



नागरिक / ग्राहक चार्टर
CITIZEN'S/CLIENT'S CHARTER

DEPARTMENT OF SCHOOL EDUCATION AND LITERACY
स्कूल शिक्षा और साक्षरता विभाग
(MINISTRY OF HUMAN RESOURCE DEVELOPMENT)
मानव संसाधन विकास मंत्रालय

SHASTRI BHAWAN, NEW DELHI-110 001
Website: www.education.nic.in

January, 2012

Citizen's/Client's Charter of Department of School Education and Literacy

Vision

- To ensure education of equitable quality for all to fully harness the nation's human potential

Mission

- Reinforce the national and integrative character of education in partnership with States/UTs.
- Improve quality and standards of school education and literacy towards building a society committed to Constitutional values.
- Provide free and compulsory quality education to all children at elementary level as envisaged under the RTE Act, 2009.
- Universalise opportunities for quality secondary education.
- Establish a fully literate society.

Our Programmes and Schemes

ELEMENTARY EDUCATION

1. Right of Children to Free and Compulsory Education (RTE) Act, 2009 and Central Rules framed thereunder
2. Sarva Shiksha Abhiyan (SSA) for universalising access and retention, bridging gender and social category gaps and improving the quality of elementary education
3. Mahila Samakhya
4. Mid Day Meal Scheme

5. Teacher Education
6. Scheme for Providing Quality Education in Madarasas
7. Infrastructure Development in Minority Institutions

SECONDARY EDUCATION

1. Rashtriya Madhyamik Shiksha Abhiyan
2. Model School Scheme
3. Scheme of Girls Hostel for the Secondary Stage
4. Integrated Education for Disabled Children/Inclusive Education for Disabled at Secondary Stage
5. Information and Communication Technology in Schools
6. Vocational Education in secondary schools
7. National Means-cum-Merit Scholarship Scheme
8. National Scheme of Incentive to Girls for Secondary Education
9. Appointment of Language Teachers

ADULT EDUCATION

1. Saakshar Bharat – new variant of National Literacy Mission (including basic education, vocational education and continuing education programmes);
2. Scheme of Support to Voluntary Agencies for Adult Education and Skill Development.

Our Clients and Stakeholders

- State/ Union Territory Governments
- Educational Institutions
- People's representatives
- Central Ministries and Departments
- Autonomous Bodies and Subordinate office
- Non Governmental Organisations/ Voluntary Agencies
- Civil Society Groups in the field of education.

Main Services

Sl. No.	Main Services	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees
1	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration	27						
	Sarva Shiksha Abhiyan	6 1.5	Sh. P.K. Tiwari Director [States/UTs: Andhra Pradesh, Uttar Pradesh, Uttarakhand, Manipur, Nagaland and Assam]	pramodkrtiwari@yahoo.co.in	011-23070859	<i>i</i>) Receipt of proposals from State/ UT Govts. <i>ii</i>) Appraisal of the proposals <i>iii</i>) Consideration and approval of the proposal in the meetings of the Programme	Proposals complete in all respects and as laid down in the guidelines for the programme/ scheme which are available on the website (www.education.nic.in , http://ssa.nic.in , http://mdm.nic.in , http://saaksharharat.nic.in)	No fee is charged for providing any service except in cases when information is sought under the RTI Act.
		1.5	Ms. Maninder Kaur Dwivedi, Director [States/UTs: Maharashtra, Jharkhand, J&K and Arunachal Pradesh, Punjab, Orissa, West Bengal, Meghalaya]	mkaurdwivedi@yahoo.com	23382604	Approval Board (PAB)/ Programme Monitoring and Evaluation Group (PMEG)/ Grants in Aid Committee (GIAC)/ Executive Committee (EC) constituted for the respective programmes/ schemes.		

