A large number of parents are visiting schools for transfers/ Non-Plan admissions/change of stream etc for their wards. While a majority of HOs are attending to parents properly, there are reports that a few HOs are not sparing time to meet parents.

It is, therefore, directed that all HOs will spare, at least, one hour on each working day to meet the members of public at large, especially parents, and resolve their grievances as per rules.

It goes without saying that the HOs will always be courteous towards the parents and visitors; listen to their problems patiently and administer the best possible advice, in case the request cannot be accepted at their level.

If an HoS is on leave or away from the school for some reason, one of the Vice Principals will attend to the parents/visitors. The senior most teacher will be responsible for this in case both Principal & Vice Principal are not available in the school.

The Public Meeting Hours will be as follows:

- Single Shift Schools : 9.00 am to 10.00 am.
- Morning Shift Schools  : 8.00 am to 9.00 am.
- Evening shift schools : 1.00 pm to 2.00 pm.

The Public Meeting Hours will be displayed prominently at the main entrance of the school and the entrance of the Principal's Office, both in Hindi and English.

Importantly, all HOs will redress the issues/problems raised by Hon'ble MLAs and other elected public representatives. The Department is going to start an Online Mechanism for Redressal of
Grievances to maintain record of the grievances received and resolved.

This issues with the prior approval of the Competent Authority.

(Dr. (Mrs.) Sunita Kaushik)
Addl.DE (School)

All Heads of Govt. Schools

No. 23 (592)/Sch.Bnd/Pln/15

Dated:

Copy to:

1. PS to Hon’ble DY. CM/Minister of Education, GNCTD.
2. PS to Secretary (Education), GNCTD.
3. PS to Director (Education), GNCTD.
4. All RDEs/Distt. DDEs/Zonal DDEs, Directorate of Education.
5. OS (IT) with the direction to upload on website of Department.

(Usha Rani)
DDE (School)