



DHAI Education System Policies and SOPs



Dear Parents/Guardians/Students

At DES, we believe in following the policies and SOPs to run the system smoothly. Below are some policy matters for everyone's convenience.

Policy Matters

i) Please be informed that parents are not permitted to enter the Academic Blocks or Classrooms. If you need to see your child's Section Head, or teacher, please make an appointment and report to the front desk in Admin Block. Our front desk staff will inform the respective section of your arrival.

ii) We have observed that visitors keep coming to school from early morning till the end of the day which effects the smooth functioning and routine affairs of the school. For everyone's convenience, visiting hours are scheduled; Tuesday and Thursday you can visit school between 1100 to 1300 hours. Please follow the Visiting Hours.

iii) Be reminded that you are not permitted to admonish or confront someone else's child at school. If you have an issue regarding an incident or something else that happened at school, please bring it to the attention of the Coordinator, Head of Section or the Principal.

Student ID Cards

As per school's policy, it is **MANDATORY** for students to wear their school ID Card. No student will be allowed to enter the school premises without wearing the ID card. Parents are also given with one copy of the ID card and they are requested to bring it during pack up time and to show it to the security guards at the gates to collect their child. No student will be handed over to the parents without their collector card.

School Bags

The health, safety and wellbeing of our students is a top priority for the DES Administration. In order to make sure that the kids don't have to carry heavy bags, a plan is devised. Students are to bring only the books/notebooks according to their Class Timetable. This lighter school bag strategy, adopted by all sections, necessitates keeping notebooks and workbooks in school and to be sent or taken home, only when homework is to be done or reinforcement is needed for test etc.

Sending snack packs / lunches to school

We have noticed a trend developing whereby parents are sending snacks/lunches to school during the morning hours and asking the guards at the gate and the front desk staff to deliver them to the students. Please be informed that this practice is not allowed. If you do not want your child to make use of the facilities provided in the cafeteria, you are asked to send the snack/lunch with your child in the morning. Front desk staff have been instructed not to entertain such requests and we look forward to your understanding.

School Attire

Please, ensure that your child is dressed in the proper attire for school. Uniforms not only unify students' appearances, but they also create a sense of unity in terms of community. A student in a uniform feels they belong to their school and that their school belongs to them. They boost school pride and spirit. Girls' hair must be tied back nicely. Boys' hair must be neatly done and should not be unkempt. No colourful joggers; no shorts; no dyed hair/makeup/jewellery; no long nails and nail paints; no mobile phones and electronic gadgets.



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Parents Attire

Educational Institutions are Reform Organizations and we train our young children to follow the school policies in every manner and uniform has always played a pivotal role in maintaining discipline. This is a public place and hence parents are requested to come to school decently dressed which should reflect their personality and leave an impact on the student body as role models.

Punctuality/Arrival to school

Thank you to the parents who are ensuring that their children are arriving to school early. The likelihood of success in learning is strongly linked to strong participation in school programs which is linked to arriving on time. It is very important for children to develop habits of arriving on time. It makes sure that your child doesn't miss out on the important learning activities that happen early in the day when they are most alert. Please we look forward to your assistance by ensuring that your child is at school on time.

Fees

Fee Bills are generated in the first week of every month with a due and validity date. Fee Challans can be downloaded from ESM Application. Parents having any bank account can pay online fee through 1Link/1Bill option. Also, be informed that parents can pay the fee in any ABL Branch across the country. As per school's policy the student's name is struck off from school system if there is outstanding fee for two month. To avoid any inconvenience parents are requested to pay the fee dues, timely.

School Leaving Certificate/Monthly charges/Security fee

Request for school leaving certificate if applied before (or on) the 5th of each calendar month (in case of weekend last working day before 5th of the month), the monthly fee must be paid only for previous month. In case the request for SLC received later than 5th of each calendar month, the monthly fee must be paid for the current month. Parents applying for SLC after the 1st of March of the academic year (August – July) are required to pay fee for the remaining months of the academic session.

Monthly fee, registration fee, admission fee, and annual resource charges are non-refundable under any circumstances. No refunds for any payment will be made if student is suspended on disciplinary or academic grounds, and parents/guardians will be liable for paying up for any damages caused to the school property as determined by the school management.

The school reserves the right to hold students' progress report, transcripts, examination, entries, school leaving and other certificates if the dues have not been cleared.

The time period from the RSLC to the issuance of school leaving certificate is 10 working days if all the documents are complete with the school record and the monthly fee is cleared as per tuition and fee policy.

The time period from RSLC to the security refund cheque is 25 working days of school provided if all if all the documents are complete with the school record and the monthly fee is cleared as per tuition and fee policy.