

Kendriya Vidyalaya Sangathan



**Standard Operating Procedure for Processing of General Complaints,
Statutory / Constitutional Commission Cases and Admission Grievances
in a time bound manner**

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Standard Operating Procedure for Processing of General Complaints, Statutory/Constitutional Commission Cases, and Admission Grievances

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STANDARD OPERATING PROCEDURE		
Department	Kendriya Vidyalaya Sangathan	
SOP Title	Standard Operating Procedure for Processing of General Complaints, Statutory/Constitutional Commission Cases, and Admission Grievances	
Applicability	SOP shall apply to all KVs, all ROs and KVS (HQ)	
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SOP Prepared by: -

Name & Designation
1. Sh. Somit Srivastava, Joint Commissioner (Acad.), KVS (HQ)
2. Sh. Shaik Tajuddin, Deputy Commissioner, KVS RO Bengaluru
3. Sh. S. S. Chauhan, Deputy Commissioner, KVS RO Bhubaneshwar
4. Sh. Ghanshyam Pandey, Assistant Commissioner, KVS RO Lucknow
5. Sh. Satish Kumar, Principal, KV Jharoda Kalan
6. Sh. Ravindra Kumar, Principal, KV Sector-VIII, R.K. Puram
7. Sh. Deepak Kumar Dabral, Assistant Commissioner (Acad.), KVS (HQ)

SOP Reviewed by: -

Name & Designation
Sh. Deepesh Gehlot, ISS Additional Commissioner, (Administration & CVO), KVS (HQ)

SOP Approved by: -

Name & Designation
Sh. Vikas Gupta, IAS, Commissioner, KVS (HQ)

G. B. D. M.
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Standard Operating Procedure for Processing of General Complaints, Statutory/Constitutional Commission Cases, and Admission Grievances

1. Objective

To establish a uniform, transparent, accountable, and time-bound mechanism for the receipt, examination, redressal, monitoring, and disposal of:

Category-I: General Complaints

Complaints received from the Ministry of Education (MoE), CBSE, public representatives, parents, employees, students, stakeholders, or other agencies regarding the functioning of Kendriya Vidyalayas.

Category-II: Statutory/Constitutional Commission Cases

Complaints, notices, references, or directions received from Statutory and Constitutional Bodies such as NCPCR, SCPCR, NCSC, NCST, NCBC, NHRC, NCW, CCPD, Minority Commissions, Courts, Tribunals, and similar authorities.

Category-III: Admission Grievances

Complaints and grievances relating to admissions in Kendriya Vidyalayas received from Ministries, Departments, parents or other stakeholders.

2. Scope

The SOP covers complaints received through:

- Ministry of Education (MoE) & CBSE references.
- Statutory and Constitutional Commissions.
- Government Ministries, Departments, and Public Representatives (MPs, MLAs).
- Parents, Guardians, and General Stakeholders.
- CPGRAMS and other designated Government grievance portals.
- Official E-mail, physical correspondence, and authorized online submissions

3. Applicability

This SOP shall apply to KVS **Headquarters, all Regional Offices, all Kendriya Vidyalayas and all officers/officials** responsible for grievance handling and compliance.

4. Classification of Complaints

4.1 Category-I: General Complaints (High Priority)

Complaints relating to the functioning and administration of Kendriya Vidyalayas, including:

- Academic and teaching-learning issues;
- Examination and evaluation matters;
- Administrative and service-related issues;
- Infrastructure and facility-related deficiencies;
- Staff conduct and behavioural issues;
- Financial or administrative irregularities (excluding vigilance matters);
- School management and governance issues;
- Any other matter affecting the functioning of Kendriya Vidyalayas.

4.2 Category-II: Statutory/Constitutional Commission Cases (Very High Priority)

Complaints, references, notices, or directions received from Statutory and Constitutional Bodies, including:

- Child rights issues (NCPCR/SCPCR);
- Scheduled Castes, Scheduled Tribes, and OBC Commission matters;
- Human rights complaints;
- Women's rights and gender-related grievances;
- Disability rights matters;
- POCSO-related complaints;
- POSH-related complaints;
- Discrimination, harassment, abuse, and safety-related issues;
- Matters involving judicial or quasi-judicial scrutiny.

