

सिटिजन चार्टर

Citizen's Charter

विद्यया ऽ मृतमश्नुते



एन सी ई आर टी
NCERT

राष्ट्रीय शैक्षिक अनुसंधान और प्रशिक्षण परिषद्
National Council of Educational Research and Training

श्री अरविन्द मार्ग, नई दिल्ली-110016

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PROFILE OF NCERT

The National Council of Educational Research and Training (NCERT) was registered as a society under the Registration of Societies Act (Act XXI of 1860) on June 6, 1961 and the establishment of the Council was announced by the Ministry of Education, Government of India in its resolution of July 27, 1961. It formally began its work on September 1, 1961. The Council was set up by the government to assist and advise the Central and State Governments on policies and programmes for qualitative improvement in school education.

The Council came into existence by merging seven institutions established in the initial decade after independence, namely, Central Institute of Education (1947), the Central Bureau of Textbook Research (1954), the Central Bureau of Educational and Vocational Guidance (1954), Directorate of Extension Programme for Secondary Education (1958), [initially established as the All India Council for Secondary Education in 1955], the National Institute of Basic Education (1956), the National Fundamental at Education Central (1956), and the National Institute of Audio-Visual Education (1959). The amalgamation of these institutions indicated a need to develop a holistic view of education in the country. Over the years, the structure and functions of the NCERT has been modified to cater to the changing educational needs of the country.

It provides academic and technical support for qualitative improvement in school education and undertakes programmes related to educational research, development, training, extension, international cooperation, publication and dissemination of information. The NCERT is an implementation agency for bilateral exchange programmes with other countries in the field of school education. The NCERT also interacts and works in collaboration with the international organizations, visiting foreign delegations and offers various training programmes to educational personnel from developing countries.

NCERT, being an institution of higher learning dedicated to the field of school education, shares the national vision of ensuring inclusive and quality education for all. NCERT would strive towards preparing a school education system that meets the aspirations of the changing society focusing on quality dimension as well as the Sustainable Development Goals (SDGs) and also equipping the system with professionals to cater to diverse educational needs.

VISION AND MISSION

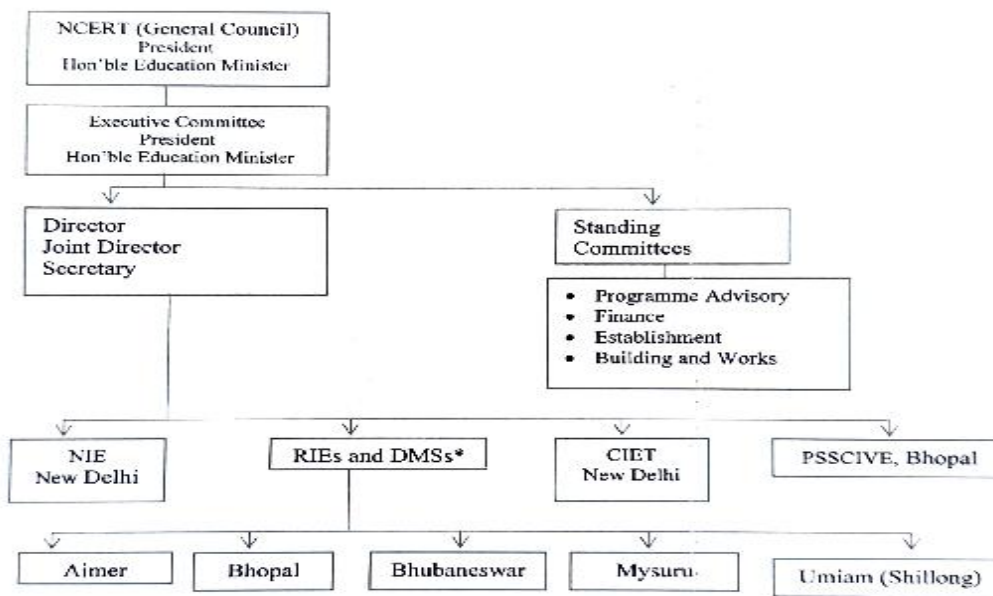
- undertake, aid, promote and coordinate researches in areas related to school education;
- prepare and publish model textbooks, supplementary material, newsletters, journals and other related literature;
- organize pre-service and in-service training of teachers;
- develop and disseminate innovative educational techniques and practices;
- collaborate and network with state educational departments, universities, NGOs and other educational institutions;
- act as a clearing house for ideas and information in matters related to school education; and
- act as a nodal agency for achieving goals of Sarva Shiksha Abhiyan and Rashtriya Madhyamik Shiksha Abhiyan.

INFRASTRUCTURE

- a) The NCERT Headquarters (including NIE and CIET) is located on 63.22 acre of land at New Delhi. It has five multi-storied buildings to house the academic, technical, and administrative staff, library besides guest house, hostel, shops, residential quarters, science park and herbal park. Godowns, Canteen, Sports Complex are also located in the premises. The CIET has media production units, satellite networks, telecast facility and transmission facility for telecast/broadcast, educational audio-visual programmers on SWAYAM PRABHA, DTH TV channels, FM Radio etc. It also has ICT laboratory for developing e-contents and their dissemination through NROER and e-pathshala web portal and mobile apps and training of teachers.
- b) The RIEs at Ajmer, Bhopal, Bhubaneswar and Mysuru have campuses spread on approximately 100 acre of land each, with multi-storied buildings to run the courses, library and laboratories, ICT studio, workshops, hostels, guest houses, dispensaries, play grounds with Demonstration Multipurpose Schools (DMS) and residential quarters.
- c) The NERIE Umiam (Meghalaya) is located at 8 acres of land housing an academic-cum-administrative block including library, ICT studio (3138 sq. mtrs), students' hostel, and residential quarters. There is no Demonstration Multipurpose School attached with the Institution.
- d) The PSSCIVE, is located in the RIE, Bhopal campus in 35 acres of land (of the land available to RIE, Bhopal) having academic and administrative buildings, students' hostel, guest house, and residential quarters.

ORGANIZATIONAL STRUCTURE

The organisational structure of the Council is as under:-



* (No DMS in Umiam, Shillong)

Governance Management and Performance Monitoring

The Executive Committee is the Governing Body of the Council. It is headed by the President of the Council, who is the Minister of Human Resource Development. Programme Advisory Committee (PAC) and Planning and Monitoring Division (PMD) coordinate and manage academic activities of the Council. The Annual Report is laid before the Houses of Parliament after it is passed by the Executive Committee.

The Executive Committee is assisted by various Committees/Boards such as Finance Committee, Establishment Committee, Building and Works Committee, Educational Research and Innovations Committee, Academic Committee of the National Institute of Education (NIE), Advisory Board of the Central Institute of Educational Technology (CIET), Advisory Board of Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), Managing Committees of the Regional Institutes of Education (RIEs) and Departmental Advisory Boards (DABs) of the National Institute of Education (NIE).

The policy and guidelines issued by the Council and Executive Committee are executed by the Director, NCERT who is the Executive Head of the Council.

The performance of NCERT is regularly monitored by various Parliamentary Standing Committees. Besides, NCERT is functioning under direct supervision of Department of School Education and Literacy, MoE. The performance of Council is also regularly monitored by the Executive Committee.

Financial Management

The financial activities of the Council are supervised and monitored taking into account the following financial parameters:-

The Government of India has entrusted the audit of the Council to Comptroller & Auditor General of India on whose behalf annual audit is conducted by the Office of Director General of Audit (Central Expenditure). The Annual Report along with the Certified Annual Accounts of the Council are laid on the table of both the houses of Parliament as per the prescribed schedule.

The Council and all its units follow the provisions of General Financial Rules, as amended from time to time, CVC guidelines and other financial instructions issued by the Ministry of Finance and HRD from time to time in order to maintain financial propriety and to ensure effective financial management. The parameters as have been laid down in the GFR concerning release of grant-in-aid to Autonomous Bodies and norms of submission of Audited Accounts/performance report, etc. are followed by NCERT.

The Council and its units adopt uniform mode of remittance of funds. Presently remittances are being done through e-transfer namely, NEFT, RTGS, etc. in order to reduce the transit time and to avoid parking of funds.

SALIENT CONTRIBUTION OF NCERT CONSTITUENTS

I. NATIONAL INSTITUTE OF EDUCATION (NIE)

The National Institute of Education (NIE) in New Delhi undertakes research and developmental activities related to pedagogical aspects of curriculum; prepares prototype curricular and supplementary materials; develops school education related database and undertakes experiments in pre-school, elementary, secondary and higher secondary stages to support all-round development of the child. NIE conducts short term/long term courses/programmes and organizes in-service training of key resource persons and teacher educators for capacity building and implementation of centrally sponsored school improvement schemes.

The major Departments/Divisions/Cells of NCERT located at NIE, New Delhi are:

- **Department of Education in Science and Mathematics (DESM)**

The Department is a think-tank for Education in science, mathematics, environment education and computer science at the school stage. The department develops textbooks materials in Science and Mathematics and organises various training programmes for teachers and teacher-educators.

Rashtriya Bal Vaigyanik Pradarshani (RBVP) for Children is one of the major and important extension activities of DESM. In addition to this, DESM organises State level Bal Vaigyanik Pradarshani (SLBVP) and Rashtriya Avishkar Saptah. Extension activities in the areas of science and mathematics education include organisation of seminars and celebration of events such as Science Day, Environment Day and Mathematics Week. Science Park and Herbal Garden established by the DESM have successfully created a wide awareness among stakeholders for the importance of science among students. A quarterly journal, '*School Science*' is published by the department.

- **Department of Education of Groups with Special Needs (DEGSN)**

“The department is working in the area of equitable and inclusive education of learners belonging to socially-economically disadvantaged groups (SEDGs). It strives to implement an equitable and inclusive system of education for all learners which assumes greater significance for systemic reforms especially in the context of education of learners belonging to SEDGs including learners with disabilities. The department hosts a cell called Minority Cell with a view to focus on promotion of education and welfare of learners belonging to minorities.

