

**SCHOOL EDUCATION DEPARTMENT
CITIZEN CHARTER
2019**

PREFACE

This Charter is a statement of commitment of the activities of the School Education Department to the people of Tamil Nadu.

The following Directorates / Organisations under the administrative control of School Education Department render various services to the citizens:

1. Directorate of Elementary Education
2. Directorate of School Education
3. Directorate of Matriculation Schools
4. Directorate of Government Examinations
5. Directorate of Non-Formal and Adult Education
6. Directorate of Public Libraries
7. State Council of Educational Research and Training
8. Teachers Recruitment Board
9. Tamil Nadu Textbook and Educational Services Corporation

The commitments of each Directorate / Organisation to the people of Tamil Nadu are given in the succeeding pages.

DIRECTORATE OF ELEMENTARY EDUCATION

Name of the Scheme /Service	Approval for New Nursery and Primary Schools	
Scope of the Scheme / Service	To provide easy access to school for every child of the age 3+ to 9+ in a neighbourhood area for elementary education	
Beneficiaries / Eligible Persons	Registered Trust / Society	
Documents required	<ul style="list-style-type: none"> Application Registered Trust deed Registered land document in the name of the school <p style="text-align: center;">(or)</p> <ul style="list-style-type: none"> Registered lease deed / rental agreement for 30 years Approved plan from the competent authority of the DTCP/CMDA 	
	<ul style="list-style-type: none"> Registration fee should be remitted in the Treasury as detailed below: 	
	No. of Students	Amount (Rs.)
	1 to 100	1500
	101 to 250	3750
	251 to 500	7500
	501 & above	7500 + Rs.15 for each student
	<ul style="list-style-type: none"> School endowment fee should be remitted in the Treasury as detailed below: 	
	No. of Students	Endowment fee (Rs.)
	1 to 100	5000
101 to 250	7500	
251 to 500	15000	
501 & above	25000	

	<ul style="list-style-type: none"> • Building License from the Revenue department (Form - D) • Structural Stability Certificate from engineers panel approved by the District Collector (Form – A,B,C &E) • Sanitary certificate • No objection certificate issued by the Fire and Rescue Department • Proof to be attached for one month salary of the teachers deposited in any nationalized Bank • Photographs/details of the School infrastructure 	
Whom to apply	Block Educational Officer concerned	
Time limit for delivery of service	30 days	
Authority to be contacted for grievance redressal	Block level:	Block Educational Officer concerned
	Educational District level:	District Educational Officer concerned
	Revenue District level:	Chief Educational Officer concerned
	State level:	<p>Joint Director of Elementary Education (Aided), O/o Director of Elementary Education, DPI Campus, College Road, Chennai - 6. Telephone No: 044-28202414</p> <p>Director of Elementary Education, DPI Campus, College Road, Chennai-6. Telephone No: 044- 28271169</p>

DIRECTORATE OF SCHOOL EDUCATION

Name of the Scheme /Service	Issue of Equivalence Certificate (10th& 12th Std)	
Scope of the Scheme / Service	Equivalence Certificates are issued to the students who have studied in Boards other than State Board such as IGCSE 10 th Grade, GCE 'AS' level and 'A' level, IB(Diploma) etc.	
Beneficiaries / Eligible Persons	Students who have studied 10 th & 12 th Std from Boards other than Tamil Nadu State Board.	
Documents required	<ul style="list-style-type: none"> • Mark Sheet • Transfer Certificate • Migration Certificate • School recognition / affiliation Certificate • Syllabus • ID & Address Proof with request letter 	
Whom to apply	District level:	Chief Educational Officer & District Educational Officer concerned
	State level:	Joint Director(Vocational) Directorate of School Education
Time limit for delivery of service	30 days	
Authority to be contacted for grievance redressal	District level:	Chief Educational Officer & District Educational Officer concerned
	State level:	Joint Director(Vocational) Directorate of School Education, DPI Campus, College Road, Chennai-6. Phone Number: 044-28250523 Email Id: dsejdv@nic.in

