

CITIZEN'S CHARTER FOR THE OFFICE OF MIZORAM BOARD OF SCHOOL EDUCATION

A brief profile

The Mizoram Board of School Education (MBSE) was established as an Autonomous Statutory Body constituted under the Mizoram Board of School Education Act, 1975. It started functioning with effect from the 23rd December, 1976. Prior to the inception of the MBSE, the academic and examination jurisdiction of the Board of Secondary Education, Assam (SEBA) extended over Mizoram and the HSLC examinations at the end of Class – X in Mizoram used to be conducted by SEBA. The responsibility of conducting the HSLC examination entirely rests with MBSE with the promulgation of Mizoram Board of School Education Act, 1975. The HSSLC examination at the end of Class – XII also came within the ambit of MBSE since 1996 under the Mizoram Board of School Education (Amendment) Act. 1996.

After the coming of RTE 2009, the Academic Authority over Elementary stage was transferred to State Council of Educational Research & Training (SCERT). At present, MBSE is looking after Secondary stage (Classes IX & X) and Higher Secondary stage (Classes XI & XII)

Governance of the Board

The Board has a Controlling Authority which links it to the Government of Mizoram. The Controlling Authority (CA) of the Board is either the Secretary to the Government of Mizoram, Education Department or any other such person empowered by the Government through notification.

The Board is governed by a Governing Body which consists of the following :

- (1) **The Chairman** - MBSE Chairman
- (2) **The Secretary** - MBSE Secretary
- (3) **Nine (9) ex-officio members**
- (4) **Four (4) members nominated by the Controlling Authority**
- (5) **Director (Academic) & Controller of Examinations MBSE**

Meeting of the Board - The Board shall meet at least once a year and may be convened to meet more than once in the year.

The following Committees are appointed to assist the Board as provided under section 21 of the Act in carrying out its statutory duties and responsibilities:

- (i) the Examination Committee
- (ii) the Finance Committee
- (iii) the Syllabus Committee
- (iv) the Affiliation Committee
- (v) Such other Committee or Sub-Committee as it may deem necessary for the proper execution of its business.

In addition to the above mentioned Committees, Board formed the following Committees for its proper execution of its business :

- (i) Selection Committee (Group A & B)
- (ii) Selection Committee (Group C & D)
- (iii) Building Committee
- (iv) Appeal Committee
- (v) Purchase Advisory Sub-Committee

VISION AND MISSION

VISION

To provide quality education to the students of Mizoram which is relevant to the changing scenario in terms of academic and non-academic activities.

MISSION

1. *Prescribing and recommending standardized textbooks for High School and Higher Secondary School students.*
2. *Preparing and publication of up-to-date schemes of examination and question designs.*
3. *Conducting free and fair examinations for HSLC, HSSLC, DIET and any other examinations entrusted by the Government.*
4. *To register students and issue Registration Cards.*
5. *To publish the results of its examinations.*
6. *To affiliate HS, HSS, and DIET.*

MAIN SERVICES

Sl. No.	Services delivered by the department/office to citizens or other departments/organizations including non-governmental organizations	Responsible official with designation	Email and mobile (Phone No.)	Process for delivery of the service within the department/office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	Preparation of Scheme of Examinations and Question Design for High School, Higher Secondary Schools & DIET.	R. Lalithamuana, Director, Academic Branch	0389-2390995	1. Conducting a series of workshop. 2. Approval of Syllabus Committee.	On payment	HS – Rs.80 HSS – Rs.100 D.El.Ed – Rs. 100

2	Determining the syllabus and curriculum for High School, Higher Secondary Schools & DIET.	R. Lalthlamuana, Director, Academic Branch	0389-2390995	<p>1. Followed the NCF 2005 prepared by NCERT.</p> <p>2. Conducting a series of workshop.</p> <p>3. Approval of Syllabus Committee.</p>	On payment	<p>HS - Rs.50</p> <p>HSS - Rs. 100</p> <p>D.El.Ed-Rs. 100</p>
3	Affiliation of Institutions.	R. Lalthlamuana, Director, Academic Branch	0389-2390995	<p>1. Receiving application form.</p> <p>2. Spot verification.</p> <p>3. Preparation of Statement of Applications.</p>	<p>There are two types of affiliation of institutions under the MBSE such as</p> <p>(1) Regular Affiliation and</p>	<p>Regular Affiliation</p> <p>HSS</p> <p>Affiliation fee – Rs.1500</p> <p>Annual Affiliation fee – Rs.400</p>

