

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
DIRECTORATE OF EDUCATION: RIGHT TO EDUCATION BRANCH  
ROOM NO. 252, OLD SECRETARIAT, DELHI-110054:Ph. 23890097

No.F.23 (14)/RTE/2012-13/962-965

Dated:- 25-04-2014

CIRCULAR

**Subject: -Guidelines for Redressal of Grievances of Children/Students under section 32 of the Right of Children to Free and Compulsory Education Act (RTEA) 2009.**

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 Delhi Commission for Protection of Child Rights (DCPCR). 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.

Each District Deputy Director of Education, Directorate of Education, Govt. of NCT of Delhi has been authorized to perform the function of Local Authority as envisaged in section 32 of RTE Act, 2009 in relation to schools under the administrative control of the Government vide Notification No.F.23(40)/DE/RTE/2012-13/772-83 dated 24/01/2014.

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


- (i) The District Deputy Directors of Education can 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**). Complaints can also be filed online through the website of Directorate of Education [www.edudel.nic.in](http://www.edudel.nic.in) at the link **Grievances\_ RTE Act-09**. The authority shall ensure that all such complaints received (except filed online) are registered in the complaint register maintained for the specific purpose in prescribed format (**Annexure-2**) and are entered online on the same day. A receipt of registration of the grievance should be provided to the complainant instantly in the enclosed format (**Annexure-3**).
- (ii) A three member committee comprising the following shall be constituted in each District for the purpose of deciding a matter arising out of a grievance/complaint:-

- (a) District Deputy Director of Education - (**Chairperson**)
- (b) Education officer of the concerned Zone/DEO - (**Member**)
- (c) Assistant Director of Education (Admn.) or an Equivalent Officer-(**Member**)



- (iii) The committee may cause such verification and call for such information as it considers necessary.
- (iv) The District Deputy Director of Education shall fix days/timings for hearing grievances and for personal meetings with aggrieved parties.
- (v) The registered grievance should be decided by the committee within three months of its filing after affording adequate opportunity to both the parties. The decision of the notified authority under Section 32(2) shall be reasoned order and should contain the details of the Appellate Authority(DCPCR) before whom an appeal can be preferred by the complainant under section 32(3) of RTE Act, **(Annexure-4)**
- (vi) In respect of grievances relating to matters of urgency, such as denial of admission etc., the District Deputy Director of Education shall endeavour to decide the matter within 15 days from the date of receipt.
- (vii) In respect of grievance relating to violation of Indian Penal Code, such as violence, child abuse, corporal punishment etc., District Deputy Director of Education may facilitate filing of FIR before the police authorities.
- (viii) In respect of grievance registered which requires to be decided by an authority other than the notified authority, such grievance(s) be sent to that authority which is competent and empowered to decide the matter under proper record and intimation to the complainant. On receipt of such grievance, the other authority shall take steps to decide the matter expeditiously.
- (ix) Each District Deputy Director of Education will submit the online report to Director of Education by the end of each month regarding number of complaints received, addressed, transferred and decision taken in the enclosed format **(Annexure-5)** under the link report grievances-RTE Act, 2009

**Encl. Annexures 1-5**

  
(PADMINI SINGLA, IAS)  
Director of Education  
25/4/2014

**All District Deputy Director of Education, Govt. of NCT of Delhi through Del E.**

**Copy for information to:-**

- 1. PS to Hon'ble Lt. Governor of Delhi**
- 2. OSD to Hon'ble Chief Secretary, Delhi**
- 3. PS to Secretary (Education), Govt. of NCT of Delhi**
- 4. Guard File**

  
(Dr. MADHU RANI TEOTIA, IAS)  
Addl. D.E. (RTE)  
25.4.14

Performa for filing the complaint under RTE Act-2009

1. Date of registering the complaint. :
2. Whether the complaint registered is through NGO : Yes/No
3. If yes, name of the NGO :
4. If no, name of the complainant :
5. Name of child on whose behalf the complaint is made :
6. Relation to the Child :
7. Address of the complainant :
8. Phone No. :
9. E-mail, if any:- :
10. The complaint is against (please tick ) : School/Individual
11. In case of school, write the name of the school :
12. In case of an individual write the name, place of posting and designation of the individual. :
13. Nature of complaint (Not more than 100 words) :

**Signature of the Complainant**

**Name** \_\_\_\_\_

Office of the Deputy Director of Education, Govt. of NCT of Delhi, District \_\_\_\_\_

Record of maintaining the grievances filed under Section 32 of RTE Act, 2009 for the academic year \_\_\_\_\_

1	2	3	4	5	6	7	8	9	10	11
Date of Receipt	Name of Complainant	Complaint made on behalf of	Address with Contact No.	Complaint against _____ School	Complaint against _____ working as _____ in _____ School/office	Nature of Complaint	complaint attended on-----,-----,-----	Decision taken on-----	Decision communicated to complainant on----- -----vide mail/inperson/ online	complaint transferred to----- authority on----- --

Signature of Deputy Director

**Office of the Deputy Director of Education  
Government of NCT of Delhi  
District \_\_\_\_\_**

Received from Shri/Smt. \_\_\_\_\_ / \_\_\_\_\_ organization  
complaint against \_\_\_\_\_ school/Sh./Smt. \_\_\_\_\_ working  
as \_\_\_\_\_ made on behalf of \_\_\_\_\_ regarding \_\_\_\_\_.  
Your Complaint number is \_\_\_\_\_ dated \_\_\_\_\_.

( \_\_\_\_\_ )

**Name of the recipient  
In block letters**

**Designation-----**

**Date-----**

**Office of the Deputy Director of Education  
Govt. of NCT of Delhi  
District-----**

**Order**

Your complaint No. \_\_\_\_\_ dated \_\_\_\_\_ made on behalf of  
\_\_\_\_\_ regarding \_\_\_\_\_ was attended and is found to be  
baseless/true. The following decision has been taken by the Committee constituted for this  
purpose:-

In case you are not satisfied by the decision of the undersigned, you may prefer your appeal to  
Delhi Commission of Protection of Child Right (DSCPCR) at the following address:

Delhi Commission of Protection of Child Rights  
5<sup>th</sup> Floor, I.S.B.T., Kashmiri Gate, Delhi-110006.  
Ph: 011-23862685 Fax: 011-23862684

( )  
**Deputy Director of Education**

To

**Shri/Smt.** \_\_\_\_\_

**Address** \_\_\_\_\_

**Annexure-5**

**OFFICE OF THE DEPUTY DIRECTOR OF EDUCATION  
GOVT. OF NCT OF DELHI, DISTRICT \_\_\_\_\_**

**Report of Grievances received and disposed of  
[To be sent to Director (Education) online]**

1	2	3	4	5
Month/Year	Number of Complaints Received	Number of Cases in which decision has been taken.	Number of cases in which decision has been communicated to the complainant	Number of Complaints transferred to the competent authority
			(a)By Post. _____ (b) Online _____ <b>Total</b> _____	

Signature of Member

Name: -

Signature of Member

Name:-

**Signature of Chairperson**

**Name** \_\_\_\_\_