DIRECTORATE OF SCHOOL EDUCATION

Name of the scheme / Service	Providing financial assistance to students who have lost their bread-winning parents or whose parents become permanently incapacitated in accident.	
Scope of the scheme / Service	To provide financial assistance of Rs.75000/- to students who lost their bread winning parent or whose parent become permanently incapacitated in accident.	
Beneficiaries / Eligible Persons	Students studying in Government and Government Aided Schools who lost their bread winning parents or whose parents become permanently incapacitated in accident.	
Documents required	<ul style="list-style-type: none"> • Bonafide Certificate from concerned school Headmaster • Copy of FIR • Copy of Legal Heir Certificate • Copy of Post Mortem report • Death Certificate • Copy of Family Card / Aadhaar Card / Any other proof • Bank Account details (Joint Account in the name of beneficiary with Parent/ Guardian) 	
Whom to apply	Block Level:	Block Educational Officer concerned
	District Level:	Chief Educational Officer & District Educational Officer concerned (through School)
	State Level	Joint Director (NSS) Directorate of School Education
Time Limit for Delivery of Service	30 days	
Authority to be contacted for grievance redressal	Block Level:	Block Educational Officer concerned
	District Level:	District Educational Officer & Chief Educational Officer concerned
	State Level:	Joint Director (NSS), Directorate of School Education, DPI Campus, College Road, Chennai-6 Phone No: 044-28279201 E-mail: jdsned@nic.in

DIRECTORATE OF SCHOOL EDUCATION

Name of the Scheme /Service	Student Accident Relief Scheme	
Scope of the Scheme / Service	Provides financial relief as given below, to the parents or guardians of students who met with unexpected accidents while in school or on school related activities: For accidental death of a student - Rs.1,00,000 For major injuries - Rs.50,000 For minor injuries - Rs.25,000	
Beneficiaries / Eligible Persons	Students studying in Government and Government Aided Schools involved in accidents or their family	
Documents required	<ul style="list-style-type: none"> • Beneficiary information(through School Head Master) • Student Bio Data • Death Certificate / Medical Report • Copy of FIR • Copy of Legal Heir Certificate • Copy of Family card / Aadhaar Card/Any other proof of residence 	
Whom to apply	Block Level:	Block Educational Officer concerned
	District Level:	Chief Educational Officer & District Educational Officer (through School concerned)
	State Level:	Joint Director (NSS) Directorate of School Education
Time Limit for Delivery of Service	30 days	
Authority to be contacted for grievance redressal	Block Level:	Block Educational Officer concerned
	District Level:	District Educational Officer & Chief Educational Officer concerned
	State Level:	Joint Director (NSS) Directorate of School Education, DPI Campus, College Road, Chennai-6 Phone. No: 044-28279201 E-mail: jdsed@nic.in

DIRECTORATE OF SCHOOL EDUCATION

Name of the Scheme /Service	Correction in 10th and 12th standard Transfer Certificate cum Mark Sheet	
Scope of the Scheme / Service	Date of Birth / Name correction in 10 th and 12 th standard Transfer cum Mark sheet certificates.	
Beneficiaries / Eligible Persons	Students studying in any School.	
Documents required (As applicable)	<ul style="list-style-type: none"> • Original Mark sheet with one photo copy • Bonafide Certificate for having studied from 1st standard to 5th/8th standard with one photo copy from Head Master. • School admission form with one photocopy. • Copy of S.S.L.C Declaration Form. • Birth Certificate original with one photocopy • School Admission and Transfer Register Photocopy. • Error explanation report of the Headmaster, if any • Court Judgement in original with a photocopy, if any • Furnish related evidence if he/she works in Government and Government Undertaking Organization 	
Whom to apply	District Level:	Chief Educational Officer & District Educational Officer concerned
	State Level:	Joint Director (NSS) Directorate of School Education
Time Limit for Delivery of Service	30 days	
Authority to be contacted for grievance redressal	District Level:	Chief Educational Officer & District Educational Officer concerned
	State Level:	Joint Director (NSS) Directorate of School Education, DPI Campus, College Road, Chennai-6 Ph.No: 044-28279201 E-mail: jdnsed@nic.in

