

- Courtesy and Helpfulness
- Redress when things wrong
- Value for money

CITIZEN'S CHARTER

1. The Aim / purpose of this charter is to work for better quality in public service *to provide free and compulsory education to every child of the age group of 6 -14 yrs. under RTE Act 2009*
2. (Enumeration of services delivered by the department) We deliver the following services:-
 - a) Administration of Elementary Schools of Assam.
 - b) Appointments of teachers in both L.P. and U.P. School.
 - b) Service related matters of both Teaching and Non-teaching staff of L.P. & U.P. Schools.
 - c) Appointment of inspecting non-gazatted staff (SIS)
 - d) Implementation of Mid-Day Meal Scheme through SSA, Assam CM's Special Scholarship Scheme etc.

Our aim is to achieve the following service delivery / quality parameters

Sl. No.	Nature of Service	Service Delivery Standard Time Limit (Days / Hours / Minutes)	Remarks
1	To provide free and compulsory quality education to every child of the age group between the 6-14 years under RTE Act 2009 .	It is a continuous process	

3. Availability of Information: Information on the following subjects can be obtained from our officers as listed below:

Details of Information	Name and Designation of the officer	Address/ Location of the office	Telephone / Fax/e-mail id
Look after all the matters relating to Elementary Education Department.	Sri Sanjib Kumar Bhuyan, DEE, Assam	Office of the Director of Elementary Education, Assam, Kahilipara, Guwahati-19	94350 67369
Esstt. matter of Provincialised LP/UP Schools Golaghat ,Goalpara Dist. including Court cases & Pension matter, Teachers Award, Deputation of Teachers/Officers training, welfare of Woman and Child Development etc.	Dr. Asomi Gogoi, Jt. DEE, Assam		94350 88311
Esstt. matter of LP/UP Schools of Kamrup (M), Jorhat, Cachar, including Court Cases & Pension matters .	Sri Dipak kumar Sarma, Dy. DEE, Assam		94350 54298
Planning and Development Branch , DDO of this Directorate, all COP© cases, Esstt. matter of provincialised LP/UP Schools of Dhemaji , Lakhimpur, Nalbari, Darrang & Bongaigaon districta alongwith pension matters and Public Grievances and Redressal, , MDM , Disaster Management etc.	Dr. Basanti Bordoloi, Dy. DEE, Assam		94350 12253

Details of Information	Name and Designation of the officer	Address/ Location of the office	Telephone / Fax/e-mail
Esstt. matters of all District Elementary Education Offices, Deputy Inspector of Schools and Block Elementary Education Offices and SIU matters, Esstt. Matter of LP/UP Schools of Barpeta & Karimganj district including Court Cases & pension matters, Retionalisation of PTR etc.	Sri Manoranjan Kakati, Dy. DEE, Assam	Office of the Director of Elementary Education, Assam, Kahilipara, Guwahati-19	98641 03950
State Public Information Officer, Esstt. matter of Provincialised LP/UP Schools of Kamrup(R), Nagaon, Sivsagar and Dibrugarh district including court cases & pension matters. Esstt. Matter of Govt. schools of all districts, Media cell, CMs Special Scholarship Scheme etc.	Smti Rumi Choudhury, Dy. DEE, Assam		98641 55514
Looking after all the financial matter, pension of teaching & non-teaching staff of Elementary Schools.	Sri Sanjib Sarma , Senior Finance Officer		9435045762
Looks after all the matter relating to accounts, pension and other financial matter of all teaching & non-teaching staff of elementary of schools	Md. Mustafa Al-amin, Finance Officer		94351 69728
All Planning and Development matter, MDM etc.	Sri Munindra Bharali, Asstt. DEE, Assam		943519699
Looks after the matter of Budget & Accounts under Non-Plan reconciliation expenditure with Audit , Esstt. Matter of provincialised LP/UP Schools of Dhubri District including Court Cases & pension matters. Digitization of Court Cases of all Districts.	Sri Rajib Lochan Baruah, Asstt. DEE, Assam		9954023206
Works relating to evaluation and monitoring of the schemes implemented by the DEE & Planning & Development matters	Smti Indu Narzary, Evaluation Monitoring Officer		9864111880
Asstt. Public Information Officer of RTI. and works related to Audit & Accounts matters, Pension cases of Districts of teaching & non-teaching staff of Provincialised schools.	Sri Jibeswar Medhi, Inspecting Auditor		94353 07515

4. For information outside Office hours, please contact: 8486671811

5. Name and Designation of the contact person:, **Smti Bina Mishra, i.c. Registrar Elementary Education, Assam**

6. Complaint Redressal Systems

Courteous and helpful service will be extended by all the staff. If you have any complaint to make in the delivery of the above standards you are welcome to register your complaints with the following officers.

