

परमाणु ऊर्जा शिक्षण संस्था

ATOMIC ENERGY EDUCATION SOCIETY

(भारत सरकार के परमाणु ऊर्जा विभाग का स्वायत्त निकाय)

(An Autonomous Body under Department of Atomic Energy, Govt. of India)

केन्द्रीय कार्यालय, प.ऊ.के.वि.-6, पश्चिमी क्षेत्र, अणुशास्त्रनगर, मुंबई-400094.
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RECRUITMENT AND VIGILANCE SECTION

AEES/R&V/SOP Grievances/2026 | C-1025

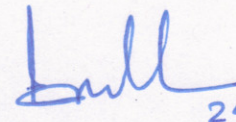
August 24, 2026

To,
Chairmen LMCs
AECS/JC

Kindly refer to Committee constituted for Grievances Redressal at School Level vide letter dated 05/03/2026. Reference is also invited to the Standard Operating Procedure (SOP) for Handling of Complaints and Grievances issued vide letter No. AEES/R&V/SOP/2026/C-879 dated 29/07/2026 to the Chairman, LMC and Principals of AEES Schools/Centres.

2. It has been observed that, despite the prescribed procedure and channels of communication laid down in the SOP, complaints/grievances are being submitted by staff members without following the prescribed channel. Such direct or improper submission of representations not only causes avoidable administrative difficulties but also defeats the purpose of the established grievance redressal mechanism.
3. In this regard, attention is invited to Para 4(a), Para 9.8 and Para 16 of the SOP, which provide, inter alia, that representations, complaints and grievances shall ordinarily be submitted through the prescribed official channels and that matters should not be sent directly to the Central Office, AEES, by bypassing the prescribed channels. Such complaints/Grievances will not be considered and action will not be taken. Further, the applicable provisions of the AEES Conduct Rules, 1964 regarding submission of grievances through proper channels may also be kept in view.
4. The Chairman, LMC is, therefore, requested to ensure that all complaints/grievances received from staff members, students or parents are dealt with strictly in accordance with the prescribed SOP and the channels indicated in **Annexure A & B**. The LMC may also ensure that:
 - complaints/grievances are received and processed through the prescribed channel;
 - the complainant is guided to the appropriate authority wherever the prescribed procedure has not been followed;
 - matters requiring consideration at the School/Centre level are not forwarded to the Central Office without following the prescribed procedure;

- records of complaints/grievances and action taken thereon are maintained as stipulated in the SOP; and
 - cases involving conflict of interest or any specific statutory mechanism are dealt with in accordance with the applicable rules/procedures.
5. It is also requested that the contents of the SOP may be brought to the notice of all concerned staff members and they may be advised to strictly adhere to the prescribed procedure while submitting any complaint or grievance. Repeated and deliberate bypassing of the prescribed channels, without adequate justification, may be viewed seriously and dealt with in accordance with the applicable rules.
 6. Chairman, LMC is also requested to ensure wide circulation of the same among all employees of DAE units located at an AEES Centre.
 7. The cooperation of the LMC is requested to ensure uniform, transparent, fair and time-bound handling of complaints and grievances and to maintain discipline and proper administrative channels within AEES.


24th Aug 2026
(Dr. L M PANT)
Secretary

C.C:

1. Chairman, AEES
2. Principal & HAU, AEES
3. All Heads of AEC Schools/Central Office, AEES... For display on notice boards of all schools and Central Office, AEES, Mumbai