

ADMINISTRATION SOP

Classrooms

1. All Class Rooms are cleaned every day before the classes commence.
2. The Class Rooms are well Lit and lighting facilities are regularly inspected.
3. Most of the class rooms have white boards.
4. Wi-Fi facility is available in all the classrooms.
5. Many rooms are ICT enabled. LCD projectors are used to aid and improve the teaching learning process.
6. All the equipment like fans, AC's, lights, sound-system, furniture, board, marker, LCD, etc should be in full working condition

College Campus

1. Cleanliness of the college campus is maintained through duly appointed housekeeping staff, supervised by a supervisor.
2. Strict schedules for cleaning corridors, CDC, Faculty Block, Board-Room, Amphitheatre, pathways etc are adhered to.
3. Washrooms are cleaned regularly, minimum twice a day.

Garden maintenance

1. Gardening committee is duly constituted by the Administration.
2. Duly appointed gardening staff maintains greenery in the college.
3. Gardening supplies are routinely procured through the standard procedure for financial matters.

Campus Beautification

1. The campus beautification is the responsibility of Admin Team.
2. Suggestions are invited from the faculty/students/staff.
3. All aesthetics are addressed by Administration Department such as Floor-charts, Notice Boards, Standees, Roll of Honour, Suggestion/Complaint Box etc

First Aid/ Emergency Medicine

1. The college has a fully furnished Medical Room with a bed, weighing machine, first aid box, BP machine, Glucometer etc.
2. The admin staff is trained in First Aid procedures. A trained nurse also visits the campus regularly.
3. Ice packs for sports injuries are available.
4. Health checkup camps for the students and staff members are periodically organized
5. For serious casualties, the students are taken to the nearby Sahara hospital

Cafeteria

1. The Institute is running an Air Conditioned cafeteria within the campus, to cater for the requirement of Lunch, Fast Food and Snacks for the students. It has a seating capacity of approx 50. Details are as under:
 - a) It is functioning from 0900hrs to 1730hrs on all working days.
 - b) Light fillers like burger, sandwich, samosa, maggi, etc are available, in addition to lunch.
 - c) Dry snacks like variety of chips, biscuits and chocolates etc. are also available.
 - d) Varieties of ice creams and soft drinks, both tetra pack and bottled are available.
 - e) Tea and coffee are available.
2. All rates are displayed at the service counter.
3. Only vegetarian items will be served in the cafeteria.
4. Lunch
 - a) Timings for lunch are between 1230 hrs to 1400 hrs
 - b) Cost of the lunch is Rs. 60/- per plate.
 - c) A plate will consist of chapattis, rice, a vegetable dish, a dal /rajma /lobia, raita and salad.
5. All transactions are in cash and no credit is permitted.
6. A complaint/suggestion register is available at the billing counter to enable the students to put across their views and suggestions.

EPBAX System

1. A 30 pairing EPBAX system is available in the Campus.
2. All Faculty/Staff/Security are connected through the system.
3. A unique intercom number is allocated to each and the list is provided to all.
4. Maintenance of the EPBAX system is done on call basis.

Power Backup

1. Genset Facility is available for Power Backup.
2. Diesel is purchased and stock is maintained.
3. Maintenance of the Genset-system is done on monthly-basis under AMC.

Material Accounting and Inventory System

- 1 Ensuring all purchases are properly accounted and documented.
2. Simplifying the demand and issue procedures.
3. Maintaining a proper inventory system.
4. This has been defined under the following heads:
 - a) Indenting
 - b) Receipt of Goods
 - c) Issue of Goods
 - d) Annual Stock Taking.

Indenting:

Faculty / Administration will project their requirement on an Indent form. The form will be available with the Admin Department.

Inventory System:

It is of vital importance that proper documentation is done in respect of all transactions that take place i.e. receipts, issues and transfers of material to and from. Therefore there is a need of devising uniform integrated procedures. These are listed as under:

- a) **Receipts of Goods:** On arrival of the goods, the security in-charge will physically check the goods with the bills/ challan and endorse his stamp & Signatures thereby confirming the receipt of the goods. He would then direct the goods to the Administration Department. Then a receipt voucher is prepared in duplicate with a copy going to accounts for accounting receipts. Original copy will be kept in Administration for making entry in the stock / issue register.
- b) **Issue of Goods :**The Admin Department will collect and sign for the items on an issue voucher. The copy of issue voucher will go to the accounts section for accounting purpose. The issue details will be updated in the stock/ issue register.

