KRUPANIDHI GROUP OF INSTITUTION

(AICTE Approved | ISO 9001 – 2015 Certified)

PROCEDURE MANUAL

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PROCEDURE MANUAL

(Doc. No: **PM/L2** – Release Date: 10/7/17)

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COPY NO-01

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ABBREVIATIONS USED

|			Designations
		BBA	Bachelor of Business Administration
		BCA	Bachelor of Computer Application
		BCom	Bachelor of Commerce
		BA	Bachelor of Arts
		MCA	Master of Computer Application
		MBA	Master of Business Administration
		KGI	Krupanidhi Group of Institution
		ISO	International Standard of Organization
		QMS	Quality Management System
		MRM	Management Review Meeting
		SWOT	Strength Weakness Opportunity and Threats
		CIPRO	Context Interested Parties Risk and Opportunities
		AICTE	All India Council for Technical Education
		KPI	Key Performance Indicator
		R.G.U.H.S	Rajiv Gandhi University of Health Science
		BU	Bangalore University
		UG	Under Graduate
		PG	Post Graduate
		A.I.C.T.E	All India Council of Technical education
		PGDM	Post Graduate Diploma in Management
		BPT	Bachelor of Physiotherapy
		MPT	Master of Physiotherapy
		B.Pharma	Bachelor of Pharmacy
		M.Pharma	Master in Pharmacy
		M.B.A	Master of Business Administration
		MPC	Mal Practice Case
		MRM	Management Review Meetings
		QMS	Quality Management System
		NCR	Non-Conformance Report
		PP	Process Procedure
		Rev	Revision
		RV	Re-Valuation
		w.e.f.	With Effect From
		w.r.t.	With Respect To
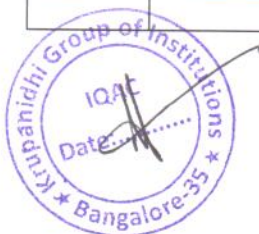
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PP/01	**Procedure for Institution Management Process**

1. Purpose

1.1 To provide KGI with a clear direction and plans for the future.

(Like additional courses, intake and to introduce best practices in life science & Management Education)

1.2 To provide financial resources for the various activities.

1.4 To be available and chair the Management Review Meeting.

1.5 To have a clear understanding of requirements of interested parties, obtain the feedback and attend to their complaints for improvement.

1.6 Admissions under Management Quota.

1.7 Finalise the risk and opportunities and allot responsibilities.

2. Scope

The activities that fall under the scope of Institution Management Process include anticipating needs and expectations of interested parties, provide educational services to support the Institution and communicate appropriately results of these activities.

3. Process owners

4.1 Trustee / Director.

(Assisted by Principal, Heads of Departments, Dean of MBA and all other Functional and Process owners)

4. Process flow
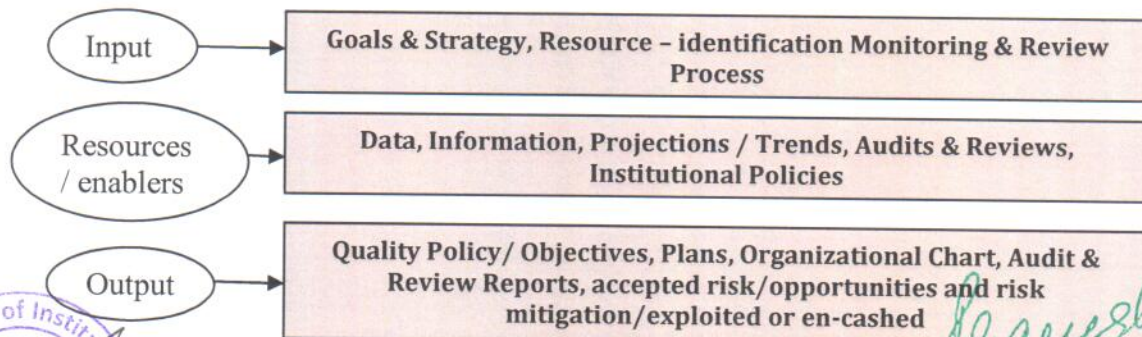
Input → **Goals & Strategy, Resource – identification Monitoring & Review Process**

Resources / enablers → **Data, Information, Projections / Trends, Audits & Reviews, Institutional Policies**

Output → **Quality Policy/ Objectives, Plans, Organizational Chart, Audit & Review Reports, accepted risk/opportunities and risk mitigation/exploited or en-cashed**

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5. Process

5.1 Planning

a) Quality Policy and organizational structure are evolved for the Institution.

b) Quality Objectives are set at different functions and levels.

c) The current and future requirements of the employees / interested parties are reviewed

d) Plans will balance the requirements of students, parents, employees and other interested parties.

e) Plans comprise of Strategic Directions, by way of Quality Policy and Objectives, Educational Business Objectives and Plan and Budget are balanced.

f) Scenario planning to form part of this process and will take cognizance of political factors, economic factors, technological developments, Educational Environment, Business Risks, market trends, employment demographic trends, etc. Strategic Planning is the responsibility of Managing trustee / Director.

g) Conducting, approving, being available for the MRM as scheduled in coordination with ISO coordinator and approving the minutes of the MRM meeting.

5.2 Management Plan

a) Plans for various monitoring and reviews are prepared by Director and followed.

b) Initiation for new courses and disciplines or service subject to market requirements.

c) New courses and disciplines are initiated by Management based on its identification of potential areas.

d) Analysis of sanctioned intake vs admission as per **R/PP01/01** with graphical analysis for the past five academic years.

5.3 Execution

a) Appointment of ISO coordinator and Core Group to identify the context, interested parties, risks and opportunities.

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b) Receipt of risks and opportunities and finalization of the same in coordination with ISO coordinator and core group as per Annexure - I.

c) Management ensures that importance of meeting students and parents requirements are communicated throughout the Institution. This is achieved through displaying Policy on the boards, setting objectives, conducting meetings and training.

d) Customer Satisfaction being the ultimate goal, the Director ensures that customer satisfaction is on the increasing trends or plans are in place for the same.

e) The Roles and Responsibilities of key positions/employees are clearly communicated.

f) ISO coordinator is appointed who takes care of the establishment, implementation and maintenance of QMS within the organization.

g) The Director chairs the MRM once in 6 months, provides the resources as required and actively involves in the follow up actions. Minutes of MRM are maintained as per **R/PP 01/02.**

h) A formal management system is established with all necessary resources, giving proper controls and directions.

i) Resources necessary for each Department are identified and provided for.

j) The employees are provided proper working environment and facilities.

5.4   Performance Reviews

a) Performance of Organization is measured against Annual Plan, budget, research &publications, results, placement, ranking amongst peer institutions, quality of events conducted, seminars, conferences, invited talks, number of UG/PG courses offered, number of research scholars (Ph.D.) guided etc.

b) Provide demonstration of management commitment and ensure that customer requirements are defined and met.

c) Policies formulated are reviewed annually to ensure continual suitability in meeting the needs.

d) Monitor the plans with the help of Key Performance Indicators and bring about corrective and preventive actions.

e) Analyze the data collected, for further improvement.

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f) Management shall contribute resources for the continual improvement of the QMS and its effectiveness.

g) Being available for the MRM Scheduled, chairing it and approving the Minutes of MRM

5.5 Reviewing the Plans

Monitor the performance in relation to the objectives and KPIs (Key performance indicators) of the departments and bring about Corrective and Preventive Actions, wherever required.

6. Key Performance Indicators

6.1 Identification of all risks and opportunities.

6.2 Achievement of Strategic Objectives. (Quality manual: Annexure - 7)

6.3 Customer Satisfaction - Monitoring

7. Records

6.1	Intake Vs Admission	**- R/PP 01/01**
6.2	Minutes of Management review meetings	**- R/PP 01/02**

8. Documents Reference

8.1 Quality Manual - (Clause: 4, 5, 8.2.1, 8.2.3, 8.4, 8.5.1, 9.2.1, 9.3)

9. Other Documents

9.1 Strategic Planning (Strategic Direction)

9.2 Risk and Opportunity Register

9.3 Audit Review Report

9.4 Results analysis

9.5 Placement of Students
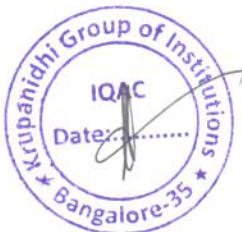
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PP/02 – Procedure for Admission Process

1. Purpose

1.1   To ensure admission are as per the Norms of AICTE / Karnataka Government / RGUHS/BU & Management Directions.

1.2   To ensure the documents submitted by the students are verified, stored and maintained.

2. Scope

2.1   Admission of students to various UG / PG and MBA programs offered by KGI.

3. Process owner

3.1   Director / Executive Director / Principal / **Administrative Officer** as applicable.

4. Process flow
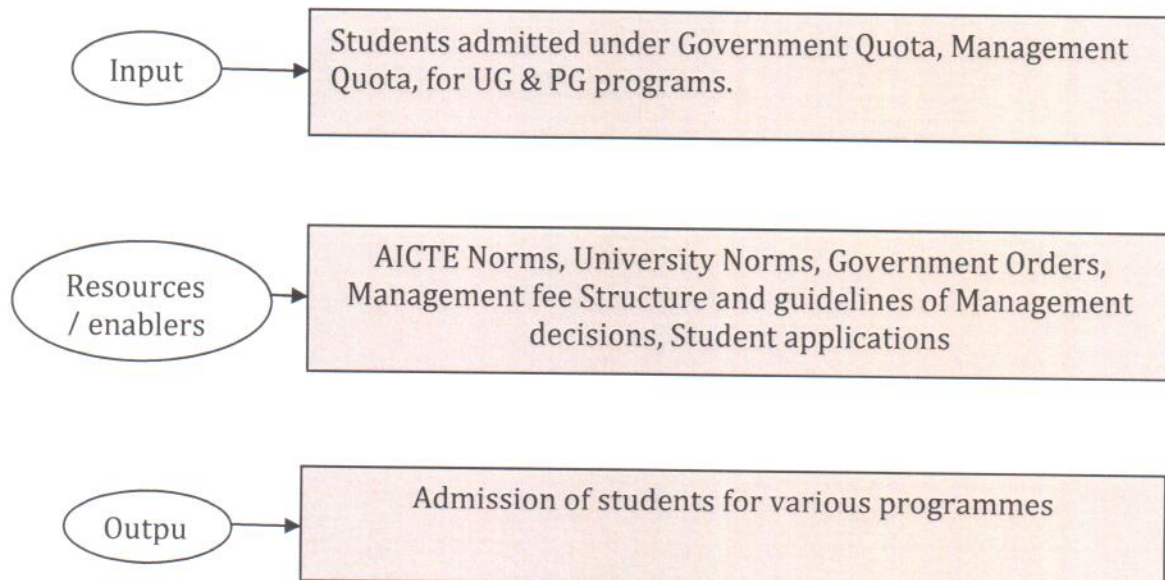
| Input | Students admitted under Government Quota, Management Quota, for UG & PG programs. |

| Resources / enablers | AICTE Norms, University Norms, Government Orders, Management fee Structure and guidelines of Management decisions, Student applications |

| Outpu | Admission of students for various programmes |

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5. Process

5.1 Planning

a) Necessary planning is carried out for admission process with sanctioned number of students to be admitted into various programmes, the procedure to be adopted for admission with the enquiry and application forms for admission.

b) Admissions of students to the institution in UG / PG are dealt separately as mentioned below. The admission to the institution through Management Quota as explained below.

5.2 Management Quota (*Responsibility:* Director / Executive Director/AO)

a) The availability of Management quota is in college web site notified.

b) The Management quota seats are offered to eligible candidates after receiving the application for admission under management quota are processed.

c) Admission application form in **R/PP02/01,** submitted by the candidates is scrutinized for eligibility, correctness and completeness with respect to management quota.

d) On completion of all formalities, Admission Confirmation Letter **R/PP02/06** is issued followed with payment of fees.

e) The students admitted under management quota, their names are sent to university approval, the approved students list is entered in the College Admission / Student Register **R/PP02/05** after getting University seat number.
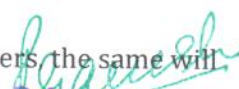
5.3 *Foreign student's admission*

a) The availability of international student admission quota is notified on college website along with pre-enquiry form.

b) International student are interviewed online and check for the eligibility

c) International student seats are offered to eligible candidates after receiving the online application for admission under this quota are processed and sent the offered letter followed by payment, visa letter etc.,

5.3 *Approval from university*

a) Provisional list of students admitted to degree First Year is made and forwarded for the approval

b) After getting the university approval with university seat numbers the same will be notified on the notice board.

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5.4   Transfer of students

a) Transfer of students from one college to another college within Karnataka state is permitted only at the beginning of academic year, subject to availability of seats as per university rules.

b) Students apply to the Registrar of the university with NOC of desired college & present college NOC in prescribed format.

c) On approval of change of college by university, students approach the desired college with the approval order.

5.5   Change of Branch

a) The change of branch from one branch to another branch within the institution is permitted only first academic year.

b) Change of Branch may be allowed as per university norms and Statutory bodies. The details of intake, vacancy and change of branch for the academic year are registered as per the university format. The same is submitted university for approval.

5.6   Admission to Higher Semester

a) Admission to Higher Semester is through Application Form to UG/PG. in **R/PP02/07** based on pass/ eligibility criteria and fulfillment of registration and fees.

b) The list of eligible students as per **R/PP02/08** are prepared, Section/ Branch/ Department-wise.
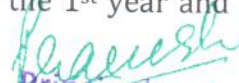
5.7   Intimation to HOD's/Dean/principals

a) Enrolled students are grouped as per their Sections for I/II/III/IV year or semester. For higher semester branch wise student list admitted to UG / PG. as per **R/PP02/09** are forwarded to the concerned HOD's/Dean/principals.

5.8   Issue of Certificates & Documents

a) Certificates and related documents are placed in a separate student file. Original Certificates are returned to the students after the 1st year and duly acknowledged by the student.

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b) Transfer Certificates **R/PP02/10** is issued to the students while leaving the college/ on demand & issues are acknowledged.

c) Course Completion Certificate in **R/PP02/11** and Study/Conduct Certificate in **R/PP02/12** are issued on completion of the course as applicable.

d) Original Certificates of students who have taken change of college are handed over to the students on obtaining back ID card along with college NOC.

5.9 Record maintenance:

a) It is ensured that documents submitted by students are identified, protected and stored to ensure they are not lost, damaged or deteriorated during storage and can be retrieved, when required.

b) Documents submitted by the students, when issued temporarily for any reason is noted in the check list, followed up and the return of document ensured.

c) Access to documents submitted by students is limited /restricted.

5.10 Reviewing the Plans

Monitor the performance in relation to the objectives and KPIs (Key performance indicators)of the department and bring about Corrective and Preventive Actions, where required.

5.11 Analysis of Admissions

a) Admission process head needs to analyse quality and quantity of students admitted to the institution.

b) Analysis of students from the feeding colleges.

5.12 Staff development activities

Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit.
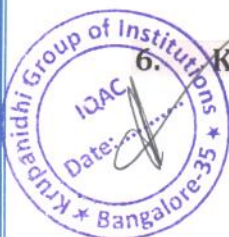
6. Key performance indicators

6.1 Percentage of acceptance of applications by University.

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6.2   Percentage of acceptance of applications during Director's scrutiny.

6.3   Correctness and completeness of the Admissions.

6.4   Analysis of quality and quantity of admissions and feeding colleges.

7.   Records

7.1	Admission Application Form	- R/PP02/01
7.2	Certificate of Physical Fitness	- R/PP02/02
7.3	Undertaking	- R/PP02/03
7.4	Receipt/Issue/Unsuitability/Shortcomings Intimation	- R/PP02/04
7.5	College Admission / Student Register	- R/PP02/05
7.6	Admission Confirmation Letter	- R/PP02/06
7.7	Application for Admission to Higher Semester	- R/PP02/07
7.8	List of eligible students	- R/PP02/08
7.9	Students list admitted UG/PG. to HOD/Dean	- R/PP02/09
7.10	Transfer Certificate	- R/PP02/10
7.11	Course Completion Certificate	- R/PP02/11
7.12	Study/Conduct Certificate	- R/PP02/12

8.   Documents Referred

8.1   Quality Manual (Clause: 7.2 & 8.2.3)

8.2   AICTE Norms

8.3   University Norms

8.4   State Government Orders

8.5   Management decisions

9.   Other Documents

9.1   Code of discipline

9.2   No Due Certificate

9.3   Analysis of quality and quantity of admissions

9.4   Analysis of feeding colleges

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PP/03 – Procedure for Human Resource Management Process

1. Purpose

1.1 To ensure selection and recruitment of the faculty / staff as per the Norms of statutory & regulatory bodies.

1.2 To ensure the requirements of human resource as per norms of KGI.

1.3 to ensure the development of faculty / staff through training programs, higher studies, presentations/publication.

2. Scope

2.1 Faculty and staff requirement for KGI.

3. Process Owner
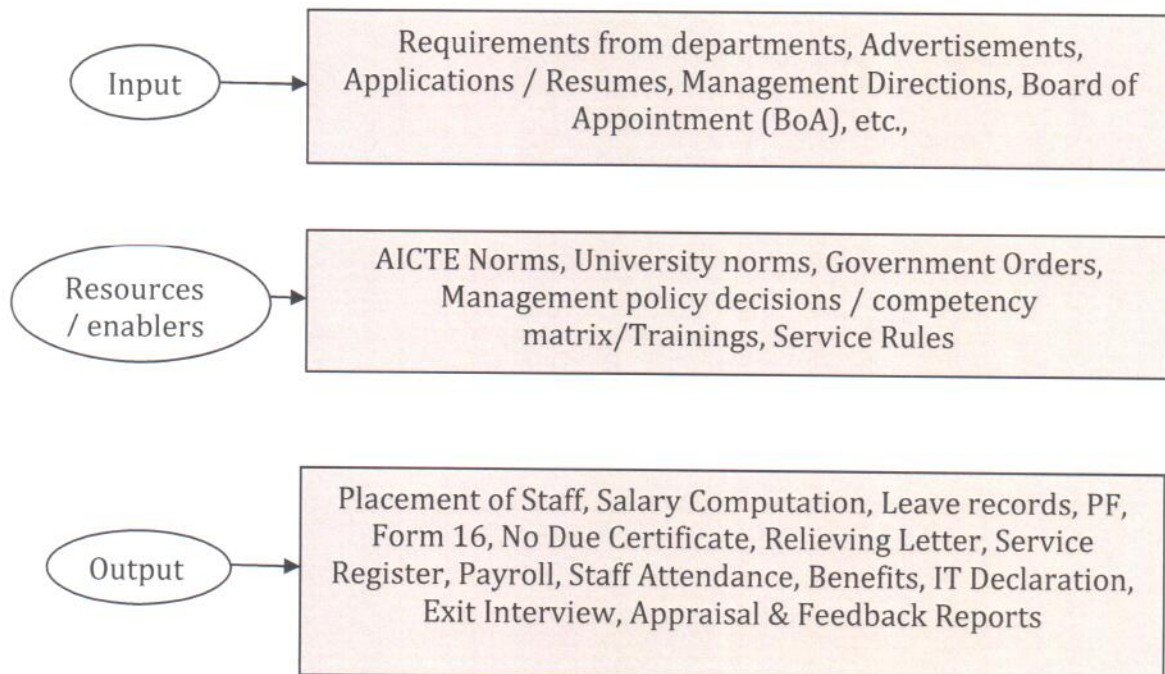
3.1 Director.

4. Process flow

Input	→	Requirements from departments, Advertisements, Applications / Resumes, Management Directions, Board of Appointment (BoA), etc.,
Resources / enablers	→	AICTE Norms, University norms, Government Orders, Management policy decisions / competency matrix/Trainings, Service Rules
Output	→	Placement of Staff, Salary Computation, Leave records, PF, Form 16, No Due Certificate, Relieving Letter, Service Register, Payroll, Staff Attendance, Benefits, IT Declaration, Exit Interview, Appraisal & Feedback Reports

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5. Process

5.1 Planning For Staffing

Necessary planning is done 30 days prior to the beginning of the academic year / Semester, taking into account the courses offered and the availability of staff, for provisioning teaching and other staff, before the commencement of the classes. Requirement of staff depends on workload available in the department/institute as per University/AICTE/UGC norms

5.2 Board of Appointment (BoA):

The recruitment of faculty / staff is crucial activity at KGI. The *Board of Appointment (BoA)* was constituted specifically for governing the recruitment procedure.

5.3 Search for Prospective Candidates:

a) Based on the Requirement of faculty in the department as per **R/PP03/01**, the requirement & vacancy position of all the departments is consolidated before search for prospective candidates.

b) The search for prospective candidates is implemented in the following two ways simultaneously:

- Advertisements are placed in the leading Kannada and English news papers with details listing the open positions.
- The details of the open positions like eligibility criterion, scales of pay and other conditions are displayed on the KGI website

c) The candidates have to satisfy the eligibility criterion to facilitate further consideration of their candidature.

5.4 Application Procedures:

a) Application form (**R/PP03/02**) can be obtained from the college office. The application can also be downloaded from the website.

b) Retired personnel from teaching/industry and R&D are encouraged to apply for the posts.

c) The duly filled application form along with required enclosures should reach the office on or before the prescribed date.

d) Separate applications are to be submitted in the event of candidates applying for more than one category of post.

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e) Candidates who had applied for the same posts before have to apply afresh again.

f) All appointments will be on probation not being less than one year as relevant rules.

g) The age limit is as per the Karnataka Civil Service (General Recruitment) Rules and subsequent orders in force and is relaxable to the extent as provided in the said rules and also in respect of retired candidates and also AICTE & UGC Norms, as applicable.

5.5 **Short listing of prospective candidates:**

a) Applications, when received, are organized, relevant information summarized, and sent to the respective HOD by the administrative office for short listing. The objective of short listing is two folds:-

b) To reject applications that does not meet eligibility criteria/ specialization with remarks.

c) To shortlist the candidates from the remaining list so that the number of candidates to be called for interview with the BoA remains within manageable limits.

d) Usually, primary concerns at this stage are the educational background, previous experience and research activities done by the candidate.

e) The concerned HOD shortlists the candidates in **R/PP03/03**, based on the requirements of the respective department.

f) The resumes of the short listed candidates are further ranked in the order of merits by the concerned HOD and sent to the administrative office along with their comments and observations for the next level of the Recruitment Process.

5.6 **Preliminary Interview (For entry level positions only):**

a) Initially the candidates applying for entry level positions will be screened by the HOD. The HOD conducts the preliminary interview, which includes written test, evaluation of the written test and other criteria's.

