



**Government of Jammu and Kashmir**

**CITIZEN'S CHARTER**

**Department of Higher Education**

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## **Introduction**

The Higher Education is one of the most important sectors of the development among the social sectors. The Department of Higher Education is charged with the responsibility to monitor and regulate the dissemination of Higher Education above 10+2 level in the UT by extending facilities for opening of colleges and Universities. At present, there are two State Universities, three private universities and two Cluster Universities Srinagar/Jammu in the UT of J&K besides two Central Universities. There are 142 Government Degree Colleges. In addition to this one each Engineering College at Jammu and Kashmir and Five Private Engineering Colleges are functioning in the UT of J&K.

## **Enrolment**

- GER- 3.50 lakh students enrolled 2.5 lakh UG, 0.5 PG, 0.5 Distance Mode, GER in J&K is 30.9% above national average of 26.3% and girls are 52%

## **Quality Certificate**

- 54 colleges have valid NAAC accreditation.
- 5 Universities (KU\* A Grade with CGPA of 3.11, JU\*\* A Grade with CGPA of 3.51, SMVDU, IUST B Grade with CGPA of 2.52, BGSBU C grade) have NAAC accreditation
- NIRF Ranking of KU 48, JU 52, (Top 100 Universities in the Country)
- NBA Accreditation( SMVDU, GCET Jammu)

## **IT enabled Classrooms/Labs**

- 1025 out of 2039 classroom/Labs shifted from traditional to digital mode
- Rest of the classrooms/Labs shall be covered in the current Financial Year

## **E-learning**

- E-content through SWAYAM for 87-degree course subjects
- 400 NPTELS for engineering and professional courses.
- 18800 online lectures on Google classroom platform during COVID pandemic

## **Scholarship**

- **PMSSS:** 4488 students provided 100 crores under the scheme. This year 22500 students registered.
- **Pragati:** To provide encouragement and support to Girl Child to pursue technical education
- **Saksham:** Aimed at providing encouragement and support to specially abled children to pursue Technical Education

## **Employability enhancement initiative**

- GATE coaching, IT domain skilling, induction programs, employability skill training, cost accountancy training, and certificate courses being provided to students.
- 3978 students trained under 17 different IT Domain Skill courses in 86 colleges with the help of NIELIT and Central university of Jammu.
- JK Higher Education Department in collaboration with ICT Academy Chennai initiated skill development project called Jammu and Kashmir Employability Enhancement and Training Programme (JEET) for Technical institutes. There will be total 13 courses.

- Project on Employability Training (PET) is going to be launched in June, 2021 in collaboration with JK Higher Education Department and ICT Academy Chennai. Central University of Jammu will act as Nodal agency for this Project.

\* Kashmir University

\*\* Jammu University

### **Vision**

To make Jammu and Kashmir a hub of Academic excellence by providing equitable access to value based and quality education, keeping pace with the evolving socio-economic and cultural trends, thereby nurturing the young learners towards a progressive and productive civilization

### **Mission**

- To promote quality through sustained efforts, convictions dedication and raising institutions to new pinnacle of excellence.
- To impart core area competence to transform students as prospective entrepreneurs.
- To instill supernumerary skills and exposing them to disciplinary talent amongst students.
- To promote knowledge, skills, character, confidence, competence and compassion amongst students.
- To develop all rounded social personalities.
- To promote scientific temper.

### **Objectives**

1. Move towards a higher educational system consisting of large, multidisciplinary universities and colleges with more multidisciplinary undergraduate education.
2. To create Optimal Learning Environments and revamping curriculum, pedagogy, and student support activities.
3. To adopt stage wise mechanism for encouraging, mentoring and supporting colleges for Autonomous degree granting college status, Research-Intensive University and Teaching-intensive Universities.
4. To ensure equitable access to quality education to all students, with a special emphasis on Socio-Economically Disadvantaged Groups (SEDGs).
5. To identify and incorporate set of skills, innovation and research and values at each stage of learning.

### **Functions**

1. The Higher Education Department of UT of Jammu and Kashmir is responsible for coordinating the activities pertaining to the implementation of the Govt. policies.
2. The Department also formulates policy guidelines for proper implementation of education facilities in the UT of Jammu and Kashmir.
3. The Higher Education Department is also responsible for promoting/developing human resources.
4. Augmentation and modernization of the existing Higher Educational institutes.
5. Introduction of new and relevant multidisciplinary courses.
6. To implement National Education Policy-2020.