		1.5	Sh. Virender Singh, Dy. Secretary [States/UTs: Karnataka, Dadra & Nagar Haveli, Lakshadweep, Puducherry, Daman & Diu, Andman & Nicobar, Kerala, Tamil Nadu, Rajasthan and Sikkim]	virender.justa@nic.in	23073815			
		1.5	Ms. Meenakshi Jolly, Director [States/UTs: Mizoram, Tripura, Himachal Pradesh, Haryana, Delhi, Goa and Chandigarh]	m.jolly@nic.in	23070837			
	Mahila Samakhya	1	Ms. Meenakshi Jolly, Director	m.jolly@nic.in	011-23070837			
	Teacher Education	1	Shri Vikram Sahay, Director	vikramsahay7@gmail.com	011-2381470			

Mid Day Meal	4	Shri Gaya Prasad, Director	gaya.prasad@nic.in	011-2384253			
Scheme for Providing Quality Education in Madarsas	<u>1.5</u> 0.75	Sh. Virender Singh, Dy. Secretary	virender.justa@nic.in	011-23073815			
Infrastructure Development in Minority Institutions	0.75						
Saakshar Bharat	<u>4</u> 1	Ms Simmi Chaudhary, Director [States/UTs: J&K, Himachal Pradesh, Haryana, Punjab, Madhya Pradesh, UP & Uttarakhand]	simmi.edu@nic.in	011-23073271			
		Sh. I.P.S. Bakshi Director [States/UTs: Bihar, Chhatisgarh, Jharkhand & Odisha]	ips_bakshi@yahoo.com	23382921			
		Smt. Sanjukta Mudgal Director [States/UTs:	sanjuktamudgal@yahoo.co.in	23074159			

		1	Andhra Pradesh, Tamil Nadu, Kerala, Karnataka, Puducherry, Dadra & Nagar Haveli] Sh. V.K. Walia Dy. Secretary [States/UTs: West Bengal, Sikkim, Arunachal Pradesh, Tripura, Meghalaya, Assam, Nagaland, Manipur]	vkwalia.edu@nic.in	23383872			
	Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	<u>4.5</u> 1.5	Ms. Caralyn K. Deshmukh Director [States: J&K, Punjab, Haryana, H.P, Uttarakhand, U.P., Orissa, Bihar, Jharkhand, Assam, Meghalaya & Sikkim]	carakhongwar.edu@nic.in	011- 23387948			

		1.5	Ms. Alka Bhargava Director [States: Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Maharashtra, Rajasthan, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Arunachal Pradesh, Mizoram and Nagaland]	alka.edu@nic.in	23385489			
		1.5	Ms. Arun Prabha, Deputy Secretary [States/UTs: West Bengal, Tripura, Manipur and all UTs]	arun.prabha@nic.in	23386561			
	ICT@School	1	Ms. Caralyn K. Deshmukh Director	carakhongwar.edu@nic.in	011-23387948			
	1. Vocational Education;	<u>2</u> 1	Ms. Alka Bhargava,	alka.edu@nic.in	011-23385489			

	2. Integrated Education for Disabled Children/Inclusive Education for Disabled at Secondary Stage(IEDSS)	1	Director,					
	Model School	1	Sh. Harish Kumar, DS	harishkumar.edu@nic.in	011-23385744			
	Girls' Hostel	1	Ms. Arun Prabha, DS	arun.prabha@nic.in	011-23386561			
2	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments.	21.5						None
	Sarva Shiksha Abhiyan	<u>6</u>	Sh. P.K. Tiwari Director (For the respective States/UTs)	pramodkrtiwari@yahoo.co.in	011-23070859	i) Receipt of additional/clarificatory information from the States, if required, within 15 days from the date of the meeting ii) Circulation of minutes within 20 working days after receipt of information from States.		
		1.5	Ms. Maninder Kaur Dwivedi, Director (For the respective States/UTs)	mkaurdwivedi@yahoo.com	23382604			
		1.5	Sh. Virender Singh, Dy. Secretary (For the	virender.justa@nic.in	23073815			

