

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

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

SHASTRI BHAWAN, NEW DELHI - 110001

01st April, 2020

Our Programmes and Schemes

1. Samagra Shiksha:

Vision:

- Samagra Shiksha is an integrated scheme which envisages ‘school’ as a continuum from pre-school, primary, upper primary, secondary to senior secondary levels to smoothen the transition across various levels of school education and aid in promoting universal access to children to complete school education.
- Provision of quality education and enhancing learning outcomes of students;
- Bridging Social and Gender Gaps in School Education;
- Ensuring equity and inclusion at all levels of school education;
- Ensuring minimum standards in schooling provisions;
- Promoting vocationalization of education;
- Support States in implementation of Right of Children to Free and Compulsory Education (RTE) Act, 2009;
- Strengthening and up-gradation of SCERTs/State Institutes of Education and DIETs as a nodal agency for teacher training

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 Constructive values.
- Provide free and compulsory quality education to all children at elementary level as envisaged under the RTE Act,2009.
- Universalize opportunities for quality secondary education.
- Implementation of the Samagra Shiksha in the States;
- Implementation of the SPEEM Scheme in the States;

- Implementation of the IDMI Scheme in the States;
- Implementation of National Means-cum-Merit Scholarship Scheme
- National Scheme for Incentive to the Girl Child for Secondary Education
- Promote sport and yoga to improve the overall physical, social, emotional and mental development of the child
- Promote reading/libraries habit among students
- Implementation of Adolescent Education Programme & Live Skills
- The vision of the Scheme is to ensure inclusive and equitable quality education from pre-school to senior secondary stage in accordance with the Sustainable Development Goal (SDG) for Education
- Safety and Security of Children in Schools including framing of guideline for fixing accountability of school managements in the matter of safety of children studying in schools;
- Girl Child, Gender and Gender Equity including Kasturba Gandhi Balika Vidyalayas (KGBVs);
- Social Equity, Left Wing Extremist(LWE) affected districts,
- Adolescent Education Program and Life Skills

2. **Mid-Day Meal:**

- The Midday Meal Scheme is a school meal programme of the Government of India designed to better the nutritional standing of school-age children nationwide.^[1] The programme supplies free lunches on working days for children.

3. **Kendriya Vidyalaya Sangathan (KVS):**

- Kendriya Vidyalaya Sangathan (KVS) is an autonomous organization under the Ministry of Human Resource Development, Govt. of India.
- The Headquarters of KVS is located at 18, Institutional Area Shaheed Jeet Singh Marg, New Delhi-110016 (Phone No.-011-26858570(Board), Fax-011-26514179, E-mail – kvssao@nic.in. The KVS(HQ) administers its schemes through 25 Regional Offices and 1204 Kendriya Vidyalayas

including 03 abroad. Each Kendriya Vidyalaya has its Vidyalaya Management Committee headed by a senior officer from Defence/CivilSector or an educationist. All the Kendriya Vidyalayas are affiliated to the Central Board of Secondary Education (CBSE), Delhi.

- Policies for Kendriya Vidyalaya Sangathan are framed through its Board of Governors headed by the Hon'ble Minister of Human Resource Development,GoI.
- Commissioner, Kendriya Vidyalaya Sangathan is the executive head of the organization.

Vision:

- KVS believes in imparting knowledge/values and nurturing talent, enthusiasm and creativity of its students for seeking excellence through high quality educational endeavours.

Mission:

KVS has a fourfold mission viz:-

- To cater to the educational needs of children of transferable Central Government employees including defence and para-military personnel and other floating population by providing a common programme of education.
- To pursue excellence and set the pace in the field of school education.
- To initiate and promote experimentations and innovations in education in collaboration with other bodies like CBSE, NCERT, etc.
- To develop the spirit of national integration and create a sense of "Indianness" among children.

4. Navodaya Vidyalaya Samiti (NVS):

- Navodaya Vidyalaya Samiti (NVS) is an autonomous organization under the Ministry of Human Resources Development, Govt. of India and has been registered as a Society, under the Societies Registration Act XXI of 1860 at New Delhi on 28th Feb. 1986. NVS establishes, runs and manages Jawahar Navodaya Vidyalayas (JNVs) all over the country through its 08 Regional Offices.

Vision:

- To provide good quality modern education-including a strong component of culture, inculcation of values, awareness of the environment, adventure activities and physical education- to the talented children predominantly from the rural areas without regard to their family's socio-economic conditions.

Mission:

- (a) To establish, endow, maintain, control, and manage schools (hereinafter called the ‘Jawahar Navodaya Vidyalayas’) and to do all acts and things necessary for or conducive to the promotion of such schools which will have the following objectives: -
- (i) To provide good quality modern education – including a strong component of inculcation of values, awareness of the environment, adventure activities and physical education – to the talented children predominantly from the rural areas without regard to their family’s socio-economic condition.
 - (ii) To provide facilities, at a suitable stage, for instruction through a common medium, viz. Hindi and English, all over the country.
 - (iii) Offer a common core-curriculum for ensuring comparability in standards and to facilitate and understanding of the common and composite heritage of our people.
 - (iv) To progressively bring students from one part of the country to another in each school to promote national integration and enrich social content.

- (v) To serve as a focal point for improvement in quality of school education through training of teachers in live situations and sharing of experiences and facilities.
 - (b) To establish, develop, maintain and manage hostels for the residence of students of Jawahar Navodaya Vidyalayas;
 - (c) To aid, establish and conduct other institutions as may be required for the furtherance of the Society's objects in any part of India;
- To do all such things as may be considered necessary, incidental, or conducive to the attainment of all or any of the objects of the Society.

5. National Council for Teacher Education (NCTE):

- National Council for Teacher Education (NCTE) is a statutory body set up under the National Council for Teacher Education Act, 1993 (#73, 1993) in 1995 to formally oversee standards, procedures and processes in the Indian education system. This council functions for the central as well as state governments on all matter with regard to the Teacher Education

Vision:

- To bring excellence in Teacher Education programmes through planned and coordinated development and maintenance of standard therein.

Mission:

- To formulate progressive policies, regulations and norms on teacher education in the country.
- To ensure complete transparency and accountability in the system of recognition of teacher education courses through sound e-governance practices.
- To develop curriculum framework for all teacher education programmes in order to bring uniformity and to promote quality.

6. National Council of Educational Research and Training (NCERT):

- The **National Council of Educational Research and Training (NCERT)** is an autonomous organisation of the [Government of India](#) which was established on 1 September 1961 as a literary, scientific and charitable Society under the Societies' Registration Act (Act XXI of 1860). It provides academic and technical support for qualitative improvement in school education and undertakes programmes related to educational research, development, training, extension, international cooperation, publication and dissemination of information.

Vision and Mission:

- Undertake, aid, promote and coordinate researches in areas related to school education;
- Prepare and publish model textbooks, supplementary material, newsletter, journals and other related literature.
- Organize pre-service and in-service training of teachers;
- Develop and disseminate innovative educational techniques and practices;
- Collaborate and network with state educational departments, universities, NGOs and other educational institutions;
- Act as a clearing house for ideas and information in matters related to school education; and
- Act as a nodal agency for achieving goals of Samagra Shiksha Abhiyan.

7. Central Board of Secondary Education (CBSE):

- The Board was given its present name 'Central Board of Secondary Education' in 1952. From 309 schools in 1962, the Board as on 21.10.2019 has 22030 schools in India and 232 schools in 27 foreign countries.

Vision and Mission:

- CBSE envisions a robust, vibrant and holistic school education that may engender excellence in every sphere of human endeavor. The Board is committed to provide quality education to promote intellectual, social and cultural vivacity among its learners. It works towards evolving a learning process and environment, which empowers the future citizens to become global leaders in the emerging knowledge society. The Board advocates and pledges to provide a stress-free learning environment that may develop competent, confident, and enterprising citizens who promote

harmony and peace.

- CBSE aims to facilitate learning for physical, emotional, social and intellectual wellbeing of students. The CBSE, a pace-setting National Board of School Education in the country, always aspires and endeavors to be a center of excellence for providing quality education by continuously working on the educational standards to meet the national and global needs through the process of affiliating schools and conducting examinations of classes X and XII as well as other exams as entrusted from time to time.

The Board focuses upon the following:

- Innovations in teaching-learning methodologies by devising students friendly and students centered paradigms
- Reforms in examinations and evaluation practices
- Skill learning by adding job-oriented and job-linked inputs
- Regularly updating the pedagogical skills of the teachers and administrators by conducting in service training programmes, workshops etc.