DIRECTORATE OF SCHOOL EDUCATION

Name of the Scheme /Service	National Means cum Merit Scholarship Scheme	
Scope of the Scheme / Service	To award scholarships to meritorious students of economically weaker sections to encourage them to continue their study at Secondary stage of education. Selected students get Rs.12,000 per annum for 4 years from Standards 9 to 12. Scholarship is disbursed in one installment in a year. Written examination for this scheme is conducted by the Directorate of Government Examinations.	
Beneficiaries / Eligible Persons	Students studying in 8 th Standard in Government and Government Aided Schools with minimum 55% marks in 7 th Standard. SC/ST students must have secured 50% marks in 7 th standard.	
Documents required	<ul style="list-style-type: none"> • Income Certificate of parents (Annual Income must be within Rs.1,50,000) • Copy of 7th Standard Mark Sheet • Copy of Aadhar Card / Family Card • Bank account details of the student 	
Whom to apply	Block Level:	Block Educational Officer concerned
	District Level:	Chief Educational Officer & District Educational Officer concerned (through School)
	State Level:	Joint Director (NSS) Directorate of School Education
Time Limit for Delivery of Service	Scholarship is issued by Ministry of Human Resource and Development directly into the beneficiaries account. There is no time limit for delivery of service.	
Authority to be contacted for grievance redressal	Block Level:	Block Educational Officer concerned
	District Level:	Chief Educational Officer & District Educational Officer concerned
	State Level:	Joint Director (NSS) Directorate of School Education, DPI Campus, College Road, Chennai-6 Phone No: 044-28279201 E-mail: jdnسد@nic.in
For more information	www.dge.tn.gov.in	

DIRECTORATE OF SCHOOL EDUCATION

Name of the Scheme /Service	Tamil Nadu Rural Students Talent Search Examination (TRUST)	
Scope of the Scheme / Service	Selected students get Rs.1,000 per annum for 4 years from Standards 9 to 12.	
Beneficiaries Eligible Persons /	Students studying in 9 th standard in Government and Government aided schools and Government recognized schools including Matriculation and other schools. Students must have scored above 50% marks in 8 th Standard. 50 boys and 50 girls will be selected from each district, except Chennai district	
Documents required	<ul style="list-style-type: none"> • Income Certificate of parents (annual income must be within Rs.1,00,000) • 8th Standard Mark Sheet • Bonafide Certificate from concerned School Headmaster. 	
Whom to apply	Block Level:	Block Educational Officer concerned
	District Level:	Chief Educational Officer & District Educational Officer concerned (Through School)
	State Level:	Joint Director (NSS) Directorate of School Education
Time Limit for Delivery of Service	Within a month from the date of declaration of result	
Authority to be contacted for grievance redressal	Block Level:	Block Educational Officer concerned
	District Level:	Chief Educational Officer & District Educational Officer concerned
	State Level:	Joint Director (NSS) Directorate of School Education, DPI Campus, College Road, Chennai-6 Phone No:044-28279201 E-mail: jdnsed@nic.in
For more information	www.dge.tn.gov.in	

DIRECTORATE OF MATRICULATION SCHOOLS

Name of the Scheme /Service	Opening of new Matriculation school	
Scope of the Scheme / Service	To provide opportunity for school age children to study in Matriculation schools	
Beneficiaries / Eligible Persons	Registered Trust/ Society/ Company (Non- Profit)	
Documents required	<ul style="list-style-type: none"> • Land ownership/lease documents • Approved layout/building plan document • Documents related to Trust/Society/ Company • Building stability certificate • Building license • Sanitary certificate • No objection certificate issued by Fire and Rescue Services Department • Application with fee challan • Other relevant documents 	
Whom to apply	District level	District Educational Officer concerned
Time Limit for Delivery of Service	3 Months	
Authority to be contacted for grievance redressal	District level	Chief Educational Officer concerned
	State level	Director of Matriculation Schools Joint Director of Matriculation Schools DPI Campus, College Road. Chennai-06 Phone No: 044-28270169 Email:dmschennai2010@gmail.com

DIRECTORATE OF MATRICULATION SCHOOLS

Name of the Scheme /Service	Renewal of recognition	
Scope of the Scheme / Service	Simplified procedures to facilitate application for renewal of recognition of Matriculation school through online mode	
Beneficiaries / Eligible Persons	Registered Trust/ Society/ Company (Non- Profit)	
Documents required	<ul style="list-style-type: none"> Building stability certificate Building license Sanitary certificate No objection certificate issued by Fire and Rescue Services Department Application fee challan 	
Whom to apply	District Educational Officer concerned	
Time Limit for Delivery of Service	3 Months	
Authority to be contacted for grievance redressal	District level	Chief Educational Officer concerned
		District Educational Officer concerned
	State level	Director of Matriculation Schools, Joint Director of Matriculation Schools DPI Campus, College Road. Chennai-06 Phone No.: 044-28270169 Email Id: dmschennai2010@gmail.com

