

MANUAL 1

Particulars of Organization, Functions and Duties [Section 4(1) (b) (i)]

1. Aims and objectives of the public authority.

The aims of the Board shall be to provide secondary and higher secondary education and, for this purpose grant recognition to the required number of such schools in the territory; to pay special attention to the improvement of the secondary and higher secondary education so that it meets the required needs and standards of economic and social development; to provide adequate facilities for educational and professional advancement of socially and educationally backward communities; to take such steps and such measures as may lead to intellectual, academic, physical and cultural development of the youth.

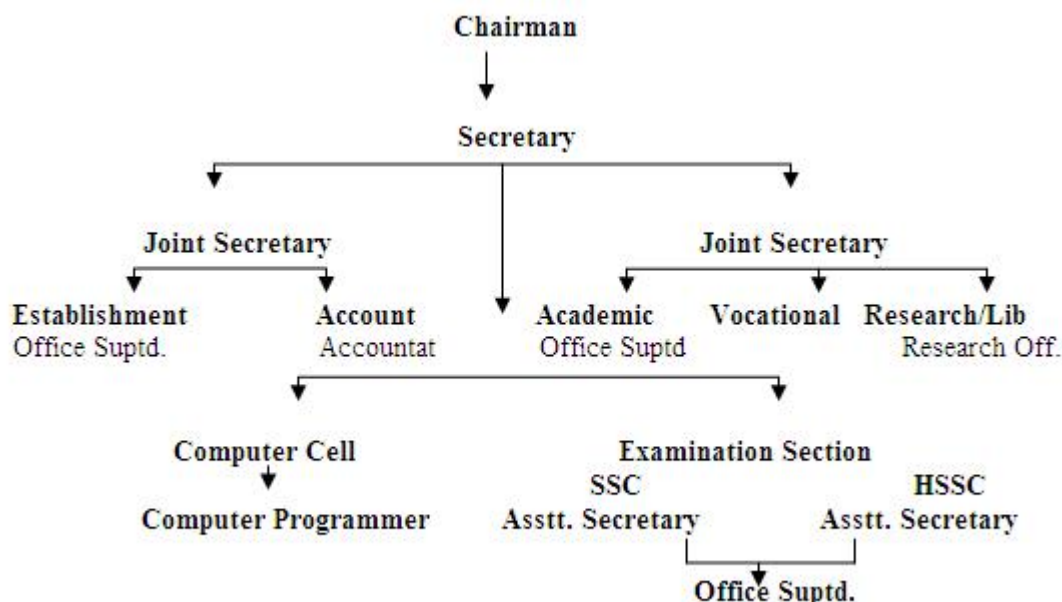
2. Mission/Vision statement of the public authority.

-- Not applicable --

3. Brief history and background of establishment of the public authority.

After liberation of Goa all the schools were affiliated to Maharashtra State Board for Secondary and Higher Secondary Education. A need was felt to have independent education board for the state of Goa. Hence Goa Board of Secondary and Higher Secondary Education was established on 15th August, 1975.

4. Organization Chart



5. Main activities/functions of the public authority.

6. List of services being provided by the public authority with a brief write-up on them.

Subject to such conditions as may be prescribe and subject to such directions as may be issued by the Government from time to time the Board shall have the following powers and perform the following duties, namely: -

- i) to grant and to withdraw recognition to the secondary and higher secondary schools;
- ii) to advise the government on matters of policy relating to secondary and higher secondary education in general and on the following matters in particular: -
 - a) ensuring a uniform pattern of education;
 - b) maintaining of a uniform standard of education in secondary and higher secondary school;
 - c) co-ordination between the national policies and the policies of the territory in respect of secondary and higher secondary education;
 - d) co-ordination between primary, secondary higher secondary and university education.
- iii) to lay down guiding principles regarding curricula and syllabi for the entire secondary and higher secondary courses and to prepare the detailed syllabi for all standards of secondary and higher secondary education;
- iv) to formulate general principles for recommending text-books for sanction by the Board and to sanction such books subject to such conditions, as it may deem fit to impose;
- v) to advise the Government in standard requirement in respect of staff, buildings, furniture, equipment, stationery and other amenities required for secondary and higher secondary schools;
- vi) to prescribe and prepare text-books for all standards of secondary and higher secondary education;
- vii) to prescribe conditions for admission of regular and private candidates to the final examinations;
- viii) to demand and receive such fees as may be prescribed, from candidates to be admitted to the final examinations;
- ix) to award certificates to candidates passing the final examinations;
- x) to institute and award scholarships, stipends, medals, prizes and other rewards and to prescribe conditions thereof;
- xi) to receive bequests, donations, endowments, trusts and other transfers of any property or interest therein, or right thereto;
- xii) to hold any property, interest or right referred to in sub-clause (11) above, and to manage and deal with the same;
- xiii) to demand and receive such fees as may be prescribed, from secondary and higher secondary schools recognised by the Board;