8. Directorate of Adult Education (DAE):

- Directorate of Adult Education is a subordinate office under the Department of School Education & Literacy, Ministry of Human Resource Development, Govt. of India. It functions as National Resource Centre for adult education and literacy programmes in the country. It provides professional, academic and technical guidance for effective implementation of programmes launched under the aegis of National Literacy Mission Authority and monitors progress of the programmes implemented in the field through State Governments and other agencies.

(i) Objectives

- To serve as a national resource centre for adult education programme
- To oversee the work of literacy programme and advice the State Governments/ Union Territories/ Universities and Voluntary Organizations etc. engaged in the implementation of the same
- To provide technical guidance and support in curriculum development, preparation of teaching learning materials, training of functionaries for Basic & Post literacy and follow up programmes
- To conduct monitoring, evaluation and research
- To act as documentation and information clearing house
- To undertake publicity and promotional work through electronic and other media to support adult education programme

(ii) Functions

- Academic and technical resource support to National Literacy Mission
- Organize training and orientation programmes
- Prepare guidelines for development of teaching-learning materials
- Develop proto-type teaching/ learning materials, posters, etc. for non-literates and neo-literates
- Evolve guidelines on evaluation of on-going programmes
- Provide media support through production of media materials and harnessing of all kinds of media i.e. electronic, print, traditional and folk media for furtherance of the objectives of National Literacy Mission
- Conduct external evaluations through social science research institutions and provide regular feedback to the NLMA about the findings of external evaluations
- Organize workshops/ review meetings for the effective implementation of Adult Education Programme
- Coordinate, collaborate and network with agencies/ institutions involved in implementation of adult literacy programmes in the States

9. Central Tibetan Schools Administration (CTSA):

- His Holiness the Dalai Lama along with his followers came to India in 1959, he showed his deep concern for education of Tibetan children in India. The then Prime Minister of India and His Holiness the Dalai Lama ji visualized the need of special schools for the Tibetan children and with their efforts CTSA was established in 1961.
- These schools mainly cater to the needs of Tibetan community, however local Indian Children to the extent of 10% are also admitted from Class VI onwards. CTSA is fully funded by MHRD Govt. of India.

Vision:

- CTSA envisions itself a organization in School education committed to continually empowering teachers to actualize inside out synergy in students and enable them to fulfil futuristic societal national and global needs and aspirations with preserve the Tibetan Culture among the Tibetan Children's. To make more responsible social human being and to cater the needs of needy people specially down towards part of the population service before self.

Mission:

CTSA has four fold mission viz :-

1. To cater to the educational needs of Tibetan Refugee Children's.
2. To pursue excellence and set the pace in the field of School education.
3. To initiate and promote experimentations and innovations in education in collaboration with other bodies like CBSE, NCERT, DoE Dharamshala etc.
4. To preserve the Tibetan Culture among the Tibetan Children's in India.
5. To provide free of cost quality & modern education.

10. National Institute of Open Schooling (NIOS):

- National Institute of Open Schooling was set up as an autonomous Organization in November 1989 under the Ministry of Human Resource Development, Govt. of India. NIOS is the largest open schooling system in the world and is mandated to provide easy access to varied clientele for continuation of education up to pre-degree level through open and distance learning.

Vision:

- To provide “Sustainable inclusive learning with universal and flexible access to quality school education and skill development.”

Mission:

- Providing relevant, continuing and holistic education up to pre-degree level through Open and Distance Learning System
- Contributing to the Universalisation of School Education
- Catering to the educational needs of the prioritized target groups for equity and social justice.

11. National Bal Bhavan (NBB):

- National Bal Bhavan is 100% funded by Ministry of Human Resource Development and therefore has no autonomy. However, all local level and National Level programmes are decided within the organisation and approved by a programme advisory committee followed by the BOM.

Vision:

- To let every child fully participate, contribute and strive towards a creative, humane, innovative and joyful World in all its Wonder.

Mission:

- To provide opportunities that ignite curiosity and celebrate possibilities through immersive dynamic experiences in visual arts, scientific activities and physical activities. To foster values that mould self-confident, holistic and responsible citizens of the world.

Objectives:

- To provide opportunities to children for education and creativity.
- To provide the children with experiences and activities not otherwise available to them.
- To offer certain educational services to the local schools in order to enrich their curricular and extracurricular activities.
- To provide leadership and guidance to teaching towards fostering a creative approach in teaching of art and science.
- To provide training facilities for recreational workers, and children's Museum personnel.
- To offer the Nation a prototype comprehensive children's institution, i.e. to establish an ideal Bal Bhavan.
- To develop personality and talents of children through recreation and physical activities.
- To promote social and cultural contacts amongst the children of all classes and communities.
- To inculcate such values as would help them to develop modern Indian personality with a scientific temper.
- To promote the above mentioned activities as a movement.

Main Services:

1. Samagra Shiksha:

SS-1:

Sl. No.	Main Services	Weight %	Responsible Person (Name & 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) 6	<u>Samagra Shiksha Scheme</u> Sh Vinod Krishan Verma, Deputy Secretary State : Jammu & Kashmir, Karnataka, Uttarakhand	vinodk.verma@nic.in	23385744 9868999734	i. Receipt of proposal/plan from State/UT Govts. ii. Appraisal of the proposals. iii. Consideration and approval of the proposal in meeting of the Project approval Board (PAB).	Proposal/plan complete in all respects and as laid down in the guidelines for the scheme which are available in http://samagra.mhrd.gov.in	No fee is charged for providing any services except in cases when information is sought under RTI Act.
	6	Sh. Ravi Katyal, Deputy Secretary, State:- Andhra Pradesh, Maharashtra, Telangana	ravi.katyal@nic.in	Off:01123070837, Mobile:9873430171				
	6	Ms. Purnima Tudu, Deputy Secretary State:- Madhya Pradesh, Odisha, West Bengal	Tudu.p@nic.in	Off:01123388037, Mobile:9910809263				

		4.5	Sh Vinod Krishan Verma, Deputy Secretary Scheme : National Means-cum-merit Scholarship Scheme (NMMSS)	vinodk.verma@nic.in	23385744 9868999734	(i) Receipts of the proposals from various States and UTs indicating the successful awards. (ii) Processing of the Proposal by the Department and sanctioning (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.	Proposal/plan complete in all respects and as laid down in the guidelines for the scheme which are available in https://mhrd.gov.in/nmms	No fee is charged for providing any services except in cases when information is sought under RTI Act.
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			Sh Vinod Krishan Verma, Deputy Secretary Scheme : National Scheme of Incentive to Girls for Secondary Education (NSIGSE)	vinodk.verma@nic.in	23385744 9868999734	(i) Receipts of the proposals from various States and UTs in respect of eligible girls. (ii) Department sanctions/ releases funds to Union Bank of India and Indian Bank who is the implementing agency, for issuing fixed deposit certificates to the beneficiaries.	Proposal/plan complete in all respects and as laid down in the guidelines for the scheme which are available in https://mhrd.gov.in/incentives	No fee is charged for providing any services except in cases when information is sought under RTI Act.
2.	Circulation of approved minutes of appraisal meetings of PAB, PMEG, ETC etc for further action by the States/UT Governments.	4	Sh Rajesh Kumar Maurya, Under Secretary State : Jammu & Kashmir, Karnataka, Uttarakhand	E-mail : Rajmaurya.edu@nic.in	23384501 9818062407	After approval of plan by the PAB minutes is prepared with State Coordinator and issued with the approval of Secretary (SE&L).		
	4	Sh Anil Gairola, Under Secretary State : Maharashtra, Telangana	E-mail : anilgairola.edu@nic.in					
	4	Sh Manoj Kumar Verma, Under Secretary	E-mail : manojkumar.verma	Mobile:9971280103				

			State : Andhra Pradesh	@nic.in				
		4	Ms. Ruchi Mahajan, Under Secretary	E-mail : ruchi.mahajan@nic.in	Off:01123385745, Mobile:9717196811			
		4	State : Madhya Pradesh, Odisha, West Bengal					
		4	Sh. Gaj Mohan Meena, Under Secretary	E-mail : gmmeena.edu@nic.in	Off:01123070928, Mobile:9968366563			
			All States/UTs under National Means-cum-merit Scholarship Scheme (NMMSS) and National Scheme of Incentive to Girls for Secondary Education (NSIGSE)					

