



## CITIZENS' CHARTER

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### Foreword

Government of Karnataka are bound to implement the fundamental motif enshrined in our constitution, that every state has to provide free and compulsory education for all children in 6-14 age group. Various programmes and schemes have been undertaken and implemented. The State Government has made remarkable efforts towards community participation in the development of education field. One of the aims of the department is to provide foundation for a beautiful society through quality education. 'Citizens' Charter', a brochure, has been brought out in order to provide valuable information such as organization, function, duties and service facilities of the education department.

This brochure also aims at providing information such as efficiency in administration, transparency, quality service, on time implementation of tasks and effective participation of citizens in administration.

We hope that students, parents, citizens and teachers fully utilize this opportunity.

Place : Bangalore  
Date : 06.02.2004

**Sd/-**  
(B.K. Chandrasekhar)  
Minister of State  
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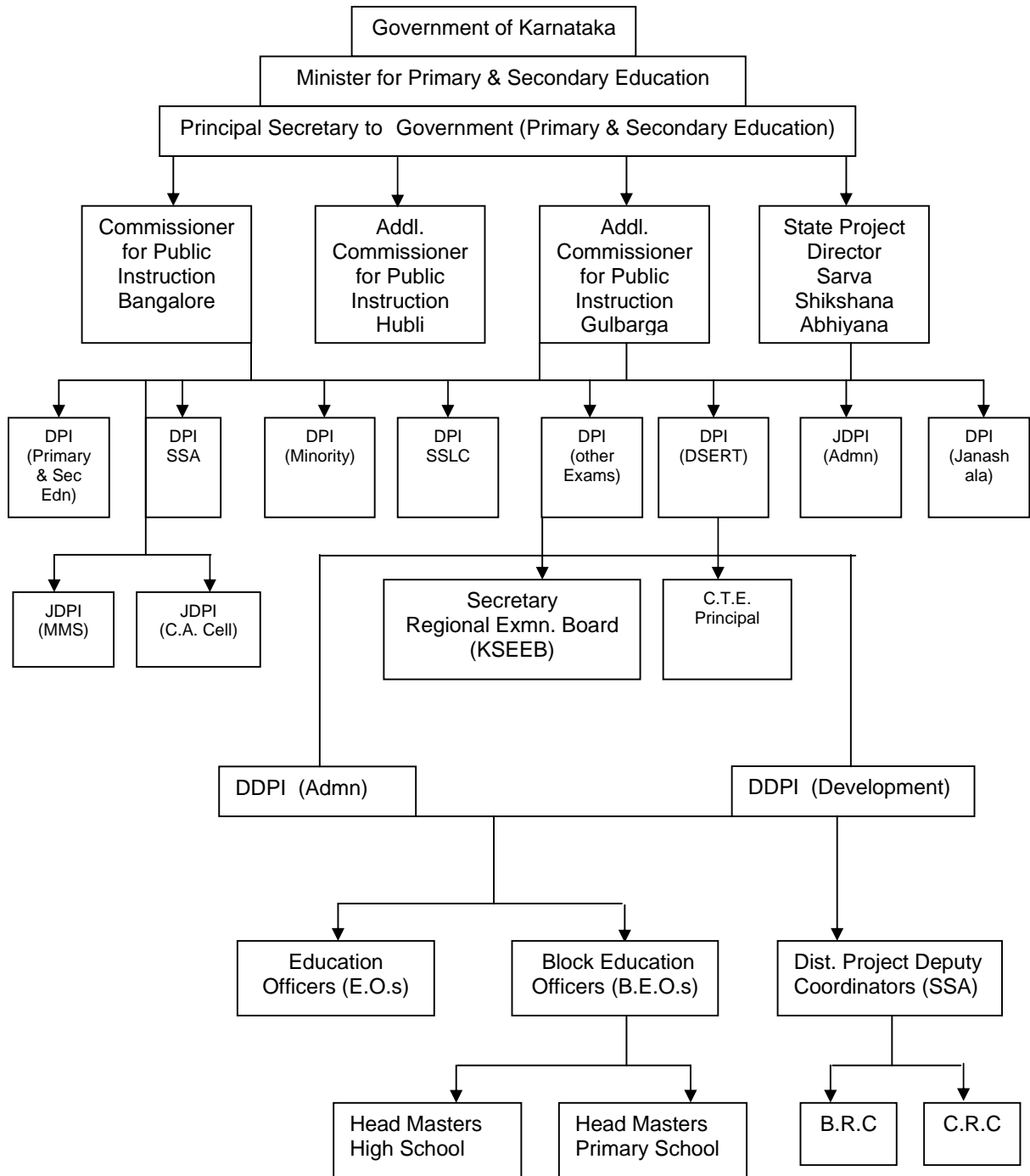
## **DEPARTMENT OF PUBLIC INSTRUCTION**

### **MISSION**

"To provide specific knowledge, skills and values to all children of the state so as to enable them to become better human beings useful to society and responsible citizens attaining all-round development and success in all their endeavors."

# DEPARTMENT OF PUBLIC INSTRUCTION

## Organogram



## CITIZENS' CHARTER - 2003

### Preamble :

- 1.1 Today's children are our nation's future citizens. Education not only imparts knowledge, boosts their morale and hones their skill but also moulds them into useful and responsible citizens with allround development.
- 1.2 Every child in the age group of 6 and 14 has a fundamental right to receive free and quality education. It is Governments' responsibility to provide free and compulsory education to all of them. It is also the fundamental duty of all parents and guardians to see that their wards are provided with atleast Primary education.
- 1.3 All children in the state, will be provided free compulsory and quality education during the first eight years. After 2 years of secondary education, the government provides infrastructure facilities to enable them to pursue either job oriented (vocational) courses or pre university courses apart from formulating and implementing many encouraging programmes.
- 1.4 The citizens enjoy certain rights and privileges in a democratic set up. At the same time they have certain duties too. It is the responsibility of every citizen to be aware of his rights and duties. Proper response and effective participation of citizens are imperative for successful implementation of Government schemes and programmes. To facilitate this, citizens must have clear knowledge of their rights and duties. They have a right to expect efficiency, transparency, pro-people attitude and courteous treatment from Government officers and employees. Responsibility lies with the government to remove social inequality, guarantee social justice, provide impartial service facilities and opportunities to all citizens. The department is bringing out this charter with a view that it is citizens' right to anticipate high quality of efficiency and transparency from all types of schools and teachers' training institutes under the purview of the Department of Public Instruction.
- 1.5 This 'citizens' charter' is to be deemed Karnataka Government's assurance / promise to consumers of education, offices, primary education, secondary education and teachers' training institutions coming under the purview of the Department of Public Instruction.
- 1.6 Assurances incorporated in this charter cannot be misconstrued as legal rights and used for litigations in law courts.
- 1.7 All law-abiding citizens of the State are consumers of educational facilities extended by the department. They are eligible to come under the ambit of this charter.

### 2.0 Our Goals :

- 2.1 To provide quality education to all children of the State from 1st to 10th standard.
- 2.2 To provide free and compulsory elementary education to all children between the age group of 6 and 14.
- 2.3 To facilitate our children to join either job oriented (vocational) courses or pre-university courses after completing secondary education.
- 2.4 To provide priority for girls' education as well as children who need special attention.
- 2.5 To make education 'a people's movement', with the participation of community.

### 3.0 Scope of the charter

The following are the state level offices that come under the purview of the charter :

- 3.1 Primary and Secondary Education of the State Secretariat, Govt. of Karnataka, M.S. Building, Bangalore-1.

3.2 Department of Public Instruction, New Public Offices, Nrupathunga Road, Bangalore-560 001.

**Commissionerate of Public Instruction**

1. Commissioner, Department of Public Instruction, New Public Offices, Nrupathunga Road, Bangalore-560 001.
2. Director, Primary Education, Department of Public Instruction, Nrupathunga Road, Bangalore-560 001.
3. Director, Secondary Education, Department of Public Instruction, Nrupathunga Road, Bangalore-560 001.
4. Director, Urdu and other minority languages, Department of Public Instruction, Nrupathunga Road, Bangalore-560 001.
5. Director, State Educational Research and Training (DSERT) No.4, Hosakerehalli, Banashankari III Stage, Bangalore- 560 085.
6. Director, Examinations, Karnataka Secondary Education Examination Board, (KSEEB) Malleswaram, Bangalore-560 003.
7. Director, other Examinations, Karnataka Secondary Education Examination Board, Malleswaram, Bangalore- 560 003.
8. Director, (Janashala), B.P. Wadia Road, Basavanagudi, Bangalore-560 004.
9. Director, North East Zonal Education Development Directorate, Gulbarga.

