

CITIZEN'S CHARTER of Directorate of School Education

Introduction:

School Education is a crucial phase in every student's life as it lays the foundation of the future of an individual and creates avenues for both higher education and employment opportunities. The Directorate of School Education located at Education Centre, Treasury Square, Aizawl administers Elementary Education, Secondary Education, Higher Secondary Education, Adult Education, Hindi Education and Physical Education within the State. Spearheaded by the Director, the department was also steered by 1 (one) Additional Director, 2 Joint Directors and 7 Deputy Directors. Under the ambit of Directorate of School Education, PM POSHAN – a midday meal scheme is one of the most important flagship programmes in the country, which made significant contributions in addressing two of the most pressing issues viz. education and hunger by providing nutritional lunch at primary and middle schools in Mizoram. The State Government provided access to school to all children by managing 1578 Government Schools, 596 Samagra Schools and by monitoring and providing financial assistance to 204 Adhoc-Aided and 23 Deficit Schools.

Visions:

The vision of the School Education Department is to provide universal access to schools and to promote holistic development by providing quality education to all students. Our education system focuses not only on imparting subject-oriented knowledge to students but also life-oriented skills to equip them to face real life challenges.

Mission: The School Education Department accords the highest priority to quality and inclusive education to all its children along with the necessary infrastructure in all schools. In align with the United Nation's Sustainable Development Goals No 4, the Department strive to ensure inclusive and equitable quality education for all, while promoting lifelong learning.

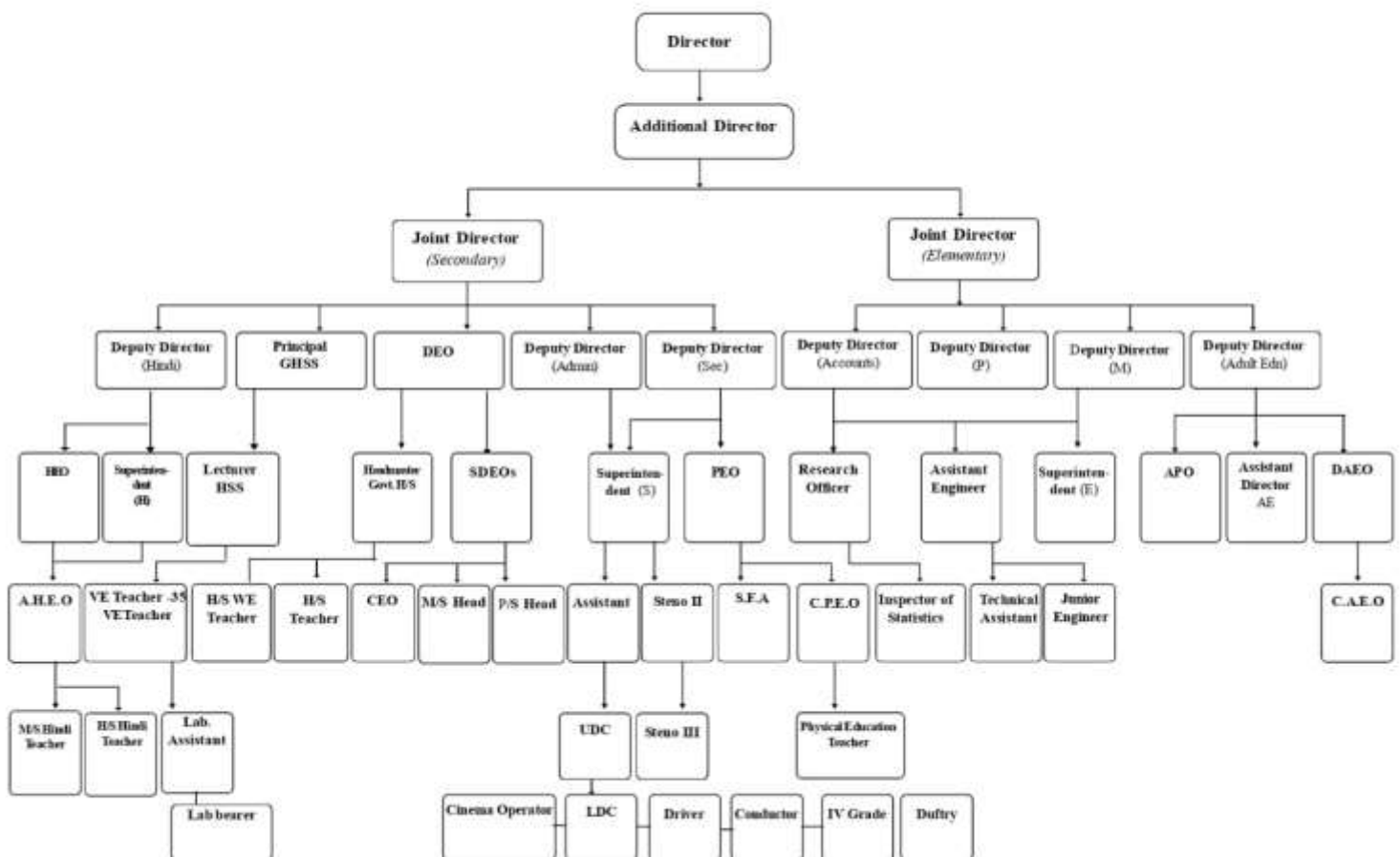
Objectives:

1. Provide quality education for all.
2. Provide access for all children to formal & informal education.
3. Reduce overall drop-out rates in Primary & Secondary education.
4. Improve the learning outcomes among children appropriate to their age and level.

5. Empower teachers by effective and useful training from time to time.
6. Improve basic amenities in schools.
7. Produce responsible/accountable citizen.

Our Organization: The Directorate of School Education deals with organization and development of School Education in Mizoram. The headquarters of Directorate, headed by the Director is located at Treasury Square, the heart of Aizawl City. Under the Directorate, there is a separate functional State Project Office of Samagra Shiksha, headed by State Project Director. There are 11 districts in Mizoram, and each district is headed by District Education Officers, assisted by Sub-Divisional Education in 20 Sub-Division in day-to-day functioning of school affairs. Organization Chart of School Education is given below:

ORGANISATIONAL CHART OF DIRECTORATE OF SCHOOL EDUCATION



MAIN SERVICES UNDER DIRECTORATE OF SCHOOL EDUCATION.

Sl. No	Services delivered by the department/ office to citizens or other departments/ or organization including non-governmental organizations	Responsible official with designation	Email & Phone number
1.	Matters relating to RTI	Lalramthanga Deputy Director	9436196849 ramthangaramthanga@gmail.com
2.	Expenditure return & issue of LOC, Medical Reimbursement, Issue of provisional, Final permission on referred cases, GPF, Loans and Advancements etc.	Chawngsangliana Deputy Director	8575675007 chawngsang@gmail.com
3.	PM-POSHAN	Zoliani Hnamte Deputy Director	9436365197 zolianihnamte29@gmail.com
4.	Women Empowerment, Women Sexual Harrasment	Zoliani Hnamte Deputy Director	9436365197 zolianihnamte29@gmail.com
5.	All matters relating to Adult Education, Matters relating to National Awards, Teacher's Award, Chief Minister's Award	NG. Fanchun Deputy Director	9862463709 nghakteifanchun@gmail.com
6.	Disaster Management	PC. Lalngaizuala Deputy Director	9436151813 p.cngaizuala1@gmail.com
7.	All matters relating to appointment and promotion including contract, transfer and posting, seniority, confirmation, regularization of Govt and Autonomous District Council	Lalsikula Deputy Director	8974253923 lalakhupchong@gmail.com
8.	ASPIO	A.Vanlallungliana Superintendent (S)	8131825811 v.l.aineh483@gmail.com
9.	Service Matters to P/S & M/S Teachers including non-Govt. & WE Teachers, and under Autonomous District Council.	K.Laldanmawia Superintendent (E)	9862655234 danakhawlhiringnp@gmail.com
10.	School Calendar, Syllabus and Curriculum. Text books, School fees	PC. Biakthiansangi Superintendent (H)	9862310302 pcbiakthani@gmail.com

11.	All works under Art 275 (1), 2019-2020, Bills and estimates under Major Works, Supervision and monitoring of Works.	Hminglianzuali Sailo Asst. Engineer	
12.	Asst. Publication Officer of Meichher Magazine	T.C Lalremsiama Asst. Director (AE)	
13.	Matters relating to Educational Statistics, Annual Publication, Annual Administrative Report, Prepararation and Planning of Major Works under School Education Department	R. Laldawngliani RO	9436157560/8132830428 Madawngi57@gmail.com
14.	E-Office, IT and Web-Manager	Lalrozuala OSD	
15.	Mizoram School Games, Matters relating to Physical Education, National School Games, Zonal Sports	Lalremliani Physical Education Officer	