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b) The shortlisted candidates to evaluate them for their suitability and to ensure that the prospective candidates have the requisite skills and confidence in their respective domain.

c) During this round, the HOD and the members get an opportunity to assess the candidates better and the candidates get an opportunity to familiarize themselves with the Department.

d) As this round concludes, the resumes of all the eligible candidates are forwarded to the BOA for the final round of interview.

5.7   Final Interview with the BoA:

a) The **BoA** conducts the final round of interviews with the shortlisted candidates by taking demonstration for teaching, ability to teach black board presentation, audibility, students' interactiveness, including subject knowledge etc in **R/PP03/04**.

b) The successful candidates are shortlisted and issued offer letters. After receiving acceptance letters from the candidates, appointment orders are issued to them.

c) BoA can appoint any appointment on Ad hoc basis and same can be ratified during interview process. The ad hoc appointment can be issued by the Director of KGI.

d) All the meetings / interviews are scheduled in consultation with the head of the Institution to management of KGI.

5.8   Issue of Appointment Orders.

a) All the appointment orders are issued by the Director, as per the recommendations of BoA, clearly mentioning all the terms and conditions as per the Service Rules of the College. This appointment is subjected to Governing Body approval.

5.9   Qualification/ Experience / Pay Scale for Faculty & Staff:

a) Minimum Qualification and Experience prescribed for Faculty of health and science / MBA as per UGC norms and AICTE (All India Council for Technical Education) norms applicable.

b) Scale of Pay for Faculty of H & S / MBA as per AICTE/UGC.

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c) Minimum Qualification and Experience prescribed for Non - Teaching (Technical & Administrative) Staff as per State Government / C&R Rules.

d) Scale of Pay for Non-Teaching (Technical & Administrative) Staff as per State Government.

5.10   Reporting for Work

On reporting for work, the faculty / staffs submit their Data Sheet, Joining Report, original marks cards and photo for the issue of ID card.

5.11   Staff Development

a)   Training:

Training records of the department are maintained in Internal Training for the staff shall be based on the Institutional objectives with a direct link on performance improvement and from the following considerations also:

- Induction training to staff
- Deputation to Proficiency Courses
- Deputation to workshops/conferences/seminars
- Training needs shall be identified through the following avenues.
- Performance Appraisal System
- Specific customer requirements
- Institutional Requirements

Depending on the requirements and expertise available, In-house training or external training is conducted and maintained in Training Record. External faculties for In-house programmes are identified and their services utilized.

The feedback from the participants are collected and recorded.

b)   Deputation of staff to proficiency courses.

These are conducted by reputed Universities, institutes and organisations. Staffs (teaching and non-teaching) are deputed to these courses including payment of all the expenses and treating their absence as SCL wherever applicable. Deputation Letter is used for this purpose.
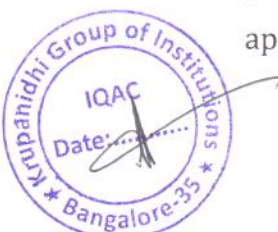
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c) **Deputation to Seminars / Workshops / Symposium.**

- Continuation Education Programmes are being conducted by different organizations and staff are regularly deputed to these programs.

- Faculty is encouraged to register for Ph.D. in the research centers approved by RGUHS or other Universities / institutions as per the prevailing norms of the institution.

- Staffs are also encouraged to publish papers.

- Staffs are also encouraged to conduct seminars / workshops/symposiums etc on topic of relevance and part of financial assistance is given from the budget earmarked for the purpose.

d) **Feedback and Performance**

Student Feedback Form (obtained from GEMS software being used in T&L process) and Staff Performance Appraisal are used for feedback and performance analysis.

Additional Responsibilities given to key positions (for e.g. Section Heads) are maintained.

Visiting faculty (if any) document will be maintained. Feedback and performance analysis of visiting faculty shall also be done as per the above procedure.

5.12 **Payrolls - Process**

For Payrolls Process, the inputs emanate from – Newly Joined Employees, Salary Revision, Loss of Pay. ESIC, PF, Salary Advance. Hostel rent, Transportation etc.

Increment Letter is used for communicating about the increments. Salary Certificate, ESIC letter are computer generated documents which may be downloaded from respective websites and the same does not require the signature of the drawing officer.

5.13 **Staff Confirmation**

After completion of Probation, a Confirmation Letter is issued. A Promotion Policy is in place a Promotion Letter is issued to selected candidates. Service details of all the teaching and non-teaching staff

members as prescribed will be maintained in a service register in the form of a soft copy.

5.14   Staff Attendance - Process

For staff Attendance – Log in and Log out – Biometrics and Staff Attendance Register – Manual, are the inputs. Leave Application and Leave Records are maintained on a web based application called E-candor or submit a hard copy of the Leave Application/Cancellation. A movement of Staff for their personal / official purpose is permitted & the same has to be recorded in the Staff Movement Slip duly signed.

5.15   Service rules and Benefits

Service rules, Leave Rules as applicable to the Institution are updated and maintained.

Benefits are relating to PF, ESIC, Medi-claim, Gratuity – Certificate, etc.

5.16   Exit Interview Process

Starts with Resignation Letter, Exit formalities included an Exit Interview, Experience letter, Relieving letter, Final settlement

5.17   I/Tax Related Process

This process consists of Investment declaration, Investment Proof and Issuance of Form 16

5.18   Staff development activities

Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit.

HR needs to maintain the same documents as given by different process heads. This is only a filing activity maintained in HR Department.

5.19   Reviewing the Plans

Monitor the policies and programmes for compliances and bring about Corrective and Preventive Actions.

6.   Key Performance Indicators

7.1   Suitability of appointed staff

7.2   Performance of appointed through feedback and results

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7.3   Training & Staff Development Records

7.   Records

7.1	Requirement of faculty in the department	- R/PP03/01
7.2	Application form for the post	- R/PP03/02
7.3	Faculty application scrutiny / shortlist	- R/PP03/03
7.4	Interview evaluation form	- R/PP03/04

8.   Documents Referenced

8.1   Quality Manual (Cl 6.2.2 & 8.2.3) (7.2, 7.3)

8.2   AICTE Norms

8.3   University Norms

8.4   Management decisions

9.   Other Documents

Offer Letter

Appointment Letter

Data Sheet

Joining Report

Staff Identity card format

Induction Training Record

Training Record

Training feedback

Student Feedback Form

Performance Appraisal Form

Additional responsibility Letter

Visiting Faculty

Increment Letter

Confirmation Letter

Promotion Letter

Leave Application/Cancellation

Staff Service Register

Exit Interview

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Experience Letter

Relieving Letter

Staff development activities

*** *** *** ***

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PP/04 – Procedure for Teaching, Learning, & IA Process

1. Purpose

1.1   To impart quality education (outcome based).

1.2   To ensure student and staff development.

1.3   To ensure students participation in Teaching and Learning Process.

1.4   To manage internal examinations being conducted in the college.

2. Scope

2.1   All teaching, learning (lab) and IA examination and evaluation activities for all colleges and management department of KGI.

2.2   Staff and Student development activities

3. Responsibility

3.1   Heads of Departments / Deans / Academic Coordinator.

4. Process flow
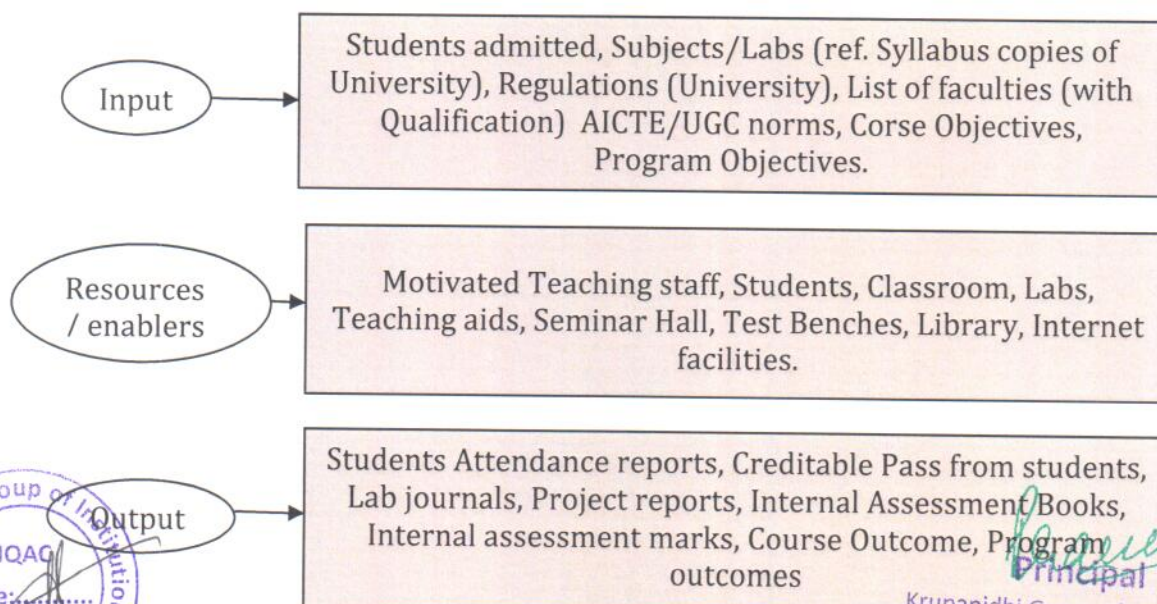
Input	Students admitted, Subjects/Labs (ref. Syllabus copies of University), Regulations (University), List of faculties (with Qualification) AICTE/UGC norms, Corse Objectives, Program Objectives.
Resources / enablers	Motivated Teaching staff, Students, Classroom, Labs, Teaching aids, Seminar Hall, Test Benches, Library, Internet facilities.
Output	Students Attendance reports, Creditable Pass from students, Lab journals, Project reports, Internal Assessment Books, Internal assessment marks, Course Outcome, Program outcomes

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5. Process

5.1 Planning

a) Carry out necessary planning of teaching and learning process, with the resources required.

b) Ensure that the latest syllabus by Universities is available and laboratory / workshop manuals are available to cover the syllabus.

c) Prepare policies of department, containing departmental procedures, guidelines, responsibilities and location of documents in the department and make available to the concerned personnel.

d) Ensure that the scheme of evaluation for internal assessment is available.

e) Successfully carrying out student projects and prepare guidelines for preparation of seminar/project reports for the department.

5.2 Teaching and Learning
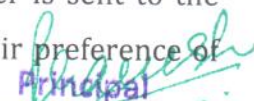
The Teaching and learning Process can be divided In to following sub-processes

a) Class room teaching

b) Laboratory/ workshop process (Allotted hours needs to be utilized fully for lab and record writing)

c) Additional classes for academically weak performers

d) Additional inputs for academically strong performers

e) Guiding projects and technical seminars (for Final year students). Guiding students of final year/semester and MBA as per norms prescribed in the University syllabus.

a) Classroom Teaching

1. The HOD/Dean has to sort out the admission intake and quality of students who are entering into the department and are maintained as per **R/PP 04/01**.

2. The List of subjects to be handled for the year/ Semester is sent to the teaching staff and they are given a choice to indicate their preference of subjects.

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3. In line with the above, based on their past performance, skill and evaluation, subjects are allotted to the staff by the HOD/Dean/principal as per **R/PP04/02.**

4. The Time Table is prepared compiling the work allotment of all staff / semester and copies circulated to the staff and notified to the students after approval by the Principal before commencement of class work.

5. The HODs shall allot experienced faculty to each year as coordinator for effective quality teaching as well as to ensure good result.

6. The staff prepares a Course Plan as per NBA format in **R/PP04/03,** lesson schedule for the semester and submit to the HOD, 8 days before the commencement of classes for review and Principal for approval.

7. The HOD's/Dean ensure preparation and approval of a subject and work allotment to staff and also forward a copy to the Principal.

8. Quality teaching is done by teaching aids like black boards, PPT, Models, Charts etc., as per the course plan.

9. Attendance register of the students are maintained by the respective teaching staff. Daily absentee roll numbers are entered in the format after the class. Attendance reports prepared after every internals, highlighted students having less than 75% attendance is reviewed at the year/semester end list of detained students is prepared, maintained and submitted to the office.

10. Internal assessment test papers shall be prepared in advance to the scheduled date of IA and the same shall be submitted to IA Coordinator.

11. Internal assessment books shall be evaluated by the concerned faculty within 4 working days of the test date as per the scheme of evaluation **R/PP04/04** as approved by the HOD.

12. Internal assessment marks are entered by individual faculty attendance register and will be maintained as per university format in the IA marks register as per **R/PP04/05.**

13. Irregular/ non performing students should be called and counseled them to improve the regularity / performance and the reason for irregularity / non performance is reported in the **R/PP 04/06**, the same is intimated to the parents.
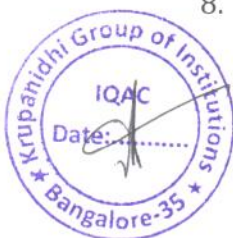
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14. The coordinator has to report to the HOD/Dean, after the completion of every counseling in that year/semester, intern principal has to report to director with the list of non performing students.

15. HOD/Dean should ensure that, the course file is maintained for each subject in the department containing Syllabus, Question Bank, University Question Papers, Internal Question Paper with Scheme of Evaluation, Internal Assessment Marks Register, Course Plan, etc.,

16. The HODs/Dean ensure that a conducive atmosphere exists in the department for teaching and learning.

b) Laboratory / Workshop Learning

1. Based on the number of students, batches and the list of experiments, required stock is arrived at and requirements are indented before the beginning of each year/ semester.

2. Stock book and inventories are maintained to enable availability of material, equipment and accessories for demonstrating and conducting experiments.

3. A Laboratory batch list in **R/PP04/07** is made for each semester / branch which contains the batch no., Lab name with code and the concerned faculty and list of students in that batch.

4. Experiments are demonstrated as per the list of experiments from university with the aid of laboratory manuals.

5. Students have learn and conduct the experiments as a part of their curriculum and lab journals are maintained.

6. The lab in charge should design additional experiments other than the curriculum to impart more practical knowledge as design based experiments to achieve outcome based education.

7. Laboratory in-charge verifies these lab journals and indicates the corrections where ever required and the acceptable reports are approved and allot the internal assessment marks in **R/PP04/05**.

8. Any Breakages / damages during practical by students are entered in a register and same is intimated to the office.

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c) **Internal Assignment test (Responsibility:** Academic Coordinator)

1. The Internal Assessment Test schedule and time table is prepared well in advance before and circulated in departments.

2. Subject wise number of students taking the test and allotment of candidates to the rooms depending on room capacity available is prepared and displayed on the notice board.

3. There will be 3 IA tests and the average of the best 2 IAs will be taken for finalization of IA marks.

4. The parameter for HOD / MBA Internal Assessment (05/50 marks) is divided as follows:

   - Internal Assessment: There will be 3 IA tests and the average of the best 2 IAs will be taken into consideration.
   - Assignment
   - Seminar
   - Quiz, etc.

5. Evaluation of IA books and marks shall be announced on the 4th working day after completion of internal assessment tests.

6. Course outcome attainment of each course through IA is maintained as per NBA.

7. Internal assessment marks and status of attendance of the students after every internal test is communicated to the parents through SMS/phone.

8. Students scoring less than 50% of marks in Internal Assessment average shall be given additional test with information to the HOD and Principal.

9. Additional responsibility of academic coordinator:

   - At the beginning of each year/semester, Academic Coordinator prepares Day wise time table according to university norms of IA, university academic calendar and list of holydays.
   - Co-ordination with other departments to prepare calendar of events and class work time table.
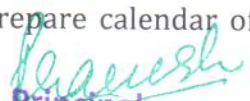
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- Subject / Lab allotment of teaching faculty year/semester wise of the departments is prepared and the same is sent to the principal.
- For PG courses concern Dean/HOD and PG coordinator will decide upon internal assessment test dates and ensure the completion of the same.
- Coordinating with departments to ensure the smooth conduction of internal assessment tests.
- Coordinating with the departments to collect the internal assessment test marks and attendance status of the students through online using email.
- Attendance status of the student is maintained in the attendance register and internal assessment marks of the students are maintained.

5.3   Department Development activities

Research, publications, publication of books, applying for patent, project proposals, conducts the quality events (Tech), guiding students for unique / innovative projects.

5.4   Staff development activities

a) Faculties are encouraged to enhance their skills by participating in industry specific training, workshops, conferences, seminars and publishing papers in national & international conferences and journals of repute. The details are maintained as staff development activities.

b) Faculties are encouraged to submit project proposals for funding from various agencies to undertake research activities and details are maintained.

5.5   Student Development activities

a) Department forum will conduct forum activities (Technical & Soft skills) to enhance the student development.

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b) Organizing workshops on specific topics of importance to students. The topics are chosen in fields not generally covered in university syllabus.

c) Conducting Lectures from Guest faculty to enhance academic efficiency in a particular field in a department.

d) Student achievements in Intra and Inter-Collegiate activities are maintained.

e) Details of Students Placements are maintained.

f) Alumni details are maintained.

g) Results Analysis is carried out for improvement.

5.6 Departmental Activities

a) Departmental coordinators List is prepared and coordinators reports are obtained.

b) Monthly Departmental Meetings are organized and the Minutes of Meetings recorded.

c) Quarterly Activity Reports, to be sent to the Principal/Executive director / Director.

d) Maintain Departmental Library Books details and borrowing register for issues.

e) Maintaining an updated list of assets, equipment and obsolete equipment in the department.

f) Maintaining brochures, operating and maintenance manuals of equipment's.

g) Approving eligible student request for various requirements and other recommendations made to internal and external agencies.

h) Maintaining correspondences made with the Principal and external agencies like University examination board etc.

i) Maintaining accountability for the amount received for expenditure in the department.

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5.6   Recognizing Students and Faculty Achievements

a) Recongnize/Award to rank holders or students who secure 85% and above either in odd and even semesters as per prevailing norms of the institution.

b) Recognize students who pass all the subjects in first class with distinction in first attempt as per prevailing norms of the institution.

c) Recognize the faculty for their best performance in the academics and other activities, award them to encourage and motivate the working community of KGI.

5.7   Reviewing the Plan

Monitor the policies and programmes with the help of compliances and bring about corrective & preventive actions. Faculty talent attrition rate needs to be maintained.

6.   Key performance indicators

6.1   Performance in Internal Tests

6.2   External exam Results

6.3   Conduction of experiments as per the list of experiments

6.4   Assessment of projects and seminars

6.5   Maintenance of requisite stock level

6.6   Final internal assessment marks as per university

6.7   Communication to parents through SMS/phone

7.   Records

7.1	Admission Intake and Quality of Student's Entry	-	**R/PP04/01**
7.2	Option of Subjects & Subject Allotment for the Faculty	-	**R/PP04/02**
7.3	Course Plan	-	**R/PP04/03**
7.4	IA Question paper & Scheme of Evaluation	-	**R/PP04/04**
7.5	Internal Assessment Marks Register	-	**R/PP04/05**
7.6	Student – record	-	**R/PP04/06**
7.7	Laboratory Batch List	-	**R/PP04/07**

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8.	**Documents Referred**

8.1   Quality Manual

(Clause: 6.3, 8.2.1, 8.2.3, 8.2.4, 8.4, 8.5.1, 8.5.2 & 8.5.3) (7.1.3, 7.1.4, 9.1.2, 9.1.3, 10.3, 10.2)

8.2   University Syllabus & Directives

8.3   Institute Policies & Guidelines

8.4   AICTE Norms and Regulations

9.	**Other Documents**

9.1   List of Faculty

9.2   Class Time Table

9.3   Individual Time Table

9.4   Work load distribution for the year/ Semester

9.5   Attendance Register

9.6   Lab/Workshop Manuals

9.7   Stock Register (Consumables)

9.8   Stock Register (Non-Consumables)

9.9   Internal Assessment Time Table

9.10   Outcome attainment in IA

9.11   List of Final Semester Projects

9.12   List of Final Year Seminars Topics

9.14   Register for Staff development activities

9.15   Details of Research Activities (Grants obtained from various agencies)

9.16   Student Development Activities

9.17   Student Achievements

9.18   Details of Student Placements

9.19   Alumni Details

9.20   Result Analysis

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PP/05 – Procedure for Students & Staff Evaluation Process

1. Purpose

1.1 To evaluate students effectively as part of performance appraisal.

2.2 To evaluate department faculty effectively as a part of performance appraisal.

2. Scope

2.1 All the UG / PG students and faculty of pharmacy, physiotherapy, degree, and management department of KGI.

3. Process owner

3.1 Head of the department / Dean

4. Process flow
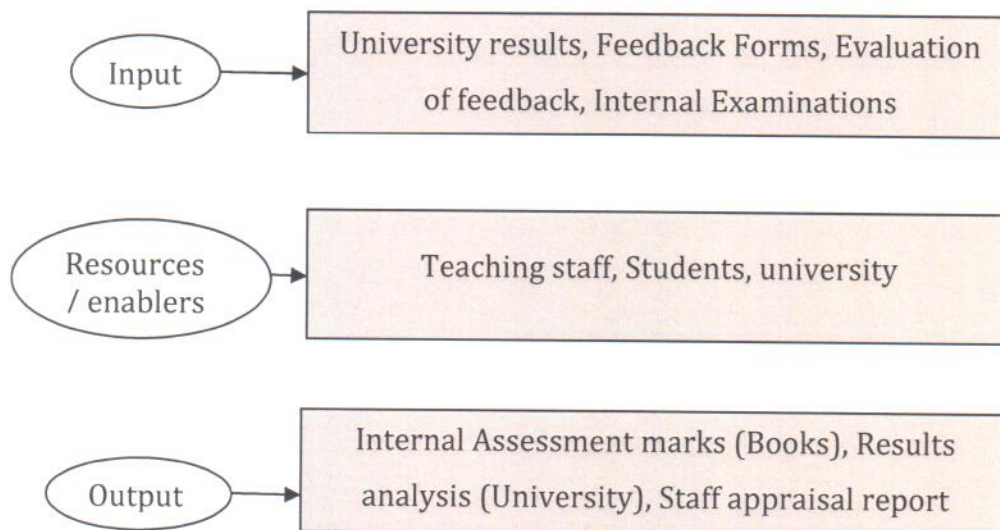
Input → University results, Feedback Forms, Evaluation of feedback, Internal Examinations

Resources / enablers → Teaching staff, Students, university

Output → Internal Assessment marks (Books), Results analysis (University), Staff appraisal report

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5. Process

5.1 Planning

Carry out necessary planning of evaluation process with the resources required. Ensure that the scheme of evaluation for internal assessment and External examination is available.