xiv) to appoint paper-setters, translators, examiners, moderators, supervisors, and other necessary personnel for conducting the final examinations in the territory, for evaluation of candidates' performance and for compiling and release of results;

xv) to open centres for the final examinations conducted by it;

xvi) to declare the results of the candidates at the final examinations conducted by it;

xvii) to prepare a list of candidates according to merit for the purpose of award of scholarships, stipends, medals, prizes and other awards;

xviii) to lay down procedures to deal with cases of use of unfair means in the examinations and to deal with such cases;

xix) to generally evaluate the performance of students in all examinations in secondary and higher secondary schools including the final examinations and make, from time to time, necessary recommendations in respect of the same to the Government;

xx) to lay down the manner in which recognition would be granted to or withdrawn from secondary and higher secondary schools;

xxi) to call for any information from secondary and higher secondary schools and to call for special reports and information from the Director of Education generally and in particular in the matter of withdrawal of recognition in cases of secondary schools and higher secondary schools which show poor academic results or commit grave academic irregularities;

xxii) to require institutions recognised by it and by the Department of Education to extend their co-operation in the conduct of the final examinations;

xxiii) to recommend measures to promote physical, moral and social welfare of students in the institutions recognised by the Board and to lay down conditions of their residence and discipline;

xxiv) to appoint officers and servants of the Board, other than the Chairman, Secretary, Joint Secretary or Assistant Secretary, in its office and to regulate terms and conditions of their service;

xxv) to constitute provident fund for the benefit of the officers and the servants of the Board;

xxvi) to prepare the annual financial statement and to recommend to the Government for sanction, the annual budget;

xxvii) to conduct statistical and other research for the purpose of evaluation and reform of the curricular instruction and examination system;

xxviii) to appoint such Committees as it may think necessary for the efficient discharge of its functions under this Act*,

xxix) to consider recommendations made by Committees appointed under this Act*;

xxx) to make regulations for the purpose of carrying into effect the provisions of this Act*;

xxxii) to exercise such other powers and perform such other duties as may be conferred or imposed by or under this Act*;

xxxiii) to publish reports, paper, journals, bulletins etc. giving information of the activities of the Board;

xxxiiii) to do all such acts and things as may be necessary to carry out the purposes of this Act*.

7. Citizens interaction – Expectation of the public authority from the public for enhancing its effectiveness and efficiency.
Though interactions are vital under democratic setup, the Board deals with matters which are confidential & time bound in nature the Board has its own limitations in having direct interactions with individuals. The Board interacts more often with institutions .
8. Postal address of the main office, attached/subordinate office/field units etc.
Goa Board of Secondary and Higher Secondary Education, Alto Betim Goa 403521.
9. Working hours both for office and public.
9.30 a.m. to 5.45 p.m. (1.15 pm to 2.00 lunch break)
- 10 Grievance redressal mechanism.
. The public grievances officer for redressing grievances.

MANUAL 2

Powers and Duties of Officers and Employees [Section 4(1) (b) (ii)]

Details of the powers and duties of officers and employees of the organization

Sr. No.	Designation	Powers			Duties
		Administrative	Financial	Others	
1.	Chairman	<p>1) The Chairman of the Board shall be the principal academic and controlling officer of the Board and shall preside over at the meetings of the Board and any convocation of the Board. He shall be an ex-officio member and the Chairman of the Executive Council, the Academic Council, the Examination Committee, the Finance Committee and the Recognition Committee. He shall be entitled to be present, with the right to speak at any meeting of any authority or body of the Board, but shall not be entitled to vote thereat, unless he is a member of that authority or body. 2) The Chairman of the Board shall have power to convene meetings of the Board, the Executive Council, the Academic Council, the Examination Committee, the Recognition Committee,</p>	<p>i) To sanction for payment, travelling allowance bill of the members of the Board and its committees, Boards of Studies and the Gazetted Officers in the Board's Office; ii) Subject to the budget provisions sanctioned under sub-section (5) of the Section 39 of the Act*, to sanction the purchase or hire of stores, forms, stationery, furniture or other equipment required for the office of the Board, or to enter into a contract for the purposes of the</p>		<p>1)a) to grant leave, leave other than special disability leave to the Secretary, and the joint and Assistant Secretaries of the Board; b) to grant leave including special disability leave to Non-Gazetted Officers and to staff working in the Board's Office. 2) To appoint, promote, transfer, censure, fine or reduce any employee of the Board or withhold for a specified period an increment in salary due to</p>