3.	Release of Funds to State Governments and UTs	5	Sh Rajesh Kumar Maurya, Under Secretary State : Jammu & Kashmir, Karnataka, Uttarakhand	E-mail : Rajmaurya.edu@nic.in	23384501 9818062407	i. Scrutiny of proposal and UC received from State/UTs. ii. Obtaining IFD concurrence and certification of IF division; iii. Funds to be released within 30 working days after approval of the IFD.	Receipt of complete proposal along with expenditure details abd UC for grants released during last FY and any other documents as prescribed in the guidelines of scheme.	No fee is charged for providing any services except in cases when information is sought under RTI Act.
		5	Sh Anil Gairola, Under Secretary State : Maharashtra, Telangana	E-mail : anilgairola.edu@nic.in				
		5	Sh Manoj Kumar Verma, Under Secretary State : Andhra Pradesh	E-mail : manojkumar.verma@nic.in	Mobile:9971280103			
		5	Ms. Ruchi Mahajan, Under Secretary State : Madhya Pradesh, Odisha, West Bengal	E-mail : ruchi.mahajan@nic.in	Off:01123385745, Mobile:9717196811			
		5	Sh. Gaj Mohan Meena, Under Secretary All States/UTs		Off:0112307			

			under National Means-cum-merit Scholarship Scheme (NMMSS) and National Scheme of Incentive to Girls for Secondary Education (NSIGSE)	E-mail : gmmeena.edu@nic.in	0928, Mobile:9968366563	of complete proposals and seeking approval of IFD. Funds is released within 30 working days after approval of the competent authority.		
5.	Monitoring and review of the Implementation of the Programmes and Projects	6	<p>Sh Vinod Krishan Verma, Deputy Secretary</p> <ul style="list-style-type: none"> ➤ Implementation of the Samagra Shiksha in the Jammu & Kashmir, Karnataka, Uttarakhand and promote; ➤ Implementation of National Means-cum-Merit Scholarship Scheme ➤ National Scheme for Incentive to the Girl Child for Secondary Education ➤ Promote sport and yoga to improve the overall physical, social, emotional and mental development of the child ➤ Celebrate Kala Utsav program ➤ Promote reading/libraries habit among students <p>Sh. Ravi Katyal, Deputy Secretary,</p>			<p>i. Scrutiny of proposal received from State/UTs.</p> <p>ii. Consideration of the proposal as per guidelines.</p>		
		6	<ul style="list-style-type: none"> ➤ Implementation of the Samagra Shiksha in Andhra Pradesh, Maharashtra, Telangana ➤ Implementation of the SPEEM Scheme 					

		6	<ul style="list-style-type: none"> ➤ Implementation of the IDMI Scheme in the States; ➤ Implementation of the following competent of the Samagra Shiksha:- <ul style="list-style-type: none"> • Inclusive Education for CWSN • Early childhood Education • Experiential learning including Rangotsav, Language Festival and Inter School Band Competition <p>Ms. Purnima Tudu, Deputy Secretary</p> <ul style="list-style-type: none"> ➤ Implementation of the Samagra Shiksha in Madhya Pradesh, Odisha, West Bengal ➤ Implementation of the following competent of the Samagra Shiksha:- <ul style="list-style-type: none"> • Safety and Security of Children in Schools including framing of guideline for fixing accountability of school managements in the matter of safety of children studying in schools; • Girl Child, Gender and Gender Equity including Kasturba Gandhi Balika Vidyalayas (KGBVs); • Social Equity, Left Wing Extremist(LWE) affected districts, Border Management & • Adolescent Education Program and Life Skills 			
6	Information dissemination and responding to queries	10	By the concerned officers as mentioned above for the respective divisions	On the receipt of written request for information		

SS-2:

S.No.	Main Services	Weight (%)	Responsible person	Email	Phone No.	Process	Document required	fees
1.	Approval of Annual Work Plan & Budget (AWP&B) for the year submitted by State Governments/ UT Administrations							
	Samagra Shiksha		<p>i). Shri M. S. Ravi, Director</p> <p><u>States:</u> Gujarat, Uttar Pradesh</p> <p>ii) Ms. Rashi Sharma, Director</p> <p><u>States:</u> Bihar Chhattisgarh Himachal Pradesh Jharkhand</p> <p>iii) Sh. Rajnish Kumar, Director</p> <p><u>All UTs:</u> A&N Island Chandigarh</p>	<p>sreedharan.ravi@nic.in</p> <p>rashi.edu@nic.in</p> <p>rajnishkumar1@gov.in</p>	<p>011-23387211</p> <p>011-23388098</p> <p>011-23384187</p>	<p>i) Receipt of proposals from State Governments/UT Administrations.</p> <p>ii) Appraisal of the proposals</p> <p>iii) Consideration and approval of the proposal in the meetings of the Programme Approval Board (PAB).</p>	Proposals complete in all respects and as laid down in the guidelines for the scheme which are available on the website of the Department.	No fee is charged for providing any service except in cases when information is sought under the RTI Act.

			Dadar & Nagar Haveli Daman & Diu Lakshadweep Puducherry NCT of Delhi					
			iv) Shri P.K. Singh, Deputy Secretary <u>States:</u> Goa, Kerala, Rajasthan, Tamil Nadu,	singh.pk@nic.in	011- 23074159			
			v) Shri Ravi Katyal, Deputy Secretary <u>States:</u> Andhra Pradesh, Maharashtra, Telangana,	ravi.katyal@nic.in	011- 23070837			
			vi) Shri P. P. Gupta, Deputy Secretary					

		<p><u>States:</u> Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura</p> <p>vii) Shri Anil Bhandula, Deputy Secretary</p> <p><u>States:</u> Haryana, Punjab</p> <p>viii) Shri V. K. Verma, Deputy Secretary</p> <p><u>States:</u> J&K, Karnataka, Utrakhand</p> <p>ix) Smt. Purnima Tudu, Deputy Secretary</p> <p><u>States:</u> Madhya Pradesh, Odisha, West Bengal</p>	<p>dsrmsa4.edu@gov.in</p> <p>a.bhandulla@nic.in</p> <p>vinodk.verma@nic.in</p> <p>tudu.p@nic.in</p>	<p>011-23383779</p> <p>--</p> <p>011-23381662</p> <p>011-23385744</p> <p>011-23388037</p>			
	Mid Day Meal***						

2.	<p>Circulation of approved minutes of appraisal meetings of PAB for further action by the States Governments/ UT Administrations</p> <p>Samagra Shiksha</p> <p>Mid Day Meal***</p>		<p style="text-align: center;">As above</p>	<p>i) Receipt of additional information/ clarification from the States/UTs, if required, within 15 days from the date of the meeting of PAB.</p> <p>ii) Circulation of minutes within 20 working days after receipt of information from States/UTs.</p>	<p>None</p>	
3.	<p>Release of Funds to State Governments/ UT Administrations.</p> <p>Samagra Shiksha</p> <p>Mid Day Meal***</p>		<p style="text-align: center;">As above</p>	<p>i) Scrutiny of proposals received from State Governments/UT Administrations.</p> <p>ii) Obtaining IFD concurrence - funds to be released within 30 working days after approval of the competent authority.</p>	<p>Receipt of complete proposal along with expenditure details and Utilization Certificates for grants released during last financial year and any other documents(s) as prescribed in the guidelines of the scheme.</p>	

4.	Release of funds to autonomous bodies***					
5.	Monitoring and review of the Implementation of the Scheme Samagra Shiksha Mid Day Meal***		As above	Review of progress of the implementation of the programmes through periodical reports, review missions etc.	Information in the formats prescribed and circulated during the financial year	
6.	Information and dissemination and responding to queries		By the concerned officers as mentioned above for the respective Divisions Programmes/Schemes			

2. Mid-Day Meal:

S. No.	Main Services	Weight	Responsible Person (Designation)	Name of the State	Email	Mobile (Phone No.)	Process	Documents Required	Fees
1	Approval of Annual Budget and Work Plan for the year submitted by State/UT		1. Shri G. Vijaya Bhaskar, Director	Andhra Pradesh, Chhattisgarh, Goa, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Orissa, Punjab, Rajasthan, Tamil Nadu, Telangana and Uttar Pradesh	vbgurala.edu@gov.in	011-23388641	1.Receipt of proposals from State/ UT Govts. 2. Appraisal of the proposals. 3. Consideration and approval of the proposal in the meetings of the Programme Approval Board(PAB).	Proposals complete in all respects and as laid in the guidelines for the programme/scheme which are available on the website.(http://mdm.nic.in) The formats of AWP&B tables and writeup are also available on the website.(http://mdm.nic.in)	No fee is charged for providing any service except in cases when information is sought under the RTI Act.
			2. Ms. Ritu Aggarwal, Deputy Secretary	Arunachal Pradesh, Assam, Himachal Pradesh, Jammu & Kashmir, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura, Uttarakhand, A&N Island, Chandigarh, D&N Haveli, Daman & Diu, Delhi,	ritu.aggarwal06@ias.gov.in	011-23074113			

