

THE CITIZEN'S/ CLIENT'S CHARTER

**ELEMENTARY EDUCATION DEPARTMENT
GOVERNMENT OF ASSAM
ASSAM SECRETARIAT, DISPUR
GUWAHATI-781006
2016**

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I. Introduction

The Elementary Education Department in Assam has been functioning since July' 1977 for the development of education in the State. Article 21-A, as inserted by the Constitution (eighty Sixth) amendment Act, 2002, provides for free and compulsory education of all children in the age group of six to fourteen years as a fundamental right in such a manner as the State may, by law determine. The above legislation is anchored in the belief that the nature of equality, social justice and democracy and the creation of a just and humane society can be achieved only through provision of inclusive elementary education to all. The preamble to our constitution suggests that each State will have to make necessary infrastructure for enabling a child to have the said education. The expected education must be satisfactory and equitable.

Citizen's Charter is a comprehensive document which represents a systematic and transparent effort to focus on the commitments of the Elementary Education Department, Govt. of Assam towards its citizens / clients in respect of standard of services, information, choice and consultation, non-discrimination accessibility, grievance redressal mechanism, courtesy and value of service rendered. The Charter also includes expectations of the clients for fulfilling the commitments and various functions. The objective of the charter is to exercise / transparency and exchange of information between citizens / clients and administration of the Department and to streamline administration in tune with the needs of the citizens. For this transformative process to materialize, three elements have been incorporated in the Charter.

- Clarity at every level about the objectives of the Charter as a policy instrument
- Designing and delivery of the Charter as an instrument of citizen-administration interface
- Evolving mechanisms for charter monitoring, charter evaluation and periodic Charter review. Also, evolving a system of acknowledging effectiveness in Charter implementation.

The department's Citizen's Charter documents the services / transactions and the related objectives and targets with standards. It is imperative for the Department to strive for improvement in performance through implementation of its Citizen's / Client's Charter.

II. (a) Vision

To promote all round development of all children of 6 to 14 years age group by imparting quality education

II. (b). Mission

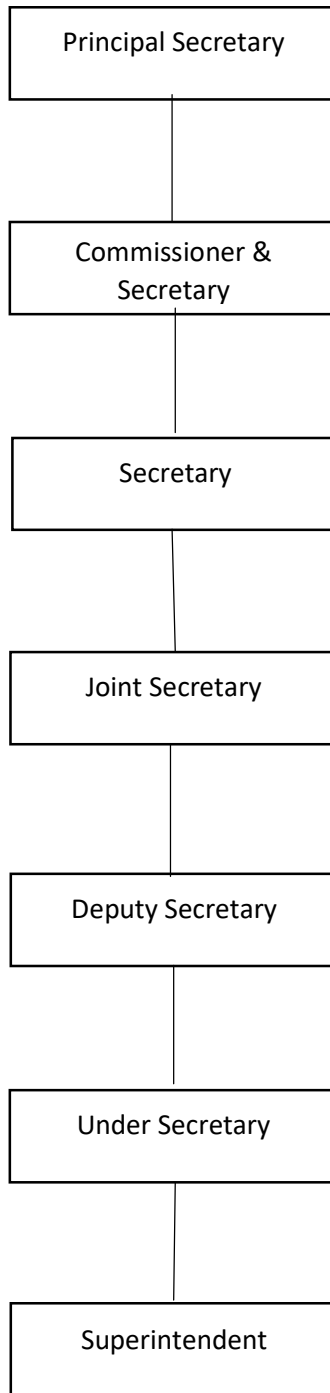
- Reinforce the national integrative character of education in elementary sector
- Improve quality and standards of school education and literacy towards building a society committed to constitutional values
- Free and compulsory quality education to all children at elementary level as envisaged under the RTE Act, 2009
- Universalize opportunities for quality elementary education while ensuring access and equity specially hills & other remote areas.

