

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.DE.23 (14)/2012/RTE/1565-1571

Dated: 01/01/2015

148/c

**CIRCULAR**

**Subject: - Effective Implementation of Grievance Redressal Mechanism for children under RTE Act, 2009.**

Reference circular dated 25.04.2014 on Grievance Redressal Mechanism for Children under RTE Act, 2009 and subsequent circular dated 15.07.2014 on the same subject. For the effective implementation of Grievance Redressal Mechanism the following directions are issued for strict compliance:-

1. All District DDEs will ensure that fixed timings and days are kept for Grievance Redressal when the concerned parties will be called and heard. This schedule along with the names of members of District level Grievance Redressal committee along with their official telephone numbers is displayed prominently outside the district office in public domain. This should also contain the Grievance Redressal Procedure in brief.
2. Information on timings, days, members of Grievance Redressal Committee and Grievance procedure should be displayed prominently in all the schools of the District in public domain.
3. The record of the entire grievance, submissions made by the parties and the decision taken should be kept properly at the district level so that, in case the complainant appeals against the same to Delhi Commission for Protection of Child Rights, the necessary steps can then be taken easily.
4. The decision taken should be communicated online on the same day on which it is taken.
5. The complainant must be informed in writing or by phone that the decision on his/her complaint has been taken and that it is available online.
6. The compliance on the decision taken must be ensured.

  
(Dr. ASHIMA JAIN, IAS)  
Additional D.E. (RTE)

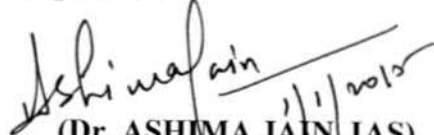
**All Deputy Director(s) of Education,  
Govt. of NCT of Delhi through DEL-E.**

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Copy to:-

1. P.S. to Hon'ble Lt. Governor of Delhi.
2. OSD to Hon'ble Chief Secretary, Govt. of NCT of Delhi.
3. P.S. to Pr. Secretary (Education), Govt. of NCT of Delhi.
4. P.S. to Director of Education, Govt. of NCT of Delhi.
5. Director(s) of Education, MCDs (East/North/South), NDMC and CEO (DCB) with a request to take necessary similar action.
6. OS (IT) with a request to upload it on the website of the department.
7. Guard File.

  
(Dr. ASHIMA JAIN, IAS)  
Additional D.E. (RTE)