

CITIZEN'S / CLIENT'S CHARTER

Samagra Shiksha Scheme

Government of Uttar Pradesh

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1. Background

- (1) This is the charter providing for the Services provided to the public and stakeholders by Samagra Shiksha, the timelines for the said Services, the point of Contact for obtaining the said Services, and the Grievance Redressal Mechanism in case of non-delivery of services as per this charter ("**Charter**").
- (2) All the terms in this Charter shall have the meaning provided in **Schedule I** to this Charter.
- (3) This Charter is merely indicative of the Services and standards thereof provided by Samagra Shiksha and has been provided for the convenience of Clients. This is neither binding nor legally enforceable and is subject to revisions by the Samagra Shiksha from time to time.

2. Vision & Mission Statement

(1) The vision of Samagra Shiksha is set of below:

स्कूली शिक्षा और साक्षरता की गुणवत्ता और मानकों में सुधार करना जिससे शिक्षित एवं संवैधानिक मूल्यों के प्रति प्रतिबद्ध समाज का निर्माण हो।

(2) The mission of Samagra Shiksha is set out below:

- A. प्राथमिक एवं उच्च प्राथमिक स्तर तक शत प्रतिशत नामांकन एवं ठहराव हेतु सतत एवं चरणबद्ध प्रयास।
- B. आरटीई अधिनियम, 2009 के अन्तर्गत परिकल्पित प्राथमिक स्तर पर सभी बच्चों को निःशुल्क और अनिवार्य गुणवत्तापूर्ण शिक्षा प्रदान करना।
- C. साक्षर समाज की स्थापना करना।

3. Details of Clients

(1) The clients and stakeholders of Samagra Shiksha include the following:

- A. Teachers, including head teachers, and *shiksha mitras*;
- B. Department members such as Basic Shiksha Adhikari,
- C. Mentors, including personnel of the State Resource Group (SRG), and Academic Resource Group (ARPs);
- D. Students and their parents;
- E. External Stakeholders such as contractors, third-party NGOs, bidders to the various schemes and contracts released from time to time by the Department; and
- F. Any other stakeholders as may be designated from time to time by the Department.

The above are individually referred to as the “**Client**” and collectively referred to as the “**Clients**” throughout this Charter.

4. Details of Services transacted by Samagra Shiksha

(1) The Services to be provided and tasks are undertaken by the Samagra Shiksha head office are set out below:

Sr No	Service Name	Responsible Person (Name, Designation, and Contact Details)	Process & timelines
A.	Approval of Annual Budget and Work Plan/Proposals for the year submitted by State Government	Planning Unit in-charge	Process and timelines as prescribed by the Ministry of Education, Government of India.
C.	Monitoring and review of the Implementation of the Program and Projects	State Project Director (Ex Officio post)	<ul style="list-style-type: none"> • Through periodic reviews (weekly, monthly, quarterly and annually conducted reviews). • Through administrative letters issued from time to time.
D.	Annual Work Plan & Budget (AWP&B) for the financial year	All Unit In-charges	Process and timelines as prescribed by the Ministry of Education, Government of India.
E.	Release of Funds to	Respective Unit In-charges and the Finance Unit	Civil funds are drawn on the proportionate share (as defined from

	Districts		time to time under PAB) from the Government of India and the Government of Uttar Pradesh in accordance with the process and timelines as prescribed by the Ministry of Education, Government of India.
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(2) Unit-wise Services to be provided are set out below. Please note that the said Services are merely indicative and may be revised, modified, and excluded based on the directions of the PAB issued from time to time. The timelines for the said services are in accordance with the directions of the PAB, as may be issued or prescribed from time to time:

Serial No.	Unit Name	Service Provided	Key Performance Indicators
A.	Civil Unit	<ul style="list-style-type: none"> • Ensuring the building of composite schools, toilets, drinking water facilities, electrification, and repairs in schools etc. as per the Annual Work Plan; • Construction work in schools; • Furniture in schools; and • Composite Annual Grant to schools. 	<ul style="list-style-type: none"> • Adherence to work plan timeline and budget for the given year and ensuring quality of the building projects.
B.	Quality Unit	<ul style="list-style-type: none"> • Digital learning including ICT facility, Tablets, & Smart Classes, Innovative TLM and Academic Material, Library etc. as per the Annual Work Plan; • Teacher training; • Assessment of student's holistic report cards; and • Mentoring and Supportive Supervision. 	<ul style="list-style-type: none"> • Improvement and overall enhancement in the quality of education being imparted; • Ensuring paradigm shift in content in the initial stages at the primary level from instructions to constructivism in the curriculum transaction; and • 'Fear about mathematics' to be removed in the entire spectrum of elementary education and language learning facilitated properly through an interactive approach.

