

**DIRECTORATE OF EDUCATION
(MID-DAY-MEAL CELL)
ROOM NO 215 & 216
OLD SECRETARIATE: DELHI-54.**

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No. DE (23)/(484)/MDM/2010-11/ 635-646
To,

Dated 13/9/2010

All DDEs of Districts,
Directorate of Education, GNCT of Delhi.

(THROUGH- MIS)

Sub:-Registering complaints/Grievances/suggestions regarding Mid Day Meal supply in all Govt./Aided schools of Directorate of Education and Redressal thereof.

Sir/Madam,

I am directed to inform you that arrangement for registering complaints/grievances/suggestions regarding supply of Mid Day Meal in the schools of directorate of Education is to be made in respective schools and in all district offices. For this purpose a separate public notice no. 624-634 Dated 13/09/10 has been uploaded on the website of Directorate of Education along with the list of District DDEs with their Fax and Office contact nos.

For this purpose a register shall be maintained in all the Govt. and Aided schools and in all district offices with the following details.

Date.	Complaint No.	Name of the Complainant With address	Contact No.	Mode of complaint (Fax, Writing, in person or on telephone)
01	02	03	04	05

Complaint about School or Supplier/ NGO	Complaint in Brief	Address at which redressal letter is to be sent
06	07	08

Sign. Of registrant of the complaint	No. & date of redressal letter and Detail of redressal in brief	Signature of officer responsible for redressal
09	10	11

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The complaints will be registered either in person, writing, Fax or on telephone. The person responsible for registering the complaint will ask all the above details from the complainant. After registering, the complaint will be forwarded to the officer concerned for redressal within 2 days. If the complaint does not pertain to the particular district same shall be forwarded to the concerned DDE of the District also within 2 days. All RDs will monitor the same and monthly report received from DDEs and Eos will be sent to the under signed for the information of Director of Education. The Head of respective schools will be responsible for the redressal of complaints made in the schools with the approval of Education Officer concerned.

The redressal letter will be sent to the complainant within 15 working days with necessary entries in the complaint register maintained in the School/District.



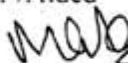
(Dr. R C MEENA)
Addl. Director of Education (MDM)

No. DE (23)/ (484)/MDM/2010-11/

Dated :-

Copy forwarded for information and necessary action to:-

1. All RDs with the request to monitor and send the monthly report on the basis of DDEs/Eos reports by 15th of subsequent month (Through MIS).
2. Director of Education (MCD) with the request to make similar arrangement for the registration/redressal of complaints/grievances/ suggestions regarding, MDM in their schools/Department.
3. Director of Education (NDMC) with the request to make similar arrangement for the registration/redressal of complaints/grievances/ suggestions regarding, MDM in their schools/Department.
4. Chief Executive Officer (DCB) with the request to make similar arrangement for the registration/redressal of complaints/grievances/ suggestions regarding, MDM in their schools/Department.
5. All EOs/DEOs with the direction to compile monthly the reports from all schools at Zone level within a week of the subsequent month and to sent DDE (through MIS)
6. P.S. to Pr. Secretary Education.
7. P.S. to Director of Education, Directorate of Education.
8. All HOSs Govt. /Aided schools with the direction to maintain the complaint register and to comply the orders and send the monthly report to Zonal E.O (Through MIS).
9. ADE (IT) with the request to upload this circular on the website of Directorate of Education on home page including in MDM folder and also before and after login for Govt. /Aided schools.
10. Guard file of MDM Branch.


(M.K. AGRAWAL)
ADE (MD)