The key functions of the department are to carry out academic activities like research, development of curricular resources, training programmes and extension activities for making education accessible to the disadvantaged groups including the learners with disabilities.”

- **Department of Educational Psychology and Foundations of Education (DEPFE)**

The major focus of work of the department has been in the areas of educational psychology, guidance and counselling, and value education/education for peace. The department has been engaged in realising the NCERT's objectives of bringing about qualitative improvement in school education and teacher education through the application of psychological knowledge to educational theory and practice. Development of syllabi and textbooks in psychology for classes XI and XII has been one of the key concerns of the department. The department has been offering Diploma Course in Guidance and Counselling for many years. The present Diploma Course was developed in collaboration with Commonwealth of Learning (CoL) and is now offered by NCERT as a one-year course in blended mode. The Department also plays a pivotal role in augmenting guidance and counselling at State levels, conducting research in guidance and counselling, organising national conferences to provide guidance and counselling professionals a platform for exchange of experiences as well as conducting various capacity building programmes in this area.

The Department also performs dissemination functions through its Resource Centres- National Resource Centre for Value Education (NRCVE), Guidance and Counselling Resource Centre (GCRC) and the National Library of Educational and Psychological Tests (NLEPT).

- **Department of Teacher Education (DTE)**

National Education Policy-2020 envisaged "teachers and faculty as the heart of the learning process. Teachers truly shape the future of our children - and, therefore, the future of our nation. It is because of this noblest role that the teacher in India was the most respected member of society. Only the very best and most learned became teachers. Society gave teachers, or gurus, what they needed to pass on their knowledge, skills, and ethics optimally to students." Teacher education is vital in creating a pool of school teachers who in turn will shape the next generation. The quality of teacher education is the most crucial input for improving the quality of school education since the policies prepared for schools are to be implemented by the teachers. Hence, the teachers have to be prepared accordingly. The Department, therefore, addresses itself to the task of formulation and organization of teacher education programmes both pre-service and in-service or Continuous Professional Development programmes (CPD). The programmes and activities of the Department of Teacher Education (DTE) focus on research in the area of teacher education, recruitment, deployment, service conditions, and empowerment of teacher etc., development of materials, journals, professional development of teachers & teacher educators, academic support to the centrally-sponsored institutions of teacher education (like BITEs, DIETs, SCERTs, CTEs and IASEs) in the light of National Education Policy-2020. Department also promote innovations, experimentations and conduct extension activities in teacher education and school education. Apart from this, Department focuses in following areas-

- Perform the policy and advisory role in teacher education and provide academic support to MoE and State/UT governments in formulation, implementation and evaluation of Centrally Sponsored Schemes for qualitative improvement of teacher education;
- Perform 'Think Tank Function' in the area of teacher education, curriculum, high-quality content as well as pedagogy, National Professional Standards for Teachers (NPST), which include pre-service teacher

programmes at different levels and formulation of models/designs of in-service education, continuing education and lifelong education of the teachers;

- Support teacher and teacher educators in the area of updating pedagogy to make education more experiential, holistic, integrated, inquiry-driven, discovery-oriented, learner-centred, discussion-based, flexible, and, of course, enjoyable;
- Ñ Supporting program and activities of SCERT, such that SCERTs lead a “change management process” for the reinvigoration, capacity building and changing the work culture of DIETs/BRCs/CRCs for developing them into vibrant institutions of excellence to achieve National Professional Standards for Teachers (NPST);
- Ñ Supporting the activity of National Mentoring Mission (NMM) and development Framework on Social Quality Assessment and Accreditation (SQUAAF);
- Ñ Technology support to TEIs to empower them to effectively and efficiently carry forward the mandate of quality teacher education, research, and development of curriculum/textbooks/ various TLM/other online and offline resources for school education and teacher education;
- Ñ Supporting TEIs in the organisation of Teacher Education Programmes in multidisciplinary context;
- Ñ Organize continuous professional programmes (CPD) for teacher educators/master trainers/Key Resource Person (KRP) at different levels in face-to-face and online mode for their professional and self-development;
- Ñ Undertake research studies on various issues and concerns of teacher education and school education like pre-service teacher education programmes, internship, CPD programmes and pedagogy;
- Ñ Develop high quality resources/e-content for teaching and learning for CPD programmes for teachers, teacher-educators, educational administrators such as NISHTHA, DIKSHA, MOOCs, PM e-Vidya etc.; and

Develop reference books, handbooks, guidelines, manuals, journals etc. for promoting experiential learning, toy-based pedagogy, sport & art-integrated pedagogy, story-telling-based pedagogy etc. as highlighted in NEP-2020 for teacher education and school education.

- **Department of Elementary Education (DEE)**

The Department (DEE) undertakes various activities within a broad framework of Universalisation of Elementary Education, with major emphasis on implementation of RTE Act, 2009. Broadly, the department’s thrust areas are: Early Childhood Care and Education, Foundational Literacy and Numeracy and Elementary Education. It also acts as a nodal centre at the national level for the implementation of the Samagra Shiksha activities related to quality improvement at the elementary stage. The Government of India has designated NCERT as an academic authority under the RTE Act for curriculum and evaluation procedures in consonance with the NCF-2005 in respect of schools owned, controlled and managed by the Central Government and of the schools in respect of Union Territories without legislature. The DEE has been identified as a nodal department for this task by the Council in order to meet these

commitments, primarily focusing on material development (textual, supplementary and exemplar), research, training and extension at the elementary stage.

In the area of Early Childhood Care and Education (ECCE) the department conducts need based, status studies, case studies in the area of ECCE, Develops resource and exemplar materials for master trainers, teacher educators and grass root level functionaries, conducts training programmes/national meets/conferences for State level key functionaries in planning, implementing and monitoring of the ECCE programmes, and provides academic support to I.I.T. Nursery School, New Delhi as well as other government and non-government institutions and disseminating Early Childhood Care and Education – material widely through journals/website.

- **Department of Education in Languages (DEL)**

Department of Education in languages established in 2005 at NIE NCERT New Delhi, was a constituent of the Department of Education in Social Sciences and Humanities previously. The department works in the area of language education, in four languages- Hindi English Urdu and Sanskrit .As per the mandate of NCERT curriculum, syllabi, textbooks, and supplementary material in four languages are developed for learners at different stages of school education. The textual materials are updated and QR code enabled.

The Department takes up research projects to study various aspects of language education; some of the key studies are on the Status of Urdu and Sanskrit, Implementation of Three Language Formula across the country, Implementation of National Curriculum Framework 2005, Living Sanskrit: An Exploration into Sanskrit Villages of India.

Keeping in view the requirements of the situation of pandemic, department developed for the benefit of learners and teachers, material for online transmission during the closure of schools. AAC & e-content were developed in Hindi English Urdu and Sanskrit for learners. PM eVidya interactive programmes were telecast for the learners and teachers.

Department contributes for the National initiatives e.g. NISHTHA, initiatives of MoE- in developing module/materials on Language Education and training of teachers.

As per the mandate orientation programmes for key resource persons are conducted as per the needs of the teachers teaching in various school systems. Programmes are also organised on the request of autonomous organisations like Central Tibetan Administration, Railway schools etc. Training programmes are also designed e.g on English Language and Proficiency and conducted for the Students of Afghanistan and Teachers from the Gifted Schools of Vietnam under the agreement of mutual understanding between the countries.

Seminars and conferences are organised to highlight recent developments in the area of language education e.g mother tongue based education, multilingualism, constructivism and learner centric materials and pedagogies. Textual and supplementary materials are translated into Urdu to facilitate Urdu language teaching and learning.

On 21st February Mother Tongue Day is celebrated to recognise the importance of Indian Languages.

- **Department of Education in Social Sciences (DESS)**

The Department of Education in Social Sciences promotes quality improvement in the curricular issues of school level history, geography, economics, political science, sociology and commerce. From time to time, the department brings out model syllabi and textbooks, supplementary readers, support materials for social science teachers such as handbooks, training manuals, conduct research in social science and commerce curricular issues and organize need-based capacity building programmes for school teachers. Of late, the department has begun to work in a few interdisciplinary textbooks such as “*Human Ecology and Family Sciences*”, “*Health and Physical Education*”, curricular materials for differently-abled learners, trilingual dictionaries (English-Hind-Urdu), and textbooks for B.Ed. programmes.

National Population Education Project (NPEP) and Adolescence Education Programme (AEP) is also a part of DESS. The National Population Education Project (NPEP) was launched in 1980 and is housed in the department as an independent Cell to promote population education and adolescence education in schools and teacher education institutions in India. It aims to develop awareness and positive attitude towards issues associated with population, development, inter-relationships between population and sustainable development leading to responsible behaviour among students and teachers and indirectly among parents and the community at large; and sensitise learners about Adolescent Reproductive and Sexual Health (ARSH) concerns, inculcate positive attitude and developing appropriate life skills for responsible behaviour.

The Department of Education in Social Sciences has gone through the material. In this regard, we wish to state that the Department has also contributed in developing QR Codes, contributed to the Nishtha Package on Pedagogy of Social Sciences for the Secondary Stage. It has contributed in the development of alternative Academic Calendar for the Middle and Secondary Stage and Syllabus for the deemed University. From time to time, the Department contributes in the development of quiz items on eminent personalities, and other areas of significance from time to time. In order to strengthen concerns for equity and inclusiveness, the department has developed Tactile Map Book in Geography, a comprehensive package for teachers teaching economics in inclusive educational setting for Senior Secondary Teachers in English and Hindi. Braille and Tactile material have been developed on the Quit India Movement. In 2023, Kit and Manual for teaching and learning Economics at the Middle and Secondary Stage has been completed with many items being developed for children with Special Needs. The Department is in the process of developing Toy/Models/Games/Videos for promoting Toy Based Pedagogy.

A Six Months Certificate Course on developing Schools Social Science Textbook and other Curriculum Materials has been successfully completed.