**10. Divisional level :**

Divisional Secretaries of the State (Four divisions : Bangalore, Mysore, Belgaum and Gulbarga) and Ex-officio Joint Director, Karnataka Regional Secondary Education Examination Board.

**11. Educational Districts and Block Levels :**

1. Offices of 32 Deputy Directors (Admn) of Educational Districts of the State, 202 Block Education Officers of taluks/ranges and Block Resource Centres (BRCs)
2. All Government, Private aided and unaided primary and secondary schools coming under each block.
3. 20, District Education and Training Institutes, Private, aided and unaided teachers' training institutes.
4. Teachers' Training Colleges and aided and unaided B.Ed colleges.
5. All Government, Private, aided and unaided physical education (C.P.Ed.) Training Institutes of the State.
6. Minority schools (Urdu, Marathi, Tamil, Telugu, Gujarathi and Malayalam) and Arabic schools and colleges of the state.
7. Sanskrit schools and colleges of the state.
8. Hindi colleges of the state.

**4.0 Services under the purview of the charter**

Karnataka State provides education from 1st to 10th standard to all children in government, private, aided and unaided primary and high schools as per the state curriculum.

In order to universalize primary education, the state provides free and compulsory education for 8 years to all children in the age group of 1 and 14. Apart from providing infrastructure facilities, the government and the department formulated and implemented

many encouraging schemes and programmes. The department took upon itself the onerous task of universalization of education and raising its quality level.

#### **4.1 Infrastructure facilities**

1. Opening schools and Education Guarantee Scheme (EGS) centers where there are no schools.
2. Construction of school buildings on priority and need basis at taluk, district, urban region and state levels under Prime Minister's village development plan, EFC, RIDF Scheme with aids from NABARD and Sarva Shikshana Abhiyana.
3. Providing school buildings through MP's and MLA's HKDB plan.
4. Construction of school compounds under Registration fee discretionary quota addition and modification scheme.
5. Providing drinking water and sanitary facilities on priority basis to primary and high schools under various schemes.
6. Obtaining required facilities under school adoption scheme programme with community participation.

#### **4.2 Incentives to students studying in Government schools under various schemes :**

1. Providing free uniforms and text books to students studying in 1st to 7th standard.
2. Providing free uniforms and text books to girls studying in 8th to 10th standard.
3. Providing free school bags to SC and ST girls studying in 5th to 7th standard.
4. Providing free note books (6 each) to SC and ST girls studying in 5th to 7th standard.
5. Non-government fee concession to SC and ST students studying in 5th to 7th standard.
6. Examination fee concession to girls studying in 7th standard.
7. Non-government fee concession to SC and ST students studying in 8th to 10th standard.
8. Fee concession to all girls studying in 5th to 10th standard.
9. Examination fee concession to all girls and SC, ST boys studying in 10th standard.
10. Midday meal facility to all children studying in 1st to 5th standard in government schools and "Akshara Dasoha" programme and providing 3 Kg rice/wheat each to children in all aided schools on the basis of 80% attendance per month.
11. Drop outs from among the elementary school children in the age group of 6 and 14 are being brought into the main stream of education under a special bridge course programme "Chinnara Angala".
12. "Mobile schools" and "Perennial Schools" are there for the benefit of slum children who do not attend schools.
13. In its endeavor to universalize education, the government are working with non-government organizations such as Infosys, Iscon, Ajim Premji Foundations and educational institutions such as NUIU, NIAS, ISEC, Bangalore University and the like. With the help of donors it is possible to impart quality education, provide library facilities and nutritious food.
14. Towards personality development of children, various activities such as talents search, examinations, science programmes, sports and competitive activities are being conducted.



15. Aids to meritorious students from Karnataka State Students Welfare Fund, bravery awards and cash prizes to winners of sports activities are being given. Apart from this, compensation is being extended under "Rotary Students' Welfare and Insurance Scheme" to the families of students who die in calamities / accidents.
16. Hostel facilities to students coming under district / taluk administration in coordination with Social Welfare Department.
17. Scholarship facilities to students of various categories from Government / Central Government / Communities.

#### **4.3 Other facilities extended to schools**

1. State plan has made provision for purchase of required teaching and learning aids.
2. A sum of Rs. 40,000/ each is being released for the purchase of furniture, books for libraries and sports materials for lower primary schools under "Operation Black Board" scheme.

#### **4.4 Children in age group of 6-14 who are deprived of school education - Programmes to bring them back into the mainstream of education - A brief note**

The department has charted out the following programmes to bring into the mainstream of education those children in the age group of 6 and 14 and who have kept themselves away from school.

1. Children in the age group of 6 and 14 who have kept themselves away or deprived of school education are being brought into the mainstream of education after conducting children's census every year.

##### **2. Enrollment campaign**

A special programme is charted out every year to identify children who have kept themselves away from school every year after a month after the commencement of academic year. Such children are being brought into the school fold convincing them and their parents.

##### **3. Chinnara Angala**

A bridge course entitled "Sethubandha" is a preparatory programme being arranged to facilitate admission of those children in the age group of 6 and 14 who have kept themselves away from school education. Apart from gauging children's efficiency and creating a happy atmosphere full of activities, they are formally encouraged to learn in the stage.

##### **4. Wage earning to school learning (Cooliyinda Shalege)**

It is a programme of meeting the parents and employers of children in the age group of 6 and 14 who keep themselves away from school as they are employed as wage earners. This programme creates awareness among parents and employers to bring the wage earning children into the mainstream of education.

##### **5. Beedilyinda Shalege (From street to school)**

This programme with the active cooperation of social organizations, brings into the mainstream of education those children in the age group of 6 and 14, who keep themselves away from school as they have become destitutes in towns and cities being away from parents and hence resort to begging for a living.

6. **Baa Baale Shalege (Come lass join school)**

A special programme to provide education at least for 8 years to girls in the age group of 6 and 14. The programme also aims to remove gender bias.

7. **Baa Marali Shalege (Come back to school)**

This programme is being conducted in the months November - December. Every Monday in each school, all teachers, SDMC members, parents and community leaders assemble, meet the parents of school dropouts, prevail upon them of the importance of education and arrange to get those children admitted to school.

8. **Sadaa Shale (Perennial school)**

Owing to unavoidable circumstances, children in the age group of 6 and 14 become wage earners and this forces them out of school education. Such children are encouraged to join schools formally by opening schools to suit their timings.

9. **National Programme for Girls' Education at Elementary Level :**

This significant women's Education Programme, aims at improvement of women's literacy ratio as well as removal of gender bias and inequality and to provide proper education to girls who belong to SC, ST and other minority communities and are deprived of education facilities from 1st to 8th standard.

**5.0 Sarva Shiksha Abhiyana**

A programme formulated by Central Government which aims at universalization of Primary Education from 1st standard to 10th standard in a specific time frame by central and State Governments with active participations of local bodies.

"Sarva Shiksha Abhiyana Committee - Karnataka" has been constituted and registered to supervise the same in the state. Approved programmes and activities are being implemented from the year 2001-02 under the annual schemes. The following facilities are available under Sarva Shiksha Abhiyana Programme :

1. Teacher :

One teacher each for 40 students in Primary as well as higher primary schools.

Minimum 2 teachers in each primary school.

One teacher each in higher primary school.

2. New schools in inhabited places without schools.

3. Up gradation of existing schools.

4. Construction of school rooms.

5. Drinking water and sanitary facilities.

6. Supply of teaching and learning aids.

7. School grants.

8. Teachers' grants.

9. Some special schemes for children needing special attention.
10. Free text books for SC, ST children and girls studying in 8th standard.
11. School building maintenance and repairs
12. Facility of Electricity.
13. Facilities to create a friendly atmosphere for children.
14. Training for teachers dedicated to service.
15. Training for community leaders (S.D.M.C. members)
16. **Innovative Activities**
  - Computer education for higher primary schools.
  - Special attention towards education of girls and SC/ST students.
  - Development of pre-school education and nourishment programme.
17. Research, evaluation, supervision and monitoring for formal schools.
18. Revised programmes to bring back into the main stream of education those children who have kept themselves away from school education.
  - Establishment of Learning Guarantee Centers in inhabited places without schools.
  - Establishment of Alternative schools.
  - Bridge course, remedial teaching and back to school camps.
19. Conversion of Learning Guarantee Centers into regular schools or opening new primary schools as per state's dictum.
20. Establishment of "State Institute of Educational Management and Training" for academic guidance and educational management.
21. National Programme for education of girls at elementary level.

