



केन्द्रीय विद्यालय संगठन

केन्द्रीय विद्यालय संगठन (मुख्य०)

शिक्षा मंत्रालय भारत सरकार के अधीन स्वायत्त संस्थान
18 संस्थागत क्षेत्र, शहीद जीत सिंह मार्ग, नई दिल्ली-110016.

KENDRIYA VIDYALAYA SANGATHAN (HQs)

An Autonomous Body under Ministry of Education, Govt. of India

18, Institutional Area, S.J.S Marg, New Delhi-110016.

Tel.: 011-26521841

Website: www.kvsangathan.nic.in

F.No.11029/2026/KVS (HQ)/ Acad/43516

Date: 18.09.2026

The Deputy Commissioner
Kendriya Vidyalaya Sangathan
All Regional Offices

Subject: Strengthening the Grievance Redressal Mechanism and Ensuring Effective Implementation of SOPs on Students' Safety and Security-reg

Madam/Sir,

It has been observed that this office is receiving numerous complaints from students, parents, and other stakeholders regarding safety and security of the students. It has been observed that KVS (HQs) has issued various instructions, guidelines and Standard Operating Procedures (SOPs) from time to time for ensuring the safety and security of students in Kendriya Vidyalayas (**Copy enclosed**). However, despite the same, this office continues to receive complaints from different stakeholders regarding certain major issues related to the safety and security of students. The receipt of such complaints indicates that the prescribed instructions/SOPs require strict compliance and effective implementation at the Vidyalaya level. The some of the major issues requiring immediate attention are as under:

1. Corporal punishment to the students.
2. Physically and mentally bullying of a child by other students
3. Inappropriate and unlawful threat towards the child
4. Physical and mental harassment of the students
5. Misconduct (fighting) by teachers in school premises
6. Partiality, favouritism, and discriminatory practices by Principals/Teachers towards students.
7. Negligence Towards Students' Health, Safety, and Welfare
8. Unsafe Drinking Water and Unhygienic Conditions of washroom.
9. Inadequate Seating Arrangement
10. Absence of teacher in the classroom during the period

The nature of these complaints indicates that the prescribed SOPs and Grievance Redressal Mechanism are not being implemented in their true spirit in some Kendriya Vidyalayas and, in certain cases, at Regional Offices.

In view of the above, it is imperative that all stakeholders, including Principals, teachers, administrative staff, and outsourced personnel, are sensitized regarding their roles and responsibilities in ensuring the safety, well-being, and dignity of every child. Accordingly, all Regional Offices are requested to ensure the following:

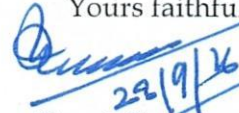
1. A complaint/suggestion box should be installed at an accessible location in every KV.
2. All complaints and representations received formally in the school or Regional Office will be acknowledged, examined, and disposed of in a timely, fair, and transparent manner.
3. Every representation or grievance submitted will be dealt empathetically.
4. A clearly notified schedule for meeting the Principal in Kendriya Vidyalayas and the Assistant Commissioner/Deputy Commissioner in the Regional Offices shall be displayed prominently and adhered to strictly.


22/9/26

5. Principals shall periodically review the implementation of the SOPs relating to students' safety and security and ensure strict compliance by all staff members, including outsourced personnel.
6. Regional Offices shall monitor the functioning of the grievance redressal mechanism in Kendriya Vidyalayas under their jurisdiction and take prompt corrective action wherever deficiencies are noticed.

The Deputy Commissioners are requested to disseminate these instructions to all Kendriya Vidyalayas under their jurisdiction and ensure strict compliance. Any lapse in the implementation of the prescribed SOPs or grievance redressal procedures shall be viewed seriously.

Yours faithfully,


22/9/16

(Somit Shrivastav)

Joint Commissioner (Acad.)

Encl:As Above

Copy to:

1. PA to Additional Commissioner (Admn) KVS (HQs), New Delhi for information.
2. PA to Additional Commissioner (Acad.), KVS (HQs) New Delhi for information.
3. PA to Joint Commissioner (Admn/Finance/Training/ Personnel), KVS (HQs) New Delhi for information.
4. The Deputy Commissioner (Acad 1 & 2.), KVS (HQs) New Delhi for information.