

Frequently Asked Questions (FAQ)



Frequently Asked Questions of Central Board of Open Schooling and Examination (CBOSE) -2021

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FORWARD

The formulation of these Rules and Regulations of the *Central Board of Open Schooling and Examination (CBOSE)* marks a defining moment in the institutional journey toward educational reform, transparency, and inclusion. The Central Board of Open Schooling and Examination has been envisioned as a national autonomous body of excellence, entrusted with the noble mission of expanding the reach of education and standardizing examinations for all segments of learners—formal, non-formal, and lifelong.

In a rapidly changing knowledge-driven world, where education must adapt to the pace of technology, diversity of learners, and evolving national priorities, it becomes imperative to establish a system that is not only academically robust but administratively accountable. The creation of the CBOSE stands as a response to this national imperative — a bridge between conventional schooling and open, skill-based education, designed to make learning accessible to every citizen of India without compromising academic integrity.

This Foreword is not merely an introduction to a regulatory document; it is a testament to a vision. It speaks of an India where opportunity and ability meet through structured freedom — where a farmer’s child in a rural village and a professional upgrading skills in an urban centre may both access the same standardized education and assessment system. The CBOSE is a step in the realization of that dream. The establishment of the Board is guided by the ideals of the Constitution of India and the vision articulated in the National Education Policy 2020. It affirms education as a lifelong, inclusive process that enables personal empowerment and national development. The Board draws upon the ethical foundation of fairness, equality, and innovation, ensuring that every certificate it issues is a symbol of merit and credibility recognized across educational and professional domains. These Rules and Regulations represent the codified expression of the Board’s functioning — laying down its structure, powers, procedures, responsibilities, and accountability mechanisms. They ensure that each officer and institution affiliated to the Board acts within the boundaries of law and ethical conduct. The rules define every stage of the Board’s operations — from admission to certification, from appointment to accountability, from financial management to examination confidentiality. They translate principles into procedures and values into verifiable action. The drafting of this compendium has been a collaborative endeavour. It incorporates inputs from educationists, jurists, administrators, auditors, and institutional heads from across the country. Each chapter has been carefully prepared to conform to the highest standards of academic and administrative governance. The language and format have been kept faithful to the traditions of legislative clarity, enabling the document to serve both as a manual of operations and as a legal instrument for governance.

The CBOSE represents the aspiration of the nation for an educational framework that is equitable, modern, and accountable. It seeks to harmonize traditional systems of learning with emerging technologies and to bring under one roof the academic and vocational dimensions of education. Through open schooling, digital platforms, and flexible examination mechanisms, it strives to reach the unreached and empower those who have been historically excluded from mainstream education. The Foreword also records the guiding conviction of the Governing Council that governance in education must rest upon three foundations — Integrity, Innovation, and Inclusion. Integrity ensures that the certification process remains free from bias or manipulation. Innovation ensures that the system remains dynamic and adaptive to the demands of the twenty-first century. Inclusion ensures that no learner is left behind due to social, economic, or physical barriers. These three principles form the moral compass of the Central Board of Open Schooling and Examination. The Board envisions a future in which every learner, regardless of background, can access affordable and recognized education through a transparent and technologically advanced framework. It also aims to provide academic equivalence and lateral mobility to students across different boards, states, and vocational sectors, ensuring seamless integration of learning pathways. Through its structure of governance, the Board ensures autonomy coupled with accountability. The Governing Council exercises policy control and oversight, while the academic, examination, finance, and legal committees provide specialized inputs. The separation of powers and clear delineation of duties enshrined in these regulations safeguard the integrity of the institution. The financial and administrative codes embedded in this document guarantee that the Board's resources are utilized efficiently and ethically. The sections on audit, record preservation, property management, and disciplinary procedures ensure that the Board's operations remain transparent and defensible at all times. The detailed rules for examinations, evaluation, migration, correction, and certification reflect the Board's commitment to precision, fairness, and reliability. In publishing this compendium, the Governing Council acknowledges the contributions of the drafting committees, subject experts, and secretarial staff who dedicated their expertise to this historic endeavour. Their collective effort has transformed a vision into a legal and administrative reality. The *CBOSE* also expresses its gratitude to educators and institutional partners who continue to serve the cause of open and inclusive education across the nation. It is through their unwavering dedication that the mission of the Board — to bring learning to every doorstep — is realized. As this document is placed before the public domain, the Board renews its pledge to uphold the sanctity of examination and the integrity of certification. It reaffirms its faith in learners as the centre of all policy and practice, and it resolves to make transparency and service its abiding virtues.

The Rules and Regulations of the Central Board of Open Schooling and Examination, 2021, thus symbolize not only the institutional framework of a national examining authority but the moral charter of a movement dedicated to knowledge, equality, and progress.

May this document guide all who serve under its authority and inspire confidence in all who study under its seal.

May it stand as a beacon of accountability and hope in the expanding horizon of Indian education.

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CHAPTER-1

General Information

1. What is the Central Board of Open Schooling and Examination (CBOSE)?

Ans. The Central Board of Open Schooling and Examination (hereinafter referred to as “the Board” or “CBOSE”) is a national-level, autonomous educational authority constituted with the object of providing accessible, flexible and inclusive school education to learners through open and distance learning modes. It functions as a self-governing academic body for the purpose of conducting examinations, granting certifications, and ensuring standardized quality in open schooling across India and abroad. The Board operates within the framework of the National Education Policy 2020 and the principles of lifelong learning enshrined under Article 21-A of the Constitution of India.

2. Is CBOSE recognized by the Government of India?

Ans. CBOSE is a legally constituted autonomous body functioning under the laws of the Union of India. Its operations are governed by its registered Memorandum and Bye-laws and guided by the policies of the Ministry of Education and the National Council for Vocational Education and Training (NCVET), Association of Indian Universities (AIU) for academic and skill integration. While the Board is an independent organization, its certifications are issued in accordance with national equivalency standards and are recognized for academic progression, employment, and skill mobility as per prevailing government and institutional norms.

3. What are the main objectives of CBOSE?

Ans. The primary objectives of CBOSE are to democratize education by providing flexible and inclusive learning opportunities to students who cannot attend regular school systems, to develop a uniform examination and assessment framework for open learning, to promote vocational and skill-based education alongside general studies, and to maintain academic integrity and transparency in certification. The Board also aims to bridge the gap between traditional education and modern skills in alignment with the national skill ecosystem.

4. What is the legal and administrative structure of the Board?

Ans. CBOSE is constituted as a non-profit autonomous academic institution governed by a Board of Governors, a Chairperson, and a Secretary acting as the executive head. Its administrative affairs are conducted through various departments such as Examination, Academic Affairs, Affiliation and Inspection, Finance, and Digital Administration. Each department functions under specific rules, regulations, and SOPs approved by the Governing Body. The Board maintains transparency by publishing notifications, gazette-style orders, and annual reports of its activities.

5. What is the difference between CBOSE and other open boards like NIOS?

Ans. While the National Institute of Open Schooling (NIOS) operates as a statutory organization under the Ministry of Education, CBOSE functions as an autonomous board recognized for its academic equivalency framework and compliance with national education standards. CBOSE focuses on both academic and skill-oriented curricula, integrating vocational and technical subjects as per NCVET guidelines. It provides more customized, decentralized, and digital modes of education through its network of affiliated institutions and assessment centres.

6. How does CBOSE ensure quality and transparency in examinations?

Ans. CBOSE adheres to a multi-tier mechanism of academic quality assurance and examination secrecy management. All question papers, evaluation processes, and result declarations are monitored through digitally secured systems. The Board appoints independent moderators, evaluators, and flying squads to maintain fairness and integrity in assessment. Further, CBOSE publishes its assessment policies and audit reports to uphold public confidence and institutional accountability.

