CRITERION 4

4.4.2. There are established systems and procedures for maintaining and utilizing physical, academic and support facilities – laboratory, library, sports complex, computers, classrooms etc.

SUBMITTED TO

NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

BY

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

N. L. DALMIA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH

FOR

NAAC ACCREDITATION SECOND CYCLE 2022

Supporting Documents

4.4.2. There are established systems and procedures for maintaining and utilizing physical, academic and support facilities – laboratory, library, sports complex,

Sr. No.	Details
1	Policy and Procedure for Teaching Learning
2	Policy for IT Facilities
3	Policy for maintaining Library facilities
4	Policy for maintaining Sports facilities
5	Policy for maintaining Support facilities
5.1	SOP for Covid 19 protocols
5.2	SOP for Building Maintenance
5.3	SOP for Housekeeping Operations
5.4	SOP for Medical Support and First Aid
5.5	SOP for Security Services Management
5.6	SOP for Annual Maintenance Contracts Management
5.7	SOP for Assets Tagging and Inventory Process
5.8	SOP for Bill Verification
5.9	SOP for Cafeteria Operations
5.10	Car Parking Policy
5.11	SOP for Contract Labour
5.12	SOP for Courier Dispatch Services
5.13	SOP for Event Management Support
5.14	SOP for Fire Fighting Safety
5.15	SOP for Fixed Assets Management
5.16	General Purchase and Procurement Policy
5.17	SOP for Horticulture
5.18	SOP for office Stationery, Tea Coffee, Housekeeping Material, and procurement

Supporting Documents

4.4.2. There are established systems and procedures for maintaining and utilizing physical, academic and support facilities – laboratory, library, sports complex,

Sr. No.	Details
5.19	SOP for Pest Control and Fumigation
5.20	SOP for Repairs and Maintenance
5.21	Vendor Management, New Vendor Onboarding and Procurement Process
5.22	Visitor Management System
5.23	Hostel Policy

N. L. Dalmia

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

Policy and Procedure for Teaching Learning

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

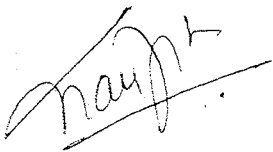# POST GRADUATE DIPLOMA IN MANAGEMENT (PGDM)

POLICY AND PROCEDURE

TEACHING LEARNING

BATCH 2021-23

Foreword

N.L.Dalmia Institute of Management Studies and Research, provides value based quality learning experience to all our students to fulfil their academic potential and contribute to the industry and society at large. We ensure a vibrant teaching and learning environment to our students. Excellent infrastructure, highly competent faculty, library resources are all made available to facilitate learning and knowledge building Students are encouraged to develop their KSA: Knowledge-Skills- Attitude. We have enhanced the learning experience by adopting student centric teaching methods, using technology and resources for experiential learning and facilitating high industry connect. We also continuously evolve the teaching learning process to adapt to meet the changing expectations of our students as well as the industry. In order to create an enabling academic environment, every student, faculty, and staff of the Institute is committed to strive for personal and academic integrity and to treat others with dignity and respect.

Policies and procedures in teaching learning are defined to ensure achievement of Program Outcomes which is aligned to the Vision, Mission of the Institute.

Dr. Jyoti Nair

Program Head, NLDIMSR

Mr. Vijay Ramchandran

Director, NLDIMSR

2

Contents

12.**Annexures**

a) Summer Project Evaluation Sheet

b) Final Project Evaluation Sheet

c) CO Attainment Survey Form

d) Faculty Feedback Form

1. About the Program

Post Graduate Diploma in Management (PGDM) is a two year full time program approved by All India Council for Technical Education (AICTE), Ministry of HRD Govt. of India. The program offers specialisation in Finance, Marketing and Human Resources. It is covered over 6 trimesters, providing high-quality management education and highly researched course curriculum. Highly qualified and experienced faculty members bring forth a right mix of industry and academics, providing a holistic perspective of innovative thinking, a key addition to business value in today's fast-changing and competitive environment. The two-year program encompasses a plethora of activities on team building, leadership, personality development, interpersonal skills and self-defence, which gears up the students to become successful business leaders and entrepreneurs.

2. Program Educational Objectives (PEOs) AND Program Outcomes (POs)

The Program is guided by the following Objectives and Outcomes

2.1 Program Educational Objectives (PEOs)

PEO1- To impart knowledge, strengthen the analytical ability and develop management skills amongst PGDM students.

PEO 2- To educate the students to perform in key business functional areas including Finance, Marketing and Human Relations with an overview of global practices.

PEO 3 - To prepare the students to work effectively and professionally in teams with mutual respect amidst the diverse workforce in the present days' rapid technological advances.

PEO 4 - To sensitize the students, recognize & address ethical issues and adhere to values with a view to applying them in organisational and social setting.

PEO 5 - To train the students to eventually assume responsible roles in the firms.

2.2 Program Outcomes (POs)

PO1- Apply knowledge of management theories and practices to solve business problems

PO2-Foster Analytical and Critical Thinking abilities for data based decision making

PO3-Ability to develop Value based Leadership ability

PO4-Ability to understand, analyse and communicate global, economic, legal and ethical aspects of business

PO5- Ability to lead themselves and others in the achievement of organisational goals, contributing effectively to a team environment

Policies and procedures in teaching learning are defined to ensure achievement of Program Outcomes which is aligned to the Vision and Mission of the Institute.

3. Program Completion Requirement

3.1 Responsibility and Authority

1. Director
2. Program Head
3. Faculty-In charge - Examinations

3.2 The program is conducted over two years. The required courses for PGDM program are spread across six trimesters. Total credits completed in six trimesters is equal to 120 credits. Trimester-wise distribution of credits is mentioned in program curriculum.

In order to complete the program, students must complete the following

Sr. No	Particulars	Credits
a.	Core courses	54.5 credits
b.	Specialization Courses	27 credits
c.	Elective Courses	18 credits
d.	Summer Internship Project	6 credits
e.	Final Project	6 credits
f.	Skill Development Courses	4.5 credits
	Total	**120 Credits**

3.3 To be eligible to receive PGDM degree, graduating students must get a minimum CGPA of 4.0 on a 10.0 scale.

3.4 <u>Records and Documents</u>

(i) List of admitted students

(ii) List of students who have appeared for examinations (Trimester wise)

(iii) Mark list with grades of students Trimester wise

4. Assessing Program Effectiveness

PGDM program effectiveness is assessed at the end of every Batch to ensure attainment of Program Outcomes. The assessment is done through direct and indirect measures.

4.1 Responsibility and Authority

1. Director
2. Program Head
3. HODs
4. Faculty

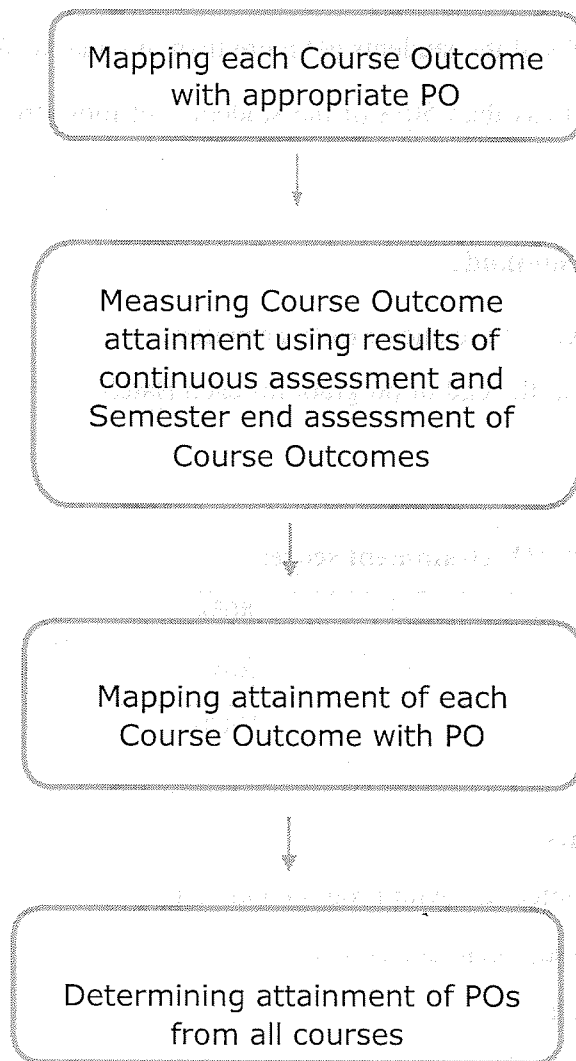### 4.2 The following measures are used to examine Program effectiveness:

1. Attainment levels of Course Outcomes –

   (i) Continuous assessment and Trimester end examinations: An appropriate combination of tests, case study, quiz, projects, assignments presentations and written examinations are used to review the attainment level of Course outcomes.

   (ii) Target Attainment levels are laid down for each course. Course wise marks obtained by each student based on continuous assessment and Trimester end examination are mapped with targets set to calculate attainment of Course Outcomes.

   (iii) At the end of every Trimester, Course Outcome Survey is done to obtain feedback from students.

2. Internship assessment through presentation and viva.

3. Final Project assessment through presentation and viva.

4. Students feedback on course delivery, contents and attainment of Course Outcomes

5. Corporate feedback on summer internship

6. Final Placement Analysis

7. Student's achievement in co-curricular activities.

8. Program Exit Survey is administered on all graduating students to assess level of achievement of intended Program Objectives and Outcomes.

4.3 Assessment of Program Outcome Attainment

For every batch, Program Attainment from Direct and Indirect methods are assessed and gaps if any, is discussed with HODs for action to be taken

Direct Assessment

Every course in the curriculum has Course Outcomes mapped to Program Outcome. The attainment level of each course helps in the evaluation of attainment of each Program Outcome. The average attainment level of all courses mapped to a Program Outcome is calculated to determine the attainment of Program Outcome through courses. The process to calculate PO attainment is described below:

```
┌─────────────────────────────────┐
│   Mapping each Course Outcome    │
│      with appropriate PO         │
└─────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│    Measuring Course Outcome      │
│   attainment using results of    │
│    continuous assessment and     │
│   Semester end assessment of     │
│        Course Outcomes           │
└─────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│    Mapping attainment of each    │
│      Course Outcome with PO      │
└─────────────────────────────────┘
                 │
                 ▼
┌─────────────────────────────────┐
│   Determining attainment of POs  │
│         from all courses         │
└─────────────────────────────────┘
```

At the end of every Trimester, Course Outcome attainment is calculated by each faculty for their respective courses based on marks scored by the students in Trimester end exams and continuous assessment. The attainment levels of each Course is mapped with the relevant POs every Trimester. The attainment levels from Summer Internships and Final Project is also calculated. At the end of the Program, the final attainment levels from all courses, summer internship and final project is collated for all Trimesters to determine the average attainment for each PO.

Course Outcome Target Attainment levels

1. **High** - More than 70% of the students get more than or equal to 70% of marks

2. **Medium**- More than 60% of the students get more than or equal to 70% of marks

3. **Low** -   More than 50% of the students get more than or equal to 70% of marks

4. **NA** – (Not attained) Less than 50% of the students get more than or equal to 70% of marks

Indirect Assessment methods

1. Course Outcome Survey at the end of each Trimester.
2. Program Exit Survey at the end of program for each Batch
3. Alumni Survey.

Weightage in overall PO Attainment scores

Direct Assessment	80%
Indirect Assessment	20%
Total	100%

4.4 Records and Documents

- Mapping of Course Outcomes with Program Outcomes
- Program Outcome Assessment and Analysis
- Course Outcome Attainment
- Course Outcome Survey/Program Exit Survey and Analysis
- Marks obtained by students in examinations, continuous assessment, internship project, final project

5. Curriculum Review and Design

The curriculum and course contents of PGDM program is reviewed for every batch to ensure industry relevance and contributes to achievement of Program Educational Objectives and Program Outcomes.

5.1 Responsibility and Authority

1. Director
2. HODs
3. Program Head

5.2 PGDM curriculum and course contents are reviewed for every batch (once in an academic year).

5.3 PO Attainment scores are calculated for every Batch which is an important input for review of curriculum.

5.4 At the end of every Trimester, faculty feedback on course contents is obtained by HOD. HOD discusses the PO Attainment scores, inputs received from industry experts with their faculty team and proposes revision of curriculum / course contents to Director.

5.5 After approval from Director, the proposed revision in curriculum and course contents are placed before the Board of Studies for their comments. The Board of Studies is constituted by HOD for each specialisation.

5.6 The recommendations from Board of Studies is placed before the Academic Advisory Council for their inputs/comments. After incorporating the inputs from the Academic Advisory Council, the curriculum and course contents are finalised and approved by Director and Program Head.

5.7 Program Head implements the revised curriculum and course contents.

5.7 Documents and records

- Faculty inputs and industry expert's inputs w.r.t curriculum and course content revision.
- Attainment of Program Outcomes scores
- Summary of curriculum and course content revisions proposed by HOD and approved by Director and Program Head
- Minutes of Board of Studies meeting
- Minutes of Academic Advisory Council meeting
- Revised curriculum and course contents for the batch.

6. Course Delivery

The Institute believes in robust course delivery to ensure achievement of Course outcomes and Program Outcomes

6.1 Responsibility and Authority

1. Director
2. HODs
3. Faculty
4. Program Head

6.2 Before the commencement of Trimester

6.2.1 Academic Calendar is prepared by Program Administrator with inputs from HODs and Program Heads at least one week before the commencement of the academic year.

6.2.2 HODs allot the subjects to faculty, based on subject expertise, teaching experience and workload norms, at least 30 days before the commencement of Trimester. In case of subjects which requires external resource, HOD identifies guest faculty with requisite qualification and experience.

6.2.3 The final subject allocation is approved by Director.

6.2.4 The faculty prepares the course plan (refer annexure) for every course/subject allotted in prescribed format

6.2.5 The Course plan indicates the plan for course delivery and assessment. It also maps the Course Outcomes with Program Outcomes.

6.2.6 Faculty submits the course plan to HODs for approval at least 15 days before the commencement of the Trimester.

6.2.7 The course plan is approved by the HOD after ensuring the quality of course delivery. HOD ensures that that there is an appropriate mix of evaluation methods like group discussions, presentations, case studies, class tests and mid-term exam.

6.2.8 Approved Course Plan is submitted to Program Office for records.

6.2.9 The Time table is prepared for every Trimester by the Program Administrator and communicated to all faculty and students one week before the commencement of the Trimester.

6.3 During the Trimester

6.3.1 A soft copy of the course plan is made available to the students by the Program Office.

6.3.2 Faculty takes attendance of the students in their class for each course allotted to them.

6.3.1 Program Administrator/ HR Department takes interim feedback (Annexure 5) for every course after completion of at least 6-8 sessions and final feedback (Annexure 6) at least a week before the completion of Trimester. The Interim and Final Feedback is submitted to Director. The feedback is discussed with HODs and concerned faculty to identify areas of improvement if any.

6.3.2 Faculty gives feedback to students of their academic performance based on continuous assessment. The list of weak students is provided by the Program Administrator to each faculty after mid-term assessment. Faculty members conducts remedial sessions to guide the weak students.

6.3.3 Departmental meetings are held once a month to monitor and discuss progress of the Trimester.

6.3.4 Meeting of HODs, Program Heads and Director are held once in a week to discuss and review the progress of the Trimester.

6.4 Completion of Trimester

6.4.1 Faculty calculates the Course Outcome attainment based on assessment of the course. Program Office takes CO Attainment survey from students and the analysis is provided to the HOD and faculty.

6.4.2 Any shortfall/gap in attainment of COs is discussed by faculty with HODs and appropriate action plan noted.

6.4.3 Faculty submits the duly completed course completion and review report to HODs for approval within 20 days of completion of the Trimester.

6.4.4 Director discusses the final feedback with HODs and concerned faculty to identify areas for improvement if any.

6.4.5 Faculty submits the duly completed course files to Program Office.

6.4.6 Program Head prepares PO attainment scores for all courses. Gap Analysis is done by HODs and Program Head for action to be taken.

6.5 Course Delivery structure

For a full credit course	Hours Committed
Total number of committed hours	30 [Instructional -20 hrs and Student's prep-10 hrs]
Number of lectures @75 minutes per lecture	16
For a half credit course	
Total number of committed hours	15 [Instructional -10 hrs and Student's prep-5 hrs]
Number of lectures @75 minutes per lecture	8

6.6 Documents and Records

6.6.1 Documents/ files to be maintained by HOD

- Program Educational Objectives and Program Outcomes
- Program Curriculum and contents
- Subject Allocation for each Trimester
- Review of course contents submitted by faculty
- Details of guest sessions/workshops/ training programs/department events conducted for students in prescribed format. (Annexure 9)
- Minutes of Department meetings
- Minutes of Board of Studies and Academic Advisory Council meetings

6.6.2 Documents /files maintained by Faculty

- Course contents (Syllabus)
- Course Plan duly approved by HOD
- Attendance of students
- Details of course delivery and continuous assessment methods used for evaluation (Session ppts, case studies used, mid-term test question papers, projects and assignments given)
- Marks of continuous assessment and Trimester end exams along with rubrics.
- Course Completion and Review Report with Course Outcomes attainment scores
- Review of course contents with comments

7. Assessment and Grading

7.1 Responsibility and Authority

1. Director
2. Program Head
3. Faculty In charge- Examinations

7.2 All students are assessed over the Trimester through Trimester end examinations and continuous assessment through mid-term tests, projects, assignments, presentations, quiz, case study, class participation etc. Assessment of each course is designed to meet the course outcomes Internship is evaluated through presentation and viva-voce.

7.3 Faculty members ensures that all Course Outcomes are assessed through an appropriate mix of continuous evaluation components and Trimester end Examinations.

7.4 The students are informed about the assessment scheme and methods for each course at the commencement of the Trimester through Course Plan by faculty.

7.5 The assessment scheme is as under:

Credit/Marks	Continuous assessment	Trimester end examinations	Minimum marks for passing*
Full credit (03)/ 100 marks	50 marks	50 marks	50 marks
Half credit (1.5)/50 marks	25 marks	25 marks	25 marks

*The students have to individually pass both continuous assessment and Trimester end examination to be declared pass for each course.

7.6 Components of Continuous Assessment

Sr. No	Particulars	Attributes to be assessed	Marks Full credit course	Marks Half credit course
1	Assignment/ Class Test / Quiz/ Case study etc	Knowledge and application	20 marks	10 marks
2	Projects / Field work/ Research/ Live Project etc	Critical thinking/Analytical skills /Decision making	20 marks	10 marks
3	Presentation/viva voce/ role play/ class participation etc	Knowledge/Presentation skills/communication skills/team work	10 marks	5 marks

Rubrics defined for each of the above component (Refer Annexure)

7.7 Quality of Assessment

7.7.1 Trimester end Question Paper setting

1. Every faculty submits two sets of QP to Examination dept at least 15 days before the commencement of Examinations.
2. Each question is mapped to Course Outcome/s.
3. Structure of Question paper is provided to faculty members. The Question paper should necessarily include a situation based/case study as a compulsory question. All other questions should appropriately evaluate a student's ability to apply business management concepts.
4. HOD identifies expert faculty to vet the question paper for quality, appropriateness and completeness.
5. The vetted Question papers are administered by the Examination Department.

7.7.2 Evaluation

1. Components of Continuous Evaluation are defined with weightage to ensure quality and effectiveness of evaluation.
2. Rubrics are designed to ensure quality and effectiveness of evaluation
3. Marks given by the faculty members for each course is moderated by a team of HOD/FIC-Examination and Program Head. The marks after moderation are then approved by the Director.

7.7.3 Grading Scheme

The Revised Credit and Grading System will be applicable for the Post Graduate Diploma in Management. In every Course, based on the combined performance in all assessments, in a particular Trimester as per the curriculum/syllabus, the student is awarded a letter grade. These letter grades not only indicate a qualitative assessment of the learner's performance but also carry a quantitative (numeric) equivalent called the Grade Point.

Range of percentage of Marks	Letter Grade	Grade Point	Performance	SCPA/ CGPA Range
80 and above	O	10	Outstanding	9.51-70
75-79.99	A+	9	Excellent	8.51-9.50
70-74.99	A	8	Very Good	7.51-8.50
65-69.99	B+	7	Good	6.51-7.50
60-64.99	B	6	Fair	5.51-6.50
55-59.99	C	5	Average	4.51-5.50
50-54.99	P	4	Pass	4.0-4.50
Below 50	F	0	Fail	<4
Absent	AB	0	Fail	

SGPA/CGPA Calculation

Semester Grade Point Average (SGPA) The performance of a student in a semester is indicated by a number called Semester Grade Point Average (SGPA) The SGPA is the weight ed average of the grade points obtained in all the subjects by the student during theSemester.

For example, if a student passes five courses (Theory/Projects etc.) in a semester with credits Cl, C2, C3, C4 and C5 and student grade points in these courses are G1, G2, G3,

G4 andG5 respectively, then learners SGPA is equal to:

$$SGPA = \frac{C1G1 + C2G2 + C3G3 + C4G4 + C5G5}{C1 + C2 + C3 + C4 + C5}$$

The SG PA is calculated to two decimal places.

Cumulative Grade Point Average (CGPA)

An up to date assessment of the overall performance of a student since the time she/he entered the Institute is obtained by calculating a number called the Cumulative Grade Point Average (CG PA), in a manner similar to the calculation of SGPA. The CGPA therefore considers all the courses mentioned in the curriculum, towards the minimum requirement of the degree student have enrolledfor. The CGPA is calculated at the end of last semester to two decimal places and is indicated in semester grade reports cards. The CGPA will reflect the failed status in case of F grade (s), till the course (s) is / are passed. When the course(s) is/are passed by obtaining a pass grade on subsequent examination (s) the CGPA will only reflect the new grade and not the fail grades earned earlier. TheCGPA is also calculated in the same manner taking into account all the courses undergone by a student over all the semester of a program, i.e. CGPA = I(Ci x Si)/ I Ci Where Si is the SGPA of the ith semester and Ci is the total number semesters. The SGPA and CGPA shall be rounded off to2 decimal points and reported in the report card.

7.8   Rules of Passing

7.8.1   Heads of Passing

Continuous Assessment and end- term examination are separate heads for passing. e.g. 50 marks (IA) and 50 marks for End-Term examination. Passing standard will be 50% in each individually, i.e. 25 marks in (IA) and 25 marks in end term examination.

- Student(s), who do not obtain minimum 50% marks in subject(s)/paper(s)/course(s) either in the internal assessment or in the external examination or both, shall be declared as "Fail" as per the standard of passing of examination.

- A Student failing in not more than three subjects/papers/courses in the Trimester I exam shall be allowed to keep terms in Trimester II of the PGDM program.

- A student who has passed in all Trimester examinations conducted by the Institute in Year 1 i.e.: Trimester I, Trimester II and Trimester III examinations shall be eligible for admission into Trimester IV of the PGDM program.

- A student failing in not more than three subjects/papers/courses in the Trimester IV examination shall be allowed to keep terms in Trimester V of the PGDM program.

- A student failing in more than three subjects are not allowed to keep term.

- A Student will be declared **PASS** and be eligible for **Grade** in PGDM course (**Post Graduate Program**) if a student secures **at least 50% marks separately in each head of passing as** mentioned above.

- The mark list for every Trimester is displayed within 30 days of the completion of Trimester end examinations. Report Card with grades for each Trimester is given to students.

7.8.2 Carry Forward of Marks

In case of a student who does not fulfil criteria of passing and fails in the Continuous Assessment and/or end semester Examination in one or more courses:

- A student who passes in the Continuous Assessment but Fails in the End-Term Examinationof the course shall repeat with the next End-Term examination.

- However, his/her marks of the Continuous Assessment shall be carried over and he/she shallbe entitled for grade obtained by him/her on passing.

- The grade-sheet will be issued only after the student clears the respective term. A student who PASSES in the term-end examination but Fails in the

Continuous Assessment of the course shall reappear for the Continuous Assessment of that course. However, his/her marks of the End-Term examination shall be carried over and he/she shall be entitled for grade obtained by him/her on passing.

7.9 Verification/Revaluation of answer book

- Verification/Revaluation will apply only to the theory papers of the End- Term examination and will not apply to internal evaluation.

- All the students will get the course-wise marks obtained by them in the Internal Evaluation, and End-Term examination on the date of result declaration.

- In case a student is not satisfied with the marks awarded to him/her in the theory paper in any course of the End-Term examination. She/he may approach the Examination Department along with a signed application in prescribed format with a fees of 750/- per subject within **7 (seven) working days** from the date of result declaration.

- Application for Verification/Revaluation after the stipulated due date shall not be entertained or accepted for any reason whatsoever.

- Application received from student for verification/revaluation shall be placed before an examiner (who teaches same subject in other divisions) other than the subject teacher for Verification/ Revaluation.

- The marks awarded by such examiner/s in revaluation shall be final and binding on the student and the original examiner.

- The change of marks if any, shall be communicated to the student and a revised Grade Sheet shall be issued to him/her only on surrendering the original Grade Sheet to the examination office.

- The whole process of Verification/Revaluation shall be completed within 10 working days from the date of receipt of application.

7.10 Supplementary examination of Continuous Assessment and End-Term examination

- Supplementary examination for internal assessment shall be completed, as per the schedule planned by the Institute.

- The supplementary exam for End-Term examination is conducted along with

the End-Term examination in the next semester.

