

CHANDIGARH ADMINISTRATION : EDUCATION DEPARTMENT**ORDER**

Section 32 of the RTE Act, 2009 provides for Redressal of Grievances relating to Right of a Child by the Local Authority within a period of three months, and appeal against the decision of the local authority before the Chandigarh Commission for Protection of Child Right (CCPCR) . Grievances may relate to violation of any of the provisions under the RTE Act and may be against any public officer, public servant, private institution, private person or any other agency responsible directly or indirectly for the effective implementation of provisions of the RTE Act.

District Education Officer has been notified as Local Authority vide order No. 1866-DPI-UT-S11-11(105)10, dated 14.03.2012.

District Education Officer is hereby authorized to perform the function of Local Authority as envisaged in section 32 of RTE Act, 2009 for all the schools functioning under control of Education Department, Chandigarh Administration.

The following procedure for filling and processing of such complaints/grievances shall be followed:-

(i) The District Education Officer being the Local Authority will accept written complaint made by any person on behalf of the child. Complaints could be sent by Post, Fax, E-mail or in person in the enclosed format (Annexure 1) . A receipt of registration of the grievances will be provided to the complainant in the enclosed format (Annexure 2).

(ii) A four member committee comprising the following shall be constituted for the purpose of deciding a matter arising out of a grievance/complaint:

- | | | |
|--|---|----------------|
| a) District Education Officer | - | (Chairperson) |
| b) Dy. District Education Officer | - | (Member) |
| c) Two Principals/Heads of Govt. Schools | - | (Member) |
| (to be nominated by District Education Officer) | | |

(iii) The committee may cause such verification and call for such information as it considers necessary.

(iv) The District Education Officer (Local Authority) shall fix days/timings for hearing grievances and for personal meetings with aggrieved parties.

(v) The registered grievances should be decided by Local Authority within three months of its filing after affording adequate opportunity to both the parties.


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The decision of the Local Authority under section 32 (2) shall be reasoned order and should contain the details of the Appellate Authority (CCPCR) before whom and appeal can be preferred by the complainant under section 32 (3) of RTE Act (Annexure -3).

(vi) In respect of grievance relating to matters of urgency, the District Education Officer (Local Authority) shall endeavour to decide the matter within 15 days from the date of receipt.

(vii) The Local Authority will submit the report to DPI (S) by the end of each month regarding number of complaints received, addressed, transferred and decision taken in the format (Annexure-4).

Chandigarh dated, the
17th July, 2014



K. K. Bhadoo, HCS
Director Public Instructions(S)
Chandigarh Administration.

No. DPI-UT-S11-11(105) 10

Dated:- 30/7/2014

A copy of forwarded to the following for information and necessary action:-

1. Chairperson, CCPCR, Chandigarh Administration
2. Dy. Director School Education-I & II, Chandigarh Administration
3. District Education Officer, Chandigarh Administration (copy of the order may be circulated to Principal/Head of schools).
4. Dy. District Education Officer, Chandigarh Administration.


Director Public Instruction (S)
Chandigarh Administration