## **6.0 Child and Rights**

### **6.1 Background :**

"Convention on the Rights of the child" which came into force in the year 1989 is a meaningful document that the United Nations Organization presented to the people of the world. This is incorporated in the list of International law on 2nd September 1990. Children's rights spread over 54 chapters can be seen in parts divided exclusively dealing with children's life, protection and development.

Government of India have agreed and signed this convention of children's rights on 11th September 1992. The Government thus, are duty bound to disseminate all the rights and ideas enshrined in the articles of the Convention so that they should reach all children and adults of the nation through the media.

The following are 45 rights of the child selected from the convention. (Refer original document for more information).

Who should be identified as a 'Child' ?

"All human beings below 18 years of age", are to be identified as "children" , according to the first chapter of the convention.

### **Children's Rights to Welfare and Health**

Every child has the following rights :

1. Existence and progress.
2. Requisite standard of living
3. Highest state of health and facilities to lead a healthy life.
4. Entitlement to special facilities if the child is physically handicapped. Facilities should not only boost a child's honour, and enhance self confidence but also enable a child to participate in the activities of the community.
5. To enjoy social facilities and child protection services.

### **Family :**

6. To live with parents.
7. To communicate with parents when they are separated owing to various reasons.
8. To avail alternative arrangement if the family atmosphere is not healthy.
9. To be adopted by secure (safe) parents.
10. Protection from kidnapping owing to parents' / guardians' negligence or insults.
11. Limited scrutiny is needed in respect of protection from kidnapping. In this background, the government has to ensure as to whether the families of parents satisfy the duties as stated in serial number 12 to 16 or not .
12. Guidance a child requires.
13. To receive aids for the child's developments.
14. Parents have equal responsibility as far as a child is concerned.
15. To receive required aids from child welfare and child development schemes.
16. The nations should sink their political differences, if necessary, for the welfare of the child.

### **Child's right to be with parents**

17. Government to immediately peruse an application submitted by a child to facilitate to join its parents who are in a foreign country.
18. The child has a right to communicate with parents if they are in different countries.

### **Parents' responsibilities**

19. Parents have the responsibilities to bring up their children. This applies to legal guardians too.
20. The Government in their governance as well as with the help of organizations must help the parents and guardians so that children enjoy all rights enshrined in the convention of children's rights.
21. Earning parent has a right to bring up their children. To facilitate this, the Government has to establish childcare centres with such facilities when parents are busy and are away at work.

### **Education and Cultural Rights**

22. To receive free primary education.
23. To receive secondary and vocational education
24. Right to such an education which develops personality, talent, mental and physical efficiency.
25. Right to receive education that ensures a child's efficiency to lead a fruitful life in a society without shackles.
26. Right to receive education that teaches the child such a language which enables him / her to recognize family prestige, culture and an awareness to protect environment.
27. Right to receive education that develops qualities such as mutual adjustment, peace, tolerance and equality.
28. A right to spend his / her leisure time fruitfully in cultural, artistic and sports activities.
29. A right to participate in cultural and religious activities and use the child's own language.

### **Special Protection Right**

30. Right to protection from exploitations when a child is engaged in activities beyond its capacity, addition to drugs, sexual exploitation and sexual misuse, kidnapping and the like.
31. Right to protection from any kind of partisan treatment.

### **Citizenship and Autonomy Rights :**

32. To have a name and nationality.
33. Protection from damage of individuality.
34. Right to express one's own opinion.
35. Freedom to think, follow religion and analyse.
36. Right to participate in peaceful organizations and to organize.
37. Right to collect required information from various sources.
38. Right to protect individuality (Right to lead a private life)
39. Right to protection from cruelty, violence, inhuman acts, improper behaviors and punishment.
40. Right to protection from illegal arrest and anything that mars freedom.

### **Right to fight against illegal shifting**

41. A child cannot be shifted or interchange the child's place without satisfying legal formalities such as permission from courts and parents.
42. To facilitate this, the Government has to make bilateral or multilateral treaties and make suitable amendments to existing laws and treaties.

### **Right against sale and mediation in the sale of drugs :**

43. Child has a right to protection from inhuman treatment, violence, punishment and misbehavior.
44. The Government has to protect a child who is below the age of 18 years, from life term imprisonment, or capital punishment.
45. When imprisoned, the child has a right to obtain legal aid.

### **7.0 Children's Rights Cell**

Social factors such as child labour, economic exploitation, begging, bonded labour, baby sitting, child marriage and sexual exploitation keep children away from school. Owing to these factors, children are not only deprived of education, wealth and entertainment but also the state of childhood. Natural rights of children are violated. Children should not be made to work or employed forcibly under any circumstances. Our constitution makes this factor very clear and there are rules and opinions to this effect. In spite of it, unfortunately, India has the dubious distinction of maximum child labourers in the world. In order to free children from child labour, economic and social exploitation, free them from the base shackles of the society, proceed against persons / organizations in law courts and punish them for misleading children to bad ways and finally create an atmosphere and awareness among public about children's rights and the like, a "Children's Rights Cell" has been constituted at the state level in Bangalore. The cell conducts a workshop entitled "Protection of children's rights" for 202 Block Development Officers of the state. They are trained in matters such as awareness of children's rights and their protection.

As such :

1. All education officers to arrange to open a "Children's Rights Cell" before August 2003 at all block levels, devise schemes and programmes to protect children's rights and implement them.
2. To open "Children Rights Association", in all schools and keep a suggestion box.
3. All Block Education Officers and Physical Education Officers to detect instances of employment of children and book cases against the offenders under rules against child labour and initiate action within 72 hours on receipt of complaint from the public.
4. Free children from child labour, enroll them in schools and educate them and take care so that they do not desert schools.

5. In order to bring awareness among the masses about children's rights and need to eradicate child labour and their exploitation and help them to become good citizens, wide publicity is being given in each block to enlighten organizations / public / parents / Head masters / teachers / Anganawadi volunteers / employees of health and labour departments.
6. Address to file complaints and seek additional information :
  1. Director,  
Children's' Right Cell & D.S.E.R.T  
Department of Public Instruction,  
Hosakerehalli, Bangalore- 560 004
  2. Block Education Officers of respective taluks / towns.

### 8.0 Co-Integrated Education Scheme

This centrally sponsored scheme came into force in 1983. The scheme envisages special methods and rules to provide supplementary learning activities for physically handicapped / deranged children apart from providing the academic experience enjoyed by other children and enable them to learn like other children. "Children with deformities" are called "children who need special care".

Physically handicapped persons act 1995 has come into force as law in the year 1996. it fixes the responsibility on the central as well as the state governments. These Governments are to provide various facilities and services to physically handicapped children so that, like true citizens they too can participate actively in activities and enjoy equal opportunities, protection and complete progress. It is recommended to refer the act for complete information.

At present, "Integrated, Education scheme" has been implemented in Karnataka State under "Sarva Shiksha Abhiyana". Through the scheme, grants are being released for activities such as identifying physically handicapped / deranged children, provide them learning materials, integrated educational training to teachers, create awareness among parents and community about integrated education scheme and establish learning guarantee centres for physically handicapped / deranged children.

Details of aids available for physically handicapped / deranged children:

(In Rupees)

Books and writing materials	400.00
Uniforms	200.00
Health equipments / accessories (once in 5 years)	200.00
Monetary grants to encourage children studying in 6th standard and above	500.00
Hostel expenditure	2000.00
Escort allowance	750.00
Allowance for medical certificate	50.00

Additional information / aids – Address for communication :

1. Director,  
welfare Department for physically handicapped  
Podium Block  
Bangalore-560 001.
2. Welfare officers for physically handicapped,  
Office of the Assistant Directors,  
Department of Women and Child Welfare  
of respective districts.
3. State Project Officer,  
Sarva Shikshana Abhiyana,  
Office of the Commissioner,  
Department of Public Instruction  
Nrupathunga Road  
Bangalore – 560 001.

- District Coordinating Officer,  
Sarva Shikshana Abhiyana,  
Department of Public Instruction  
of respective districts.

