

Service Delivery Standard for Education Sector

Services	Procedure	Requirements			Turn around Time	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Establishment of NFE center	a. Gewog/Thromde submits proposals after doing survey of the number of illiterate people. b. School authority assess the numbers of learners and further submits it to Dzongkhag c. Dzongkhag approves it	a. Proposal from gewog signed by the learners. b. Minimum of 10 learners for each proposed center.	NA	NA	Within one month	DCDEO, Pelden Wangmo	wpelden@tronsa.gov.bt	Tel# 521409 Mobile# 17647754
Processing for establishment of ECCD	a. Gewog & school propose b. DEO office assesses feasibility and submit it to Ministry c. Submit to Ministry for approval.	Minimum of 15 children aged between 3 to five years	NA	NA	Within one month	DCDEO, D Tshewang	dtshewang@tronsa.gov.bt	Tel# 521409 Mobile# 16922287
Establishment of New ECR	a. Gewog proposes b. Identify classroom by the Gewog administration. c. DEO assess and Dzongkhag approves the establishment.	Minimum of 10 children from PP to class III	NA	NA	Within one month	CDEO	trongsa@moe.gov.bt	Tel# 03251142 Mobile# 17589589
Upgradation or down gradation of schools	As per Education policy	As per education policy and DT minutes	NA	NA	One month	CDEO	trongsa@moe.gov.bt	Tel# 03251142 Mobile# 17589589
School admissions	a. Receive applications b. See availability of seats c. Interview in case of PP admissions in town areas d. Approve or reject by school admission committee	a. School transfer certificates b. Mark sheets c. Character certificates d. Health card (for PP admissions) e. Birth certificate (PP admission) f. Letter from Census Officer (PP admission) g. ID card copy of parents (PP admission)	Nu. 35	NA	One day	Principals of the schools.	All Principals.	Principals number.

		<ul style="list-style-type: none"> h. Letter from employer of parents (PP admissions) i. Should be six year old by February for PP Admission 						
Procurement of goods required for schools (books, stationery, etc)	<ul style="list-style-type: none"> a. School administration put up requests b. Follow procurement rules and regulations c. Call quotation d. Supply order 	<ul style="list-style-type: none"> a. Request duly signed by atleast three members of the school committee b. An abstract bills with forwarding letter c. Budget allocated d. Stock entry details 	NA	NA	Two months	DCDEO D Tshewang and Mrs. Tshering OA	dtshewang@tr ongsa.gov.bt	<ul style="list-style-type: none"> Tel# 521409 Mobile# 16922287
Processing for EOL for staff	<ul style="list-style-type: none"> a. Concerned teacher submits his application to Principal Office d. Principal forward to DEO office. e. DEO office compiles and put up to HRC for approval 	<ul style="list-style-type: none"> a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Forwarding form the school Principal 	NA	NA	20 minutes per case	DCDEO, Pelden Wangmo	wpelden@tron gsa.gov.bt	<ul style="list-style-type: none"> Tel# 521409 Mobile# 17647754
Processing for study leave of staff	<ul style="list-style-type: none"> a. Concerned teacher submit his application to Principal. b. School submits his petition to DEO office c. DEO office compiles and put up to HRC for approval 	<ul style="list-style-type: none"> a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Duly filled training forms, audit, police clearance clearances d. Forwarding from Principal 	NA	NA	20 minutes per case	DCDEO, Pelden Wangmo	wpelden@tron gsa.gov.bt	<ul style="list-style-type: none"> Tel# 521409 Mobile# 17647754
Processing for paternity /maternity/ medical leave of staff	<ul style="list-style-type: none"> a. School submits documents to DEO office b. DEO office compiles and put up to HRC for approval 	<ul style="list-style-type: none"> a. Birth certificate or authentication letter from a hospital administration for maternity and paternity leave b. Referral letter or authentication letter/documents from hospital administration for medical leave c. Other required documents d. Forwarding from Principal 	NA	NA	20 minutes per case	DCDEO, Pelden Wangmo	wpelden@tron gsa.gov.bt	<ul style="list-style-type: none"> Tel# 521409 Mobile# 17647754
Nominations for training/ workshops, etc	<ul style="list-style-type: none"> a. School HRC nominates and put up to DEO office 	<ul style="list-style-type: none"> a. Invitation letter from agencies or institutions b. Recommendations from schools as well as DEO 	NA	NA	20 minutes per case	DCDEO, Pelden Wangmo	wpelden@tron gsa.gov.bt	<ul style="list-style-type: none"> Tel# 521409 Mobile# 17647754

	b. DEO office compiles and submit to concerned division at the Ministry.	office c. Duly fill training forms, audit, police clearance)						
Processing of leave for Principals (earned & casual)	a. Receive and approved or reject b. Forward a copy to HRO	Duly filled in leave application form with reasons justified.	NA	NA	20 minutes per case	DCDEO, Pelden Wangmo	wpelden@tron gsa.gov.bt	Tel# 521409 Mobile# 17647754
Processing for transfer of staff	a. Ministry issues office orders or verbal directives b. See the genuineness of the applicant. c. See if we will receive reliever. d. Forward to HRO. e. School to retain 90% staff.	Application/duly fill transfer form	NA	NA	10 minutes	CDEO & DCDEO's.	trongsa@moe. gov.bt	Tel# 03251142 Mobile# 17589589
Implementation of capital construction works	a. Coordinate with engineers for estimates and designs. b. Propose budget. c. Get budget approval d. Obtain technical sanctions e. Obtain administrative and financial sanctions. f. Push up for tender	a. Budget approval b. Drawings & designs c. Technical sanctions d. Administrative and financial sanctions e. Other documents required by PRR 2009	NA	NA	As soon as budget approval and work plan.	CDEO	trongsa@moe. gov.bt	Tel# 03251142 Mobile# 17589589
Data collection	DEO office coordinates with school principals	NA	NA	NA	Within one month of the start of academic session	OA, Tshering	Tsheringeden8 3@gmail.com	Tel# 03521409 Mobile# 17578385
Teacher Award	1. As per rubrics submitted by the Ministry. 2. Final selection by HRC.	1. Duly filled form. 2. Documents submitted.	NA	NA	By August End to be submitted to MoE.	DCDEO	wpelden@tron gsa.gov.bt	Tel# 521409 Mobile# 17647754
Nomination of students for various programs.	1. Selection from Schools. 2. Selection from Dzongkhag.	1. List submitted by the schools. 2. Documents submission.	NA	NA	As and when nominations are required.	CDEO	trongsa@moe. gov.bt	Tel# 03251142 Mobile# 17589589

Tentative SDS submitted by: Chief DEO in consultation with DCDEOs on 14th August, 2017