

**CITIZENS' CHARTER**



**Citizens' Charter**  
**Of**  
**Kendriya Vidyalaya Sangathan**  
**(Ministry of Human Resource Development)**

18, Institutional Area  
Shaheed Jeet Singh Marg  
New Delhi -110016

**May, 2013**

# CITIZENS' 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](mailto:kvssao@nic.in)). The KVS administers its schemes through 25 Regional Offices; 1094 Kendriya Vidyalaya including 03 abroad. Each Kendriya Vidyalaya has its Vidyalaya Management Committee headed by a senior officer from Defence/Civil Services or an educationist. All the Kendriya Vidyalayas are affiliated to the Central Board of Secondary Education (CBSE), Delhi.

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

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 endeavors.

## 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 para-military 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.

## Services Provided

KVS is providing following services to its stake holders:

a) Admission:

- 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.
- Special Provisions in fresh admission also exist in Kendriya Vidyalayas.
- Admission Schedule has been established in measureable time frame.

b) Transfer to Students from one KV to another KV

Admission of the student studying in a KV on transfer of the parent is allowed anytime during the session in another KV.

c) Hostel Facilities

KVS provides hostel facilities to promote school education for students living in very remote locations

d) Quality Education

Provides Quality Education aimed at holistic development of the child.

## **Grievances redressal Mechanism**

The Grievance Redressal Mechanism has been set up in KVS, thereby constituting Grievance Cell at Regional Offices and Headquarters of the KVS, and have been functional with Regional Grievance Officer in the Regional Office and Central Grievance Officer in KVS(Hqrs) for monitoring the redressal of grievance. Time between 1600 hrs to 1700 hrs has been fixed on all working days for attending people for redressal of grievance at Regional Offices as well as at the KVS(Hrs). A grievance will be acknowledged immediately and within three days of the receipt of grievance. Efforts shall be made to redress the grievance with in a period of 2 months. If disposal of a grievance petition is anticipated to take longer than two months, an interim reply would invariably be sent.

The contact detail of Central Grievances officer is:

**Dr. E Prabhakar**  
**Joint Commissioner (Personnel)**  
KVS headquarters  
18 Institutional area  
Shaheedjeet Singh Marg  
New Delhi 110016  
Phone No. 011/26858565

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

### **❖ Meeting hours**

On all working days, Officers available in the KVS(HQ) office and KV Regional Offices meet general public/staff for the redressal of their grievance and on issues of mutual interest from 4 PM to 5 PM.

Principals - One hour on working days form 11:00 am to 12:00 noon.

Teachers - With prior appointment on any working day.

❖ Access to information :

KVS is covered under the Right to information Act, 2005 and has allowed access to information under provisions of the said Act. PIO at KVS(HQ) & Regional Offices functional addresses and phone numbers of PIO's at KVS(HQ).

The details of PIO at KVS (HQ) are given below:-

Sh. G K Srivasrava

Additional Commissioner (Admn.) and Appellate Authority

011-26855532

**Name of the PIO and address**

<b>Dr. Shachi Kant</b> <b>Joint Commissioner (Training)</b> KVS headquarters 18 Institutional area Shaheedjeet Singh Marg New Delhi 110016 Phone No. 011/26965154	<b>Dr. E Prabhakar</b> <b>Joint Commissioner (Personnel)</b> KVS headquarters 18 Institutional area Shaheedjeet Singh Marg New Delhi 110016 Phone No. 011/26858565
<b>Dr. (Smt.) V Vijayalakshmi</b> <b>Joint commissioner (Acad)</b> KVS headquarters 18 Institutional area Shaheedjeet Singh Marg New Delhi 110016 Phone No. 011/26569100	<b>Sh. S Vijayakumar</b> <b>Joint Commissioner (Admn.)</b> KVS headquarters 18 Institutional area Shaheedjeet Singh Marg New Delhi 110016 Phone No. 011/26532643
<b>Shri M. Arumugam</b> <b>Joint Commissioner (Finance)</b> KVS headquarters 18 Institutional area Shaheedjeet Singh Marg New Delhi 110016 Phone No. 011/26528351	<b>Smt. Usha Shamindra</b> <b>Assistant Commissioner &amp; EA to Commissioner</b> KVS headquarters 18 Institutional area Shaheedjeet Singh Marg New Delhi 110016 Phone No. 011/26963523

## List of Stakeholders

Teachers, Students, Parents & Sponsoring agencies.

