

(Authoritative English Text of this Department Notification No. EDN-C-A (3)-3/2013, Dated 11-3-15 As required under Clause (3) of Article 348 of the constitution of India).

Government of Himachal Pradesh
Elementary Education Department

NO. EDN-C-A(3)3/2013-Volume-(Loose). Dated Shimla-171002 the 06-02-2015

Notification

In exercise of the powers conferred by section-32 of the Right of Children to Free and Compulsory Education Act, 2009, the Governor Himachal Pradesh is please to constitute the following Grievances Redressal Authorities at various levels for redressing the grievances of the children, parents/ guardians and teachers:-

(1) School Level Authority (SLA)

Constitution:-

The School level Authority consists of following members:

- (1) Head of the Institution
- (2) President SMC

Functions:-

The School Level Authority shall be the first level of grievance redressal authority in relation to the following matters:

- (a) Various entitlements of the children like the textbooks, workbooks, stationary, uniform, scholarships, Mid day meal, place for playground etc. as per the rules prescribed.
- (b) Safety of access to neighborhood school and the facility related to transportation where admissible.
- (c) Age appropriate admission and special training for such children and the children who have not acquired the class appropriate learning levels.
- (d) Any time admission and the admission without documents at the moment or without charging any application/ form fee or entrance fee.
- (e) Fee or funds, if any.
- (f) Timely public display of various admission related information.
- (g) Corporal punishment, mental harassment or discrimination against the students.
- (h) Mandated working days and hours within the schools as per "The Schedule" contained the RTE Act, 2009.
- (i) Mandated instructional hours for teacher as per "The Schedule" contained in the RTE Act, 2009.
- (j) Infrastructural facilities like all weather buildings, proper classrooms, separate and functional toilets for boys and girls, adequate and safe drinking water, boundary wall, library with books, playground with play equipment, etc.
- (k) Maintenance and proper use fo the infrastructure of the schools.
- (l) Failure or detention or struck off the names of the enrolled students

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- (m) Adherence to and completion of the curriculum and appropriate teaching and evaluation methods.
- (n) Transfer and completion of elementary education certificates.
- (o) Any other grievances not described above and covered under the provisions of RTE Act, 2009.
- (p) The SLA shall maintain a register in relation to the grievances dealt in the following format.

Sr. No.	Date of receipt a/w brief substance of grievance	Date of disposal a/w substance of the decision

(2) Block Level Authority (BLA):

Constitution:-

The Block Level Authority consists of following members:

- (1) Block Elementary Education officer(BEEO)
- (2) Block Resource Center Coordinator (Primary) BRCC.

Functions:-

The Block Level Authority (BLA) shall be the second level of grievance redressal authority in the following matters:

- (a) Appeals from the decisions of the school level authority (in case of Primary Schools only) can be made before the Block Level Grievance Redressal Committee comprising of Block Elementary Education Officer(BEEO) and Block Resource Center Coordinator(BRCC Primary).
- (b) In relation to the matters which are within the domain of the SMC, it will be mandatory for the complainant aggrieved or the representative to first take the matter to the school level authority before bringing the same to the block level grievance redressal committee.
- (c) In relation to the matters which are within the original jurisdiction of the Block Level Authority (BLA), the complaint/grievance should be directly filed before the BLA.
- (d) It will be mandatory for the BLA to give a hearing to the aggrieved and the other party before taking a decision in a stipulated time as per detail enclosed in Annexure-1.
- (e) The committees shall maintain a register in relation to the grievances dealt with in the following format.

Sr. No.	Name and address of the aggrieved/person representing the aggrieved	Whether the grievance is an appeal or an original representation	Date of receipt of the grievance along with brief substance of the grievance	Date of disposal along with brief substance of the decision

3) District Level Authority (DLA):

Constitution:-

The District Level Authority (DLA) consists of following members:

1. The Deputy Director Elementary Education
2. Principal Cum DPO (SSA) of the District Institute of Education and Training (DIET)

Functions:-

The District Level Authority (DLA) shall be the third level Authority in the following matters:

- a. The DLA will hear appeals from the decision within the prescribed time as per the provision of RTE Act under section 32 (2) of the BLA & SLA (in case Middle /High Schools /Senior Secondary Schools) in relation to the matters which are within the appellate or the original jurisdiction of the BLA/SLA.
- b. Where the decision is reiterated despite appeal, no second appeal shall be entertained.
- c. Notwithstanding anything stated above, the DLA shall have power to call further for the record related to any case decided by the SLA (High/Senior Secondary Schools) or BLA, if it is satisfied that a grave injustice has been done to the aggrieved party and pass such direction as it may deem fit in the circumstances.
- d. The format for maintenance of the register of grievances at the district level will also be the same as is applicable to the block level.

