

CITIZEN CHARTER

Vision : Quality Schooling for All

Mission : Child Centered Education to facilitate learning & thinking for all round development of the Child.

**DIRECTORATE OF EDUCATION
GOVT. OF NCT OF DELHI
OLD SECRETARIAT: DELHI-54**

CITIZENS' CHARTER

VISION OF THE DIRECTORATE OF EDUCATION – Quality Schooling for All.

- To impart free education to students from Class I to XII irrespective of caste, colour, creed, religion.
- To provide facilities to teachers for teaching and updating their knowledge.

MISSION OF THE DIRECTORATE OF EDUCATION - Child Centered Education to facilitate learning and thinking for all round personality development of child.

- To enhance the literacy rate in Delhi.
- To create awareness about cultural heritage and human & moral values.
- To make the students responsible citizens who may meaningfully participate in nation making.
- To generate conducive atmosphere for over all personality development of the students.

CLIENTS OF THE DIRECTORATE OF EDUCATION

Our clients are:

- (a) Students & their parents.
- (b) Teachers
- (c) Heads of Schools.
- (d) Other officers and employees.

TYPES OF SERVICES BEING PROVIDED

- 1) Free education to all students.
- 2) Education of languages - Hindi, English, Urdu/Punjabi/Sanskrit/any other regional language.
- 3) Various streams at senior secondary level
 - a) Science stream
 - b) Commerce stream
 - c) Humanities stream
 - d) Vocational stream (with various options)
- 4) Provision of Computer Education in a large number of schools.

- 5) Provision of Yoga at least three days in a week for each class.
- 6) Provision of S.U.P.W. activities.

VARIOUS WELFARE SCHEMES FOR STUDENTS

- Free Distribution of Books.
- Subsidy for Uniforms.
- Stipend/Scholarships to Meritorious Students/Girls/Minority Students.

- FOR SC/ST STUDENTS
 - (a) No charge of Pupil fund
 - (b) Financial assistance for purchase of books & stationery

STRUCTURE OF THE DIRECTORATE OF EDUCATION

- 1. Principal Secretary (Education): Shri Rakesh Mohan**
23890119, 23890187 Fax: 23890187
To take decision on policy matters of the Directorate of Education.

- 2. Director of Education (Head of Department): Shri P. Krishnamurthy**
23890172, 23890363 Fax: 23890355
To regulate education in all the schools (Govt./Private/Aided) in Delhi and execution of all the Educational schemes for the welfare of the students.

- 3. Joint Director of Education (Administration): Shri Suresh Gupta**
23890181, 23890294
 - i) **GOC Branch:**
Shri Sanjay Kaushik, ADE Service matters/Transfer posting of Gazetted officers. Ph.23890041.
 - ii) **Vigilance Branch**
Shri Hari Om Gupta ADE: Monitoring of departmental enquiries/complaints.
Ph: 23890143
 - iii) **Establishment-I**
Shri Sanjay Kauhsik ADE: All service matters pertaining to ministerial staff.
Ph. 23890041

- iv) **Establishment-II**
Shri Sanjay Kaushik, ADE: All service matters pertaining to Lecturers
 - v) **Establishment-III**
Shri B.S.Vashisht, ADE: All service matters pertaining to TGTs, Language Teachers.
Ph. 23890322
 - vi) **Establishment-IV**
Shri H.R.Singh,ADE: All service matters pertaining to Assistant Teachers and other Misc. Categories of teachers,
Ph.23890285
 - vii) **Post Fixation Cell**
Shri H.S.Choudhary, ADE: Post fixation in schools and creation/ transfer of posts.
Ph.23973681
 - viii) **IT Branch & MIS, CEP Cell:**
Smt. Vinita Shankar, ADE
 - ix) **UEE Branch**
 - x) **Receipt & Issue Branch:**
(Sh.Sube Singh, Suptd.)
 - xi) **ACP Cell**
Matters relating to ACP cases of ex-cadre officers/officials.
 - xii) **Secretariat Branch**
Smt. Shashi Kaushal, JDE
 - xiii) **Patrachar Vidyalaya**
Sh. R.P.Yadav, DDE: Matters relating to the correspondence courses in the Directorate.
 - xiv) **Care Taking Branch**
Sh. O. P. Mishra, DDE.
 - xv) **V.K.S. Branch**
Work relating to welfare of schools
4. **M.D. (DBTB): Shri Suresh Gupta (DANICS), Ph. No. 23890023**
- i) **Text Books Bureau:**
Sh.Vagish Chandra Pachauri, (ADE), Ph.25615936
5. **Addl. Director of Education (Lit/Act/Estate/CTB)**
- Smt. Rashmi Krishnan**
 - i) **Litigation Branch, (Shri H.S.Choudhary, ADE)**
Monitoring of Court cases.
 - ii) **Act Branch (Smt. Afshan Yasmin, ADE & Shri Marcel Ekka, ADE)**
Implementation of provisions of DSE Act and Rules. Ph: 23890270

