



# Citizen's / Client's Charter for

(Department of Higher Education)  
(2011-2012)

Address	Shastri Bhawan, New Delhi
Website ID	<a href="http://www.education.nic.in">www.education.nic.in</a>
Date Of Issue	January 2012
Next Review	December 2012

## Vision Mission

### Vision

To realize India's human resource potential to its fullest in the higher education sector, with equity and excellence.

### Mission

1. Provide greater opportunities of access to higher education with equity to all the eligible persons and in particular to the vulnerable sections.
2. Expand access by supporting existing institutions, establishing new institutions, supporting State Governments and Non-Government Organizations / civil society to supplement public efforts aimed at removing Regional or other imbalances that exist at present.
3. Initiate policies and programmes for strengthening research and innovation and enable institutions – public or private – to engage in expanding the frontiers of knowledge and encourage excellence.
4. Promote the quality of higher education by investing in infrastructure and faculty, promoting academic reforms, improving governance and institutional restructuring towards the inclusion of hitherto deprived communities.

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Policy formulation relating to Higher Education (including Minority Education and focus groups)	20	Shri R.P. Sisodia(Joint Secretary)	rpsisodia.edu@nic.in	9871528968 (23382298)	Consultation with various stakeholders.	N/A	N/A	N/A	N/A
2	Release of funds under various schemes of this Department details of which are available on website-www.education.nic.in and Release of Funds to Grantee Institutions.	35	Shri A.N. Jha(JS & FA)	ajay.jha@nic.in	(23382696)	Proposal on File submitted by the Administrative Section is examined in the IFD and if found justified, is recommended for approval of FA. After approval of JS&FA, the file is returned to the Administrative Section, who in turn submits the file to IF-I Section for certification of Funds with the relevant Document. Thereafter, the sanction is issued and funds are released by the Pay & Accounts Office.	The Status of expenditure of previous grants, if any.  Details of unspent balance.  Utilization Certificates.	N/A	N/A	N/A

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							Brief Report of the activities under taken.  Details of proposed expenditure.  Audited Statement of Accounts and Annual Report of previous year.			
3	Information dissemination about Higher Education.	5	Dr. Vijay P. Goel(Dy. Director General)	vijaypgoel.edu@nic.in	(23381484)	To make Statistical publications available on the web-site of the Ministry for downloading.	N/A	N/A	N/A	N/A

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4	Monitoring of the Implementation of the Policies/Programmes/Projects	10	Shri Amit Khare(Joint Secretary)	khareamit.edu@nic.in	(23071486)	Review at the level of Secretary/Planning Commission.	N/A	N/A	N/A	N/A
5	Consultation at various forums such as Central Advisory Board of Education (CABE) to have ideas to improve the Higher Education Sector, Parliamentary Committees.	10	Shri Amit Khare(Joint Secretary)	khareamit.edu@nic.in	(23071486)	Consultation with various stakeholders.	N/A	N/A	N/A	N/A
6	Grants of Scholarships to University and College students pursuing higher education.	10	Shri N. K. Sinha(Additional Secretary)	nksinha.edu@nic.in	(23387781)	Education Boards to give forms to the eligible students. Students to fill up the forms and submit the same to the boards. Boards to prepare illegibility list and send the same to this department for sanction/ disbursement of scholarships to the eligible students.	Entitlement Card; Joining Report; Income Affidavit; Certificate of Marks of class XII or equivalent exams.; and Caste/Tribes/OBC /PH Certificate, where applicable.	N/A	N/A	N/A
7	Collaboration with United Nations Educational, Scientific and Cultural Organization (UNESCO), Foreign Governments, International Partners to keep the higher education at par with the international standards.	5	Ms. Veena Ish(Joint Secretary)	veenish.edu@nic.in	(23381097)	Grant-in-aid to Institutions for projects on the Millennium Development Goals of UNESCO.	Application form along with requisite documents as notified in Ministry's website.	N/A	N/A	N/A

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						Information of collaboration in education and research	Application on plain paper	N/A	N/A	N/A
8	Registration of Copyright. ISBN Registration	5	Shri G.R. Raghavender / Ms. Veena Ish(Director / Joint Secretary)	raghavender.edu@nic.in	(23341894)	After application is filed, diary number is issued. For each application there is a mandatory waiting period of 30 days so that no objection is filed in the Copyright office against applicants claim that particular work is not created by him. If such objection is filed, it may take another one month time to decide as to whether the work could be registered by the Registrar of Copyrights after giving an opportunity of hearing the matter from both the parties. If no objection is filed, the application goes for scrutiny from the examiners. If any discrepancy is found, the applicant is given 30 days time to remove the same. Therefore, it may take 2 to 3 months time for registration of any work in the normal course.	(i) To ensure that application is enclosed with prescribed fee by postal order or Demand Draft in favor of 'Registrar of Copyrights', payable at New Delhi.	2.Literary or a Artistic work which is used or is capable of being used in relation to any goods (Section 45)	-do-	400

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							(ii) The application (Form IV) including the Statement of Particulars (SoP) and the Statement of Further Particulars (SoFP) should be signed by the applicant only or the advocate in whose favor a Vakalatnama or Power of Attorney has been executed. The Power of Attorney signed by the party and accepted by the advocate should also be enclosed.			