C.	Community Mobilization Unit	<ul style="list-style-type: none"> • Providing RTE entitlements through DBT of Rs 1100 per student, free textbooks and workbooks to students from class 1-8 and driving the <i>School Chalo Abhiyan</i>, or other similar initiatives; • Free textbook distribution to all students studying in parishadiya primary, upper primary and government schools and aided private schools/Madarsas etc.; • Providing free textbooks to all children (universal) from class 1 to class 8; • Textbooks and Workbooks; • Uniforms, Schoolbags, Shoes and Socks; • Household Survey to identify Out of School Children; • Special Training to Out of School Children; and • SMC training. 	<ul style="list-style-type: none"> • All Govt. school students are provided with RTE entitlements and that all govt school students in classes 1-8 get free textbooks; • Ensuring the timely printing and distribution of the free textbooks i.e within 01 months from the start of the academic session; and • Maximum enrollment across schools is ensured.
D.	Teacher Education	<ul style="list-style-type: none"> • Program & Activities for faculty development of teachers. • Salary of Teachers' Educators. • DIKSHA Digital Infrastructure for knowledge sharing 	<ul style="list-style-type: none"> • Ensure that an adequate number of trainers are available and teachers' training and education programs are conducted as per the planned timeline.
E.	Management Information System Unit	<ul style="list-style-type: none"> • Student enrollment for grades 1-12 under Management Information System (U-DISE) and Child Tracking System as per the 	<ul style="list-style-type: none"> • Maximum enrolment of students is ascertained and household surveys are conducted with proper fidelity to data collection and management; and

		<p>Annual Work Plan;</p> <ul style="list-style-type: none"> Household Survey: Villagers plan for their betterment and these plans are transmitted to authorities at district/state levels. Based on these plans, work plans are prepared for block/district and state. This method has been named decentralized planning. The data of every Household is collected for village-level planning; Renewal of employees contract/leasing; and Timely compilation of UDISE data. 	<ul style="list-style-type: none"> Timelines are in accordance with the directions of the PAB, as may be prescribed from time to time.
F.	Girl Education Unit	<ul style="list-style-type: none"> Construction upgradation and maintenance of KGBVs as per the Annual Work Plan; Meena campaign as a special intervention to enhance community commitment for girl education; Identification and admissions of girls to KGBVs Stipend of KGBV girls Maintenance of KGBV girls Construction and upgradation of KGBV buildings 	<ul style="list-style-type: none"> Completing projects in time without spillovers; Ensure the provision of a platform for adolescent girls to express themselves, develop the capabilities of leadership & cooperation, develop life skills for a better standard of life and awareness of child & women's rights; Ensure greater participation of women and girls in education and facilitate their retention; and Ensure education facilitates their empowerment.
F.	Inclusive Education Unit	<ul style="list-style-type: none"> Inclusive Education (IE) is the education for Children with Special Needs (CwSN) or Divyang children in the regular schools; 	<ul style="list-style-type: none"> Inclusion of all CwSN in regular schools; Ascertain the provision of an equal

		<ul style="list-style-type: none"> • School-based identification/screening of CwSN by RBSK and Special Educators/Physiotherapists; • Organizing medical assessment camps for identification of the types of disabilities and issuing disability certificates. • Organizing assessment and distribution camps for providing aids/appliances and assistive devices to CwSN • Provide Braille textbooks to children with blindness and Enlarged print textbooks to Children with low vision; • Capacity building of Nodal teachers on Inclusive Education. • Capacity building of Special Educators on Braille reading writing, sign language and intellectual disabilities. • Provide Home Based Education to Children with Severe & multiple disabilities. • Nominated a nodal teacher in each government school for mainstreaming of CwSN; <ul style="list-style-type: none"> • Provision of Stipend to Girls with disabilities. • Provision of Escort allowance to children 	<p>opportunity to CwSN, a least restrictive environment and prepare them for life like other members of the society;</p> <ul style="list-style-type: none"> • To mainstream the disabled children to achieve the principle of normalization; • Ensure the provision of the opportunity for children with special needs to participate fully in all the educational activities that typify every society. • Achieve the minimum learning level for academics & activities of daily living; • To ensure that every child with a disability has access to every facility/accommodation in the school.
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		<p>with multiple disabilities.</p> <ul style="list-style-type: none"> • Development of Individualized Education Plan (IEP) to CwSN. • Development of accessible schools to CwSN 	
G.	Pre-primary Unit	<ul style="list-style-type: none"> • Implementation and monitoring of the provisions of pre-primary education in the light of National Education Policy 2020. • Preparation of proposal for annual action plan and budget. • Coordination with ICDS Department regarding pre-primary education to organize a training at the block and district level and with supporting development partners. • To organize necessary meetings to review the physical and financial progress of the programme. 	<ul style="list-style-type: none"> • Regular monitoring of the implementation of the provisions of pre-primary education as per NEP 2020. • Ensure that training is done and coverage of all blocks and districts is done. • Ensure that review meetings are conducted at decided intervals for the physical and financial progress of the program.

