

OFFICE OF THE DEPUTY DIRECTOR

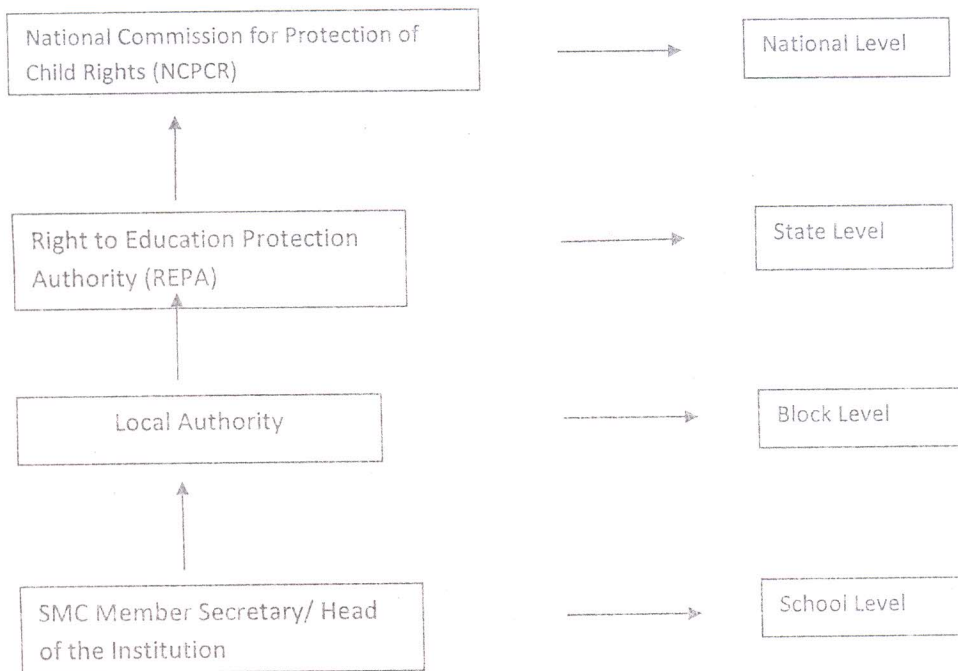
प्रौढ़ शिक्षा/Adult Education

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पोर्टब्लेयर/ Port Blair

Dated the ²⁷ April, 2013Guidelines for Grievances Redressal Mechanism

1. Secretary (Education), Andaman & Nicobar Administration is pleased to approve for notification to formulate Grievances Redressal Mechanism in compliance with the Section 32 of the RTE Act, 2009 for protection of the Child Rights at the local level. The hierarchy of Grievances Redressal Mechanism is as under:

2. Functions of Grievances Redressal Mechanism:

- To provide proper guidance to the aggrieved persons.
 - To monitor the progress of the short comings if any.
 - To make necessary efforts to redress the grievances of the complaints.
 - To conduct enquiry as directed by REPA if received, and submit the report accordingly.
 - Any other work assigned by the Member Secretary, REPA in relation to removal of grievances.
- The Member Secretary, REPA may issue guidelines/instructions for the disposal of matters connected with redressal of grievances.

3. Procedure for removal of grievances:

- 3.1 The aggrieved person shall be entitled to submit a written complaint, fax or e-mail addressed to the Member Secretary of concerned School Management Committee (SMC) with a copy to the Local Authority for Grievance Redressal Mechanism.
- 3.2 The Head of the Institution/Member Secretary (SMC) would redress the grievances if competent to do so at his own level and inform the complaint under intimation to the Local Authority (LA) for Grievance Redressal Mechanism or shall submit a report with his comments to the LA.
- 3.3 The LA shall take necessary steps to get the redressal of grievances of the litigant at their own level subject to competency within a period of three months after affording a reasonable opportunity of being heard to the parties concerned.
- 3.4 For the purpose of deciding a matter arising out of a grievances/complaint the notified local authority may cause such verification and call for such information as it considers necessary.
- 3.5 In respect of grievances relating to matters of urgency, such as denial of admission, etc. The notified local authority shall endeavour to decide the matter in a shorter time. Further, in respect of grievances relating to violation of Indian Penal Code, such as violence, child