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GOVERNMENT OF ASSAM
ELEMENTARY EDUCATION DEPARTMENT
DISPUR, GUWAHATI-6

ORDERS BY THE GOVERNOR OF ASSAM
NOTIFICATION

Dated Dispur, the 18th Sept' 2014

PMA. 627/2010/289 : In exercise of the powers conferred by the Section 32(1)(2)(3)(4) of the Right of Children to Free and Compulsory Education Act, 2009, the Govt. of Assam is pleased to notify the following provision for grievance redressal mechanism.

- (1) Any person having any grievance relating to the right of a child under the said Act may make a written complaint to the local authority;
- (2) The local authority after receiving the complaint from the applicant, shall decide the matter within a stipulated period of three months affording a reasonable opportunity of being duly heard to the parties concerned;
- (3) Any person aggrieved by the decision of the local authority, shall prefer appeal before the State Commission for Protection of Child Rights and the Appellate Authority i.e. State Commission for Protection of Child Rights shall dispose of the appeal within a period of three months.

Whereas in exercise of the powers conferred by the section 32(1)(2)(3)(4) of the RTE Act, 2009 and Assam Right of Children to Free and Compulsory Rules, 2011 framed there under the Government of Assam in the Education Department (Elementary) is pleased to notify the following Grievance Redressal Framework.

I. Grievance Redressal Authorities:

Level of Redressal Mechanism	Grievance Redressal Agency	Authority/Officer assigned with Redressal	Appellate Authority
Local Authority	The Municipal Corporation / Municipal Board/ Town Committee	Commissioner/ Chairman	District Elementary Education Officer
	Zila Parishads	President, Zilla Parishad and Chief Executive officer, Zilla Parishad	District Elementary Education Officer
	Anchalik Panchayats	President, Anchalik Panchayat and Secretary Anchalik Panchayat cum BDO	District Elementary Education Officer
	All Gaon Panchayats	Secretary, Gaon Panchayat	District Elementary Education Officer
Block Level	Department of Elementary Education	Block Elementary Education Officer	District Elementary Education Officer
District Level	Department Of Elementary Education	District Elementary Education Officer	Secretary, Education(Elementary)
State Level	Department Of Elementary Education	Secretary, Education(Elementary)/DEE	Chairperson, SCPCR
	Axom Sarba Siksha Abhiyan Mission	State Mission Office, SSA, Assam (via Toll Free Number of 18003453525)	Chairperson, SCPCR
	SCPCR	Member Secretary, SCPCR	Chairperson, SCPCR

The Grievance Redressal agencies responsible for receiving and addressing of the grievances from village/town level shall take followings actions:-

- Local Authority will receive written complaint from any person (any child, parent or guardian or any other on behalf of any child) by post, fax, email, toll free telephone number etc. and will record in the prescribed format.

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- The identity of the complainant will be kept confidential.
- The Local Authority will register the complaint and will acknowledge the complaint. A receipt of the complaint should be provided to the complainant.
- Local Authority will maintain all records of grievances filed and decisions taken on it.
- The Local Authority will investigate the complaint and thereafter take decision on the complaint.
- If the complaint is not redressed, the Local Authority will forward the matter to the District Level Authority or the complainant may directly appeal to State/District Level Authority and State Commission for Protection of Child Right (SCPCR) in this regard.
- In respect of grievances of an urgent matter such as denial of admission etc. the notified authority shall endeavour to decide the matter in the shortest time-possible.
- In respect of grievances related to violation of Indian Penal Code, such as violence, child abuse, corporal punishment etc. the notified Local Authority may facilitate the filing of FIR before the Police authorities and intimation to the respective CWCs(Child Welfare Committees)under the Act.

II. Entitlements, Safeguards, Implementing Agencies, Authority for Redressal, and Appellate Authority for the provisions of Section-32-(1) of RTE Act, 2009, Assam