- Hence the final mark-sheet will also be issued to students only at the end of next semesterwith a mention of the academic session. (November 2020 or April 2021 to specify thatstudent could not clear all the papers in one attempt)

- The student appearing for supplementary examination need to pay applicable fee of Rs.3000 per subject towards repeat examination fees.

- A student who is supposed to reappear for internal assessment will be evaluated again bythe respective faculty. The student is responsible to ensure that their internal re-exam iscompleted before the End-Term examination.

7.11 Rules for Standard of passing and allowed to Keep Terms

- From Sem-I to Sem-II Eligible for admission to Sem-II irrespective of the number offailed subject/s In the Sem-1

- From Sem. II to Sem. Ill Eligible for admission to Sem-III if total number of failed subject/s do not exceed Three (3) in Sem-1 and Sem-11 taken together.

- From Sem-III to Sem-IV Eligible for admission to Sem-lV irrespective of the number of failed subjects in the Semester 111.

- Sem-lV failed students will repeat exam in the next semester.

7.12 Discipline in the Examination Hall

- Students must know their Roll Number

- Students who are eligible to write the End-Term examination/re-examination should bepresent in the Examination Hall at least 30 minutes before the scheduled time of the commencement of the examination.

- All the students, who arrive in the examination hall 15 minutes after the scheduled timeof the commencement, will not be permitted to appear for that examination.

- In the exceptional circumstances, the student will necessarily have to get the approval ofthe examination-in-charge in order to appear at the examination based on the written application citing the reason thereof.

- Such a student who has reported late will not be eligible for benefit of extra time due tolate arrival as well as the loss of time in getting approval from the

examination-in-chargein such a case.

- Even in case of exceptional circumstances, the students are not permitted to enter the examination hall more than half an hour after the commencement of the examination.

- Students are not permitted to leave the examination hall until one hour after the start ofthe exam or during the last ten minutes of the session.

- Students should ensure that all their bags and other personal belongings are deposited inthe designated area usually near the Supervisor's table, at their own risk.

- NLDIMSR will not be responsible for the safety and security of the same.

- A student, who fails to attend an examination at the time and place published in the timetable, will have an 'Absent' remark in the grade sheet.

-

- Opportunity for re-supplementary examination will be given according to the rules andregulations as supplementary examination.

- Students should occupy their correct seats as per the seating plan displayed and write appropriate details in the space provided for the purpose on the answer-book.

- Students are required to have their Identity Cards issued by NLDIMSR and they mustproduce these for verification by the examination invigilator/exam coordinator/examination-in-charge during the examination.

- Students not having the said identity card with them during the examination shall be denied permission to appear for the examination.

- Every student present must sign against his / her Student number on the attendance sheetprovided by the exam Supervisor.

- Students should specifically go through the instructions given on the top of the questionpaper and on the front page of the answer book. They are of utmost importance.

- On the front page of the answer book, the students should write only the name of the program, specialization, date, roll no. if any, semester details and course / subject for which examination is being held, number of supplementary sheets attached to the mainanswer book.

- Any extra writing on the front page or anywhere in the answer book will be

treated as act of unfair means and will be dealt as per rules.

7.13   Rules regarding the Examination Hall

- If a student has any query as regards contents of the question paper, he should bring the same to the notice of the examination hall supervisor without disturbing others in the examination hall.
- Students are forbidden to
  - bring any books, notes, scribbling papers, pagers, mobile phones, laptop or any other similar devices/things unless specifically permitted.
    - Any such material found in possession of the student will be confiscated
    - smoking in the examination hall,
    - Bring eatables/ drinks in the examination hall
    - Speak or communicate in any manner to any other student, while the examination is in progress,
    - Take with them any answer-book, written or blank, while leaving the examination hall.
- Such acts amount to adoption of unfair means by the student/s concerned and strict action will be taken against them as per the institute's policy.
- The supervisors/ authorized persons are authorized to frisk the students.
- Any method to bribe the examiner/s by attaching currency notes or letters or making an appeal inside the answer book or by any other means of communication is strictly prohibited and will result in serious action being taken as per the institute's policy.
- The answer books of the End-term examinations are coded before the evaluation and therefore, students should not write his/her name, Roll No., Student No. etc. anywhere in the answer-book and / or reveal his / her identity in any form in the answers written by him / her or anywhere in the answer book.
- Writing these details or putting signature amounts to revelation of identity.
- Use of religious invocation or any writing that is not relevant to the answers anywhere in the answer- books will be treated as attempt to reveal identity, and will be treated as an act of adoption of unfair means.
- While underlining of answers for focusing attention is permitted, use of varied inks, except for illustrations and figures must be avoided. D

- DO NOT use any symbol like encircling the question or using colour arrows for 'P.T.O'.
- These will all be considered as attempts to readily identify the specific answer-book.
- Student should neither tear any sheet/s from the answer-book provided nor shall attachunauthorized additional sheets to the same.
- Students should not write anything on the question-paper.
- Exchange of stationery, writing material, mathematical instruments, question paper etc.is strictly prohibited.
- The student should not leave the examination hall on any account, without surrenderinghis/her answer book.
- A student who disobeys any instructions issued by the Invigilator's / Exam Room Supervisor or who is guilty of rude or disobedient behaviour is liable for disciplinary action to be taken against him / her by the Institute.
- Students suspected to be guilty of any of the aforesaid acts will be allowed to write theirexamination only after giving an undertaking in writing that the decision of the Institutein respect of the reported act of unfair means will be binding on them.
- Candidate exhibiting insolent/violent behaviour with the Invigilator and other examination staff or other examinees.
- Unruly behaviour in or near the examination hall.
- Acts of threats, violence, creating disturbance inside/outside the examination hall, preventing other candidates from entering the hall, misbehaviour with the supervisingstaff etc
- Brining dangerous weapons/articles into the examination room on any pretext. Any actsby candidates that hinder the discharge of duty by staff on examination duty or the smoothconduct of the examination.
- Talking with neighbours, showing signs or signals to others in the hall/lobby.
- Writing the examination even after the final warning despite several calls to stop writing
- Causing damage to the belongings of examiners, as an act of vengeance.
- Arranging outside persons to terrorize the examination staff.
- Causing damage to examination material/records.

- Assaulting physically or attempting to attack any examination staff while beingcaught/booked for any malpractice.

- Writing filthy/indecent/vulgar words or sketching obscene figures etc. In the answer booklet or black board or walls or furniture at the examination room.

- Possession of printed/photocopy-manuscripts pertaining/not pertaining to the day's examination, or in the form of book, pages of a book or loose sheets, or any other matternot permissible to be brought into the Examination hall.

- Possession of tables, hand books, code books etc. Which are not permitted for the day'sexamination

- Possession of programmable calculators, Mobile phones, smart watches/Bluetooth or Wi- Fi enabled devices, Digital memory pad etc. With/without matters related to the day's examination stored in them.

- Possessing any other prohibited material that may be of help in writing answers or facilitate copying in the examination hall.

- Writing any matter, formula, definitions, sketches any part of the candidate's body, dress, handkerchief, instrument, box, calculator cover, wall, table, drawing board, question paper hall tickets etc. which may have relevance to the syllabus of the examination paperconcerned.

- Exchanging of question papers, scales, calculators, instrument box etc. with any formula,answer, sketches, and hints related to the day's examination written on them with neighbouring candidates.

- Showing the answer booklet question to the neighbour or allowing them to copy.

- Giving/Receiving the main answer booklet or other information carrying material to/fromneighbour for copy. Copying from any printed or hand written material or answer bookletof another candidate.

- Writing to any appeal to the examiner offering money or any irrelevant matter in the answer script, insertion of currency notes in answer script and giving contact address,telephone numbers etc.

- Communicating or attempting to communicate with the staff of the institute or any personconnected with the conduct of examination or with any paper-setter, with the object offinding out the name and address of the paper setter or finding out the question.

- Making any request or representation or offers, any threat or inducement to

Supervisoror/and any other official of the College in the Examination Hall or to the Examiner in theanswer scripts.

- Helping another candidate in answering any question orally or by transmission of materialor information.

- Giving or receiving assistance in answering the question papers to or from other candidates/person in the examination hall or outside during the examination hours.

7.14 Guidelines for Appointment of Scribe for the physically challenged

- A student who may have a permanent or temporary physical disability may apply to NLDIMSR for appointing a scribe for the examinations.

- The student should submit an application for the purpose along-with 'medical certificate' from 'Registered Medical Practitioner' to that effect with rubber stamp of the RegisteredMedical Practitioner on the certificate well in advance.

- The scribe/ writer should be arranged by the student himself/herself well in advance i.e. at least one week before the examination and inform to the examination department ofthe Institute.

- The scribe should be one grade junior in academic qualification than the student if fromthe same stream.

- The said student will sit in a separate room under supervision.

- Since the student will be helped by a scribe, extra time of 10 minutes per hour will beallowed to such students e.g. for the examination of two hours, 20 minutes extra time willbe allowed.

- The Examination in Charge will have powers to resolve issues, if any, in this regard. She/he will be authorized to make/ accept any last-minute changes of scribe under exigencies.

7.15 Facilities relating to examinations for the students having Learning Disability (Dyslexia, Dysgraphia and Dyscalculia) for the examinations

- At the time of all written examinations, all L.D. students would be given permission touse a writer. In such a case, the student concerned should submit application in writingalong with all the necessary documents well before the commencement of the first examination.

- Such students would get 25% additional time for writing the examination.
- These students would be given concession for not attempting the questions of drawingfigures, maps, Draft, etc. where necessary in the written exams
- Concession will be given for spelling mistakes or mathematical calculation.
- Candidate failing in one or more subjects will be given grace marks up to 3 percent onthe total marks of the subjects in which he/she has appeared. These marks will be givenby way of distribution for one subject or more subjects.
- In case of L.D students the medical certificate of only Government Authorized Agencieswould be accepted.
- The said medical certificate must be produced at the beginning of the academic year tothe admission department.

7.16 Rules for Unfair means by the candidates during the Institute examination

If during the course of an examination, any candidate is found resorting to any of the following acts:

- He/she shall be deemed to have adopted unfair means during the examination.
- The adoption of unfair means by the candidates during the examinations is treated seriously andappropriate penalties are imposed as per the institute's policy as listed below.

The broad categories of Unfair Means resorted to by the students of the Institute the quantumof Punishment for each category thereof: -

Sr. No.	Nature of Unfair Means adopted	Quantum of punishment
1.	Possession of any copying Material	Cancellation of the examination for the subject which student was found with copying material in his/ her possession.
2.	Actual copying from the material inpossession	Cancellation of the examination for the subject which student was found with copying material

		in his/ her possession.
3.	Possession of another student's answer book or supplementary sheet	Cancellation of the examination for both the students which the students are found to be involved
4.	Possession of another student's answer book or supplementary sheet and Actual evidence copying from	Cancellation of the examination for both the students which the students are found to be involved
5.	Mutual/ Mass copying	Cancellation of the examination for all the students who are found to be involved
6.	Smuggling in or smuggling out of answer books as copying material	Exclusion of the student from concerned End-term examination for all the subjects
7.	Smuggling in of answer books based on the question paper set at the examination	Exclusion of the student from concerned End-term examination for all the subjects
8.	Smuggling in written answer book as copying material and forging the signature of supervisor	Exclusion of the student from concerned term-examination for all the subjects
9.	Attempt to forge the signature of the supervisor on the answer book or supplementary sheet	Student concerned to be rusticated from Institute
10.	Interfering with or counterfeiting of Institute seal or answer books or office stationery used in the examination with the intention of misleading the authorities	Student concerned to be rusticated from Institute
11.	Answer book or supplementary sheet written outside the examination hall or any other insertion in the answer book	Exclusion of the student from concerned End-term examination for all the subjects

12.	Insertion of currency notes/ bribing orattempt to bribe any of the person connected with the conduct of the examination	Exclusion of the student from concerned End-term examination for all the subjects
13.	Using obscene language/ violent threats inside the examination hall by a student at the Institute examination to room supervisor/ any other authority	Student concerned to be rusticated from Institute
14.	Impersonation for a student or impersonationby a student in Institute or other examinations	Student concerned to be rusticated from Institute
15.	Revealing the identity in any form (Name, Roll No, G.R. No., religious invocation etc.in the main answer book and/ or supplementary sheet)	Exclusion of the student from concerned term-examination for the subject
16.	Found something written on the body or on the clothes while in the examination	Exclusion of the student from concerned End-term examination for the subject
17.	Making an appeal to the examiner/ any person connected with the conduct of examination by using any mode of communication	Exclusion of the student from concerned End-term examinationfor the subject

- If on previous occasion, a disciplinary action was taken against a Student for malpractice used at examination and he/she is caught again for malpractices used at the examinations, inthis event he/she shall be dealt with severely.
- Enhanced punishment can be imposed on such students. This enhanced punishment may extend to rustication of the student from the program

7.17 Final Project Report Examination

Student involved in malpractices at Final Project Report examinations including act of plagiarism, shall be dealt with as per the punishment provided for the theory examination.

The Competent Authority, in addition to the above-mentioned punishments,

- May ask the student to redo the entire project.
- The topic may be changed for redoing the project
- The student may be punished by giving two projects
- The student may be debarred from the placement process
- Result will not be declared as the marks are pending for the final project
-

7.18 Examination related Grievance Redressal Mechanism

(Providing Photo copies to the candidates and Revaluation)

- The Grievance Redressal Mechanism as regards evaluation of answer books andtimelines to be followed for the same would be as under:
- The Grievance Redressal Mechanism will apply only to the 'End-term Examinations' ofthe Institute.
- The above mechanism will not apply to oral examinations/ viva/ projects/MCQ's inonline exams/assignments/ presentation/field work etc.
- The application for Redressal of Grievance can be made only through the form with theexamination department
- The submission of the Redressal of Grievance should be submitted within 3 days of resultdeclaration.

Under the Grievance Redressal mechanism, a student can apply for

Verification of Answer book:

Under this process, on application of the student, the Institute ensures that

- All the answers in the respective answer book are evaluated,
- Marks have been allocated to each answer and carried forward to the first page ofthe answer book properly
- Totalling of the marks on the first page of the answer book has been carried outcorrectly.

OR

Re-evaluation of the Answer book:

Under this process directly apply for the re-evaluation of his/her answer book/s. After the result declaration, if a student is not satisfied with the marks awarded to him/her in the Term-end Examination/s, in any course, s/he may apply for the Grievance Redressal withinthe prescribed number of days as per the example mentioned in the table below:

Activity under Grievance Redressal Mechanism	Time Limit
Application for Re-valuation of the answer book/s	**Within 7 days from the date of result declaration including holidays**

- No application, received after the prescribed number of days as mentioned in the table above, shall be entertained for any reason whatsoever.
- Any deviation from the above procedure by the student in any form shall be construed as an unfair act making him/ her liable for appropriate punishment bythe Institute.
- The decision of the Institute shall be final in this regard.
- The application will be deemed to be complete only after payment of requisite fee.
- The application received from the student for re-evaluation shall be placed before another examiner for re- evaluation.
- After following the process of re-evaluation under the Grievance Redressal, effect will be given to change in original marks on re-evaluation, if any, as under:
- If the marks of re-evaluation increase or decrease by more than 20% A second revaluation of the said answer books shall be done by the examiner from the panel of examiners for the said subject and then an average of the marksobtained in the first re-evaluation and marks obtained in the second re- evaluation shall be taken and this shall be accepted by the Institute as the final marks for the said subject (fractional marks if any shall be rounded off to the next integer).
- An answer book shall be sent for second revaluation to another senior examiner

appointed by the examination-in-charge in consultation with the Dean of the Institute

- The above difference in marks in percentage term shall be with reference to the maximum marks assigned for the End-term examination of the respective subject.

- The revised marks obtained by a candidate after re-evaluation, as accepted by the Institute shall be taken into account for the purpose of amendment of his/her results only and the said result shall be communicated to the student/s by suitable means.

- The marks awarded by examiner/s in re-evaluation shall be final and binding on the student applicant and the original examiner.

- The change of marks, if any, shall be communicated to the student applicant and a revised 'Grade Sheet' shall be issued to him/ her only on surrendering the original grade sheet to the Examination Office.

- The whole process of Redressal of grievances shall be completed within a period of 15 working days from the date of receipt of application for Redressal of grievances.

- In any case, the photo copies of re-evaluated answer-books shall not be provided to the student/s.

- The outcome of Revaluation process shall be final and binding on student.

- The charge for revaluation will be Rs.750/- per subject.

7.19 Examinations/ Exemption / Exceptional Cases

- Exceptional cases, approved by Dean /Director (Self marriage/ long illness – Medical cases/ maternity/ Death in immediate family) will be eligible to appear in re-examination (and for award of regular grade).

- For medical cases, he/she will have to necessarily produce a certificate from a Medical Practitioner along with required pathological / diagnostic reports and prescriptions before the commencement of the re-examination.

- For exceptional cases all necessary relevant documents to be submitted before the commencement of the re-examination.

- In case a student fails to fulfil passing/ progression conditions, after the re-examination/s, he/she is expected to take readmission as per the rules of NLDIMSR.

- No further re-examination chance will be given to above mentioned exceptional cases.

General Rules

- A student who remains absent from End-term / semester examination/s due to any

reasonin any subject shall be marked as 'AB' in the result/ grade sheet/ transcript for the subject/sin which he/ she has remained absent. All such students will be allowed to appear at re-examination in the said subject.

- The said re-examination will be conducted only with the term-end examination of thenext semester.

- A student who remains absent in the re-examination would be able to avail re-examination chance only next year after repaying the supplementary exam fees again.

- In order to receive the degree, diploma, certificate, the student will have to clear in all theexaminations of all the years.

- Student should ensure that he/she has cleared his/her all dues from the respective departments like Accounts, Library, Hostel, etc.

- The fees for re-examinations and re-admission will be decided by the Institute from timeto time.

- In case of any disputes/differences, decision of the Institute shall be final and binding onthe students. If a student desires to institute any legal proceedings against the Institute,such legal proceedings shall be instituted only in court at Mumbai in whose jurisdictionthe application is submitted by the student and not in any other course.

Modification in criteria/rules:

On the recommendation of the Board of Studies of the institute andthe Academic Council shall have the sole discretionary right to modify all or any of the above criteria at any time without prior notice.

7.20   Records and Documents

- List of students admitted to the Program
- Marks – Continuous Evaluation and End Term Examination
- Trimester wise Results
- Question Papers with Model Answers
- Examination Time Table
- Other records as per Examination Manual

8. Summer Internship Project and Final Project

8.1 Summer Internship Project

8.2 Responsibility and Authority

1. Director
2. Chairman- Placements
3. HODs
4. Placement Officer

8.3 Summer Internship Project

- The Summer Internship, is an integral, compulsory part of the academic curriculum carrying 6 credits (100 marks). The internship is for duration of 8-12 weeks during April-June months (after the completion of first year of the program). The summer intership is coordinated by the Placement team along with HODs through the Summer Internship Policy laid down by Placement Department. Students can secure Summer Internship either through Placement Department of the Institute or through personal contact as per summer placement policy of the institute. Placement Department will ensure that all students interested to seek summer internship through institute acquire 1 internship preferably in the profile of their interest, profile relevant to their stream of specialization. Placement Department allots faculty guides to students in consultation with HOD.

- Program Head and HODs prepares detailed guidelines as to the submission timelines, format of project report, evaluation criteria.

- Students must keep their faculty guide periodically informed about all the details of their summer project. Also during the period of project student must regularly report to their faculty guide about the progress of their project.

- On completion of the internship, the students submit the project report in prescribed format to the faculty guide for review and evaluation

8.4 Assessment Scheme

Faculty Guide	Industry Mentor	Viva Voce	Total
40 marks	30 marks	30 marks	100 marks

8.5 Final Project

- Final Project is a part of course curriculum in Trimester VI of the program carrying 06 credits (100 marks). The students take up a research project preferably in their domain under the guidance of a faculty.
- HOD allots faculty guide to the students in their respective department.

- **Assessment Scheme**

Project Report	Viva Voce	Total
80 marks	20 marks	100 marks

8.6   Records and Documents

- Student wise list of companies allotted for internship along with nature of assignment
- Allotment of Faculty guide
- Internship Project and Final Project Report submitted by students
- Faculty and Industry mentor evaluation of summer internship and final project

9. Policy to support weak student and encourage bright students

The Institute is committed to support weak students and guide them to achieve their academic potential. The Institute also encourages bright students to motivate them for academic excellence.

9.1 Responsibility and Authority

1. Course faculty
2. Program Head
3. Director

9.2 Identification of weak and bright students

Students score less than 60% marks in continuous assessment and students who fails in end Trimester examination are identified as weak students. Faculty members also identify weak students based on their class participation and mentoring sessions. Bright students are identified based on their overall performance and commitment to academics.

9.3 Methodologies to support weak students and encourage bright students

- Course faculty guides weak students identified in their subjects. Reading material and subject notes are provided for reference.
- Faculty mentors guide and support weak students through one to one discussions with the student.
- Communication Lab facility is provided to help students develop their communication skills and confidence.
- Regular interaction with industry experts through guest sessions and workshops
- Bright students are encouraged to participate in national level competitions, collaborate with faculty members in research.
- Topper in each specialisation is awarded with certificate. Overall topper is awarded gold medal and certificate.
- The performance of weak students are reviewed to monitor improvement.

9.4. Records and Documents

- List of weak students and bright students identified
- Action taken to support and guide weak and bright students
- Impact Analysis through improvement in academic performance.

10. Students Code of Conduct

The Institute strives to create a learning environment aimed to foster and nurture a harmonious student community. Every student shall observe discipline and contribute to the academic ambience of the Institute. Any act of indiscipline of a student reported will be referred for taking appropriate action and report to the parents/guardians. The Institute has constituted Disciplinary Committee, Anti-Ragging Committee, Anti Sexual Harassment Committee and Unfair Means Committee for the same.

Discipline

- Every student admitted to the Program is provided with an Identity Card. The student should wear and display the Identity Card at all times in the campus.

- Students have to be in the class on time for the lectures. Timeliness w.r.t submission of projects, assignments etc is also expected.

- Students are strictly expected to keep their mobile phones and other electronic devices switched off during the lectures. Use of personal laptops in classrooms, laboratories or in the campus for any non-academic/curricular work or activity is strictly prohibited.

- In view of cleanliness and hygiene, food and other eatables should not be had in classrooms, library, computer / Bloomberg lab and auditorium. It is expected that every student maintains the cleanliness and hygiene in classroom as well as the campus.

Illustrative list of indiscipline (other than those specified above) which can attract action by the appropriate authority.

- Misbehaviour with a fellow student, faculty or staff or any person in the Institute.
- Violent, indecent, disorderly, intimidating or offensive behaviour or language (whether expressed orally, in writing or electronically, including blogs, social networking websites and other electronic means)

- Any act of malpractice related to any examination/test/evaluation process/ conducted by the University;

- Littering anywhere in the Campus

- Damaging the property of the Institute or any equipment in the classrooms/labs/ campus.

- Any kind of betting/gambling;

- Possession and/or use of banned/prohibited substances such as tobacco products, alcohol, narcotics, etc., within the premises of the Institute, including hostels.

- Any act that tends to bring the Institute, staff or other students into disrepute.

- Any act which may lead to legal or judiced intervention with in the campus or outside, the school will not be responsible and would not intervene

Dress Code

The Institute encourages personal grooming and dress code to enhance the student's self-esteem and camaraderie in the Institute and also prepare them for corporate/professional careers. Students are expected to be formally dressed while on campus as well as when they are representing the Institute at other forums.

Week days

Female students shall wear formal trousers and shirt (tucked in), or, suit, or, Salwar-Kameez, or, Saree, and suitable formal footwear.

Male students shall wear formal trousers and shirt (tucked in) and suitable formal footwear.

Weekends

Students can come in smart casuals during weekends. However, torn jeans/trousers, open (round/v) neck T-Shirts, shorts and "chappals" are strictly prohibited.

Special Events/Programs in the University

For all events /programs/placement sessions/guest sessions, students have to be in formal dress code with Institute's blazer.

Anti – plagiarism policy

The Institute strictly adheres to anti-plagiarism policy to uphold quality and authenticity of student submissions for project reports, assignments and other reports under the name of the Institute. Students must follow the anti-plagiarism guidelines provided by the faculty members/ librarian.

Anti – Ragging Policy

Ragging is strictly prohibited. Indulging in any activity that amounts to ragging or any similar act shall result in strict disciplinary action being taken against the student/s.

Gender equality and anti-sexual harassment policy

The Institute aims at providing an environment conducive for learning and development free from gender bias, sexual harassment and exploitation. Any violation of this policy is dealt with very strictly and promptly.

Class Representative

Every class will have two class representatives, elected by the class. He/She would represent the problems of the class/course to the concerned faculty and other issues to the Program Head.

Policy for IT Facilities

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

INFORMATION TECHNOLOGY (IT)

Standard Operating Procedure (SOP)

Ver 4.0

Release Date: 9-Aug-2021

Contents

Purpose

The N. L. Dalmia Institute of Management Studies and Research (NLDIMSR) Information Technology (IT) Policy and Procedure Manual provides the policies and procedures for selection and use of IT within the institution which must be followed by all staff. It also provides guidelines NLDIMSR will use to administer these policies, with the correct procedure to follow.

NLDIMSR will keep all IT policies current and relevant. Therefore, from time to time it will be necessary to modify and amend some sections of the policies and procedures, or to add new procedures.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome.

These policies and procedures apply to all employees.