6. Addl. Director of Education (Schools/Exam)

Smt. Sunita Shukla Kaushik,

Ph: 23890185

i) School Branch

Smt. Suman Rekha, ADE & Smt. Rashmi Gahlot, ADE School

Matters pertaining to school policy and

Sh. B.D.Kaushik, DEO Ph: 23890122

ii) Population Edn. Cell & Adult Education

Sh. R.P.Yadav, DDE

iii) Science & TV Branch (Smt. Ritu Marwah – DDE):

Science Centres activities and holding of science fares.

iv) Inspection Branch (Shri Virender Kr. Kajal)

Inspection of Schools, Ph: 23890435

v) Welfare Branch (Sh. B.L.Yadav, DDE & Sh. Kishan Lal, ADE)

Welfare of employees and students, Ph: 23890160

vi) Legislative Work Branch, (Sh. Kishan Lal, ADE)

Parliamentary and Assembly questions, Ph: 23890160

7. Dy. Controller of Accounts, Shri Shrichand, Ph.23890015

i) Budget Branch & Audit Branch/GIA (Shri K.G.Sharma, AO)

Release and accounting of budget under Non Plan schemes

ii) Pay and Pension fixation cell (Sh.D.S.Bhakhuni, Sr.AO)

Matters related to pension and pay fixation, PH; 23890251

iii) Accounts/Cash Branch (Shri Kishori Lal, AO)

Internal account keeping, Ph: 23890251

8. Addl. Director of Education (Sports), Shri Satpal, DDE, 27244033

i) Sports Branch /Physical Education Branch: Shri P.K.Sawoo, ADE and

Smt. Asha Agarwal, ADE

ii) Scouts & Guides /NSS

**9. Jt. Director of Education (Secretariat Branch/Co-ordination Branch) and
First Appellant Authority, RTI (HQ)**

Smt. Shashi Kaushal, JDE, 23890185

i) RTI Cell (Sh.Anjum Masood, ADE),

Matters relating to furnishing information under RTI Act 2005

ii) Secretariat Branch,

Matters relating to recruitment and promotion of Principals & Vice Principals

iii) Co-ordination Branch (Shri Madan Lal, Suptd.) Ph.23811388

General instructions and coordination

iv) Mid-Day-Meal (Sh. Mahendra Kr. Aggarwal, ADE)

All matters pertaining to Mid-Day-Meal

**10. Dy. Director of Education (Land & Estate), Shri O.P.Mishra, DDE
Ph. 23890001**

i) Land Branch (Shri S.C.Gupta, ADE) Ph.23819034

Allotment of land to schools,

ii) Estate Branch (Shri S.C.Gupta, ADE), Ph.23819034

For maintenance of infrastructure of schools

**11. Dy. Director of Education (Planning), Shri B.L.Yadav, DDE,
Ph. 23811521**

i) Planning Branch

For monitoring Plan Schemes

12. Dy. Director of Education (Vocational), Smt. Abha Joshi, DDE (CDC)

i) Vocational Branch (Smt. Veena Tandon, ADE)

LIST OF PIOs , APIOs & FIRST APPELLATE
AUTHORITIES UNDER THE DIRECTORATE OF
EDUCATION

i) AT HEADQUARTER LEVEL

State Public Information Officers:-

S. No.	Designation	Office address	Tel. No.	Jurisdiction	Designation of link officer
1.	2.	3.	4.	5.	6.
1.	Assistant. Director of Education (RTI)/PIO(H.Q.)	Room No. 211-B, Old Secretariat, Delhi-54.	23890063	In respect of matters relating to Head Quarter, Patrachar, Science Branch, Sports Branch, and Issues other than those covered by respective Districts and ACT Branch.	Assistant. Director of Education (Secretariat Branch)
2.	Assistant. Director of Education-I (Act)/PIO (Act)	Room No. 212-A, Old Secretariat, Delhi-54	23890008	In respect of Policy Matters pertaining to Recognized Aided and Recognized Un-Aided Schools	Assistant. Director of Education-II (Act)