CHAPTER-2

Admission & Registration

1. Who is eligible to take admission in CBOSE courses?

Ans. Any learner—whether a school dropout, working individual, homemaker, differently-abled candidate, or aspirant seeking re-education—is eligible to seek admission in the appropriate level of CBOSE programmes. The Board’s admission policy follows the principle of *universal access to education*, and eligibility is determined primarily by age, previous qualification, and documentary proof of identity and residence. The intent of CBOSE is to ensure that no willing learner is deprived of education owing to social, economic, or geographical barriers.

2. What is the process of student registration?

Ans. The process of registration is fully online through the official CBOSE Admission Portal.

The applicant shall:

1. Access the portal and fill in the prescribed online admission form;
2. Upload the required documents in digital format;
3. Remit the applicable registration fee through the approved payment gateway; and
4. Receive a system-generated *Enrolment Number* and *Registration Acknowledgement*.

After successful scrutiny and verification, the candidate is provisionally enrolled and his/her details are entered into the CBOSE Student Management System (SMS).

3. What documents are required for admission?

Ans. The following documents are mandatorily required in scanned, self-attested format:

- Proof of age (Birth Certificate, Aadhaar Card, or previous school certificate);
- Proof of residence (Aadhaar Card, Voter ID, Ration Card or any Government document);
- Academic qualification certificate of the previous class passed;
- Passport-size photograph and signature of the candidate; and
- Any other document prescribed by the Board from time to time (e.g., category or disability certificate, if applicable).

All submitted records are verified by the Regional Office or the Affiliated Institution before confirmation.

4. Can private or working students apply?

Ans. Yes. CBOSE has been established precisely to serve those who are unable to attend regular schooling due to employment, distance, disability, or personal circumstances. The open-schooling model allows learners to pursue education at their own pace and convenience without compromising quality or certification validity. Candidates may study independently or through any CBOSE-affiliated Study Centre.

5. What are the age criteria for admission?

Ans. The general age norms prescribed are:

- **Secondary Level (Class X Equivalent):** The learner should have completed **14 years** of age as on 31 March of the academic year.
- **Senior Secondary Level (Class XII Equivalent):** The learner should have completed **16 years** of age and must have passed the Secondary examination from a recognized board.

However, CBOSE may relax the age condition in exceptional cases supported by documentary justification and approval of the competent authority.

6. How can I check the status of my registration?

Ans. The status of admission can be tracked through the **Student Login Panel** on the official website by entering the registration ID or enrolment number. Upon verification and approval by the Board, the student's dashboard will reflect "Active Enrolment" status, along with digital access to study materials, examination forms, and hall-ticket generation.

7. What is the last date to apply for admission?

Ans. CBOSE conducts admissions in multiple sessions throughout the year under its flexible *Open Admission Policy*. The exact cut-off dates are notified through the Board's official circulars and website notices before each academic session. Generally, two major admission cycles are operational:

- **April Session (for annual examinations in March–April);** and
- **October Session (for examinations in September–October).**

Learners are advised to complete the admission process well before the notified deadlines to avoid late-fee liability.

CHAPTER-3

Courses & Curriculum

1. What levels of education are offered under CBOSE?

Ans. The Central Board of Open Schooling and Examination offers academic programmes at the Secondary and Senior Secondary levels, which correspond respectively to Class X and Class XII of the formal schooling system. In addition, the Board provides bridge courses, foundational programmes, vocational and skill development qualifications, and specialized short-term academic pathways for learners seeking re-entry into education. These levels are designed in conformity with the framework of the National Education Policy 2020 and the National Skills Qualification Framework, ensuring academic parity with recognized national boards.

2. What are the subjects available for Secondary and Senior Secondary levels?

Ans. At the Secondary level, students study a combination of language, core, and elective subjects that collectively develop basic literacy, numeracy, and scientific aptitude. At the Senior Secondary level, the curriculum extends to advanced domains such as humanities, commerce, and science streams, along with applied skill courses aligned to healthcare, management, information technology, and vocational trades. The Board periodically updates its subject list to reflect contemporary academic needs and national skill priorities, ensuring flexibility and learner choice in subject selection.

3. Are CBOSE courses aligned with the National Education Policy (NEP) 2020?

Ans. Yes. The academic design, instructional framework, and examination structure of CBOSE are in complete harmony with the principles and directives of the National Education Policy 2020. The Board promotes multidisciplinary learning, flexibility in course choice, integration of skill and vocational education, and the adoption of outcome-based curricula. The NEP's emphasis on lifelong learning, inclusion, and digital learning accessibility is embedded in all CBOSE academic practices. Through such alignment, the Board ensures that its students are nationally competent and globally relevant.

4. Can students choose vocational or skill-based subjects?

Ans. CBOSE offers a wide range of vocational and skill-based subjects that can be opted either independently or in combination with academic courses. The vocational curriculum covers fields such as healthcare, paramedical services, information technology, hospitality, electrical and mechanical trades, and business management. This dual option empowers learners to obtain both academic certification and employable skills simultaneously. All skill-based courses are structured in accordance with NCVET and sector skill council guidelines, ensuring recognition in both education and employment sectors.

5. Does CBOSE offer bridge or equivalency programs?

Ans. Yes. The Board conducts special bridge and equivalency programmes to facilitate educational continuity for learners who have discontinued formal schooling. These

programmes are tailored to assess prior learning and provide an appropriate academic level for re-entry into the mainstream education system. The bridge scheme ensures that students from diverse educational backgrounds, including non-formal and informal learning streams, receive an opportunity to regularize their academic standing through recognized certification.

6. How are course materials provided to students?

Ans. CBOSE provides comprehensive learning resources through both physical and digital modes. Upon admission, every enrolled learner gains access to the official study material, which includes printed course books, e-modules, audio-visual content, and digital learning support via the Student Learning Management System (LMS). Study materials are prepared by qualified academicians and reviewed by subject experts to maintain standardization. The content is outcome-oriented, learner-centric, and periodically revised in accordance with pedagogical and policy advancements.

CHAPTER-4

EXAMINATIONS

1. How are examinations conducted by CBOSE?

Ans. The Board conducts examinations in a fair, uniform, and transparent manner across all approved centres in India and abroad. Examinations are organized under the annual and on-demand systems as notified in the academic calendar. Each paper is set by qualified paper setters approved by the Examination Committee, moderated through a double-secrecy mechanism, and printed under secured custody. The conduct of examinations is supervised by Centre Superintendents, Invigilators, and Flying Squad Teams deputed by the Board. The evaluation work is centralized and follows strict confidentiality, ensuring that every learner is examined on merit and academic competence.

2. What is the examination pattern and marking scheme?

Ans. CBOSE follows a comprehensive pattern consisting of theoretical, practical, and internal-assessment components. Theoretical examinations evaluate conceptual and analytical understanding, while practical and viva-voce tests assess applied and skill-based learning. The marking scheme is prescribed by the Board for each subject and reviewed annually by the Academic Committee. Minimum qualifying marks and grading standards are uniformly applied across all centres to maintain equivalence and national comparability.

3. What is On-Demand Examination (ODE) and how can a student apply for it?

Ans. The On-Demand Examination is a flexible testing system designed to facilitate learners who wish to appear for examinations at a time of their convenience rather than waiting for the annual session. Eligible learners may submit an online ODE form through the Student Portal, select the preferred date and centre, and pay the notified examination fee. Question papers are generated dynamically from a secure test bank and evaluated in the same manner as regular examinations. Results of ODEs are published within a short cycle to ensure timely certification and academic progression.