5.2 Evaluation of Students

a) HOD/Dean has to maintain the performance of the students in the internal assessment tests year/semester wise as a part of student's internal evaluation.

b) HOD/Dean has to maintain the results of University examination semester wise in comparison with the past three years results in the form of statistics / bar graph as a part of student's evaluation.

c) HOD/Dean has to evaluate the number of students successfully completed year wise for the past seven years and is maintained as success rate of the students as per **R/PP 05/01.**

d) HOD/Dean has to evaluate the academic performance of the students and is maintained year wise as academic performance index as per **R/PP 05/02.**

e) HOD/Dean has to maintain the record of the student placed and students pursuing higher studies and assessed year wise as per **R/PP 05/03.**

5.3 Evaluation of Staff

a) Heads of department periodically (Weekly) review the syllabus covered with respect to Course plan of their respective subject, to ensure the Progress made as per the Course plan.

b) The coordinators Report on Syllabus Status is prepared in **R/PP05/04**, which shows the status of the syllabus completed after each week and forwarded to principal.

c) Deficiencies and Variations if any are brought to the notice of the staff and dealt with accordingly as per Non – conformity and corrective action requirement of 10.2 in Quality Manual.

d) Deviations and Variations if any from the plan are brought to the notice of the staff, advice to cover the deviations in next upcoming week

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e) Feedback is obtained from the student as per **R/PP05/05** are reviewed, consolidated and feedback evaluated Report is prepared as per **R/PP05/06**.

f) Based on the acceptance level of satisfaction, HOD interacts with the faculty concerned and arrives at the corrective action in the form of training needs, up gradation etc where required.

g) The evaluation of the teaching performance of the staff in university results of each year/semester / section in various subjects is as per Staff Results Appraisal Report **R/PP 05/07**.

h) The overall performance and development of the faculty as per outcome based goal setting staff appraisal annual report as per **R/PP05/08**. Consolidated annual performance of the faculty which includes HOD's evaluation, Result Analysis, Students Feedback, achievement of stated goals, other faculty developments, etc.,

5.4   Reviewing the Plans

Monitor the policies and programmes with the help of compliances and bring about Corrective & Preventive Actions. Faculty talent and development needs to be maintained.

6.   Key performance indicators

6.1   University results in each year/semester

6.2   Success rate of the department

6.3   Academic performance index

6.4   Placement and higher studies

6.1   Status of syllabus and its monitoring

6.2   Feedback from Students

6.3   Staff Performance Appraisal

7.   Records

7.1	Department Success Rate	- R/PP 05/01
7.2	Department Academic Performance	- R/PP 05/02
7.3	Students Placement and Pursuing Higher Studies	- R/PP 05/03
7.1	Weekly Report on Syllabus and its Monitoring	- R/PP 05/04
7.2	Student Feedback Form	- R/PP 05/05

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7.3	Evaluation of Feedback	- **R/PP 05/06**
7.4	Staff Results Appraisal Report	- **R/PP 05/07**
7.5	Goal Setting Staff Appraisal Annual Report	- **R/PP 05/08**

8. Documents Referred

8.1 Quality Manual

(Clause: 6.3, 7.1.3, 7.1.4, 8.2.1, 9.1.2, 9.1.3, 10.3, 10.2)

8.2 Institute Policies & Guidelines

9. Other Documents

9.1 Internal Evaluation Assessment Report

9.2 Faculty Talent Attrition Form

*** *** *** ***

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PP-06   Procedure for University Examination Process

1.   Purpose

1.1   To conduct external examination of university as per the university norms.

2.   Scope

2.1   External examinations of University, conducted at KGI for both UG & PG programs.

3.   Process Owners

3.1   Principal

3.2   Exam coordinator

4.   Process Flow
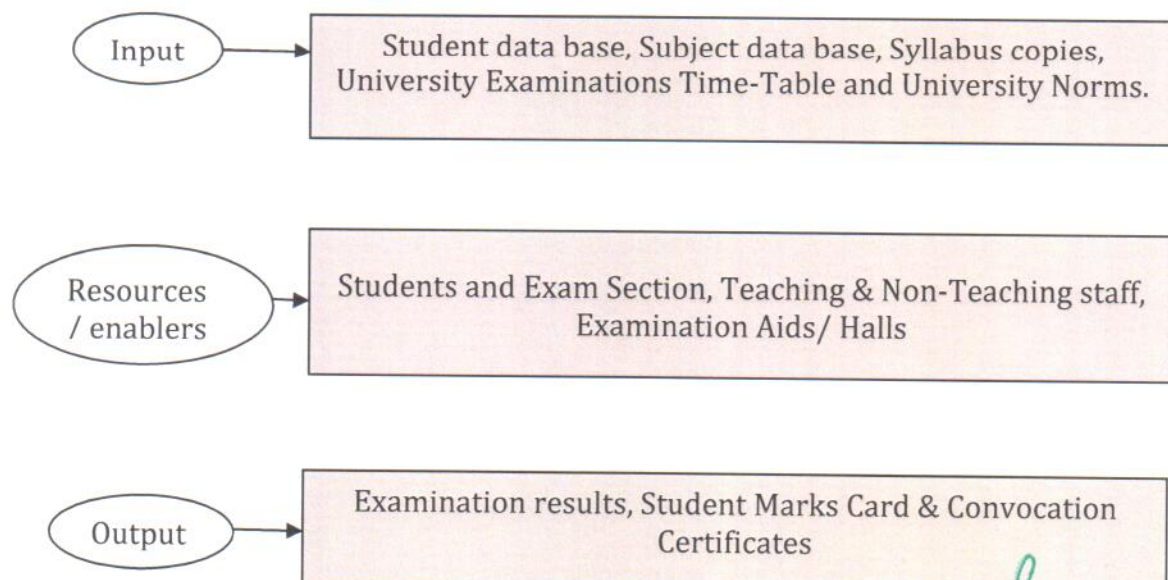
Input	Student data base, Subject data base, Syllabus copies, University Examinations Time-Table and University Norms.
Resources / enablers	Students and Exam Section, Teaching & Non-Teaching staff, Examination Aids/ Halls
Output	Examination results, Student Marks Card & Convocation Certificates

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5.   Process

5.1   Planning

Carry out necessary planning for conduct of university theory & practical examinations.

5.2   Examination Process

a)   Activities before the Examination:

1. Examination fee detail circular regarding fines last date announcement in the notice board and the issue the same to all departments.

2. Application form for Examination downloaded from university web portal, duly filled by the Students through respective proctors in the concerned department & fee paid challans verified by the accounts section authorized by the concerned HOD & Principal.

3. Extract & Compile from the University Examination Time-Table, details like Day wise / Session wise / Subject wise, details of Candidates taking the exam against each subject as applicable to the Institute.

4. Consolidated list of Students (Regular & Repeaters) along with fee paid details and DD to university

5. Seat Allotment Session wise for University Examination - Day Wise / Session Wise/ Subject Wise, prepared and notified.

6. Preparing Theory and Practical Exam stationary indent and sent to office and collection of stationary from office and distributed to the respective department.

7. Following the norms of universities Question paper Delivery System QPDS, It is ensured that the University Question papers are downloaded as per University directives.

8. Practical Exam Batch List & Faculty members handling Labs will be collected from respective departments, verified, checked with Practical Batch list of the regular & repeated students & then submitted to university.

9. Collecting shortage of attendance list and IA marks list from each year/department and sent to university.

10. Submission of faculty details department wise to university (as per university format)

11. Preparing examination duty allotments. Invigilation Duty / No of Students Session-wise, Consolidated Invigilation duty allotment for Theory Exam. Individual Invigilation duty allotment for theory Examination is issued to faculty members who have been allotted examination duty.

12. Preparing External DCS and Squad list and same is sent to office. (as per University format)

13. Preparing Internal DCS list and same is sent to respective HODs.

14. Submission of the per capita stationary details .

15. Hall Tickets will be downloaded from university Web Portal, taken print outs of the same and will be Issued to the students through hall ticket issue register **R/PP 19/01**.

16. Invigilators shall follow strictly the instructions issued by university as well as the Principal in order to upkeep sanctity of exam and also to keep high respect of the institute.

b)   **Activities during the Examination:**

1. Seat Allotment is timely displayed on the Notice Board

2. Examination Register Session wise/day wise details are entered in the Register.

3. Issue of room allotment sheet to the invigilator

4. Issue of answer books as required.

5. Download the question paper from university web portal as per University norms.

6. Arrangement of Question Paper as per seat allotment.

7. Distribution of question papers as per University norms.

8. Attendance is to be marked, with Statement of Absentees .

9. A-Form and B-Form of university are to be prepared and sent with a consolidated university Exam- Attendance Report.

10. Malpractices, if any are reported, Malpractice norms of university are followed and Malpractice Memo Format will be issued to the concerned student.

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11. The invigilators are responsible for the Examination duty allotment. If they fail to attend the alloted Examination duty, a Memo for invigilator will be issued.

c)   Activities after the Examination

1. Collecting theory/practical examination answer sheets and marks sheets from respective departments and arranged, semester and lab wise and submitted to university (Consolidated theory/Practical Exam answer books and mark sheet)

2. Issue of Attendance Certificate and Acknowledgement to concerned examiners for having received sealed covers of practical examination answer sheets & Viva Voce.

3. Adequate care is to be exercised in packing and Dispatch of Answer bundles as per university norms

4. Dispatching the answer bundles (semester, Branch and subject code wise to University. (as per University norms)

5. Sending of absentee's statement after completion of Practical & Theory examinations through University Portal.

6. Remuneration Bills on account of the conduct of University Examination (Theory and Practical) are processed as approved by the Principal in the prescribed format, forwarded and followed up till it is received (as per University format).

7. Prepared Remuneration list of Staff and same is sent to Account section for payment

8. Whenever required, Attendance Certificates, may be processed, approved by the Principal for those on Examination Duty and issued.

9. Sending of sealed covers of the marks list of Viva – Voce examination to University.

d)   Activities after the Announcement of Exam Results

1. Results Analysis is prepared timely and same is sent to Principal and HOD's

2. Revaluation, re-totaling, photo copy and challenge revaluation (collecting RV, PC application forms prepare the consolidated statement and DD submitted as per University format)

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3. Marks cards received from University will be issued to students through marks card issue register **R/PP 19/02**.
4. Issue of convocation application forms.

e)   Activities at the Beginning of the next Academic year

All University letter correspondence as per University norms (Evaluation)

f)   Student grievances

Process owners need to maintain a record on examination section related students grievances and the same needs to be maintained.

5.3   Reviewing the Plans

Monitor the Policies and Programmes with the help of compliances and bring about Corrective & Preventive actions.

5.4   Staff Development Activities

Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit.

6.   Measurements / Key performance indicators

6.1   Results in each year/semester (University)

6.2   Student Marks Card (University)

6.3   Number of Students grievances resolved

7.   Records

7.1	Hall Ticket Issue Register	- R/PP 06/01
7.2	Marks Card Issue Register	- R/PP 06/02

8.   Documents Referenced

8.1   Quality Manual (Clause: 8.2.3; 8.2.4 & 8.4) (9.1.3)

8.2   University Regulations

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9.   Other Documents

9.1   University Exam consolidated

9.2   Seat Allotment Session wise

9.3   Practical Exam Batch List

9.4   Invigilation Duty / No of Students Session-wise

9.5   Invigilator Duty List

9.6   Individual invigilation Duty

9.7   Deputy Chief Superintend - Internal

9.8   Examination Register Session wise/day wise

9.9   Statement of absentees

9.10   Memo for invigilator

9.11   Consolidated Practical Exam answer and mark sheet

9.12   Attendance certificate

9.13   Acknowledgement

9.14   Students grievances

** ** ** ** **

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PP 07   Procedure for Infrastructure & Facilities

1.   Purpose

1.1   To provide departmental infrastructure, facilities and technical support.

2.   Scope

2.1   Infrastructure & facilities to the departments and MBA offered by KGI.

3.   Process owner

3.1   Heads of Departments

4.   Process flow

| Input | Faculty, Buildings and Equipments |

| Resources / enablers | AICTE Norms, University Norms, and management decisions, Faculty members |

| Output | Availability of infrastructure and facilities |
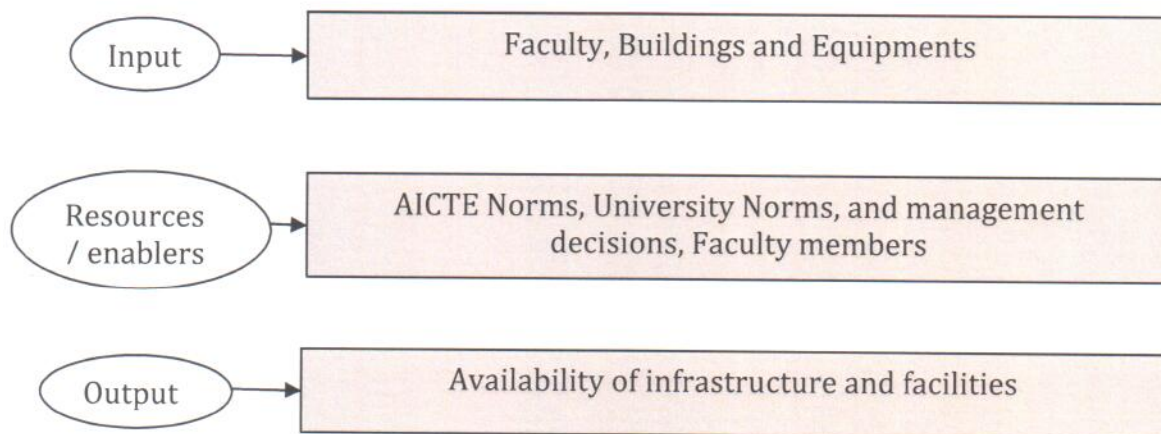
5.   Process

5.1   Planning

Necessary planning is carried out for infrastructure and facilities process for sanctioned number of students, adequate infrastructure and faculty requirement before the semester begins. The infrastructure is as per the norms of statutory bodies govern the technical/allied health and science education.

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5.2   Execution

a) HOD/Dean has to review the infrastructure and facilities required for the department as per statutory bodies, in case of shortfalls HOD/Dean has to prepare the requirements to be provided by the management.

b) HOD/Dean has to maintain the department profile such as; Copy of Statutory bodies & other approval letters, Department layout, Faculty details, List of HODs / Dean, List of major equipments, Vision & mission, Total student strength, Toppers list, etc.,

c) HOD/Dean has to ensure that the classrooms / tutorials / labs / workshops seminar halls / are available as per the Statutory bodies norms, the same is recorded and maintained as Departmental facilities & Technical support as per **R/PP 07/01**.

d) It is ensured by the HOD's/Dean that the teacher to student ratio and cadre ratio as specified by the statutory bodies norms is maintained in the department as per **R/PP 07/02**.

e) Shortfalls / requirements if any are intimated / projected to the Director / Principal as applicable and discussed the same in MRM under the agenda resource needs.

f) HOD/Dean has to ensure the faculty qualification and retention of the staff in the department and is maintained as per **R/PP 07/03**.

g) HOD/Dean has to ensure the adequate facilities to operate the quality teaching and learning process.

5.3   Reviewing the Plans

Monitor the performance in relation to the objectives and KPIs of the department and bring about Corrective and Preventive Actions, where required.

6.   Key performance indicators

6.1   Departmental infrastructure as per statutory bodies norms

6.2   Faculty ratio and qualification as per statutory bodies norms

7.   Records

7.1   Departmental Facilities & Technical Support   -   R/PP 07/01

7.2   Teacher to Student Ratio and Cadre Ratio   -   R/PP 07/02 -

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| 7.3 | Faculty Qualification and Retention | - | **R/PP 07/03** |

8.   Documents Reoffered

8.1   Quality Manual (Clause: 5.1.2, 7.1.2, 7.1.3, 7.1.4, 9.3.2)

8.2   AICTE Norms

8.3   University Norms

9.   Other Documents

9.1   Copy of statutory bodies & other approval letters

9.2   Department layout

9.3   Faculty details

9.4   List of principals/HODs / Dean

9.5   List of major equipment

9.6   Vision & Mission of the Department

9.7   Total students strength

9.8   Toppers List

9.10   Shortfall / Requirement intimation

9.11   Facilities given to faculty

9.12   Management decisions

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PP/08 – Procedure for Provide & Manage Information (Library)

1. Purpose

1.1 To have a procedure for procuring, processing and disseminating information / knowledge in Library

1.2 Information center.

2. Scope

2.1 Limited to procurement of Information Resources (Books, Journals, Newspapers, Magazine etc.) both in print and electronic form in the library.

2.2 Processing of the procured information resources

2.3 Disseminating the information resources through various services like reference, Current awareness, service, Circulation etc.

3. Process owner

3.1 Librarian / Library Co-ordinator

4. Process flow
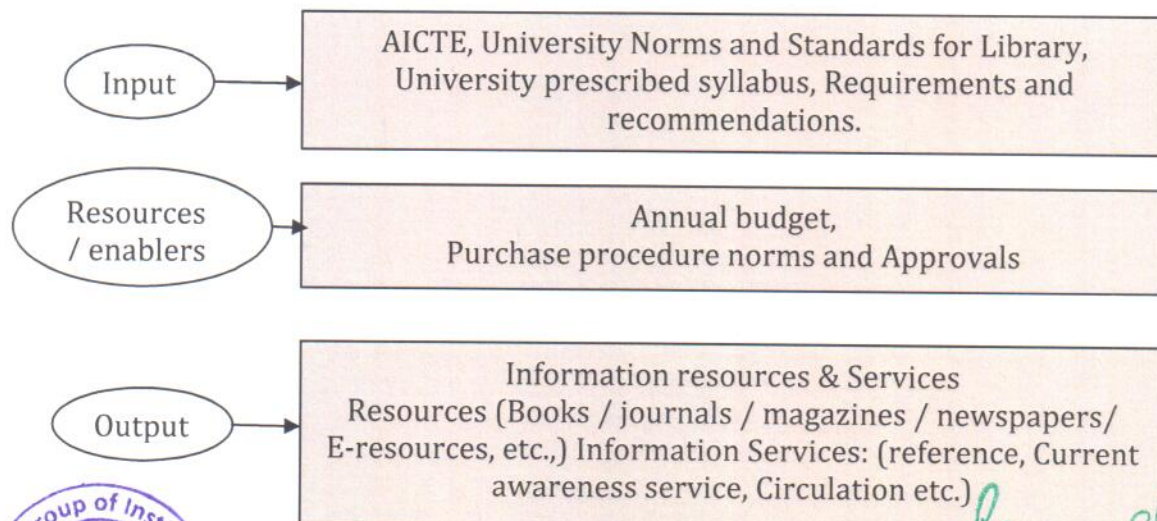
Input	AICTE, University Norms and Standards for Library, University prescribed syllabus, Requirements and recommendations.
Resources / enablers	Annual budget, Purchase procedure norms and Approvals
Output	Information resources & Services Resources (Books / journals / magazines / newspapers/ E-resources, etc.,) Information Services: (reference, Current awareness service, Circulation etc.)

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5.   Process

5.1   Planning

a) Necessary plans are made with regard to infrastructure in the Library and for providing infrastructure for storage and handling of books and periodicals.

b) Information Centre is equipped with adequate facilities commensurate with the requirements of staff and students, as per norms (AICTE, University)

5.2   Purchase activity of Library

a) Books, periodicals, news papers and e - resources are purchased as per the Management directions.

b) Requirement of books as per syllabus from the staff is indented through HODs/Dean with details such as, name of the book, subject, author, publisher, cost and percentage of syllabus coverage, in Books Indent Form **R/PP08/01** and sent to the Director / Principal.

c) A consolidated list is prepared for purchase and checked with the existing stock to avoid surplus purchases.

d) Books are purchased from the approved suppliers as per the approved supplier list.

e) Suppliers are reminded in case of delay in supply of books.

f) Books on receipt are verified for correctness and completeness with respect to indent and purchase order.

g) Accepted books are indexed as per library procedures.

5.3   Processing Materials

a) All the books, which are purchased are stamped on 1st page and random/ secrete place to identify the books.

b) The new arrivals list may be displayed on the notice board. One book will be kept in reference section and remaining for circulation section.

c) Allotment of accession number as per the accession register.

d) Classification of books is as per the availability Dewey Decimal Classification (DDC) Schedules and Online Public Access Catalogue System.

e) Periodicals on arrival are entered in the periodical register / soft copy and a quarterly report will be generated for non-received periodicals against the subscription.

f) Current periodicals will be displayed on periodical display racks.

g) Old technical periodicals will be taken into stack for a period of year and bound as back volumes.

h) Non technical periodicals and News papers will be made available in reading room.

i) Non-Technical periodicals will be disposed every year and news papers will be disposed every month.

j) Damaged books will get binded / repaired for every semester; if repairable else they will be withdrawn from accession, as per rules / norms.

k) Loss of books will be withdrawn from the accession every year as per directions of higher authorities.

l) Multi-media materials will be maintained in digital library and made available for members as per the library rules.

m) Record will be maintained for the usage of reference books/ services done by the reference section of library.

5.4 Issue – Receipts:

a) The staffs are required to register for membership in the library with latest passport size photo in a prescribed format.

b) Members can Search availability of title / author by online public access catalogue (OPAC) and Members are required to select the books from racks as library follows open access system.

c) The library identification number is issued to the students as per the approved students list from the principal.

d) The number of books issued to the member (staff / students) is restricted, as per the norms of library.

e) Books are issued to the members (Students), duly mentioning the due date of return.

f) All issue & return records are maintained in a soft copy or in a prescribed register.

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g) The return of books after the due date is liable to fine and is collected as per the norms of the library form the members (Students); such collected amount is accounted and deposited with the cashier.

h) Library books will be issued to the first year student after he/she takes admission to the respective Semester, only by producing admission authentication from principal.

i) Library will not issue additional books of the similar title or author.

j) In case of loss of books, members should replace with new books of same edition or latest edition, if not able to replace the book, he / she should liable to pay double the cost of the book and obtain a receipt.

k) Renewal of books is allowed based on availability.

l) Under the Book Bank Scheme, the library will issue set of books as per the syllabus and availability.

m) In case of shortage, the students are requested to share books among themselves.

5.5   Stock Checks:

a) Stock checking will be done once in a year, to ensure the availability of books as per the Accession register / library software.

b) If any losses are put up to Director / Principal with reasons and the same regularized.

c) List of books on stock is updated as and when books are added or withdrawn.

5.6   Discipline in Library

a) The library staff ensures that silence is maintained by all in the library and proper work environment is provided for.

b) Books after reference are left on the area specified

c) Books returned and referred are placed in their location by the end of the day

d) The users follow the library timings displayed.

e) Personal belongings are left in the place specified and not brought into library, kept under watch.

