



केन्द्रीय विद्यालय संगठन

KENDRIYA VIDYALAYA SANGATHAN
18 संस्थागत क्षेत्र, शहीद जीत सिंह मार्ग,
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Date: 21.10.2015

Time Bound

F.11014-1/2015-KVS/(Admn.-I)/Part

The Deputy Commissioner
Kendriya Vidyalaya Sangathan
All Regional Offices.

Subject: Monthly Redressal of grievances through Grievance Redressal Day/ शिकायत निवारण दिवस.

Sir/Madam,

The matter pertaining to timely redressal of grievances have engaged the attention of the Commissioner, KVS and it has been observed that various grievances of teachers, staff, and Principals have taken glaring forms because they could not be redressed at the appropriate stage and time by the appropriate authority. Timely non-redressal of grievances results in dis-satisfaction among employees and also increase in court cases, which cost heavily on financial front as well as wastage of valuable time of the officers at higher level.

Hence, with a view to promote work culture by enhancing satisfaction level amongst the employees, it has been decided that all Deputy Commissioners shall listen to the grievances of the teachers and other staff on every 2nd Saturday and will settle their grievances immediately which require intervention at Regional level. If any issue requires intervention at KVS HQ level they shall be reported with requisites to the Joint Commissioner (Pers.), KVS.


This strategy will be termed as "शिकायत निवारण दिवस" and it will be held on every 2nd Saturday from 11:00 A.M. to 4.00 P.M. with immediate effect. The Deputy Commissioner of the Region may plan it cluster-wise or city-wise to restrain overcrowding for the sake of effectiveness. The Deputy Commissioner concerned will send the comprehensive report within 05 working days to the Joint Commissioner (Pers.), KVS HQ, New Delhi for perusal of the Commissioner, KVS alongwith issues to be addressed at KVS HQ level.

No Deputy Commissioner will proceed on tour on 2nd Saturdays (except prior permission of the Additional Commissioner (Admn.) in unavoidable circumstances). Grievance for transfer shall not be included.

A copy of proforma devised for the purpose is enclosed.

Yours faithfully

Encl: As above



(Dr. E. Prabhakar)
Joint Commissioner (Pers)

Distribution:-

1. PS to Commissioner, KVS.
2. PS to Additional Commissioner (Admn./Acad.), KVS.
3. All Officers/Sections, KVS Hqrs.
4. Director, all ZIETs, KVS.
5. The Chairman, Vidyalaya Management Committees for information.
6. The Principal all Kendriya Vidyalayas with the request to provide one copy of this circular to all Teaching & Non-teaching employees working under his/her jurisdiction with proper acknowledgement.
7. The Deputy Commissioner (EDP), KVS to upload the order on KVS website.
8. President/Secretary recognized KVS Staff Association.

Kendriya Vidyalaya Sangathan

Regional Office..... Date of meeting on "शिकायत निवारण दिवस".....

S.N.	Details of Grievances	Whether Grievance pertain to Regional Office/ other Regional Offices or KVS Hqrs.	Action Taken by Deputy Commissioner	Follow up action by Deputy Commissioner
1	2	3	4	5
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				

Signature of Deputy Commissioner