





Submitted to

National Commission For Protection Of Child Rights

By

Bal Kalyan Sangh (BKS) An Association for the Protection of Child Rights

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PREFACE

The 86th Amendment to the Constitution has made Elementary Education a Fundamental Right of every child in the age group 6-14 years. Based on this Amendment the Right to Free and Compulsory Education Act was passed in Parliament in August 2009 and came into effect on April 1, 2010. This is a landmark legislation that seeks to make fundamental changes in the system of delivering education.

The Right to Education Act, 2009 is the first Central legislation on school education which is applicable all over India (except Jammu and Kashmir) [After abolition of the terrorism supporting and isolationist Article 370 in August 2019, the RTE Act became applicable in the J&K also]. In 2010, the country achieved a historic milestone when Article 21-A and the Right of Children to Free and Compulsory Education (RTE) Act, 2009 became operative on 1st April 2010. It represented a momentous step forward towards universalizing the elementary education in the country but the path is full of challenges.

The Act has made local authorities the grievance redress agencies and the SCPCRs the appellate bodies at State level. A well-defined institutional mechanism for grievance redress involves a system of registering, investigating and responding within a well-appointed time frame. This has been done by the implementation agency, which is charged with the actual redress of the grievance by ensuring that the right under consideration is actually restored.

There are involvement of too many agencies in the process of implementation of RTE Act, the Labor Ministry and the police to rescue of child laborers and punishing employers. Bringing children to schools and providing them quality education is the responsibility of the Ministry of Human Resource Development. However, the task of monitoring the implementation of the RTE Act is the responsibility of the children rights commission SCPCR in the states, which operate under the Women and Child Development Department. Therefore, it is vital for proper implementation of the Act that the efforts of all these agencies are well coordinated and no child is left behind. Then the Ministries of Panchayati Raj and Rural Development also need their involvements because most of the action is going to take place in the rural areas.

The set of legal entitlements guaranteed in the Act has been clearly listed and this information made widely available and publicly displayed. For grievances against these entitlements the supervising officer/committees are then be responsible for redress. This information also made publicly available—on school walls or Panchayat walls.

The State Governments/SCPCR notifies the local authority having jurisdiction to which written complaints on grievances relating to the right of a child under the RTE Act can be submitted as per Section 32 (1) of the Act.

While specifying the local authority and their jurisdiction under Section 32, the state government/SCPCR ensures the principles of natural justice so as to ensure that nobody should be the judge in its own cause. The state government/SCPCR prescribes the functions and powers of the local authority as per Section 32 of the RTE Act. This also includes, but not be limited to power to conduct inquiry independently. A time schedule for disposing-off grievances, keeping the nature of the grievance in mind, is specified, keeping 3 months as the maximum period as specified in Section 32 of the Act. Some grievances such as related to corporal punishment or admission must be disposed of in a shorter time frame.

ACKNOWLEDGEMENT

We would like to extend our deep gratitude to Shri Priyank Kanoongo, Honourable Chairperson of the National Commission for the Protection of Child Rights (NCPCR) for his unwavering support and for providing Bal Kalyan Sangh with the opportunity to conduct the Review Report on Mechanism Developed in States U/s 32 of RTE Act, 2009 for Grievance Redressal study in 10 states.

We are also sincerely thankful to Ms Rupali Banerjee, Member Secretary of NCPCR, for her initiative and guidance throughout the study.

Special thanks to the NCPCR Research Team, Dr. Madhulika Sharma, and Ms. Mahima for their technical support and guidance, ensuring the accuracy and reliability of our findings.

We express our sincere appreciation to the district administration, DEOs, and SCPCRs in Andhra Pradesh, Jharkhand, Karnataka, Maharashtra, Meghalaya, Madhya Pradesh, Odisha, Sikkim, Uttar Pradesh, and Uttarakhand for their valuable assistance and cooperation.

A big thank you to the Bal Kalyan Sangh research team members, Dr. V.P Pandey, Mr. Mukesh Barik, Mr. Ankit Mishra, Mr. Deepak Prasad, and Ms. Shivani Priya, for their coordination with departments and dedication to completing this study.

We also extend our gratitude to all individuals who contributed to this study, as your efforts have helped shed light on the grievance redressal mechanisms in place for safeguarding children's rights across the country.

Thank you

Sanjay Kumar Mishra Founder Secretary **Bal Kalyan Sangh** _____

ACRONYMS

&

ABBREVIATIONS

BDO : BLOCK DEVELOPMENT OFFICER

BMC : BLOCK MISSION COORDINATOR

BRC : BLOCK RESOURCE CENTRE

BSA : BASIC SIKSHA ADHIKARI

FIR : FIRST INVESTIGATION REPORT

IPC : INDIAN PENAL CODE

LA : LOCAL AUTHORITY

MPP : MANDAL PRAJA PARISHAD

NCPCR : NATIONAL COMMISSION FOR PROTECTION OF

CHILD RIGHTS

RTE ACT : RIGHT OF CHILDREN TO FREE AND

COMPULSORY EDUCATION ACT, 2009

SCPCR : STATE COMMISSION FOR PROTECTION OF CHILD

RIGHTS

SI : SCHOOL INSPECTOR

SMC : SCHOOL MANAGEMENT COMMITTEE

URC : URBAN RESOURCE CENTRE

VEC : VILLAGE EDUCATION COMMITTEE

DEFINITIONS

Right to Education: The Right to Education of the Indian Constitution states that the state shall provide free and compulsory education to all children between the ages of six and fourteen. The right to education is a fundamental human right that encompasses the right to access quality education without discrimination. It ensures that every individual has the opportunity to develop their full potential and participate in society. Education is essential for personal and social development, economic growth, and the promotion of human rights and democracy. The right to education also includes the right to access educational facilities, materials, and resources necessary for a quality education.

RTE Act u/s 32 - The mechanism developed in states under Section 32 of the Right to Education (RTE) Act, 2009 for grievance redressal includes the establishment of State Commissions for Protection of Child Rights (SCPCRs) at the state level. These commissions are responsible for receiving and addressing complaints related to the violation of children's right to education, including issues such as denial of admission, discrimination, physical or mental harassment, inadequate infrastructure, and other grievances. Furthermore, RTE Act mandates the formation of Grievance Redressal cells or authorities at the district level to address complaints related to the implementation of the Act in schools. These cells are responsible for resolving disputes between parents, students, and schools, as well as ensuring timely and effective redressal of grievances.

In addition to these mechanisms, the RTE Act provides for the establishment of Education Advisory Councils at the state and local levels, which act as forums for parents and community members to voice their concerns and grievances regarding the education system. These councils play a vital role in monitoring the implementation of the RTE Act and addressing issues related to the delivery of quality education to all children.

Local Authority: "local authority" means a Municipal Corporation or Municipal Council or Zila Parishad or Nagar Panchayat or Panchayat, by whatever name called, and includes such other authority or body having administrative control over the school or empowered by or under any law for the time being in forceto function as a local authority in any city, town or village;

Appellate authority: As per Section 32 (4) of the RTE Act, Any person aggrieved by the decision of the local authority may prefer an appeal to the State Commission for Protection of Child Rights or the authority prescribed under sub- section (3) of section 31, as the case may be.

School Management Committee: A School Management Committee consisting of the elected representatives of the local authority, parents or guardians of children admitted in such school and teachers: Provided that at least three-fourth of members of such Committee shall be parents or guardians: Provided further that proportionate representation shall be given to the parents or

guardians of children belonging to disadvantaged group and weaker section: Provided also that fifty per cent. of Members of such Committee shall be women.

National Commission for Protection of Child Rights means the National Commission for Protection of Child Rights constituted under section 3 of the Commissions for Protection of Child Rights Act, 2005 (4 of 2006).

State Commission for Protection of Child Rights means the State Commission for Protection of Child Rights constituted under section 3 of the Commissions for Protection of Child Rights Act, 2005 (4 of 2006).

Fundamental Right of the Children: Since the 86th Amendment of the Constitution, elementary education is the fundamental right of all children in the age of 6-14 years and the responsibility of extending this right to all children is with the concerned authorities. Section 12 defines the extent of school's responsibilities and the duty of enforcing this provision is a collective obligation of the concerned authorities, Departments, Ministries.

List of table and charts

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CONTEXT

a. Background & Rationale

The Grievance Redress Mechanism is an essential component of any administration, reflecting its accountability, responsiveness, and user-friendliness. It provides valuable insights into the efficiency and effectiveness of the administration. This is particularly crucial for services, schemes, and entitlements aimed at children, following the passage of the Right to Free and Compulsory Education Act in 2009.

The 86th Amendment to the Constitution made Elementary Education a Fundamental Right for children aged 6-14. The Right to Free and Compulsory Education Act, enacted in August 2009, came into force on April 1, 2010, aiming to bring about significant changes in the education delivery system. A robust Grievance Redress System is vital for the successful implementation of this Act.

Despite designating local authorities as grievance redress agencies and SCPCRs as appellate bodies at the state level, a well-defined and effective grievance redress system is yet to be fully established. There are gaps, lack of awareness, knowledge, and practices in the redressal mechanism, hampering the enforcement of rights provided under the Act.

Under Section 31 of the RTE Act, NCPCR is mandated to review the Act's provisions, rights, and entitlements, recommend measures for effective implementation, and address complaints of violations. The Commission has undertaken various activities to ensure equitable, inclusive, quality education across India.

To assess the grievance redress mechanism for the RTE Act, a study was conducted in 10 states spanning all regions of the country. Initially planned states included Andhra Pradesh, Bihar, Delhi, Gujarat, Maharashtra, Meghalaya, Sikkim, Karnataka, Odisha, and Uttar Pradesh. Due to covid and unconventional issues, new states Jharkhand, Madhya Pradesh, and Uttarakhand were included in the study.

An effective Grievance Redress Mechanism is essential for ensuring the successful implementation of the Right to Education Act. Addressing gaps and enhancing awareness and practices in the redressal mechanism is crucial for safeguarding children's right to education.

Table 1. Coverage of States and districts under Study:

| Name of State | Name of districts | |
|----------------|--|--|
| Andhra Pradesh | Machhalipatnam, Tirupati | |
| Jharkhand | Khunti, Ranchi | |
| Karnataka | Mysore, North Bangalore, South Bangalore | |
| Maharashtra | Mumbai, Pune | |
| Meghalaya | East Khasi Hills | |
| Madhya Pradesh | Bhopal | |
| Odisha | Khurda | |

| Sikkim | Gangtok |
|---------------|--------------------------------------|
| Uttar Pradesh | Lucknow, Meerut, Moradabad, Varanasi |
| Uttarakhand | Dehradun |

b. Process of study:

The study process commenced with the training of the Study Lead, Ms. Shivani Priya, by the National Commission for Protection of Child Rights (NCPCR) in New Delhi. The training encompassed various aspects such as the study schedule, questionnaire for interviews, identification of stakeholders at the state and district levels, focus areas, implementation procedures, assessment of gaps and challenges at different levels, and recommendations for smooth implementation.

Subsequently, the study team, comprising of Mr. V. P. Pandey, Mr. Mukesh Barik, Mr. Ankit Mishra, and Ms. Shruti, was trained to conduct the study. This involved visits to assigned states and districts, interviewing stakeholders, and observing the situation at various levels. The team was then responsible for conducting analysis and compiling the data gathered during the study.

Overall, the study process was structured and executed systematically, with a focus on understanding the existing scenario and identifying potential areas for improvement in child rights protection.

Table2. Study Team and responsibilities

| Name | Assigned states |
|--------------------|--|
| Ms. Shivani Priya | Overall Management and reporting of the assignment |
| Mr. V. P. Pandey | Overall management, data synthesis and Analysis |
| Mr. Mukesh Barik | AP, Odisha, Karnataka, UP, MP, Jharkhand, Meghalaya, Maharashtra Sikkim |
| Ms. Shruti Kaushik | Uttarakhand |
| Mr. Ankit Mishra | AP, Odisha, Karnataka, UP, MP, Jharkhand, Meghalaya, Maharashtra Sikkim |

On the basis of fact and situation analysis and observation, the review report has been compiled and it has been finalized with recommendation on the basis of suggestion at different level and situation analysis.

SITUATION ANALYSIS

A. States & Notification for grievance mechanism

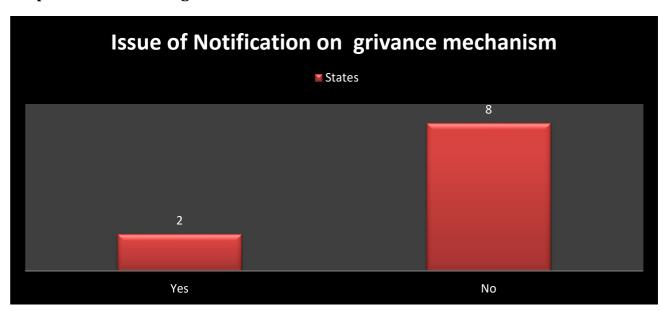
Issue of notification for grievance mechanism for handling grievances received under section sec-32 of RTE Act, 2009:

Table 3. States and notification for grievance mechanism:

| States | Responses | Responses |
|----------------|-----------|-----------|
| Andhra Pradesh | | No |
| Jharkhand | | No |
| Karnataka | | No |
| Maharashtra | Yes | |
| Meghalaya | | No |
| Madhya Pradesh | Yes | |
| Odisha | | No |
| Sikkim | | No |
| Uttar Pradesh | | No |
| Uttarakhand | | No |

(Based on Schedule II, SCPCR, Monitoring Tool)

Graph1. Notification of grievance mechanism:

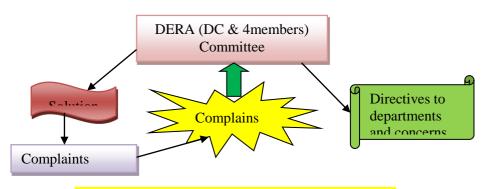


The State of Maharashtra and Madhya Pradesh have been recognized for their notification of a grievance mechanism for handling grievances received under Section 32 of the Right to Education (RTE) Act, 2009. In Maharashtra, the School Education & Sports Department Mantralay, Mumbai issued a Government Resolution on April 21, 2014, outlining the grievance redressal mechanism at the Block, Municipal Corporation, District, and State levels, along with provisions for a second appeal.

Models of Mechanism in states for handling grievances received u/s 32, RTE Act, 2009

1. In Mysore, Karnataka, the State Commission for Protection of Child Rights (SCPCR) has established the District Education Regulation Authority (DERA) for handling grievances received under Section 32 of the RTE Act, 2009. This committee, chaired by the District Commissioner and comprising of four other members, was formed on October 8, 1999. Complaints received by the District Administration are directed to DERA for investigation and resolution, with written responses provided to the complainant and directives issued to the relevant departments.

Single Window Mechanism



(Based on Schedule I, District Monitoring Tool)

Analysis and Observance:

The grievance redressal mechanism in place features a fast-track approach to address concerns and complaints. The process of filing grievances is designed to be user-friendly and accessible.

However, it is noted that the efficiency of the system may be hindered if the committee members are engaged in other administrative affairs. Additionally, the accessibility of the mechanism may be limited for the most vulnerable sections of society due to barriers such as distance, financial constraints, and mobility issues.

1. In the Pune district of Maharashtra, the State Commission for Protection of Child Rights

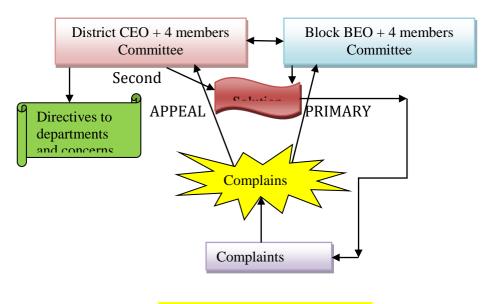
(SCPCR) has established grievance redressal committees at both the district and block levels.

At the district level, the committee is headed by the Chief Executive Officer (CEO) of the Zilla Parishad. The members include the Education Officer, who serves as the Member Secretary, the Principal of the District Institute of Education and Training (DIET), the Block Education Officer, and the Education Officer for Secondary Education.

At the block level, the committee is chaired by the Block Development Officer (BDO), with the Block Education Officer serving as the Member Secretary. Other members include the Senior Extension Officer (Education), a representative from the Chief Officer of the Nagar Parishad, the Cluster Head, and any nominated Head Master.

This multi-stakeholder composition is intended to ensure a comprehensive and collaborative approach to addressing grievances and concerns related to child rights and education.

Double window Mechanism



(Based on Schedule I, District Monitoring Tool)

Analysis and Observance:

The grievance redressal mechanism is primarily structured at the block level, providing a readily accessible and comfortable process for individuals to file complaints. If the resolution at the block level is deemed unsatisfactory, the next step involves an appeal to the district-level committee.

At the district level, the committee thoroughly assesses the case and works towards a

comprehensive solution, providing necessary directives to address the grievance. This multi-tiered approach ensures that grievances are addressed in a systematic and responsive manner.

The accessibility and user-friendliness of the complaint process, particularly at the block level, are key features of the grievance redressal system. This design aims to empower individuals to voice their concerns and seek appropriate remedies.

Overall, the grievance redressal mechanism is structured to prioritize the efficient and effective resolution of issues, with the flexibility to escalate cases to higher levels when necessary.

B. States & Tools being used to record the data of appeals preferred u/s 32(3), RTE ACT, 2009:

Table4. States & Tools used to record the data of appeals:

| States | Regi | Computerized | Software | Not | Any Other / |
|----------------|-----------|--------------|----------|------------|---------------|
| | ster | | | maintained | Specify |
| Andhra Pradesh | | | | | Annual Report |
| Jharkhand | | | | | |
| Karnataka | $\sqrt{}$ | $\sqrt{}$ | | | |
| Maharashtra | $\sqrt{}$ | | | | |
| Meghalaya | | | | | File |
| Madhya Pradesh | $\sqrt{}$ | | | | |
| Odisha | $\sqrt{}$ | | | | File |
| Sikkim | | | | | File |
| Uttar Pradesh | $\sqrt{}$ | | V | | |
| Uttarakhand | | | | | File |

(Based on Schedule II, SCPCR, Monitoring Tool)

Grievance Redressal Mechanisms across Different States:

The analysis of the grievance redressal systems employed by various states reveals the utilization of diverse tools and approaches:

Karnataka and Maharashtra: These states have adopted a comprehensive approach, utilizing both manual registers and computerized systems to record and process grievances.

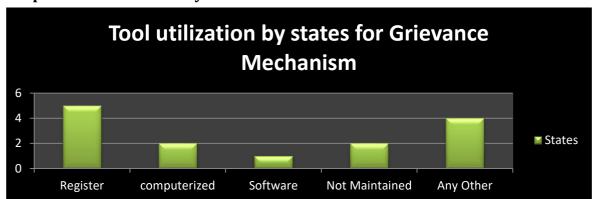
Madhya Pradesh and Odisha: In contrast, Madhya Pradesh and Odisha rely solely on the traditional manual register system for their grievance redressal mechanisms.

Uttar Pradesh: This state has implemented a hybrid model, employing both a manual register and a software-based portal specifically for handling grievances related to the Right to Education (RTE).

Andhra Pradesh and Jharkhand: In a different approach, Andhra Pradesh and Jharkhand do not maintain any dedicated tools for grievance redressal. Instead, Andhra Pradesh utilizes a diary-based system to record complaints. Notably, Andhra Pradesh has successfully addressed 289 appeals in the financial years studied, as evidenced in Table 5 and Graph 4.

