

**KENDRIYA VIDYALAYA SANGATHAN
(ADMN.-1 SECTION)**

- The Grievance Redressal Mechanism has been set up in KVS constituting a Grievance Cell at each Regional Office as also at the Headquarter of the KVS and has been functional with a Regional Grievance Officer in place in each of the Regional Office and a Central Grievance Officer at KVS (HQ) for monitoring the redressal of grievances.
- Grievances of the employees of KVS are being redressed in KVS also through CPGRAMS portal and Shikayat Nivaran Divas which is being organised in each Regional Office on every 2nd Saturday.
- Efforts are made to redress the Grievance within a period of 02 months. If disposal of a grievance petition is anticipated to take more than two months, an interim reply would invariably be sent.

KVS is receiving grievances from following Channels.

1. CPGRAM Portal
 2. Hard copy through,MoE.
 3. Individual grievance
- The grievances which are received through CPGRAM and the hard copies are uploaded on CPGRAM portal and thereafter being sent to concerned Regional Offices, ZIETs and various Sections of KVS(HQ).
 - After sending the grievances, these are monitored for early disposal and it is ensured that the reply is sent to the concerned Deptt. through the Portal of CPGRAM.
 - In case grievance remains unsettled or the reply is improper, the same is sent back to the concerned authority for going through the matter again for taking needful/necessary action at his end, on time.

Frequently ask Question (FAQ) on Grievance redressal mechanism.

1. What is the process of grievance mechanism in KVS?

Ans. KVS is receiving grievances from following Channels.

- 1 CPGRAM Portal
- 2 Hard copy through MHRD
- 3 Individual grievance

- The grievances which are received through CPGRAM and the hard copies are uploaded on CPGRAM portal and thereafter being sent to concerned Regional Offices, ZIETs and various Sections of KVS(HQ).
- After sending the grievances, these are monitored for early disposal and it is ensured that the reply is sent to the concerned Deptt. through the Portal of CPGRAM. CPGRAM Portal already linked with KVS website
- In case grievance remains unsettled or the reply is improper, the same is sent back to the concerned authority for going through the matter again for taking needful/necessary action at his end, on time.
- Grievances of the employees of KVS are being redressed in KVS through Shikayat Nivaran Divas also which is being organized in each Regional Office on every 2nd Saturday.

2. What is Cpgrams portal?

Ans. Centralized Public Grievance Redress And Monitoring System (CPGRAMS) is an online web-enabled system developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG).

3. How do I lodge grievance in Cpgrams?

Ans:- Grievances can be lodged online by log-in to www.pgportal.gov.in (PG portal) with provision for selecting password and giving email ID to receive electronic acknowledgement. CPGRAM Portal already linked with KVS website