(4) State Authority (SA):

Constitution:-

The State Authority (SA) consists of following members:

1. The Director of Elementary Education

Functions:-

1. The Director of Elementary Education will hear appeals from the decisions of the district level authorities on bimonthly basis.
2. State Authority shall maintain the register of grievance as the format applicable for districts.

5 Apex Appellate Authority in the State (AAA):

Constitution:-

Constituted in pursuance of Section(17)(1) of The Commission for Protection Of Child Rights Act vide Notification No .SJE-F(5)-7/2006 dated 27.04.2013.

Functions:-

- 1 State Commission for protection of child rights (SCPCR) shall be the appellate authorities at State level as decided vide notification No, EDN-C-A(3)-3/2011-Pt-I dt. 28th May, 2013.

2 The above provisions shall take effect without prejudice to the powers, functions of SCPCR, notwithstanding anything stated above, the jurisdiction of the SCPCR will be governed as decided by the notification vide no. SJE-F (5)-&/2006, dt. 27th, April, 2013.

3 SCPCR will hear appeals from the decisions within the prescribed time as per the provision of RTE Act under section -32(2) of the SA in relation to the matters which are within the appellate or the original jurisdiction. Any person aggrieved against the decision of SA may submit an appeal in writing/by post/Fax/e-mail to the Member Secretary at the address given below.

Member Secretary (SCPCR), Himachal Pradesh
Directorate of Women and child
Cedar House, Brentwood House, Bimloe, Shimla-1
Fax: 2621957 Contact No. 2673940
E-mail: wcd-hp@nic.in
Enclosure: Matrix for grievance Redressal

By Order,

Addl. Chief Secretary (Education) to the
Government of Himachal Pradesh

Endst. No. As above , Dated : Shimla-171002, the 06-02 - 2015

Copy for information and further necessary action is forwarded to :-

1. The Secretary, Ministry of Human Resources, Government of India, Education and Literacy Department, New Delhi.
2. Director (EE-II), Govt. of India, Ministry of Human Resources, Government of India, Education and Literacy Department, New Delhi.
3. The Chairman, National Commission for Protection of Child Rights, 5th Floor, Chanderlok Building, 36-Janpath, New Delhi- 110001.
4. The Principal Secretary to the hon'ble chief Minister, H.P., Shimla-2
5. ALR -cum -Under Secretary Law (O) to GOHP, HP sect., Shimla-2
6. Sr. Law Officer, Law Department, (Rajbhasha Khand), H.P. Secretariat, Shimla-2
7. Private Secretary, Chief Secretary to GOHP H.P. Sectt. Shimla-2.
8. All the Deputy Commissionaires, H.P.
9. Member Secretary (SCPCR), Himachal Pradesh, Directorate of Women and child Cedar House, Brentwood House, Bimloe, Shimla-1.
10. Secretary HP Board of School Education, Dharmshala, Distt. Kangra.HP.

11. The Director Of Higher Education /Mission Director-cum-Director Elementary Education, H.P. Shimla.
12. The State Project Director (SSA), H.P., Lalpani, Shimla-1 for information and similar necessary action.
13. All the Deputy Directors of Elementary/ Hr. Education, H.P.
14. Principal, SCERT, Solan, H.P.
15. Principal, DIETS in Himachal Pradesh.
16. The Controller, Printing and Stationary, H.P. Shimla-5 with the request to publish in official gazette of Government of Himachal Pradesh.
17. Guard File.

