

RTE Cell –Helpline: 1800-425-8599

Andhra Pradesh Sarva Shiksha Abhiyan for effective implementation of RTE in the state and to note the issues and challenges in serving the provisions to its stakeholders established the RTE cell with helpline 1800-425-8599.

Who can call: Any student, parent, teacher, SMC member, or any member from the community can ring and convey the problems/issues with regard to implementation of RTE act.

Timings: Calls will be received on all the working days during 10Am to 5:30pm. Issue or problem should be conveyed in brief and contact details should be provided for further intimation of the status of the issue.

Receiving of call: SSA Personnel allotted will receive the phone call and note down the details like contact number, issue or problem and submit the same to the higher officials concerned. Thereby the issues will be discussed with responsible officers and order to chalk out the issues especially with regard to RTE provisions.

Procedure: The responsible officer at field level will enquire and the status will be intimated to the RTE coordinator and the decision will be taken by the State Project Director based on the seriousness of the issue and based on the report submitted by the concerned field level officer.

Impact: The stakeholders felt happy for the system of receiving issues and redress of the same. Receiving the phone calls frequently on the issues like midday meal, absence of the children to the school, out of school children in some areas, physical punishment and the same were resolved within a short period.

The RTE cell has given scope for identification of the issues and the provisions which not reached at some areas. The monitoring teams pursue the situation and resolve the issues and re-establish the provisions within a short period.