

CITIZEN'S/CLIENT'S CHARTER

KENDRIYA VIDYALAYA SANGATHAN

(An Autonomous organization under ME, GoI)

18, INSTITUTIONAL AREA, SHAHEED JEET SINGH MARG,
NEW DELHI-110016

CITIZEN'S CHARTER

Preface

Kendriya Vidyalaya Sangathan (KVS) is an autonomous organization under the Ministry of Human Resource Development, Govt. of India.

The Headquarters of KVS is located at 18, Institutional Area Shaheed Jeet Singh Marg, New Delhi-110016 (Phone No.-011- 26858570(Board), Fax-011-26514179, E-mail — kvssao@nic.in). There are 1252 Kendriya Vidyalayas (including 03 abroad) which are administered through 25 Regional offices. Each Kendriya Vidyalaya has its Vidyalaya Management Committee headed by a senior officer from Defence/CivilSector or an educationist. All the Kendriya Vidyalayas are affiliated to the Central Board of Secondary Education (CBSE), Delhi. 05 Zonal Institutes of Education and Training cater to the training and development needs of the staff.

Policies for Kendriya Vidyalaya Sangathan are framed through its Board of Governors headed by the Hon'ble Minister of Education,Gol.

Commissioner, Kendriya Vidyalaya Sangathan is the executive head of the organization.

Vision

KVS believes in imparting knowledge/values and nurturing talent, enthusiasm and creativity of its students for seeking excellence through high quality educational endeavours.

Our Mission

KVS has a fourfold mission viz:-

1. To cater to the educational needs of children of transferable Central Government employees including defence and paramilitary personnel and other floating population by providing a common programme of education.
2. To pursue excellence and set the pace in the field of school education.
3. To initiate and promote experimentations and innovations in education in collaboration with other bodies like CBSE, NCERT, etc.
4. To develop the spirit of national integration and create a sense of "Indianness" among children.

CITIZEN'S CHARTER

Stakeholders

- Teachers
- Students
- Parents
- Sponsoring Agencies
- Officials of KVS

Services Provided

KVS is providing following services to its stake holders:

| Sl. No. | Services | Responsible Person (Designation) | e-mail | Phone No. |
|---------|--|---|-------------------------|--------------|
| A | <u>Admission</u> <ul style="list-style-type: none">• Admissions as per laid down policies.• Priority is given to the wards of transferable Central Government employees.• Reservations in fresh admissions are provided as per Admission Guidelines. | Sht. N.R. Murali, Joint Commissioner (Academics) | jcacadkvs@gmail.com | 011-26528351 |
| B | <u>Transfer of Students from one KV to another KV and issue of transfer certificate</u> <p>Admission of the student studying in a KV on transfer of the parent is allowed anytime during the session in another KV. Transfer certificate (T.C.) is issued on the request of parent in prescribed withdrawal form stating clearly details of the child and reason for taking T.C.</p> <p>T.C. is issued within 3-7 working days after submission of withdrawal form. Delay beyond 07 days can be brought to the notice of the Deputy Commissioner of the region concerned.</p> | Sh. Binod Kumar Behera, Deputy Commissioner (Acad.) | dcacad02kvshq@gmail.com | 011-26521841 |

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| C | <p><u>Examination</u></p> <p>KVS has a system of Comprehensive assessment of students at School level, as per the guidelines of NCERT/CBSE excepting classes X & XII. CBSE Delhi conducts examination for classes X & XII.</p> | <p>Sh. Binod Kumar Behera, Deputy Commissioner (Acad.)</p> | <p>dcacad02kvshq@gmail.com</p> | <p>011-26521841</p> |
| D | <p><u>Sports & Games:</u></p> <p>In Order to achieve all round development of the child's personality, Kendriya Vidyalaya Sangathan gives equal importance to Sports & Games, Physical Fitness & Health Education, Yoga and growth of each Student. Apart from simple exercises during morning assembly and games periods, every child is encouraged and given opportunity to participate and play in various Games & Sports / Yoga activities of choice.</p> <p>All students are divided into seven age groups to compete in Individual Sports events, while for competing in team Games, they are divided into four houses.</p> <p>Inter House competitions at Vidyalaya level are conducted in December, then KVS Regional level Meet / Tournament in the month of March followed by KVS National Sports Meet in the month of May to July every year. KVS takes part as State/unit in the National School Games organised by School Games Federation of India as per their calendar.</p> | <p>Smt. Pallavi Sharma, Deputy Commissioner (Acad)</p> | <p>dcedpkvs@gmail.com</p> | <p>011-26564294</p> |