This document serves as a rulebook and roadmap for successfully and properly utilizing the technology resources at NLDIMSR. Careful consideration should be taken to verify that one's actions fall within the authorized parameters for access, utilization, distribution, and modification of NLDIMSR's technology resources set forth within this document.

This policy provides guidelines for the purchase of hardware for the institution to ensure that all hardware technology for the institution is appropriate, value for money and where applicable integrates with other technology for the institution. The objective of this policy is to ensure that there is minimum diversity of hardware within the institution.

It is the purpose of the NLDIMSR Information Technology (IT) Department to provide these policies and procedures in order to address potential situations and to provide steps to take during these situations. However, not all situations can ever be addressed so it is up to each individual employee and affiliate to use these policies and procedures for an example of what type of actions to take.

The NLDIMSR IT Department does encourage all NLDIMSR employees and associates to err on the side of caution should a difficult situation present itself that is not discussed herein. If this should occur, the employee or associate of NLDIMSR can always take advantage of the NLDIMSR IT Department's open-door policy and ask for assistance.

Scope

Applicable to all staff (faculty and back office), students and guests who are accessing the Network of NLDIMSR.

Overview

This policy establishes the acceptable usage guidelines for all NLDIMSR-owned technology resources. These resources can include, but are not limited to, the following equipment:

- Computers
  - Desktop & Laptop Computers, Tablets, Mobile Devices, Servers, etc.
- Network Equipment

- o Switches, Routers, Network and Communications Cabling, Wall Plates, Wireless Antennas, Wireless Bridge Devices, Fiber Optic Lines, Fiber Optic Equipment, VoIP Phones, etc.

- Audio/Video Equipment

  - o Video Codecs, HDTVs, Document Cameras, Projectors, Security Cameras, Miscellaneous Cabling, Digital Cameras and Camcorders, Printers, Copiers, Fax Machines, etc.

- Software

  - o Operating Systems, Application Software, etc.

- Resources

  - o Group Drive File Storage, Office 365 One Drive, Website File Storage, Email Accounts, Social Networking Accounts, etc.

This policy applies to all employees, contractors, consultants, temporaries, and other workers at NLDIMSR This policy applies to all equipment that is owned or leased by NLDIMSR.

Policy

While NLDIMSR's IT Department desires to provide a reasonable level of freedom and privacy, users should be aware that all NLDIMSR-owned equipment, network infrastructure, and software applications are the property of NLDIMSR and therefore are to be used for official use only. Also, all data residing on NLDIMSR-owned equipment is also the property NLDIMSR and therefore, should be treated as such, and protected from unauthorized access.

The following activities provide a general roadmap to use NLDIMSR's technology resources in an acceptable manner:

- All passwords used to access NLDIMSR systems must be kept secure and protected from unauthorized use.

- No user account can be shared between individuals. Authorized users are responsible for the security of their own passwords and accounts.

- Do not transfer personally identifiable information on portable equipment and storage devices.

- All computers residing on the internal NLDIMSR network, whether owned by the employee or NLDIMSR, shall be continually executing approved virus-scanning software with a current, up-to-date virus database.

- Employees must use extreme caution when opening e-mail attachments received from unknown senders.

- Personally identifiable information cannot be sent via electronic means and should be transferred within the internal network.

- Off-campus work should be completed via a secure connection so that no data is transferred off-network.

- All workstations should be kept secure. Users should lock the workstation when not attended to protect unauthorized users from accessing secure files.

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services).

- Under no circumstances is an employee of NLDIMSR authorized to engage in any activity that is illegal under local, state, central or international law while utilizing NLDIMSR-owned resources.
- The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use.

The following activities are strictly prohibited, with no exceptions:

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by NLDIMSR.

- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which NLDIMSR or the end user does not have an active license is strictly prohibited.

- Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.

- Introduction of malicious programs into the network or server environments (e.g., viruses, worms, Trojan horses, rootkits, etc.).

- Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.

- Using a NLDIMSR computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.

- Making fraudulent offers of products, items, or services originating from any NLDIMSR account.

- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.

- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.

- Port scanning or security scanning is expressly prohibited unless prior notification to the NLDIMSR IT Department is made.

- Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.

- Circumventing user authentication or security of any host, network or account.

- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).

- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.

- Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).

- Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.

- Unauthorized use, or forging, of email header information.

- Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.

- Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.

- Use of unsolicited email originating from within NLDIMSR's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by NLDIMSR or connected via NLDIMSR's network.

Backup Policy

Overview

The NLDIMSR IT Systems Department maintains systems to hold and retain all essential data for each employee. This storage disk, or external drive as it is referred to, is used to securely store all data for any given employee. Because of this centralized storage arrangement, the NLDIMSR IT Department is able to offer secure backup capability ensuring all data will be accessible in the event of a disaster or other event in which the data would be destroyed.

This policy establishes regular backup schedules for our Networked storage devices and pertains to all this data. With that said, this does not pertain to computer lab devices, mobile devices, or other portable storage medium where the data resides locally on the device or medium. The NLDIMSR IT Department does not guarantee backup for any of these types of devices or storage medium.

Policy

Every effort shall be made by the individual departments and employees at NLDIMSR to store sensitive, important, and confidential data on their respective group drive. As mentioned above, the NLDIMSR IT Department cannot be held liable for issues with data stored elsewhere.

Regular backup schedules are in place within the group drive storage device to ensure that backups occur at regular intervals and over a time span to provide ample opportunity for the NLDIMSR IT Department to recover a file, folder, or group of such. It should be noted that the NLDIMSR IT Department does require immediate notification in the event a file, folder, or collection of either is found to be missing, corrupt, or otherwise damaged. Waiting to inform the NLDIMSR IT Department decreases the probability of successful recovery.
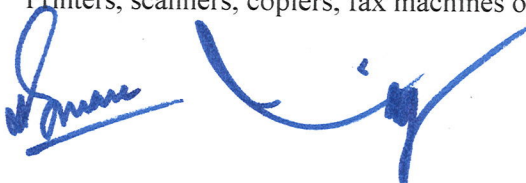
Equipment Configuration Policy

Overview

This policy has been established to create a standard configuration for all technology resources at NLDIMSR. Because of the variances between the types, makes, models, configurations, builds, versions, and brands of technology resources available, it is necessary to standardize all technology resources to make service and maintenance easier and also to help keep costs down.

Policy

All employees shall order and utilize equipment that is serviceable and recommended by the NLDIMSR IT Department. Since equipment availability changes over time, especially when referring to technology, a comprehensive list indicating appropriate hardware would be virtually impossible to create. Because of this, any individual or department wishing to purchase technology equipment should first consult a NLDIMSR IT Department personnel member for current specifications for any given piece of equipment.

This applies to any and all technology equipment including, but not limited to:

- Computers (Servers, Desktop, Laptop, Tablets and Mobile Devices, etc.)
- TVs
- Printers, scanners, copiers, fax machines or all-in-one devices

- Projectors, interactive screens and SmartBoards
- Digital cameras and camcorders
- Software (Application, Operating System, Network-Based, etc.)
- Other technology equipment not specifically mentioned here

Guest/Visitor Access and Technology Use Policy

Overview

NLDIMSR maintains an atmosphere that is open and allows guests and visitors access to resources, as long as such access does not compromise the integrity of the systems or information contained within the campus and does not introduce malicious software or intent to the internal network.

Policy

Access granted to internet resources and institutional resources located online. Internal Access may include Wifi i.e. NLD-Guest

Under no circumstances should visitors be given special access unless permission has been obtained from the appropriate administrative personnel (i.e. a signature from one of the personnel above) along with detailed description of access.

To obtain guest/visitor access users should contact the NLDIMSR IT Department.

Illegal File Sharing

Overview

Legal compliance is a primary focus at NLDIMSR. Because of this, we have set forth this policy which addresses illegal file sharing legislation, legal alternatives to illegal file sharing, and penalties for violating state and central copyright laws.

This policy applies to all NLDIMSR employees, students, vendors, or visitors utilizing NLDIMSR-owned computers, equipment, or the NLDIMSR network.

Policy

File sharing (peer-to-peer) software programs have led to significant increases in anti-piracy efforts and legislation. Peer-to-peer software allows the sharing of files often consisting of copyrighted content such as music, movies, and software which usually occurs without the consent of the owner.

It is the policy of NLDIMSR to respect copyright ownership and protections given to authors, owners, publishers, and creators of copyrighted work. It is against NLDIMSR policy for any employee, student, affiliate, or visitor to copy, reproduce, or distribute any copyrighted materials on NLDIMSR-owned equipment or the NLDIMSR-managed network unless expressly permitted by the owner of such work.

NLDIMSR also discourages the use of any file-sharing program as these types of programs may allow copyrighted material to be downloaded to a NLDIMSR-owned computer or device. Many of these programs automatically place downloaded files in a shared folder on your computer, which means you could be sharing files without your knowledge. This also means that you may be held responsible for illegal file sharing, whether you are aware that copyrighted files are being shared or not.

NLDIMSR also employs the use of network appliances, equipment, and rules to limit the amount of file- sharing traffic on the NLDIMSR network. Active blocking of peer-to-peer traffic is used to protect the NLDIMSR network from unwanted traffic and the presence of potentially malicious files introduced through file- sharing programs.

NLDIMSR encourages employees, students, affiliates, and visitors to utilize legal alternatives to illegal file sharing.

Information Sensitivity Policy

Overview

Information sensitivity is a primary focus at NLDIMSR. Since we are an educational entity, we deal with many different types of information, some for public use, some not. To make these distinctions, this document will address both types of information.

This policy is intended to help employees determine what information can be disclosed to non-employees, as well as the relative sensitivity of information that should not be disclosed outside of NLDIMSR without proper authorization.

The information covered in these guidelines includes, but is not limited to, information that is either stored or shared via any means. This includes: electronic information, information on paper, and information shared orally or visually (such as via phone and videoconferencing).

All employees should familiarize themselves with the information labeling and handling guidelines that follow this introduction. It should be noted that the sensitivity level definitions were created as guidelines and to emphasize common sense steps that you can take to protect confidential information (e.g. confidential information should not be left unattended in conference rooms.).

NOTE: The impact of these guidelines on daily activity should be minimal.

Questions about the proper classification of a specific piece of information should be addressed to your supervisor or the NLDIMSR IT Department. Questions about these guidelines should be addressed to the NLDIMSR IT Department.

Policy

By grouping information into two different categories, we can adequately address the needs of each type of information. The first type, public Information, is information that has been declared public knowledge by someone with the authority to do so, and can freely be given to anyone without any possible damage to the institution. The second type, confidential information contains all other information. It is a continuum, in that it is understood that some information is more sensitive than other information, and should be protected in a more secure manner. Included is information that should be protected very closely, such as specific personnel information, student data, billing information, etc. Also included in confidential information is information that is less critical, such as telephone directories, personnel information, etc., which does not require as stringent a degree of protection.

A subset of the latter is third-party confidential information. This is confidential information belonging or pertaining to another corporation which has been entrusted to NLDIMSR by that company under non- disclosure agreements and other contracts. Examples of this type of information include everything from joint development efforts to vendor lists, customer orders, and supplier information. Information

in this category ranges from extremely sensitive to information about the fact that we've connected a supplier / vendor into NLDIMSR's network to support our operations.

NLDIMSR personnel are encouraged to use common sense judgment in securing confidential information to the proper extent. If an employee is uncertain of the sensitivity of a particular piece of information, he/she should contact their supervisor and/or the NLDIMSR IT Department for more information and instructions on how this information should be handled.

The sensitivity guidelines below provide details on how to protect information at various sensitivity levels. Use these guidelines as a reference only, as NLDIMSR Confidential Information at each level may necessitate more or less stringent measures of protection depending upon the circumstances and the nature of the NLDIMSR Confidential Information in question.

- Minimal Sensitivity
    - Description: General information, some personnel, and technical information.
    - Access: NLDIMSR employees, associates, or third-parties with a business need to know.
    - Distribution internal to NLDIMSR: Approved electronic mail and approved electronic file transmission methods.
    - Distribution external to NLDIMSR: Approved electronic mail and approved electronic file transmission methods.
    - Storage: When viewing data, do not allow viewing by unauthorized individuals. Do not leave data open and/or unattended in any format. Protect data from loss, theft, or misplacement. Electronic information should have individual access controls where possible and appropriate.
    - Disposal/Destruction: Electronic data should be permanently expunged or cleared. Reliably erase or physically destroy media. Data retention policy and central and state retention guidelines should be observed for original copies.
- More Sensitive
    - Description: academic, financial, technical, and most personnel information.
    - Access: NLDIMSR employees, associates, or third-parties with signed non-disclosure agreements with a business need to know.
    - Distribution internal to NLDIMSR: Approved electronic file transmission methods.
    - Distribution external to NLDIMSR: Approved electronic file transmission methods via a private link to approved recipients external to NLDIMSR locations.
    - Storage: Individual access controls are highly recommended for more sensitive electronic information.
    - Disposal/Destruction: Electronic data should be permanently expunged or cleared. Reliably erase or physically destroy media. Data retention policy and central and state retention guidelines should be observed for original copies.
- Most Sensitive
    - Description: Operational, personnel, financial, source code, & technical information integral to the security of the institution.

   o   Access: Only those individuals (NLDIMSR employees and associates) designated with approved access and signed non-disclosure agreements.

   o   Distribution internal to NLDIMSR: Approved electronic file transmission methods.

   o   Distribution external to NLDIMSR: Approved electronic file transmission methods to recipients within NLDIMSR. Strong encryption is highly recommended.

   o   Storage: Individual access controls are very highly recommended for electronic information. Physical security is generally used, and information should be stored on a physically secured computer.

   o   Disposal/Destruction: A necessity. Electronic data should be permanently expunged or cleared. Reliably erase or physically destroy media. Data retention policy and central and state retention guidelines should be observed for original copies.

# Personally Identifiable Information Policy

Overview

This policy will establish NLDIMSR's definition of Personally Identifiable Information (PII) and indicate what information may be shared, if any, with third-party entities.

Policy

It is important to note that information should never be shared without cause or requirement, unless dictated by state or central government regulations such as annual reporting guidelines and statistical reporting data, in the course of preset institutional operations or vendor agreements, or due to the request of NLDIMSR's President or designee.

PII is the type of information that should be kept safe using the highest level of security. PII is described as information about an individual that identifies, links, relates, or is unique to, or describes him or her. This information may include:

- Name

- PAN, Aadhaar

- Address(es)

- Phone Number(s)

- Birth date, place

- Mother's maiden name

- Other family data such as names, addresses, contact information, etc.

- Financial information such as bank account information, account balances, etc.

- Other information that, alone or in combination, is linked or linkable to a specific student that would allow a reasonable person in the school community, who does not have a personal knowledge of the relevant circumstances, to identify the student with a reasonable certainty

- Information requested by a person who the educational agency or institution believes knows the identity of the student to whom the educational record directly relates
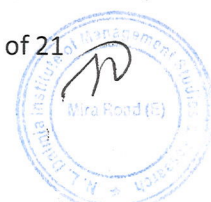
Personal Technology Service Policy

Overview

This policy will set forth the rules and regulations which will determine how the NLDIMSR IT Department personnel are to perform work on personally-owned employee or student technology products.

The NLDIMSR IT Department does not service technology equipment for individuals who are not NLDIMSR employees or students.

Policy

The NLDIMSR IT Systems Department always strives to ensure that NLDIMSR employees, students, affiliates, and visitors receive the best possible technology assistance available for us to provide. However, this can leave something to be desired for non-NLDIMSR, personally-owned technology equipment owned by employees, students, affiliates, and visitors.

This policy will set forth the rules, regulations, and guidelines for which the NLDIMSR IT Department personnel may provide services for personally-owned technology equipment and/or projects outside of normal work hours.

The NLDIMSR IT Department offers no implied warranty or guarantee on any work performed on personal technology equipment. All work is performed as-is as a service to our students and as a cost-saving alternative for their benefit. However, it is beneficial to note that all work is performed on the same level as comparable service on NLDIMSR owned equipment.

All personal technology work will be performed within the following restrictions:

- Personal technology work may be performed during regular business hours, only if such work does not directly interfere or delay the normal operations or job duties of the NLDIMSR IT Department employee.

- No on-site work. All equipment must be brought to the NLDIMSR IT Department for a preliminary diagnosis and troubleshooting.

- No parts purchases. All parts to be installed must be purchased by the user.

All issues should be expected to take approximately 24-48 hours to complete; however, they may take longer depending upon the severity of the problem at hand. Please expect to leave any equipment for a minimum of 48 hours for proper problem resolution.

NLDIMSR cannot be held responsible for any work done after hours by NLDIMSR IT Department personnel on any personal technology equipment. All work provided is not warranted or guaranteed. All work is done and once completed is left as is and no standing warranty or guarantee is implied.

Equipment Ordering Procedure

This document is to serve as a set of guidelines for all NLDIMSR Faculty and Staff who choose to order computing equipment.

1. Contact the NLDIMSR IT Department to obtain a quote and or information regarding the equipment you wish to purchase.

2. Your order will be routed through the appropriate approving channels, including the IT Department, since it is a technology equipment purchase.
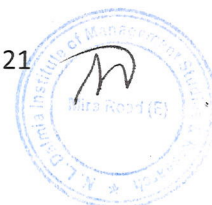
NOTE: All technology orders must be received by the IT Department before it can be released to the purchaser. This is to ensure that the proper software is installed and all equipment is properly tagged and placed in inventory.

Guest/Visitor Access Procedure

This procedure will indicate how guests and visitors to campus should obtain access to NLDIMSR's technology resources.

1. Obtain contact information from user needing access:

    a. Name

    b. Mobile Number

    c. Email

2. Fill out the enclosed Authorization of User Access Form.

3. Submit the form to the NLDIMSR IT Department.

4. Access will be created as soon as possible. Confirmation will be sent to requesting employee once access has been created.

Forms

Personal Technology Service Consent Form

By signing this form, I understand that the NLDIMSR IT Department is not liable for any loss of information that may occur during the service of my technology equipment. I also understand that I waive my right to file any complaints, either formally or informally should such issues arise.

The NLDIMSR IT Department will do everything we can to ensure your data is retained, however, issues may occur that cause data loss beyond the control of the IT Department such as equipment failure, virus activity, data corruption, or pre-existing data loss prior to arrival on-site.

I understand that this service is provided free of charge and that I will be liable for any and all additional hardware costs, if needed. I also understand that no warranty or guarantee is provided once services are rendered and that my only recourse is to return the equipment for additional service, if needed.

By signing below, I understand the above statements and agree to the terms and conditions as described within this form and the associated Personal Technology Service Policy.

Please Print:

Name:	EmployeeID / RollNo.
Email Address:	Mobile No:
Login / Access Credentials of Device:	
Device specification, description:	
Issue details:	
Signature and Date:	

Issue Resolved? (Y/N)	
Device Returned:	

Sr. No	TITLE OF RECORD	MAINTAINED BY	RETENTION PERIOD (YEARS)
1.	Quotation, Order, Challan (receipt) and Invoice (copy) File	IT Head	2
2.	Daily Breakdown File	IT Engineer	1
3.	Inventory Register (soft copy)	IT Head	2
4.	Data Back Up File	IT Engineer	2
5.	Subscribed Software File	IT Head	1
6.	Internet Lease Line (ILL) File	IT Head	2
7.	Equipment Issue File (including Gate Pass)	IT Head	1
8.	Online Examination S/w File	IT Head	1
9.	Asset Tagging & Lab Layout File	IT Engineer	1
10.	Complaint Log	IT Engineer	1
11.	Approved Vendor List	IT Head	2
12.	Policy & Procedure File	IT Head	2
13.	CCTV Screenshot (soft copy)	AV Engineer	2

N. L. Dalmia®
Educational Society

IT Support
Call Report

Username _____

Nature of Call _____

Resolution _____

_____

_____

_____

Call Date & Time _____ Call Attend Date & Time _____

Call Complete Date & Time _____

Engineer Signature _____ User Signature _____

Preventive Maintenance

Preventive Maintenance is carried out for those devices that are not used on a daily basis (often). Example, Computer Labs, Digital Library, Bloomberg Lab, ICT Lab, Conference Rooms, etc.

Frequency of Preventive Maintenance

Daily

- Check Internet lines (speed screen shot)
- Daily logs of Firewall
- CCTV camera check (screen shot of all cameras)
- Incremental backup (DSafe)

Weekly

- Computers in Laboratory (Primary, Secondary, Institute, Digital, Bloomberg)
- TV screens
- Anti-virus update
- Analyse week's complaints

Fortnight

- New user registration in Biometric & Access
- Visit Andheri Office (preventive & backup)

Monthly

- Full backup
- Defragmenting
- Training, if any
- Fire-fighting equipment maintenance (through third party)

Bi-monthly

- Servicing and proportionate payment of CCTV / Access Control & Biometric (AMC)

Quarterly

- Printer servicing
- Projector servicing
- MRM (making and submitting presentation)

Yearly

- AMC - CCTV

N. L. Dalmia®
Institute of Management Studies and Research
(A School of Excellence of N. L. Dalmia Educational Society)

Date	
Room No.	
Serial No.	
Asset Tag	
User	
Engineer	

PREVENTIVE MAINTENANCE CHECKLIST (PC)

Serial	Type of Activity	Remarks, if any
1.	Empty the Recycle Bin	☐
2.	Delete .tmp files	☐
3.	Delete files that begin with a tilde (~)	☐
4.	Delete old .zip files	☐
5.	Delete .chk files, and switch the swap file	☐
6.	Run CHKDSK, SCANDISK and DEFRAG as needed	☐
7.	Check browser history and cache files	☐
8.	Update the operating system and applications	☐
9.	Check the connections (keyboard, mouse, display, CAT6, headphones)	☐
10.	Clean the screens, keyboard, mouse, CPU	☐
11.	Update the anti-virus software	☐
12.	Reboot the system	☐

From: HR

Information as per Government ID: Aadhaar / PAN / Driver's License / Other

First Name:

Last Name:

Designation:

Type: Faculty / Back Office

Department:

Immediate Superior:

System: Desktop / Laptop

Additional Accessories: Headphones / Camera

Access Card required: Yes / No

Biometric / Face registration:

Insurance: PA (SA_____)/ MC (SA_____)

Wifi Login Credentials:

      Generated / Provided

Email Address:

    Cost Centre: NLDHS / NLDC / NLDIMSR

    Personal Email Address:

ZOOM Required?   Yes / No

      Generated / Provided

LMS Login Credentials:

    Employee Code:

    Joining Date:

      Generated

_____

Signature of HR

On Cessation of Employment...

From: HR

First Name:

Last Name:

Designation:

Department:

Immediate Superior:

System: Desktop / Laptop

Additional Accessories: Headphones / Camera

Access Card required:

Biometric / Face registration:

Wifi Login Credentials:

Email Address:

ZOOM:

LMS Login Credentials:

Informed Insurance Company:

Data backed-up?   Docs on Computer (various folders)

                                                      Google / One Drive (emails and documents)

Keys returned?

Please take back / deactivate the following:

_____

                                                      Deactivated

_____

Signature of HR

Initial Setup of Desktop / Laptop

Operating System: Windows 8.1 and above

- Location: India
- Language: English (UK / India)
- Date: DD/MM/YYYY
- Time: 24-hour

Domain Logon

- firstname.lastname
- User defined password (admin override required)

Pre-installed software

1. MS Word
2. MS Excel
3. MS PowerPoint
4. Adobe Acrobat Reader
5. Google Chrome
6. DSafe (backup of Google / One Drive & Other Documents)
7. Google Drive (back office) / One Drive (faculty)
8. Seqrite Antivirus
9. Zoom
10. MS Teams

User to save respective files in the appropriate folder (documents, worksheets, presentations in My Documents, images in My Pictures, etc.):

- Google Drive / One Drive (current files including doc, xls, ppt, jpg, mpg) [current files that can be accessed from anywhere]
- D:\Other Documents (archived files and other reference material that is not needed on a regular basis)

Rest of the computer hard drive should be READ ONLY access.

N. L. Dalmia ®
Institute of Management Studies and Research
(A School of Excellence of N. L. Dalmia Educational Society)

Auditorium Event Form

Name of the Event

Organized by   School / Management / College

Event In-charge

Date of the Event

Sr. No.	Requirements	Point of Contact (responsible)		Remarks, if any
1.	Podium & Podium Mic		☐	
2.	Collar / Hand Mic (Nos.)		☐	
3.	Type of Lighting		☐	
4.	Props		☐	
5.	Video Recording		☐	
6.	Presentation with slide changer		☐	
7.	Live Transmission		☐	
8.	No. of audience members			
9.	Performance Start Time			
10.	Performance End Time			
11.	Other requirements, if any			

Date:

Event In-charge Signature:
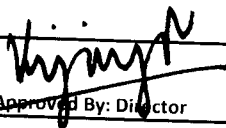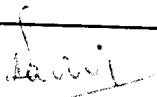
Policy for maintaining Library facilities

Department :

Sr. No	Clause No	Risk Description	Risk Category (FIN, MKT, HR, OPS, IT, REGULATRORY /STATUTORY)	Implications	Frequency	Severity	Risk level	Mitigation	Contingency
1		Damage of Library material / collection due to Environmental factors - eg. Light, Heat, Humidity, Moisture, dirt, Dust and Water.	OPS	Negligible financial loss, complaints of routine type, loss related to day to day operations.	4	1	4	i) Architectural Design for library building away from traffic - mainroad to avoid dust and dirt. li) AC to maintain temperature and humidity. lii)Good housekeeping Management to keeo neat and clean Library.	
2		Damage of Library material / collection due to Biological factors - eg. Microorganism - Fungus, Bacteria. Insects - bookworms, , White Ants, Cockroaches, Rodents	OPS	Minor Fiancial loss , complaints at institute level, delay of process.	4	2	8	i) Periodic Pest Control. ii)Food and Beverages strictly prohibited.	
3		Damage or Loss of Library Material / collection due to Human Factor - eg. Stealing of books/ journals and other material, Tearing pages of books and periodicals, Carelessly loosing borrowed books, Writing or highlighting in book, Removing Barcode lables or RFID Tags.	Regulatory	Minor Fiancial loss , complaints at institute level, delay of process.	3	2	6	I) Stamped each book with "Handlen with Care" II) Staff of Circulation desk does the physical check up when members are returning books, if there is any damage we charge the fine. lii) In case of Loss of book Members have to pay Cost of books with the fine. iv) RFID Tags printed with instructions for not to damage sticker. V) annually Stock Verification.	