The National Population Education Project (NPEP Programme) has presently being implementing the School Health Programme of Ayushmann Bharat in all States and UTs with the help of the Training and Resource Material developed under this Programme.

- **Department of Education in Arts and Aesthetics (DEAA)**

The Department of Education in Arts and Aesthetics (DEAA) was formed as a separate department in the year-2009. DEAA promotes all forms of arts (Traditional and Contemporary) in school education by bringing it to the mainstream of country’s education system as a subject and also as pedagogy of experiential and joyful learning. The main functions of the department are to; research, development and training in different areas of arts for the in-depth understanding and its

application for the holistic education at school level of education. The department is responsible for the develop of; curriculum, syllabus and textbooks, preparation of teaching-learning materials such as; teacher's handbooks, training packages and modules, supplementary materials including monographs, anthology, audio-visual materials, multi-media programmes, process documents, etc. It has done extensive work for the capacity building of states on Art Integrated Learning at all level of in-service teachers, teacher educators and educational administrators. Capacity building of Art Teacher (Performing and Visual Arts) of different level in online and offline mode. The department has an important role in designing of pre-service courses for diploma and degrees in teacher education in Art Education and Art Integrated Learning. Another important area of the department is into, is to preserve and promote the Indian knowledge, traditions and practices of arts and culture through the Kala Utsav, which is an initiative of the Department of School Education and Literacy, Ministry of Education (MoE), Government of India (GoI), since 2015. The department contributes in Art Integration with other departments for several types of programmes/activity.

- **Department of Gender Studies (DGS)**

The Department of Gender Studies (DGS) was created as a Women's Education Unit in 1979. In 1989, it was upgraded to a full-fledged Department of Women's Studies to address the issues of girls' education and women's empowerment more intensively. The department was renamed as the Department of Gender Studies in the light of landmark judgment of the Supreme of Court of India in 2014 for treating transgender as 'third gender' and addressing their concerns. Thus a new dimension of safeguarding the educational and empowerment issues of transgender was also added to our responsibilities.

The major roles and functions of the department include: to suitably intervene in the areas of policy planning and implementation, curriculum and teaching- learning material and teacher education for removing gender bias and disparities; to promote education, over-all development and empowerment of girls within the framework of the Constitution, National Policies and relevant international conventions; to create awareness among all stake-holders and to train/orient them for action on gender concerns in education. To discharge these responsibilities, the department takes up a variety of research, development, training, extension and evaluation programmes involving interdisciplinary and innovative approaches. The activities also focus on inculcation of self-esteem and self-confidence among children irrespective of their gender. In addition, promotional materials in the form of biographies, posters and messages are developed from time to time to instil gender sensitivity among all stakeholders.

- **Division of Educational Research (DER)**

Division of Educational Research is engaged in promoting policy research in education; performing activities of a 'think tank'; undertaking, coordinating, sponsoring and commissioning research and innovations in school and teacher education; and functioning as the secretariat of Educational Research and Innovations Committee (ERIC). A standing committee of NCERT, called Educational Research and Innovations Committee (ERIC), acts as a catalyst to promote and support research in priority areas of school education and teacher education. The ERIC members include eminent researchers in education and allied disciplines from universities and research institutions and representatives of SIEs and SCERTs. The division also awards NCERT Doctoral Fellowships to students working for their doctoral degrees in a university/research institutions. 'NCERT Research Associateship (Educationists'/Researchers' Pool)' Scheme has been initiated

with the objectives of harnessing the young educationists/educational researchers, who have done their Ph.D. on topics relating to school education but have still not got regular jobs. This will give these young people a chance to contribute and gain experience in their relevant areas pertaining to school education. NCERT, in particular, and the education system in India as a whole, will also gain from the energies, enthusiasm and knowledge of these young researchers.

- **Educational Survey Division (ESD)**

The division has been created for the purposes of conducting educational surveys on census and sample basis with a view to provide authentic information (data/database) on various aspects of school education for strengthening the educational planning in the country.

The functions of the division are to create, maintain and update periodically the educational database at the national level; provide training in quantitative research methods using statistical package; provide facility for statistical analysis of data pertaining to large-scale surveys/studies/projects conducted by the different constituent units of the Council; build capacity of state resource persons in conducting educational surveys and on evaluation issues relating to school education; develop conceptual material in educational evaluation for the use of teacher-educators, in service teachers, pre-service teachers and resource persons; undertake researches in the areas pertaining to learning assessment; and conduct National Talent Search Examination (NTSE) as a special testing programme to identify talent.

- **Division of Educational Kits (DEK)**

The Division of Educational Kits (DEK) was conceived in 1964 to provide academic assistance for designing and development of items for teaching-learning of Science and Mathematics at School level. The main objectives were; to design and develop teaching equipments in Science and Mathematics; and to make experimental trials in schools. The Division has been responsible for augmenting improvement in teaching-learning in the field of school education supporting print media through hands-on experience by design, prototype development of teaching-learning material in the form of school educational kits. The division provides hands-on training to students-teachers/teacher educators on the use of various kits produced by it. It conducts various extension activities viz., hands-on activities in science, mathematics and technology for children and participates in annual Rashtriya Bal Vaigyanik Pradarshani (RBVP), World Book Fairs, World Trade Fair, and Global Education Summits.

The Division has also been organizing capacity building programmes for SCERTs/State Functionaries/DIETs to promote hands-on activities down to Cluster and Block Resource Centers.

- **Planning and Monitoring Division (PMD)**

The Division coordinates the process of programme formulation, monitoring, evaluation and submitting periodic reports of programmes to the MoE. It acts as a clearing house in respect to the academic programmes/activities of NCERT and evaluates all Programme Advisory Committee (PAC) approved programmes. It bears the responsibility of designing pertinent strategies of the Council and issue proper guidelines for the implementation of its various programmes.

While providing support to the Constituents of NCERT in formulating short-term and long-term academic programmes and evaluating its implementation and assessing progress, PMD has been engaged in the activities viz., preparation of Annual Report of NCERT; preparation of Annual Programme Budget of NCERT; processing proposals of activities of PAC approved programmes for administrative-cum-financial sanctions; preparation of monthly and quarterly including special reports on SC/ST/Minorities.

- **International Relations Division (IRD)**

The International Relations Division (IRD) carries out various activities in conformity with the NCERT's role to promote international cooperation to facilitate (a) exchange of information between NCERT and agencies and institutions abroad, (b) signing of MoUs between NCERT and willing agencies educational institutions abroad and (c) discharge responsibility as the Academic Secretariat of the National Development Group (NDG).

As part of these activities, IRD hosts visiting delegations from abroad and facilitates cooperation in the areas of (a) formulation of national education policies, (b) development of national curriculum frameworks, (c) organisation of pre-service and in-service teacher education programmes, (d) formulation and implementation of programmes for vocational education, (e) educational technology and (f) facilitates the participation of faculty from the NCERT in international seminars, conferences, meetings, exhibitions and training programmes conducted under the auspices of international organisations like UNESCO, UNICEF, UNDP, etc. IRD is also actively engaged in promoting bilateral cooperation and in the process of working out and signing Memorandums of Understanding (MoUs) in different areas of school education with noted educational institutions and agencies.

- **Department of Curriculum Studies and Development (DCS&D)**

The Department of Curriculum Studies and Development (DCS&D) has been set up with effect from 13th December 2021 to look after various aspects of curriculum research and development. The department engages in generating knowledge base on curriculum practices and textbooks; building capacities of agencies in States/UTs serving in school education on curriculum research and development; developing courses on different aspects of curriculum; developing and disseminating documents to provide academic support to stakeholders on curriculum issues; conducting curriculum research for looking at interconnected knowledge base of curriculum and the mechanisms employed in the process of curriculum development and building a culture of academic inquiry for evolving strategies in the process of curriculum development.

- **Publication Division (PD)**

The NCERT continues with the publication of school textbooks, workbooks, supplementary readers, teacher guides, laboratory manuals, source books on assessment, exemplar problems in mathematics, research reports/monographs and educational journals. For adoption/adaptation and translation of NCERT books by various States/UTs, copyright permission is granted by NCERT on the request of States/UTs under the nationalized textbook programme. These are also used widely in schools affiliated to the CBSE, KVS, JNV, TS. The students/teachers can procure textbooks directly at their doorstep through online www.ncertbooks.ncert.gov.in web portal. The books are delivered without any delivery charges. These books are also available on NCERT website www.ncert.nic.in for free download, as well as on e-pathshala mobile application.

- **Library and Documentation Division (LDD)**

Library and Documentation Division of NIE, NCERT is a prominent centre featuring an eclectic collection of books, journals, research and survey reports in the area of school education and teacher education. The library is home to an archive section (digital and physical) where the four-generation NCERT textbooks, press clippings, and current content can be accessed by the users of the library. The library's Online Public Access Catalogue (OPAC) can be accessed through internet to search all the bibliographic records in the library's database through a web-based search interface or with window client of the LibSys. The OPAC can be searched by author, title, subject, classified number, publisher and different keywords. The library extends support to academicians, researchers, and students through referral and document delivery services, indexing and abstracting services. The library is connected with the countrywide network of libraries through DELNET. The division also offers free JSTOR access and free WiFi access to whoever avails the membership of the library.

- **Hindi Cell**

Consequent upon the enactment of Official Language Act, 1963 and keeping in view the promotion and proper implementation of the Official Language in day-to-day functioning of the Council, Hindi Cell was constituted in the Council Headquarters.

Hindi Cell makes all efforts to follow the orders, rules and resolutions issued by the Department of Official Language, Ministry of Home Affairs for the promotion of Hindi language. The Cell also ensures compliance of these orders, instructions, etc. from time to time in the administrative works of the Council.