### **Clients**

- Director Colleges, Higher Education
- Govt. Colleges/Institutes
- Govt. Aided Colleges
- Recognized Association of the Department
- Rastriya Uchchatarata Siksha Abhijan (RUSA)
- People representatives

- Students and Faculty of Educational Institutions.
- Citizens of India

### Services

S.No	List of Main Services & Service Standards
1	Annual State Funded Proposal and release of funds to Department.
2	Accord of Administrative approval of projects.
4	Formulation of various Policies for strengthening the HED
5	Redressal of Public Grievances (i) Online/off-line grievances of aggrieved of services, if any.
6	Prepermission for the grant of New HEIs.
7	Launch of new courses for HEI.
8	Career Counselling and Placement facilitation students
9	Scholarship Schemes for UG and PG students
10	Blending of skill courses to enhance employability of stakeholders
11	Facilitation for online admission process for the students
12	Faculty improvement and value addition programme
13	Instilling the spirit of social services like NCC, NSS, etc.
14	Promotion of Innovation incubation culture in HEI.
15	Digital initiative to promote e-learning and blended mode of learning
16	Sports centric Activities for physical and mental growth of young Minds.

### Organizational Setup

Administrative Secretary/ Additional Secretary/ Deputy Secretary/ Under Secretary and Section Officers along with other ministerial Staff.

### Public Information Office

S.No.	Name/ Designation	Address	Contact No.	Demarcation of Area Activities, if more than 1 PIO is there
1	Dr. Vikas Dhar Bagati (KAS) Deputy Secretary	Mini Block Room No. 1/37 Civil Secretariat Jammu	9419135192	HED

### First Appellate Authority

S.No.	Name/ Designation	Address	Telephone No.	Demarcation of Area Activities, if more than 1 Appellate Authority is there
1.	Rakesh K Badyal, KAS Additional Secretary.	Mini Block Room No. 1/Ground Floor Civil Secretariat Jammu	9419157934	HED

## **Grievances and Redressal Mechanism**

Grievances may be lodged at Higher Education Department website. [www.jkhighereducation.nic.in](http://www.jkhighereducation.nic.in)

Grievances may also be submitted in plain paper to:

- Higher Education Department  
Mini Block Civil Secretariat, Jammu, J&K
- Higher Education Department  
Civil Secretariat, Srinagar, J&K  
Contact Number : 0191-2542880, 0191-2546454,  
0194-2506062

## **Expectations from Citizens/ Complainants**

- Submission of complete, exact and factual grievances preferably by giving telephone No./email ID for follow up.
- It is expected that clients also fulfill certain obligations such as submitting all necessary documents at the time of submitting proposals.

## **List of Rules, regulations, instructions, manuals, and records for discharging functions**

National Education Policy (NEP) 2020
Education Investment Policy (EIP)
Kashmir and Jammu University Act 1969
Jammu Kashmir Baba Ghulam Shah Badshah University Act 2002
Jammu and Kashmir SMVDU Act 1999
IUST, Kashmir Act 2005
The Srinagar and Jammu Cluster Universities (AMENDMENT) ACT, 2018
RTI Act 2005
The Islamic University of Science and Technology, Kashmir (AMENDMENT) ACT, 2018
The Jammu and Kashmir Baba Ghulam Shah Badshah University (AMENDMENT) ACT, 2018
SRO-244
SRO-243

SRO-272

SRO-396

SRO-124

SRO-51

The J&K Prohibition of Ragging Act, 2011.

The J&K Private Colleges (Regulation and Control) Act, 2002.

SRO 339

Colleges (Adoption of UGC Revised Pay Scale ) Rules 2009

Subordinate Services Recruitment Rules 2009

College Services Recruitment Rules 2009

College Development (Pool) Fund Rules ,1999

UGC Revised Pay scale

Manual of Secretariat procedures 2005

### **Review**

The Citizen's Charter will be reviewed annually. Any suggestion in this regard may be sent to Administrative Secretary to the Government, Higher Education Department, Jammu and Kashmir.