Ledger Maintenance: Ledgers should be maintained for Non Expendable items. For expendable stores only a register will be maintained and the items will be written off on monthly basis by means of an Expense voucher.

Ledger Certificate: A ledger certificate will be pasted on the first page of each ledger

Annual Stock Taking : Annual stock taking implies that a physical verification of inventory is required to be done once a year. The physical checks will be carried out by an independent team. Physical checks will be ordered by an office order under the signature of the Director, usually during the summer months (May-June).

Leave of Absence Report

1. Each management employee is to submit an Leave of Absence Slip on account of availing leaves.
2. Reporting is on a monthly basis.
3. All Attendance Registers are checked and verified at the end of each month before disbursement of salary.

Purchasing Procedure

1. For all impending payments approval by the Director (upto Rs 5000) is mandatory.
2. For all the payments above Rs 5000 approval by the Head Office is required with various Quotations by Vendors is put for approval
3. The monthly imprest power of Rs 20,000/- is transferred to the Admin Officer. However, expenses above Rs. 500/- need to be approved by the Director. In the normal manner, expenses above Rs. 1000/- are not made from Imprest account.

Miscellaneous Work

1. Maintaining of Log book of Vehicles and Parking Control is managed by the Security under Administrative Department
2. Monthly Bills submission in accounts Department and pending Payments Spread Sheet making & take necessary action
3. Maintain Others like (Drinking water and Courier Services etc.)
4. Hospitality to Guests like making arrangement for bouquets, gifts, snacks etc and tying up with hotels for Guest accommodation and Transportation etc.
5. Printing of office materials like ID cards, Visiting cards, Letter Heads, Envelopes etc.
6. Administrative support for Event Planning and Office get-togethers, parties etc for which prior approval of the Director is mandatory and Logistics Requirement and any other arrangement has to be mailed by the concerned employee to the Administrative Manager.
7. Administrative support to new joinees and getting the Joining Report ready and Induction Formalities done.
8. Administrative support to relieving employees and getting the No-dues Form ready.

SOP OF CAMPUS CAR

Vehicle Administration

The overall administration of motor vehicle falls directly under the administration department. Authorization to drive IILM vehicles will be granted to those who hold valid driving licenses and who, in the opinion of management, qualify to do so.

Use of Vehicle

- Car is meant to be used for IILM work.
- There is no private allocation of vehicle to any individual.

Employees who are allocated the company vehicle should adhere to the following instructions:

- The vehicle allocated should not be driven by any other party other than the employee to whom the vehicle is allocated or even by employees of IILM without the employer's authority.
- Individual employees to whom vehicle is allocated must make sure that details in the log book are properly entered and up to date.
- Service booking must be anticipated in advance and requisition for work to be carried out made in writing to the Administration Head who will arrange for the booking.

Motor Vehicle Maintenance

The Administration Head will ensure that:

- Vehicle have valid insurance, road licenses and other stickers as required by law.
- Vehicle is in good working condition.
- Any dents or other damages identified in good time for the appropriate action to be taken.
- Vehicle is taken for service on a regular basis.

Motor Vehicle Accidents

When an employee is involved in an accident, the following steps must be taken:

- Inform the Administration Head by phone immediately and submit a written statement giving full details of the accident within 24 hours.
- Note the names of witnesses, the third party and the third party insurance and the vehicle number.
- Complete as appropriate the insurance claim form and submit it to the Administration Head.

HOUSE KEEPING- SOP

TASK – FLOOR SCRUBBING

Objective : To ensure removal of fine dust and clean the surface thoroughly.