**Music, Dance and Drama division :**

- In the state, there are 114 special music, dance and drama schools. Among them 26 schools are being run with 50% maintenance aid and 88 are permanently unaided schools.
- Applications seeking permission to open such special schools may be submitted to the commissioner through the Divisional Joint Director.
- Recognition, renewal of recognition, approval of appointment of teachers and staff come under the jurisdiction of the Divisional Joint Director.
- Talent competitions such as "Prathibha Karanji", "Chaithrada Chiguru (Summer camps)" and common cultural competitions are being conducted for the benefit of children of these divisions.

**Academic facilities for children :**

Service at schools	Application form	Documents to be enclosed	Fee to be paid	Authority	Time for perusal
1	2	3	4	5	6
Admission	Application form	Application form Date of birth proof Transfer certificate	Students from 1 to 5th standard are exempt from payment of fees. For students from 6th to 7th standards in primary section (Except SC/ST and girls) Rs. 30.00 High Schools (Except SC/ST and girls) Rs. 150.00	Head masters of the schools	1 day
Scholarship	Application forms prescribed by various departments Eg: Women & child welfare Dept. (Social welfare Dept.) Through Head masters certified by B.E.Os	School study certificate  Caste certificate  Income certificate	-	Applications to be submitted to district level officers from Head masters duly certified by B.E.Os	2 months
Free books and uniforms	-	-	-	To be distributed by B.E.O.s through Head masters	Within 1 month from reopening of schools
1	2	3	4	5	6
Free school bag & note books	Head masters to certify that students are SC/STs	-	-	B.E.O.s through Head masters	1 month in June

School transfer certificates	Parents to submit applications in white paper for Transfer certificates	-	-	Head master of the school	1 day
Change of caste, Date of birth, Name etc.	Application in white paper	Court decree	-	Deputy Director (If not a fit case for appeal)	3 months
School examinations	-	-	-	Head masters	10th April every month
<u>Other Examinations</u> Navodaya school admissions examination	Navodaya school admissions examination format	-	-	Head master of Navodaya school	In April every year
National Talents Search Examinations	National Talent Search Examinations format	-	Rs. 10.00	D.S.E.R.T	In November every year
Morarji Residential school admissions	Morarji Residential school admissions format	-	-	Examination conducting authority : BEO admitting authorities Head master of Morarji residential schools	In April every year
Students' safety and Insurance scheme (in case of accidents)	Format issued by oriental Insurance scheme company	Students' claim certified by Head master Medical certificate, Bills, Police report Death report Post mortem report (in case of death) Doctor's certificate Deformity certificate Certificate for loss of books	-	Relief from oriental Insurance company Ltd. Death Rs. 25000/-  Permanent disability Rs. 25000/-  Partial disability Rs. 12500/-  Medical expenditure Rs. 500 to Rs. 1000 Loss of books Rs. 250/-	



### 11. Public Examinations :

Service	Rules and regulations to be followed	Concerned authority	Source of information
1	2	3	4
S.S.L.C. Public examinations	All students studying in recognized high schools as well as repeaters, can appear for examination through their schools	Collection of fee scrutiny of filled application and registration : Head masters of high schools. Officers 1. School level : Head master 2. Taluk level : B.E.O.s 3. District level : Deputy Director 4. Zonal level : Secretary examinations zonal level	Notifications issued from the examination board Hand book for Head Masters issued by the Karnataka State Secondary Examinations Board
Private candidates appearing for SSLC Examinations	All candidates who have completed 15 years of age can get their names registered in the respective Deputy Director's office of their districts within the month of September. They can appear for examinations through recognised schools	1. Office of the District Deputy Director. 2. Recognized High Schools (Government as well as aided)	Notifications available in all high schools
Obtaining duplicate marks card, consolidated marks card, migration certificate etc.	Applications and fee to be submitted to Divisional Examination Board through the respective high school Head master.	Divisional Examination Board	Applications to be obtained from the Divisional Examination Board
Retotalling of marks	Applications should be submitted through Head Masters of respective high schools to the Divisional Examination Board	Divisional Examination Board	Applications and other informations can be obtained from the Head masters of high schools
Submission of application for revaluation	Applications should be submitted through Head masters of respective high schools to the Divisional Examination Board	Divisional Examination Board	Applications can be obtained from the respective high school Head master
Obtaining photo copies of answer scripts	On payment of Rs. 200/- photocopy of answer script in mathematics only, can be obtained. Applications may be submitted after paying Rs. 400 towards revaluation of answer script photocopy facility is extended to science subject also from 2003. Applications can be submitted through the high school Head Master	Divisional Examination Board	Applications and other informations can be obtained from the head masters of high schools

Improvement of results	Applications can be submitted to the Divisional examination board through the head masters of respective high schools.	Divisional Examination Board	Refer "Hand book, for Head masters" informations can be obtained from the BEO through the high school Head Master.
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**Directorate of Text books :**

1.	Preparations of school education syllabi, curriculum and publication of Text books.	Preparation of syllabi and text books for 1 to 10th standard, revision, guidelines to teachers' training and the like. Preparation of text books in 10 languages such as Kannada, English, Hindi, Urdu, Marathi, Tamil, Telugu, Sanskrit, Arabic and Persian. The directorate has the complete responsibility of printing those text books as and when required, preparing them in 7 mediums (languages) in 360 titles and distributing them throughout the state.
2.	Diploma Education (Primary Teachers' Education)	Arrangement for preparation of text books, handbook of guidelines, revision, guideline literature, training for preparation of text books / curriculum.
3.	Pre-primary education	Preparation of text books on preprimary education, training, making of toys (play materials) and the like.
4.	Others	Entrusted with the responsibility of text books preparation for Junior and senior grades on subjects such as drawing, drama, dance, music and instrumental music apart from socially useful productive works (SUPW) physical education, Health Education, resource materials for teachers to impart value based education.

Private institutions have been permitted to print and distribute text books with the rates fixed by the Government from the year 1992 onwards.

Facilities available for teachers from Karnataka State Students' Welfare Fund and National Teachers' Welfare Foundation :

**1. Scholarship to meritorious children of teachers and retired teachers (Teachers' Welfare Fund Scheme)**

Children of teachers who have secured a minimum of 60 marks and highest marks in the following examinations are eligible to submit application for this scholarship (after their results are announced)

Sl. No.	Course / Examination	Total number of scholarships	Amount of scholarship to be paid annually to each student Rs.
1	2	3	4
1	S.S.L.C.	10 for each district	Rs. 500.00
2	P.U.C. (Second year) Arts, Science, Commerce, Vocational courses	4 for each district (one in each subject)	Rs. 1000.00
3	Final year degree examination BA / B.Sc/ B.Com / B.Ed.	-	Rs. 1500.00
4	Final year examination in BE / MBBS	1 for each course (at the respective universities)	Rs. 1500.00
5	First year examinations of M.A/ M.Sc./ M.Com / M.S / L.L.B.	-	Rs. 2000.00

**2. Awards for rendering meritorious services by primary / high school teachers and pre-university college lecturers (Teachers' Welfare Fund Scheme)**

Sl. No.	Division	Stage	No. of Awards	Amounts for each award Rs
1	2	3	4	5
1	Primary / High school teachers	District award	390	2000.00
2	Pre-university college lecturers	State award	24	3000.00
3	Special awards for teachers for academic and scientific research work	State award	8	5000.00
4	Rajiv Gandhi Memorial Award for Science teacher	State award	2	10000.00
5	Award for Best Education Officer	State / Divisional award	9	5000.00

Applications need not be submitted for awards mentioned in serial numbers 1, 2 and 5. Teachers for these awards will be selected on the basis of recommendations of the departmental officers. For awards in serial number 3 and 4 applications will be invited in newspapers every year in the month of July / August.

**3. Financial Assistance for Medical Treatment to teachers, retired teachers and their dependents (National Teachers' Welfare Foundation Scheme) :**

Financial assistance ranging from Rs. 500 to Rs. 1000 is given to teachers / their dependents depending on the seriousness of illness. Treatment to be availed in Government hospitals / private hospitals identified by the welfare foundation (No restrictions on hospitals in case of accidents / emergency cases) applications should be submitted within one year after treatment.