4.3 Category-III: Admission Grievances (High Priority)

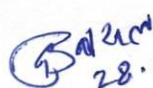
Complaints relating to admission processes, including:

- Eligibility and documentation disputes;
- Priority category determination and service-category mapping;
- Admission under RTE provisions;
- Online registration and lottery-related issues;
- Waiting list operations;
- Transfer and migration-related admission matters;
- Admission denial or withdrawal disputes.

5. Responsible Authority

Concerned Section (details as below as per level at which complaint / grievance is received)

- 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. However, Deputy Commissioner (I/C) of concerned Sections will also be responsible for monitoring and taking follow-up to avoid unnecessary delay.
 - (i) If complaint / grievance received from Statutory/Constitutional Commission (Very High Priority) pertains to KV, then KVS (HQ) may ask inputs through the Deputy Commissioner of the concerned KVS Regional office of the concerned KV and address the issues raised in the complaint / grievance and send Action Taken Report/ Reply to the Statutory/Constitutional Commission from KVS (HQ).
 - (ii) If General complaint / grievance pertains to KV, then KVS (HQ) may also direct the Deputy Commissioner of the concerned KVS Regional Office to address the issues raised in the complaint / grievance and send Action Taken Report/ Reply to the applicant directly under intimation to KVS (HQ).
- Section Head in KVS (RO) - Assistant Commissioner (I/C) for Acad./ Administrative Officer for Admin./ Finance Officer for Finance. However, Deputy Commissioner of RO will also be responsible for monitoring and taking follow-up to avoid unnecessary delay.
 - (i) If complaint / grievance received from Statutory/Constitutional Commission (Very High Priority) pertains to KV, then KVS Regional office may ask inputs from the Principal of


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the concerned KV and address the issues raised in the complaint / grievance and send Action Taken Report/ Reply to the applicant from KVS Regional Office.

- (ii) If General complaint / grievance pertains to KV, then KVS Regional office may direct the Principal of the concerned KV to address the issues raised in the complaint / grievance and direct the Principal of KV to send Action Taken Report/ Reply to the applicant directly under intimation to KVS Regional office.

- Principal of Kendriya Vidyalaya is responsible to dispose address the issues raised in the complaint / grievance, if complaint / grievance is received by KV.

6. Responsibility Matrix as per the Authority to whom Complaint / Grievance has been submitted:

Responsible Authority	Category-I: General Complaints (MoE/CBSE)	Category-II: Statutory & Constitutional Commissions	Category-III: Admission Grievances
Principal (School)	Provide inputs & implement corrective actions.	Provide immediate record verification and submit reports on priority	Primary authority for examination and disposal of admission grievances at school level
Deputy Commissioner (RO)	Review reports, resolve matters within delegated powers, and monitor compliance.	Verify reports and forward vetted submissions to Headquarters.	Appellate Authority Examine admission grievances and decide cases in accordance with KVS Admission Guidelines and delegated powers. Decide on disputed admission claims based on KVS guidelines.
Competent Authority KVS(HQ) as per Point No. 5 above	Formulate policy interpretation, monitor disposal, and coordinate with external authorities..	Nodal authority for statutory compliance, submission of reports, and coordination with Commissions/Courts.	Monitor admission-related grievances and ensure uniform implementation of KVS Admission Guidelines.

7. Definitions

7.1 Complaint/Grievance

Any written communication alleging deficiency in service, administrative lapse, violation of rules, irregularity, misconduct, discrimination, safety concerns, or non-compliance with applicable provisions.

7.2 Competent Authority

An authority empowered under the KVS Delegation of Financial and Administrative Powers or any other applicable orders to approve decisions, replies, reports, and corrective actions under this SOP.

7.3 Action Taken Report (ATR)

A formal report indicating facts established, action taken, corrective measures adopted, and compliance status in response to a complaint or reference.

7.4 Statutory/Constitutional Bodies

Authorities constituted under the Constitution of India or an Act of Parliament/State Legislature and empowered to inquire into grievances, rights violations, or matters concerning public administration.

8. Complaint Processing Procedure

Step 1: Receipt, Registration and Preliminary Scrutiny

- The complaint/reference shall be received through authorized channels and diarized immediately upon receipt.
- The concerned Section shall register the case in the Complaint Register and/or e-Office system.
- Preliminary scrutiny shall be conducted to ascertain jurisdiction, completeness of records, category of complaint, and urgency of the matter.
- Cases received from Statutory/Constitutional Bodies, Courts, Tribunals, or involving child protection, safety, discrimination, sexual harassment, or admission matters shall be accorded priority.
- Anonymous and pseudonymous complaints shall be dealt with in accordance with prevailing Government of India instructions.

