Standard Operating Procedures(SOP)

NES Ratnam College of Arts, Science & Commerce, Bhandup(W)

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Introduction:

SOPs are delivered to specifically educate employees / team members in areas of responsibility by providing work Instructions, proper specifications and required records to be maintained to perform the assigned work more efficiently. SOPs outline procedures, which must be followed to claim compliance with the institution's principles or other Statutory rules and regulations.
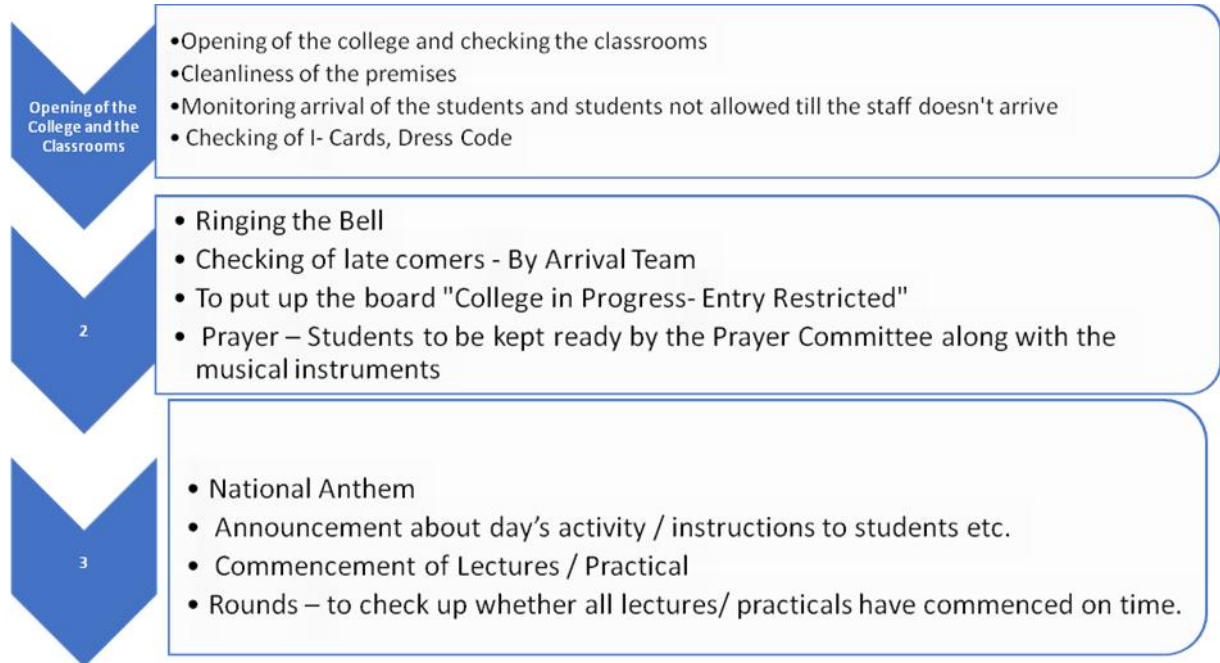
The purpose of Standard Operating Procedures (SOPs) is to provide a consistent organizational framework for the collection of set process and procedures that are independent by nature to bring improvement in the future perspective; will help the institution to function smoothly and effectively years after years

Objectives:

The objectives of a SOP are

- ➢ To carry out the operations correctly and always in the similar manner. A SOP should be available at the place where the work is done.
- ➢ Improve the ability of the institution to provide information that is necessary to run the institution more efficiently.
- ➢ Strive for simplicity and clarity of the procedures to administer effectively
- ➢ Provide a consistent framework for the sustainable development of the institution
- ➢ Give clear guidelines to the employees about the steps to be followed if they are unsure of the working system

STARTING OF THE INSTITUTION

Opening of the College and the Classrooms
- Opening of the college and checking the classrooms
- Cleanliness of the premises
- Monitoring arrival of the students and students not allowed till the staff doesn't arrive
- Checking of I- Cards, Dress Code

2
- Ringing the Bell
- Checking of late comers - By Arrival Team
- To put up the board "College in Progress- Entry Restricted"
- Prayer – Students to be kept ready by the Prayer Committee along with the musical instruments

3
- National Anthem
- Announcement about day's activity / instructions to students etc.
- Commencement of Lectures / Practical
- Rounds – to check up whether all lectures/ practicals have commenced on time.