				Lakshadweep and Puducherry					
			2 Ms. Deepa Anand, Deputy Secretary	Bihar, Gujarat, Haryana, Jharkhand and West Bengal	deepa.anand@nic.in	011-23382921			
2	Circulation of approved minutes of appraisal meetings of PAB for further action by the States/Uts		1. Shri G. Vijaya Bhaskar, Director	Andhra Pradesh, Chhattisgarh, Goa, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Orissa, Punjab, Rajasthan, Tamil Nadu, Telangana and Uttar Pradesh	vbgurala.edu@gov.in	011-23388641	1. Receipt of additional/clarification information from the States, if required, within 15 days from the date of the PAB meeting. 2. Circulation of minutes within 20 working days after receipt of information from States. Uploading of minutes on MDM website (http://mdm.nic.in)		
			2. Ms. Ritu Aggarwal, Deputy Secretary	Arunachal Pradesh, Assam, Himachal Pradesh, Jammu & Kashmir, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura, Uttarakhand, A&N Island, Chandigarh, D&N Haveli, Daman & Diu,	ritu.aggarwal06@ias.gov.in	011-23074113			

				Delhi, Lakshadweep and Puducherry					
			2 Ms. Deepa Anand, Deputy Secretary	Bihar, Gujarat, Haryana, Jharkhand and West Bengal	deepa.anand@nic.in	011-23382921			
3	Release of funds to States/UTs		1. Shri G. Vijaya Bhaskar, Director	Andhra Pradesh, Chhattisgarh, Goa, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Orissa, Punjab, Rajasthan, Tamil Nadu, Telangana and Uttar Pradesh	vbgurula.edu@gov.in	011-23388641	Funds for MDM are released to States/UTs as under: 1) First installment 60%: 25% (Adhoc) by the month of April without submission of any document. --35%(Balance of 1st installment) by the month of July. 2) Remaining 40% by the end of December.	Receipt of complete proposal along with expenditure details and Utilization Certificates for grants released during last year and any other document(s) as prescribed in the guidelines of the scheme.	
			2. Ms. Ritu Aggarwal, Deputy Secretary	Arunachal Pradesh, Assam, Himachal Pradesh, Jammu & Kashmir, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura, Uttarakhand, A&N Island, Chandigarh, D&N Haveli,	ritu.aggarwal06@ias.gov.in	011-23074113			

			Daman & Diu, Delhi, Lakshadweep and Puducherry					
		2 Ms. Deepa Anand, Deputy Secretary	Bihar, Gujarat, Haryana, Jharkhand and West Bengal	deepa.anan d@nic.in	011- 23382 921			
4	Monitorin g and review of the Implemen tation of the Program mes and Projects	1. Shri G. Vijaya Bhaskar, Director	Andhra Pradesh, Chhattisgarh, Goa, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Orissa, Punjab, Rajasthan, Tamil Nadu, Telangana and Uttar Pradesh	vbgurala.ed u@gov.in	011- 23388 641	Review of the progress of the implemmentation of the programme through 1. Desk monitoring: quarterly progress reports, Management InfomationSystem(Including real time monitoring through Automated Monitoring System), National Level Steering-cum- monitoring Committee, Empowered Committee, State Education Secretaries meeting at National Level etc. 2. Field Monitoring: Joint Review Missions, Field visits, Social Audit, third party evaluation etc.	Informatio n in the formats prescribed and circulated during the financial year.	
		2. Ms. Ritu Aggarwal, Deputy Secretary	Arunachal Pradesh, Assam, Himachal Pradesh, Jammu & Kashmir, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura, Uttarakhand, A&N Island, Chandigarh,	ritu.aggarw al06@ias.g ov.in	011- 23074 113			

				D&N Haveli, Daman & Diu, Delhi, Lakshadweep and Puducherry					
			2 Ms. Deepa Anand, Deputy Secretary	Bihar, Gujarat, Haryana, Jharkhand and West Bengal	deepa.anand@nic.in	011- 23382 921			
							Grievance Redressal: States and Union Territories are required to develop a dedicated mechanism for public grievance redressal, which should be widely publicized and made easily accessible		
5	Information dissemination and responding to queries		1. Shri G. Vijaya Bhaskar, Director	Andhra Pradesh, Chhattisgarh, Goa, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Orissa, Punjab, Rajasthan, Tamil Nadu, Telangana and Uttar Pradesh	vbgurula.edu@gov.in	011-23388641	Updates of information on MDM website (HTTP://mdm.nic.in)	Responding to queries: On receipt of written request for information: RTI, CPGRAMS.	
			2. Ms. Ritu Aggarwal, Deputy Secretary	Arunachal Pradesh, Assam, Himachal Pradesh, Jammu & Kashmir,	ritu.aggarwal06@ias.gov.in	011-23074113			

			Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura, Uttarakhand, A&N Island, Chandigarh, D&N Haveli, Daman & Diu, Delhi, Lakshadweep and Puducherry					
		2 Ms. Deepa Anand, Deputy Secretary	Bihar, Gujarat, Haryana, Jharkhand and West Bengal	deepa.anand@nic.in	011- 23382 921			

3. Adult Education:

Sl. No.	Main Services	Weight %	Responsible Person	Email	Contact no.	Process	Document Required	Fees
1.	Approval of Annual Budget and Work Plan/ proposals for the year submitted by State Government/ UT Administration Scheme of Adult Education		Shri M.C. Worthing, Deputy Secretary (DS) Shri M.P. Singh, Deputy Secretary (DS)	worthing.mc@gov.in Mahesh.singh@nic.in	011-23385489 011-23380615			
2.	Circulation of approved minutes of appraisal meetings of PAB, PMEG, EC etc for		-do-	-do-	-do-			

	further action by the States/UT Governments							
	Scheme of Adult Education							
3.	Release of funds to State Governments and UTs		-do-	-do-	-do-			
	Scheme of Adult Education							
4.	Release of funds to autonomous bodies		-do-	-do-	-do-			
	Scheme of Adult Education							
5.	Monitoring and review of the implementation of the Programmes and Projects		-do-	-do-	-do-			
	Scheme of Adult Education							
6.	Information dissemination and responding to queries							
	Scheme of Adult Education							

4. Economic Advisor Bureau:

Sl. No.	Main Services	Weight %	Responsible Person	Email	Contact no.
1.	ICT School	1	Sh. P.K. Bali, Deputy Secretary	pk.bali@nic.in	011-23070186
2.	ICT School	1	Sh. P.K. Bali, Deputy Secretary	pk.bali@nic.in	011-23070186
3.	ICT School	1	Sh. P.K. Bali, Deputy Secretary	pk.bali@nic.in	011-23070186

5. Statistics Division:

Name/Designation	Work Allocation	Work Allotted to
Shri R S Verma AD(RS) & Shri M. Tayyah, AD(MT)	➤ Analysis of U-DISE – and PGI data	SSO(UK)
	➤ Publication – Result of High School & Higher Secondary Examinations and other matters related with Examination Boards	SSO(DS)
	➤ Publication – Educational Statistics at a Glance	SSO(CT)/JSO(SV)
	➤ Work relating at Aspirational District	SSO(DS)
	➤ Coordination with NIEPA, UIDAI, NIC	SSO(DS)(JK)
	➤ Compilations of UIS data	SSO(CT) / JSO(SV)
	➤ Sustainable Development Goals (SDG)	SSO(CT) / JSO(SV)
	➤ Work related to data.gov.in, population	SSO(JK)
	➤ Index of Service Production	SSO(JK)
	➤ Parliament Question	SSO(DS)(JK)
	➤ Shagun Repository and Performance Grading Index	SSO(DS)
	➤ Coordination within Ministry, MOSPI, NSSTA and different Ministries and Departments, NITI Aayog	SSO(DS)(JK)
	➤ RTI related matter	SSO(DS)
	➤ UT Progress tracker	SSO(DS)
	➤ General Administration of Statistics Division	SSO(JK)
➤ Analysis of major reports [under supervision of Dir(SB)]	JSO(SV)	
UDC (G) Under the supervision of AD(MT)	<ul style="list-style-type: none"> ➤ Work related to FTS and typing work in Hindi ➤ Opening of New Files ➤ Work related to issuance of correspondence. ➤ Record maintenance related to Publication of the Division ➤ Periodical Reports (Supply of Information for Annual Report, Hindi Report, Monthly Quarterly Reports) ➤ Parliament Qs & related Duties 	UDC(G)