State Assistant Public Information Officers:-

S. No	Designation	Office Address	Tel. No.	Designation of link officer
1.	2.	3.	4.	5.
1.	Office Superintendent-II (RTI Cell), APIO (H.Q.)	Room No. 220, Old Secretariat, Delhi-54	23890399	Office Superintendent-I (Secretariat Branch)
2.	Office Superintendent-I (Act Branch) APIO (ACT)	Room No.212-A, Old Secretariat, Delhi-54	23890008	Office Superintendent-II (Act Branch)

FIRST APPELLATE AUTHORITIES

S. No	Designation	Office Address	Tel. No.	Jurisdiction	Designation of link officer
1	2	3	4	5	7
1.	Joint Director of Education (RTI)	Room No. 17, Old Secretariat, Delhi - 110 054.	23890185	All Appeals against information provided/pertaining to PIO(H.Q.)	Additional Director of Education (Finance.)
2.	Additional Director of Education (Act)	Directorate of Education, Old Secretariat, Delhi -54	23890283	All Appeals against information provided/pertaining to PIO(ACT)	Additional Director of Education (School.)

ii)

AT DISTRICT LEVELState Public Information Officers:-

S. No.	Designation	Office address	Tel. No.	Jurisdiction	Designation of link officer
1.	2.	3.	4.	5.	6.
1.	Deputy Director of Education (East)	O/o DDE (East), Govt. Co-ed SSS, Anand Vihar, Delhi-110092.	22156822	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/Branches in East District.	Deputy Director of Education (North-East)
2.	Deputy Director of Education (North)	O/oDDE(North), Lucknow Road, Timarpur, Delhi-54	23813779	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/Branches in North District.	Deputy Director of Education (Central/New Delhi)
3.	Deputy Director of Education (North-East)	O/o DDE(North East), RPVV, B-Block, Yamuna Vihar, Delhi-53	22913251	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/Branches in North-East District.	Deputy Director of Education (East)
4.	Deputy Director of Education (North West-A)	O/o DDE(North West-A), BL Block, Shalimar Bagh, Delhi.	27136338	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/Branches in North West-A District.	Deputy Director of Education (North West-B)
5.	Deputy Director of Education (North West-B)	O/o DDE(North West-B), FU-Block, Pitampura,	27348927	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/	Deputy Director of Education (North West-A)

S. No.	Designation	Office address	Tel. No.	Jurisdiction	Designation of link officer
		Delhi-88.		Branches in North West-B District.	
6.	Deputy Director of Education (South)	O/o DDE(South), SKV, C-Block, Defence Colony, New Delhi-24.	24336572	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/Branches in South District.	Deputy Director of Education (South West-A)
7.	Deputy Director of Education (South West-A)	O/o DDE(South West-A), C-4, Vasant Vihar, Behind Tagore Intl. School, New Delhi-57.	26144458	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/Branches in South West-A District.	Deputy Director of Education (South West – B)
8.	Deputy Director of Education (South West – B)	O/o DDE(South West-B), GBSSS No.1, Najafgarh, New Delhi-43.	25324422	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/Branches in South West-B District.	Deputy Director of Education (South West-A)
9.	Deputy Director of Education (West-A)	O/o DDE (West-A), Govt. Co-ed SS, Karampura, New Moti Nagar, New Delhi – 15	25101797	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/Branches in West-A District.	Deputy Director of Education (West –B)

10.	Deputy Director of Education (West – B)	O/o DDE (West-B), GBSSS No. 1, G-Block, Vikaspuri, New Delhi-18.	28541373	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/Branches in West-B District.	Deputy Director of Education (West –A)
11.	Deputy Director of Education (Central/New Delhi)	O/oDDE (Central), Plot No.-5, Old Bhartiya Mahila College Building, Jhandewalan, Karol Bagh, New Delhi-55.	23514063	In respect of matters relating to Govt. Schools, Un-Aided Recognized Private Schools and Zones/Branches in Central/New Delhi District.	Deputy Director of Education (North)

