

Review Report on Mechanism Developed in States U/s 32 of RTE Act, 2009 for Grievance Redressal



Submitted to

National Commission For Protection Of Child Rights

By

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CONTENT

	Page
i. Preface	3 - 4
ii. Acknowledgement	5
iii. Acronyms and Abbreviations	6
iv. Definition	6 - 7
v. List of table and charts	8
 Chapter1. Context	 9 - 11
a. Background and rational	
b. Process of Study	
 Chapter2. Situational Analysis	 12 - 21
A. States & Notification for grievance mechanism	
B. Models of Mechanism for handling grievances received u/s 32, RTE Act, 2009	
C. States & Tools being used to record the data of appeals	
D. States & Year-wise total number of appeals and type of appellants	
E. Factors (Challenges) which hinder the effective handling of appeal	
F. Steps taken by the SCPCRs and districts to ensure awareness about the local grievance redressal Mechanism	
G. Major reasons of the dissatisfied complainant	
H. Suggestions for the local authority for effective handling of grievances	
I. Success Stories	
 Chapter3. Key findings	 22
 Chapter4. Recommendations	 24 - 26
Annexure I Letters received from stakeholders	27 - 29
Annexure II Photographs during Investigations	29 - 31
Annexure III Table for designated authorities for Grievance Redressal in states under review	32 - 34
Annexure III Provision provided for Grievance Redressal	34 - 36
Annexure IV Review Study Tool (Questionnaire) for State and District Chapters	36 - 74

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 SCPCR 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 force to 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

Sl No	Name of tables (T) and Charts (C)	Page No
T1	Coverage of States and districts under Study	10
T2	Study Team and responsibilities	11
T3	States and notification for grievance mechanism	12
T4	States & Tools used to record the data of appeals	15
T5	States and year wise total number of appeals	16
T6	States & Type of appellants	17
T7	SCPCR Chapters & Steps for awareness of RTE ACT	19
	Charts	
C1	Notification of grievance mechanism	12
C2	Tool utilization by States for Grievance Mechanism	15
C3	Year wise nos. of appeals	16
C4	Total Appeals state-wise	17
C5	Type of appellants for Grievances redress	18

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 SCPCR 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.

Table1. 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

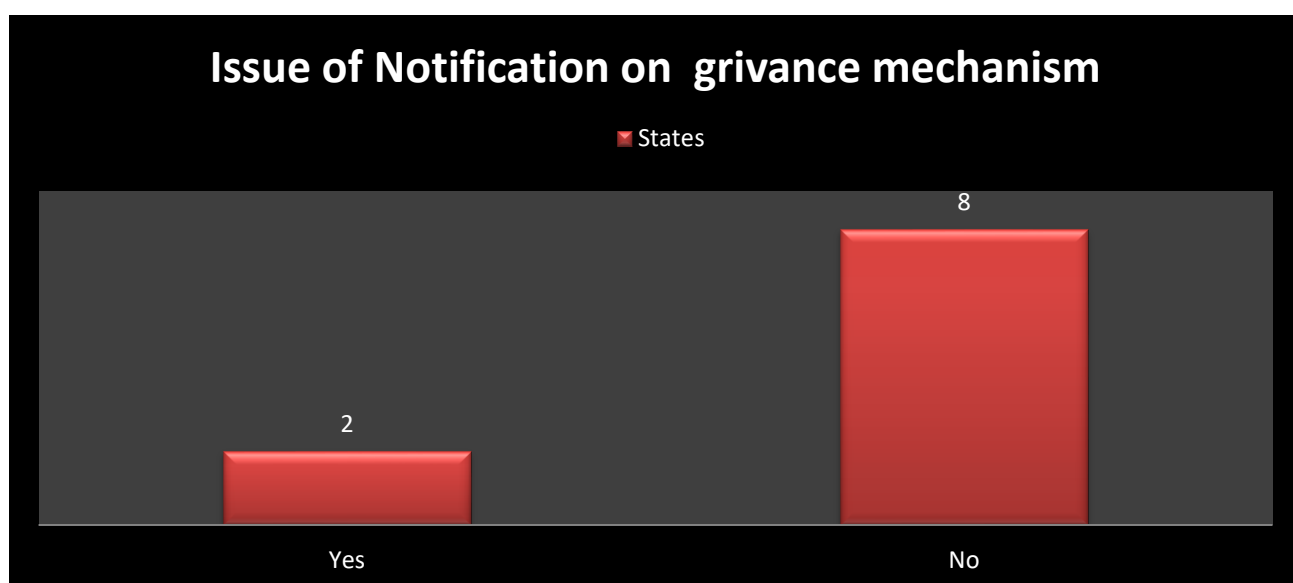
Issue of notification for grievance mechanism for handling grievances received under section sec-32 of RTE Act, 2009:

Table3. 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:

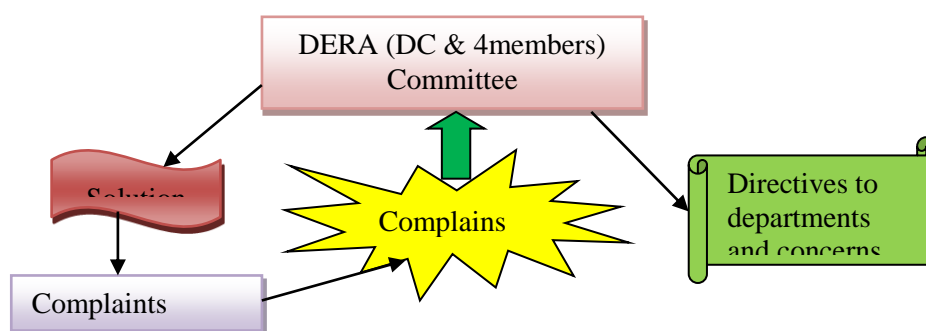


The State of Maharashtra and Madhya Pradesh have been recognized for their notification of a grievance mechanism for handling grievances received under Section 32 of the Right to Education (RTE) Act, 2009. In Maharashtra, the School Education & Sports Department Mantralay, Mumbai issued a Government 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

