

## **INTRODUCTION**

The Directorate of School Education deals with the School Education- Primary, Middle, High, Higher Secondary, Sports & Youth Service, Adult Education and Teacher Education. At present School Education is made available to the students through both Govt. and Private Schools existing in the Union Territory of Pondicherry. Elementary Education, Secondary Education, Higher Secondary Education, Vocational/Technical Education, in-service and pre-service training to teachers, training in fine arts and performance arts, various sports activities and other Co-curricular activities of NCC/NSS/CSS/ Scouts are offered to the School Students.

The Director of School Education is the Head of the Organization and his functions are overall supervision, control and implementation of various welfare measures such as Welfare of the Teachers, Appointment of the Teachers, Implementation of various Welfare Schemes such as Free supply of Uniforms, Textbooks, Notebooks, Provision of Breakfast, Mid-day Meals, Conduct Sports activities and all other educational and co-curricular as well as extra curricular activities to the students.



**GOVERNMENT OF PUDUCHERRY  
DIRECTORATE OF SCHOOL EDUCATION**

**OUR VISION**

The vision of the Directorate of School Education is to impart useful, relevant and quality Education to all children, to enable them to fully harness human potentials – physical, mental and spiritual, in order to build a just, equitable and civil society and also to attain 100% literacy.

**OUR MISSION**

- To achieve 100% literacy
- To provide Early Childhood Care and Education (ECCE) right from the age 3+
- To achieve Universalisation of Elementary Education(UEE) and Secondary Education.
- To provide quality education services in the best possible manner to all.
- To bridge the gender and social gaps thereby achieving the social justice.
- To provide value based learning and education

- To impart vocational education for improving the carrier choices
- To develop a healthy body and mind by imparting physical education
- To provide the nutrient support for achieving the educational goals
- To provide co-curricular activities through NSS/CSS/NCC.

**DIRECTORY OF OFFICERS**

<b>SI. NO.</b>	<b>NAME OF THE OFFICER (Thiru/Tmt.)</b>	<b>ADDRESS</b>	<b>PHONE NO.&amp; e - MAIL ID</b>
1	P.T. Rudra Goud Director of School Education / Jt. Secretary to Govt	"A" Block, I Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413- 2207201 / 2207202 Mobile: 9486267824 Email ID: dse-edn.pon@nic.in
2	M. Kuppusamy Joint Director of School Education	"A" Block, II Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207203 Mobile: 7373770005 Email ID: jd-edn.pon@nic.in
3	Mohinder Pal State Project Director (SSA)	"B" Block, V Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207204 Mobile: 7373770007 Email ID: spdssa- edn.pon@nic.in
4	P. Ejumale Dy. Director (Administration) / Under Secretary (School Education)	"A" Block, I Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry -605 005	LL: 0413-2207205 Mobile: 9486367145 Email ID: dda-edn.pon@nic.in
5	Dr. A. Michael Benno Dy. Director (Elementary Edn)	"A" Block, II Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207206 Mobile: 7373770034 Email ID: ddee-edn.pon@nic.in

<b>Sl. NO.</b>	<b>NAME OF THE OFFICER (Thiru/Tmt.)</b>	<b>ADDRESS</b>	<b>PHONE NO.&amp; e - MAIL ID</b>
6	V. Vetrivel Dy. Director (Women Edn.)	"A" Block, III Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207207 Mobile: 7373770050 Email ID: ddwe-edn.pon@nic.in
7	V. Ranganathan Chief Educational Officer, Puducherry	"A" Block, IV Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207208 Mobile: 7373770034 Email ID: ceo-edn.pon@nic.in
8	Nadna Sabapathy Principal, DIET	District Institute for Education & Training, Lawspet, Puducherry	LL: 0413-2251243 Mobile: 9442069718 Email ID: diet-edn.pon@nic.in
9	R. Kalaiselvan Dy. Director (Adult Edn.)	"A" Block, IV Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207211 Mobile: 9443500030 Email ID: ddae-edn.pon@nic.in
10	M. Lenin Raj Dy. Director (Sports & Youth Services)	"B" Block, III Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207210 Mobile: 9994681275 Email ID: ddsp-edn.pon@nic.in

SI. NO.	NAME OF THE OFFICER (Thiru/Tmt.)	ADDRESS	PHONE NO.& e - MAIL ID
11	V.Vetrivel Officer on Special Duty (STC)	"B" Block, IV Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry - 605 005.	LL: 0413-2207215 Mobile: 9488074422 Email ID: <a href="mailto:osdstc-edn.pon@nic.in">osdstc-edn.pon@nic.in</a>
12	Dr. P.Kolandasamy State Liaison Officer NSS, Pondicherry Unit	"B" Block, IV Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry - 605 005.	LL: 0413-2207212 Mobile: 9486366572 Email ID: <a href="mailto:nss-edn.pon@nic.in">nss-edn.pon@nic.in</a>
13	N. Suresh Revenue Officer (CULAW)	"A" Block, Ground Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry – 605 005.	LL: 0413-2207216 Mobile: 9789442929 Email ID: <a href="mailto:culaw-edn.pon@nic.in">culaw-edn.pon@nic.in</a>
14	S. Vaasugi Senior Accounts Officer	"B" Block, I Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry – 605 005.	LL: 0413-2207213 Mobile: 7373770006 Email ID: <a href="mailto:sao-edn.pon@nic.in">sao-edn.pon@nic.in</a>
15	K.Muthu, JAO, In Charge, Officer on Special Duty (Plan)n charge	"A" Block, II Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry – 605 005.	LL: 0413-2207214 Mobile: 7373770013 Email ID: <a href="mailto:osdp-edn.pon@nic.in">osdp-edn.pon@nic.in</a>
16	R. Zeaselvy Deputy Inspector of Schools (Zone-I)	"B" Block, III Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry – 605 005.	LL: 0413-2207224 Mobile: 9994377790 Email ID: <a href="mailto:disz1-edn.pon@nic.in">disz1-edn.pon@nic.in</a>

<b>SI. NO.</b>	<b>NAME OF THE OFFICER (Thiru/Tmt.)</b>	<b>ADDRESS</b>	<b>PHONE NO.&amp; e - MAIL ID</b>
17	Malliga Gopal Deputy Inspector of Schools (Zone-II)	"B" Block, III Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207225 Mobile: 9943797572 Email ID: disz2-edn.pon@nic.in
18	C.Kumar Deputy Inspector of Schools (Zone-III)	Office of the Dy. Inspector of Schools, Zone-III, Ariankuppam, Puducherry	LL: 0413-2601666 Mobile: 7373770023 Email ID: disz3-edn.pon@nic.in
19	M.G.Robert Kennedy Dy. Inspector of Schools (Zone-IV)	Office of the Dy. Inspector of Schools, Zone-IV, Villianur, Puducherry	LL: 0413-2660366 Mobile: 7373770041 Email ID: disz4-edn.pon@nic.in
20	S.Packirisamy Deputy Inspector of Schools (Zone-V)	Office of the Dy. Inspector of Schools, Zone-V, Villianur, Puducherry	LL: 0413-2660361 Mobile: 7373770043 Email ID: disz5-edn.pon@nic.in
<b>KARAIKAL REGION</b>			
21	G. Subramanian Deputy Director of Education (Secondary Education), Karaikal	Office of the Deputy Director of Education ( Secondary Education), Karaikal	LL: 04368-230472 Mobile: 9443093993
22	A.Ally Chief Educational Officer, Karaikal	Office of the Chief Educational Officer, Karaikal	LL: 04368-230472 Mobile: 9442116195 Email ID: ceo-edn.kkl@nic.in
23	K. Kanmani Deputy Inspector of Schools (Zone-I), Karaikal	Office of the Dy. Inspector of Schools, Zone-I, Karaikal	LL: 04368-230645 Mobile: 7373770049 Email ID: disz1-edn.kkl@nic.in

<b>Sl. NO.</b>	<b>NAME OF THE OFFICER (Thiru/Tmt.)</b>	<b>ADDRESS</b>	<b>PHONE NO.&amp; e - MAIL ID</b>
24	S.Karthikesan Dy. Inspector of Schools (Zone-II), Karaikal	Office of the Dy. Inspector of Schools, Zone-II, Karaikal	LL: 04368-230646, Mobile: 7373770044 Email ID: disz2-edn.kkl@nic.in
<b>MAHE REGION</b>			
25	P.Uthamarajan Chief Educational Officer, Mahe	Office of the Chief Educational Officer, Mahe	LL: 0490-2332613 Mobile: 09446264177 Email ID: <a href="mailto:ceo-edn.mahe@nic.in">ceo-edn.mahe@nic.in</a>
<b>YANAM REGION</b>			
26	Kalesai Nath Delegate to Director of School Education, Yanam	Office of the Delegate to DSE, Yanam	LL: 0884-2321230 Mobile: 09440846567 Email ID: deleg-edn.yanam@nic.in



**OFFICE OF THE DEPUTY DIRECTOR (ADMINISTRATION)**

Sl. NO	Services	Service/ Performance standards	Contact details of the Responsible Officer (Thiru/Tmt)	Weight age	Processes	Documents required
1.	Direct Recruitment and Promotions to all teaching posts	Direct Recruitment Notification will be issued depending on necessities. subject to minimum vacancies and subject to no court case pending. <u>Promotion</u> Proposal for departmental Promotion Committee will be submitted within 30 days subject to no court case pending.	<b>Deputy Director (Admn.)</b>	20%	Notification for recruitment will be issued in the local dailies	Certificate with reference to age, educational qualification and category.
2.	All Service matters of Teaching and Non-Teaching Employees	30 days may be extended depending upon the nature of issue (or) whenever application of the Higher authorities of Govt. is necessary	-do-	10%	Proposal received from inspecting Officers/Head Offices is processed approval obtained from Govt. and order issued.	As per request of staff, particulars obtained as per proforma, if any.

3.	NOC to go abroad/Obtain passport and Study Permission	60 days	-do-	5%	Receipt of proposal will be referred to vigilance and Special Branch for clearance. After receipt of the same Identity Certificate/NOC issued	Application should be submitted 60 days before the scheduled departure in the prescribed format along with necessary enclosures
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**OFFICE OF THE JOINT DIRECTOR (SE)****ESTABLISHMENT SECTION**

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
1	Maintenance of the service books of Principals/ Vice Principals of Govt. Hr. Sec. Schools	10 days	Joint Director	10%	Updating the service books regularly by making entries of 1. Transfer and posting /Promotion 2. Entry of EL/HPL credit/availed 3. Annual service verification 4. Periodical increment	1. Documents necessitated making entries in service books from the incumbents.  2. Producing the Joining report and Medical certificates	
2	Preparation of pension proposals of Principals/ Vice principals of Govt. Hr.Sec.Schools	1 month	Joint Director	10%	1. Proposal to be sent to Chief Vigilance Officer, Chief Sect., Puducherry before one month of the date of superannuation  2. Receipt of pension proposal from the concerned official 3 months before the date of superannuation and scrutiny of pension papers	1. Revised Form 3,5,7,8,10,11,12,13, 14, 18,19,20,21,22,23,24 as applicable and Pension calculation Sheet. 2. Revised common nomination form for retirement benefits in Form 1 and common nomination form for arrears of pension and commutation of pension in Form A as communicated in I.D.Note / Office Memorandum No.G.12011/1/2010 /F3 dated 13.05.2014	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
3	<p>Processing the following applications of Principals, Vice Principals and all category of Teaching staff working in Govt. Hr.Sec.Schools</p> <ol style="list-style-type: none"> <li>1. Transfer application</li> <li>2. Permission to go to abroad</li> <li>3. Fresh/Renewal of passport</li> <li>4. Seeking permission to purchase/sale of immovable/movable property</li> <li>5. Seeking permission to higher studies</li> </ol>	7 days	Joint Director	5%	Processing/scrutinizing and forwarding to Estt. section through Deputy Director (Admn), Dte, of School Education for further action	In the prescribed format with the required enclosures	
4	Receipt & Processing of Medical reimbursement claim of the officials working in Govt. Hr.Sec.Schools who underwent treatment in higher institution for chronic disease.	5 days	Joint Director	5%	Processing/scrutinizing and forwarding to Estt. section through Deputy Director (Admn), Dte, of School Education for further action	<ol style="list-style-type: none"> <li>a) Expost Facto No objection certificate and Rate Reasonable certificate</li> <li>b) Application(97-A)</li> <li>c) Certificate-B</li> <li>d) Discharge slip</li> </ol>	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
						e) Inpatient Bill f) Pharmacy bills g) Discharge summary h) Non availability i) NOC j) Joint declaration k) Fund availability l) Copy of PPO of spouse	
5	Receipt & processing of the following bills of Heads of Govt. Hr.Sec.Schools 1. T.A. Bill 2. Transfer T.A.Bill 3. LTC Claim 4. Reimburse of Medical expenses	5 days	Joint Director	5%	Scrutinizing and submitting to the Director of School Education in the capacity as Head of Department for countersignature	1. Prior permission of the competent authority to leave the Hq with copy of order/verified vouchers 2. Personal efforts certificate/claimant certificate with copy of order	
6	Processing to grant of ACP/MACP scheme to the eligible principals/ Vice Principals	15 days	Joint Director	100%	Preparation of the proposal for grant of Financial upgradation under ACP/MACP Scheme	1.Service Books 2.Declaration 3.Undertaking 4.Certificates 5.Confidential Reports	
7	Processing and preparing the school working days/terminal holidays	7 days	Joint Director	2%	Scrutinizing and submitting to the Director of School Education for approval	1. List of Govt. holidays 2. Examination schedules 3. Date of local festivals 4.	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
8	Permission to utilize the school premises for other purposes	7 days	Joint Director	5%	Scrutinizing and submitting to the Director of School Education for approval	<ol style="list-style-type: none"> <li>1. Requisition letter</li> <li>2. For which purpose</li> <li>3. Seeking period</li> <li>4. Requiring authority</li> </ol>	
9	Conducting of Science exhibition: <ol style="list-style-type: none"> <li>1. School Level Science Exhibition</li> <li>2. Regional Level Science Exhibition</li> <li>3. State Level Science Exhibition</li> <li>4. State Level Dram Festival</li> <li>5. Southern India Science Fair/ Drama Festival</li> <li>6. Regional/State Level Science Seminar</li> <li>7. Jawaharlal Nehru</li> </ol>	<ol style="list-style-type: none"> <li>5 days</li> <li>3 days</li> <li>3 days</li> <li>1 day</li> <li>3 days</li> <li>1 day</li> <li>3 days</li> </ol>	Joint Director	10%	<ol style="list-style-type: none"> <li>To be conducted by all category of schools</li> <li>To be conducted in all four regions of UT of Puducherry</li> <li>To be conducted by any one of the region on rotation basis</li> <li>To be conducted by the coordinator who conduct the State Level Science Exhibition</li> <li>To be conducted by the VITM, Bangalore in collaboration with the Department of School Education of southern states</li> <li>To be conducted by the Principal of any one the Hr.Sec.Schools of Puducherry region. The selected students will participate in National level Science Seminar organized by VITM, Bangalore.</li> </ol>	Does not arise	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
	National Science Exhibition				Organized by the NCERT, New Delhi in any of the state once in a year. The selected students in State Level Science Exhibition will be participated		
10	Scrutinizing and submitting the GFR-17 (Auction/write off) received from the Govt. Hr.Sec.Schools to the Stores Supdt.	7 days	Joint Director	5%	Proposal for destruction/auction of unserviceable things in form GFR 17 to be forwarded to SS of Dte. Of School Education	Proposal approved by the committee members with their signature	
11	Right to Information Act	25 days	Joint Director	10%	Collecting of required particulars from competent authorities and to be sent to the individuals		
12	Reviewing of Confidential Reports of all staff of Govt. Hr.Sec.Schools	30 days	Joint Director	10%	Confidential reports in respect of Teaching staff for the period ending 30 <sup>th</sup> June and others 31 <sup>st</sup> March.	CRs in prescribed forms in respect of each category.	
13	Reconciliation of Plan & Non Plan Heads of Accounts operated by this office a) Budget proposals b) Creation of New Schemes c) Operation of budget d) Modification of funds, if any	Every month	Joint Director	10%	Preparing the budget proposal for BE & RE  Making entries in BCR	Dies not arise	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
14	Circulating various correspondence to all Govt./Govt. Aided/ Private School in the U.T of Puducherry	5 days	Joint Director	5%	Circular / Memorandum will be circulated as per order of Director of School Education	Does not arise	
15	Arrangements for conducting Students Day Celebration	5 days	Joint Director	5%	1. Obtaining sanction from Govt. 2. Conducting of various competitions 3. Selection of Prize winners 4. Celebration process		
<b>ACADEMIC SECTION</b>							
1	Inspection and surprise visits to all Govt. and Private Hr.Sec.Schools		Joint Director	20%	Inspection to be made in yearly once. 1. All records to be verified 2. Teaching in all classes to be observed 3. verifying the accounts and other belongings to the schools  Surprise visit	1. Records listed in the audit list. 2. Admission and TC Issue details 3. stock and receipt details 4. Scholarship and Free supply details 5. Staff details 6. Other available records, if any.  1. Punctuality of the staff 2. Maintaining of the school premises 3. Presence of the students	



Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
2	Upgradation and opening of new Higher Secondary schools	15 days	Joint Director	5%	1. Receipt of the proposal complete in all respects 2. Verifying the documents by the approval committee. 3. Proposal to be sent to the Director of School Education for approval	1. Prescribed format 2. Details of school infrastructures.	
3	Implementing the Inspire Award Scheme in all the Govt. and Private Schools	30 days	Joint Director	5%	Online Registration of the particulars of school and students for award	Does not arise	
4	Implementing the Vocational Education in Hr.Sec.Schools and selection of Vocational Teachers for ICT awards	10 days	Joint Director	10%	Monitoring the vocational education in the Hr.Sec.Schools. Recommending for ICT award	Proposal for the award with necessary enclosures	
5	Selection of students for participation of National and International events/Seminars	10 days	Joint Director	5%	1. Receiving the filled in application forms. 2. scrutinizing and verifying the forms 3. Selection to be made by the committee.	Proposals from the eligible candidates in the prescribed format	
6	Purchasing Books for school Libraries	30 days	Joint Director	5%	1. Formation of Committee to select the books. 2. Proposal to be sent with recommendation of the committee	Copy of the Books	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
					for approval and sanction of the Director of School Education		
7	Monitoring the staff position in Govt. Hr. Sec.Schools	10 days	Joint Director	10%	1.Maintaining the List of Teaching staff (Category wise and school wise)  2.Arrangements to be made the shortage of teaching staff in the needy schools.	Requirement from the needy schools	
<b><u>EXAMINATION CELL</u></b>							
1	Conducting of HSC Terminal/Public Examinations and Practical Examinations March/June September and DIET Examinations		Joint Director	40%	1.Collecting of students strength for ensuing the HSC public examination (Group wise/Medium wise) 2. Printing and distributing of question papers for common Quarterly/ Half Yearly/ Annual(XI Std only) examinations.  3.Arrangements to be made to conduct of HSC public examinations viz. appointing of Chief Superintendent /Departmental officers/ Invigilators  4. Arrangements to be made for safe custody of public question papers.	1. Nominal Roll	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
					5. Distribution of Mark certificates after publishing the results		
2	Obtaining of expenditure sanction to conduct of HSC/SSLC Practical and Theory examinations	10 days	Joint Director	10%	Preparation of details of students' strength and examination centers.	1. List of Exam. Centre 2. Students' strength from each school those who are going to appear the public examination.	
3	Issuing of Awards to the Schools for producing 100/90 percentage of results in the SSLC/HSC examinations and award to the teachers who produced 100% result in their subjects	10 days	Joint Director	10%	Receipt of the required particulars in respective schools	1. Details of the concerned subject teachers.  2. School result percentage (Cash award)	
4	Conducting of National Talent Search Examination and National cum Merit Scholarship Examination to all regions of Puducherry Union Territory.	10 days	Joint Director	5%	NTSE/NMMS examination to be conducted for the students studying in 8 and 10 std	1. Receiving of applications from the students 2. Preparation of question papers & OMR sheets 3. conducting of examination in all regions of U.T of Puducherry 4. Evaluation of test sheets 5. Announcement of result 6. The selected list of students to be sent to NCERT, New Delhi for sanction of scholarship	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
5	Conducting of Entrance Examination for admitting in Rashtriya Indian Military College / Sainik School	10 days	Joint Director	5%	Applications will be received from the eligible students and the test will be conducted	1. Receiving of applications from the students 2. Preparation of question papers & OMR sheets 3. conducting of examination in all regions of U.T of Puducherry 4. Evaluation of test sheets 5. Announcement of result 6. The selected list of students to be sent to NCERT, New Delhi for sanction of scholarship	
6	Approval of Annual Promotion Charts of all Govt./Govt.Aided/ Private Higher Secondary Schools	15 days	Joint Director	5%	Verifying the Annual promotion charts	Annual result of the schools	
7	Preparation of Common Question Papers for XI and XII Stds of all Govt. Higher Secondary Schools of Puducherry & Karaikal regions.	15 days	Joint Director	5%	1. Preparing the Question papers by the subject teachers 2. Printing of the Question papers in Govt. Press. 3. Distributing the printed question papers to the schools	Does not arise	
8	Centre for valuation of XII public Examination Answer Scripts	25 days	Joint Director	10%	1. Selection of valuation centre. 2. Receiving the Answer script bundles and keeping them in safety manner. 3. Valuation work. 4. Distributing the honorarium to the officials. 5. Submitting the final report to the Directorate of Govt. Examination, Chennai.	Does not arise.	

**SERVICES DELIVERED BY THE OFFICE OF THE JOINT DIRECTOR (SEC. EDN.), DY. DIRECTOR (SEC.EDN.), KARAİKAL, DY. DIRECTOR (WE), CHIEF EDUCATIONAL OFFICER,PUDUCHERRY/KARAİKAL/ MAHE AND DELEGET TO DIRECTOR OF SCHOOL EDUCATION, YANAM**

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
1	Permission to issue Duplicate Transfer Certificate/Correction in Transfer Certificate of the students in r/o schools under their control	1 day	JD (SE), DD(SE),Karaikal DD (WE) CEO., Puducherry/ Karaikal/ Mahe & DDSE, Yanam	2%	<ol style="list-style-type: none"> <li>1. Receipt of the proposal complete in all respects</li> <li>2. Verifying the documents submitted</li> </ol>	1.For Duplicate TC i) original Tahsildar certificate ii) Xerox copy of fire certificate 2.Correction in TC i)Original Birth/Nationality/Caste certificate ii) Xerox copy of TC	Re.1/-
2	Equivalency certificate in r/o schools under their control	5 days		2%	<ol style="list-style-type: none"> <li>1. Receipt of the proposal complete in all respects</li> <li>2. Verifying the documents submitted</li> </ol>	1.Xerox copy of Passport/Visa (for abroad students only) 2.Educational qualification certificates with duly countersigned	
3	Genuineness of T.C / Study Certificate in r/o schools under their control	1day		2%	<ol style="list-style-type: none"> <li>1. Receipt of the proposal complete in all respects</li> <li>2. Verifying the documents submitted</li> <li>3. Forwarding it to the concerned issued Authority</li> <li>4.Issuing Genuineness order</li> </ol>	Xerox copy of the T.C / Study Certificate.	
4	Permission for admission of students in	5 days	JD (SE), DD(SE),Karaikal	1%	<ol style="list-style-type: none"> <li>1. Receipt of the proposal complete in all respects</li> </ol>	Educational qualification certificate with duly	-

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
	I Std to XII Std both in Govt. and Private Hr.Sec.Schools		DD (WE) CEO., Puducherry/ Karaikal/ Mahe & DDSE, Yanam		2. Verifying the documents submitted	countersigned (For private school students only)	
5	Countersignature of TC /Study certificate/Rural Certificate	1 day		2%	1. Receipt of the Original certificates 2. Verifying the entries 3. Verifying the continuous study of 5 years in the rural Govt. schools in U.T of Puducherry	Original certificate in all aspects	-
6	Age relaxation for admission in I Std	1 week		1%	1. Receipt of requisition letter 2. Processing of letter for permission	Original Birth Certificate	-
7	Free supply of Text Books / Uniforms / Stationeries / Chappals	15 days		5%	Will be processed from the month of January and distributed from the beginning of the academic year	Students particulars such as strength / gender / medium / Date of birth etc. from the schools	-
8	Stock verification / Condemnation proposals / Destruction of old records	3 months		5%	On receipt of the proposals from the schools (or) while noticed during inspection	GFR 17 from the schools	-
9	Govt. and Private School Inspection and	Once in Academic	JD (SE), DD(SE),Karaikal	5%	Proposal received from the Private / Govt. Aided Schools	As per Form I and VIII of RTE	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
	Recognition. Construction of schools/ additional class rooms / Acquisition of land for school purpose	year	DD (WE) CEO., Puducherry/ Karaikal/ Mahe & DDSE, Yanam		during November		-
10	Purchase of Store Items	3 months		2%	Full financial Year		-
11	Repairing of carpentry items in schools	Throughout the year	CEO., Puducherry/ Karaikal/ Mahe & DDSE, Yanam	2%	Throughout the year	Based on request received from the school. Carpenters will be deployed for repair work.	-
12	Maintenance of the service books of HM Gr.I/HM Gr.II of Govt. High/ Middle. Schools	10 days	DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	10%	Updating the service books regularly by making entries of 1. Transfer and posting /Promotion 2. Entry of EL/HPL credit/availed 3. Annual service verification 4. Periodical increment	1. Documents necessitated making entries in service books from the incumbents. 2. Producing the Joining report and Medical certificates	
13	Preparation of pension proposals of HM	1 month	DD(WE) / CEO, Puducherry/	10%	1. Proposal to be sent to Chief Vigilance Officer, Chief Sect.,	1. Revised Form 3,5,7,8,10,11,12,13,	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
	Gr.I/HM Gr.II of Govt. High/ Middle. Schools		Karaikal/ Mahe & DDSE Yanam		<p>Puducherry before one month of the date of superannuation</p> <p>2. Receipt of pension proposal from the concerned official 3 months before the date of superannuation and scrutiny of pension papers</p>	<p>14, 18,19,20,21,22,23,24 as applicable and Pension calculation Sheet.</p> <p>2. Revised common nomination form for retirement benefits in Form 1 and common nomination form for arrears of pension and commutation of pension in Form A as communicated in I.D.Note / Office Memorandum No.G.12011/1/2010 /F3 dated 13.05.2014</p>	
14	<p>Processing the following applications of HM Gr.I/ HM Gr.II and all category of Teaching staff working under their control</p> <p>1.Transfer application</p> <p>2.Permission to go to abroad</p> <p>3.Fresh/Renewal of passport</p> <p>4.Seeking permission to purchase/sale of immovable/movable property</p> <p>5.Seeking permission to higher studies</p>	7 days	DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	5%	Processing/scrutinizing and forwarding to Estt. section through Deputy Director (Admn), Dte, of School Education for further action	In the prescribed format with the required enclosures	
15	Receipt & Processing of Medical reimbursement	5 days	DD(WE) / CEO, Puducherry/	5%	Processing/scrutinizing and forwarding to Estt. section	a) Expost Facto No objection certificate	



Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
	claim of the officials working in Govt. High/Middle.Schools who underwent treatment in higher institution for chronic disease.		Karaikal/ Mahe & DDSE Yanam		through Deputy Director (Admn), Dte, of School Education for further action	and Rate Reasonable certificate b) Application(97-A) c) Certificate-B d) Discharge slip e) Inpatient Bill f) Pharmacy bills g) Discharge summery h) Non availability i) NOC j) Joint declaration k) Fund availability l) Copy of PPO of spouse	
16	Receipt & processing of the following bills of Heads of Govt. Hr.Sec.Schools 1. T.A. Bill 2.Transfer T.A.Bill 3.LTC Claim 4.Reimburse of Medical expenses	5 days	SAO / JAO office of DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	5%	Scrutinizing and submitting to the Director of School Education in the capacity as Head of Department for countersignature	1. Prior permission of the competent authority to leave the Hq with copy of order/verified vouchers 2.Personal efforts certificate/claimant certificate with copy of order	
17	Processing to grant of ACP/MACP scheme to the eligible principals/ Vice Principals	15 days	SAO / JAO office of DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	10%	Preparation of the proposal for grant of Financial upgradation under ACP/MACP Scheme	1.Service Books 2.Declaration 3.Undertaking 4.Certificates 5.Confidential Reports	
18	Preparation of Common	15 days	CEO, Puducherry	5%	1. Preparing the Question	Does not arise	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
	Question Papers for Stds VI to X of all Govt. Schools of Puducherry & Karaikal regions.				papers by the subject teachers 2. Printing of the Question papers in Govt. Press. 3. Distributing the printed question papers to the schools		
19	Centre for valuation of X public Examination Answer Scripts.	25 days	CEO, Puducherry	10%	1. Selection of valuation centre. 2. Receiving the Answer script bundles and keeping them in safety manner. 3. Valuation work. 4. Distributing the honorarium to the officials. 5. Submitting the final report to the Directorate of Govt. Examination, Chennai.	Does not arise.	
20	Approval of Annual Promotion Charts of all Govt./Govt.Aided/Private High/Middle/Primary Schools	15 days	DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	5%	Verifying the Annual promotion charts	Annual result of the schools	
21	Monitoring the Primary and Pre Primary Schools.		Dy. Inspector of Schools Zone I/II/III/IV and V, Puducherry/Karaikal	10%	1. Inspection / visit of schools. 2. Bills / Service matters in r/o staff of Primary schools	Does not arise	

**OFFICE OF THE SENIOR ACCOUNTS OFFICER (DSE)****GRANT-IN-AID:**

<b>Sl. NO</b>	<b>Services</b>	<b>Service/ Performance stds</b>	<b>Contact details of the Responsible Officer (Thiru/Tmt)</b>	<b>Weight -age</b>	<b>Processes</b>	<b>Documents required</b>
1	Obtaining sanction order from Government for release of grant in aid to Govt. aided schools	60 days	S. Vaasugi  Senior Accounts Officer  Ph.No.2207213	15%	Receipt of proposal from the management of Govt. Aided Schools for release of grant in aid for full financial year.	Details of posts for which grant in aid is required.  Details of amount required for payment of salary for the above posts as per rules in force.
2	Processing of proposals for release of grant in aid for the posts filled in by the management of Govt Aided Schools	30 days	S. Vaasugi,  Senior Accounts Officer  Ph.No.2207213	25%	Receipt of proposals in complete shape in all respects.  Processing of proposal for the approval of Competent Authority for release of grant in aid	Proforma showing the bio- data of the proposed candidates.  All documents/ certificates in support of the details shown in the above proforma.  Appointment order issued by the management.

