

Ref: ISB/CR/34/2020

CIRCULAR- 34

Date: 14/05/2020

GENERAL QUERIES - REDRESSAL MECHANISM

Dear Parent,

Please be informed that the school has taken necessary steps for the redressal of the General queries of the parents through dedicated email ids. Please find below the details of areas of queries and the mail ids to which the queries are to be posted.

NO.	ISSUES ENCOUNTERED	REDRESSAL MECHANISM	TIME REQUIRED
<i>Queries related to Online Classes (Office 365- MS Teams)</i>			
1	Online classes issues	Mail the details with student information to itvlp@indianschool.bh	1 working day
2	Online classes 'forgot password'	Click reset button and try using the 'forgot password' option or mail the details with student information to itvlp@indianschool.bh	1 working day
3	Not added to online classes (any subject)	Contact respective Head Teacher	1 working day
4	Deleted from online class	Contact respective Head Teacher	1 working day
5	Indiscipline (During online classes)	Contact respective Head Teacher	1 working day
<i>Queries related to Parent Portal / Mobile App</i>			
6	New log in	Mail the details with student information to it@indianschool.bh	1 working day
7	Forgot password	From home page click Forgot Password. Fill details, OTP will be sent to registered email.	2 to 5 minutes
		If it is not working, then mail the details with student information to it@indianschool.bh	1 working day
8	Change in address, telephone and email	Mail the details with student information to it@indianschool.bh	1 working day
<i>Queries related to certificates</i>			
9	TC related enquiries (Isa Town)	Mail the details with student information to academics@indianschool.bh	2 working days
10	TC related enquiries (Riffa)	Mail the details with student information to isbriffa@indianschool.bh	2 working days
11	Certificates related queries	Mail the details with student information to academics@indianschool.bh	1 working day
<i>Queries related to Fee</i>			
12	Refundable Deposit and fees related queries	Mail the details with student information to accounts@ indianschool.bh	2 working days

Help desk numbers only for queries related to Online Classes

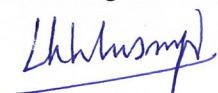
Isa Town Campus : 36111247

From 8.30 am to 1.30 pm only on working days

Riffa Campus : 33660251

From 8.30 am to 12.00 pm only on working days

Best Regards


V R Palaniswamy
Principal