State Assistant Public Information Officers :-

S. No	Designation	Office address	Tel. No.	Designation of link officer
1.	2.	3.	4.	5.
1.	Asstt. Director of Education (East)	O/o DDE(East), Govt. Co-ed SSS, Anand Vihar, Delhi-110092.	22156822	Education Officer (Zone – 1)
2.	Asstt. Director of Education (North)	O/o DDE(North), Lucknow Road, Timarpur, Delhi-54	23813779	Education Officer (Zone – 7)
3	Asstt. Director of Education (North-East)	O/o DDE(North East), RPVV, B-Block, Yamuna Vihar, Delhi-53	22913251	Education Officer (Zone – 4)
4.	Asstt. Director of Education (North West-A)	O/o DDE(North West-A), BL Block, Shalimar Bagh, Delhi.	27136338	Education Officer (Zone – 10)
5.	Asstt. Director of Education (North West-B)	O/o DDE(North West-B), FU-Block, Pitampura, Delhi-88.	27348927	Education Officer (Zone – 11)
6.	Asstt. Director of Education (South)	O/o DDE (South), SKV, C-Block, Defence Colony, New Delhi-24.	24336572	Education Officer (Zone – 24)
7.	Asstt. Director of Education (South West-A)	O/o DDE(South West-A), C-4, Vasant Vihar, Behind Tagore Intl. School, New Delhi-57.	26144458	Education Officer (Zone – 20)
8.	Asstt. Director of Education (South West – B)	O/o DDE(South West-B), GBSSS No.1, Najafgarh, New Delhi-43.	25324422	Education Officer (Zone – 22)
9.	Asstt. Director of Education (West-A)	O/o DDE (West-A),Govt. Co-ed SS, Karampura, New Moti Nagar, New Delhi – 15	25101797	Education Officer (Zone – 16)
10.	Asstt. Director of Education (West-B)	O/o DDE (West-B), GBSSS No. 1, G-Block, Vikaspuri, New Delhi-18.	28541373	Education Officer (Zone – 18)
11.	Asstt. Director of Education (Central/New Delhi)	O/oDDE (Central), Plot No.-5, Old Bhartiya Mahila College Building, Jhandewalan, Karol Bagh, New Delhi-55.	23514063	Education Officer (Zone – 28)

FIRST APPELLATE AUTHORITIES

S. No.	Designation	Office Address	Tel. No.	Jurisdiction	Designation of the Link officer.
1	2	3	4	5	6
1.	Regional Director of Education (North)	O/o RDE (North), Dte. of Education, Sarvodaya Vidyalaya Building, 'FU' Block, Pitampura, Delhi-110088.	27347482	All Appeals against information provided/pertaining to PIO of North West-A & North West-B Districts.	Regional Director of Education (East)
2.	Regional Director of Education (South)	O/o RDE(South), Dte. of Education, C-4, Vasant Vihar, New Delhi-110057.	26144508	All Appeals against information provided/pertaining to PIO of South and South West-A&B Districts.	Regional Director of Education (Central)
3.	Regional Director of Education (East)	O/o RDE(East), Dte. of Education, S. B. V. School Building, Rani Garden, Delhi-31.	22522458	All Appeals against information provided/pertaining to PIO of East & North East Districts.	Regional Director of Education (Central)
4.	Regional Director of Education (West)	O/o RDE(West), Dte. of Education, S.V. Lancer Road Building, Lucknow Road, Delhi-110 054.	23818926	All Appeals against information provided/pertaining to PIO of West-A & West-B Districts.	Regional Director of Education (South)
5.	Regional Director of Education (Central)	O/o RDE(Central), Dte. of Education, S.V. Lancer Road Building, Lucknow Road, Delhi-110 054.	23818926	All Appeals against information provided/pertaining to PIO of Central, New Delhi & North Districts.	Regional Director of Education (South)

Activities of Welfare Branch

1. **STATE TEACHERS AWARD:-** The State Award to teachers was instituted with the objective of raising the prestige of teachers and giving public recognition for meritorious service of outstanding teachers working in Government/Government Aided/Recognized un-aided/MCD/NDMC and Delhi Cantonment Board Schools. In all, there are 59 awards for teachers and one for Librarian. Out of these 60 awards, 12 are reserved for MCD, 2 for NDMC and one for Delhi Cantonment Board. Each award carries a certificate of merit, cash award of Rs.10000/-, a silver medal and a shawl. These awards are given every year on 5th September to commemorate the birthday of late Dr.S.Radha Krishnan, former President of India and a great teacher.