4. Are there provisions for Special or Emergency Examinations?

Ans. Yes. The Board may conduct Special or Emergency Examinations in exceptional circumstances such as natural calamities, medical contingencies, or administrative disruptions duly recognized by competent authority. Such examinations are held strictly under the supervision of a Special Committee and follow the same standard of secrecy, moderation, and evaluation as the regular sessions. The schedule, eligibility, and modalities are published separately through an official circular whenever invoked.

5. What is the procedure for Re-appear or Improvement Examinations?

Ans. Learners who fail to qualify in one or more subjects, or who wish to improve their performance, may apply for re-appear or improvement examinations in the subsequent session. The application must be made online in the prescribed form with the requisite fee within the notified time frame. The improved marks obtained replace the previous

marks in the final statement of marks, subject to verification and approval by the Board. The facility for improvement is available only within the validity period of the original enrollment.

6. How can a student apply for a duplicate admit card or roll number?

Ans. In the event of loss or misplacement of the original admit card or roll number, the learner may obtain a duplicate by submitting a written request to the Examination Department along with proof of identity and payment of the prescribed fee. The duplicate document is issued after due verification and bears the official endorsement of the Board indicating “Duplicate Issued in Lieu of Original.” Digital copies are also made available through the Student Dashboard for ease of reference.

7. How are practical and viva-voce examinations organized?

Ans. Practical and viva-voce examinations are conducted under the direct supervision of the Board through appointed External Examiners, Internal Supervisors, and Centre Observers. The assessment covers laboratory work, project assignments, skill demonstrations, and oral questioning as per the syllabus norms. Marks awarded are recorded in standardized evaluation sheets signed by both the examiner and the centre head, then transmitted securely to the Board. The entire process is monitored to ensure transparency, fairness, and authenticity in performance evaluation.

CHAPTER-5

RESULTS AND CERTIFICATES

1. How can I check my result online?

Ans. The results of all examinations conducted by the Board are published on the official website of the Central Board of Open Schooling and Examination. Every learner is required to log in to the Student Result Portal using his or her Enrolment Number and Date of Birth as credentials. The system displays the subject-wise marks obtained, total marks, grade points, and the result status. In addition to the online publication, digital mark sheets and provisional certificates are also made available in the student dashboard for immediate use until the physical documents are dispatched by the Board.

2. How long does it take to declare results?

Ans. The results of the annual examination are generally declared within eight to ten weeks from the last date of evaluation. For the On-Demand Examination system, results are processed and published within a shorter period, usually within four to six weeks from the date of examination. The Board follows a time-bound evaluation mechanism under which scripts are distributed to evaluators through a controlled digital platform to ensure timely declaration while maintaining accuracy and secrecy.

3. What is the process to obtain a Migration Certificate or Mark Sheet?

Ans. Upon successful completion of the examination, the Board issues a Consolidated Mark Sheet, Provisional Certificate, and Migration Certificate to every qualified learner. These documents can be downloaded digitally from the official portal after authentication or may be obtained in physical form through the affiliated institution or directly from the Board's regional office. The Migration Certificate enables the student to seek admission in any higher institution or other recognized board. Learners must ensure that their details on record are accurate before requesting the migration or duplicate copy, as post-issuance corrections are governed by separate procedures.

4. How can I get a duplicate certificate if the original is lost?

Ans. If the original certificate, mark sheet, or migration document is lost, misplaced, or damaged, the candidate may apply for a duplicate by submitting a written representation along with a copy of the police report, an affidavit sworn before a First-Class Magistrate, and a valid identity proof. The prescribed fee must be paid through the online portal or demand draft in favour of the Board. After verification from the records, the duplicate certificate is issued bearing the official seal and the remark "Duplicate Issued in Lieu of Original." No duplicate will be issued without compliance with these conditions.

5. Are CBOSE certificates valid for higher education and government jobs?

Ans. The certificates issued by the Central Board of Open Schooling and Examination are nationally valid for purposes of higher education, employment, and skill equivalence, subject to recognition norms applicable to autonomous open schooling

bodies. The Board follows academic and examination standards equivalent to other national and state boards, ensuring that its certificates hold equal merit and authenticity. Universities, recruitment boards, and other agencies may verify such credentials directly from the Board through its digital verification portal, which authenticates all issued records through a unique QR or blockchain-based code.

6. How can students verify the authenticity of their certificates?

Ans. Every certificate, mark sheet, or migration document issued by the Board carries a unique Certificate Verification Code, which can be cross-checked through the official CBOSE Certificate Verification Portal. Institutions, employers, or government departments may enter the verification code to confirm its validity. The Board has implemented a secure digital ledger to prevent forgery or duplication of documents. In case of any suspicion regarding authenticity, the matter may be referred to the Controller of Examinations, who shall conduct due verification and issue a written confirmation under official seal.

CHAPTER-6

AFFILIATION AND ACCREDITATION

1. What is meant by affiliation under CBOSE?

Ans. Affiliation under the Central Board of Open Schooling and Examination denotes the formal recognition granted by the Board to an institution, college, or school authorizing it to conduct CBOSE academic and vocational programmes, examinations, and learner services in accordance with the prescribed norms. It confers institutional status as a Study Centre functioning under the supervision and control of the Board.

2. What are the objectives of the affiliation system?

Ans. The objective of the affiliation system is to ensure that all institutions imparting education under CBOSE maintain uniform academic standards, adequate infrastructure, qualified faculty, and adherence to the Board's regulations. Affiliation also ensures accountability, learner protection, and the nationwide recognition of academic outcomes issued through the institution.

3. Who can apply for affiliation with CBOSE?

Ans. Any educational institution established under a registered society, public trust, or statutory authority and possessing requisite land, building, faculty, and resources may apply for affiliation. Private unaided schools, NGOs, vocational training centres, and community-based organizations are eligible, provided they comply with the infrastructural and quality requirements laid down by the Board.

4. What types of affiliation are granted by CBOSE?

Ans. The Board grants three principal types of affiliation: provisional affiliation for newly established institutions; permanent affiliation for institutions that have maintained continuous compliance and good standing; and extension or renewal affiliation for those seeking continuation after expiry of the original term. In addition, special permission or project-based affiliation may be accorded for specific educational initiatives.

5. What is the procedure for applying for affiliation?

Ans. An institution intending to seek affiliation shall submit an online application in the prescribed format along with institutional details, land and building documents, faculty data, and the prescribed fee. The application is scrutinized by the Affiliation Committee and followed by an inspection visit conducted by a duly appointed Inspection Team. Upon satisfactory assessment, an order of affiliation is issued under the signature of the Secretary or other competent authority.

6. What are the essential infrastructural requirements for affiliation?

Ans. Every applicant institution must possess adequate land area, classrooms, laboratories, library, sanitation facilities, safe drinking water, and appropriate teaching equipment as prescribed by the Board. The building must comply with fire safety,

structural stability, and hygiene norms. Institutions offering vocational or skill courses must have dedicated laboratories and tools relevant to the trades they propose to teach.

7. What qualifications are required for teaching staff?

Ans. All teachers and instructors must possess minimum educational qualifications prescribed for their subject or trade by the Board or by statutory agencies such as NCVET or NCTE. Institutions are required to maintain records of faculty appointments, service conditions, and attendance, which are subject to verification during inspection and renewal.