Grievance Redress Mechanism:

Sl. No	Name of Public Grievance Officer	Mobile	Email
1	Lalhmachhuana Additional Director Directorate of School Education	9436156923	hmaicha12@yahoo.com
2	Zohmingthanga Joint Director Directorate of School Education	9436153027	zoa12364@gmail.com
3	R. Lalnunthari Joint Director Directorate of School Education	7085357539	Rlalnunthari3@gmail.com
4	Lalramthianghlina District Education Officer Aizawl	9436151027	Lalrama50@gmail.com
5	K. Lalrintluangi District Education Officer Lunglei	8413876975	tluangikhawlhiring04@gmail.com
6	K.Lalsiamliani District Education Officer Lawngtlai	9862088026	siamtei91@gmail.com
7	C.Lalbiakzauva District Education Officer Champhai	9862088601	Zautea318@gmail.com
8.	K.Lalsiamliani District Education Officer Siaha	9862088026	siamtei91@gmail.com
8	Vanlalchhana District Education Officer Kolasib	9862968171	vanlalchhanakhiangte@gmail.com
9	Lawmawma District Education Officer Serchhip	8415847583	lawmawmaralte@gmail.com
10	Laldingliana District Education Officer Mamit	7085533656	dingteazathang@gmail.com
11	K.Lalnunfela District Education Officer Saitual	9612365846	Lalnunfelakhiangte30@gmail.com
12	R.Laltanpuii District Education Officer Khawzawl	9436140338	mataniralte16@gmail.com
13	Mickey R. Lalenkawla District Education Officer, Hnahthial	9612104399	Mickeylalenkawla19@gmail.com
14	JR Lalhruaitluanga Sub-Divisional Education Officer Aizawl East & West	9862798838	Renthly110@gmail.com

15	Lalnunhlui Sub-Divisional Education Officer Aizawl South	7308932528	Nununie8rk6rengsi@gmail.com
16	Lalchhanhima Chhangte Sub-Divisional Education Officer Darlawn	9862257226	lalchhanhimachhangte@gmail.com
17	Chhuanhlupuii Sub-Divisional Education Officer Saitual	7005682648	Mapuii24vangchhia@gmail.com
18	Lalhruaitluangi Sub-Divisional Education Officer Hnahthial	9862536587	Lalhruaitluangi31may@gmail.com
19	Lalthlamuana Tochwawng Sub-Divisional Education Officer Champhai	9862690859	Muantea195@gmail.com
20	John Lalbiakliana Pachuau Sub-Divisional Education Officer N. Vanlaiphai & Serchhip	8416046193	Bioczar7@gmail.com
21	R.Vanlalmuka Sub-Divisional Education Officer Kolasib & Kawnpui	9862315027	
22	Melody L.Betlu Sub-Divisional Education Officer Thenzawl	9863221880	melodybetlu@gmail.com
23	Melody Lalramniengi Sub-Divisional Education Officer Mamit	9862380790	melodylalramniengi@gmail.com
24	Laldingliana Sub-Divisional Education Officer W.Phaileng	7085533656	dingteazathang@gmail.com
25	Francis Lalruattluanga Sub-Divisional Education Officer Kawrthah	8974730240	
26	K.Lalrintluangi Sub-Divisional Education Officer Lunglei North	8413876975	tluangikhawlhiring04@gmail.com
27	H.Sangthanga Sub-Divisional Education Officer Lunglei South	9436757878	sthlonzo@gmail.com
29	Andrew Lalrintluanga Sub-Divisional Education Officer Khawzawl	7085643869	drewvangchhia@gmail.com
30	Dr. Lalmangaihzuai Sub-Divisional Education Officer Ngopa	9862124904	lalmangaihzuailichhangte@gmail.com
31	V. Zoremthluanga Sub-Divisional Education Officer Lungsen	9862788607	

Lists of Governmental Stakeholders:

Sl. No.	Name of Department
1.	State Council of Educational Research and Training (SCERT)
2.	Mizoram Board of School Education
3.	Higher & Technical Education Department
4.	Social Welfare & Tribal Affairs
5.	Art & Culture Department
6.	Department of Personnel & Administrative Reforms
7.	Planning and Programme Implementation Department
8.	Mizoram Scholarship Board
9.	Finance Department
10.	Labour, Employment, Skill Development & Entrepreneurship
11.	Mizoram Youth Commission
12.	Deputy Commissioner
13.	Mizoram State Commission for Protection of Child Rights
14.	Health & Family Welfare Department
15.	Mizoram State Commission for Women
16.	Department of Tourism
17.	Urban Development & Poverty Alleviation
18.	Mizoram Pollution Control Board
19.	Disaster Management & Rehabilitation
20.	Fire Department
21.	North-Eastern Electric Power Corporation Ltd.
22.	Land Revenue and Settlement Department