		1.5	respective States/UTs) Ms. Meenakshi Jolly, Director (For the respective States/UTs)	m.jolly@nic.in	23070837		
	Mahila Samakhya	1	Ms. Meenakshi Jolly, Director	m.jolly@nic.in	011-23070837	Within 20 working days from the date of the meeting	
	Teacher Education	1	Shri Vikram Sahay, Director	vikramsahay7@gmail.com	011-2381470	i) Receipt of additional/clarificatory information from the States, if required, within 15 days from the date of the meeting ii) Circulation of minutes within 20 working days after receipt of information from States.	
	Mid Day Meal	3.5	Shri Gaya Prasad, Director	gaya.prasad@nic.in	011-2384253	-- do --	
	Scheme for Providing Quality Education in Madarsas	0.5	Sh. Virender Singh, Dy. Secretary	virender.justa@nic.in	011-23073815	Within 20 working days from the date of the meeting	
	Infrastructure Development in Minority Institutions	0.5					
	Saakshar Bharat	2	Ms Simmi	simmi.edu@nic.in	011-	Within 30 working	

			Chaudhary, Director	n	23073271	days from the date of the meeting		
	Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	<u>3</u> 1	Ms. Caralyn K. Deshmukh Director (For the respective RMSA States and ICT Scheme)	carakhongwar.edu@nic.in	011- 23387948	<i>i</i>) Receipt of additional/ clarificatory information from the States, if required, within 15 days from the date of the meeting		
		1	Ms. Alka Bhargava Director (For the respective States)	alka.edu@nic.in	23385489	<i>ii</i>) Circulation of minutes within 20 working days after receipt of information from States.		
		1	Ms. Arun Prabha Deputy Secretary (For the respective States)	arun.prabha@nic.in	23386561			
	1. Vocational Education	1	Ms. Alka Bhargava, Director,	alka.edu@nic.in	011- 23385489	Within 20 working days from the date of the meeting		
	2. Integrated Education for Disabled	1						

	Children/Inclusive Education for Disabled at Secondary Stage(IEDSS)						
	Model School	1	Sh. Harish Kumar, DS	harishkumar.edu@nic.in	011-23385744	-- do --	
	Girls' Hostel	1	Ms. Arun Prabha, DS	arun.prabha@nic.in	011-23386561	-- do --	
3	Release of Funds to State Governments and UTs	25					
	Sarva Shiksha Abhiyan	4					
		1	Sh. P.K. Tiwari Director (For the respective States/UTs)	pramodkrtiwari@yahoo.co.in	011-23070859	<i>i) Scrutiny of proposals received from State / UTs Governments and from SRCs/JSSs</i>	Receipt of complete proposal along with expenditure details and Utilisation Certificates for grants released during last financial year and any other document(s) as prescribed in the guidelines of the respective schemes.
		1	Ms. Maninder Kaur Dwivedi, Director (For the respective States/UTs)	mkaurdwivedi@yahoo.com	23382604	<i>ii) Obtaining IFD concurrence;</i>	
		1	Sh. Virender Singh, Dy. Secretary (For the respective States/UTs)	virender.justa@nic.in	23073815	Funds to be released within 30 working days (35 workings days for NER States) after approval of the competent authority. (IFD or Secretary as the case may be).	
			Ms. Meenakshi	m.jolly@nic.in	23070837		

		1	Jolly, Director (For the respective States/UTs)					
	Mahila Samakhya	1	Ms. Meenakshi Jolly, Director	m.jolly@nic.in	011- 23070837			
	Teacher Education	1	Shri Vikram Sahay, Director	Vikramsahay7@gmail.com	011- 23381470			
	Mid Day Meal	3	Shri Gaya Prasad, Director	gaya.prasad@nic.in	011- 23384253			
	Scheme for Providing Quality Education in Madarsas	<u>1</u> 0.5	Sh. Virender Singh, Dy. Secretary	virender.justa@nic.in	011- 23073815			
	Infrastructure Development in Minority Institutions	0.5						
	Saakshar Bharat	<u>4</u> 1	Ms Simmi Chaudhary, Director	simmi.edu@gmail.com	011- 23073271			

