

## Matrix For Grievance Redressal under RTE Act, 2009

Legal Entitlement	Authority charged with provision	Authority charged with redressal	Time limit for grievance Redressal (working days)	Appellate Authority	Time limit for grievance Redressal (working days)
<b>(1) Access Related Entitlements</b>					
Mapping of Schools	Village Panchayat	DPEO	7 days	Director, Primary Education	30 days
	Ward	AO, DPEO, DEO	7 days	Director, Primary Education	30 days
Mapping and tracking of Children	SMC	CRC	7 days	DPEO/AO	15 days
Availability of neighbourhood school	Village Panchayat	DPEO	7 days	Director, Primary Education	30 days
	Ward	AO, DPEO, DEO	7 days	Director, Primary Education	30 days
Defining limit of neighbourhood school where required	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Safety of access to neighbourhood school	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Transport, where required	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Other specific entitlement (such as aids and appliances), where required	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Availability of teachers	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
<b>(2) Admission Related Entitlements</b>					
No denial for lack of documents	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Age appropriate admission	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Special Training for Late admissions, dropped out children	Head Teacher	E.I./Supervisor	7 days	DPC/DEO/AO	15 days
Elementary Education for children of migrant families	Head Teacher	CRC	7 days	BRC	15 days
No screening test	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
No tuition fees	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
No other fees / fund	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
No application form fees	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
No capitation fees	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
No Entrance fees	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Any time admission	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Timely public display of all admission related information	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Transparency in admission process	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days

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Listing of seats in 25% reservation category	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Random Selection of reserved category children	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
No Gender discrimination	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Admission in KGBV	KMC	CRC	7 days	BRC	15 days
Meal in KGBV	KMC	CRC	7 days	BRC	15 days
<b>(3) Incentive Admissible</b>					
Text Books	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Works Books	Head Teacher	CRC	7 days	DPEO/DEO	15 days
Stationery	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
<b>(4) Teachers Related</b>					
Corporal Punishment	Head Teacher	E.I./Supervisor	2 days	DPEO/DEO/AO	3 days
Discrimination	Head Teacher	E.I./Supervisor	2 days	DPEO/DEO/AO	3 days
Pupil teacher ratio	E.I./Supervisor	DPEO/DEO/AO	7 days	DDO/Muni. Commi.	30 days
Non-Compliance of teachers with duties	E.I./Supervisor	DPEO/DEO/AO	7 days	DDO/Muni. Commi.	30 days
Private Tuition by Teachers	E.I./Supervisor	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Non Teaching Duties	Head Teacher	DPEO/DEO	7 days	Director Primary Education	15 days
Appropriate teaching methods	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Appropriate evaluation methods/CCE	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
<b>(5) Infrastructure Facilities</b>					
Usable School building	SMC	DPEO/AO	7 days	SPO-SSA	30 days
Requisite classrooms	SMC	DPEO/AO	7 days	SPO-SSA	30 days
Separate and functional toilets for boys and girls	SMC	DPEO/AO	7 days	SPO-SSA	30 days
Adequate and safe drinking water facilities	SMC	DPEO/AO	7 days	SPO-SSA	30 days
Boundary wall	SMC	DPEO/AO	7 days	SPO-SSA	30 days
Merit of Construction work	SMC	DPE	7 days	DPEO/AO	15 days
MDM Kitchen shed	SMC	Dy. Collector	7 days	Commi. MDM	30 days
Merit of MDM	SMC	Dy. Collector	7 days	Prant Officer	15 days
Regularity of MDM	SMC	Dy. Collector	7 days	Prant Officer	15 days
Library	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Playground	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Play material	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Sports equipment	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days

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<b>(6) Management Related</b>					
Mandated days of school working	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Mis-use of school building	SMC	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Lack of maintenance of infrastructure	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Issuance of Transfer Certificate	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
Issuance of Completion Certificate of Elementary Education	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
No striking off name from G.R.	Head Teacher	E.I./Supervisor	7 days	DPEO/DEO/AO	15 days
<b>(7) Curriculum Related</b>					
Prescribed Curriculum	DIET	GCERT	15 days	Education Dept.	30 days
Books according to curriculum	DIET	GCERT	15 days	Education Dept.	30 days
<b>(8) SMC Related</b>					
Formation of SMCs	Head Teacher	CRC	7 days	DPEO/DEO/AO	15 days
Functioning of SMCs as per Rules	Head Teacher	CRC	7 days	BRC	15 days
Preparation of SDP by SMC	SMC	CRC	7 days	BRC/URC	15 days
School monitoring by SMC	SMC	CRC	7 days	BRC/URC/E.I.	15 days
Regular Meeting of SMC	Head Teacher	CRC	7 days	BRC/URC	15 days
<b>(9) Finance and Accounts Related</b>					
Income and expenditure of SMC	Head Teacher	BRC	10 days	DPEO/AO	20 days
Financial and Accounts Related matter presented to SMC	Head Teacher	BRC	10 days	DPEO/AO	20 days
Transfer of Account related and other records, vouchers and balance on hand of SMC on instance of transfer	CRC	BRC	15 days	DPEO/AO	30 days
<b>(10) MIS/Computer Related</b>					
Provide of School level information	Head Teacher	Block MIS	5 days	DPEO/AO	15 days
Maintenance of Computer lab	Head Teacher	Block MIS	5 days	DPEO/AO	15 days
Period of Computer Education	Head Teacher	Block MIS	5 days	DPEO/AO	15 days