



केन्द्रीय विद्यालय संगठन

शिक्षा मंत्रालय भारत सरकार के अधीन स्वायत्त संस्थान
KENDRIYA VIDYALAYA SANGATHAN
Under Ministry of Education, Govt. of India
मुख्यालय, नई दिल्ली / Head Quarters, New Delhi
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18 संस्थागत क्षेत्र, शहीद जीत सिंह मार्ग, नई दिल्ली/

18, Institutional Area, Shaheed Jeet Singh Marg, New Delhi 110 016

File No: 11014-1/2019/ KVS(HQ)/(Admn-I)

11674-75

Date: 03.11.2022

The Deputy Commissioner/Director
Kendriya Vidyalaya Sangathan,
All Regional Office/ZIET

Subject: Time Slot for speedy disposal of CPGRAM/Public grievances and CVC cases.

Sir/Madam,

In order to dispose of the grievances received by KVS(HQ) through various sources viz. the MoE, CPGRAM Portal / other grievances/ CVC cases, it has been decided to fix a time slot of two hours per week in every RO/ZIET in order to dispose the grievances in a time bound manner on weekly basis.

Day	Time Slot	Grievances/Reference	Remarks
Wednesday	2.00 PM to 4.00 PM	CPGRAMS	In case of any holiday on these days (Wednesday, Thursday and Friday), then please redress the same as per any other convenient day.
Thursday	2.00 PM to 4.00 PM	Public Grievances and other grievances, if any received directly by RO/ZIET concerned.	
Friday	2.00 PM to 4.00 PM	CVC cases.	

CPGRAMS

- Grievances may be examined expeditiously and the grievances which do not pertain to your region/ZIET should be returned back to KVS (HQ) on the Portal within a period of maximum two working days.
- All pension cases/grievances should be disposed of within 15 days and other 'Public Grievances' should be disposed of within the stipulated time frame, i.e., 30 days from the date of registration of grievance on the Portal. However, where Redressal is likely to take a longer time, an interim reply should be sent to the Petitioner/Applicant. In no circumstances, the pendency should go beyond 02 months

Hence, you are requested to follow the above instructions and instruct all Officers/ Dealing Assistants working under your jurisdiction to dispose of the same within the time frame.

This issue as per the directions of the Commissioner, KVS.

Yours faithfully



(Dr.P.Devakumar)

Joint Commissioner(Pers.)

03.11.2022.

Copy to: PS to Commissioner, KVS(HQ), New Delhi for information