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							(iii) Under Rule 16 of the Copyright Rules, 1958, the applicant is required to send by pre paid registered post copies of Form IV, SoP & SoFP to every person who claims or has any interest in the subject matter of the copyright or disputes the rights of applicant to it.			

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							(iv) Application should contain Form IV, SoP & SoFP and they should be sent in triplicate.			

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							(v) As per Col.13A, the application should include a certification from the Registrar of Trade Marks in terms of the proviso to Sub-Section (i) of Section 45 of the Copyright Act, 1957, if the work is an Artistic work which is used or is capable of being used in relation to any goods.			

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							(vi) To enclose 5 identical copies of artistic work (identical in size/ colour/design) which should be identical with the work attached with Search Certificate (TN-60).			

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							(vii) As per Col. 7 of the SoP submitted by the applicant, the author of the work is other than the applicant, to enclose a No Objection Certificate original from the original author(s) clearly indicating that he/she has no objection if the copyright in the work is registered in the name of the applicant(s) and also to clarify whether the author is partner/ proprietor/ employee of the applicant.			

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							(viii) To enclose three (3) copies of published work and two (2) copies of unpublished work in case of all classes of work along with the application.			



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							(ix) To submit Power of Attorney (PoA) if advocate is filing on behalf of the applicant.			

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						<p>Application should be filed in the prescribed form available at the website: <a href="http://education.nic.in">education.nic.in</a>.</p> <p>ISBN registration is free of charge. The application should be accompanied with a copy of address proof, a copy of PAN Card and a copy of dust cover/e-book/talking book of each title. If any discrepancy is found the applicant has to remove the same. Therefore, it may take 2 to 3 weeks time for registration in the normal course.</p>	<p>Copy of Address proof; Copy of PAN Card; Dust Cover of the publication; and Copy of e-book or talking-book</p>	NA	nil	0



## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Policy formulation relating to Higher Education (including Minority Education and focus groups)	20.0					
2	Release of funds under various schemes of this Department details of which are available on website- <a href="http://www.education.nic.in">www.education.nic.in</a> and Release of Funds to Grantee Institutions.	35.0	Excellent Within 25 working days after approval		days	35.00	Clients/Stakeholders
			Very Good Within 28 working days after approval			0.00	Clients/Stakeholders
			Good Within 30 working days after approval			0.00	Clients/Stakeholders
			Fair Within 32 working days after approval			0.00	Clients/Stakeholders
			Poor Within 35 working days after approval			0.00	Clients/Stakeholders
3	Information dissemination about Higher Education.	5.0					
4	Monitoring of the Implementation of the Policies/Programmes/Projects	10.0	Excellent 3rd working day of first week of every month		days	10.00	Clients/Stakeholders
			Very Good last working day of first week of every month		%	0.00	

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
			Good 2nd working day of second week of every month		%	0.00	
			Fair last working day of second week of every month		%	0.00	
			Poor 3rd working day of third week of every month		%	0.00	
5	Consultation at various forums such as Central Advisory Board of Education (CABE) to have ideas to improve the Higher Education Sector, Parliamentary Committees.	10.0					
6	Grants of Scholarships to University and College students pursuing higher education.	10.0					
7	Collaboration with United Nations Educational, Scientific and Cultural Organization (UNESCO), Foreign Governments, International Partners to keep the higher education at par with the international standards.	5.0					
8	Registration of Copyright. ISBN Registration	5.0	Excellent Within 15 working days of registration.				
			Very Good Within 18 working days of registration.				

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
			Good Within 21 working days of registration.				
			Fair Within 23 working days of registration				
			Poor Within 25 working days of registration				

## Grievance Redress

Website url to lodge <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Shri Amit Khare	23381097	khareamit.edu@nic.in	

## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Citizens of India.
2	Student and Faculty of Educational Institution.
3	People's representative
4	M/o I & B, M/o Women & Child Development, M/o Minority Affairs for Minority Education, M/o Social Justice and Empowerment, M/o Science & Technology
5	Council of Scientific & Industrial Research (CSIR), other Research Councils
6	State/ Union Territory Government.
7	Regulatory Bodies {University Grants Commission (UGC), All India Council of Technical Education (AICTE), National Council of Teacher Education (NCTE), Distance Education Council (DEC)}
8	Autonomous Bodies, Indian Institute of Advance Study (IIAS), Central Educational Institution, Deemed to be Universities, Subordinate offices
9	Grantee Institutions
10	United Nations Educational, Scientific and Cultural Organization (UNESCO) and other International Partners
11	Banks
12	Civil Society Groups in the field of education
13	Copyright holder in the field of literature, dramatic, musical, artistic works, cinematograph film & sound recording

## Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Details of Regulatory/ Autonomous Bodies under this Department are available on <a href="http://www.education.nic.in">www.education.nic.in</a>				

## Indicative Expectations from Service

S.No.	Indicative Expectations from Service Recipients
1	Proposal for release of funds must be timely and should accompany all relevant documents as mentioned in the guidelines of schemes available on web-site: <a href="http://www.education.nic.in">www.education.nic.in</a>
2	Proposal/Plan in prescribed format with full details is required , as mentioned in the guidelines of specific schemes available on web-site: <a href="http://www.education.nic.in">www.education.nic.in</a> .,
3	Query may be raised / Information may be asked after going through the information/ data available on the website <a href="http://www.education.nic.in">www.education.nic.in</a> by the persons having such facility.