

**GOVERNMENT OF ANDHRA PRADESH
SCHOOL EDUCATION DEPARTMENT**

Memo No.: ESE02-27021/15/2022-CSE_

Dated: 22/02/2022

Sub	School Education-Establishment of call center- publicity of toll free number i.e. 14417 for public awareness-Instructions issued-Regarding
Ref	1.Instructions of the Hon'ble Chief Minister during the review meeting held on 05.01.2022.

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ORDER:

The attention of RJDs and All District Educational Officers in the state are invited to the fact that, Government of Andhra Pradesh is implementing different schemes in School Education department for the improvement of the educational standards of the children like Ammavodi, Jagananna Gorumudda, Jagananna Vidya Kanuka, Nadu Nedu, Toilet Maintenance Fund, School Maintenance Fund and the other schemes.

The Government of Andhra Pradesh has further given instructions to ensure that, the schemes are implemented properly and that the objectives of the schemes are realised. While the District Collectors and all supervisory officers in Education department are directly monitoring the schemes, on the directions of Hon'ble Chief minister, a toll free number i.e. 14417 has been deployed for providing opportunity to students , parents and general public to give feed back and raise grievances if any about implementation of the schemes, namely;

- 1. Quality of the meals and following of the menu under Jagananna Gorumudda.**
- 2. Maintenance of Toilets under TMF.**
- 3. Maintenance of schools under School Maintenance Fund.**
- 4. Distribution and quality of Jagananna Vidya Kanuka.**
- 5. Absence of teachers, Quality of teaching and other academic issues.**

Further, Regional Joint Directors and District Educational Officers are instructed to direct the School Head Masters to paint the toll free number in the prominent places of the compound walls of the schools/prominent places in the schools so that the parents,

students and general public can call to toll free number to express their grievances /feedback.

A draft template has been attached with this order for uniformity of the content to be written.

The Head Masters are allowed to utilise a maximum of Rs 500/- from the school Maintenance Grant or School safety Fund. The HMs should take photographs of the paintings and upload in the general photo capture option of the IMMS app by 28th February, 2022.

These instructions should be followed scrupulously without any deviation

Commissioner

S Suresh Kumar

School Education Department

To

All the District Educational Officers in the state

Regional Joint Directors in the state

All District Collectors and Joint Collectors Development

Copy Submitted to

The Special Chief Secretary to the Government, School education department for favour of information