



केन्द्रीय विद्यालय संगठन
KENDRIYA VIDYALAYA SANGATHAN
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Date:17.04.2026

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

Subject: Monthly Redressal of grievances through Grievance Redressal Day.

Madam/Sir,

A meeting was held on 16.04.2026 under the Chairmanship of Commissioner, Kendriya Vidyalaya Sangathan to review the status of CPGRAMS matters.

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. Non-redressal of grievances within time-limit results dis-satisfaction among employees and increased number of grievances on CPGRAMS portal as well as court cases, resulting in wastage of valuable time of the officers at higher level.

It was informed to the Commissioner, KVS that "Shikayat Nivaran Diwas (SND)" is being observed every 2nd Saturday of every Month at Regional Office level to address the grievances of the employees under their jurisdiction. The Commissioner, KVS directed that grievances should also be addressed online through Video Conference link.

Normally Deputy Commissioner of the concerned region supposed to attend Shikayat Niwaran Diwas. In unavoidable circumstances Assistant Commissioner/Administrative Officer (Regional Grievance Redressal Officer as designated by the Deputy Commissioner) shall attend the grievances of the staff.

The above information should be circulated to all Kendriya Vidyalayas under your jurisdiction for information of all employees.

Yours faithfully,



(Nagendra Goyal)

Joint Commissioner (Pers)

Distribution:-

1. PS to the Commissioner, KVS.
2. PS to the Additional Commissioner (Admn./Acad.), KVS.
3. Joint Commissioner(Fin./Acad./Training/Pers.), KVS
4. Deputy Commissioner(Fin./Acad./Training./Admn.), KVS
5. The Assistant Commissioner (IT Cell), KVS for uploading on KVS website.