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| **Serial** | **Name of Service provider office** | **Name of Sevice** | **Officer in charge** | **Methods of service delivery** | **Time required to receive service** | **Necessary fees/tax/expenses** | **Relevant laws, rules and regulations** | **The next remedial officer in failing to get certain services.** |
| 01 | Upozila Secondary Education Office | Academic and administrative supervision and inspection | Upazila Secondary Education Officer,  Assistant Upozila Education officer Upozila Academic Superviser | The educational institutions are inspected as per the inspection schedule prepared under the direction or approval of the concerned authorities. The inspection is sometimes accidental and sometimes pre-informed. Teachers are consulted through regular academic inspections / monitoring of Non-Govt. educational institutions and reports are prepared and sent as per the requirements of the higher authorities. | It takes 13 to 15 days to complete the whole activity. However after inspection 1-2 days till report. | Free of cost | Inspection and supervision policy, 2013  Work division policy, 2008 | District Education Office |
| 02 | Upozila Secondary Education Office | Teachers Training | Upazila Secondary Education Officer,  Assistant Upozila Education Officer | Teachers are informed about the date and place of the training through letters by preparing thematic lists on application  or by the direction of the authorities. Then the teachers participate in the training. | 9 to 10 days to dispatch training. | Getting free training opportunity moreover trainees get TA/DA | Related Training policy/According to guide line | District Education Office |
| 03 | Upozila Secondary Education Office | Book distribution | Upozila Secondary Education Officer,  Assistant Upozila Education officer | Letters are sent by the Upazila Secondary Education Officer asking for the demand of books. The demand is sent to the Upazila  Secondary Education Officer by the head of the institution. All the demands are collected by the Upazila Secondary  Education Officer and sent to NCTB through the District Education Office. Books are housed in the Upazila provided by NCTB. A meeting of the Upazila Secondary Education Committee decided to distribute the books. The books  were then distributed to the head of the educational institution by the Upazila Secondary Education Officer as per the  approved schedule. Finally, the heads of the institutions distribute books among the students. | Distribution is accomplished in only 1 to 2 days. However, the whole process takes 9 to 10 days to complete | Free of cost | According to policy among the regular students of approved educational institutions | District Education Office |
| 04 | Upozila Secondary Education Office | Activities related to preservation and development of quality education | Upozila Secondary Education Officer,  Assistant Upozila Education officer, Upozila Academic Superviser | The quality of education is improved by implementing various activities such as academic supervision, teacher-parent  Coordination meeting, coordination meeting of the head of the institution and formation of clusters. | 10 days | Free of cost | 1.According to Educatin policy, 2010 ,work division 2008  2.Academic Supervision policy, 2013 | District Education Office |
| 05 | Upozila Secondary Education Office | Employee recruitment activities | Zila Education officer, Upozila Education Officer, Representative of SSC, HSC and higher education department | The managing committee is the authority for appointing assistant head teacher, head teacher and stuffs of Non-Govt. educational institutions at Secondary level. But Assistant Teachers are recruited by NTRCA. The Upazila Secondary Education Officer coordinates and supervises whether the recruitment activities are being conducted in the light of the government notification. | Approximately 30 days | At the time of application, the amount mentioned in the newspaper has to be deposited through bank draft | Man power structure policy,2010(Amended 4/2/2013) | District Education Office |
| 06 | Upozila Secondary Education Office | Distribution stipends among students | Upozila Secondary Education Officer,  Assistant Upozila Education officer | In the light of policy, the list of students is sent to the authority in the form / table sent by the concerned authority by the Upozila Secondary Education Officer. After verification, selection, and processing, the authority sends the list of eligible students to Upazila Secondary Education Office and accordingly the required funds are sent to the concerned bank. The Upozila Secondary Education Officer prepares the Schedule for distribution of stipends in consultation with the educational institutions and banks and accordingly the stipends are distributed among the educational institutions. | 1 day | Free of cost | Stipend distribution policy for secondary and higher secondary students:   * Regular Student * Getting minimum 40% mark * Monthly 75% attendance * Poor and meritorius | District Education Office/ Related Authority |
| 07 | Upozila Secondary Education Office | MPO registration | 1. Upozila Secondary Education Officer/  Assistant Upozila Education officer  2. District Education Officer  3. Regional Deputy Director  4. Director General | 1. According to the rules after appointment of teachers and employees , the head of the institutions has to apply online along with the required information to USEO.  2. After experimentation, the applications received by USEO are sent online to DEO within 10 days.  3. DEO sends the information attached to the application to DD (Zonal) within 10 days after test.  4. The DD examines the applications and sends it to the EMIS cell of the Department of Secondary And Higher Secondary Education within 15 days.  5. Then, The internal committee on dicharge of Arrears and Grievance Redressal constituted by the department of Secondary and Higher Secondary Education and the final committee constituted for MPO finalizes the verification and selection and sends the salary bill proposal to the ministry by the 22nd of the every month.  6. Finally, the Ministry of Education approved the proposal and quickly issued an order so that teachers and employees can withdraw their salary and allowance within 1 date. | The whole process may take 45 days to complete | Free of cost | 1.Teacher/Employee appointment rules  2. Teacher/Empolyee MPO registration rules | DD(Region) |
| 08 | Upozila Secondary Education Office | Monthly meeting | Upozila Secondary Education Officer,  Assistant Upozila Education officer | The Upozila Secondary Education Officer meets with the head of the institutions once a month. He issued notice to all and the Upozila Chairman and Upazial Nirbahi Officer are requested to be present. Over all development of education is evaluated in the meeting. The progress of previous decision is assessed and the implementation of the decision is ensured through re-decision making and monitoring. Then, the report is sent to the district Education Officer. | 1 day | Free of cost | Duties and Responsibilities of the Upozila Officer approved by the Ministry of Education and Local Government | District Education Office/ Related Authority |
