



Citizen's / Client's Charter for

(Department of School Education and Literacy)

(2011-2012)

Address

Website ID
Date Of Issue
Next Review

Vision Mission

Vision

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

Mission

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

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Sarva Shiksha Abhiyan (SSA)	1.5	Shri P.K. Tiwari(Director [States/UTs: Andhra Pradesh, Uttar Pradesh, Uttarakhand, Manipur, Nagaland and Assam])	pramodktiwari@yahoo.co.in	(23070859)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal in the meetings of the Programme Approval Board (PAB)	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)	N/A	N/A	N/A
2	-- do --	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)	-- do --	-- do --	N/A	N/A	N/A
3	-- do --	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)	-- do --	-- do --	N/A	N/A	N/A
4	-- do --	1.5	Ms. Meenakshi Jolly(Director [States/UTs: Mizoram, Tripura, Himachal Pradesh, Haryana, Delhi, Goa and Chandigarh])	m.jolly@nic.in	(23070837)	-- do --	-- do --	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
5	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Mahila Samakhya	1	Ms. Meenakshi Jolly,(Director)	m.jolly@nic.in	(23070837)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal by PAB	-- do --	N/A	N/A	N/A
6	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Teacher Education	1	Shri Vikram Sahay(Director)	vikramsahay7@gmail.com	(23381470)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal in the meetings of TEAB	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)	N/A	N/A	N/A
7	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Mid Day Meal	4	Shri Gaya Prasad,(Director)	gaya.prasad@nic.in	(23384253)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal in the meetings of the Programme Approval Board (PAB)	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://mdm.nic.in)	N/A	N/A	N/A
8	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — (i) Scheme for Providing Quality Education in Madarsas (ii) Infrastructure Development in Minority Institutions	1.5	Sh. Virender Singh(Dy. Secretary)	virender.justa@nic.in	(23073815)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal	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)	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
9	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Saakshar Bharat	1	Ms Simmi Chaudhary,(Director [States/UTs: J&K, Himachal Pradesh, Haryana, Punjab, Madhya Pradesh, UP & Uttarakhand])	simmi.edu@gmail.com	(23073271)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal in the meetings of the Executive Committee (EC)	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://saaksharbharaat.nic.in)	N/A	N/A	N/A
10	-- do --	1	Sh. I.P.S. Bakshi,(Director [States/UTs: Bihar, Chhatisgarh, Jharkhand & Odisha])	ips_bakshi@yahoo.com	(23382921)	-- do --	-- do --	N/A	N/A	N/A
11	-- do --	1	Smt. Sanjukta Mudgal,(Director [States/UTs: Andhra Pradesh, Tamil Nadu, Kerala, Karnataka, Puducherry, Dadra & Nagar Haveli])	sanjuktamudgal@yahoo.co.in	(23074159)	-- do --	-- do --	N/A	N/A	N/A
12	-- do --	1	Sh. V.K. Walia (Dy. Secretary [States/UTs: West Bengal, Sikkim, Arunachal Pradesh, Tripura, Meghalaya, Assam, Nagaland, Manipur])	vkwalia.edu@nic.in	(23383872)	-- do --	-- do --	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
13	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	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	(23387948)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal in the meetings of the Programme Approval Board (PAB)	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)	N/A	N/A	N/A
14	-- do --	1.5	Ms. Alka Bhargava,(Director (States: Andhra Pradesh, Kamataka, Kerala, Tamil Nadu, Maharashtra, Rajasthan, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Arunachal Pradesh, Mizoram and Nagaland))	alka.edu@nic.in	(23385489)	-- do --	-- do --	N/A	N/A	N/A