SI. NO	Services	Service/ Performance stds	Contact details of the Responsible Officer (Thiru/Tmt)	Weight -age	Processes	Documents required
3	Grant of approval for fixation of pay of employees of Govt. Aided Schools	7  days	S. Vaasugi,  Senior Accounts Officer  Ph.No.2207213	10%	Receipt of proposal along with service book of the employees from the management of the schools duly recommended by the Inspecting Officer.	Pay fixation statement duly prepared, signed by the Head of the institution and countersigned by the Inspecting Officer concerned.  Service book of the employees concerned.
4	Processing of pension proposals of employees of Government Aided Schools	30 days	S. Vaasugi,  Senior Accounts Officer  Ph.No.2207213	15%	Receipt of proposal along with service book and supporting papers of the employees from the management of the schools duly countersigned by the Inspecting Officer concerned	All forms and nominations as mentioned in the CCS (Pension) Rules, 1972.  Service book of the employees duly signed by Head of the institution and countersigned by the Inspecting Officer with respect to annual service verification, increment, pay fixation, entry relating to superannuation, closure of leave account.

SI. NO	Services	Service/ Performance stds	Contact details of the Responsible Officer (Thiru/Tmt)	Weight -age	Processes	Documents required
5	Payment of pension to retired employees of Govt. Aided Schools	Before 10 <sup>th</sup> of every month	S. Vaasugi, Senior Accounts Officer Ph.No.2207213	15%	NIL	No document is required as the bill for payment of pension to the retired employees is prepared in the Grant in Aid section itself.
6	Sanction of temporary advance, part final withdrawal and final withdrawal from the GPF Account of employees of Govt. Aided Schools.	20 days	S. Vaasugi, Senior Accounts Officer Ph.No.2207213	20%	Receipt of application in the prescribed format for sanction of temporary advance, part final withdrawal and final withdrawal .	Application in the prescribed format separately for temporary advance, part final withdrawal and final withdrawal, as the case may be. Copy of the GPF account slip. Copy of the previous GPF sanction order

SI. NO	Services	Service/ Performance stds	Contact details of the Responsible Officer (Thiru/Tmt)	Weight -age	Processes	Documents required
<b>SCHOLARSHIP SECTION</b>						
1	Issue of OEBC Scholarship to school students (6 <sup>th</sup> to 10 <sup>th</sup> Std)	6 months	S. Vaasugi, Senior Accounts Officer Ph.No.2207213	20%	The required amount block sanction is to be obtained from Govt. and on the basis of the block sanction the expenditure sanction will be issued on the power of the Director of School Education	1. Parental income should not exceed Rs. 24000/- 2. Student belongs to OEBC candidates and Native of Puducherry
2	Attendance Scholarship to the Girl students in Middle stage of Education	6 months	S. Vaasugi, Senior Accounts Officer Ph.No.2207213	10%	Expenditure sanction will be issued on the power of the Director of School Education	Concerned school should be certifying the student's attendance percentage.
3	Incentive to all school students studying in Govt. Schools from VI to XII std in the U.T. of Puducherry	6 months	S. Vaasugi, Senior Accounts Officer Ph.No.2207213	10%	The required amount block sanction is to be obtained from Govt. and on the basis of the block sanction the expenditure sanction will be issued on the power of the Director of School Education	Candidates should study in the Govt. Schools

SI. NO	Services	Service/ Performance stds	Contact details of the Responsible Officer (Thiru/Tmt)	Weight -age	Processes	Documents required
4	Incentive Award to +2 students	6 months	S. Vaasugi, Senior Accounts Officer  Ph.No.2207213	10%	The required amount block sanction is to be obtained from Govt. and on the basis of the block sanction the expenditure sanction will be issued on the power of the Director of School Education	1. Parental income should not exceed Rs. 24000/-  2. Student belongs to Native of Puducherry.

**OFFICE OF THE DEPUTY DIRECTOR OF EDUCATION (ELEMENTARY EDUCATION)**

Sl. No	Services	Service/ performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required
1	Matters related to D.T.Ed course(DIET and Unaided private TTI), Grant to SSA and DIET, Maintaining Correspondence with Ministry of Human Resource Development, New Delhi, Granting of permission to undergo Teaching practice in Government schools.	7 days	S.Murthy  Deputy Director  (Elementary Education)	5%	As and when action required.	-
2	Granting of scholarship to all the Tsunami affected students in Puducherry and Karaikal regions from Prime Minister National Relief Fund, Conferment of National Award and State Award, Other Academic matters related with Ministry of Human Resource Development, New Delhi, Academic matters related with State Government.	3 months	Ph.No. 2207206	15%	Receipt of proposal from the school management	All documents/ Certificates in support of the details shown in Column No.6
3	Recognition of private schools, Permission for starting new private schools and other related works.	10 days		20%	Receipt of proposal from the respective Inspecting Officers.	-do-



Sl. No	Services	Service/ performance standards	Contact details of the Responsible Officer	Weig htag e (%)	Processes	Documents required																																																												
4	<p><b>Free Supply Scheme :</b> Under the Free Supply Scheme, all students studying in LKG to XII Std are issued the following items irrespective of parental income ceiling limit:</p> <table border="1"> <thead> <tr> <th>Sl.No</th> <th>Free supply items</th> <th>Standard covered</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Uniform</td> <td>LKG to XII Std</td> <td>2 Sets</td> </tr> <tr> <td>2</td> <td>Text Book</td> <td>I to XII Std</td> <td></td> </tr> <tr> <td>3</td> <td>Exercise Note Books</td> <td>LKG to XII Std</td> <td></td> </tr> <tr> <td>4</td> <td>Dictionary</td> <td>VIII Std</td> <td></td> </tr> <tr> <td>5</td> <td>Footwear</td> <td>LKG to XII Std</td> <td></td> </tr> <tr> <td>6</td> <td>Geometry Box</td> <td>IV &amp; VI Std</td> <td></td> </tr> <tr> <td>7</td> <td>Ink Pen</td> <td>V to VIII Std</td> <td></td> </tr> <tr> <td>8</td> <td>Pencil</td> <td>I to V Std</td> <td></td> </tr> <tr> <td>9</td> <td>Eraser</td> <td>I to V Std</td> <td></td> </tr> <tr> <td>10</td> <td>Plastic Scale</td> <td>IV Std</td> <td></td> </tr> <tr> <td>11</td> <td>Atlas</td> <td>VI STD</td> <td></td> </tr> <tr> <td>12</td> <td>Drawing Note Book</td> <td>LKG, UKG</td> <td></td> </tr> <tr> <td>13</td> <td>Crayons</td> <td>LKG, UKG</td> <td></td> </tr> <tr> <td>14</td> <td>Copy Note Book</td> <td>UKG</td> <td></td> </tr> </tbody> </table> <p><b>Students Special Buses:</b> Provision of transport facilities at concessional rate of Re.1/- per trip for all students of Government/ Government Aided/ Private Schools and College students in the “ Students Special Buses” operated in</p>	Sl.No	Free supply items	Standard covered	Remarks	1	Uniform	LKG to XII Std	2 Sets	2	Text Book	I to XII Std		3	Exercise Note Books	LKG to XII Std		4	Dictionary	VIII Std		5	Footwear	LKG to XII Std		6	Geometry Box	IV & VI Std		7	Ink Pen	V to VIII Std		8	Pencil	I to V Std		9	Eraser	I to V Std		10	Plastic Scale	IV Std		11	Atlas	VI STD		12	Drawing Note Book	LKG, UKG		13	Crayons	LKG, UKG		14	Copy Note Book	UKG		3 months(ap prox)	-do-	40%	<p>1) Receipt of beneficiaries list from the Head of Institution concerned.</p> <p>2) Receipt of stock on hand particulars from the Inspecting Officers.</p> <p>Receipt of Trip sheets from the Bus Operators.</p>	-
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Sl. No	Services	Service/ performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required
	<p>Puducherry and Karaikal regions. 55 buses have been allotted to Puducherry region and 15 buses for Karaikal region.</p> <p><b>Upgradation:</b> Upgradation of Primary schools into Middle Schools in respect of all regions.</p>				Receipt of detailed proposal from the Inspecting Officers	
5	<p><b>Various Celebrations:</b> Obtaining expenditure sanction for conducting various celebrations such as Teachers' Day, Children's Day, National Integration Week, Republic Day etc.</p>	One month	-do-	5%	Submission of proposal in complete shape to Government.	-
6	<p><b>National Cadet Corps, National Service Scheme:</b> Obtaining expenditure sanction for conducting various camps and purchase of various items in respect of NCC, NSS and outlying regions.</p>	3 days	-do-	5%	Receipt of detailed proposal from NCC/NSS.	All documents/ Certificates in support of the details shown in Column No.6

Sl. No	Services	Service/ performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required
7	<p><b><u>I. STUDENT MEDICAL ASSISTANCE FUND:</u></b></p> <p>The students who are suffering from severe ailments/accidents are given assistance from this fund. The applications should be routed through the Head of the Institution/School in which the student is studying.</p> <p>The annual contribution being collected towards the Student Medical Assistance Fund, from the students, is as follows:</p> <ol style="list-style-type: none"> <li>1. I Std to V - Rs.2/-</li> <li>2. VI Std to X - Rs.3/-</li> <li>3. XI Std to XII - Rs.5/-</li> </ol> <p>After obtaining NOC from the Director, Directorate of Health and Family Welfare Services, the proposal will be submitted to the Members of the Committee of the Union Territory of Puducherry for issue of cheque.</p>	One week	-do-	5%	<p>Receipt of proposal from the Inspecting Officers concerned with the following documents:</p> <ol style="list-style-type: none"> <li>1) Non Availability Certificate issued by the Medical Superintendent, Government General hospital, Puducherry.</li> <li>2) Non Availability Certificate issued by the Deputy Medical Superintendent, JIPMER, Puducherry.</li> <li>3) Parent's Income Certificate issued by the Taluk Office, Puducherry</li> <li>4) Original Invoice (Medical Report) issued by the Medical Authority in which the student proposed to take treatment.</li> <li>5) Collection particulars of Student Medical Assistance Fund for the particular year in which the medical assistance fund is claimed.</li> </ol>	<p>NOC from the Director, Directorate of Health and Family Welfare Services, Puducherry.</p>

Sl. No	Services	Service/ performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required																						
8.	<p><b><u>II. National Foundation for Teachers' Welfare :</u></b></p> <p>The annual contribution towards NFTW account by the teachers are as follows:</p> <table border="0"> <thead> <tr> <th><b>Grade pay of the teachers(Rs.)</b></th> <th><b>Rate of contribution(Rs.)</b></th> </tr> </thead> <tbody> <tr> <td>4,200/-</td> <td>400/-</td> </tr> <tr> <td>4,600/-</td> <td>450/-</td> </tr> <tr> <td>4,800/-</td> <td>500/-</td> </tr> <tr> <td>5,400/-</td> <td>600/-</td> </tr> <tr> <td>7,600/-</td> <td>750/-</td> </tr> </tbody> </table> <p>The annual contribution towards NFTW account by the students are as follows:</p> <table border="0"> <thead> <tr> <th><b>Standard</b></th> <th><b>Rate of contribution(Rs.)</b></th> </tr> </thead> <tbody> <tr> <td>I to V Std</td> <td>Rs.10/-</td> </tr> <tr> <td>VI to X Std</td> <td>Rs.15/-</td> </tr> <tr> <td>XI &amp; XII Std</td> <td>Rs.20/-</td> </tr> <tr> <td>Students of D.T.Ed and B.Ed.(Govt.Institutions)</td> <td>Rs.30/-</td> </tr> </tbody> </table>	<b>Grade pay of the teachers(Rs.)</b>	<b>Rate of contribution(Rs.)</b>	4,200/-	400/-	4,600/-	450/-	4,800/-	500/-	5,400/-	600/-	7,600/-	750/-	<b>Standard</b>	<b>Rate of contribution(Rs.)</b>	I to V Std	Rs.10/-	VI to X Std	Rs.15/-	XI & XII Std	Rs.20/-	Students of D.T.Ed and B.Ed.(Govt.Institutions)	Rs.30/-	-	-do-	5%	-	-
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	<p><b><u>EX-GRATIA:</u></b> An amount of Rs.35,000/- is given to the dependant of the deceased teacher who died while in service .</p>	15 days	-do-		Receipt of proposal from the Head of Institutions/Inspecting Officers concerned.	Legal Heir Certificate, Voter I.D, Ration Card of the Applicant.																						