This comparative analysis highlights the diverse strategies adopted by different states in their efforts to establish effective grievance redressal mechanisms. While some states have embraced technological solutions, others continue to rely on traditional manual systems, and a few have implemented a combination of both.

The differences in the tools and methods employed across these states suggest that there is no one-size-fits-all solution, and each state has developed its own unique approach to address the specific needs and challenges of its grievance redressal system.



Graph2. Tool utilization by States for Grievance Mechanism

The analysis of the grievance redressal systems employed by the 10 states studied reveals the following insights:

- Only 20% of the states are utilizing computerized systems, and a mere 10% are employing software-based portals as part of their grievance redressal mechanisms.
 This suggests that the adoption of modern IT technologies remains limited across the majority of the states.
- In contrast, 50% of the states are relying on the conventional manual register system for their grievance redressal processes.
- Additionally, 40% of the states are managing their grievance redressal systems through the use of files and annual reports, indicating a more traditional approach to record-keeping and case management.
- This data highlights the diverse range of strategies employed by the states in addressing grievances. While some have embraced the use of technology, a significant portion of the states continue to rely on manual and paper-based systems.

The findings suggest that there is room for further modernization and digitalization of grievance redressal mechanisms across a majority of the states, as the utilization of advanced IT tools remains relatively low compared to the more traditional approaches.

Ongoing efforts to enhance the efficiency and accessibility of grievance redressal systems through the integration of digital technologies could potentially benefit a larger number of states and improve the

overall effectiveness of the grievance redressal process.

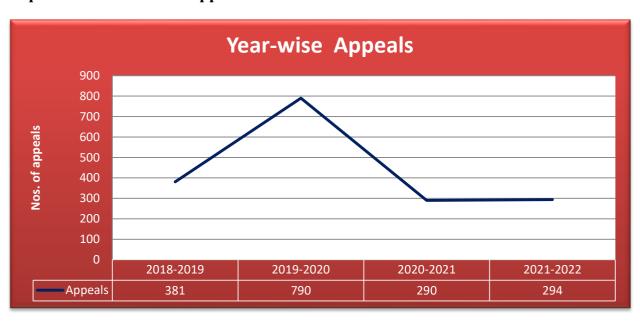
C. States & Year-wise total number of appeals and type of appellants:

Table5. States and year wise total number of appeals

| States | 2018- 2019 | 2019- 2020 | 2020- 2021 | 2021 - 2022 | Total Appeal |
|----------------|------------|------------|------------|-------------|--------------|
| Andhra Pradesh | 72 | 210 | 7 | 0 | 289 |
| Jharkhand | 0 | 0 | 0 | 0 | 0 |
| Karnataka | 0 | 199 | 39 | 22 | 260 |
| Maharashtra | 9 55 41 84 | | 84 | 189 | |
| Meghalaya | 3 | 3 | 2 | 2 | 10 |
| Madhya Pradesh | 38 | 30 | 32 | 35 | 135 |
| Odisha | 141 | 142 | 19 | 19 | 321 |
| Sikkim | 1 | 1 | 2 | 1 | 5 |
| Uttar Pradesh | 40 | 45 | 75 | 83 | 243 |
| Uttarakhand | 77 | 105 | 73 | 48 | 303 |
| Total | 381 | 790 | 290 | 294 | 1755 |

(Based on Schedule II, SCPCR, Monitoring Tool)

Graph3. Year wise nos. of appeals:



The analysis of the data presented in the graph reveals significant trends in the number of RTE appeals across different financial years.

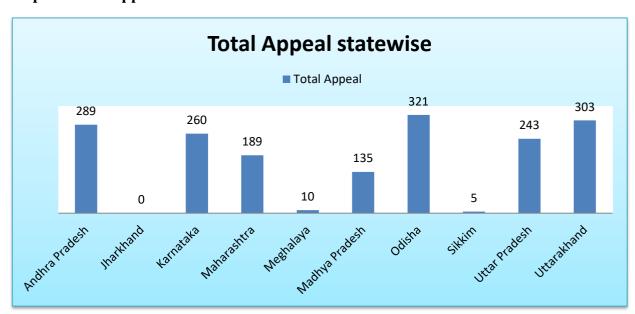
In the financial year 2019-2020, the number of appeals attended reached approximately 790, which is

more than double the appeals recorded in the previous year, 2018-2019, which stood at 381. This substantial increase in the number of appeals in 2019-2020 suggests a heightened focus on addressing RTE-related grievances during that period.

Furthermore, the financial year 2020-2021, which covered a shortened duration of 5 months (April 2020 to August 2020) due to the COVID-19 pandemic, registered 290 appeals. This figure is comparable to the 800 appeals recorded on average in the previous two financial years, 2019-2020 and 2020-2021 (12 months).

The spike in appeals during 2019-2020 and 2020-2021 can be attributed to various factors, including financial constraints faced by families during the COVID-19 pandemic, non-payment of school fees by underprivileged students, and issues related to the issuance of Transfer Certificates under the RTE, leading to the discontinuity of students from private schools.

The sustained high level of appeals in the 2020-2021 financial year, despite the reduced duration, further underscores the importance of robust and responsive grievance redressal mechanisms to support the implementation of the Right to Education Act.



Graph4. Total Appeals state-wise

The data presented in the graph provides a comparative analysis of the number of Right to Education (RTE) appeals entertained by the State Commissions for Protection of Child Rights (SCPCRs) in various states.

The analysis reveals that the SCPCR of Odisha entertained the highest number of appeals, reaching 321. This is followed by Uttarakhand with 303 appeals, Andhra Pradesh with 289 appeals, Karnataka with 260 appeals, Uttar Pradesh with 243 appeals, Maharashtra with 189 appeals, and Madhya Pradesh with 135 appeals.

In contrast, the states of Meghalaya and Sikkim recorded significantly lower numbers of appeals, with 10 and 5 appeals, respectively. Notably, no appeals were recorded in the Jharkhand chapter of the SCPCR during the period under consideration.

This comparative data highlights the disparities in the number of RTE-related grievances across different states, reflecting the varying challenges and priorities faced by the respective state-level child rights commissions in addressing educational issues.

The stark differences in the appeal numbers suggest the need for a deeper understanding of the factors

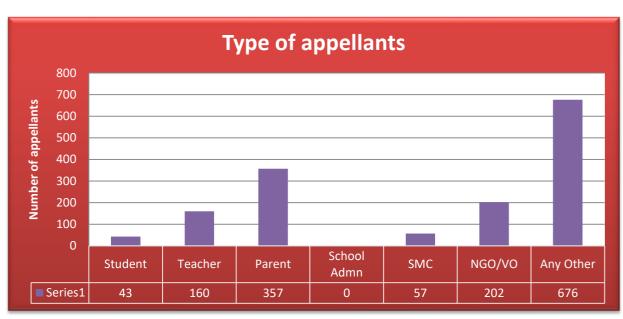
contributing to these variations, such as the effectiveness of grievance redressal mechanisms, awareness and accessibility of the SCPCR among the target population, and the specific educational challenges faced by each state.

Table6. States & Type of appellants:

| States | Student | Teacher | Parent | School Admn | SMC | NGO/ VOs | Any Other | Total |
|----------------|---------|---------|--------|----------------|-----|-------------|--------------|-------|
| Andhra Pradesh | 0 | 0 | 0 | 0 | 0 | 0 | 289 | 289 |
| Jharkhand | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Karnataka | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 260 |
| Maharashtra | 6 | 4 | 149 | 0 | 0 | 4 | 26 | 189 |
| Meghalaya | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 10 |
| Madhya Pradesh | 0 | 0 | 0 | 0 | 0 | 0 | 135 | 135 |
| Odisha | 3 | 0 | 62 | 0 | 2 | 28 | 226 | 321 |
| Sikkim | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 5 |
| Uttar Pradesh | 0 | 118 | 0 | 0 | 0 | 125 | 0 | 243 |
| Uttarakhand | 34 | 38 | 131 | 0 | 55 | 45 | 0 | 303 |
| Total | 43 | 160 | 357 | 0 | 57 | 202 | 676 | 1755 |

(Based on Schedule II, SCPCR, Monitoring Tool)

Graph5. Type of appellants for Grievances redress:



The largest number of appeals, totaling 676, were filed under the category of "Any other" applicants. This category encompasses a wide range of stakeholders, including local leaders, guardians, political entities, and activists, who have actively participated in the grievance redressal process.

Following the "Any other" category, parents were the next most prominent group of appellants, with 357 appeals filed.

Additionally, Non-Governmental Organizations (NGOs) and Voluntary Organizations (VOs) played a significant role, submitting 202 appeals. Teachers also contributed to the grievance redressal process, lodging 160 appeals. Furthermore, students and School Management Committees (SMCs) were also represented, with 43 and 57 appeals filed respectively.

The data underscores the importance of engaging a range of stakeholders, from parents and teachers to local leaders and civil society organizations, in addressing educational challenges and upholding the principles of the Right to Education. Continued efforts to strengthen the accessibility and responsiveness of the grievance redressal system can further encourage the active participation of all relevant stakeholders in the pursuit of equitable and quality education.

D. Factors (Challenges) which hinder the effective handling of appeal preferred u/s 32(3), RTE ACT, 2009

The analysis of the grievance redressal mechanism for appeals filed under Section 32(3) of the Right to Education (RTE) Act, 2009 has identified several key factors that hinder the effective handling of such appeals.

- One of the major challenges lies in the coordination between the district education departments and the Central Board of Secondary Education (CBSE) as well as the ICSE schools, which are private and centrally administered institutions.
- The lack of compliance by private and central board schools with the RTE Act provisions has emerged as a significant obstacle in effectively addressing the appeals.
- Insufficient staff, non-availability of legal advisors, and inadequate office infrastructure have also been identified as factors that impede the efficient handling of appeals.
- The two-tier system of grievance redressal at the district and block levels has resulted in a gradual reduction in the number of grievances received. Currently, the majority of the complaints pertain to issues such as unpaid fees, denial of appearing in examinations, and challenges related to the issuance of transfer certificates by private schools.
- Another challenge highlighted is the lack of proper recording of appeals and complaints, with a tendency to resolve them at the individual level through mutual discussions between the parties involved.
- These factors collectively undermine the effectiveness of the appeal handling process and the ability of the grievance redressal mechanism to provide timely and comprehensive solutions to the issues faced by the stakeholders.
- Addressing these challenges through targeted interventions, resource allocation, and strengthening of coordination between various educational authorities and

institutions can enhance the efficiency and accessibility of the RTE appeal redressal system.

E. Steps taken by the SCPCRs and districts to ensure awareness about the local grievance redressal Mechanism u/s 32, RTE Act, 2009

Table 7. SCPCR Chapters & Steps for awareness of RTE ACT

| SCPCR Chapters | Steps taken to ensure awareness | | | | | | |
|----------------|---|--|--|--|--|--|--|
| Andhra Pradesh | dhra Pradesh Review Meeting, workshop with NGO and Media Awareness | | | | | | |
| Karnataka | Direction to district authorities for awareness drives, sensitization programmes for Schools and taluk level stakeholder in coordination with NGOs and CSOs | | | | | | |
| Maharashtra | Organizing awareness programs in districts for children, teachers in association with education department, police administration and NGOs | | | | | | |
| Odisha | Awareness camps and meeting with local stakeholders | | | | | | |

(Based on Schedule II, SCPCR, Monitoring Tool)

F. Factors Contributing to Dissatisfied Complainants and Appeals under Section 32(3) of the RTE Act, 2009

Analysis has revealed several major reasons that lead to dissatisfied complainants and subsequent appeals under Section 32(3) of the Right to Education (RTE) Act, 2009:

- 1. There is a lack of awareness and heavy workload at the district level, leading to a lack of adequate support and effort from local authorities in addressing complaints received from the distressed public under Section 32(3) of the RTE Act.
- **2.** Parents whose children have secured admission under the RTE provisions often wish to transfer the admission as per their own convenience, without considering the established procedures, making the grievance redressal process more challenging.
- **3.** The delayed disposal of grievances by the district administration has also contributed to the dissatisfaction among complainants, prompting them to file

appeals.

G. Suggestions for Effective Handling of Grievances under Section 32 of the RTE Act, 2009

To address these challenges, the following suggestions have been made for the local authorities:

- **1.** Appointment of legal counselors and adequate staffing to handle the grievances effectively.
- **2.** Organizing training and sensitization programs for district and Block-level education department officials to improve their efficiency in addressing RTE-related complaints.
- **3.** Conducting awareness programs on the RTE admission procedure before the admission process to empower parents and guardians.
- **4.** Ensuring that local authorities are provided with sufficient opportunities to hear the complainants and take immediate action on their grievances.
- **5.** Disseminating RTE-related information and provisions through various channels, such as wall displays, school notices, SCPCR and district committee portals, to facilitate online grievance redressal.

H. Success Stories from SCPCR and Local Authorities

The report highlights several successful interventions by State Commissions for Protection of Child Rights (SCPCRs) and local authorities in addressing grievances related to the Right to Education (RTE) Act.

- 1. In Andhra Pradesh, the Chairperson of the APSCPCR directed the Commissioner of the School Education Department to reserve 25% of the seats as free seats in both private and government schools. The Commissioner implemented this directive under Letter No. ESE02-19028/1/2022-COMMSC-CSE, dated 22/09/2022.
- 2. In Maharashtra, a parent filed an appeal regarding admission under the 25% quota in a private school, as per Section 12(1)(c) of the RTE Act, 2009. The education department responded by sending a letter to the parent, directing the admission of the child in the private school. The admission process in Maharashtra was conducted completely online through a government portal. In this case, the Maharashtra State Commission for Protection of Child Rights (MSCPCR) made a recommendation to the Commissioner of School Education to facilitate the admission of the child under Section 12(1)(c) of the RTE Act.
- **3.** In Pune, Maharashtra, the Director of the Department of Primary Education, Pune, and the Education Officer of the Pune Municipal Corporation School Board directed the authorities to provide necessary assistance to the complainant and ensure the admission of the complainant's daughter in an appropriate class in a government-aided or government-recognized private-

- aided neighborhood school, considering the eligibility of the complainant's daughter.
- **4.** In Mysore, Karnataka, a father, Mr. Kumar, filed a complaint with the district authority regarding the denial of admission for his ward in Kautilya Vidyalaya, Datagally, Mysore. The complaint was received through Letter No. 56414, dated 13th May 2019. The District Administration subsequently directed the school to admit the student under the 25% free seat provision of the RTE Act, Section 32, and the ward was ultimately granted admission.

These success stories demonstrate the effective interventions by SCPCRs and local authorities in ensuring the implementation of the RTE Act, particularly in securing admissions for children under the 25% quota in private schools and addressing the grievances of parents and guardians.

KEY FINDINGS

The analysis of the grievance redressal system under the RTE Act has revealed several areas that require attention and improvement. The key recommendations are as follows:

- The report highlights a lack of awareness and knowledge among the members of the State Commissions for Protection of Child Rights (SCPCRs) and district-level officers regarding the notification on grievance redressal mechanisms under Section 32 of the RTE Act. Comprehensive training and sensitization programs should be conducted to enhance the understanding of the respective roles and responsibilities of these authorities.
- The report notes that SCPCR chapters are often unaware of their specific roles as appellate authorities in the grievance redressal process under the RTE Act. Efforts should be made to clearly define and communicate the mandate of SCPCRs, empowering them to play a more proactive and effective role in addressing RTE-related grievances.
- The current modes of receiving grievances, primarily in-person, have led to a lack of documentation at the state and district levels. The implementation of digital and online systems for filing and tracking grievances should be prioritized to enhance accessibility and improve record-keeping.
- The report observes that the nature of complaints against private and government schools varies, with the majority of complaints against private schools pertaining to admissions under Section 12(1)(c) of the RTE Act. Tailored approaches and guidelines should be developed to effectively address the unique challenges faced by different categories of schools.
- The report highlights the successful implementation of digital portals and computerized systems in states like Uttar Pradesh, Karnataka, and Maharashtra for receiving, processing, and redressing grievances under the RTE Act. Such technology-enabled solutions should be replicated and scaled up across all states to streamline the grievance redressal process.
- The lack of awareness among parents, students, teachers, and other stakeholders regarding the provisions of the RTE Act and the available grievance redressal mechanisms has been identified as a significant challenge. Comprehensive awareness campaigns and capacity-building initiatives should be undertaken to empower all the relevant stakeholders.
- The report notes the lack of synchronization in reporting grievances to higher authorities and the absence of a comprehensive system for periodic reporting. Improved coordination and the establishment of robust reporting mechanisms at the state and district levels can enhance transparency and accountability in the grievance redressal process.
- The report highlights the variable and often inadequate documentation of RTE implementation across different states. Developing standardized systems and guidelines for the documentation and management of RTE-related data can provide a more comprehensive understanding of the challenges and facilitate evidence-based policymaking.
- The report acknowledges the active role played by Non-Governmental Organizations

- (NGOs) in registering RTE-related complaints. The potential vested interests of these organizations should be carefully examined, and their efforts should be channeled towards constructive engagement and collaboration with the authorities.
- The report identifies factors such as judicial interventions, delayed reimbursements to private schools, and financial constraints as hindering the effective implementation of the grievance redressal mechanism. These contextual challenges should be addressed through a comprehensive and collaborative approach involving various stakeholders, including the judiciary, government agencies, and private school associations.

By implementing these recommendations, the grievance redressal system under the RTE Act can be strengthened, ensuring more effective and equitable access to quality education for all children.

Key Recommendations

Based on the analysis of the grievance redressal process, the following key recommendations are proposed to enhance the effectiveness and responsiveness of the system:

- The Ministry of Education should regularly analyze the trends in grievances and conduct
 a comprehensive root cause analysis. The findings should inform the development of
 remedial measures related to policy, procedures, and capacity building to address the
 underlying issues.
- The Ministry of Education, in collaboration with the National Commission for Protection of Child Rights (NCPCR) and State Commissions for Protection of Child Rights (SCPCRs), should establish a user-friendly online grievance redressal mechanism. This platform should enable the receipt, examination, and timely resolution of grievances within a prescribed timeframe.
- The Ministry of Education must allocate sufficient resources for the development and maintenance of the grievance redressal mechanism to ensure its sustainability and effectiveness.
- All SCPCRs should designate a Member, Member Secretary, or Chairperson as the Nodal Official for the redressal of grievances under the RTE Act, given the vital role of SCPCRs as appellate authorities at the state level.
- Interventions should be undertaken to create awareness and sensitize the members and authorities of Panchayati Raj Institutions (PRIs) regarding the grievance redressal process and their role in the context of private schools.
- Nodal officers (District Education Officers or Block Education Officers) should be appointed to register grievances and issue receipts, ensuring that the officer is not the subject of the grievance.
- The grievance registration process should allow for multiple modes, such as postal, telephone, internet, and in-person submissions. A prescribed format should be provided, but it should not be mandatory.
- All grievances received should be registered and acknowledged within seven days.
 Copies of the grievances should be sent to the SCPCR and linked to a Management Information System (MIS) that records data from the Panchayat to the state level. The local authority should maintain a record of complaints and acknowledgments.
- Complaints falling within the jurisdiction of the local authority should be disposed of through on-the-spot inspection and verification, with the resolution completed within seven working days. Complaints requiring action by other authorities should be referred to the nodal RTE officer within seven days.
- Failure to dispose of a complaint within the prescribed timeframe should be taken up by the supervising level and subsequently by the SCPCR/NCPCR. Repeated failure to dispose of complaints in the stipulated time should be reflected in the performance

appraisals of the concerned officers.