Step 2: Seeking factual report from the concerned office.

- The concerned Section shall examine the complaint and identify the office(s) responsible for providing factual inputs.
- The case shall be forwarded to the concerned Kendriya Vidyalaya, Regional Office, or other authority for submission of factual report, parawise comments, and relevant records.
- In urgent and time-bound matters, shorter timelines may be prescribed by the Competent Authority.

Step 3: Submission of factual report

- The concerned Kendriya Vidyalaya/Regional Office shall undertake fact verification based on available records and stakeholder inputs.
- Parawise comments and supporting documentary evidence shall be obtained from the officials concerned.
- Wherever required, a preliminary inquiry or verification shall be conducted.
- The factual report/Action Taken Report (ATR)/Inquiry Report shall be submitted within the prescribed timeline.

Step 4: Examination and Analysis

- The concerned Section shall examine the complaint/grievance along with the factual report, inquiry report, Action Taken Report (ATR), parawise comments, and supporting documents received from the concerned office.

- The examination and analysis shall be undertaken with reference to the applicable rules, regulations, policies, guidelines, orders, and instructions governing the subject matter of the complaint.
- Cases received from Statutory/Constitutional Bodies, Courts, Tribunals, or other authorities having statutory or quasi-judicial powers shall be accorded priority and examined in accordance with the directions issued by the concerned authority.
- Additional information, records, clarification, or supporting documents may be sought from the concerned office wherever necessary to ensure complete and objective examination of the case.
- The concerned Section shall assess the facts, records, findings, and applicable provisions and determine the appropriate course of action.
- Based on the examination and analysis, the concerned Section shall prepare:
 - Draft Reply;
 - Action Taken Report (ATR);
 - Compliance Report; and/or
 - Recommendations for corrective, preventive, administrative, or disciplinary action, as may be required.

Step 5: Approval of Draft Reply / ATR

- The Draft Reply, Action Taken Report (ATR), Compliance Report, or recommendations prepared by the concerned Section shall be submitted to the Competent Authority for consideration and approval.
- The Competent Authority may approve the proposal, seek additional information or clarification, modify the proposed course of action, or issue such directions as deemed appropriate.
- Upon approval, the case shall be processed for communication and closure in accordance with the prescribed procedure.

Step 6: Communication of Final Decision and Closure

- Upon approval of the Competent Authority, the final reply/ATR shall be communicated to the complainant, Ministry, Commission, Court, Tribunal, CPGRAMS portal, or other originating authority, as applicable.
- Directions issued by the Competent Authority shall be implemented by the concerned office within the prescribed timeline.
- After completion of all required action, the case shall be marked as "Disposed/Closed" in the e-Office system.
- All records relating to the complaint shall be archived and preserved in accordance with the applicable record retention schedule.

9. Consolidated Time Matrix:

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

Sl. No.	Activity	Responsible Authority	Category-I General Complaints	Category-II Statutory/ Constitutional Commission Cases	Category-III Admission Grievances
1	Receipt, Registration	Dealing Hand who maintains Dispatch & Diary Register – JSA	T	T	T
2	Preliminary Scrutiny	Dealing Hand who will put up file – JSA / SSA / ASO / SO	T + 3 Working Days	T + 1 Working Day	T + 2 Working Days
3	Seeking Factual Report from concerned office – Case will be disposed in accordance with Point No. 5 as stated above	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 + 5 Working Days	T + 2 Working Days	T + 3 Working Days
4	Submission of Factual Report/ Para wise comments/ ATR to KVS (HQ) / RO	1. For Regional office – Deputy Commissioner 2. For KV - Principal	T + 15 Working Days	T + 7 Working Days	T + 10 Working Days
5	Examination and Analysis	Dealing Hand who will put up file – JSA / SSA / ASO / SO / AO / FO at KVS (HQ) / KVS (RO) level	T + 20 Working Days	T + 12 Working Days	T + 15 Working Days

