

**GOVERNMENT OF TRIPURA
CITIZEN'S CHARTER
FOR
DIRECTORATE OF ELEMENTARY EDUCATION**

VISION : To ensure quality education to all children in the age group of 6-14 years.

MISSION : Providing free and compulsory quality education at elementary level.

OBJECTIVES :

1. **EQUITY:** Covering weaker and disadvantaged sections of the society through the Govt. & Govt. Aided schools network.
2. **Quality:** improving standard of teaching-learning.
3. **Access:** Enhancing capacity & covering of schools and teacher capacity building.
4. **Retention:** Improving retention rate of school children and reduction of dropout rates.

SERVICES PROVIDE

SL.No.	Nature of Services	Time line	Contact Persons
1	2	4	3
1.	Implementation of RTE Act.2009 a. No denial of Admission. b. Prohibition of holding back and expulsion. c. No physical and mental harassment to child. d. School Management Committee formation. e. Enforcement of Teachers. f. Prohibition of private tuition in Govt. & Govt. aided schools. g. Enforcement of duties by local educational authority.	Throughout the year as and when the cases are brought to notice. Redress in 15 days.	OSD, General Section
2.	In-service teacher training clearances & nominations.	Periodically, within ten days of receipt.	OSD, Estt.Training Section.
3.	Serving of hot cooked meal under MDM Scheme	Daily 8.30 A.M. to 9.00 A.M.(morning shift) Daily 1.50 P.M. to 2.20 P.M. (noon shift)	Dy.Dir.(MDM)Section

SL.No.	Nature of Services	Time line	Contact Persons
1	2	4	3
4.	Start of academic year - opening of JB school and up-gradation of schools to higher stage (if necessary).	By January of every year	OSD, General Section.
5.	Conduct of School Inspection	As per standing instructions.	OSD, General Section
6.	Establishment matter including sanction of leave & pensionary benefits etc.	10(ten) Days / 1 Month	OSD, (D.D.O.), Accounts Section.
7.	School certificate/TC verification	20 days	OSD, General Section
8.	Grievance redressal	Preliminary reports within 15 (fifteen) Days	Dy. Director, Grievance Redressal Cell
9.	Release of salary and non-salary Component (SPQEM).	Monthly, on availability of fund.	OSD, Madrassa Cell
10.	Stipend/Scholarship	By 7 th day of every quarter depends on the availability of fund.	Dy. Director, Stipend Sec.
11.	Providing information under RTI Act.2005.	As per RTI, Act-2005.	OSD,RTI Cell

Sd/-
Director
Directorate of Elementary Education,
Government of Tripura