8. What is the validity period of affiliation?

Ans. Provisional affiliation is generally granted for a period of three years from the date of issue, subject to satisfactory performance and compliance. Permanent affiliation, once granted, remains valid until withdrawn or suspended by the Board for cause. Every affiliated institution must apply for renewal at least six months prior to the expiry of its current term.

9. How can an institution renew its affiliation?

Ans. Renewal of affiliation is made through submission of a renewal application accompanied by self-assessment reports, audited accounts, and updated staff and infrastructure details. The Board may conduct a re-inspection to verify continued compliance before approving the renewal. Non-submission within the stipulated time attracts late fee and may result in temporary suspension.

10. What is the inspection process followed by CBOSE?

Ans. The inspection process is a comprehensive evaluation conducted by a committee appointed by the Board comprising academic experts, administrators, and technical officers. The committee visits the institution, verifies documents, inspects facilities, interacts with faculty, and prepares a factual report. The report forms the basis of the Board's decision to grant or deny affiliation.

11. What are the financial obligations for affiliated institutions?

Ans. Every affiliated institution is required to pay an affiliation fee, annual renewal fee, and such other charges as may be prescribed from time to time by the Board. All payments are to be made through official banking channels. Non-payment of dues constitutes a breach of affiliation conditions and may lead to suspension or withdrawal.

12. What academic responsibilities do affiliated institutions bear?

Ans. Affiliated institutions must conduct admissions, classes, internal assessments, and examinations strictly in accordance with the Board's rules and academic calendar. They are obliged to maintain proper records of attendance, evaluation, and learner progress, and to submit periodical reports to the Board. Institutions act as custodians of academic integrity on behalf of the Board.

13. What is the role of the Affiliation and Accreditation Committee?

Ans. The Affiliation and Accreditation Committee is a statutory committee constituted by the Board to evaluate applications, recommend inspections, review compliance

reports, and advise on policy matters related to institutional recognition. The Committee's recommendations are placed before the Governing Body for final approval.

14. What happens if an institution violates CBOSE norms?

Ans. If any institution is found to have contravened the rules, submitted false documents, or engaged in malpractice, the Board may impose penalties including suspension, withdrawal of affiliation, cancellation of examination results, or blacklisting. Such action is taken only after due notice and opportunity of hearing in accordance with principles of natural justice.

15. Can an institution appeal against withdrawal of affiliation?

Ans. Yes. An institution aggrieved by an order of withdrawal or suspension may prefer an appeal to the Appellate Authority of the Board within thirty days of receipt of the order. The appeal shall be accompanied by a representation stating grounds and supporting evidence. The decision of the Appellate Authority shall be final and binding.

16. Does CBOSE provide accreditation or grading of institutions?

Ans. CBOSE follows a quality-accreditation framework under which affiliated institutions are periodically graded on parameters such as academic performance, infrastructure, governance, and learner outcomes. Institutions securing higher grades are accorded preference in recognition, collaborations, and public listing on the Board's portal.

17. Can an affiliated institution change its name or location?

Ans. An institution seeking to change its registered name, address, or premises must obtain prior written approval from the Board. Such change is permissible only after submission of revised ownership documents, updated fire and building safety certificates, and verification by an inspection team. Unauthorized relocation or rebranding constitutes a violation of the affiliation agreement.

18. Are institutions allowed to run unauthorised courses or franchises?

Ans. No institution affiliated to the Board may conduct any course, franchise, or study centre not expressly approved by CBOSE. The Board maintains strict control over programme delivery to preserve quality and credibility. Any unauthorized collaboration or sub-franchising shall invite disciplinary action including cancellation of affiliation and legal proceedings.

19. How does CBOSE ensure transparency and accountability in affiliation?

Ans. The Board publishes the list of all affiliated and accredited institutions on its official website and updates it regularly. All applications, inspection reports, and orders are processed through the digital Affiliation Management System to ensure traceability and transparency. Every affiliated body is required to display its valid Affiliation Certificate and number prominently on its campus and official communications.

20. What benefits accrue to institutions upon obtaining affiliation from CBOSE?

Ans. Affiliated institutions become an integral part of the national open-schooling network under CBOSE and are authorized to enroll learners, conduct examinations, and issue Board-recognized certificates. They receive academic guidance, training support, access to digital systems, eligibility to participate in Board projects, and credibility before universities, employers, and government agencies. Affiliation thus serves as a hallmark of institutional legitimacy and educational excellence.

CHAPTER-7

FEE AND PAYMENTS

1. What is the fee structure prescribed by the Board?

Ans. The Central Board of Open Schooling and Examination prescribes a uniform and transparent fee structure covering admission, examination, evaluation, migration, certification, and other administrative services. The amount is fixed from time to time by the Governing Body and notified publicly through official circulars. The Board ensures that all fees are reasonable, non-exploitative, and commensurate with the actual cost of operations, maintaining parity with national norms followed by other open and distance education boards.

2. How can fees be paid by students or institutions?

Ans. All payments to the Board must be made through authorised digital channels such as online payment gateways, debit or credit cards, or direct bank transfer to the Board's official account. Physical payments through demand drafts are accepted only in exceptional cases and must be drawn in favour of the *Central Board of Open Schooling and Examination* payable at the notified headquarters. No cash transactions are permitted under any circumstance, thereby ensuring full financial traceability.

3. Are offline payment options available for remote institutions?

Ans. For institutions located in rural or low-connectivity regions, the Board allows submission of payments through bank challans generated from the official portal. Once deposited, the copy of the challan along with transaction reference must be uploaded for reconciliation. The Board strongly encourages gradual transition to complete digital mode to promote transparency and efficiency in accounting.

4. Is there any provision for late fee payment?

Ans. Yes. A late fee is levied automatically when the due date for payment is exceeded. The rate of late fee is notified separately for each category such as admission, examination form, or renewal of affiliation. The late fee is charged to discourage delay and to ensure the smooth scheduling of administrative activities like printing of admit cards and allocation of centres. Repeated default may invite cancellation of registration or withholding of results.

5. Are the fees refundable if the student withdraws from a course?

Ans. Ordinarily, fees once paid to the Board are non-refundable, as the Board incurs administrative costs immediately upon registration and processing of admission. However, under extraordinary circumstances such as death of the candidate or cancellation of course by the Board itself, the Governing Authority may sanction a partial refund upon verification. Such refunds, if granted, are credited to the same account from which payment was made, ensuring financial propriety.

6. Are there any fee concessions or scholarships for economically weaker students?

Ans. The Board recognises its social responsibility to promote inclusive education and therefore authorises limited fee concessions for students belonging to Scheduled Castes, Scheduled Tribes, persons with disabilities, and economically weaker sections. Such concessions are granted upon production of valid documentary proof. In addition, the Board coordinates with government and non-government agencies for scholarship assistance under approved welfare schemes.

7. What is the examination fee and when must it be paid?

Ans. The examination fee is a compulsory component payable at the time of filling the examination form. The amount depends on the level of the course, number of subjects, and nature of examination (annual or on-demand). The last date for payment of the examination fee is announced through circulars issued prior to each examination cycle. Payment of examination fee is a prerequisite for issuance of the admit card and roll number.

8. Is there any separate fee for re-evaluation or verification of marks?

Ans. Yes. Candidates desiring re-evaluation or verification of their answer scripts must apply within fifteen days from the declaration of results and pay the prescribed re-evaluation fee per subject. The process includes re-checking of totals, scrutiny of unassessed portions, and, when applicable, full re-assessment by a second examiner. The decision of the Board after re-evaluation is final and binding.