#	Risk Description	Dept	Impact	L	C	Score	Controls	
4	Damage of Library Material /collection due to Disaster- eg. Flooding due to heavy rain, earthquake, Fire due to short circuit or any other reason.	Fin	Damage to the Institutional resources, reputation and a very huge financial loss, major customer complaints, Major legal and statutory issues, media issue, damage to the brand image	1	5	5	i) Our Library is located on higher floors, so no risk of flood or water logging. ii) In Library install Fire and smoke detection system and fire extinguisher. Inflammable material like matchstick, candles not to stored inside the stack area. Emergency light should be kept in library or power backup arrangement. Ii) Periodic audit of cable and Electric wiring, immediate replacement of defective and worn out cables and electric equipments.	
5	Damage of Library Infrastructure - eg. Furniture scrathichg on tables, spoiling chair covers,spoling Pcs keyboards and mouse in digital Library	Mktg	Minor Fiancial loss , complaints at institute level, delay of process.	3	2	6	i) Monitoring of staff and CCTV Cameras.	
6	Damage and Loss of Library Infrastructure eg.Stealing of Installed Biometric Device, wallclocks, Parts of Computers etc. by House keeping staff or students.	Regulatory	Minor Fiancial loss , complaints at institute level, delay of process.	3	2	6	i) In Library installed CCTV Cameras.	
7	Risk related IT Infrastructure in Library - eg. Loss of Data, not working LMS software, Virus issues, Internet and Networking Issues.	IT	Financial loss, damage at departmental level (Physical/data), delay in process, fine payment, late fees payment, Internal /External customer complaints	4	3	12	i) Protection of Hardware and Software AC in server room for protecting from dust ii) Computer server room should be protected from fire and leakages. iii) Protect Library IT system from Virus attack or hacking. Anti virus softwares or firwall must be installed. iv) Backup storage to be stored safely in centralized depository, outside library. v) Data access security should be provided. Users should never be given right to editing of digital data. vi) Library Insurance should be cover IT system.	

Reviewd & Issued By ___   Approved By: Director   Approved By: CEO

1 Purpose : The NLDIMSR Library Procedures, Resources, Services and Facilities have been assembled to function Library efficiently and effectively.

2 Scope : Faculty, Staff, Students and Alumni.

3 Responsibility & Authority : Librarian

4 Work Environment :

5 References : ISO 9001-2015

6 Abrv

7 Records :

Sr. No	Tiltle of the Record	Mainteined by	Retention Period
1	Accession Register	Lib. Assistant	Forever
2	Journals / Magazines Record	Lib. Assistant	5 years
3	Students,Faculty and Alumni Membership Forms	Lib. Assistant	10 years
4	Students & Faculties Transactions	Lib. Assistant	4 years
5	Invoices of Books, Periodicals , E-resources and other Library Materials.	Librarian and Library Asst.	5 years
6	Invoice Record Register	Lib. Assistant	5 years
7	Library overdue fine Receipt books	Lib. Assistant	5 years
8	Daily Newspapers Record	Lib. Assistant	5 years
9	E-Resources / Databases Record	Asst. Librarian	3 years
10	Dspace Digital Record	Asst. Librarian	3 years
11	Library Investment Records	Librarian	5 years
12	Training and Orientation Record	Librarian	3 years
13	Stock Verification Reports	Asst. Librarian and Library Asst.	3 years
14	Library Usage Reports	Librarian and Asst. Librarian	3 years
15	Library Feedback	Librarian and Asst. Librarian	4 years
16	Library Policies and Budget	Librarian	3 years
17	Library Networking and Institutional Membership	Librarian	4 years
18	Text books distribution Record Registers	Library staff	5 years
19	Books Vendors Quotations	Librarian	4 years
20	Library books Recommendations by Faculty and Students.	Librarian	3 years
21	Books Donated and Disposal of old Library material.	Librarian and Library Asst.	4 years
22	Library Events - Book Exhibitions	Asst. Librarian	3 years
24	Library Communications - Notices	Lib. Assistant	3 years

25	Reprography Facility Record		
		Lib. Assistant	3 years
26	Institute's Advertisement	Lib. Assistant	3 years
27	Library committee Minutes Record	Librarian	3 years

Process Owner
HOD : Sujata Dsouza

Method of Monitoring & Measurement
Internal Audit and Analysis Report

8. Action Steps :

Sr. No	INPUT SOURCES (Person/Institution/Document)	INPUT document	ACTIVITY	RESPONSIBILITY	OUTPUT /REF RECORD	RECIEVER OF OUTPUT	KPI
1	Publishers Catalogues, Price list and Approval Books	Faculty, Students Requirements, Recommendations.	**Procurement and Library Development**	Librarian	Accession Register, Purchase Order, Printed Good Received Note, Invoice Record Register, Invoice File	Library	20 days
1.1			**Procurement of Information Resources process :-** Library is different from store hence, tenders/quotations need not be called for procuring every single title/journal. Instead, quotations may be called from suppliers to fix discount rates and terms of supply, which will be valid for three years.				
1.1.1			**Acquisition of Books** **Book Selection Tools :** The various methods adopted for selection of books to the library are as follows • Latest Publishers Catalogue • Online catalogue • Faculty Recommendations/ Requisition • Book Exhibition: The Library administrators arrange for book exhibition through publishers, representatives or through the suppliers. The library facilitates the exhibition by providing the space, basic furniture etc. for obtaining book recommendations. Purchase ↓ List from Faculty Review Articles Publishers Catalogue Suggestions ↓ Approval books review by faculty for selection ↓ Sorting of books - selection and rejection ↓ Place Purchase order for selected Books and return rejected books and instruct vendors for Bill ↓ Bill processing - Prepare GR note and take approval from the Director/CEO and submit it to accounts department for payment. ↓ Processing				

Accession (Enter Books Manually in a accession Register) → Data Entry (Enter Books details in Software) → Classifications (Classify books as per DDC system) → Bar-coding and RFID Tagging (Generate barcode/RFID Tags from software) → Processing (Pasting of Barcode /RFID tags, date slip and Stamping)

Sr. No	INPUT SOURCES (Person/Institution/Document)	INPUT document	ACTIVITY	RESPONSIBILITY	OUTPUT /REF RECORD	RECIEVER OF OUTPUT	KPI
2	1. Cataloguing, 2. Classification	1. DDC Classification Scheme 2. AACR 2 Cataloguing	**Organisation of Library Materials / Technical Process / Data Entry**	Librarian and Asst. Librarian	Koha Software, ERP Software and Manual and Barcode on each Book	All library Members Students, Faculty and Alumni	15 days

				Accessioning Every book added to the library collection will have an Accession Number. This is a unique number for each book. These numbers are assigned in a bound register called Accession Register. After entering the details of the book in the Accession register, library stamp is to be affixed on the title page. The details are entered into the database. Provide Accession number details of the invoice and entered in the bill register and thereafter forward to Finance section. Accession number is to be assigned against each title of the book in the bill.				
				Classification: After accession, the document should be assigned a call number. The Call Number which decides the place of the document on the shelf. The Call number indicates the class number and book number. There are two purposes of classification of documents 1. To help the user to find a document 2. To find out all documents on a given subject together Classification Scheme : Dewey Decimal Classification scheme is used for book classification in NLDISR Library.				
				Cataloguing: The document bearing the call number is passed on to the cataloguer. The library catalogue must act as a medium between the author and the reader. Bibliographic details of each book are entered into Cataloguing Module of library software according to AACR2 Standards. For complete bibliographic details and imprint the different parts mentioned below of the books. 1. Cover Title: Printed on the original cover of the document 2. Sub-Title: Secondary or explanatory title following the main title 3. Author 4. Publisher 5. Place of Publication 6. Year of publication 7. Number of pages. 8. Class no. and Accession no.				
				Processing Books: Stamping and Pasting : Library stamp is put on the title page, on a secret page. Barcodes on the title page and RFID Tag behind cover page.Pasting of Book Cards, Due date slip and Book pocket at the last cover page of the book.				
3	Library Management Software	1. Koha software 2. Qualsoft ERP	**Accession / Data Entry** We have LMS Koha and Qualsoft ERP. Staff is doing Data Entry and Circulation of Books in Koha Software Qualsoft ERP Software.	Library Asst.	1. Library holdings record,Webopac. 2. For Maintaining Record in Library	Library	10 days

4	Students, Faculty, Staff, Alumni	1. Koha Software 2. ERP Software	**Circulation of Books** Circulation section handles the front desk operations of the library and is very important because it is the first contact point for faculty and students to the library. Major activities of the section are. • Books Transaction - Issue and return of books (auto mail Facility from Koha) • Attending the user query for effective interpretation of library rules and regulations. Assisting to users to access WebOpac and Reservation of books. • Registration of new members • Sending reminders to overdue documents (Staff is sending emails) • Maintenance of circulation module of library management software (Koha) maintenance and updating of all data related to library users • Maintaining records related to loss of the book(s) and overdue charges • Collection of the overdue charges as per mentioned in Library Rules and Regulations and paying the same to finance section. • No due issuing. • Interlibrary loan to the library users through DELNET	Library Asst.	1. Koha Software 2. ERP Software 3. Transaction report	Students, Faculty, Staff, Alumni	Daily Work
			Circulation of Books To Faculty To Students Reading Room Home Lending To Maintain Record of it.				
5	Library	Details of all Purchased Materials and E-Resources Subscribed by the Institute Library	**Preparing Record of Library Investment**	Librarian and Library Assistant	1. Library investment Report 2. Invoice record Register 3. Invoice Files Course Wise	Library	5 days

			Invoices of each material purchased in the Library is filed and recorded in specific format in the form of hard and soft copy				
6	Subscribed E Resources	Vendors of E-Resources	**Usage Record**	Assistant Librarian	Usage Reports	Students, Faculty, Staff, Alumni	5 days
			• Subscribed Databases are used by the faculty and students for research work, project and assignment. • Library Staff monitor the usage, ask subscription vendors for usage report. • All the databases usage reports analysed, prepared bar charts and filed. Maintain hard and soft copy record. • Library installed Biometric machines to check average of daily users and footfalls. Staff monitors and taking printouts bi-annually of the record.				
7	Scanner, Photocopy and Printout	Faculties, Students and Staff Request	**Reprography Service**	Library Asst.	Reprography Facility Record Register	Faculties, Students and Staff	Whenever Required
			a) Photocopy facility available in the library. Students can pay Rs. 1/- per page and avail the facility. b) Printer is available in the library. Students can pay Rs. 2/- per page and Rs. 6/- per page for colour printout and avail the facility. c) Pay Rs. 60/- and collect the booklet of coupons from Accounts Department.				
8	Coordination with Faculties, Publishers and Book vendors for Textbook Recommendations	Library	**Teaching Learning Support to Faculties** **Study Material - Text Book Distribution**	Librarian Library Asst.	Register of Text Book Distribution Record	Students	20 Days
			• NLDIMSR Institute providing Study-Materials, a set of textbooks every year to all Students • Librarian coordinating with Publishers and Faculties • Arranging Complimentary books and Teaching Support for all Faculties • Librarian requesting all the faculties for textbooks recommendations • After receiving textbook recommendation from faculty, Librarian place the order to vendor • After receiving the textbook, distributing to students.				
9	RFID Scanner, Barcode Scanner, Koha Software, ERP Software	Library	**Stock Verification**	Library Asst.	1. Inventory 2. Stock Verification Report	Library	45 Days

Physical verification of the library stocks has to be carried out to identify the losses, identifying misplaced and/or mutilated documents that need repair, or to weed out from the library collection. Annual stock verification of Library will be conducted at the end of academic year.

(i) Complete physical verification of books should be done every year in case of libraries having not more than twenty thousand volumes. For libraries having more than twenty thousand volumes and up to fifty thousand volumes, such verification should be done at least once in two years.

(ii) **Loss of Publications**: Books are vulnerable to physical handling and environmental conditions. Hence, mutilation, wear and tear of books by heavy use is a common occurrence in libraries. Some loss of publications is inevitable especially in the context of open access practice in libraries. The librarian and library staff have roles as Information Manager and facilitator and not just a custodian. The Library is kept open up to late evening and weekends with the help of skeletal staff to serve the academic community of the institute. The following guidelines are provided regarding the inevitable loss of library documents:

• Loss of 5 volumes per 1000 volumes issued and/or consulted in a year may be taken as reasonable, provided such losses are not attributable to dishonesty or negligence.

• Loss of a book of a value exceeding Rs.2,000/ - (Rupees One thousand only) and rare books irrespective of value shall invariably be investigated and appropriate action is taken.

• Publication may be considered as lost only when it is found missing in two successive stock verifications and thereafter only action has to be taken to write off the publications by the competent authority.

• If the loss of book is more than the permissible extent, the causes of such loss may be investigated by the competent authority and the remedial measures are strengthened.

• There may be no objection to the Librarian, after due approval, in disposing of mutilated/ damaged/ obsolete volumes to the best interest of the library. However, the disposal of such volumes should be made on the recommendations of Library Committee which shall decide whether the books mutilated/damaged/obsolete are not fit for further use.

Procedure for write-off:
• List the documents not found during stock verifications.
• Library staff to make all possible efforts to locate the document not found during stock verification (the process can go up to six months but not as an exclusive task).
• Prepare pre-final list of the documents not found and publicize.
• Compile a final list of documents not found.
• Compare with the list of earlier stock verification to identify common entries.
• Make necessary entries in the accession register.
• Remove records from databases /update write-off record.

Weeding Out
The library periodically verifies the condition of the book in the cupboards and removes damaged books. The list of books is prepared and submitted to the library committee for weeding out of the documents. The weeding out process is done as and when needed on the recommendations of a library committee constituted for this purpose.

Disposal
unwanted material received free of charge from time to time may be destroyed by pulping through papers mills or disposed off as waste paper

| 10 | Received Subscribed Journals and Periodicals | Requisitions from Faculty and Students. | **Serial Control - Journals and Magazine** | Librarian and Library Asst. | 1. Subscription Renewal Invoice and Subscription payment request form 2. Kardex Entry | Library Material, Students, Faculty, Staff, Alumni | Daily Work |

Journals and periodicals are essential for Study and Research.
The list of journals to be renewed. Provision of Budget to ensure that adequate recurring/annual funds are available for the approved journals subscription / renewal as required.

Renewal Process: The process of renewal should begin at least 15 days to one month in advance. Most of the Indian journals are subscribed directly from the publishers while foreign journals and few Indian journals are subscribed through agents.

Payment Process: The Bill in duplicate should be send addressed to The Director/Librarian. Full advance payment to be made against all journal/periodical bills. Maintain proper bills record of all bills passed for payment.

Receipt and access to journals: Enter the received issues in the Cardex in case of print issues. Stamp and give classification number to the received print issues.
Display of the newly received current issues of the Journals/ periodicals on the respective display racks.

Non-Supply of Journal Issues
1. Reminders : Missing issue reminder - Quarterly.
2. Replacement of Missing Issues :
a. Replacement copy
b. Refund in the form of Demand Draft or extend the subscription period.

Binding of Journals
Binding of journals has been done on the approved rates as per the standard specification followed in all libraries. All journals procured in print format goes through the binding process at the end of the calendar year once in 2 or 3 years. The bound volumes are assigned accession number and kept for future reference. They are also entered in the library management software. These are arranged in alphabetical order in the bound volume area.

Journals / periodicals subscription /Renewal process:

Recommendation by Faculty /Librarian
↓
Subscription Order
↓
Requesting to Accounts Department for NEFT payment / DD
↓
Filing Subscription Records
↓
After Receiving Journal
↓
Recording Of Issues
↓
Display Issues
↓
Selected Journals Bound Volumes

Non-Book Materials
A collection of Non-Book Materials such as AV Material (Audio / Video) CDs, Management Films, events etc is maintained in a separate section and enlisted in a Library Software. These materials are open to all our Library users. Multimedia facility available in the Digital Libray.

| 11 | Students, Faculty, Staff, Alumni | 1. Membership Forms 2. Students Entry in ERP Software | **Membership of Library** | | Library Asst. | Entering Data from Printed Form filled by the Students, Staff, Alumni and Staff in koha software and ERP software for all the transactions of the Library | Students, Faculty, Staff, Alumni | 15 Days |

Library Membership.

Newly admitted Students and newly joined Faculty need to fill Library membership form with photograph. Students require to show their fee receipt.

Borrowing of Library Material.

Full time course Students are allowed to borrow two books at a time for seven days. General and Fiction books loan period is 15 days.

Part time course students are allowed to borrow one book at a time for seven days.

Full time Faculty can issue five books per subject and their loan period is one Semester.

Visiting Faculty can borrow two books per subject and their loan period is one semester. Administrative staff can borrow one book for one month.

Alumni are allowed to borrow one book for 15 days.

Membership Category	Entitlement (No. of Books)	Loan Period
PGDM Students	2	Text / Ref. 7 days. Gen / Fiction 15 days.
GMBA Students	2	Text / Ref. 7 days. Gen / Fiction 15 days.
MMS Students	2	Text / Ref. 7 days. Gen / Fiction 15 days.
MMM, MFM, MHRDM (Part time Course Students)	1	Text / Ref. 7 days. Gen / Fiction 15 days.
Regular Faculty	5 per Subject	One Semester
Visiting Faculty	2 per Subject	One Semester
Admin Staff	1	30 Days
Alumni	1	15 Days

Borrowed books must be returned within / on due date mentioned in the date slip of the document issued Journals, Periodicals, Magazines are issued on I card/Library card to read in the library only. Audio / video/ material is strictly to be viewed in the Institute itself.

Membership Process
↓
Library orientation to student
↓
Issuing Library Membership form to students
↓
Entry of students Data in software
↓
Issuing I Card/Library Card to members

| 12 | Students and Faculties | 1. Library Feedback Form 2. Online Google Form | **Library Feedback** | | Assistant Librarian | 1. Feedback Report 2. Analysis of Feedback | Library Department | 30 Days |

Rev: 01

Date : 01st June, 2021

Doc. Title. Procedure Manual - Top Management
AS PER ISO 9001: 2015

			We are taking Library Feedback from Faculty and Students annually at the end of Academic year. Students are filling form in Google form. Later we are doing analysis, preparing pie and bar charts. Discussing in Library Advisary Committee meeting for improvement and preparing action taken Report.				
13	Faculties, Students and Staff	1. Demo of E-Resources 2. Faculty Selection of E-Resources and Database 3. Subscription of E-Resources and Databases 4. Dspace Software	**Digital Library**	Librarian and Assistant Librarian	1. Access of Subscribed E-Resources and databases in Campus and Remote 2.Digitised Records in Dspace.	Faculties, Students and Staff	Whenever Required
			The Institute's modern Digital Library is equipped with supreme computing power and remote access capabilities that provides students & faculties access to e-resources off campus, ensuring continuous and uninterrupted learning. NLDIMSR's Digital Library is well equipped with following databases and software: *Library Management Software's (LMS): Libsuite, Koha, DSpace - Insitutional Repository, WebOPAC *industry Database: Capitaline *E-Journals Database: EBSCO Business Elite, ProQuest ABI Inform, and J-Gate *E-Cases Database : Emerald Insight *E-books Database: ProQuest Ebrary (20,000 plus E-books) Anti-Plagiarism Software: URKUND *Anti-Plagiarism Software: URKUND			
			Procurement of E-Resources Electronic Resources includes electronic journals, online books, e-Cases database, Industry Reports database, antiplagiarism software etc. As a resource person Librarian arranging Demo lectures for faculty evaluation, after receiving feedback from faculty senior prof. or Library committee members doing Negotiation if possible. Ensure the access to the back volumes, locking period, perpetual access, archival rights, governing laws, training and awareness programmes, usage statistics, etc. Access to content is available for only one year (Annual Subscription)			
14	Publishers and Book vendors	1. Publishers Standies 2. Books 3. Catalogues	**Library Events - Book Exhibition**	Librarian and Assistant Librarian	Communication to Faculties, Students and Staff through Emails, Whatsapp group, Posters, Banners for Book Exhibition	Faculties, Students and Staff	1-2 Days
			*Librarian coordinates with Publishers and Vendors *Librarian arranging books, finalizing space for stall. *Preparing posters, Communication to Faculties, Students and Staff through Emails, Whatsapp group, Banners for Book Exhibition *Inviting Faculties and Students for selection of Books.			
15	Orientation by Librarian and Assistant Librarian	1. Pamplets of Library Information, Rules and Regulations, PPTs and Practical Guidance	**Library Orientation**	Librarian and Assistant Librarian	Attendance of Students / Signed Record	Students	Starting of the Academic Year
			*Librarian is doing orientation during Induction Program *Librarian calling Students in a Group, giving Presentation, taking them to physical Library tour, Question and Answers Sessions and taking attendance *Librarian arranging databases training for Students * During Pandamic done Online			

16	Book Stack	Books	**Shelving of Books**	Library Asst.	Arranging Books by their Location Numbers	Faculties and Students	Daily Work
			NLDIMSR Library follows open access system. Books are arranged specialization wise in books stack area. Location code numbers given to each book to find easily by users. Library staff is doing shelving of new and returned books daily. WEBOPAC facility is available in the books stack area.				
17	1. Cleaning of Equipments and Materials 2. Arranging Chairs and Tables	Housekeeping Staff	**Library Maintainence**	Housekeeping Monitering by Library Assistants	Charts of work prepared by Maintenance Dept.	Students and Faculties	Daily Work
			• Daily Shelving of Books • Cleanliness – Monitor Housekeeping work. • Pest Control				
			Maintenance of Documents: • It is essential that each acquired document in the library should be kept physically fit for use by the user. Proper care must be taken to avoid any quick damages. Document maintenance includes shelving, dusting and cleaning, preparation and maintenance of guides and location charts, stock verification, binding, preservation, care and weeding out of documents. • To save the time of the users books arranged in a logical order. Given location numbers. Reference documents arranged in a separate room. • There is a separate area for Journals / periodicals. Current issues displayed on the shelves.				
			Care of Documents (Pest Control) • The library staff is clearly instructed in the care and handling of library documents, particularly during processing, shelving and conveyance of documents. • There are more than 70 varieties of insects that can cause damage to the library materials. The most common are cockroaches, silverfishes, termites, book lice, bookworms, mud wasps and moths, etc. Poor housekeeping, excessive moisture and darkness contribute to the problems caused by insects. • We do pest control twice in a year.				

List of Forms and Formats

1	**Library Membership Forms**
i)	Full time MMS and PGDM Students
ii)	Part Time Students
iii)	Faculties
iv)	Alumni Members
v)	Corporate Members
2	**Serial Control Record**
i)	Kardex Printed Card Journals/ Magazines Cards
iii)	Journals / Periodical Subscription Form
3	Book Card
	Book Card Pockets
	Due Date Slip
4	**Labels**
i)	Barcoding
ii)	RFID Stickers
5	**Feedback Form Format**
6	**Accession Register**
7	**List of CD's and AV Materials**

8	Books Recommendation
9	Fine Slip Book
10	Purchase Order
11	Goods Receive Note
12	Gate Pass
13	Library Clearance Note
14	Reprography Service Coupon
15	Invoice Record Register
16	Newspaper Record Register
17	Reprography Service Record Register
18	Textbooks Distribution Record Register

List of Stamps

1	NLDIMSR Institute - Library Round Stamp
2	Bill Pass for Payment - Books Approved and Checked
3	Reference
4	Handle with Care - Books and Periodicals
5	Checked
6	Withdrawn
7	Weeded Out
8	Donated by
9	N. L. Dalmia Institute of Management Studies and Research

Reviewed by : MR

Approved by: Director

Approved by: CEO

Policy for maintaining Sports facilities

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Cricket Academy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 8 June 2021

Cricket Academy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To establish standard practice of operations and ensure to reserve sport field (Cricket Academy) to be given on rent which is been maintained by **NLDIMSR**.

Scope: Procedure is applicable in Mumbai Offices to provide defined roles and responsibilities to lease the academy on rent.

Responsibility: Head of Operations & Facilities Team

Procedure:

Cricket Ground Renting Process:

- Team Facilities shall receive the request from the requestor like corporates, teams, individual etc.

- Please provide the details to the respective requestor who is enquiring pertaining to availability of the ground/slot.