Users will be punished in case of miss use of library premises.

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5.7 Reviewing the Plans

Monitor the performance with reference to department Objectives and goals and bring about Corrective& Preventive Actions.

5.8 Staff development activities

Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit.

6. Key performance indicators

6.1 Library usage statistics (No. of users, No. of books referred, No. of books issued and returned)

6.2 Purchases w.r.t Budget.

6.3 Losses with respect to stock verification

6.4 Quality of Information Resources added to the library

7. Records

7.1 Books Indent Form   -   R/PP08/01

8. Documents Reoffered

8.1 Quality Manual

(Clause: 6.1; 6.3; 6.4; 7.4; 8.2.3 & 8.5.1) (7.1.3, 7.1.4, 10.3))

9. Other Documents

9.1 Book Purchase Comparative statement

9.2 Purchase Orders

9.3 Accession Registers

9.4 Books Replacement Register

9.5 Subscription /renewal Journals/magazines

9.6 Journals/magazines / News paper / Multimedia Entry Register

9.7 Journal/Magazine/newspaper Invoice register

9.8 Application for Library Membership – staff & Students

9.9 Outward register Faculty /staff

9.10 Book Outward register - Students

9.11 Overdue Fine register

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9.12   Intimation of Loss of book borrowed and Payment against loss of book

9.13   Replacement of Lost book

9.14   Stock verification report

9.15   Withdrawal Register

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PP/09   Procedure for Sports & Extra Curricular Activities

1.   Purpose

1.1   To have a procedure for sports and games, Extra/ co-curricular activities at KGI.

1.2   To carry out planned sports activities for the semester/ academic year.

1.3   Conduct Games and Sports activities as per calendar of events.

1.4   To organize State and national day celebrations.

1.5   To Enhance the Campus Life Experience of every student at our Institution.

1.6   To have Student Communities / Clubs in all areas of importance for Student Development.

1.7   To convey a positive message about the Campus to the society.

2.   Scope

2.1   Games / sports / Extra/ co-curricular activities for all engineering and management students of KGI.

3.   Process Owners

3.1   Physical Director / Extracurricular activity coordinator

4.   Process Flow

Input → Preparation of college teams, Organization of Intramural and extramural tournaments, Purchase of sports materials, Organization of state and national level tournaments joint venture with various sports association. Students Club Activities, College Day, etc

Resources / enablers → Principal, All HOD, Faculty and Staff, Student Coordinators, Staff Coordinators, Ground Staff, Physical fitness, Play grounds, Sports kit and Sports uniform, Club/Department/college T Shirts and their Souvenirs

Output → Tournaments, National / State celebrations, Club Activities, College Festival Prizes /Awards

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5. Process

5.1 Planning

Carry out necessary planning for sports activities, annual sports meet, national celebrations & co-curricular activities, with the resources required. Ensure that the planning takes into account all the activities generally covered during the Academic Year. Necessary budget is prepared and got approved by the competent authority.

5.2 Physical Education

Physical Education is an integral part of general education and attempt to develop human body and the entire social, mental, emotional and physical development. The Department of Physical Education has the necessary infrastructure for various physical educational activities. The Sports infrastructure are spread over a large area and has the following play fields, all of international standard:-The playfields for outdoor games are being provided such as Football field, basketball court, 400 meter track, tennis courts, Volley ball courts, Cricket stadium, Throw ball court and handball court. An Indoor facilities consists of chess and Table tennis and multi gym.

5.3 Conduct of Tournaments: Inter collegiate and Inter-branch competitions

a) Conducting at least one Inter collegiate and inter-branch competitions in every Academic Year.

b) During the Even semester inter-branch sports competitions will be planned.

c) Accordingly tournaments will be conducted.

d) Annual day sports competitions will conducted and prizes will be distributed to the winners and runners.

e) To organize the intercollegiate tournament, request letter sent to university to allot the tournament.

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f) As per the University assignment, we organize the tournament. Before that necessary budget will be submitted to the management through the principal. After getting sanction tournament is organized.

g) Participation of students in Zonal and Inter Zonal Levels of university sports / games.

h) The selection and placement of players depends on the speed, strength, stamina, endurance, flexibility, agility and will power.

i) To prepare a Training schedule the following points are to be noted.

j) Aim, working days, no. of trainers and coaches, age, sex and game experience, play field and sports equipment, season (climatic conditions), local atmosphere, financial position, type of game.

k) The sports equipments used by the students and staff has been recorded in sports materials usage register **R/PP 09/01**.

5.4   Sports Store and Budget

a) Budget for sports activities is allotted by the Management at the beginning of each year.

b) Inventory of sports goods are maintained by the In-charge and purchases made based on requirements after due approval, in Stock Register.

5.4   Issue of sports materials:

The sports materials are issued by receiving college ID cards and the details entered into Issue of Sports Goods.

5.5   National / State day celebrations

a) January 26th – Republic Day Celebrations.
b) August 15th – Independence Day Celebrations.
c) November 1st - Karnataka Rajyotsava day Celebrations.
d) October 2nd – Gandhi Jayanthi Celebrations.

5.6   Extracurricular Activities

a) **An Industry - Institute Interface (Responsibility:** HODs**)**

Introduction - The primary objective is to provide a forum for optimum utilization of the expertise, resources and know-how available to bridge the gap between practice (industry) and theory (institute). It aims at bridging the gap between the institute and industry by offering Industry specific training programmes, Guest lectures from top executives

and other Industry Initiatives towards campus learning. It promotes Industry interface by promoting student internships, Industry projects, training, and the spirit of entrepreneurship in the fast paced global economic environment.

Activities

- To provide student internships, industrial projects, training, etc.
- To facilitate Industry Visits and bring awareness of developments in local Industries.
- To take up specific Industry sponsored tasks for skill development.
- To host guest lectures by eminent industrialists.
- To nurture and develop entrepreneurial ideas.

b) Participation in University Youth Fest/other college's fest.

(Responsibility: Extracurricular activity coordinator**)**

1. A Team of Staff Selection committee is formed to conduct the auditions to select the team for the fest.
2. Training to shortlisted students will be provided by professionals/Staff members who have expertise.
3. Budget is prepared and approved by the competent authority.
4. The Trained Team of students will be sent to University Fest/other college fest.

c) Graduation Day celebrations and Cultural Programmes

Graduation Day Celebrations is done in two parts, Graduation Day in the morning session & Cultural programs in the evening session every year.

d) Students clubs

1. Some of the activities of STUDENT CLUBS are carried out as part of co-curricular activities.
2. A committee is constituted to organize and to over- see the events in the college fest during activities.
3. Budget is prepared and approved by the competent authority.
4. Activities carried out are recorded as documented information.

g) Student Communities at our campus
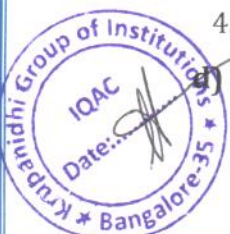
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Below are the introduction and activities of every student club. The overall objective behind this initiative is to enhance the Campus Life Experience of every student at our Institution and ensure that there are positive messages sent to their immediate social environment. It is intended to have an impact on Admissions as well as to act as a key differentiating factor amongst all other Institutions in the region.

1. **Literary Club:** Platform for literary expression.

   Introduction – literary club of the institute aims at providing an opportunity to young penmen and budding orators. Literary skills are a vital medium for communication in both professional & personal mediums. This initiative primarily addresses areas related to communication of ideas and enhances their delivery. The result is improved articulation and a better grip over the language. The sole purpose of the club is to cater to the needs of the students and also to develop their interest in literature and language. The Literary Club has been started with the sole purpose to encourage our students to develop a taste for literature and also work towards improving their spoken as well as written language.

   Activities:

   - To identify more talent from the new batch of fresher's and encourage them to practice and participate in inter college literary events.

   - To train and develop student teams in Essaying and Debating preparing them to compete in several national literary events across the country.

   - To organize an event/events like paper presentation, essay, debate, quiz etc., in college fest.

2. **Theatrical Club:** Curtain call for theatrical skill

   Introduction - blend of theatrical arts with faces of phases giving life to the technical era. It aims at adding a tinge of tune and dance to a student's life. It is a platform dedicated to students who are inclined towards music, theatre and dance. It will help them refine their skills, talents and also provide a forum to express their theatrical art on stage in a more effective

and efficient way, so as to prepare them for a global platform and provide them with a broader horizon.

Activities:

- Conducting competitions on the various fields of stage arts.
- Representing the college in various inter/intra-college competitions.
- Bringing together the excellent talents to form and maintain a dedicated college music band.
- To organize an event/events like Singing, dancing, skits, drama, stage performance etc., in college fest.

3. **Audio – Visual Club:** An audio-visual Making enhancement

Introduction- club mainly dedicated towards harnessing the vast Audio-Visual learning/making shot movies like educational documentaries, social awareness films, and inspirational movies. It aims at enhancing the thought process as well as intellectual ideation of young minds. This forum shall help in building the student's skills oriented at over all knowledge about aspects in life by exposing them to inspirational and innovative talks etc.

Activities

- To host some movie promotions by filmy people on a common platform in KGI.
- To encourage students to make short-movies on addressing social issues/on interested topics by the students.
- To organize an event/events like short movie making, documentary etc., in college fest.

4. **Fine Arts Club:** A painter's & Photographers haven

Introduction - Eye see aims at bringing together all the talent that can paint visually appealing artistic representations. The efforts involved will focus towards using &improving the beauty of various corners of the campus, that are otherwise less utilized, dull or empty. The graffiti art is depicted using indigenously available colors, folk art and all other such possibilities that can bring out positive vibrations to the learning space.

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Activities

- Preparing brochures and posters for various college events or activities.
- Painting the less utilized corners of the campus.
- Representing the college in all art and painting competitions.
- To organize an event/events like Drawing / Painting, photography, rangoli, mehendi etc., in college fest.

5.7 Awards & Prize Distribution & Certificates

Individual awards are given to top performers in the day of sports / extracurricular activity / competitions.

5.8 Reviewing the Plans

a) Monitor the policies and programmes with the help of compliances and bring about Corrective & Preventive Actions.

b) Monitor the policies and programmes with the help of compliances and bring about Corrective & Preventive Actions.

c) The process owner may plan and conduct other activities / events as and when required and maintain relevant records / registers.

5.9 Staff development activities

Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit. Awards and Certificates are given to top performing teams and individuals in each Student Club.

6   Key performance indicators

7.1   Winning of Medals & Awards

7.2   Utilization of Sports / co-curricular activity Budget

7.3   Utilization Details – No. of students (Department-wise) and faculty using sports facilities available in the institute.

7.4   Students Club Activities

7.5   Number of Extra Curricular Activities Organized

7.   Records
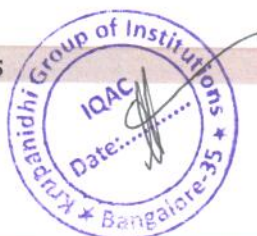
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7.1   Sports Equipment Usage Register   **- R/PP 09/01**

8.   Documents Referred

8.1   Quality Manual

(Clause: 6.1, 7.5, 8.2.3 & 8.2.4, 8.5)

9.   Other Documents

9.1   Stock register

9.2   Staff development activities

9.3   University fest/other college Fest Details

9.4   Student Clubs Details

9.5   Circulars/Meeting Details.

9.6   Budget Sanctions Details.

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PP/09   Procedure for Training, Placement & Career development

1.   Purpose

1.1   To provide training, placement and entrepreneur ship development.

1.2   To carryout assessment of students.

1.3   To facilitate a campus interviews and off campus interviews.

1.4   To establish relationship with the industry experts and academicians at KGI and to bridge the gap between the industry and institute.

1.5   To provide career guidance to students.

2.   Scope

2.1   Training, placements and career development of all UG/PG students of KGI.

3.   Process Owner

3.1   Head of Training, Placement & Career development

4.   Process flow
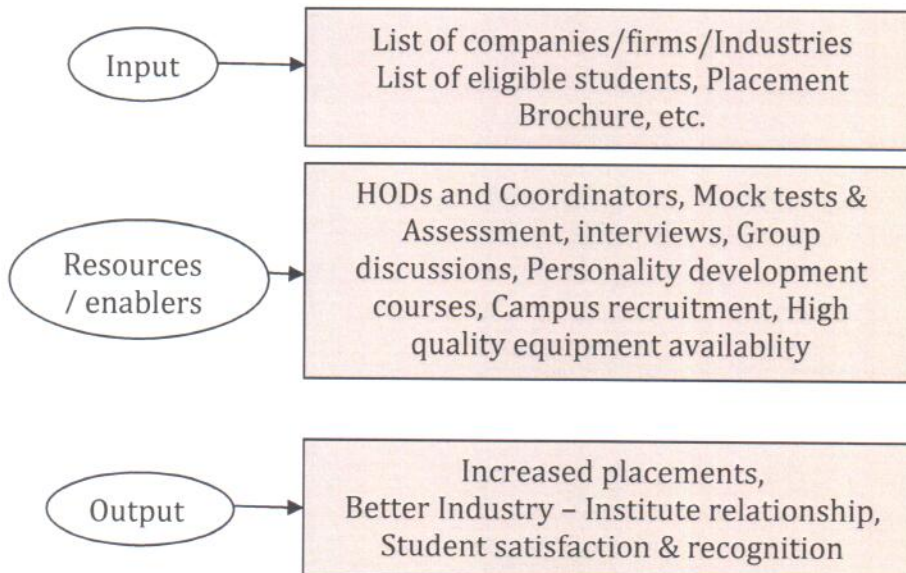
| Input | → | List of companies/firms/Industries List of eligible students, Placement Brochure, etc. |

| Resources / enablers | → | HODs and Coordinators, Mock tests & Assessment, interviews, Group discussions, Personality development courses, Campus recruitment, High quality equipment availablity |

| Output | → | Increased placements, Better Industry – Institute relationship, Student satisfaction & recognition |

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5.   Process

5.1   Planning

Necessary planning is carried out for training, placements and career development process for UG / PG students, adequate information is collected and requirement before the semester begins.

5.2   Pre Placement Training programme:

Pre placement training programme to the students is an integral part of educational institution to promote placement activity.

a) The basic induction training programme for 3rd year students to have awareness and understand industry needs.

b) Personality development, soft skill enhancement and Aptitude training programme & technical training is given by the experts / outside agency as per the schedule.

5.3   Collection of information:

a) Information of the students is collected in the data sheet in soft copy as and when required for placement, duly filled data sheets will be stored in the data bank.

b) Information of different companies that offers the placement to the students.

5.4   Placement activity:

Placement of the students is an integral part of education to promote their career.

a) Academic results and any relevant information are provided to companies as and when applicable.

b) The student's academic performance will be sent to different companies for job opportunities or for training / testing partners.

c) The students are facilitated through campus opportunities either on campus / off campus.

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d) The transportation and other arrangements during the placement activity will be arranged depending on the requirement.

e) The students placed once in the company may be given a chance for a core company if applicable.

f) Approval for Budget for the academic year starting from 1st of August of present year till 31st of July next year towards Employability Training (Soft skills), Number of Companies visiting the campus, Visit to companies/colleges, Industry-Institute Interactions, Brochure / Banner / Flex and all financials incurred for the academic year may be recorded in the form of Placement Expenses Record.

5.5 Career Development Programme:

a) Establishment of center of excellence for career enablement and advancement.

b) Development programme in Current technology areas for the students.

c) Career counselor is made available as and when needed for the counseling of students.

5.6 Industrial Training

a) Under this program, the final year students may be sent to reputed industries corresponding to their branch of study, for industrial training.

b) In addition to this, representatives from leading industries, professional bodies and business houses are invited to address the students.

c) Keeps updating the training programs as part of the specific requirements of the companies.

d) Invites experts, eminent consultants for special training programs like development confidence, overcoming stage fear, negative emotions etc as and when required.

5.7 Industry Institute Interactions

a) Lectures / workshops from industry executives to enhance academic efficiency in a particular field in a department.

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b) To conduct Semester-wise training program towards personality development of students.

c) Keep updating the training programmes as per the specific requirements of the companies.

d) Inviting experts, eminent consultants for special training programmes like development of confidence, overcome stage fear, negative emotions etc. as and when required.

e) On a continuous basis, identify career needs and organize seminars, workshops for benefit of students. Records of industry institute interaction are maintained.

f) Evaluations of the assessment scores and suggest improvements.

5.8 Alumni Association

KGI Alumni Association is a registered body under Karnataka Society Act 1960, with registration number ....date of registration......................... As this association is for passed out students, who are placed in different companies and would help the placement cell to get the campus recruitment for the final year batch of students. The association is continuous interaction with placement cell to share the information and details of alumni students.

5.9 Reviewing the Plans

Monitor the policies and programmes for compliances and bring about Corrective and Preventive Actions. Placement cell maintains annual placement performance record **R/PP10/01.**

6. Key performance indicators

6.1 Effectiveness of the training programmes

6.2 Number of companies v/s students placed

6.3 Number of students placed v/s eligible students

6.4 Closure meeting with company HR

6.5 Feedback from students

6.6 Number of companies reached or met

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7. Records

7.1   Annual Placement Performance Record   **-R/PP10/01**

8. Documents Referred

8.1   Quality Manual
(Clause: 6.1, 8.2.3 & 8.2.4)

9 Other Documents

9.1   Students and Company Database

9.2   Training Records

9.3   Statistical Record

9.4   Campus Recruitment Record

9.5   Press & Media Release Record

9.6   Placement Expenses Record

9.7   Industry Academic Partnership Record

9.8   Event Register

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PP/11 – Procedure for Provided & Manage Materials (Purchase Process)

1.　Purpose

1.1　To establish a procedure for purchase of products and services.

1.2　To establish a system to maintain and verify delivery of contractual conditions.

1.3　To purchase quality products & services, maintain stock and keep them in service.

2.　Scope

2.1　Purchase activity performed at KGI to fulfill the Requirements of Workshop, Laboratory and College requirements, both for products and services.

2.2　Purchase of building materials does not come under the purview of this procedure.

3.　Process Owner

3.1　Director
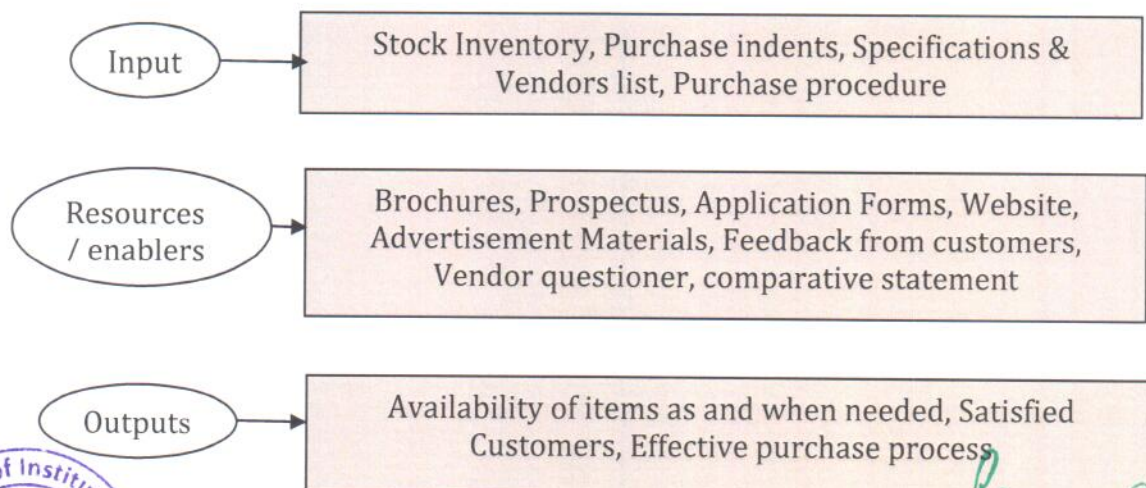
4.　Process Flow

Input	→	Stock Inventory, Purchase indents, Specifications & Vendors list, Purchase procedure

Resources / enablers	→	Brochures, Prospectus, Application Forms, Website, Advertisement Materials, Feedback from customers, Vendor questioner, comparative statement

Outputs	→	Availability of items as and when needed, Satisfied Customers, Effective purchase process

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5. Process

5.1 Planning

Necessary plans are made to identify the approved suppliers / empanelled list of suppliers, establish contracts for supply, purchase procedure, main asset register.

5.2 Indenting

a) Indents are raised by relevant departments before the beginning of each semester and forwarded to the Purchase Committee in Form No. **R/PP11/01**. Purchase Committees formed by the Principal and approved by management for amount exceeding Rupees Ten Thousand.

b) Considerations could be consumptions / minimum stock level/ requirements / demands.

c) Need based indents are raised by the relevant department and submitted to Purchase Section at least one month in advance.

d) Approval for indents is obtained from Director / Executive Director / Principal/ Administrative Officer/authorized personnel.

e) Clarification required, if any, are intimated to the respective section for sorting out the same with the Purchase function or Principal as applicable, who approves and makes available the indent to Purchase Committee with the approval of the Purchase Committee, Head of Purchase arranges for purchase of the items.

f) An authorized personnel of relevant department gets the approval of the Director & forwards the same to accounts section for purchase of item.

5.3 Purchasing

a) A minimum of 2 quotations is obtained from the vendors and a comparative and feasibility report made or in exceptional cases materials
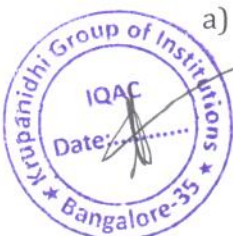
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will be purchased from the approved vender on a competitive rate approved by the Director / Executive Director.

b) Quotations evaluation is carried out in the quotation evaluation form and forwarded to the purchase committee with terms and conditions for recommendation to purchase the materials / goods.

c) The Purchase / Work Order (PO) **R/PP11/02** is prepared based selecting any supplier from the Approved Suppliers List (ASL) **R/PP11/03** for various items who have been selected based on competitive costs that is assessed once in a year and P.O.

d) The basis of selecting a supplier in the ASL is based on their previous history, brand or based on performance evaluation and service/market feedback.

e) Vendor Questionnaire **R/PP11/04** is forwarded to get and to know vender capability to meet our requirement. The questionnaire is sent once in three years to update the information. Results shall be entered in Supplier Rating Register and recorded in **R/PP11/05.**

f) The Vendors are assessed based on factors: Experience in the field, Production facilities and capacity, Quality, Other customers, Location, after sales service.

g) If the vendors satisfy above requirements, then, that vendor is taken as approved vendor.

h) The Supplier is analyzed and as per the Supplier Rating Register, if the rating exceeds 70% contract shall be continued. Between 60% to 69% given grace period for 6 months for improvement before further consideration, less than 50% will be removed from approved list.

i) Purchase of consumables, small tool equipment, spares etc. when required urgently are done through imprest cash purchase, if the purchase value is less than Rs.5,000/- (Rupees Five Thousand Only) per month.