9. What are the fees for obtaining duplicate certificates or documents?

Ans. A fixed fee is chargeable for issue of duplicate certificates, mark sheets, or migration documents. The request must be accompanied by an affidavit, identity proof, and a copy of the police report regarding loss of the original document. The Board maintains a separate register of all duplicates issued and releases the document only after due verification and payment confirmation.

10. What are the affiliation and renewal fees for institutions?

Ans. Every institution applying for new affiliation or renewal is required to pay an affiliation fee and annual renewal charge as notified by the Board. The rates vary depending on the category and level of courses offered. These fees cover administrative, inspection, and monitoring expenses. Failure to pay within the stipulated period results in automatic suspension of affiliation until clearance of dues.

11. Are there fees for inspection and accreditation visits?

Ans. Yes. Institutions must bear the actual cost of inspection and evaluation visits undertaken by the Board. The fee includes travel, honorarium, and logistical expenses of the Inspection Committee. This payment ensures that the inspection process remains independent, unbiased, and adequately resourced. No inspection is scheduled until the fee is received in advance.

12. How are receipts or payment acknowledgements issued?

Ans. Upon successful payment through the online system, the payer receives an electronic receipt containing the transaction reference, date, and purpose of payment. This receipt constitutes the official proof of payment and must be preserved for future

correspondence. In cases of institutional payments, consolidated statements of accounts are generated periodically for auditing and reconciliation.

13. How does the Board maintain financial transparency?

Ans. All monetary transactions are recorded through the Board's integrated Financial Management System, which is regularly audited by an independent Chartered Accountant appointed by the Governing Body. Annual financial statements and audit reports are placed before the Board for approval and are open to inspection by competent authorities. This mechanism ensures accountability and prevents misuse of funds.

14. What action is taken against unauthorised collection of fees by institutions?

Ans. If any affiliated institution is found collecting fees in excess of the amounts prescribed by the Board or imposing unauthorised charges, the matter is treated as a serious violation of affiliation norms. The Board may order refund to students, impose monetary penalties, or initiate disciplinary action including suspension or withdrawal of affiliation. Institutions must display the approved fee chart on their premises and official websites for public notice.

15. How can disputes regarding fees or payments be resolved?

Ans. Any dispute concerning fee payment, refund, or over-charge must first be addressed to the Finance Department of the Board with supporting evidence. If the grievance remains unresolved, the aggrieved party may file a formal representation before the Grievance Redressal Committee, whose decision shall be final. The Board follows principles of fairness and due process while adjudicating such matters to protect the interests of learners and institutions alike.

CHAPTER-8

ONLINE SERVICES

1. What online services does the CBOSE provide to students and institutions?

Ans. The Central Board of Open Schooling and Examination provides a fully integrated digital ecosystem for learners, institutions, and administrators. The system offers online admission, examination form submission, fee payment, study material access, result retrieval, digital certification, and grievance redressal through secured web-based portals. Every process, from enrolment to result declaration, is managed electronically to ensure transparency, speed, and convenience for all stakeholders.

2. What is the official website and student login portal of CBOSE?

Ans. The official website of the *Central Board of Open Schooling and Examination* is www.cbose.com. Students may access the Student Login Portal through the website's homepage to view their personal dashboard, admission details, examination status, and downloadable certificates. The portal operates round-the-clock and is accessible from any device connected to the internet.

3. How can a new student create an online account?

Ans. Every student who completes the online admission form automatically receives login credentials via email and SMS. Upon the first login, the student is required to update personal details, create a secure password, and verify the registered contact information. This account remains active throughout the student's academic association with the Board and provides access to all digital services, notifications, and records.

4. What facilities are available in the student dashboard?

The student dashboard serves as a personalized control panel providing access to academic records, digital ID cards, admit cards, study materials, fee receipts, and examination updates. It also includes links for applying for re-evaluation, downloading certificates, and submitting grievances. Notifications of circulars, examination schedules, and policy changes are also displayed on the dashboard to ensure continuous communication between the learner and the Board.

5. How can colleges or institutions access their login portal?

Ans. Each affiliated institution is provided with a unique institutional login under the College or Study Centre Portal. Through this interface, institutions can manage student admissions, verify documents, generate reports, monitor examination centre status, and communicate with the Board. The portal functions as the administrative bridge between the institution and the central office of CBOSE.

6. What security measures are in place for the online systems?

Ans. CBOSE's online services are protected through encrypted connections, multi-factor authentication, and a secure server infrastructure compliant with data protection laws. User credentials are confidential, and all transactions are logged digitally for audit

purposes. The Board's IT Department continuously monitors the system to prevent unauthorized access, cyber threats, or data manipulation, ensuring full digital integrity.

7. How can a student recover a lost password or login ID?

Ans. If a student forgets the password or loses access to login credentials, the password can be reset instantly through the “Forgot Password” link on the portal by verifying registered email or mobile details. In case of technical failure, the learner may contact the IT helpdesk through email, quoting the enrolment number and date of birth for verification.

8. What is the process of submitting the online examination form?

Ans. Registered learners must log into their dashboard during the prescribed period and select the “Apply for Examination” option. The form requires confirmation of subjects, examination session, and payment of the applicable fee. Upon successful submission, the candidate receives an electronic acknowledgment and is later issued an admit card once the schedule is finalized.

9. How are digital admit cards issued?

Ans. The admit cards are generated electronically through the portal once the examination fee and verification process are complete. Each admit card contains the candidate's photograph, roll number, examination centre details, and QR code for authentication. Learners may download and print the card for entry at the examination centre. No manual admit cards are issued by the Board.

10. How can students access study materials online?

Ans. Digital study materials, including e-books, audio-visual lectures, and practice modules, are made available through the Student Learning Management System (LMS). Students can access them after login through the “Study Material” tab. The content is interactive and periodically updated to align with curriculum revisions and policy updates under the National Education Policy framework.

11. Can students download mark sheets and certificates digitally?

Ans. Yes. After result declaration, digital mark sheets, provisional certificates, and migration certificates are made available for download in PDF format. Each document carries a unique verification code or QR stamp to ensure authenticity. These digitally signed documents are legally valid and can be used for academic and employment purposes until the hard copies are received.

12. How can institutions upload learner data to the Board?

Ans. Affiliated institutions are required to upload student data, attendance records, and internal assessment marks through their institutional dashboard. The data must be submitted in the prescribed format within the specified timeline. Once uploaded, it undergoes automated validation checks to eliminate duplication or discrepancies. Only verified data is accepted for examination processing.

13. What facilities are provided to Admission Collection Centres (ACC)?

Ans. Admission Collection Centres registered under the Board receive limited administrative access to the online admission module. They can collect applications, scan documents, and upload information on behalf of students. The system is integrated with the Board's database, and ACCs are bound to maintain strict confidentiality of all collected data under the CBOSE Data Security Policy.

14. How can a student verify the authenticity of an issued certificate online?

Ans. The Board provides a Certificate Verification Portal accessible through the main website. Any user, including universities and employers, may enter the certificate number or scan the QR code printed on the document to confirm authenticity. The portal retrieves data directly from the Board's secure database, ensuring that only genuine certificates are validated.

15. What is the Grievance Redressal Portal and how does it function?

The Grievance Redressal Portal is an official mechanism for students and institutions to lodge complaints, submit queries, or seek clarifications. Each submission generates a unique reference number, and responses are provided within the stipulated timeline by the concerned department. The portal enhances accountability and ensures that all grievances are systematically tracked and resolved.

16. Are there online services for verification by government or private employers?

Ans. Yes. The Board maintains a dedicated Digital Verification Service accessible to verified agencies, universities, and employers. Upon registration, authorized entities may authenticate the validity of certificates, mark sheets, or institutional affiliation through secure login. The verification report issued through this service bears digital authentication and is admissible for official use.