(3) Other Services to be provided by Samagra Shiksha are set out below. Please note that the said Services are merely indicative and may be revised, modified, and excluded based on the directions of the PAB issued from time to time. The timelines for the said services are in accordance with the directions of the PAB, as may be issued or prescribed from time to time:

A. Teacher Salary

The Service provided includes Teacher Salary Reimbursement which includes the salary of teachers, Assistant teachers Shiksha Mitra & part-time instructors.

The standard of the service shall be timely salary disbursement to all teachers, Assistant teachers Shiksha Mitra & part-time instructors

B. Shiksha Mitra

Shiksha Mitra Scheme as para teachers for U.P. Basic Shiksha Parishadiya Primary Schools for Universalization of elementary education. This is needed because of the Non-availability of a minimum of 2 teachers for each Parishadiya primary school, Deployment problems in rural interior schools. The Teacher Pupil Ratio is very high in rural areas. To maintain teacher-pupil ratio as per norms in remote areas.

Key Performance Indicator:

- i. To provide a minimum of two teachers in each Parishadiya primary school.
- ii. To minimise the teacher-pupil ratio up to the norms.
- iii. To make provision for local youths to serve their community.
- iv. To ensure active participation of the Village Education Committee in primary education.
- v. To make provision for local educated ladies to serve in schools & promote Community confidence in girls' education.
- vi. To increase retention of children.
- vii. To ensure enrolment of out-of-school children by focusing Shiksha Mitras on largest classes I & II in schools.
- viii. To obtain, the aim of five teachers per school, in a 3:2 ratio of regular teachers & Shiksha Mitras.

(4) The details of Services, timelines, responsible officer, grievance redressal mechanism and other relevant details of Services to be provided in any given office under Samagra Shiksha shall be displayed at a prominent and easily visible place in the office. Further, such information shall also be provided on the website of Samagra Shiksha. Such information shall be in a reasonable and easy-to-understand format.

5. Details of Grievance Redress Mechanism

- (1) For any complaint/grievances pursuant to this Charter, the information officer(s) designated from time to time under the provisions of the Right to Information Act 2005 by Samagra Shiksha may be contacted.
- (2) The designated officer to receive complaints/grievances may be changed from time to time. Communication of the same shall be done by a letter from the SPD Samagra and information on such change shall be included and displayed alongside the citizen charter.

6. Expectations from the Clients

1. The following is expected from all the Clients:
 - A. Teachers, including head teachers, and *Shiksha Mitras* shall be expected to comply with the directives and their role assignment under each service head of the Samagra Shiksha Department.
 - B. Department officials such as Basic Shiksha Adhikari, Block Education officers and District Coordinators etc. shall be expected to conduct their obligations with utmost professional quality and as per the laid down timeline/target.
 - C. Mentors, including personnel of the State Resource Group (SRG), and Academic Resource Group (ARPs) shall be expected to conduct their obligations with utmost professional quality and as per the laid down timeline/target.
 - D. External Stakeholders such as contractors, third-party NGOs, and bidders to the various schemes and contracts shall adhere to the terms of the respective contracts, memorandum of understanding and any other arrangement.

7. Schedule to the Charter

Schedule I: Definitions and Interpretation

1. The capitalized terms in this Charter shall have the following meaning:
 - A. “**Annual Work Plan**” refers to the work plan finalized for the year approved by the Project Approval Board, Ministry of Education, Government of India;
 - B. “**Charter**” shall have the meaning provided in Clause 1.1 of this Charter;
 - C. “**Client**” shall have the meaning provided in Clause 2 of this Charter;
 - D. “**PAB**” means the Project Approval Board of the Ministry of Education, Government of India;
 - E. “**Samagra Shiksha**” is the Single Implementation Society envisioned in 2018 by the Government of India to implement education schemes at the state level for preschool to class XII. The nodal agency of the state of Uttar Pradesh in **Uttar Pradesh Sabhee Ke Liye Shiksha Pariyojana Parishad**, Nishantganj, registered on 18 September 2020 under the Societies Registration Act of 1860;
 - F. “**Services**” shall mean the services to be provided by Samagra Shiksha to its Clients and are more specifically provided in Clause 4 (3) of this Charter.

All the terms not specifically defined in this Charter shall have the meaning ascribed to them in general usage.

2. This Charter is to be interpreted according to the general rules of interpretation.