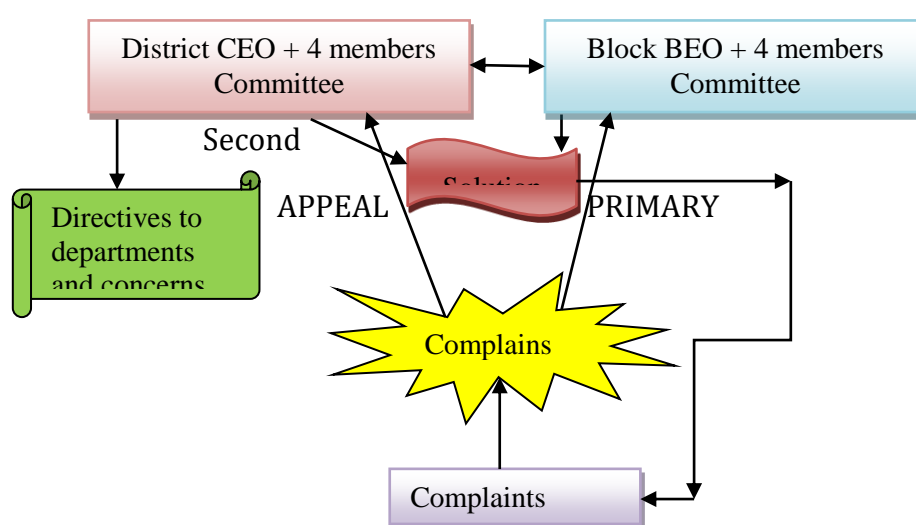
(SCPCR) has established grievance redressal committees at both the district and block levels.

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	Register	Computerized	Software	Not maintained	Any Other / Specify
Andhra Pradesh				√	Annual Report
Jharkhand				√	
Karnataka	√	√			
Maharashtra	√	√			
Meghalaya					File
Madhya Pradesh	√				
Odisha	√				File
Sikkim					File
Uttar Pradesh	√		√		
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.

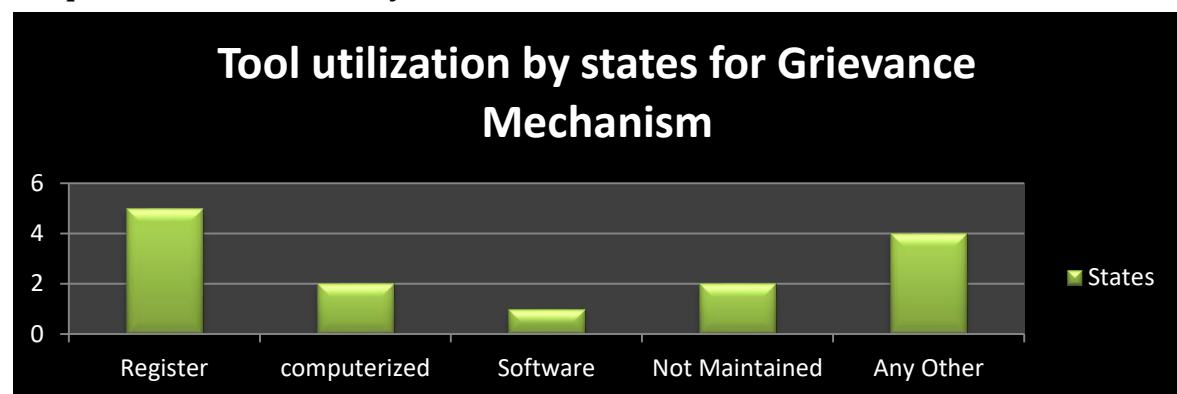
Uttar Pradesh: This state has implemented a hybrid model, employing both a manual register and a software-based portal specifically for handling grievances related to the Right to Education (RTE).

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.