5.4 Inventory and stock

a) On receipt of Goods, the Goods Receipt (GR) **R/PP11/06** prepared at the store. Intimated to the Indenters to verify the supplies, check the items

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for quality and quantity and accept the same as per PO, enter into the stock register and approve the GR, forward the same to the director.

b) Daily Goods Inward / Goods Outward Report in **R/PP11/07** is prepared by the security and maintained.

c) Rejections if any are recorded in the GR and actions are taken as per QM clause 10.2.

d) By annual stock verification is done and reported to the director along with detailed report of current status.

5.5 Stationery, Printing, Permanent assets, Furniture, etc.

a) Calculate the stationery required item wise for next 6 months based on the number used in previous 6 months.

b) Make a list of all the stationery to be printed with the number required and get the quotation (minimum of 2) from reliable quality printers / approved printers registered.

c) Make a comparative statement and finalize the printer based on the quality and cost, with the approval from Director / Deputy Director.

d) Place the written order with the printer, the date of placing the Order is noted down in the Purchase Order Register.

e) Take the date of supply, Keep in touch until the stationery is supplied, the stationery is to be received by the Purchase Section and enter into the Stationary Stock Register.

f) All Departments has to give indent Form to the Purchase Section requesting the stationary required.

g) Purchase section issues the stationery to concerned personnel and gets the acknowledgement, the stock books are updated on receipt and issue as applicable.

h) Supplier Registration: Supplier desirous on provide continuous service to KGI, are required to register themselves through **Supplier Registration**, based on suitability and acceptance are registered under ASL after approval by Director.

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i) Agreements on outsourced service providers need to be updated periodically as agreed upon between the parties, maintain the record of agreements for further review and revise.

5.6 Reviewing the Plans

Monitor the policies and programmes for compliances and bring about Corrective and   Preventive Actions.

5.7 Staff development activities

Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit.

6. Key performance indicators

6.1   Correctness of Purchase Order.

6.2   Procurements on time.

6.3   Procuring of good quality goods / good services and durability.

6.4   Agreements on outsourced service

7. Records

7.1	Indent	-	**R/PP11/01**
7.2	Purchase / Work Order	-	**R/PP11/02**
7.3	Approved Supplier List	-	**R/PP11/03**
7.4	Vendor Questionnaire	-	**R/PP11/04**
7.5	Supplier Rating	-	**R/PP11/05**
7.6	Goods Receipt	-	**R/PP11/06**
7.7	Daily Goods inward / Goods outward Report	-	**R/PP11/07**

8. Documents Referred

8.1   Quality Manual
(Clause: 7.4 & 8.2.3)

9. Other Documents

9.1   Quotation evaluation form

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9.2   Purchase Order Register

9.3   Stationary Stock Register

9.4   Supplier Registration Form

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PP/12 – Procedure for Provide and Manage Finances

1. Purpose

1.1 To provide and manage finance of KGI effectively.

2. Scope

2.1 Covers institute and campus area applicable for KGI.

3. Process Owner

3.1 Director.

4. Process Flow

| Input | → | Requirement of facilities & infrastructure from various departments, Finance committee. |

| Resources / enablers | → | Trust Funds and infrastructural founds, Governing council / Management Decisions. |

| Output | → | Finance committee meetings, Budget, Minutes of Governing Council, Budget with consumption (Graphical Picture for the financial year) |
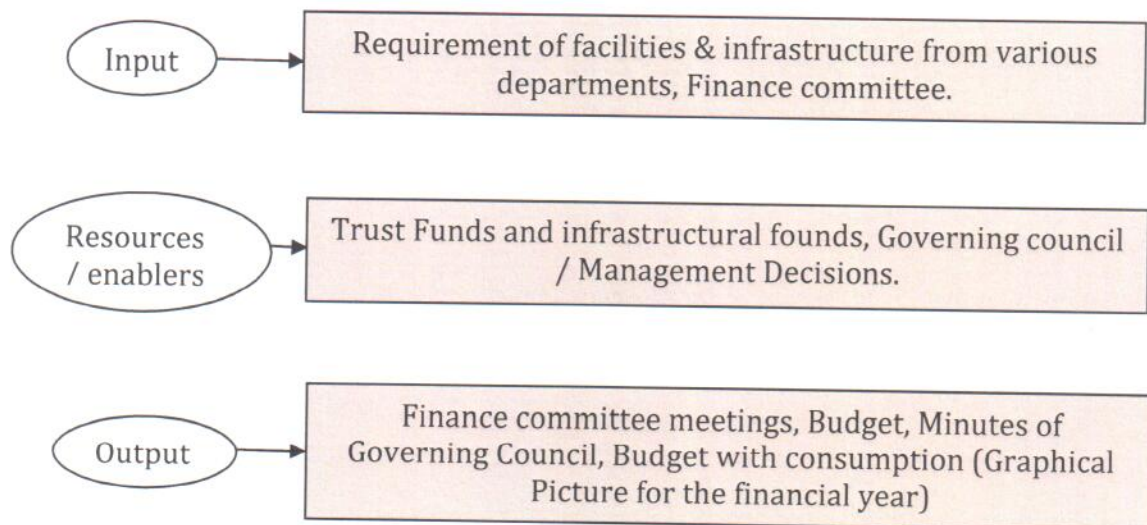
5. Process

5.1 Planning

Carry out necessary planning for providing finance, annual with the resources available. Ensure that the planning takes into account all the activities generally covered during the Academic Year, necessary budget is prepared and got approved by Governing Council.

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5.2 Execution

a) Budget Proposal **R/PP12/01** as per the requirements of facilities and infrastructure is received from all the departments forwarded to finance committee.

b) An annual budget is planned for the organization as recommended by the finance committee and budget approval **R/PP12/02** by the governing council.

c) Availability of funds is reviewed and sources to generate funds are identified as and when finance emergency arise.

d) Funds are allotted to the departments / other activities based on criticality, importance and requisition.

e) Funds generated are analyzed and budgets may be revised accordingly.

f) To have a systematic accounting practice as per the government and other statutory bodies.

g) To assist and supplement other departments for taking financial decision.

h) To provide accurate information to top management for their review and for providing resources.

i) To provide information to government and their statutory agencies as and when required by those bodies.

j) Monitoring the budget allocated verses spent and reduce / enhance the funds as and when required.

k) The budget allocated verses actual consumption for the activities of KGI is evaluated to ensure there are no crises of finance in the activities.

5.3 Reviewing of Plans

Monitor the budget vs consumption, in care of requirement of finance the budgets may be revised and reallocated to the respective activity and for compliances and bring about Corrective and Preventive Actions.

6. Key performance indicators

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6.1   Finance allocation as and when required without any crisis.

6.2   Actual utilization versus budget (Yearly Graphical Picture)

7.   Records

7.1   Budget Proposal   - R/PP12/01

7.2   Budget Approval   - R/PP12/02

8.   Documents Referred

8.1   Quality Manual

(Clause: 6.3, 7.1.3, 7.1.4, 9.1.3)

9.   Other Documents

9.1   Finance committee meetings

9.2   Budget allocation

9.3   Minutes of Governing Council

9.4   Finance Crises

9.5   Budget with consumption (Graphical Picture for the financial year)

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PP/13 – Procedure for Transport Process (OUT SOURCING)

1. Purpose

1.1   To have a procedure for transport management process.

1.2   To optimise the transport system for the best usage.

2. Inputs

2.1   Vehicles operated by Bhagirathi transports (out source) for transportation of students and staff members, so as to provide easy reach for the students and faculty for their convenience to attend to college.

3. Process Owner

3.1   Executive Director
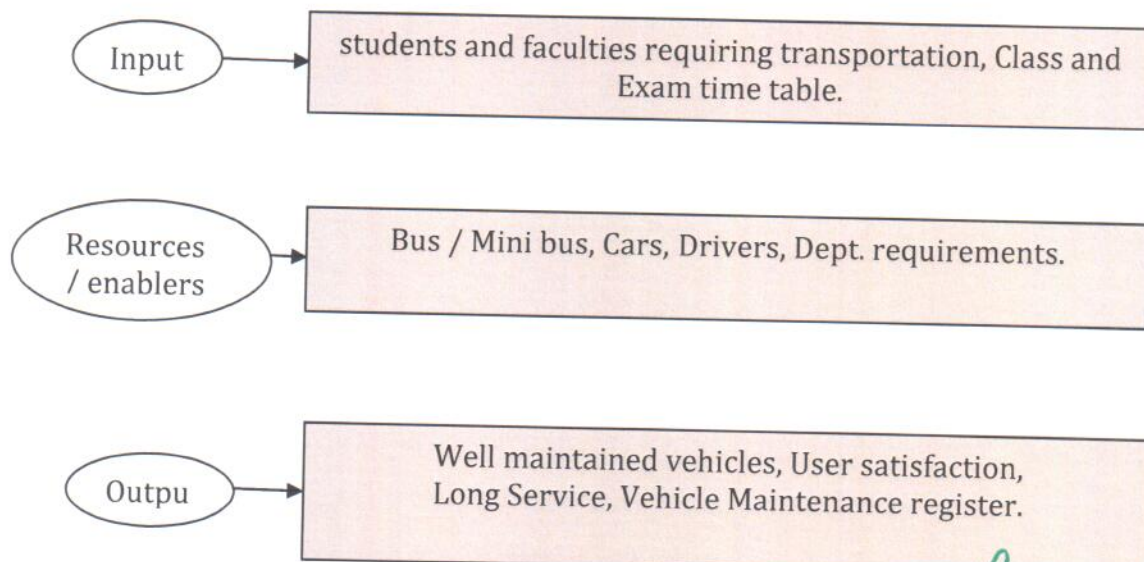
4. Process Flow

Input	students and faculties requiring transportation, Class and Exam time table.

Resources / enablers	Bus / Mini bus, Cars, Drivers, Dept. requirements.

Outpu	Well maintained vehicles, User satisfaction, Long Service, Vehicle Maintenance register.

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5. Process

5.1 Planning

Carry out planning for allotment of drivers, route planning and timings for buses. Determine statutory and regulatory requirements and comply with Permits and provisions, as required for buses.

5.2 Transport of staff and students

a) Availability of vehicles, w.r.t. the number of persons to avail this facility is ensured.

b) With respect to the required time of arrival at college, timings of departure from college / originating point to the city – starting point time is decided and notified.

c) Bus number / Trip / Place (pick up / drop point) and timings as applicable are displayed on the notice board as per Bus root **R/PP13/02** after authorization by the Executive Director.

d) Changes if any, due to exam and prior cancellation are also displayed on notice board in advance as per the cause.

e) Drivers are allotted to the transport as per the bus numbers.

f) The college maintains in and out timings at the main gate and Drivers maintains logbook of transport.

g) Breakdowns of the transport, if any, are reported to the transport Clerk / Director / through telecom / messenger and alternate arrangements are made where ever possible.

h) It is ensured that rash and negligent driving by the drivers is not practiced, the same is monitored through feedbacks, suggestions, complaints are obtained from transport users.

i) Contact number to which rash and negligent driving can be reported is displayed at the rear side of all buses.

j) It is ensured that all vehicles are fitted with First Aid boxes and contain the requirements are as per the list and checked periodically.

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5.3 Regular Maintenance

a) Maintenance of the college buses are planned as per the out sourcing authority/manufacturer's scheduled or based on past experience.

b) Buses are serviced and maintained periodically.

c) Fitness certificate, road tax payments, insurance payments are paid to the authorities and same kept for record.

d) Logbook of transportation is maintained in **R/PP13/04** with daily kms run / fuel consumed.

e) Fuel consumption of buses are monitored and ensured through proper maintenance.

f) Fuel level is maintained as per norms and replenished.

5.4 Reviewing the Plans

Monitor the performance with the help of compliances and bring about Corrective & Preventive Actions, where required.

6. Key performance indicators

6.1 Punctuality in departure and arrival

6.2 Regular service

6.3 Cost effectiveness

6.4 Monitoring of Statutory and regulatory requirements - on time compliance

6.5 Accident free operation

7. Records

| 7.1 | Bus Route | - R/PP13/02 |
| 7.4 | Log Book of Transportation | - R/PP13/04 |

8. Documents Referred

8.1 Quality Manual
(Clause: 6.1 & 8.2.3)

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9. Other Documents

9.1 Details of Vehicles – RTO record

9.2 Drivers details & DL Validity

9.3 Accident Register Report

9.4 Vehicle Maintenance Record

9.5 Customer feedback on Bus service

9.6 Suggestions/ Complaint Register

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PP/14 – Procedure for Providing Hostel Process

1.   Purpose

1.1   To provide good accommodation and hygienic food to the students and staff opting the KGI Hostel facilities.

2.   Scope

2.1   Covers UG / PG students and faculty of KGI

3.   Process Owner

3.1   Director/Executive Director

4.   Process Flow

Input	→	KGI Hostel admission, issue of application, maintenance of register
Resources / enablers	→	KGI Hostel building, Mess Contractor, Kitchen equipments, Sweepers, first aid, newspapers, TV, emergency vehicle,
Output	→	Appropriate accommodation in our KGI Hostels, Food, Water and sanitation
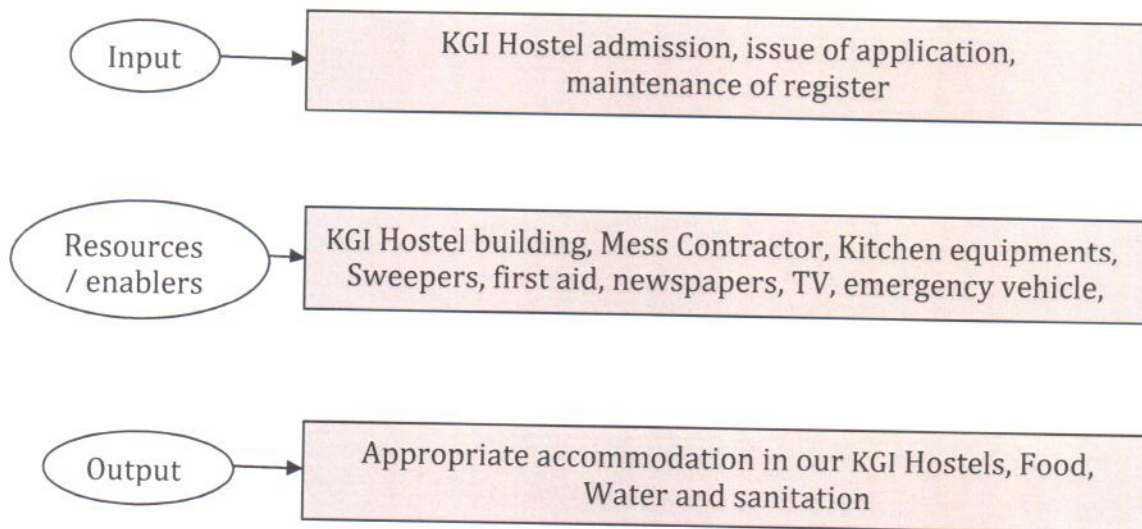
5.   Process

5.1   Planning

During the vacations, the building and other infra-structure maintenance activities are taken up, so that the KGI Hostels are ready and worthy of occupation, when needed.

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5.2 Admission and monitoring inmates

a). KGI Hostel Application **R/PP14/01** is issued to those who would like to stay in the KGI Hostel.

b). Applications for KGI Hostel facilities are scrutinized on payment of required deposit and annual fees rooms are allotted based on the vacancies available.

c). KGI Hostel allotment is made based on availability and Intimation given to the KGI Hostel Warden to allot rooms.

d). The No. of students in each room is based on size of the room.

e). Register with the names of the occupants, Room no., parents address, phone no., along with details of course joined is maintained in KGI Hostel register **R/PP14/02**.

f). Parents/Guardian contact numbers along with postal address is also maintained in this Register.

g). Leave of absence when student goes out of KGI Hostel is maintained in a format with proper reason.

h). KGI Hostel Mess is running by the Mess Contractor under the supervision of the warden.

i). When student leaves the KGI Hostel it is compulsory take NOC from the KGI Hostel.

5.3 Maintenance of KGI Hostels for Boys and Girls

a) "DO's and Don'ts" / Standing Instructions of KGI Hostel are displayed in the KGI Hostels and compliance ensured.

b) Ensure that the KGI Hostel premises are maintained clean, neat and hygienic

c) It is ensured that all dues are settled before they leave the campus during vacations, semester breaks and year end.

d) A **Complaint book** is maintained, which is reviewed by the warden on a daily basis and action taken report is entered in the complain register. Monthly meeting of the Warden with Director shall take place to review the complaints and the minutes of the meeting shall be recorded in the complaint books itself.

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e) Matters beyond the control of Warden are taken up with the Director.

f) It is ensured that all KGI Hostellers are in the KGI Hostel by 22.00 hrs and absenteeism brought to the notice of Director immediately.

g) Ragging or equivalent acts noticed or brought to the notice are taken up with the Principal.

h) First aid box is maintained by the Warden and the contents replenished to maintain the minimum stock.

i) Emergency medical requirements requiring attention of a doctor are reported to Director and Head of Maintenance and the patient taken to hospital where KGI has tied for services.

j) Sicknesses of concern/Hospitalization/Patient need are taken care of.

k) Proper environment is provided for safe and healthy environment for inmates.

l) Sweeper Attendance Register is maintained.

m) Display of emergency numbers in every notice board and update regularly if there are changes.

n) Make available a vehicle in a campus for emergency and other situations.

o) Availability of electricity and water is ensured through co-ordinating with maintenance staff.

5.4 Reviewing the plans

Monitor the Records, System and programmes for compliances and bring about Corrective and Preventive Actions.

5.6 Staff development activities

Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit.

6. Key performance indicators

6.1 Cost per student of KGI Hosteller.

6.2 Monitoring of the complaints, Percentage reduction in the complaints.

6.3 KGI Hostel Occupancy

6.4 No. of incidents occurred

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7. Records

7.1	KGI Hostel application	- R/PP14/01
7.2	KGI Hostel register	- R/PP14/02

8. Documents Referred

8.1 Quality Manual
(Clause: 6.1, 6.4 & 8.2.3) (7.1.4)

9. Other Documents

9.1 KGI Hostel attendance register

9.2 KGI Hostel - inward/outward register

9.3 KGI Hostel out going movement register

9.4 Leave of absence

9.5 KGI Hostel - parent/visitor register

9.6 Application for stay as guest

9.7 KGI Hostel vacating form

9.8 Complaint book

9.9 Sweeper attendance register

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PP/15 – Procedure for Information Technology (IT) Process

1. Purpose

1.1 To ensure efficient and trouble free performance of computer systems, networks & software applications for day to day activities of departments.

1.2 To provide the support and service to the user departments in: Collection / Analysis / Processing /Protection of data.

1.3 To ensure data security and data integrity, by designing user passwords, regular backups and by running antivirus software.

1.4 To provide information to the Interested Parties through website, SMS alert, e-mail etc.

1.5 To maintain the application software versions used.

1.6 To backup and maintain data in appropriate storage media for the purpose of disaster recovery and Institutional Continuity Planning.

1.7 Keeping Computer systems ready for lab practices, practical exams & outsourced (MOU) programmes / examinations.

1.8 Maintains records on IT infrastructure available, including maps of LAN, WAN, Wi-Fi, wiring / layouts.

1.9 Planning of maintenance, repair, serving and replacement of all IT assets.

1.10 Upgrading of existing IT infrastructure on a need basis.

2. Scope

2.1 This procedure is applicable to all the information technology (IT) related operations of KGI

3. Process Owner

3.1 Head of Information Technology

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Process Flow

Input → Computers, Laptops, Printers, FAX, Scanners, Servers, peripheral and Database, Networking & Security,

Resources / enablers → Software and data processing Tools

Output → Usability of IT equipment, Data converted into information

5. Process

5.1 Planning

Head of IT maintains an updated **List of IT Assets** in **R/PP 15/01** and develop a plan for the maintenance of the systems and updation of the antivirus software, to ensure that serviceable system is available to users.

5.2 Maintenance of IT Assets:

a). Maintenance of IT Assets are taken up through planned maintenance and breakdown maintenance.

5.3 Planned Maintenance:

a). List of computers, printers, servers and related equipments if any, are maintained by the IT department.

b). An **Annual Maintenance** is drawn, by the head of IT.

c). Based on the plan, maintenance is carried out based on the **Maintenance checklist** with prior information to users and details are maintained Maintenance Record **R/PP 15/02**.

5.4 Breakdown Maintenance:

a) A Breakdown Maintenance Register maintained for registering breakdown and complaints.

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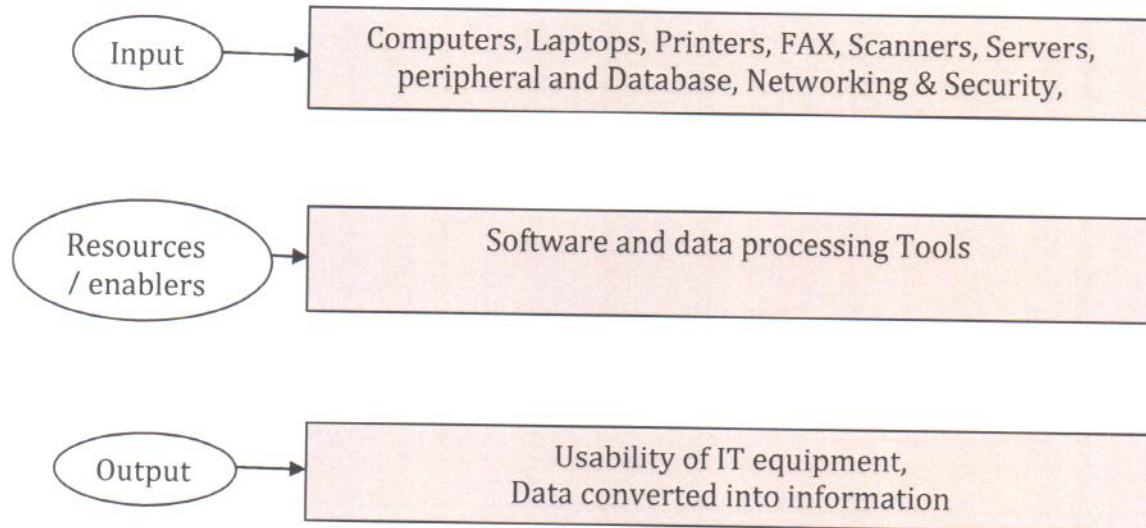
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b) Complaints are registered through "email or call" and attended to as per sequence. Priorities are given based on the area of activity and importance.

c) After attending to calls the entries are closed with corrections and solutions provided and confirmations are recorded.