						Reserve fund (for non-govt) – Rs.10000 Processing fee – Rs.100 HS Affiliation fee – Rs.1000 Annual Affiliation fee – Rs.300 Reserve fund (for non-govt) – Rs.6000 Processing fee – Rs.100 Provisional Affiliation HSS Affiliation fee – Rs.800
					(2) Provisional Affiliation (valid for 3 years) The important conditions are contained in the MBSE (Conditions of Affiliations of Institutions) Regulation, 2012. Some important conditions are - (i) Site and Accommodation (ii) Real need of the locality. (iii) Enrolment (iv) Results of the School	
					4. Approved by Affiliation Committee. 5. Issue of Notification.	

4	Prescription of textbooks for High School and Higher Secondary Schools	R. Lalthlamuana, Director, Academic Branch	0389- 2390995	<p>1. Manuscript collection from renounced publishers</p> <p>2. Selection of manuscripts through a series of workshop</p> <p>3. Adaptation</p> <p>4. Approval of Syllabus Committee</p>	<p>The approved textbook dealers of the MBSE hold responsibility for selling of school textbooks as per the price fixed by the Board.</p> <p>Presently, there are 38 approved textbook dealers in Mizoram under the MBSE.</p>	Does not arise
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5	Textbooks dealership	R. Lalthlamuana, Director, Academic Branch	0389- 2390995	<p>1. Receiving application form.</p> <p>2. Spot verification.</p> <p>3. Preparation of Statement of Applications.</p> <p>4. Approved by Syllabus Committee.</p> <p>5. Issue of Notification.</p>	<p>1. Should have a shop exclusively opened.</p> <p>2. Should have adequate storage facilities.</p> <p>3. Should give proof of their financial stability and capability for textbook dealership.</p>	<p>Registration Fee – Rs.500/-</p> <p>Annual Renewal fee Rs.300/-</p>
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6	Conduct of High School Leaving Certificate Examination, Higher Secondary School Leaving Certificate Examinations and Diploma in Elementary Education Examinations.	Lairinmawia Ralte, Controller of Examinations	0389-2390994	<p>1. Receiving application forms</p> <p>2. Generation of roll numbers and printing of Admit Cards</p> <p>3. Issue of Marksheets and Certificates</p>	<p>1. Bio-data collected by each school with their Aadhar number mandatory for filling up of exam form.</p> <p>2. Roll numbers (Admit cards) for the candidates of HSLC and HSSLC is issued before one month of exam.</p> <p>3. In case of lost or spoiled, Duplicate marksheets can be obtained by the prescribed application form.</p>	<p>1. Rs.550/- fee for regular candidates . The fee includes the cost of admit card, marksheet and certificate.</p>
7	Registration of students.	C. Laldinpuia, Deputy Controller of Examinations	0389-2341065	<p>1. Generation of registration numbers for every student</p>	<p>1. Registration is introduced for class-IX and class XI students after submission of a prescribed form by each school in the month of July. In case of lost or spoiled, Duplicate Registration card can be obtained by the prescribed application form.</p>	<p>1. Rs.100/- for HS & Rs 200/- for HSS</p>