2. **INDIRA AWARD:** - The scheme of Indira Award was introduced in the year 1999-2000 in the name of Late Smt. Indira Gandhi, former Prime Minister of India. It is given on 19th November of every year to the Best Schools of State/District/Zonal/RPVV Zonal Best Teacher and Best Students of classes-X & XII. The details of awards to be given under this scheme are approved herein below:-

- (i) State Best School: - A cash award of Rs.1,00,000/- (Rupees One lakh only), Certificate & C.M. Trophy (Running) are given to the concerned DDE/Education Officer/Principal of School.
- (ii) District Best School: - A cash award of Rs.50,000/- (Rupees Fifty thousand only), Certificate & MOE Trophy are given to 11(Eleven) best schools of respective districts.
- (iii) Zonal Best School:- A cash award of Rs.21,000/- (Rupees Twenty one thousand only), Certificate & Trophy are given to 28 (Twenty eight) best schools of respective zones.
- (iv) Best RPVV: - A cash award of Rs.21,000/- (Rupees Twenty one thousand only), Certificate & Trophy is given to 01 (one) best RPVV.
- (v) Zonal Best Teacher: - A cash award of Rs.11,000/- (Rupees Eleven thousand only), silver medal & certificate are given to 28 Zonal Best Teachers and 01 Pratibha Vikas Vidyalaya.
- (vi) Best Students from Class-Xth & XIIth: - A cash award of Rs.2100/- (Rupees Twenty one hundred only), silver medal & certificate are given to the best students from each zone. There are four streams of studies at senior secondary stage i.e. Science, Commerce, Arts and Vocational. From each Zone, one best student from each stream is selected and total number of such students are 112 which may increase due to tie. At secondary stage, the scheme of studies is common to all. Therefore, three best boy and three best girl students are selected. Thus total number of

students at secondary stage are 168. Besides above, 10 best students are also selected from Rajkiya Pratibha Vikas Vidyalaya i.e. four from senior secondary stage and six from secondary stage.

Differently abled students of class Xth & XIIth: - 10 Toppers (03 boys & 03 girls) of class Xth and 04 students (one from each stream) of class XIIth.

Subject Toppers: - Class X & XII.

3. **NATIONAL AWARD TO TEACHERS:-** The Government of India, MHRD (Department of School Education & Literacy) implements a scheme of 'National Award to Teachers' under which teachers from all over the country are selected for National Awards. The Scheme of National Awards to Teachers was started in the year 1958 – 59 with the object of raising the prestige of teachers and giving public recognition to the meritorious services of outstanding teachers working in Primary, Middle and Higher Secondary Schools. Each award carries with it a certificate of merit, a cash award money of Rs.25,000/- (Rupees twenty five thousand only) and silver medal. Delhi has a quota of four National Award to teachers, two for Primary and two for Secondary category. In accordance with the prescribed procedure, the nominations for National Award to teachers are invited from Education Department of Govt. of NCT of Delhi, MCD, NDMC & Delhi Cantonment Board.
4. **Benevolent Fund for teachers, Class-IV and Officers of Education cadre:** - The financial assistance is given to the family of a deceased member and to a member on disability from Benevolent fund for teachers, Class-IV & Officers of Education cadre.
5. The Schemes of National Foundation for Teachers' Welfare, MHRD, Govt. of India and NFTW Schemes of Delhi State.
6. Implementation of centrally approved scheme "Area Intensive and Madarsa Modernization Programme".
7. Furnishing of information as per Questionnaire for Annual Report of Commissioner Linguistic Minorities.

CITIZEN CHARTER PERTAINING TO SCHOOLS

1. ADMISSION:

- (a) Admission starts w.e.f. 1st April and closes on 31st July. It is done by the Head of the school.
- (b) After 31st July, no fresh admission will be done except in cases of interstate transfer of parents/guardian. In such cases permission for admission is required from Director of Education/delegated authority.
- (c) A student should get himself admitted at the beginning of the academic session to avoid loss of studies.
- (d) Students appearing for compartmental examination of CBSE must be admitted in the same school in the beginning of July.
- (e) Students who appear for compartmental examination should be admitted by the Head of the School within 10 days from the date of declaration of result.
- (f) After expiry of 10 days from the date of declaration of compartment result, the permission for admission on valid ground can be granted by the Director of Education/Regional Director.