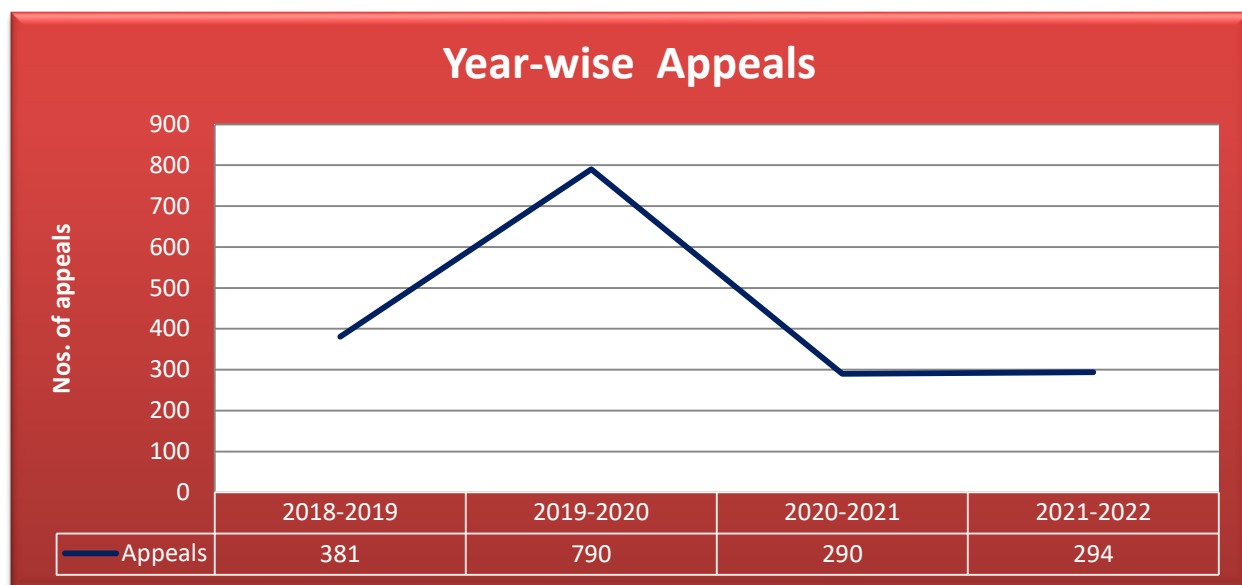
C. States & Year-wise total number of appeals and type of appellants:

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	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

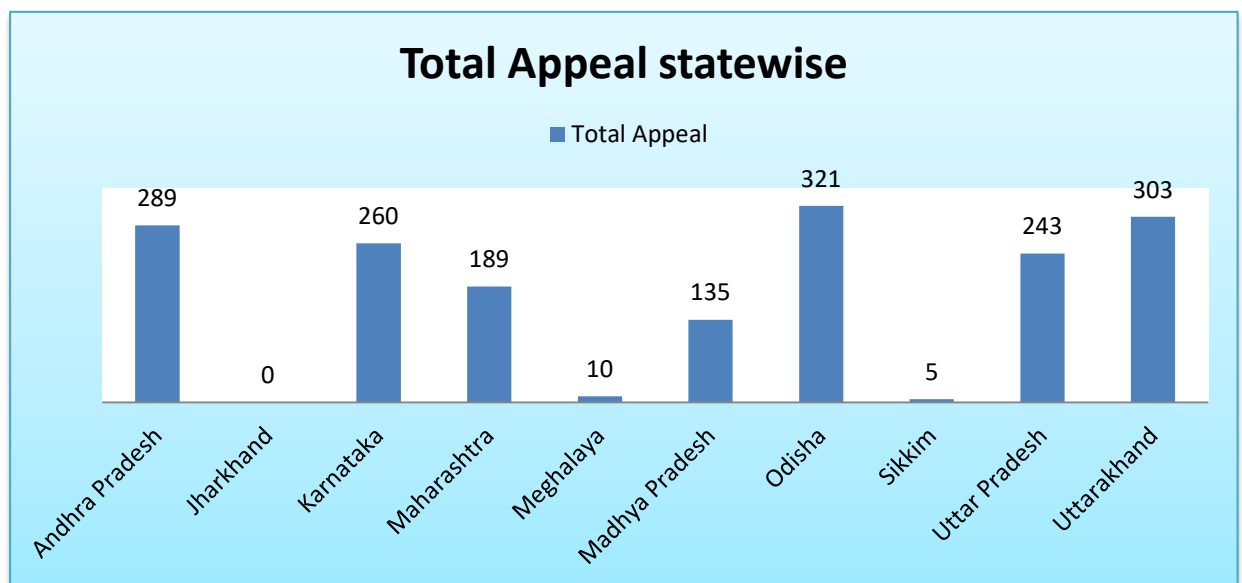
more than double the appeals recorded in the previous year, 2018-2019, which stood at 381. This substantial increase in the number of appeals in 2019-2020 suggests a heightened focus on addressing RTE-related grievances during that period.

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

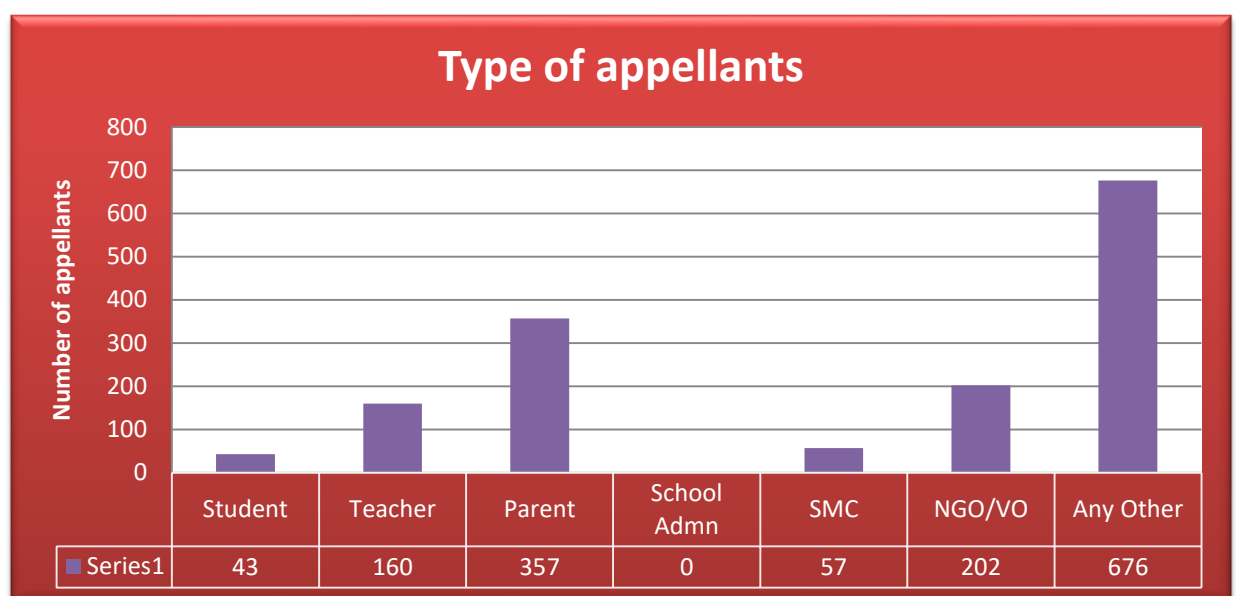
contributing to these variations, such as the effectiveness of grievance redressal mechanisms, awareness and accessibility of the SCPCR among the target population, and the specific educational challenges faced by each state.

