



CITIZEN'S CHARTER



STATE COUNCIL OF EDUCATIONAL RESEARCH & TRAINING
AN AUTONOMOUS ORGANIZATION OF THE EDUCATION DEPARTMENT, GNCT OF DELHI.
VARUN MARG, DEFENCE COLONY, NEW DELHI – 110024.

WWW.SCERT.DELHI.GOV.IN

CITIZEN CHARTER

The charter is a declaration of our mission; goals, values, efforts, duties, standards, and our sincere commitment to guide & help students and schools to improve the standard of education in Delhi.

PREFACE

The 1986 National Policy on Education recommended the creation of a State Council of Educational Research and Training (SCERT) in each State as a measure of decentralization of functions of quality education, research and training. SCERT, Delhi, was set up as an autonomous body under the Societies Registration Act in May 1988. It receives funding from the GNCT of Delhi under the Grants-in-Aid scheme. 9 District Institutes of Education and Training (DIETs) have been set up for each of the 9 revenue districts in Delhi and these operate under the overall administrative control of SCERT.

Funding for DIETs comes from MHRD under the Centrally Sponsored Scheme for Teacher Education and Re-organization and is routed through GNCTD. Funding for SCERT is received from Govt. of NCT of Delhi.

SCERT is also the affiliating body for its Diploma in Elementary Education (D.El.Ed) Course and Early Childhood Care and Education (ECCE) Course. SCERT is responsible for preparing the curriculum, prescribing syllabi, course of study, and academic calendar for these Courses. SCERT admits candidates for the D.El.Ed & ECCE Course on the basis of merit. SCERT awards the Diploma to successful students in D.El.Ed and ECCE.

SCERT organizes In-service Teacher Education Programmes for teachers of Directorate of Education, MCD and NDMCs. Special workshops for Heads of Schools are also undertaken.

SCERT is responsible for material development for both, children and support materials for teachers. Other functions include research in various aspects for qualitative improvement of school education. During the period, 1988 to 2015, SCERT has brought out 492 publications and 36 publications are under process.

SCERT-DIETs are also a resource support organization for Universal Elementary Education Mission (UEEM), under ***Sarva Shiksha Abhiyan***. It also imparts training to TGT under ***Rajkiya Madhyamik Shiksha Abhiyan (RMSA)***.

1. Our Vision

The State Council of Educational Research and Training (SCERT) aims to improve the quality of education at all spheres and all levels by improvements in government structures and processes in the implementation of education in Delhi.

2. Our Mission

- Training of In-service teachers of DOE, NDMC, MCD & DCB etc.
- To work towards universal elementary education of equitable quality for all children in Delhi.
- To work towards quality improvement at all spheres and all levels of education.
- To organize Quality initiatives and capacity building programmes under SSA and RMSA.
- To act as a resource support agency for policy, planning, research, training & material development for the school system in Delhi.
- To act as the affiliating agency for elementary and pre-school teacher education courses and teacher education institutions working in the GNCT of Delhi.
- To design courses for the professional development of teachers.
- To frame curricula, syllabi, textbooks, materials and evaluation framework for educational administrations, teachers and children.

3. Who are the clients?

Our clients are: -

- Directorate of Education
- Municipal Corporation of Delhi
- New Delhi Municipal Corporation
- Delhi Cantonment Board
- Pvt. Institutes affiliated with SCERT
- Indian Citizen

STATE COUNCIL OF EDUCATIONAL RESEARCH & TRAINING
(An Autonomous Organization of Education Department, Govt. of NCT of Delhi)
VARUN MARG, DEFENCE COLONY, NEW DELHI-110024

Subject: - Citizen Charter

Examination Cell

Sr. No.	Citizen Interface	Time Schedule	Nodal Officer	Additional Information
1.	Issuance of N.O.C. before grant of recognition and Affiliation of New Institute	Six months from date of receipt of application from the Institute	Controller of Exam/DCE/OSD/ (Affiliation)	--
2.	Approval of recruitment of faculty made by a Newly recognized Institute	Two months from date of receipt of letter of Intent issued by NCTE	Controller of Exam/DCE/OSD/ (Affiliation)	--
3.	Inspection for Grant of Affiliation	One month from the date of receipt of the application for affiliation	Controller of Exam/DCE/OSD/ (Affiliation)	--
4.	Disposal of application for grant of Affiliation	Three Months after inspection by the SCERT	Controller of Exam/DCE/OSD/ (Affiliation)	--
5.	Admission in D.El.Ed/ ECCE course run through DIETs/Pvt. Institution	As per the time schedule given in the Prospectus	Controller of Exam/DCE/OSD/ (Affiliation)	--
6.	Examinations for D.El.Ed/ECCE course	As per the Activity Schedule of Examination Cell, SCERT	Controller of Exam/DCE/OSD/ (Affiliation)	--
7.	Declaration of Result of D.El.Ed/ECCE course	As per the Activity Schedule of Examination Cell, SCERT	Controller of Exam/DCE/OSD/ (Affiliation)	--
8.	Issuance of Marksheets of D.El.Ed/ECCE course	Six months after the declaration of the Result	Controller of Exam/DCE/OSD/ (Affiliation)	--
9.	Award of diploma for D.El.Ed/ECCE course	One Year after the declaration of all results	Controller of Exam/DCE/OSD/ (Affiliation)	--