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Sl. No.	Activity	Responsible Authority	Category-I General Complaints	Category-II Statutory/ Constitutional Commission Cases	Category-III Admission Grievances
6	Approval of Draft Reply/ATR	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 + 25 Working Days	T + 15 Working Days	T + 18 Working Days
7	Communication of Final Decision and Closure	Dealing Hand who took approval on file – JSA / SSA / ASO at KVS (HQ) / KVS (RO) level	T + 30 Working Days	Within the timeline prescribed by the concerned Commission/Authority	T + 21 Working Days

Note:

1. The timelines prescribed above are indicative and shall be adhered to as far as possible.
2. In cases where shorter timelines are prescribed by the Ministry of Education, Courts, Tribunals, Statutory or Constitutional Authorities, CPGRAMS, or by the Competent Authority, such timelines shall prevail.
3. Cases involving child protection, offences under the Protection of Children from Sexual Offences (POCSO) Act, sexual harassment, discrimination, safety concerns, or any other matter requiring urgent intervention shall be processed on priority and, wherever necessary, within timelines shorter than those prescribed above.
4. Any delay beyond the prescribed timelines shall be recorded with reasons and brought to the notice of the Competent Authority for appropriate action.

10. Common Responsibilities

Kendriya Vidyalaya

- Maintain and preserve all relevant records.
- Conduct fact verification and submit reports within prescribed timelines.
- Implement directions issued by competent authorities.
- Ensure corrective and preventive actions wherever required.

Regional Office

- Scrutinize and verify reports received from Kendriya Vidyalayas.
- Monitor timely disposal of complaints.
- Consolidate and forward reports to Headquarters.
- Ensure compliance with directions issued by Headquarters.

KVS Headquarters

- Interpret policies, rules, and guidelines.
- Coordinate with Ministries, Commissions, Courts, and other authorities.
- Monitor sensitive and high-priority cases.
- Approve final disposal wherever required.

11. Sensitivity Protocols for Category-II Cases

POCSO and Child Protection Matters

- Immediate protective measures shall be ensured.
- Mandatory reporting shall be made to appropriate authorities as required under the POCSO Act.
- Strict confidentiality shall be maintained throughout the proceedings.

SC/ST Discrimination Matters

- Complaints shall be examined with utmost sensitivity and urgency.
- Any form of victimization, intimidation, or retaliation shall be prevented.
- Applicable statutory provisions shall be strictly complied with.

POSH and Women's Safety Matters

- Complaints shall be referred immediately to the Internal Complaints Committee (ICC) wherever applicable.
- Proceedings shall be conducted in accordance with statutory timelines and prescribed procedures.
- Confidentiality and privacy safeguards shall be ensured.

12. General Instructions

12.1 Anonymous and Pseudonymous Complaints

Anonymous or pseudonymous complaints shall ordinarily not be acted upon in accordance with prevailing Government of India/CVC instructions.

However, complaints disclosing verifiable facts involving serious misconduct, child safety, corruption, or public interest concerns may be examined with the approval of the Competent Authority.

12.2 Confidentiality

The identity of complainants, witnesses, victims, and other stakeholders shall be protected to the extent permissible under law.

Access to sensitive records shall be restricted to authorized officials only.

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12.3 Relaxation of Timelines

Timelines prescribed under this SOP may be relaxed only with recorded reasons and approval of the Competent Authority.

In cases involving Statutory or Constitutional Bodies, prescribed timelines shall be adhered to strictly, and any extension shall be sought only in accordance with the directions of the concerned authority.

13. Monitoring and Escalation

- Monthly review of pending complaints shall be conducted at Regional Office and Headquarters levels.
- Cases exceeding prescribed timelines shall be escalated automatically to the next higher authority through the e-Office system.
- A centralized monitoring mechanism shall be maintained for tracking pendency and compliance.
- POCSO, child safety, discrimination, and statutory commission cases shall be monitored on priority basis.

14. Record Management

- All complaint records, correspondence, inquiry reports, and ATRs shall be maintained systematically in physical and/or electronic form.
- All records relating to complaints, correspondence, reports, and actions taken shall be maintained and preserved in accordance with the applicable record retention schedule, Government of India instructions, and KVS guidelines issued from time to time
- Records shall remain readily retrievable for audit, vigilance, RTI, parliamentary references, judicial proceedings, and statutory inspections.
- Appropriate backup and cyber security safeguards shall be maintained for electronic records.

15. 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.