**4. Cash awards for teachers who have secured first three places in each division in State level cultural and academic activities (Teachers' Welfare Fund Scheme)**

A sum of Rs. 750/-, Rs. 500/- and Rs. 250/- along with certificates and mementoes will be given to teachers who obtain first three places respectively in music, education, essay competition and making teaching aids on the spot.

**5. Financial Assistance of Rs. 5000 as compensation to the families of teachers who die while in service (Teachers' welfare foundation scheme) :**

1. Applications to be submitted within 180 days from the date of death.
2. Service certificate obtained from the head of the school / institutions where the deceased teacher had served prior to his death and certificate to the effect that family pension has been sanctioned till the submission of application for the same is to be submitted to the office of the welfare fund.

**6. Financial Assistance for wards of Teachers will be given to following courses (Teachers' Welfare Fund Scheme)**

Sl. No.	Course	Amount of Financial Assistance Rs.
1	2	3
1	Pre-university Education (Vocational Education)	200.00
2	B.A / B.Sc / B.Com / B.S.W	300.00
3	Polytechnic courses / B.Ed / LLB etc.	400.00
4	B.Sc (Agri), B.H.Sc / B.Sc (Nursing) D. Forms, B.Sc. Sericulture / Dairy	500.00
5	B.E / M.B.B.S / B.D.S / B.U.M.S / B.S.A.M	1000.00

**7. De-addiction programme for teachers who have become addicts to drinks (Teachers' Welfare Fund Scheme)**

**14. Karnataka Education Act 1983 :**

The Hon'ble president of India has approved the "Karnataka Education Act 1983" on 27th October 1993. It came into force on 20.01.1995 when it was published in Karnataka Special Gazette No. 41 part 4 part II B dated 20.01.1995 amendment to this has been made in 1998 rule 8 and published in Karnataka Gazette No. 403, part 4 part 2B dated 11.04.1998.

This act makes provision for organization, development, discipline and control of private educational institutions in Karnataka State.

In order to develop among students harmony of physical and mental activity, a scientific attitude and an attitude to view all religions equally through proper education; to incorporate healthy educational systems, management and reformation of academic standards"; to make provision for better organization development, discipline and control, this education act has been brought into force.

There are 18 chapters in this act which cover a comprehensive thought on the entire education system in Karnataka.

Chapter 1	General
Chapter 2	Educational Authorities
Chapter 3	Implementation of compulsory education
Chapter 4	Examinations and prevention of malpractices
Chapter 5	Classifications of educational institutions and registration
Chapter 6	Recognition of educational institutions
Chapter 7	Systematic transfer of recognized private educational institutions and institutions in local jurisdiction.
Chapter 8	Admission and payment of fees etc, in approved educational institutions
Chapter 9	Grant-in-aid
Chapter 10	Accounts auditing, inspection and other lists
Chapter 11	Prohibition of transfer of property of aided educational institutions
Chapter 12	Taking over of administration of private educational institutions : Superseding and acquisition
Chapter 13	Provision of supplementary service to approved educational institutions.
Chapter 14	Service regulations and conditions of employees of private educational institutions.
Chapter 15	Control of private educational institutions
Chapter 16	State education advisory board
Chapter 17	Punishments
Chapter 18	Miscellaneous provisions

**15. Procedures for opening of new private schools and Teachers' Training institutions :**

Sl. No.	Details of schools	Applications to be submitted to	Approving authority
1	Pre-primary school	Block Education Officer	Block Education Officer
2	Kannada / mother tongue medium lower primary school (1 to 5th standard)	Block Education Officer	Block Education Officer
3	Kannada / mother tongue medium higher primary school (6th to 7th standard)	Block Education Officer	District Deputy Director (Admn.)
4	English higher primary school (6th & 7th standard)	Block Education Officer	Director (Primary Edn) Office of the Commissioner, B'lore
5	Kannada & English medium high schools	Director (Secondary Edn) office of the commissioner, B'lore	Director (Sec. Edn) office of the Commissioner, B'lore
6	Teachers' training institute (Primary education)	Director, DSERT, Bangalore 560 085	Commissioner, Dept. of Public Instruction, B'lore

7	Teachers' training institute (Primary education) / B.Ed. college	Director, DSERT, Bangalore 560 085	Commissioner, Dept. of Public Instruction, B'lore
8	Commerce school	Divisional Joint Director Bangalore / Mysore / Gulbarga / Belgaum	Commissioner, Dept. of Public Instruction, B'lore
9	Music school	Divisional Joint Director Bangalore / Mysore / Gulbarga / Belgaum	Commissioner, Dept. of Public Instruction, B'lore
10	Dance school	Divisional Joint Director Bangalore / Mysore / Gulbarga / Belgaum	Commissioner, Dept. of Public Instruction, B'lore
11	C.B.S.E / I.C.S.E Schools	State Government	State Government

Detailed information as well as application formats being published in connection with opening of new private schools and teachers training institutes are available at the offices of the Block Education officer and D.S.E.R.T respectively.

**16. Details of procedures to be followed by the Managements of schools / Educational institutions in respect of school registration, up gradation, opening of new schools and recognition as per Karnataka Education Act 1983**

Sl. No.	Details of school	Application format	Documents to be submitted	Fees to be paid	Approving authority		Time to be taken for action
1	2	3	4	5	6	7	8
1	Registration of schools which existed prior to enactment of education act vide sec. 33. Registration rule No. 6	Form No. VIII	1. Order issued to open the school 2. Details of enrolment of students / attendance for 3 previous years 3 Details of teachers Name, qualification, service details and transfer 4. Details of infrastructure facilities 5. Audit report 6. Details of permanent deposit 7. Recognition renewal letter 8. Visit report of officers 9. Details of school building 10. List of members of the management approved by the officer, Registration of institutions for the current year (P.T.R)		Pre-primary schools and lower primary schools  Kannada lower primary schools and other medium higher primary schools  English medium primary schools	B.E.O  D.D.P.I (Admin.)  Director (Primary education)	1 month registration Rule 6 (Form No IX to be issued)
2	Up gradation of schools section : 32	Form No. IV	1. Orders permitting to open schools and transfer orders 2. Documents pertaining to enrolment of students and details of teachers. 3. Details of infrastructure facilities and permanent deposits 4. Details on buildings		Kannada medium primary school Rs. 1000 for each section D.D. to be purchased in B.E.O.s name	Director (Higher Education)  Block Education Officer (BEO)	

3	Registration / opening of new schools	Applications in form I to be submitted before 31st of October	<p>5. Details of renewal of recognition for existing Categories  6. Details of visits of officers  7. Documents on audit report  8. List of members of the management approved by the officer, registration of institutions for the current year (P.T.R)</p> <p>1.Details of places where school is to be opened.  2. Details of surroundings schools and enrollment and attendance of students  3. No objection certificates (from the surroundings schools) to open the new school  4. Demand draft for prescribed deposit amount  5 Document such as possession of land, buildings and blue prints etc.  6 Documents for having deposited Rs.5.00 lakh in bank account or movable /immovable property worth Rs 5.00 lakh</p>		<p>English medium primary school Rs. 2000.00 for each class D.D. in the name of B.E.O.s</p> <p>Kannada &amp; English medium high school Rs. 2000 for each section D.D. in B.E.O.s name</p> <p>Pre-primary school Rs 2000/- D.D in the name of BEO</p> <p>Lower primary school Rs 5000/- D D in the name of BEO</p> <p>Kannada higher primary school Rs 5000/- DD in the name of BEO</p> <p>English medium higher primary school Rs 10,000/- DD in BEO's name</p>	<p>District Deputy Director (Admn)</p> <p>District Deputy Director (Admn)</p> <p>Block Education Officer (BEO)</p> <p>Block Education Officer (BEO)</p> <p>Deputy Director (Admn)</p> <p>Director (Primary education)</p>	<p>1 month Proforma III</p> <p>2 months Rule-3 sub rule 5(B) Form No. II</p>
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1	2	3	4	5	6	7	8
4	Addition of new subject	Form No IV application to be submitted one year in advance	<p>7 Written under taking on Rs 10/- stamp paper stating that the school will be run on permanently non-grant basis.</p> <p>8 Certificate promising to follow syllabi and curriculum of the state</p> <p>9 Audit report on the institution.</p> <p>10 Complete details of teachers</p> <p>11 Details of enrollment of children Including SC/ ST and others</p> <p>12. Resolution of the management in connection with opening of each school</p> <p>13 List approved by registration officer with details of members of the management and their addresses.</p> <p>14 Details and documents of play grounds</p> <p>15 Details of sanitary and drinking water facilities</p> <p>16 Trust deed of the management</p> <p>1 Details of new subject and sections</p> <p>2 Details of recognition accorded to The existing subjects</p> <p>3 Prescribed fee (deposits) to start new subjects (details of DD to be furnished)</p>		<p>High schools Rs 10,000/- DD in BEO's name</p> <p>Kannada medium high schools Rs 10,000/- DD in the name of DDPI</p> <p>Primary education Rs 250/- for each subject High school Rs 500/- for each subject English medium schools Rs 500 for each subject</p>	<p>Director (Secondary education)</p> <p>Director (Secondary education)</p> <p>Deputy Director (Admn)</p> <p>Director (Sec. Edn)</p> <p>Director (Prim. Edn)</p>	<p>3 months</p> <p>Form No. V</p>