6. Kendriya Vidyalaya Sangathan (KVS):

Sl. No.	Services	Responsible Person (Designation)	e-mail	Phone No.
A	<p><u>Admission</u></p> <ul style="list-style-type: none"> • Admissions as per laid down policies. • Priority is given to the wards of transferable Central Government employees. • Reservations in fresh admissions are provided as per Admission Guidelines. 	Dr. P. Devakumar, Deputy Commissioner (Acad.)	dcacademickvshq@gmail.com	011-26564294
B	<p><u>Transfer of Students from one KV to another KV and issue of transfer certificate</u></p> <p>Admission of the student studying in a KV on transfer of the parent is allowed anytime during the session in another KV. Transfer certificate (T.C.) is issued on the request of parent in prescribed withdrawal form stating clearly details of the child and reason for taking T.C.</p> <p>T.C. is issued within 3-7 working days after submission of withdrawal form. Delay beyond 07 days can be brought to the notice of the Deputy Commissioner of the region concerned.</p>	Dr. P. Devakumar, Deputy Commissioner (Acad.)	dcacademickvshq@gmail.com	011-26564294
C	<p><u>Examination</u></p> <p>KVS has a system of assessing students at School level, as per the guidelines of NCERT/CBSE.</p>	Sh. P.K. Koul, Deputy Commissioner (Acad.)	dcedpkvs@gmail.com	011-26856498

D	<p><u>Sports & Games:</u></p> <p>In Order to achieve all round development of the child’s personality, Kendriya Vidyalaya Sangathan gives equal importance to Sports & Games, Physical Fitness & Health Education, Yoga and growth of each Student. Apart from simple exercises during morning assembly and games periods, every child is encouraged and given opportunity to participate and play in various Games & Sports / Yoga activities of choice.</p> <p>All students are divided into seven age groups to compete in Individual Sports events, while for competing in team Games, they are divided into four houses. Inter House competitions at Vidyalaya level are conducted in December, then KVS Regional level Meet / Tournament in the month of March followed by KVS National Sports Meet in the month of May to July every year. KVS takes part as State/unit in the National School Games organised by School Games Federation of India as per their calendar.</p>	Dr. P. Devakumar, Deputy Commissioner (Acad.)	dcacademickvshq@gmail.com	011-26564294
E	<p><u>Co-Scholastic activities in Kendriya Vidyalayas</u></p> <p>KVS undertakes various co-scholastic activities in the Vidyalayas in the areas of Health and Physical Education, Visual and Performing Art, Work Experience etc. All Kendriya Vidyalayas also have good Library facilities for their students.</p>	Dr. P. Devakumar, Deputy Commissioner (Acad.)	dcacademickvshq@gmail.com	011-26564294
F	<p><u>Parent-Teacher Association (PTA)</u></p> <p>In order to promote proper understanding and co-operation between parents and teachers for overall betterment of the students, every Kendriya Vidyalaya has a Parent-Teacher Association (PTA).</p>	Dr. P. Devakumar, Deputy Commissioner (Acad.)	dcacademickvshq@gmail.com	011-26564294

G	<p><u>Vidyalaya Management Committee (VMC)</u> Every KV has a Vidyalaya Management Committee which meets whenever required by its Chairman. It should meet at least three times in a year ordinarily in the school premises. These meetings should be in the 1st week of August, 1st week of December and 1st week of February.</p>	Deputy Commissioner of the concerned Region		
H	<p><u>Fee structure</u> Tuition Fee/Vidyalaya Vikas Nidhi/Computer Fund are being collected in advance from eligible students on quarterly basis i.e. April to June, July to September, October to December and January to March. Fee can be deposited up to 15th of April, July, October and January without late fees.</p> <p>The monthly rate of fee charged in different classes is available on KVS Website www.kvsangathan.nic.in</p>	Sh. Sanjay Kumar, Assistant Commissioner (Fin.)	kvsbudget@gmail.com	011-26858570
I	<p><u>Pension and Pensionary Benefits-Citizen Charter</u></p> <p>The employees of Kendriya Vidyalaya Sangathan are paid Pension and Pensionary Benefits on the last working day of the month of retirement subject to the availability of funds.</p> <p><u>Final payment of Provident fund & EWS</u></p> <p>The employees of Kendriya Vidyalaya Sangathan are paid Final payment of Provident Fund & EWS on the last working day of the month.</p>	Sh. Sanjay Kumar, Assistant Commissioner (Fin.)	kvsbudget@gmail.com	011-26858570
J	<p><u>Calendar of activities in Kendriya Vidyalayas</u></p> <p>Various activities are organized for all round development of students which includes Sports, Scouts & Guides, NCC, Social Science Exhibition, Science Exhibition, Youth Parliament, Hindi Pakhwada etc.</p>	Sh. P.K. Koul, Deputy Commissioner (Acad.)	dcedpkvs@gmail.com	011-26856498

K	<p><u>Teachers Training</u></p> <p>Kendriya Vidyalaya Sangathan aims at providing quality training to equip its teachers and the other staff with knowledge, skills and attitude required for their professional development in KVS so that they contribute to the growth and development of students entrusted to their care.</p> <p>KVS provides for 03 week In-service training to its subject teachers at least once in every 05 years in two spells during the months of May/June and December/January. In respect of the miscellaneous category of teachers, in-service courses are conducted in a single spell. Orientation Courses for the Course Directors, Associate Directors and Resource persons of in-service courses are conducted in May/June every year. Induction courses are conducted for the newly recruited Principals/teachers/staff. Other need-based courses of shorter duration (one-five days) are conducted by the 05 Zonal Institutes of Education and Training (ZIETs) of KVS throughout the year.</p>	Smt. Sona Seth, Assistant Commissioner (Acad.)	actrgkvshq@gmail.com	011-26856534
L	<p><u>Works:</u></p> <ul style="list-style-type: none"> • Average cost of type 'A' (02 section) - Rs. 24.77 Crore school building, 09 unit staff quarter, boundary wall, MP Hall and site development works • Completion time required for construction of school building after issue of Administrative Approval & Expenditure Sanction (AA&ES) - 18-24 months (Subject to availability of funds and location of site) 	Sh. B.B.S. Pachauri, Executive Engineer	workskvs@gmail.com	011-26562402

7. National Council of Educational Research and Training (NCERT):

NCERT provide the following services to the citizens:

- NCERT develops the textbooks and other supplementary materials for school education and made available free (digital copies) to all students anytime anywhere with the use of website and mobile application.
- NCERT organizes national level exhibition ‘Jawaharlal Nehru National Science, Mathematics and Environment Exhibition’ (JNNSMEE) every year where children showcase their talents in science and mathematics and their applications in different areas related with our everyday life.
- NCERT conducts National Talent Search Examination every year and identify and appreciate the talented students of the nation by giving scholarships.
- NCERT organises competitions like All India Children’s Audio Video Festival (AICEAVF), for enhancing the media production among students; KALAUTSAV to promote arts in education by nurturing and showcasing the artistic talent of school students, and Yoga Olympiad to promote Yoga in curriculum and translation in Schools.

8. National Bal Bhavan (NBB):

S. No.	Main Services	Responsible Person (Designation)	E-mail	landline	Process	Document Required	Fees
1	Child membership in National Bal Bhavan (5 to 16 years) 1" April to 31" March. Membership to Divyang as per govt. norms. Bus available for one month only Membership can also be availed through online portal OII www.nationalbalbhavan.nic.in	Sh. Pradeep membership	nbb.membership2019@gmail.com	011-23234701 011-23230105, 011-23237856 011-23236570	Can be availed throughout the year from 1st April onwards. Forms available at the gate of NBB. Children can opt for two activities to pursue throughout the year. Special activities of one month for	Two photographs (recent) of the child, age proof. SC/ST /Diyang Certificate. BPL card, salary certificate in case of free membership.	Membership form Rs.10/- Fees Rs.200/- applicable on general candidates. Bus fee of Rs..800/- for one month only (for all) Free for SC, ST, Divyang, BPL card holders.
2	Child membership in rural area at Jawahar Bal Bhavan, Mandi, Delhi-110047 (5 to 16 years) 1st April to 31st March.	Sh. Amit Singh Instructor	jbbmandi@gmail.com	011-26651707	Can be availed through out the year from 1st April onwards. Available at JBB Mandi.	Two photographs (recent) of the child, age proofs	Membership form and fee Rs.10/-

3	Child membership at 49 Bal Bhavan Kendras located in various parts of Delhi.(5 to 16 years)1st April to 31st March.	List of part time instructors available on the website.	nbb.balbhavankendra@gmail.com		Can be availed throughout the year from 1st April onwards. Forms available at the centre.	Two photographs (recent) of the child, ageproof.	Membership form and fee Rs.10/-
4	School Membership 1st April to 31st March.	I/C Programmes	proqrammedata@gmail.com	011-23230105	Request Letter may be sent to the Director with a DD/Cheque from private schools, NGO's. Free for all Govt. Schools and Aided schools		DD/Cheque Rs.1000/- for annual fee. Rs.10000/- Life membership (twenty years)
5	Training in National Training and Resource Centre	I/C NTRC	ntcnbb@gmail.com	011-23210115	One month training programme throughout the year. Information to be given at least one week in advance by the concerned groups above 20 in number		Rs.3000/- (DD/Cheque)

6	Training of children above 16 years- Photography, videography, Arts and Craft, Painting, Digital graphics, paper recycling (Group of 20+ only)	Individual sections	programmedata@gmail.com		On days other than Summer Fiesta and National Programmes. (Group of 20 and above only). Information to be given at least one week in advance by the concerned		Rs.100/- per day per class per person Digital transfer, DD/cheque
7	State Bal Bhavans/BalKendras annual affiliation. 1st April to 31st March.	Consultant C&R	nbb.statebalbhavan@gmail.com	011-23216691	DD/ Cheque.		Rs.1000/-
8	Affiliating a State level Bal Bhavan/Bal Kendra	Consultant C&R	nbb.statebalbhavan@gmail.com	011-23216691	Documents of Society/trust, Infrastructure, Members. 3 years audited statement. Request letter to Director. If permitted. Members visit area for inspection for verification.		