Name and Designation of the officer	Address for correspondence	Telephone / Fax / e-mail
District Elementary Education Officer	List -I enclosed	
Deputy Inspector of Schools	List- II enclosed	
Block Elementary Education Officer	List-III enclosed	
Director of Elementary Education, Assam	On behalf of DEE, Assam, Dr. Basanti Bordoloi, Dy. DEE, cum DDO looks after Public Grievance and Redressal	94350 12253

7. Other information regarding lodging complaint

- Providing any information a website is available in DEE, Assam (dee.assam.gov.in) .

8. We seek your co-operation on the following

Citizen's charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us with your valuable suggestion

9. Guide Book / Hand Book / Consumer Helpline.

- Our helpline Telephone number is 03610381180
- We are committed to constantly revise and improve the services being offered under the Charter.

Name & Contact Nos. of District Elementary Education Officers, Assam

Sl No	District	Name of the DEEO/ IS	Phone No
1	Baksa	Shri J P Brahma, Jt Director & i/c DEEO	94353 25911
2	Barpeta	Smti. Jyotshna Rani Barman	98545 74174
3	Bongaigaon	S. Khan, IS & DEEO	9435480195
4	Cachar	Shri Haren Hazarika, DEEO	94353 09950
5	Chirang	Sri Joypal Singh Brahma, DEEO	94350 26630
6	Darrang	Nagen Ch. Boro, DEEO	99575 75112
7	Dhemaji	Smti Nirada Doley Pegu, DEEO	98549 35519
8	Dhubri	Sri Saju Kr. Yadav	98546 59659
9	Dibrugarh	Smt. Pronati Bora	94350 67179
10	Dima Hasao	Smti Gayatri Naiding, IS	94355 77982
11	Goalpara	Shri Nripen Das	70863 15035
12	Golaghat	Shri Labja Jarambusa	96137 54840
13	Hailakandi	Shri H. Hatibaruah, ACS	73991 01891
14	Jorhat	Smt. Subhalakshmi Rajkumari, IS & DEEO	94352 28158
15	Kamrup Rural	Shri Madhab Ch Deka, DEEO	94351 15705
16	Kamrup Metropolitan	Mrs Buli Gogoi Bhuyan	94353 43406
17	Karbi Anglong	Shri Rowelson Rongpi, IS	96786 17978
18	Karimganj	Sri A. K. Brahma, ACS	70020 95485
19	Kokrajhar	Sri Suren Goyari	94354 01062
20	Lakhimpur	Shri Mridul Kr. Nath	94353 12018
21	Morigaon	Shri Tilak Saikia, IS & DEEO	98640 45896
22	Nagaon	Anisur Rahman Choudhury	94350 61397
23	Nalbari	Smti Anjali Dutta	94353 49687
24	Sivasagar	Shri Prabin Sarma, IS & DEEO	94350 62048
25	Sonitpur	Sri Prasanna Bora, DEEO	98599 80083
26	Tinsukia	Shri Abdul Jelil, IS & DEEO	94354 63984
27	Udalguri	Sri Bhaben Deuri, IS & DEEO	99543 89261
28	Dima Hasao	Sri Dinesh Dawdung, DPEO	94350 77112
29	Karbi Anglong	Shri Arun Teron, DPEO	98599 85889

	Director of Education, BTC	Ravi Shankar Bargayari	94350 26605
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List -II

sl. No.	Sub-Devison	Name of officers/D.I. of Schools
1	2	3
1	Bajali	Shri Tarini Mazumder
2	Barpeta	Shri Harendra Nath Das
3	Bongaigaon	vacant
4	N. Salmara	Godhan Ch. Seal Sarma
5	Silchar	vacant
6	Mangaldoi	Shri Tarini Charan Nath
7	Dhemaji	vacant
8	Jonai	vacant
9	Bilasipara	Smti Jyotsna Sarkar
10	Dhubri	vacant
11	S. Salmara	Sri Bishnu Charan Nath
12	Dibrugarh	Smti Sangeeta Baruah
13	Goalpara	Dhaneswar Ray
14	Golaghat	Sri Ataur Rahman Khan
15	Dhansiri	Khairul Islam Hazari
16	Hailakandi	Iqbal Hussain Barbhuiya
17	Jorhat	Sri Prafulla ram Das
18	Majuli	Sri Hareswar Basumatary
19	Pragjyotishpur	vacant
20	Guwahati	Sri Deben ch. Lahkar
21	Rangia	Ananta Ram Hajuri
22	Karimganj	vacant
23	N. Lakhimpur	Kanakeswar Deka
24	Dhakuakhana	Debeswar Kaman
25	Morigaon	Lakhi Prasad Gaur
26	Nagaon	Budha Katakya