Funds for MDM are released to States/ UTs as under:
i) First installment 60%:
— 25% (adhoc) by the month of May without submission of any document
— 35% by the month of September

ii) Remaining 40% by the end of December

			(For the respective States/UTs)					
		1	Sh. I.P.S. Bakshi Director (For the respective States/UTs)	ips_bakshi@yahoo.com	23382921			
		1	Smt. Sanjukta Mudgal Director (For the respective States/UTs)	sanjuktamudgal@yahoo.co.in	23074159			
		1	Sh. V.K. Walia Dy. Secretary (For the respective States/UTs)	vkwalia.edu@nic.in	23383872			
	Release of funds to SRCs/JSSs	<u>2</u>	Ms Simmi Chaudhary, Director (For the respective States/UTs)	simmi.edu@nic.in	011-23073271			
		0.5						
		0.5	Sh. I.P.S. Bakshi	ips_bakshi@yahoo.com	23382921			

			Director (For the respective States/UTs)					
		0.5	Smt. Sanjukta Mudgal Director (For the respective States/UTs)	sanjuktamudgal@ yahoo.co.in	23074159			
		0.5	Sh. V.K. Walia Dy. Secretary (For the respective States/UTs)	vkwalia.edu@nic. in	23383872			
	Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	3	Ms. Caralyn K. Deshmukh Director (For the respective States)	carakhongwar.edu @nic.in	011- 23387948			
		1	Ms. Alka Bhargava Director (For the respective States)	alka.edu@nic.in	23385489			
		1	Ms. Arun Prabha	arun.prabha@nic. in	23386561			

			Deputy Secretary (For the respective States)	in			
	ICT@School	1	Ms. Caralyn K. Deshmukh Director	carakhongwar.edu@nic.in	011-23387948		
	• Vocational Education • IEDSS	1 1	Ms. Alka Bhargava, Director,	alka.edu@nic.in	011-23385489		
	Model School	1	Sh. Harish Kumar, DS	harishkumar.edu@nic.in	011-23385744		
	Girls' Hostel	1	Ms. Arun Prabha, DS	arun.prabha@nic.in	011-23386561		
	(i) National Means Cum Merit Scholarship Scheme,	<u>1</u> 0.5	Shri. K. Mathivanan, Director	mathipsin@gmail.com	011-23074113	<p>i) Receipt of the proposals from various States and UTs indicating the successful awardees</p> <p>ii) Processing of the proposal by the Department and sanctioning scholarships for the whole year.</p> <p>iii) The funds are transferred to the State Bank of India who is the implementing agency for the scheme to credit</p>	Submission of proposals by State Governments alongwith the details of the beneficiaries complete in all respects as per the prescribed formats.

	(ii) National Scheme of incentive to Girls' for Secondary Education	0.5				into the accounts of the beneficiaries directly through electronic transfer on quarterly basis. i) Receipt of proposals from various States and UTs in respect of eligible girls. ii) Department sanctions /releases funds to Canara Bank who is the implementing agency, for issuing Fixed deposit Certificates to the beneficiaries.	
4.	Release of funds to autonomous bodies	4.5					
	• Kendriya Vidyalaya Sangathan • Navodaya Vidyalaya Samiti	1 1	Sh. P.K. Mittal, Deputy Secretary	pkmittal@hotmail.com	011-23387153	i) Scrutiny of proposals received from organisations; ii) Obtaining IFD concurrence;	Receipt of complete proposal along with expenditure details and Utilisation Certificates for grants released during last financial year and any other document(s) as
	NCERT	0.75	Sh. Om Prakash, Deputy Secretary	omorora32@gmail.com	011-23383193	Funds to be released within 30 working days after approval of the competent authority.	
	NIOS & CTSA	0.75	Sh. D.K. Bhawsar, DEA		011-23384187		
	National Bal Bhawan	1	Dr. Suparna S. Pachouri, Director	suparna.edu@nic.in	011-23388641		