Procedure

1. Confirm task from HK supervisor.
2. Collect all cleaning equipment from the HK store.
3. Place equipment close to area of work.
4. Cordon off the area and place caution signage.
5. Prepare the cleaning solution.
6. Wet mop the area after suction of water.
7. Do not allow the mop head to come in contact with corners or skidding to avoid dirt deposit in the vertical surface and corners.
8. Dry mop the residue if any, leave floor completely dry.
9. Collect equipment and return to HK store.
10. Clean equipment before placing equipment back in the HK store.
11. Report completion of task to the HK supervisor, have the task inspected by him.
12. Proceed to execute the next task

TASK – BROOMING

Objective: Safely sweep floor of College premises

Procedure

1. Confirm task from HK supervisor.
2. Collect all cleaning equipment/consumables from HK store.
3. Broom with feather brush starting from top to bottom.
4. Use dustpan and feather brush to collect dust in a garbage bag.
5. Proceed from corner located furthest from the entrance.
6. Collect dust frequently to avoid scattering dust in other areas.
7. Use feather brush on all verticals surfaces to remove loose dust
8. Move steadily sweeping gently to prevent dust from flying.
9. Give the area a final inspection to ensure no dust is left behind.
10. Collect all HK equipment and return to HK store.
11. Report completion task to the HK supervisor.
12. Have the task inspected by the HK Supervisor and proceed to execute the next task.

TASK – WORKSTATION CLEANING

Objective : Clean work station to remove dirt from desk and all office equipment.

Procedure

1. Confirm task from HK supervisor.
2. Collect all cleaning equipment consumables from HK store
3. Clean cobwebs and start dusting from top to bottom with a feather brush.
4. Brush all vertical surfaces.
5. Clean the workstation without disturbing the placement.
6. Clear & clean the dust bin at the work station.

7. For cleaning computer monitor screen use a yellow duster (dry) & for cleaning keyboard use vacuum cleaner.
8. Always use a check moist duster for dusting work stations.
9. Use dry glass duster for cleaning glass tabletop etc.
10. Pick up items one by one while cleaning table top.
11. Replace items on the table in original position after cleaning.
12. Carry out final inspection to ensure a clean work station.
13. Collect all equipment and proceed to the next work station in an orderly fashion to clean the entire room/floor.
14. Return all equipment to the HK store after completion of the work.
15. Report completion of the task to the HK supervisor.
16. Have the task inspected by the HK Supervisor and report discrepancies, if any.

TASK – TOILET CLEANING

Objective: Proper cleaning of toilets, urinals and wash basin to remove rust stains.

Procedure

1. Confirm task from HK Supervisor.
2. Collect all HK cleaning equipment and consumables from the HK stores as listed alongside.
3. Place all HK equipment and stores at a safe corner outside the toilet.
4. Place 'UNDER MAINTENANCE' signage outside the Toilet door.
5. Switch on the lights inside the toilet.
6. Remove all toiletries and keep outside the Toilet in a dry place.
7. Empty the dustbins in a garbage bag outside the toilet.
8. Wear cap, apron, rubber gloves and rubber shoes.
9. Clean the roof, exhaust fan, light points, corners & vertical walls.
10. Clean vertical wall tiles with Steam jet cleaner and mild detergent. Spot clean stained patches with vim/higher concentrate soap solution.
11. Wipe and dry vertical walls with duster.
12. Clean overhead light points/exhaust fans with dry duster.
13. Clean mirror with Colin, squeeze and wipe & dry immediately.
14. Clean all plumbing fittings with Vim and wipe dry.
15. Clean wash basin, cisterns and taps with Vim & dry.
16. Scrub skirting wall with mild soap and scrubbing pad.
17. Flush WC bowl twice to ensure thorough cleaning.
18. Scrub the Toilet floor and wash extensively.
19. Dry the toilet floor and switch on Exhaust fan.
20. Clean and display Toiletries.
21. Display naphthalene balls (5 in a group), Toilet cubes (2 No's/urinal) air fresheners (right side up), Toilet roll (fold lose corner), Face tissue(open and pull out the first tissue), and towels, if authorized.
22. Refill liquid soap dispenser.
23. Check operations of the hand drier and all flow sensors in the Urinal/WC. Report defects, if any to the HK Supervisor.
24. Give the Toilet a final inspection to ensure a clean and dry Toilet. Switch off the non essential lights and remove the 'UNDER MAINTENANCE' signage from the door.
25. Collect all HK equipment /consumables and return to HK stores. Report completion of Task to the HK supervisor, have the task inspected by him and proceed to execute the next Task.