17. How are notifications and circulars communicated through the website?

Ans. All public notices, examination schedules, and official circulars are published exclusively through the Notification Section of the CBOSE website. Each notice carries a unique reference number, issue date, and authorized signature. Stakeholders are advised to rely only on the official site for authentic communication and to disregard any unofficial messages circulated through external sources.

18. Does the Board provide online training or orientation for teachers and institutions?

Ans. Yes. The Board periodically conducts virtual training, webinars, and e-orientation sessions for teachers, assessors, and institutional administrators. These sessions focus on academic standards, digital governance, and compliance with new policies. Participants receive e-certificates upon completion, and attendance is automatically recorded through the portal.

19. How does CBOSE ensure data protection and privacy of users?

Ans. CBOSE adheres to the principles of the Information Technology Act, 2000 and relevant data privacy regulations. All personal information is encrypted and used solely for official purposes. The Board's Data Protection Policy prohibits sharing of user data

with third parties without legal authorization. Regular audits are conducted to ensure compliance with cybersecurity standards.

20. What should a user do if the online system shows an error or malfunction?

Ans. In case of any technical error, the user should immediately report the issue through the “Technical Support” section available on the portal, clearly stating the nature of the problem, enrolment number, and session details. The IT Department reviews each ticket and provides resolution within a defined period. Emergency support is also available through the helpline and official email channels published on the website.

CHAPTER-9

RECOGNITION AND EQUIVALENCE

1. What is meant by recognition and equivalence of CBOSE certificates?

Ans. Recognition refers to the official acceptance of CBOSE certificates by educational institutions, universities, and government agencies for the purpose of higher studies, employment, and other statutory requirements. Equivalence denotes the status of parity of CBOSE qualifications with those awarded by other recognized boards such as CBSE, ICSE, NIOS, and State Boards. Together, these ensure that a learner holding a CBOSE certificate is not deprived of academic or professional opportunities.

2. Is the CBOSE a legally established and recognized educational board?

Ans. Yes. The Central Board of Open Schooling and Examination is a legally constituted autonomous body functioning under its registered Memorandum, Bye-laws, and rules framed in accordance with the applicable laws of the Union of India. Its functioning is guided by the policy framework of the Ministry of Education and is compliant with the provisions of the National Education Policy 2020, ensuring lawful standing and institutional legitimacy.

3. Are CBOSE certificates valid for higher education within India?

Ans. CBOSE certificates are valid for admission to higher education in universities, colleges, and professional institutions, subject to their individual admission rules. Since CBOSE maintains academic and examination standards equivalent to those of national boards, its learners are eligible to apply for further studies in recognized institutions across the country. The Board's syllabus and grading structure are designed to align with national academic benchmarks.

4. Are CBOSE certificates accepted for government jobs?

Ans. Yes. The certificates issued by the Board are acceptable for employment in public and private sectors, subject to the general eligibility criteria prescribed by the concerned recruiting authority. As the Board adheres to uniform examination standards and quality assurance processes, its certification holds equivalent value for academic as well as vocational qualifications in government notifications where recognized open schooling qualifications are admissible.

5. How is equivalence determined between CBOSE and other boards?

Ans. Equivalence is established through academic mapping and comparative analysis of syllabi, duration of study, mode of examination, and learning outcomes. The Board maintains parity in curriculum design, grading system, and evaluation methodology to ensure that learners' credentials are on par with national education boards. The Association of Indian Universities (AIU) and other statutory agencies may also issue equivalence confirmation as per established protocols.

6. Does the Association of Indian Universities (AIU) recognize CBOSE certificates?

Ans. The Board maintains communication with the Association of Indian Universities for the purpose of establishing academic equivalence. The process of AIU equivalence involves submission of syllabi, evaluation structure, and documentary proof of legal constitution. Once granted, the equivalence status enables CBOSE certificate holders to pursue undergraduate and postgraduate programmes in universities that are members of the AIU.

7. Are CBOSE qualifications recognized internationally?

Ans. CBOSE qualifications are accepted by several international institutions that acknowledge open schooling credentials comparable to national boards of India. However, recognition abroad depends on the policies of each country and its educational authorities. Students intending to study overseas are advised to obtain equivalence attestation through the Ministry of External Affairs or AIU before applying to foreign universities.

8. How does CBOSE ensure compliance with national education standards?

Ans. The Board aligns its curriculum, pedagogy, and assessment systems with the frameworks of the National Education Policy 2020 and the National Skills Qualification Framework (NSQF). It also follows academic guidelines issued by NCERT, NCVET, and other national regulatory bodies. Regular reviews and expert consultations are conducted to keep CBOSE courses consistent with national quality benchmarks.

9. Are CBOSE's vocational and skill courses recognized by NCVET?

Ans. Yes. The vocational and skill-oriented programmes of CBOSE are developed in conformity with the model curricula and qualification packs approved by the National Council for Vocational Education and Training (NCVET). The Board works toward dual recognition and alignment with sector skill councils to ensure that its qualifications are valid for both academic progression and employment in the skill ecosystem.

10. How can a student obtain an equivalence certificate?

Ans. Students requiring formal equivalence may apply to the Association of Indian Universities or the respective university to which they seek admission. The application must include the CBOSE certificate, mark sheet, and a covering letter from the Board if required. The equivalence is then granted after scrutiny of the course structure and authenticity of documents.

11. Can students from other boards transfer to CBOSE and vice versa?

Ans. Yes. Lateral entry and transfer of credits between CBOSE and other recognized boards are permitted, provided the subjects and curriculum are comparable. Students transferring to CBOSE must submit migration certificates from their previous boards. Similarly, students who have completed partial courses under CBOSE may seek migration to other boards with prior approval and documentation.

12. What statutory provisions support recognition of open schooling boards?

Ans. Recognition of open schooling qualifications in India flows from the constitutional mandate of the Right to Education under Article 21-A and from the

authority of autonomous educational bodies functioning under government-approved frameworks. CBOSE operates within this lawful scope and is empowered to issue certifications equivalent to formal schooling boards for all academic and vocational levels prescribed.

13. Are CBOSE certificates verified by the National Academic Depository (NAD)?

Ans. The Board is in the process of integrating its digital certification system with the National Academic Depository, a government initiative that stores and verifies academic records online. Once operational, all certificates issued by CBOSE will be automatically available for secure verification through the NAD platform, ensuring nationwide authenticity and institutional trust.

14. Do universities or colleges require additional attestation for CBOSE students?

Ans. Most universities accept CBOSE certificates directly when accompanied by the official mark sheet and migration document. In some cases, institutions may request verification directly from the Board or from AIU for confirmation of equivalence. CBOSE provides digital verification services for such purposes and issues attested copies when required by academic or professional authorities.

15. Are CBOSE learners eligible to appear in competitive examinations?

Ans. Yes. Students holding CBOSE Secondary or Senior Secondary certificates are eligible to appear in competitive examinations conducted by state and central agencies such as UPSC, SSC, and state public service commissions, subject to the educational qualifications prescribed for each post. The equivalence of the certificate with other recognized boards satisfies the eligibility requirement for such examinations.

16. Does the Board issue official letters confirming equivalence?

Ans. On request, the Board may issue an official “Equivalence and Recognition Clarification Letter” confirming that its courses and certificates are at par with those of national boards. This letter is duly signed by the competent authority and may be presented to educational institutions, government offices, or employers as documentary confirmation of academic status.

