



IDEAL INDIAN SCHOOL
DOHA – QATAR

Document Delivery Policy
2025-2026

Effective Date: 01.04.2025

Document Delivery Policy

1. Purpose

This policy outlines the procedures and guidelines for requesting and delivering official documents from the school to ensure efficiency, security, and accountability.

2. Types of Documents Covered

- Academic transcripts
- Transfer certificates
- Bonafide Certificates
- Enrollment verification letters
- Recommendation letters
- Other official school-issued documents
- The issuance of any other document will be subject to management's discretion.

3. Application form Submission (Request Procedure)

- All requests must be made in writing using the official Document Request Form, available at the school reception.
- The completed application form must be submitted at the reception along with the supporting documents or letters related to the requirements.
- All applications must be duly signed and dated by the applicant, and submitted along with the school request form, which is available at the reception.
- Email requests for the above-mentioned documents must include the QID, contact phone number, and a duly signed request letter attached as a PDF.
- A minimum of **3 working days** is required to process requests.
- Parents or guardians must submit requests for students under 18 years old.
- Proof of identity may be required for verification. (Admission No. / Fee Receipt/ QID/or any other relevant documents etc.)

4. Process of Making Documents

- Upon receiving a request, the concerned staff/In charge will:
 - Verify the requester's records and confirm eligibility.
 - Check the urgency of the request and note any deadline provided.

- Prepare the required document within the standard processing time (typically 3–5 working days).
- In urgent cases, documents may be processed **within 2 hours**, subject to approval from the Principal.
- Once the document is ready, the concerned staff or in-charge shall hand it over to the receptionist/dispatch desk.
- All steps in the process are logged for accountability and record-keeping

5. Document Collection (Delivery Methods)

- The collection of the aforementioned certificates will be duly communicated once they are prepared by the school administration (i.e., the reception).
- Certain documents are issued exclusively at the Dispatch Desk by Mr. Noufal E ; in his absence, the secretary to the principal, Mr. Ahmed is authorized to hand over the documents.

6. Confidentiality and Security

- All documents are handled confidentially.
- Requests and deliveries are logged and stored securely.
- Documents will only be released to the student, parent/guardian, or authorized representative.

7. Processing Time

- Standard processing time is **3–5 working days**.
- Urgent requests may be accommodated at the discretion of school administration.

Name of the Certificate	Minimum Time	Maximum Time
Transfer Certificate	1 Day	3 Days
Bonafide Certificate	1 Day	4 Days
Recommendation Letter	1 Day	5 Days
Mark Transcripts	2 Days	5 Days
Authentication Varification	2 Days	5 Days
Other certificates For higher Studies etc./ Other all documents	2 Days	5 Days

- Mark sheets and other academic documents from the CBSE Board will be issued once they have been received by the Admin Office.

8. Limitations

- The school reserves the right to deny requests for documents in the case of unresolved disciplinary or financial matters.
- All the dues must be cleared in Accounts/Section before applying for the documents.

9. Grievances

- Parents who wish to raise any concerns or grievances may do so by sending an email to the school administration at:
admin@idealschoolqatar.com

Next Review on April 2026


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