General Policies of Cricket Academy:

- Sports Fields may only be reserved or utilized by **NLDIMSR** employees/outsiders on rental basis.
- The booking/reservation has to be made in advance
- Booking times maybe extended on the day of reservation if next slot is available but the deposit money is non refundable
- All requests are processed on a first come first serve basis
- If a reservation is cancelled or times changed, the cancelled slot will be available for bookings for other users
- Glass is prohibited on the sports fields and courts to prevent injury during game play
- The House Keeping personnel shall be supervised by the caretaker/SPOC selected by Team Facilities.
- Chewing gum, fireworks & smoking are prohibited on the fields as these items will cause damage to the turf
- Eatables are prohibited on the sports fields as they cause damage to the turf and creates problem during cleaning
- Sports fields may be closed periodically for maintenance. All reservation holders will be notified in the event a closure is required
- Sports fields and courts may be used on the weekends by **NLDIMSR/outsiders**, if slot is available Reservations are required and accepted no more than 30 days prior to the play date.
- Corporates, teams, individual have to fill up the registration form while paying for ground/net booking
- Money will be accepted in cash or cheque.
- Corporates, teams, individual will have to give undertaking & self-declaration (duly filled by the concern) considering the COVID 19

- The rates are higher for weekends slots compare to Monday to Friday which is charged on hour & day basis.
- Rules & Regulation will be followed which is been made by **NLDIMSR.**

Care & Maintenance

In order to maintain the Sports Fields for best use, much time and care is taken. These procedures at times close parts or entire fields in order to complete the maintenance.

Team Facilities Role and Responsibility (Internal Audit / Compliance Management):

- Statutory Compliance Management - Half Yearly / Annual Audit shall be carried out as per guidelines, Zero Tolerance in relation to compliances

- Facilities Team shall ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.

- Facilities Team shall ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

Policy for maintaining Support facilities

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

COVID-19 Protocols for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 3 June 2021

COVID – 19 protocol for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To follow COVID 19 protocol for all Staff/professionals at **NLDIMSR**, establish standard practices, religiously follow the compliances and ensure hygiene level & safety maintained at **NLDIMSR** at Mumbai.

Scope: Procedure is applicable in Mumbai Offices to provide safety environment to all **NLDIMSR** staff/Professionals by following Compliances and **NLDIMSR** EH&S norms with Zero Tolerance.

Responsibility: Head of Operations/Facilities Team

Procedure:

- **Selection and Intake process was carried out online**
  The Application Form was already online by the time COVID-19 broke out. Therefore, we added the subsequent steps to the online process. The entire application, communication, selection by way of conducting Personal Interview and General Discussion, the Document Verification, the declaration of results, was 100% online.

- **Virtual Campus Tour**
  Applicants who could not visit the campus due to the lockdown restrictions could get a virtual tour on the website of the Institute itself. With this walkthrough, the applicant could take a campus tour on any computer having internet facility.

- **Online Classes**
  Owing to the pandemic, all classes were shifted online. ZOOM was selected as a tool to deliver online classes. As a backup, MS Teams was available to the faculty.

- **Online examinations and evaluation**
  Not only classes, but conducting examinations with proctoring facility was available to the faculty. The faculty was able to check the answer sheets uploaded by students on the Learning Management System (LMS) itself. After the evaluation, faculty was able to provide marks within the LMS.
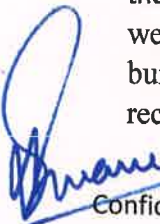
- **Work-from-Home**
  The Institute encouraged work-from-home (WFH) at these difficult times. All those personnel who could carry out their work from home, were provided with facility to do so.

- **Temperature checks**
  Temperature checks were being carried out at the main gate as well as at the entrance of the Institute building (as an additional measure). Touch-free handheld temperature gauges were provided to the security. Thermal camera was installed at the entrance of the Institute building as a double-check measure. Thermal and mask detection camera was placed at the reception to remind people to wear masks before entering the premises.
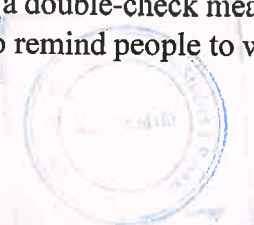
- **Use of touch-free face recognition devices**

Biometric devices were changed to face recognition where one did not have to touch the device to record attendance. This was primarily introduced for the back-office staff and faculty that were attending campus to carry out their duties.

- **Frequent Sanitization**

The entire premises were being sanitized at regular intervals with chemicals as recommended by the Authorities.

- **Isolation Room**

In the event that someone showed symptoms in the premises, they were immediately taken to the isolation room for further treatment.

- **Vaccination Drive**

The Institute conducted vaccination drives at regular intervals for the staff and students.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Building Maintenance for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 4th June 2021

Building Maintenance for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To establish standard practice of Building Maintenance operations and ensure smooth and seamless, safe and hygiene level maintained at **NLDIMSR** Office/Premises.

Scope: Procedure is applicable in Mumbai Offices to provide defined roles and responsibilities with time lines to all IT & Facilities team.

Responsibility: Head of Operations & Facilities Team

Procedure:

1. Scope

   This Standard Operating Procedure (SOP) applies to Management of M/s. Niranjalal Dalmia Educational Society campus and other facilities / offices across the city. It entails all aspects of building and grounds maintenance with clean secure and safe environment, while ensuring necessary facilities.

2. Purpose

   The main goal is to manage the center building for property upkeep including structural, electrical and plumbing systems, furniture and fixtures, availability of water, and security and safety. SOP describes policies, procedures and key processes along with allocation of responsibilities and time lines for management of campus building. This will be done by integrating the roles and responsibilities of administration and concerned offices/sections.

3. Process

   The building management is responsible for each and every facility utility operation within the Campus for successful and effective management of the campus building. The following process should be done:

   • Plan for repair or replacement of the facility

   • Communicate with facility provider/maintenance engineer

   • Estimate the cost and get approval from competent authority

   • All documentation should be maintained and recorded

Preventive, risk-based, condition-based Maintenance (Tasks)   *N. L. Dalmia*®

1. Daily

   A designated official will take rounds of the campus to check the following:

   a. Electrical

      i. Note <u>meter reading</u> and meter room (temperature, cleanliness, etc.)

   b. Water

      i. Check water levels (security report)

      ii. Water <u>meter reading</u>

   c. Gas

      i. Meter reading

   d. Checking / updating complaint register

2. Weekly

   a. Elevators

   b. Plumbing

   c. Masonry

   d. Structural

3. Fortnightly

   a. Glass façade checking

   b. Mirrors and other Glass installation checking

4. Monthly

   a. Elevators

   b. Fire-fighting equipment maintenance (through third party)

5. Bi-monthly

   a. Maintenance of Air-conditioners (through third party)

6. Quarterly

   a. Water drainage checking and cleaning

7. Half-yearly

   a. Water Tank cleaning

   b. Payment of Property Tax (MBMC)

8. Yearly

      a. Annual Maintenance Contracts of various equipment, other assets

      b. Fire Audit / Certification

9. Every FIVE years

      a. Food License

      b. Structural Audit

      c. Electrical Audit

      d. Green Audit

Handling of Complaints

- Check warranty or guarantee of product / asset.
- Check life of the asset. If repairs are frequent and repetitive, consider replacement.
- Check applicability of Insurance claim
- Categorize (Plumbing / Carpentry / Civil / Electrical) the type of complaint
- Compile the job work for each category and initiate repairs by approved service provider
- Repair to be carried out under supervision

New Projects

- Make 2-dimensional floor plan, section and elevation
- Make 3-dimensional visuals, if required
- BOQ
- Approval
- Permissions from the Authority, if required
- Execution
- Determine life of the asset (for depreciation and for replacement, separately)
- Handover
- Maintenance schedule to be incorporated with overall schedule

- Insurance cover, if required

Third party maintenance should be carried out under supervision by a designated person. Proper report on the work carried out and remarks of the technician should be seen and certified by Head of Maintenance before filing.

Vendor / Service Provider Registration / Approval

- Vendor / Service Provider Registration Form

For every activity, a FORM will be created. The respective responsible person will fill up before filing in respective file. Also, before filing, the same needs to be fed into a worksheet (Excel or Google Worksheet).

NIRANJANLAL DALMIA EDUCATIONAL SOCIETY
Electricity Meter Reading

Meter	Location	Monday 01-09-2021	Tuesday 02-09-2021	Wednesday 03-09-2021	Thursday 04-09-2021	Friday 05-09-2021	Saturday 06-09-2021	Sunday 07-09-2021
9011973	5th Floor, Mgmt							
9011971	4th Floor, Mgmt							
9011974	3rd Floor, Mgmt							
7861592	2nd Floor, Mgmt, Sch Lib							
9011975	1st Floor, Mgmt							
7673808	Sch Office, Reception							
9011975	Trust, School lobby							
7867643	Canteen							
9012063	Mgmt Reception, Lobby							
7866888	Elevator - 1							
7867014	Elevator - 2							
5961642	Sch back side							
L967259	6th Floor, Mgmt							
L974393	D Wing							
L965646	Sch							
9005923	Sch							

NIRANJANLAL DALMIA EDUCATIONAL SOCIETY
Water Meter Reading

Meter	Monday 01-09-2021	Tuesday 02-09-2021	Wednesday 03-09-2021	Thursday 04-09-2021	Friday 05-09-2021	Saturday 06-09-2021	Sunday 07-09-2021
239442							
239616							
239283							
239286							
235917							
225419							

Meter	Monday 08-09-2021	Tuesday 09-09-2021	Wednesday 10-09-2021	Thursday 11-09-2021	Friday 12-09-2021	Saturday 13-09-2021	Sunday 14-09-2021
239442							
239616							
239283							
239286							
235917							
225419							

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Cricket Academy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 8 June 2021

Cricket Academy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To establish standard practice of operations and ensure to reserve sport field (Cricket Academy) to be given on rent which is been maintained by **NLDIMSR**.

Scope: Procedure is applicable in Mumbai Offices to provide defined roles and responsibilities to lease the academy on rent.

Responsibility: Head of Operations & Facilities Team

Procedure:

Cricket Ground Renting Process:

- Team Facilities shall receive the request from the requestor like corporates, teams, individual etc.
- Please provide the details to the respective requestor who is enquiring pertaining to availability of the ground/slot.

General Policies of Cricket Academy:

- Sports Fields may only be reserved or utilized by **NLDIMSR** employees/outsiders on rental basis.
- The booking/reservation has to be made in advance
- Booking times maybe extended on the day of reservation if next slot is available but the deposit money is non refundable
- All requests are processed on a first come first serve basis
- If a reservation is cancelled or times changed, the cancelled slot will be available for bookings for other users
- Glass is prohibited on the sports fields and courts to prevent injury during game play
- The House Keeping personnel shall be supervised by the caretaker/SPOC selected by Team Facilities.
- Chewing gum, fireworks & smoking are prohibited on the fields as these items will cause damage to the turf
- Eatables are prohibited on the sports fields as they cause damage to the turf and creates problem during cleaning
- Sports fields may be closed periodically for maintenance. All reservation holders will be notified in the event a closure is required
- Sports fields and courts may be used on the weekends by **NLDIMSR/outsiders**, if slot is available Reservations are required and accepted no more than 30 days prior to the play date.
- Corporates, teams, individual have to fill up the registration form while paying for ground/net booking
- Money will be accepted in cash or cheque.
- Corporates, teams, individual will have to give undertaking & self-declaration (duly filled by the concern) considering the COVID 19

- The rates are higher for weekends slots compare to Monday to Friday which is charged on hour & day basis.
- Rules & Regulation will be followed which is been made by **NLDIMSR.**

Care & Maintenance

In order to maintain the Sports Fields for best use, much time and care is taken. These procedures at times close parts or entire fields in order to complete the maintenance.

Team Facilities Role and Responsibility (Internal Audit / Compliance Management):

- Statutory Compliance Management - Half Yearly / Annual Audit shall be carried out as per guidelines, Zero Tolerance in relation to compliances
- Facilities Team shall ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.
- Facilities Team shall ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

House Keeping Operations for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 9 June 2021

House Keeping Operations for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To establish standard practice of operations and ensure hygiene level maintained at **NLDIMSR** Office/Premises.

Scope: Procedure is applicable in Mumbai Offices to provide defined roles and responsibilities with time lines to all House Keepers and Supervisor.

Responsibility: Head of Operations & Facilities Team

Procedure:

House Keeping Service Provider:

- House Keeping work shall be outsourced to a Professional / reputed Contractor who has strong Statutory Compliances systems and processes and follows EH&S policy in its organization.

- The Service Provider shall be fully responsible for the services provided at **NLDIMSR** Office/ Premises.

- The Service Provider shall have their own employees on their role and there shall not be any employer and employee relationship between **NLDIMSR** and Service Providers employees.

- The House Keepers working at **NLDIMSR** office premises shall be under direct control and supervision of Service provider.

Service Provider Selection Criteria Process:

- Team Facilities shall float a RFP (Request for Proposal) from at least 3 professional / reputed Service Providers.

- Each Service Provider shall be interviewed by facilities team

- The Service provider shall be in the business of providing the services for minimum 3-4 years and must be serving MNC clients at the time or RFP.

- The Services providers shall have strong statutory compliance processes

- Out of 3 selected one shall be empaneled to provide the services post signing of agreement in coordination with legal and completing L1 process.

House Keeper Selection Criteria Process:

- Each House keeper shall be interviewed by Team Facilities responsible professional.

- Each House Keeper shall be replaced / changed within a period of 180 days of posting to our **NLDIMSR** office premises.

- Any House Keeper found in violation of any of the **NLDIMSR** policy / process shall be removed from the site immediately and a replacement shall be arranged within 24hrs by the Service Provider.

House Keeper's Roles & Responsibilities:

- The House Keeping personnel shall be supervised by the House Keeping Supervisor selected by Team Facilities.
- All House Keepers deployed at any **NLDIMSR** office/premises site shall report to House Keeping Supervisor directly.
- Team Facilities shall define clear roles and responsibilities for each housekeeper from time to time.
- Each house keeper shall be posted on respective floor / floors as decided by the House Keeping Supervisor post approval from Team Facilities.
- Team Facilities shall prepare a customized checklist for each house keeping task based in hygiene standards and requirements.
- Each House Keeping Personnel shall display his / her badge while in the **NLDIMSR** premises
- House Keeper shall not be utilized for outdoor jobs.

Training:

- The Service Provider shall impart required training to all the House Keepers posted at our **NLDIMSR** office premises on various tasks entrusted to them. Also he shall train all of them on firefighting, emergency evacuation. **NLDIMSR** also incorporate House Keepers and House Keeping Supervisor in required training programs in relation with firefighting and emergency evacuation.
- The Service Provide shall train the house keepers in management / handling of Chemicals required for the daily cleaning and ensure the Housekeeper follows the same and maintain required records
- The Service provider shall provide the proofs of training imparted to the House Keepers.

Shift Timings:

House Keeper shall work in two shifts as under:

- 1st Shift: 07:00hrs to 16:00hrs
- 2nd Shift: 10:00hrs to 19:00hrs

- Any extension beyond the above timings, pre-approval of Head Of Operations/Facilities team has to be obtained with appropriate justification. The Overtime hours must be minimized and shall be utilized in case of dire urgency only.
- The HK Supervisor shall have 12hrs shift i.e. 07:00hrs to 19:00hrs.
- For Housekeepers the shift rotation shall be practiced religiously.

Extra House Keeper Requirement:

- Any addition to the house keeper strength in the **NLDIMSR** office premises shall require an approval from Head of Operations (Facilities).
- Head of Operations (Facilities) shall seek justification for the need and take the decision appropriately.

House Keeping Material / Pantry Material Management:

- The House Keeping / Pantry Material shall be ordered once in a month by considering the average usage, and available stock at the disposal.
- The First in First out (FIFO) method shall be followed while issuing the material.
- Ensure to have a required material in stock any time during the day / month.
- All inward material shall be recorded in the House Keeping Material Inward Register.
- The material issued shall be recorded in issue column of the register.
- The quality of the material ordered shall be checked while receiving the material, there must not be any deviation in the ordered and received material.
- The material shall be stored in safe and secured manner.
- Extra care shall be taken while storing and using the Chemicals in R series i.e. R1, R2 etc.
- The chemical handling process must be followed when the chemicals taken for the use from the main container.
- Ensure to avoid wastages and manage the material judiciously
- Head of Operations/Team Facilities member shall inspect the register as and when required
- House Keeping Supervisor shall be responsible for the Register maintenance as well as the placing requirements with Team Facilities.

House Keeping Supervisor's Role & Responsibilities:

House Keeping Supervisor deputed at any NLDIMSR office site shall:

- Responsible to provide uninterrupted housekeeping services to **NLDIMSR** office.
- Responsible of deploying required housekeeping staff at respective floor / floor.
- Responsible for allotment of work, making understand the required process to the house keepers.
- Control the absenteeism and make alternate arrangements in consultation with service provider.
- Responsible in managing the House Keeping and Pantry material.
- Monitor and report necessary repairs and replacements.
- Maintain all cleaning equipment provided by Service Provider and get it serviced / repaired as and when required.
- Ensure that the House Keeping staff is well groomed, disciplined and maintains hygiene.

Team Facilities Role and Responsibility (Internal Audit / Compliance Management):

- Facilities Team shall ensure to have a valid agreement in place for House Keeping operations post legal vetting & to renew the agreement prior to its expiry.
- **Cost Sheet** (Cost to Company) as per the Minimum Wages shall be maintained.
- Duties & Responsibilities of House Keepers at Mumbai shall be defined as per the Agreement.
- Facilities Team shall ensure to pay the Service Provider his Invoice for the month within 15 days on receipt of the correct Invoice.
- Facilities Team shall ensure that the House Keeping staff at **NLDIMSR** office premises gets paid its Wages on or before 7th day of every month, if not, chase with Service Provider and ensure to pay the same ASAP.
- If the late payment to the House keeper trend continues in coming months, the same shall be brought to the notice of Facilities team and appropriate action shall be taken against the services provider.
- Facilities Team shall ensure the service providers pays to the House keepers as per the minimum wages and there is no exploitation, this shall be done by checking wage slips and understanding the cost sheet.
- Facilities Team shall ensure the House Keepers at the premise shall be provided with Uniforms, Shoes.

- Facilities Team shall ensure the half yearly DA increase as per the notifications being paid to House Keepers once intimated to us and claimed from us post our approval. Ensure the arrears due to the House Keepers shall be paid once it is paid by **NLDIMSR** to the service provider.

- Facilities Team shall ensure Cost Sheet is maintained whenever revision is DA takes place as per the notifications from Labor Department.

- Statutory Compliance Management - Half Yearly / Annual Audit shall be carried out as per guidelines, Zero Tolerance in relation to compliances

- Facilities Team shall ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.

- Facilities Team shall ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Medical Support & First Aid for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 10 June 2021

Medical Support & First Aid for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To establish standard practice of operations and medical assistance at **NLDIMSR** Office/Premises. This policy facilitates reasonable medical assistance by providing a streamlined process during work hours in **NLDIMSR** office premises and the dos and don'ts to be followed by users during such emergencies. This service is the initiative of **NLDIMSR** and is subject to applicable **NLDIMSR** policies including, but not limited to, this medical assistance policy. **NLDIMSR** reserves the right to alter the policies governing medical assistance without prior notice

Scope: Procedure is applicable in Mumbai Offices to provide defined roles and responsibilities with time lines to all **NLDIMSR**. The objective is to streamline the process of handling medical assistance efficiently during office hours for the **NLDIMSR staff** in medical emergencies.

Responsibility: Head of Operations & Facilities Team

Procedure:

For any medical assistance, employees will reach out to the Admin team personally or on any of the Admin Helpline numbers mentioned below:

- **NLDIMSR in-house Nurse will** suggests the facilities team/patient / requestor to take the patient to the nearest hospital or one of the hospitals that the company has a tie-up with.

- Facilities team PoC will call for an ambulance / QRT for the patient to send to the nearest hospital or the hospital which company has a tie-up with (an **NLDIMSR staff** team member to accompany the patient).

- The HR/facilities team will inform a relative(s) of the patient.

- Initial Payment for the first aid (basic OPD) will be made by **NLDIMSR staff** and the cost towards further treatment, hospitalization, and / or any additional expenses, etc. will be subsequently bone by the employee / medical benefits as per the **NLDIMSR** policy.

- If the patient is feeling better / recovering and do not wish to go to a hospital, then he / she can rest in the wellness room as per the availability of **NLDIMSR medical room**.

- If the patient insists on going home, patient has to take approval from HR/Facilities team. Basis approval, if required on request Admin will arrange for available transportation facility for home drop.

- The HR/facilities team will inform the relative of the patient about his transit from office to home.

Dos:

1. Keep your **NLDIMSR stakeholders**/ HR informed about any existing ailments.

2. Keep your regular medicine /prescriptions handy.

3. In case of health discomfort, inform your team members immediately.

4. Update an emergency contact number with the name of the person on insight.

Don'ts

1. Do not ignore any signs of unhealthy body conditions / symptoms

2. Do not take any medicines without consulting a medical expert.

3. Do not hide any medical history.

Medical Support & First Aid Service Provider:

- **Medical Support** shall be outsourced to a Professional / reputed hospital who has strong Statutory Compliances systems and processes and follows EH&S policy in its organization.

- The Service Provider shall be fully responsible for the services provided at **NLDIMSR** Office/ Premises.

- The Service Provider shall have their own doctor/nurse on their role and there shall not be any employer and employee relationship between **NLDIMSR** and Service Providers employees.

- The doctor/nurse working at **NLDIMSR** office premises shall be under direct control and supervision of Service provider.

Service Provider Selection Criteria Process:

- Team Facilities shall float a RFP (Request for Proposal) from at least 3 professional / reputed Service Providers.

- Each Service Provider shall be interviewed by facilities team

- The Service provider shall be in the business of providing the services for minimum 3-4 years and must be serving MNC clients at the time or RFP.

- The Services providers shall have strong statutory compliance processes

- Out of 3 selected one shall be empaneled to provide the services post signing of agreement in coordination with legal and completing L1 process.

Medical Support Selection Criteria Process:

- Doctor/Nurse shall be qualified to give first Aid/medical support to school students and **NLDIMSR**.

- Any doctor/nurse found in violation of any of the **NLDIMSR** policy / process shall be removed from the site immediately and a replacement shall be arranged within 24hrs by the Service Provider.

Training:

- The Service Provider shall impart required training to all the doctors/nurse posted at our **NLDIMSR** office premises on various tasks entrusted to them. Also he shall train all of them on firefighting, emergency evacuation. **NLDIMSR** also incorporate to provide first aid training to all **NLDIMSR &** contract staff.
- The Service provider shall provide the proofs of training imparted to the **NLDIMSR &** contract staff.

Shift Timings:

Doctor/Nurse shall work in two shifts as under:

- The Doctor/Nurse shall have 9hrs shift i.e. 09:00hrs to 17:00hrs.

Medical Support & First Aid Medicines:

- The Doctors/Nurse shall order the first aid medicine once in a month by considering the average usage, and available stock at the disposal.
- Ensure to have a required medicine in stock any time during the day / month.
- All inward material shall be recorded in the medicine Inward Register.
- The medicine issued shall be recorded in issue column of the register.
- The quality/quantity of the medicine ordered shall be checked while receiving, there must not be any deviation in the ordered and received medicine.
- The medicine shall be stored in safe and secured manner.
- Extra care shall be taken while storing and using the medicine by doctors/nurse.
- Ensure to avoid wastages and manage the medicine judiciously
- Head of Operations/Team Facilities member shall inspect the register as and when required
- Doctor/nurse shall be responsible for the Register maintenance as well as the placing requirements with Team Facilities.

Team Facilities Role and Responsibility (Internal Audit / Compliance Management):

- Facilities Team shall ensure to have a valid agreement in place for Doctor/nurse operations post legal vetting & to renew the agreement prior to its expiry.

- **Cost Sheet** (Cost to Company) as per the Minimum Wages shall be maintained.
- Duties & Responsibilities of Doctors/nurses at Mumbai shall be defined as per the Agreement.
- Facilities Team shall ensure to pay the Service Provider his Invoice for the month within 15 days on receipt of the correct Invoice.
- Facilities Team shall ensure that the doctors/nurses staff at **NLDIMSR** office premises gets paid its Wages on or before 7th day of every month, if not, chase with Service Provider and ensure to pay the same ASAP.
- If the late payment to the House keeper trend continues in coming months, the same shall be brought to the notice of Facilities team and appropriate action shall be taken against the services provider.
- Facilities Team shall ensure the service providers pays to the doctors/nurses as per the minimum wages and there is no exploitation, this shall be done by checking wage slips and understanding the cost sheet.
- Facilities Team shall ensure the doctors/nurses at the premise shall be provided with Uniforms, Shoes.
- Facilities Team shall ensure the half yearly DA increase as per the notifications being paid to doctors/nurses once intimated to us and claimed from us post our approval. Ensure the arrears due to the doctors/nurses shall be paid once it is paid by **NLDIMSR** to the service provider.
- Facilities Team shall ensure Cost Sheet is maintained whenever revision is DA takes place as per the notifications from Labor Department.
- Statutory Compliance Management - Half Yearly / Annual Audit shall be carried out as per guidelines, Zero Tolerance in relation to compliances
- Facilities Team shall ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.
- Facilities Team shall ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Security Services Management Process for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 16 June 2021

Security Services Management Process for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: Ensuring Safety of Professionals and Assets of the Company and restrict unauthorized access to the premises and follow the processes diligently.

Scope: Procedure is applicable in Mumbai Offices for safe & smooth operations to be carried out at these offices.