15	-- do --	1.5	Ms. Arun Prabha,(Deputy Secretary (States/UTs: West Bengal, Tripura, Manipur and all UTs))	arun.prabha@nic.in	(23386561)	-- do --	-- do --	N/A	N/A	N/A
16	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — ICT@School	1	Ms. Caralyn K. Deshmukh(Director)	carakhongwar.edu@nic.in	(23387948)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal in the meetings of the PMEG	-- do --	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
17	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — (i) Vocational Education (ii) Integrated Education for Disabled Children/Inclusive Education for Disabled at Secondary Stage(IEDSS)	2	Ms. Alka Bhargava(Director)	alka.edu@nic.in	(23385489)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal	-- do --	N/A	N/A	N/A
18	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Model School	1	Sh. Harish Kumar(Deputy Secretary)	harishkumar.edu@nic.in	(23385744)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal in the meetings of the Programme Approval Board (PAB)	-- do --	N/A	N/A	N/A
19	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Girls' Hostel	1	Ms. Arun Prabha(Deputy Secretary)	arun.prabha@nic.in	(23386561)	i) Receipt of proposals from State/ UT Govts. ii) Appraisal of the proposals iii) Consideration and approval of the proposal	-- do --	N/A	N/A	N/A
20	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Sarva Shiksha Abhiyan (SSA)	1.5	Sh. P.K. Tiwari,(Director (For the respective States/UTs))	pramodkrtiwari@yahoo.co.in	(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.	None	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
21	-- do --	1.5	Ms. Marinder Kaur Dwivedi,(Director (For the respective States/UTs))	mkaurdwivedi@yahoo.com	(23382604)	-- do --	None	N/A	N/A	N/A
22	-- do --	1.5	Sh. Virender Singh,(Dy. Secretary (For the respective States/UTs))	virender.justa@nic.in	(23073815)	-- do --	None	N/A	N/A	N/A
23	-- do --	1.5	Ms. Meenakshi Jolly,(Director (For the respective States/UTs))	m.jolly@nic.in	(23070837)	-- do --	None	N/A	N/A	N/A
24	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Mahila Samakhya	1	Ms. Meenakshi Jolly(Director)	m.jolly@nic.in	(23070837)	Within 20 working days from the date of the meeting	None	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
25	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Teacher Education	1	Shri Vikram Sahay(Director)	vikramsahay7@gmail.com	(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.	None	N/A	N/A	N/A
26	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Mid Day Meal	3.5	Shri Gaya Prasad(Director)	gaya.prasad@nic.in	(2384253)	-- do --	None	N/A	N/A	N/A
27	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — (i) Scheme for Providing Quality Education in Madarsas (ii) Infrastructure Development in Minority Institutions	1	Sh. Virender Singh(Dy. Secretary)	virender.justa@nic.in	(23073815)	Within 20 working days from the date of the meeting	None	N/A	N/A	N/A
28	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Saakshar Bharat	2	Ms Simmi Chaudhary(Director)	simmi.edu@nic.in	(23073271)	Within 30 working days from the date of the meeting	None	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
29	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	1	Ms. Caralyn K. Deshmukh,(Director (For the respective RMSA States and ICT Scheme))	carakhongwar.edu@nic.in	(23387948)	i) Receipt of additional/ clarifactory 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.	None	N/A	N/A	N/A
30	-- do --	1	Ms. Alka Bhargava,(Director (For the respective States))	alka.edu@nic.in	(23385489)	-- do --	None	N/A	N/A	N/A
31	-- do --	1	Ms. Arun Prabha,(Deputy Secretary (For the respective States))	arun.prabha@nic.in	(23386561)	-- do --	None	N/A	N/A	N/A
32	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — (i) Vocational Education (ii) Integrated Education for Disabled Children/Inclusive Education for Disabled at Secondary Stage(IEDSS)	2	Ms. Alka Bhargava,(Director)	alka.edu@nic.in	(23385489)	Within 20 working days from the date of the meeting	-do-	N/A	N/A	N/A

