



JHPS

REVISED COMMUNICATION PROCESS

2023-2024

Date: 02.03.2023

Ref: JHPS/PAR/CIR/02/2023-24

Dear Parent,

During the Covid times, keeping in view the online classes, we have earlier modified the communication process with the school and had given the direct access to the teachers for contacting them only for academic matters.

However, it has been observed that few parents are sending mails pertaining to administration, transportation and individual promotion resulting in additional load on the teachers and causing inconvenience to them in coordinating on these issues.

Some parents are also sending some objectionable /controversial comments on incidents within and outside the school without verifying the facts, which sometimes demoralizes the teachers.

Hence, keeping the above in view, it is now decided to revise the communication process as follows W.E.F 06.03.2023:

THROUGH EMAIL/PHONES

DEPARTMENT	EMAIL	MOBILE NO:	VISITING HOURS
Appointments	appointments@jhpublicschool.com	040-23548584 040-23607797	All working days between 3:00 p.m. to 3:30 p.m.
Office	office@jhpublicschool.com		
Academics	academics@jhpublicschool.com		
External Competitions	external@jhpublicschool.com	9154816869	
School Fees	schoolfees@jhpublicschool.com	9849991167	
Transport	transport@jhpublicschool.com	8179117374	
Admissions	admissions@jhpublicschool.com	9502999228	

MODES OF COMMUNICATION

EMAILS

All the E-mails of parents will be looked into and can be attended only after school hours between **2:30 p.m. and 4:00 p.m.**

PHONES

The school has around 3000 students and it may be difficult to reach the staff as phones are limited and the phones are busy. Therefore, it is recommended to take a necessary appointment through email/visit the school between **3:00 p.m. and 3:30p.m.**

SCHOOL VISITS

Parents can visit the school on any working day between **3:00 p.m. and 3:30p.m.** preferably with a prior appointment. The appointment format is available at the reception counter, school diary/can be downloaded from www.jhpublicschool.com/downloads

WHATSAPP COMMUNICATION

The WhatsApp groups are created by the school only for **one side** communication from the school to respective classes and section students. Please note that the parents cannot send any message within this whatsapp group.

IMPORTANT NOTICE

It is observed that few parents are sending Emails and expecting the administration to reply and resolve them immediately. We bring to your notice that we do not have paraphernalia to monitor the emails and address them instantly. We can attend to them only after school hours and need time to verify the facts internally.

For any issue/feedback, we request the parent to comply with the following procedure:

- To send a Diary note on MCB /Email.
- To visit the office and submit the appointment request letter which is available on the website or at the reception/enquiry counter.
- Give us time to go through your appointment request and collect all the necessary information from relevant sources before meeting you.
- Please have patience and do not come to a conclusion based on hearsay or rumors. **Please do not post on your private whatsapp groups without ascertaining the facts from the school. Such actions may lead to confusion and the school will be constrained to take strict action, which may lead to withdrawal of your child's admission.**

We assure you to provide better services and we also look forward for parents' cooperation and compliance in the interest of every child.

For Jubilee Hills Public School

Kanchana Valle
/Principal