- Comprehensive awareness campaigns and capacity-building programs should be undertaken for the community, including Gram Panchayats, parents' associations, and civil society organizations, to empower them about the grievance redressal process and their rights under the RTE Act.
- By implementing these recommendations, the grievance redressal mechanism under the Right to Education Act can be strengthened, ensuring responsive and equitable access to quality education for all children.

Letters from stakeholders

झारखण्ड शिक्षा परियोजना, खूँटी नया समाहरणालय भवन, ब्लॉक-सीठ, चाईबासा रोड, खूँटी - 835210 दिनांक 31/12/2022 JEP/KHUNTI/1009 पत्रांक प्रेषक. संशोधित पत्र जिला शिक्षा पदाधिकारी-सह-जिला कार्यक्रम पदाधिकारी झारखण्ड शिक्षा परियोजना, खूँटी। सेवा में. रूपाली बनर्जी सिंह सदस्य सचिव. राष्ट्रीय बाल अधिकार संरक्षण आयोग, भारत सरकार शिक्षा अधिकार अधिनियम 2009 के U/S 32 से संबंधित प्रतिवेदन समर्पित विषय :-करने के संबंध में। मवदीय पत्रांक No-25017/13/2019-20/NCPCR/RTE-00112 दिनांक प्रसंग :-13.12.2022 एवं इस कार्यालय के पत्रांक 995 दिनांक 30.12.2022 महाशय, उपर्युक्त विषयक प्रसंगाधीन पत्र के आलोक में अंकित करना है कि शिक्षा अधिकार अधिनियम 2009 के U/S 32 में खूँटी जिला अन्तर्गत द्वारा पूर्व में जो एक मामला दर्शाया गया था वह वित्तीय वर्ष 2022-23 का है। विदित हो कि वित्तीय वर्ष 2018-19, 2019-20, 2020-21 एवं 2021-22 में कोई भी मामला प्राप्त नहीं हुआ है। उक्त सूचना भवदीय सेवा में सादर सूचनार्थ समर्पित। जिला कार्यक्रम पदाधिकारी अपर जिला कार्यक्रम पदाधिकारी. झारखण्ड शिक्षा परियोजना, खँटी। झारखण्ड शिक्षा परियोजना, खुँटी।



OFFICE OF THE DISTRICT PROJECT CO-ORDINATOR. SAMAGRA SHIKSHA, KALAHANDI, BHAWANIPATNA.- 766001 Phone:- 06670- 232083, 233114, e-mail:- dpckalassa.opepa@nic.in



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|---|----|-----|
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Date:-___1/01/2

To,

Member Secretary

Sub- Information Pertaining to Mechanism developed u/s 32 of RTE Act, 2009 for grievance Ref: - F.No-25017/13/2019-20/NCPCR/RTE/251461 dated 07.07.2022 of NCPCR, Sir,

In inviting a reference to the subject and letter cited above, I have to honour to inform you that ,no grievance related to the above mentioned subject has been received by this office for the period 2018-19 to 2020-21 . Hence , the information may be treated as

This is for favour of kind information and necessary action.

Yours faithfully,

Milleman

DEO-Cum-DPC Samagra Shiksha, Kalahandi

Memo- 2052

Dated- 11/11/22

Copy submitted to Collector-cum- Chairmam , SS, Kalahandi for favour of kind information and necessary action Mulling My Da

DEO-Cum-DPC Samagra Shiksha, Kalahandi

प्रेषक,

जिला बेसिक शिक्षा अधिकारी, वाराणसी।

सेवा में,

माननीय श्रीमती रूपाली बनर्जी सिंह सदस्य सचिव एनसीपीसीआर, भारत सरकार, नई दिल्ली।

^{पत्रांक}/ \5619

/२०२२-२३ दिनांक ०९-/२- २०२२

विषय-शोधकर्ताओं / सर्वेक्षकों को शिकायत निवारण अनुमति और सहयोग के लिए आरटीई अधिनियम, 2009 की धारा 32 में विकसित तंत्र पर एक अध्ययन से संबंधित जानकारी के संबंध में।

महोदया,

उपर्युक्त विषक्य कृपया अपने कार्यालय के पत्रांक 25017/13/2019-20/एन०सी०पी० सी० आर०/आर०टी०ई० डी०डी० 640 दिनांक 02-12-2022 का सन्दर्भ ग्रहण करने का कष्ट करें, जिसमें राष्ट्रीय बाल अधिकार संरक्षण आयोग (एनसीपीसीआर) बाल अधिकारों से संबंधित मामले से निपटने के लिए बाल अधिकार संरक्षण आयोग (सीपीसीआर) अधिनियम, 2005 के तहत रथापित भारत सरकार का वैधानिक निकाय है। राष्ट्रीय बाल अधिकार संरक्षण आयोग (NCPCR) ने बाल कल्याण संघ, (BKS) रांची झारखंड को "शिकायत निवारण के लिए RTE अधिनियम, 2009 की धारा 32 के तहत राज्यों में विकसित तंत्र की समीक्षा पर अध्ययन" से सम्मान्ति किया है।

अध्ययन का उद्देश्य शिकायतों के निवारण के लिए विकसित तंत्र की प्रकृति की समझ विकसित करना है। इसका उद्देश्य आरटीई अधिनियम की धारा 32 के तहत शिकायत निवारण तंत्र में जिम्मेदार/जवाबदेह हितधारकों की भूमिका की जांच करना भी है।

उक्त के क्रम में शिकायतों से संबंधित डेटा एकत्र करने के लिए शोधकर्ताओं को उनके दौरे

में सहयोग करने की अपेक्षा की गयी है।

इस संदर्भ में, यह प्रस्तुत किया जाता है कि एनसीपीसीआर द्वारा सूचित प्रारूप में जानकारी के लिए जिले में उपलब्ध जानकारी/डेटा के अनुसार तैयार किया गया है।

भवदीय अभि

डा० (अरविन्द कुमार पाटक) जिला बेसिक शिक्षा अधिकारी, वाराणसी।



ANDHRA PRADESH STATE COMMISSION FOR PROTECTION OF CHILD RIGHTS,



MANGALAGIRI

From The Secretary (FAC), AP State Commission for Protection of Child Rights (APSCPCR), Flat Nos: 510,511 & 512, MGM Capital, Chinakakani, Mangalagiri -522 503. Guntur District, Andhra Pradesh.

Mrs. Rupali Benerjee Singh, Member Secretary, NCPCR, GOI, New Delhi.

Lr.No.194/APSCPCR/2022, dt: 14.11.2022.

Madam.

APSCPCR- Information pertaining to a study on Sub:-

Mechanism developed in District Under Sector 32 of RTE Act, 2009 for grievance redressal -furnished -Regarding.

Lr.No.F.No.25017/13/2019-20/NCPCR/RTE/255526, Ref:-

Dt:01-11-2022 of the Member Secretary, NCPCR, Delhi.

Kind attention is invited to the subject and reference cited.

With reference to letter cited above, it is to inform that Sri Mukesh Barik and Sri Ankit Misra, Researcher/Surveyors have attended to Andhra Pradesh State Commission for Protection of Child Rights on 14-11-2022 for collecting the data/information pertaining to study on Mechanism developed in District U/S 32 RTE Act 2009 for grievance redressal.

In this Connection, it is informed that after bifurcation of the State of Andhra Pradesh, the State Commission for protection of Child Rights was established in the year August 2017. Accordingly, the Chairperson and (6) members were appointed for SCPCR for a team of three years from the date of assumes charge. i.e 2020.

Further, the new Chairperson and (5) Members were appointed for SCPCR in the month of April and August 2022. Accordingly, they assumed charge and attending their action.

In this context, it is submitted that as per information/data available in the commission is prepared furnished herewith for information in the format communicated by the NCPCR.

Encl: As above

Yours faithfully,

SECRETARY(EAC).

Copy to

Ms. Shivani Sharma - shivanipriyabks@gmail.com

Sri. Mukesh Barik - mukeshbarik@gmail.com

Sri. Ankit Mishra

- ankitmishra.bks@gmail.com

व्रषक,

जिला बेसिक शिक्षा अधिकारी, लखनऊ।

सेवा में,

रूपाली बैनर्जी सिंह सदस्य सचिव राष्ट्रीय बाल अधिकार संरक्षण आयोग।

पत्रांक विसक / आर०टी०ई० / 7129

2022-23 दिनांक 14-12-22

विषय— आर0टी0ई0 एक्ट 2009 व भारतीय संविधान की धारा 32 के अन्तर्गत प्राप्त शिकायतों का विवरण उपलब्ध कराने के सम्बन्ध में।

महोदया,

कृपया उपर्युक्त विषयक आपके पत्रांक— एफ0नम्बर—25017 /13 / 2019—20 / एन0सी0पी0सी0आर0 / आर0टी०ई०डी०डी०640 दिनांक 02.12.2022 का सन्दर्भ ग्रहण करने का कष्ट करें। जो कि आर0टी०ई० आर0टी०ई० एक्ट 2009 व भारतीय संविधान की धारा 32 के अन्तर्गत प्राप्त शिकायतों का विवरण उपलब्ध कराने के सम्बन्ध में है।

उक्त के सम्बन्ध में श्री मुकेश बारिक तथा अंकित मिश्रा द्वारा अधोहस्ताक्षरी कार्यालय में दिनांक 14.12.2022 को उक्त सूचना संकलित करने हेतु सम्पर्क किया गया जिसके कम में उक्त सभी सूचनांए अधोहस्ताक्षरी द्वारा उन्हें उपलब्ध करा दी गयी है।

> जिला बेसिक शिक्ष्म अधिकारी। 22 व्यनक 14(12) 22

पृ०स० / व दिनॉक उक्तवत्। प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित। 1—जिलाधिकारी महोदय, लखनऊ

2-मुख्य विकास अधिकारी महोदया, लखनऊ।

जिला बेसिक शिक्षा अधिकारी, लखनऊ।

Photographs during Investigation:













AUTHORITIES DESIGNATED FOR GRIEVANCE REDRESSAL IN THE STATES UNDER REVIEW

| STATE | BLOCK LEVEL | DISTRICT | STATE LEVEL | REMARKS | |
|-------------------|--|--|--|--------------|--|
| | | LEVEL | | | |
| Andhra Pradesh | Gram Panchayat Mandal Praja Parishad | District level Grievance Redressal Committee headed by Chairman, Zilla Parishad | State level Committee headed by Principal Secretary, Primary Education & Principal Secretary Secondary Education | | |
| | Mandal Parishad as Appellate authority to Gram Panchayat | | | | |
| JHARKHAND | There is no notification be Section 32 of RTE Act, 20 | | rievance Redressal Autl | nority under | |
| KARNATAKA | the activities of the school to the local authority a improving the school. students, parents, teached Prescribed Authorities Provisions of the Act. sanctions for procedure Executive Officer of the BEO of the block and DD Panchayat of the district procecution under the same (2) At the first level, the complaint about any vioconcerned school, mand and seek an explanation not satisfactory or fails the notice of the DDPI and the (3) The DDPI shall cau violation and make a reasonable opportunity deem fit. CEO of Zilla Pathese rules. (4) The CEO action for any violation of the control of the part of the ceo. | Int and Monitoring Committee may also involve all parents in hool and to motivate them to offer constructive suggestion and School Development and Monitoring Committee for the school. It shall also address grievances or complaints made be the hers and non-teaching staff of the school. It shall also address grievances or complaints made be the hers and non-teaching staff of the school. It is and Procedure for taking action for Violation of the teach of the section 35(1) the prescribed authority for previous reference under sections 13(2), 18(5), 19(5). Of the Act is the Chief of Eilla Panchayat of the district. It is the responsibility of the DPI of the district to report such cases to the CEO of the Zill ot, who after satisfying himself may accord such sanction for said section. The BEO on noticing violation of the Act or on receipt of solution of the Act by any person, shall issue a notice to the nagement, School Development and Monitoring Committee on within fifteen days from the date of notice. If the reply is to respond to the notice, he shall bring the violation to the the CEO of the Zilla Panchayat. The CEO of the Zilla Panchayat. The CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give years of the CEO of the Zilla Panchayat, who shall give | | | |
| MADHYA | Local authority | CEO, Zilla | SCPCR as appellate | | |
| PRADESH | 20001 ddillollity | Parishad | authority | | |

| MAHARASHTRA | Block / Ward level Committees in Municipal Corporation | District/ Municipal Corporation Level Committee | State Level Committee | |
|-------------|---|---|---|---|
| | District / Municipal Corporation Level Committee | State Level Committee | State Commission for Protection of Child Rights | |
| MEGHALAYA | Village Education Committee (VEC) Ward /Local Durbar | School Inspector & Ex-Officio, BMC- Block Mission Coordinator School Inspector & , URC-Urban Resource Centre | Joint Director, School Education | 15 days' time frame for grievance redressal |
| | | | Director of School Education & Literacy | |
| ODISHA | Local authority will examine and computerise the grievances, Redress the grievances | District Inspector of School will examine | SCPCR as Appellate Authority | Local authority to set aside time to listen to grievances, Local Authority to maintain confidentiality of the child if necessary Submit periodic report to school and ,mass education Matter violating the indian penal code, Local authority will facilitate registering FIR If the complaint is against an |

| | | | | authority, the responsibility of grievance redressal to be done by a higher authority |
|------------------|---|--|--|--|
| SIKKIM | School level-SMC Block Level- Committee headed by BDO | District – Committee headed by District Collector | SCPCR is appellate authority to all the Committees and their decision is final | |
| UTTAR PRADESH | Village Education Committee (VEC)/Ward Education Committee Appeal to Sahayak Basic Siksha Adhikari in rural and Siksha Adhikari in urban Local Authority Gram Panchayat as first authority Block Development Officer is appellate to panchayat level | Zilla Panchayat or Municipality as second level appellate | SCPCR is appellate to all the authorities in the State | Online Grievance Redressal |
| UTTARAKHAND | Local Authority Block Education Officer | District Education officer is the appellate to Block Education officer | State Director Primary education at state level and , Secretary , Education as the appellate | |
| | | Regional Development Commissioner is the appellate to District | SCPCR is appellate to all the authorities | |

PROVISIONS PROVIDED FOR GRIEVANCE REDRESSAL

The Right to Education (RTE) Act, 2009 provides a mechanism for redressing grievances related to the rights of children under the Act. Section 32 outlines the following process:

- 1. Any person with a grievance can submit a written complaint to the local authority having jurisdiction over the matter.
- 2. The local authority must decide on the complaint within three months after providing a reasonable opportunity for the concerned parties to be heard.
- 3. If aggrieved by the local authority's decision, an appeal can be preferred to the State Commission for Protection of Child Rights (SCPCR) or the authority prescribed under Section 31(3) of the Act.
- 4. The appeal shall be decided by the SCPCR or prescribed authority as per the provisions under Section 31(1)(c).

The RTE Model Rules, 2010 further specify that the SCPCR or the Right to Education Protection Authority (REPA) may set up a child helpline to register complaints regarding violation of child rights under the Act, monitored through a transparent online mechanism (Rule 28).

The Sarva Shiksha Abhiyan Framework for Implementation, 2011 issued by the Ministry of Education (formerly HRD) recommends setting up Grievance Redressal Committees headed by the Chairperson of the Panchayati Raj Institution (PRI) body or the concerned Standing Committee. These Committees may constitute small enquiry groups with PRI, Education Department, and Civil Society representatives to enquire into petitions/complaints and submit reports. The Grievance Redressal Committee shall then hear the concerned persons, take decisions, and issue necessary directions for settling the grievances, following due process and procedural guidelines

Review Study Tool

| S. No. | State: | of G | nposition rievance nmittee: | of No Offic Griev | | Address | s: | | 1. (a) Yestate hany gramecha handling grieva receives section RTE A | nas not rievand inism f ing nces ed und n sec-3 Act, 20 | ce for ler 2 of | 3.What to used to redata of a referred RTE AC (Register Computer Software Maintain Other Pl | ecord t ppeals u/s 32(T,2009 ·/ erised/ e/ Not ned/ An | he 3), |
|----------------------|----------------------|---------------------|--|-------------------------|----------------|---|---|------------------------|---|--|--------------------------|---|--|-------------|
| 1 | Andhra Prades | | | NA | | Andhra Commis protectic Right Flat no. MGM C Chinaka Manglag 522503 | sion for of Con | or Child 11, 512 | No | | | Not Main (Annual I | | |
| u/s 32(3 (In Pers |), RTE son/ By | ACT, 20 Post/ By | wise total 019 throug y Email/ B / Suo moto | gh belo y Phor | w modes ne/ | S. | | received (Student/ | through v | various / Pare | s appella nt/ Schoo | number ont. Ol Administs se specify | stration | |
| 2018- 2019 | 201 202 | | 2020-202 | 1 202 | 21-2022 | Total | | 2018- 2019 | 2019- 2020 | | 2020- 2021 | 2021- 2022 | To | otal |
| 72 | 210 |) | 7 | NA | <u> </u> | 289 | | 72 | 210 | | 7 | NA | 28 | 9 |
| | Status a ive colu | s closed | rrent stat/pending i | s of the | | | ved in | | | 9-20, 2 | | | nder | |
| Receiv | Clos | Pendi | Receiv | Clos | Pendi | Receiv | Clos | Pendi | Receiv | Clos | Pen | Receiv | Close | Pen |
| ed | ed | ng | ed | ed | ng | ed | ed | ng | ed | ed | ding | ed | d | ding |
| 72 | 72 | 0 | 210 | 210 | 0 | 7 | 7 | 0 | NA | NA | NA | 289 | 289 | 0 |
| | Status a | | status of tl /pending i | | _ | | | | | | 2021-22 1 | ınder resj | pective | |
| 2018-20 | 19 | | 2019-202 | 20 | | 2020-20 | 21 | | 2021-20 | 22 | | Total | | |
| Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng |

| recei ved V | Closed Within 3 months | 3-12 mont hs | More than year | | d R | Remarks | Tot rece | | Close | ed | | | | Pend | Ren | narks | |
|--|------------------------|--------------------|------------------------|--------------------------|------------------------|--|-------------|-------|---------------------|--------------------|-------------|---------------------------|----------------------|---------------------------|-------------------|--------------------|------------------|
| ved 3 n | 3 | mont | than year | • | | | | erv | | | | | | Į. | | Idi KS | |
| | | | 72 | | | | | | Withi 3 month | 1 | 3-12 mon | | More than year | _ ing | | | |
| 2020-202 | | | | 0 | re | All appeals eceived in Other Optic | ı |) | 0 | (| 0 | | 210 | 0 | | | |
| | 21 | | | | | 2021-20 | 022 | | | | | Tota | al | | | | |
| Tot Classification Cl | Closed | | Pen ding | | ark | Total recei ved | Closed | | | Pe | end ig | Tot al rece ived | e | ed | | | en ing |
| iveu | | With in 3 mont hs | 3-12 mon ths | Mor e than year | | | | i | in 3 | 3-12 mo nths | tha | ore an | | | With in 3 mont hs | 3-12 mo nths | Mo tha yea |
| | 7 | 0 | 0 | 7 | 0 | All appeal receive in Othe Option | red ner | 0 | 0 | 0 | NA | A | NA | 289 | 0 | 0 | 289 |
| | (From 9(m)/ | m Section | n 4/ 5/ 8)/ 13/ 14 | 8(b)/ 8(c) 4/ 15/ 16/ |)/ 8 (d | | and dura | 8(h)/ | / 8(i)/ 9 | 9(b)/ 9(| (c)/9 | 9(d)/9 | 9(e)/9(f) |)/ 9 (g)/ | 9(h)/ 9 | (i)/ 9(j) |)/ |