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
33	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Model School	1	Sh. Harish Kumar,(Dy. Secretary)	harishkumar.edu@nic.in	(23385744)	-- do --	None	N/A	N/A	N/A
34	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Girls' Hostel	1	Ms. Arun Prabha,(Dy. Secretary)	arun.prabha@nic.in	(23386561)	-- do --	None	N/A	N/A	N/A
35	Release of Funds to State Governments and UTs — Sarva Shiksha Abhiyan	1	Sh. P.K. Tiwari,(Director (For the respective States/UTs))	pramodkrtiwari@yahoo.co.in	(23070859)	i) Scrutiny of proposals received from State / UTs Governments and from SRCs/JSSs ii) Obtaining IFD concurrence; 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).	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.	N/A	N/A	N/A
36	-- do --	1	Ms. Maninder Kaur Dwivedi,(Director (For the respective States/UTs))	mkaurdwivedi@yahoo.com	(23382604)	-- do --	-- do --	N/A	N/A	N/A

Main Services / Transactions

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								Category	Mode	Amount
37	-- do --	1	Sh. Virender Singh,(Dy. Secretary (For the respective States/UTs))	virender.justa@nic.in	(23073815)	-- do --	-- do --	N/A	N/A	N/A
38	-- do --	1	Ms. Meenakshi Jolly,(Director (For the respective States/UTs))	m.jolly@nic.in	(23070837)	-- do --	-- do --	N/A	N/A	N/A
39	Release of Funds to State Governments and UTs — Mahila Samakhya	1	Ms. Meenakshi Jolly(Director)	m.jolly@nic.in	(23070837)	-- do --	-- do --	N/A	N/A	N/A
40	Release of Funds to State Governments and UTs — Teacher Education	1	Shri Vikram Sahay,(Director)	vikramsahay7@gmail.com	(23381470)	-- do --	-- do --	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
41	Release of Funds to State Governments and UTs — Mid Day Meal	3	Shri Gaya Prasad(Director)	gaya.prasad@nic.in	(23384253)	-- do -- 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	-- do --	N/A	N/A	N/A
42	Release of Funds to State Governments and UTs — (i) Scheme for Providing Quality Education in Madarasas (ii) Infrastructure Development in Minority Institutions	1	Sh. Virender Singh,(Dy. Secretary)	virender.justa@nic.in	(23073815)	i) Scrutiny of proposals received from State / UTs Governments and from SRCs/JSSs ii) Obtaining IFD concurrence; 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).	-- do --	N/A	N/A	N/A
43	Release of Funds to State Governments and UTs — Saakshar Bharat	1	Ms Simmi Chaudhary(Director (For the respective States/UTs))	simmi.edu@gmail.com	(23073271)	-- do --	-- do --	N/A	N/A	N/A
44	-- do --	1	Sh. I.P.S. Bakshi(Director (For the respective States/UTs))	ips_bakshi@yahoo.com	(23382921)	-- do --	-- do --	N/A	N/A	N/A

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								Category	Mode	Amount
45	-- do --	1	Smt. Sanjukta Mudgal(Director (For the respective States/UTs))	sanjuktamudgal@yahoo.co.in	(23074159)	-- do --	-- do --	N/A	N/A	N/A
46	-- do --	1	Sh. V.K. Walia(Dy. Secretary (For the respective States/UTs))	vkwalia.edu@nic.in	(23383872)	-- do --	-- do --	N/A	N/A	N/A
47	Release of Funds to State Governments and UTs — Release of funds to SRCs/JSSs	0.5	Ms Simmi Chaudhary(Director (For the respective States/UTs))	simmi.edu@nic.in	(23073271)	-- do --	-- do --	N/A	N/A	N/A
48	-- do --	0.5	Sh. I.P.S. Bakshi(Director (For the respective States/UTs))	ips_bakshi@yahoo.com	(23382921)	-- do --	-- do --	N/A	N/A	N/A