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| E | <p><u>Co-Scholastic activities in Kendriya Vidyalaya</u></p> <p>KVS undertakes various co-scholastic activities in the Vidyalayas in the areas of Health and Physical Education, Visual and Performing Art, Work Experience etc. All Kendriya Vidyalayas also have good Library facilities for their students.</p> | Sh. M. Vellaichamy, Assistant Commissioner (Acad) | actrgkvshq@gmail.com | 011-26856564 |
| F | <p><u>Parent-Teacher Association (PTA)</u></p> <p>In order to promote proper understanding and co-operation between parents and teachers for overall betterment of the students, every Kendriya Vidyalaya has a Parent-Teacher Association (PTA).</p> | Sh. Binod Kumar Behera, Deputy Commissioner (Acad) | dcacad02kvshq@gmail.com | 011-26521841 |
| G | <p><u>Vidyalaya Management Committee (VMC)</u></p> <p>Every KV has a Vidyalaya Management Committee which meets whenever required by its Chairman. It should meet at least three times in a year ordinarily in the school premises. These meetings should be in the 1st week of August, 1st week of December and 1st week of February.</p> | Deputy Commissioner of the concerned Region | | |

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| H | <p><u>Fee structure</u></p> <p>Tuition Fee/Vidyalaya Vikas Nidhi/Computer Fund are being collected in advance from eligible students on quarterly basis i.e. April to June, July to September, October to December and January to March. Fee can be deposited up to 15th of April, July, October and January without late fees. Union Bank of India extends its services for fee collection.</p> <p>The monthly rate of fee charged in different classes is available on KVS Website www.kvsangathan.nic.in</p> | Sh. Sanjay Kumar, Deputy Commissioner (Fin.) | dcfinancekvs@gmail.com | 011-26523070 |
| I | <p><u>Pension and Pensionary Benefits-Citizen Charter</u></p> <p>The employees of Kendriya Vidyalaya Sangathan are issued Pension Payment Order and paid Pensionary Benefits on the last working day of the month of retirement subject to the availability of funds.</p> <p><u>Final payment of Provident fund & EWS</u></p> <p>The employees of Kendriya Vidyalaya Sangathan are paid Final payment of Provident Fund & EWS on the last working day of the month.</p> | Sh. A.K. Srivastava, Assistant Commissioner (Fin.) | kvsbudget@gmail.com | 011-26512587 |
| J | <p><u>Calendar of activities in Kendriya Vidyalaya</u></p> <p>Various activities are organized for all round development of students which includes Sports, Scouts & Guides, NCC, Social Science Exhibition, Science Exhibition, Youth Parliament, Hindi Pakhwada etc.</p> | Sh. Binod Kumar Behera, Deputy Commissioner (Acad.) | dcacad02kvshq@gmail.com | 011-26521841 |