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| 72 | 0 | | 0 | 72 | 0 | rece | appeals ived in er Optio | n. | 210 | 0 | | 0 | 210 | 0 | rec | appe eived ner O |
|---|---|---|--|---|--|--|--|------------------|--|---|---|--|--|--|---|----------------------------|
| 2020 | -2021 | | | | | 2021 | -2022 | | | | | | Tota | 1 | | |
| Tot al | Closed | | | Pe ndi | Remar | Tot al | Closed | l | | | Pe ndi | Remark | Tot al | Closed | l | |
| rec eiv ed | With in 3 mont hs | 3-12 mon ths | More than year | ng | ks | rec eiv ed | With in 3 mont hs | 3-1 mo nth | tha | n | ng | S | rece ived | With in 3 mont hs | 3-12 mo nths | Mor than year |
| 7 | 0 | 0 | 7 | 0 | All appeals received in Other Option. | | 0 | 0 | NA | • | N A | All appeals received in Other Option. | 289 | 0 | 0 | 289 |
| 32(3) (Secti 9(d)/ 12(1) 29/ 30 | , RTE Action 4/ 5/ 8 9(e)/ 9(f) (c)/ 13/ 1 | et, 2009 8(b)/ 8(/ 9(g)/ 9 4/ 15/ 1 le 5(d)/ | 9 in year (c)/ 8(d)/ 9(h)/ 9(i), 16/ 17/ 18 | 2018-1 8(e)/ 8(/ 9(j)/ 9 8/ 19/ 21 | on the app 9. f)/ 8(g)/ 8((k)/ 9(l)/ 9 // 22/ 23/ 2 lay meal/ | (h)/ 8(i) (m)/ an 24/ 25/ 2 | / 9(b)/ 9(nd Section 26/ 27/ 28 | c)/ n | 32(3), 1 (Section 9(d)/ 9 12(1)(d) | RTE on 4/ (e)/ 9 e)/ 13 and | ACT, 5/ 8(b) 9(f)/ 9(8/ 14/ 1 Rule 5 | e the actio 2009 in yo // 8(c)/ 8(d g)/ 9(h)/ 9(5/ 16/ 17/ (d)/ Rule | ear 201)/ 8(e)/ (i)/ 9(j)/ 18/ 19/ | 9-2020. 8(f)/ 8(g)/ / 9(k)/ 9(I) 21/ 22/ 23 | / 8(h)/ 8)/ 9(m)/ 3/ 24/ 25 | (i)/ 9(and S 5/ 26/ |
| 2018 | -2019 | | | | | | | | 2019-2 | 2020 |) | | | | | |
| Tota | l no. of o | compla | aints rec | eived | | | | | Total | no. | of con | plaints r | eceive | d | | |
| 72 | | | | | | | | | 210 | | | | | | | |
| u/s 32 (Sect 9(b)/ 9(m), 22/ 2 | 2(3), RT ion 4/ 5/ 9(c)/ 9(d / and Se 3/ 24/ 25 | TE AC' 8(b)/ 9(e) ction 15/ 26/ 2 | T, 2009 8(c)/ 8(d)/ 9(f)/ 9 12(1)(c)/ 27/ 28/ 2 | in yea 1)/ 8(e) (g)/ 9(1 / 13/ 14 9/ 30 a | en on the ar 2020-2 / 8(f)/ 8(g h)/ 9(i)/ 9 d/ 15/ 16/ nd Rule : ed/ Other | 1. g)/ 8(h) (j)/ 9(k 17/ 18/ 5(d)/ R | / 8(i)/ x)/ 9(l)/ / 19/ 21/ | ed | u/s 32 (Section 9(b)/ 9 9(m)/ 22/ 23 | (3), on 4 (c)/ and / 24/ | RTE / / 5/ 8(9(d)/ Section / 25/ 2 | de the ac ACT, 200 b)/ 8(c)/ 8 9(e)/ 9(f)/ on 12(1)(c 6/ 27/ 28/ Scholarsh | 9 in y 3(d)/ 8(9(g)/ 9 2)/ 13/ 29/ 30 | vear 2021 (e)/ 8(f)/ 9(h)/ 9(i) 14/ 15/ 1) and Ru | -22. 8(g)/ 8(/ 9(j)/ 9 6/ 17/ 1 le 5(d)/ | (h)/ 8(P(k)/ 18/ 19 |
| 2020 | | | | | | | | | 2021-2 | | | | | | | |
| Tota | l no. of o | compla | aints rec | eived | | | | | Total | no. | of con | nplaints r | eceive | d | | |
| 7 16. P | lease sta | ate the | factors | which | hinder t | he effe | ctive ha | ndlir | ng of a | ppea | al refe | rred u/s 3 | 32(3),] | RTE AC | T, 2009 | 9. |
| 1 | | | | | 2 | | | | | 3 | | | 4 | | 5 | |
| No is | sue in H | andlin | g the app | peal | | | | | | | | | | | | |
| ensu | re awar | eness a | about th | e local | n by the S | | | | | | | the steps he grieva | | | | |
| Mecl | nanism ı | $\frac{\text{u/s } 32,}{2}$ | KTE A | ct, 200 3 | 9. | | 5 | 1 | | | | 2 | | 3 | 4 | 5 |
| Revie | ew ing with | Wo | | Throu Medi | ıgh | | | Re | eview M | | ing | Work with NGO | shop | Throug h Media | 7 | |

| S. No. | State | Of Gr | mposition ievance mmittee: | Of No Office Griev | er Of | Address | s: | | | 1. (a) V state h any gr mecha handli grieva receive section RTE A (YES/ | nas not rievand inism f ing nces ed und n sec-3 Act, 20 | ified be | 3.What to used to referred RTE AC (Register Computer Software Maintain Other Pl | record to appeals u/s 32(CT,2009 r/ erised/ e/ Not ned/ An | he 3), |
|---------------------|-------------------------------|--------------------|---|--------------------------|--------------|-------------------------------|----------------------|-----------------|-----------------------------------|--|--|--|---|--|-------------|
| 2 | Jhark nd | kha NA | 1 | NA | | Artisan Floor, G Dhurwa | Gol Ch | hakkaı | ., | No | | | File | | |
| u/s 32(3 (In Per | 3), RT son/ B | E ACT, By Post/ | r-wise total 2019 throu By Email/ B I)/ Suo moto | gh belov sy Phon | w mode e/ | s. | | receiv (Stud | ved the | hrough v Teacher | arious / Parei | appella nt/ Schoo | number o ant. ol Admini ase specif | stratio | |
| 2018- 2019 | | 019- 020 | 2020-202 | 1 202 | 1-2022 | Total | | 2018- 2019 | | 2019- 2020 | | 2020- 2021 | 2021- 2022 | To | otal |
| NIL | N | VIL | NIL | NIL | , | 0 | | | | | | | | | |
| | Status | as close | current stat d/pending i | | | | | | | | | | | ınder | |
| 2018-20 | 019 | | 2019-20 | 20 | | 2020-20 | 021 | | | 2021-20 |)22 | | Total | | |
| Receiv ed | Clos ed | Pend ng | i Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos | s Pe ng | ndi | Receiv ed | Clos ed | Pen ding | Receiv ed | Close d | Pen ding |
| ` / | Status | | status of tl d/pending i | | _ | | | | | , | | 021-22 ı | under res | pective | |
| 2018-20 | 019 | | 2019-20 | 20 | | 2020-20 | 21 | | | 2021-20 | 22 | | Total | | |
| Receiv ed | Clos ed | Pend ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Per ng | | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng |
| (From 9 9 m)/ 1 | Section 2(1)(c) rship i | n 4/ 5/ 80 | the year wi b)/ 8(c)/ 8(c) 15/ 16/ 17/ Other) | l)/ 8(e)/ | 8(f)/ 8(g | g)/8(h)/8 | 6(i)/ 9(5/ 26/ 2 | b)/ 9(c |)/ 9 (d / 29 / 3 | 1)/ 9(e)/ 9 | 9(f)/ 9(| g)/ 9(h)/ | 9(i)/9(j)/ | 9(k)/9 | (1)/ |
| Total | Close | ed | | Pen | d Rer | narks | To | tal | Close | ed | | | Pend | Rema | rks |

| recei ved | Within 3 months | 3-12 mont hs | Mo tha yea | n | ing | | | receiv ed | 3 | onths | 1 | 3-12 months | Mor than year | ı | ing | | | | |
|---------------------------|-----------------|--------------------|----------------------------|------------------------------|-----|-----------------------|--------|--------------------------|---|--------------------|---------|-----------------------|---------------------|------|------------------|----------|-----|----------------------|---|
| 2020-2 | 2021 | | | | | 2021-2 | | | | | | Total | | | | | | | |
| Tot al rece ived | Closed | | Pen din g | Rer ks | nar | Total recei ved | Closed | | | Pen ing | | Total recei ved | Closed | d | | | Per | | |
| | | Wit hin 3 mo nths | 3- 12 mo nth s | Mor e tha n year | | | | Wit in 3 mon hs | | 3-12 mo nths | e th | or an ear | | | Within 3 month s | | ont | More than year | ì |
| | 0 (| D) Di | | 1 (1 | | | | | | | | | | 10 / | | <u> </u> | | | _ |

8. (B) Please provide the year-wise status and duration taken to close direct compliant received under RTE ACT (From Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(m)/ 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day mean Scholarship related/ Other)

| 2018- | 2019 | | | | | | | 20 | 019-20 | 020 | | | | | |
|--|---|--|---|--|--|----------------------------------|--|--|--|--|--|---|--|--------------------------------|-----------------------------|
| Total received | | hin | 3-12 mont hs | More than year | Pend ing | Rem | arks | re | otal ecei ed | Closed Within 3 months | 3-12 mont | More than year | Pending | Rei | nark |
| 2020- | | | | | | 2021 | -2022 | | | | | Total | | | |
| al rec eiv | With in 3 mont hs | 3-12 mon ths | More than year | Pe ndi ng | Remar ks | Tot al rec eiv ed | With in 3 mont hs | 3-12 mo nths | Mor than year | ng | Remark s | Tot al rece ived | With in 3 mont hs | 3-12 mo nths | Moi thar year |
| 32(3), (Section 9(d)/9 12(1)(d 29/30 related 2018- | RTE Ac on 4/ 5/ 9(e)/ 9(f) c)/ 13/ 1 d and Ru d/ Other | ct, 2009 8(b)/ 8()/ 9(g)/ 4/ 15/ 1 dle 5(d) r) | 9 in year (c)/ 8(d)/ 9(h)/ 9(i) 16/ 17/ 18 | 2018-19 8(e)/ 8()/ 9(j)/ 9 8/ 19/ 21 7/ Mid d | on the appo 9. f)/ 8(g)/ 8(l (k)/ 9(l)/ 9(/ 22/ 23/ 24 lay meal/ 8 | h)/ 8(i). (m)/ ar 4/ 25/ 2 | / 9(b)/ 9(nd Section 26/ 27/ 28 | 32 (S) (S) 9(12 29 re | 2(3), R Section (d)/ 9(6 2(1)(c), D/ 30 a clated/ D19-2(| TE ACT 4/5/8(1 2)/9(f)/9 /13/14/ nd Rule Other) | de the actio r, 2009 in y p)/8(c)/8(d (g)/9(h)/9(15/16/17/ 5(d)/Rule 1 | ear 2019)/ 8(e)/ 8 i)/ 9(j)/ 9 18/ 19/ 2 17/ Mid | 9-2020. 6(f)/ 8(g)/ 9(k)/ 9(l) 1/ 22/ 23 day mea | 8(h)/ 8 / 9(m)/ / 24/ 25 | (i)/ 9(and \$ 5/ 26/ |

| 12. Please provide u/s 32(3), RTE AC (Section 4/ 5/ 8(b), 9(b)/ 9(c)/ 9(d)/ 9(9(m)/ and Section 22/ 23/ 24/ 25/ 26/ Mid day meal/ Sc | CT, 2009 / 8(c)/ 8(d e)/ 9(f)/ 9 12(1)(c)/ 27/ 28/ 2 | in year 202 1)/ 8(e)/ 8(f)/ (g)/ 9(h)/ 9(i / 13/ 14/ 15/ 9/ 30 and Ru | 0-21. / 8(g)/ 8(h)/ 8 i)/ 9(j)/ 9(k)/ 16/ 17/ 18/ 1 ule 5(d)/ Ru | 8(i)/ ' 9(l)/ 9/ 21/ | 13. Please provide the action taken on the appeal re u/s 32(3), RTE ACT, 2009 in year 2021-22. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule Mid day meal/ Scholarship related/ Other) 2021-2022 | | | | | | | | | |
|---|--|---|--|----------------------------|---|-------------------|--|-----|---|---|--|--|--|--|
| 2020-2021 | | | | | 2021-2 | 2022 | | | | | | | | |
| Total no. of comp | laints rec | eived | | | Total | no. of comp | laints recei | ved | | | | | | |
| 16. Please state th | ive han | dling of a | ppeal referr | red u/s 32(3) | , RTE A | CT, 2009 . | , | | | | | | | |
| | | | | | | | | | | | | | | |
| ensure awareness | 17. Please provide the steps taken by the SCPCR to ensure awareness about the local grievance redressal Mechanism u/s 32, RTE Act, 2009. | | | | | | 18. Please provide the steps taken by the district to en awareness about the grievances redressal Mechanism. | | | | | | | |
| 1 2 | | 3 | 4 | 5 | 1 | | 2 | 3 | 4 | 5 | | | | |
| | | | | | | | | | | | | | | |

| S. No. | State: | Composition Of Grievance Committee: | Contact No. Of Nodal Officer Of Grievance Committee: | Address: | 1. (a) Whether the state has notified any grievance mechanism for handling grievances received under section sec-32 of RTE Act, 2009. (YES/NO) | 3. What tool is bei ng used to rec ordthedat a of ap pea Is ref err ed u/s 32(3), RTE ACT,2009. (Register/ Co mpute rised/ Sof tware/ Not Maint ain ed/ An y Ot herPle aseSpe cify |
|--------|--------|-------------------------------------|--|----------|--|--|
|--------|--------|-------------------------------------|--|----------|--|--|

| | | | | | | | | | | | |) |
|---|--|------------------------------------|--------------------------|------------|------------------|--|------------------|--|--|------------------------------|------------------------------------|-------------------------------|
| 3 | Karnataka | a | | | | 4th floor, I Nrupatung Chennamn Bangalore | ga Roa na Cir | d, Rani cle, | | | | Re gist er and Co mp uter ise |
| RTE ACT (In Person moto/ Any | Γ, 2019 th n/ By Post y other,pl | rough be t/ By Ema ease spec | | e/ Online | e(website/ | portal)/ Suo | | 5. Please prappeal rece (Student/ T Administra other, pleas | eived through Seacher/ Pastion/ SMC/ Se specify) | gh vari rent/ S / NGO/ | ious appella chool /VOs/ Any | nnt. |
| 2018-2019 | 2019 | -2020 | 2020-2021 | 2021 | 1-2022 | Total | | 2018-2019 | 2019-20 | 020 | 2020-2021 | 202 |
| 0 | 199 | | 39 | 22 | | 260 | | | | | | |
| | atus as clo | sed/pend | | • | | | | | 2(3),RTE ACT, 2009. 119-20, 2020-21, 2021-22 und | | | |
| 2018-2019 | | .) | 2019-2020 |) | | 2020-2021 | | | 2021-202 | | | T ot al |
| | | Pendin g | 2019-2020 Received | Close d | Pendin g | 2020-2021 Received | | e Pendin g | 2021-202 Received | 22 | | ot |
| 2018-2019 | Close | Pendin | | Close | | | Close | | | Close | e Pendi | ot al |
| 2018-2019 Received (b) Please | Close d provide tatus as clo | Pendin g | | Close d | g aints recei | Received | Close d | g act, 2009. | Received | Close d | e Pendi ng | ot al |
| 2018-2019 Received (b) Please (Note: Sta | Close d | Pendin g | Received s of the direct | Close d | g aints recei | Received | Close d | g act, 2009. | Received | Close d | e Pendi ng | ot al |

| 154 | 74 | 80 | 279 | 21 | .7 | 62 | | 107 | 21 | 86 | | 407 | 94 | 313 | 3 | 407 | |
|--------------------------|---|------------------------------|----------------------|----------------------------|-------------------|---------------|-----------------------|---------------|----------------------|--------------|----------------------------|--------------------|-----------------------|----------|-------|-----|--------|
| (From 9(m)/ 1 Scholar | Please provious Section 4/5, 2(1)(c)/13/rship related | / 8(b)/ 8(c)/ 14/ 15/ 16/ | 8(d)/8(e) | / 8(f | f)/ 8 (g)/ | / 8 (I | h)/ 8(i)/ | / 9(b)/ 9(c)/ | 9(d)/ 9(9/ 30 an | e)/ 9 d R | O(f)/ 9(ule 5(c | (g)/9(h) | / 9(i)/ 9(j) | / 9(k)/ | 9(1)/ | | |
| 2018-2 | | | | | | | - | | 2019- | | | | | | | | |
| Total receive | Closed | | | | Pendi g | in | Rema | rks | Total receiv | | Close | | | | | Pe | nd |
| d | Within 3 months | 3-12 months | More than year | | | | | | d | | With mon | | 3-12 months | that yes | | | |
| | | | | | | | | | | | | | | | | | |
| 2020-2 | 021 | | | | | 2 | 2021-20 |)22 | | | | | Total | | | | |
| Total receiv ed | Closed | | Pendi ng | | marks | r e | Fotal receiv ed | Closed | | | | Pendi ng | Total receiv ed | Clos | ed | | |
| | | | Wit hin 3 mon ths | 3- 12 mo nth s | | ın | | | | n | Vithi a 3 nont as | 3-12 mon ths | More than year | | | | 3 m |
| | | | | | | | | | | | | | | | | | |