8	Change of personal records and issue of certain duplicate documents viz.		Verification and approval of applications	1. Certificates : For replacement of certificates or Marksheets, the old document has to be forfeited.	1. Certificate= Rs.500/-
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	<p>1. Change of personal records and Issue of Certificates</p> <p>2. Marksheets, Admit Cards</p>	<p>1. Lalthangbika, Secretary</p> <p>2. Lalrinmawia Ralte, Controller of Examinations</p>	<p>0389-2390992</p> <p>0389-2390994</p>	<p>Change of personal record:</p> <ul style="list-style-type: none"> i. Affidavit (original) ii. News paper copy iii. Recommendation letter from President/Chairman of YMAVC/LC iv. HSLC/HSSLC certificate (original and photocopy) v. Letter of approval from Father/Mother vi. Any other relevant document (Birth/Baptismal Certificate/EPIC/ etc.) <p>Change of Date of Birth on HSLC documents:</p> <ul style="list-style-type: none"> i. Birth Certificate 	<p>Marksheet= Rs.200/-</p> <p>Provisional Certificate= Rs.200/-</p> <p>Migration Certificate= Rs.200/-</p>
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3. Registration Cards	3. C. Laldinpuia, Dy. Controller of Examinations	0389-2341065	<p>ii. Baptisma/Dedication Certificate</p> <p>iii. HSLC Certificate</p> <p>1. Marksheets: Application form (no documents needed).</p> <p>2. Admit cards :Passport size photo + Xerox copy of Aadhar/Birth Certificate.</p> <p>3. Regn. Card : i. Application form ii. Progress Report Card (Original + Photocopy)</p> <p>Registration Card/ Migration Certificate of their previous Board (For students migrating from other Boards).</p>	<p>Change of personal records</p> <p>Correction of Date of Births</p> <p>require file processing and costs the same amount as the duplicate certificates.</p>
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9	Fixation of Fees and Remunerations	Lalthangbika, Secretary	0389-2390992	Proposal of rates of fees and remunerations to the appropriate committee viz.	NIL
10	Issue of photocopy of answer scripts	Lalrinmawia Ralte, Controller of Examinations	0389-2390994	Examination of applications and approval of the same	Rs. 300.00 per answer scripts
11	Complaint of results via 1. Post Publication Scrutiny (PPS) and Re-Evaluation	Lalrinmawia Ralte, Controller of Examinations	0389-2390994	Examination of applications and approval of the same	1. PPS = Rs.100.00 per paper for HSLC and Rs. 150.00 per paper for HSSLC and DIET 2. PPS = Marksheet (photocopy) 2. Re-evaluation = Marksheet (original) (Application for PPS and Re-evaluation of

						<p>answer scripts in not more than two subjects shall be accepted by the Board.)</p>	2. Re-ev = Rs. 1000.00 per paper
12	MBSE website	Lalremsiamia Ralte, System Administrator			<p>The following documents can be downloaded from the website :</p> <p>1. Examination Results.</p> <p>Question Design/ Scheme of Examinations.</p>		Free of cost.
13	All matters relating to finance and accounts.	C. Lalbiakngura, Under Secretary (Accounts)	0389-2348228				

SERVICE DELIVERY STANDARD

Sl. No	Services delivered by the department/office to citizens or other departments/organizations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1	Issue of Registration Cards	Three months or earlier after receiving application form.	Issue of Registration Card may be delayed due to unforeseen circumstances.
2	Issue of Admit Cards	Three months or earlier after receiving Examination form.	May be delayed due to unforeseen circumstances
3	Issue of Marksheets	Same day on the declaration of results	May be delayed due to unforeseen circumstances
4	Issue of HSLC and HSSLC Certificates	2 months after declaration of results	Issue of Certificates may be delayed due to unforeseen circumstances.

5	Issue of HSLC and HSSLC Provisional Certificates	1-3 days after receiving application.	May be delayed due to unforeseen circumstances
6	Issue of Migration Certificate	1-2 days after receiving application.	May be delayed due to unforeseen circumstances
7	Correction of personal records and issue of certain documents viz. Registration Cards, Admit Cards, Marksheets, Certificates, etc	1 week after receiving the duly completed application forms.	Issue of Documents may be delayed due to unforeseen circumstances
8	Issue of Notification of Affiliation of institutions.	1 week after sitting of Affiliation Committee.	May be delayed due to unforeseen circumstances

GRIEVANCE REDRESS MECHANISM

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	E-mail	Time limit for redress of grievances
1	Lalawmpuii Deputy Secretary (Internal complaints committee of sexual harassment on women at workplace & RTI file)	0389-2347841		
2	C Lalzarzovi, Under Secretary (Grievance redressal for persons with disability)	0389-2345503		

LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1	Students
2	Parents
3	HISLAM (Higher Secondary School Lecturers of Mizoram)
4	MISSTA (Mizoram Secondary School Teachers Association)
5	MISA (Mizoram Independent School Association)

**EXPECTATIONS OF THE DEPARTMENT / OFFICE
FROM CITIZENS / SERVICE RECIPIENTS**

Sl. No.	Expectations of the department / office from citizens / service recipients
1	Preparing and publication of curriculum and syllabi for High School, Higher Secondary Schools and DIET.
2	Preparing and publication of scheme of examinations and question design for High School, Higher Secondary Schools and DIET.
2	Conduct training and workshops for the teaching fraternity.
3	Conduct free and fair examinations of HSLC, HSSLC, DIET & any other examinations entrusted by the Government.
4	Timely publication of examination results

IMPORTANT TELEPHONE NUMBERS

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| 1. | Chairman | 0389 - 2390993 |
| 2. | Secretary | 0389 - 2390992 |
| 3. | EPABX | 0389 - 2342377 |