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								Category	Mode	Amount
49	-- do --	0.5	Smt. Sanjukta Mudgal(Director (For the respective States/UTs))	sanjuktamudgal@yahoo.co.in	(23074159)	-- do --	-- do --	N/A	N/A	N/A
50	-- do --	0.5	Sh. V.K. Walia(Dy. Secretary (For the respective States/UTs))	vkwalia.edu@nic.in	(23383872)	-- do --	-- do --	N/A	N/A	N/A
51	Release of Funds to State Governments and UTs — Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	1	Ms. Caralyn K. Deshmukh(Director (For the respective States))	carakhongwar.edu@nic.in	(23387948)	-- do --	-- do --	N/A	N/A	N/A
52	-- do --	1	Ms. Alka Bhargava(Director (For the respective States))	alka.edu@nic.in	(23385489)	-- do --	-- do --	N/A	N/A	N/A

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								Category	Mode	Amount
53	-- do --	1	Ms. Arun Prabha(Deputy Secretary (For the respective States))	arun.prabha@nic.in	(23386561)	-- do --	-- do --	N/A	N/A	N/A
54	Release of Funds to State Governments and UTs — ICT@School	1	Ms. Caralyn K. Deshmukh(Director)	carakhongwar.edu@nic.in	(23387948)	-- do --	-- do --	N/A	N/A	N/A
55	Release of Funds to State Governments and UTs — (i) Vocational Education (ii) IEDSS	2	Ms. Alka Bhargava.(Director)	alka.edu@nic.in	(23385489)	-- do --	-- do --	N/A	N/A	N/A
56	Release of Funds to State Governments and UTs — Model School	1	Sh. Harish Kumar(Dy. Secretary)	harishkumar.edu@nic.in	(23385744)	-- do --	-- do --	N/A	N/A	N/A

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S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
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57	Release of Funds to State Governments and UTs — Girls' Hostel	1	Ms. Arun Prabha(Dy. Secretary)	arun.prabha@nic.in	(23386561)	-- do --	-- do --	N/A	N/A	N/A
58	Release of Funds to State Governments and UTs — National Means Cum Merit Scholarship Scheme	0.5	Shri. K. Mathivanan(Director)	mathipsin@gmail.com	(23074113)	i) Receipt of the proposals from various States and UTs indicating the successful awardees ii) Processing of the proposal by the Department and sanctioning scholarships for the whole year. iii) The funds are transferred to the State Bank of India who is the implementing agency for the scheme to credit into the accounts of the beneficiaries directly through electronic transfer on quarterly basis.	Submission of proposals by State Governments alongwith the details of the beneficiaries complete in all respects as per the prescribed formats.	N/A	N/A	N/A
59	Release of Funds to State Governments and UTs — National Scheme of incentive to Girls' for Secondary Education	0.5	Shri. K. Mathivanan(Director)	mathipsin@gmail.com	(23074113)	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.	-- do --	N/A	N/A	N/A
60	Release of funds to autonomous bodies — (i) Kendriya Vidyalaya Sangathan (ii) Navodaya Vidyalaya Samiti	2	Sh. P.K. Mittal(Deputy Secretary)	pkmittal@hotmail.com	(23387153)	i) Scrutiny of proposals received from organisations; ii) Obtaining IFD concurrence; Funds to be released within 30 working days after approval of the competent authority.	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.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
61	Release of funds to autonomous bodies — National Council for Educational Research and Training (NCERT)	0.75	Sh. Om Prakash(Deputy Secretary)	omorora32@gmail.com	(23383193)	-- do --	-- do --	N/A	N/A	N/A
62	Release of funds to autonomous bodies — (i) National Institute of Open Schooling (NIOS) (ii) Central Tibetan School Administration (CTSA)	0.75	Sh. D.K. Bhawsar,(Deputy Education Adviser)		(23384187)	-- do --	-- do --	N/A	N/A	N/A
63	Release of funds to autonomous bodies — National Bal Bhawan	1	Dr. Suparna S. Pachouri,(Director)	suparna.edu@nic.in	(23388641)	-- do --	-- do --	N/A	N/A	N/A
64	Monitoring and review of the Implementation of the Programmes and Projects — Sarva Shiksha Abhiyan	1	Sh. P.K. Tiwari,(Director (For the respective States/UTs))	pramodkrtiwari@yahoo.co.in	(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	N/A	N/A	N/A