- **CENTRAL INSTITUTE OF EDUCATIONAL TECHNOLOGY (CIET)**

Central Institute of Educational Technology (CIET) came into existence in the year 1984 with the merger of Centre for Education Technology and Department of Teaching Aids. CIET is a premiere national institute of educational technology. Its major aim is to create e-contents such as audio, video, graphics, interaction, multimedia, AR/VR and promote their utilization through Radio, TV, Web Portals, Mobile Apps of educational technologies viz., radio, TV, interactive Multimedia AI, AR, VR, Virtual Labs, Satellite communications and cyber media either separately or in combinations. The institute is working towards achieving the NEP-2020 goals i.e. use and integration of technology, online and digital education. The institute has four major departments/ divisions namely, Department of Information and Communication Technology (DICT), Planning and Research Division (PRD), Media Production Division (MPD) and Engineering Division (ED) besides sections of administration and accounts for smooth management.

DICT is instrumental in creation of eContents-interactive multimedia, eBooks, eCourses, AR, VR, Virtual labs, e-Quizzes materials for students and teachers etc. It is designing and imparting training on use of ICTs in teaching, learning and assessment process for teachers and teacher-educators. It organizes faculty training on integration of ICT in Education. It facilitates innovations in ICTs in education and their dissemination among schools, students and teacher in every nook and corner of the country with the continuous updating and maintenance of websites, OER platforms; Mobile apps and other web application (DIKSHA, NISHTHA, ePathshala, PRASHAST, etc.).

PRD looks after the activities related to planning, conducting and disseminating research. It is responsible for overseeing the processes for developing new programme proposals, their approval from the bodies like Institutional Advisory Board (IAB) of CIET; Programme Advisory Committee (PAC) of NCERT and Project Advisory Board of Ministry of Education (MoE), GoI and finally ensuring the timely execution of the approved programmes besides compiling and sharing the monthly, quarterly and annual reports of academic activities of CIET with the NCERT Headquarters. The division also manages PM eVidya-One Class, One Channel for dissemination of TV contents through 12 TV Channels, 400+ Radio Channels, Podcasts, etc. on 24X7 basis on a resilient and coherent basis.

The primary mandate of the Media Production Division (MPD) is to produce high quality educational audio-video, interactive, multimedia programmes for the school going children (age group of 3 to 18 years) and teachers (Foundational, Preparatory, Middle and Secondary Stages). Once the programs are produced and finalized after undergoing a rigorous evaluation process by experts and other stakeholders. The programs are out for dissemination through both offline and online modes including telecast on PM eVidya (TV, Radio, podcasts on iRadio), DIKSHA, ePathshala, NISHTHA etc. These programs are also available offline for the students, teachers as well as for general public.

Engineering Division (ED) is another important Division of CIET as its main mandate is to equip the institute with the modern and latest technologies to help CIET to achieve its goals and objectives. ED is associated with procurement of state of the art equipment as per the requirements and also maintain them. CIET has 3 Television Studios, 2 Sound Studios, 2 ICT Labs, VidyaSamiksha Kendra, Experiential Learning Centre, production facilities. Quality outcomes are because of constant upgradation and proper maintenance of the equipment's.

- **PSS CENTRAL INSTITUTE OF VOCATIONAL EDUCATION (PSSCIVE), BHOPAL**

“PSS Central Institute of Vocational Education (PSSCIVE), Bhopal was established in 1993 at Shyamla Hills, Bhopal – as a constituent unit of National Council of Educational Research & Training (NCERT). It is a national apex research and development organization in the field of vocational education in the country. It provides assistance to Ministry of Education (MoE), Government of India besides providing academic and technical support for implementation of vocational education programmes and advises State Governments and Union Territories administration on policies and programmes of National Skill Qualifications Framework (NSQF) and on the vocationalisation of secondary education.

The Institute is mandated to develop curricula and courseware for vocational subjects for Grades IX and XII in 18 sectors of the economy like, Agriculture, Apparel, Automobile, Health Care, Security, Medi and Entertainment, Travel and Tourism, etc. The States/UTs follow the curricula and courseware developed by PSSCIVE, Bhopal. The Institute imparts training for vocational teachers and capacity building programme for state key functionaries for effective implementation of vocational education programme under Samagra Shiksha.” The Institute promote vocational education and training (VET) and skills development for enhancing the socio-economic development of the country and also enhancing the quality of VET system through systematic policy interventions. The Institute promotes and conducts research as well to bring about qualitative improvement in vocationalisation of education.

- **REGIONAL INSTITUTES OF EDUCATION**

The Regional Institutes of Education (RIEs) located at Ajmer, Bhopal, Bhubaneswar, Mysuru, NE-RIE, Umiam cater to the educational needs (pre-service and in-service education) of teachers/teacher-educators in the States and UTs under their jurisdiction. Pre-service professional training programmes are offered to prepare school teachers for teaching of various school subjects. These are Regional Resource Institutions for school and teacher education and they extend assistance for the implementation of the policies of the States/UTs and help in monitoring and evaluation of the Centrally Sponsored Schemes.

Major Academic Functions of RIEs

Major academic functions of RIEs are to design and implement innovative pre-service teacher training programmes, conduct continuing education/in-service training programmes for capacity-building of the staff of DIETs, CTEs, IASEs and SCERTs and other educational functionaries of the States/Union Territories in the region, carry out research and development activities in various areas of concern of school education and teacher education, offer consultancy on matters related to school education as well as teacher education, provide academic support in school education and teacher education to States and Union Territories in the region, assist in the implementation, monitoring and evaluation of centrally sponsored schemes in the region, and assist the States in the development, field testing and evaluation of curriculum materials, textbooks and instructional materials. Admission for the courses run by these Institutions is centrally conducted through CEE. Students of different regions are admitted to these RIEs of respective regions based on the CEE performance.

One of the major concerns of NCERT is the development and operationalisation of innovative pre-service teacher education courses, viz. four-year integrated B.A. B.Ed. course in social science and humanities education, B.Sc. B.Ed./B.Sc.Ed. course in science education, two-year B.Ed. (Secondary) course in science and humanities, one-year M.Ed. course in elementary education and one-year Post-Graduate Diploma in Guidance and Counselling (PGDGC) in RIEs at Ajmer, Bhopal, Bhubaneswar, Mysuru and NERIE, Umiam. The RIEs also have the facilities for Ph.D. programme. The main emphasis of the four-year integrated B.A. B.Ed. and B.Sc., B.Ed./B.Sc. Ed. courses is on quality, i.e., producing good teachers well-versed in content, process, pedagogy and co-curricular activities. The one-year M.Ed. (Elementary Education) course in teacher education gives adequate emphasis on issues and concerns in elementary education and research based inputs. The pupil-teachers of the course conduct research studies in different priority areas of elementary education. The two-year B.Ed. (Secondary) course in science and humanities is an experimental course based on the guidelines of NCTE. The course-wise enrolment and results are given in the following tables. RIE, Mysuru started two courses-B.A.Ed. and B.El. Ed.; RIE, Bhopal has started B.A. B.Ed. course and RIE, Bhubaneswar started M.Phil.in Education course.

- **Regional Institute of Education (RIE), Ajmer**

Regional Institute of Education (RIE), Ajmer caters to the needs and the educational interests of Northern Region comprising the States of Haryana, Himachal Pradesh, Jammu and Kashmir, Punjab, Rajasthan, Uttarakhand, and Uttar Pradesh, the National Capital Territory of Delhi & the Union Territory of Chandigarh. It is affiliated to the M.D.S. University, Ajmer and offers four year integrated programmes for the degree in B.Sc. B.Ed., B.A. B.Ed., two year M.Ed. and B.Ed. programmes; and one year Diploma Course in Guidance and Counseling in face-to-face and online mode. All the degree courses are recognised by NCTE, New Delhi.

- **Regional Institute of Education, Bhopal**

The Regional Institute of Education, Bhopal earlier known as Regional College of Education caters to the pre-service and in-service needs pertaining to school education of the Western Region of the country which comprises the States of Madhya Pradesh, Chhattisgarh, Gujarat, Maharashtra, Goa and Union Territories of Daman, Diu and Dadra and Nagar Haveli. RIE, Bhopal is recognized through Barkatullah University, Bhopal as an institution for doctoral research for Ph.D. work. Facilities for research are available at the institute in the areas of education, science education, mathematics education, social science education, physics, chemistry, mathematics, botany, zoology, geography, English and commerce. Many scholars have been awarded Ph.D. under the guidance of the faculty members of the institute.

- **Regional Institute of Education, Bhubaneswar**

Regional Institute of Education, Bhubaneswar caters to in-service needs pertaining to school education of eastern region i.e. Odisha, Bihar, Jharkhand, West Bengal and Andaman & Nicobar Islands. For pre-service programmes i.e. Four Year Integrated B.Sc., B.Ed., B.A., B.Ed., and M.Ed. the institute caters to eastern region i.e. Odisha, Bihar, Jharkhand, West Bengal and Andaman & Nicobar Islands and north eastern region i.e. Sikkim, Manipur, Mizoram, Meghalaya, Arunachal Pradesh, Nagaland and Tripura. For the pre-service programmes like B.Ed., it caters to eastern region of the country. The following regular pre-service programmes are running in the institute under the affiliation of Utkal University and approval of NCTE; (i) Four-year integrated B.Sc., B.Ed. (ii) Four-year integrated B.A., B.Ed., (iii) Two-year B.Ed., (iv) Two-year M.Ed. In addition, a Diploma Course in Guidance and Counseling (DCGC) is offered by the institute on distance-cum-face to face mode. The institute also acts as the nodal centre for Ph.D. course in Education of Utkal University.

- **Regional Institute of Education, Mysuru**

Regional Institute of Education, Mysuru (formerly Regional College of Education) founded on 1st August 1963, was started with the main objective of qualitative improvement of school education through innovative pre-service and in-service teacher training programmes and relevant research, development and extension activities. The institute has established itself as an institute of repute in the area of school and teacher education. The institute has endeavoured to shoulder the responsibilities and challenges generated by changes in the educational scenario of the country. The pre-service teacher training programmes of the institute are affiliated to the University of Mysuru and cater to the needs of Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana, Puducherry and Lakshadweep and its post-graduate programmes cater to all the States of the country.