DIRECTORATE OF GOVERNMENT EXAMINATIONS

Name of the Scheme / Service	Issue of Certified Copy of Mark List (CCM)	
Scope of the Scheme / Service	CCM is being issued for higher studies and employment purpose	
Beneficiaries / Eligible Persons	Those students who have lost their original certificates beyond recovery	
Documents required	The application duly counter signed by Head Master of the school enclosed with original remittance challan for Rs.305/-	
Whom to apply	Assistant Director of Government Examinations of the district concerned	
Time Limit for Delivery of Service	Within 5 days from the date of receipt of application	
Authority to be contacted for grievance redressal	State level:	Joint Director (Personnel) Joint Director (Hr.Sec) Directorate of Government Examinations, DPI Campus, College Road, Chennai-06 Phone: 044-28272088, Email: directordge.tn@nic.in
For more information	<u>www.dge.tn.gov.in</u>	

DIRECTORATE OF GOVERNMENT EXAMINATIONS

Name of the Scheme /Service	Issue of Duplicate Mark Certificate	
Scope of the Scheme / Service	Issue of Duplicate Mark Certificate for pursuing higher studies and employment purpose	
Beneficiaries / Eligible Persons	Those students who have lost their original certificates beyond recovery	
Documents required	<ul style="list-style-type: none"> Filled in application duly counter signed by Headmaster of the school Lost document report from Police Department enclosed with original remittance challan for Rs.505/- 	
Whom to apply	Assistant Director of Government Examinations of the district concerned	
Time Limit for Delivery of Service	Within one month from the date of receipt of application	
Authority to be contacted for grievance redressal	State level:	Joint Director (Personnel) Joint Director (Hr.Sec) Directorate of Government Examinations, DPI Campus, College Road, Chennai-06 Phone: 044-28272088, Email : directordge.tn@nic.in
Website Address	<u>www.dge.tn.gov.in</u>	

DIRECTORATE OF GOVERNMENT EXAMINATIONS

Name of the Scheme / Service	Issue of Migration Certificate	
Scope of the Scheme / Service	To pursue higher studies in other states/abroad	
Beneficiaries / Eligible Persons	The candidates who have passed and received the mark certificate of SSLC / Higher Secondary Examinations /other examinations conducted by the Directorate of Government Examinations	
Documents required	<ul style="list-style-type: none"> • Filled in application • Copy of Mark Certificates • Original remittance challan for Rs.505/- 	
Whom to apply	Director of Government Examinations	
Time Limit for Delivery of Service	Within 5 days from the date of receipt of application	
Authority to be contacted for grievance redressal	State level:	Director of Government Examinations, DPI Campus, College Road, Chennai-06 Phone : 044-28272088, Email : directordge.tn@nic.in
For more information	<u>www.dge.tn.gov.in</u>	

DIRECTORATE OF GOVERNMENT EXAMINATIONS

Name of the Scheme /Service	Concession for the Children with Special Needs (CWSN) in the Board Examinations	
Scope of the Scheme / Service	<p>Following concessions are granted to Children with Special Needs according to the type of disability</p> <ul style="list-style-type: none"> • Extra time • To appoint a scribe • Use of calculator • Exemption from appearing in any one of the language etc. 	
Beneficiaries / Eligible Persons	CWSN students appearing for ESLC / SSLC / Higher Secondary / Diploma in Elementary Education Examinations	
Documents required	<ul style="list-style-type: none"> • Filled in application • Medical Report of the District Medical Board 	
Whom to apply	Assistant Director of Government Examinations of the district concerned	
Time Limit for Delivery of Service	Within 15 days from the date of receipt of application	
Authority to be contacted for grievance redressal	State level:	<p>Joint Director (Personnel) Joint Director (Hr.Sec) Directorate of Government Examinations, DPI Campus, College Road, Chennai-06</p> <p>Phone : 044-28272088, Email : directordge.tn@nic.in</p>
For more information	<u>www.dge.tn.gov.in</u>	

DIRECTORATE OF GOVERNMENT EXAMINATIONS

Name of the Scheme /Service	Providing scanned answer scripts to students	
Scope of the Scheme / Service	To facilitate downloading of scanned answer scripts by the students from the website	
Beneficiaries / Eligible Persons	Students who have appeared for Higher Secondary Examinations / Diploma in Elementary Education Examinations	
Documents required	<ul style="list-style-type: none"> • Filled in application • Original remittance challan for Rs.275/- 	
Whom to apply	Chief Educational Officer concerned	
Time Limit for Delivery of Service	Within 15 days from the date of receipt of application	
Authority to be contacted for grievance redressal	State level:	Joint Director (Personnel) Joint Director (Hr.Sec) Directorate of Government Examinations, DPI Campus, College Road, Chennai-06 Phone : 044-28272088, Email : directordge.tn@nic.in
For more information	<u>www.scan.tndge.in</u>	