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								Category	Mode	Amount
65	-- do --	1	Ms. Maninder Kaur Dwivedi(Director)	mkaurdwivedi@yahoo.com	(23382604)	-- do --	-- do --	N/A	N/A	N/A
66	-- do --	1	Sh. Virender Singh, (Dy. Secretary (For the respective States/UTs))	virender.justa@nic.in	(23073815)	-- do --	-- do --	N/A	N/A	N/A
67	-- do --	1	Ms. Meenakshi Jolly, (Director (For the respective States/UTs))	m.jolly@nic.in	(23070837)	-- do --	-- do --	N/A	N/A	N/A
68	Monitoring and review of the Implementation of the Programmes and Projects — Mahila Samakhya	0.5	Ms. Meenakshi Jolly, (Director)	m.jolly@nic.in	(23070837)	-- do --	-- do --	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
69	Monitoring and review of the Implementation of the Programmes and Projects — Teacher Education	0.5	Shri Vikram Sahay,(Director)	vikramsahay7@gmail.com	(2381470)	-- do --	-- do --	N/A	N/A	N/A
70	Monitoring and review of the Implementation of the Programmes and Projects — Mid Day Meal	4	Shri Gaya Prasad,(Director)	gaya.prasad@nic.in	(2384253)	-- do --	-- do --	N/A	N/A	N/A
71	Monitoring and review of the Implementation of the Programmes and Projects — Saakshar Bharat	2	Smt. Sanjukta Mudgal,(Director)	simmi.edu@gmail.com	(23073271)	-- do --	-- do --	N/A	N/A	N/A
72	Monitoring and review of the Implementation of the Programmes and Projects — Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	1	Ms. Caralyn K. Deshmukh,(Director (For the respective States))	carakhongwar.edu@nic.in	(23387948)	-- do --	-- do --	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
73	-- do --	1	Ms. Alka Bhargava,(Director (For the respective States))	alka.edu@nic.in	(23385489)	-- do --	-- do --	N/A	N/A	N/A
74	-- do --	1	Ms. Arun Prabha(Deputy Secretary (For the respective States))	arun.prabha@nic.in	(23386561)	-- do --	-- do --	N/A	N/A	N/A
75	Monitoring and review of the Implementation of the Programmes and Projects — ICT@School	0.5	Ms. Caralyn K. Deshmukh,(Director)	carakhongwar.edu@nic.in	(23387948)	-- do --	-- do --	N/A	N/A	N/A
76	Monitoring and review of the Implementation of the Programmes and Projects — (i) Vocational Education (ii) IEDSS	1	Ms. Alka Bhargava,(Director)	alka.edu@nic.in	(23385489)	-- do --	-- do --	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
77	Monitoring and review of the Implementation of the Programmes and Projects — Model School	1	Sh. Harish Kumar,(Dy. Secretary)	harishkumar.edu@nic.in	(23385744)	-- do --	-- do --	N/A	N/A	N/A
78	Monitoring and review of the Implementation of the Programmes and Projects — Girls' Hostel	0.5	Ms. Arun Prabha,(Dy. Secretary)	arun.prabha@nic.in	(23386561)	-- do --	-- do --	N/A	N/A	N/A
79	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://saaksharbharaat.nic.in);	On receipt of written request for information	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
1	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Sarva Shiksha Abhiyan (SSA)	1.5	Depends upon the quality of the documents submitted by the State/UT Governments	31/05/2012	Date	1.50	Based on the records and the documents submitted by States/ UTs.
2	-- do --	1.5	-do-	31/05/2012	Date	1.50	-- do --
3	-- do --	1.5	-- do --	31/05/2012	Date	1.50	-- do --
4	-- do --	1.5	-- do --	31/05/2012	Date	1.50	-- do --
5	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Mahila Samakhya	1.0	-- do --	31/05/2012	Date	1.00	-- do --
6	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Teacher Education	1.0	-- do --	20/08/2012	Date	1.00	-- do --
7	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Mid Day Meal	4.0	-- do --	05/06/2012	Date	4.00	-- do --
8	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — (i) Scheme for Providing Quality Education in Madarsas (ii) Infrastructure Development in Minority	1.5	-- do --	65	No. of working days after receipt of complete proposals	1.50	-- do --