							prescribed in the guidelines of the respective schemes.
5.	Monitoring and review of the Implementation of the Programmes and Projects	17					
	Sarva Shiksha Abhiyan	4	Sh. P.K. Tiwari Director (For the respective States/UTs)	pramodkrtiwari@yahoo.co.in	011-23070859	Review of progress of the implementation of the programmes through periodical reports, Review missions and Bi-annual Conference of State Education Secretaries	Information in the formats prescribed and circulated during the financial year.
		1	Ms. Maninder Kaur Dwivedi, Director (For the respective States/UTs)	mkaurdwivedi@yahoo.com	23382604		
		1	Sh. Virender Singh, Dy. Secretary (For the respective States/UTs)	virender.justa@nic.in	23073815		
		1	Ms. Meenakshi Jolly, Director (For the	m.jolly@nic.in	23070837		

			respective States/UTs)					
	Mahila Samakhya	0.5	Ms. Meenakshi Jolly, Director	m.jolly@nic.in	011-23070837			
	Teacher Education	0.5	Shri Vikram Sahay, Director	Vikramsahay7@gmail.com	011-2381470			
	Mid Day Meal	4	Shri Gaya Prasad, Director	gaya.prasad@nic.in	011-2384253			
	Saakshar Bharat	2	Smt. Sanjukta Mudgal, Director	simmi.edu@gmail.com	011-23073271			
	Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	3 1	Ms. Caralyn K. Deshmukh Director (For the respective States)	carakhongwar.edu@nic.in	011-23387948			
1			Ms. Alka Bhargava Director (For the respective States)	alka.edu@nic.in	23385489			
1			Ms. Arun Prabha Deputy Secretary (For the respective States)	arun.prabha@nic.in	23386561			
	ICT@School	0.5	Ms. Caralyn K.	carakhongwar.edu	011-			

			Deshmukh, Director	@nic.in	23387948			
	<ul style="list-style-type: none"> • Vocational Education • IEDSS 	0.5 0.5	Ms. Alka Bhargava, Director,	alka.edu@nic.in	011- 23385489			
	Model School	1	Sh. Harish Kumar, DS	harishkumar.edu@nic.in	011- 23385744			
	Girls' Hostel	0.5	Ms. Arun Prabha, DS	arun.prabha@nic.in	011- 23386561			
6.	Information dissemination and responding to queries	5	By the concerned Officers as mentioned above for the respective Divisions Programmes/Schemes.		Updates of information on website and dedicated portals (www.education.nic.in , http://ssa.nic.in , http://mdm.nic.in , http://saaksharbhara.t.nic.in);		On receipt of written request for information	

Service Standards

S.No.	Services/ Transaction	Service Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
1.	Completion of meetings of Project Approval Boards/ PMEG/ GIAC and EC etc. for flagship and all other programmes/ schemes.	27	Depends upon the quality of the documents submitted by the State/UT Governments	<i>i)</i> SSA - By the month of May <i>ii)</i> MDM - By the month of May <i>iii)</i> RMSA - By the month of August <i>iv)</i> Teacher Education- By the month of August	Adherence to the time schedule with exception	27	Based on the records and the documents submitted by States/ UTs.

2.	Circulation of approved minutes of the meetings of Project Approval Boards/ PMEG/ GIAC and EC etc. for flagship and all other programmes/ schemes.	21.5	Timely submission of the draft minutes	<p>For SSA, MDM, Teacher Education and RMSA: <i>i)</i> Receipt of additional/ clarificatory information from the States, if required, within 15 days from the date of the meeting <i>ii)</i> Circulation of minutes within 20 working days after receipt of information from States.</p> <p>For Saakshar Bharat: Within 30 working days of the date of the meeting. For other schemes: Within 20 working days from the date of the meeting.</p>	Adherence to the time schedule with exception	21.5	-
3.	Release of Funds to State Governments and UTs	22	Average time taken for releasing the grants after receipt of complete proposals and seeking approval of Integrated Finance Division.	Funds to be released within 30 working days after approval of the competent authority.	Working days	22	-
	<i>Scholarship/Incentive Schemes:</i> <i>(i)</i> National Means Cum Merit Scholarship Scheme, <i>(ii)</i> National Scheme of incentive to Girls' for Secondary Education	1	Average time taken for releasing the grants after receipt of complete proposals and seeking approval of Integrated Finance Division.	Funds to be released within 30 working days after approval of the competent authority.	Working days	1	Based on the proposals received from State Governments
	Release of funds to NGOs/ Voluntary Agencies (SRCs/	2	Average time taken for releasing the	Funds to be released within 30 working days after approval of	Working days	2	Based on the records and the