Lists of Non- Governmental Stakeholders:

Sl. No	Name of the Organisation/Association
1.	Mizo Zirlai Pawl
2.	Mizo Students Union
3.	Young Mizo Association
4.	Mizo Cultural Organisation
5.	Service Association under School Education Department
6.	INTACH Heritage (Mizoram Chapter)
7.	Institute of Chartered Accountant of India
8.	Tata Institute of Social Science
9.	New Globe School
10.	Plan International (India Chapter)
11.	Oil India Ltd.
12.	Magic Bus Foundation India
13.	NIEPA/NUEPA

Expectations of the Office from Citizens/Service recipients:

Sl No	Services	Expectations/Requirements
1	Opening permission of Elementary to Higher Secondary Schools	Documents to be submitted along with application form for grant of permission to Higher Secondary School. 1. Attested photo copy of School LSC/VC Pass. 2. Attested photo copy of Registration Certificate under the Society Registration Act, 1860, if registered. 3. Photo of School building with the signboard showing name of the School, year of establishment and location/village where established. 4. Sketch Map of the Village showing location of the School. 5. Attested photo copy of School Bank Account Book showing amount credited. *Note: Application form and all other enclosures should be submitted in Triplicate. Incomplete application will not be considered for verification. Documents to submitted along with application form for grant of High School/ Middle School/ Primary School permission 1. Attested photo copy of School LSC/VC Pass. 2. Attested photo copy of Registration Certificate under the Society Registration Act, 1860, if registered. 3. Photo of School building with the signboard showing name of the School, year of establishment and location/village where established. 4. Sketch Map of the Village showing location of the School. 5. Attested photo copy of School Bank Account Book showing amount credited. 6. Certificate of fulfillment of building codes and regulations by PWD / Municipality/ Registered Engineer. 7. Attested copy of EPIC or passport of an applicant. *Note: Application form and all documents should be submitted in Triplicate. Incomplete application will not be considered for verification.
2	RIMC, Sainik School, Banasthali Vidhyapith, JNV	Documents to be submitted along with Admission Form for application of BANASTHALI VIDHYAPITH 1. Application Form 2. Birth Certificate 3. Tribal Certificate 4. Aadhar Card *Note: Girl child from the age of 9 – 10 years can apply. Documents to be submitted along with Admission Form for application of RIMC 1. RIMC Prospectus @ Rs 600 available at Directorate of School Education.

		2. 4 Passport size photographs. 3. Birth Certificate. 4. Class VI Completion Certificate + On-going Class VII marksheet the pupil attended. 5. Aadhar Card 6. Domicile Certificate.
4	School Bag Policy, School Calendar, School Timing, Hostel Rules	Hostel: Application form is available at Directorate of School Education @ Rs 10/-
5	National Foundation for Teacher's Welfare Fund	1. Collected Rs. 200/- per year for the fund. 2. Medical assistance of upto Rs. 10,000/- upon hospitalization. 3. Medical assistance of upto Rs. 20,000/- for cancer patient or major operation. 4. Patient can claim upto Rs.30,000/ when referred outside the state. 5. Family members listed in their Ration Card will be entitled for medical reimbursement amounting to Rs. 30,000/-. • All teachers are advised to get enrolled in NFTW by paying the membership fee of Rs. 200/- every year.
6	Change of name, Location of Govt & Private Schools	1. Shall be applied proper channel. Application may be borne at DSE. 2. Recommendation of VC/ LC.
7	Pariksha Pe Charcha	The programme mostly started by 25 th November and ended by 27 th January. For participation, students and teachers can apply online at mygov.in
10	School Inspection	DEOs/SDEOs/CEOs are expected to visit/inspect/monitor schools under their jurisdiction every month.
11	Teacher's Inn	• Double Room – 6 rooms (i.e 12 beds) @ Rs. 700/- per night (non-official) • Double Room – 6 rooms (i.e 12 beds) @ Rs. 600/- per night (official) • Dormitory – 1 Room (7 beds) @Rs. 300/- per night (non-official) • Dormitory – 1 Room (7 beds) @Rs. 200/- per night (official) Note: For more information kindly contact 0389-2347950
12	Sexual Harrasment	• Vigilance Officer: Pi. R.Lalnunthari, Jt. Director, DSE Ph: 7085357539 • Complaint Committee: Pi Zoliani Hnamte (Chairman) Ph: 9436365197 zolianihnamte29@gmail.com • Vigilance Clearance for Group B & Below is required.