2. Admission in Class KG/1st.

Process of admission to class KG/1st now starts in the 1st week of February. Students are admitted only through draw of lots.

A student is entitled for registration only in one school which is nearest to his/her residence, if there is no school in the vicinity of the residence of the student, then in the nearest school within three kilometers.

Age for admission to class KG (Pre-Primary) as on 31st March (of the concerned year) should be 4 years or more but less than 5 years. For class Ist, the child should have completed 5 years as on 31st March of the concerned year.

3. Admission in classes 6th to 9th starts w.e.f. 1st April every year.

For admission of students coming from other states/ studying in recognized private schools of Delhi/Private unrecognized schools of Delhi and those who have pursued their studies at home and now wish to attend formal school in classes VI to VIII, online registration is done in the month of April.

Process of admission will continue during summer vacation also.

4. Admission in Class XI

Only those students will be eligible for admission to class –XI who have passed Secondary School Examination from CBSE or any other recognized board.

Process of admission to class- XI starts w.e.f. 1st June.

Following streams are available in the schools of the Directorate. The criteria of marks is also mentioned against each stream.

Science : 50% marks in aggregate in secondary Examination or 85% marks in Science and Math in aggregation. In both the cases, students must have secured at Least 40% marks in Math

Commerce : 40% marks in aggregate in Secondary School Exam

Humanities : Candidate should have passed CBSE Secondary Exam.

Vocational : Admission criteria varies from course to course.

Concession of 5 marks will be admissible to the following categories of students.

- (a) SC/ST
- (b) Handicapped
- (c) Those having 1st, 2nd and 3rd position in National Games.
- (d) EFA volunteer/Instructor who has obtained a certificate for having worked in the EFA campaign from a Competent Authority not below the rank of DDE (EFA).
- (e) Kashmiri Migrant.

5. Admission in Rajkiya Pratibha Vikas Vidyalayas

Only those students are eligible for admission to Rajkiya Pratibha Vikas Vidyalayas who have studied in Government/Govt Aided/MCD schools for two years continuously prior to the date of admission.

- (a) For admission to classes VI and IX, a written test is conducted in the month of April every year. Information regarding the admission process is advertised in leading daily news papers in the last week of March.
- (b) Admission in RPVV in class XI is now on Merit basis only i.e. on the basis of marks obtained by student in class X examination.

6. S.L.C. (School Leaving Certificate)

For Inter District/Interstate transfer, S.L.C must be countersigned by the concerned Education Officer.

7. Attendance

- (a) Attendance will be counted from the date of admission or 1st August, whichever is earlier.
- (b) Income of the students who appear in compartmental examination, the attendance be counted from the date of declaration of compartmental result.
- (c) Only those students will be allowed to appear in examination, whose attendance is at least, 75%.
- (d) On the basis of medical ground, relaxation in attendance upto 15% only may be granted, provided sufficient documentary evidence is produced by the parent/guardian.

8. Promotion Instructions

- (a) No Detention Policy upto class VII subject to 75% attendance.
- (b) For classes VIII, IX and X:
 - (i) It is compulsory to obtain 25% marks in Annual examination separately in each subject.
 - (ii) It is compulsory to obtain passing marks in theory and practical separately.
- (c) Grace Marks:
 - For class VIII : Maximum 20 marks in all subjects, provided, a student obtains 25% marks in annual examination separately in each subject.
 - For class IX to XI : Maximum 10 marks in all subjects, but not more than 5 in one subject provided, a student obtains 25% marks in annual examination in each subject.

(d) A Student may be placed under Compartment

For class VIII, IX : If the student has secured 20% marks in two failing subjects.

OR

If the student has secured 15% marks in two failing subjects, provided he/she has secured 40% marks in aggregate in the remaining subjects.

For Class XI : If the student has secured 20% marks in one failing subject.

OR

If the student has secured 15% marks in one failing subject, provided he/she has got at least 40% marks in aggregate in the remaining subjects.

9. School Calender

Admission starts for KG (Pre-Primary) & Class- I	1 st February onwards, every year
Beginning of new academic session	1 st April every year
Admission starts for Class- VI to IX	1 st April onwards, every year
Admission starts for Class-XI	1 st June onwards, every year
Re-opening of schools after summer vacation	1 st July every year
First Terminal Examination	September every year
Second Terminal Examination	December every year
Annual Examination	From 1 st March onwards, every year

IEDSS: Children with Disabilities – To achieve the aim of bringing them to the mainstream schools under CSS-IEDSS and IE (SSA).

