



भारतसरकार
GOVERNMENT OF INDIA
राष्ट्रीयबालअधिकारसंरक्षणआयोग
NATIONAL COMMISSION FOR PROTECTION OF CHILD RIGHTS
नईदिल्ली- ११०००१
NEW DELHI-110 001



F. No. NCPCR/2020-21/SF/EDU

Date: 21.04.2020

To,

The Secretaries, School Education Department, All States/UTs

The Chairperson, All State Commissions for Protection of Child Rights (SCPCR)

Subject: Regarding issues related to fees in private school during the COVID-19 lockdown.

Madam/Sir,

The National Commission for Protection of Child Rights (NCPCR) has been receiving complaints/representations from parents/parents' organizations from across the country regarding the issue directly or indirectly linked to fees charged by the private schools. These complaints/representations include issues such as discontinuation of education (offline/online) to children due to non-payment of fees; schools charging hiked fee without following adequate procedure; striking off name of the children; demand for fee waiver during lockdown etc. Such incidents can add to stress among children especially under the current circumstances.

The Commission reaffirms its earlier recommendation dated 12.02.2018, that no child should be harassed/neglected/discriminated due to any non-agreement or conflict between parents and the school or other educational institution catering to children till the age of 18 years. Such disagreements should be addressed only between the parents and school/educational institution without involving the child in any manner.

Though many States/UTs have already set up fee regulatory system for deciding on the fee charged by the private school/educational institution, this system coupled with effective grievance redressal mechanism shall be helpful in addressing the core of such grievances. Hence, you are requested to disseminate the information regarding State's/UT's grievance redressal mechanism to all stakeholders, especially schools and parents, through social media and other means used by the Department. Further, since the grievance redressal mechanism of the States include cluster/block level, district/divisional level authorities, for speedy redressal, such matters may be



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resolved at local level. Such complaints that are largely due to contradiction in fee charged by the schools/education institutions can be effectively resolved within the grievance redressal mechanism defined under section 32 of the RTE Act, 2009 and are expected to be redressed by the respective SCPCRs along with the local authority or appropriate Government. It has also been observed that in many cases the complaints are separately forwarded to NCPCR as well as concerned SCPCR. Hence, in light of section 13 (2) of the CPCR Act, 2005, the respective State Commission for Protection of Child Rights (SCPCR) may take cognizance in such matters as per the existing grievance redressal mechanism.

In addition, the SCPCRs are also requested to disseminate the information pertaining to the grievance redressal mechanism under section 32 of the RTE Act, 2009 through their respective websites and social media platforms. This shall not only help the complainants in lodging the grievances but shall also create awareness among the schools regarding the existing redressal procedures.

Most importantly, regarding the issues specific to nation-wide lockdown such as charging of quarterly fees by schools and hiking of school fees during this period; the SCPCRs and State Education Departments are requested to deliberate on and devise state-specific solutions, with mutual consultation, to resolve and avoid such issues in the best interest of the children.

This is for information and further necessary action.

Sd/-
(Priyank Kanoongo)
Chairperson