**JAWAHAR BAL BHAVAN**

Sl. NO	Services	Service/ Performance standards	Contact details of the Responsible Officer (Thiru/Tmt)	Weight age	Processes	Documents required
1.	Kodai Kondattam	40 days	S.Murthy Dy. Director (EE) Jawahar Bal Bhavan, Puducherry	75%	Receipt of application, training conduct of competitions and issue of certificates & prizes	Birth Certificate, identity certificate and photos.
2.	State Best Child Award	Regional level -1 day State level – 2days		25% 10%	Receipt of application, verification of age & no. of attempts, Regional level selection, State level selection, Nomination for National Selection for Balshree award	Birth Certificate study certificate, identification certificate, declaration of parents/head of institution
3.	Sports and Cultural Festival	Zonal Selection – 1 day Regional selection 1 day		25% 10%	Receipts of entry forms Verification & selection, issues of certificate & prizes	Study certificate deceleration by Head of Institution
4.	Bal Bhavan Mela	2 days		5%	Percentage of attendance is considered for the selection of children to participate in the mela.	Declaration of Head of Bal Bhavans
5.	Mega Cultural Programmes on Independence day and Republic day	1 day 1day		5%	Composing of songs, choreography, Rehearsals and Performance	Duly filled entry forms from Bal Bhavans

**BHARAT SCOUTS AND GUIDES**

SI No	Services	Contact details of the responsible officer	Time Limit	Processes	Documents Required
1	Scouters and Guiders Conference	Scout Organiser K.Shanmugam Bharat Scout & Guides Puducherry	1 Day	feedback of the training given, State programmes	Scout Master Guide Captain Cub -Master Flock Leader
2	Parade & March-past Training	Scout Organiser K.Shanmugam Bharat Scout & Guides Puducherry	10 Days	Participate in ceremonial parade of the Independence Day and Republic Day to be conducted by the Government of Puducherry	Selected Scouts & Guides
3	Coastal Trekking for Scouts and Guides		3 Days	expose the Scouts and Guides about "Trekking"	Selected Scouts & Guides
4	One Day Camp for Cubs and Bulbuls at schools		1 Day	expose all the Cubs and Bul-buls about the camp	All the Cubs & Bulbuls of the Unit / Flock of the School
5	Two Days Scouts and Guides camp at schools		2 Days	Expose them to camp life Pravesh and Pratham Sopan Badges and various Proficiency badges as said in the A.P.R.O.	All the Scouts of the Unit of the School
6	One Day Hiking for Scouts/Guides, Cubs/Bulbuls at schools		1 Day	expose all the Scouts, Guides, Cubs, and Bul-buls about hiking and also earning proficiency badge	All the Cubs & Bulbuls of the Unit / Flock, Scouts /Guides of the School
7	Basic and Advanced Course for adult leaders		7 Days	As per Scheme of training of Bharat Scouts and Guides a Scouters/Guiders should undergo this training in order to run the unit in his	Willing Teachers from the Schools
			Scout		

SI No	Services	Contact details of the responsible officer	Time Limit	Processes	Documents Required
		Organiser K.Shanmugam Bharat Scout & Guides Puducherry		or her school	
8	Rashtrapathi Award Training Camp for Scouts & Guides		5 Day	To equip them certain standard of proficiency as contemplated in the A.P.R.O of the Bharat Scouts and Guides.	Only for Rajya Puraskar Scouts /Guides
9	Patrol Leaders' Training Camp		4 Days	They will teach, train and test the Scouts and Guides in the subjects as per the A.P.R.O of the Bharat Scouts and Guides	Patrol Leaders of the Each Troop from the Schools
10	First Aid and Ambulance man Course		4 Days	"First Aid" which is one of the worth mentioning Scouting syllabus. This camp will equip the Scouts and Guides the standard of proficiency as contemplated in the training programme of the Bharat Scouts and Guides.	Selected Scouts /Guides from the Schools
11	Syllabus Training & Testing Camps	Scout	4 Days	The object of conducting Syllabus Training and Testing Camp is to expose the Scouts and Guides to acquire camping experience and to equip them with certain standard of proficiency as contemplated in the training programme of the Bharat Scouts and Guides.	Selected Scouts /Guides from the Schools

SI No	Services	Contact details of the responsible officer	Time Limit	Processes	Documents Required
		Organiser			
12	Rajya Puraskar Training & Testing Camp	K.Shanmugam Bharat Scout & Guides Puducherry	5 Days	According to A.P.R.O. Part.II & Part.III of the Bharat Scouts and Guides, National Headquarters, New Delhi, the Scouts and Guides will be tested and selected for the 'Rajya Puraskar Award	Eligible Scouts /Guides From
13	Cub & Bulbul Utsav			The object of the camp is to expose the Cubs and Bulbuls about the camp life and also it will be very effective for the children to come into close contact with each others and share the experiences, cultural exchange and learn to live in peace.	Selected Cubs /Bulbuls From the Schools
14	Flag Day celebration		1 Day	Nov 7 th is Bharat Scouts and Guides , Flag Day	State Celebration
15	Craft Training Course for Scouts/Guides,		4 Days	The object of conducting this camp is to train the Scouts and Guides in some useful crafts that will be great use in their career.	Selected/ Interested Scouts /Guides from the Schools
16	Annual Training Camp for Scouts		3 Days	The object of conducting this camp is to expose the Scouts to acquire the camping experience and to equip them with certain standard of	Selected Scouts /Guides from the Schools

The object of conducting this camp is to expose the Scouts to acquire the camping experience and to equip them with certain standard of



SI No	Services	Contact details of the responsible officer	Time Limit	Processes	Documents Required
		Scout Organiser K.Shanmugam Bharat Scout & Guides Puducherry		proficiency as contemplated in the training programme of the Bharat Scouts and Guides. This camp will also serve as a testing camp for various proficiency badges as said in the APRO of the Bharat Scouts and Guides.	
17	Annual Training Camp for Guides		3 Days	The object of conducting this camp is to expose the Scouts to acquire the camping experience and to equip them with certain standard of proficiency as contemplated in the training programme of the Bharat Scouts and Guides. This camp will also serve as a testing camp for various proficiency badges as said in the APRO of the Bharat Scouts and Guides.	Selected Scouts /Guides from the Schools
18	Celebration of Thinking Day		1 Day	Feb 22 nd is the Birth day of Baden.Powell which is Celebrated as Thinking Day	State Celebration

**OFFICE OF THE N.C.C. HEADQUARTERS**

SL NO	Services	Service/ Performance stds	Contact details of the Responsible Officer	Weight -age	Processes	Documents required	Remarks
1	Conducting Camps for NCC Cadets as follows  CATC – 10 Nos	10 Days (Each Camp)	Group Commander NCC Group Headquarters, Airport Road, Lawspet, Puducherry – 8 Phone : 2252766		a) Train the NCC cadets b) Firing activities. c) Flying activities d) Boat Pulling activities e) Conducting social awareness rallies	a) Enrolment form b) Indemnity. c) Risk Volunteer Certificate. d) Accident Drowning Certificate e) Willingness Certificate	a) Enrolment Fee Rs.4/- per cadet. b) Cadet Welfare Society fee – Rs.10/- per cadet.
2	RDC – 1 No.	1 month					
3	Trekking – 2 Nos. National Integration Camps – 10 Nos.	10 Days (Each Camp)  10 Days (Each Camp)					
4	Swimming Camp – 1No.	10 Days					
5	Ocean Sailing Camp – 2 Nos.	05 Days (Each Camp)					
6	Mountaineering Course – 1 No.	28 Days					
7	Certificate Exams	02 Days					
8	Social Service Activities	Frequently					

**OFFICE OF THE DEPUTY DIRECTOR (SPORTS & YOUTH SERVICES)**

SI No	Services	Service / Performance Stds.	Contact details of the Responsible Officer (Thiru / Tmt.)	Weightage	Processes	Documents required
1.	Meritorious Sports Person Certificate	30 days	The Deputy Director (Sports & Youth Services) Directorate of School	7%	Receipts of Proposal Complete in all respects Processing of Proposal for MSP approval	1. List of Participation 2. Participation Certificate 3. Forms I, II, III & IV 4. Employment Exchange Registration (on line) 5. Birth Certificate 6. Educational Qualification. 7. Ration Card / Smart Card
2.	Zonal School Games		Education, Perunthalaivar Kamarajar	8%	Students studying in classes from VI to XII in Govt. & Private Schools	
3.	State School Games Champion-ships		Education Complex, Puducherry – 605 005.	10%	Teams from Zonal School Games with the coaching camp facility.	
4.	National School Games Champion-ships		Phone No.0413 – 2207210	15%	Selected State School Teams with coaching camp facility. Participants and winners in National School Games Championships are eligible for Form – IV for employment purpose to be considered under sports person quota of reservation	
5.	Participation of school in		The Deputy	5%	Selection trials for school contingent	

SI No	Services	Service / Performance Stds.	Contact details of the Responsible Officer (Thiru / Tmt.)	Weightage	Processes	Documents required
	Independence day and Republic day Celebration		Director (Sports & Youth Services) Directorate of School Education, Perunthalaivar Kamarajar Education Complex, Puducherry – 605 005. Phone No.0413 – 2207210		for March Past will be held during July 5 Govt. & Private Schools (Boys & Girls) selection for school Teams for cultural will be held during December.	
6.	Youth Festival			5%	Provision of funds for conduct of Youth Festivals in all Government Schools.	
7.	Grant-in-aid			10%	Release of grant in aid to a) Pondicherry State Sports Council b) Rajiv Gandhi School of Sports. c) Youth Hostel	
8.	Purchase and supply of Physical Education – goods and sports articles			8%	Sports articles are purchased and supplied to all Government schools.	

SI No	Services	Service / Performance Stds.	Contact details of the Responsible Officer (Thiru / Tmt.)	Weightage	Processes	Documents required
9.	Development of maintenance of play-fields in Educational Institutions		The Deputy Director (Sports & Youth	8%	Play field are identified and all infrastructural facilities are developed in Educational Institutions.	
10.	Pondicherry State Sports Scholarship (Lumps Award)		Services) Directorate of School Education, Perunthalaivar Kamarajar Education Complex, Puducherry – 605 005.	4%	1st Place winner of state school Games Champion-ship & are eligible for the Lumps Award.	
11.	Participation and Organization of All India Tournaments		Phone No.0413 – 2207210	4%	All India Civil Services, Tournament, Women Sports Rural Sports etc., are organized Teams also sent to these events from this Union Territory	
12.	Balakalamela (children's festival at Mahe			4%	Provision of Funds to all participants from Private & Govt. Schools in Mahe Region.	
13.	Children Festival (Puducherry, Karaikal & Yanam)			4%	Provision of funds to participating Govt. Schools in Puducherry, Karaikal & Yanam Region.	
14.	Celebration of Annual Day / Sports Day			8%	Provision of funds to Govt. schools from Primary to Higher Secondary level.	

### **REVENUE OFFICER (CULAW)**

Sl. No	Services	Service/ Performance Stds	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required
1	Issuing of NO C for land Acquisition	15 Days	Thiru. N. Suresh Revenue Officer, CULAW, Directorate of School Education Tel: 2207216 Email id: culaw-edn.pon @nic.in		Receipt of letter and Processing by Revenue Inspector  Verified by Tahsildar  Issue of NOC by Revenue Officer, CULAW.	1.Sales document 2.Layout Sketch 3.Copy of NOC, if any obtained from DC(R) North/South 4.Municipality Commune Panchayat Letter Copy (If requested by them)
2	Issue of Property Identity Certificate to land owners in respect of their land acquired for establishment of Central University	15 days			Receipt of letter and Processing by Revenue Inspector  Verified by Tahsildar  Issue of Property Identity Certificate by Revenue Officer, CULAW.	1.Only affected Land Owners can apply. 2.Details of Survey Number,Extent etc. 3.LAOP copy if applicable 4.Link documents if available 5.Ration Card 6.Voter ID Card 7.Birth Certificate of applicant. 8.Death Certificate of Landowner – if applicable 9.Legal heir certificate of Landowner – if applicable.

**THE PRINCIPAL, GOVT. TECH. HR. SEC. SCHOOL**

Sl. No	Services	Service/ Performance Standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required
1	Teaching Technical Courses  1. Drought man	Two years Course	PRINCIPAL Tel: 2253244 vvrgrthss @yahoo.com	—	1. Drawing & building material testing, and practice house planning, surveying hydraulics and hydraulic machineries, Roads and Bridges, water supply and sanitary for a house.	X th Mark sheet & Transfer certificate of last studied Institution
2	General Machinist				2. All types of Engg. Machines, theoretical and practical details Workshop working methods and designing details.	
3	Electrical Machines and Appliances				3. Basic of Electrical Engg. House wiring. Repair and servicing of Electrical domestic appliances.	
4.	Auto Mechanic				4. 2 stroke and 4 stroke Engine service Repair and maintenance of two & four wheelers, Troubles 7 remedies of Automobile machines and Electrical problems.	

**PRINCIPAL, DISTRICT INSTITUTE OF EDUCATION AND TRAINING**

Sl. NO	Services	Service/ Performance standards	Contact details of the Responsible Officer (Thiru./Tmt.)	Weight age	Processes	Documents required
1	D.E.E.	2 years	S.D.Baskaran Principal Tel No. 2251243 Email: <a href="mailto:Diet-edn.pon@nic.in">Diet-edn.pon@nic.in</a> Cell 9442069718	-	1. Preparing students to D.E.E., ECCE., OBE board exams	1.HSC mark list
2.	ECCE	1 year				2. SSLC mark list
3.	OBE	1 year			2. Training to PSTs	3. Transfer Certificate
4.	In-service training to PST				4. Residence Certificate	
						5. Caste Certificate
						6. Sports Certificate



## **REDRESS OF GRIEVANCE**

In case of non compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for redress of their grievance:

THE DEPUTY DIRECTOR (ADMINISTRATION)

'A' Block, I Floor,

Perunthalaivar Kamarajar Centenary Educational Complex,

100 feet Road, Anna Nagar,

Nellithope,

Puducherry—605 005

The grievance can also be lodged on-line on the following link:

[www.school.edn.puducherry.gov.in](http://www.school.edn.puducherry.gov.in)

**ESCALATION OF GRIEVANCE**

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

THE DIRECTOR OF SCHOOL EDUCATION

'A' Block, I Floor,

Perunthalaivar Kamarajar Centenary Educational Complex,

100 feet Road, Anna Nagar,

Nellithope,

Puducherry—605 005

Telephone : 0413 2207202

Fax : 0413 2205930

**LIST OF STAKEHOLDERS**

1. General Public at large
2. All Teaching and non- teaching staff in Government and Government aided Schools in Puducherry Union Territory
3. All the students of Government ,Government Aided and Private schools in Puducherry Union Territory
4. All recognised Associations in School Education Department, Puducherry.