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|---|---|---|--|------------------------|--------------|
| K | <p><u>Teachers Training</u></p> <p>Kendriya Vidyalaya Sangathan aims at providing quality training to equip its teachers and the other staff with knowledge, skills and attitude required for their professional development in KVS so that they contribute to the growth and development of students entrusted to their care.</p> <p>KVS provides for 03 week In-service training to its subject teachers at least once in every 05 years in two spells during the months of May/June and December/January. In respect of the miscellaneous category of teachers, in-service courses are conducted in a single spell. Orientation Courses for the Course Directors, Associate Directors and Resource persons of in-service courses are conducted in May/June every year. Induction courses are conducted for the newly recruited Principals/teachers/staff. Other need-based courses of shorter duration (one-five days) are conducted by the 05 Zonal Institutes of Education and Training (ZIETs) of KVS throughout the year.</p> | | Ms. Chandana Mandal, Joint Commissioner (Training) | jc-training@kvs.gov.in | 011-26965154 |
| L | <p>Works:</p> <ul style="list-style-type: none"> • Average cost of type 'A'(02 section) school building, 09 unit staff quarter, boundary wall, MP Hall and site development works • Completion time required for - construction of school building after issue of Administrative Approval & Expenditure Sanction (AA&ES) | <p>Rs. 24.77 Crore</p> <p>18-24 months</p> <p>(Subject to availability of funds and location of site)</p> | Sh. A. K. Aggarwal Executive Engineer | workskvs@gmail.com | 011-26562402 |

Grievance Redressal Mechanism

The Grievance Redressal Mechanism has been set up in KVS constituting a Grievance Cell at each Regional Office as also at 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 Second 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.

The contact detail of Central Grievance Officer is
Joint Commissioner (Personnel)
Joint Commissioner (Personnel) KVS headquarters 18 Institutional Area
Shaheed Jeet Singh Marg New Delhi 110 016
Phone No. 011-26858565

Grievances at the school level are dealt by the Principal concerned.

Meeting hours

On all working days, Officers are available at KVS(HQ) Office and Regional Offices to meet the general public/staff for the redressal of their grievance from 4 PM to 5 PM (Monday to Friday).

Principal - One hour on working days from 11:00 am to 12:00 noon.

RIGHT TO INFORMATION

As regards RTI, details have been updated for uploading on the KVS website as well as on the RTI Portal. As per section 5(1) and section 19(1) of the RTI Act, 2005 regarding designating the PIO and 1st AA for KVS(Hqrs.), New Delhi for the purpose of disposal of applications and appeals received under RTI Act, 2005 is given below:-

Section 6(III)-Application shall be transferred within **05(five) days** from the date of receipt of the application by the concerned CPIO.

Section-7(l):-Subject to the proviso to sub-section(2) of section 5 or the proviso to sub-section (3) of section 6, the Central public information officer or state Public Information Officer, as the case may be, on receipt of a request under section 6 shall, as expeditiously as possible, and in any case within **30(Thirty) days** of the receipt of the request, either provide the information on payment of such fee as may be prescribed or reject the request for any of the reasons specified in sections 8 and 9.

If the sought information concerns the life or liberty of a person, in such case information shall be provided within **48(Forty-eight) hours** of the receipt of the request.

Section -19(1): Any person who, does not receive a decision within the time specified in sub-section(l) in clause(a) of sub-section(3) of section 7, or is aggrieved by a decision of the Central Public Information Officer or State Public Information Officer, as the case may be, **may within thirty days from the expiry of such period** or from the receipt of such a decision prefer an appeal to such officer who is senior in rank to the Central Public Authority.

Provided that such officer may admit the appeal after the expiry of the period of thirty days if he or she is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

Section-19(6): An appeal under section 19 (1) or section 19 (2) shall be disposed of within 30(thirty) days of the receipt of the appeal or within such extended period not exceeding a total of 45 (forty-five) days from the date of filing thereof, as the case may be, for reason to be recorded in writing. **Section-19(3)**: A second appeal against the decision under sub-section (1) of Section-19 shall lie within 90 (ninety) days from the date on which the decision should have been made or was actually received, with the Central Information Commission or the State Information Commission. Provided that the Central Information Commission or the State.