5.5 Installation of New Computers and Software

a) Requests for IT Installation are made by the head of the department with the required details only after approved by the Director.

b) List of software with license numbers are maintained.

c) Safety of users is ensured during installations.

d) Antivirus will be loaded on the systems and programmed for automatic updating online.

e) Records of the same will be maintained.

5.6 Providing Training.

a) Requests for training through the HRD will be planned and conducted by the IT department.

b) Training on IT Assets for all new employees and periodic training also provided for updation, if any.

c) Records of training will be maintained as per the form specified in HR process.

d) Access control Approval, official email id and password will be based on the approval of HR, HOD and Head of IT.

5.7 IT assets movement / repair

a) If the IT assets needs repair which needs to be carried out outside the campus, such asset details are entered in the **Outward Register.**

b) If the IT assets are transferred from one department to another, such records are entered in IT **Asset Movement Record.**

5.8 Website Maintenance (out sourced)

a) Website with latest information about organization will be updated periodically.

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b) Each department will have a department website coordinator. Any information to be updated about their department will be provided by Website coordinators.

c) Improvement of website will be as per latest technology and usage

d) Enhancing the website for ease maintenance and control on the operations.

5.9   Reviewing the Plans

Monitor the Records, System and programmes for compliances and bring about Corrective and Preventive Actions.

5.10   Staff development activities

Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit.

6.   Key performance indicators

6.1   Percentage Availability of IT Assets

6.2   Frequency of break downs

6.3   Cost of maintenance

7.   Records

7.1   List of IT assets   -R/PP 15/01

7.2   IT Maintenance Record   -R/PP 15/02

8.   Documents Referred

8.1   Quality Manual
(Clause: 6.3; 6.4 & 8.2.3) (7.1.3, 7.1.4)

9.   Other Documents

9.1   Annual maintenance Plan

9.2   Maintenance Check list

9.3   Breakdown Register

9.4   Access control approval

9.5   Outward Register

9.6   IT Asset movement record

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PP/16 – Procedure for Infrastructure management and Administration Process

The infrastructure management process can be divided into two sub-processes consisting to have processes for each activity.

    I   Infrastructure Maintenance

    II   General Administration

I   Infrastructure Maintenance

1.   Purpose

1.1   To ensure availability of Electricity and Water in KGI campus.

1.2   To have a procedure for maintenance activities. Maintain Water and Electric equipment.

1.3   Ensure timely availability of Medical Facilities and First Aid Kit.

1.4   To maintain Hostel and Guest house facilities.

1.5   Fire Extinguishers, Theft, Insurance, etc.

2.   Scope

2.1   Covers the Institute and the campus area applicable to KGI.

3.   Process Owner

3.1   Head of Maintenance

4.   Process flow
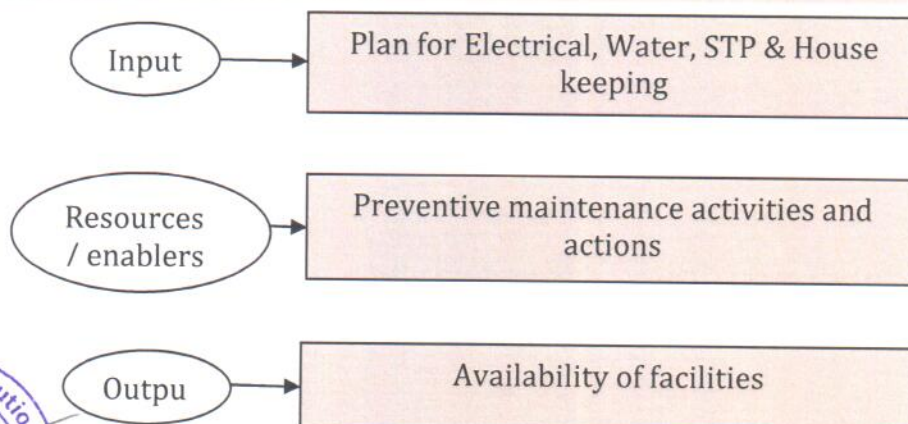
Input	→	Plan for Electrical, Water, STP & House keeping

Resources / enablers	→	Preventive maintenance activities and actions

Outpu	→	Availability of facilities

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5. Process

5.1 Planning

Head of Maintenance maintains List of Equipments - Water sources, Electrical distribution systems, Hospital tie ups and plans for the maintenance through internal or external agencies.

5.2 Maintenance of Electricity

a) Uninterrupted electric supply is ensured through power house with feeders for institution and total KGI campus.

b) DC sets are of "Auto start" in nature, which run and shut down based

c) On the non-availability /resumption of KEB supply and it is connected to essential loads identified.

d) Computer labs are supported by UPS.

e) The power house is manned, round the clock on a shift basis. Procurement of diesel is on need based, based on an average consumption in the past.

f) Generator Maintenance Log book is maintained in **R/PP16/01** for the running and servicing of the generators.

g) Consumption of diesel per running hour is maintained in the logbook and same is monitored monthly.

h) Generators are operated as per manufacturers manual.

i) Stand-by powerhouse comes into operation under two conditions

    1) Routine power shut downs

When shut down of power is known / intimated w.r.t time and duration, the generator is starts as soon as power fails to ensure uninterrupted or minimum break of power.

    2) Power breakdowns

When sudden break down of power occurs from KPTCL supply, the generator starts as soon as power fails to ensure uninterrupted or minimum break of power.
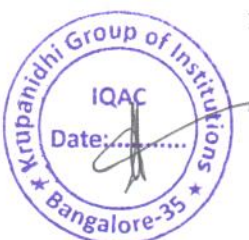
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5.3 Planned Maintenance

a) An annual preventive maintenance record **R/PP16/02** is drawn by the head of maintenance taking into the consideration the sub stations, various feeder units, electrical appliances and UPS in the Institute.

b) These are maintained through service providers / appointed staff for maintenance and records of the same are maintained through the service reports provided.

c) Waste management is to be organized, ensuring bins for various types of wastes and disposing them off periodically with the help of the city corporation.

5.4 Breakdown Maintenance

a) Breakdown maintenance Record **R/PP16/03** is maintained for registering breakdown and complaints.

b) Records/Documents/Files related to Electricity breakdown shall be maintained separately by Electrical Maintenance Department using the same form.

c) Priorities are given based on the area of activity and importance.

d) After attending to breakdowns the entries are closed with corrections and solutions provided and confirmations are recorded.

e) Incident Reports giving details of occurred incidents and action taken for future use is maintained.

5.5 Maintenance of Water Supply

a) Water supply to the Campus is from Bore wells and open wells.

b) List of Motors, are maintained by head of Maintenance with the Rating and SL no of the motors.

c) The quality of Water is checked once in six months and records maintained in files.

d) Water supply timings to the overhead tanks / buildings are pre-determined and followed.

e) Spare pumps are maintained for critical lines in starve.

f) Based on the plan maintenance is carried out on Pumps and bore wells and records are maintained.
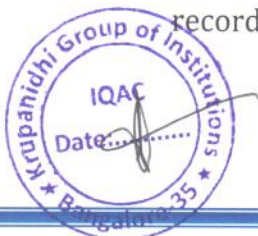
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g) Cleaning of tanks and chlorination is done on need basis and the details are maintained.

h) Maintenance of water supply to various points (Pluming) is carried out by appointed staff and maintain the maintenance record, including the stock, used and remaining to maintain minimum stock level.

5.6   Maintenance of Medical Facilities

a) Maintain First aid kit made available in all floors/areas/departments in centralized and identified area.

b) List of Medicines available in First aid kit with expiry date and other necessary details are maintained.

c) Always display emergency numbers in every notice boards and update regularly if there are changes.

d) Make avail of Ambulance/any vehicle in a campus for emergency and other situations.

e) In house dispensary is maintained along with necessary equipment, a full time doctor along with a nurse for assistance.

5.7   Maintenance of Buildings

a) Ensure that the Buildings, Guest House and Hostels premises are maintained clean, neat and hygienic.

b) Ensure that they are periodically painted and washed, in case of any problems with buildings, are attended to promptly.

c) Ensure that furniture & other accessories like Black Boards, White Boards etc., are periodically maintained, by polishing and repairing.

5.7   Housekeeping

Housekeeping is managed through adequate controls and records as required for ensuring cleanliness. Records of housekeeping personnel are maintained by HR process.

5.6   Reviewing the Plans

Monitor the policies and programmes for compliances and bring about corrective and preventive actions.

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6. Measurements/ Key performance indicators

6.1 % Availability of Equipment

6.2 Frequency of break downs

6.3 Cost of maintenance

6.4 No. of incidents occurred

7. Records

7.1 Generator Maintenance Log Book   **- R/PP16/01**

7.2 Annual Preventive Maintenance Record   **- R/PP16/02**

7.3 Breakdown Maintenance Record   **- R/PP16/03**

8. Documents Referenced

8.1 Quality Manual

(Clause: 6.3; 8.2.3&8.4) (7.1.3, 9.1.3)

9. Other Documents

9.1 List of equipments

9.2 Incident Reports

9.3 List of Motors

9.4 Record for Pumps and Wells Maintenance

9.5 List of Medicines

9.6 Rest room Maintenance Details

9.7 Housekeeping Maintenance record

II General Administration

1. Purpose

1.1 To have a system of general administration, in matters concerning staff & students & to fulfill their requirements.

1.2 To assist and Guide the visitors & parents.

1.3 To have system of recording the Inward, Outward Mails, & movement registers, Scholarship Circulars and Registers.

1.4 To give scholarship information, issue applications. Collect & send the forms & distribute Scholarship.
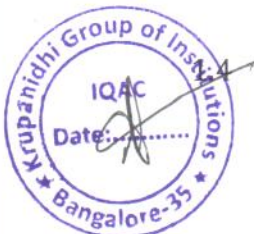
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1.5 Activities relating to Issue of Identity Cards, Public Relations and Media work, Legal Matters, Canteen etc.

2. Scope

2.1 The functions include Reception, Front office activities, Inward & Outward, Scholarships, Public Relations, Security and Customer Support activities.

2.2 All the administrative functions taken up to give the customer support in KGI

2.3 Scholarship support to the students

3. Process Owner

3.1 Administrative officer

4. Process flow

Input	→	Identify the need & provide assistance, Customer, support, Scholarship information, PR
Resources / enablers	→	Provide Assistance to Customer, Scholarship – Social welfare, OBC, Minority Dept, GOK, GOI, SC, ST and any other scholarships as applicable to institute
Outputs	→	Customer satisfaction Get the scholarships
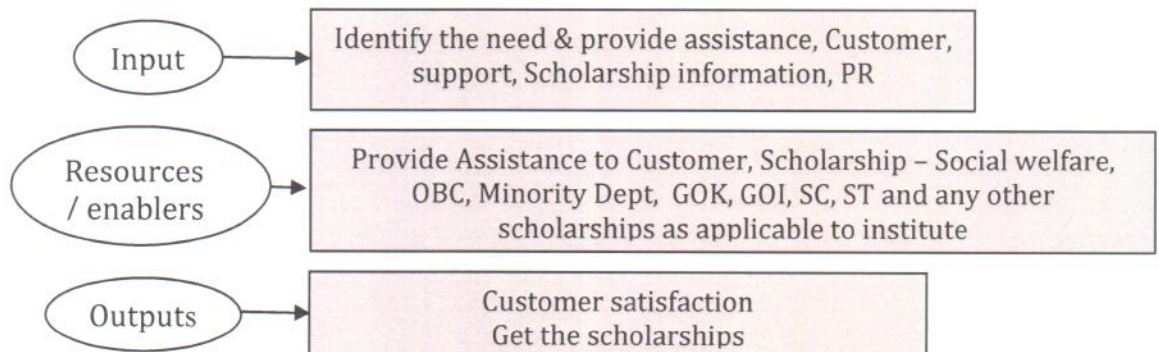
5. Process

5.1 Planning

a) Plan to carry out all the activities with proper schemes, infra-structure, controls and monitoring and records, wherever required.

5.2 Execution

a) Administrative Controls:

1. Departments which require the usage of the Auditorium are entered in Auditorium booking register.
2. Items Movement Register is maintained for controlling movement of items, and a Gate pass is issued whenever a material is taken outside the campus and details are maintained.

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b) Customer Support:

1. Administration department receives all official calls & proper responses are to be given, directing the calls to concerned personnel, if required and properly guiding them.

2. Give the guidance & information necessary to Visitors, Parents & students. The management quota admission enquiry details are maintained.

3. ID Cards are arranged for all students who are admitted to the institution and the same is issued.

c) Inward

1. Administration Department receives all official letters and correspondence.

2. The letters received by fax, hand post, courier etc., are received and opened by Head of Administration, unless they are addressed by name.

3. The letters that are marked confidential/secret are handed over to the Principal /Joint Secretary for opening.

4. The inward seal **R/PP16/04** is put on the letters and an inward number is given which starts from beginning of the financial year.

5. An **Inward Register** is maintained in respect of the mail received with the contents of the letter.

6. The mail after being opened by Head of Administration are sent to the concerned personnel, the same day

d) Outward

1. The outward system of mail is centralized.

2. All the letters are forwarded to Head of Administration for sending the mail to various destinations.

3. The Dispatch Assistant receives all the letters and assigns an outward number before dispatch.

4. If there is specific request, or depending on urgency the letters are dispatched by speed post / courier / fax, after taking due approval from Head of Administration.

5. Normally all cheques and Demand Drafts are dispatched by Registered Post.

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6. The dispatching the outward letters, the relevant details of the outgoing letters are recorded.

7. Letters dispatched by courier / post are accounted on the basis of the counterfoil given by the courier /post and the details of the courier / post are entered in the **Outward Register**.

8. All the Proof of Deliveries received from the courier / post are filed and accounted while making payment to the agency.

e) Scholarship

1. Send letters to Social welfare, OBC, Minority Dept, GOK, GOI, SC, ST and any other scholarships as applicable to institute /department to send the application.

2. Send a circular to Departments on Scholarships for information to the Students

3. Issue the forms & give the information to students

4. Collect & verification of the forms

5. Consolidate & send the forms to the concerned department

6. Receipt of Scholarship from the concerned department or authority.

7. Disbursement of scholarship to students

8. Send the disbursement report to the concerned department in their prescribed format.

9. Maintain the Scholarship Register.

10. Communication on Non-receipt of scholarships

f) Other Services

1. **Security:** Security is monitored by administration for proper services and maintaining records (HR) and controls as required.

2. **Welfare Measures**: Provision of Drinking Water, Sign Boards, Parking Facilities etc. are to be arranged with proper controls and monitoring.

3. **Statutory Compliances**: All Statutory compliances, other than for financial matters, are to be ensured by Administration Department.

4. **Purchase Activity**: Miscellaneous items like gifts, bouquets, snacks etc. for VIPs are purchased by Administration section, duly approved by Principal/Joint Secretary.

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5. **Records Storage**: Records room is under the custody of Administration Section., who maintains the record room and arranges for periodical disposal of records, which have exceeded the retention period.

6. **Customer Support relating to front office**: Requests like letters to Bank, issuing of Study Certificate, Concession forms, Gate Pass etc.

5.3   Reviewing the Plans

Monitor the policies and programmes with the help of compliances and bring about Corrective   & Preventive Actions.

5.4   Staff development activities

Process head needs to maintain records of staff development activities along with necessary document. This document needs to be submitted to HR process once in 6 months before the internal audit.

6.   Key performance indicators

6.1   Lapses in customer support to Parents, Visitors & Students.

6.2   Get the scholarship & distribute.

7.   Records

7.1   Inward seal   - R/PP16/04

8.   Documents Referenced

8.1   Quality Manual
(Claus:. 6.1, 6.3;6.4; 7.4; & 8.2.3) (7.1.3, 7.1.4)

8.2   Administrative Policies

9.   Other Documents

9.1   Auditorium booking register

9.2   Inward Register

9.3   Outward Register

9.4   MGT Admission Enquiry

9.5   Items Movement Register

9.6   ID Card Issue Register

9.7   Gate Pass
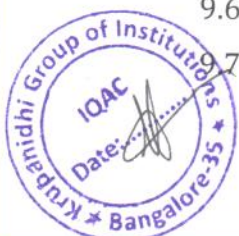
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9.8   Scholarship Register

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PP/17 – Procedure for Accounts Management Process

1. Purpose

1.1 To have full-fledged system of accounting of Income and expenditure.

1.2 To comply with statutory norms with regard to finances.

1.3 To provide finances and manage them effectively.

1.4 To provide fee information to the students.

1.5 Budget preparation.

2. Scope

2.1 All the financial and accounting activities of BITM

3. Process Owner

3.1 Head of Accounts

4. Process Flow
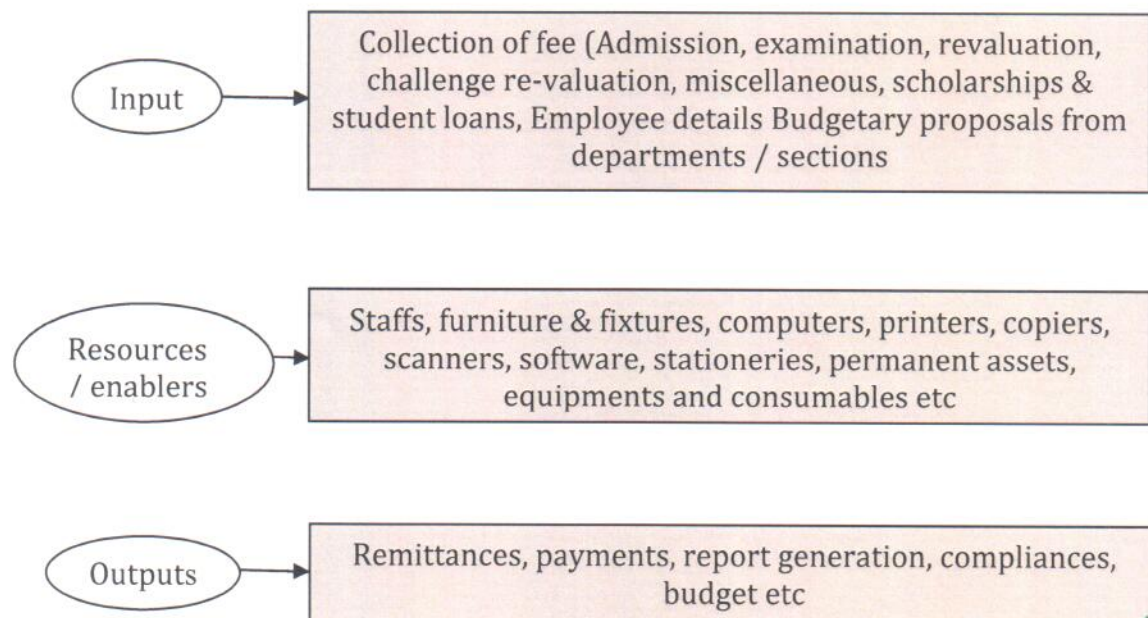
Input → Collection of fee (Admission, examination, revaluation, challenge re-valuation, miscellaneous, scholarships & student loans, Employee details Budgetary proposals from departments / sections

Resources / enablers → Staffs, furniture & fixtures, computers, printers, copiers, scanners, software, stationeries, permanent assets, equipments and consumables etc

Outputs → Remittances, payments, report generation, compliances, budget etc

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5. Process

5.1 Planning

Budgetary proposals from all departments / sections (both short term and long term) to be submitted to Principal and discussed in Governing body and MRM and prepare an annual budget for various expenses & projected income / revenues.

5.2 Income / Revenues:

a) Collection of all fees (Admission, hostel, examination & others) are acknowledged through receipts, deposited in bank.

b) Collection of university & other fees, examination fees, revaluation fees and Challenge Revaluation fee remittance to University & others are made.

c) Challan/Receipts are maintained in hard copy in a box file, serially arranged and Fee Collection Reports, are maintained.

d) Fee Reconciliation Report (Free format) is maintained.
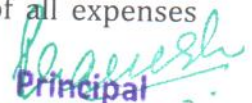
5.3 Expenditure:

Various capital / revenue expenditure – payment against bills is done after approval by Director / Executive Director & Management. Records of payments are maintained.

5.4 Accounting Practices:

a) Accounts section to enter and maintain all accounting data as per auditor's instructions from time to time.

b) Accounts assistant to make sure that books of accounts are entered on a daily basis and no back-log is created.

c) Accounts assistants to provide daily accounting report to Head of Account.

d) Accounts assistants to prepare vouchers for all expenses and to get approval from head of accounts before expending.

e) Accounts assistants to keep an accurate and detailed track of all expenses along with proper authorization.

f) Head of accounts to liaise with auditors, as required.

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g) Head of accounts to continuously monitor organizational expenditures.

h) Head of accounts to effectively monitor and manage payment to Suppliers and Sub-contractors.

i) Availability of funds is reviewed and sources identified to generate funds.

j) To have full-fledged system of accounting. Journal voucher is maintained in tally software.

k) To provide accurate information to top management for their review and for providing resources.

l) To provide information to government and statutory agencies.

5.5 Settlement of personal clams:

a) Claims are to be submitted by concerned staff within 3 days completion of tour and other expenses as approved by Principal / Executive Director through concerned HODs.

b) Head of Accounts to ensure compliances as per the organizational policies and guide lines.

c) Discrepancies, if any will be communicated to the claimant within a weeks' time of submission.

d) Settlement of Other Expenses:

1. Bank accounts, statements and reconciliation are to be maintained by the Accounts Assistant.

2. He also manages the Petty cash expenses accounts and prepares Expense Vouchers, duly approved and authorized by the Head of Accounts.

5.6 Staff Payroll:

a) Staff salaries shall be processed through HR department activity.

b) Staff salaries shall be paid to employee salary accounts through RTGS/Account payee Cheque / cash.

c) Asset monitoring as entered in tally software.

d) Depreciations are calculated, as applicable and recorded in the tally software against each asset.

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5.7 Statutory/Legal compliances:

Head of Accounts is to ensure and maintain that all statutory and legal requirements and licenses are complied with, in order and up-to-date. Record of Legal compliances is maintainedin hardy copy.

5.8 Reviewing the Plans

Monitor the policies and programmes with the help of compliances and bring about Corrective &Preventive Actions.

5.9 Staff development activities

Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit.

