

**Urgent/Personal Attention**

No. EDN-H(1) 21/2002 (CP/ICT) Vol-III  
Directorate of Higher Education  
Himachal Pradesh

Dated: Shimla-171001, the 12<sup>th</sup> Sept, 2011.

To


All Dy. Directors of Higher Education  
Himachal Pradesh

Sub: **Regarding daily monitoring of complaints/rectification in r/o ICT@School Project.**

Memo:


It has been observed by the undersigned that all complaints relating to ICT@School project are not being communicated to this office by the service provider. There is a gap between the complaints communicated by the service provider and actual problems/complaints happening at the institutions level. It has also been observed that Monthly Monitoring Reports are not complete and complaint status is not being reflected on them. To remove this gap, it has now been decided that concerned Dy. Director will monitor the complaint status and submit to the undersigned on daily basis on e-mail. The same complaint status should be reflected on the Monthly Monitoring Reports submitted by the Principals. A workshop of all the Principals of ICT Schools under your jurisdiction may be conducted to guide them as to how various reports/activities i.e. Acceptance Certificates, Monthly Monitoring Reports, complaint lodging, imposition/calculation of penalty etc. will be carried out. These documents will play vital role while releasing the payments to the service provider. The penalty imposed using these documents/reports/registers will be deducted from the amount due towards the service provider. So, the proper upkeepment of record/documents/registers and smooth running of ICT Schools is the sole responsibility of the concerned Principals. The instructions regarding the inspection of ICT Schools have already been conveyed vide letter of even No dated 30<sup>th</sup> August, 2011. The inspection reports of a particular month on the prescribed proforma may be submitted to this office in the first week of next month through e-mail as well as hardcopy positively.

It is therefore directed that above mentioned instructions be followed in letter and spirit. Any deviation of these instructions will lead to disciplinary action against the defaulters.

  
Director of Higher Education  
Himachal Pradesh

Copy to:-

1. The Principal Secretary (Education) to the Govt. of Himachal Pradesh, Shimla-2 for information please.
2. The Technical Officer (Comp), Directorate of Higher Education for sending the same through e-mail and publishing on departmental website i.e. [www.educationhp.org](http://www.educationhp.org).

  
Director of Higher Education  
Himachal Pradesh