

**GOVERNMENT OF INDIA
MINISTRY OF HUMAN RESOURCE DEVELOPMENT
DEPARTMENT OF SCHOOL EDUCATION & LITERACY**

**LOK SABHA
UNSTARRED QUESTION NO. 1343
TO BE ANSWERED ON 25TH NOVEMBER, 2019**

Grievances Redressal Mechanism under Right To Education

1343. SHRI KARTI P. CHIDAMBARAM:

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

- (a) the States/UTs which have functional online grievance redressal mechanisms for complaints under the Right to Education;
- (b) the number of complaints received along with the number of cases that have been resolved, State-wise;
- (c) the average time taken for resolution of complaints, State-wise;
- (d) the issue-wise grievances registered under RTE Section 12.1.c during the past three years and the action taken in each case, State-wise; and
- (e) the role of State Commission for Protection of Child Rights (SCPCR) where the grievance redressal process is online and offline, State-wise?

ANSWER

MINISTER OF HUMAN RESOURCE DEVELOPMENT
(SHRI RAMESH POKHRIYAL 'NISHANK')

(a) to (d): Education is a subject in the concurrent list of the Constitution and majority of the schools in the country are under the administrative control of the State Governments and UT Administrations. States and UTs are using different methodologies for grievance redressal such as Online Mechanism, Toll Free Number or offline mechanism for addressing grievances under RTE Act. State-wise data of grievances is not maintained at the Central level.

(e): RTE Act envisages the role of NCPCR at national level and SCPCR at State level to monitor and address the grievances of children and parents regarding provisions of RTE Act. Section 31 of the RTE Act provides the following:-

(1) The National commission for Protection of Child Rights constituted under section 3, or, as the case may be, the State Commission for Protection of Child Rights constituted under section 17, of the Commissions for Protection of Child Rights Act, 2005, shall, in addition to the functions assigned to them under that Act, also perform the following functions, namely:-

- a) examine and review the safeguards for rights provided by or under this Act and recommend measures for their effective implementation;
- b) inquire into complaints relating to child's right to free and compulsory education; and
- c) take necessary steps as provided under sections 15 and 24 of the said Commissions for Protection of Child Rights Act.

(2) The said Commissions shall, while inquiring into any matters relating to child's right to free and compulsory education under clause (c) of sub-section (1), have the same powers as assigned to them respectively under sections 14 and 24 of the said Commissions for Protection of Child Rights Act.

(3) Where the state Commission for Protection of Child Rights has not been constituted in a State, the appropriate Government may, for the purpose of performing the functions specified in clauses (a) to (c) of sub-section (1), constitute such authority, in such manner and subject to such terms and conditions, as may be prescribed.