| 09 | Upozila Secondary Education Office | Supervision development activities | Upozila Secondary Education Officer,  Assistant Upozila Education officer | Coordinating with the Department of Education Engineering to ensure the quality of work and supervision of the development activities of the educational institution designated for development with government funding, recommendations are made and sent to all concerned. A review of the existing infrastructure of the non-developmental educational institutions and the required physical facilities in terms of the number of students is presented to the Upazila Parishad for inclusion in future development projects and after approval is sent to the Government. The Office of Education Engineering provides a report with feedback on the work done before finalizing the financial bill for the development activities. | The development activities are supervised till the end of the term but it takes 1 day to get the report. | Free of cost | Duties and Responsibilities of the Upozila Officer approved by the Ministry of Education and Local Government | District Education Office/ Related Authority |
| 10 | Upozila Secondary Education Office | Counter-Signature of teachers’ attendance | Upozila Secondary Education Officer,  Assistant Upozila Education officer | The head of the institution submits the attendance signature of the teachers along with the monthly bill to the Upazila Secondary Education Office. The Upazila Secondary Education Officer matches the salary bill with the presence of the teachers and countersigns the attendance signature. The head of the institution then collects the bill from the Upazila Secondary Education Office and sent it to the concerned bank. | 1 day after after receiving the bill submission | Free of cost | Duties and Responsibilities of the Upozila Officer approved by the Ministry of Education and Local Government | District Education Office/ Related Authority |
| 11 | Upozila Secondary Education Office | Complaint investigation | Upozila Secondary Education Officer,  Assistant Upozila Education officer | The Secondary Education Officer accepts any complaint related to secondary education. After receiving the complain, notice is sent to the complainant and the accused within 7 (seven) days. The investigation report is sent to the complainant-accused and the district education officer. | 15 days | Free of cost | Duties and Responsibilities of the Upozila Officer approved by the Ministry of Education and Local Government | District Education Office/ Related Authority |
| 12 | Upozila Secondary Education Office | Co-education activities | Upozila Secondary Education Officer,  Assistant Upozila Education officer | The Upazila Secondary Education Officer makes overall arrangements for the implementation of winter and summer sports. Annual sports and cultural competitions organized in the educational institutions are administered. It is implemented through monitoring whether sports, culture, scouting and debate are being practiced in the educational institution throughout the year and a report in this regard is sent to the District Education Officer. | Supervision will be continued through the year. | Free of cost | Duties and Responsibilities of the Upozila Officer approved by the Ministry of Education and Local Government | District Education Office/ Related Authority |
| 13 | Upozila Secondary Education Office | Audit of income and expenditure | Upozila Secondary Education Officer,  Assistant Upozila Education officer | The Upazila Secondary Education Officer sends a letter to the head of the Non-Govt. educational institution much before to audit the annual income and expenditure of the institution. On the appointed day, the annual income and expenditure statement is collected and examined on the spot and the report is sent along with the opinion to the District Education Officer. The Department of Inspection and Audit implements the directions of the higher authorities regarding the audit objections. Then, a copy of the report is provided to the head of the institution. | 1 day | Free of cost | Duties and Responsibilities of the Upozila Officer approved by the Ministry of Education and Local Government | District Education Office/ Related Authority |
| 14 | Upozila Secondary Education Office | Preparation of internal examination schedule | Upazila Secondary Education Officer,  Assistant Upozila Education officer | The Upazila Secondary Education Officer prepares the internal examination routine as per the schedule fixed by the Director General, Department of Secondary and Higher Education. In the same routine, same examinations are held in the all upazila at the same time. The Upazila Secondary Education Officer provides the copy of the routine to the institutions and head of the institution ensures that the photocopy of the routine to reach all the students. | 1 day | Free of cost | Duties and Responsibilities of the Upazila Officer approved by the Ministry of Education and Local Government | District Education Office/ Related Authority |
| 15 | Upozila Secondary Education Office | Census/data collection | Upazila Secondary Education Officer,  Assistant Upozila Education officer | Upazila Secondary Education Officer collects information from the head of the institution relating to EMIS cell of Secondary and Higher Secondary Department, BANBASE directed census/survey study, teachers’ survey, collection of project information, inquiring information, workshop, data monitoring, local training, Focus group discussion etc and makes database. According to demand, This information is sent to the related authority through DEO. | Supervision continues to collect the information till the end of the term but it takes 1 day to get the report | Free of cost | Duties and Responsibilities of the Upazila Officer approved by the Ministry of Education and Local Government | District Education Office/ Related Authority |
| 16 | Upozila Secondary Education Office | Additional branch class opening | Upazila Secondary Education Officer,  Assistant Upozila Education officer | The date foe inspection is fixed after receiving the application from the head of the institution. The school is inspected along with the Upazila Executive Officer on the fixed date. Additional classes are recommended for branches if availability is confirmed. Then, recommended copy is sent to DEO and DG, Secondary and Higher Secondary Department. | 10 days | Free of cost | Duties and Responsibilities of the Upazila Officer approved by the Ministry of Education and Local Government | District Education Office/ Related Authority |