6. Key performance indicators

6.1 Monitoring of Statutory requirements - on time submission.

6.2 Finance allocation as and when required without any crisis.

6.3 Lapses in Accounting.

6.4 Fee Reconciliation Report.

7. Records

7.1 Balance Sheet   -R/PP 17/01

8. Documents Referred

8.1 Quality Manual
    (Clause: 6.1 & 8.2.3)

8.2 Financial Policies

9. Other Documents

9.1 Challan / Receipt

9.2 Fee Collection Report

9.3 Fee Reconciliation Report

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9.4   Payment Vouchers

9.5   Record of Legal Compliance

9.6   Auditor Report

9.7   Income Tax Annual Returns

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PP/18 – Procedure for Awareness and Training Process

1. Purpose

1.1 To ensure necessary awareness and competency of the teaching and non teaching faculty and students.

1.2 To ensure the awareness among the faculty / staff about institution and QMS implementation.

1.3 Encourage the faculty to attend the necessary training programs to improve the quality and performance.

1.4 To ensure the necessary awareness among students about the organization and its function.

2. Scope

2.1 Covers for all the teaching and non teaching faculty / administrative staff and students of KGI.

3. Process Owner

3.1 Director

4. Process Flow

Input → Calendar of events, List of students joined in 1st year, list of faculty joined during the academic year, training need from the department,

Resources / enablers → Students, staff, top management, training materials, rules and regulations of the institution and affiliated university

Output → Awareness among the students and staff, training record, training attended by the faculty, training report

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5.   Process

5.1   Planning

Carry out necessary planning for awareness and training activities, with the required annual training plan **R/PP18/01**. Ensure that the planning is takes into account of all the faculty / staff and student during the Academic Year.

5.2   Introduction training:

a) Inauguration of 1st year class work for UG students in the respective departments separately along with parents.

b) Introduction training is carried out for 1st year admitted UG students to the institution as per the calendar of events.

c) Introduction training covers:

      1. Introduction to course

      2. Rules and regulations of affiliated university

      3. Curriculum and Syllabus content heads

      4. Awareness to sessionals and test system

      5. Rules and regulations of the institution

      6. Education and its importance

d) Introduction of coordinators to the students and parents in the interactive session and gathering of information about the students for record.

e) Program on outcome based education to the students making clear difference in traditional education and outcome based education.

5.3   Induction training:

a) Induction training is carried out for the faculty / staff who are newly joined the institution in various departments.

b) Initial induction training is carried out in the respective department by principal/Dean about departmental profile.

c) Training need and identification **R/PP18/02** are received from various departments and consolidated list of trainees is prepared, the date of induction training is informed.

d) Induction training to the faculty / staff covers:

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1. Institutional profile and understanding institutional needs and expectations
2. Service rules and process procedures adapted
3. ISO 9000 and quality assurance
4. Quality policy and objectives of institution
5. Additional topics like teaching, university work, etc.,

e) Details of induction training are maintained along with the participants list with date of joining in **R/PP18/03**.

f) It is ensure that the organization staffs are made aware of the relevance and importance of their activities and how they contribute of the achievement of quality objectives.

5.4 Need based Training:

a) To ensure the necessary competency among administrative staff, teaching and non teaching faculty, respective department head review before the beginning of academic year.

b) The training need identification **R/PP18/02** is prepared and forded to the head of training.

c) Based on review done by the department head, applicable training is provided or action taken to achieve the necessary competence.

d) Training to the faculty is either arranged in-house when the common training is required, else faculty are deputed to the respective training center to ensure the competency.

e) The training details and documents are maintained in the department along with training report by the faculty.

5.5 Reviewing the Plans

Monitor the policies and programmes with the help of compliances and bring about Corrective & Preventive Actions.

6. Key performance indicators

6.1 Faculty attended the training

6.2 Induction Training record

6.3 Training report

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6.4 Effectiveness of training

7. Records

7.1	Annual Training Plan	**-R/PP18/01**
7.2	Training Need Identification	**-R/PP18/02**
7.3	Induction Training Details	**-R/PP18/03**

8. Documents Referred

8.1 Quality manual

(Clause: 5.1.2, 5.2.2, 6.2.1, 6.3, 7.2, 7.3)

9. Other Documents

9.1 Introduction training details

9.2 List of students along with proctor details

9.3 Details of faculty attended the training

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PP/19 – Procedure for Students Welfare process

1. Purpose

a) To provide students with Counselling & Issue resolution support on all student related problems/grievances: KGI – WE CARE.

b) To provide access to Anti-Ragging Committee & Anti-Sexual Harassment Committee.

c) To monitor Food & Hygiene facilities provided for students.

d) **Mission of student welfare:** The Mission of Student Welfare is to ensure the mental & physical well being of every student during their term by providing them access to all kinds of student welfare measures and thereby nurture a sense of well-being and belongingness amongst students towards the Institution

2. Scope

2.1 All the UG/PG students of KGI.

3. Process Owner

3.1 Students Welfare Officer/comitee

4. Process Flow
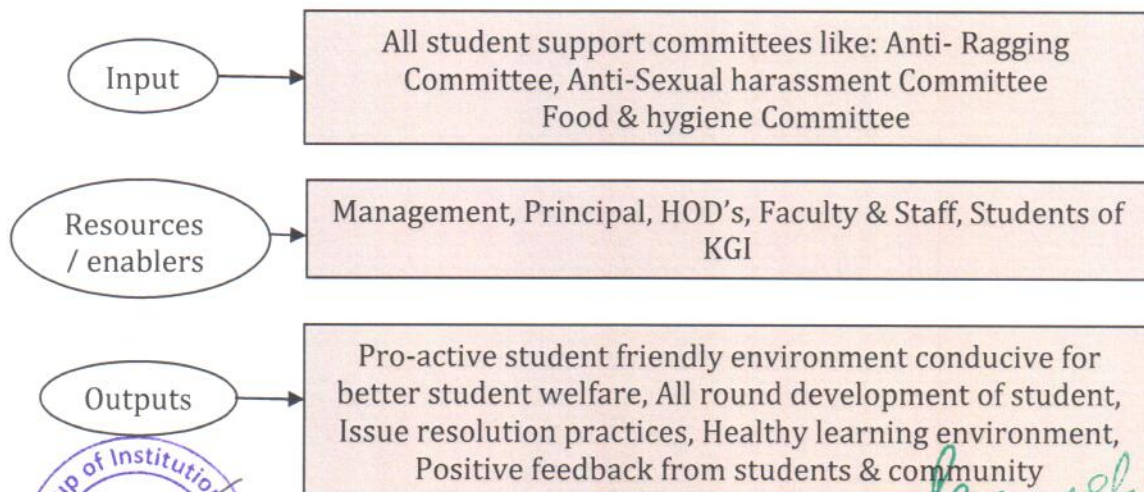
Input	→	All student support committees like: Anti- Ragging Committee, Anti-Sexual harassment Committee Food & hygiene Committee
Resources / enablers	→	Management, Principal, HOD's, Faculty & Staff, Students of KGI
Outputs	→	Pro-active student friendly environment conducive for better student welfare, All round development of student, Issue resolution practices, Healthy learning environment, Positive feedback from students & community

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5. Process

5.1 Planning

Carry out necessary planning for student welfare activities, with the committees required. Ensure that the planning takes into account all the student welfare during the Academic Year.

5.2 Execution

a) Student welfare committee of the Dept, provides all Student Support Platforms like Anti-Ragging, Anti-Sexual Harassment, Grievance Support

b) Student Welfare and Development: The institution has set up below mentioned support platforms that are purely dedicated towards ensuring the Physical & Mental well-being of the student, they are:

1. Anti- Ragging Committee
2. Anti-Sexual harassment Committee
3. Food & hygiene Committee
4. Grievance cell

c) The data for the above mentioned committees, meeting details, resolutions and related documents to be maintained.

d) These committees are formulated at the beginning of every academic year and awareness is delivered to students.

e) An easy access to all these committees is given to students as a prominent link on the website bearing the heading "**KGI – WE CARE**".

f) Students can report any issues or grievances by clicking on this link.

g) When an individual in crisis clicks on this icon, it takes him to a page that explains how his/her issue will be resolved i.e at the first stage the issue will reach a pre-constituted group of committed and matured people within the Institution in the form of a mail. Thereafter in complete confidentiality, the individual will be summoned to discuss their grievance and entered in Complaints and Action Taken Report **R/PP 19/01**.

h) Depending on the nature of the problem, the further escalation either to a Consulting Psychologist or any other necessary means of support will be provided. The individual complaints and action taken report are documented.
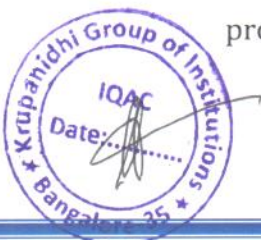
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5.3   Reviewing the Plans

Monitor the policies and programmes with the help of compliances and bring about Corrective &Preventive Actions.

5.4   Staff development activities

Process head needs to maintain records of staff development activities along with necessary documents. This document needs to be submitted to HR process once in 6 months before the internal audit.

6.   Key performance indicators

6.1   No. of student issues/grievances resolved

7.   Records

7.1 Complaints and action taken report   -R/PP 19/01

8.   Documents Referred

8.1   Quality Manual

(Clause: 6.4.1, 8.2.3 &8.4) (9.1.3)

9.   Other Documents

9.1   Awareness to the students

9.2   Anti- Ragging Committee

9.3   Anti-Sexual harassment Committee

9.4   Food & hygiene Committee

9.5   Grievance cell
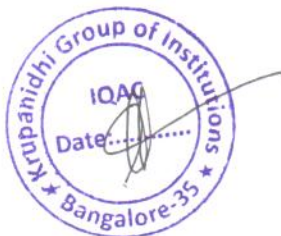
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PP/20 – Procedure for Quality Management System (QMS) Process

1. Purpose

1.1 To have a system of document control, records management, internal auditing process, management review process, corrective & preventive actions.

1.2 To provide accurate information to top management for the purpose of management review.

1.3 To ensure that Quality Management System is installed and implemented effectively.

2. Scope

2.1 All mandatory procedures referred in Quality manual.

2.2 This procedure is applicable to all the Quality Management System adopted in KGI.

3. Process Owner

3.3 ISO Coordinator

4. Process Flow
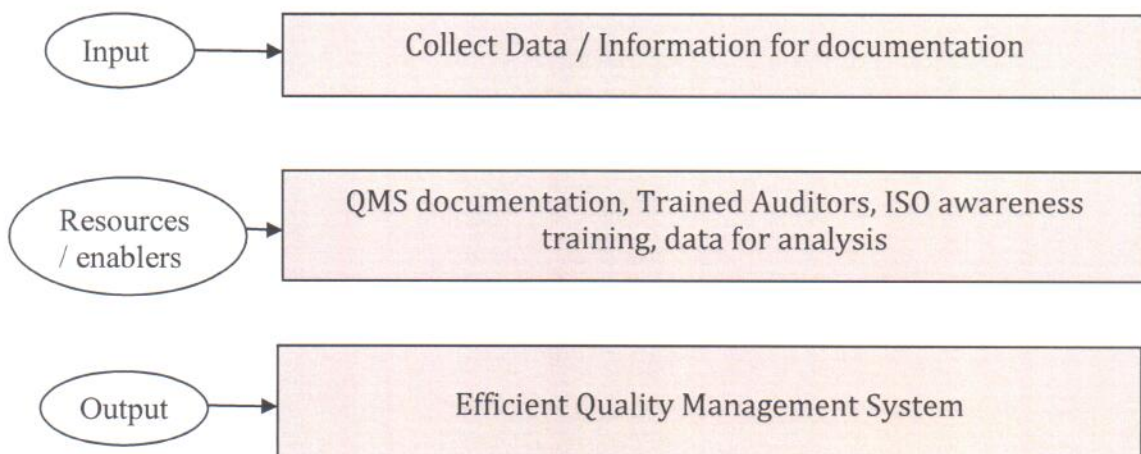
Input	→	Collect Data / Information for documentation

Resources / enablers	→	QMS documentation, Trained Auditors, ISO awareness training, data for analysis

Output	→	Efficient Quality Management System

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5. Process

5.1 Planning

The Mandatory Procedures for document control under 4.2.3, records control under 4.2.4, Internal Audit Process under 8.2.2, Non-conformance control under 8.3, and corrective action under 8.5.2 and preventive action under 8.5.3 of the Quality Manual are available which are to be followed by ISO coordinator and other users.

5.2 Work Instruction for Documented Information

a) Make three Red self inking Rubber Stamps preferably, one as "Controlled Copy", another "Uncontrolled Copy" and third one "Obsolete Copy"

b) Keep Master Copy of all QMS Documents (Quality Manual, Procedure Manual, Work Instruction and Formats) identified on the file cover as "Master copy". Master copies are those in which signatures are in original

c) Photo copy Quality Manual, Procedure Manual, Work Instructions and Forms as per the Number of Controlled Copy Holders.

d) Stamp the Photo copies as controlled copy on all pages.

e) Mark the Copy Number on the space provided on the front page and distribute to all Control Copy Holders (CCH's) and obtain acknowledgement, in the Master List.

f) Make a list of QMS Documents, in the Master List of Documents **R/PP 20/01**.

g) Arrange for Distribution of Quality Manual & Procedure Manual as per Distribution List in Manuals, taking signatures in the Master List.

h) Make a List of Controlled Copy Holder for Work instructions, Forms and external standards/documents and arrange for distribution.

i) Maintain a List of External Standards / Documents, update them and control their distribution.

j) Prepare a list of files as per the List below & maintain the same as per list of quality records **R/PP 20/02**.

k) Arrange to keep copies of Quality Policy always and ensure distribution to all employees and arrange for training on Quality Policy & objectives and

customer needs and expectations. Arrange to display Quality Policy in prominent places in the College.

l) Arrange to keep a Master List of Items requiring calibration, if applicable and ensure that calibration process is carried out without fail.

m) Ensure that all obsolete documents are withdrawn & destroyed as per dispose of records **R/PP 20/03**, maintaining one copy for reference in Obsolete Documents File.

n) Process requests received for document changes in **R/PP 20/04** and ensure that document changes are carried out as documented in the Procedure.

o) Ensure that general housekeeping is alright and ensure that records are maintained properly with clear identifications.

p) Liaise with Certification Body for periodical audits and follow up on audits.

5.3   Work Instruction to plan out and conduct Internal Audit

a) Prepare a list of trained / qualified auditors.

b) Draw an Annual Audit Plan **R/PP 20/05** as per the frequency specified in the QM

c) Distribute Annual Audit Plan if required to all Heads of Departments.

d) Draw an Audit Schedule / program **R/PP 20/06** based on the Audit Plan ensuring auditors are independent of the activities being audited.

e) Time provided chick list **R/PP 20/07** for the audit is based on the criticality of the activity and earlier audit results.

f) Distribute the Audit Schedule / Program to all Process owners.

g) Collect the internal audit notes and internal audit report **R/PP 20/08** from the internal auditors.

h) Collect all internal audit NC's and file them as per the Report **R/PP 20/09**.

i) Plan need based audit if required, based on the audit findings.

j) Prepare data to project in MRM

k) Update Audit Reports / Results in the form of Graph Audit wise / department wise.

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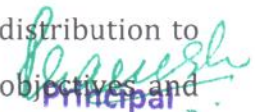Carmelaram Road Post Varthur Hobli
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5.4 Work Instruction to Conduct MRM

a) Ensure the availability of the Director to conduct MRM and decide the date to conduct MRM as per the schedule specified in QM with Director.

b) Propose and fix alternative date if required, in consultation with the Director.

c) Intimate the members of the MRM about the date, time and place of the meeting as per the directions of Director.

d) Collect data as per the agenda of MRM from the process owners and coordinate the Director to conduct MRM as per the date.

e) Coordinate with the Director to prepare Minutes MRM **R/PP 01/01** and distribute to all the members of MRM after it is approved by the "Director".

f) Follow up and ensure that actions as decided in the MRM are completed before the agreed dates to project in the relevant MRM.

5.5 Work Instruction to CIRO of organization

a) Communicates the core group to identify the context of organization with set of questions.

b) Arranges through the core team before the beginning of every academic year, to identify the "Interested parties".

c) Consider and discuss the risk and opportunities with the core group and submits to top management.

d) Address, transfer, absorb risk etc and to "Pursue or Pass", the accepted Opportunities as per the management decisions.

e) Communicates the same to the relevant process owners and ensures that controls measures are introduced in the processes.

f) Project the final success / failure result of the "Risk and Opportunity" is captured by the respective process owner in the MRM.

g) Documented information relating to CIRO along with risk and opportunity register is maintained.

h) This process is taken up as Annexure – I in the procedure to address CIRO effectively.
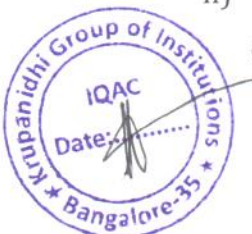
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5.6 Reviewing the Plans

a) Monitor the emerging trend and update the documents and records.

b) Wherever required take corrective and preventative actions.

c) Review the Audit Plan and Minutes of Management Review for follow up actions.

d) Review availability of trained Internal Quality Auditors.

e) Review if final success / failure result of the "Risk and Opportunity".

6. Measurements/ Key performance indicators

6.1 No. NC pertaining to document & Records control, during audits.

6.2 Trend showing reduction of NCs during internal audit.

6.3 Information on corrective and preventive actions.

6.4 No. NCs during surveillance audit.

6.5 Risk and opportunity register.

7. Records

8.1	Master List cum acknowledgement of Documents	-R/PP20/01
8.2	List of Quality Records	-R/PP20/02
8.3	Dispose off Records	-R/PP20/03
8.4	Document Change Request	-R/PP20/04
8.5	Annual Internal Audit Plan	-R/PP20/05
8.6	Internal Audit Program	-R/PP20/06
8.7	Internal Audit Checklist	-R/PP20/07
8.8	Internal Audit Report	-R/PP20/08
8.9	Internal Audit Non Conformance Report	-R/PP20/09

8. Documents Referenced

8.1 Quality Manual

(Clause: 4; 5.2.1, 5.2.2, 6.2, 7.3, 7.5, 9.2, 9.3, 10.2)

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9. List of QMS documents

9.1   Minutes of Management Review Meeting

9.2   Mater / Controlled copy of Quality Manual

9.3   Mater / Controlled copy of Procedure Manual

9.4   Mater / controlled copy of Work Instructions

9.5   Master / Controlled Copy of QMS Forms / Formats

9.6   Obsolete copy of QMS Documents
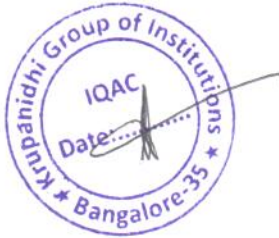
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PP/21 – Global concord

1.   Purpose

1.1   To exchange students and faculty

1.2   To exchange education programs

1.3   To exchange research program

2.   Scope

2.1 Covers for national and international students/ subject expert faculties of KGI.

3.   Process Owner

3.1   Director

4.   Process Flow

| Input | → | Calendar of events, List of students joined, subject expert faculty, training need from the department, |

| Resources | → | Students, staff, top management, understanding on rules and regulations of the institution and affiliated international universities |

| Outputs | → | Awareness among the students and staff, program record, training attended by the faculty, training report |
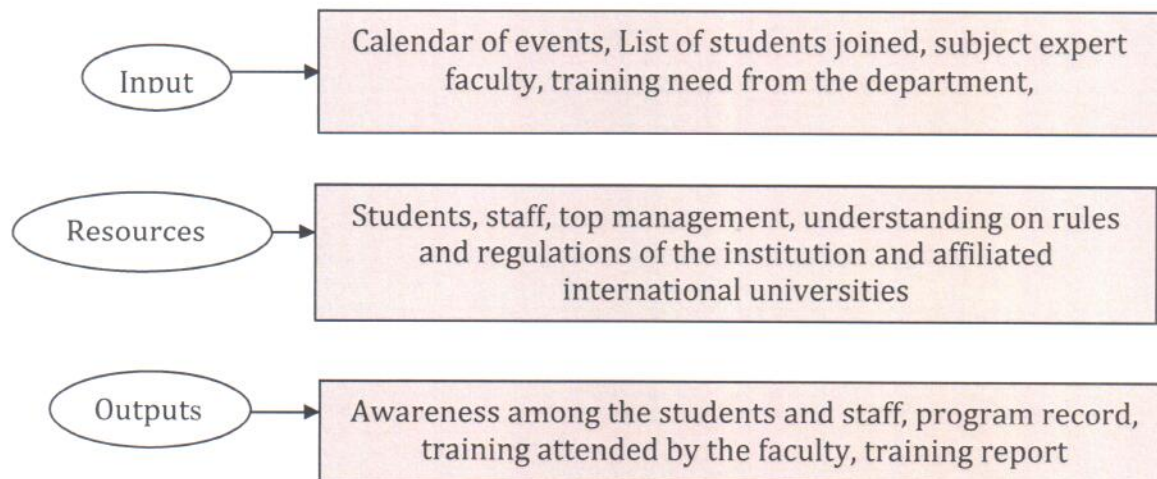
5.   Process

5.1   Planning

Carry out necessary planning for awareness and collaborative activities, with the required plan **R/PP21/01**. Ensure that the planning is takes into account of all the faculty / staff and student during the Academic Year.

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5.2 Collaborative activities:

a) Initial induction is carried out in the respective department by principal/Program director about program.

b) Details of induction are maintained along with the participants list with date of joining in **R/PP21/02**

c) Induction on collaborative activity is carried out for the related students and faculty.

d) Induction covers:

1. Introduction to course
2. Rules and regulations and understanding of the universities and the KGI
3. Curriculum and Syllabus content heads/research topic
4. Awareness on assessment system
5. Rules and regulations of KGI
6. Program and its importance

5.3 Collaborative program:

a) Memorandum of understanding signed between the international universities and krupanidhi group of institutions

b) The international students offer the health and science programs under students exchange programme

c) Students exchange on the basis of contract for 20 days/1 month/1 semester in relation with syllabus mapping with the international universities

d) KGI offers courses of 2+2 years and 3+1 year in collaboration with international universities

e) KGI exchange subject expert faculties for month/semester on the basis of understanding.

f) It is ensure that the organization provide the best infrastructure and service for the smooth conduction of the activity.

5.4 Reviewing the Plans

Monitor the policies and programmes with the help of compliances and bring about Corrective actions.

