

SCHOOL STUDENT HELPLINE

Broad Objectives:

- A unique system to listen, understand and redress the grievances of the children.
- To bring forth core issues in schooling that needs urgent attention.
- To act as a means to sensitize the parents, teachers & children about RTE.

Time of Call: 8.00A.M to 8.00P.M (12 hours) on all working days

Target Group:

All children of school going age who are in and out of school / their parents/ SMC members

Broad Categories of Cases registered:

Children entitlements, child abuse ,Infrastructure related , Sanitation related (Drinking water, toilet), Misuse of school building/ premises, Teacher related (absenteeism , negligence in duty, shortage of teachers, Private tuition, Mid-DayMeal, Financial irregularities, School Management Committee (Formation & conflict resolution) ,Admission related CWSN, Social issues-caste

Operational Strategy:

- The grievances are received directly through phone calls and registered daywise as per the version of the caller.
- The registered grievances are then translated into English.
- The registered calls are categorised and forwarded to the concerned field officers for compliance within a fixed date line depending on the gravity of the case
- Monitoring on the status of Redressal of all cases except MDM as well as SC & ST related are done by the SSH cell directly at regular interval. Whereas the MDM related cases are sent to the State Nodal Officer, MDM for necessary action at their end.
- The District Girls' Education Coordinator of SSA has been designated as Nodal officer of SSH for the district for strengthening the Redressal system of the state.

- In case of emergency the senior officers of the Department & Directorates designated as Nodal officers of the district are entrusted to enquire the case personally.
- Proper action is taken against the alleged person only after receiving the actual enquiry report from the concerned field officer.

Online Registration:

Software for online registration of grievances has been developed and launched on 14th November 2014 & operationalized from 2015 January. The complainant can lodge the complaint as well as see the status of the complaint through online. The Website as well as Email ID of School Student Helpline is given below.

Toll free No : 18003456722

E mail ID: schoolstudenthelplinesme@gmail.com
studenthelpline.sme@nic.in

Website: studenthelplineodisha.nic.in