

Kendriya Vidyalaya Sangathan



Standard Operating Procedure for processing and disposal of VIP references in a time bound manner

Standard Operating Procedure for processing and disposal of VIP references

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STANDARD OPERATING PROCEDURE		
Department	Kendriya Vidyalaya Sangathan	
SOP Title	Standard Operating Procedure for processing and disposal of VIP references	
Applicability	SOP shall apply to all KVs, all ROs and KVS (HQ)	
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Standard Operating Procedure for processing and disposal of VIP references

1. Objective

To establish a uniform, transparent, accountable and time-bound mechanism for processing VIP references received in Kendriya Vidyalaya Sangathan from various authorities and stakeholders, and to ensure timely submission of factual, accurate and policy-based replies to the competent authority.

2. Scope

This SOP shall apply to all VIP references received at KVS(HQ), Regional Offices and Kendriya Vidyalayas relating to:

- Admissions
- Service matters
- Transfer and posting issues
- Grievances and complaints
- Disciplinary matters
- Court-related issues
- Infrastructure and land matters
- Academic matters
- Financial and administrative issues
- Any other matter pertaining to Kendriya Vidyalaya Sangathan

3. Applicability

This SOP shall apply to

- KVS (HQ), New Delhi
- All KVS Regional Offices; and
- All Kendriya Vidyalayas (KVs) involved in the processing of VIP references, including submission of factual reports, comments, records, or other inputs required for disposal of such references.

4. Stakeholders

The following stakeholders shall be involved in the processing and disposal of VIP references:

Sl. No.	Stakeholder	Role
1	KVS Headquarters	Overall coordination, examination of cases, approval and submission of replies.
2	Regional Offices	Collection, verification and consolidation of factual inputs from Kendriya Vidyalayas and submission of reports to KVS Headquarters.
3	Kendriya Vidyalayas	Furnishing factual reports, records and supporting documents within prescribed timelines.
4	Competent Authority	Scrutiny and approval of replies before submission to DoSEL/Concerned Authority.
5	Concerned Divisions/Sections	Processing, monitoring and maintaining records of VIP references.

5. Definition of VIP Reference

VIP References include communications received from or through the following authorities, as well as references received via CPGRAMS, PMO Public Grievance Portal, and other Government-authorized grievance redressal platforms, when specifically marked for action as VIP references:

- President's Secretariat;
- Vice-President's Secretariat;
- Prime Minister's Office (PMO);
- Ministry of Education;
- Department of School Education & Literacy (DoSEL);
- Union Ministers and Ministers of State;
- Members of Parliament (Lok Sabha and Rajya Sabha);
- Governors and Chief Ministers;
- State Governments and Union Territory Administrations;
- Ministries/Departments of the Government of India;
- Public Representatives; and
- Any other authority classified as a VIP reference by KVS from time to time.

6. Guiding Principles

All VIP references shall be processed in accordance with the following principles:

- Timeliness and prompt action.
- Accuracy and factual correctness.
- Transparency and accountability.
- Adherence to KVS Rules and Government instructions.
- Proper record management and monitoring.
- Courtesy and professionalism in communication.

6.1. Priority and Sensitivity

VIP references shall be treated as priority communications and handled with due diligence. Replies shall be factual, objective, non-controversial and strictly based on records and applicable rules. Personal opinions, assumptions or unverified information shall not be included in any communication

7. Working Process for Processing and Disposal of VIP References:

7.1 Receipt and Registration

All VIP references received at KVS HQ/RO/KV shall be diarized, registered in the e-Office system/VIP Register immediately upon receipt. Such references shall be treated as priority cases and forwarded to the competent authority for examination.

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7.2 Examination and Allocation

The competent authority shall examine the subject matter of the VIP reference and assign the case to the concerned division/section. Where inputs are required from ROs/KVs, the same shall be sought with a defined timeline.

7.3 Collection and Verification of Facts

The concerned office shall collect all relevant records, verify the factual position, and obtain comments, reports, or supporting documents from the concerned Regional Office/Kendriya Vidyalaya or other authorities, wherever required. All information proposed to be included in the reply shall be duly verified for accuracy and completeness.

7.4 Examination of Rules and Policy Provisions

The case shall be examined in light of:

- KVS Education Code
- Recruitment Rules
- Transfer Guidelines
- Admission Guidelines
- Government of India instructions
- Other applicable policies/statutory provisions

7.5 Preparation of Draft Reply

Based on the verified facts and applicable rules/policies, the concerned Section shall prepare a draft reply. The reply shall be concise, factual, courteous, and policy-based. Wherever applicable, relevant rules, guidelines, instructions, and actions already taken shall be specifically cited.

7.6 Scrutiny and Approval

The draft reply shall be examined at appropriate levels and submitted through proper channel for approval of the competent authority as per the delegation of powers and internal administrative arrangements of KVS

7.7 Issue of Reply

After approval, the reply shall be communicated to the concerned authority through the prescribed mode of communication and a copy shall be retained on record.

7.8 Closure and Record Maintenance

After issue of the reply, the reference shall be treated as closed subject to any further communication or directions received from the referring authority.

The concerned section shall update the monitoring register/e-Office records and ensure proper preservation of all related documents for future reference and audit purposes.