Regional Institute of Education, Mysuru focuses more on in-service teacher education programmes besides experimenting innovative pre-service teacher education programmes on experimental basis. The institute has experimented B.Tech.Ed. for preparing teachers to work in technical schools attached to polytechnics and cater to the educational needs of Southern Region comprising of Andhra Pradesh, Telangana, Karnataka, Kerala, Tamil Nadu, Puducherry and Lakshadweep and the PG programmes cater to all the states of the country.

- **North-East Regional Institute of Education, Umiam (Meghalaya)**

North-East Regional Institute of Education was set up at Shillong the capital State of Meghalaya (now shifted to Umiam) to cater to the educational needs of North-Eastern States, which include Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura on the lines of NCERT's mandate. The institute aspires to emerge as a leader in the field of school education in the North-Eastern Region by playing the role of a pro-active organization. The vision of NERIE is to facilitate development of human resource in the region so that the States are able to provide quality inputs in all aspects of school education.

NERIE has a 2-year regular pre-service B.Ed. programme with a total strength of 74 students. This course is duly approved by NCTE and affiliated to NEHU, Shillong. NERIE aims for further expansion in various academic courses such as integrated courses for example, B.A. B.Ed./B.Sc. B.Ed, M.Ed., Ph.D. research in various fields of education. Besides, NERIE offers short term courses in different areas such as Diploma Course in Guidance and Counselling (DCGC), 3 Months Certificate course in Inclusive Education, Early Childhood Care Education, etc.

- **DEMONSTRATION MULTIPURPOSE SCHOOLS**

The Demonstration Multipurpose Schools situated at Ajmer, Bhopal, Bhubaneswar and Mysuru are an integral part of the RIEs and act as laboratories for the trying out of innovative practices in school education and teacher education. The Demonstration Multipurpose Schools are affiliated to the Central Board of Secondary Education (CBSE), New Delhi and imparts education from Classes Pre-Schools–XII through English and Hindi mediums. These are also used for practical training for the teacher- trainees of the institutes.

CONCERNS AND SERVICES

Student

NCERT provide the following services to the citizens:

- NCERT develops the textbooks and other supplementary materials for school education and made available free (digital copies) to all students anytime anywhere with the use of website and mobile application.
- NCERT organizes national level exhibition Rashtriya Bal Vaigyanik Pradarshani (RBVP) every year where children showcase their talents in science and mathematics and their applications in different areas related with our everyday life.
- NCERT conducts National Talent Search Examination every year and identify and appreciate the talented students of the nation by giving scholarships.
- NCERT organises competitions like **All India Children's Audio Video Festival (AICEAVF)**, for enhancing the media production among students; **KALAUTSAV** to promote arts in education by nurturing and showcasing the artistic talent of school students, and **Yoga Olympiad** to promote Yoga in curriculum and transaction in Schools.

Vigilance Mechanism

The Vigilance unit in the Headquarter of the NCERT functions under the control of Vigilance cum Security Officer.

CITIZEN'S CHARTER FOR SERVICES RENDERED

ADMISSION/EXAMINATION/COURSES/SCHEME/FELLOWSHIP/AWARDS

S.No.	Nature of Service	Details of the Service	Processing time for the office (Annual Activity)	Contact Details of the Concerned Official	Remarks
1	Pre service Teacher Education through Regional Institutes of Education Announcement of Admission	Issue of Notification	April-May	Principal of the Concerned RIE (List is placed below.)	Detailed information is available on the website of respective RIE.
Entrance Test		June			
Announcement of Result		July			
Admissions		Within 30 days of the declaration of result			

2	Nature of Service	RIE, AJMER	RIE, BHOPAL	Remarks RIE Bhopal	RIE, BHUBANESWAR	RIE, MYSORE
		<i>Education to Children upto Class XII in Demonstration and Multipurpose Schools</i>	↓	↓		↓
	Details of the Service	Processing time for the office (Annual Activity)	Processing time for the office (Annual Activity)		Processing time for the office (Annual Activity)	
	<i>Admission to Class Pre Primary (KG 1st & K.G 2nd) under PAC Programme</i>	APRIL	MAY-JUNE	By Computerized Lottery System, after documents verification		FEBRUARY - MARCH
	<i>Admission to Class I</i>	APRIL	FEBRUARY	DO	JANUARY-FEB	FEBRUARY - MARCH
	<i>Admission to Class II to IX</i>	APRIL (If, seats are vacant)	MAY-JUNE	DO * Subject to availability of vacant seats after announcement of school results	Not Given	MAY-JUNE
	<i>Admission to Class XI</i>	JUNE TO JULY	JUNE	Subject to declaration of Class X CBSE Results on the basis of merit	JUNE	MAY

<i>Announcement of result for class Pre-Primary (KG 1st & KG 2nd) under PAC programme</i>	APRIL	MARCH	Through Notice Board	Not Given	MARCH
<i>Announcement of result for Class 1st</i>	APRIL	MARCH	DO	MARCH	MARCH
<i>Announcement of result for Class XI</i>	APRIL	APRIL	DO	MARCH	MAY
<i>Transfer certificate to students</i>	TC issued within 3 working days of applying TC	Within 07 Working Days	From the date of the application	With in 7 Working Days	JUNE
<i>Tuition Fee/Student Fund/Computer Fee</i>	Fees are collected in two installment through online mode	On quarterly basis, 15th of April, July, October and January	In a academic year, one time school fee in collected from the students of pre-primary to Class VIII However, school fees is collected in Two installments from the students of class IX to XII in the month of April & September	Yearly Basis (April-May)	Fee Structure
<i>Scholarship</i>	Schools are not given Scholarship	As per Government Norms	As per Government Norms	As per Government Norms	As per the announcement of State Government
Contact Details of the Concerned Official	Head Master of DMS dmsrieajmer@gmail.com 0145-2643900	Dean of Instructions & Head Master of DMS		Head Master of DMS	Head Master of DMS
Remarks			mentioned above		Information is available on the website of DMS Mysore

3	Diploma in Vocational Education and Training (DVET)	Issue of Notification	July	Joint Director, PSSCIVE, Bhopal	Detailed information is available on the website of PSSCIVE, Bhopal
		Entrance Test	NO		
		Announcement of Result	September		
		Admissions	September		
					As per govt. norms

S.No.	Nature of Service	Details of the Service	Processing time for the office (Annual Activity)	Contact Details of the Concerned Official	Remarks
4	National Talent Search Examination	Announcement of National Level Examination (Stage I)	July	List of Liaison Officers of each State/UT is available on website of respective states or www.ncert.nic.in	Submission of form through online mode only with complete and error-free information.
		State Level Examination (Stage I)	November	Head, ESD	
		Announcement of Result of State Level Examination (Stage I)	January-February	011-26865909 esdhead@gmail.com	
		National Level Examination (Stage II)	May		
		Disbursal of Scholarship	'Within 60 days after receipt of complete and error-free information in all given forms with all the necessary documents including updated bank account details of the awardee.'		
5	Diploma Course in Guidance and Counseling	Issue of Notification	October	Head, DEPFE	Through Distance/Online Mode
		Entrance Test	December	011-26560544 head_depfe@rediffmail.com	
		Interview	December		
		Duration of Course	One year		
6	All India Children's Educational Audio Video Festival and ICT Mela	Advertisement	October/November	Joint Director, CIET	
		Submission of Application/Registration	Within 15 days from the date of advertisement	+91-11-26866389 jdciet.ncert@nic.in	
		All India Children's Educational Audio Video Festival and ICT Mela	Anytime between December to March		

S.No.	Nature of Service	Details of the Service	Processing time for the office (Annual Activity)	Contact Details of the Concerned Official	Remarks
7	Promoting Innovative Practices and Experiments in Education for Schools and Teacher Education Institution	Seminar for award winning Schools/Teacher Education Institutions (For Previous Year)	June-July	Head, DTE 011-26567320 dtee.ncert@nic.in	<p>“For inviting project proposals information will be available during April-July every year.”</p> <p>(i) NCERT Home Page</p> <p style="text-align: center;">↓</p> <p>Programmes</p> <p style="text-align: center;">↓</p> <p>Teacher innovation</p> <p style="text-align: center;">↓</p> <p>Information Bulletin for teacher Innovation</p> <p>Or</p> <p>(ii) NCERT Homepage</p> <p style="text-align: center;">↓</p> <p>Departments (NIE)</p> <p style="text-align: center;">↓</p> <p>Departments of Teacher Education (DTE)</p> <p style="text-align: center;">↓</p> <p>Information Bulletin for Teacher innovation</p> <p>Link: https://ncert.nic.in/pdf/programmes/teacherinnovation/info_b.pdf</p>
		One/Two Review Workshops for Documentation			
		Advertisement in newspapers	June		
		Sharing of Innovative practices cum Advocacy programmes in states/UTs	May-July		
		Last date for submitting of the project proposal	July		
		First level evaluation of project proposals at RIEs level	August		
		Second level evaluation of project proposals at NCERT level	September		
		Information to selected schools/institutions to implement the innovations	September		
		Implementation of the innovation by selected schools/institutions.	September-March		
		Field visit to selected schools/institutions	September-March		
		Submission of the final report to NCERT	March every year		
		Documentation & Dissemination of selected Innovative practices.			

