



GOVERNMENT OF KERALA

Abstract

General Education -Mid Day Meal Scheme in Schools- establishing a Grievance Redressal Mechanism-Grievance Redressal Forum-constituted -orders issued

General Education (D) Department

G.O.(Ms.)No. 10/2011/G.Edn.

Dated, Thiruvananthapuram, 19/01/2011

- Read: 1. Letter No. F.7-2/2010-EE.5 (MDM-1-2) dated 30.06.2010 from the Ministry of Human Resource Development, Government of India.
2. Letter No. NM (1) 57067/2010 dated 15.09.2010 from the Director of Public Instruction, Thiruvananthapuram.

ORDER

The Guidelines for Mid Day Meal Scheme in Schools envisage establishment of a Grievance Redressal Mechanism by the State Government/UT Administration for the effective implementation of the Scheme. The Ministry of Human Resource Development, Government of India as per the letter read as first paper above, have pointed out the need of a responsive Grievance Redressal Mechanism in the State for the effective implementation and monitoring of the Mid Day Meal Scheme in Schools. The Director of Public Instruction, Thiruvananthapuram as per the letter read as second paper has proposed to constitute a Grievance Redressal Forum in respect of Mid Day Meal Scheme to facilitate early redressal of grievances of stakeholders.

2. Government have examined the matter in detail and are pleased to constitute a State Level Grievance Redressal Forum for redressal of complaints/grievances related to the Mid Day Meal Scheme in schools as detailed below:

Secretary to Government, General Education Department	-	Chairman
Director of Public Instruction	-	Convenor
Senior Administrative Assistant (NM)	-	
Office of the Director of Public Instruction	-	Nodal Officer
One Head Master (Preferably Primary HM)	-	Member
One representative of PTA Presidents	-	Member
Two members of LSG	-	Members
Two representatives from teacher's Organisations	-	Members

3) The Nodal Officer will be the Officer responsible for redressing the grievances related to Mid Day Meal Scheme. Stakeholders can lodge any complaint related to MDM Scheme to the Nodal Officer by post, e-mail or over phone. The Nodal Officer will attend the complaint and redress the same as early as possible. Grievances which can't be redressed by the Nodal Officer with his capacity as Senior Administrative Assistant (NM), will be presented before the Grievance Redressal Forum for taking a final decision in the matter.

(By order of the Governor),

JAMES VARGHESE
Principal Secretary

To

The Director of Public Instruction, Thiruvananthapuram.

All DDEs, DEOs and AEOs. (Through Director of Public Instruction,
Thiruvananthapuram.)

The Principal Accountant General (Audit), Kerala, Thiruvananthapuram

The Accountant General (A&E), Kerala, Thiruvananthapuram.

The Information and Public Relation Department.

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