8. (B) Please provide the year-wise status and duration taken to close direct compliant received under RTE ACT (From Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(m)/ 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day mes Scholarship related/ Other)

| 2018-2019 | | | | | | | | 2 | 019-2 | 020 | | | |
|---|----------------------------|----------------------|--------------------------|---------------------------------|--------------------------------|---------------------------|-------------------------------|---|--|--|---|---|--|
| Total received | Witt mor | hin 3 | 3-12 mont hs | More than year | Pendi ng | Rem | arks | I | otal eceiv d | Close With mont | in 3 | 3-12 mont hs | Mo tha yea |
| 2020-2021 | | | | | | 2021 | -2022 | | | | | | To |
| Total received | Within 3 months | 3-12 mon ths | More than year | Pen din g | Remark s | Tot al rece ived | Within 3 months | 3-12 mon ths | Mor thar year | 1 | - 1 | Remarks | s To l rec vec |
| 10. Please Provide (in year 2018-19. (Section 4/ 5/ 8(b)/ 8(b)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 23/ 24/ 25/ 26/ 27/ 2 related/ Other) | 8(c)/ 8(d)/ ' 9(l)/ 9(m | 8(e)/ 8()/ and S | f)/ 8(g)/ 8 ection 12 | - 8(h)/ 8(i)/ 2(1)(c)/ 13 | 9(b)/ 9(c)/ 9 3/ 14/ 15/ 16 | 9(d)/ 9(d 5/ 17/ 18 | e)/ 9(f)/ 9(g s/ 19/ 21/ 2 | a) g)/ im 2/ (\$ 80 90 12 24 1' O | ppeal 1 1 year : Section (h)/ 8(i (h)/ 9(i 2(1)(c): 4/ 25/ 2 | referred 2019-20 4 / 5/ 8(i)/ 9(b)/ ! i)/ 9(j)/ 9 / 13/ 14/ 26/ 27/ 2 day me | u/s 20. b)/ 8 9(c)/ 0(k)/ 15/ 8/ 29 | he action t 32(3), RTF 8(c)/ 8(d)/ 8 / 9(d)/ 9(e)/ / 9(1)/ 9(m)/ 16/ 17/ 18/ 9/ 30 and R Scholarship | E AC 8(e)/ 8 7 9(f)/ 7 and 7 19/ 2 Rule 5 |
| Total no. of comp | laints re | ceived | | | | | | | | | mn | laints rece | |

| | ACT, 2009 (Section 4, 9(f)/ 9(g)/ 17/ 18/ 19/ | 9 in year 202 / 5/ 8(b)/ 8(c)/ 9(h)/ 9(i)/ 9(j) / 21/ 22/ 23/ 24 | action taken on the 0-21. / 8(d)/ 8(e)/ 8(f)/ 8(// 9(k)/ 9(l)/ 9(m)/ 4/ 25/ 26/ 27/ 28/ 2 related/ Other) | (g)/ 8(h)/ 8(i) and Section | / 9(b)/ 9(c 12(1)(c)/ 1 |)/ 9(d)/ 9(e)/ 13/ 14/ 15/ 16/ | the appear 2009 in y (Section 4 8(g)/8(h) 9(g)/9(h) Section 1 19/21/22 and Rule | e provide the actival referred u/s 32/ear 2021-22. 4/ 5/ 8(b)/ 8(c)/ 8(e)/ 8(i)/ 9(b)/ 9(c)/ 9(i)/ 9(j)/ 9(k)/ 9(1)(c)/ 13/ 14/ 15/ 2/ 23/ 24/ 25/ 26/ 2/ 5(d)/ Rule 17/ Mhip related/ Other | (3), R d)/ 8(e 0(d)/ 9 (1)/ 9(5/ 16/ 1 27/ 28/ id day |
|--------|--|---|---|--------------------------------|------------------------------|---|---|--|--|
| 2 | 2020-2021 | | | | | | 2021-202 | 2 | |
| r | Total no. o | of complaints | received | | | | Total no. | of complaints re | ceived |
| | 16. Please | state the fact | ors which hinder | the effective | handling 2 | of appeal referr | red u/s 32(3 | | 9. |
| j i | schools, w jurisdiction issued to the 17. Please awareness | who often distant authority visuem by educate provide the stabout the local | ordinating with Clance themselves from its, inspections or ion departments at the talk at | om any local directions | distric Private school | 18. Pleato ensu | by board ase providere awaren | e the steps taken ess about the grie | • |
| _ | RTE Act, | | 2 3 | 4 | 5 | redress | sal Mechar | usm. | |
| | | | | | | through district | octs awaren ograms for & taluk le | | |
| No. | State: | Composition of Grievance Committee | Of Nodal Officer Of | Address: | | 1. (a) Whe state has any grieved handling grievance received section so RTE Act | es cance es under ec-32 of , 2009. | 3.What tool is being used to record the data of appeals referred u/s 32(3), RTE ACT,2009. (Register/ Computerised Software/ Not Maintained/ Any Other Please Specify) | _ |

| 4 | Madhya | Yes | 9827297225 | Madhya Prad | esh Child | Yes | | Register an | nd |
|---------|--|-------------------|----------------|----------------|-------------|--------------|------------|-------------|-----|
| ' | | | ,02,2,1223 | 1 | | 105 | | C | 114 |
| | Pradesh | | | Protection for | r Child | | | Other | |
| | | | | Rights | | | | | |
| | | | | 59, 3rd Floor | , Narmada | | | | |
| | | | | Bhavan, Area | a Hills, | | | | |
| | | | | Bhopal | | | | | |
| | | | | | | | | | |
| 4. Plea | se provide | year-wise total r | number of appe | eal referred | 5. Please p | rovide year | wise total | number of | |
| | - | CT, 2019 throug | | | appeal rec | eived throug | gh various | appellant. | |
| , | , , | st/ By Email/ By | | | * * | Гeacher/ Pa | _ | | |
| Online | (website/po | ortal)/ Suo moto | Any other, ple | ase specify) | Administr | ation/ SMC | / NGO/VO | s/ Any othe | er, |
| | <u>. </u> | | , , , | | please spec | cify) | | | |
| 2018- | 2019- | 2020-2021 | 2021-2022 | Total | 2018- | 2019- | 2020- | 2021- | To |
| | 1 | | 1 | | l | 1 | 1 | 1 | I _ |

| | | | | | piease spec | шу) | | | |
|---------------|---------------|-----------|-----------|-------|---------------|---------------|---------------|---------------|----------|
| 2018- 2019 | 2019- 2020 | 2020-2021 | 2021-2022 | Total | 2018- 2019 | 2019- 2020 | 2020- 2021 | 2021- 2022 | To al |
| 38 | 30 | 32 | 35 | 135 | 38 | 30 | 32 | 35 | 13.5 |

6. (a) Please provide current status of the year wise appeal referred under u/s 32(3),RTE ACT, 2009. (Note: Status as closed/pending is of the complaints received in year 2018-19, 2019-20, 2020-21, 2021-22 under respective columns.)

| 2018-20 | 19 | | 2019-20 | 20 | | 2020-20 | 21 | | 2021-20 | 22 | | Total | |
|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|--------------------|
| Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pen ding | Recei ved | CI os e d |
| 38 | 38 | 0 | 30 | 27 | 3 | 32 | 32 | 0 | 35 | 23 | 12 | 135 | 1 2 0 |

(b) Please provide the status of the direct complaints received under RTE Act, 2009.

(Note: Status as closed/pending is of the complaints received in year 2019-20, 2020-21, 2021-22 under respective columns.)

| 2018-20 | 19 | | 2019-202 | 20 | | 2020-202 | 21 | | 2021-202 | 22 | | Total | |
|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|
| Receiv ed | Clos ed | Pendi ng | Recei ved | Clo sed |
| 38 | 38 | 0 | 30 | 27 | 3 | 32 | 32 | 0 | 35 | 23 | 12 | 135 | 12 0 |

8. (A) Please provide the year wise status and duration taken to close the appeal referred u/s 32 (3) RTE Act, 2009.

 $(From Section 4/5/8(b)/8(c)/8(d)/8(e)/8(f)/8(g)/8(h)/8(i)/9(b)/9(c)/9(d)/9(e)/9(f)/9(g)/9(h)/9(i)/9(j)/9(k)/9(l)/9(m)/12(1)(c)/13/14/15/16/17/18/19/21/22/23/24/25/26/27/28/29/30 \ and \ Rule 5(d)/Rule 17/Mid day meal/Scholarship related/ Other)$

2018-2019 2019-2020

| Total | Close | ed | | | Pen | Rer | narks | | T | ot | Clos | sed | | | | Pen | Ren | arks | _ |
|---------------------------|-----------------|----------------------------|------------------------------|----------------------|-----------------------------------|----------------|-------------------------------|-------------------|--------------------|------------------|------------------|---------|-----------------|-----------------------|----------------------|----------|--------------------|------|---|
| recei ved | Within 3 mont | | 3-12 mon ths | More than year | ding | | | | al re iv | ce | Witi 3 mor | | 3-1 mo hs | nt 1 | More than year | din g | | | |
| 38 | | | 38 | | 0 | 1 | appeals er Opti | s received on. | in 30 |) | | | 27 | | | 3 | 1 | | |
| 2020-2 | 2021 | | | | | | 2021 | -2022 | | | | | ' | Total | | | | | |
| Tot al rece ived | hin 3 mon | 3- 12 mo nth s | Mor e tha n year | | Rema | rks | To tal rec eiv ed | With in 3 mont hs | 3-12 mon ths | Mo tha yea | | Pending | | Total recei ved | Witt 3 more | hin | 3-12 mont hs | | |
| 32 | | 32 | | 0 | All appear received in Oth Option | ed er n. | 35 | | 23 | | | 12 | | 135 | | | 120 | | |

8. (B) Please provide the year-wise status and duration taken to close direct compliant received under RTE ACT, 2009

 $(From \ Section \ 4/\ 5/\ 8(b)/\ 8(c)/\ 8(d)/\ 8(e)/\ 8(f)/\ 8(g)/\ 8(h)/\ 8(i)/\ 9(b)/\ 9(c)/\ 9(d)/\ 9(e)/\ 9(f)/\ 9(g)/\ 9(h)/\ 9(j)/\ 9(k)/\ 9(l)/\ 9(m)/\ 12(1)(c)/\ 13/\ 14/\ 15/\ 16/\ 17/\ 18/\ 19/\ 21/\ 22/\ 23/\ 24/\ 25/\ 26/\ 27/\ 28/\ 29/\ 30 \ and \ Rule\ 5(d)/\ Rule\ 17/\ Mid\ day\ meal/\ Scholarship\ related/\ Other)$

| 2018-20 | 019 | | | | | 2019-2 | 2020 | | | | |
|--------------|-----------------|--------------------|----------------------|-------------|---------------------------------------|----------------|-----------------|--------------------|----------------------|----------|---------------------------------------|
| Total receiv | Closed | | | Pend ing | Remarks | Total recei | Closed | | | Pend ing | Remar ks |
| ed | Within 3 months | 3-12 mont hs | More than year | | | ved | Within 3 months | 3-12 mont hs | More than year | | |
| 38 | | 38 | | 0 | All appeals received in Other Option. | 30 | | 27 | | 3 | All appeals receive d in Other Option |

| 2020 | -2021 | | | | | 2021 | -2022 | | | | | Tota | l | | |
|--|--|---|---|---|---|-----------------------------------|---------------------------------------|--------------------|--|--|--|---|--|---|------------------------------------|
| Tot al | Closed | | | Pe ndi | Remar ks | Tot al | Closed | | | Pe ndi | Remarl s | Tot al | Closed | | |
| rec eiv ed | With in 3 mont hs | 3-12 mon ths | More than year | ng | | rec eiv ed | With in 3 mont hs | 3-12 mor ths | | ı "5 | | rece ived | With in 3 mont hs | 3-12 mon ths | or th n ye |
| 32 | | 32 | | 0 | All appeals receive d in Other Option. | 35 | | 23 | 0 | 12 | All appeals receive d in Other Option. | 135 | | 120 | ar |
| 32(3) (Secti 9(d)/ 12(1) 29/30 relate | , RTE Ao ion 4/ 5/ 9(e)/ 9(f) (c)/ 13/ 1 0 and Ru ed/ Other | ct, 2009 8(b)/ 8(c)/ 9(g)/ 9 4/ 15/ 10 ale 5(d)/ | in year 2 c)/ 8(d)/ 8 0(h)/ 9(i)/ 6/ 17/ 18/ | 2018-19 8(e)/ 8(79(j)/ 9 719/ 21 | on the appe 9. f)/ 8(g)/ 8(l (k)/ 9(l)/ 9(/ 22/ 23/ 24 lay meal/ S | n)/ 8(i)/ m)/ and l/ 25/ 20 | 9(b)/ 9(c) d Section 6/ 27/ 28/ |)/ | referred (Section 9(b)/ 9(d 9(m)/ ai 22/ 23/ 2 Mid day | d u/s 32(3 n 4/ 5/ 8(b c)/ 9(d)/ 9 nd Section 24/ 25/ 26 y meal/ Se | le the action), RTE AC)/ 8(c)/ 8(d (e)/ 9(f)/ 9 in 12(1)(c)/ / 27/ 28/ 29 cholarship | CT, 2009 ()/ 8(e)/ 8 (g)/ 9(h) 13/ 14/ ()/ 30 and |) in year 2 8(f)/ 8(g)/ / 9(i)/ 9(j) 15/ 16/ 17 d Rule 5(d | 2019-20 8(h)/ 8(/ 9(k)/ 9 / 18/ 19 | (i)/ 9(l)/ / 21/ |
| | 3-2019 ll no. of o | compla | ints rec | eived | | | | | 2019-20 Total n | | nplaints r | eceived | l | | |
| 38 | | | | | | | | | 30 | | | | | | |
| u/s 3 (Sect 9(c)/ and 3 24/ 2 | 2(3), RT tion 4/ 5/ 9(d)/ 9(Section 25/ 26/ 27 | FE AC' / 8(b)/ 8 (e)/ 9(f)/ 12(1)(c 7/ 28/ 2 | Γ, 2009 8(c)/ 8(d / 9(g)/ 9(c)/ 13/ 14 | in yea)/ 8(e) (h)/ 9(i / 15/ 1 d Rule | en on the a or 2020-21 / 8(f)/ 8(g) i)/ 9(j)/ 9(l 6/ 17/ 18/ e 5(d)/ Rui | / 8(h)/ k)/ 9(l) 19/ 21 | 8(i)/ 9(b / 9(m)/ / 22/ 23/ | 0)/ | referre 22. (Sectio 8(i)/ 9(l 9(k)/ 9(17/ 18/ Rule 5(| ed u/s 32 n 4/ 5/ 8(b)/ 9(c)/ (1)/ 9(m)/ 19/ 21/ 2 | ide the ac (3), RTE (b)/ 8(c)/ 8 9(d)/ 9(e)/ ' and Sect 22/ 23/ 24/ : 17/ Mid | ACT, 2 8(d)/ 8(d)/ 9(f)/ | 2009 in y e)/ 8(f)/ 8 (g)/ 9(h)/ 1)(c)/ 13/ / 27/ 28/ | ear 202 (g)/ 8(l 9(i)/ 9(14/ 15 29/ 30 a | 21- h)/ (j)/ 5/ 16 and |
| | -2021 | | | | | | | | 2021-2 | 022 | | | | | |
| | l no. of | compla | ints rec | eived | | | | | | o. of cor | nplaints r | eceived | l | | |
| 32 | | | | | | | | | 35 | | | | | | |
| 16. P | 'lease sta | ate the | factors | which | hinder th | e effec | tive han | dling | of app | | rred u/s 3 | 2(3), R | TE ACT | | |
| 1 | | | | | 2 | | | | | 3 | | 4 | | 5 | |
| ensu | re awar | eness a | _ | e local | n by the S grievance | | | ens | | vareness | e the steps about the | | • | | 0 |
| 1 | | 2 | | 3 | 4 | | 5 | 1 | | | 2 | | 3 | 4 | 5 |

| | ate: | Compo Of Grievan Commi | nce Control Control | Contact N Of Nodal Officer Of Grievance Committe | f | ddress: | | | 1. (a) Whe state has rany grieva mechanism handling grievances received usection sec RTE Act, (YES/ NO | notified ince in for s nder e-32 of 2009. | bei rec da app ref 320 AC (Ro Co / S No Ma An Ple | What tool is ing used to cord the ta of peals ferred u/s (3), RTE CT,2009. egister/ omputerise oftware/ ot aintained/ ny Other ease ecify) | |
|---|----------------------|---------------------------------|--------------------------|--|----------|---|---|-------------------------------|--|---|--|---|-------------|
| 5 | Mahar | ra NIL | | NIL | <u> </u> | MAHAF | RASH | ΓRA | | | ~ P | Register an | nd |
| 4.50 | shtra | | | | | FOR PR CHILD floor, Go Transpor Building Pochakh Worli, M | OTEC RIGH overnm et servi e, Sir anwala Iumba | nent ace a Rd., i-3- | 7 | | | Computeri | sed |
| 4. Please pro 32(3), RTE A (In Person/ I Suo moto/ A | ACT, 20 By Post/ | 19 throu By Ema | ugh below ail/ By Pho | modes. | - | | | appeal re (Student/ | eceived thi / Teacher/ ration/ SM | ough v Parent | arious t/ Schoo | number of appellant. ol 'Any other | , |
| 2018-2019 | 202 | 19- 20 | 2020-202 | 21 2021 | 2022 | Total | | 2018- 2019 | 2019- 2020 | | 020- 021 | 2021-2022 | T o t a |
| | | l | | | | | | | | | | | 1 |
| 2 | 0 | | 2 | 9 | | 13 | 9 | 9 | 55 | 4 | 1 | 84 | 1 8 9 |
| 6. (a) Please (Note: Status respective co | provide s as clos | sed/pend | t status of | the year | | ppeal refe | rred u | ınder u/s | 32(3),RT | E ACT, | , 2009. | | 8 |
| 6. (a) Please (Note: Status | provide s as clos | sed/pend | t status of | the year the compl | | ppeal refe | rred u year 2 | ınder u/s | 32(3),RT | E ACT, | , 2009. | | 8 |

| 2 | 1 | 1 | 0 | 0 | 0 | 2 | 0 | 2 | 10 | 0 | 10 | 14 | 1 |
|---|---|---|---|---|---|---|---|---|----|---|----|----|---|
| | | | | | | | | | | | | | |

(b) Please provide the status of the direct complaints received under RTE Act, 2009.

