

4.5.1	Grievance redressal mechanism	Internal mechanism for grievance redressal of employees is required to be given.	In this regard, an Office letter No. CBSE/SECY/SPS/2017 dated 06.09.2017 has been issued by the Board to resolve the grievance of employees of the Board in a time bound manner (Copy enclosed).
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केन्द्रीय माध्यमिक शिक्षा बोर्ड  
CENTRAL BOARD OF SECONDARY EDUCATION

CBSE/SECY/SPS/2017/

September 6, 2017

To,

All HoDs/Regional Officers/Heads of CoEs/Joint Secretaries/Deputy Secretaries/Assistant Secretaries/Section Officers/Superintendents and Assistants

CBSE has prepared Charter for its employees and is being issued. All Unit Heads are directed to strictly adhere the same and complete the work in given time frame.

All Regional Offices and CoEs are expected to follow similar charter as per their requirement.

*Anurag Tripathi*  
(Anurag Tripathi)  
Secretary

Enclosed: Charter

Copy for information to:-

The PS to Chairperson, CBSE, Preet Vihar, Delhi

“शिक्षा केन्द्र”, 2, सामुदायिक केन्द्र, प्रीत विहार, दिल्ली -110092

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## CENTRAL BOARD OF SECONDARY EDUCATION

**To facilitate the Internal and External Customer CBSE Charter is issued. Best efforts be made to comply with the same to resolve their issues in a time bound manner.**

S. No	PERSONNEL, ADMN., LEGAL & MAINTENANCE	Disposal within
1.	Reply of staff grievances received in Single Window Cell	14 Days
2.	Reply of RTI cases/ MP/MLA/ Commissions/MHRD's Reference	14 Days
3.	Compliance of Court's order	14 Days
4.	Conduction of DPC & MACP	Every three months
5.	Issuance of Seniority List	On due date (Revised every day)
6.	Increments/Fixations	On due date
7.	P.F. Withdrawal /Payment of Arrear, Loans, Advances, Allowance etc	03-07 days
8.	Compliance of Transfer Orders	07 days
9.	NOC for higher education, property transaction, deputation, Passport, Ex India Leave etc.	14 days
10.	Disposal of D&AR cases & entry in Service Records	Major-3 months Minor-1 Month
11.	Grievance Disposal Camps on CBSE	Every month
12.	Staff Amenities (maintenance of staff quarters/offices, supply/repair of furniture, stationeries, dress/uniform, toilet and electrical equipments	15 days
13.	Providing copy of ACR, Service Record and leave account	Once in a year
14.	Approval for various proposals received from other units / Regional Offices such as approval for tender, other miscellaneous contract etc.	14 days
15.	Payment of vendors/advocates bill including GeM	10 days
16.	Redressal of complaints related to different AMCs	03 days
17.	Proposal for replacement / new purchases of electronic items, computer & peripherals etc.	07 days
18.	Monthly routine payment of bills such as telephone, vehicle, petrol etc.	03 days and before due date
19.	Proposal for Mini and Long tour	Once in a year
20.	Proposal for inviting tenders for various activities such as printing of Answer Books, printing of certificates, central purchase etc.	14 days
21.	Payment of bills of printers and composers subject to availability of performance report from Academic unit	14 days
22.	Completion of all formalities and issuance of work order	07 days
23.	Proposal for minor repair / maintenance of various buildings and staff quarter	07 days
24.	Proposal for major repair / new construction	15 days
	<b><u>Audit &amp; Finance</u></b>	
25.	Pre-audit and financial concurrence	07 days
26.	Disbursement of Pension/Family Pension	Last date of month
27.	Disbursement of payment to outstation/inside	3 days
28.	Reply of CAG Para (Audit)	15 days
29.	Scrutiny of reply of audit para	15 days



30.	Budget & Expenditure Monitoring	20 <sup>th</sup> days of succeeding month
31.	Revised Budget Estimates	30 <sup>th</sup> September
32.	Compilation of Books of account	30 <sup>th</sup> December
33.	Reconciliation of cash book & Bank Book	60 days
34.	Disbursement of payment of official on Board duties	3 days
35.	Combination of annual books of accounts	31 <sup>st</sup> May
36.	Annual hiring of return under Service Tax	30 <sup>th</sup> September
37.	Pre-audit and financial concurrence	07 days
	<b><u>ROs/COEs and Other Units</u></b>	
38.	Submission of budget by Unit	31 <sup>st</sup> August
39.	Revised Budget Estimates by Unit	15 <sup>th</sup> December
40.	Submission of Annual books of Account	30 <sup>th</sup> April

*Anurag Tripathi*

(Anurag Tripathi)  
Secretary