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6.   Key performance indicators

6.1   Faculty/students of the program

6.2   Induction Training record

7.   Records

7.1   Annual program Plan   **-R/PP21/01**

7.2   Induction program Details   **-R/PP21/02**

8.   Documents Referred

8.1   Quality manual

(Clause: 5.1.2, 5.2.2, 7.2, 7.3)

9.   Other Documents

9.1   Introduction program details

9.2   List of students along with faculties details

9.3   Details of understanding with the universities (MOU)

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PP/22 – International student's council

1. Purpose

1.1 To empower international students using their knowledge and capacities

1.2 To provide a forum for international students of KGI to discuss topics related to individual, education and science

1.3 To promote and facilitate professional and scientific exchanges

1.4 To sensitize other cultures and societies and their concerned problems

2. Scope

2.1 Covers for national and international students/ Top management of KGI

3. Process Owner

3.1 Director/Committee members

4. Process Flow

Input	→	Calendar of events, List of international students,
Resources	→	International Students, top management, committee members understanding on rules and regulations of the council
Outputs	→	International students improve their leadership quality Associate and cooperate with international organizations for the benefit of international students of KGI
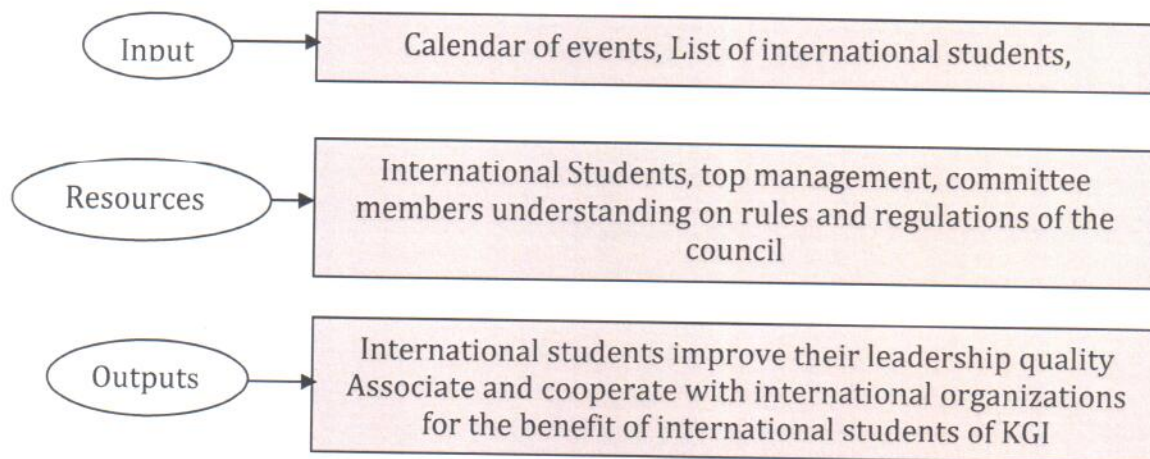
5. Process

5.1 Planning

Carry out necessary planning of international students activities (annual plan) **R/PP22/01**. Ensure that the planning takes an account of international council

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5.2 Activities:

    a) Formation of Council

    b) International students enrollment for the KISC

    c) Details of enrolled students maintained in **R/PP22/02**

    d) Organize events, provide an open forum

5.3 Formation of council:

a)   Committee establish and maintain procedure for the purpose of informing students in organization of the activities

b)   Committee will draw the rules for the establishment of a student council, election of members and dissolution of council

c)   President, Secretary and treasurer are elected through election

d)   Council president conducts meetings, secretary prepares the agenda of the meeting and the treasurer manages the funds raised by the council

e)   KISC conducts events for international students like seminars, soft skill programs, sports, country independence days etc.,

5.4 Reviewing the Plans

Monitor the council policies and programmes with the help of compliances and bring about Corrective & Preventive Actions.

6. Key performance indicators

    6.1   list of council members

    6.2   International students list

    6.3   Events plan

7. Records

    7.1   list of council members   **-R/PP22/01**

    7.2   list of international students   **-R/PP22/02**

    7.3   Events Details   **-R/PP22/03**

8. Documents Referred

    8.1   Quality manual

          (Clause: 5.1.2, 5.2.2, 7.3)

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9.   Other Documents

9.1   Election details

9.3   Minutes of meeting

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PP/23 – Research Incubation

1. Purpose

i. To design and carryout projects for faculty and students.
ii. Research activities are monitored by research mentors from various national and international academic and research institutes.

2. Scope

2.1 Motivate faculties and students to explore their potential and to conceptionalize innovative ideas.

3. Process Owner

3.1 Director, Executive Director and Research Coordinator.

4. Process Flow

Input	→	Self-motivated and inspired faculties and students

Resources	→	In-house research facility, research mentors from various laboratories and multi-national companies.

Outputs	→	Attend seminars and conferences, seeking research grants, paper publications, filing patenting, members in professional bodies.
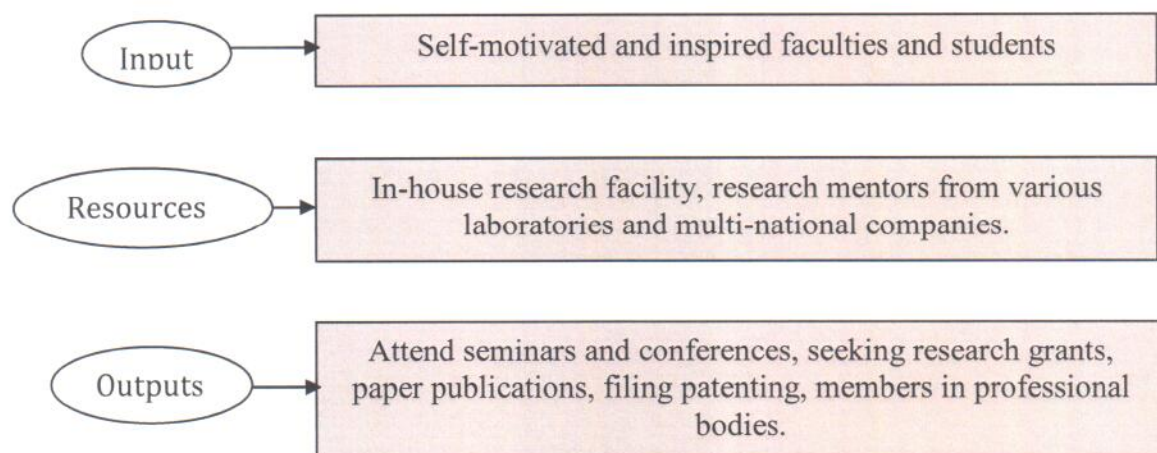
5. Process

5.1 Planning

During academic year enthusiastic faculty members and students are selected for research activity to carry out short/long term research projects and enrolled in **R/PP23/01**. Ensure that the planning takes an account of all the departments/college.

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5.2 Activities:

a) Selection of the faculties and students

b) Selection of the research topic/proposals maintained in **R/PP23/02**

c) Identification of the mentors

d) Mentoring

5.3 Process flow:

a) The faculty and students are encourage to write the project proposals and write papers for publishing

b) The outsourced research incubator helps in accessing the journal, connecting with the funding agencies, process patenting etc

c) Research incubator helps in finding suitable journals

d) This connects the people across institutions across the world

e) Weekly planning for research mentoring.

f) Skype sessions for research mentoring are conducted for both faculties and students.

g) Research coordinator conduct monthly review meeting to track and identify the progress of the research and also to resolve the issues encountered during the course of time.

5.4   Reviewing the Plans

Monitor the research incubator policies and programmes with the help of compliances and bring about Corrective actions.

6.   Key performance indicators

6.1   list of faculties and students

6.2   Proposal details

6.3   weekly mentoring plans

6.4   Monthly minutes of meeting

7.   Records

7.1   list of faculties and students   -R/PP23/01

7.2   Proposal details   R/PP23/02

7.3   Weekly mentoring plan   R/PP23/03

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8. Documents Referred

8.1 Quality manual

(Clause: 5.1.2, 5.2.2, 7.3)

9. Other Documents

9.1 Feedback register

9.3 Skype session attendance

9.4 Research paper publication file

9.5 Stock register

9.6 External mentors file

9.7 Communication file

9.8 Grievance register

9.9 Indent Acknowledgement

10.0 Issue register

10.1 Movement register

10.2 Deep dive assigning register

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Annexure – I

1. **Risk and Opportunity identification**

1.1 **Procedure for Context to Finalization of Risk and Opportunities. (CIPRO)**

a) To define how KGI's strategic direction is developed by the Top management through the identification of interested parties, issues, risks and opportunities.

b) To arrive at "Risk and Opportunities" that is to be addressed and pursued respectively.

The process flow of risk and opportunities is as follows:
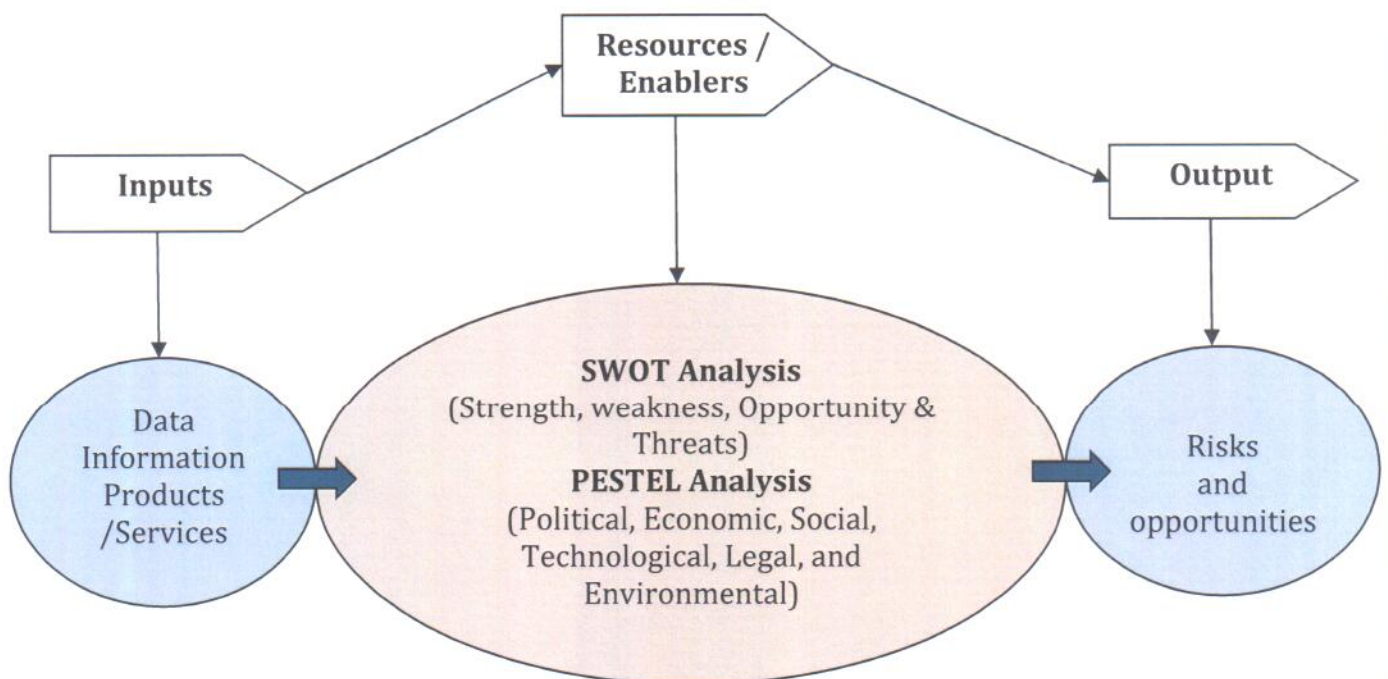
a) **Context of the Organization:**

Set the context of the organization by asking the following questions:

1) Who stands to benefit from our Organization?

2) What are their needs relative to our mission &Vision?

3) What will they look for (as evidence of) satisfaction?

4) What outputs will deliver successful outcomes?

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5) What factors affect our ability to deliver these outputs?

6) What process deals with these factors?

7) What should our objective /aim /intent for the operation of these processes?

8) Who should own this objective /aim /intent

b) **Interested Parties:**

1) The ISO Coordinator arranges through the core team before the implementation of the QMS and before the beginning of every academic year, to identify the "Interested parties". This includes both internal and external parties. Out of them the relevant interested parties are determined for further action along with the reason.

2) The form used is as per CIPRO Log.

SN	Interested Party	Type		Purpose	Relevance
		Internal	External		

c) **Issues of Concern:**

The core group is responsible for identifying the related issues of concern of the relevant interested parties that may impact the interested party or may be concerns of the IP that impact the company.

d) **Needs and Expectation of IPs and Bias:**

SN	Interested Parties	Needs and Expectation	Bias		Related Process
			Risk	Opportunity	

Risks and opportunities for KGI are identified by the core group in relation to the issues concerning the needs and expectation of the relevant IPs applying the following method and formula.

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e) Risk:

Evaluation and mitigation / controls

1) The method followed is to arrive at a "Risk Index" to determine the criticality ,based on which the decision can be taken by the management on whether to address , transfer , absorb etc the risk as permitted by the standard /system.

2) The risks are evaluated in relation to Probability and consequence.

3) The probability of encountering the risk is arrived based on the past experience of the core group and the past incidents in the recent past in this and other colleges and is captured in terms of frequency rating them on a scale of 1 to 5 i.e. daily (5), weekly (4), monthly (3), semester (2) and year (1).

4) The methods of assessing a risk for consequence / impact is in relation to issues that will lead to loss of Faculties (1), Manpower (2), Income (3) , Name (4) and running of the institution (5).

5) A "Risk factor" is calculated multiplying the probability rating and consequence rating

6) **Probability rating x Consequence rating = Risk factor** (A mere number)

7) Additional risks may be identified by any employee at any time and projected to the ISO Coordinator who will consider and discuss the same with the Core group /Top Management.

8) If a risk includes a potential positive aspect, the Top management may elect to conduct an opportunity pursuit assessment on the positive aspect.

The form used is as per CIPRO Log

Risk Rating

SN	Risk	Probability	Consequence	Risk factor

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f)   Opportunity:

Evaluation and mitigation / controls:

1) The method followed is to arrive at a "Opportunity Index" to determine the benefit, based on which the decision can be taken by the management on whether to pursue or pass considering the return on investment.

2) The opportunities are evaluated in relation to "Probability and Benefits".

3) The probability is arrived based on the past experience of the core group and the past incidents in the recent past in this and other colleges. The basis is frequency of activity, as for Risk.

4) The methods of assessing the benefits is in relation to issues that will lead to better results (5), intakes (4), Income (3), Name (2) and growth of the institution (1).

5) Additional opportunities may be identified by any employee at any time and projected to the ISO Coordinator who will consider and discuss the same with the Core group /Top Management.

6) An "Opportunity factor" is calculated multiplying the probability rating and benefit rating

7) **Probability rating x Benefit rating = Opportunity factor** (A mere number)

8) If an Opportunity includes a potential negative aspect, the Top management may elect to conduct a Risk assessment on the negative aspect.

The form used is as per CIPRO Log

Rating

SN	Opportunity	Probability	Benefits	Opportunity factor
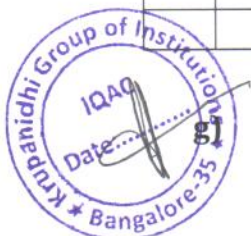
g]   Risk and Opportunity Finalization and circulation:

1. The risks with the risk factors and the Opportunity with the benefit factors are put up to the Top management for review and decision.

2. The management decisions are received by ISO Coordinator to address, transfer, absorb risk etc and to "Pursue or Pass", the accepted Opportunities.

3. The accepted risks to be addressed are listed in the "Risk register" by ISO Coordinator indicating the Process for mitigation, Start & end Dates of mitigation and the expected result in risk factor.

4. The accepted opportunities to be pursued are listed in the "Opportunity register" by ISO Coordinator indicating the Process for pursuing, start & end dates and the expected result in benefit.

5. The ISO Coordinator communicates the same to the relevant process owners and ensures that control measures are introduced in the processes.

6. The forms used is as per CIPRO Log

h) **Strategic Direction:**

From the information above, the Top Management devises a "strategic direction" as per the Management Process **PP-01**.

1.2 **Procedure for Managing Risks and Pursuing Opportunities:**

Focus of Risk and Opportunity Management:

a) **KGI manages risks and opportunities:**

1) KGI manages Risks with a focus on decreasing their likelihood, and minimizing their impact if they should occur.

2) Opportunities are managed to increase their likelihood, and to maximize their benefits if they should occur.

3) Where risks and opportunities overlap, the best appropriate method for managing them will be ascertained, given the situation at hand. Elements of such "blended" uncertainties may require methods which both address the negative risk and positive opportunity.

b)   **Control /Management of - Risks and Opportunities**

1) The process owners on receipt of "Risks and Opportunities" that are to be addressed review the documents of the process for their ability to control or benefit from them.

2) When not meeting the requirement, the process owners prepare documents and action plan with responsibility and time lines for completion and verification of the same.

The final success / failure result of the "Risk and Opportunity" is captured by the respective process owner and projected by ISO Coordinator in the MRM.

Risk Register

No	Risk Area	Risk Description	Risk Rating	Eliminate or reduce	Action (Ref doc)	Start Date	End Date	Result expected	Responsibility	Result achieved	Remarks

Opportunity Register

No	area of Opportunity	Description of Opportunity	Opportunity Rating	Action (Ref Doc)	Start Date	End Date	Result expected	Responsibility	Result achieved	Remarks

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Goal Setting Staff Appraisal Annual Report

Name		Designation	
Department		Appraiser	
Review Year		*New Designation	

*Please highlight in the New Designation if there have been any changes to the above detail at the Mid or Full year review

Guidelines

The three main stages in the process are detailed below with guidance on which parts of the form should be completed at each stage. The form can also be updated at any time during the year by mutual agreement.

01	**Objective Setting**	At the start of the year: Agree and complete the Objectives section Agree and complete the Personal Development Plan(PDP) section
02	**Mid-year review**	At mid-year, review performance over the last **6 months**: Add comments and extent achieved against each objective Update PDP section, Complete and agree all other sections (apart from *Full Year Review Comments*)
03	**Year-end review**	At year-end, review performance over the last **12 months**: Add comments and extent achieved against each objective Update PDP section, Update and agree all other sections (apart from *Mid Year Review Comments*)

After each stage update the appraisal form. The signed copy should be sent to HR Department to be logged and placed on file. Both the appraiser and appraisee should keep a soft copy of the agreed form at each stage.

When completing the PDP, use the priorities below:

1   Unable to fulfil role without this development
2   Potential severe impact on role without this development and/or essential for personal development
3   Minor impact on fulfilment of role without this development and/or will help personal development

When setting an overall rating, use the table below, taking into account how the Appraisee has performed against: Objectives, and any additional achievements Behaviours

Overall Rating (Performance Review Rating Table)				
1 **Not acceptable**	**2** **Development required**	**3** **Meets expectations**	**4** **Exceeds expectations**	**5** **Outstanding**
Has not met the requirements of the role	Has met some but not all of the requirements of the role.	Has satisfactorily fulfilled the requirements of the role.	Has gone beyond the expectations of the role.	Has contributed significantly to the organization beyond the boundaries and expectations of the role.

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Section A:		Academic Performance : Current Academic Year				
Present Salary:	**Basic**	**D.A**	**H.R.A**	**C.A**	**O.A**	**Total**

Attendance Report :			C.L	OOD	Reason for long leaves
Punctuality :	Leaves		12	--	
	Availed				

Section B:			Workload : Current Academic Year			
Subject	**6 months**			**6 months.**		
	Hours /Week	**Total no. hours got**	**Total no. hours taken**	**Hours /Week**	**Total no. hours got**	**Total no. hours taken**

Feed Back : Current Academic Year   **Note: Feedback Rating (FR)**

Subject	FR	Subject	FR	Subject	FR	Subject	FR	Subject	FR	Subject	FR

Results: Completed Academic Year																
Regular batch								**Intermediate batch**								
Subject	**D**	**F**	**S**	**P**	**Fail**		**Total appeared**	**Pass %**	**Course**	**D**	**F**	**S**	**P**	**Fail**	**Total appeared**	**Pass %**

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Section C:	Objectives			

Mutually set and agree your objectives with your Appraiser. Tick the appropriate box of the 'Extent Achieved' column to highlight the extent of the achievement and any disappointments that you faced.
(- Not achieved, ✓ Fully achieved, + Exceeded)

Objectives	Comments	Extent Achieved		
		-	✓	+
Objective agreed Description: How will this be measured: Due dates/milestones:	Mid-year review Year-end review			
Objective agreed Description: How will this be measured: Due dates/milestones:	Mid-year review Year-end review			
Objective agreed Description: How will this be measured: Due dates/milestones:	Mid-year review Year-end review			
Objective agreed Description: How will this be measured: Due dates/milestones:	Mid-year review Year-end review			

Additional achievements				

What other achievements would you like to be recognised? This should include additional contributions to the Department/College which are both in and outside of your own immediate Department/College area (Enclose necessary Proofs)

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Career Development Structure(CDS) Competency Assessment

Review the competencies related to your CDS grade and mark on the below chart the extent to which you are carrying these out. (For more details on the CDS Competencies, please follow this link.)
(- Development needed in this area, ✓ Competent in this area, + Accomplished in this area)

Competency	Rating			Justification				
	-	✓	+					
Result Performance								
Student Feedback								
Punctuality								
Professional Expertise								
Creating & Delivering Additional Academic Work (Content Beyond Syllabus)								
Workshops/Seminars in Collaboration with Industry								
Certifications								
Training & Summer Camps (FDP)								
Coordinator Work								
Research Work (paper publication)				Scopus index	International journal	National journal	Impact factor	Citations
Funding from External Agency								
Consultancy								
Working Relationships								
Leadership Qualities								

Career Development

How would you like your career to develop within the next two years? How can your Mentor support you in achieving this goal?

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Job satisfaction

Consider if there are ways in which your satisfaction with your role could be strengthened. Consider amongst others such areas as: Do you feel that your abilities have been fully used? Do you have what you need to do your job? Do you have any suggestions for changes with your role that would increase your interest and satisfaction at work?

Personal Development Plan(PDP)

Input your new, and carry forward any outstanding, development requirements into the plan below. Add any new development requirements to the plan as they are identified during the year, and highlight which development areas have been achieved.

Development Need	Priority (1,2,3)	Target Date	Date Done
Description of need: How will this be achieved:			
Description of need: How will this be achieved:			
Description of need: How will this be achieved:			

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Mid Year Review Comments

Provide a summary of your review and score the Appraisee's performance on the performance review rating table based on the achievements up to the Mid Year review

Employee's Comments

HOD/Dean/Principal Comments	Overall Rating

Full Year Review Comments

Provide a summary of your review and score the Appraisee's performance on the performance review rating table based on the achievements for the full year.

Employee's Comments

HOD/Dean Comments	Overall Rating

Principal Comments	Overall Rating

Director/Executive Director Comments	Overall Rating

Appraiser's Signature................. Date............... Appraisee's Signature............. Date...............

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