



TELANGANA OPEN SCHOOL SOCIETY :: HYDERABAD

CITIZEN CHARTER

Sl. No.	Service	Documents required for the Service		Time Frame	Fee		Officer to be Contacted for delay or default in service
		Inter	SSC		Intermediate	SSC	
1	Duplicate Memo of Marks	<ul style="list-style-type: none"> • Filled in application form through AI Coordinator • Prescribed fee through SBI Challan 	<ul style="list-style-type: none"> • Filled in application form through AI Coordinator • Prescribed fee through SBI Challan 	07 Working days	Rs. 200/-	Rs. 100/-	Joint Director
2	Duplicate Pass Certificate	<ul style="list-style-type: none"> • Filled in application form forwarded through the AI Coordinator with Photo attestation • Xerox copy of Pass Certificate • Police enquiry certificate (non availability) • Affidavit (Rs.100/-) signed by Notary/1st Class Magistrate • Challan for Rs.500/- 	<ul style="list-style-type: none"> • Filled in application form forwarded through the AI Coordinator with Photo attestation • Xerox copy of Pass Certificate • Police enquiry certificate (non availability) • Affidavit (Rs.50/-) signed Notary/1st Class Magistrate • Challan for Rs.100/- 	10 Working days	Rs. 500/-	Rs. 100/-	Joint Director
3	Correction in Pass Certificate	<ul style="list-style-type: none"> • Covering letter through the AI-Coordinator • Original Intermediate Certificate • Original TC cum Migration Certificate • Original SSC. Pass Certificate • Xerox copy of admission application form attested by 	<ul style="list-style-type: none"> • Covering letter through the AI-Coordinator • Original SSC Pass Certificate • Original TC cum Migration Certificate • Xerox copy of admission application form attested by AI Coordinator • In case of Mothers name correction Ration Card / Birth 	07 Working days	---	---	Joint Director

		AI Coordinator • In case of Mothers name correction Ration Card / Birth Certificate	Certificate • Original TC/ Record Sheet				
4	Genuineness of Pass Certificate	• Original Intermediate Pass Certificate along with covering letter of the Department. • No fee for the Government Sector. • In case of private Sectors Challan for Rs.100/-	• Original SSC Pass Certificate along with covering letter of the Department. • No fee for the Government Sector. • In case of private Sectors Challan for Rs.100/-	10 Working days	Rs. 100/-	Rs. 100/-	Joint Director
5	Recounting of Marks in Answer Script	• Duly filled in application • Hall Ticket Xerox Copy • Xerox copy of marks memo/net copy • Rs.200/-fee for subject to be paid at MEE SEVA Centres.	• Duly filled in application • Hall Ticket Xerox Copy • Xerox copy of marks memo/net copy • Rs.100/-fee for subject to be paid at MEE SEVA Centres.	30 Working days (after release of results)	Rs. 200/-	Rs. 100/-	Joint Director
6	Withheld cases	---	---	30 Working days (After release of results)	---	---	Joint Director
7	Duplicate T.Cs & Migration Certificates	• Filled in application form forwarded through the AI Coordinator • Police enquiry Certificate • Affidavit(Rs.100/-) signed by Notary/1st Class Magistrate Challan for Rs.500/-	• Filled in application form forwarded through the AI Coordinator • Police enquiry Certificate • Affidavit(Rs.50/-) signed by Notary/1st Class Magistrate Challan for Rs.100/-	10 Working days	Rs. 500/-	Rs. 100/-	Joint Director

Note: 1. For SSC Services: SSC Examination Branch is to be consulted

2. For Intermediate Services: Intermediate Examination Branch is to be consulted

3. Appellate authority: Director, TOSS, Hyderabad