S.No.	Nature of Service	Details of the Service	Processing time for the office (Annual Activity)	Contact Details of the Concerned Official	Remarks
8	Rashtriya Bal Vaigyanik Pradarshani (RBVP)	All States/UTs and Other Organizations organize District/Zonal/State level exhibitions	Decided by the concerned States/UTs	Heads of SCERTs of concerned States/UTs	
	State Level Bal Vaigyanik Pradarshani	Screening Evaluation and Monitoring of Entries for SLBVP	Decided by the concerned States/UTs		
	Rashtriya Avishkar Saptah	Forwarding of Entries for RBVP for Children from States/UTs/Other Organization	Soon after the organization of State level exhibition		
		Evaluation of Entries for RBVP for Children	Upto October of	Head, DESM	
		Final Exhibition	Usually in the month of November	+91-11-26561742 desm.ncert@nic.in	
9	NCERT Doctoral Fellowship	Advertisement in National dailies as well as NCERT Website etc. Receiving online applications for the subsequent year	September - October	Head, DER +91-11-26563980 ncertder@gmail.com	NCERT Home Page ↓ Department (NIE) ↓ Division of Educational Research (DER) ↓ NCERT Doctoral Fellowships 2022 (NDF) Link: https://ncert.nic.in/division/der/pdf/NDF-2022English.pdf
		Holding interviews/ presentations and selection of the candidates	January - February		
		Sending offers for joining as NCERT Doctoral Fellows	February – March		

10	Incentive Scheme for Teachers of Demonstration Multipurpose Schools (DMSs)	Information to all the DMSs Teachers/HMs/AHMs through the concerned Principal of RIEs for applying to the Incentive Scheme for Best Performing Teachers	April-May	Head, DTE 011-26567320 dtee.ncert@nic.in	
		Last Date to submit applications	31 st July		
		Screening and Final Selection of Best Performing Teachers/HMs/AHMs	July-August		
		Honour with Cash Money, Certificate and Memento	01 st September (Foundation Day of NCERT)		
11	Textbooks published by NCERT Getting Online Demand through NCERT Web Portal	Printing of Books	By end of March	Head, Publication Division +91-11-26852261 +91-11-26562708 +91-11-26851070 pd.ncert@nic.in	Details available at NCERT Web Portal i.e. www.ncertbooks.ncert.gov.in
		Supply of Books to Distributors	From January immediately after the printing process is initiated		
		Availability of Books to Students	Start from first-week of April and completed by June		
		Supply of books demanded online through web portal	Within 15 working days of receiving the order		

LIST OF CONCERNED OFFICIALS

S.No.	Name and Designation	Address	Contact Details
CIET			
1	Joint Director	Central Institute Of Educational Technology (CIET) National Council of Educational Research and Training (NCERT), Sri AurobindoMarg, New Delhi-110016	Tel No: 011-26962580 jdciet.ncert@nic.in
PSSCIVE, BHOPAL			
2	Joint Director	PSS Central Institute of Vocational Education, (PSSCIVE) Shyamla Hills, Bhopal, Madhya Pradesh -462002	Tel No: 0755-2704101 jdpsscive@gmail.com jointdirector@psscive.ac.in
RIE, BHOPAL			
3	Principal	Regional Institute of Education, Shyamla Hills, Bhopal, Madhya Pradesh PIN Code - 462013	Phone : 0755- 2661463 EPABX : 0755- 2661668 principal@riebhopal.in
4	Dean of Instructions	Regional Institute of Education, Shyamla Hills, Bhopal, Madhya Pradesh PIN Code - 462013	Phone : 0755- 2661463 EPABX : 0755- 2661668 principal.riebpl@gmail.com
5	Head Master	Demonstration Multipurpose School Shyamla Hills, Bhopal, Madhya Pradesh PIN Code - 462013	Telephone: 0755-2661463 EPABX: 0755-2661219 dmsriebhopal@yahoo.com

RIE, AJMER			
6	Principal	Regional Institute of Education Capt. D.P Choudhary Marg, Ajmer, Rajasthan-305004	Tel No: 0145 – 2643671 principalrieajmer@gmail.com
7	Dean of Instruction	Regional Institute of Education Capt. D.P Choudhary Marg, Ajmer, Rajasthan-305004	Tel No: 0145 – 2643760 academicrieajmer@gmail.com
8	Head Master	Demonstration Multipurpose School, Regional Institute of Education Capt. D.P Choudhary Marg, Ajmer, Rajasthan-305004	Tel No: 0145 - 2643900 dmsrieajm@gmail.com
(i)	Head DE	-do	neadderie@gmail.com
(ii)	Head DEE	-do	deerieajmer@gmail.com
(iii)	Head DESM	-do	desm_rieajmer@rediffmail.com
(iv)	Head DESSH		headessh@gmail.com
RIE, MYSURU			
9	Principal	Regional Institute of Education Manasagangothri, Mysuru - 570006 Karnataka	Phone: 0821 – 2514095 principal@riemysore.ac.in
10	Dean of Instructions	Regional Institute of Education Manasagangothri, Mysuru - 570006 Karnataka	Phone: 0821 – 2514095 principal@riemysore.ac.in
11	Head Master	Demonstration School, Regional Institute of Education (NCERT) Manasagangothri, Mysuru - 570006 Karnataka.	Phone : 0821 – 2512570 dmsmysore@gmail.com

RIE, BHUBANESWAR			
12	Principal	Regional Institute of Education(NCERT) SachivalayaMarg, Unit-9 (Near BDA NICCO Park) Bhubaneswar-751022 (Odisha)	Phone: +91674-2540534 +91674-2541409 Fax: 0674-750531 riebbs@ori.nic.in principal@riebbs.ac.in
13	Dean of Instructions	Dean of Instructions Regional Institute of Education(NCERT) SachivalayaMarg, Unit-9 (Near BDA NICCO Park) Bhubaneswar-751022 (Odisha)	Phone: 0674-2623-808 academic@riebbs.ac.in
14	Head Master	Demonstration Multipurpose School, Regional Institute of Education(NCERT) SachivalayaMarg, Unit-9 (Near BDA NICCO Park) Bhubaneswar-751022 (Odisha)	Phone: 0674-2541516 (O) 0674-2544184 (R) dms.bbsr@gmail.com
15	Administrative Officer, RIE, Bhubaneswar	Administrative Officer Regional Institute of Education(NCERT) SachivalayaMarg, Unit-9 (Near BDA NICCO Park) Bhubaneswar-751022 (Odisha)	Phone: 0674-2542924 0674-2623-800 ao.riebbs@gov.in

Name of the Departments and Sections (RIE, Bhubneswar)

S.No.	Name of Department/Section	Extension Number	Email ID
1	Department of Education	0674-2623-804	derie@riebbs.ac.in
2	D.E.S.M	0674-2623-809	desmriebbsr@gmail.com
3	D.E.S.S.H	0674-2623-811	desshrieb@riebbs.ac.in
4	Department of Extension Edn.	0674-2623-807	deeriebbs@gmail.com
5	Dean (I)	0674-2623-808	academic@riebbs.ac.in
6	Administrative Officer	0674-2623-800	ao.riebbs@gov.in
7	Establishment Section	0674-2623-814	soest.riebbs@gov.in
8	Accounts Section	0674-2623-817	2012riebbsr@gmail.com
9	Academic Section	0674-2623-816	academic@riebbs.ac.in

10	Campus & Welfare Section	0674-2623-815	socwriebbsr16@gmail.com
11	General Store	0674-2623-818	riebbsr.gs@gmail.com
12	Computer Application Center	0674-2623-821	riecaclab@gmail.com
13	E.T. Cell/CT Studio	0674-2623-820	ictstudiobbsr@gmail.com
14	Institute Dispensary		jenasnehalata66@gmail.com

S.No.	Name and Designation	Address	Contact Details
NERIE, NCERT			
16	Principal	North-East Regional Institute of Education NERIE, NCERT, Umiam, District, Shillong Meghalaya – 793103	Phone: 0364-2570009, 2570061 nerie.ncert1@gmail.com nerie.shillong@ncert.nic.in
17	Dean of Instructions	North-East Regional Institute of Education NERIE, NCERT, Umiam, District, Shillong Meghalaya – 793103	Phone : +91-364-2570009/24 (O), nerie.ncert1@gmail.com

CITIZEN'S CHARTER FOR SERVICES AT ESTABLISHMENT SECTIONS

S.No.	Name of the Service	Requirement from the Employees	Check List	Maximum time for processing of application/request (after receipt of the application in the Concerned Establishment)	Concerned Officer
1	Issue of Offer of Appointment for New Recruitment	--	--	Within 20 working days from the publication of result and other formalities	Deputy Secretary of the Concerned Establishment
2	Issue of Letter to the New Joining for Medical Fitness	--	--	Within 10 working days from the receiving of acceptance of offer of appointment	Deputy Secretary of the Concerned Establishment
3	Issue of Offer of Joining to the New Recruitment	--	--	Within 15 days of completion of formalities of Police Verification and Medical Fitness etc.	Deputy Secretary of the Concerned Establishment
4	Acceptance of Joining Report	Joining report to be submitted along with duly filled-in all the formats provided with the offer letter and all the relevant documents.	<ol style="list-style-type: none"> 1. All formats provided with the offer letter duly filled-in. 2. Self attested copies of certificates of educational qualifications. 3. Reliving letter from previous employer, if employed in any other government organization. 4. Copy of Aadhar Card. 	02 working days	Deputy Secretary of the Concerned Establishment

S.No.	Name of the Service	Requirement from the Employees	Check List	Maximum time for processing of application/request (after receipt of the application in the Concerned Establishment)	Concerned Officer
5	Leave Applications	Applications for leave (except CL) must be submitted well in advance i.e. at least 07 days before the commencement of leave through Head of the Department (HoD)/ Head of the Section (HoS).	1. Leave application duly forwarded by the HoD/Section Officer. 2. Supporting documents, if any. 3. Through E-Office	03 working days	Under Secretary of the Concerned Establishment
6	Permission for visiting abroad/ No Objection Certificate for Visa Purpose	Request must be submitted through concerned HoD/HoS 30 days before the day of the visit.	1. Invitation letter must be enclosed with the application, if it is an official visit. 2. In case of personal visits, purpose must be mentioned.	05 working days.	Deputy Secretary of the Concerned Establishment
7	No Objection Certificate for Passport	Request must be submitted through concerned HoD/HoS	1. An undertaking in the prescribed format. 2. Two passport size photographs.	05 working days	Deputy Secretary of the Concerned Establishment