17. How does CBOSE maintain credibility of its certification system?

Ans. The Board maintains credibility through strict examination protocols, independent moderation, secure digital certification, and public verification mechanisms. Each certificate bears a unique verification number and QR code linked to the central database. The Board’s adherence to quality assurance, periodic audit, and compliance with legal norms strengthens its institutional reputation and acceptance.

18. What is the status of CBOSE in comparison with the National Institute of Open Schooling (NIOS)?

Ans. CBOSE functions as an autonomous educational authority with similar objectives as the National Institute of Open Schooling, but it operates under its own governing structure and regulations. Both boards aim to promote inclusive and flexible education. While NIOS is a government body under the Ministry of Education, CBOSE is an

independent institution established under law. Its certificates, however, hold equivalent academic value based on parity in curriculum and assessment standards.

19. Can CBOSE certificates be attested by the Ministry of External Affairs (MEA)?

Ans. Yes. Certificates issued by the Central Board of Open Schooling and Examination can be attested by the Ministry of External Affairs once verified and countersigned by the authorized officer of the Board. Such attestation validates the document for use abroad in educational or employment contexts and is recognized by Indian embassies and foreign authorities.

20. How does the Board communicate its recognition status to the public?

Ans. The Board publishes all recognition orders, equivalence notifications, and collaboration agreements on its official website and through gazette-style circulars. These public documents are accessible to students, employers, and partner institutions. By maintaining transparency and proactive disclosure, the Board ensures that stakeholders are fully informed of its legal status, recognition framework, and equivalence assurances.

CHAPTER-10

GRIEVANCES AND REDRESSAL

1. What is meant by grievance redressal in the context of CBOSE?

Ans. Grievance redressal is the institutional mechanism established by the Board to receive, examine, and resolve complaints, representations, or disputes raised by students, affiliated institutions, or members of the public in connection with academic, administrative, or examination-related matters. It is a statutory function aimed at ensuring justice, accountability, and procedural fairness in all operations of the Board.

2. What is the policy basis for grievance redressal under CBOSE?

Ans. The grievance system operates under the Board's approved Grievance Redressal Policy framed in accordance with the principles of natural justice, transparency, and administrative law. It is also aligned with the guidelines issued by the Ministry of Education for autonomous educational bodies. Every complaint is treated with dignity, impartiality, and confidentiality.

3. What are the categories of grievances recognized by the Board?

Ans. The Board recognizes three principal categories of grievances, namely academic grievances relating to results, examinations, or certification; administrative grievances concerning admissions, affiliation, or procedural delays; and behavioural grievances involving misconduct, harassment, or violation of ethical norms by staff or institutions. Each category is handled by the competent department under the supervision of the Grievance Redressal Committee.

4. Who can file a grievance before the Board?

Ans. Any student, guardian, faculty member, affiliated institution, or stakeholder having a legitimate interest in the functioning of the Board may file a grievance, provided that the complaint relates directly to the Board's jurisdiction. Anonymous complaints are ordinarily not entertained unless accompanied by verifiable evidence of serious irregularity.

5. How can a grievance be submitted?

Grievances may be filed electronically through the official Grievance Redressal Portal available on the CBOSE website or in writing addressed to the Secretary (Grievances) at the Board's headquarters. Each grievance must clearly state the facts, the relief sought, and supporting documents. Upon submission, the system generates a unique reference number through which the complainant may track progress online.

6. What happens after a grievance is filed?

Ans. Upon receipt, the grievance is acknowledged and forwarded to the relevant department for a factual report. Preliminary scrutiny determines whether the matter falls within the Board's jurisdiction. The concerned officer submits comments and supporting records, following which the Grievance Redressal Committee evaluates the case and recommends suitable action or disposal.

7. What is the composition of the Grievance Redressal Committee?

Ans. The Committee consists of a chairperson nominated by the Governing Body, one senior academic officer, one administrative officer, and one legal or ethics adviser. The Secretary acts as the Member-Secretary of the Committee. Meetings are held periodically, and decisions are taken by majority vote, duly recorded in the proceedings register.

8. What is the time limit for redressal of grievances?

Ans. Ordinarily, every grievance is to be resolved within thirty working days from the date of registration. Complex matters requiring investigation may take longer, but the complainant is kept informed of the progress. The Board ensures that no grievance remains pending beyond a reasonable period without documented justification.

9. What reliefs can be granted by the Committee?

Ans. The Committee may recommend correction of records, re-evaluation of answer scripts, issue of duplicate certificates, refund of fees, or disciplinary action against erring officials or institutions, as the case may be. Monetary compensation is not ordinarily awarded unless expressly authorized by the Governing Body in exceptional circumstances.

10. Can a grievance be rejected?

Ans. Yes. A grievance may be rejected if it is frivolous, malicious, outside the jurisdiction of the Board, or unsupported by evidence. Reasons for rejection are recorded in writing, and the complainant is informed accordingly. However, the complainant retains the right to appeal such rejection before the Appellate Authority within the stipulated period.

11. What is the role of the Grievance Redressal Officer (GRO)?

Ans. The Grievance Redressal Officer is the first point of contact for complainants. The officer maintains the grievance register, coordinates with departments for factual reports, ensures adherence to timelines, and communicates outcomes to the parties concerned. The GRO also prepares quarterly reports for submission to the Board's Executive Council.

12. Is there an appellate mechanism for dissatisfied complainants?

Ans. Yes. A complainant dissatisfied with the decision of the Grievance Redressal Committee may prefer an appeal to the Appellate Authority within thirty days of receiving the decision. The Appellate Authority, usually headed by the Chairperson or an independent nominee, reviews the case afresh and delivers a reasoned order that is final and binding.

13. How are grievances related to examination malpractice handled?

Ans. Complaints involving unfair means, impersonation, or misconduct during examinations are referred to the Unfair Means Committee, which functions under the Examination Department. The committee conducts hearings, examines evidence, and

recommends penalties ranging from cancellation of results to debarment. The accused is given an opportunity to present a defence before any adverse order is passed.

14. What is the procedure for institutional grievances?

Ans. Affiliated institutions may raise grievances concerning affiliation renewal, inspection reports, or administrative correspondence by submitting representations through their official login or via registered communication. The matter is examined by the Affiliation and Accreditation Department, and if unresolved, may be escalated to the Grievance Redressal Committee for adjudication.

15. How are grievances of staff or internal employees handled?

Ans. Employee grievances regarding service conditions, promotion, or workplace conduct are addressed through the Internal Grievance Cell functioning under the Human Resource Division. This cell operates independently of the academic grievance mechanism to maintain confidentiality and to ensure fair hearing in accordance with the Board's Service Rules.

16. Does CBOSE have a special mechanism for gender or harassment complaints?

Ans. Yes. The Board has constituted an Internal Complaints Committee under the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The committee investigates all cases of gender discrimination or harassment promptly and confidentially, ensuring protection to complainants and strict disciplinary action against offenders.

17. How does the Board ensure transparency in grievance handling?

Ans. All grievances, along with their status and final outcomes, are maintained in a secure digital record accessible to authorized officers. The Board publishes anonymized quarterly reports summarizing the number and nature of grievances resolved. This practice ensures transparency, prevents arbitrary decisions, and reinforces public confidence in the Board's administrative fairness.

18. What confidentiality measures apply during grievance proceedings?

Ans. All proceedings and documents pertaining to grievances are treated as confidential records. Disclosure is permitted only to parties involved and to lawful authorities. The Board prohibits victimization or retaliation against any complainant, witness, or official associated with a grievance case. Breach of confidentiality attracts disciplinary action.

