



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

May, 2013

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. Prarambhik Shiksha Kosh
4. Mid Day Meal Scheme
5. Teacher Education
6. Scheme for Providing Quality Education in Madarasas
7. Infrastructure Development in Minority Institutions

SECONDARY EDUCATION

8. Rashtriya Madhyamik Shiksha Abhiyan
9. Model School Scheme
10. Scheme of Girls Hostel for the Secondary Stage
11. Integrated Education for Disabled Children/Inclusive Education for Disabled at Secondary Stage
12. Information and Communication Technology in Schools
13. National Means-cum-Merit Scholarship Scheme
14. National Scheme of Incentive to Girls for Secondary Education
15. Appointment of Language Teachers
16. Vocational Education in secondary schools

ADULT EDUCATION

17. Adult Education/ Saakshar Bharat/ National Literacy Mission
18. Scheme for Assistance to Voluntary Agencies for Adult Education and Skill Development

Nodal Officers/ Officers to be contacted:

Implementation of SSA/ RTE Act/RTE Act (Policy)

Teacher Education

Mid-Day Meal

Dr. Maninder Kaur Dwivedi, Director
(Tele.No. 011-23382604)
E-mail : mkaurdwivedi@yahoo.co.in

Shri M. Dilip Kumar, Under Secretary
(Tele.No. 011-23387342)
E-mail : mdilipkumar.edu@nic.in

Shri Gaya Prasad, Director
(Tele.No. 011-23384253)
E-mail : gaya.prasad@nic.in,

Adult Education	Ms. Sanjukta Mudgal (Tele.No. 011-23074159) E-mail : sanjuktamudgal@gmail.com
Secondary Education	Ms. Caralyn Khongwar Deshmukh (Tele.No. 011-23387948) E-mail : carakhongwar.edu@nic.in

Our Clients and Stakeholders

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

Main Services	Standard
Policy Formulation	Consultation with various Ministries and other Stakeholders like educational institutions, experts and Members of Civil Society
Appraisal of Annual Budget and Work Plan for the year submitted by State Government/ UT Administration	In the meetings organised with State Governments/ UTs
Circulation of approved minutes of appraisal meetings	Within one month of the date of the meeting
Release of Funds to State	Within 25 working days after approval of the competent authority

Governments and UTs	
Monitoring and review of the Implementation of the Programme and Projects	Monthly/ Quarterly Progress
Consultation at various forums such as Central Advisory Board of Education (CABE), Parliamentary committees.	Through Conference, Discussions, Interactive session and Meetings <i>etc.</i>
Information dissemination	Updates of information on website and dedicated portals (www.ssa.nic.in , www.saaksharbharaat.nic.in)
Responding to queries/ providing information	Through correspondence/ e-mail

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 accompany all relevant documents as per checklist, as mentioned in the guidelines of schemes available on web-site: www.education.nic.in

Query may be raised / Information may be sought after going through the information/ data available on the website 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 :

Smt. Radha S. Chauhan

Joint Secretary & Director (Public Grievance)

Department of School Education and Literacy

Room No. 107, D-Wing, Shastri Bhawan

New Delhi-110001

Telefax No. 011- 23388632

Fax: 011-23384306

For Citizen's/Client's Charter

Shri Jan-e-Alam

Joint Secretary

Department of School Education and Literacy

Room No. 107(A), D-Wing, Shastri Bhawan

New Delhi-110001

Telefax No. 011- 23384245

Fax No: 011- 23073736

Grievance Lodging Process

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

Timeliness 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, 2013
