



केन्द्रीय विद्यालय संगठन
KENDRIYA VIDYALAYA SANGATHAN

18 संस्थागत बाजार, शाहीद जेत सिंह मार्ग

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F.No.110011-1/2019-KVS (HQ)/Admn.I/101

दिनांक: 16.04.2019

Deputy Commissioner/Director
Kendriya Vidyalaya Sangathan
All Regional Offices/ZIETs

Sub : Administering the CPGRAMS portals,

Madam/Sir,

This has reference to the directions issued by the Department of Administrative Reforms & Public Grievances (DARPG), New Delhi, which is administering the CPGRAMS portal and the Directorate of Public Grievances (DPG), Cabinet Secretariat, New Delhi, which is the Appellate Authority in respect of appeals lodged on CPGRAMS portal. KVS is being reminded to speed up the disposal of grievances and reduce the number of pending grievances on the CPGRAMS portal. Besides, DARPG has also stressed upon the need of issuing instructions to all Educational Institutions to prominently display information regarding grievance redressal mechanism.

Accordingly, all the Kendriya Vidyalayas under your jurisdiction be directed to display on the Notice Board the name of the Regional Grievance Officer, his/her email addresses, phone number, details of online portals etc. The NOTICE BOARDS are to be fixed at all prominent places in the institutions e.g. at the Reception Counter, outside the rooms of the Principal & Vice- Principal to enable the students, parents and guardians to have details of authorities of KVS for lodging grievances, if any, immediately. This would not only help in reducing the number of grievances being received by the KVS on the CPGRAMS portal but would also cut down the delay in redressing the grievance of the students and staff.

Receipt of this letter may be acknowledged through e-mail : jcp.kvs@gmail.com only.

Yours faithfully,

(Dr. Shachi Kant)

Joint Commissioner (Pers.)

Distributors:

- (i) The PS to Commissioner, KVS for information.
- (ii) The PS to Addl. Commissioner (Admn./Acad.) for information.
- (iii) All Officers, KVS Hqrs.
- (iv) The Asst. Commissioner (EDP) with the request to upload on KVS website.
- (v) The President/Secretary of all recognized staff association of KVS for information.