RTE Act Entitlements and Safeguards	Responsible Agencies for implementation	Authority assigned for Redressal	Time limit for Grievance Redressal (working days)	Appellate Authority	Time limit for Grievance Redressal (working days)
(1) Access Related					
Mapping and Tracking of Children	SMC	Appropriate Local Authority/CRC/BE EO	7 days	DEEO/DEE/Secretary, Education/SCPCR	15 days
Availability of neighbourhood School	Village Panchayat/Ward /CRC	Appropriate Local Authority/BEEO/D EEO/BMC	10 days	DEE/Secretary, Education/SCPCR/SM O-SSA	30 days
Safety of access to neighbourhood School	SMC	Appropriate Local Authority/ BEEO/DEEO/DMC	7 days	DEE/Secretary, Education/SCPCR/ SMO-SSA	15 days
Transport, where required	Head Teacher/CRC	Appropriate Local Authority/BEEO/D EEO/DMC	7 days	DEE/Secretary, Education/SCPCR/SM O-SSA	15 days
Other specific entitlement (such as aids and appliances), where required	Head Teacher	DEEO/ DMO-SSA	15 days	Secretary Education/ DEE/SMO-SSA	15 days
Availability of Teachers	Head Teachers	BEEO/DIs	15 days	DEE/DEEO/Secretary, Education	15 days
(2) Admission Related					
No denial in Admission in any case/issue	Head Teacher	Appropriate Local Authority/CRC/BE EO	7 days	DEE/DEEO/Secretary Education/SCPCR,	15 days
Age appropriate admission	Head Teacher	Appropriate Local Authority/ CRC/BEEO	7 days	DEE/DEEO/Secretary Education/SCPCR,	15 days
Special Training for Late admissions, dropped out children	Head Teacher/CRC	BEEO /DMO-SSA	7 days	DEE/DEEO/Secretary Education/SCPCR	15 days

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Elementary Education for children of migrant families	Head Teacher/CRC	Appropriate Local Authority /BEEO	7 days	DEE/DEEO/DMO-SSA	15 days
No screening test	Head Teacher	Appropriate Local Authority /CRC/DEEO	7 days	DEE/DEEO/DMO-SSA	15 days
No Capitation fees	Head Teacher	Appropriate Local Authority /CRC	7 days	DEE/DEEO/DMO-SSA	15 days
Any time admission	Head Teacher	Appropriate Local Authority /CRC	7 days	DEE/DEEO/DMO-SSA	15 days
Timely public display of all admission related information	Head Teacher	Appropriate Local Authority /CRC/BEEO	7 days	DEE/DEEO/DMO-SSA	15 days
Transparency in admission process	Head Teacher	Appropriate Local Authority	7 days	DEE/DEEO/DMO-SSA	15 days
Allotment of seats in provision of 25% category	Head Teacher	Appropriate Local Authority/CRC/BE EO	7 days	DEE/DEEO/DMO-SSA	15 days
No Gender discrimination	Head Teacher	Local Authority /CRC/BEEO	7 days	DEE/DMO-SSA, DEEO/Secretary Education/SCPCR	15 days
Admission in KGBV	KGBV Management Committee	BEEO/DMO-SSA	7 days	SMO-SSA/Secretary Education	15 days
Maintenance of Children in KGBV	KGBV Management Committee	BEEO/DMO-SSA/DEEO	7 days	SMO-SSA/Secretary Education/SCPCR	15 days
(3) Student Related					
Text Books	Head Teacher	CRC/BEEO/DMO-SSA	10 days	DEE/DEEO/SMO-SSA, Secretary Education	15 days
Uniforms	SMC	CRC/BEEO/DEEO	10 days	SMO-SSA, Secretary Education, DEE	15 days
(4) Teachers Related					
Prohibition of Corporal Punishment	Head Teacher	Appropriate Local Authority/CRC/ BEEO	3 days	DEE/DEEO/DMO-SSA, Secretary Education	3 days
Prohibition of Discrimination	Head Teacher	Appropriate Local Authority/CRC/ BEEO	3 days	DEE/DEEO/DMO-SSA, Secretary Education	3 days
Pupil Teacher Ratio	BEEO	DEEO	7 days	DEE/DEEO/DMO-SSA, Secretary Education	30 days
Non-Compliance of duties by Teachers	BEEO	DEEO	7 days	DEE/ Secretary Education	30 days
Private Tuition by Teachers	BEEO	DEEO	7 days	DEE/ Secretary Education	15 days
Non Teaching Duties	Head Teacher	DEEO	7 days	DEE/ Secretary Education	15 days
Appropriate Teaching methods	Head Teacher	BEEO/Principal, DIET	7 days	Director SCERT/DEEO/DMO-SSA, Secretary Education	15 days
Appropriate evaluation methods/CCE	Head Teacher	BEEO/Principal, DIET	10 days	Director SCERT /DEEO/DMO-SSA, Secretary Education	15 days
(5) Infrastructure Related					
Usable School building	SMC	DEEO/ DMO-SSA	10 days	SPO-SSA/ Secretary Education/ DEE	30 days
Requisite classrooms	SMC	DEEO/ DMO-SSA	10 days	SPO-SSA/ Secretary Education/ DEE	30 days