9	RTI-CPIO, Grievance Officer	Mr. Dinesh, Section Officer, NBB	nbb.establishment@gmail.com	011- 23232672	Through RTI portal of GOI or through letter addressed to the CPIO as per RTI norms Through CPGRAMS portal	RTI fee along with request letter	Rs. 10/-
10	RTI- Grievance Appellate Authority	Director, NBB	nbb.director@gmail.com	011- 23237856	Through RTI portal of GOI or through letter addressed to the CPIO as per RTI norms for not getting satisfactory reply from CPIO		
11	Internal Complaints Committee-Against Sexual Harassment	Presiding Officer DD PC&R	ddpcratbbkandjbbmandi@gmail.com	011- 26651707, 26651707	Complaint may be addressed to the committee. Or sent through Official channel		

9. Central Tibetan School Administration (CTSA):

STRUCTURE OF THE CTSA

1. Chairman, CTSA : Shri Sanjay Kumar, Joint Secretary (SE-II)
Ministry of Human Resource Development
Shastri Bhawan, Delhi
Telephone No.23387781, Fax No. 23385327
To take decision on policy matters of the CTSA.
2. Director, CTSA : Shri Sanjay Kumar, Joint Secretary (SE-II)
Ministry of Human Resource Development
Shastri Bhawan, Delhi
Telephone No.23387781, Fax No. 23385327
Chief Executive Officer of the CTSA.
3. Joint Director : Shri A. S. Rawat
(Administration, Telephone No.27516774
Academic &
Legal & Vigilance)
 - All service matters including transfer posting recruitment etc. of all CTSA employees. Matters related to ACP/MACP/Sr. Scale/Selection Scale, pay fixation etc. Monitoring of departmental enquiries/complaints/court cases.
 - Matters relating to furnishing information under RTI Act 2005.
 - Fixation of Posts in schools and creation/transfer of posts.
 - Controlling of Internal Examination and other Academic matters.
 - RTI Cases. Court Cases & Legal & Vigilance Cases.
 - Inspection of Schools.
4. Joint Director : Shri T. Pritam Singh
(Accounts, Audit, Telephone No.27515810
Pension & Nodal Officer)
 - Monitoring all accounts & audit related matters of CTSA.

- Monitoring all Pension & Pensionery benefit related matters.
- Monitoring grant from MHRD and expenditure of CTSA.
- All grant in Aid matters/release of Scholar ship matter etc.
- GPF maintenance and investment matter.
- Controlling internal/ CAG Auditing of all Schools & Hq.
- Purchasing and Procurement of Goods/Services.
- Maintenance of infrastructure of Schools.
- Grievances cases. Inspection of Schools.

5. P & E Section and L&V : Shri Khushal Singh, Incharge
Telephone No.27516776

- All service matters including transfer, posting recruitment etc. of all CTSA employees. Matters related to ACP/MACP/Sr. Scale/Selection Scale, pay fixation etc. and matters related to transfer of Schools to DoE, Dharamshala as per Govt. of India decision.
- Matters relating to furnishing information under RTI Act 2005.

6. Academic Section & S&S :Shri M.P. Raghav, Incharge
Telephone No.27516771

- All academic matters including internal examination. Fixation of Staff.
- Printing of question paper & other material.
- APAR related work. Purchase/Caretaking of CTSA Hq.

7. Accounts & Audit Section : Shri Keshav Kumar, Incharge
Telephone No.27512956

- Monitoring all accounts & audit related matters of CTSA.
- Monitoring all Pension & Pensionery benefit related matters.
- Monitoring grant from MHRD and expenditure of CTSA.
- All grant in Aid, release of Scholar ship matter etc.
- GPF maintenance and investment matter.

- Repair Maintenance of Schools Buildings.

LIST OF PIOs, CPIO & APPELLATE AUTHORITIES AND RTI OFFICERS

S.No.	Designation	Office Address	Telephone No.	Jurisdiction
1	Sh.S.K. Singh Principal (PIO)	Central School for Tibetans Chhota Shimla Himachal Pradesh 171002	0177- 2620677 M.No. 8894968195	All matters related to School.
2	Sh. A. K. Sundriyal Principal (PIO)	Central School for Tibetans Dalhousie Himachal Pradesh 17634	01899- 242836 M.No.	All matters related to School.
3	Smt. Anita Narula Principal (PIO)	Central School for Tibetans Herbertpur Uttranchal - 248142	01360 – 259545 M.No. 9410531811	All matters related to School.
4	Sh. S. P. Singh Principal (PIO)	Central School for Tibetans Mussoorie Uttranchal – 248179	0135- 2632711 M.No. 9456110443	All matters related to School.
5	Sh. Dawa Dorjee, I/c Principal (PIO)	Central School for Tibetans Darjeeling West Bengal - 734101	0354- 2259686 M.No. 8219704393	All matters related to School.
6	Sh. H. C. Gupta Principal (PIO)	Central School for Tibetans Kalimpong West Bengal - 734316	03552 – 255428 M.No. 701843693	All matters related to School.
7	Sh. A. S. Rawat, Joint Director (CPIO)	Central Tibetan Schools Administration Ess Ess Plaza, Sector – 3, Rohini, Delhi - 110085	011-27516774	All matters related to CTSA.
8	Sh. Sanjay Kumar Director (First Appellate Authority)	Central Tibetan Schools Administration Ess Ess Plaza, Sector – 3, Rohini, Delhi - 110085	011- 27516772	All Appeals against information provided/Pertaining to PIOs/CPIO.

Service Standards

1. Samagra Shiksha:

- SS-1

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 <i>etc.</i> for flagship and all other programmes/schemes.	27	Depends upon the Quality of the documents submitted by the States/UTs.		Adherence to the time schedule with exception.	27	Based on the documents submitted by States/UTs.
2.	Circulation of approved minutes of the meetings of Project Approval Boards/ PMEG/ GIAC and EC <i>etc.</i> for flagship and all other programmes/ schemes.	20	Timely submission of the draft minutes.	Receipts of Additional/Clarificatory information from the States, if required, within time frame from the data of the meeting.	Adherence to the time schedule with exception	20	
3.	Release of Funds to State Governments and UTs	25	Average time taken for releasing the grants after receipt of complete proposals and seeking approval of IFD.	Funds to be released within 30 working days after approval of the IFD.	Working days.	25	
4.	Monitoring and review of the Implementation of the Programmes and Projects	18	i. Committee in various level. ii. Review meeting. iii. Reports of the Monitoring Institutions.	Continuous improvement in implementation of programmes /schemes.		18	
5.	Providing information	10		Within a period of one month as provided in the RTI Act.	Month	10	Based on records.

	under RTI Act						
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- SS-2

S. No.	Services/Transactions	Service weight	Success indicator	Service standard	Unit	Weight	Data source
1.	Completion of meetings of Project Approval Boards for the Scheme.		Depends upon the quality of the documents submitted by the State Governments/UT Administrations	i. Samagra Shiksha – By the month of May. ii. MDM****	Adherence to the time schedule with exception		Based on the records and the documents submitted by States/UTs
2.	Circulation of approved minutes of the meeting of Project Approval Boards for the Scheme.		Timely submission of the draft minutes	i. Receipt of additional information/clarification 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/UTs.	Adherence to the time schedule with exception		
3.	Release of funds to State Governments/UT Administrations.		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.	Release of funds to autonomous bodies***						
5.	Monitoring and review of the Implementation of the Scheme		i) Conference of State Education Secretaries; ii) Review Meetings/ Missions iii) Reports of the Monitoring Institutions	Continuous improvement in implementation of programmes/schemes			Data reports of (i) Unified District Information Service for Education Plus (UDISE+); (ii) Selected Education Statistics.
6.1	Information dissemination			i) Posting and updating the information within 15 days on the website of the Department and other scheme portals. Within a period of one month as provided in the RTI Act	Days		--
6.2	Providing Information under RTI Act				Months		Based on the records

• **Scholarship Schemes:**

Sl. No.	Services / Transaction	Service Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
	Scholarship / Incentive Schemes: (i) National Means-cum-Merit	1	Average time taken for releasing the grants after receipt of	Funds to be released within 30 working days after approval of the competent authority. (Subject to availability of funds)	Working days	1	Based on the proposals received from State Governments.