1. Admission

- (a) Early Detection and Identification.
- (b) No rejection policy
- (c) No denial of admission
- (d) Barrier free environment

2. Facilities being provided to the children with disabilities under CSS-IEDSS and IE (SSA)

- (i) Assessment- Formal and Functional Assessment of Children with Disabilities of the schools of DoE, MCD, NDMC & DCB and out of school children with disabilities.
- (ii) Distribution of Aids/Appliance to the children with disabilities of the schools of DoE, MCD, NDMC & DCB and out of school children with disabilities.
- (iii) Free supply of Braille Books to all Blind students of the schools of DoE, MCD, NDMC & DCB.
- (iv) Bridge Course for CWSN.
- (v) Parental Counseling.
- (vi) Community Awareness.

3. Amanuensis for Children with Disabilities

- (i) Provision of Scribe/writer for students of all classes if need arises in the examinations including unit tests, terminal and final examinations.
- (ii) General Evaluation Techniques for CWSN.
- (iii) Special Guidelines for examination/evaluation for children with Disabilities.
 - Seeing Problems
 - Hearing Problems
 - Locomotor impairment
 - Cerebral Palsy
 - Mental Retardation
 - Multiple Disabilities

4. Implementation of Schemes through NGOs

- Balwantray Mehta Vidya Bhawan, Angooridevi Shersingh Memorial Academy, G.K.-II, New Delhi.
- National Association for the Blind, Sec-5, R.K. Puram, New Delhi.

CITIZEN CHARTER

FOR DISPLAY OUTSIDE SCHOOL

1. Name, address and telephone nos. of Regional Director (concerned).
2. Name, address and telephone nos. of Dy. Director of Education (concerned district).
3. Name, address and telephone nos. of Zonal Education Officer (with zone no.).
4. Name, address and telephone nos. of the Principal & Chairperson of VKS.
5. Classes available in school with no. of students.
6. Name of third language (s) for classes VI to IX.
7. Subjects available stream-wise at Sr. Sec. level.
8. Provision of Computer Education and fees to be charged.
9. Admission criteria stream-wise.
10. Funds (Including PTA) to be charged from students.
11. Details of sports facilities.
12. Availability of infrastructure.

13. ADMISSION

- (a) Admission starts every year w. e. f. 1st April and closes on 31st July. It is done by the Head of the school.
- (b) After 31st July, no fresh admission will be done except in cases of interstate transfer of parents/guardian. In such cases, permission for admission is required from Director of Education/delegated authority.
- (c) A student should get himself admitted at the beginning of the academic session to avoid loss of studies.
- (d) Students appearing for compartmental examination of CBSE must be admitted in the same school in the beginning of July.
- (e) Students who appear for compartmental examination be admitted by the Head of the School within 10 days from the date of declaration of result.
- (f) After expiry of 10 days from the date of declaration of compartment result, the permission for admission on valid ground can be granted by the Director of Education/Regional Director.

14. S.L.C. (School Leaving Certificate)

For Inter District/Interstate transfer, S.L.C must be countersigned by the concerned Education Officer.

15 ATTENDANCE:

- (a) Attendance will be counted from the date of admission or 1st August, whichever is earlier.
- (b) In case of the students who appear in compartmental examination, the attendance be counted from the date of declaration of compartmental result.
- (d) Only those students will be allowed to appear in examination, whose attendance is at least 75%.
- (e) On the basis of medical ground, relaxation in attendance upto 15% only may be granted, provided sufficient documentary evidence is produced by the parent/guardian.

16. PROMOTION INSTRUCTIONS

- (a) No Detention Policy up to class VII subject to 75% attendance.
- (b) For classes VIII, IX and X.
 - (i) It is compulsory to obtain 25% marks in Annual examination separately in each subject.
 - (ii) It is compulsory to obtain passing marks in theory and practical separately.

(c) Grace Marks

For class VIII : Maximum 20 marks in all subjects, provided, a student obtains 25% marks in annual examination separately in each subject.

For class IX to XI : Maximum 10 marks in all subjects, but not more than 5 in one subject, provided a student obtains 25% marks in annual examination in each subject.

(d) A Student may be placed under Compartment

For class VIII, IX : If the student has secured 20% marks in two failing subjects.