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
	Institutions						
9	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Saakshar Bharat	1.0	-- do --	48	-- do --	1.00	-- do --
10	-- do --	1.0	-- do --	48	-- do --	1.00	-- do --
11	-- do --	1.0	-- do --	48	-- do --	1.00	-- do --
12	-- do --	1.0	-- do --	48	-- do --	1.00	-- do --
13	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	1.5	-- do --	20/08/2012	Date	1.50	-- do --
14	-- do --	1.5	-- do --	20/08/2012	Date	1.50	-- do --
15	-- do --	1.5	-- do --	20/08/2012	Date	1.50	-- do --
16	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — ICT@School	1.0	-- do --	65	No. of working days after receipt of complete proposals	1.00	-- do --

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
17	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — (i) Vocational Education (ii) Integrated Education for Disabled Children/Inclusive Education for Disabled at Secondary Stage(IEDSS)	2.0	-- do --	65	-- do --	2.00	-- do --
18	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Model School	1.0	-- do --	65	-- do --	1.00	-- do --
19	Approval of Annual Budget and Work Plan/ Proposals for the year submitted by State Government/ UT Administration — Girls' Hostel	1.0	-- do --	65	-- do --	1.00	-- do --
20	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Sarva Shiksha Abhiyan (SSA)	1.5	Timely submission of the draft minutes	38	-- do --	1.50	Nil
21	-- do --	1.5	-- do --	38	-- do --	1.50	Nil
22	-- do --	1.5	-- do --	38	-- do --	1.50	Nil
23	-- do --	1.5	-- do --	38	-- do --	1.50	Nil
24	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Mahila Samakhya	1.0	-- do --	22	-- do --	1.00	Nil

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
25	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Teacher Education	1.0	-- do --	38	-- do --	1.00	Nil
26	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Mid Day Meal	3.5	-- do --	38	-- do --	3.50	Nil
27	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — (i) Scheme for Providing Quality Education in Madarasas (ii) Infrastructure Development in Minority Institutions	1.0	-- do --	22	-- do --	1.00	Nil
28	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Saakshar Bharat	2.0	-- do --	32	-- do --	2.00	Nil
29	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	1.0	-- do --	38	-- do --	1.00	Nil
30	-- do --	1.0	-- do --	38	-- do --	1.00	Nil

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
31	-- do --	1.0	-- do --	38	-- do --	1.00	Nil
32	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — (i) Vocational Education (ii) Integrated Education for Disabled Children/Inclusive Education for Disabled at Secondary Stage(IEDSS)	2.0	-- do --	22	-- do --	2.00	Nil
33	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Model School	1.0	-- do --	22	-- do --	1.00	Nil
34	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments — Girls' Hostel	1.0	-- do --	22	-- do --	1.00	Nil
35	Release of Funds to State Governments and UTs — Sarva Shiksha Abhiyan	1.0	Average time taken for releasing the grants after receipt of complete proposals and seeking approval of Integrated Finance Division.	32	-- do --	1.00	Nil
36	-- do --	1.0	-- do --	32	-- do --	1.00	Nil
37	-- do --	1.0	-- do --	32	-- do --	1.00	Nil