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 SCPCR and districts to ensure awareness about the local grievance redressal Mechanism u/s 32, RTE Act, 2009

Table7. SCPCR Chapters & Steps for awareness of RTE ACT

SCPCR Chapters	Steps taken to ensure awareness
Andhra 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

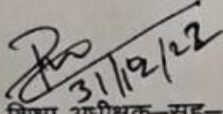
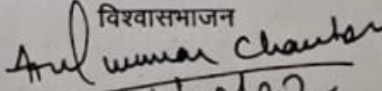
Based on the analysis of the grievance redressal process, the following key recommendations are proposed to enhance the effectiveness and responsiveness of the system:

- 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	
<small>नया समाहरणालय भवन, ब्लॉक-सी0, घाईबासा रोड, खूँटी - 835210</small>	
पत्रांक प्रेषक,	JEP/KHUNTI/1009..... दिनांक 31/12/22
सेवा में,	जिला शिक्षा पदाधिकारी-सह- जिला कार्यक्रम पदाधिकारी झारखण्ड शिक्षा परियोजना, खूँटी।
	संशोधित पत्र
महाशय,	रूपाली बनर्जी सिंह सदस्य सचिव, राष्ट्रीय बाल अधिकार संरक्षण आयोग, भारत सरकार
विषय :-	शिक्षा अधिकार अधिनियम 2009 के U/S 32 से संबंधित प्रतिवेदन समर्पित करने के संबंध में।
प्रसंग :-	भवदीय पत्रांक No-25017/13/2019-20/NCPCR/RTE-00112 दिनांक 13.12.2022 एवं इस कार्यालय के पत्रांक 995 दिनांक 30.12.2022
महाराय,	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।
	<div style="display: inline-block; width: 45%; text-align: center;"> 31/12/22 जिला शिक्षा अधीक्षक-सह- अपर जिला कार्यक्रम पदाधिकारी, झारखण्ड शिक्षा परियोजना, खूँटी।</div> <div style="display: inline-block; width: 45%; text-align: center;"> विश्वासचन्द्र जिला शिक्षा पदाधिकारी-सह- जिला कार्यक्रम पदाधिकारी झारखण्ड शिक्षा परियोजना, खूँटी।</div>



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



Letter No. 2051

Date:- 11/01/22

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 Nil.

This is for favour of kind information and necessary action.

Yours faithfully,

[Signature]
11/1/22

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

[Signature]
11/11/22

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/ 15619

/2022-23 दिनांक 09-12-2022

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 विषयक कृपया अपने कार्यालय के पत्रांक 25017/13/2019-20/एन0सी0पी0 सी0 आर0/आर0टी0ई0 डी0डी0 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 स्थापित 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 सम्मानित 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

Aravind Kumar

डा0 (अरविन्द कुमार पाठक)
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.

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

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

Madam,

Sub:- APSCPCR- Information pertaining to a study on
Mechanism developed in District Under Sector 32 of RTE
Act, 2009 for grievance redressal -furnished -Regarding.

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

Copy to
Ms. Shivani Sharma - shivani priyabks@gmail.com
Sri. Mukesh Barik - mukeshbarik@gmail.com
Sri. Ankit Mishra - ankitmishra.bks@gmail.com

प्रेषक,

जिला बेसिक शिक्षा अधिकारी,
लखनऊ।

सेवा में,

रूपाली बैनर्जी सिंह
सदस्य सचिव
राष्ट्रीय बाल अधिकार संरक्षण आयोग।

पत्रांक— बेसिक/आर0टी0ई0/ 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 / आर0टी0ई0डी0डी0640 दिनांक 02.12.2022 का सन्दर्भ ग्रहण करने का कष्ट करें। जो कि आर0टी0ई0 आर0टी0ई0 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 क्रम में उक्त सभी सूचनाएं अधोहस्ताक्षरी द्वारा उन्हें उपलब्ध करा दी गयी है।