OR

If the student has secured 15% marks in two failing subjects, provided he/she has secured 40% marks in aggregate in the remaining subjects.

For Class XI : If the student has secured 20% marks in one failing subject.

OR

If the student has secured 15% marks in one failing subject, provided he/she has secured, at least, 40% marks in aggregate in the remaining subjects.

17. List of various scholarships and other welfare schemes along with last date of submission of application.
18. Dates of Autumn break and Winter break may be displayed along with dates of first and second terminal tests.
19. Result of Board classes (i.e. CBSE classes)
20. Date of last inspection held _____.
21. Information regarding Public Grievances & Anti-Corruption with phone no. and address of relevant officers/offices.

CITIZEN CHARTER

TO BE DISPLAYED AT IEDSS and IE (SSA) OFFICE

- 1) Name of the Scheme:
- 2) Address and telephone No. of Office:
- 3) Name of the Officer of the schemes:
- 4) Areas of the schemes:
- 5) Information regarding:-
 - (a) Admission in Schools
- 6) Information regarding NGOs being provided assistance under the scheme:
 - (a)
 - (b)
- 7) Facilities being provided under the scheme CSS-IEDSS and IE (SSA) to children with disabilities:
 - (i)
 - (ii)
 - (iii)
 - (iv)
 - (v)
 - (vi)
- 8) Information regarding Public grievances and Anti-Corruption with Phone No. and address of relevant officers/offices.
- 9) E-Mail address and addresses of site of the Department on internet:

CITIZEN CHARTER

TO BE DISPLAYED AT DISTRICT OFFICE

1. Name, address and telephone numbers of Regional Office
2. Name of the Regional Director.
3. Name, address and telephone nos. of District Office.
4. Name of the Dy. Director of Education.
5. Name of Zones, address and telephone numbers in the District Office
6. Zone-wise areas of all the Zones in the Districts.
7. Information regarding:
 - (a) Admission in Pratibha Vikas Vidyalayas and probable date of admission test. Condition of eligibility may be mentioned.
 - (b) Admission in Sarvodaya Vidyalayas and probable date for admission process.
 - (c) Admission in other Govt. Schools and probable date for admission process.
 - (d) Admission in classes VI to VIII on affidavit basis and probable date of admission test and list of centers for registration on affidavit basis in classes VI to VIII.

8. No. of Schools in the District (Zone-wise) :-

Type of Schools	Senior Secondary	Secondary	Middle	Total
Govt. (Excluding Sarvodaya and RPVV)				
Sarvodaya Vidyalayas				
RPVVs				
Aided Schools				
Aided Skt. Vidyalayas				
Aided Madarsas				
Un-aided Recognized Schools				

9. Information regarding Public Grievances & Anti-Corruption with phone no. and address of relevant officers/offices.
10. E-mail address & address of the site of the Deptt. on internet.

CITIZEN CHARTER

FOR DISPLAY OUTSIDE THE OFFICE OF EDUCATION OFFICER

1. Name, address and telephone nos. of Regional Office.
2. Name of the Regional Director.
3. Name, address and telephone nos. of District Office.
4. Name of the Dy. Director of Education.
5. Name of Zone, address and telephone numbers of Education Officer.
6. List of areas included in Zone.
7. List of schools where arrangement for teaching of language other than English, Hindi, Sanskrit and Punjabi is available. Name of language should also be mentioned against each school.
8. List of Govt./Aided/unaided recognized schools along with telephone numbers, displayed in the room of Education Officer.
9. Information regarding:
 - (g) Admission in Pratibha Vikas Vidyalayas and probable date of admission test. Condition of eligibility may be mentioned.
 - (h) Admission in Sarvodaya Vidyalayas and probable date for admission process.
 - (i) Admission in other Govt. Schools and probable date for admission process.
 - (j) Admission to classes VI to VIII on affidavit basis and probable date of admission test and list of centers for registration of affidavit based admission to classes VI to VIII.
10. No. of Schools in the Zone:-

Type of Schools	Senior Secondary	Secondary	Middle	Total
Govt. (Excluding Sarvodaya and RPVV)				
Sarvodaya Vidyalayas				
RPVVs				

Aided Schools				
Aided Skt. Vidyalayas				
Aided Madarsas				
Un-aided Recognized Schools				

11. Information regarding Public Grievances & Anti-Corruption with phone no. and address of relevant officers/offices.
12. E-mail address & address of the site of the Deptt. on internet.