DIRECTORATE OF GOVERNMENT EXAMINATIONS

Name of the Scheme /Service	Retotalling / Revaluation of answer scripts					
Scope of the Scheme /Service	Retotalling / Revaluation of answer scripts					
Beneficiaries / Eligible Persons	Students, who have appeared for SSLC (Retotalling alone) / Higher Secondary Examinations / Diploma in Elementary Education Examinations					
Documents required	<ul style="list-style-type: none"> • Filled in application • Original remittance challan <table style="margin-left: 20px; border: none;"> <tr> <td style="padding-right: 10px;">Retotalling -</td> <td>Rs.205/-</td> </tr> <tr> <td>Revaluation -</td> <td>Rs.505/-</td> </tr> </table> 		Retotalling -	Rs.205/-	Revaluation -	Rs.505/-
Retotalling -	Rs.205/-					
Revaluation -	Rs.505/-					
Whom to apply	Chief Educational Officer concerned					
Time Limit for Delivery of Service	Within 15 days from the date of receipt of application					
Authority to be contacted for grievance redressal	State level:	Joint Director (Personnel) Joint Director (Hr.Sec) Directorate of Government Examinations, DPI Campus, College Road, Chennai-06 Phone : 044-28272088, Email : directordge.tn@nic.in				
For more information	<u>www.dge.tn.gov.in</u>					

DIRECTORATE OF GOVERNMENT EXAMINATIONS

Name of the Scheme / Service	Verification of Genuineness of Mark certificates	
Scope of the Scheme / Service	Certificate of genuineness of mark sheets are issued to the appointing authorities and the higher educational institutions on request	
Beneficiaries Eligible Persons /	Students, who have appeared for ESLC / SSLC / Higher Secondary / Diploma in Elementary Education Examination	
Documents required	<ul style="list-style-type: none"> • Filled in application • Original remittance challan for Rs.50/- (for private institutions only) 	
Whom to apply	Joint Director (Personnel) Joint Director (Hr.Sec) Directorate of Government Examinations	
Time Limit for Delivery of Service	Within 10 days from the date of receipt of application	
Authority to be contacted for grievance redressal	State level:	Director of Government Examinations, DPI Campus, College Road, Chennai-06 Phone : 044-28272088, Email : directordge.tn@nic.in
For more information (Website Address)	<u>www.dge.tn.gov.in</u>	

DIRECTORATE OF PUBLIC LIBRARIES

Name of the Scheme / Service	Library Membership	
Scope of the Scheme/ Service	To provide free and equitable access to information and knowledge and to promote reading habit among public	
Beneficiaries / Eligible Persons	General public	
Documents Required	Application for membership along with subscription and caution deposit	
	Connemara public library	<ul style="list-style-type: none"> • Annual subscription - Rs.50 • Caution deposit- One book – Rs.50 Upto 6 books - Rs.300
	Libraries in Corporation / Municipal areas	<ul style="list-style-type: none"> • Annual subscription - Rs.10 • Caution deposit- For 1 book Rs.20 For 2 books Rs.40 For 3 books Rs.50
	Libraries in Panchayat limit	<ul style="list-style-type: none"> • Annual subscription - Rs.5 • Caution deposit- For 1 book Rs.15 For 2 books Rs.25 For 3 books Rs.30
whom to apply	District level:	District Library officer concerned
Time limit for Delivery of service	24 hours	
Authority to be contacted for grievance redressal	State level:	Director of Public Libraries, 737/1, AnnaSalai, Chennai – 02. Telephone No: 044-28524263 Email id: dplchn@tn.gov.in
For more information	www.tnpubliclibraries.gov.in	