		<p>the Finance Committee and the other bodies or committees of the Board. He may delegate, by a regulation, this power to any other officer of the Board. 3) It shall be the duty of the Chairman of the Board to ensure that the Act*, the rules** and regulations made there under are faithfully observed and he shall have all powers necessary for this purpose. 4) If there are reasonable grounds for the Chairman of the Board to believe that there is an emergency which requires immediate action to be taken, he shall take such action as he deems necessary and shall, at the earliest opportunity thereafter, report his action to such authority or body as would have in the ordinary course dealt with the matter. In the event of dispute arising between the Chairman of the Board and the authority or body as to whether there was in fact an emergency the matter shall be referred to the Board, the decision of which shall be final. 5) The Chairman of the Board shall be responsible for the administration of the affairs of the Board in accordance with the Act*, the rules** and regulations made there under and shall give</p>	<p>Act* if the cost of each purchase or hire or the expenditure involved in a contract exceeds Rs.100/- but does not exceed Rs.500/-. iii) to write off irrecoverable sums due to in respect of stores, priced publications and unserviceable articles of dead-stock etc. provided that the amount of dues in each case does not exceed Rs.100/- .</p>		<p>him and in case of gross negligence, misconduct or inefficiency to hold or order the holding, by a competent officer an inquiry against any employee of the Board and to retire, remove or dismiss him from service, subject to the provisions of sub-section (1) of Section 41 of the Act* and the Rules** made there under; 3) to call for reports, returns and other information from the Director of Education and other officers of the Education Department as may be directed by the Board or its committees; 4) to decide doubtful cases of admission of candidates to the final examinations submitted by the Secretary; 5) to order the conduct of the</p>
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		<p>effect to the decisions of the Executive Council and other authorities or bodies of the Board which are not inconsistent with the provisions aforesaid. 6) It shall be lawful for the Chairman of the Board, as the principal executive officer, to regulate the work and conduct of the officers and members of the administrative and ministerial staff of the Board in accordance with the provisions of this Act*, and the rules** and regulations made there under. 7) Where any matter is required to be regulated by a regulation, the Chairman of the Board may, for the time being, regulate the matter by issuing such directives as he thinks necessary, and shall at the earliest opportunity thereafter, place them before the Executive council or other authority or body concerned for approval. 8) The Chairman of the Board shall exercise such other powers as may be prescribed.</p>			<p>final examination namely SSC Examination twice a year in the months of March and October and HSSC Examination once in a year in the month of March or April in conformity with the Rules** made therefore and to fix dates for holding the same.</p>
2.	Secretary	<p>1) Next to the Chairman of the Board, the Secretary of the Board shall maintain control and discipline over all the employees of the Board. 2) The Secretary shall act as Secretary of the Board, the Executive Council, the Academic Council, the Examination Committee, the Finance</p>	<p>i) to report to the Directorate of Accounts, Panaji, every case of loss of the Board's property of a value exceeding Rs.200/-; ii) to function as Treasurer of the Board and to</p>		<p>Subject to the provisions of the Act* and the Rules** and under overall control of the Chairman, the Secretary shall also perform the following duties and</p>