1	2	3	4	5	6	7	8
5	Recognition renewal and recognition to new schools sec 36	Form No. I	All documents as explained in serial No. 3 to be enclosed		Security Deposit 1 Lower Primary school Rs 10000/- 2. Higher primary school and composite primary school 20000/- in joint account of BEO & management 3. High schools and composite high schools Rs. 30,000/- in Joint account of Deputy Director and management	Block Education Officer (BEO)  Deputy Director (Admn)	3 months Form No. III
6.	Recognition to existing schools	Form No. IV	1. Registration certificate of the school 2. Enrolment of children and attendance 3. Complete details of teachers 4. Audit report 5. Details of infrastructure facilities available for the school 6. Details of school building with blue print 7. List of members of the management approved by registering officer (P.T.R)		Primary schools  Kannada and English medium high schools	Block Education officer  District Deputy Director (Admn)	3 months Rule-9 Form No V

**17. Implementation of Language Policy in primary and high schools -orders**

<b>Sl. No.</b>	<b>Order No. &amp; Date</b>	<b>Order</b>
1	Govt. order No. ED.28. P.G.C. 94 Bangalore 29.04.04	There is provision to study in the child's mother tongue such as Kannada, Tamil, Telugu, Malayalam, Marathi, Hindi, Urdu and English or the local language or an open opportunity to study in the language of the state, from 1 to 5th standards of lower primary education
2	Govt. order No. ED .15 PGS 2001 dated 31.05.2001	The scope of all government, private, aided and unaided primary schools has been extended from 1st to 5th standard with effect from academic year 2001-02
3	Govt. order No. ED. 44 PGS 2002, Bangalore dated 30.5.2002	<p>Kannada will be optional subject for non-Kannada students from 3rd standard. They will be allowed to learn Kannada out of self interest. There will no examinations in Kannada at the end of 3rd, 4th &amp; 5th standards.</p> <p>A language which is not the first language has to be studied as second language from 6th standard. A child who has not studied Kannada as first language has to study Kannada as second language.</p> <p>There is provision to study second language in 6th &amp; 7th standard. This language should be a language studied as first or second language. Attendance and examinations are compulsory for third language.</p> <p>They can switch over to English or any other language medium from 6th standard onwards.</p>
4	Govt. Order No. ED 28 PGS 94 dated 29.04.98	Three languages are taught at high schools. 125 , 100 and 100 marks have been fixed for first, second & third language respectively.

**18. Government orders regarding opening of private and C.B.S.E / I.C.S.E schools**

<b>1</b>	<b>2</b>	<b>3</b>
1	Govt. Order No. ED. 126 PGS 2002 Bangalore Dated 10.12.2002	Obtaining No objection certificate (N.O.C) from the Government to start new schools with C.B.S.E (Central Board of Secondary Examination), I.C.S.C.E. (Council of the Indian School Certificate Examination) syllabi and recognition to such combinations and permission to follow such syllabi for existing schools etc.
2	Govt. order No. ED. 125 PGC 2002 Bangalore Dated 10.6.2003	<p>Permission to start private primary schools.</p> <p>Registering authorities of the Department of Public Instruction have been directed to initiate the following action while according permission to register private schools :</p> <p>As per the language policy vide Govt. order No. ED 44 PGC 2002 Kannada or mother tongue should be the medium of instruction from 1st to 5th standards, as these classes come under lower primary school stage vide Govt. Order No. ED 15 PGC 2001 dated 31.05.2001</p> <p>Registration of private pre primary schools from standard 1 to 5 in Kannada or mother tongue medium even though</p>

		not on the basis of natural development is allowed simultaneously on permanently non grant basis at the B.E.O. level.
		<p>In case of starting primary schools from standards 1 to 5th simultaneously, the next year (that is, only after one year) permission can be accorded after registration to start 6th standard in Kannada, English or any other medium on permanently unaided basis. The Deputy Director has to register and accord permission to start 6th standard in Kannada medium. Like wise, Director (Primary Education) is the authority to accord permission to register to start 6th standard in English medium.</p> <p>Permission can be accorded on permanently unaided basis to start 8th standard classes in aided and unaided Kannada medium school already running classes upto 7th standard.</p>
3	Govt. order No. 27 PBS 2002 Bangalore dated 17.5.2003	<p>The commissioner for Public Instruction is permitted to start and continue 8th standard classes in selected higher primary schools from 2003-04 in the state with the following conditions :</p> <p>Where there are no high schools in the vicinity of three kilo meters from among the government higher primary schools, select one with higher student strength make it a centre and start 8th standard class there.</p> <p>In case of failure to identify and make a school a centre start the 8th standard class in a school which has a strength of more than 30 students.</p> <p>Science and English teachers from the neighbouring high schools and primary school teachers with B.Ed qualification can be deputed to teach the students of 8th standard classes opened as stated above.</p> <p>Managements of private aided and unaided schools can also be permitted to start 8th standard classes on permanently unaided basis, on condition that the management should provide teachers and other infrastructure facilities for the 8th standard class started thus. A separate proposal has to be submitted by such managements if they intend to start high schools.</p>

### 19. Public and Education Department

It is one the factors of the state education policies that education should become a people's movement with the cooperation of the community. Public participation is essential in the process of universalization of education. In this direction, participation of the people and community in educational activities is inevitable. There are many such schemes with such opportunities in the education department.

Sl. No.	Field	Programme
1	School Development and Maintenance Committee (SDMC)	In order to bring in qualitative changes in school education and active participation of the community in school management, the government in order No. ED PBS 2001, Bangalore dated 28.4.2001, have accorded permission to form School Development and

		Maintenance Committee (SDMC) in all government higher primary and high schools of the state. Empowered to be in office for three years the committee has greater responsibility in the school's academic as well as administrative matters and work for all-round development of the school and the community.
2	School Adoption Scheme	<p>Karnataka State government wishes to seek the cooperation of entrepreneurs / organizations / trusts / non government organizations and donors who intend to adopt and equally participate with the government in the development of such government primary and high schools where socially and financially backward children study.</p> <p>An organization which intends to adopt schools under this programme, can adopt one or more schools and implement programmes for the allround development of such school / schools. Apart from this, they can select a separate place in gramapanchayath or a block or a district and arrange to provide quality education to children coming under their jurisdiction. For this purpose, the Department of Public Instruction makes an agreement with the adopters and is bound to work with their full cooperation.</p> <p>The donors / social organizations are requested to obtain complete information through internet / telephone numbers / e-mail. The details are given below :</p> <ol style="list-style-type: none"> <li>1. Commissioner, Department of Public Instruction Bangalore Phone: 080-22214350 e-mail : cpi@cpi.kar.nic.in</li> <li>2. Director, Secondary Education Dept. of Public Instruction Phone : 080-22212873 e-mail : dpisec@cpi.kar.nic.in</li> <li>3. Director Primary Education Phone : 080-22210117 e-mail : pry@cpi.kar.nic.in</li> <li>4. Public Relation Officer Phone : 080-22246976</li> <li>5. Respective District Deputy Directors.</li> <li>6. Respective Block Education Officers.</li> </ol>
3	School programme towards community	This scheme extends education and creates opportunities to provide quality education with active participation of persons, institutions, organizations and communities.
4	Donation	In order to strengthen infrastructure facilities, cash and infrastructure materials can be donated to schools.