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
38	-- do --	1.0	-- do --	32	-- do --	1.00	Nil
39	Release of Funds to State Governments and UTs — Mahila Samakhya	1.0	-- do --	32	-- do --	1.00	Nil
40	Release of Funds to State Governments and UTs — Teacher Education	1.0	-- do --	32	-- do --	1.00	Nil
41	Release of Funds to State Governments and UTs — Mid Day Meal	3.0	-- do --	32	-- do --	3.00	Nil
42	Release of Funds to State Governments and UTs — (i) Scheme for Providing Quality Education in Madarsas (ii) Infrastructure Development in Minority Institutions	1.0	-- do --	32	-- do --	1.00	Nil
43	Release of Funds to State Governments and UTs — Saakshar Bharat	1.0	-- do --	32	-- do --	1.00	Nil
44	-- do --	1.0	-- do --	32	-- do --	1.00	Nil
45	-- do --	1.0	-- do --	32	-- do --	1.00	Nil
46	-- do --	1.0	-- do --	32	-- do --	1.00	Nil
47	Release of Funds to State Governments and UTs — Release of funds to SRCs/JSSs	0.5	Average time taken for releasing the grants after receipt of complete proposals and other	32	-- do --	0.50	Based on the records and the proposals received from the organisations

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
			documents and obtaining approval of Integrated Finance Division.				
48	-- do --	0.5	-- do --	32	-- do --	0.50	-- do --
49	-- do --	0.5	-- do --	32	-- do --	0.50	-- do --
50	-- do --	0.5	-- do --	32	-- do --	0.50	-- do --
51	Release of Funds to State Governments and UTs — Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	1.0	-- do --	32	-- do --	1.00	Nil
52	-- do --	1.0	-- do --	32	-- do --	1.00	Nil
53	-- do --	1.0	-- do --	32	-- do --	1.00	Nil
54	Release of Funds to State Governments and UTs — ICT@School	1.0	-- do --	32	-- do --	1.00	Nil
55	Release of Funds to State Governments and UTs — (i) Vocational Education (ii) IEDSS	2.0	-- do --	32	-- do --	2.00	Nil
56	Release of Funds to State Governments and UTs — Model School	1.0	-- do --	32	-- do --	1.00	Nil

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
57	Release of Funds to State Governments and UTs — Girls' Hostel	1.0	-- do --	32	-- do --	1.00	Nil
58	Release of Funds to State Governments and UTs — National Means Cum Merit Scholarship Scheme	0.5	Average time taken for releasing the grants after receipt of complete proposals and seeking approval of Integrated Finance Division.	32	-- do --	0.50	Based on the proposals received from State Governments
59	Release of Funds to State Governments and UTs — National Scheme of incentive to Girls' for Secondary Education	0.5	-- do --	32	-- do --	0.50	-- do --
60	Release of funds to autonomous bodies — (i) Kendriya Vidyala Sangathan (ii) Navodaya Vidyalaya Samiti	2.0	Average time taken for releasing the grants after receipt of complete proposals and seeking approval of Integrated Finance Division.	32	-- do --	2.00	Based on the records and the proposals received from the organisations
61	Release of funds to autonomous bodies — National Council for Educational Research and Training (NCERT)	0.75	-- do --	32	-- do --	0.75	-- do --
62	Release of funds to autonomous bodies — (i) National Institute of Open Schooling (NIOS) (ii) Central Tibetan School Administration (CTSA)	0.75	-- do --	32	-- do --	0.75	-- do --
63	Release of funds to autonomous bodies — National Bal Bhawan	1.0	-- do --	32	-- do --	1.00	-- do --
64	Monitoring and review of the Implementation of the Programmes and Projects — Sarva	1.0	i) Bi-annual Conference of State Education Secretaries; ii) Review Missions;	0	Nil	1.00	Data reports of: (i) District Information Service for Education (DISE); (ii) Selected Education Statistics (SES); (iii)