		<p>Committee and the Recognition Committee, but he shall not be entitled to vote. 3) Subject to the control of the Executive Council, the Secretary shall have power to enter into agreements, sign documents and authenticate records on behalf of the Board. 4) He shall be the Custodian of the records, the common seal and such other property of the Board as the Executive Council may commit to his charge. 5) He shall keep the minutes of all meetings of the Board, the Executive Council, the Academic Council, the Examination Committee, the Finance Committee, the Recognition Committee and of such other committees and body where he may be directed to act as a Secretary by the Chairman of the Board. 6) The Secretary shall ensure, in accordance with the directions of the Chairman of the Board, the proper organisation and conduct of final examinations and other tests and declaration of results. 7) The Secretary shall exercise such other powers and perform such other duties as may be prescribed, or are required from time to time by the Executive Council or the Chairman</p>	<p>receive all fees and other dues payable to the Board and all sums intended for the Board and to credit all such moneys without delay, to the Board's appropriate accounts in the Bank and to keep proper accounts of all sums received by him in this capacity as Secretary and of expenditure of all moneys of the Board for which such moneys have been granted or allotted; iii) to arrange for preparation and submission of annual, revised or supplementary budget estimates of the income and expenditure of the Board and the annual accounts of receipts and expenditure of the Board, in accordance with the provisions of the Act* and the Rules**. The Secretary shall exercise the following</p>	<p>function:- i) As the custodian of the common seal, building, records, liberty and such other properties, movable and immovable vesting in, held by or under the control of the Board to arrange for the maintenance of a proper inventory and ensure proper care and up-keep of the same; ii) to conduct all correspondence of the Board under the authority of the Chairman; iii) to arrange for the preparation, printing and publications of the annual report of the Board; iv) to supervise the Board's library and forward to convenors of the Boards of Studies books received from the Department or from the authors or publishers and at the request of the convenors, circulate the</p>
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		<p>of the Board. 8) The Government may appoint one or more Joint and Assistant Secretaries for the Board on the recommendation of the Board. Such Joint and Assistant Secretaries shall exercise such powers and duties as may be assigned to them by the secretary under the general or special orders of the Board. 9)When the office of the Secretary of the Board falls vacant, or when the Secretary is, by reason of illness, or absence or any other cause, unable to perform the duties of his office, such duties shall be performed by such person as the Chairman of the Board may appoint for the purpose from among the Joint Secretaries.</p>	<p>powers namely:- i) to sign pay bills of the employees of the Board, working in his office and to pass for payment all travelling allowances bills, other than those of the members of the Board, its committees and Gazetted Officers of the Board working in the Board's office. ii) to grant leave other than special disability leave to the class IV servants of the Board working in Board's office and to appoint substitutes in their place; iii) subject to the budget provision sanctioned under sub-section (5) of section 39 of the Act* to sanction the purchase of hire of store, forms stationery furniture and other equipment required for the Board's office</p>		<p>same among the members of the Board of Studies; v) to issue prospectus or circulars, notices, etc. relating to curriculum and text-books prescribed or sanctioned for the Examination held under the authority of the Board.</p>
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			<p>or to enter into contract for the purpose of the Act*, if the cost of each such purchase or hire or the expenditure involved in a contract does not exceed Rs.100/- iv) to supply on request, free of charge, priced publication of the Board for official use, to Government and semi-Government bodies and to Universities or educational or public bodies and to eminent visitors to the Board's office; v) to supervise control and co-ordinate the work of his subordinate officers and staff in the Board's office; vi) to determine and assign the duties to be performed and powers to be exercised by the Joint Secretary and the Assistant Secretary in the Board's office, under general or special orders</p>		
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			<p>of the Chairman; vii) to make all necessary arrangements for the conduct of final examinations to be held by the Board, in accordance with the directions of the Executive council, Examination Committee and the Chairman; viii) to arrange for the tabulation of the marks in various subjects and the preparation of result sheets of the final examinations conducted by the Board; ix) to issue on behalf of the Board, certificates (in the form prescribed by the Board) of having passed the Board's Examinations, to successful candidates; x) to furnish the Education Department, annually, with a list of schools recognized by the Board, specifying the</p>		
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			<p>period and subject or subjects in which recognition has been granted;</p> <p>xi) to decide cases of admission of candidates to the final Examinations conducted by the Board; xii) to submit to the Chairman doubtful cases of admission to the candidates to the final examination for decision.</p>		
1.	<p><u>Establishment Section & Accounts Section</u> Joint Secretary</p>	<ul style="list-style-type: none"> • Distribution and allotment of the work of the section to the staff. • Overall supervision of the proper functioning of the section including regularity and punctuality. • Check and review timely disposal of correspondence. • Calling for and submission of required information. • Recommend the requisitions of the section. • Any other assignment given by superiors. • Examination duty as and when 			

