

Grievance Redressal Mechanism

The Grievance Redressal Mechanism has been set up in KVS constituting a Grievance Cell at each Regional Office as also at the Headquarter of the KVS, and has been functional with a Regional Grievance Officer in place in each of the Regional Offices and a Central Grievance Officer at KVS (HQ) for monitoring the redressal of grievances.

The grievances of the employees of KVS are being redressed in KVS also through CPGRAMS portal and Shikayat Nivaran Divas, organised in each Regional Office every Second Saturday.

Efforts are made to redress the grievance within 02 months. If disposal of a grievance petition is anticipated to take more than two months, an interim reply would invariably be sent.

The contact details of the Central Grievance Officer is
Joint Commissioner (Personnel)

Joint Commissioner (Personnel) KVS Headquarters, 18 Institutional Area
Shaheed Jeet Singh Marg New Delhi 110 016
Phone No. 011-26858565

Grievances at the school level are dealt by the Principal concerned.

Meeting hours

On all working days, officers available at KVS(HQ) Office and Regional Offices to meet the general public/staff for the redressal of their grievance from 4 PM to 5PM (Monday to Friday).

Principal : One hour on working days from 11.00 am to 12.00 noon.