जिला बेसिक शिक्षा अधिकारी,

लखनऊ

14/12/22

पृ0स0/व दिनांक 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 LEVEL	STATE LEVEL	REMARKS
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 by the State on Grievance Redressal Authority under Section 32 of RTE Act, 2009			
KARNATAKA	<p>The School Development and Monitoring Committee may also involve all parents in the activities of the school and to motivate them to offer constructive suggestions to the local authority and School Development and Monitoring Committee for improving the school. It shall also address grievances or complaints made by students, parents, teachers and non-teaching staff of the school.</p> <p>Prescribed Authorities and Procedure for taking action for Violation of the Provisions of the Act. - Section 35(1) the prescribed authority for previous sanctions for procedure under sections 13(2), 18(5), 19(5). of the Act is the Chief Executive Officer of the Zilla Panchayat of the district. It is the responsibility of the BEO of the block and DDPI of the district to report such cases to the CEO of the Zilla Panchayat of the district, who after satisfying himself may accord such sanction for prosecution under the said section.</p> <p>(2) At the first level, the BEO on noticing violation of the Act or on receipt of a complaint about any violation of the Act by any person, shall issue a notice to the concerned school, management, School Development and Monitoring Committee and seek an explanation within fifteen days from the date of notice. If the reply is not satisfactory or fails to respond to the notice, he shall bring the violation to the notice of the DDPI and the CEO of the Zilla Panchayat.</p> <p>(3) The DDPI shall cause a visit to the institution and enquire into the alleged violation and make a report to the CEO of the Zilla Panchayat, who shall give reasonable opportunity for such person who has violated and shall pass orders as deem fit. CEO of Zilla Panchayat shall pass such orders within one month under these rules. (4) The CEO of Zilla Panchayat shall be vested with the powers to take action for any violation of sections 14, 15, 16, 17, 25, 28, 30, of the Act and also any violation under these rules. Detailed guidelines for taking action for such violation shall be issued by the Government.</p>			
MADHYA	Local authority	CEO, Zilla	SCPCR as appellate	
PRADESH		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:	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)
1	Andhra Pradesh	NA	NA	Andhra Pradesh State Commission for protection of Child Right Flat no. 510, 511, 512 MGM Capital,, Chinakakani, Manglagiri, Amrawati-522503	No	Not Maintained (Annual Report)

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
72	210	7	NA	289	72	210	7	NA	289

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.)														
2018-2019			2019-2020			2020-2021			2021-2022			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	Clos ed	Pen ding
72	72	0	210	210	0	7	7	0	NA	NA	NA	289	289	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.)														
2018-2019			2019-2020			2020-2021			2021-2022			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

72	72	0	210	210	0	7	7	0	NA	NA	NA	289	289	0
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8. (A) Please provide the year wise status and duration taken to close the appeal preferred 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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks	
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year			
72			72	0	All appeals received in Other Option.	210	0	0	210	0	All appeals received in Other Option.	
2020-2021					2021-2022				Total			
Total received	Closed		Pending	Remarks	Total received	Closed		Pending	Total received	Closed		Pending

		With in 3 months	3-12 months	More than year				With in 3 months	3-12 months	More than year			With in 3 months	3-12 months	More than year
	7	0	0	7	0	All appeals received in Other Option.	NA	0	0	NA	NA	289	0	0	289

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(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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year		

72	0	0	72	0	All appeals received in Other Option.	210	0	0	210	0	All appeals received in Other Option.								
2020-2021					2021-2022					Total									
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks	Total received	Closed						
	With in 3 months	3-12 months	More than year				With in 3 months	3-12 months	More than year				With in 3 months	3-12 months	More than year				
7	0	0	7	0	All appeals received in Other Option.	NA	0	0	NA	NA	All appeals received in Other Option.	289	0	0	289				
10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19. (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)								11. Please provide the action taken on the appeal 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)/ 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/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other)											
2018-2019								2019-2020											
Total no. of complaints received								Total no. of complaints received											
72								210											
12. Please provide the action taken on the appeal referred u/s 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)								13. Please provide the action taken on the appeal 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/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other)											
2020-2021								2021-2022											
Total no. of complaints received								Total no. of complaints received											
7																			
16. Please state the factors which hinder the effective handling of appeal referred u/s 32(3), RTE ACT, 2009.																			
1				2				3				4				5			
No issue in Handling the appeal																			
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 ensure awareness about the grievance redressal Mechanism											
1		2		3		4		5		1		2		3		4		5	
Review Meeting with DM		Workshop with NGO		Through Media						Review Meeting with DM		Workshop with NGO		Through Media					

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)								
2	Jharkhand	NA	NA	Artisan Hostel, Ground Floor, Gol Chhakkar, Dhurwa, Ranchi-834004	No	File								
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					
NIL	NIL	NIL	NIL	0										
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.)														
2018-2019			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending
6. (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			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending
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	Closed		Pend	Remarks		Total	Closed		Pend	Remarks				

received	Within 3 months	3-12 months	More than year	ing		received	Within 3 months	3-12 months	More than year	ing		
2020-2021					2021-2022					Total		
Total received	Closed		Pending	Remarks	Total received	Closed		Pending	Total received	Closed		Pending
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(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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks	
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year			
2020-2021					2021-2022					Total		
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks	
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year			
10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19. (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)						11. Please provide the action taken on the appeal 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)/ 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)						
2018-2019						2019-2020						
Total no. of complaints received						Total no. of complaints received						

12. Please provide the action taken on the appeal referred u/s 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)					13. Please provide the action taken on the appeal 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/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other)				
2020-2021					2021-2022				
Total no. of complaints received					Total no. of complaints received				
16. Please state the factors which hinder the effective handling of appeal referred u/s 32(3), RTE ACT, 2009.									
1		2		3		4		5	
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 ensure awareness about the grievance 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 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