Responsibility: Head of Operations/Facilities Team

Procedure:

Security Service Provider:

- Security Services shall be outsourced to a Professional / reputed Contractor who has strong Statutory Compliances systems and processes and follows EH&S policy in its organization.
- The Service Provider shall be fully responsible for the services provided at **NLDIMSR** Office Premises.
- The Service Provider shall have their own employees on their role and there shall not be any employer and employee relationship between **NLDIMSR** and Service Providers employees.
- The Security Guards working at **NLDIMSR** office premises shall be under direct control and supervision of Service provider.

Service Provider Selection Criteria Process:

- Team Facilities shall float a RFP (Request for Proposal) from at least 3 professional / reputed Service Providers.
- Each Service Provider shall be interviewed by Head of Operations/Facilities Team
- The Service provider shall be in the business of providing the services for minimum 3-4 years and must be serving MNC clients at the time or RFP.
- The Services providers shall have strong statutory compliance processes
- Out of 3 selected one shall be empaneled to provide the services post signing of agreement in coordination with legal and completing L1 process.

Security Guards Selection Criteria Process

- Each Security Guard shall be interviewed by Head of Operations/ Facilities team responsible professional.
- Minimum Qualification for the Position of Security Guard shall be SSS Passed and can read / write English language, and can understand Local Language, i.e. Marathi and can converse in

- Hindi, good knowledge of English language and Computer knowledge would be an added advantage
- Each Security Guard shall be replaced / changed within a period of 12 months of posting to our office premises.
- All the Security Guards at the **NLDIMSR** premises shall be in proper Uniforms, Shoes.
- Any Security Guard found in violation of any of **NLDIMSR** policy / process shall be removed from the site immediately and a replacement shall be arranged within 24hrs by the Service Provider.

Security Guard's Roles & Responsibilities

- The Security Guard shall be supervised by the Security Officer / Supervisor selected by Head of Operations/ Team Facilities.
- All Security Guards deployed at any **NLDIMSR** office site shall report to Security Officer / Supervisor directly.
- Team Facilities shall define clear roles and responsibilities for each Security Guard from time to time.
- Each Security Guard shall be posted on respective floor / floors as decided by the Security Supervisor post approval from Head of operations / Team Facilities.
- Each Security Guard shall display his / her badge while in the **NLDIMSR** premises.

Entry for Visitors:

- The **NLDIMSR** professional/staff that are expecting a visitor shall inform Reception in advance in case visitor requires a Parking slot for his / her car.
- Front office executive shall arrange for a car park and intimate the concerned **NLDIMSR** staff/professional accordingly.
- The visitor is expected to park his / her car in the allotted parking slot only
- Front office executive / Security shall take Visitor's Photograph from the V-Authentication Systems and issues an entry pass.
- Front Office executive shall intimate the concerned professionals about the visitor and make him seat at reception and offer water as well as Tea / Coffee.
- The meetings shall take place at the meeting rooms at the reception area.
- If those meeting rooms are not available, the visitor shall be allowed inside the **NLDIMSR** office premises for meetings if the concerned professional requests for the same.

- If required, the visitor shall be escorted to concerned professional's office / conference / meeting room by the Security guard.
- Under any circumstances, the visitor must not be allowed to enter the work area or to the concerned professional's office or meeting / conference room at his own.
- The concerned professional shall escort the visitor post the meeting to the reception area.
- The Contractual staff i.e. House Keeping / Security shall enter the office premises with the help of ID/access card.
- They will sign in the musters kept at the reception when they enter the premises without fail.

Entry for outstation / Overseas NLDIMSR staff/Professionals:

- These staff/professionals shall always display their ID cards when they are in the **NLDIMSR** Office Premises.
- They will enter their details into the register kept at the reception.
- The Front office executive shall provide the temporary RFID Access card to the staff/professionals if required and ensure to collect the same when they leave the office on the last day of their visit.
- The Front office executive will guide them to their reserved work station / office.
- The Front office executive shall oversee their logistics arrangements if needed or coordinate with Hotel for their logistics if that is in Hotel's scope.

Physical Security:

- Mumbai Office are manned by physical trained / professional security guards.
- The entry & exit points can be used as emergency exit during any emergency
- There are two security guards during the night shifts
- Security guards shall take round every hour after 7PM in the **NLDIMSR** office premises and check the Server room for any issues related to electrical or Air conditioning system.

Security Guard's responsibilities:

Security Guards primary responsibilities are to:

- Disallow unauthorized access to our premises.
- Looking after visitor entry / exit.
- Assist during emergency evacuation.
- Switching on Electricity and Air Conditioning systems at 07:30hrs every day except weekly offs / holidays, and switching off as per the schedule assigned to them.

Car Parking Management:

- Parking locations shall be managed by Security guards from 07:30hrs till 20:00hrs till the last car moves from Parking at Mumbai office.
- Security shall ensure the cars are parked at assigned parking slots.
- Security shall ensure only **NLDIMSR** authorized cars are parked in **NLDIMSR** parking premises at Mumbai offices.
- Security shall enter the car details in their register on daily basis and shall provide car park status to Facilities team every day.

Inward Material:

- All inward material shall enter the **NLDIMSR** office from the main entry gate.
- Security shall ensure the material must be entered with challan or Tax Invoice.
- Material must not be accepted without challan or Tax Invoice.
- The entry point for the material shall be the main gate of the premises.
- Security shall maintain the details of the material entered in to the premises in the register maintained at their end.
- Security must check the material for the quantity with the details mentioned in the challan / tax invoice and only after matching the content should allow its entry into the premises or else intimate the concerned buyer / receiver to advise accordingly.
- All material must be accepted / received during office hours, in special cases the material can be accepted on prior intimation from the buyer after office hours.
- The material being received with special instructions shall be accepted on weekly offs and Holidays. The Security shall handover the material to concerned staff/professional on next working day without fail with the documents provided during the delivery.
- All material / documents received by courier shall be accepted as and when delivered.

Outward Material:

- Any outgoing material shall move out with duly approved valid material exit pass only.
- Outward material register to be maintained and all entries with gate pass serial numbers must be recorded.
- Material for outward courier must be recorded into the register and shall be handed over to the courier company.

Courier Services:

- All incoming mail packages by courier / post shall be received and recorded into the incoming courier register and post entry shall ensure to deliver to the right person and get his / her signature as receipt of the consignment.

- Under any circumstances the consignment must not be kept on desk or office in absence of the concerned receiver

- Material for outward courier must be recorded into the register and shall be handed over to the courier company

- Security shall handover the any bills / consignment notes handed over by courier company for the collected material to the front office executive next day morning without fail

Security Breach:

- Any Security breach shall be reported to Head of Operations/Facilities Team. They shall investigate in coordination with concern stake holders of **NLDIMSR** and If required they shall escalate to the concern stake holders of **NLDIMSR**. Appropriate action shall be initiated post discussion with **NLDIMSR board members**.

Team Facilities's Role and Responsibility (Internal Audit / Compliance Management):

- Facilities Team shall ensure to have a valid agreement in place for Security Services post legal vetting & to renew the agreement prior to its expiry.

- Cost Sheet (Cost to Company) as per the Minimum Wages shall be maintained.

- Facilities Team shall ensure to deploy guards in each shift considering the requirements

- The shift rotation shall be practiced religiously for Security Guards.

- Facilities Team shall ensure to adhere to the Car Parking SOP defined for **NLDIMSR** office premises.

- Duties & Responsibilities of Security Guards / Assistant Security Officer at Mumbai shall be defined as per the Agreement.

- Facilities Team shall ensure to address issues if any i.e. Theft, Entry exit of Material, Wages Payment to Guards, any kind of non-compliance to the higher authorities of Service Provider in writing and seek for the resolution in timely manner.

- Facilities Team shall ensure to pay the Service Provider his Invoice for the month with in 15days on receipt of the correct Invoice

- Facilities Team shall ensure that the Security staff deployed at **NLDIMSR** office premises gets paid its Wages on or before 7th day of every month, if not, chase with Service Provider and ensure to pay the same ASAP.

- If the late payment to the Security Guards trend continues in coming months, the same shall be brought to the notice of Facilities Team and appropriate action shall be taken against the services provider.

- Facilities Team shall ensure the service providers pays to the Security Guards as per the minimum wages and there is no exploitation, this shall be done by checking wage slips and understanding the cost sheet.

- Facilities Team shall ensure the Security Guards at the premise shall be provided with Uniforms, Shoes.

- Facilities Team shall ensure the half yearly DA increase as per the notifications being paid to Security Guards once intimated to us and claimed from us post our approval. Ensure the arrears due to the Security Guards shall be paid once it is paid by **NLDIMSR** to the service provider.

- Facilities Team shall ensure Cost Sheet is maintained whenever revision is DA takes place as per the notifications from Labor Department.

- Statutory Compliance Management - Half Yearly / Annual Audit shall be carried out as per guidelines, Zero Tolerance in relation to compliances.

- Facilities Team shall ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.

- Facilities Team shall ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Annual Maintenance Contracts Management for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 18 June 2021

Annual Maintenance Contracts Management for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: Annual Maintenance Contract ("AMC") is maintenance & repair services rendered by the service provider and Original equipment manufacturers ("OEM") to the customers, at an agreed price, post manufacturers' warranty is over. The annual maintenance contract helps **NLDIMSR** to maintain our equipment *i.e. Air Conditioning System, UPS System, PAC Units used in server rooms for cooling, Audio Video Systems, Fire Alarm Systems, Access Control, CCTV, EPABX System* etc in efficient working conditions for year on year usually at an agreed cost for a year. To protect our equipment and maintain the same as per the "OEM's guidelines we must have AMC Cover for all our equipment. We shall always opt for "Comprehensive Annual Maintenance Contract" ("**CAMC**")

Scope: Procedure is applicable in Mumbai **NLDIMSR** Offices for all critical equipment required for day to day operations. All new additions shall be covered under "CAMC" once the Manufacturer's warranty is over.

Responsibility: Head of Operations / Facilities Team

Procedure:

Role and Responsibility of Facilities Team:

Team Facilities shall ensure to cover all critical equipment under "**CAMC**" once the warranty period offered by "**OEM**" is over. The following process shall be followed for flawless execution.

- Understand the equipment & its critical parts / spare parts once it is installed at our premises.
- Make sure we shall well aware of its operating procedure, on and off mechanism
- We shall pay attention and understand the basic trouble shooting areas, and signs on the display panel / controls of the equipment.
- The purchase price of the equipment w/o taxes shall be known to us.
- Before expiry of the warranty period, we shall ensure to bring the equipment under "CAMC" cover.
- The proposal shall be asked from the Service Provider / OEM or agency suggested by "OEM" for "CMAC" services before warranty period expiry.
- Inclusion / exclusion of parts / services shall be checked from the proposal and accordingly additions to be done, it is advisable to consult subject matter experts ("SME") from **NLDIMSR** before accepting any technical terms and condition. This will help in safeguarding our interest.
- The "CAMC" charges per year shall be in the range for 7 to 10%, and proper justification for the cost shall be obtained from the service provider.

- On verification of proposal and acceptance by both the parties, the proposal shall be shared with Head of Operations for further processing.

- The Head of Operations shall seek an approval from stake holder by providing the comparison with last year's "CAMC" cost.

- Once approved by **NLDIMSR** Management, the Purchase Order shall be issued and acceptance for the same shall be sought from the Service Providers / OEM.

- The "CAMC" contract shall be signed by both the parties

- The "CAMC" charges shall be paid on half yearly basis to direct OEM; in case of a dealer of OEM, the 100% payments of "CAMC" charges shall be paid on submission of Tax Invoice, as the dealer will have to pay OEM for the services, and the devises has to be registered with OEM.

- The track record of Preventive maintenance carried out shall be maintained as per the agreed Service frequencies.

- The Service reports for the preventive maintenance shall be maintained in hard as well as in soft copy formats.

- The breakdown calls to be recorded as per the SLS of the "CAMC" and ensure to get resolve the issues.

- The Service reports for breakdown calls and the actions taken shall be maintained in hard as well as in soft copy format.

- Any feedback from internal customers shall be shared with the service provider.

- Ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.

- Ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Assets Tagging & Inventory Process for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 24 June 2021

Assets Tagging & Inventory Process for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: A physical verification/tagging of assets is a process conducted by **NLDIMSR** to make sure that the assets of **NLDIMSR** actually exist and is readily available for future reference at all the office locations in Mumbai. It is of immense importance to for tagging all the capital assets of **NLDIMSR** by carry out this process at the end of every financial year and submit a report to Auditors.

Scope: This Procedure is applicable to all Mumbai office locations any additional locations shall also covered under this Policy.

Responsibility: Head of Operations/Facilities Team

Procedure:

Role and Responsibility of Facilities Team:

Assets tagging and Inventory is critical and it has following Objectives:

- *Statutory Compliances / Verify Existence of Assets / Valuation - Accounting for any discrepancy*

- IT/Team Facilities team shall record the capital assets as and when it's procured into inventory/Asset register.

- All the capital assets shall be tagged with Unique Asset Tag / Number for urgent reference as a record.

- ALL Capital assets (IT/Non-IT) shall be recorded in details by the IT/Facilities Support team and any misplacement / lost assets shall be informed to Finance, HR and all stake holders and a FIR (First Information Report) for required (impacting **NLDIMSR**) lost / stolen assets shall be lodged with Police and copy of the same shall be submitted to Finance.

- The Assets register shall have all the details of the Procurement i.e. Date of purchase/Quantity / warranty/Cost with taxation, Supplier name, its deployment and location etc. The Invoices shall be made available from Finance for future reference.

- Any addition / deletion (Due to disposal / damaged / end of life cycle) shall be recorded and be informed to Finance to record the effect into the books of accounts.

- IT/Facilities Assets record keeping shall be matched with Finance Assets books on yearly basis i.e. March of every year.

- Physical verification of all capital assets shall be carried out in the 3rd week of March every year.

- Physical verification of all capital assets shall be carried out 100% and reconcile with books of accounts. This shall help in identifying all capital asset that is lost, stolen, unusable but is still

- recorded as an active fixed asset. Also all capital assets that physically exist but are not recorded needs to be considered.
- All capital assets (IT & Non-IT) in stock shall be verified every year and a report of Procurement and allotment shall be submitted to Head of Operations/IT and Finance Manager.
- All the **NLDIMSR** assets (IT & Non-IT) should be mapped with bar code for future reference with INVENTORY.
- The **NLDIMSR** assets (IT & Non-IT) naming shall start with "serial numbers -01"
- Category of all **NLDIMSR** assets shall be next indicator
- Location of the assets i.e office location - MUM
- All **NLDIMSR assets shall be in the running number**

  Following is an example to help understand the above guidelines:

  For UPS battery, asset numbering will be as follows:

  01/UPSBTR/MUM/001

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Bill Verification Policy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 29 June 2021

Bill Verification Policy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To receive bills from Vendors, record, verify, submit to EFO for processing and pay to Vendors the legitimate bills with all approvals, as per the payment terms. Prepare monthly MIS on the basis of the bills received and services availed.

Scope: Procedure is applicable in **NLDIMSR** Mumbai Offices to provide defined roles and responsibilities.

Responsibility: Head of Operations & Facilities Team

Procedure:

Process:

1. The Facilities Team at **NLDIMSR** Locations will collect all details of the Vendors associated with Particular Location with Company Codes and Vendor codes and the Services availed from them and prepare an excel sheet by compiling all these details.

2. They will maintain the hard copies of the Rate Contracts / Service Agreements / Lease Agreements / Service Orders / Purchase Order Copies at their end in a Vendor File. Also there will be a folder in the PC vendor wise for the soft copies (Scan Copies) of the above.

3. The Vendors will be informed to Submit Monthly bills for the services rendered by them to the Company. The bills for the last month must be submitted to the base location by 3rd day of every month w/o fail by the vendors. The receipt date stamp with Base Location name must be affixed on the bill once it is received. The base administration representative shall check the same and send back to Mumbai office with in next 48hrs. The excel sheet to be send by email and along with the bills to the facilities team at Mumbai.

4. The date stamp of receipt at all **NLDIMSR** offices shall be taken as a receipt date and from that day on before 30th Day vendor will get paid. Kindly ensure to get the bills from Vendors as per the serial number 3 and ensure to send to Mumbai office, this will get the ample time to process the bills.

5. The Vendors will raise the Bills on Particular Company with full name of **NLDIMSR**, the incorrect bills will not be entertained and shall be returned to the Vendors on submission only.

6. On receipt of the bill at Reception / security gate, the first thing is to stamp the same with the receipt stamp which will have name of the base location, and date and shall be signed by the receiver and forward to the concerned person for further action.

7. The Base Facilities Representative first check the name of the company mentioned on the bill, shall check all the supporting documents are there or not. Following documents are MUST with the bills.

8. The bill details will be recorded at Base Locations and the Photocopies for each and every bill shall be maintained, would propose to scan these bills with proper details to avoid the wastage of papers.

8.1. Bills for Services

- There needs to be a Single Bill for same items e.g Stationery – Avoid purchasing as and when required instead order material once in a month – get one bill only.
- The bills will have all challans with the receipt stamp and signature from the receiving person.
- The Purchase Order copy MUST have attached to the bill
- In case of a Service Order issued – the copy of the Service Order needs to be attached.
- Request emails from the requisitioned party / employee and approval from his / her manager shall be also attached with the bill.
- GRN must be passed in the system on the same day of the receipt of the material
- GRN passed on next day will be treated as a violation of the process
- GRN number must be mentioned on the bill prominently
- The bill/s shall be checked and authorized for all the items, numbers, cost, taxation and must be checked and verified by the base administration representative and submit to Mumbai office for further processing.
- It's overall responsibility of Base Facilities Representative to check the bill/s in all angles.
- The bills with discrepancies received at Mumbai Office shall be returned to the base location for rectification and the Base Facilities Representative will be fully responsible in delay of the payment to the vendor and any disturbance in the services due to the delayed payment.

9. **Mumbai Office : Bills Receipt through courier**

9.1. Bills received by courier, the Security shall open the covers addressed to all, record the all received bills in the system folder on the same day, the bills received in the evening shall be completed recording by 2nd shift security guard.

9.2. The Security will hand over the bills to concerned department for the processing. Facilities related bills shall be submitted to facilities team.

9.3. On receipt of the bills to Facilities team, he / she will record all bills in our systems, designed for the recording of the bills for preparation of MIS.

9.4. He / she will check the bills from all angles, once satisfied; he / she will arrange to take the photocopies of the bills.

9.5. The bills which are incorrect / has discrepancy shall be send to the Base Location / Vendors applicable for Mumbai with recording of date of return in the system. Incorrect bills forwarded by base locations are not at all accepted.

9.6. After photocopying the clear bills will be submitted to Head of Operations for the approval. The bills with discrepancy shall be send to the vendors for rectification.

9.7. The bills from the Facilities team must be moved within 24hr for Head of Operations approval.

9.8. The bills for Electricity / Telephone / Data Cards / Mobile Phones / Diesel supply / Rents shall be cleared within 30 minutes from the receipt, and shall chase with EFO for its payment.

10. Things to remember:

10.1. Minimize the bills - PO / SO / Agreement copy / Challan / Request email for the services / Email Approval for those requests / GRN / Log Book / Toll Parking / Overtime Form must be attached with the bills.

10.2. Bills to be checked for each of every aspect starting from Name of the entity, quantity, cost, quotations, challan, cost, taxation etc.

10.3. Fully checked bills with all supporting timely receipt, checking and submission are MUST.

10.4. The bill details for each and every service must be recorded Month wise / Vendor wise at Base Location, this will help us in understanding our spent and we can control the cost.

10.5. The base location shall send the bills with all details to Mumbai by email as well as with the bills.

Format Appended

1. Bill Submission Format to Head Office:
2. Vendor Bills details – For each and every vendor
3. MIS Format

Bill Submission Format to Head Office

Sr.No.	Vendor Name	PO/SO No.	PO/SO Date	Item / Material / Services Description	Location	Challan No. / Service Report	Challan Date	GRN No if applicable	Invoice No.	Invoice Date	Invoice Amount	Invoice Received on	Cost Centre	GL Code	Invoice sent to	Invoice sent on Date	Attched with Invoice	Mode of Dispatch

Vendor Bills details - Vendor Name

Sr. No.	PO/SO No.	PO/SO Date	Item / Material / Service Description	Location	Challan No. / Service Report	Challan Date	GRN No if applicable	Invoice No.	Invoice Date	Invoice Amount	Invoice Received on	Cost Centre	GL Code

MIS For the Month of ---------------------   **Location: --------------------------------**

Sr.No.	Vendor Name	PO/SO No.	PO/SO Date	Item / Material / Service Description	Challan No. / Service Report	Challan Date	GRN No if applicable	Invoice No.	Invoice Date	Invoice Amount	Invoice Received on	Cost Centre	GL Code

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Cafeteria Operations for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 2 July 2021

Cafeteria Operations for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To provide quality food to all Staff/professionals at **NLDIMSR**, establish standard practices, religiously follow the compliances and ensure hygiene level maintained at **NLDIMSR** Cafeterias at Mumbai.

Scope: Procedure is applicable in Mumbai Offices to provide quality food to all **NLDIMSR** staff/Professionals by following Compliances and **NLDIMSR** EH&S norms with Zero Tolerance.

Responsibility: Head of Operations/Facilities Team

Procedure:

Cafeteria Service Provider

- The ready to eat (Pre-cooked) Food at Cafeteria shall be provided by an outsourced, professional / reputed Service Provider who has centralized kitchen nearby our office premises who has strong Statutory Compliances systems and processes and follows EH&S policy in its organization.

- The Service Provider shall be fully responsible for the services provided at **NLDIMSR** Office Premises.

- The Service Provider shall have their own employees on their role and there shall not be any employer and employee relationship between **NLDIMSR** and Service Providers employees.

- The staff / employees of Service Provider working at **NLDIMSR** office premises shall be under direct control and supervision of Service provider.

Service Provider's Scope of work and responsibilities:

- The Service Provider shall provide ready to eat precooked food items being cooked at his central kitchen to the Professionals Snacks / food at the Cafeteria i.e. Breakfast, Lunch, Evening Snacks, Dry ready to eat snacks, Bhel, Sandwiches, cut fruit plate, Maggi, Juices, Milk Shakes related food items shall be cooked with induction stove at the cafeteria. The Service Provider shall arrange Induction Stove, Griller, refrigerator to store aerated drinks and his saleable items. Also, we have required in house kitchen wherein then food can be cooked at in-house kitchen too provided he has all the required license in place.

- The Service Provider shall keep breakfast ready before 07:30hrs

- The Service Provider shall charge the pre decided cost of food items to **NLDIMSR** staff/Professionals for all food items purchased from the Service Provider.

- Tea shall be prepared through induction stove inside **NLDIMSR** Cafeteria premises and sold to **NLDIMSR** staff/professionals by Service Provider.

- *The Service Provider's staff/employee shall be responsible to handle the services and shall meet the following requirement:*

- Dress code – clean uniform with proper grooming (unshaved / long hair / dirty clothes / shoes shall not be acceptable). Staff/employee without proper uniform shall not be permitted in the premises.

- The Service provider's staff/employee responsible to handle the service must carry employee Photo ID's with company name.

- The Service Provider's staff/employee found misbehaving or damaging **NLDIMSR**'s property shall be asked to leave the premises immediately.

- The Service Provider's staff/employee shall be responsible for handling food replenishment, crockery & cutlery replenishment as well as managing food shortages by informing base kitchen on a need basis.

- The Service Provider's staff/employee behind the counter must wear an apron, gloves as well as headgear.

- The Service Provider shall be solely and exclusively responsible for payment of salaries and other monetary, non-monetary benefits attached to the contract of employment of your staff/employees deputed to **NLDIMSR**'s premises. The Service Provider shall comply with all the requirements of the statutory laws/ authorities including but not limited to Contract Labor, and Provident Fund, ESI, Gratuity, Bonus, Leave, Professional Tax, Minimum Wages Act, Payment of Wages Act., etc. attached to the contract of employment of The Service Provider staff/employees deputed to **NLDIMSR**'s premises.

- The Service Provider shall take/obtain all the necessary registrations/licenses/permissions/authorizations as may be required to be taken statutorily or otherwise for providing the subject service and shall furnish a copy of the registrations/licenses/permissions to **NLDIMSR** as and when required by **NLDIMSR**.

- The Service Provider shall not depute any child labor to work at **NLDIMSR**'s Premises. If found, your service shall be terminated immediately.

- The Service Provider's staff/employee deputed to **NLDIMSR** shall not chew Pan, Tobacco or smoke. If found doing so at the **NLDIMSR**'s premises, a penalty of INR. 2000/- per instance shall be charged.

- The Service Provider shall indemnify **NLDIMSR** for any loss or damage caused to **NLDIMSR**'s premises/property/equipment and/or shall Indemnify **NLDIMSR**'s staff/employees for the harm or injury caused to them (what so ever it may be), arising out of or by reason of any liability or obligation in any manner caused or occasioned by or claimed to be caused or occasioned by, any act, omission, fault or gross negligence or willful misconduct of the Service Provider staff/employee's in connection to the service or deficiency in the service to be provided by the Service Provider.

Safety

Safety is paramount in **NLDIMSR**. Hence, The Service Provider shall take all relevant food safety precautions prior to serve the food items to our **NLDIMSR** staff/employees. The Service Provider shall follow FSSAI (Food Safety and Standards Authority of India) guidelines stringently. *Few FSSAI important aspects which The Service Provider needs to follow are given below:*

- Display valid FSSAI Certificate visibly in the Cafeteria.