19. Can the Board seek external assistance in resolving grievances?

Ans. Yes. In cases requiring specialized expertise, the Board may appoint independent experts, mediators, or auditors to assist in fact-finding or reconciliation. Their reports are submitted to the Committee for consideration. Such external intervention is particularly used for technical, financial, or legal disputes that transcend departmental competence.

20. What is the overarching objective of the grievance redressal framework?

Ans. The ultimate purpose of the grievance redressal system is to safeguard the rights of students and institutions, uphold administrative justice, and strengthen public trust

in the governance of the Central Board of Open Schooling and Examination. By ensuring prompt, fair, and lawful resolution of complaints, the Board fulfills its duty as a responsible educational authority committed to transparency, equity, and accountability.

CHAPTER-11

MISCELLANEOUS PROVISIONS

1. What does the term “miscellaneous provisions” signify within CBOSE rules?

Ans. Miscellaneous provisions represent the residual clauses and procedural safeguards that apply to situations not expressly covered in the preceding chapters of the Board’s bye-laws. They provide flexibility to the Board to act in a lawful, fair, and rational manner when unforeseen circumstances arise or when interpretation of existing rules becomes necessary.

2. What is the official language of correspondence and communication in CBOSE?

Ans. The official language of correspondence shall be English. However, Hindi may be used concurrently for communication within India. For documents intended for translation, the English version shall prevail in case of ambiguity or conflict between the two texts.

3. Where is the legal jurisdiction of the CBOSE situated?

Ans. All legal proceedings, suits, or disputes arising out of the affairs of the Board shall fall under the jurisdiction of the competent courts situated at the place of the Board’s registered headquarters, unless otherwise directed by competent judicial authority.

4. How does CBOSE maintain its records and archives?

Ans. The Board maintains all its academic, administrative, and financial records in both physical and digital formats for a prescribed retention period. Documents of permanent value are archived under the custody of the Record Officer, duly indexed and secured. Access to such records is regulated by the Board’s Record Management and Archival Policy.

5. Can amendments be made to the rules or bye-laws of CBOSE?

Ans. Yes. The Governing Body of the Board may amend, substitute, or repeal any provision of the bye-laws by a two-thirds majority vote, provided that due notice has been circulated to all members in advance. All amendments take effect from the date of approval unless a specific date is mentioned in the resolution.

6. What procedure is followed for interpretation of rules or ambiguity?

Ans. If any doubt or dispute arises concerning the interpretation of any provision of these bye-laws, the matter shall be referred to the Chairperson of the Board, whose decision, duly recorded and notified, shall be final. The Chairperson may seek legal or administrative opinion before issuing clarification.

7. Does the Board recognize electronic records and signatures?

Ans. Yes. The Board recognizes electronic records and digital signatures as valid under the provisions of the Information Technology Act, 2000. Digital certificates issued through secure platforms and authenticated with QR codes or blockchain verification are considered legally equivalent to physical certificates.

8. What is the process for issuing official circulars and notifications?

Ans. All official orders, circulars, and notifications are issued only under the signature or digital approval of the competent authority and are uploaded on the Board's official website. Such notifications bear a unique reference number and date of issue and are deemed authentic for all administrative and legal purposes.

9. How does the Board handle force majeure or emergency situations?

Ans. In the event of war, natural calamity, epidemic, pandemic, or any situation beyond human control that disrupts regular operations, the Board may suspend, postpone, or modify examinations, admissions, or other activities through special orders. The decisions taken under force majeure are binding and deemed valid for all purposes once ratified by the Governing Body.

10. What are the ethical obligations of affiliated institutions and staff?

Ans. All affiliated institutions, teachers, and administrative officers are bound by the Code of Ethics issued by the Board. They must maintain integrity, impartiality, and confidentiality in academic and administrative work. Breach of ethics may result in disciplinary action, suspension of affiliation, or legal proceedings depending on the gravity of the violation.

11. How does CBOSE manage data and privacy of its stakeholders?

Ans. The Board adheres strictly to the principles of data protection and privacy. All personal and institutional data collected during admission, examination, or affiliation processes are stored securely and used solely for official purposes. Unauthorized disclosure or misuse of data is treated as gross misconduct and may attract criminal liability under applicable laws.

12. Does the Board provide recognition to foreign educational institutions?

Ans. The Board may, with prior approval of the Governing Body, collaborate with or recognize foreign institutions for educational exchange, joint certification, or international equivalence. Such recognition is subject to legal vetting and compliance with national and international education protocols.

13. Can the Board delegate powers to regional or state offices?

Ans. Yes. The Board may, by formal notification, delegate administrative or academic powers to its regional or state offices to ensure efficient functioning. The delegated authority shall act strictly within the scope of powers conferred and remain accountable to the central office.

14. What is the official seal of the Board and how is it used?

Ans. The Board maintains an official seal under the custody of the Secretary. It is affixed to all certificates, legal documents, and resolutions of the Board. Use of the seal without authorization constitutes a punishable offence under the Board's disciplinary regulations.

15. How are meetings of the Governing Body or Committees regulated?

Ans. All meetings of the Governing Body, Academic Council, or other committees are conducted in accordance with the Board's Standing Orders. A minimum quorum must be present, and decisions are recorded in official minutes signed by the Chairperson and Secretary. The minutes form the legal record of Board proceedings.

16. Can members or officers be indemnified for actions taken in good faith?

Ans. Yes. No member, officer, or employee of the Board shall be personally liable for any act done or ordered in good faith in the discharge of official duties. The Board shall indemnify them against all lawful claims arising out of such actions unless malice, fraud, or gross negligence is established.

17. How are partnerships and collaborations formalized?

Ans. All collaborations, MoUs, or partnerships with government bodies, NGOs, or private organizations are executed through written agreements specifying terms, duration, and responsibilities. Such agreements are legally binding once approved by the Governing Body and signed by the Chairperson and Secretary on behalf of the Board.

18. What is the policy regarding media communication and public relations?

Ans. All statements to the press or public regarding the Board's activities shall be issued only through authorized spokespersons designated by the Chairperson. Unauthorized communication of official matters to the media or social platforms constitutes misconduct and may lead to disciplinary proceedings.

19. How does the Board ensure environmental and social responsibility?

Ans. CBOSE incorporates eco-friendly and socially responsible practices in its operations. It encourages paperless communication, digital learning, and energy-efficient infrastructure. Affiliated institutions are directed to maintain environmental hygiene and community outreach programmes as part of their social obligation under the affiliation terms.

20. What is the concluding authority for matters not covered in these provisions?

Ans. In all matters not specifically provided for in these bye-laws or where procedural gaps exist, the decision of the Chairperson, taken in consultation with the Governing Body, shall be final. Such decisions shall be recorded, justified, and subsequently incorporated into future amendments for consistency and institutional continuity.

KNOW MORE

The *Central Board of Open Schooling and Examination (CBOSE)* is committed to providing accurate, reliable, and learner-oriented information to all students, institutions, and stakeholders associated with the Board. In pursuance of this commitment, the present booklet of *Frequently Asked Questions (FAQ)* has been compiled to address the most common queries received from learners, parents, affiliated institutions, and members of the public.

This booklet reflects the information available at the time of publication and may be revised or expanded periodically as new notifications, circulars, or policy updates are issued by the Board. Stakeholders are encouraged to share their suggestions or seek clarification on matters not specifically covered herein.

For any additional information or for submission of queries relating to academic, examination, or administrative issues, the concerned individual or institution may fill out the prescribed Information Request Form and forward it to:

Name of the Person:	
Address:	
Information Desired:	