[Signature] 06/07/2015

**Addl. Secretary (Ele. Edu.) to the
Government of Himachal Pradesh**

Matrix For Grievance Redressal Under RTE Act, 2009

Sr. NO.	Legal Entitlement	Authority charged with provision	Authority charged with redressal	Time limit for grievance redressal	Appellate Authority
(1) Access Related Entitlements					
1	Mapping of schools	BLA	DLA	1 year	SA
2	Mapping and tracking of children	SMC	BLA	15 days	DLA
3	Availability of neighborhood school	BLA	DLA	1Year	SA
4	Safety of Access to neighborhood school	BLA	DLA	30 days	SA
5	Transport, where required	BLA	DLA	3 months	SA
6	Other specific entitlement(such as aids and appliances),where ever required	Head of the institution	SLA/BLA	6 months	DLA
7	Availability of teachers	Head of the Institution	SLA/BLA	1 month	DLA
(2) Admission Related Entitlements					
8	Age appropriate admission	Head of the Institution	SLA/BLA	7 days	DLA
9	Any time admission	Head of the Institution	SLA/BLA	10 days	DLA
10	No documents required at the time of admission	Head of the Institution	SLA/BLA	7 days	DLA
11	Special Training for Late admissions, dropped out children	Head of the Institution	SLA/BLA	1 month	DLA
12	Elementary Education for migrant children	Head of the Institution	SLA/BLA	1 month	DLA
13	No screening Test	Head of the Institution	SLA/BLA	10 days	DLA
14	No capitation Fee	Head of the Institution	SLA/BLA	10 days	DLA
15	NO charges/ expenses or any kind of expenses	Head of the Institution	SLA/BLA	10 days	DLA
16	Timely public display of all admission	Head of the Institution	SLA/BLA	1 month	DLA
17	Transparency in admission process	Head of the Institution	SLA/BLA	7 days	DLA
18	25% admission/reservation in private schools	Head of the Institution	SLA/BLA	1 month	DLA/SA
19	Random Selection of reserved category children	Head of the Institution	SLA/BLA	1 month	DLA/SA
20	No Gender discrimination	Head of the Institution	SLA/BLA	1 month	DLA/SA
21	Admission in KGBV	Head of the institution	DLA	15 days	SA
22	Meal in KGBV	Head of the Institution	SLA/BLA	10 days	DLA/SA
(3) Incentive Admissible					
23	Text Books	Head of the Institution	SLA/BLA	1 month	DLA/SA
24	Uniforms	Head of the Institution	SLA/BLA	1 month	DLA/SA
25	Stationery	Head of the Institution	SLA/BLA	1 month	DLA/SA
(4) Teachers Related					
26	No corporal Punishment	Head of the Institution	SLA/BLA	10 days	DLA
27	No discrimination	Head of the Institution	SLA/BLA	10 days	DLA

28	Pupil Teacher Ratio	Head of the Institution	SLA/BLA	As per the Schedule of RTE Act	DLA/SA
29	Non-compliance of teachers with duties	Head of the Institution	SLA/BLA	15 days	DLA/SA
30	Private tuitions by teachers	Head of the Institution	SLA/BLA	15 days	DLA/SA
31	Non teaching duties	SLA	BLA	1 month	DLA
32	Appropriate teaching methods	Head of the Institution	BLA	1 month	DLA
33	Appropriate evaluation methods/CCE	Head of the Institution	BLA	1 month	DLA

(5) Management Related

34	Mandated working days/instructional hours/working hours for teachers	Head of the Institution	SLA/BLA	15 days	DLA/SA
35	Misuse of school building/infrastructure	SLA	BLA	10 days	DLA
36	Issuance of transfer certificate	Head of the Institution	SLA/BLA	7 days	DLA
37	Issuance of completion certificate of Elementary Education	Head of the Institution	BLA	1 month	DLA
38	No striking of rolls	Head of the Institution	SLA/BLA	7 days	DLA
39	Scholarship	Head of the Institution	SLA/BLA	3 months	DLA/SA

(6) Infrastructure facilities

40	Requisite classrooms	SLA	BLA	1 year	DLA/SA
41	Separate and functional toilets for boys and girls	SLA	BLA	3 months	DLA/SA
42	Adequate and safe drinking water facilities	SLA	BLA	3 months	DLA/SA
43	Boundary wall	SLA	BLA	3 months	DLA/SA
44	MDM Kitchen Shed	SLA	BLA	3 months	DLA/SA
45	Merit and regularity of MDM	SLA	BLA	15 days	DLA
46	Library	SLA	BLA	3 months	DLA/SA
47	Play ground	SLA	BLA	3 months	DLA/SA

(7) Curriculum Related

48	Prescribed Curriculum	DIET	SCERT	1 month	DLA
49	Books according to Curriculum	DIET	SCERT	1 month	DLA

(.) SMC Related						
50	Formation of SMCs	Head	the institution	BLA	1 month	DLA
51	Regular Meetings of SMCs	SLA		BLA	1 month	DLA
52	Preparation of School Development Plan	SLA		BLA	3 months	DLA
53	Maintain records of children up to the age of 14 years	PRIs/	rban local Bodies	BLA	3 months	DLA
54	School monitoring by SMC	SLA		BLA	1 month	DLA
55	Income and expenditure of SMC	Head of the institution		BLA	1 month	DLA
56	Financial and Accounts related matter presented to SMCs	Head of the institution		BLA	1 month	DLA

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