II. (c) Objectives

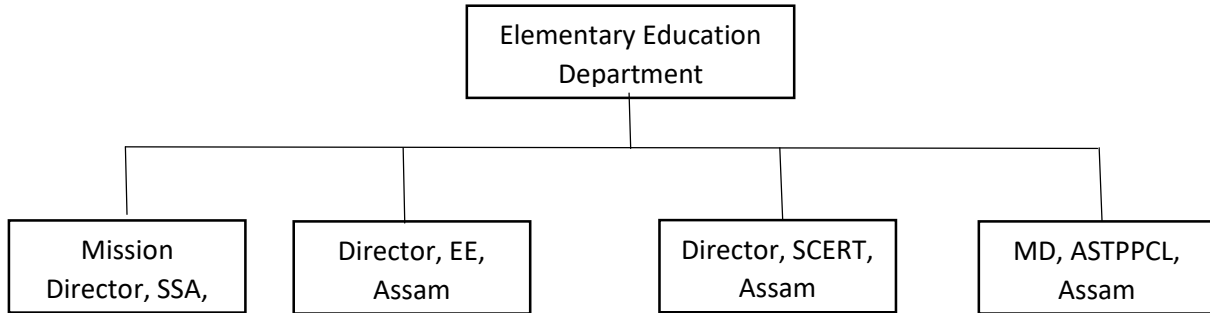
- Expansion of quality education facilities to all children in the unserved habitations of ensured enrolment and retention for all
- Inclusion of disadvantaged groups and weaker sections and bridging gender gaps
- Improving standards of education
- Institutional and systematic reforms.

III. Organizational Structure

A. Organizational Structure of Officers in the Elementary Education Department



B. Organizational Structure of Offices under Elementary Education Department



IV. Details of Clients

- The Mission Director, SSA, Assam
- The Director, Elementary Education, Assam
- The Director, SCERT, Assam
- The Managing Director, ASTPPCL, Assam
- All Citizens of Assam

V. Business transacted

- To make policy decisions
- Dealing with planning and budget matters including release of fund to different Directorates / DDOs
- Being the sanctioning authority the department is responsible for submitting Utilization certificates to Accountant General, Assam.
- Appointment, transfer / posting of gazetted Officers and training and implementation of schemes.
- Approval of Schemes
- Regularization of services of teaching and non-teaching staff of elementary schools
- Liaison with APSC for appointment of BEEOs, Lecturers of SCERT & DIETs etc.
- Organising review committee meeting.
- Conducting Departmental Proceedings.
- Court Cases
- Educational Tribunal.

VI. Services Provided

VII. Expectations from Clients

- Proposal for release of funds must be timely and should accompany all relevant documents as mentioned in the guidelines of schemes.
- Utilization Certificates in respect of earlier releases are submitted timely to facilitate further releases.
- Proposals with full details are required as per the guideline and budget provisions.
- Suggestions to improve the Scheme/Policy / Programmes.
- Progress from State.
- Cooperation from clients with regard to implementation of Policy/Schemes/ Programmes.

VIII. Grievances Redressal Mechanisms

For maintaining the standard of an ideal department, there is a Grievance Redressal Officer for grievance redressal in Elementary Education Department.

Sri Partha Pratim Majumdar, ACS Joint Secretary to the Govt. of Assam, Elementary Education Department, office of the Commissioner & Secretary to the Govt. of Assam, Elementary Education Department, Assam Secretariat Dispur is the grievance redressal officer for Elementary Education Department and his contact No.99541-80000.

Grievances may be lodged online at website - assam.gov.in/web/education-department

IX. Acts and Rules under Elementary Education Department

- The Assam Elementary Education (Provincialisation) Rules, 1977 and Amendment Rules, 2013
- Assam Non-Governmental Educational Institutions Act, 2006 and Rules, 2007
- Assam Right of Children to Free and Compulsory Education rules, 2011 (RTE)
- Assam Venture Educational Institutions (Provincialisation of Service) Act, 2011 and Amended Rules in 2012 and 2013
- The Assam state Council of Educational Research and Training Service Rule, 2005

X. Review

This Citizen's Charter will be reviewed annually for improvement of the services delivered by the Department to the Citizens / Clients at large. Also, for the improvement of this Charter citizens can also give constructive suggestions. The suggestions may be sent to the following Officers

1. The Principal Secretary to the Govt. of Assam
Elementary Education Department,
Assam Secretariat, Dispur, Guwahati-781006.
2. The Commissioner & Secretary to the Govt. of Assam
Elementary Education Department,
Assam Secretariat, Dispur, , Guwahati-781006.

This Citizen's / Clients' Charter is not enforceable in a court of law.