



केन्द्रीय माध्यमिक शिक्षा बोर्ड
(शिक्षा मंत्रालय, भारत सरकार के अधीन एक स्वायत्त संगठन)
CENTRAL BOARD OF SECONDARY EDUCATION
(An Autonomous Organisation under the Ministry of Education, Govt. of India)



No.CBSE/ADM/2021/

Dated: 18.05.2021

OFFICE ORDER

Subject: Set-up of Modern Centralised Call Centre for all services of the Board- reg

Central Board of Secondary Education ("The Board") always strives to implement latest and modern technology in its office procedures, which is aimed at improving the quality of service provided to its stakeholders.

In order to ensure this, the Board has launched a software based Interactive Voice Response System (IVRS) Centralised Call Centre on a single Telephone Number **9311417564**, to enhance communication with its stakeholders viz. Students, parents and schools, in particular and public in general. The Caller (Public/Schools/students/parents/all stakeholders) may seek resolution of their queries, pertaining to any of the services extended by various branches of the Board viz. **Administration, Academics, Accounts & Bills, Affiliation, CTET, Examination, IT, Legal, Professional Exam, Public Relation Unit, Recruitment, Scholarship, Skills, Training, Regional Offices, Centre of Excellence and all other queries related to CBSE for Board Examination, certification, Affiliation of the schools etc.** on this number.

The calls on this new system shall be recorded for further improvement of services of the Board and missed calls, if any, shall be monitored for resolution of the queries. For this purpose, there will be monitoring by the Administration and hence, it should be ensured by the concerned official/officer that no call be missed or unanswered, as far as possible. Un-attended calls adversely affect image of the Board and any intentional lapse on this ground may be viewed seriously.

The following telephone numbers of CBSE HQ, Academic, Training, Skill, CTET have Professional Unit have been linked with the Centralized Call Centre:

S.NO.	BRANCH NAME	PHONE NO. 1	PHONE NO. 2	PHONENO.3	PHONE NO. 4
1	GENERAL QUERY	22509256	22509257		
2	PR UNIT	22440083			
3	RTI	22528258			
4	GRIEVANCE	22528258			
5	AFFILIATION	22467774	22528257	22426938	22043633
6	EXAMINATION / COORDINATION	22517250	22420400		
7	ADMINISTRATION	22517252			
8	RECRUITMENT	22450083			
9	ACCOUNTS	22429602	22429604		
10	LEGAL	22449623			

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"शिक्षा केन्द्र", 2, सामुदायिक केन्द्र, प्रीत विहार, दिल्ली-110092
"SHIKSHA KENDRA" 2, COMMUNITY CENTRE, PREET VIHAR, DELHI-110092

Phone (off.) : 011-22509256-59, 22041807-08, Website: www.cbse.gov.in, www.cbse.nic.in





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S.NO.	BRANCH NAME	PHONE NO. 1	PHONE NO. 2	PHONENO.3	PHONE NO. 4
11	PROFESSIONAL UNIT	22059683	22521081		
12	IT UNIT	22527183	22043634		
13	ACADEMIC	23212603	23233227		
14	CTET	22240112			
15	TRAINING	23214737	23231247		
16	SCHOLARSHIP	22044166	22526745		

In addition to the above, the following telephone numbers of Regional Offices and Centres of Excellence of the Board have also been linked:

REGIONAL OFFICES & CENTRES OF EXCELLENCE				
S.NO.	REGIONAL OFFICE	PHONE NO. 1	PHONE NO. 2	COEs PHONE NO.
1	AJMER	0145-2627460	0145-2629928	0145-2630770
2	BENGALURU	9141074260	9141056260	--
3	BHOPAL	0755-2425045	0755-2425046	0755-2425043
4	BHUBANESWAR	0674-2721812	0674-2721712	0674-2720412
5	CHANDIGARH	7814277267	6239559023	0172-22969018
6	CHENNAI	044-26162213	044-26162214	044-26162024
7	DEHRADUN	0135-2757766	0135-2753250	9548045400
8	DELHI EAST	011-22236182	011-22248809	011-22233182
9	DELHI WEST	011-61344870	011-61344871	011-61344828
10	GUWAHATI	0361-2330992	0361-2337786	0361-2330992
11	NOIDA	8882866756	7827288099	0120-5178016
12	PANCHKULA	0172-2585193	7719677061	0172-2521528
13	PATNA	0612-2295048	0612-2295008	8252302207
14	PRAYAGRAJ	0532-2400119	0532-2400473	0532-2400334
15	PUNE	020-67112809	020-67112821	020-67112800
16	THIRUVANANTHAPURAM	0471-2534404	0471-2534415	0471-2530402
17	AJMER REGISTERED OFFICE	0145-2621588		

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For effective operationalisation of the Centralized Call Centre, following guidelines are issued, which need to be complied by the concerned officers/officials of the Board:

1. Upon receipt of the call on the virtual no. **9311417564**, IVRS system will forward the call to the concerned Unit/Office for resolution of the query/grievance of the caller. The calls will be recorded and monitored by Administration.
2. All Heads of Departments are requested to depute two employees for attending calls, pertaining to their Units/Office, forwarded to them by the Centralised Call Centre.
3. All Heads of Departments are also requested to ensure that all calls are attended during working hours and no calls are missed / remain unanswered.
4. The Administration Unit will depute a Nodal Officer for monitoring the system.
5. The Nodal Officer shall provide daily call report to the Heads of Department, providing the details of the calls pertaining to those Units/Offices received during the day.
6. In the event a call is missed/ remain unattended due to certain unavoidable circumstances, the Heads of Departments shall ensure that such calls are reverted, the queries/grievances of the caller are obtained and resolved.

For this purpose, the steps for operation and logging in the system of Centralized Call Centre are being provided as under:

STEP 1: Enter the website in web browser i.e. www.vagent.in

STEP 2: Click on Login and Select Agent option and then enter Account ID: 6009517 and Agent ID (*your telephone number with std-code (without prefix 0) or mobile number as mentioned in above list*) and Password: (*will be provided separately to each unit/branch*)

STEP 3: Now Agent Interface screen will appear and you can see call logs viz incoming calls/outgoing calls and missed calls.

All Heads of Departments, Regional Directors and Regional Officers are requested to provide effective support to enable running the Centralized Call Centre in an effective manner so that various stakeholders of Board are served in an efficient manner.

Anurag Tripathi

(Anurag Tripathi)
Secretary, CBSE

Distribution:

1. DS to Chairman, CBSE for kind information of Chairman, CBSE.
2. All Heads of Departments / Regional Directors of the Board for compliance.
3. IAFA / Head (M&PR) for compliance.
4. All the Regional Officers / Head- COEs for compliance.
5. All the Officers upto the level of Section Officer of the Board for compliance.
6. Notice Board /Guard file.

Anurag Tripathi

(Anurag Tripathi)
Secretary, CBSE



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