Information Commission, as the case may be, may admit the appeal after the expiry of the period of 90 (ninety) days if it is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

| Sl. No. | Name of the Section | PIO | 1st Appellate Authority |
|----------------|--|---|----------------------------------|
| 01. | Cash/New Pension Scheme/ Pension section | DC(Fin.)/ AC(Fin.) concerned | JC(Finance) |
| 02. | Budget/Audit/Accounts/ Provident Fund Section | | |
| 03. | Works Branch | Executive Engineer concerned | Superintending Engineer |
| 04. | Vigilance Section | AC(Vig.) | Additional Commissioner (Admn.) |
| 05. | Admn.I/Admn.II Section | AC(Admn.) | JC(Pers.) |
| 06. | Estt-1 Section | AC(Estt.I) | JC(Pers.) |
| 07. | L&C | AC(Admn.) | JC(Admn.) |
| 08. | R&I Section | SO(S&S)/(R&I) | JC(Pers.) |
| 09. | Estt.II/Estt.III Section | AC(Estt.II& III) | JC(Admn.) |
| 10. | RPS Section | AC (RPS) | JC(Admn.) |
| 11. | Hindi Section | AD(OL) /AC(ADMN) ADMN-I/II | JC(Pers.) |
| 12. | PI Cell | SO/AC(ADMN)/DC (Incharge of PI Cell) | Additional Commissioner(Admn) |
| 13. | Commissioner Cell | EA to Commissioner | Additional Commissioner(Admn) |
| 14. | Acad. Section | DC(ACAD)/AC (ACAD)as per work | JC(Acad.) |
| 15. | Acad. Section | AC(ACAD)(Trg.) | JC(Trg.)/ACAD |
| 16. | EDP Cell | AC/DC(EDP) | JC(Acad.)/EDP |
| 17. | S&S Section | SO/AC(Admn.) | JC(Admn.) |

During the long leave/absence of designated PIOs/First Appellate Authority, the following will be the system of link PIOs/officers for disposal of time bound work under RTI Act, 2005:

| Sl. No. | PIO | Link PIO In the absence/long leave of PIO | 1st Appellate Authority | Link 1st Appellate Authority In the absence/ long leave of 1st AA |
|---------|--|--|---------------------------------|---|
| 01. | DC(FIN) | FO | JC(FIN) | JC(PERS) |
| 02. | Executive Engineer concerned | Technical Officer | Superintending Engineer | JC(Fin-) |
| 03 | AC(FIN) | FO | JC(FIN) | JC(PER! 5) |
| 04. | AC(Vig.) | SO(Vig.) | Additional Commissioner (Admn.) | Additional Commission (Acad.) |
| 05. | AC(Admn.)(Admn.I/II) | SO concerned | JC(Pers.) | JC(Admn.) |
| 06. | AC(Estt.I) | SO concerned | JC(Pers.) | JC(Admn.) |
| 07. | AC(Estt.II&III) | SO(E-II&III) | JC(Admn.) | JC(Pers.) |
| 08. | DC(Admn.) | SO concerned | JC(Admn.) | JC(Pers.) |
| 09. | AD(OL) | SO(Admn.I/II)/ AC(Admn.) (Admn.I/II) | JC(Pers.) | JC(Admn.) |
| 10. | SO(PIC)/ AC(Admn.)(PIC) | Sr. Most ASO/ UDC/ or SSA(PIC)/SO(PIC) | Additional Commissioner (Admn.) | Additional Commissioner (Acad.) |
| 11. | EA to Commissioner | PS to Commissioner | Additional Commissioner (Admn.) | Additional Commissioner (Acad.) |
| 12. | DCs (Acad.) | AC (Acad.) | JC(Acad.) JC(Trg.) | JC(Trg.) JC(Acad.) |
| 13. | AC(Acad.)(Trg.)/ DC(Acad.)/EDP/Trg. | AEO/AC(Acad.)/ EDP | JC(Acad.)/EDP | JC(Trg.) |
| 14. | S&S Section/ AC(Admn.) (S&S) | SO(S&S) | JC(Admn.) | JC(Pers.) |
| 15. | L & C Section AC(Admn.) (L&C) | SO(L&C) | JC(Admn.) | JC(Pers.) |

Regional Offices

Policies, Programmes, Schemes and Activities formulated by KVS (HQ) are implemented and monitored through 25 Regional Offices located in different parts of the Country.