)
3	Karnataka				4th floor, Krushi Bhavan, Nrupatunga Road, Rani Chennamma Circle, Bangalore – 560002.							Re gist er and Co mp uter ise d
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		
0	199	39	22	260								
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.)												
2018-2019			2019-2020			2020-2021			2021-2022			Total
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received
(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			2019-2020			2020-2021			2021-2022			Total
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received

154	74	80	279	217	62	107	21	86	407	94	313	407

8. (A) Please provide the year wise status and duration taken to close the appeal preferred 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					
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Total received	Closed			Pending	Remarks	Total received	Closed			Pending
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year	

--	--	--	--	--	--	--	--	--	--	--

2020-2021					2021-2022					Total		
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Total received	Closed	Pending	Remarks	Total received	Closed	Pending	Total received	Closed
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		Within 3 months	3-12 months	More than year			Within 3 months	3-12 months	More than year			Within 3 months

8. (B) Please provide the year-wise status and duration taken to close direct complaint 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(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 received	Closed			Pendi ng	Remarks	Total receiv ed	Closed					
	Within 3 months	3-12 mont hs	More than year				Within 3 months	3-12 mont hs	Mo tha yea			
2020-2021					2021-2022					To		
Total received	Closed			Pen din g	Remark s	Tot al rece ived	Closed			Pen din g	Remarks	To l rec ved
	Withi n 3 mont hs	3-12 mon ths	More than year				Withi n 3 mont hs	3-12 mon ths	More than year			

10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19.
(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)

11. Please provide the action taken on the appeal 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)/ 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)

2018-2019	2019-2020
Total no. of complaints received	Total no. of complaints received

12. Please provide the action taken on the appeal referred u/s 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)	13. Please provide the action taken on the appeal 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)
2020-2021	2021-2022
Total no. of complaints received	Total no. of complaints received

16. Please state the factors which hinder the effective handling of appeal referred u/s 32(3), RTE ACT, 2009.

1	2	3	4
We face challenges in coordinating with CBSE & ICSE schools , who often distance themselves from any local jurisdiction authority visits , inspections or directions issued to them by education departments	Non Compliance issues with district level authorities by Private & other Central board schools		

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 SCPCR to ensure awareness about the grievance redressal Mechanism.

1	2	3	4	5	1
					KSCPCR directs the district authorities to regularly conducts awareness drives , sensitization programs for government schools through district & taluk level stakeholders in coordination with NGO's & other civil society groups.

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)

4	Madhya Pradesh	Yes	9827297225	Madhya Pradesh Child Protection for Child Rights 59, 3rd Floor, Narmada Bhavan, Arera Hills, Bhopal	Yes	Register and Other							
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				
38	30	32	35	135	38	30	32	35	135				
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.)													
2018-2019			2019-2020			2020-2021			2021-2022			Total	
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed
38	38	0	30	27	3	32	32	0	35	23	12	135	120
(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			2019-2020			2020-2021			2021-2022			Total	
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed
38	38	0	30	27	3	32	32	0	35	23	12	135	120
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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year		
38		38		0	All appeals received in Other Option.	30		27		3	All appeals received in Other Option.

2020-2021					2021-2022					Total				
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Total received	Closed		
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year			Within 3 months	3-12 months	More than year
32		32		0	All appeals received in Other Option.	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(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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year		
38		38		0	All appeals received in Other Option.	30		27		3	All appeals received in Other Option.

2020-2021						2021-2022						Total						
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks	Total received	Closed					
	With in 3 months	3-12 months	More than year				With in 3 months	3-12 months	More than year				With in 3 months	3-12 months	More than year			
32		32		0	All appeals received in Other Option.	35		23	0	12	All appeals received in Other Option.	135		120				
10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19. (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)										11. Please provide the action taken on the appeal 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)/ 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)								
2018-2019										2019-2020								
Total no. of complaints received										Total no. of complaints received								
38										30								
12. Please provide the action taken on the appeal referred u/s 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)										13. Please provide the action taken on the appeal 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)								
2020-2021										2021-2022								
Total no. of complaints received										Total no. of complaints received								
32										35								
16. Please state the factors which hinder the effective handling of appeal referred u/s 32(3), RTE ACT, 2009.																		
1					2					3			4		5			
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 ensure awareness about the grievances redressal Mechanism.										
1		2		3		4		5		1		2		3		4		5

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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)							
5	Maharashtra	NIL	NIL	MAHARASHTRA STATE COMMISSION FOR PROTECTION OF CHILD RIGHT, 3rd floor, Government Transport service Building, Sir Pochakhanwala Rd. , Worli, Mumbai-3-		Register and Computerised							
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 Adminstration/ 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				
2	0	2	9	13	9	55	41	84	189				
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.)													
2018-2019			2019-2020			2020-2021			2021-2022			Total	
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed

2	1	1	0	0	0	2	0	2	10	0	10	14	1
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(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			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending
9	0	9	55	8	47	41	1	40	84	0	84	189	9	189

