

# National Institute of Open Schooling

(An autonomous organization under the Deptt. of School Education & Literacy, MHRD, Govt. of India)  
A-24-25, Institutional Area, Sector 62, NOIDA- 201309, Uttar Pradesh


F-44-10/2013/NIOS/Admn./Recruitment Cell/

31<sup>st</sup> July, 2013

## OFFICE ORDER

### GRIEVANCE REDRESSAL MECHANISM

The citizen's grievance redressal mechanism has been put in place in NIOS and the details have been uploaded on NIOS website. Sh. Sunil Kaura, Joint Director (Admn.) shall be the Chief Grievance Officer who shall be available at room number 107 at NIOS Head Quarters to redress the grievances on all Mondays, Wednesdays and Fridays from 4.00 P.M to 5.00 P.M. Similarly all Regional Directors/Regional Heads of NIOS shall act as Grievance Officers in their respective regions. They have to redress the grievances of stakeholders/learners of NIOS as per Citizens' Charter.

  
(U.N. Khaware)  
Secretary

Copy to:-

1. All Heads of the Departments
2. Joint Director (Admn.)
3. SAP for uploading on NIOS website
4. Assistant Director (CMO) for kind perusal of the Chairman please
5. Regional Director, Delhi
6. Regional Director, Hyderabad
7. Regional Director, Vishakhapatnam
8. Regional Director, Guwahati
9. Regional Director, Pune
10. Regional Director, Chandigarh
11. Regional Director, Kolkata
12. Regional Director, Bhubaneswar
13. Regional Director, Patna
14. Regional Director, Kochi
15. Regional Director, Jaipur
16. Regional Director, Bhopal
17. Regional Director, Allahabad
18. Regional Director, Dehradun
19. Regional Director, Gandhi Nagar
20. Regional Director, Bengaluru
21. Regional Director, Ranchi
22. Regional Director, Chennai
23. Regional Director, Raipur
24. Hindi Officer for translating in Hindi