**LIST OF RESPONSIBILITY CENTRES/ATTACHED/SUBORDINATE ORGANISATIONS**

Sl.No.	Responsibility Centres and Subordinate Organisation	Address	Phone No.	E.mail
1.	District Institute of Education and Training (DIET)	Thiru S.D.Baskaran Principal, DIET, Lawspet, Puducherry 605 008.	0413-2251243	<a href="mailto:diet-edn.pon@nic.in">diet-edn.pon@nic.in</a>
2.	Pondicherry State Sports Council (PSSC)	Thiru.M. Lenin Raj Dy. Director (Sports & Youth) Member Secretary, Indira Gandhi Sports Complex Uppalam Puducherry-605 005	0413-2357485	psscup@gmail.com

**INDICATIVE EXPECTATIONS FROM SERVICE RECEIPIENTS / STAKE HOLDERS**

- Applications / proposals are to be submitted in the formats prescribed, if any. Prescribed formats for services relating to payments/ reimbursements of claims, etc.
- Relevant documents/enclosures (duly attested, where required) if any, are to be submitted along with the application;
- Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to;
- Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance;
- Release of installment of grants is subject to submission of Utilization Certificate.
- Grievance in respect of service(s) in the Citizens'/Clients' Charter are to be lodged at

**[www.schooledn.puducherry.gov.in](http://www.schooledn.puducherry.gov.in)**

**COMPOSITION OF THE TASK FORCE FOR REVIEWING OF CITIZENS' CHARTER OF**  
**DIRECTORATE OF SCHOOL EDUCATION**

- |   |    |          |
|---|----|----------|
| 1. Director of School Education           | -- | Chairman |
| 2. Joint Director (S.E.)                  | -- | Member   |
| 3. Deputy Director (Admn.)                | -- | Member   |
| 4. Chief Educational Officer, Puducherry  | -- | Member   |
| 5. Deputy Director (Women), Puducherry    | -- | Member   |
| 6. Deputy Director (Ele.Edn.), Puducherry | -- | Member   |
| 7. Officer on Special Duty.(Plan)         | -- | Member   |

**CONCLUSION**

Constant feedback / suggestions from the recipients / stakeholders regarding services delivered are most welcome at this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback / suggestions on the Charter can be sent to:

The Director of School Education,

'A' Block – First Floor,

Perunthalaivar Kamaraj Centenary Educational Complex,

100 feet Road, Anna Nagar,

Nellithope,

Puducherry 605 005

Telephone: 0413-2207202

Tele fax – 0413 – 2205930

Website – [www.schooledn.puducherry.go](http://www.schooledn.puducherry.go)

## **INTRODUCTION**

The Directorate of School Education deals with the School Education- Primary, Middle, High, Higher Secondary, Sports & Youth Service, Adult Education and Teacher Education. At present School Education is made available to the students through both Govt. and Private Schools existing in the Union Territory of Pondicherry. Elementary Education, Secondary Education, Higher Secondary Education, Vocational/Technical Education, in-service and pre-service training to teachers, training in fine arts and performance arts, various sports activities and other Co-curricular activities of NCC/NSS/CSS/ Scouts are offered to the School Students.

The Director of School Education is the Head of the Organization and his functions are overall supervision, control and implementation of various welfare measures such as Welfare of the Teachers, Appointment of the Teachers, Implementation of various Welfare Schemes such as Free supply of Uniforms, Textbooks, Notebooks, Provision of Breakfast, Mid-day Meals, Conduct Sports activities and all other educational and co-curricular as well as extra curricular activities to the students.





**GOVERNMENT OF PUDUCHERRY  
DIRECTORATE OF SCHOOL EDUCATION**

**OUR VISION**

The vision of the Directorate of School Education is to impart useful, relevant and quality Education to all children, to enable them to fully harness human potentials – physical, mental and spiritual, in order to build a just, equitable and civil society and also to attain 100% literacy.

**OUR MISSION**

- To achieve 100% literacy
- To provide Early Childhood Care and Education (ECCE) right from the age 3+
- To achieve Universalisation of Elementary Education(UEE) and Secondary Education.
- To provide quality education services in the best possible manner to all.

- To bridge the gender and social gaps thereby achieving the social justice.
- To provide value based learning and education
- To impart vocational education for improving the carrier choices
- To develop a healthy body and mind by imparting physical education
- To provide the nutrient support for achieving the educational goals
- To provide co-curricular activities through NSS/CSS/NCC.

**DIRECTORY OF OFFICERS**

<b>SI. NO.</b>	<b>NAME OF THE OFFICER (Thiru/Tmt.)</b>	<b>ADDRESS</b>	<b>PHONE NO.&amp; e - MAIL ID</b>
1	L. Kumar Director of School Education / Addl. Secretary to Govt	"A" Block, I Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413- 2207201 / 2207202 Mobile: 9486267824 Email ID: dse-edn.pon@nic.in
2	Dr. J. Krishnaraju Joint Director of School Education	"A" Block, II Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207203 Mobile: 7373770005 Email ID: jd-edn.pon@nic.in
3	Mohinder Pal State Project Director (SSA)	"B" Block, V Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207204 Mobile: 7373770007 Email ID: spdssa- edn.pon@nic.in
4	V. Jaisankar Dy. Director (Administration) / Under Secretary (School Education)	"A" Block, I Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry -605 005	LL: 0413-2207205 Mobile: 9486367145 Email ID: dda-edn.pon@nic.in
5	S Murthy Dy. Director (Elementary Edn)	"A" Block, II Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207206 Mobile: 98943017131 Email ID: ddee-edn.pon@nic.in

<b>Sl. NO.</b>	<b>NAME OF THE OFFICER (Thiru/Tmt.)</b>	<b>ADDRESS</b>	<b>PHONE NO.&amp; e - MAIL ID</b>
6	R.Somasundaram Dy. Director (Women Edn.)	"A" Block, III Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207207 Mobile: 7373770050 Email ID: ddwe-edn.pon@nic.in
7	V. Ranganathan Chief Educational Officer, Puducherry	"A" Block, IV Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207208 Mobile: 7373770034 Email ID:ceo-edn.pon@nic.in
8	S. D.Baskaran Principal, DIET	District Institute for Education & Training, Lawspet, Puducherry	LL: 0413-2251243 Mobile: 9442069718 Email ID: diet-edn.pon@nic.in
9	R. Kalaiselvan Dy. Director (Adult Edn.)	"A" Block, IV Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207211 Mobile: 9443500030 Email ID: ddae-edn.pon@nic.in
10	M. Lenin Raj Dy. Director (Sports & Youth Services)	"B" Block, III Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207210 Mobile: 9994681275 Email ID: ddsp-edn.pon@nic.in

<b>SI. NO.</b>	<b>NAME OF THE OFFICER (Thiru/Tmt.)</b>	<b>ADDRESS</b>	<b>PHONE NO.&amp; e - MAIL ID</b>
11	V.Vetrivel Officer on Special Duty (STC)	"B" Block, IV Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry - 605 005.	LL: 0413-2207215 Mobile: 9488074422 Email ID: osdstc-edn.pon@nic.in
12	Dr. P.Kolandasamy State Liaison Officer NSS, Pondicherry Unit	"B" Block, IV Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry - 605 005.	LL: 0413-2207212 Mobile: 9486366572 Email ID: nss-edn.pon@nic.in
13	N. Suresh Revenue Officer (CULAW)	"A" Block, Ground Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry – 605 005.	LL: 0413-2207216 Mobile: 9789442929 Email ID: culaw-edn.pon@nic.in
14	S. Vaasugi Senior Accounts Officer	"B" Block, I Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry – 605 005.	LL: 0413-2207213 Mobile: 7373770006 Email ID: sao-edn.pon@nic.in
15	K.Muthu, JAO, In Charge, Officer on Special Duty (Plan)n charge	"A" Block, II Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry – 605 005.	LL: 0413-2207214 Mobile: 7373770013 Email ID: osdp-edn.pon@nic.in
16	R. Zeaselvy Deputy Inspector of Schools (Zone-I)	"B" Block, III Floor, Perunthalaivar Kamaraj Centenary Educational Complex,100 ft Road, Anna Nagar, Puducherry – 605 005.	LL: 0413-2207224 Mobile: 9994377790 Email ID: disz1-edn.pon@nic.in

<b>SI. NO.</b>	<b>NAME OF THE OFFICER (Thiru/Tmt.)</b>	<b>ADDRESS</b>	<b>PHONE NO.&amp; e - MAIL ID</b>
17	Malliga Gopal Deputy Inspector of Schools (Zone-II)	"B" Block, III Floor, Perunthalaivar Kamaraj Centenary Educational Complex, 100 ft Road, Anna Nagar, Puducherry - 605 005	LL: 0413-2207225 Mobile: 9943797572 Email ID: disz2-edn.pon@nic.in
18	C.Kumar Deputy Inspector of Schools (Zone-III)	Office of the Dy. Inspector of Schools, Zone-III, Ariankuppam, Puducherry	LL: 0413-2601666 Mobile: 7373770023 Email ID: disz3-edn.pon@nic.in
19	M.G.Robert Kennedy Dy. Inspector of Schools (Zone-IV)	Office of the Dy. Inspector of Schools, Zone-IV, Villianur, Puducherry	LL: 0413-2660366 Mobile: 7373770041 Email ID: disz4-edn.pon@nic.in
20	S.Packirisamy Deputy Inspector of Schools (Zone-V)	Office of the Dy. Inspector of Schools, Zone-V, Villianur, Puducherry	LL: 0413-2660361 Mobile: 7373770043 Email ID: disz5-edn.pon@nic.in
<b>KARAIKAL REGION</b>			
21	G. Subramanian Deputy Director of Education (Secondary Education), Karaikal	Office of the Deputy Director of Education ( Secondary Education), Karaikal	LL: 04368-230472 Mobile: 9443093993
22	A.Ally Chief Educational Officer, Karaikal	Office of the Chief Educational Officer, Karaikal	LL: 04368-230472 Mobile: 9442116195 Email ID: ceo-edn.kkl@nic.in
23	P.Soundirarasu Deputy Inspector of Schools (Zone-I), Karaikal	Office of the Dy. Inspector of Schools, Zone-I, Karaikal	LL: 04368-230645 Mobile: 7373770049 Email ID: disz1-edn.kkl@nic.in

<b>Sl. NO.</b>	<b>NAME OF THE OFFICER (Thiru/Tmt.)</b>	<b>ADDRESS</b>	<b>PHONE NO.&amp; e - MAIL ID</b>
24	S.Karthikesan Dy. Inspector of Schools (Zone-II), Karaikal	Office of the Dy. Inspector of Schools, Zone-II, Karaikal	LL: 04368-230646, Mobile: 7373770044 Email ID: disz2-edn.kkl@nic.in
<b>MAHE REGION</b>			
25	P.Uthamarajan Chief Educational Officer, Mahe	Office of the Chief Educational Officer, Mahe	LL: 0490-2332613 Mobile: 09446264177 Email ID: ceo-edn.mahe@nic.in
<b>YANAM REGION</b>			
26	Kalesai Nath Delegate to Director of School Education, Yanam	Office of the Delegate to DSE, Yanam	LL: 0884-2321230 Mobile: 09440846567 Email ID: deleg-edn.yanam@nic.in

**OFFICE OF THE DEPUTY DIRECTOR (ADMINISTRATION)**

Sl. NO	Services	Service/ Performance standards	Contact details of the Responsible Officer (Thiru/Tmt)	Weight age	Processes	Documents required
1.	Direct Recruitment and Promotions to all teaching posts	Direct Recruitment Notification will be issued depending on necessities. subject to minimum vacancies and subject to no court case pending. <u>Promotion</u> Proposal for departmental Promotion Committee will be submitted within 30 days subject to no court case pending.	<b>Deputy Director (Admn.)</b>	20%	Notification for recruitment will be issued in the local dailies	Certificate with reference to age, educational qualification and category.
2.	All Service matters of Teaching and Non-Teaching Employees	30 days may be extended depending upon the nature of issue (or) whenever application of the Higher authorities of Govt. is necessary	-do-	10%	Proposal received from inspecting Officers/Head Offices is processed approval obtained from Govt. and order issued.	As per request of staff, particulars obtained as per proforma, if any.



3.	NOC to go abroad/Obtain passport and Study Permission	60 days	-do-	5%	Receipt of proposal will be referred to vigilance and Special Branch for clearance. After receipt of the same Identity Certificate/NOC issued	Application should be submitted 60 days before the scheduled departure in the prescribed format along with necessary enclosures
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**OFFICE OF THE JOINT DIRECTOR (SE)****ESTABLISHMENT SECTION**

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Remarks
1	Permission order to issue Duplicate Transfer Certificate/Correction of the students ( for Private school students only)	7 days	Thiru.R.Somasundaram Joint Director (School Education)		1. Receipt of the proposal complete in all respects. 2. Verifying the documents submitted.	1. Duplicate T.C. =i. Missing certificate from SHO. ii. Xerox copy of Fire Certificate. 2. Correction in T.C. i. Original Birth/Nationality /Caste certificate. ii. Xerox copy of the T.C.	
2	Equivalency Certificate	7 days			1. Receipt of the proposal complete in all respects. 2. Verifying the documents submitted.	i. Xerox copy of Passport/Visa(for abroad students only) ii. Educational qualification certificates duly countersigned.	
3	Genuineness of T.C./Study Certificate order	10 days			1.Receipt of the proposal complete in all respects 2. Verifying the documents submitted 3. Forwarding it to the concerned issued Authority 4. Issuing Genuineness order.	i. Xerox copy of the T.C.	

						m)	
4.	Permission for students in I std to XII std Govt/Pvt Higher Secondary School	5 days	Thiru.R.Somasundaram Joint Director (School Education)	5%	1. Receipt of the proposal complete in all respects. 2. Verifying the documents submitted. 3. Verifying the vacancies if needed.	(i) Educational qualification certificates with duly countersigned. (for Private school students only)	
5.	Counter signature of Transfer Certificate	1 day		100%	1. Receipt of the original T.C. 2. Verifying the entries of the T.C.	(i) Xerox copy of the T.C. if the student obtained the TC within the year of admission. (ii) Xerox copy of the Mark sheet of the Public Examinations.	
6	Forwarding the application for obtaining Duplicate Higher Secondary Mark Sheet to the Addl. Secretary to the Director of Govt. Examination, Chennai.	30 days		2%	1. Receipt of the application complete in all respects. 2. Verifying the documents 3. Arranging for Gazette Notification (only if lost) 4. Forwarding the application to the Addl. Secretary to the Director of Govt. Examinations, Chennai.	(i) Original Tahsildar Certificate if lost/Fire  (ii) Payment Challan.	
7.	According Permission to utilize the school premises for organizing Educational programmes	7 days		5%	1. Receipt of the request letter. 2. Obtaining the approval of the Director	1. Requisition letter 2. Purpose of requirement 3. period. 4. Requiring authority.	

8	Right to Information Act	25 days	Thiru.R.Somasundaram Joint Director (School Education)	10%	Collection of required particulars from competent authorities and to be sent to the individuals.	-	-
9.	Permission to declare local holiday on account of temple festivals.	7 days		5%	Concerned school authority to apply for local holiday.	Notice issued by Temple authority.	