8. (A) Please provide the year wise status and duration taken to close the appeal preferred 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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year		
2	0	0	1	1	02 Appeals received as u/s 12(1)(c).	1	0	0	1	0	02 Appeals received as u/s 18.
2020-2021					2021-2022					Total	
Total received	Closed		Pending	Remarks	Total received	Closed		Pending	Total received	Closed	

ed					ved					ved				n d i n g t h a n y e a r
	Wit hin 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	
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	21 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(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 received	Closed			Pend ing	Remarks	Total recei ved	Closed			Pen ding	Remark s
	Within 3 months	3-12 mont hs	More than year				Within 3 months	3-12 mont hs	More than year		
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

					u/s 17										u/s 8(g), 03 appeal received u/s 9(f), 09 appeal received u/s 12(1)(c), 01 Appeal received u/s 13, 02 Appeal received u/s 16, 32 appeal received u/s 17, 02 Appeal received u/s 19, and 01 Appeal received u/s 24.
2020-2021						2021-2022						Total			
Total recei ved	Closed			Pe ndi ng	Remark s	Tot al rec eiv ed	Closed			Pe ndi ng	Remarks	Tota l rece ived	Closed		
	With in 3 mont hs	3-12 mon ths	Mor e than year				With in 3 mont hs	3-12 mon ths	Mor e than year				With in 3 mont hs	3-12 mon ths	Mo re tha n yea r
41	0	1	0	40	04 Appeal received u/s 5, 03 Appeal received u/s 8(d), 05 appeal received u/s 12(1)(c), 01 Appeal received u/s 13, 01 Appeal received u/s 16, 26 appeal received u/s 17, 01	84	0	0	0	84	20 Appeal received u/s 5, 02 Appeal received u/s 8(d), 01 Appeal received u/s 9(f), 14 appeal received u/s 12(1)(c), 46 appeal received u/s 17, 01 Appeal received u/s 26.	189	0	7	2

					Appeal received u/s 18.										
10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19. (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)									11. Please provide the action taken on the appeal 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)/ 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)						
2018-2019									2019-2020						
Total no. of complaints received									Total no. of complaints received						
2									142						
12. Please provide the action taken on the appeal referred u/s 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)									13. Please provide the action taken on the appeal 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)						
2020-2021									2021-2022						
Total no. of complaints received									Total no. of complaints received						
2									6						
16. Please state the factors which hinder the effective handling of appeal referred u/s 32(3), RTE ACT, 2009.															
1						2				3			4		5

Insufficient Staff					Non availability of legal advisor		Non availability of Commission		difficulty in finding the office location		
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 ensure awareness about the grievances redressal Mechanism.						
1	2	3	4	5	1	2	3	4	5		
1. MSCPCR has recommended to the commissioner(e ducation) to take necessary steps to ensure that no recommendatory letters are issued by any of the officers to the schools in respect of RTE admissions under 12 (1) (C)	MSCPCR has organised various awareness programm es in district	MSCPCR has organised various programm s for children, teacher in collaborat ion with NGO's	MSCPCR has organised various program ms for children, teacher in collaborat ion with School education departme nt & Police departme nt.		NA						

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)								
6	Meghalaya	NA	NA	Meghalaya State Commission for Protection of Child Rights Lower Lachumiere, Shillong, Meghalaya,	No	File								
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					
3	3	2	2	10	3	3	2	2	10					
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.)														
2018-2019			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending
(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			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending

														ding
3	3	0	3	3	0	2	2	0	2	2	0	22	22	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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year		
2020-2021					2021-2022					Total	
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year		

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						2019-2020					
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year		
3	3				All appeals received in Other Option.	3	3				All appeals received in Other Option.
2020-2021					2021-2022					Total	
Tot	Closed			Pe	Remar	Tot	Closed			Pe	Remark

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	3-12 mo nths	More than year	ndi ng	s	al rece ived	With in 3 mont hs	3-12 mo nths	More than year	e n d i n g			
2	2				All appeals receive d in Other Option.	2	2				All appeals receive d in Other Option.					1 8 0			
10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19. (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)											11. Please provide the action taken on the appeal 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)/ 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)								
2018-2019											2019-2020								
Total no. of complaints received											Total no. of complaints received								
12. Please provide the action taken on the appeal referred u/s 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)											13. Please provide the action taken on the appeal 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)								
2020-2021											2021-2022								
Total no. of complaints received											Total no. of complaints received								
16. Please state the factors which hinder the effective handling of appeal referred u/s 32(3), RTE ACT, 2009.																			
1					2					3			4			5			
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 ensure 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 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)								
7	ODISHA	NA	NA	Odisha State Commission for protection of Child Rights Qr. No.1, Type-A, Unit-V Bhubaneswar- 751001	No	Register								
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					
141	142	19	19	321	141	142	19	19	321					
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.)														
2018-2019			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending
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.)														
2018-2019			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending
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)

2018-2019						2019-2020									
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks				
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year						
141	5	24	22	90	All appeals received in Other Option.	142	5	5	17	115	All appeals received in Other Option.				
2020-2021					2021-2022					Total					
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Total received	Closed			Pending
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year			Within 3 months	3-12 months	More than year	
19	0	6	0	13	All appeals received 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, 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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year		
57	0	16	3	38	All appeals received in	40	0	8	0	32	All appeals received in

					Other Option.						Other Option.								
2020-2021						2021-2022						Total							
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks	Total received	Closed			Pending			
	With in 3 months	3-12 months	More than year				With in 3 months	3-12 months	More than year				With in 3 months	3-12 months	More than year				
13	0	3	0	10	All appeals received in Other Option.	11	0	1	0	10	All appeals received in Other Option.	121	0	28	3				
10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19. (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)											11. Please provide the action taken on the appeal 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)/ 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)								
2018-2019											2019-2020								
Total no. of complaints received											Total no. of complaints received								
141											142								
12. Please provide the action taken on the appeal referred u/s 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)											13. Please provide the action taken on the appeal 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)								
2020-2021											2021-2022								
Total no. of complaints received											Total no. of complaints received								
19											19								
16. Please state the factors which hinder the effective handling of appeal referred u/s 32(3), RTE ACT, 2009.																			
1				2				3				4				5			
NA																			
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 ensure awareness about the grievances redressal Mechanism.											
1		2		3		4		5		1		2		3		4		5	
Awareness Campion		Awareness Campion with Local Stakeholder		Programmes and Meeting															