		<p>required.</p> <ul style="list-style-type: none"> • Overall in charge of the section. 			
2.	Accountant	<ul style="list-style-type: none"> • Budget • Audit 			
	<u>Academic Section, Vocational Section & Research Cell</u>				
1.	Joint Secretary	<ul style="list-style-type: none"> • Distribution and allotment of the work of the section to the staff • Overall supervision of the proper functioning of the section including regularity and punctuality • Check and review timely disposal of correspondence • Calling for and submission of required information • Recommend the requisitions of the section • Any other assignment given by superiors • Examination duty as and when required 			
2.	Research Officer	<ul style="list-style-type: none"> • Supervision and overall control of the section. • Planning and co-ordinating the work of the Section • Distribution and allotment of the work of section to 			

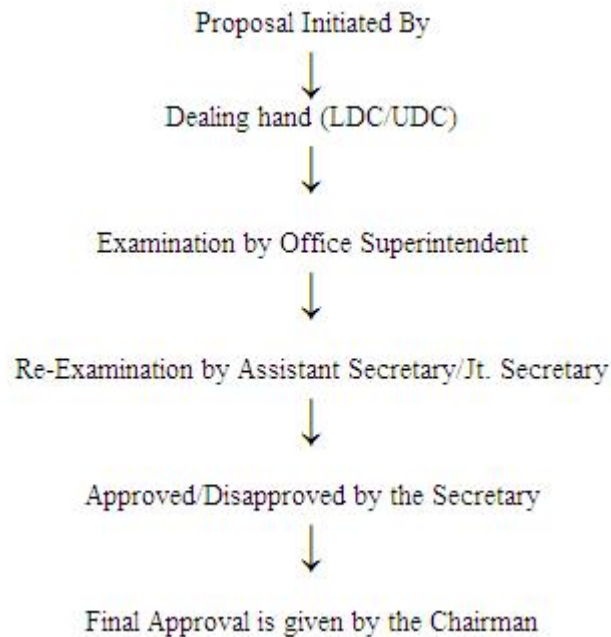
		<p>the staff</p> <ul style="list-style-type: none"> • Overall supervision of the proper functioning of the section including regularity and punctuality • Check and review timely disposal of correspondence • Calling for and submission of required information • Recommend the requisitions of the section • Any other assignment given by superiors • Examination duty as and when required 			
	<u>Examination Section SSC</u>				
1.	Assistant Secretary	<ul style="list-style-type: none"> • Distribution and allotment of the work of the section to the staff • Overall supervision of the proper functioning of the section including regularity and punctuality • Check and review timely disposal of correspondence • Calling for and submission of required information • Recommend the requisitions of the section • Any other 			

		assignment given by superiors <ul style="list-style-type: none"> • Examination duty as and when required 			
	<u>Computer Section</u>				
1.	Computer Programmer	<ul style="list-style-type: none"> • Overall in charge; Supervision of the functioning of the section • Attending to correspondence of the section • Review of weekly/daily work of the section • Submit required reports • Seek required information • Recommend requisition of the section • Check timely disposal of correspondence 			

MANUAL 3

Procedure followed in Decision Making Process [Section 4 (1) (b) (iii)]

1. For day to day administration



2. For policy decisions various authorities via Board, Executive Council, Academic Council, Examination Committee, Equivalence Committee, Finance Committee, Board of Studies, Recognition Committee are involved as per acts & the rules.

MANUAL 4

Norms set by it for discharge of its functions
[Section 4(1) (b) (IV)]

Please provide the details of the Norms/Standards set by the department for execution of various activities/programmes.

Sr. No.	Activity	Time frame/Norm for its completion/disposal	Remarks
1.	Board	Twice a year, one in a Nov/Dec and second in March.	
2.	Meeting of Executive Council	Once in a month	
3.	Meeting of Academic Council.	Twice a year, one in the month of Oct/Nov and second in the month of Jan/Feb.	
4.	Finance Committee	Twice a year, one in the month of Sep/Oct & second in the month of Jan.	
5.	Recognition Committee	Twice a year, one in the month of Sep/Oct & second in the month of Jan.	
6.	Equivalence Committee	Twice a year, one in the month of Sep/Oct & second in the month of Jan.	
7.	Meeting of Examination Committee	Once in a quarter year	
8.	Meeting of Board of Studies	Normally twice a year, in the month of July/August and Dec/Jan.	
9.	Granting of recognition to the Institution	Application to be submitted not later than 15th day of the month of July of the year which proceeds by two years the year in which it proposes to sent the candidates for examination	

MANUAL 5

Rules, regulations, instructions, manuals and records for discharging functions.
[Section 4(1) (b) (v)]

Refer Goa Board of Secondary & Higher Secondary Education Act and Rules

MANUAL 6

A Statement of the categories of documents that are held by it or under its Control [Section 4(1) (b) (VI)]

Details of the records available may be made in a statement form, wing wise, unit wise, branch wise and it may be got tabulated, indexed and catalogued (An illustrative list is given below).

