

## **MOST IMPORTANT**



**GOA BOARD OF SECONDARY AND HIGHER SECONDARY EDUCATION (A  
Corporate Statutory Body Constituted by an Act of State Legislature)  
ALTO BETIM – GOA 403 521**

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GBSHSE/Exam/Cert-Cell/Oct'14./

Date:- 27/10/2014

### **Circular No. 36**

To,  
The Heads of all recognized Secondary and Higher  
Secondary Schools under the jurisdiction of  
this Board.

Sub:- Procedure to issue Duplicate Marksheet/Passing certificate.

Sir/Madam,

The Board issues Duplicates of Marksheet/Certificates to the candidates on the recommendation of the Head of Schools through which the candidate had answered/passed the Examination.

It has been noticed that the schools are forwarding the letters of the candidates to the Board without checking the details given by the candidates. This leads to a lot of inconvenience to the candidates and also gives scope for malpractices.

In this connection the Board requires the schools to follow the procedure as stated below:

1. The candidate applies to the Head of the School for issuing Duplicate Marksheet/Certificate by Goa Board stating the reasons for the request. The candidate provides all the available details in the application.
2. The school checks in its records whether details supplied are correct. The identity of the applicant is also checked and recorded on the application.
3. The Head of the school then writes a letter to the Secretary, Goa Board to issue the Duplicate Certificate in the format available on the Board's website filling in all the relevant details.

4. The Head of school also issues an authority letter for the candidate to collect the Duplicate Marksheet/Certificate from the Board and instructs the candidate to produce the same issued by the Board for countersignature by the Head of the school.

5. After the duplicate is collected by the authorized person from the Board the Head of school asks the candidate to sign in the space that is provided and countersigns the Duplicate Marksheet/Certificate before handing over to the candidate.

Schools are required to take proper care at every stage so that the candidates are not inconvenienced unnecessarily while at the same time ensuring that the countersigned certificate is collected by the same person and not some other party.

Any lapse on the part of the schools to follow the correct procedure could invite, action under the Goa Right to Citizens to Time bound Delivery of Services Act 2013.

Sd/-  
(Bhagirath G. Shetye)  
Secretary.

Date:-  
Copy to:

1. The Director ----- for information  
Directorate of Education,  
Porvorim, Goa.