ARRIVAL AND DISPERSAL TEAM

DutyoftheArrivalTeam

Duty of the Arrival Team
- A team of NSS Volunteers will overlook the arrival of students on rotation basis.
- There will be single passage for arrival and separate passage for dispersal
- Railings to be provided at the border of the approach roads
- Entry into the campus strictly on the production of Identity cards
- To keep ready the Latecomer's Register
- Take signatures of the latecomers in Latecomer's Register and to take action as decided against late comers.

Duty of the Dispersal Team

1
- To monitor students leaving the premises after the lectures / practicals –ensure smooth & orderly dispersal

2
- To ensure that those students who want to visit library, common room are directed to go there.
- To ensure that students do not unnecessarily loiter in the college premises.

3
- Students should not wait for longer duration near the complex canteen.
- To be vigilant especially just outside the complex gate.

Duty of the RecessTeam

1
- To take rounds so as to maintain required level of discipline during recess

2
- To see that there is no damage caused to the college property
- To ensure that students do not get physical (involve in fighting) when they are free – avoid any untoward incident

3
- To ensure that girls and boys interact separately
- To direct students towards classroom / laboratory etc. as soon as recess is over

Visitors Management

- A separate register will be maintained to write the address, date, the person to meet etc. will be recorded
- Visitors Identity card will be provided to the visitors which is to be returned after the visit is over
- While transferring the calls for others, it should be transferred on their extension only.
- The Office Representative should give official numbers or email ids of the concerned person only after comprehensive verification
- Visitors are not allowed to meet the teachers during the lecture hours
- The Covid gun is to be provided at the gate to check the temperature
- Mask to be made compulsory for the visitors to enter into the campus
- Seating arrangement below the canopy or on the first floor should be made if the teacher to whom the visitor intends to meet is in the lecture
- If the Visitor has come to collect Cheque/ document, he/she should be handed over the same after confirming the identity to eliminate loopholes
- If the Visitor has come to collect Cheque/ document, the concerned person should be informed and simultaneously he/she should be told after speaking with the concerned person and should not be made to wait beyond 30 mins.
- Visitors car parking should be near the canteen
- Visitors are not allowed to loiter in and around the campus.
- Parents should call their ward down and not to reach the class rooms
- Visitors should not carry any contra banned things into the campus and they have to disclose the same

Guest Management

Ratnam as a part of the NES-SVB culture deems hospitality to the guests as an important value. It believes in "Athithi Devo Bhava". Guests may visit the College on special functions like Annual Day, Mantra etc. or come as resource persons during workshops, seminars and conferences or inspections.

Following are the protocols to be kept in mind while taking care of guests:

➢ There is a staff in charge assigned to each guest.

➢ For specific guest/visitors prearrangements like food, refreshers; necessary stationary along with the welcome board should be ready 1 day prior to the programme/event /or otherwise after the details are circulated and well informed

➢ The staff in charge should be in continuous communication with the guest prior to the visit to understand their travel plans, stay,food etc.

➢ If the visitor/guest is asked to wait, he/she should be offered refresher at the reception or if they have come for a specific reason, they should be taken to the conference room and should be offered refresher.

➢ Every Visitor / Guest should be escorted well by their known acquaintance in the college premise, if at any point of time he/she is seen wandering in the campus the security personnel shall be held responsible for the same.

➢ The college makes the required arrangement for the guest to ensure comfort and convenience

➢ On the day of the event the guest is picked up from the location of stay and brought to the College or the venue event by the staff in charge and is taken care of the entire stay in the College for the event. Student volunteers are also assigned for this purpose.

➢ As per the liking of the guest, food and beverages are pre ordered and the Guest is received with a welcome drink and dry fruits.

➢ The belongings of the guest are safely kept and given back to the guest at the time of return.

➢ Throughout the stay of the guest is well taken care of by the staff -in charge and student volunteer.

➢ At the end, before leaving the guest is made to give her /his comment in the visitor's book. The guest is a given a warm send off by the entire team

in charge of the program ensuring the felicitation material of the guest is handed over diligently with a thank you note.

➢ Then within a couple of days the photographs of the event is mailed to the guest with a warm letter seeking enriching interactions in the future.

SOP for Admissions

➢ The students apply online on the University of Mumbai Admissions portal to the college and course of their choice within the period given by University of Mumbai.

➢ It is the pre-enrolment form. It is mandatory to fill in to get admission in affiliated Colleges(www.mu.ac.in)

➢ Further those who are opting for the concerned College should fill in online application through the link provided in College Website (www.ratnamcollege.edu.in)

➢ They register with a unique ID and password. The students also upload the scanned images of all the certificates. Online data is transferred by the University to the respective college.