TASK – GLASS CLEANING

Objective : To thoroughly wipe clean glass surface to remove dirt and dust stains

Procedure

1. Confirm task from HK supervisor
2. Collect all cleaning equipment from HK store.
3. Mix glass-cleaning liquid in wringer bucket.
4. Take cloth and dry wipe accessible surface to remove loose dust.
5. Use scraper to remove stains.
6. Use washer to rinse glass.
7. Use squeeze from top to bottom of the glass.
8. Wipe blade with dry cloth after every pull.
9. Immediately wipe excess water dripped on the sill/frame with dry cloth.
10. Move from left to right with an overlap of 20%.
11. Look for any left over stains. Repeat step 5 - 10 again till clear.
12. In case of high-rise, use the telescopic pole and stepladder.
13. Give a final inspection to ensure thorough cleaning of glass.
14. Carry equipments back to HK store.
15. Clean equipment before placing it back in the HK store.
16. Report completion of task to the HK supervisor.
17. Have the task inspected by the HK Supervisor, only then proceed to execute the next task.

TASK – FIXTURE DESCALING

Objective : To remove de-scaling from water coolers and desert coolers.

Procedure

1. Confirm task from HK supervisor.
2. Collect all cleaning equipment from HK store.
3. Place caution signage.
4. Mix de-scaling chemicals as per manufacturer's instructions.
5. Apply de-scaling chemical and wait for 30 minutes.
6. Scrub the surface with wire brush.
7. Wash thoroughly with clean water several times.
8. Dry the area completely with the help of a drier.
9. Remove caution signage and carry all HK equipment back to HK store.
10. Report completion of task to the HK supervisor.
11. Have the task inspected by HK supervisor before proceeding to execute the next task.

TASK – UPHOLSTERY SHAMPOOING (CHAIR / SOFA)

Objective : To remove dirt from the surface of the chair / sofa with minimal dust displacement.

Procedure

1. Confirm task from HK supervisor
2. Collect all cleaning equipment and machines from HK store.
3. Remove furniture to be cleaned to an area covered with plastic sheet to prevent floor from being soiled.
4. Mix cleaning agent as per manufacturer's instruction.
5. Spray cleaning agent with the help of trigger spray.
6. Scrub surface with brush.
7. Spot clean stains if any.
8. Let chair /sofa dry up for minimum 12 hours.

9. Place chair /sofa back at its original location.
10. Carry all equipment back to HK store.
11. Clean equipment before returning to the HK store.
12. Report completion of task to the HK supervisor.
13. Have the task inspected by him and proceed to execute the next task.
14. For thorough cleaning, at times outstation professional cleaners are hired.

TASK – PRESSURE WASHING

Objective : To carry out pressure washing to remove mud and stains from out door hard surfaces.

Procedure

1. Confirm task from HK supervisor
2. Collect all cleaning equipment from HK store.
3. Place equipment and accessories close to area of task.
4. Place caution signage.
5. Connect water pipe to authorized source of water and plug point.
6. Use pressure gun nozzle to the area that needs to be cleaned to dislodge dirt from that surface.
7. Work from high ground towards drains.
8. Adjust nozzle to remove old mud stains.
9. Push water towards drains
10. Scrub heavily soiled areas with wire brush.
11. Wash with adequate water.
12. Use wiper to remove water.
13. Leave area to dry completely before use.
14. After completing of task clean equipment.
15. Close water form source
16. Remove caution signage and carry equipments back to HK store
17. Clean equipment before placing in the HK store.
18. Report completion of task to the HK supervisor.
19. Have the task inspected by him and proceed to execute the next task.

TASK – CLEANING OF DRAINS

Objective : To clean drain and ensure smooth flow of water through them to prevent any flooding.

Procedure

1. Confirm task from HK supervisor
2. Collect all cleaning equipment from HK store.
3. Cordon off area to be cleaned and place caution signage.
4. Remove drain covers and place in safe areas.
5. Pressure wash the drain with water.
6. Connect pressure washer to authorized source of water and plug point.
7. Clear stains with scrubber brush.
8. Flush with clear water.
9. Remove thick dirt and place in garbage bags.
10. Push mud from higher towards lower slope.
11. Use machine for 30 minutes. Give break of 10 minutes.
12. Scrubbing the floor of the drain and remove dirt.
13. Flush door drain with clean water.
14. Carries out final inspection ensure the drain is clean.
15. Remove caution signage and carry equipments back to HK store.
16. Clean equipment before returning to the HK store.
17. Report completion of task to the HK supervisor.
18. Have the task inspected by him and proceed to execute the next task.