5	Teachers' and parents' meetings	Participation of parents and guardians in school functions held periodically to enable them to know and encourage children in their talents, progress and teachers' efforts.
6	Participation in national and local festivals and school cultural activities	Participation in national and local festivals and other school cultural programmes, recognize their children's talents and progress and teachers' efforts in this regard.
7	Scrutiny of progress reports	Progress report is issued after examining the achievement and progress of each child studying in the school. There is provision for parents and guardians to give their valuable suggestions. Their active participation is required for imparting quality education.
8	Competitive examinations	Involving children in competitive examinations conducted by various departments. Eg. Entrance examinations for Novodaya and Morarji Desai Residential schools, National Talents Search Examinations.
9	Encouragement for hidden talents in children	Participation of children in programmes such as "Prathibha Karanji" and sports meet arranged by the department.

## **20. Decentralization of administration :**

### **1. Administration in education department in decentralized set up :**

Grama Panchayath, Taluk Panchayath and Zilla Panchayath are three stages of administration in vogue and the Department of Public Instruction has given more importance to decentralized set up. Each school in the state has a School Development and Maintenance Committee (SDMC). Father / mother / guardian of a child studying in the school is eligible to become a President / member of this committee. Provision has been made to have 9 members in the committee comprising one member each from SC, ST and minorities community and three women representatives. The Head Master of the school will be the secretary. Empowered to be in office, this committee has the authority to maintain the progress and management as per rule.

### **2. Taluk level setup :**

Salary grants for teachers (Non plan) and office staff are released mostly from taluk panchayath. Depending on the presentation of annual budget, monthly grants are being released by Taluk panchayaths itself and periodical financial monitoring, control and scrutiny will be done.

### **3. District level administrative set up :**

Primary and Secondary education of the entire district comes under the purview of Zilla Panchayath. There is a sub committee called "Health and Education standing committee" and the Zilla panchayath member will be the president of the committee. Matters relating to development of education such as transportation, salary, repairs, building construction are to be discussed and resolved. Those resolutions will be presented in the general assemblies and get them approved. Each district has a Deputy Director (Admn) from the Department of Public Instruction who looks after the arrangement of primary and secondary education of the entire district. Education officers, subject inspectors and District physical education superintendents are subordinate officers who will be in charge of administrative officers who will be in charge of administrative work such as school visits, guidance, inspection and collection of required informations.

### **4. Administrative reforms :**

- 1) For better administration, effective supervisions and management as a step towards decentralization of power, reformation to attain quality education for the benefit of the people of North Karnataka districts and to redress the academic imbalance, a separate directorate has been already established for North East zone. Two more commissionerates have been created additionally in Gulbarga and Dharwad towns.

- 2) Examination Board has been bifurcated into four regional zones such as Bangalore zone, Mysore zone, Belgaum zone and Gulbarga zone where examination boards have been established. The regional joint director (zonal level) will be in charge of statistics and other information pertaining to students studying in schools, arrangement for the conduct of examinations, valuation of answer scripts, issue of marks cards, duplicate marks cards, correction of mistakes in marks cards and the like pertaining to each zone. Constituting an appointing authority and a disciplinary authority, Block Education Officers have been given additional powers.
- 3) Constitution of "Teachers' appointing authority"
- 4) Constitution of "Teachers' Transfer Authority".
- 5) Simplification of rules to issue N.O.C to start CBSE / ICSE schools. Now, NOCs can be obtained directly from the secretary to Government by submitting applications to him.
- 6) Implementation of schemes with harmonious relation with teachers' associations their cooperation and collaboration.
- 7) Block Education Officers have been vested with powers to solve teachers' problems such as increments, time bound promotions and other service facilities at the block level itself.
- 8) Teachers' Transfers are being done through counselling.
- 9) Amendments to rules to facilitate appointment of high school teachers through Common Entrance Test.
- 10) As a step towards decentralization of administration, D.I.E.T and C.E.T have been vested with powers to function as autonomous bodies.

**21. An assurance on courteous behaviour from teachers and staff of Department of Public Instruction**

Teachers and members of the staff are to behave courteously with the public. The department has taken all care in this regard. Apart from perusing each complaint effectively and appropriately, the department is giving ample training to the members of the staff. Suggestions and complaints / grievances are entertained as stated in the following:

1. The Department of Public Instruction receives complaints / grievances from public as well as teachers. Within 15 days those complaints will be perused with suitable redressals / explanations.
2. Block Education Officers at the taluk / block level, Deputy Directors at the district level and Regional secretaries at the zonal level have been appointed.
3. A public grievance redressal cell has been established in the Commissionerate for Public Instruction.

**22. Co-operate with us to serve you better**

1. Public to donate lands for the construction of school buildings to facilitate opening of new schools and colleges.
2. Parents to cooperate by sending their children compulsorily to school, to facilitate compulsory primary education.
3. To come forward to adopt government schools.
4. To cooperate in the school development by supplementing the infrastructure facilities provided by the government.

**23. Rights and Duties of Citizens :**

Citizens of the state have the right to information according to "Karnataka Right to Information Act 2000". All law abiding citizens can utilize the service facilities available at the Department of Public Instruction. In return for this charter, the Government expect the following duties from every citizen.

1. Provide education to all children between the age group of 3 and 14 by admitting them to pre-primary schools / Anganawadi centres and primary schools.

2. Bring back to school all those children who are deprived of school education and those who have deserted school owing to various reasons.
3. Encourage children in their learning.
4. Arrange "Public awareness" programmes to enlighten all categories of people about the importance of education.
5. Arrange programmes to convert the entire village into a "Total literacy village".
6. Collect infrastructure facilities to provide children sports materials, play grounds, sanitary and drinking water facilities, school garden, clean surroundings, construction of school building, repairs and furniture.
7. Educated locals to help universalization of primary education.
8. Public awareness regarding "Quality Education for All".

**24. Important factors for public attention**

1. Public not to prevent children from attending school.
2. Not to encroach property which belongs to educational institutions.
3. Not to drink liquor and enter school premises. Not to misbehave with teachers and students.

**25. Information and service facility centres :**

There are information and service facility centres at taluk, district and state level.

**Objectives :**

1. Providing information about available services. Collecting information connected with programmes envisaged by the Department of Public Instruction. Providing circulars and books containing rules and regulations.
2. Devise application formats and work charts and give wide publicity to facilitate public to get their grievances redressed or receive replies in a transparent manner without delay.
3. The department to periodically review programmes charted out to reform quality of education.
4. To publish arrangements made at various places for redressal of public grievances.
5. Receive complaints from the public provide acknowledgements, dispatch the same for perusal and finally implement the system of recording the redressal given to the concerned complaint.

Sl. No.	Information and aid centre	Place / District centre	S.T.D.	Tel. No. office
1	Public Relation Officer, Office of the Commissioner, Dept. of Public Instruction, Bangalore-560 001	Office of the Commissioner, Bangalore	080	22246976
2	Office of the Deputy Director, D.S.E.R.T., No.4, 100 Ft. Ring road, Banashankari III stage, Hosakerehalli, Bangalore-560 085	D.S.E.R.T. Bangalore	080	26422372 26422374 26422375
3	Public Relation Officer, Karnataka Secondary Education Examination Board, Malleshwaram, Bangalore - 560 003	K.S.E.E.Board, Bangalore	080	23349434 23369880
4	Office of the Joint Director, Regional Examination Board, Bangalore Division, Malleshwaram, Bangalore	Bangalore		23367381 23369154
5	Office of the Joint Director, Regional Examination Board, Mysore Division, Mysore	Mysore	0821	24222208
6	Office of the Joint Director, Regional Examination Board, Belgaum Division, Belgaum	Belgaum	0831	2421950
7	Office of the Joint Director, Regional Examination Board, Gulbarga Division, Gulbarga	Gulbarga	08472	456267

