



GRIEVANCE / COMPLAINT REDRESSAL COMMITTEE

In continuation with providing more congenial, amiable and most pleasant ambience within the campus, IDPS has decided to go an extra mile and constitute an Internal Grievances / Complaint cell. The Committee shall have authority to inquire into the matter independently without interference and influence of third party and fix the problems based upon the facts and findings.

The following issues will fall under the jurisdiction of Internal Grievances / Complaint committee:

- (a) Various conveniences of the children like ensuring the availability of textbooks, workbooks, stationery, uniform, place for playground, other facilities etc.
- (b) Safety of access to other schools and the facilities related to transportation where admissible.
- (c) Ensuring admissions and promotions at appropriate age brackets as prescribed and instructed by the CBSE and special training and help for the children who have not acquired the class appropriate learning levels.
- (d) Any time admission and the admission without documents at the moment with a decent time period for submission of all the documents.
- (e) Fee deposits or refunds, if any.
- (f) Timely public display of various admission related information.
- (g) Corporal punishment, mental harassment or discrimination against the students.
- (h) Mandated working days and hours within the schools as per "The Time-Table."
- (i) Mandated instructional hours for teachers as per "The Schedule" contained in the RTE Act, 2009.



j) Infrastructural facilities like all weather buildings, proper classrooms; separate and functional toilets for boys and girls, adequate and safe drinking water, boundary wall, library with books, playground with play equipment, etc.

(k) Maintenance and proper use of the infrastructure of the school.

(l) Failure or detention or struck- Off the names of the enrolled students.

(m) Adherence to and completion of the curriculum and appropriate teaching and evaluation methods.

(n) Transfer and completion of elementary education certificates.

(o) The School Grievances / Complaint cell shall maintain a register in relation to the grievances dealt in the following format:

Sr. No.	Date of grievance	Brief Substance	Date of Disposal

Members of Internal Grievances / Complaint committee:

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| 1) Dr. Dheeraj Sharma | Manager (Head of Committee) |
| 2) Dr. KCS Mehta | Principal |
| 3) Mr. Vinay Kumar Khajuria | Vice Principal |
| 4) Ms. Kanchan Chalotra | Art Teacher |
| 5) Ms. Harmeet Malhotra | KG Coordinator |
| 6) Mr. Bharat Bushan | PET |
| 7) Ms. Rita Rani Tickoo | NTT |
| 8) Mr. Sarsh Dev Jamwal | Head Boy |
| 9) Ms. Sargam Gautam | Head Girl |