S.No.	Name of the Service	Requirement from the Employees	Check List	Maximum time for processing of application/request (after receipt of the application in the Concerned Establishment)	Concerned Officer
8	No Objection Certificate for Higher Studies	Request must be submitted through concerned HoD/HoS	<ol style="list-style-type: none"> 1. Leave application duly forwarded by HoD/HoS. 2. Supporting documents, if any. 3. In case of Distance Education, an application duly forwarded through HoD/HoS. 4. Leave entitlement must be ensured as per the Status of the Council and notices/guidelines issued from time to time before applying for the same. 	10 working days	Deputy Secretary of the Concerned Establishment
9	Forwarding of application for outside employment/ deputation	Request must be submitted through concerned HoD/HoS	<ol style="list-style-type: none"> 1. Application in the prescribed format. 2. Copy of the advertisement. 	10 working days.	Deputy Secretary of the Concerned Establishment
10	Pay fixation/ Pay Protection etc.	Request must be submitted through concerned HoD/HoS within one month from the date of joining the Council.	For pay protection LPC issued from previous employer is mandatory and he/she should have applied through proper channel.	10 working days	Deputy Secretary of the Concerned Establishment

S.No.	Name of the Service	Requirement from the Employees	Check List	Maximum time for processing of application/request (after receipt of the application in the Concerned Establishment)	Concerned Officer
11	Counting of past services	Request must be submitted through concerned HoD/HoS within one month from the date of joining the Council.	1. He/She should have applied through proper channel for the post in the Council. 2. Full details of previous employment and employer must be submitted along with all the details and dues.	15 working days	Deputy Secretary of the Concerned Establishment
12	No-Dues Certificate	The HoD/HoS concerned shall ensure to furnish No Dues Certificate at the earliest.	After receiving NOC from all the concerned department/ division/ section/cell.	03 working days	Deputy Secretary of the Concerned Establishment
13	Issue of NoC/Vigilance Certificate to appear in exams.	Request must be submitted through concerned HoD/HoS	1. Application duly forwarded through HoD/HoS. 2. Copy of the advertisement.	07 working days	Deputy Secretary of the Concerned Establishment
14	Issue of NoC/Vigilance Certificate to appear in interviews.	Request must be submitted through concerned HoD/HoS	1. Proof regarding submission of application through proper channel. 2. Copy of call letter.	03 working days	Deputy Secretary of the Concerned Establishment
15	Processing Resignation/ Technical Resignation/ Voluntary Retirement	Request must be submitted through concerned HoD/HoS	1. Exact date of relieving must be mentioned in the letter. 2. Copy of offer letter must be enclosed, if going to join a position in other Government Institution/Organisation.	21 working days	Deputy Secretary of the Concerned Establishment

S.No.	Name of the Service	Requirement from the Employees	Check List	Maximum time for processing of application/request (after receipt of the application in the Concerned Establishment)	Concerned Officer
16	LTC Sanction	Request must be submitted through concerned HoD/HoS 15 days prior to traveling date.	1. Leave application duly forwarded by HoD/HoS. 2. LTC application in the prescribed format.	05 working days	Deputy Secretary of the Concerned Establishment
17	Medical Reimbursement	Submission of certified bill as per prescribed format	1. Duly filled medical reimbursement form duly forwarded by HoD/HoS. 2. Original Bills 3. Copy of prescription page Signature and seal of the doctor and emergency certificate in case of emergency treatment. 4. All supporting document related to the claim. 5. Any other requirement as per format	10 working days	Deputy Secretary of the Concerned Establishment
18	GPF Withdrawal/ Advance	Request must be submitted through concerned HoD/HoS	Application received on the prescribed form.	Issue sanction orders within 3 working days on receipt of application and releasing of payment (GPF advance) within 2 working days from receipt of sanction order in Accounts branch.	Deputy Secretary of the Concerned Establishment

S.No.	Name of the Service	Requirement from the Employees	Check List	Maximum time for processing of application/request (after receipt of the application in the Concerned Establishment)	Concerned Officer
19	TA on Transfer	Request must be submitted through concerned HoD/HoS	Application received on the prescribed form.	Issue of sanction within 05 working days.	Deputy Secretary of the Concerned Establishment
20	Retirement Notice: Issue of retirement notice.	None	Service Book	Within 15 working days.	Deputy Secretary of the Concerned Establishment
21	Allotment of Quarter to Staff	Application form with supporting documents	1. Eligibility of employees to be checked. 2. Availability of the quarter to be confirmed. 3. Cross checking through change list/ technical change/ priority list.	15 working days	Deputy Secretary of the Concerned Establishment
22	GSLIS	Subject to submission of application form by the retiring officer.	1. Checking enrolment of GSLIS. 2. Authentication by the competent authority.	15 days after crediting maturity amount in Council's account by LIC office.	Deputy Secretary of the Concerned Establishment
23	Right To Information	Application must be submitted offline or online through RTI portal.	1. Application 2. Postal order of Rs.10/- 3. Photocopy charges, if any.	As per RTI Act, 2005	Concerned PIOs of the Section/Department/ Division/Cell
24	Grievance Redressal Mechanism	Application must be submit online at www.pgportal.gov.in	Application received through the portal.	Within 60 days of the receipt of application.	Deputy Secretary, GRC

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(Office Working Days: Monday to Friday) (Office Hours: 09:00 A.M to 05:30 P.M)

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26	NIE Guest House	NIE Guest House NCERT, Sri Aurobindo Marg, New Delhi – 110016	Phone No. 011-26592657 Extn. 657 Email id: nieghncert@gmail.com
27	Hindi Cell	Ground Floor, Wrokshop, NCERT, Sri Aurobindo Marg, New Delhi – 110016	Phone No. 011-26592617 Extn. 617/618 Email id: hindicellncert@gmail.com
28	Section Officer (Establishment) RIE Ajmer	Regional Institute of Education Capt. D.P Choudhary Marg, Ajmer, Rajasthan-305004	Phone No. 0145-2644630/2643760 (Acd) Email id:soesttrieajmer@yahoo.com
29	Section Officer (Campus & Welfare) RIE Ajmer	Regional Institute of Education Capt. D.P Choudhary Marg, Ajmer, Rajasthan-305004	Phone No. 0145-2644630 Email id: candwrieajmer@gmail.com
30	Section Officer (Establishment) RIE Bhopal	Regional Institute of Education, Shyamla Hills, Bhopal Madhya Pradesh, India PIN Code - 462002	Phone No. 0755-2522003 Email id: establishment@riebhopal.in
31	Section Officer (Campus & Welfare) RIE Bhopal	Regional Institute of Education, Shyamla Hills, Bhopal Madhya Pradesh, India PIN Code - 462002	Phone No. 0755-2522011 Email id: cnw@riebhopal.in
32	Section Officer (Establishment) RIE Bhubaneswar	Regional Institute of Education, Sachivalaya Marg Bhubaneswar-751022 (Odisha)	Phone No. 0674-2623814 Email id: soest.riebbs@gov.in
33	Section Officer (Campus & Welfare) RIE Bhubaneswar	Regional Institute of Education, Sachivalaya Marg Bhubaneswar-751022 (Odisha)	Phone No. 0674-2623815 Email id: socwriebbs16@gmail.com

34	Section Officer (Establishment) RIE Mysuru	Regional Institute of Education Manasagangothri, Mysore - 570006	Phone No. 0821-2411830 Email id: k.guruswamy@ncert.nic.in
35	Section Officer (Campus & Welfare) RIE Mysuru	Regional Institute of Education Manasagangothri, Mysore - 570006 Karnataka	Phone No. 0821-2511411 Email id: k.guruswamy@ncert.nic.in
36	Section Officer (Establishment) NERIE Shillong	North-East Regional Institute of Education NERIE, NCERT, Umiam, District, Shillong Meghalaya – 793103	Ph. No.0364-2570093 Email id: nerieestt.22@gmail.com
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38	Section Officer (Establishment) PSSCIVE Bhopal	PSS Central Institute of Vocational Education, (PSSCIVE) Shyamla Hills, Bhopal, Madhya Pradesh -462002	Ph. No.0755-2704134 Email id: establishment@psscive.ac.in
39	Section Officer (Campus & Welfare) PSSCIVE Bhopal	PSS Central Institute of Vocational Education, (PSSCIVE) Shyamla Hills, Bhopal, Madhya Pradesh -462002	Ph. No.0755-2704155 Email id: cdwpsscive@gmail.com

CITIZEN'S CHARTER FOR SERVICES RENDERED IN NCERT

Accounts Branch

Sl. No.	Details of the Services	Requirement from the Stake holders	Check List	Maximum Processing Time for the office	Contact details of the concerned official
1.	Processing of Fellowship/ Remuneration of JPF/ SRF/ DTP Operator/ Computer Typist etc. as the case may be.	Submission of Bills complete in all respects with supporting documents duly forwarded by the concerned HOD/ Coordinator (Submission of certified bill up to 5 th day of that month).	1. Absentee Statement. 2. Forwarding of Concerned. Coordinator/ HOD, As the case may be.	By 10 th of every month.	Senior Accounts Officer (CPA)
2.	TA advance on tours.	Submission of application in prescribed proforma along with relevant supporting documents, duly recommended by HOD	1. Copy of Sanction of fund/ approval of Competent authority. 2. Advance should be noted in Department/ Office. 3. Purpose of journey should be defined on Bills as per sanction.	5 working days.	Senior Accounts Officer (Bill – II Section)
3.	Settlement of TA Bills/ Advances.	Submission of TA Bills/ settlement of advance forms along with necessary self-certified bills.	1. Submission of self certified original bills/ Voucher against respective claims. 2. Adjustment of advance/ payment as per sanction.	10 working days.	Senior Accounts Officer (Bill – II Section)

