

GOVERNMENT OF TRIPURA  
DIRECTORATE OF HIGHER EDUCATION  
CITIZEN'S CHARTER

Directorate of Higher Education, Tripura is committed to improving the higher education sector in the State. The Director is committed to increasing access, equity, quality, affordability and employability in the sector.

**Facilities/services being provided by the Department**

**(1) General Education:-**

- a) Upgradation of quality of education being imparted by Higher Educational Institutions (HEIs).
- b) Facilitating recruitment of faculty & manpower planning.
- c) Support for assessment and accreditation.
- d) Financial assistance for students pursuing higher education in GDCs & provision of various scholarship to students.
- e) Facilitating faculty development programmes.
- f) Providing remedial coaching classes for weaker group of students.
- g) Reforms in curriculum and examination pattern.
- h) Encouraging private sector to set up privately managed higher education institutes in the State.
- i) Providing vocational /add on courses for overall development and enhancing employability of the students after completion of higher studies.
- j) Improving infrastructure in the higher education institutions.

**(2) Technical Education:-**

- a) Enhancement of quality education in technical institutions by facilitating revamping of workshops, Labs and recruitment of faculty.
- b) Accessing funding for infrastructure development under various technical education related schemes.
- c) Encouraging of Technical institutions for obtaining NBA accreditation.
- d) Encouraging of research projects for the benefit of the students and faculties.
- e) Facilitating faculty development programmes.
- f) Promoting industry institution interaction.

Services offered by the Directorate	Time frame for action on matters pertaining to services mentioned
Students Help Desk has been set up in all the Colleges to address various issues relating to the students	1(one) month
A complaint & Grievances Cell with dedicated complaint box has been provided in the Directorate of Higher Education to facilitate smooth disposal of complaints & grievances	15(fifteen) days
Disposal of issues relating to stipend & scholarship	5(five) working days
Application of no objection for availing passport/visa, leave, attending refresher/orientation courses, attending workshop, seminar etc.	15(fifteen) working days
Application for disposal of issues related to conducting educational fairs	7(seven) working days