



केन्द्रीय विद्यालय संगठन  
KENDRIYA VIDYALAYA SANGATHAN

क्षेत्रीय कार्यालय (REGIONAL OFFICE)

92, गांधीनगर मार्ग, बजाज नगर,  
92, GANDHI NAGAR MARG, BAJAJ NAGAR,

जयपुर / JAIPUR – 302015 (RAJASTHAN)

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0141 – 2704572 (DC), 0141– 2706548 (AO/FO), 0141 – 2707149 (AC), FAX No. 0141 – 2706882

No.F. 23030/2019-KVS(JPR)

Dated: 18/04/2019

By E-Mail Only

The Principal,  
All Kendriya Vidyalayas,  
Jaipur Region

Subject: Administering the CPGRAMS portals.

Sir/Madam,

With reference to the subject cited above, I am to forward herewith a copy of letter No.F. 11011-1/2019-KVS(HQ)/Admn.I/101 dated 16/04/2019 received from the Joint Commissioner (Pers), KVS (HQrs) New Delhi with regard to display the name of the Regional Grievance Officer, his/her email address, phone number, details of online portals etc. on the Notice Board of the Vidyalaya.

You are requested to go through the instructions contained in above referred letter meticulously and ensure the compliance of all the instructions in letter & spirit. The name and details of Regional Grievance Officer, KVS, Jaipur Region is as under:-

Name of Grievance Officer, KVS, Jaipur Region	E-mail address	Contact Number
Shri Diggraj Meena, Assistant Commissioner, Kendriya Vidyalaya Sangathan, Regional Office, 92, Gandhinagar Marg, Bajaj Nagar, Jaipur – 302015 (Rajasthan)	kvsjpr@rediffmail.com	Tel. No. 0141 – 2070149 Mobile No. 9530494111
Details of Online Portal :	<a href="https://pgportal.gov.in/">https://pgportal.gov.in/</a>	

You are requested to display the name of Regional Grievance Officer, his/her e-mail address, phone number and details of online portals etc. accordingly on the Notice Boards. The Notice Boards are to be fixed at all prominent places in the institutions e.g. at the Reception Counter, outside the rooms of the Principal & Vice-Principal to enable the students, parents and guardians to have details of authorities of KVS for lodging grievances, if any, immediately.

A compliance report may be sent to this office latest by 25<sup>th</sup> April, 2019 for record.

Yours faithfully,

(Yashpal Singh)

Deputy Commissioner

Encl: As stated above.

Copy to:-

- 1) Shri Diggraj Meena, Assistant Commissioner, KVS (RO) Jaipur.
- 2) The Joint Commissioner (Pers), KVS (HQrs) New Delhi w.r.t. his letter referred above for information.

Deputy Commissioner



केन्द्रीय विद्यालय संगठन  
KENDRIYA VIDYALAYA SANGATHAN  
18 सत्यवागत क्षेत्र, शाहीद जेठ सिंह मार्ग  
नई दिल्ली 110 602  
18, Institutional Area, Shaheed Jeet Singh Marg  
New Delhi 110 602  
Fax: 26514179 फोन TEL: 26858570  
e-mail:kvssao@hub.nic.in  
website:www.kvsangathan.nic.in

F.No.110011-1/2019-KVS (HQ)/Admn.I/101

दिनांक: 16.04.2019

Deputy Commissioner/Director  
Kendriya Vidyalaya Sangathan  
All Regional Offices/ZIETs

**Sub : Administering the CPGRAMS portals,**

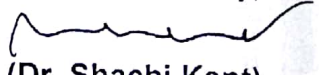
Madam/Sir,

This has reference to the directions issued by the Department of Administrative Reforms & Public Grievances (DARPG), New Delhi, which is administering the CPGRAMS portal and the Directorate of Public Grievances (DPG), Cabinet Secretariat, New Delhi, which is the Appellate Authority in respect of appeals lodged on CPGRAMS portal. KVS is being reminded to speed up the disposal of grievances and reduce the number of pending grievances on the CPGRAMS portal. Besides, DARPG has also stressed upon the need of issuing instructions to all Educational Institutions to prominently display information regarding grievance redressal mechanism.


Accordingly, all the Kendriya Vidyalayas under your jurisdiction be directed to display on the Notice Board, the name of the Regional Grievance Officer, his/her email addresses, phone number, details of online portals etc. The NOTICE BOARDS are to be fixed at all prominent places in the institutions e.g. at the Reception Counter, outside the rooms of the Principal & Vice- Principal to enable the students, parents and guardians to have details of authorities of KVS for lodging grievances, if any, immediately. This would not only help in reducing the number of grievances being received by the KVS on the CPGRAMS portal but would also cut down the delay in redressing the grievance of the students and staff.

Receipt of this letter may be acknowledged through e-mail : [jcp.kvs@gmail.com](mailto:jcp.kvs@gmail.com).  
only.

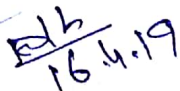
Yours faithfully,

  
(Dr. Shachi Kant)  
Joint Commissioner (Pers.)

**Distributors:**

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- (i) The PS to Commissioner, KVS for information.
  - (ii) The PS to Addl. Commissioner (Admn./Acad.) for information.
  - (iii) All Officers, KVS Hqrs.
  - (iv) The Asst. Commissioner (EDP) with the request to upload on KVS website.
  - (v) The President/Secretary of all recognized staff association of KVS for information.



  
16.4.19