(Note: Status as closed/pending is of the complaints received in year 2019-20, 2020-21, 2021-22 under respective columns.)

| 2018-2019 | | | 2019-20 | 20 | | 2020-20 | 21 | | 2021-20 | 2.2. | | Total | | |
|-----------|----------------------------|---|---------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|--------|--------|
| 2010 2017 | | | 2017 20 | 20 | | 2020 20 | -1 | | 2021 20 | | | 1000 | | |
| Received | eceived Clos Pend ed ng | | | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | C | P e |
| | | | | | | | | | | | | | O S | n |
| | | | | | | | | | | | | | e | i |
| | | | | | | | | | | | | | d | n g |
| 9 | 0 | 9 | 55 | 8 | 47 | 41 | 1 | 40 | 84 | 0 | 84 | 189 | 9 | 1 |
| | | | | | | | | | | | | | | 0 |
| | | | | | | | | | | | | | | |

8. (A) Please provide the year wise status and duration taken to close the appeal preffered u/s 32 (3) RTE Act, 2009. (From Section 4/5/8(b)/8(c)/8(d)/8(e)/8(f)/8(g)/8(h)/8(i)/9(b)/9(c)/9(d)/9(e)/9(f)/9(g)/9(h)/9(i)/9(j)/9(k)/9(l)/9(m)/12(1)(c)/13/14/15/16/17/18/19/21/22/23/24/25/26/27/28/29/30 and Rule 5(d)/ Rule 17/ Mid day meal/Scholarship related/ Other)

| 2018-201 | 19 | | | | | | 2019-20 | 020 | | | | | |
|-------------------|-----------------|--------------------|----------------------|-------------|----------------------|--------|-----------------------|-----------------|-------------|------------|---------------------|-------------|-------------------------------|
| Total received | Closed | | | Pend ing | Rema | ·ks | Total receiv ed | Closed | | | | Pend ing | Rem |
| | Within 3 months | 3-12 mont hs | More than year | | | | | Within 3 months | 3-12 mon | | Mor than year | n | |
| 2 | 0 | 0 | 1 | 1 | 02 Apreceive u/s 12(| d as | 1 | 0 | 0 | | 1 | 0 | App eals recei ved as u/s 18. |
| 2020-202 | 21 | | | | 20 | 21-202 | 2 | | | To | tal | | |
| Total receiv | Closed | Pe dii | | arks | Tota rece | | sed | | Pend ing | Tot rec | | Closed |] |

| ed | | | | | | ved | | | | | ved | | | | n |
|----|------------------|----------------------------|--------------------------|---|---|-----|-------------------|--------------------|----------------------|----|-----|-------------------|--------------------|-------------------------|--------|
| | Within 3 mon ths | 3- 12 mo nth s | Mor e than year | | | | With in 3 mont hs | 3-12 mon ths | More than year | | | With in 3 mont hs | 3-12 mon ths | N o r e t h a n y e a r | n g |
| 3 | 0 | 0 | 0 | 3 | 01 Appeal received u/s 8(b), 01 Appeal received u/s 9(f) and 01 Appeal received u/s 12(1)(c). | 11 | 0 | 0 | 0 | 11 | 17 | 0 | 0 | 2 | 5 |

8. (B) Please provide the year-wise status and duration taken to close direct compliant received under RTE ACT, 2009

 $(From \ Section \ 4/\ 5/\ 8(b)/\ 8(c)/\ 8(d)/\ 8(e)/\ 8(g)/\ 8(g)/\ 8(h)/\ 8(i)/\ 9(b)/\ 9(c)/\ 9(d)/\ 9(e)/\ 9(g)/\ 9(h)/\ 9(i)/\ 9(j)/\ 9(l)/\ 9(m)/\ 12(1)(c)/\ 13/\ 14/\ 15/\ 16/\ 17/\ 18/\ 19/\ 21/\ 22/\ 23/\ 24/\ 25/\ 26/\ 27/\ 28/\ 29/\ 30 \ and \ Rule\ 5(d)/\ Rule\ 17/\ Mid\ day\ meal/\ Scholarship\ related/\ Other)$

| 2018-201 | 9 | | | | | 2019-2 | 020 | | | | |
|----------------|-----------------|--------------------|----------------------|-------------|--|----------------|-----------------------|--------------------|----------------------|-------------|--|
| Total received | Closed | | | Pend ing | Remarks | Total recei | Closed | | | Pen ding | Remark s |
| received | Within 3 months | 3-12 mont hs | More than year | - mg | | ved | Within 3 months | 3-12 mont hs | More than year | unig | 3 |
| 9 | 0 | 0 | 0 | 9 | 01 Appeal received u/s 5, 01 Appeal received u/s. 8(c), 01 appeal received u/s 12(1)(c) and 06 appeal received | 55 | 0 | 6 | 2 | 47 | 03 Appeal received u/s 5, 01 Appeal received u/s 8(a), 01 Appeal received |

| 2020-2 | 2021 | | | | | u/s 1 | 17 1-2022 | | | | | Total | | u/s 8(03 ap receiv u/s 9(09 ap receiv u/s 12(1) 01 Aj receiv u/s 13 Appe receiv u/s 16 appea receiv u/s 17 Appe receiv u/s 19 and 0 Appe receiv u/s 24 | opeal ved (f), opeal ved (c), opeal ved (d), opeal |
|--------------|-------------------|------|--------------------------|-----|--------|-----------|--------------|------|--------------------------|-----|----------|-----------|--------|--|---|
| Total | Closed | 1 | | Pe | Remark | | Closed | 1 | | Pe | Remarks | Tota | Closed | 1 | |
| | Closed | l | | | RAMARK | | | | | | Remarks | | | | |
| recei | | | | ndi | S | al | | | | ndi | Tema no | l l | | | |
| recei ved | With | 3-12 | Mor | | | al rec | With | 3-12 | Mor | | Temai no | l rece | With | 3-12 | Mo |
| | With in 3 mont hs | | Mor e than year | ndi | | al | | | Mor e than year | ndi | Acmur As | l | | | Mo re tha n yea r |

| Appeal Appeal | |
|--|--|
| received | |
| u/s 18. | |
| | |
| | |
| | |
| | |
| | |
| | |
| 10. Please Provide the action taken on the appeal referred u/s 32(3), | 11. Please provide the action taken on the appeal |
| RTE Act, 2009 in year 2018-19. | referred u/s 32(3), RTE ACT, 2009 in year 2019-2020. |
| (Section 4/5/8(b)/8(c)/8(d)/8(e)/8(f)/8(g)/8(h)/8(i)/9(b)/9(c)/ | (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ |
| 9(d)/9(e)/9(f)/9(g)/9(h)/9(i)/9(j)/9(k)/9(l)/9(m)/ and Section | 9(b)/9(c)/9(d)/9(e)/9(f)/9(g)/9(h)/9(i)/9(j)/9(k)/9(l)/ |
| 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ | 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ |
| 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ | 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ |
| Other) | Mid day meal/ Scholarship related/ Other) |
| | |
| 2010 2010 | |
| 2018-2019 | 2019-2020 |
| | |
| Total no. of complaints received | Total no. of complaints received |
| | - |
| 2 | 142 |
| | 112 |
| | |
| | |
| | |
| 12 Please provide the action taken on the appeal referred u/s | 13 Please provide the action taken on the appeal |
| 12. Please provide the action taken on the appeal referred u/s | 13. Please provide the action taken on the appeal |
| 32(3), RTE ACT, 2009 in year 2020-21. | referred u/s 32(3), RTE ACT, 2009 in year 2021- |
| 32(3), RTE ACT, 2009 in year 2020-21. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ | referred u/s 32(3), RTE ACT, 2009 in year 2021- 22. |
| 32(3), RTE ACT, 2009 in year 2020-21. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ and | referred u/s 32(3), RTE ACT, 2009 in year 2021- 22. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ |
| 32(3), RTE ACT, 2009 in year 2020-21. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ | referred u/s 32(3), RTE ACT, 2009 in year 2021- 22. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ |
| 32(3), RTE ACT, 2009 in year 2020-21. (Section 4/5/8(b)/8(c)/8(d)/8(e)/8(f)/8(g)/8(h)/8(i)/9(b)/9(c)/9(d)/9(e)/9(f)/9(g)/9(h)/9(i)/9(j)/9(k)/9(l)/9(m)/and Section 12(1)(c)/13/14/15/16/17/18/19/21/22/23/24/25/26/27/28/29/30 and Rule 5(d)/Rule 17/Mid day meal/ | referred u/s 32(3), RTE ACT, 2009 in year 2021- 22. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ |
| 32(3), RTE ACT, 2009 in year 2020-21. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ | referred u/s 32(3), RTE ACT, 2009 in year 2021- 22. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and |
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| 32(3), RTE ACT, 2009 in year 2020-21. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other) | referred u/s 32(3), RTE ACT, 2009 in year 2021-22. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other) |
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| 32(3), RTE ACT, 2009 in year 2020-21. (Section 4/ 5/8(b)/8(c)/8(d)/8(e)/8(f)/8(g)/8(h)/8(i)/9(b)/9(c)/9(d)/9(e)/9(f)/9(g)/9(h)/9(i)/9(j)/9(k)/9(l)/9(m)/and Section 12(1)(c)/13/14/15/16/17/18/19/21/22/23/24/25/26/27/28/29/30 and Rule 5(d)/Rule 17/Mid day meal/ Scholarship related/ Other) | referred u/s 32(3), RTE ACT, 2009 in year 2021-22. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other) |
| 32(3), RTE ACT, 2009 in year 2020-21. (Section 4/ 5/8(b)/8(c)/8(d)/8(e)/8(f)/8(g)/8(h)/8(i)/9(b)/9(c)/9(d)/9(e)/9(f)/9(g)/9(h)/9(i)/9(j)/9(k)/9(l)/9(m)/and Section 12(1)(c)/13/14/15/16/17/18/19/21/22/23/24/25/26/27/28/29/30 and Rule 5(d)/Rule 17/Mid day meal/ Scholarship related/ Other) | referred u/s 32(3), RTE ACT, 2009 in year 2021-22. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other) |
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| 17. Please provid awareness about u/s 32, RTE Act, | the local gr | • | | nsure | 18. Pleas | Non availabit of Commission of | steps | findin office taken | by the dist | | |
|--|---|---|--|-------|-----------|--|-------|---------------------------|-------------|---|---|
| 1 | 2 | 3 | 4 | 5 | 1 | | 2 | | 3 | 4 | 5 |
| 1. MSCPCR | MSCPCR | MSCPCR | MSCPCR | 3 | NA | | | | 3 | 4 | 3 |
| has recommended to the commissioner(e ducation) to take necessary steps to ensure that no recommendator y letters are issued by any of the officers to the schools in respect of RTE admissions under 12 (1) (C) | has organised various awareness programm es in district | has organised various programm s for children, teacher in collaborat ion with NGO's | has organised various program ms for children, teacher in collaborat ion with School education departme nt & Police departme nt. | | | | | | | | |

| 5.110. | State. | Of Grie | evance amittee: | Of No Office Griev | er Of | Address | • | | any gr mecha handli grieva receive section | as noti rievance mism fo ng nces ed unde n sec-32 Act, 200 | fied e or er c of | being use record that appeals a u/s 32(3) ACT,200 (Register Compute Softward Maintain Other Pl Specify) | ed to ne data referred , RTE 199. c/ erised/ Not ned/ An | l |
|----------|---|----------------------------|--|--------------------------|-------|------------|----------|----------|---|---|-------------------|--|--|-----------|
| 6 | Meghal | NA | | NA | | Meghala | ıya Stat | e | No | | | File | | |
| | aya | | | | | Commis | sion fo | r | | | | | | |
| | | | | | | Protection | on of Cl | hild | | | | | | |
| | | | | | | Rights | | | | | | | | |
| | | | | | | Lower L | | • | | | | | | |
| | Please provide year-wise | | | | | Shillong | , Megh | alaya, | | | | | | |
| (In Pers | son/ By | Post/By /portal)/ 9- | 019 throug Email/ B Suo moto 2020-202 | y Phon o/ Any | ie/ | | fy) (S | Student/ | | Paren Any oth | t/ Schoo | ol Admins se specify 2021- 2022 | ') |) otal |
| | | 0 | | | | | | | | | | | | |
| 3 | 3 | | 2 | 2 | | 10 | 3 | 3 | 3 | 2 | | 2 | 10 | |
| (Note: S | 6. (a) Please provide cu (Note: Status as closed respective columns.) | | pending i | s of the | | ints recei | ved in | | 8-19, 2019 | 9-20, 20 | | 2021-22 u | nder | |
| 2018-20 | 2018-2019 2019- | | | | | 2020-20 | 21 | | 2021-20 |)22 | | Total | | |
| Receiv | 0.00 | | Receiv | 0.00 | Pendi | Receiv | 0.00 | | | 0.00 | Pen | Receiv | Close | P |
| ed | ed | ng | ed | ed | ng | ed | ed | ng | ed | ed | ding | ed | d | e |
| | | | | | | | | | | | | | | n d |
| | | | | | | | | | | | | | | u |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | 'n |

1. (a) Whether the 3. What tool is

S. No. State: Composition Contact No. Address:

(b) Please provide the status of the direct complaints received under RTE Act, 2009. (Note: Status as closed/pending is of the complaints received in year 2019-20, 2020-21, 2021-22 under respective columns.)

| 2018-20 | 19 | | 2019-20 | 20 | | 2020-202 | 21 | | 2021-202 | 22 | | Total | | |
|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|
| Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | P e n |

| I | | | | | | | | | | | | | | | di |
|---|---|---|---|---|---|---|---|---|---|---|---|---|----|----|----|
| | | | | | | | | | | | | | | | n |
| | | | | | | | | | | | | | | | g |
| | 3 | 3 | 0 | 3 | 3 | 0 | 2 | 2 | 0 | 2 | 2 | 0 | 22 | 22 | 0 |
| L | | | | | | | | | | | | | | | |

8. (A) Please provide the year wise status and duration taken to close the appeal referred u/s 32 (3) RTE Act, 2009. (From Section 4/ 5/8(b)/8(c)/8(d)/8(e)/8(f)/8(g)/8(h)/8(i)/9(b)/9(c)/9(d)/9(e)/9(f)/9(g)/9(h)/9(i)/9(j)/9(k)/9(l)/9(m)/12(1)(c)/13/14/15/16/17/18/19/21/22/23/24/25/26/27/28/29/30 and Rule 5(d)/ Rule 17/ Mid day meal/Scholarship related/ Other)

| 2018-2 | 2019 | | | | | | | 2019 | 9-2020 | | | | | | |
|-----------------------|---------------------------------|--|----------------------|----------|--------------|-------------------|--------------------|--------------------------|----------------|--------------|----------------------|--------------------|----------------------|----------------------------|---|
| Total recei ved | recei | | More than year | Pend ing | Rema | arks | Tota rece ed | eiv W | ithin onths | 3-12 months | More than year | Pend ing | Remai | rks | |
| 2020-2 | 020-2021 Ot Closed Pen Remar | | | | Remar | 2021-2 Total | 2022 Closed | | | Pend | Total Total | Closed | | | P |
| al rece ived | Tot Closed Wit 3- Mor | | | ks | recei ved | With in 3 mont hs | 3-12 mo nths | Mor e than year | ing | recei ved | Within 3 month s | 3-12 mont hs | More than year | e n d i n g | |
| | | | | | | | | | | | | | | | |

8. (B) Please provide the year-wise status and duration taken to close direct compliant received under RTE ACT, 2009

 $(From Section 4/5/8(b)/8(c)/8(d)/8(e)/8(f)/8(g)/8(h)/8(i)/9(b)/9(c)/9(d)/9(e)/9(f)/9(g)/9(h)/9(i)/9(j)/9(k)/9(l)/9(m)/12(1)(c)/13/14/15/16/17/18/19/21/22/23/24/25/26/27/28/29/30 \ and \ Rule 5(d)/Rule 17/Mid day meal/Scholarship related/ Other)$

| 2018- | 2019 | ou, othe | , | | | | 2019-2 | 2020 | | | | |
|--------------|-----------------|--------------------|----------------------|-------|-------|---------------------------------|--------------|-----------------|--------------------|----------------------|--------|---------------------------------------|
| Total | Closed | | | Pend | Rem | arks | Total | Closed | | | Pend | Remarks |
| receiv ed | Within 3 months | 3-12 mont hs | More than year | ing | | | recei ved | Within 3 months | 3-12 mont hs | More than year | ing | |
| 3 | 3 | | | | recei | ppeals ived in or Option. | 3 | 3 | | | | All appeals received in Other Option. |
| 2020- | 2021 | · | | | 2021 | -2022 | · | · | | Total | | |
| Tot | Closed | | Pe | Remar | Tot | Closed | | Pe | Remark | Tot | Closed | I |

| al rec eiv ed | With in 3 mont hs | 3-12 mon ths | More than year | ndi k | ΔS | | With in 3 mont hs | 3-12 mo nths | thai | n | ndi ng | s | al rece ived | _ | 3-12 mo nths | More than year | n d i |
|---|---|---|--|------------------------|---|------------------------------------|-------------------------------------|--------------------|--|--|---|--|--|---|--|---------------------------------|-------------|
| 2 | 2 | | | <i>A</i> | A 11 | 2 | 2 | | | | | All | | | | | g 1 |
| | | | | | appeals | | | | | | | appeals | | | | | 8 |
| | | | | | eceive | | | | | | | receive | | | | | 0 |
| | | | | c | l in | | | | | | | d in | | | | | |
| | | | | | Other | | | | | | | Other | | | | | |
| | | | | | Option. | | | | | | | Option. | | | | | |
| 10 P | lesse Pro | wide th | e action | taken on | the ann | eal refe | rred 11/s | | 11 Ple | oce n | rovid | e the acti | on take | n on the a | nneal r | eferre | d l |
| 32(3) (Sect 9(d)/ 12(1) 29/30 relate | , RTE Action 4/ 5/ 3 9(e)/ 9(f) 9(c)/ 13/ 1 | ct, 2009 8(b)/ 8(d)/ 9(g)/ 9 4/ 15/ 1 de 5(d)/ | in year c)/ 8(d)/ 0(h)/ 9(i)/ 6/ 17/ 18 | | / 8(g)/ 8(l i)/ 9(l)/ 9(22/ 23/ 24 | h)/ 8(i)/ (m)/ and 4/ 25/ 20 | 9(b)/ 9(d d Section 5/ 27/ 28 | c)/ n / | u/s 32(3 (Section 9(c)/ 9(Section 26/ 27/ | 3), R n 4/ 3 d)/ 9 12(1 28/ 2 rship | TE A 5/8(b) 9(e)/9(1)(c)/ 29/30 o relat | CT, 2009 // 8(c)/ 8(f)/ 9(g)/ 9 13/ 14/ 15 | in yea d)/ 8(e)/ 9(h)/ 9(i 5/ 16/ 17 e 5(d)/ F | r 2019-202 / 8(f)/ 8(g)/)/ 9(j)/ 9(k // 18/ 19/ 2 Rule 17/ M | 20. / 8(h)/ 8)/ 9(l)/ 9 1/ 22/ 2 | (i)/ 9(b) (m)/ a 3/ 24/ 2 |)/ nd |
| | | | • , | • • | | | | | | | | 1 | • | , | | | |
| Tota | l no. of o | compla | ints rec | eived | | | | | Total 1 | 10. (| of con | iplaints | receive | ed | | | |
| | | | | | | Total no | | | | | | | | | | | |
| | _ | | | on taken | | | referre | | | | - | | | aken on t | | | |
| | | | | in year l)/ 8(e)/ 8 | | | 8 (i)/ | | | | | | | 2009 in y (e)/ 8(f)/ | | | |
| | | | | (g)/ 9(h). | | | | | | | | | | 9(h)/ 9(i) | | | |
| 9(m) | / and Se | ection 1 | 2(1)(c)/ | 13/14/ | 15/ 16/ 1 | 17/ 18/ | 19/ 21/ | | | | | | | 14/15/1 | • | | |
| | | | | 9/ 30 and | | ` / | ıle 17/ | | | | | | | 9/ 30 and | | | |
| Mid | day mea | al/ Sch | olarship | related | / Other |) | | | | | | y meal/ | Schola | rship rel | ated/ C | ther) | |
| 2020 | -2021 | | | | | | | | 2021-2 | 022 | | | | | | | |
| Tota | l no. of | compla | ints rec | eived | | | | - | Total 1 | 10. (| of con | plaints | receive | ed | | | |
| 16.7 | | 4 | 6 / | | • 1 | | | 111 | • | | 1 6 | | 22(2) | DEE 4 ~ | TE 6 00 | | |
| 16. F | 'lease sta | ate the | factors | which h | inder th | ie effec | tive ha | ndlin | g of ap | pea | ıl refe | rred u/s | 32(3), | RTE AC | T, 2009 | ₽. | |
| 1 | | | | | 2 | | | | | 3 | | | 4 | | 5 | | |
| | | | | | | | | | | | | | | | | | |
| | _ | | _ | s taken l | • | | | | | | | | | ı by the d | | | |
| | | | | e local g ct, 2009. | • | e redre | essal | | sure av echanis | | eness | about th | e griev | ances re | dressal | | |
| 1 | nambili | 2 | MIL A | 3 | 4 | | 5 | 1 | AHAIII) | 3111. | | 2 | | 3 | 4 | 5 | |
| _ | | | | - | | | 1 | | | | | | | | - | | |
| | | | | | | | | | | | | | | | | | |

| S. No. | State: | Composition Of Grievance Committee: | Contact No. Of Nodal Officer Of Grievance Committee: | Address: | | 1. (a) Who state has any grieva mechanism handling grievance received a section sec RTE Act, (YES/ NO | notified ance m for s under c-32 of 2009. | 3.What tool used to reco data of apporeferred u/s RTE ACT,2 (Register/ Computeris Software/ N Maintained/ Other Pleas | rd the eals 32(3), .009. ed/ ot / Any |
|----------------------|-------------------------|--|--|-----------------|----------------------------------|---|---|---|---------------------------------------|
| 7 | ODISH | NA | NA | Odisha State | | No | | Register | |
| | A | | | Commission | for | | | | |
| | | | | protection of | Child | | | | |
| | | | | Rights | | | | | |
| | | | | Qr. No.1, Tyj | pe-A, Unit- | | | | |
| | | | | V Bhubanesv | var- 751001 | | | | |
| | | | | | | | | | |
| u/s 32(3 (In Pers | S), RTE A Son/ By Po | year-wise total CT, 2019 throug ost/ By Email/ B ortal)/ Suo moto | gh below mode y Phone/ | S. | received the (Student/ TSMC/ NGC | rough varion Teacher/ Pa D/VOs/ Any | ous appella rent/ Scho other, ple | ol Administra ease specify) | ntion/ |
| 2018- 2019 | 2019- 2020 | 2020-202 | 1 2021-2022 | Total | 2018- 2019 | 2019- 2020 | 2020- 2021 | 2021- 2022 | Total |
| 141 | 142 | 19 | 19 | 321 | 141 | 142 | 19 | 19 | 321 |
| 6. (a) Pl | lease prov | ide current stat | us of the year v | vise appeal ref | erred under | · u/s 32(3),R | TE ACT, | 2009. | • |

6. (a) Please provide current status of the year wise appeal referred under u/s 32(3),RTE ACT, 2009. (Note: Status as closed/pending is of the complaints received in year 2018-19, 2019-20, 2020-21, 2021-22 under respective columns.)

| 2018-20 |)19 | | 2019-20 | 20 | | 2020-20 | 21 | | 2021-20 |)22 | | Total | | |
|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|------------|
| Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pen ding | Receiv ed | Close d | Per din |
| 141 | 51 | 90 | 142 | 27 | 115 | 19 | 6 | 13 | 19 | 1 | 18 | 321 | 85 | 236 |

(b) Please provide the status of the direct complaints received under RTE Act, 2009.

