



St. Gregorios School

(A Recognised Unaided Christian Minority School, Established in 1981)
Gregorios Nagar, Plot No. 12, (Opp. Metro Station) Sector - 11,
Dwarka, New Delhi - 110075

CIRCULAR

02.08.2021

STANDARD OPERATING PROCEDURE (SOP)

Protocol for Visitors to the Chairman's Office, Principal's Office, Vice-Principal's Office, Coordinators, Class Teachers and Teachers

1. Purpose of SOP

This Standard Operating Procedure (SOP) establishes a structured protocol for visitors meeting the **Chairman, Principal, Vice-Principal, Coordinators, Class Teachers and Teachers** of the School. It is intended to ensure **campus security, orderly movement of visitors, respect for administrative time, professional conduct, and productive communication.**

All visitors are expected to comply with the following protocols while visiting the School.

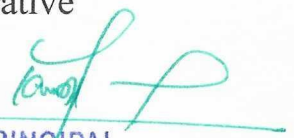
2. Before Visiting the School

• Secure a Prior Appointment

Visitors should contact the School reception/Front Office **through the prescribed email (receptionsgsdwarka@gmail.com) or telephone channel** to obtain a prior appointment and allotted time slot.

While requesting an appointment, the visitor should clearly mention the **purpose and brief agenda of the meeting.** Visitors are advised to refer to the **General Rules of the School Almanac** for applicable procedures.

Unscheduled or walk-in visits are discouraged, as the schedules of School authorities and staff are closely linked to academic and administrative responsibilities.


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011-42576445, 43020445



- **Prepare Necessary Documentation**

Visitors should carry all relevant documents required for the meeting, such as **reports, student records, fee receipts, applications, written representations, or other supporting documents.**

- **Dress Appropriately**

Visitors are expected to maintain **decent, dignified and professionally appropriate attire** in keeping with the decorum of the School.

Visitors should also comply with any applicable **dress-code guidelines/circulars issued by the School from time to time.**

3. Arrival and Check-In Protocol

- **Arrive in Advance**

Visitors should arrive at the School campus **10–15 minutes before the scheduled appointment** to allow sufficient time for security verification and entry formalities.

- **Gate Security and Visitor Pass**

Upon arrival, visitors shall:

1. Report directly to the **main security gate number 1.**
2. Present a **valid government-issued photo identification document**, whenever required for verification.
3. Enter the required details in the **Visitor Register/Logbook.**
4. Obtain and prominently display the prescribed **Visitor Badge/Pass.**
5. Follow all security instructions issued by the School Security Personnel.

- **Front Office/Reception**

After completing the security formalities, the visitor shall proceed to the **Front Office/Reception Desk** and provide:

- Name of the visitor;
- Appointment time;
- Name/designation of the person being visited; and
- Purpose of the visit.


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Visitors shall wait in the **designated waiting area** until they are called or escorted. Visitors should not move independently through corridors, classrooms or restricted areas.

4. Entry into the Office/Cabin

- **Permission Before Entry**

Even when escorted to the concerned office/cabin, visitors must **wait outside until permission to enter is given or as communicated by the designated security personnel.**

Visitors should enter the office/cabin **only after receiving a clear verbal or other appropriate indication to do so.**

- **Mobile Phone and Device Protocol**

To minimize interruptions and maintain the dignity and confidentiality of official discussions:

- Mobile phones must be **switched to silent mode or turned off completely** and shall be **deposited in the designated box provided outside the office/cabin** before entering the office/cabin.
- Visitors should not use mobile phones, record conversations, take photographs or make audio/video recordings during the meeting unless **specific prior permission has been granted by the designated authority.**

5. Conduct During the Meeting

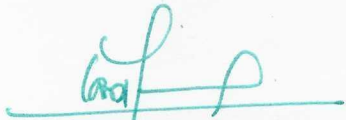
- **Be Direct and Concise**

At the beginning of the meeting, visitors should briefly state the **purpose of the visit and the specific matter requiring attention.**

The discussion should remain focused, factual and relevant to the subject of the appointment.

- **Maintain Professional Decorum**

Visitors are expected to communicate in a **calm, courteous and respectful manner.** In case of a grievance or complaint, visitors should present their concerns objectively and avoid **aggressive, confrontational, disrespectful or accusatory language** towards School authorities or staff.


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- **Active Listening**

Visitors should allow the authority concerned or staff member to **complete their explanation without interruption** where necessary, visitors may take notes to accurately record instructions, clarifications or action points.

- **Respect Confidentiality**

Visitors must respect the **confidentiality of discussions, student information, staff information and institutional matters** shared during the meeting.

- **Agree on Next Steps**

Before concluding the meeting, the visitor and the designated authority should, wherever applicable, have clarity regarding:

- The action to be taken;
- The person/department responsible;
- The expected timeline; and
- The appropriate channel for further communication.

6. Exit and Post-Visit Formalities

- **Return the Visitor Pass**

After completing the meeting, the visitor shall return the **Visitor Badge/Pass** to the designated Reception/Security Desk.

- **Sign-Out**

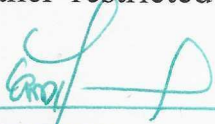
Visitors must ensure that their **departure time is recorded in the Visitor Register/Logbook** before leaving the School premises.

- **Written Follow-Up**

Where required, the visitor may send a brief written follow-up through the **official School communication channel** confirming the key points discussed and any agreed-upon action.

7. General Instructions

1. Visitors must comply with all **security, safety and administrative instructions** issued by the School.
2. Visitors shall not enter classrooms, staff rooms, offices or other restricted areas without prior permission.



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3. Visitors should not approach teachers during teaching periods and interrupt **academic activities** without prior approval.
4. All communication with the School should be conducted through the **prescribed official channels**.
5. The School reserves the right to regulate, defer or restrict visitor access where necessary in the **interest of student safety, security, discipline and uninterrupted academic functioning**.
6. Visitors are expected to uphold the **dignity, discipline and professional environment of the School** at all times.

Compliance

The cooperation of all visitors is solicited to ensure a **safe, disciplined, respectful and efficient school environment** and to enable School authorities and staff to attend to their academic and administrative responsibilities effectively.

Regards


02/08/2021

Principal

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