

Government of the People's Republic of Bangladesh

Office of Upazila Education Officer

Sarishabari, Jamalpur.

Citizen Charter Information


serial no	Service Name	Service delivery method	Required documents and location	Service pricing and payment methods	Period of service	Responsible Officer (Name, Designation, Phone Number and Email)
1	Distribution of books free of cost	The Upazila Education Officer will ensure the distribution of books as per the demand and availability of the school. Accounts of disbursements shall be entered/maintained in the specified register and a report thereof shall be sent to the District Primary Education Officer.	The child should be admitted to the nearest primary school on time.	No government funding is required.	Last week of December	Upazila Education Officer
2	Formation/ Restructuring of SMCs and PTAs	The committee should be formed according to the guidelines and policies.	If someone wants to be a candidate, he should apply in writing to the teacher of the concerned school.	No government funding is required.	Initiative taken three months before the expiry of the term of the committee	Upazila Education Officer
3	Formulation of list of stipends	The stipend should be provided according to the relevant policy by preparing the appropriate list.	The child should be admitted to the nearest primary school on time.	No government funding is required.	Every year in March	Upazila Education Officer
4	Allowing training in other institutes including BED and MAd	In view of the application, urgent action should be taken as per the rules and the same should be forwarded to the JPR.	Application should be made with the concerned upazila education office by 31st March.	No government funding is required.	By 15th April	Upazila Education Officer
5	Application of timescale	The recommendation of DPC (Departmental Promotion Committee) should be sent to JPR and	Apply on time. Last 3-year ACR and Service Book (updated) should be submitted along with the	No government funding is required.	Within 30 (thirty) working days	Upazila Education Officer

		the applicant should be informed about it.	application.			
6	Promotion	The recommendation of DPC (Departmental Promotion Committee) should be sent to JPR and the applicant should be informed about it.	nothing to do	No government funding is required.	Within 90 (ninety) working days of the post becoming vacant	Upazila Education Officer
7	Disposition of Skill Limit Application	District Primary Education Officer, Jamalpur will process the application and notify the applicant.	Apply on time. ACR and service book (updated) of last 3 years should be submitted along with the application.	No government funding is required.	Within 7 (seven) working days	Upazila Education Officer
8	Disposition of applications relating to PRL/lumpgrant	The Office shall forward the relevant application to the JPR and inform the applicant thereof.	The application should be submitted with the following documents. 1. SSC/School Leaving Certificate 2. LPC 3. First appointment letter 4. Employment record 5. Leave certificate	No government funding is required.	Within 7 (seven) working days	Upazila Education Officer
9	Disposition of pension cases/applications	Within 15 (fifteen) working days of receipt of application, all documents must be verified and forwarded to JPR and the concerned applicant must be notified.	Pension The following documents must be submitted. 1. Application form for receiving pension in prescribed form (3 copies) 2. All educational qualification certificates 3. Job Description 4. Letter of appointment 5. Promotion letter (if applicable) 6. Copy of all orders of transfer to revenue sector if employed in development sector 7. Employment record 8. 6 (SIX) copies of passport size attested photo 9. Citizenship	No government funding is required.	Within 15 (fifteen) working days of submission	Upazila Education Officer
12	Disposition of applications related to various types of leave other than casual leave	Sent it to District Primary Education Officer, Jamalpur and inform the applicant concerned.		No government funding is required.	Within 3 (three) working days	Upazila Education Officer
14	Settlement of applications for transfer of teacher (within upazila)	Where applicable arrangements for transfer shall be made but if not possible as per		No government funding is required.	Within 7 (seven) working days	Upazila Education Officer

			<p>Certificate 10. Non-Claim Letter 11. Last Pay Certificate (LPC) 12. Certificate with five finger prints 13. Sample signature 14. Bank Account Number 15. Order regarding regularization of employment 16. Certificate of Election of Heirs/ Heirs 17. Clear written certificate of no audit objections and departmental cases 18. Copy of Preparatory Retirement Leave (PRL) order. The following documents are to be submitted for family pension.</p>			
10	disposal			No government funding is required.	Within 7 (seven) working days	Upazila Education Officer
11	Disposition of applications related to foreign travel/journey	Send it to District Primary Education Officer, Jamalpur and inform the applicant concerned.	A written application should be made to the office of Ushia in the specified form in applicable cases and in other cases on white paper.	No government funding is required.	Within 7 (seven) working days	Upazila Education Officer
12	Permission to appear in higher examinations	Send it to District Primary Education Officer, Jamalpur and inform the applicant concerned.	Must apply in writing.	No government funding is required.	Within 3 (three) working days	Upazila Education Officer
13	Disposing of applications related to various types of leave other than casual leave	Send it to District Primary Education Officer, Jamalpur and inform the applicant concerned.	A written application should be made to the office of Ushia in the specified form in applicable cases and in other cases on white paper.	No government funding is required.	Within 5 (five) working days	Upazila Education Officer
14	Settlement of applications for transfer of teachers (within upazila)	Where applicable, arrangements for transfer shall be made but if not possible as per	Application should be made according to the relevant policy.	No government funding is required.	Within 7 (seven) working days	Upazila Education Officer

		existing policy, the same shall be intimated to the applicant.				
15	Settlement of applications for transfer of teachers (outside the upazila)	The proposal (for/against) should be forwarded to the JPR and communicated to the applicant concerned.	The application should be submitted with the following documents. 1. Attested copy/photocopy of first five pages of employment certificate 2. Attested copy/photocopy of appointment letter 3. First Joining Proof/Copy 4. Proof of Nikahnama (in case of women).	No government funding is required.	Within 7 (seven) working days	Upazila Education Officer
16	Settlement of outstanding bill applications	Send it to District Primary Education Officer, Jamalpur and inform the applicant concerned.	Must be submitted/submitted to Ushia along with necessary documents.	No government funding is required.	Within 15 (fifteen) working days	Upazila Education Officer
17	Filling/Writing Annual Confidential Application/Report	The countersignatory shall confirm the submission/sending of the filled form to the officer/JPR by signing it.	Duly filled in the prescribed form and submitted to USHIA by 31st January.	No government funding is required.	February 28th	Upazila Education Officer
18	Provision of information	Payable information to be provided/supplied. However, if it is not under your jurisdiction, you must provide advice on the application at the appropriate place.	A written application should be made to the Head of Office with full name and address stating clear reasons.	No government funding is required.	Maximum 2 (two) working days if not immediately if possible	Upazila Education Officer

Date: 30/09/2022


 (Nahida Yasmeen)
 Upazila Education Officer
 Sarishabari, Jamalpur.