(Note: Status as closed/pending is of the complaints received in year 2019-20, 2020-21, 2021-22 under respective columns.)

| 2018-20 | 19 | | 2019-20 | 20 | | 2020-20 | 21 | | 2021-20 | 22 | | Total | | |
|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|------------|
| Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pend ng |
| 57 | 19 | 38 | 40 | 8 | 32 | 13 | 3 | 10 | 11 | 0 | 11 | 121 | 30 | 91 |

8. (A) Please provide the year wise status and duration taken to close the appeal referred u/s 32 (3) RTE Act, 2009. (From Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other)

| 2018-2 | 2019 | | | | | | | 2019 | 9-202 | 20 | | | | | | |
|----------------|---------------------------------|----------------|-----------------------|---------------------|--|--------|-------------------------------|--------------------|-----------------------|----------|---------------|----------------|---------------------------|--------------------|---------------------|-------|
| Total recei | Clos | ed | | | Pend ing | Rem | arks | Tota | | Clo | osed | | | Pend ing | Rema | rks |
| ved | With 3 mon | | 3-12 mont hs | Mor than year | re | | | ed | | 3 | thin onths | 3-12 months | More than year | , mg | | |
| 141 | 5 | | 24 | 22 | 90 | recei | ppeals ved in r Option. | 142 | | 5 | | 5 | 17 | 115 | All apreceive Other | ed in |
| 2020-2 | | | | | 2021-2 | 2022 | | | | | Total | | | | | |
| Tot al | Closed Pen Remarks Wit 3- Mor g | | | Remar ks | Total recei | Closed | | Ma | | Pend ing | Total recei | Closed | 2 12 | More | Pen ing | |
| rece ived | hin 3 mo nths | mo nth s | e tha n year | | | ved | With in 3 mont hs | 3-12 mo nths | Mo e tha yea | ın | | ved | Within 3 month s | 3-12 mont hs | than year | |
| 19 | 0 | 6 | 0 | 13 | All appeals receive d in Other Option. | 19 | 0 | 1 | 0 | | 18 | 321 | 10 | 36 | 39 | 236 |

8. (B) Please provide the year-wise status and duration taken to close direct compliant received under RTE ACT, 200 (From Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(g)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(l)/ 9(m)/ 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other)

| 2018-20 | 019 Closed | | | Pend | Remarks | 2019-2 | 2020 Closed | | | Dond | Remarks |
|--------------|---------------|----|---|------|-------------------------|-----------------|--------------------|----------------------|---|-------------|-------------------------|
| Total receiv | Closed | | | ing | Kemarks | Total recei | Closed | | | Pend ing | Remarks |
| ed | eceiv ing | | | | ved | Within 3 months | 3-12 mont hs | More than year | | | |
| 57 | 0 | 16 | 3 | 38 | All appeals received in | 40 | 0 | 8 | 0 | 32 | All appeals received in |

| | | | 1 | | | Othe | er Option | 1. | I | | | | | | Oth | ner Opti | on. |
|---|---|---|--|--|--|---|---|------------------|--|--|---|--|---|---|---|--------------------------------------|----------------------------|
| 2020 |)-2021 | | | | | 2021 | 1-2022 | | | | | | Total | l l | | | |
| Tot | Closed | d | | Pe | Remar | Tot | Closed | d | | | Pe | Remark | k Tot | Closed | d | | Pe |
| al rec eiv ed | With in 3 mont hs | 3-12 mon ths | More than year | ndi ng | ks | al rec eiv ed | With in 3 mont hs | 3-1 mo nth | o tha | lore an ear | ndi ng | S | al rece ived | With in 3 mont hs | 3-12 mo nths | More than year | din g |
| 13 | 0 | 3 | 0 | 10 | All appeals receive d in Other Option. | 11 | 0 | 1 | 0 | | 10 | All appeals receive d in Other Option. | 121 | 0 | 28 | 3 | |
| 32(3) (Section 9(d)/ 12(1)/ 29/30 |), RTE Action 4/ 5/ / 9(e)/ 9(f))(c)/ 13/ 1 | act, 2009 / 8(b)/ 8(e f)/ 9(g)/ 9 14/ 15/ 1 ule 5(d)/ | 9 in year (c)/ 8(d)/ 9(h)/ 9(i), 16/ 17/ 18 | · 2018-19 / 8(e)/ 8(f)/ 9(j)/ 9(8/ 19/ 21 | on the app 9. (f)/8(g)/8((k)/9(l)/9 1/22/23/2 day meal/5 | (h)/ 8(i)/ 9(m)/ an 24/ 25/ 2 |)/ 9(b)/ 9(nd Section 26/ 27/ 28 | (c)/ on | 32(3), (Section 9(d)/9 12(1)(| , RTE ion 4/ 9(e)/ ! (c)/ 13) and | E ACT, // 5/ 8(b) / 9(f)/ 9(13/ 14/ 1 I Rule 5 | le the action (1, 2009 in y 2009 in y 20) / 8(c) / 8(d) (g) / 9(h) / 9 (15 / 16 / 17 / 5(d) / Rule | /ear 201 1)/ 8(e)/ /(i)/ 9(j)/ / 18/ 19/ | 9-2020. 8(f)/ 8(g)/ / 9(k)/ 9(l) 21/ 22/ 23 |)/ 8(h)/ 8 l)/ 9(m)/ 3/ 24/ 25 | 3(i)/ 9(b) / and Sec 5/ 26/ 27 |)/ 9(c ection 7/ 28/ |
| | 3-2019 | | | | | | | - | 2019- | | | | | | | | |
| | al no. of | compla | aints rec | ceived | | | | | | | | mplaints r | receive | d | | | |
| 141 | | | | | | | | | 142 | | | | | | | | |
| u/s 3: (Sect 9(b)/ 9(m). 22/ 2: | 32(3), RT tion 4/5, / 9(c)/ 9()/ and Se 23/ 24/ 25 | TE AC' 5/ 8(b)/ 8 (d)/ 9(e) ection 1 25/ 26/ 2 | ET, 2009 8(c)/ 8(d e)/ 9(f)/ 9 12(1)(c)/ 27/ 28/ 2 |) in yea d)/ 8(e)/ 9(g)/ 9(l // 13/ 14 29/ 30 ar | en on the ar 2020-2)/ 8(f)/ 8(g h)/ 9(i)/ 9 4/ 15/ 16/ and Rule 5 ed/ Other | 21. g)/ 8(h). O(j)/ 9(k 17/ 18/ 5(d)/ R |)/ 8(i)/ k)/ 9(l)/ / 19/ 21/ | | u/s 32 (Secti 9(b)/ 5 9(m)/ 22/ 23 | 2(3), tion 4 9(c)/ / and 3/ 24 | , RTE 4/ 5/ 8()/ 9(d)/ d Section 4/ 25/ 2 | ride the ac ACT, 200 (b)/ 8(c)/ 8 (9(e)/ 9(f)/ ion 12(1)(d) 26/ 27/ 28/ Scholarsl | 09 in yo 8(d)/ 8(b/ 9(g)/ 9 (c)/ 13/ 1 b/ 29/ 30 | ear 2021 (e)/ 8(f)/ 8 (9(h)/ 9(i) 14/ 15/ 1) and Rul | 1-22. 8(g)/ 8()/ 9(j)/ 9 16/ 17/ 1 tle 5(d)/ | (h)/ 8(i). 9(k)/ 9(l 18/ 19/ 2 |)/ (1)/ 21/ |
| 2020 |)-2021 | | | · | | | | \rightarrow | 2021- | -202 | 2 | | | | | | |
| Tota | al no. of | compla | aints re | ceived | | | | | | no. | of cor | nplaints r | receive | d | | | |
| 19 | | | | | | | | | 19 | | | | | | | | |
| 16. F | lease st | ate the | factors | which | hinder t | he effe | ctive ha | ındli | ng of a | appe | al refe | erred u/s | 32(3),] | RTE AC | T, 200 | 9. | |
| 1 | - | | - | | 2 | | | | - | 3 | | | 4 | | 5 | | |
| NA | | - | | | | - | - | | | | | | | | | - | |
| ensu | | reness a | about th | ne local | n by the S l grievand)9. | | | | | _ | | e the steps the grieva | | • | | | ire |
| 1 | • | 2 | - | 3 | 4 | | 5 | 1 | | | | 2 | | 3 | 4 | 5 | - |
| Awai Camj | nreness apion | Camp with I | • | Programes a Meeti | ram and | | | | | | | | | | | | |

| S. No. | State: | Of Griev | position vance mittee: | Of No Office Griev | er Of | Address | S: | | star any me har grid rec sec RT | a) Wheth te has not y grievand chanism f ndling evances eived und tion sec-3 E Act, 20 | ified ce For ler 2 of | 3.What to used to referred RTE AC (Register Compute Software Maintain Other Pl | record the peals u/s 32(3) T,2009. T/er/sed/ Anythined/ | he 3), |
|-------------------------------|---|----------------------------------|-----------------------------------|--------------------------------|----------------------------|---|---------------------|-------------------------------|--|--|-------------------------------------|--|--|------------|
| 8 | Sikkim | NA | | NA | | | | | No | | | File | | |
| u/s 32(3 (In Per Online | 3), RTE A son/ By I (website/ | ACT, 202 Post/ By portal)/ | 19 throug Email/ B Suo moto | gh belov y Phon o/ Any o | w modes le/ other,pl | ease speci | fy) S | eceived Student/ MC/ NO | throug / Teack GO/VC | gh various ner/ Pare Ds/ Any o | s appella nt/ Schoo ther, ple | ol Admini ase specif | stration y) | / |
| 2018- 2019 | 2019 2020 | | 2020-202 | 1 202 | 1-2022 | Total | | 018- 019 | 201 202 | | 2020- 2021 | 2021- 2022 | То | tal |
| 1 | 1 2 1 5 | | | 5 | 1 | | 1 | | 2 | 1 | 5 | | | |
| (Note: respect | a) Please provide current status of the year wi te: Status as closed/pending is of the complain pective columns.) | | | | ints recei | ved in y | | 8-19, 2 | 2019-20, 2 | | 2021-22 u | nder | | |
| | | D===4: | 1 | | D = :- d: | 2020-20 | | المسطان | | 1-2022 | D-10 | Total | Class | Do. |
| Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Rece | eiv Clos ed | Pen ding | Receiv ed | Close d | Per din |
| | Status as is.) | closed/p | | s of the | | aints recei | ved in y | | | 2020-21, 2 | 2021-22 1 | under res | pective | |
| Receiv | Clos | Pendi | Receiv | Clos | Pendi | Receiv | Clos | Pendi | Recei | | Pendi | Receiv | Clos | Pend |
| ed | | ng | ed | ed | ng | ed | ed | ng | ed | ed | ng | ed | ed | ng |
| 1 | 1 | 0 | 1 | 1 | 0 | 2 | 2 | 0 | 1 | 1 | 0 | 29 | 29 | 0 |
| (From 9(m)/1 | Section 4 2(1)(c)/ 1 | / 5/ 8(b) 3/ 14/ 15 | / 8(c)/ 8(d 5/ 16/ 17/ | l)/ 8(e)/ | 8(f)/8(g | uration ta g)/ 8(h)/ 8 23/ 24/ 25 | (i)/ 9(b) | / 9(c)/ 9 | (d)/9(| e)/9(f)/9 | (g)/9(h)/ | ' 9(i)/ 9(j)/ | ' 9(k)/ 9 | (l)/ |
| 2018-20 | nolarship related/ Other) [8-2019 | | | | | | 2019 | -2020 | | | | | | |
| Total recei ved | Closed Within 3 months | 3-12 mont hs | More than year | Pen ing | d Rer | narks | Tota recei ed | | thin | 3-12 months | More than year | Pend ing | Remai | ks |
| | | | | | | | | | | | | | | |

2021-2022

Total Closed

2020-2021

Closed

Pen

Remar

Tot

Pen

Total

Total Closed

Pend

| al | Wit | 3- | Mor | din | ks | recei | With | 3-12 | Mor | ing | recei | Within | 3-12 | More | ing |
|------|------|-----|------|-----|----|-------|------|------|------|-----|-------|--------|------|------|-----|
| rece | hin | 12 | e | g | | ved | in 3 | mo | e | | ved | 3 | mont | than | |
| ived | 3 | mo | tha | | | | mont | nths | than | | | month | hs | year | |
| | mo | nth | n | | | | hs | | year | | | s | | | |
| | nths | S | year | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |

8. (B) Please provide the year-wise status and duration taken to close direct compliant received under RTE ACT, 200 (From Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other)

| 2018 | 3-2019 | | | | | | | 1 | 2019-2 | 020 | | | | | | | |
|---|--|--|---|--|--|----------------------------------|---|-----------------------------|---|--|---|--|---|---|---------------------------------|-------------------------------------|-----------------|
| Total recei ed | Wit 3 | | 3-12 mont hs | More than year | Pend ing | Rem | arks | 1 | Total recei ved | Wit 3 | osed ithin onths | 3-12 mont hs | More than year | Pend ing | Ren | narks | |
| 1 | 1 | | | | | recei | appeals ived in er Option | | 1 | 1 | | | | | rece | appeals eived in er Optic | ı |
| 2020 | 0-2021 | | | | | 2021 | 1-2022 | | | | | | Total | | | | |
| Tot al | Closed | | | Pe ndi | Remar ks | Tot al | Closed | | | 1 | Pe ndi | Remark s | Tot al | Closed | | | Pe din |
| rec eiv ed | With 3-12 More in 3 mon than year hs All | | | | rec eiv ed | With in 3 mont hs | 3-12 mo nths | than | re n | ng | | rece ived | With in 3 mont hs | 3-12 mo nths | More than year | g | |
| 2 | | | | | All appeals received in Other Option. | 1 | 9 | | | | | | | | | | 0 |
| 32(3), (Secti 9(d)/ 12(1)(29/ 30 relate |), RTE Action 4/ 5/ (9(e)/ 9(f) ()(c)/ 13/ 1 | act, 2009 8(b)/ 8(7)/ 9(g)/ 9 14/ 15/ 1 ule 5(d)/ | 9 in year (c)/ 8(d)/ 9(h)/ 9(i) 16/ 17/ 18 // Rule 17 | r 2018-1 / 8(e)/ 8(i)/ 9(j)/ 9 8/ 19/ 21 7/ Mid d | (f)/ 8(g)/ 8(h P(k)/ 9(l)/ 9(1/ 22/ 23/ 24 day meal/ S | h)/ 8(i)/ (m)/ an 4/ 25/ 2 |)/ 9(b)/ 9(c) nd Section 26/ 27/ 28 | (c)/ (on 9 8/ 1 2 | 32(3), R (Section 9(d)/ 9(d) 12(1)(c) 29/ 30 a related/ 2019-20 | RTE / n 4/ 5 (e)/ 9()/ 13/ and R / Oth | ACT, 5/ 8(b), (f)/ 9(g / 14/ 15 Rule 5(ner) | e the action 2009 in ye / 8(c)/ 8(d) g)/ 9(h)/ 9(i 5/ 16/ 17/ 1 (d)/ Rule 1 | ear 2019)/ 8(e)/ 8 i)/ 9(j)/ 9 18/ 19/ 2 17/ Mid | 0-2020. 6(f)/ 8(g)/ 9(k)/ 9(l) 21/ 22/ 23 day mea | 8(h)/ 8 / 9(m)/ s/ 24/ 25 | (i)/ 9(b)/ and Sec 5/ 26/ 27/ | / 9(c) ction |

| 12. Please pro u/s 32(3), RTI (Section 4/5/3 9(b)/ 9(c)/ 9(d) 9(m)/ and Sec 22/ 23/ 24/ 25/ Mid day meal | E ACT, 2009 8(b)/ 8(c)/ 8(d)/ 9(e)/ 9(e)/ 9(f)/ 9 tion 12(1)(c)/ 26/ 27/ 28/ 2 | in year 202 d)/ 8(e)/ 8(f)/ O(g)/ 9(h)/ 9(i / 13/ 14/ 15/ 2 29/ 30 and Ru | 20-21. / 8(g)/ 8(h)/ 8 i)/ 9(j)/ 9(k)/ 16/ 17/ 18/ 1 ule 5(d)/ Ru | 8(i)/ / 9(l)/ 19/ 21/ | u/s 32 (Secti 9(b)/ 9 9(m)/ 22/ 23 | ease provide (3), RTE AC on 4/5/8(b)/ 9(c)/9(d)/9(c and Section 6/24/25/26/ lay meal/Scl | CT, 2009 / 8(c)/ 8(d e)/ 9(f)/ 9(12(1)(c)/ 27/ 28/ 29 | in year 2)/ 8(e)/ 8((g)/ 9(h)/ 13/ 14/ 15)/ 30 and | 021- f)/ 86 9(i)/ 5/ 16 Rule | 22. (g)/ 8(h)/ 9(j)/ 9(k) 5/ 17/ 18/ e 5(d)/ Ru | 8(i)/)/ 9(l)/ 19/ 21/ |
|--|---|---|---|-----------------------------|--|--|--|---|--|---|------------------------------|
| 2020-2021 | | | | | 2021- | 2022 | | | | | |
| Total no. of co | mplaints red | ceived | | | Total | no. of compl | laints rec | eived | | | |
| 16. Please stat | te the factors | which hind | er the effect | tive har | ndling of a | ppeal referr | ed u/s 32 | (3), RTE | ACI | Г, 2009. | |
| 1 | | | 2 | | | 3 | 4 | | | 5 | |
| | | | | | | | | | | | |
| 17. Please pro ensure awaren Mechanism u | ness about th | ne local griev | | | | se provide thess about the | | | | | |
| 1 | 2 | 3 | 4 | 5 | 1 | | 2 | 3 | | 4 | 5 |
| | | | | | | | | | | | |