ACADEMIC SECTION							
1	Inspection and surprise visits to all Govt. and Private Hr.Sec.Schools		Joint Director	20%	<p>Inspection to be made in yearly once.</p> <p>1. All records to be verified 2. Teaching in all classes to be observed 3. verifying the accounts and other belongings to the schools</p> <p>Surprise visit</p>	<p>1. Records listed in the audit list. 2. Admission and TC Issue details 3. stock and receipt details 4. Scholarship and Free supply details 5. Staff details 6. Other available records, if any.</p> <p>4. Punctuality of the staff 5. Maintaining of the school premises 6. Presence of the students</p>	
2	Upgradation and opening of new Higher Secondary schools	15 days	Joint Director	5%	<p>1. Receipt of the proposal complete in all respects 2. Verifying the documents by the approval committee. 3. Proposal to be sent to the Director of School Education for approval</p>	<p>1. Prescribed format 2. Details of school infrastructures.</p>	

3	Implementing the Inspire Award Scheme in all the Govt. and Private Schools	30 days	Joint Director	5%	Online Registration of the particulars of school and students for award	Does not arise	
4	Implementing the Vocational Education in Hr.Sec.Schools and selection of Vocational Teachers for ICT awards	10 days	Joint Director	10%	Monitoring the vocational education in the Hr.Sec.Schools.  Recommending for ICT award	Proposal for the award with necessary enclosures	
5	Selection of students for participation of National and International events/Seminars	10 days	Joint Director	5%	1. Receiving the filled in application forms. 2. scrutinizing and verifying the forms 3. Selection to be made by the committee.	Proposals from the eligible candidates in the prescribed format	
6	Purchasing Books for school Libraries	30 days	Joint Director	5%	1. Formation of Committee to select the books. 2. Proposal to be sent with recommendation of the committee for approval and sanction of the Director of School Education	Copy of the Books	
7	Monitoring the staff position in Govt. Hr. Sec.Schools	10 days	Joint Director	10%	1. Maintaining the List of Teaching staff (Category wise and school wise)  2. Arrangements to be made the shortage of teaching staff in the needy schools.	Requirement from the needy schools	

<b><u>EXAMINATION CELL</u></b>							
1	Conducting of HSC Terminal/Public Examinations and Practical Examinations March/June September and DIET Examinations		Joint Director	40%	<p>1. Collecting of students strength for ensuing the HSC public examination (Group wise/Medium wise)</p> <p>2. Printing and distributing of question papers for common Quarterly/ Half Yearly/ Annual(XI Std only) examinations.</p> <p>3. Arrangements to be made to conduct of HSC public examinations viz. appointing of Chief Superintendent /Departmental officers/ Invigilators</p> <p>4. Arrangements to be made for safe custody of public question papers.</p> <p>5. Distribution of Mark certificates after publishing the results</p>	1. Nominal Roll	
2	Obtaining of expenditure sanction to conduct of HSC/SSLC Practical and Theory examinations	10 days	Joint Director	10%	Preparation of details of students' strength and examination centers.	1. List of Exam. Centre 2. Students' strength from each school those who are going to appear the	

						public examination.	
3	Issuing of Awards to the Schools for producing 100/90 percentage of results in the SSLC/HSC examinations and award to the teachers who produced 100% result in their subjects	10 days	Joint Director	10%	Receipt of the required particulars in respective schools	<ul style="list-style-type: none"> <li>3. Details of the concerned subject teachers.</li> <li>4. School result percentage (Cash award)</li> </ul>	
4	Conducting of National Talent Search Examination and National cum Merit Scholarship Examination to all regions of Puducherry Union Territory.	10 days	Joint Director	5%	NTSE/NMMS examination to be conducted for the students studying in 8 and 10 std	<ul style="list-style-type: none"> <li>1. Receiving of applications from the students</li> <li>2. Preparation of question papers &amp; OMR sheets</li> <li>3. conducting of examination in all regions of U.T of Puducherry</li> <li>4. Evaluation of test sheets</li> <li>5. Announcement of result</li> <li>6. The selected list of students to be sent to NCERT, New Delhi for sanction of scholarship</li> </ul>	
5	Conducting of Entrance Examination for admitting in Rashtriya Indian Military College / Sainik School	10 days	Joint Director	5%	Applications will be received from the eligible students and the test will be conducted	<ul style="list-style-type: none"> <li>1. Receiving of applications from the students</li> <li>2. Preparation of question papers &amp; OMR sheets</li> <li>3. conducting of examination in all regions of U.T of Puducherry</li> <li>4. Evaluation of test sheets</li> <li>5. Announcement of result</li> <li>6. The selected list of students to be sent to NCERT, New Delhi for sanction of scholarship</li> </ul>	



6	Approval of Annual Promotion Charts of all Govt./Govt.Aided/ Private Higher Secondary Schools	15 days	Joint Director	5%	Verifying the Annual promotion charts	Annual result of the schools	
7	Preparation of Common Question Papers for XI and XII Stds of all Govt. Higher Secondary Schools of Puducherry & Karaikal regions.	15 days	Joint Director	5%	1. Preparing the Question papers by the subject teachers 2. Printing of the Question papers in Govt. Press. 3. Distributing the printed question papers to the schools	Does not arise	
8	Centre for valuation of XII public Examination Answer Scripts	25 days	Joint Director	10%	1. Selection of valuation centre. 2. Receiving the Answer script bundles and keeping them in safety manner. 3. Valuation work. 4. Distributing the honorarium to the officials. 5. Submitting the final report to the Directorate of Govt. Examination, Chennai.	Does not arise.	

**SERVICES DELIVERED BY THE OFFICE OF THE JOINT DIRECTOR (SEC. EDN.), DY. DIRECTOR (SEC.EDN.), KARAIKAL, DY. DIRECTOR (WE), CHIEF EDUCATIONAL OFFICER,PUDUCHERRY/KARAIKAL/ MAHE AND DELEGET TO DIRECTOR OF SCHOOL EDUCATION, YANAM**

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
1	Permission to issue Duplicate Transfer Certificate/Correction in Transfer Certificate of	1 day	JD (SE), DD(SE),Karaikal DD (WE) CEO., Puducherry/	2%	3. Receipt of the proposal complete in all respects 4. Verifying the documents submitted	1.For Duplicate TC i) original Tahsildar certificate ii) Xerox copy of fire	Re.1/-

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
	the students in r/o schools under their control		Karaikal/ Mahe & DDSE, Yanam			certificate 2. Correction in TC i) Original Birth/Nationality/Caste certificate ii) Xerox copy of TC	
2	Equivalency certificate in r/o schools under their control	5 days		2%	3. Receipt of the proposal complete in all respects 4. Verifying the documents submitted	1. Xerox copy of Passport/Visa (for abroad students only) 2. Educational qualification certificates with duly countersigned	
3	Genuineness of T.C / Study Certificate in r/o schools under their control	1 day		2%	4. Receipt of the proposal complete in all respects 5. Verifying the documents submitted 6. Forwarding it to the concerned issued Authority 4. Issuing Genuineness order	Xerox copy of the T.C / Study Certificate.	
4	Permission for admission of students in I Std to XII Std both in Govt. and Private Hr. Sec. Schools	5 days	JD (SE), DD(SE), Karaikal DD (WE) CEO., Puducherry/ Karaikal/ Mahe & DDSE, Yanam	1%	3. Receipt of the proposal complete in all respects 4. Verifying the documents submitted	Educational qualification certificate with duly countersigned (For private school students only)	-
5	Countersignature of TC / Study certificate/Rural	1 day		2%	4. Receipt of the Original certificates	Original certificate in all aspects	-

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
	Certificate				5. Verifying the entries 6. Verifying the continuous study of 5 years in the rural Govt. schools in U.T of Puducherry		
6	Age relaxation for admission in I Std	1 week		1%	3. Receipt of requisition letter 4. Processing of letter for permission	Original Birth Certificate	-
7	Free supply of Text Books / Uniforms / Stationeries / Chappals	15 days		5%	Will be processed from the month of January and distributed from the beginning of the academic year	Students particulars such as strength / gender / medium / Date of birth etc. from the schools	-
8	Stock verification / Condemnation proposals / Destruction of old records	3 months		5%	On receipt of the proposals from the schools (or) while noticed during inspection	GFR 17 from the schools	-
9	Govt. and Private School Inspection and Recognition. Construction of schools/ additional class rooms / Acquisition of land for school purpose	Once in Academic year	JD (SE), DD(SE), Karaikal DD (WE) CEO., Puducherry/ Karaikal/ Mahe & DDSE, Yanam	5%	Proposal received from the Private / Govt. Aided Schools during November	As per Form I and VIII of RTE	-
10	Purchase of Store Items	3 months		2%	Full financial Year		-

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
11	Repairing of carpentry items in schools	Throughout the year	CEO., Puducherry/ Karaikal/ Mahe & DDSE, Yanam	2%	Throughout the year	Based on request received from the school. Carpenters will be deployed for repair work.	-
12	Maintenance of the service books of HM Gr.I/HM Gr.II of Govt. High/ Middle. Schools	10 days	DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	10%	Updating the service books regularly by making entries of 1. Transfer and posting /Promotion 2. Entry of EL/HPL credit/availed 3. Annual service verification 4. Periodical increment	1. Documents necessitated making entries in service books from the incumbents. 2. Producing the Joining report and Medical certificates	
13	Preparation of pension proposals of HM Gr.I/HM Gr.II of Govt. High/ Middle. Schools	1 month	DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	10%	1. Proposal to be sent to Chief Vigilance Officer, Chief Sect., Puducherry before one month of the date of superannuation 2. Receipt of pension proposal from the concerned official 3 months before the date of superannuation and scrutiny of	1. Revised Form 3,5,7,8,10,11,12,13, 14, 18,19,20,21,22,23,24 as applicable and Pension calculation Sheet. 2. Revised common nomination form for retirement benefits in Form	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
					pension papers	1 and common nomination form for arrears of pension and commutation of pension in Form A as communicated in I.D.Note / Office Memorandum No.G.12011/1/2010 /F3 dated 13.05.2014	
14	Processing the following applications of HM Gr.I/ HM Gr.II and all category of Teaching staff working under their control 1.Transfer application 2.Permission to go to abroad 3.Fresh/Renewal of passport 4.Seeking permission to purchase/sale of immovable/movable property 5.Seeking permission to higher studies	7 days	DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	5%	Processing/scrutinizing and forwarding to Estt. section through Deputy Director (Admn), Dte, of School Education for further action	In the prescribed format with the required enclosures	
15	Receipt & Processing of Medical reimbursement claim of the officials working in Govt. High/Middle.Schools who underwent treatment in higher institution for chronic disease.	5 days	DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	5%	Processing/scrutinizing and forwarding to Estt. section through Deputy Director (Admn), Dte, of School Education for further action	m) Expost Facto No objection certificate and Rate Reasonable certificate n) Application(97-A) o) Certificate-B p) Discharge slip q) Inpatient Bill	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
						<ul style="list-style-type: none"> <li>r) Pharmacy bills</li> <li>s) Discharge summery</li> <li>t) Non availability</li> <li>u) NOC</li> <li>v) Joint declaration</li> <li>w) Fund availability</li> <li>x) Copy of PPO of spouse</li> </ul>	
16	Receipt & processing of the following bills of Heads of Govt. Hr.Sec.Schools 1. T.A. Bill 2.Transfer T.A.Bill 3.LTC Claim 4.Reimburse of Medical expenses	5 days	SAO / JAO office of DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	5%	Scrutinizing and submitting to the Director of School Education in the capacity as Head of Department for countersignature	1. Prior permission of the competent authority to leave the Hq with copy of order/verified vouchers 2.Personal efforts certificate/claimant certificate with copy of order	
17	Processing to grant of ACP/MACP scheme to the eligible principals/ Vice Principals	15 days	SAO / JAO office of DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	10%	Preparation of the proposal for grant of Financial upgradation under ACP/MACP Scheme	1.Service Books 2.Declaration 3.Undertaking 4.Certificates 5.Confidential Reports	
18	Preparation of Common Question Papers for Stds VI to X of all Govt. Schools of Puducherry & Karaikal regions.	15 days	CEO, Puducherry	5%	1. Preparing the Question papers by the subject teachers 2. Printing of the Question papers in Govt. Press. 3. Distributing the printed question papers to the schools	Does not arise	
19	Centre for valuation of X public Examination	25 days	CEO, Puducherry	10%	1. Selection of valuation centre. 2. Receiving the Answer script	Does not arise.	

Sl. No.	Services	Service / Performance standards	Contact details of the Responsible Officer	Weightage %	Process	Documents required along with the prescribed format	Fee
	Answer Scripts.				bundles and keeping them in safety manner. 3. Valuation work. 4. Distributing the honorarium to the officials. 5. Submitting the final report to the Directorate of Govt. Examination, Chennai.		
20	Approval of Annual Promotion Charts of all Govt./Govt.Aided/Private High/Middle/Primary Schools	15 days	DD(WE) / CEO, Puducherry/ Karaikal/ Mahe & DDSE Yanam	5%	Verifying the Annual promotion charts	Annual result of the schools	
21	Monitoring the Primary and Pre Primary Schools.		Dy. Inspector of Schools Zone I/II/III/IV and V, Puducherry/Karaikal	10%	1. Inspection / visit of schools. 2. Bills / Service matters in r/o staff of Primary schools	Does not arise	

**OFFICE OF THE SENIOR ACCOUNTS OFFICER (DSE)**

**GRANT-IN-AID:**

SI. NO	Services	Service/ Performance stds	Contact details of the Responsible Officer (Thiru/Tmt)	Weight -age	Processes	Documents required
1	Obtaining sanction order from Government for release of grant in aid to Govt. aided schools	60 days	S. Vaasugi Senior Accounts Officer Ph.No.2207213	15%	Receipt of proposal from the management of Govt. Aided Schools for release of grant in aid for full financial year.	Details of posts for which grant in aid is required.  Details of amount required for payment of salary for the above posts as per rules in force.
2	Processing of proposals for release of grant in aid for the posts filled in by the management of Govt Aided Schools	30 days	S. Vaasugi, Senior Accounts Officer Ph.No.2207213	25%	Receipt of proposals in complete shape in all respects.  Processing of proposal for the approval of Competent Authority for release of grant in aid	Proforma showing the bio- data of the proposed candidates.  All documents/ certificates in support of the details shown in the above proforma.  Appointment order issued by the management.