➢ Under the leadership of a teacher representative working as the Convenor of admissions, various departmental admission committees formulate the cut-offs and other criterion for different courses and categories of students. In this way, the First List is arrived at in the college, and communicated to the students.

➢ If the student fulfils the admission criterion of the college and stream, he now downloads and submit the pre admission form and the College form. The admission committee checks the marks and certificates of the candidates and ensures that the student fulfils the admission criteria.

➢ Forms complete in all respects are sent by the admission committees to the respective in charges of admissions. After the coordinator is satisfied that all admission criteria have been adhered to, the forms are sent to the college office.

➢ The non-teaching staff again examines the students form and physically verifies the certificates. The students' candidature is once again checked on the University portal and the admission is confirmed. The confirmation of admission is duly notified to the candidate via a telephonic message as well as e-mail.

➢ The student then submits the fees online and is now considered admitted provisionally to the college.

➢ If the college is unable to fill up the allotted seats for any course, a second cut-off is announced. The same procedure is followed for the

second and subsequent other cutoffs. This is the procedure of admissions followed by the college.

SOP for Annual Maintenance Contract (AMC)

The Administrative wing is responsible for carrying out activities related to maintenance of equipment/ watercooler/ ACs / Computer Hardware and its peripherals of entire college. AMC Committee should be constituted for approving AMCs.

STEP 1: Selection of AMC Service Providers/Vendors/Parties

1. AMC Committee Convener seeks approval from the Management and should approach Principal for requesting AMC in online or offline mode.

2. AMC Convener notifies all the departments of the college to provide the list of items/equipment for AMC.

3. An AMC document is prepared by committee members, which consists of the details of items/equipment like list of items, their specifications, quantity, name of the departments etc.

4. A document is prepared to invite AMC service providers/vendors/parties to submit the Quotations. Tender document encloses the instructions to the vendors and three annexures: Technical Bid, Financial bid, Term and conditions for the vendors. Opening date and Last date for receiving the quotation is mentioned in the Tender.

5. Principal verify the Tender and provide approval to release the tender on college website after the approval from the Management.

6. AMC file or Register should be maintained with all relevant details.

7. Those vendors which qualify the terms and conditions are called for financial bid. The vendor having lowest quote say L1 is selected and with the approval of Management the Principal and the Committee should work to allot AMC to the selected vendor for a limited period of time as mentioned in the tender.

STEP 2: Maintenance under AMC

1. Faulty part/item is notified by the concerned department to the AMC committee.

2. Record the call to AMC Complaint Register mentioning the part/item details and problem.

3. Complaint id is issued and attended by the AMC engineer within 24 hours of registering the complaint and necessary action (repair/replacement) is taken.

4. If there is fault in the system and need to be taken outside college premises for repair

> A gate pass is issued with signatures of a person from concerned department and the Principal
> Item entry is made in the Asset register mentioning the date of issuing the faulty item to the AMC, details of the item, serial no. of the item, Return date, remarks.
> After each quarter, feedback is taken from all departments and if found satisfactory, the payment is released for that quarter

SOP for other College Facilities

Classrooms

- ➢ All Class Rooms are cleaned every day before the classes commence.
- ➢ The Class Rooms are well knit and lighting facilities are regularly inspected.
- ➢ Most of the class rooms have white boards.

- ➢ Many rooms are ICT enabled. LCD projectors are used to aid and improve the teachinglearning process.

College Campus

- ➢ Cleanliness of the college campus is maintained through duly appointed

  Housekeeping personnel.

- ➢ Strict schedules for cleaning corridors, Laboratories, pathways etc are adhered to.
- ➢ Washrooms are cleaned regularly and time schedule is displayed.

Garden maintenance

- ➢ Gardening Committee should be duly constituted
- ➢ **Plants/Tree Care**
  - ▪ Regular watering of the plants and lawns.
  - ▪ Pruning of trees and plants/shrubs as and when required.
  - ▪ Regular mowing and sweeping of lawn
  - ▪ Removal of garden refuse from garden to the designated place.
  - ▪ Plantation of seasonal flowers. Students are discouraged from playing in the lawns.

- ➢ The Security makes an everyday entry of the Gardner's and inform the same to the Principal about their presence
- ➢ The entire responsibility of shredding the grass and making it look neat & tidy is gardener's responsibility.
- ➢ The responsibility of adding required amount of plant nutrition, soil and fertilizers is with the gardeners.

If at any given point, the concerned person finds that the Garden is not in a good shape, the matter should be brought in the notice of the authority for immediate actions.