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
	Shiksha Abhiyan		iii) Review meetings for NGOs/ Voluntary Agencies. iv) Reports of the Monitoring Institutions v) Submission of Quarterly Progress Reports to Delivery Monitoring Unit (DMU) in PMO for flagship schemes.				Secondary Education Management Information System (SEMIS); (iv) Adult Education online systems; (v) Web portals.
65	-- do --	1.0	-- do --	0	Nil	1.00	-- do --
66	-- do --	1.0	-- do --	0	Nil	1.00	-- do --
67	-- do --	1.0	-- do --	0	Nil	1.00	-- do --
68	Monitoring and review of the Implementation of the Programmes and Projects — Mahila Samakhya	0.5	-- do --	0	Nil	0.50	-- do --
69	Monitoring and review of the Implementation of the Programmes and Projects — Teacher Education	0.5	-- do --	0	Nil	0.50	-- do --
70	Monitoring and review of the Implementation of the Programmes and Projects — Mid Day Meal	4.0	-- do --	0	Nil	4.00	-- do --
71	Monitoring and review of the Implementation of the Programmes and Projects — Saakshar Bharat	2.0	-- do --	0	Nil	2.00	-- do --

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standar	Unit	Weight	Data Source
72	Monitoring and review of the Implementation of the Programmes and Projects — Rashtriya Madhyamik Shiksha Abhiyan (RMSA)	1.0	-- do --	0	Nil	1.00	-- do --
73	-- do --	1.0	-- do --	0	Nil	1.00	-- do --
74	-- do --	1.0	-- do --	0	Nil	1.00	-- do --
75	Monitoring and review of the Implementation of the Programmes and Projects — ICT@School	0.5	-- do --	0	Nil	0.50	-- do --
76	Monitoring and review of the Implementation of the Programmes and Projects — (i) Vocational Education (ii) IEDSS	1.0	-- do --	0	Nil	1.00	-- do --
77	Monitoring and review of the Implementation of the Programmes and Projects — Model School	1.0	-- do --	0	Nil	1.00	-- do --
78	Monitoring and review of the Implementation of the Programmes and Projects — Girls' Hostel	0.5	-- do --	0	Nil	0.50	-- do --
79	Information dissemination and responding to queries	5.0	-- do --	18	Days	5.00	Nil

Grievance Redress

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

S.No.	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Ms. S. Radha Chauhan, Joint Secretary	23388632	radha.edu@nic.in	

List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	State/ Union Territory Governments
2	Educational Institutions
3	People's representatives
4	Central Ministries and Departments
5	Autonomous Bodies and Subordinate office
6	Non Governmental Organisations/Voluntary Agencies
7	Civil Society Groups in the field of education.

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Directorate of Adult Education	23388446			10, Jamnagar House, Shahjahan Road, New Delhi-110011
2	Central Board of Secondary Education	22549628	secy-cbse@nic.in		2, Community Centre, Preet Vihar, New Delhi – 110 092
3	National Council for Educational Research and Training	26519153	secy.ncert@nic.in		V/17, NCERT Campus Sri Aurobindo Marg New Delhi – 110016
4	National Institute of Open Schooling	2402889	secretary@nios.ac.in		A-24/25, Institutional Area, Sector - 62, NOIDA, Gautam Budh Nagar, U.P.
5	Kendriya Vidyalaya Sangathan	26855532	jcadm@gmail.com		18, Institutional Area, Shaheed Jeet Singh Marg, New Delhi - 110 016.
6	Navodaya Vidyalaya Samiti	29244170	alokverma@ifs.nic.in		A-28, Kailash Colony, New Delhi - 110 048
7	Central Tibetan School Administration	27516771	directorctsa@gmail.com		ESS ESS Plaza, Plot No. 1, Community Center, Sector-3, Rohini, Delhi-110085
8	National Council for Teacher Education	23370182	ms@ncte-india.org		Hans Bhawan, Wing II, 1, Bahadur Shah Zafar Marg, New Delhi - 110 002
9	National Bal Bhavan	23232672	nbb@bol.net.in		Kotla Road, New Delhi – 110002

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
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Indicative Expectations from Service

S.No.	Indicative Expectations from Service Recipients
1	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
2	Proposal for release of funds must be timely and should accompany all relevant documents as per checklist, as mentioned in the guidelines of schemes available on web-site: www.education.nic.in