SI. NO	Services	Service/ Performance stds	Contact details of the Responsible Officer (Thiru/Tmt)	Weight -age	Processes	Documents required
3	Grant of approval for fixation of pay of employees of Govt. Aided Schools	7  days	S. Vaasugi,  Senior Accounts Officer  Ph.No.2207213	10%	Receipt of proposal along with service book of the employees from the management of the schools duly recommended by the Inspecting Officer.	Pay fixation statement duly prepared, signed by the Head of the institution and countersigned by the Inspecting Officer concerned.  Service book of the employees concerned.
4	Processing of pension proposals of employees of Government Aided Schools	30 days	S. Vaasugi,  Senior Accounts Officer  Ph.No.2207213	15%	Receipt of proposal along with service book and supporting papers of the employees from the management of the schools duly countersigned by the Inspecting Officer concerned	All forms and nominations as mentioned in the CCS (Pension) Rules, 1972.  Service book of the employees duly signed by Head of the institution and countersigned by the Inspecting Officer with respect to annual service verification, increment, pay fixation, entry relating to superannuation, closure of leave account.

SI. NO	Services	Service/ Performance stds	Contact details of the Responsible Officer (Thiru/Tmt)	Weight -age	Processes	Documents required
5	Payment of pension to retired employees of Govt. Aided Schools	Before 10 <sup>th</sup> of every month	S. Vaasugi,  Senior Accounts Officer  Ph.No.2207213	15%	NIL	No document is required as the bill for payment of pension to the retired employees is prepared in the Grant in Aid section itself.
6	Sanction of temporary advance, part final withdrawal and final withdrawal from the GPF Account of employees of Govt. Aided Schools.	20 days	S. Vaasugi,  Senior Accounts Officer  Ph.No.2207213	20%	Receipt of application in the prescribed format for sanction of temporary advance, part final withdrawal and final withdrawal .	Application in the prescribed format separately for temporary advance, part final withdrawal and final withdrawal, as the case may be.  Copy of the GPF account slip.  Copy of the previous GPF sanction order

SI. NO	Services	Service/ Performance stds	Contact details of the Responsible Officer (Thiru/Tmt)	Weight -age	Processes	Documents required
<b>SCHOLARSHIP SECTION</b>						
1	Issue of OEBC Scholarship to school students (6 <sup>th</sup> to 10 <sup>th</sup> Std)	6 months	S. Vaasugi, Senior Accounts Officer  Ph.No.2207213	20%	The required amount block sanction is to be obtained from Govt. and on the basis of the block sanction the expenditure sanction will be issued on the power of the Director of School Education	1. Parental income should not exceed Rs. 24000/-  2. Student belongs to OEBC candidates and Native of Puducherry
2	Attendance Scholarship to the Girl students in Middle stage of Education	6 months	S. Vaasugi, Senior Accounts Officer  Ph.No.2207213	10%	Expenditure sanction will be issued on the power of the Director of School Education	Concerned school should be certifying the student's attendance percentage.
3	Incentive to all school students studying in Govt. Schools from VI to XII std in the U.T. of Puducherry	6 months	S. Vaasugi, Senior Accounts Officer  Ph.No.2207213	10%	The required amount block sanction is to be obtained from Govt. and on the basis of the block sanction the expenditure sanction will be issued on the power of the Director of School Education	Candidates should study in the Govt. Schools

SI. NO	Services	Service/ Performance stds	Contact details of the Responsible Officer (Thiru/Tmt)	Weight -age	Processes	Documents required
4	Incentive Award to +2 students	6 months	S. Vaasugi, Senior Accounts Officer  Ph.No.2207213	10%	The required amount block sanction is to be obtained from Govt. and on the basis of the block sanction the expenditure sanction will be issued on the power of the Director of School Education	1. Parental income should not exceed Rs. 24000/-  2. Student belongs to Native of Puducherry.

**OFFICE OF THE DEPUTY DIRECTOR OF EDUCATION (ELEMENTARY EDUCATION)**

Sl. No	Services	Service/ performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required
1	Matters related to D.T.Ed course(DIET and Unaided private TTI), Grant to SSA and DIET, Maintaining Correspondence with Ministry of Human Resource Development, New Delhi, Granting of permission to undergo Teaching practice in Government schools.	7 days	S.Murthy  Deputy Director  (Elementary Education)	5%	As and when action required.	-
2	Granting of scholarship to all the Tsunami affected students in Puducherry and Karaikal regions from Prime Minister National Relief Fund, Conferment of National Award and State Award, Other Academic matters related with Ministry of Human Resource Development, New Delhi, Academic matters related with State Government.	3 months	Ph.No. 2207206	15%	Receipt of proposal from the school management	All documents/ Certificates in support of the details shown in Column No.6
3	Recognition of private schools, Permission for starting new private schools and other related works.	10 days		20%	Receipt of proposal from the respective Inspecting Officers.	-do-

Sl. No	Services	Service/ performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required																																																												
4	<p><b>Free Supply Scheme :</b> Under the Free Supply Scheme, all students studying in LKG to XII Std are issued the following items irrespective of parental income ceiling limit:</p> <table border="1" data-bbox="180 558 936 1149"> <thead> <tr> <th>Sl.No</th> <th>Free supply items</th> <th>Standard covered</th> <th>Remarks</th> </tr> </thead> <tbody> <tr><td>1</td><td>Uniform</td><td>LKG to XII Std</td><td>2 Sets</td></tr> <tr><td>2</td><td>Text Book</td><td>I to XII Std</td><td></td></tr> <tr><td>3</td><td>Exercise Note Books</td><td>LKG to XII Std</td><td></td></tr> <tr><td>4</td><td>Dictionary</td><td>VIII Std</td><td></td></tr> <tr><td>5</td><td>Footwear</td><td>LKG to XII Std</td><td></td></tr> <tr><td>6</td><td>Geometry Box</td><td>IV &amp; VI Std</td><td></td></tr> <tr><td>7</td><td>Ink Pen</td><td>V to VIII Std</td><td></td></tr> <tr><td>8</td><td>Pencil</td><td>I to V Std</td><td></td></tr> <tr><td>9</td><td>Eraser</td><td>I to V Std</td><td></td></tr> <tr><td>10</td><td>Plastic Scale</td><td>IV Std</td><td></td></tr> <tr><td>11</td><td>Atlas</td><td>VI STD</td><td></td></tr> <tr><td>12</td><td>Drawing Note Book</td><td>LKG, UKG</td><td></td></tr> <tr><td>13</td><td>Crayons</td><td>LKG, UKG</td><td></td></tr> <tr><td>14</td><td>Copy Note Book</td><td>UKG</td><td></td></tr> </tbody> </table> <p><b>Students Special Buses:</b> Provision of transport facilities at concessional rate of Re.1/- per trip for all students of Government/ Government Aided/ Private Schools and College students in the “ Students Special Buses” operated in</p>	Sl.No	Free supply items	Standard covered	Remarks	1	Uniform	LKG to XII Std	2 Sets	2	Text Book	I to XII Std		3	Exercise Note Books	LKG to XII Std		4	Dictionary	VIII Std		5	Footwear	LKG to XII Std		6	Geometry Box	IV & VI Std		7	Ink Pen	V to VIII Std		8	Pencil	I to V Std		9	Eraser	I to V Std		10	Plastic Scale	IV Std		11	Atlas	VI STD		12	Drawing Note Book	LKG, UKG		13	Crayons	LKG, UKG		14	Copy Note Book	UKG		3 months(ap prox)	-do-	40%	<p>1) Receipt of beneficiaries list from the Head of Institution concerned.</p> <p>2) Receipt of stock on hand particulars from the Inspecting Officers.</p> <p>Receipt of Trip sheets from the Bus Operators.</p>	-
Sl.No	Free supply items	Standard covered	Remarks																																																															
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Sl. No	Services	Service/ performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required
	Puducherry and Karaikal regions. 55 buses have been allotted to Puducherry region and 15 buses for Karaikal region. <u><b>Upgradation:</b></u> Upgradation of Primary schools into Middle Schools in respect of all regions.				Receipt of detailed proposal from the Inspecting Officers	
5	<u><b>Various Celebrations:</b></u> Obtaining expenditure sanction for conducting various celebrations such as Teachers' Day, Children's Day, National Integration Week, Republic Day etc.	One month	-do-	5%	Submission of proposal in complete shape to Government.	-
6	<u><b>National Cadet Corps, National Service Scheme:</b></u> Obtaining expenditure sanction for conducting various camps and purchase of various items in respect of NCC, NSS and outlying regions.	3 days	-do-	5%	Receipt of detailed proposal from NCC/NSS.	All documents/ Certificates in support of the details shown in Column No.6

Sl. No	Services	Service/ performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required
7	<p><b><u>I. STUDENT MEDICAL ASSISTANCE FUND:</u></b></p> <p>The students who are suffering from severe ailments/accidents are given assistance from this fund. The applications should be routed through the Head of the Institution/School in which the student is studying.</p> <p>The annual contribution being collected towards the Student Medical Assistance Fund, from the students, is as follows:</p> <ol style="list-style-type: none"> <li>1. I Std to V - Rs.2/-</li> <li>2. VI Std to X - Rs.3/-</li> <li>3. XI Std to XII - Rs.5/-</li> </ol> <p>After obtaining NOC from the Director, Directorate of Health and Family Welfare Services, the proposal will be submitted to the Members of the Committee of the Union Territory of Puducherry for issue of cheque.</p>	One week	-do-	5%	<p>Receipt of proposal from the Inspecting Officers concerned with the following documents:</p> <ol style="list-style-type: none"> <li>1) Non Availability Certificate issued by the Medical Superintendent, Government General hospital, Puducherry.</li> <li>2) Non Availability Certificate issued by the Deputy Medical Superintendent, JIPMER, Puducherry.</li> <li>3) Parent's Income Certificate issued by the Taluk Office, Puducherry</li> <li>4) Original Invoice (Medical Report) issued by the Medical Authority in which the student proposed to take treatment.</li> <li>5) Collection particulars of Student Medical Assistance Fund for the particular year in which the medical assistance fund is claimed.</li> </ol>	<p>NOC from the Director, Directorate of Health and Family Welfare Services, Puducherry.</p>



Sl. No	Services	Service/ performance standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required																						
8.	<p><b><u>II. National Foundation for Teachers' Welfare :</u></b></p> <p>The annual contribution towards NFTW account by the teachers are as follows:</p> <table> <thead> <tr> <th>Grade pay of the teachers(Rs.)</th> <th>Rate of contribution(Rs.)</th> </tr> </thead> <tbody> <tr> <td>4,200/-</td> <td>400/-</td> </tr> <tr> <td>4,600/-</td> <td>450/-</td> </tr> <tr> <td>4,800/-</td> <td>500/-</td> </tr> <tr> <td>5,400/-</td> <td>600/-</td> </tr> <tr> <td>7,600/-</td> <td>750/-</td> </tr> </tbody> </table> <p>The annual contribution towards NFTW account by the students are as follows:</p> <table> <thead> <tr> <th>Standard</th> <th>Rate of contribution(Rs.)</th> </tr> </thead> <tbody> <tr> <td>I to V Std</td> <td>Rs.10/-</td> </tr> <tr> <td>VI to X Std</td> <td>Rs.15/-</td> </tr> <tr> <td>XI &amp; XII Std</td> <td>Rs.20/-</td> </tr> <tr> <td>Students of D.T.Ed and B.Ed.(Govt.Institutions)</td> <td>Rs.30/-</td> </tr> </tbody> </table>	Grade pay of the teachers(Rs.)	Rate of contribution(Rs.)	4,200/-	400/-	4,600/-	450/-	4,800/-	500/-	5,400/-	600/-	7,600/-	750/-	Standard	Rate of contribution(Rs.)	I to V Std	Rs.10/-	VI to X Std	Rs.15/-	XI & XII Std	Rs.20/-	Students of D.T.Ed and B.Ed.(Govt.Institutions)	Rs.30/-	-	-do-	5%	-	-
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	<p><b><u>EX-GRATIA:</u></b> An amount of Rs.35,000/- is given to the dependant of the deceased teacher who died while in service .</p>	15 days	-do-		Receipt of proposal from the Head of Institutions/Inspecting Officers concerned.	Legal Heir Certificate, Voter I.D, Ration Card of the Applicant.																						

## **JAWAHAR BAL BHAVAN**

SI. NO	Services	Service/ Performance standards	Contact details of the Responsible Officer (Thiru/Tmt)	Weight age	Processes	Documents required
1.	Kodai Kondattam	40 days	S.Murthy Dy. Director (EE) Jawahar Bal Bhavan, Puducherry	75%	Receipt of application, training conduct of competitions and issue of certificates & prizes	Birth Certificate, identity certificate and photos.
2.	State Best Child Award	Regional level -1 day State level – 2days		25% 10%	Receipt of application, verification of age & no. of attempts, Regional level selection, State level selection, Nomination for National Selection for Balshree award	Birth Certificate study certificate, identification certificate, declaration of parents/head of institution
3.	Sports and Cultural Festival	Zonal Selection – 1 day Regional selection 1 day		25% 10%	Receipts of entry forms Verification & selection, issues of certificate & prizes	Study certificate deceleration by Head of Institution
4.	Bal Bhavan Mela	2 days		5%	Percentage of attendance is considered for the selection of children to participate in the mela.	Declaration of Head of Bal Bhavans
5.	Mega Cultural Programmes on Independence day and Republic day	1 day 1day		5%	Composing of songs, choreography, Rehearsals and Performance	Duly filled entry forms from Bal Bhavans

## **BHARAT SCOUTS AND GUIDES**

SI No	Services	Contact details of the responsible officer	Time Limit	Processes	Documents Required
1	Scouters and Guiders Conference	Scout Organiser K.Shanmugam Bharat Scout & Guides Puducherry	1 Day	feedback of the training given, State programmes	Scout Master Guide Captain Cub -Master Flock Leader
2	Parade & March-past Training	Scout Organiser K.Shanmugam Bharat Scout & Guides Puducherry	10 Days	Participate in ceremonial parade of the Independence Day and Republic Day to be conducted by the Government of Puducherry	Selected Scouts & Guides
3	Coastal Trekking for Scouts and Guides		3 Days	expose the Scouts and Guides about "Trekking"	Selected Scouts & Guides
4	One Day Camp for Cubs and Bulbuls at schools		1 Day	expose all the Cubs and Bul-buls about the camp	All the Cubs & Bulbuls of the Unit / Flock of the School
5	Two Days Scouts and Guides camp at schools		2 Days	Expose them to camp life Pravesh and Pratham Sopan Badges and various Proficiency badges as said in the A.P.R.O.	All the Scouts of the Unit of the School
6	One Day Hiking for Scouts/Guides, Cubs/Bulbuls at schools		1 Day	expose all the Scouts, Guides, Cubs, and Bul-buls about hiking and also earning proficiency badge	All the Cubs & Bulbuls of the Unit / Flock, Scouts /Guides of the School
7	Basic and Advanced Course for adult leaders		7 Days	As per Scheme of training of Bharat Scouts and Guides a Scouters/Guiders should undergo this training in order to run the unit in his	Willing Teachers from the Schools
			Scout		

