

**CITIZEN CHARTER  
NATIONAL COUNCIL FOR TEACHER EDUCATION  
A DECLARATION OF COMMITMENT TO TEACHER EDUCATION**

**VISION**

To bring excellence in Teacher Education Programmes through planned and coordinated development and maintenance of standard therein.

**MISSION**

- To formulate progressive policies, regulations and norms on teacher education in the country.
- To ensure complete transparency and accountability in the system of recognition of teacher education courses through sound e-governance practices.
- To develop curriculum framework for all teacher education programmes in order to bring uniformity and to promote quality.

**Service Delivery Standards**

**We aspire to provide the following key services within specified timelines:**

Sl. No.	Key Services/Actions	Time Limit
1	Letter to State Government for their recommendation/comments and scrutiny of the applications	Within 90 days as under :- 1 <sup>st</sup> Letter – 45 days, 2 <sup>nd</sup> (Reminder) Letter 30 days, 3 <sup>rd</sup> (Reminder) Letter 15 days and scrutiny of applications simultaneously
2	Causing Inspection by Regional Committee u/s 14/15 of NCTE ACT 1993	Within 15 days on receipt of reply either from State Govt. or within 90 days in case of non receipt of reply
3	Processing of Visiting Team Report and placing before RC	Within 20 days after receipt of Visiting Team Report
4	Issue of Letter of Intent(LOI)	Within 15 days after confirmation of decision of RC
5	Processing of reply to LOI	Within 30 days after receipt of reply
6	Issue of Formal Recognition/Refusal order	Within 10 working days after confirmation of decision of RC <b><i>( In any case, from the date of receipt of Hard Copy and till grant of recognition/refusal order thereon shall not exceed beyond 275 days under any circumstances)</i></b>
7	Submission of Online Appeal under Section 18 of the NCTE Act,1993	Within 60 days from the date of refusal/withdrawal order of RC
8	Disposal of Appeal	Within 90 days from the date of receipt of Appeal
9	Inspection of recognized Teacher Education Institutions under Section 13 of NCTE Act,1993	The Process to be completed within 90 days from the selection of TEI for inspection
10	Reply to a reference from state Govt./Central Govt. and other organizations on specific issues in Regulations/Academic Sections	Within 15 days from the date of receipt in either Regulation or Academic Sections
11	Information sought/ redressal of grievances of staff	Within 10 working days from the date of receipt in the Section

**NCTE expectation from Stake Holders**

- Be informed, aware and adhere to NCTE Act, Rules and Regulations (Norms and Standards).
- Shall be truthful and factual while filling up the application forms/providing information .
- Maintain and strive to improve the instructional and infrastructural facilities continuously