## List of responsibility centres:

### **I. School:**

#### **(i) Admissions**

- **Admissions** As per laid down policies of KVS.
- **Priority** is given to the wards of transferable Central Government employees.
- **Reservations** in fresh admissions are provided as per KVS Admission Guidelines, including RTE provisions.
- **Special Provisions** in fresh admission also exist in Kendriya Vidyalayas.
- **Admission Schedule** has been established in measureable time frame.

#### **(ii) CCE and Examinations**

KVS has a system of assessing students at School level, as per the guidelines of NCERT/CBSE.

#### **(iii) Issue of transfer certificate**

Transfer certificate is issued on the request of parent in prescribed withdrawal form stating clearly details of the child and reason for taking T.C. 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.

#### **(iv) Co-Scholastic activities in Kendriya Vidyalayas**

For the all-round development of children, 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 its students.

#### **(v) Parents-Teachers Association**

In order to promote proper understanding and co-operation between parents and teachers for overall betterment of the students, every Kendriya Vidyalaya has a Parents-Teachers Association (P.T.A).

## **II. Kendriya Vidyalaya Sangathan (HQ):**

### **(i) Fee structure**

The monthly rate of fee charged in different classes is available elsewhere in the site.

### **(ii) Calendar of activities in Kendriya Vidyalayas**

Activities of KVS for each year are implemented as per a calendar of events.

### **(iii) Teachers Training**

KVS has its own Zonal Institutes of Education & Training which organize In-service Training programmes regularly to enrich the knowledge and upgrade the teaching skills of teachers. Training programmes are organized to upgrade the skills of other support staff also. Induction Courses are also organized by KVS for newly recruited Principals/Staff.



# Indicative Expectation from Service recipients

## Our Expectations

KVS has identified some expectations:

### (a) From Teachers

- Every teacher is expected to co-operate with and secure the co-operation of other persons in all activities which aim at the improvement of the moral, mental and physical well-being of pupils.
- Every teacher is expected to be strictly impartial in his relations with all his pupils. He/She is expected to be sympathetic and helpful particularly to the slow learners.
- He shall plan out his work on approved lines and do it methodically and vigilantly, eschewing all extraneous considerations.
- Every teacher is expected to regard each individual pupil as capable of unique development and of taking his/her due place in the society, and help him/her to be creative as well as co-operative.
- Every teacher is expected at all times to
  - (i) Maintain absolute integrity.
  - (ii) Maintain devotion to duty.
  - (iii) Do nothing which is unbecoming of an employee of the Sangathan.

### (b) From students

- They are expected to exhibit disciplined behaviour inside and outside the school.
- Students will regularly attend the Vidyalaya.
- Students will complete the assigned task within stipulated time.
- Students shall not accompany any unauthorized person and shall also not bring nay undesirable article inside the school.

### (c) From Parents

- Parents will send children neat and tidy to the Vidyalaya.
- Parents will make available text books, notebooks and other study material to their wards as per the requirement.

- Parents will attend Parents-Teachers meeting whenever convened by the Vidyalaya.
- Parents will regularly supervise the homework/other assignment/projects but will not do it on ward's behalf. They will also regularly check the student's diary for any notice/information.
- Parents will ensure that children are safely dropped and taken back from the Vidyalaya.

**(d) From Sponsoring Agencies.**

- To provide suitable land for Vidyalaya building.
- To supervise day to day activities of the Vidyalaya through Vidyalaya Management Committee.