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)								
8	Sikkim	NA	NA		No	File								
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					
1	1	2	1	5	1	1	2	1	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.)														
2018-2019			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending
6. (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			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending
1	1	0	1	1	0	2	2	0	1	1	0	29	29	0
8. (A) Please provide the year wise status and duration taken to close the appeal preferred 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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks			
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year					
2020-2021					2021-2022					Total				
Tot	Closed		Pen	Remar	Total	Closed		Pend	Total	Closed		Pen		

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

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						2019-2020										
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks					
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year							
1	1				All appeals received in Other Option.	1	1				All appeals received in Other Option.					
2020-2021					2021-2022					Total						
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks	Total received	Closed			Pending
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year	
2	2				All appeals received in Other Option.	1	9									0

**10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19.
(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)**

**11. Please provide the action taken on the appeal 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)/ 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)**

2018-2019	2019-2020
Total no. of complaints received	Total no. of complaints received

12. Please provide the action taken on the appeal referred u/s 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)					13. Please provide the action taken on the appeal 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)				
2020-2021					2021-2022				
Total no. of complaints received					Total no. of complaints received				
16. Please state the factors which hinder the effective handling of appeal referred u/s 32(3), RTE ACT, 2009.									
1		2		3		4		5	
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 ensure 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 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)								
9	Uttarakhand			Uttarakhand State Commission for Protection of Child Rights	No	File								
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 Adminstration/ 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					
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.)														
2018-2019			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending
(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			2019-2020			2020-2021			2021-2022			Total		
Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending	Received	Closed	Pending
8. (A) Please provide the year wise status and duration taken to close the appeal preferred 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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks			
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year					

2020-2021						2021-2022						Total				
Total received	Closed		Pending	Remarks	Total received	Closed			Pending	Total received	Closed			Pending		
		Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year			Within 3 months	3-12 months	More than year	
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(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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks					
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year							
2020-2021					2021-2022					Total						
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks	Total received	Closed			
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year	
10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19. (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)									11. Please provide the action taken on the appeal 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)/ 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)							
2018-2019									2019-2020							
Total no. of complaints received									Total no. of complaints received							

[illegible]

8. (B) Please provide the year-wise status and duration taken to close direct complaint 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(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 Scheme/ Merit Scholarship related/ Other)

[illegible]

**10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19.
(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)**

11. Please provide the action taken on the appeal referred to in 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(a)/ 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/ Other related/ Other)

2018-2019	2019-2020
Total no. of complaints received	Total no. of complaints received

12. Please provide the action taken on the appeal referred u/s 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)					13. Please provide the action taken on the appeal 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/ 22/ 23/ 24/ 25/ 26/ 27/ 28/ 29/ 30 and Rule 5(d)/ Rule 17/ Mid day meal/ Scholarship related/ Other)				
2020-2021					2021-2022				
Total no. of complaints received					Total no. of complaints received				
16. Please state the factors which hinder the effective handling of appeal referred u/s 32(3), RTE ACT, 2009.									
1		2			3		4		5
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 ensure awareness about the grievance 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 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, Lal Bahadur Shastri Marg, Lucknow-226001	No	Register and Software								
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.)														
2018-2019			2019-2020			2020-2021			2021-2022			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	Clos ed	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.)														
2018-2019			2019-2020			2020-2021			2021-2022			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
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 preferred 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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year		
40	0	40	0	0	All appeals received in Other Option.	45	0	45	0	0	All appeals received in Other Option.

2020-2021				2021-2022			Total		
Total received	Closed	Pending	Remarks	Total received	Closed	Pending	Total received	Closed	Pending

		Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year			Within 3 months	3-12 months	More than year
	75	0	75	0	0	All appeals received in Other Option.	83	0	83	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(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 received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks
	Within 3 months	3-12 months	More than year				Within 3 months	3-12 months	More than year		

40	0	40	0	0	All appeals received in Other Option.	45	0	45	0	0	All appeals received in Other Option.								
2020-2021						2021-2022						Total							
Total received	Closed			Pending	Remarks	Total received	Closed			Pending	Remarks	Total received	Closed						
	With in 3 months	3-12 months	More than year				With in 3 months	3-12 months	More than year				With in 3 months	3-12 months	More than year				
75	0	75	0	0	All appeals received in Other Option.	83	0	83	0	0	All appeals received in Other Option.	243	0	243	0				
10. Please Provide the action taken on the appeal referred u/s 32(3), RTE Act, 2009 in year 2018-19. (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)								11. Please provide the action taken on the appeal 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)/ 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)											
2018-2019								2019-2020											
Total no. of complaints received								Total no. of complaints received											
40								45											
12. Please provide the action taken on the appeal referred u/s 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)								13. Please provide the action taken on the appeal 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)											
2020-2021								2021-2022											
Total no. of complaints received								Total no. of complaints received											
75								83											
16. Please state the factors which hinder the effective handling of appeal referred u/s 32(3), RTE ACT, 2009.																			
1					2					3			4		5				
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 ensure awareness about the grievance redressal Mechanism.											
1		2		3		4		5		1		2		3		4		5	

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