27	Kaliabar	Doibya ram Deori
28	Hojai	Tarun Kumar Singha
29	Nalbari	Bhupendra Nath Sarma
30	Sivasagar	Sri Krishna Kumar Tanti
31	Nazira	vacant
32	Charaideo	vacant
33	B. Chariali	vacant
34	Tezpur	vacant
35	Tinsukia	Sri Suchen Bora
36	Margherita	vacant
37	Sadiya	vacant
38	Baksa	vacant
39	Tamulpur	vacant
40	Bijni	Sri Jyotish Ch. Sarma
41	Kokrajhar	Sri Rashnath Basumatary
42	Parbatjhora	vacant
43	Gossaigaon	vacant
44	Udalguri	Sri Monoram Sarma
45	Bhergaon	vacant
46	Haflong	Nurul Haque Mazarbhuiya
47	Diphu	Gokul Tassa
48	Hamren	vacant

List -III

Sl. No.	Name of BEEO	Name of Officers
1	2	3
1	Bajali,	Vacant
2	Barpeta	Vacant
3	Bhabanipur	Vacant
4	Chenga	Vacant
5	Mondia	Vacant
6	Rupshi	Vacant
7	Manikpur	Vacant
8	Boitamari,	Vacant
9	Srijangram	Vacant
10	Katigorah,	Vacant
11	Lakhipur	Vacant
12	Narsingpur	Vacant
13	Rajabazar	Vacant
14	Salchapar	Vacant
15	Sonai	Vacant
16	Udarband	Vacant
17	Dalgaon,	Vacant
18	Kalaigaon	Vacant
19	Sipajhar	Vacant
20	Dhemaji	Sri Anadar Doley
21	Bodoloni	Vacant
22	Murkongselek(Jonai)	Vacant
23	Chapar	Vacant
24	Bilashipara	Vacant
25	Agomoni,	Vacant
26	Gouripur	Vacant
27	Golokganj	Vacant
28	Mancachar	Vacant
29	SouthSalmara	Vacant
30	Barbarua,	Vacant
31	Jaipur	Vacant
32	Khowang	Vacant
33	Lahowal	Vacant
34	Panitola	Vacant
35	Tengakhat	Vacant
36	Balijana,	Vacant
37	Malia	Vacant
38	Dudhnoi	Vacant
39	Lakhipur	Vacant
40	Central Block,	Vacant
41	East Block	Vacant
42	West Block	Vacant
43	North Block	Vacant
44	South Block	Vacant
45	Hailakandi,	Vacant
46	Lala	Vacant
47	Katlicherra	Vacant
48	Central Jorhat,	Vacant
49	East Jorhat	Vacant
50	Jorhat North	Vacant
51	West Jorhat	Vacant
52	Titabar	Vacant
53	Majuli	Vacant

54	Dimoria	Vacant
55	Boko,	Vacant
56	Chamaria	Vacant
57	Chaygaon	Vacant
58	Hajo	Vacant
59	Rampur	Vacant
60	Rani	Vacant
61	Rangia	Vacant
62	Kamalpur	Vacant
63	Karara	Vacant
64	Badarpur,	Azizar Rahman
65	NorthKarimganj	Vacant
66	SouthKarimganj	Vacant
67	Patharkandi	Vacant
68	RKNagar	Vacant
69	Bihpur,	Vacant
70	Lakhimpur	Vacant
71	Narayanpur	Vacant
72	Nowboicha	Vacant
73	Dhakuakhana	Vacant
74	Bhurbandha,	Vacant
75	Laharighat	Vacant
76	Mayang	Vacant
77	Batadraba,	Vacant
78	Juria	Vacant
79	Kapili	Vacant
80	Kathiatoli	Vacant
81	Laokhowa	Vacant
82	Rupahi	Vacant
83	Kaliabar	Vacant
84	Khagarijan	Vacant
85	Lanka	Vacant
86	Jugijan	Vacant
87	Barkhetri,	Vacant
88	Borigogo Banbhag	Vacant
89	PachimNalbari	Vacant
90	PubNalbari	Vacant
91	Amguri,	Vacant
92	Demow	Vacant
93	Khelua	Vacant
94	Nazira	Vacant
95	Sapekhati	Vacant
96	Sonari Sepon	Vacant
97	Behali	Vacant
98	Biswanath	Vacant
99	Chaiduar	Vacant
100	Balipara,	Vacant
101	Dhekiajuli	Vacant
102	Gabharu	Vacant
103	Naduar	Vacant
104	Hapjan,	Sri Bani Barthakur
105	Kakapathar	Vacant
106	Margherita	Vacant
107	Sadiya	Vacant
108	Baksa	Vacant
109	Tihu-Barama	Vacant

110	Jalah	Vacant
111	Gobhardhana	Vacant
112	Tamulpur	Vacant
113	Borobazar,	Vacant
114	Sidli	Vacant
115	Kokrajhar(Titaguri),	Vacant
116	Dotoma	Vacant
117	Gossaigaon	Vacant
118	Kachugaon	Vacant
119	Udalguri,	Vacant
120	Mazbat	Vacant
121	Khoirabari	Vacant
	No BEEO posts created in Dima-Hasao, and Karbi- Anglong Dist.	