



Mob. 9419151303, 9906905515

MINERVA PUBLIC SCHOOL

Managed by Minerva Educational & Research Trust, Kathua

(AFFILIATED TO CBSE NEW DELHI, Affiliation No. : 730099)

email : minervapublicschoolbarnoti@gmail.com

N.H., BARNOTI (VILL. BUDHI) Kathua-J&K

Ref. No. _____

Dated _____

Grievance Redressal Committee

S.no	Members	Designation	Mob. No.
1	Mrs. Ruhy Sharma	Principal	9419171991
2	Miss. Richa Bhagat	School counselors	9682569682
3	Miss. Trishla Devi	TGT	7889616842
4	Mrs. Rajni Bala	NTT	8493034961
5	Mrs. Aruna Rani	TGT	9906313307
6	Shazia Parveen	Student Representative	7006689467



MINERVA PUBLIC SCHOOL
AFFILIATED TO CBSE NEW DELHI, Affiliation No. 730099
Session : 2019-20

SOP OF GRIEVANCE REDRESSAL MECHANISM AT MINERVA PUBLIC SCHOOL KATHUA

Clear & Transparent Policy :

An effective, fair and impartial redressal mechanism system is followed at Minerva Public School for addressing the grievances of parents, teachers, students and other stake holders.

Written / verbal complaints are redressed by the Teacher / Deans / Committee. Complaints can be made via telephone or email too. The school phone numbers & school email id are available on the Official Website of the school.

SOP IN CASE OF COMPLAINTS RAISED :

- a) **By Students** : Students are free to approach any teacher regarding any issue be it abuse / harassment / bullying etc.

Redressal : The teacher resolves the issue by delving in depth which is followed by counselling / mentoring the offender and motivating him / her for behavioural reforms. In case the teacher is not able to resolve the issue, the same is put forth to the Committee / Principal, who then, redress the issue in the following manner:

- Investigating the matter / issue
- Counselling the child
- Extracting an apology
- Warning
- Mentoring / Monitoring
- Suspension of the defaulter for few days from school as per the degree of the offence.

- b) **By Parents** : All parents are free to raise any of their grievance with the class teacher or any teacher whom they are comfortable with. The grievance can be made in writing or verbally or via email or telephonic conversation. The school phone numbers & school email id is available on the official website of the school.

The Redressal procedure : The grievance is addressed on immediate basis and the action taken is communicated to the aggrieved party by the teacher.

When can the grievance redressal committee be approached :

The teachers can be met with a prior appointment or as per the time slots mentioned in the school rules in the student's diary. If the complainant is not satisfied with the resolution of the his / her grievance or it remains unattended or unresolved then he / she can approach the Deans / Committee / Principal by seeking an appointment. The confidentiality is maintained through out the procedure to avoid any discrimination or targeting.



c) **By Teacher** : If the complaint is raised by any teacher / staff member then, it can be brought to the notice of their respective HOD or Committee.

Steps taken : The matter is looked into in depth and a show cause notice is issued.

- Investigating the matter / issue
- Counselling
- Extraction of an apology
- Warning / Suspension
- Monitoring / Mentoring
- Communication of the resolution or action to the aggrieved party.

Thereby a very transparent & effective redressal system is being followed at RKKGPS.

Grievance Redressal Cell:

Sl.No	Members	Designation	Mob. No
1	Mrs. Ruhy Sharma	Principal	7006448181
2	Mrs. Pooja Sharma	PRT	7889502838
3	Mr. Harish Mehra	TGT	7006641990
4	Miss. Lalita Devi	PRT	7006163329
5	Mrs. Kalpana Devi	TGT	7889661780
6	Maheshwar Singh Jasrotia	Student Representative	7889706905

Principal

N.B: Grievances may be sent to
minervapublicschoolbarnoti@gmail.com



GUIDELINES FOR GRIEVANCE REDRESSAL COMMITTEE

1. **Objective:** To provide a mechanism to students of the school to raise their grievances and to provide redressal for the same so that they have smooth tenure at the school from the day of admission till they leave school.

2. **Definition:** "Aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these guidelines, and includes a person seeking admission to the school.

3. **"Grievances":** *Grievances include the following complaints of the aggrieved students, namely:*

i) Making admission contrary to merit determined in accordance with the declared admission policy of the school;

ii) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by the school.

iii) Breach of the policy for reservation in admission as may be applicable

iv) Complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;

v) Non payment or delay in payment of scholarships to any student that the school is committed.

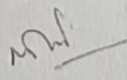
vi) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;

vii) Non provision of student amenities as may have been promised or required to be provided by the school;

viii) Denial of quality education as promised at the time of admission or required to be provided;

ix) Non transparent or unfair evaluation practices;

x) *Harassment and victimisation of students, including sexual harassment;*


Principal

