days after the receipt of application forms from the</p>	<p>* Application form. * Caste Certificate. * Declaration</p>	<p>No fee required</p>	<p>Under Secretary (Scholarship), CBSE</p>	<p>Under Secretary (Scholarship), CBSE</p>

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	<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 the SC/ST category. This scheme is fully sponsored by CBSE.</p> <p>Procedure And Disbursement:</p> <ul style="list-style-type: none"> ➤ The Board inform to the eligible candidate about the selection provisionally for the scheme after declaration of Board's result. ➤ The application form (Offline) is invited from the provisionally selected meritorious students of the SC/ST category of class-X & XII. ➤ Scrutiny of application forms, sending discrepancy letters to the candidates, etc. ➤ Preparing a list of the final selection of the students. ➤ The Board sends the bill form and letters to the finally selected candidates after approval of the Competent Authority of the Board. <p>Disbursement of scholarship amount within 30 working days after receipt of the claim form from the students.</p>						
<u>MERIT CERTIFICATE FOR CLASS X & XII:</u>	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(s), provided that:	The Merit Certificate will be provided at Digi-Locker by the Board.	Within 60 days after the declaration of the result of the Board.	Not applicable	No fee required	Under Secretary (Scholarship), CBSE	Under Secretary (Scholarship), CBSE

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	<ol style="list-style-type: none"> At least 500 candidates have passed in a particular subject. The candidate has passed the examination as per the pass criteria of the Board. In the matter of tied, if one candidate gets a Merit Certificate, all the candidates getting the same score are awarded Certificate of Merit. Candidate (s) appeared for Improvement /Compartmental and Additional subject's is/are not eligible for award of Merit Certificate. <p>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.</p>						

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

The Secretary

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