

DIRECTORATE OF EDUCATION (ACT BRANCH)
ROOM NO. 212 "A", OLD SECRETARIAT, DELHI - 110054

No. DE/15/ACT/2009/18/6516-33

Dated: 11/12/09

CIRCULAR

Subject:- Grievance Redressal Mechanism for Pre-primary Admissions

Admissions to pre-primary classes in all the Recognized Un-aided Schools of Delhi shall commence w.e.f.15/12/2009.

A District Level Monitoring Cell has been constituted vide order dated 27/10/2008 to attend to complaints/grievances of general public. This Monitoring Cell is headed by the Deputy Director (Edn.) of the District and the Education Officers of the Zone shall be its members. An online complaint mechanism is also being put into operation at the Head Quarter. Complaints received at Head Quarter shall be forwarded to the District Level Monitoring Cell for necessary action.

The District Monitoring Cell shall observe the following procedures:-


1. A Zone wise complaint register shall be maintained.
2. All complaint including those received on-line shall be recorded in the register i) the date and time of receipt of the complaint ii) name, address and telephone number of the complainant iii) the name of the school against which complaint is made and the date and time of receipt of the complaint iv) a brief summary of the complaint v) the action taken on the complaint.
3. Immediate action shall be taken by the Monitoring Cell to dispose-of the complaint, if required, by issuing necessary directions to the concerned school. Wherever required a hearing must be given to the complainant(s).
4. Each complaint shall be disposed of within a maximum period of five days. In case of delay, reasons for the delay shall be recorded in the register.
5. Once action is taken and complaint is redressed, the action taken shall be recorded in the register.
6. A weekly summary of total complaints received and disposed of, as well as the number of complaints pending beyond the stipulated period of five days, with reasons thereof shall be communicated to the Director Of Education every Monday till the admission process is over.
7. The abovementioned instructions shall be followed strictly.

Regional Directors shall regularly visit the concerned Districts and check the register to ensure prompt disposal of complaints and send his/her inspection report to the Director of Education on weekly basis.


(P. Krishnamurthy)
Director of Education.

Copy to -

1. All RDE's
2. Addl. DE(Act)/Addl. DE (Admn.)
3. All Distt DDEs (with the direction to ensure compliance)
4. OS(IT) with the direction to upload the same on the website of the Dte.


(Marcel Ekka)
Assistant Director of Education (Act)