16	Matters relating to ACR, PAR, Property Returns	• Service Book shall be maintained efficiently by the concerned offices. • PAR/ACR • Reporting Year- Financial Year <table><tr><td>1. Blank PAR/ACR form to be given to the officer reported upon by the administration division/Personnel Deptt. specifying the reporting & Reviewing authority.</td><td>1st April</td></tr><tr><td>Self Appraisal for current year</td><td>30th April</td></tr><tr><td>Appraisal by reporting authority</td><td>31st May</td></tr><tr><td>Appraisal by reviewing authority</td><td>30th June</td></tr><tr><td>Appraisal by accepting authority</td><td>31st July</td></tr><tr><td>Disclosure to the Officer reported upon</td><td>15th August</td></tr></table> • Unexplained and unjustified delay in breach of given time schedule cannot be taken casually.	1. Blank PAR/ACR form to be given to the officer reported upon by the administration division/Personnel Deptt. specifying the reporting & Reviewing authority.	1 st April	Self Appraisal for current year	30 th April	Appraisal by reporting authority	31 st May	Appraisal by reviewing authority	30 th June	Appraisal by accepting authority	31 st July	Disclosure to the Officer reported upon	15 th August
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Appraisal by reviewing authority	30 th June													
Appraisal by accepting authority	31 st July													
Disclosure to the Officer reported upon	15 th August													
17	Approval for filling up staffs of Adhoc-Aided School	Approval or otherwise to be communicated within 15 days of receipt of the application.												
18	Matters relating to RTI	1. Online & Offline application 2. All application may be submitted to SPIO 3. Fee @ Rs. 10/- 4. 30 Days upon receipt of receipt 5. Can be appealed to Department Appellate Authority, if not satisfied with the response.												
20	Medical Reimbursement and issue of provisional, Final permission on referred cases.	Provisional Permission: 1. Family Declaration. 2. Final permission, if already proceeded for medical checkup. Final Permission: 1. Copy of Provisional Permission 2. Original Medical report. Medical Reimbursement: 1. Family Declaration 2. Dependency. Note: Teachers whose parents are pensioners and are getting less than 9000+ DR are only entitled to have a claim for their MR.												
24	Matters relating to Adult Education	1. Course offered under Critical Life Skills & Occupational Skill Development programme: a) Critical life skills b) Housekeeping & Hotel/Restaurant worker c) Pickle & Jam making d) Floriculture e) Baking f) Hair cutting g) Shoe Repairing h) Umbrella repairing i) Handloom/Weaving j) Beauty culture												

		2. Literacy programme under Adult Education: a) Total Literacy Drive (TLD) b) Special Literacy Drive (SLD) c) Foundational Literacy and Numeracy (FLN)
25	Publication of Meichher Magazine	Development and promotion of education, Mizo history, culture & tradition, Mizo language and literature through Meichher magazine is the sole objective of publishing the magazine. 3000 copies have been distributed freely every month.
26	Disaster Management	In compliance with the Disaster management guidelines, the District Education Officer inspected schools and hostels within their jurisdiction, henceforth submitted quarterly reports to the DSE.
27	Service Matters to P/S & M/S Teachers including non-Govt. & WE Teachers, and under Autonomous District Council.	• Confirmation : After 2 years of service • Seniority : After 8 years of service • Selection : After 16 years of service • Regularization : 2 years
31	Matters relating to Educational Statistics, Annual Publication, Annual Administrative Report.	Collection and publication of statistical data of schools, teachers, buildings, other parameters, vision, objectives, organisational structure, targets and achievements.
33	E-Office, IT and Web-Management	<u>E-Office</u> ✓ Implementation of office file by using internet and without paper ✓ Tracking and monitoring of files through mobile phones ✓ It reduces office expenditure to a large extent <u>Information Technology (I.T.)</u> ✓ Digitisation of documents ✓ To ensure smooth workflow collaboratively by using IT ✓ Manning Computer & I.T related equipment. ✓ Providing I.T. related services within the Department ✓ Training and meeting by virtual mode <u>Web management</u> ✓ To keep website updated ✓ To look after other social media platforms.