STATE COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING

Name of the Scheme/Service	Diploma in Elementary Education (2 Years)
Scope of the Scheme / Service	To provide pre-service training to prospective teachers
Beneficiaries / Eligible Persons	Candidates who have passed +2 with 50% marks for general category and 45% marks for SC /ST / BC / MBC Categories. Candidates should not be above 30 years of age as on 31 st July every year. For SC / ST candidates the maximum age limit is 35 years. For widows, differently abled and orphans, the maximum age limit is 40 years.
Documents required	<ul style="list-style-type: none"> • +2 Mark sheet • Community certificate • Transfer certificate • Related certificates for those seeking concession
Whom to apply	Principal of District Institute of Education and Training / Government Teacher Training Institute / Block Institute of Teacher Education / Government Aided Teacher Training Institute / Anglo Indian Teacher Training Institute / Self-finance Teacher Training Institute
Time limit for delivery of Service	Within 30 days from the receipt of application (subject to eligibility)
Authority to be contacted for grievance redressal	Director, State Council of Educational Research and Training, DPI Campus, College Road, Chennai- 06 Telephone No.044 28278742 Email Id : tns-cert2@gmail.com
For more information	www.tns-cert.org

STATE COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING

Name of the Scheme/Service	Diploma in Physical Education in Self-Finance Institutes (2 Years)
Scope of the Scheme / Service	To provide Diploma Course in Physical Education
Beneficiaries / Eligible Persons	Candidates who have passed +2 with 50% marks for general category and 45% marks for SC /ST / BC / MBC Categories. Candidates should not be above 30 years of age as on 31 st July every year. For SC / ST candidates the maximum age limit is 35 years. For widows, differently abled and orphans, the maximum age limit is 40 years.
Documents required	<ul style="list-style-type: none"> • +2 Mark sheet, • Community certificate • Transfer certificate • Related certificates for those seeking concession
Whom to apply	Principal, Physical Education Institute Concerned
Time limit for delivery of Service	Within 30 days on the receipt of application (subject to availability)
Authority to be contacted for grievance redressal	<p>Director, State Council of Educational Research and Training, DPI Campus, College Road, Chennai- 06.</p> <p>Telephone No. :044 - 28278742 Email Id : tns-cert2@gmail.com</p>
For more information	www.tns-cert.org

TEACHERS RECRUITMENT BOARD

Name of the Scheme / Service	Issuance of duplicate copy of TNTET (Paper I & Paper II) Certificates.	
Scope of the Scheme / Service	Issue of duplicate copy of certificates to students who passed TNTET Paper I and Paper II	
Beneficiaries/ Eligible Persons	Those who are willing to participate in the selection process of secondary grade / BT Assistants in all schools.	
Documents Required	Application along with DD for Rs.100/- favouring Teachers Recruitment Board, Chennai – 6.	
Whom to apply	District level	Chief Educational Officer concerned
	State Level	Member (TET), Teachers Recruitment Board, College Road, Chennai-06
Time limit for delivery of Service	30 days	
Authority to be contacted for grievance redressal	District level	Chief Educational Officer concerned
	State level	Chairman, Teachers Recruitment Board, DPI Campus, College Road, Chennai-600006 Telephone No: 044 - 28272455, 7373008144, 7373008134 Email id: trb.tn@nic.in
For more information	www.tn.trb.nic.in	

TAMILNADU TEXTBOOK AND EDUCATIONAL SERVICES CORPORATION

Name of the Scheme/Service	Online sales of Textbooks	
Scope of the Scheme / Service	Private schools can purchase textbooks through online booking (www.textbookcorp.in) by making online payment. Students / Individuals can purchase required textbooks through online booking (www.textbookcorp.in) by making online payment. (or) One can order required textbooks by paying cash in TACTV Common Service Centres functioning in all Taluk offices to get the textbooks at their door steps.	
Beneficiaries / Eligible Persons	Private Schools, Students/Individuals	
Documents Required	Proof of online payment for the required textbooks	
Whom to apply	District level:	Regional Officers of the District TNTB&ESC
	State level:	Assistant Director (Sales), TNTB&ESC, Head Office, Chennai-06 Phone: 044-28215351 Assistant Director (EDP), TNTB&ESC, Head Office, Chennai-06
Time limit for delivery of Service	<ul style="list-style-type: none"> • For Private Schools : within 15 days • For Students / Individuals: within 7 days 	
Authority to be contacted for grievance redressal	District level:	Regional Officers of the District TNTB&ESC
	State level:	For Private Schools Assistant Director (Sales), TNTB&ESC, Head Office, Chennai-600006. Phone: 044-28215351 Assistant Director (EDP), TNTB&ESC, Head Office, Chennai-600006. Phone: 044-28272580 For Students & Individuals Ordered through Online Superintendent, Adyar Godown, Chennai for despatch Telephone:044-22542670
For more information	www.textbookcorp.tn.gov.in www.textbookcorp.in	