	Scholarship Scheme (NMMSS)		complete proposals and seeking approval of Integrated Finance Division.				
	(ii) National Scheme of Incentive to Girls for Secondary Education (NSIGSE)			The redesigning of the scheme is under process.			

2. Adult Education:

SI. 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		Depends upon the quality of documents submitted by the State/UT Governments		Adherence to the time schedule with exception		Based on the records and the documents submitted by States/UTs
2.	Circulation of approved minutes of appraisal meetings of PAB, PMEG etc for further action by the States/UT Governments		Timely submission of the draft minutes		Adherence to the time schedule with exception		
3.	Release of funds to State Governments and UTs		Average time taken for releasing the		Working days		

			grants after receipt of complete proposals and seeking approval of Integrated Finance Division				
4.	Release of funds to autonomous bodies						
5.	Monitoring and review of the implementation of the Programmes and Projects		Review meetings for implementing agencies				
6.1	Information dissemination			Posting and updating the information within 15 days on the website of the Department and other scheme portals	Days		
6.2	Providing information under RTI Act			Within a period of one month as provided in the RTI Act	Month		Based on the records

3. Central Board of Secondary Education (CBSE):

Services/ Activities with timeline

BRANCH NAME	SERVICE	TIME LINE	EXECUTING OFFICER	COMPETENT AUTHORITY
EXAMINATION UNIT	REGISTRATION OF STUDENTS IN CLASSES IX AND XI	As per annual notified schedule	JOINT SECRETARY/ DEPUTY SECRETARY (COORDINATION)	CONTROLLER OF EXAMINATION
	LIST OF CANDIDATES FOR CLASSES X AND XII & APPLICATION FORMS FROM PRIVATE CANDIDATES - MAIN EXAM	As per annual notified schedule		CONTROLLER OF EXAMINATION
	SUBJECT CHANGE IN CLASS X/XII	RO level 30 days, HQ level 60 days subject to annual notified schedule		REGIONAL OFFICERS/ CONTROLLER OF EXAMINATION

DIRECT ADMISSION IN CLASS X/XII	RO level 30 days, HQ level 60 days subject to annual notified schedule	REGIONAL OFFICERS/ CONTROLLER OF EXAMINATION
EXEMPTIONS/ CONCESSIONS TO CWSN	RO level 30 days, HQ level 60 days subject to annual notified schedule	REGIONAL OFFICER
CONDONATION OF SHORTAGE OF ATTENDANCE	RO level 30 days, HQ level 60 days subject to annual notified schedule	CHAIRPERSON
CONDUCT OF PRACTICAL EXAMINATIONS	As per annual notified schedule	CONTROLLER OF EXAMINATION
CONDUCT OF CLASS X AND XII EXAMINATIONS - MAIN EXAM	As per annual notified Date Sheet	CONTROLLER OF EXAMINATION
DECLARATION OF RESULTS - MAIN EXAM	Within 60 days from the date of last examination	CHAIRPERSON
CERTIFICATION - MAIN EXAM	Within 30 days from the date of declaration of result	CONTROLLER OF EXAMINATION
VERIFICATION OF MARKS/PROVIDING OF PHOTOCOPY OF EVALUATED ANSWER BOOKS/RE-EVALUATION - Main EXAM	As per annual notified schedule	REGIONAL OFFICERS/ CONTROLLER OF EXAMINATION/ CHAIRPERSON
LIST OF CANDIDATES FOR CLASSES X AND XII & APPLICATION FORMS FROM PRIVATE CANDIDATES - MAIN EXAM	As per annual notified schedule	CONTROLLER OF EXAMINATION
CONDUCT OF CLASS X AND XII EXAMINATIONS - COMPARTMENT EXAM	As per annual notified Date Sheet	CONTROLLER OF EXAMINATION
DECLARATION OF RESULTS - COMPARTMENT EXAM	Within 30 days from the date of last examination	CHAIRPERSON
CERTIFICATION • COMPARTMENT EXAM	Within 30 days from the date of	CONTROLLER OF EXAMINATION

		declaration of result		
	VERIFICATION OF MARKS/PROVIDING OF PHOTOCOPY OF EVALUATED ANSWER BOOKS/ RE-EVALUATION • COMPARTMENT EXAM	As per annual notified schedule		REGIONAL OFFICER/ CONTROLLER OF EXAMINATION/ CHAIRPERSON
	DUPLICATE CERTIFICATES	Within two weeks of receipt of application/Offline)		REGIONAL OFFICER
	CORRECTION IN CANDIDATE'S NAME/ MOTHER'S NAME/ FATHER'S NAME/ SURNAME/ DATE OF BIRTH ETC.	60 days after fulfillment of all formalities/rules (Offline)		REGIONAL OFFICER/CONTROLLER OF EXAMINATION
	VERIFICATION OF CERTIFICATES	Within 60 days of receipt of request along with complete formalities, in concerned Regional Office (OFFLINE)		----- REGIONAL OFFICER
AFFILIATION	PROCESSING OF ONLINE APPLICATION FOR: <ul style="list-style-type: none"> · Approval of Middle Class Syllabus · Affiliation upto Secondary level · Upgradation upto Secondary level · Affiliation upto Senior Secondary level · Upgradation upto Senior Secondary level · Switch Over upto Secondary level · Switch Over upto Senior Secondary level · Permission for Primary Classes (1-5) · Transfer of School From Society/Trust/Company to Another · Increase in Sections · Permission to Run School in Two Shifts · Change of Name of the Society 	Constitution of Inspection Committee 09 months, as the case may be. Post examination 09 months	SECRETARY	CHAIRPERSON

	· Restoration of Affiliation · Closure of School			
	- Change of Name of School - Shifting of School From One Campus to Another	Within 1 year of receipt of application	JOINT SECRETARY (AFFILIATION)/ DEPUTY SECRETARY (AFFILIATION)	SECRETARY
	- Additional subjects, applicable in case of already CBSE affiliated Senior Secondary Schools - Extension of Provisional Affiliation in case of already CBSE affiliated school upto Secondary / Senior Secondary level	Within 1 year of receipt of application	DESK OFFICER	ASSISTANT SECRETARY/ SECRETARY (AFFILIATION)/ JOINT SECRETARY (AFFILIATION)
ADMN.II	Payment to Agency for procurement of Goods/Services	60 days	ASSISTANT SECRETARY (ADMN.II & III)	JOINT SECRETARY(A&L)
ADMN. III (PRINTING & PUBLICATION)	Payment of refund of EMDS/Performance Security subject of completion of all contractual obligations	60 days	ASSISTANT SECRETARY (ADMN.II & III)	SECRETARY, CBSE
				JOINT SECRETARY (A&L)
PERSONNEL UNIT	GPF WITHDRAWALS ADVANCE	03 to 07 days	ASSISTANT	JOINT SECRETARY
			SECRETARY (PERSONNEL)	(A&L)/ SECRETARY
	COMPUTER/ H.B.A/ VEHICLE ADVANCE	15 days		JOINT SECRETARY (A&L)
	MEDICAL ADVANCE	03 days		JOINT SECRETARY (A&L)/ REGIONAL OFFICER/ SECRETARY/ CHAIRPERSON
	MEDICAL REIMBURSEMENT	Upto 45 days (Including 10 days for audit)		JOINT SECRETARY (A&L)/ REGIONAL

			OFFICER / SECRETARY/ CHAIRPERSON
FIXATION OF PAY	Upto 60 days (Including 15 days for audit)		I.A.F.A/REGIONAL Officer/ SECRETARY
TRANSFER T.A./D.A	Upto 60 days (Including 15 days for audit)		JOINT SECRETARY (A&L)/ REGIONAL OFFICER
L.T.C./H.T.C.	Upto 60 days (Including 15 days for audit)		JOINT SECRETARY (A&L)/ REGIONAL OFFICER/ SECRETARY/ CHAIRPERSON
FINALIZATION OF RETIREMENT BENEFITS	30 to 60 days (Including 07 to 15 days for audit)		JOINT SECRETARY (A&L)/ SECRETARY/ CHAIRPERSON
NOC FOR HIGHER EDUCATION/PASSPOR I /VISA AND EX-INDIA LEAVE/ PROPERTY TRANSACTION	30 days		JOINT SECRETARY (A&L)/ SECRETARY/ CHAIRPERSON
FORWARDING OF APPLICATIONS ON DIRECT/ DEPUTATION	30 days		SECRETARY/ CHAIRPERSON
YEARLY LEAVE ENCASHMENT	30 days		ASSISTANT SECRETARY (ADMN)
ARREAR OF PAY AND ALLOWANCE	30 days		D.D.O. OF RESPECTIVE UNIT