8	Education officer, Office of the Deputy Director, Dept. of Public Instruction, Central college campus, Kempegowda road, Bangalore-560 002	Bangalore North	080	22215312
9	Education officer, Office of the Deputy Director	Bangalore South	080	26701189
10	Education officer, Office of the Deputy Director	Bangalore rural	080	22215881
11	Education officer, Office of the Deputy Director	Chikkaballapura	08156	674873
12	Education officer, Office of the Deputy Director	Kolar	08152	222020
13	Education officer, Office of the Deputy Director	Tumkur	0816	2278444
14	Education officer, Office of the Deputy Director	Madhugiri	08137	283477
15	Education officer, Office of the Deputy Director	Chithradurga	08194	422259
16	Education officer, Office of the Deputy Director	Davanagere	08192	231607
17	Education officer, Office of the Deputy Director	Shimoga	0821	2490025 2496686
18	Education officer, Office of the Deputy Director	Mysore	0821	2490025 2496686
19	Education officer, Office of the Deputy Director	Chamarajanagar	0821	722406
20	Education officer, Office of the Deputy Director	Hassan	08172	650913
21	Education officer, Office of the Deputy Director	Mandya	0823	224085
22	Education officer, Office of the Deputy Director	Merkera	08272	228337
23	Education officer, Office of the Deputy Director	Chickmagalur	08262	221400
24	Education officer, Office of the Deputy Director	Dakshina Kannada Mangalore	0824	2455707 245499
25	Education officer, Office of the Deputy Director	Udupi	0820	2531288
26	Education officer, Office of the Deputy Director	Belgaum	0831	2421501
27	Education officer, Office of the Deputy Director	Chikkodi	0831	673759
28	Education officer, Office of the Deputy Director	Bijapura	08352	250151 255153
29	Education officer, Office of the Deputy Director	Bagalkot	08354	435112 435750
30	Education officer, Office of the Deputy Director	Dharwar	0836	448250
31	Education officer, Office of the Deputy Director	Haveri	08372	834435
32	Education officer, Office of the Deputy Director	Gadag	083822	534644
33	Education officer, Office of the Deputy Director	Uttarakannada Karwar	08482	221345
34	Education officer, Office of the Deputy Director	Bidar	08482	226438
35	Education officer, Office of the Deputy Director	Gulbarga	08472	456186



36	Education officer, Office of the Deputy Director	Yadgir	08473	650913
37	Education officer, Office of the Deputy Director	Raichur	08532	226162
38	Education officer, Office of the Deputy Director	Koppala	08539	421303
39	Education officer, Office of the Deputy Director	Bellary	0839	68239
40	Block Education Officers of all taluks / towns of the state			

## **A report on the inclusion of Public Complaints and defects in the Citizens' Charter Proposal**

To ..... the public grievances the government has set up a separate section at the government level. The complete responsibility of sorting out the applications received from the public, to disburse the same to the concerned departments to (collect) get the reply etc has been entrusted to this section. Under the Janaspandana Programme, G.O. No. **Si A Su I 66/ Yo Ma Sa** 2004 dated 12/3/04 the honourable Chief Minister received the applications from the public. For the speedy disposal of these applications this Janaspandana Programme has been renamed as Janaspandana Kosha.

It is the right of the every individual in a democracy to know the honesty, accountability and the transparency with which every government official is executing their work. Considering the gravity of the individual right, the school, the teacher education institutions coming under the Department of Public Instruction has published Nagareeka Sannadu in 2003.

### **Consolidation of Public grievances applications**

As per the existing system the grievances applications received by the current selection will be sent to this division/section. Entry will be made in the register directorate wise separately and will be disbursed to the respective director's personal section. The action taken in respect of the application will be collected by this division, will be consolidated and its progress will be sent to the government.

### **Action taken by the Department**

1. At the state and district level a senior officer of the respective department will be made in charge of the public grievances.
2. The officer incharge must scrutinize the applications, reply the applicant and intimate the district in charge officer within the specified period.
3. If final decision has to be taken, in such case the applicant must be informed about the time required for the same.
4. First Saturday of every month must be celebrated as the day of public grievances.
5. For public information - the officer incharge, his/her name, designation and telephone number must be notified on the notice board of the respective department/office.
6. A meeting must be conducted every month in this regard and progress must be reported to the government.
7. If any changes to be brought in accordance with the law for the speedy disposal of the applications, then recommendation for such amendments must be made by the officer incharge.
8. Action taken against the applications received month-wise must be reported to nodal officer within the specified period. Action may be taken against the concerned officer or the staff who is reluctant / unnecessary delaying the process.

### **Defining the applications related to the public grievances**

Only after it is confirmed that the applications so received is not scrutinized by the concerned officer or the department, it is considered that it is public grievances related applications.

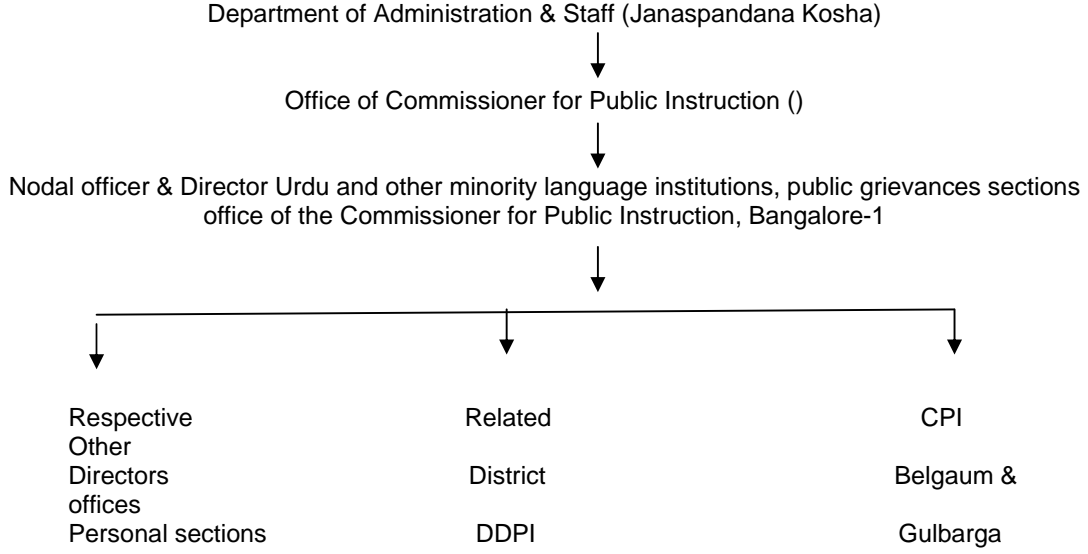
- a. All unnamed (benami) complaints/applications must be rejected and discarded. If and only if the complaint is considerable and found to be genuine only such applications are considered.

- b. Applications pending in the civil and criminal courts which can be resolved can be taken up.
- c. Cases (related to corruption) which has to be decided only by Loka Ayuktha.
- d. Cases coming under KAT and other service related matters, transfer, promotion etc.
- e. Applications not only related to public grievances but other related matters can be received.

**Procedure to be followed after receiving the applications**

- 1. All applications received must be given a number and must be entered in the register maintained separately for the purpose.
- 2. Applications so received must be disposed within the specified period.
- 3. If the complaint is not descriptive, then reply to the complaint along with the application must be returned to the applicant.
- 4. Reply to the applicant must be suitably attested with the Government order and rules with which the application is rejected must be specified.
- 5. Unnecessary delay in replying to the applicant must be avoided.
- 6. If information to the complaint is available in the concerned department, then the department can take the necessary action and must be replied to the applicant.
- 7. If necessary information is not available for the disposal of the application, then necessary information can be obtained from the officer concerned.
- 8. Public grievances applications so received, if has definite / considerable complaint them follow up with the complaint. If the complaint is related with the public / financial matter then in the current / coming year the matter will be looked into must be replaced to the applicant.

**Public grievances divisions administrative set up :**



With reference to the above administrative set up the respective departments / offices sending of consolidated month wise progress report to government is in process.

Contact address for more information:-

- (1) District and Nodal officer  
Public grievances section,  
Urdu & other minority language institution,  
Bangalore-1  
Ph: 22213503, 22238718
- (2) DDPI (Planning & Nagareeka Sannadu)  
Office of Commissioner Public Instruction  
New Public Offices  
Bangalore



An attractive government primary school.



Students, teachers and community members engaged for enrollment campaign



Children participating in "Chinnara Angala" centre for learning activities



Teachers and children engaged in a "child song" sequence in "Chinnara Angala" centre



Environment education for children in "Chinnara Angala" centre



"Cooliyinda shalege" (wage earning to school learning) : A programme of public awareness on bringing school dropouts into mainstream of education





Child labourers who have returned to school through "Cooliyinda shalege" programme



"Chaithrada chiguru" group dance by schoolgirls in summer camp



"Prathibha Karanji" : School children in drama competition



**Children who have participated in Sports competition**



**Mahithi Sindhu : Girl students engaged in computer oriented learning.**



**Akshara Dasoha : Midday meal programme for all government primary school children**





**Mobile school: Alternative school providing education to children of slum and construction workers deprived of education**

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