A statement of the categories of documents held

Sr. No.	Nature of record	Details of Information available	Unit/Section where available	Retention period, where available
1.	Minutes of the various committees of the Board	Decisions/recommendations arrived at in the meeting of the respective committees	Academic Section	Permanent record
2.	Public Examination results Register	Results in respect of candidates appeared at public examination of the Board	Certificate Cell	Permanent record

MANUAL 7

The Particulars of any arrangement that exists for consultation with, or representation by the member of the Public in relation to the formulation of its Policy or Implementation there of (Section 4 (1)(b) (vii).

- Whenever need arises, the members of the Public are invited as invitees.

MANUAL 8

A statement of Boards, council, committees and other bodies constituted
[Section 4(1) (b) 9(viii)]

This can be prepared in the following format:-

Sr. No.	Name and address of the body	Main functions of the body	Constitution of the body	Date of constitution	Date up to which valid	Whether meetings open to public	Whether minutes accessible to public	Frequency of meetings	Remarks
1)	Board	The Board shall be to provide secondary and higher secondary education and, for this purpose grant recognition to the required number of such schools in the territory; to pay special attention to the improvement of the secondary and higher secondary education	As per section 12 of the Act The Board consists of the Chairman and Vice Chairman appointed by the Govt. and of the following members:	2/6/05	1/6/09	No	Yes	Normally 2 meetings per year	

		<p>so that it meets the required needs and standards of economic and social development; to provide adequate facilities for educational and professional advancement of socially and educationally backward communities; to take such step and such measures as may lead to intellectual, academic, physical and cultural development of the youth.</p> <p>As per section 4 & 5 of the Act</p>							
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* “Act” means the Goa, Daman and Diu Secondary and Higher Secondary Board Act, 1975”

** “Rules may be called the Goa, Daman and Diu Secondary and Higher Secondary Rules, 1975.

Sr. No.	Name and address of the body	Main functions of the body	Constitution of the body	Date of constitution	Date up to which valid	Whether meetings open to public	Whether minutes accessible to public	Frequency of meetings	Remarks
2)	Executive Council	As per Section 23 of the Act*	As per Section 22 of the Act*	24/7/07	23/7/09	No	Yes	Normally once in a month	
3)	Academic Council	As per Section 25 of the Act*	As per Section 24 of the Act*	24/7/07	23/7/09	No	Yes	Normally 2 in a year	
4)	Finance Committee	As per Section 27 of the Act*	As per Section 26 of the Act*	24/7/07	23/7/09	No	Yes	Normally 2 in a year	

* "Act" means the Goa, Daman and Diu Secondary and Higher Secondary Board Act, 1975"

** "Rules may be called the Goa, Daman and Diu Secondary and Higher Secondary Rules, 1975.

Sr . No.	Name and address of the body	Main functions of the body	Constitution of the body	Date of constitution	Date up to which valid	Whether meetings open to public	Whether minutes accessible to public	Frequency of meetings	Remarks
5)	Examination Committee	As per Section 29 of the Act*	As per Section 28 of the Act*	24/7/07	29/7/09	No	Yes	Twice in a year	
6)	Recognition Committee	As per Section 31 of the Act*	As per Section 30 of the Act*	24/7/07	23/7/09	No	Yes	Normally 2 in a Year	
7)	Board of Studies	As per Section 33 of the Act*	As per Section 32 of the Act*	2/6/05	1/6/09	No	Yes	Normally 3 in a year unless specially permitted by the chairman	

* “Act” means the Goa, Daman and Diu Secondary and Higher Secondary Board Act, 1975”

** “Rules may be called the Goa, Daman and Diu Secondary and Higher Secondary Rules, 1975.

MANUAL 9

A directory of its Officers and employees (section 4 (1) (b) (ix): Available on Board's Website i.e.