<p>SCHOLARSHIP</p>	<p>CBSE Merit Scholarship Scheme For Single Girl Child(SGC) X Pass (Fresh and renewal) Eligibility Criteria :—</p> <p>1. The Board has a scholarship for Single Girl Child pursuing her education at class XI and XII in GBSE affiliated schools who have passed class X from the School affiliated with CBSE.</p> <p>2. All Single Girl Students who have secured 60% or more marks in CBSE Class X Examination and are studying Class XI & XII in school(affiliated with CBSE) whose tuition fee is not more than Rs.1500/- p.m. during the academic year, shall be considered for the purpose. In the next two years, the total enhancement in tuition fee in such school shall not be more than 10% of the tuition fee charged. The detailed guidelines in this regard is given at Annexure-A.</p> <p>3. Student (Girl) should be the ONLY CHILD of their parents.</p> <p>4. The scholarship shall be awarded Indian Nationals only</p>	<p>6,000/- (per annum) for 02 years (Class XI & XII)</p> <p>PROCEDURE AND DISBURSEMENT</p> <ul style="list-style-type: none"> • Invitation of online applications forms through open press release & a notice on Board's website after declaration of Board's result. • Scrutiny of online application forms, sending discrepancy letters etc. • Making payment of scholarship amount to finally selected candidates through ECS/NEFT. <p>Disbursement of scholarship amount within 30 working days after approval of the Competent Authority of the Board.</p>	<p>Within 60 days</p>	<p>ASSISTANT SECRETARY (SCHOLARSHIP)</p>	<p>CHAIRPERSON</p>
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	<p>Board Merit Scholarship Scheme for SC/ST candidates.</p> <p>Eligibility Criteria :-</p> <p>Meritorious student of SC / ST Category</p>	<p>250/- for Class X per month(02 years)</p> <p>500/- for Class XII per month(entire duration of course of study upto 1st degree (2 or 3 year in the case of BA/BA (Hons) & 4 or 5 in case of professional courses like Medicine, Engg. Etc.)</p> <p>PROCEDURE AND DISBURSEMENT</p> <ul style="list-style-type: none"> • Inviting application form from meritorious student of SC / ST category after declaration of Board's result. • Scrutiny of application forms, sending discrepancy letters to the candidates etc. • Preparing list of final selection of the students. <p>Disbursement of scholarship amount within 30 working days after approval of the Competent Authority of the Board.</p>	<p>Within 60 days</p>	<p>ASSISTANT SECRETARY (SCHOLARSHIP)</p>	<p>CHAIRPERSON</p>
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	<p>Issue of 0.1% Merit Certificate of class X & XII</p> <p>1. the subject-wise Merit Certificate of class X / XII is awarded to a candidate for outstanding academic performance and for being among the top 0.1% of successful candidates in a particular subject, provided that:</p> <p>2. At least 500 candidates have been passed in a particular subject.</p> <p>3. The candidate has passed the examination as per the pass criteria of the Board.</p> <p>4. In the matter of tied, if one candidate gets a Merit Certificate, all the candidates getting the same score are awarded Certificate of Merit.</p> <p>5. 5 Candidate (s) appeared for improvement /compartmental and additional subject's is/are not eligible for award of merit Certificate.</p>	<p>PROCEDURES AND DISBURSEMENT</p> <ul style="list-style-type: none"> • Printing of Merit Certificates and dispatch with their covering letters after declaration of Board's result. • Preparation of duplicate, corrected, result revised Merit Certificates of previous years as and when requested by the students/schools. 	<p>Within 90 days</p>	<p>ASSISTANT SECRETARY (SCHOLARSHIP)</p>	<p>SECRETARY</p>
	<p>Central Sector Scheme of Scholarship (CSSS) for College & University Students: The scheme is fully Sponsored by Ministry of Human Resource Development.</p> <p>Eligibility Criteria :—</p> <p>Students who are above 80” percentile of successful candidates in the relevant</p>	<p>10,000/- (per annum) for 3 years</p> <p>20,000/- (per annum) for PG Courses for two years</p> <ul style="list-style-type: none"> • CBSE works as implementing agency under CSSS which is fully sponsored by Ministry of Human Resource 	<p>Within 120 days</p>	<p>ASSISTANT SECRETARY (SCHOLARSHIP)</p>	<p>MHRD</p>

	<p>stream from the respective Board of Examination in Class XII of 10+2 pattern or equivalent and pursuing regular courses (not correspondence or distance mode) percentile for fresh and 50% for renewal on year to year basis upto Post Graduate Level not exceeding 05 years (except for the students pursuing technical courses leading to degree at graduation level). The parent's income should be less than Rs. 8 Lacs p.a.</p> <p>A student Should have passed 10+2 pattern or equivalent and perusing regular courses from recognized Education Institute (not correspondence) and should not be availing any other scholarship</p>	<p>Development.</p> <ul style="list-style-type: none"> • CBSE provides list of candidates who fall under 80 percentile and are eligible to apply for the CSSS, to Ministry of Human Resource Development. • CBSE performs online verification of application received through National Scholarship Portal from 2015 onwards within stipulated time given by MHRD. • CBSE invites renewal application under CSSS 2012- 2014. • Work of sorting, serializing and punching of renewal cases under CSSS 2014. • CBSE process and upload the data of selected candidates on PFMS portal for the disbursement of scholarship amount by MHRD. 			
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4. National Council for Teacher Education (NCTE):

Sl.No.	Key Services/Actions	Time limit
1	Letter to the State Govt. for their recommendation / comments and scrutiny of the applications	Within 90 days as under :-
		1st Letter - 45 days, 2nd (Reminder) Letter – 30 days, 3rd (Reminder) Letter – 15 days and scrutiny of applications simultaneously
2	Causing Inspection by Regional Committee u/s 14/15 of NCTE Act 1993	Within 15 days on receipt of reply either from State Govt.. or within 90 days in case of non-receipt of reply
3	Processing of Visiting Team Report and Placing before RC	Within 20 days after receipt of Visiting Team Report
4	Issue of Letter of Intent (LOI)	Within 15 days after confirmation of decision of RC
5	Processing reply to LOI	Within 30 days after receipt of reply
6	Issue of Formal Recognition/Refusal order	Within 10 working days after confirmation of decision of RC
		<i>(In any case, from the date of receipt of Hard Copy and till grant of recognition/refusal order thereon shall not exceed beyond 275 days under any circumstances)</i>
7	Submission of Online Appeal under Section 18 of the NCTE Act, 1993	Within 60 days from the date of refusal/withdrawal order of RC
8	Disposal of Appeal	Within 90 days from date of receipt of Appeal
9	Inspection of the recognized Teacher Education Institutions under Section 13 of the NCTE Act, 1993.	The Process to be completed within 90 days from the selection of TEI for inspection

10	Reply to a reference from State Govt./Central Govt. and other organisations on specific issues in Regulations/Academic Sections	Within 15 days from the date of receipt in either Regulation or Academic Sections
11	Information sought /redressal of grievances of staff	Within 10 working days from the date of receipt in the Section

5. Central Tibetan Schools Administration (CTSA):

S.No.	Services Provided	Time Schedule
1	Redressal/Reply of Public Grievances	Within 30 days
2	RTI Reply	Within 30 days
3	Personal Computer Advance sanction	Within 15 days (Subject to availability of Funds)
4	Issue of Leave Sanction Order	Within 7 days
4	Sanction of Leave Travel Concession	Within 7 days
5	Issue of NOC for passport etc.	Within 7 days
6	Sanction of GPF Advance/withdrawal	Within 15 days
7	Sanction of Cash Handling allowance	Within 15 days
8	Release of TA/TTA/LTC advance	Within 3 working days (Subject to availability of Funds)
9	Release of GPF Advance/withdrawal	Within 3 working days
10	Release of other kind of advance after sanction/approval	Within 3 working days (Subject to availability of Funds)
11	Settlement of LTC/TTA/TA bills	Within 15 days
12	Reimbursement of Children Education Allowance/Medical Expenses	Within 30 days
13	Release of Monthly Pension	Within first week of the Month
14	Sanction of Pensionary Benefits (if otherwise in order)	Within 30 days from the retirement
15	Release of payment to the Venders	Within 10 days after billing
16	Payment of Final settlement of GPF on retirement	On the day of superannuation