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8. Timeline Matrix

Note: 'T' denotes the date of receipt of the VIP reference at KVS(HQ)/Regional Office/KVs.

Sl. No.	Activity	Responsibility	Timeline
1	Receipt, diarization, and registration of VIP reference in e-Office / VIP Register	Dealing Hand who maintains Dispatch & Diary Register – JSA	T
2	Examination of VIP reference	Dealing Hand who will put up file – JSA / SSA / ASO / SO	T + 1 Working Day
3	Seeking factual report/comments from RO/KV, wherever required	1. For KVS (HQ) - Section Head in KVS (HQ) - Assistant Commissioner (I/C) for E-1/E-2/E-3/ Acad./ Admin./ Training/ RPS/ S&S/ I.T./ Pers./ Finance. 2. For KVS (RO) - Section Head in KVS (RO) - Assistant Commissioner (I/C) for Acad./ Administrative Officer for Admin./ Finance Officer for Finance. 3. For KV – Principal	T + 2 Working Days
4	Submission of factual report and supporting documents.	1. For Regional office – Deputy Commissioner 2. For KV - Principal	T + 5 Working Days
5	Verification of facts, examination of records, and application of relevant rules/policies	Dealing Hand who will put up file – JSA / SSA / ASO / SO / AO / FO at KVS (HQ) / KVS (RO) level	T + 7 Working Days
6	Preparation and scrutiny of draft reply	Dealing Hand who will put up file – SO / AO / FO at KVS (HQ) / KVS (RO) level	T + 8 Working Days
7	Approval of draft reply	1. For KVS (HQ) - Section Head in KVS (HQ) - Assistant Commissioner (I/C) for E-1/E-2/E-3/ Acad./ Admin./ Training/ RPS/ S&S/ I.T./ Pers./ Finance. 2. For KVS (RO) - Section Head in KVS (RO) - Assistant Commissioner (I/C) for Acad./ Administrative Officer for Admin./ Finance Officer for Finance.	T + 9 Working Days

Sl. No.	Activity	Responsibility	Timeline
8	Issue of final reply, updating records, and closure of case	Dealing Hand who took approval on file – JSA / SSA / ASO at KVS (HQ) / KVS (RO) level	T + 10 Working Days

9. Overall Disposal Timeline

As far as possible, all VIP references shall be disposed of within ten working days from the date of receipt. Where the matter involves multiple offices, court proceedings, disciplinary matters, policy issues, or information awaited from external agencies, an interim reply/status report may be furnished wherever required.

In cases where a specific timeline has been prescribed by the Ministry of Education, DoSEL, PMO, or any other competent authority, such timeline shall prevail.

10. Roles and Responsibilities

Kendriya Vidyalaya:

The Principal shall ensure timely submission of factual reports, verification of records, and accuracy of information furnished to the Regional Office.

Regional offices:

The Deputy Commissioner shall ensure scrutiny, consolidation, and timely forwarding of verified inputs to KVS Headquarters.

KVS Headquarters

The concerned Division/Branch shall examine the case, apply relevant rules and policies, obtain approval of the competent authority, and ensure timely dispatch of the reply.

11. Monitoring and Review Mechanism

- A centralized VIP Reference Register/e-Office tracking system shall be maintained.
- Pending references shall be reviewed periodically by the concerned Section Head and competent authority.
- Cases involving recurring issues or systemic deficiencies shall be identified and brought to the notice of the competent authority for corrective action.
- Periodic status reports shall be generated and reviewed as prescribed by KVS Headquarters.

12. Escalation Mechanism

- Where reports or comments are not received within the prescribed timeline, reminders shall be issued immediately.
- Persistent delays shall be escalated to the next higher authority for intervention.
- Unexplained delays may be examined by the competent authority for appropriate administrative action.

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13. Responsibility and Accountability

- Every officer/official handling a VIP reference shall be responsible for ensuring accuracy, completeness, and timely processing.
- Delays, if any, shall be properly explained and brought to the notice of the competent authority.
- Regional Offices and Kendriya Vidyalayas shall ensure timely submission of information sought by KVS Headquarters.
- Supervisory officers shall monitor compliance with prescribed timelines and procedures.

14. Confidentiality

- VIP references and related communications shall be handled with due confidentiality.
- Information shall be shared strictly on a need-to-know basis and in accordance with applicable rules and instructions.
- Personal and sensitive information shall be protected in accordance with applicable laws and Government instructions.

15. Record Management and Preservation

- All records relating to VIP references shall be maintained systematically in physical and/or electronic form.
- Records shall be preserved in accordance with the Record Retention Schedule prescribed by KVS/Government of India.
- Records shall remain readily retrievable for audit, inspection, parliamentary matters, court cases, and future reference.

16. Review

1. These SOPs shall be reviewed periodically by KVS Headquarters. Amendments may be issued from time to time in view of:

- Changes in Government policies;
- Judicial pronouncements;
- Statutory requirements;
- Administrative necessities.

The latest approved version issued by KVS Headquarters shall supersede all previous instructions on the subject to the extent of inconsistency.

2. In case of any ambiguity, inconsistency, or dispute regarding interpretation or application of any provision of this SOP, the matter shall be referred to KVS Headquarters for clarification. The decision of the Commissioner, Kendriya Vidyalaya Sangathan (HQ) shall be final, conclusive, and binding on all units and offices under KVS.

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