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RTE Act Entitlements and Safeguards	Responsible Agencies for implementation	Authority assigned for Redressal	Time limit for Grievance Redressal (working days)	Appellate Authority	Time limit for Grievance Redressal (working days)
Separate and functional toilets for boys and girls	SMC	DEEO/ DMO-SSA	10 days	SPO-SSA/ Secretary Education/ DEE	30 days
Adequate and safe drinking water facilities	SMC	DEEO/ DMO-SSA	10 days	SPO-SSA/ Secretary Education/ DEE	30 days
Boundary wall	SMC	DEEO/ DMO-SSA	10 days	SPO-SSA/ Secretary Education/ DEE Education	30 days
Quality of Construction work related	SMC	DPE	10 days	SPO-SSA/ Secretary Education/ DEE	15 days
MDM Kitchen shed	SMC	BEEO	7 days	DEE/DEEO/ Secretary Education	30 days
Merit of MDM	SMC	BEEO	7 days	DEE/DEEO/ Secretary Education	15 days
Regularity of MDM	SMC	BEEO	7 days	DEE/DEEO/ Secretary Education	15 days
Library	Head Teacher	BEEO	7 days	DEE/DEEO/ Secretary Education	15 days
Playground	Head Teacher	BEEO	7 days	DEE/ DEEO/ Secretary Education	15 days
Play material	Head Teacher	BEEO	7 days	DEE/DEEO/ Secretary Education	15 days
Sports equipment	Head Teacher	BEEO	7 days	DEE/DEEO/ Secretary Education	15 days
(6) Management Related Affairs					
Working Days of Schools	Head Teacher	BEEO	7 days	DEE/DEEO/ Secretary Education	15 days
Misuse of school building	SMC	BEEO	7 days	DEE/DEEO/ Secretary Education	15 days
Lack of maintenance of infrastructure	Head Teacher	BEEO	7 days	DEE/ DEEO/ DMO-SSA/ Secretary Education	15 days
Transfer Certificate of Students	Head Teacher	BEEO	7 days	DEE/DEEO/DMO-SSA	15 days
Completion Certificate of Elementary Education	Head Teacher	BEEO	7 days	DEE/DEEO/DMO-SSA	15 days
(7) Curriculum					
Curriculum	DIET	SCERT	15 days	Education Department	30 days
(8) SMC Issues					
Formation of SMCs	Head Teacher	BEEO	7 days	DEE/DEEO/DMO-SSA	15 days
Functioning of SMCs as per Rules	Head Teacher	BEEO	7 days	DEE/DEEO/DMO-SSA	15 days
Preparation of SDP by SMC	SMC	BEEO	7 days	DEE/DEEO/DMO-SSA	15 days
School Monitoring by SMC	SMC	BEEO	7 days	DEE/DEEO/DMO-SSA	15 days
(9) Related to Grants and Accounts					
All issues of Grants, income and expenditure of SMC	Head Teacher	BEEO	10 days	DEE/DEEO/DMO-SSA/SMO-SSA/Secretary Education	20 days
(10) Related to Teacher					
Grievances of Teachers	BEEO	BMC	10 days	DEEO/DMO-SSA/SMO-SSA/Secretary Education	30 days

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(11) Miscellaneous Issue					
Any miscellaneous issue	BEEO	DMC	7 days	DEE/DEEO/DMO-SSA/SMO-SSA/Secretary Education	10 days

Sd/- S.C. Das, IAS

Addl. Chief Secy. to the Govt. of Assam
Education Department

Memo No. PMA. 627/2010/289-A

Dated Dispur, the 18th Sept^s 2014

Copy to :

1. The Secretary to the Govt. of Assam, P&RD Department, Dispur.
2. P.S. to Minister Education, Assam for kind appraisal of the Hon'ble Minister.
3. P.S. to Addl. Chief Secretary, Education Department, Dispur.
4. The Under Secretary to the Govt. of Assam, Finance (EC-III) Deptt., Dispur.
5. The Mission Director, SSA, Assam, Kahilipara, Guwahati-19.
6. The Director of Elementary Education, Assam, Kahilipara, Guwahati-19.
7. The Director of Secondary Education, Assam, Kahilipara, Guwahati-19.
8. The Director, SCERT, Assam, Kahilipara, Guwahati-19.
9. All Municipal Corporation / Municipal Board / Town Committee
10. All DEEO / BEEO / DMO-DMC, SSA

By order etc.



(R.C. Jain, IAS)

Secretary to the govt. of Assam
Elementary Education Department