- To test foods served in **NLDIMSR** on a quarterly basis from a NABL (National Accreditation Board for Testing and Calibration) certified laboratory. Following parameters need to be tested
    - o Escherichia Coli
    - o Coliform Bacteria
    - o Salmonella
    - o Shigella
    - o Yeast & Mold

    The cost for the above tests shall be borne by The Service Provider.

- The Service Provider shall submit health report of catering and cooking staff to Facilities Team from a licensed MBBS Doctor. The cost shall be borne by The Service Provider.

- The **NLDIMSR** representatives responsible for food safety shall visit the Service Provider's cooking facility to inspect the quality of cooking facilities. The Service Provider shall assist **NLDIMSR** representatives to perform the inspection seamlessly.

- The Service Provider shall ensure to supply current dated packaged food, drink, etc. to **NLDIMSR**. The Service Provider shall maintain a log of all packaged food and drink items

- stored for sale at **NLDIMSR**'s premises, where date of manufacturing and date of expiry shall be written.

- The Service Provider staff/employees shall strictly follow all fire and safety requirements of Company as applicable. Any violation of fire and safety regulations shall attract penalty.

- The Service Provider staff/employees, willfully or ignorantly shall not make any condition of **NLDIMSR**'s Cafeteria / premises which could cause for an incident to **NLDIMSR**'s employees.

These Safety Clauses may change time to time based on the changes in local legislations and / or **NLDIMSR** requirements.

Service Providers Scope of Work:

- Service provider shall provide Crockery and cutlery in the Cafeteria.
- Service provider shall replenish the same as and when required.
- Service provider shall provide, Space, electricity, Water to the Service Provider.
- Service provider shall provide Baine Mary
- Service provider staff under the supervision of the House Keeping Supervisor shall look after the cleaning of tables, and other ancillary services to maintain the cafeteria.

Cafeteria Timings and Other T&Cs:

- The Cafeteria operations shall commence at 07:30 AM and shall over by 07.30PM post serving evening snacks to the Professionals.
- The Cafeteria operations shall observe 5 days a week Monday to Friday
- The Service provider shall arrange to supply / provide food items / Tea / Coffee throughout the day.
- The **NLDIMSR** Cafeteria Committee and Team Facilities shall manage and decide the cafeteria services i.e. Menu Finalization, cost of food items, hygiene complains if any.
- There shall be agreed penalties for any kind of non-compliance and hygiene related issues from monetary to termination of Service Contract.

Team Facilities Role and Responsibility (Internal Audit / Compliance Management):

The Team Facilities shall:

- Ensure to have a valid agreement in place for Cafeteria Services post legal & EH&S vetting & to renew the agreement prior to its expiry.

- Ensure the Service Provider follow FSSAI norms i.e. Food testing, License validity, medical examination of the Service Provider's staff.
- Ensure appropriate up keep and maintenance of Cafeteria i.e. Cleanliness, hygiene
- Ensure to deploy required housekeepers during Lunch time to provide services to Professionals i.e Table Cleaning
- Ensure to make available Tea / Coffee all the time for the professionals through vending machines
- Ensure to have minimum stock available of pantry material all the time i.e. Tea Bags, Coffee, Sugar.
- Ensure the Service Provider provides Breakfast / Lunch and evening snacks as per the scheduled timings.
- Ensure that the tables are cleaned and made available to professionals during lunch time.
- Ensure Plates / spoons / Forks to be made available to the staff/professionals by service provider.
- Ensure drinking water to be made available at all the time - Minimum stock to be maintained, and replenish water bottle as and when necessary.
- Ensure to replenish plates, spoons, forks as and when required.
- Ensure to keep a check on food quality and quantity being served to professionals
- Ensure to have **NLDIMSR** Cafeteria Committee in place and decide Services and Menu, address issues if any in consultation with the Cafeteria Vendor.
- Ensure to have Valid FSSAI licenses all the time with the Service Provider.
- Ensure the Service Provider's staff at our premises shall be with Uniforms, Shoes
- Ensure to pay the Service Provider his Invoice for the month with in agreed time frame on receipt of the correct Invoice
- Ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.
- Ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Car Parking Policy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 4 July 2021

Car Parking Policy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: Ensuring Safety of Professionals and Assets of the Company and restrict unauthorized access to the premises and follow the processes diligently. Car parking is included in security policy since it is managed by them.

Scope: Procedure is applicable in Mumbai Offices for safe & smooth operations to be carried out at these offices.

Responsibility: Head of Operations/Facilities Team

Procedure:

Car parking managed by Security Guard

The Security Guard shall be supervised by the Security Officer / Supervisor selected by Head of Operations/ Team Facilities.

- Car parking to be managed by Security Guards deployed at any **NLDIMSR** office site shall report to Security Officer / Supervisor directly.
- Team Facilities shall define clear roles and responsibilities for each Security Guard from time to time.
- Each Security Guard shall be posted on respective floor / floors as decided by the Security Supervisor post approval from Head of operations / Team Facilities.
- Each Security Guard shall display his / her badge while in the **NLDIMSR** premises.

Car parking for NLDIMSR Staff/Visitors:

- The **NLDIMSR** professional/staff that are expecting a visitor shall inform Reception in advance in case visitor requires a Parking slot for his / her car.
- Front office executive shall arrange for a car park and intimate the concerned **NLDIMSR** staff/professional accordingly.
- The visitor is expected to park his / her car in the allotted parking slot only
- Front office executive / Security shall take Visitor's Photograph from the V-Authentication Systems and issues an entry pass.
- If required, the visitor shall be escorted to concerned professional's office / conference / meeting room by the Security guard.
- The concerned professional shall escort the visitor post the meeting to the reception area.

Security Guard's responsibilities:

Security Guards primary responsibilities are to:

- Disallow unauthorized access to our premises.
- Looking after visitor entry / exit.

Car Parking Management:

- Parking locations shall be managed by Security guards from 07:30hrs till 20:00hrs till the last car moves from Parking at Mumbai office.
- Security shall ensure the cars are parked at assigned parking slots for **NLDIMSR staff and visitors**.
- Security shall ensure only **NLDIMSR** authorized cars are parked in **NLDIMSR** parking premises at Mumbai offices.
- Security shall enter the car details in their register on daily basis and shall provide car park status to Facilities team every day.

Security Breach:

- Any Security breach shall be reported to Head of Operations/Facilities Team. They shall investigate in coordination with concern stake holders of **NLDIMSR** and If required they shall escalate to the concern stake holders of **NLDIMSR**. Appropriate action shall be initiated post discussion with **NLDIMSR board members**.

Team Facilities's Role and Responsibility (Internal Audit / Compliance Management):

- Facilities Team shall ensure that all **NLDIMSR** staff park their respective vehicles as per parking been allotted in coordination with security.
- Facilities Team shall ensure to adhere to the Car Parking SOP defined for **NLDIMSR** office premises.

N. L. Dalmia®
Institute of Management Studies and Research
(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Contract Labour (Govt Policy) for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 8 July 2021

Contract Labour (Govt Policy) for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To establish standard practice of Contract Labour services/operations and ensure total compliance pertaining to government policies maintained at **NLDIMSR** Office/Premises and by all contract labours providing services.

Scope: Procedure is applicable in Mumbai Offices to provide defined roles and responsibilities with time lines to all Contract labours service providers.

Responsibility: Head of Operations & Facilities Team

Procedure:

Contract labour Service Provider:
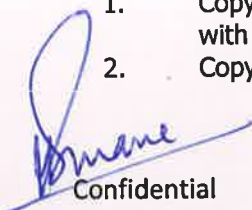
- Contract labour work shall be outsourced to a Professional / reputed Contractor who has strong Statutory Compliances systems and processes and follows EH&S policy in its organization.

- The Service Provider shall be fully responsible for the services provided at **NLDIMSR** Office/ Premises.

- The Service Provider shall have their own employees on their role and there shall not be any employer and employee relationship between **NLDIMSR** and Service Providers employees.

Contract labour Service Provider Selection Criteria Process:

- Team Facilities shall float a RFP (Request for Proposal) from at least 3 professional / reputed Service Providers.

- Each Service Provider shall be reviewed by facilities team

- The Service provider shall be in the business of providing the services for minimum 3-4 years and must be serving MNC clients at the time or RFP.

- The Services providers shall have strong statutory compliance processes

- Out of 3 selected one shall be empaneled to provide the services post signing of agreement in coordination with legal and completing L1 process.

Documents/Records Required from the Contractor labours which depends as per the services they cater to NLDIMSR.

1. Copy of Sales Tax / Service Tax/ Vat Registration (not necessary if already kept in the file with CRTI)
2. Copy of Shop Act Registration Certificate (Renewed copy)

3. Copy of Professional Tax No. (Certificate of Registration) for Employees (not necessary if already kept in the file with CRTI).
4. Copy of updated Muster Roll cum Wage Register (Section 27{1}), Attendance card cum wages slips issued under **MW Act.**
5. Copy of Exemption order for maintaining computerized Muster Roll cum Wage Register (if any)
6. Leave Register/Leave book maintained under **Bombay Shops & Estt. Act1948**
7. **House Rent Allowance Act, 1983:** Registers maintained under the same.
8. **The Equal Remuneration Act 1976 :** Register maintained under the same
9. Copy of **A-1 cum** Return with Receipt towards contribution paid under **Bombay Labour Welfare Fund Act** for June & December.
10. **PF Compliance:** Copy of Code-Allotment letter under PF Act.
    - Copies of monthly paid Challans
    - copies of Monthly return on Form-5/10,
    - copies of Monthly return on Form-12-A,
    - Nomination Form (Form-2) in r/o employees working at CRTI Site.
    - Copy of 'Return of Ownership' on form-5A
    - Annual Returns on Form 3A & 6A showing (highlighted) the names of employees working on CRTI site as per Muster Roll.
11. **ESI Compliance:** Copy of Code-Allotment letter (C-11) under ESI Act
    - Copies of monthly paid Challans.
    - Status about the ESI Cards issued to the employees working at CRTI Site.
    - Submitted copy of Half yearly Returns on Form-5 (Revised) (old form 6),
    - Copies of Annual Return on Form-01A
    - ESI Register on Form-6 (Revised) (Old Form-7) showing (highlighted) the names of employees working on CRTI site as per Muster Roll.
    - Accident Register with Accident report (If any)
12. **PT:** Copy of Monthly Challans under Professional Tax under Employees.
    - Yearly return OR assessment order.
13. **Gratuity Act:** Copy of Form A (Notice of opening: submitted to Commissioner of Labour) under Payment of Gratuity Act,
    - Copy of Form-F (Nomination Form) in r/o employees working at CRTI site.
    - Details of gratuity paid (if any).
14. **Bonus Act:** Copy of ABC Register &
    - submitted copy of Form D under Payment of Bonus Act
15. Copy of Annual Return under **Maternity Benefit Act** (if any).
16. Copy of Quarterly Return (ER-I) under **Employment Exchange Act** (if any).
17. **Workmen's Compensation Act:** Report of accident (if any)
18. **Maharashtra Private Security Guards Act, 1981(for Security Contractor Only):**
    - Exemption Order received from the Guard Board/Copy of Application
    - Copy of the levy paid to the Board.
Copy of Police Verification Report of Guards.

Team Facilities Role and Responsibility (Internal Audit / Compliance Management):

- Facilities Team shall ensure to have a valid agreement in place with labour contractors / service providers post legal vetting & to renew the agreement prior to its expiry.

- **Cost Sheet** (Cost to Company) as per the Minimum Wages shall be maintained.

- Duties & Responsibilities of Contract labours at Mumbai shall be defined as per the Agreement.

- Facilities Team shall ensure to pay the Service Provider his Invoice for the month within 15 days on receipt of the correct Invoice.

- Facilities Team shall ensure that the Contract labours staff at **NLDIMSR** office premises gets paid its Wages on or before 7th day of every month, if not, chase with Service Provider and ensure to pay the same ASAP.
- If the late payment to the Contract labour trend continues in coming months, the same shall be brought to the notice of Facilities team and appropriate action shall be taken against the services provider.
- Facilities Team shall ensure the service providers pays to the contract labours as per the minimum wages and there is no exploitation, this shall be done by checking wage slips and understanding the cost sheet.
- Facilities Team shall ensure the contract labours at the premise shall be provided with Uniforms, Shoes.
- Facilities Team shall ensure the half yearly DA increase as per the notifications being paid to contract labours once intimated to us and claimed from us post our approval. Ensure the arrears due to the contract labours shall be paid once it is paid by **NLDIMSR** to the service provider.
- Facilities Team shall ensure Cost Sheet is maintained whenever revision is DA takes place as per the notifications from Labor Department.
- Statutory Compliance Management - Half Yearly / Annual Audit shall be carried out as per guidelines, Zero Tolerance in relation to compliances
- Facilities Team shall ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.
- Facilities Team shall ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Courier Dispatch Services for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 10 July 2021

Courier Dispatch Services for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: As an operational requirement there is constant need of sending & receiving mails / courier. The courier can be personal or official. There is also a need to track various consignments for delivery / non delivery. This process illustrates the process to be followed by all **NLDIMSR** staff/professionals to ensure there is a smooth process for sending and receiving of couriers.

Scope: Procedure is applicable in Mumbai Office to provide standardized courier services and recover the cost of personal couriers if any.

Responsibility: Head of Operations / Facilities Team

Procedure:

Role and Responsibility of Facilities Team (Outward & Inward Courier):

- To ensure to have a valid Contract / agreement in place with Courier Serving Company (Outward Courier Only) at Mumbai office Location with rates as per Grams Slabs & to renew the contract / agreement prior to its expiry.

- The Front Desk Executive and Security department shall be responsible for the Courier Desk operations.

- *Outward Courier - Courier Desk / Reception shall receive the Courier / consignment to be sent:*

  - The consignments to courier shall handover to Courier Desk before 5PM.
  - Courier packages i.e. Document / Non Document are properly sealed.
  - Complete address of destination with Pin Code and Contact person name with Mobile number / Landline number along with sender's name and contact details must be incorporated in the address.
  - Details of Content – Users shall provide a Declaration in case of a non-document.
  - In case of personal documents / non documents the same process as above to be followed.
  - For Bulky consignment about 10kgs, advance intimation shall be given to Facilities team, so that special rates possibility can be explored with the Service Provider.
  - On receipt of the Courier to Courier Desk the details shall be entered in the Outward Register and same shall be handed over to the collection boy from the Service Provider.

- The Front Office shall ensure to collect the Airway Bill / Consignment Note from the Service Provider's collection boy and enter the same into the outward register against the consignment.

- The front desk shall assist in tracking the consignment in case of any query from the sender and provide the detailed information available and follow up with service provider for timely delivery.

- *__Inward Courier – Distribution Process__*

- The Front Desk executive / Security Personnel shall receive the courier delivered by delivery person of Courier Company and sign as received in the Daily Running Sheet (DRS) provided by delivery person.

- The Front Desk executive / Security Personnel shall make an entry into the Inward Register in prescribed format for all the received courier consignments.

- The inward couriers shall be distributed as per the below schedule:
    - Urgent couriers immediately on receipt
    - Couriers received by 12:00PM shall be handed over by 12:30PM
    - Couriers received between 12:00PM to 03:00PM, shall be handed over by 03:30PM
    - Couriers received after 04:30PM till next day morning shall be distributed before 10AM to all concerned recipients.

- The Front Desk executive / Security Personnel shall open the courier delivered to the Courier Desk post entry into the inward register. The Documents in the name of **NLDIMSR** shall be opened and the contents to be recorded into the Inward register i.e. Invoice, Letter, etc. The documents marked as **"PRIVATE & CONFIDENTIAL"** and personal documents received from various banks for staff/professionals shall not be **OPENED**.

- The documents marked as **"PRIVATE & CONFIDENTIAL"** and personal documents received from various banks for professionals, the received date stamp to be affixed on the envelope.

- The Security Guard or House Keeper shall handover the Couriers to the receivers and ensure to get signature as receipt against the entry in the Inward register.

- The delivery person shall ensure not to keep the document/s on the desk if the receiver is not at the desk or his office. Revisit him / her and handover the documents and ensure to get the register signed.
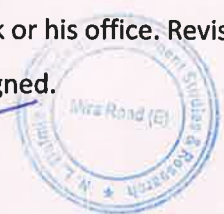
- To ensure to record monthly outward courier details in the register in soft copy format and provide the report to Head of Operations.

- To ensure the receipt of monthly Invoices from service provider on or before 5th day of every month, if we don't get, follow ups with the Service Provider to be done with emails, and ensure to receive the Invoices. Late Invoice receipts and late payments to vendors shall be discouraged.

- To ensure to pay the Service Provider his Invoice for the month with in agreed time frame on receipt of the correct Invoice

- To ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Event Management Support for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 15 July 2021

Event Management Support for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: At **NLDIMSR** we conduct and celebrate many events i.e. Employee Engagement activities, Business Meetings, Conferences, Trainings, Annual days, Founders Day, Client & Business Partner visits, Convocation and so on. **Team Facilities plays a major role in supporting these events and ensures to execute them with great success without any goof ups and untoward incidences.**

This process illustrates the process to be followed by Team Facilities who are supporting in managing the events to achieve success in flawless execution of the events at Mumbai Office.

Scope: Procedure is applicable in Mumbai Office in successful execution of events Employee Engagement activities, Business Meetings, Conferences, Trainings, Annual days, Founders day, Client & Business Partner visits, Convocation and so on

Responsibility: Head of Operations & Facilities Team

Procedure:

Role and Responsibility of Facilities Team:

- In **NLDIMSR** most of the events are under the scope and budget of Human Resources and Team Facilities provides required support in successful execution of the same.

- To execute the event with success, we shall have in place; Planning, Budgeting, concept, Scheduling, Venue selection, Event management Company, , arranging decor, Acquiring necessary permits, Coordinating logistics arrangements, catering, coordinating with third party vendors if any, and emergency plans and coordinating the technical aspects before actually executing the event.

- Each event is different in its nature so process of planning & execution of each event differs on basis of type of event.

  ➤ **Employee Engagement Activities:** (In House)

- *Planning / Budgeting / Concept / Scheduling / Catering if any / coordinating with 3rd party vendors / Technical Requirements i.e. AV System* – Mainly these activities are of regular nature. In case of any special requirement Team Facilities shall be ready to provide the required support. All these activities shall be carried out well in advance in sync with HR team and IT Support for successful execution of the event. Team Facilities shall identify the critical areas in execution of such events and ready with Plan B in place.

  ➤ **External Conference / Trainings / Meetings:** (Hotel Banquets)

- Team Facilities shall receive the intimation of the proposed conference / meeting / training with the details of date, expected minimum guarantee numbers, total budget for the event, number of days, Audio Visual requirements, Catering etc. All these details are mandatory; this shall help us in identifying a venue within the budgeted figures.

- On receipt of a request for the Conference / Training / Meeting Team Facilities shall look for various options within vicinity considering the total requirements, at least 3 options to be provided to the requestor.

- All three proposed venues shall be inspected with the requestor and the best one to be selected for the event once it is confirmed by the requestor.

- The best cost shall be negotiated with the selected Service provider.

- The agreement / service contract for the event shall be vetted through legal team, mainly to check cancellation and Force Majeure clauses.

- The postponement of event in case of any eventually shall be addressed in the agreement i.e. the same event can be allowed at fresh date and no forfeiture of the advance money.

- The advance amount shall not be paid more than 50% of the total contract value with the confirmed booking.

- The balance amount shall be Bill to **NLDIMSR** at the end of the event by final Invoice submission or it shall be paid at the end of the event with Corporate Credit card of any of the responsible participant / Head of Operation.

- <u>**The following requirements shall be considered for the guests in advance:**</u>

- Number of Guests Cars
- Parking Slots
- Arrangement of Photographer – In house / External
- Visitors Passes – Well in advance
- Flower Bouquets
- Traditional welcome arrangements if any
- Seating Place – With discussion with concerned **NLDIMSR** staff/Professional
- Conference room booking
- Checking & Testing of Audio Video Systems & resolve issues if any
- Required Stationery at the conference room
- Schedule of Tea / Coffee serving – Ideal to know the preference in advance if possible
- Schedule of breaks if any

- Meal Preference and arrange meals well in advance
- Availability of IT support on close to the meeting venue
- Availability of Team Facilities member close to the meeting venue for support if any during the visit / meeting
- Arrangement of Gifts / Mementos if any

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Fire Fighting & Safety for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 18 July 2021

Fire Fighting & Safety for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To establish standard practice of operations and ensure proper SAFETY of our staff/visitors/clients at **NLDIMSR** Office/Premises.

Scope: Procedure is applicable in Mumbai Offices to provide safe premises and defined roles and responsibilities with time lines to all at **NLDIMSR** Office/Premises towards Fire Fighting & Safety (FAS).

Responsibility: Head of Operations & Facilities Team

Procedure:

Fire Fighting & Safety Service Provider:
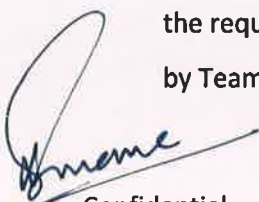
- Fire Fighting & Safety work shall be outsourced to a Professional / reputed Contractor who has strong Statutory Compliances systems and processes and follows EH&S policy in its organization.

- The Service Provider shall be fully responsible for the services provided at **NLDIMSR** Office/ Premises.

- The Service Provider shall have their own employees on their role and there shall not be any employer and employee relationship between **NLDIMSR** and Service Providers employees.

- The Fire Fighting & Safety working at **NLDIMSR** office premises shall be under direct control and supervision of Service provider.

Service Provider Selection Criteria Process:

- Team Facilities shall float a RFP (Request for Proposal) from at least 3 professional / reputed Service Providers.

- Each Service Provider shall be interviewed by facilities team

- The Service provider shall be in the business of providing the services for minimum 3-4 years and must be serving MNC clients at the time or RFP.

- The Services providers shall have strong statutory compliance processes

- Out of 3 selected one shall be empaneled to provide the services post signing of agreement in coordination with legal and completing L1 process.

Fire Fighting & Safety Selection Criteria Process:

- Each Fire Fighting & Safety staff deployed/visiting to NLDIMSR shall be well trained and meet the required education/qualification and be expertise in firefighting & safety and interviewed by Team Facilities responsible professional.
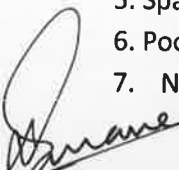
- Each Fire Fighting & Safety shall be replaced / changed within a period of 180 days of posting to our **NLDIMSR** office premises.

- Any Fire Fighting & Safety **staff or documents** found in violation of any of the **NLDIMSR** policy / process shall be removed from the site immediately and a replacement shall be arranged within 24hrs by the Service Provider.

Fire Fighting & Safety Roles & Responsibilities:

- The Fire Fighting & Safety personnel shall be supervised by Team Facilities.

- Fire Fighting & Safety deployed at any **NLDIMSR** office/premises site shall report to Team facilities directly.

- Team Facilities shall define clear roles and responsibilities for Fire Fighting & Safety from time to time.

- Fire Fighting & Safety required signage shall be posted on respective floor / floors as decided by the Fire Fighting & Safety vendor post approval from Team Facilities.

- Fire Fighting & Safety vendor shall prepare a customized checklist for the task based on safety standards and requirements.

- Fire Fighting & Safety Personnel shall display his / her badge while in the **NLDIMSR** premises

- Fire Fighting & Safety shall not be utilized for outdoor jobs.

- Fire Fighting & Safety staff shall carry out AMC servicing of all FAS equipment as required time to time to avoid untoward incident during emergency.

- Fire Fighting & Safety staff shall maintain required AMC checklist in details of all the FAS equipment and maintain proper file of the same.

- Fire Fighting & Safety vendor should report and rectify the faulty equipment/system and get then same repaired/replaced within the same day.

- Service provider shall provide form B every 6 months to **NLDIMSR**.

- Service provider & **NLDIMSR** staff have to ensure that there are no such materials as mentioned below causes leading to fire like:

  1. Faulty wiring and instruments

  2. Carelessly throwing smoldering objects
  3. Prolonged use and overheating of instruments
  4. Excessive heat resulting in fire
  5. Sparking due to welding and cutting tools
  6. Poor house keeping
  7. Non compliance of written instructions
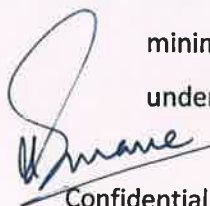
- Service provider & **NLDIMSR** staff have to work jointly towards fire prevention like below:
    1. Proper housekeeping, maintenance
    2. Inflammables stored separately away from source of heat and spark
    3. Use of circuit breakers
    4. Smoking areas to be determined
    5. Prominent and right Signage for emergency exit.
    6. Obstruction-Free emergency exits
    7. Awareness of location of main switches and fire extinguishers
    8. Right placement of fire extinguisher
    9. Audit of fire-fighting arrangements from an independent agency
    10. Safety training and awareness/Regular evacuation drills

Training:

11. The Service Provider shall impart required training on firefighting, emergency evacuation to the Fire Fighting & Safety staff and **NLDIMSR** employees/staff/contract staff working at our **NLDIMSR** office premises.