| S. No. | State: | Of Gri | evance nmittee: | Of No Offic Griev | act No. odal er Of vance mittee: | Address | S: | | sta any me har gri rec sec RT | (a) Who te has n y grieva chanist ndling evance eived u tion sec EE Act, | notificance in fo s and e c-32 | fied e or er of 9. | 3.What t used to r data of a referred RTE AC (Register Compute Software Maintain Other Pl | ecord ppeals u/s 32/ T,2009 c/ erised/ e/ Not ned/ An | (3), O. |
|----------------------|---------------------------------|----------------------------------|--|-------------------------|--|--|----------------------|--|--|--|--|-----------------------------------|--|--|---------------|
| 9 | Uttara hand | k | | | | Uttarakh Commis Protection Rights | sion f | or | No | | | | File | | |
| u/s 32(3 (In Pers | 3), RTE son/ By | ACT, 2 Post/ B | wise total 019 throug y Email/ B / Suo moto | gh belo y Phor | w mode ne/ | s. | fy) | received (Studen SMC/ N | throught/ Teac | gh vario her/ Pa | ous rent | appella t/ Schoo | number ont. I Adminsse specify | tration | n/ |
| 2018- 2019 | | | | | | | | | | | | | 2021- 2022 | T | otal |
| | | | | | | | | | | | | | | | |
| | Status a | s closed | rrent stat pending is | | | | | | | | | | | nder | |
| 2018-20 | | | 2019-202 | 20 | | 2020-20 |)21 | | 202 | 1-2022 | | | Total | | |
| Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pend ng | i Reco | eiv Cl | os I | Pen ding | Receiv ed | Clos d | e Pen ding |
| (Note: S | Status a us.) | | status of the pending is | s of the | | ints recei | ved in | | 19-20, | 2020-21 | 1, 20 |)21-22 u | | pective | 2 |
| 2018-20 | 019 | | 2019-202 | 20 | | 2020-20 | 21 | | 2021 | -2022 | | | Total | | |
| Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Rece ed | iv Clo | | Pendi ng | Receiv ed | Clos ed | Pendi ng |
| (From | Section 2(1)(c)/ rship re | 4/ 5/ 8(I 13/ 14/ lated/ O | 2 More | 1)/ 8(e) 18/ 19/ | / 8(f)/ 8(g/ 21/ 22/ and Rer | g)/8(h)/8 | 8(i)/ 9(5/ 26/ 2 | b)/ 9(c)/ 27/ 28/ 29 19-2020 tal Cl | 9(d)/9(| (e)/9(f) | 9 (g | g)/ 9(h)/ | 9(i)/9(j)/ | 9(k)/ | 9(1)/ al/ |

| 2020- | 2021 | | | | 20 | 21-2022 | | | | | Tot | al | | | | | |
|---------------------------|-------------------------------|-------------------------------------|------------------------------------|-------------------------------------|---|--|------------------------------------|--------------------------------------|--------------------|---|-----------------------------------|---------------------------------------|---|---|--|-----------------------------------|---------------------------------|
| Tot al rece ived | Closed | | Pen din g | Rem | | otal Clos cei | sed | | | Pend ng | Tot rece ved | ei | Closed | | | Pending | d |
| | | Wit hin 3 mo nths | 3- 12 mo nth s | Mor e tha n year | | | | With in 3 mont hs | 3-1 mo | e | an | | | With 3 mon s | m | ont t | More than year |
| | (Fro 9(m Scho | m Sect | ion 4/ 5 (c)/ 13/ | / 8(b)/ 14/ 15/ | 8(c)/ 8(16/ 17/ | d)/ 8(e)/ 8 | 8(f)/8(g | g)/8(h)/ | 8(i)/ ! 5/ 26/ | 9(b)/ 9 | (c)/ ! 8/ 29 | 9(d)/ / 30 a | compliant 9(e)/ 9(f)/ and Rule 5 | 9(g)/ 9 | (h)/9(i) |)/ 9(j)/ | 9(k)/ 9 |
| | Tota rece ed | iv Wi | osed thin onths | 3-12 mont hs | More than year | Pend ing | Rem | arks | | Total recei ved | W 3 | osed ithin onths | 3-12 mont hs | More than year | Pen ing | d Re | emark |
| | 2020 |)-2021 | | | | | 2021 | -2022 | | | | | | Total | | | |
| | Tot al rec eiv ed | Close With in 3 mont hs | 3-12 mon ths | 4.9 | Pe ndi ng | Remar ks | Tot al rec eiv ed | Closed With in 3 mont hs | 3-12 mo nths | tha | n | Pe ndi ng | Remark s | Tot al rece ived | Closed With in 3 mont hs | | Mor than year |
| | 32(3 (Sect 9(d)/ |), RTE A tion 4/ 5/ (9(e)/ 9(| act, 200 / 8(b)/ 8 f)/ 9(g)/ | 9 in year (c)/ 8(d) 9(h)/ 9(i | r 2018-1 / 8(e)/ 8(i)/ 9(j)/ 9 8/ 19/ 2 | (f)/ 8(g)/ 8(P(k)/ 9(l)/ 9 1/ 22/ 23/ 2 | (h)/ 8(i). (m)/ an 24/ 25/ 2 | / 9(b)/ 9(ad Section 26/ 27/ 28 | c)/ n | 32(3), 1 (Sectio 9(d)/ 9 12(1)(c | RTĒ n 4/ : (e)/ 9 :)/ 13 | ACT, 5/ 8(b) (f)/ 9(/ 14/ 1 | e the action, 2009 in y)/ 8(c)/ 8(d) g)/ 9(h)/ 9(5/ 16/ 17/ 18/ 18/ 18/ 18/ 18/ 18/ 18/ 18/ 18/ 18 | ear 201)/ 8(e)/ 8 i)/ 9(j)/ 18/ 19/ 2 | .9-2020. 8(f)/ 8(g) 9(k)/ 9(l 21/ 22/ 2 | / 8(h)/ 8 l)/ 9(m) 3/ 24/ 2 | 8(i)/ 9(/ and S 5/ 26/ 2 |
| | 29/3 | 0 and R ed/ Oth | ule 5(d) | / Rule 1 | 7/ Mid (| uay meai/ i | Scholai | snip | | 29/ 30 : related | | | (u)/ Kule l | 17/ Mud | day me | ai/ Scii | oiarsiii |

| 12. Please provide u/s 32(3), RTE AC (Section 4/ 5/ 8(b), 9(b)/ 9(c)/ 9(d)/ 9(9(m)/ and Section 22/ 23/ 24/ 25/ 26/ Mid day meal/ Sc 2020-2021 | CT, 2009 / 8(c)/ 8(d e)/ 9(f)/ 9 12(1)(c)/ 27/ 28/ 29 | in year 202 l)/ 8(e)/ 8(f)/ (g)/ 9(h)/ 9(i 13/ 14/ 15/ 9/ 30 and Ru | u/s 32 (Secti 9(b)/9 9(m)/ 22/ 23 Mid d | u/s 32(3), RTE ACT, 2009 in year 2021-22. (Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(g)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(m)/ and Section 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule Mid day meal/ Scholarship related/ Other) 2021-2022 | | | | | | | | | | |
|--|---|---|--|--|-------------|----------------------------------|---------|---|---------|---|----|--|--|--|
| Total no. of comp | laints rec | eived | | | Total | Total no. of complaints received | | | | | | | | |
| 16. Please state th | e factors | which hind | 1 | ctive har | ndling of a | | red u/s | 1 | , RTE A | | 9. | | | |
| 1 | | | 2 | | | 3 | | 4 | | 5 | | | | |
| 17. Please provide ensure awareness Mechanism u/s 32 | | se provide tess about the | | | | | | | | | | | | |
| 1 2 | | 3 | 4 | 5 | 1 | | 2 | | 3 | 4 | 5 | | | |
| | | | | | | | | | | | | | | |

| S. No. | State: | Composition Of Grievance Committee: | Contact No. Of Nodal Officer Of Grievance Committee: | Address: | | 1. (a) Whether the state has notified any grievance mechanism for handling grievances received under section sec-32 of RTE Act, 2009. (YES/ NO) | 3.What tool is being used to record the data of appeals referred u/s 32(3), RTE ACT,2009. (Register/ Computerised/ Software/ Not Maintained/ Any Other Please Specify) |
|--------|------------------|-------------------------------------|--|--|---|---|--|
| 10 | Uttar Pradesh | | | UP State Commission for Protection of Child Rights 14-B, Mall Avenue, La Bahadur Shastri Marg, Lucknow-226001 | | No | Register and Software |
| | - | year-wise total | | | _ | rovide year wise total | |

4. Please provide year-wise total number of appeal referred u/s 32(3), RTE ACT, 2019 through below modes. (In Person/ By Post/ By Email/ By Phone/ Online(website/portal)/ Suo moto/ Any other, please specify)

5. Please provide year wise total number of appeal received through various appellant. (Student/ Teacher/ Parent/ School Administration/ SMC/ NGO/VOs/ Any other, please specify)

| 2018- 2019 | 2019- 2020 | 2020-2021 | 2021-2022 | Total | 2018- 2019 | 2019- 2020 | 2020- 2021 | 2021- 2022 | Total |
|---------------|---------------|-----------|-----------|-------|---------------|---------------|---------------|---------------|-------|
| 40 | 45 | 75 | 83 | 243 | 80 | 90 | 150 | 166 | 486 |

6. (a) Please provide current status of the year wise appeal referred under u/s 32(3),RTE ACT, 2009. (Note: Status as closed/pending is of the complaints received in year 2018-19, 2019-20, 2020-21, 2021-22 under respective columns.)

| 2018-20 |)19 | | 2019-2020 | | | 2020-20 |)21 | | 2021-20 |)22 | | Total | | |
|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|
| Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pendi ng | Receiv ed | Clos ed | Pen ding | Receiv ed | Close d | Pen ding |
| 40 | 40 | 0 | 45 | 45 | 0 | 75 | 75 | 0 | 83 | 83 | 0 | 243 | 243 | 0 |

(b) Please provide the status of the direct complaints received under RTE Act, 2009.

(Note: Status as closed/pending is of the complaints received in year 2019-20, 2020-21, 2021-22 under respective columns.)

| 2018-20 | 19 | | 2019-2020 | | | 2020-20 | 21 | | 2021-20 | 22 | | Total | | |
|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|--------------|------------|-------------|
| Receiv ed | Clos ed | Pendi ng |
| 40 | 40 | 0 | 45 | 45 | 0 | 75 | 75 | 0 | 83 | 83 | 0 | 243 | 243 | 0 |

8. (A) Please provide the year wise status and duration taken to close the appeal preffered u/s 32 (3) RTE Act, 2009. (From Section 4/ 5/ 8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(l)/ 9(m)/ 12(1)(c)/ 13/ 14/ 15/ 16/ 17/ 18/ 19/ 21/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other)

| 2018-2 | 2019 | | | | | | | | 2 | 2019-20 | 20 | | | | | | | | | |
|---------------------------|-------------------|----|-------------------------------|----------------------------|------------------------------|-------------|-----------------------|-----------------------------|----|------------------|-----|--------------------|----------------|------------------|----|----------------------|-----------------------|-----|--------------------|------------------|
| Total recei | Close | ed | | | | Pend ing | Rem | arks | | Fotal receiv | Clo | sed | | | | | Pend ing | Re | marks | |
| ved | With 3 mont | | 3-12 mont hs | Mo tha yea | re n | mg | | | | ed | 3 | thin nths | | 3-12 month | ns | More than year | - mg | | | |
| 2020-2 | 0 | | 40 | 0 | | 0 | recei | ppeals ved in r Optic | | 15 | 0 | | | 15 | | 0 | 0 | rec | appea eived i | n |
| 2020-2 | 2021 | | | | 1 | | 2021- | 2022 | | | | | | Tota | 1 | | ' | | | |
| Tot al rece ived | Closed | il | | Pen din g | Rei ks | mar | Total recei ved | Clos | ed | | | Pen ing | | Tota received | | Closed | | | | end ng |
| · | | | Wit hin 3 mo nths | 3- 12 mo nth s | Mor e tha n year | | | | | With in 3 mon hs | n | 3-12 no nths | M e that | an | | | With 3 mon s | | 3-12 mont hs | Mo tha yea |
| | 7 | 75 | 0 | 75 | 0 | 0 | rec d ii Oth | peals eive | 83 | 0 | 8 | 33 | 0 | | 0 | 243 | 0 | | 243 | 0 |

^{8. (}B) Please provide the year-wise status and duration taken to close direct compliant received under RTE ACT (From Section 4/ 5/8(b)/ 8(c)/ 8(d)/ 8(e)/ 8(f)/ 8(g)/ 8(h)/ 8(i)/ 9(b)/ 9(c)/ 9(d)/ 9(e)/ 9(f)/ 9(g)/ 9(h)/ 9(i)/ 9(j)/ 9(k)/ 9(m)/ 12(1)(c)/ 13/14/15/16/17/18/19/21/22/23/24/25/26/27/28/29/30 and Rule 5(d)/ Rule 17/ Mid day mean Scholarship related/ Other)

| 2018-20 | 019 | | | | | 2019-2 | 2020 | | | | |
|-----------------------|-----------------|--------------------|----------------------|-------------|---------|----------------|-----------------|--------------------|----------------------|----------|--------|
| Total receiv ed | Closed | | | Pend ing | Remarks | Total recei | Closed | | | Pend ing | Remark |
| | Within 3 months | 3-12 mont hs | More than year | | | ved | Within 3 months | 3-12 mont hs | More than year | | |

| 40 | 0 0 40 0 0 | | | | r | All appeals received in Other Option. | | | 45 | 0 | | 45 | 0 | 0 | rec | appe eived ner O | |
|---|--|---|---|--|--|---|---|---|---|--|---|---|---|--|---|------------------------------------|--------------------------------|
| 2020 | -2021 | " | | | <u>, </u> | 2 | 2021 | -2022 | | | ı | | | Tota | al | | |
| Tot al | Closed | | | Pe ndi | Rem ks | | Γot al | Closed | l | | P | | Remarl s | k Tot al | Close | d | |
| rec eiv ed | With in 3 mont hs | 3-12 mon ths | More than year | ng | KS | r e | rec eiv ed | With in 3 mont hs | 3-1 mo ntl | tha | re n | | 3 | rece | | 3-12 mo nths | Mon than year |
| 75 | 0 | 75 | als ve | | | | 0 | 0 | | All appeals receive d in Other Option. | 243 | 0 | 243 | 0 | | | |
| 32(3) (Secti 9(d)/ 12(1) 29/ 30 relate | , RTE Action 4/ 5/ 9(e)/ 9(f) (c)/ 13/ 1 (and Rued/ Other | ct, 2009 8(b)/ 8(/ 9(g)/ 9 4/ 15/ 1 le 5(d)/ | in year c)/ 8(d)/ 0(h)/ 9(i) 6/ 17/ 18 | 2018-1 8(e)/ 8(/ 9(j)/ 9 8/ 19/ 21 | 9. (f)/ 8(g) (k)/ 9(l 1/ 22/ 2 |)/ 8(h)/ l)/ 9(m) 3/ 24/ 2 | / 8(i)/ i)/ and 25/ 2 | 9(b)/ 9(d Section 6/ 27/ 28 | c)/ n | 32(3), 1 (Section 9(d)/ 9 12(1)(d 29/ 30) related | RTE A0 n 4/ 5/3 (e)/ 9(f) 2)/ 13/ 1 and Ru l/ Other | CT, 8(b), / 9(g 4/ 15 le 5(| 2009 in y / 8(c)/ 8(c g)/ 9(h)/ 9 5/ 16/ 17/ | /ear 20 1)/ 8(e) /(i)/ 9(j 18/ 19 | en on the : 19-2020. / 8(f)/ 8(g))/ 9(k)/ 9(i / 21/ 22/ 2 id day me | / 8(h)/ 8 l)/ 9(m)/ 3/ 24/ 2 | 8(i)/ 9(' and \$ 5/ 26/ |
| Tota | -2019 l no. of o | compla | ints rec | ceived | | | | | | | | com | plaints | receiv | ed | | |
| u/s 3. (Sect 9(b)/ 9(m). 22/ 2 Mid | Please pr 2(3), RT ion 4/5, 9(c)/9(d/ and Se 3/24/25 day mea | 0-21. 8(g)/ 8)/ 9(j)/ 16/ 17/ ile 5(d | 8(h)/ / 9(k) / 18/ | / 8(i)/)/ 9(l)/ 19/ 21/ | ed | u/s 32 (Section 9(b)/ 9 9(m)/ 22/ 23 Mid d | (3), RT on 4/5, P(c)/9(and Se /24/25 ay mea | TE A / 8(t d)/ 9 ctio 5/ 20 | ACT, 20 o)/ 8(c)/ 0(e)/ 9(f) n 12(1)(5/ 27/ 28 | 09 in 8(d)/ 8 // 9(g)/ (c)/ 13/ // 29/ 3 | aken on year 202 8(e)/ 8(f)/ 9(h)/ 9(i / 14/ 15/ 1 0 and Ru lated/ Ot | 21-22. 8(g)/ 8 9/ 9(j)/ 9 16/ 17/ 1 de 5(d) | (h)/ 8 9(k)/ 18/ 19 | | | | |
| | -2021 l no. of o | comnls | ints re | ceived | | | | | | 2021-2 | | com | plaints : | receive | ed | | |
| Total no. of complaints received 75 | | | | | | | | | | 83 | | | Pauliti . | | | | |
| 16. P | lease st | ate the | factors | which | hind | er the | effe | ctive ha | ndli | ng of a | ppeal r | efei | red u/s | 32(3), | RTE AC | CT, 200 | 9. |
| 1 | | | | | | 2 | | | | | 3 | | | 4 | | 5 | |
| ensu | lease pr re awar nanism | eness a | bout th | e local | l griev | | | | | | _ | | _ | | n by the redressal | | |
| 1 | | 2 | | 3 | | 4 | | 5 | 1 | | | | 2 | | 3 | 4 | |

References

- Right to Free and Compulsory Education Act (RTE), 2009
- Right to Free and Compulsory Education Rules, 2010
- SSA Framework of Implementation
- SOP on 12 (1) (c), National Commission for Protection of Child Rights
- Department of Administrative Reforms & Public Grievances
- RTE Rules of the States
- Notification by the State Government on Grievance Redressal