SI No	Services	Contact details of the responsible officer	Time Limit	Processes	Documents Required
		Organiser K.Shanmugam Bharat Scout & Guides Puducherry		or her school	
8	Rashtrapathi Award Training Camp for Scouts & Guides		5 Day	To equip them certain standard of proficiency as contemplated in the A.P.R.O of the Bharat Scouts and Guides.	Only for Rajya Puraskar Scouts /Guides
9	Patrol Leaders' Training Camp		4 Days	They will teach, train and test the Scouts and Guides in the subjects as per the A.P.R.O of the Bharat Scouts and Guides	Patrol Leaders of the Each Troop from the Schools
10	First Aid and Ambulance man Course		4 Days	"First Aid" which is one of the worth mentioning Scouting syllabus. This camp will equip the Scouts and Guides the standard of proficiency as contemplated in the training programme of the Bharat Scouts and Guides.	Selected Scouts /Guides from the Schools
11	Syllabus Training & Testing Camps		4 Days	The object of conducting Syllabus Training and Testing Camp is to expose the Scouts and Guides to acquire camping experience and to equip them with certain standard of proficiency as contemplated in the training programme of the Bharat Scouts and Guides.	Selected Scouts /Guides from the Schools
			Scout		

SI No	Services	Contact details of the responsible officer	Time Limit	Processes	Documents Required
		Organiser			
12	Rajya Puraskar Training & Testing Camp	K.Shanmugam Bharat Scout & Guides Puducherry	5 Days	According to A.P.R.O. Part.II & Part.III of the Bharat Scouts and Guides, National Headquarters, New Delhi, the Scouts and Guides will be tested and selected for the 'Rajya Puraskar Award	Eligible Scouts /Guides From
13	Cub & Bulbul Utsav			The object of the camp is to expose the Cubs and Bulbuls about the camp life and also it will be very effective for the children to come into close contact with each others and share the experiences, cultural exchange and learn to live in peace.	Selected Cubs /Bulbuls From the Schools
14	Flag Day celebration		1 Day	Nov 7 th is Bharat Scouts and Guides , Flag Day	State Celebration
15	Craft Training Course for Scouts/Guides,		4 Days	The object of conducting this camp is to train the Scouts and Guides in some useful crafts that will be great use in their career.	Selected/ Interested Scouts /Guides from the Schools
16	Annual Training Camp for Scouts		3 Days	The object of conducting this camp is to expose the Scouts to acquire the camping experience and to equip them with certain standard of	Selected Scouts /Guides from the Schools

The object of conducting this camp is to expose the Scouts to acquire the camping experience and to equip them with certain standard of

SI No	Services	Contact details of the responsible officer	Time Limit	Processes	Documents Required
		Scout Organiser K.Shanmugam Bharat Scout & Guides Puducherry		proficiency as contemplated in the training programme of the Bharat Scouts and Guides. This camp will also serve as a testing camp for various proficiency badges as said in the APRO of the Bharat Scouts and Guides.	
17	Annual Training Camp for Guides		3 Days	The object of conducting this camp is to expose the Scouts to acquire the camping experience and to equip them with certain standard of proficiency as contemplated in the training programme of the Bharat Scouts and Guides. This camp will also serve as a testing camp for various proficiency badges as said in the APRO of the Bharat Scouts and Guides.	Selected Scouts /Guides from the Schools
18	Celebration of Thinking Day		1 Day	Feb 22 nd is the Birth day of Baden.Powell which is Celebrated as Thinking Day	State Celebration

**OFFICE OF THE N.C.C. HEADQUARTERS**

SL NO	Services	Service/ Performance stds	Contact details of the Responsible Officer	Weight -age	Processes	Documents required	Remarks
1	Conducting Camps for NCC Cadets as follows  CATC – 10 Nos	10 Days (Each Camp)	Group Commander NCC Group Headquarters, Airport Road, Lawspet, Puducherry – 8 Phone : 2252766		a) Train the NCC cadets b) Firing activities. c) Flying activities d) Boat Pulling activities e) Conducting social awareness rallies	a) Enrolment form b) Indemnity. c) Risk Volunteer Certificate. d) Accident Drowning Certificate e) Willingness Certificate	a) Enrolment Fee Rs.4/- per cadet. b) Cadet Welfare Society fee – Rs.10/- per cadet.
2	RDC – 1 No.	1 month					
3	Trekking – 2 Nos. National Integration Camps – 10 Nos.	10 Days (Each Camp)  10 Days (Each Camp)					
4	Swimming Camp – 1No.	10 Days					
5	Ocean Sailing Camp – 2 Nos.	05 Days (Each Camp)					
6	Mountaineering Course – 1 No.	28 Days					
7	Certificate Exams	02 Days					
8	Social Service Activities	Frequently					

**OFFICE OF THE DEPUTY DIRECTOR (SPORTS & YOUTH SERVICES)**

SI No	Services	Service / Performance Stds.	Contact details of the Responsible Officer (Thiru / Tmt.)	Weightage	Processes	Documents required
1.	Meritorious Sports Person Certificate	30 days	The Deputy Director (Sports & Youth Services) Directorate of School Education, Perunthalaivar Kamarajar Education Complex, Puducherry – 605 005.  Phone No.0413 – 2207210	7%	Receipts of Proposal Complete in all respects Processing of Proposal for MSP approval	1. List of Participation 2. Participation Certificate 3. Forms I, II, III & IV 4. Employment Exchange Registration (on line) 5. Birth Certificate 6. Educational Qualification. 7.Ration Card / Smart Card
2.	Zonal School Games			8%	Students studying in classes from VI to XII in Govt. & Private Schools	
3.	State School Games Champion-ships			10%	Teams from Zonal School Games with the coaching camp facility.	
4.	National School Games Champion-ships			15%	Selected State School Teams with coaching camp facility. Participants and winners in National School Games Championships are eligible for Form – IV for employment purpose to be considered under sports person quota of reservation	
5.	Participation of school in		The Deputy	5%	Selection trials for school contingent	



SI No	Services	Service / Performance Stds.	Contact details of the Responsible Officer (Thiru / Tmt.)	Weight-age	Processes	Documents required
	Independence day and Republic day Celebration		Director (Sports & Youth Services) Directorate of School Education, Perunthalaivar Kamarajar Education Complex, Puducherry – 605 005.		for March Past will be held during July 5 Govt. & Private Schools (Boys & Girls) selection for school Teams for cultural will be held during December.	
6.	Youth Festival		Phone No.0413 – 2207210	5%	Provision of funds for conduct of Youth Festivals in all Government Schools.	
7.	Grant-in-aid			10%	Release of grant in aid to a) Pondicherry State Sports Council b) Rajiv Gandhi School of Sports. c) Youth Hostel	
8.	Purchase and supply of Physical Education – goods and sports articles			8%	Sports articles are purchased and supplied to all Government schools.	

SI No	Services	Service / Performance Stds.	Contact details of the Responsible Officer (Thiru / Tmt.)	Weight-age	Processes	Documents required
9.	Development of maintenance of play-fields in Educational Institutions		The Deputy Director (Sports & Youth Services)	8%	Play field are identified and all infrastructural facilities are developed in Educational Institutions.	
10.	Pondicherry State Sports Scholarship (Lumps Award)		Directorate of School Education, Perunthalaivar Kamarajar Education Complex, Puducherry – 605 005.	4%	1st Place winner of state school Games Champion-ship & are eligible for the Lumps Award.	
11.	Participation and Organization of All India Tournaments		Phone No.0413 – 2207210	4%	All India Civil Services, Tournament, Women Sports Rural Sports etc., are organized Teams also sent to these events from this Union Territory	
12.	Balakalamela (children's festival at Mahe			4%	Provision of Funds to all participants from Private & Govt. Schools in Mahe Region.	
13.	Children Festival (Puducherry, Karaikal & Yanam)			4%	Provision of funds to participating Govt. Schools in Puducherry, Karaikal & Yanam Region.	
14.	Celebration of Annual Day / Sports Day			8%	Provision of funds to Govt. schools from Primary to Higher Secondary level.	

### **REVENUE OFFICER (CULAW)**

Sl. No	Services	Service/ Performance Stds	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required
1	Issuing of NO C for land Acquisition	15 Days	Thiru. N. Suresh Revenue Officer, CULAW, Directorate of School Education Tel: 2207216 Email id: culaw-edn.pon @nic.in		Receipt of letter and Processing by Revenue Inspector  Verified by Tahsildar  Issue of NOC by Revenue Officer, CULAW.	1.Sales document 2.Layout Sketch 3.Copy of NOC, if any obtained from DC(R) North/South 4.Municipality Commune Panchayat Letter Copy (If requested by them)
2	Issue of Property Identity Certificate to land owners in respect of their land acquired for establishment of Central University	15 days			Receipt of letter and Processing by Revenue Inspector  Verified by Tahsildar  Issue of Property Identity Certificate by Revenue Officer, CULAW.	1.Only affected Land Owners can apply. 2.Details of Survey Number,Extent etc. 3.LAOP copy if applicable 4.Link documents if available 5.Ration Card 6.Voter ID Card 7.Birth Certificate of applicant. 8.Death Certificate of Landowner – if applicable 9.Legal heir certificate of Landowner – if applicable.

**THE PRINCIPAL, GOVT. TECH. HR. SEC. SCHOOL**

Sl. No	Services	Service/ Performance Standards	Contact details of the Responsible Officer	Weightage (%)	Processes	Documents required
1	Teaching Technical Courses 1. Drught man	Two years Course	PRINCIPAL Tel: 2253244 vvrghss @yahoo.com	—	1. Drawing & building material testing, and practice house planning, surveying hydraulics and hydraulic machineries, Roads and Bridges, water supply and sanitary for a house.	X th Mark sheet & Transfer certificate of last studied Institution
2	General Machinist				2. All types of Engg. Machines, theoretical and practical details Workshop working methods and designing details.	
3	Electrical Machines and Appliances				3. Basic of Electrical Engg. House wiring. Repair and servicing of Electrical domestic appliances.	
4.	Auto Mechanic				4. 2 stroke and 4 stroke Engine service Repaid and maintenance of two & four wheelers, Troubles 7 remedies of Automobile machines and Electrical problems.	

**PRINCIPAL, DISTRICT INSTITUTE OF EDUCATION AND TRAINING**

Sl. NO	Services	Service/ Performance standards	Contact details of the Responsible Officer (Thiru./Tmt.)	Weight age	Processes	Documents required
1	D.E.E.	2 years	Nadana Sabapathy  Principal Tel No. 2251243 Email: Diet-edn.pon@nic.in  Cell 9442069718	-	1. Preparing studens to D.E.E., ECCE., OBE board exams  2. Training to PSTs	1.HSC mark list
2.	ECCE	1 year				2. SSLC mark list
3.	OBE	1 year				3. Transfer Certificate
4.	In-service training to PST					4. Residence Certificate 5. Caste Certificate 6. Sports Certificate

**REDRESS OF GRIEVANCE**

In case of non compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for redress of their grievance:

THE DEPUTY DIRECTOR (ADMINISTRATION)

'A' Block, I Floor,

Perunthalaivar Kamarajar Centenary Educational Complex,

100 feet Road, Anna Nagar,

Nellithope,

Puducherry—605 005

The grievance can also be lodged on-line on the following link:

[www.schooledn.puducherry.gov.in](http://www.schooledn.puducherry.gov.in)

**ESCALATION OF GRIEVANCE**

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

THE DIRECTOR OF SCHOOL EDUCATION

'A' Block, I Floor,

Perunthalaivar Kamarajar Centenary Educational Complex,

100 feet Road, Anna Nagar,

Nellithope,

Puducherry—605 005

Telephone : 0413 2207202

Fax : 0413 2205930

**LIST OF STAKEHOLDERS**

5. General Public at large
6. All Teaching and non- teaching staff in Government and Government aided Schools in Puducherry Union Territory
7. All the students of Government ,Government Aided and Private schools in Puducherry Union Territory
8. All recognised Associations in School Education Department, Puducherry.



**LIST OF RESPONSIBILITY CENTRES/ATTACHED/SUBORDINATE ORGANISATIONS**

Sl.No.	Responsibility Centres and Subordinate Organisation	Address	Phone No.	E.mail
1.	District Institute of Education and Training (DIET)	Thiru S.D.Baskaran Principal, DIET, Lawspet, Puducherry 605 008.	0413-2251243	diet-edn.pon@nic.in
2.	Pondicherry State Sports Council (PSSC)	Thiru.M. Lenin Raj Dy. Director (Sports & Youth) Member Secretary, Indira Gandhi Sports Complex Uppalam Puducherry-605 005	0413-2357485	psscucup@gmail.com

**INDICATIVE EXPECTATIONS FROM SERVICE RECEIPIENTS / STAKE HOLDERS**

- Applications / proposals are to be submitted in the formats prescribed, if any. Prescribed formats for services relating to payments/ reimbursements of claims, etc.
- Relevant documents/enclosures (duly attested, where required) if any, are to be submitted along with the application;
- Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to;
- Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance;
- Release of installment of grants is subject to submission of Utilization Certificate.
- Grievance in respect of service(s) in the Citizens'/Clients' Charter are to be lodged at

**[www.schooledn.puducherry.gov.in](http://www.schooledn.puducherry.gov.in)**

**COMPOSITION OF THE TASK FORCE FOR REVIEWING OF CITIZENS' CHARTER OF**  
**DIRECTORATE OF SCHOOL EDUCATION**

- |   |    |          |
|---|----|----------|
| 1. Director of School Education           | -- | Chairman |
| 2. Joint Director (S.E.)                  | -- | Member   |
| 3. Deputy Director (Admn.)                | -- | Member   |
| 4. Chief Educational Officer, Puducherry  | -- | Member   |
| 5. Deputy Director (Women), Puducherry    | -- | Member   |
| 6. Deputy Director (Ele.Edn.), Puducherry | -- | Member   |
| 7. Officer on Special Duty.(Plan)         | -- | Member   |

**CONCLUSION**

Constant feedback / suggestions from the recipients / stakeholders regarding services delivered are most welcome at this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback / suggestions on the Charter can be sent to:

The Director of School Education,

'A' Block – First Floor,

Perunthalaivar Kamaraj Centenary Educational Complex,

100 feet Road, Anna Nagar,

Nellithope,

Puducherry 605 005

Telephone: 0413-2207202

Tele fax – 0413 – 2205930

Website – [www.schooledn.puducherry.gov.in](http://www.schooledn.puducherry.gov.in)