	JSSs).		grants after receipt of complete proposals and other documents and obtaining approval of Integrated Finance Division.	the Competent Authority.			proposals received from the organisations
4.	Release of funds to autonomous bodies	4.5	Average time taken for releasing the grants after receipt of complete proposals and seeking approval of Integrated Finance Division.	Funds to be released within 30 working days after approval of the competent authority.	Working days	4.5	Based on the records and the proposals received from the organisations
5.	Monitoring and review of the Implementation of the Programmes and Projects	17	<i>i)</i> Bi-annual Conference of State Secretaries; <i>ii)</i> Review Missions; <i>iii)</i> Review meetings for NGOs/ Voluntary Agencies. <i>iv)</i> Reports of the Monitoring Institutions <i>v)</i> Submission of Quarterly Progress Reports to Delivery Monitoring Unit (DMU) in PMO for flagship schemes.	Continuous improvement in implementation of programmes/ schemes.		17	Data reports of: <i>(i)</i> District Information Service for Education (DISE); <i>(ii)</i> Selected Education Statistics (SES); <i>(iii)</i> Secondary Education Management Information System (SEMIS); <i>(iv)</i> Adult Education online systems; <i>(v)</i> Web

							portals;
6.1.	Information dissemination	3		i) Posting and updating the information within 15 days on the website of the Department and other scheme portals (http://ssa.nic.in , http://mdm.nic.in , http://saaksharbharaat.nic.in)	Days	3	---
6.2.	Providing information under RTI Act	2		Within a period of one month as provided in the RTI Act.	Month	2	Based on the records

Expectations from our Clients

- Proposal/Plan in prescribed format with full details is required, as mentioned in the guidelines of specific schemes available on web-site: www.education.nic.in
- Proposal for release of funds must be timely and should be accompanied by all relevant documents as per checklist, as mentioned in the guidelines of schemes available on web-site: www.education.nic.in

Responsibility Centres

SUBORDINATE OFFICE

Directorate of Adult Education

AUTONOMOUS ORGANISATIONS

1. Central Board of Secondary Education
2. National Council for Educational Research and Training
3. National Institute of Open Schooling

4. Kendriya Vidyalaya Sangathan
5. Navodaya Vidyalaya Samiti
6. Central Tibetan School Administration
7. National Council for Teacher Education
8. National Bal Bhavan

- Role of the Department of School Education with the Autonomous Institutions/Subordinate office:
Administrative and Financial.

GRIEVANCE REDRESS PROCESS

The Department of School Education and Literacy has Grievance Redressal Mechanism in place headed by an officer of the level of Joint Secretary. All citizens/stakeholders may contact the designated officer for redressal of grievance providing a clear statement of grievance, indicating the background and officials/channels previously approached for redressal.

Director Public Grievances :

Ms. S. Radha Chauhan, Joint Secretary
Department of School Education and Literacy
Room No. 107, D-Wing, Shastri Bhawan, New Delhi-110001
Tele No. 011- 23388632, Fax: 011-23074306, e-mail: radha.edu@nic.in

For Citizen's/Client's Charter

Shri Apurva Chandra, Joint Secretary
Department of School Education and Literacy
Room No. 107, D-Wing, Shastri Bhawan, New Delhi-110001
Tele No. 011- 23384245, Fax: 011-23073736, e-mail: apurvachandra.edu@nic.in

Grievance Lodging Process

Please visit :<http://pgportal.gov.in> or www.education.nic.in

Timelines for response	
Acknowledgement	Within seven days
Interim reply	Within one month
Final redress of all grievances	Within two months
Review of Citizen's/Client's Charter: Citizen's/Client's Charter shall be reviewed in December, 2012	