5. What types of services are being provided?

a) Pre-service Teacher Education: D.El.Ed & ECCE:-

SCERT conducts Pre-service courses for elementary school teachers. SCERT is also the affiliating body for Diploma in Elementary Education (D.El.Ed) Course and Early Childhood Care and Education (ECCE) Course. SCERT is responsible for preparing the curriculum, prescribing syllabi, course of study, and academic calendar for these Courses. SCERT awards the Diploma to successful students in D.El.Ed & ECCE Course. It deals with all matters relating to learning by Children of Disadvantaged groups (e.g. special remedial instruction for first-generation learners). It also deals in the Education of children with major handicaps and other mild (physical and mental) handicaps and the Education of the Gifted.

b) In-service Training:-

SCERT organizes in-service teacher education programmes for teachers of Govt., Govt. Aided, NDMC, DCB, EVGCs, Lab Asstt., Vice Principals and Principals. Special workshops for Vice Principals and Principals are also undertaken.

c) Research and Innovation:-

SCERT is responsible for material development both for children and support materials for teachers. SCERT-DIETs is also a resource support organization for Universal Elementary Education Mission (UEEM), under which *Sarva Shiksha Abhiyan* is undertaken.

d) B.Ed for In-service Teacher:-

It provides two years B.Ed Training to In-service Asstt. Teachers of Govt. Schools of DoE, NDMC and DCB.

e) Implementation of YUVA SLP by YUVA Cell, SCERT

YUVA- School life skills programme, a combined Endeavour of SCERT and Directorate of Education, started in the year 2006 with a vision to make learning joyful, meaningful and interesting.

YUVA helpline (10580) is run by specially trained Educational Vocational Guidance counsellors at SCERT. YUVA undertakes training of master trainers in life skills. Material has been developed under YUVA for students, teachers and parents viz. six volumes of YUVA SLP, eight books on moral education, gender activity cards, a road safety booklet etc. Every school mandatorily undertakes various activities like local/outstation tours, school magazines etc. under the YUVA club.

- f) **Citizen Interaction:** -

Citizen's interaction pertains mostly to queries related to admission in D.El.Ed and ECCE, the eligibility condition for admission, role and functions of SCERTs courses being offered, and details regarding In-Service training Programmes. Information pertaining to admission in these courses is announced in newspapers and also on the SCERT website and Directorate of Education website.

- g) **Academic Authority:** -

SCERT Delhi has been declared as Academic Authority under section 29 of the RTE Act 2009 and Section 21 of RTE Rules 2011 vide notification dated 28.06.2012 of GNCT of Delhi

6. Our partners in imparting service?

- DIET Rajender Nagar, Baba Phoola Singh Marg, N.D-60
- DIET Keshav Puram, North West, B-2, N.D- 35
- DIET Moti Bagh, South Nanakpura, N.D-21
- DIET Karkardooma, Institutional Area, N.D-92
- DIET North East, Dilshad Garden, N.D-73
- DIET Ghumanhera, Najafgarh, N.D.-73
- DIET R.K. Puram, Sect-VII, N.D-02
- DIET Daryaganj, Ansari Road, N.D-02
- DIET Pitam Pura, FU Block N.D-88

7. Right to Information Act. 2005

The Government of India has promulgated "The Right of Information Act 2005" to give the right to get information to citizens in order to promote transparency and accountability in the working of every public authority. The Right to Information includes the inspection of work, documents, and records, taking an extract of copies of documents and records hold by or under the control of any public authority.

The details of the Public Information Officer are Sh. **Mukesh Kumar Tyagi, AO-cum-Vig. Officer - 011-24331357**, SCERT, Defence Colony Varun Marg, New Delhi-24

The details of Asstt. Public Information Officer is Sh. Navin Kumar, Asstt. Section Officer, SCERT, Defence Colony, Varun Marg, New Delhi – 110024.

The First Appellate Authority is: -

Sh. Aseem Kumar Goel, Dy. Director – 011-24331409, SCERT, Defence Colony, Varun Marg, New Delhi – 110024,

8. Redress of Grievances:-

In case of non-compliance with Service Standards, the Service Recipients/Stakeholders can contact the following Public Grievance Officer (PGO) for the redress of their grievances.

**Dr. Nahar Singh,
Jt. Director, SCERT
Varun Marg, Defence Colony,
New Delhi – 110024
Ph. No. 011-24331355**

The grievance letter will be acknowledged within 07 working days from the date of receipt in SCERT and the final reply will be communicated on the action taken/to be taken within 10 working days.

9. Escalation of Grievance

In case any grievance is not redressed finally, the same can be taken up at a higher level to

**Sh. Rajanish Kumar Singh
Director, SCERT
Varun Marg, Defence Colony,
New Delhi – 110024
Ph: 011-24331356**

Additional information is available on SCERT at the website www.scert.delhi.gov.in