Chairman – (0832) – 2417584

Secretary – (0832) – 2413085

Asst. Secretary – (0832) – 2413118

MANUAL 10

The monthly remuneration received by each of its officers and employees, including the system of compensations as provided in its regulations (Section 4 (1) (b) (x) :

- Pay structure in the Goa Board is given in the following table:

Sr. No.	Pay Band/Grade Pay (in Rs.)	Status of Posts		Group of Posts Group A, B, C, Unclassified	Total Number of Posts
		Gazetted/Non-Gazetted	Regular/ Temporary / Adhoc		
1.	Chairman P.B - 4 / 8700	Gazetted	Regular	Group A	1
2.	Secretary P.B - 3/ 7600	Gazetted	Regular	Group A	1
3.	Jt. Secretary P.B - 3/ 7600	Gazetted	Regular	Group A	1
4.	Asstt. Secretary(HSSC) P.B - 3 / 5400	Gazetted	Regular	Group A	1
5.	Asstt. Secretary(HSSC) P.B - 3 / 5400	Gazetted	Regular	Group A	1
6.	Deputy Secretary(I.T) P.B - 3 / 6600	Non - Gazetted	Regular	Group B	1
7.	Office Superintendent P.B - 2 / 4600	Non - Gazetted	Regular	Group C	1
8.	Head Clerk P.B - 2 / 4200	Non - Gazetted	Regular	Group C	2
9.	Assistant Programmer P.B - 1 /2800	Non - Gazetted	Regular	Group C	1
10.	U.D.C P.B - 1 / 2800	Non - Gazetted	Regular	Group C	3
11.	Accounts Clerk P.B - 1 / 2400	Non - Gazetted	Regular	Group C	1
12.	Data Processing Assistant P.B - 1 / 2000	Non - Gazetted	Regular	Group C	3
13.	L.D.C P.B - 1/ 2000	Non - Gazetted	Regular	Group C	1
14.	L.D.C P.B - 1/ 1900	Non - Gazetted	Regular	Group C	18
15.	Gest. Operator P.B 1 / 2800 (MACP III)	Non - Gazetted	Regular	Group C	1
16.	Driver P.B - 2 / 4200 (MACP III)	Non - Gazetted	Regular	Group C	1
17.	Driver P.B - 1 / 1900	Non - Gazetted	Regular	Group C	1
18.	Peon P.B - 1 / 2400 (MACP III)	Non - Gazetted	Regular	Group D	1
19.	Peon P.B - 1 / 1800	Non - Gazetted	Regular	Group D	5

MANUAL 11

The budget allocated to each of its agency, indicating the Particulars of all plans, proposed expenditure and reports on disbursements made (Section 4 (1) (b) (xi) :

- Copy of the budget is available in the Office.

MANUAL 14

Details in respect of the information, available to or held by it, reduced in an electronic form (Section 4 (4) (b) (xiv) :

- The Board regularly uploads S.S.C. and H.S.S.C. Exam results, all relevant circulars on the website time to time.

MANUAL 15

Particulars of the facilities available to citizens for obtaining information

[Section 4(1) (b) (Xv)]

Facilities available for obtaining information

Sr. No.	Facility	Facility available	Nature of information	Working Hours
01.	Information Counter	Yes	Information on matters related to the Board	09.30 am to 05.45 pm
02.	Website	www.gbshse.gov.in	As above	N/ A
03.	Library	No	N/ A	N/ A
04.	Notice Board	Available	General Information	09.30 am to 05.45 pm

MANUAL 16

Name & Designation and other particulars of Public Information Officers

[Section 4(1) (b) (Xvi)]

List of Public Information Officers

Sr. No.	Designation of the officer designation as PIO	Postal address	Telephone No.	E-mail address	Demarcation of area/activities, if more than one PIO is there
01.	The Joint Secretary of Goa Board of Secondary & Higher Secondary Education	Goa Board of Secondary & Higher Secondary Education.	(0832) 2417593	sec-gbshse.goa@nic.in	N.A.

List of Assistant Public Information Officers

Sr. No.	Designation of the officer designation as APIO	Postal address	Telephone No.	E-mail address	Demarcation of area/ activities, if more than one PIO is there
01.	The Assistant Secretary (SSC) of Goa Board of Secondary & Higher Secondary Education	Goa Board of Secondary & Higher Secondary Education.	(0832) 2417593	N.A.	N.A.

First Appellate Authority within the Department.

Sr. No.	Designation of the officer designation as First Appellate Authority	Postal address	Telephone No.	E-mail address
01.	The Chairman of Goa Board of Secondary & Higher Secondary Education	Goa Board of Secondary & Higher Secondary Education	(0832) 2417593	chairman-gbshse.goa@nic.in