4.	LTC advance/ payment and Leave Encashment on LTC.	Submission of application in prescribed proforma along with relevant supporting documents duly recommended by Head.	<ol style="list-style-type: none"> 1. Submission of LTC application in prescribed format along with Leave Encashment form if required, must be prior to Journey date. 2. Leave sanction copy. 3. Ticket & Original Boarding Pass in case of Air Travel, as per rule of GOI. 4. Forwarding by Head/ Coordinator/ Unit In charge on LTC advance/ claim and leave encashment required for LTC. 5. Any other requirement as per Institute/ Govt. of India norms 	05 working days.	Deputy Secretary/ Under Secretary, Estt. I, II & III Section & (i) Sr. Accounts Officer, Bill – II Section. (ii) Accounts Officer (Salary)
5.	LTC Settlement.	Submission of claim on the prescribed form.	<ol style="list-style-type: none"> 1. Supporting bills/ cash deposit receipt of excess amount & documents as per requirements. 	04 working days.	Sr. Accounts Officer (Bill – II)
6.	Leave Salary and Pensionary Benefit Payment.	--	--	10 working days.	A.O./ Sr. A.O. (Salary) Sr. A.O. (Pension) E.A. Section

7.	Groups Savings Linked Insurance Scheme (GSLIS).	--	Sanction order by C&W Section.	4 working days after receiving sanction order.	A.O./ Sr. A.O. (Salary)
8.	Guest Faculty Payment (Honorarium)/ Programme payment in respect of participants.	Submission of claim on the prescribed proforma duly recommended by the Head/ Coordinator.	1. Copy of Sanction of fund/ approval of competent authority. 2. Invitation letter.	5 working days.	Sr. A.O. (CPA)
9.	Tuition Fee/ Children Education Allowance.	Submission of claims along with relevant documents in the prescribed proforma.	1. Submission of self certified original bills/ voucher against respective claims. 2. Date of Birth of Child. 3. Any other requirement as per Govt. of India norms.	Payment will be made with the Salary if claim received by 15 th .	A.O./ Sr. A.O. (Salary)
10.	Payment of Outsourcing Agency	Submission of certified bill, along with Sanction order	1. Absentee statement. 2. Wage calculation sheet. 3. Tax Invoice. 4. EPF contribution along with challan. 5. Tax Deduction, if required, along with Challan.	5 working days.	Sr. A.O. (Bill – II)
11.	Salary/ wages payment to daily wagers.	Submission of certified bill upto 5 th day of that month.	1. Absentee statement. 2. Wage calculation sheet. 3. EPF contribution along With challan. 4. Tax Deduction if required along with Challan.	By 10 th of every month.	Sr. A.O. (Bill – II) / Sr. A.O. (CPA)

12.	Medical reimbursement.	Submission of certified bill as per prescribed format.	<ol style="list-style-type: none"> 1. Signature and forwarding of the Head/ Incharge. 2. Original bills along with check list. 3. Cash Voucher and copy of prescription page. 4. Admissibility of the claim as per rule. 5. All supporting document related to the claim. 6. Any other requirement as per format. 	10 working days.	Sr. A.O. (Bill – II)
13.	GPF advance/ withdrawal .	Submission of prescribed form 12A along with forwarding of Head/ Incharge with Sanction order.	<ol style="list-style-type: none"> 1. Balance available. 2. Admissibility as per GPF rule. 3. Conditions for Withdrawal along with requisite documents, if necessary. 	5 working days.	Sr. A.O. (GPF/CPF)
14.	GPF final payment.	None	None	Payment on the next working day of retirement.	Sr. A.O. (GPF/CPF)
15.	CPF Advance/ Withdrawal.	Submission of prescribed form along with forwarding of Head/ Incharge with Sanction order.	<ol style="list-style-type: none"> 1. Balance available. 2. Admissibility as per GPF rule. 3. Conditions for Withdrawal along with requisite documents, if necessary. 	5 working days	Sr. A.O. (GPF/CPF)
16.	CPF Final Payment.	--	Requirements as per Institute/ Govt. of India norms.	Payment on the next working day of retirement.	Sr. A.O. (GPF/CPF)

17.	NPS Conditional Withdrawal.	Submission of online request by the subscriber.	Requirement as per NPS regulations as amended from time to time.	As per NPS payment procedure.	Sr. A.O. (NPS)
18.	NPS Final payment.	Submission of online request by the subscriber.	<ol style="list-style-type: none"> 1. Submission of online generated withdrawal form along with Photo. 2. Copy of the Address Proof. 3. Copy of the Identity Proof. 4. Signature of 2 Witnesses. 5. Details of Annuity purchased for Pension scheme. 6. Requirement as per NPS regulations as amended from time to time, if any. 	As per NPS payment procedure.	Sr. A.O. (NPS)
19.	<p>On Superannuation/ Retirement from Service:</p> <p>(i) Grant of Pension & Gratuity.</p> <p>(ii) Grant of Capitalized Value of Pension due to Commutation of pension to the extent of 40%.</p> <p>(iii) Grant of Ordinary Family Pension (Enhanced Rate as well as Normal Rate) jointly in favour of Spouse.</p>	<p>Following documents are required:</p> <ol style="list-style-type: none"> 1. Form for Pension. 2. Two specimen signatures, duly attested in duplicate. 3. Two copies of joint photograph of with wife/ husband (passport size) duly attested in envelope. 4. Two slips each bearing thumb and finger impressions duly attested (Female for right hand/ Male for left hand). 5. Two slips each showing particulars of height and identification marks duly attested. 6. Photocopy of current 	<ol style="list-style-type: none"> 1. Specimen signatures, duly attested, in duplicate. 2. Two copies of joint photograph of with wife/ husband (passport size) duly attested in envelope. 3. Two slips each bearing thumb and finger impressions duly attested (Female for right hand/ Male for left hand). 4. Two slips each showing particulars of height and identification marks duly attested. 	Within 30 working days.	Deputy Secretary of the concerned Establishment & Sr. A.O. (Pension)

		<p>month pay slip.</p> <p>7. Photocopy of PAN card.</p> <p>8. Photocopy of Bank Pass book and/ or cancelled cheque.</p>	<p>5. Photocopy of current month pay slip.</p> <p>6. Photocopy of PAN card.</p> <p>7. Photocopy of Bank Pass book and/ or cancelled cheque.</p> <p>8. Photocopy of Aadhaar.</p>		
20.	Payment of Gratuity.	On receipt of all the no dues certificate from the concerned offices/ Units and submission of the same by the pensioner/ family pensioner, the claim is processed after it is audited by the Audit Section of the Institute / Office	All the no dues certificate from the concerned office/ units.	Within 5 working days	Sr. A.O. (Pension)
21.	Revision of Pensionary benefits due to revision in Pay.	On receipt of revision order, pension claims along with other supporting documents claims are audited and processed.	<p>1. Copy of PPO.</p> <p>2. Pay Revision Order.</p> <p>3. Current residential address, if there is a change.</p>	Within 30 working days	Sr. A.O. (Pension)
22.	Revision of Dearness Relief.	None	Order from MoE	Same month's pension if order received till 15 th of the month.	Sr. A.O. (Pension)
23.	Revision of additional pension (Above 80 years)	At present Suo Moto	Office copy of PPO of the Pensioner.	Same Month's Pension.	Sr. A.O. (Pension)
24.	Restoration of Commutation	At present Suo Moto	Office copy of PPO of the Pensioner.	Same Month's Pension.	Sr. A.O. (Pension)
25.	Audit observation on Superannuation Pension/ Family Pension.	Submission of Audit enfacement form along with pension file, personal file and service book complete in all respects with supporting documents duly forwarded by the HoD/concerned officer as the case may be.	<p>1. Duly updated service book.</p> <p>2. Pension calculation sheet.</p> <p>3. Duly filled commutations form.</p> <p>4. Form of family details.</p> <p>5. Required photograph.</p> <p>6. Account details.</p> <p>7. Photocopy of Aadhar/ PAN</p>	20 working days.	Sr. A.O. (Pension)

26.	Retirement Gratuity/ Death Gratuity	Submission of Audit encasement form along with pension file and service book complete in all respects with supporting documents duly forwarded by the Coordinator/ HOD/concerned officer as the case may be.	<ol style="list-style-type: none"> 1. No dues certificate of all concerned departments/ Units. 2. Pension file. 3. Gratuity calculation sheet . 4. Form of nomination. 5. Account details. 6. Photocopy of Aadhar/ PAN 	15 working days.	Sr. A.O. (Pension)
27.	Commutation of Pension	Submission of pension file and service book complete in all respects with supporting documents duly forwarded by the Coordinator/ HoD/concerned officer as the case may be.	<ol style="list-style-type: none"> 1. Commutation form duly signed and forwarded by the concerned authority. 2. Commutation calculation sheet. 	5 working days.	Sr. A.O. (Pension)
28.	Payment of Leave Encashment	Submission of Leave file of concerned employee complete in all respects with supporting documents duly forwarded by the concerned officer as the case may be.	Duly certified leave statement in respect of Earned Leave/ Commuted Leave/ HPL/ LTC/ EOL.	5 working days.	A.O.(Salary)
29.	Pay Fixation	Submissions of Pay fixation file complete in all respects with supporting documents duly forwarded by the HOD/concerned officer as the case may be.	<ol style="list-style-type: none"> 1. Application of the beneficiary. 2. T&C of the offer of appointment. 3. Application through proper channel. 4. Nature of relieving, if applicable. 5. Last pay certificate, if applicable. 6."Details required for fixation of pay" sheet, if applicable. 	10 working days.	A.O. / Sr. A.O. (Salary)
30.	Counting of past services	Submission of Personal file complete in all respects with supporting documents duly forwarded by the HOD/	<ol style="list-style-type: none"> 1. Application of the beneficiary. 2. Receiving of pension/ pro-rata pension/ 	20 working days.	Sr. A.O. (Pension)

		concerned officer as the case may be.	<p>service gratuity from previous employer.</p> <p>3. Receiving of retirement gratuity, if applicable.</p> <p>4. Receiving of accumulated GPF/ CPF contribution with interest from previous employer.</p> <p>5. Confirmation letter from previous employer.</p>		
31.	Providing Audit Opinion.	Submission of concerned file complete in all respects with supporting documents duly forwarded by Competent Authority as the case may be.	As per the case basis and applicable GOI rules/ Institute Norms/ previous rules or policies.	14 working days	Sr. A.O. (IAC)