12. The Service provider shall provide the proofs of training imparted to the House Keepers.

Team Facilities Role and Responsibility (Internal Audit / Compliance Management):

- Facilities Team shall ensure to have a valid agreement in place for FAS operations post legal vetting & to renew the agreement prior to its expiry.
- **Cost Sheet** (Cost to Company) as per the Minimum Wages shall be maintained.
- Duties & Responsibilities of service provider at Mumbai shall be defined as per the Agreement.
- Facilities Team shall ensure to pay the Service Provider his Invoice for the month within 15 days on receipt of the correct Invoice.
- Facilities Team shall ensure that the service provider staff at **NLDIMSR** office premises gets paid its Wages on or before 7th day of every month, if not, chase with Service Provider and ensure to pay the same ASAP.
- If the late payment to the service provider trend continues in coming months, the same shall be brought to the notice of Facilities team and appropriate action shall be taken against the services provider.
- Facilities Team shall ensure the service providers pays to the service provider as per the minimum wages and there is no exploitation, this shall be done by checking wage slips and understanding the cost sheet.

- Facilities Team shall ensure the service provider at the premise shall be provided with Uniforms, Shoes.
- Facilities Team shall ensure Cost Sheet is maintained whenever revision is DA takes place as per the notifications from Labor Department.
- Statutory Compliance Management - Half Yearly / Annual Audit shall be carried out as per guidelines, Zero Tolerance in relation to compliances
- Facilities Team shall ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.
- Facilities Team shall ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Fixed Assets Management & Verification Process for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 23 July 2021

Fixed Assets Management & Verification Process for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: A physical verification of assets is a process conducted by **NLDIMSR** to make sure that the assets of **NLDIMSR** actually exist at all the office locations in Mumbai. It is of immense importance for **NLDIMSR** to carry out this process at the end of every financial year and submit a report to Auditors.

Scope: This Procedure is applicable to all Mumbai office locations any additional locations shall also covered under this Policy.

Responsibility: Head of Operations/Facilities Team

Procedure:

Role and Responsibility of Facilities Team:

Physical Verification of Assets is critical and it has following Objectives:

- *Statutory Compliances / Verify Existence of Assets / Valuation - Accounting for any discrepancy*

- Team Facilities shall record the asset / assets as and when it's procured into Assets register.
- All the assets shall be tagged with Unique Asset Tag / Number.
- IT assets shall be recorded in details by IT Support team and any misplacement / lost assets shall be informed to Finance, HR and all stake holders and a FIR (First Information Report) of lost / stolen assets shall be lodged with Police and copy of the same shall be submitted to Finance.
- The Assets register shall have all the details of the Procurement i.e. Quantity / Cost with taxation, Supplier, its deployment and location. The Invoices shall be made available from Finance.
- Any addition / deletion (Due to disposal / damaged / end of life cycle) shall be recorded and be informed to Finance to record the effect into the books of accounts.
- Facilities Assets record keeping shall be matched with Finance Assets books on half yearly basis i.e. October and March of every year.
- Physical verification of assets shall be carried out in the 3rd week of March every year.
- Physical verification of assets shall be carried out 100% and reconcile with books of accounts. This shall help in identifying asset that is lost, stolen, unusable but is still recorded as an active fixed asset. Also assets that physically exist but are not recorded.
- IT assets in stock shall be verified every quarter and a report of Procurement and allotment shall be submitted to Head of Operations and Finance Manager.

N. L. Dalmia®
Institute of Management Studies and Research
(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

General Purchase & Procurement policy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 26 July 2021

General Purchase & Procurement policy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To Purchase Material / Services for **NLDIMSR Locations**. The Purchase shall be cost effective and the best possible cost shall be entertained to place the Purchase Order / Service Order. Team Facilities shall invest time in locating alternate service providers and negotiations skills to be implemented.
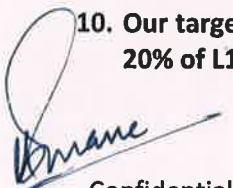
Scope: Procedure is applicable in Mumbai Offices to provide defined roles and responsibilities with time lines to all House Keepers and Supervisor.

Responsibility: Head of Operations & Facilities Team

Procedure:

Facilities Team Related Purchases for Material and Services

1. To identify the requirement well in Advance – i.e. Air Conditioning AMC / Carpentary, Plumbing, Stationery etc.

2. To identify Vendors available with us, if available, get quotes by sending enquiry in same format to all Vendors. Identify more vendors from contacts / websites and send enquiries to them.

3. Give timelines to all of them to submit the quotes, mentioning the cost / Taxation, payment terms and any other terms and conditions and delivery schedule.

4. **Three quotes for the same product is MUST.**

5. Single Vendor must not be used; it can be used if there is no **OPTION** available at all.

6. On receipt of quotes from all enquired vendors the **COST COMPARISON** to be made.

7. Based on Cost comparison the **L1 (Lowest One)** Vendor should be considered to place the order, as per normal process, **but it's not always true.**

8. The vendor has to be selected on the past experience, payment terms, quality of the material and services, understanding of requirements and processes.

9. The best Vendor has to be selected, and the L1 cost to be considered as the base cost for our order.

10. **Our target shall be to issue an order to a Vendor who can give the pricing less than about 15 to 20% of L1 cost.**

11. Facilities Team shall negotiate with the targeted vendor with targeted price and post best negotiation the **COST COMPARISON** with the recommendation shall be forwarded to **Head of Operations**, all the quotes received from all the vendors including initial quotes as well as revised quotes post negotiations shall be forwarded to **Head of Operations.**

12. **Head of Operations** shall evaluate all quotes and recommendations by **Base Facilities Team Representative**, and if required shall ask the **Base Representative** to re-negotiate, or place the order with required clauses / terms and conditions.

13. On email approval from **Head of Operations** for the quote and Vendor, the **Base Facilities Representative** shall arrange to raise a **PR (Purchase Requisition)** for the vendors for the Purchase of Material / Capex items. For Services he has to raise a **SO (Service Order).**

14. In case of **SO (Service Order)** the same shall be prepared and signed by **Base Facilities Representative** and send to **Head of Operations** by email to approve, on approval from **Head of Operations**, the same will be resend to the **Base Facilities Representative** for issuance to the Vendor.

15. In case of **PO** related vendors, once the PR is raised, the same shall be approved by **Head of Operations**

16. The **Base Facilities Representative** shall ensure to avail the services / material as per the delivery schedule in coordination with the Vendor.

17. Any kind of follow up with the Vendor shall be done through emails as well as verbally, but email communication is MUST. He must ensure to get the services / material as per the delivery schedule.

18. In case of PO items / Material, on receipt of the Material the same has to be checked and accepted, accordingly the receipt stamp for the quantity must be endorsed on the challan and handover to the vendor.

19. The same day the **Base Facilities Representative** shall ensure to pass the **Goods Receipt Note (GRN)** in the system and same shall be mentioned on the challan copy / Invoice. This has to be done on the day of material receipt.

20. In case of any kind of faulty material, the same has to inform to the vendor on the same day and needs to return with Non-returnable gate pass, the gate pass must have the details of reasons for return by mentioning Purchase Order / service Order.

21. The **Base Facilities Representative** must ensure to receive the right material once the faulty returned to the vendor.

22. The Invoice provided by Vendor, must have: PO / SO Copy, Delivery Challan Copy, GRN must be mentioned in case of PO Invoice by **Base Facilities**, Request email and approval email for the Purchase / service to be attached by **Base facilities**.

- Purchases for Material and Services for the PL's for Operations related requirements.
- All Purchases must be done once in a Month, exceptions are accepted based on the Operations Requirements and urgency.
- No daily urgency.

1. The process of 3 quotes shall remain same
2. The PR (Purchase Requisition) shall be raised by the PL not by Facilities Team.
3. The **Base Facilities Representative** shall ensure to deliver the material to the respective PL without fail and get acknowledgment for the delivery.
4. Other process shall remain same.

23. Formats Appended below:

  a. Details of PR & PO Raised for Location--------
  b. Details of SO Raised for Location --------------

Details of PR & PO Raised : Location-------------

Sr. No	Request From	Request Date	Request for Material / Item	PL	Company	Receiving Location	Delivery Location	Quotes recd for the Maerial / Item	PR to be raised on the Vendor	Cost Centre	PR No.	PR Date	PR Raised By	PO No.	PO Date	PO Raised By	Material Recd on	Challan No & date	GRN No	GRN Made By

Details of SO Raised - Location:-------------

Sr.No.	Request From	Request Date	Request for Material / Item	PL	Company	Receiving Location	Delivery Location	Quotes recd for the Maerial / Item	SO to be raised on the Vendor	Cost Centre	SO No.	SO Date	SO Raised BY	Service / Materail Recd on	Challan No & date	Material / Service recd by

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Horticulture for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 2 Aug 2021

Horticulture for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To establish standard practice of operations and ensure hygiene level maintained at **NLDIMSR** Office/Premises. Planting trees is an easy and effective way to beautify our property, provide shade in summer and wind protection in winter.

Scope: Procedure is applicable in Mumbai Offices for maintaining the tree & landscape provided proper care must be taken to ensure proper growth conditions are maintained.

Responsibility: Head of Operations & Facilities Team

Procedure:

Horticulture Service Provider:

- Horticulture work shall be outsourced to a Professional / reputed Contractor who has strong Statutory Compliances systems and processes and follows EH&S policy in its organization.
- The Service Provider shall be fully responsible for the services provided at **NLDIMSR** Office/ Premises.
- The Service Provider shall have their own employees on their role and there shall not be any employer and employee relationship between **NLDIMSR** and Service Providers employees.
- Gardener working at **NLDIMSR** office premises shall be under direct control and supervision of Service provider.

Service Provider Selection Criteria Process:

- Team Facilities shall float a RFP (Request for Proposal) from at least 3 professional / reputed Service Providers.
- Each Service Provider shall be interviewed by facilities team
- The Service provider shall be in the business of providing the services for minimum 3-4 years and must be serving MNC clients at the time or RFP.
- The Services providers shall have strong statutory compliance processes
- Out of 3 selected one shall be empaneled to provide the services post signing of agreement in coordination with legal and completing L1 process.

Gardener Selection Criteria Process:

- Gardener shall be interviewed by Team Facilities responsible professional.
- Gardener shall be replaced / changed within a period of 180 days of posting to our **NLDIMSR** office premises.

Gardener found in violation of any of the **NLDIMSR** policy / process shall be removed from the site immediately and a replacement shall be arranged within 24hrs by the Service Provider.

Gardener Roles & Responsibilities:

- The gardener personnel shall be supervised by the House Keeping Supervisor selected by Team Facilities.
- Responsible to provide uninterrupted gardener services to **NLDIMSR** office.
- Ensure that the gardener staff is well trained in maintaining horticulture (garden, landscapes trees etc) groomed, disciplined and maintains hygiene.
- Gardener staff has to be well trained in maintaining horticulture (garden, landscapes, trees etc) and should maintain the same of the premises.
- Gardener deployed at any **NLDIMSR** office/premises site shall report to House Keeping Supervisor directly.
- Team Facilities shall define clear roles and responsibilities for gardener from time to time.
- Team Facilities shall prepare a customized checklist for gardener task based in hygiene standards and requirements.
- Gardener Personnel shall display his / her badge while in the **NLDIMSR** premises
- Gardener shall not be utilized for outdoor jobs.

Training:

- The Service Provider shall impart required training to all the gardener posted at our **NLDIMSR** office premises on various tasks entrusted to them. Also he shall train all of them on firefighting, emergency evacuation. **NLDIMSR** also incorporate gardener in required training programs in relation with firefighting and emergency evacuation.
- The Service Provide shall train the gardener in management / handling of all horticulture required daily and maintain required records
- The Service provider shall provide the proofs of training imparted to the Gardener.

Shift Timings:

Gardener shall work in from 07:00hrs to 16:00hrs

Team Facilities Role and Responsibility (Internal Audit / Compliance Management):

- Facilities Team shall ensure to have a valid agreement in place for House Keeping operations post legal vetting & to renew the agreement prior to its expiry.
- Cost Sheet (Cost to Company) as per the Minimum Wages shall be maintained.

- Duties & Responsibilities of House Keepers at Mumbai shall be defined as per the Agreement.
- Facilities Team shall ensure to pay the Service Provider his Invoice for the month within 15 days on receipt of the correct Invoice.
- Facilities Team shall ensure that the House Keeping staff at **NLDIMSR** office premises gets paid its Wages on or before 7th day of every month, if not, chase with Service Provider and ensure to pay the same ASAP.
- If the late payment to the House keeper trend continues in coming months, the same shall be brought to the notice of Facilities team and appropriate action shall be taken against the services provider.
- Facilities Team shall ensure the service providers pays to the House keepers as per the minimum wages and there is no exploitation, this shall be done by checking wage slips and understanding the cost sheet.
- Facilities Team shall ensure the House Keepers at the premise shall be provided with Uniforms, Shoes.
- Facilities Team shall ensure the half yearly DA increase as per the notifications being paid to House Keepers once intimated to us and claimed from us post our approval. Ensure the arrears due to the House Keepers shall be paid once it is paid by **NLDIMSR** to the service provider.
- Facilities Team shall ensure Cost Sheet is maintained whenever revision is DA takes place as per the notifications from Labor Department.
- Statutory Compliance Management - Half Yearly / Annual Audit shall be carried out as per guidelines, Zero Tolerance in relation to compliances
- Facilities Team shall ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.
- Facilities Team shall ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Office Stationery / Tea and Coffee / House Keeping Material and any other Procurement, Disbursal & Stock Keeping for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 5 Aug 2021

Office Stationery / Tea and Coffee / House Keeping Material and any other Procurement, Disbursal & Stock Keeping for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: This process illustrates the process to be followed by Team Facilities who are responsible in managing the Local Procurement of Office Stationery, Tea & Coffee Consumable, and House Keeping Consumables for Mumbai Office by following procurement process and stock keeping with Cost Optimization.

Scope: Procedure is applicable in Mumbai Offices to procure and provide uninterrupted supply of items / materials mentioned at reasonable cost and within stipulated budget.

Responsibility: Head of Operations / Facilities Team

Procedure:

Role and Responsibility of Facilities Team:

- The above material shall be procured on Monthly basis; the ordering process must be over by 25th of every month, while ordering, the available stock as of 20th day of the month shall be taken into consideration. The material must be received by 1st or 2nd day of every month.
- The Purchase shall be made as per the agreed and valid rate contract.
- General Purchase Policy and Process shall be followed while signing the rate contract.
- The Purchase Order shall be issued for each and every purchase and acceptance for the ordered material from the Vendor shall be taken.
- The material shall be checked by Security guard against the delivery challan provided for the quantities mentioned in challan and supplied, any shortfall to be recorded on the challan, if all quantities are in order, the material shall be allowed to enter the office premises.
- The material shall be handed over to responsible professional for material management from Facilities Team or respective department for the material acceptance. The receiver shall inspect / check the material and take into his / her custody and acknowledge the challan. One copy of challan shall remain with the receiver and 3 copies will be handed over to the vendor.
- The receiver shall ensure the received material is as per the brands / makes ordered, variation in the brand shall not be accepted.
- The material shall be recorded in the Stock Register by recording the Challan Number / Date, PO reference etc.
- The stationery items shall be issued against the name of the employee, and the same shall be recorded against the issue in the stock register.
- The monthly stock shall be reconciled; there must not be any variance in the receipt and issue.

- For the stationery items or other material procured for specific project the same process of procurement shall be followed – no need to maintain stock register.

- All the required material i.e. Stationery, House Keeping, Pantry shall be available as and when required there shall not be any shortfall and last minute rush so its Team Facilities responsibility to maintain the required stock throughout the month.

- To ensure the receipt of monthly Invoices from service provider on or before 5th day of every month, if we don't get, follow ups with the Service Provider to be done with emails, and ensure to receive the Invoices. Late Invoice receipts and late payments to vendors shall be discouraged.

- To ensure to pay the Service Provider his Invoice for the month with in agreed time frame on receipt of the correct Invoice.

- To ensure to have quarterly meeting / feedback call with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.

N. L. Dalmia®
Institute of Management Studies and Research
(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Pest Control & Fumigation Policy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 9 Aug 2021

Pest Control & Fumigation Policy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To ensure **NLDIMSR** offices and sites are Pest Free, we shall ensure to have regular pest control treatments for bugs and rodents; and we shall provide healthy work environment to our **NLDIMSR** professionals who spent 1/3 time of a day at an office location.

Scope: This Procedure shall be applicable for all **NLDIMSR** Offices as per the treatment requirements and quantum of the menace.

Responsibility: Head of Operations / Facilities Team

Procedure:

Role and Responsibility of Facilities Team:

- To ensure to have a valid Contract / agreement in place with existing Pest Control Management Company / Firm (Service Provider) at **NLDIMSR** office Location.
- A renewal of the Contract / agreement shall be carried out before its expiry.
- The revised rates if any shall be negotiated and confirm with the vendor.
- At **NLDIMSR** offices we shall have Fumigation & Pest Control services for General Disinfection for Cockroaches, Ants, Lizards, Spider management by odorless spray and gel process & Rodent management by baiting and trapping.
- A Purchase order on the basis of the proposal provided and agreed upon, with the period of Contract / Total number of services (Frequency of treatments) in a year shall be issued to the Service Provider.
- The following details shall be part of the Proposal / Purchase Order and service provide shall provide the following:
- *List of Chemicals to be used for the treatment*
- *MSDS details for the chemicals*
- *Service provider shall follow the health & safety rules of* **NLDIMSR** *office.*
- *Service provider shall provide personal protective equipment for their employees required during fumigation & pest control activity.*
- *Service provider shall be held responsible for any damage to property caused due to the negligence of service provider.*
- The House Keeping Supervisor at **NLDIMSR** Office location shall be in charge of the Fumigation & Pest Control Management services. He / she shall carry out the pest control treatment as per the schedule agreed.

- The Pest control treatment shall be carried out on the last working day of a week post normal office working hours.

- The House Keeping supervisor shall ensure the Pest Control treatment carried out at each and every area of the office, prime attention shall be given to **CAFETERIA.**

- The House keeping supervisor shall confirm the services carried out by signing the Service Providers Service Report with date and signature.

- The House Keeping Supervisor shall maintain the *"Pest Control Treatment Service Register"* with the following details and ensure all the details are recorded as and when the treatment takes place without fail:

- *Treatment Date*
- *Time*
- *Name of Chemical used*
- *Pests to Manage*
- *MSDS Details*
- *Quantity of Chemical used*
- *Details of the Admixture*
- *Place of mixing*
- *Areas covered*
- *Disposal details of balance usable chemicals*
- *Waste Management (Empty Containers and Other Wastes)*
- *Treatment done by (Vendors Person)*
- *Supervised by (B&V Rep / HK Supervisor)*

- The Service Provider shall provide Pest Management treatment in case of any recurring menace at certain locations and address the causes and suggest the remedies for its permanent eradication.

- Team Facilities shall ensure to have the Fumigation & Pest Treatment services as per the defined schedule without any deviation.

  The timely preventive Pest management has following benefits:

- Upgrade human health by arresting Pests
- Safeguard Valuables – Documents, Wires, Cables
- Protect food and other perishable items
- Stress free safe working environment

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Repairs & Maintenance: Office Premises for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 13 Aug 2021

Repairs & Maintenance: Office Premises for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To undertake timely Repairs and Maintenance at all **NLDIMSR** offices premises and maintain the facilities and equipment. The facility must be operational and up all the time as per **NLDIMSR** Standards. The Repairs maintenance shall be defined in two ways **Preventive and Break downs**.

To ensure to control the cost of repairs and maintenance, the Purchase Orders shall be issued by following the General Purchase of Material and Services Policy of **NLDIMSR**.

Scope: Procedure is applicable to Mumbai Offices; additional locations will also have covered under this Procedure.

Responsibility: Head of Operations / Facilities Team

Procedure:

Role and Responsibility of Facilities Team:

- The Team Facilities shall ensure to provide uninterrupted services to all the professionals at all Mumbai office locations by carrying out preventive as well as breakdown repairs and maintenance in minimum turnaround time. This can be done by entering into Comprehensive or Non Comprehensive Annual Maintenance Contract or case to case basis.

- The Annual Maintenance Contract Comprehensive or Non Comprehensive shall be finalized and closed one month in advance from the date of expiry of the contract. The required negotiations / approvals for the cost shall be obtained well in advance and shall issue Purchase Orders in time. The 100% payment in advance shall be avoided. Quarterly or half yearly payment shall be made by getting the TAX INVOICE. The services shall cover under this segment is – Air conditioners, PAC Units, AV Systems, Pest Control, Fire Alarm System, Access Control and Cameras, Fire Extinguishers etc and any other required equipment.

- The Facilities team shall maintain the records of all AMC services carried out during the year, in case of comprehensive AMC, all the consumables / parts replaced during the year, services carried out during the year shall be recorded.

- In case of non-comprehensive AMC the cost incurred on parts / consumables shall be recorded and ensure the same part shall be changed at no cost if it is under warranty.

- The Facilities Team shall maintain the AMC tracker and ensure the Services are carried out as per the AMC terms and conditions at regular intervals.

- The Facilities Team shall maintain the records of all Service Reports for the Servicing taken place in soft copy and hard copy format and ensure to provide the same as and when required for audit purpose.

- The Facilities team shall ensure to check the electrical installation every month and ensure to maintain the same i.e. Tightening of loose cables, replacing of loose switches, damaged sockets etc. This is a preventative check and shall be followed without fail. **(Need to have a contract for this with in-house electrician in place)**

- The repairs other than scheduled Services under AMCs shall be attended as and when noticed by Team Facilities or reported by any of the internal customer, these repairs can be a nature of *Plumbing, carpentry, electrical, Civil or furniture, doors, partitions, keys related*. The turnaround time for this closure must be 48 to 72hrs, in case of in house support, it has to be immediate. And the repairs carried out shall be intimated to the complainant by email ASAP.

- The Team Facilities shall always maintain the required stock of consumables at their disposal i.e. Electrical Lights, Chocks, Switches, MCB, ELCB's, Plumbing material, etc.

- The minor / general type of repairs bills shall be processed with Petty Cash.

- The major repairs and maintenance jobs shall be carried out with prior approval from Head of Operations with the cost comparison of 3 quotes without fail and there is no exception for this.

- **The documentation as per ISO/OSHA to be maintained and made available during Annual Audits.**

- To ensure to follow E-Waste process for all the consumables being used / replaced while carrying out repairs and maintenance mainly Electrical items, and record keeping of such e-waste items / quantities to be done on regular basis so that the disposal can be easily done.

- To ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.

N. L. Dalmia®

Institute of Management Studies and Research
(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Vendor Management, New Vendor Onboarding & Procurement Process N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 16 Aug 2021

Vendor Management, New Vendor Onboarding & Procurement Process N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: Introducing a new vendor to **NLDIMSR** and managing along with existing ones is a great challenge. Effective vendor management results into cost savings, excellent services with quality products. This procedure shall assist to get a new vendor on board with justifications and rationale by following Processes.

Scope: Procedure is applicable in all offices / Project Sites in Mumbai pertaining to all services / material purchases related to Facilities services.

Responsibility: Head of Operations / Facilities Team

Procedure:

Role and Responsibility of Administration:

Effective and efficient vendor management shall be our priority if we want to remain competitive in the market place with our peers / competitors. Vendor management enables us to drive service excellence, mitigate risks, gain value from our vendors and manage costs throughout the contract cycle. Wrong vendors will lead us to cough more money and poor services.

The existing vendors shall be managed as under:

- Managing Annual rate contracts / Agreements, rate increase if any shall be carried our based on the prevailing pricing by inviting 2 more quotes from other vendors and with an approval from Head of Operations.

- Advance Purchase order shall be in place for each and every purchase, not a single purchase shall be made without approved Purchase Order.

- Vendor's acceptance for the Purchase Order shall be sought without any excuse.

- Turnaround time, quality of products supplied shall be observed diligently.

- The Security Personnel shall be involved as a first check for the quantities as per the challan, once it is verified by the Security the material shall enter the office premises.

- The material shall be received with proper challan / invoices, any shortfall shall be mentioned on the challan and sign the challan for the received material.

- The short supplied material shall be asked to deliver within stipulated time frame.

- For Services Vendors i.e. Pest Control, Annual Maintenance Contracts, Coffee vending machines etc. the service reports shall be asked to prepare and shall be signed with remark job completed or pending. The service reports shall be stored in hard copies and soft copies.
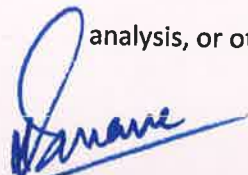
- The Original equipment supplier (OEM) shall be considered for Comprehensive Annual Maintenance Contract even other agencies in same field are cheaper, we shall renegotiate the AMC cost and go with the OEM or the vendor who supplied the equipment i.e. Air Conditioning System and other equipments.

- The services i.e. House Keeping, Security & cafeteria are of utmost important nature; we shall keep an eye for the service standards and ensure the **NLDIMSR staff/professional** get the right services. Any issues / discrepancies in the services shall be informed to the service providers and required actions shall be taken immediately.

- The Statutory compliances for the Services i.e. House Keeping, Security & cafeteria are mandatory and as a principal employer (**NLDIMSR**) the responsibility of right and timely wages disbursal lies with us, so we shall ensure the service Providers pays the HK staff and Security Personnel right and timely wages and follows all the compliances.

- We shall evaluate the vendor's performance and provide feedback as and when required, suggestions if any for improvements in turnaround time, quality of products, documentation, and compliances shall be informed to the vendor in writing.

- We shall ensure to pay the vendors their rightful Invoices for the month with in stipulated credit period.

- TDS Certificates for the Financial year shall be arranged to send

- We shall ensure to have monthly / quarterly meetings with vendors and shall share with them concerns / suggestions if any and find way out for continuous improvements.

While procuring material in large quantities recommended to buy from the manufacturer or authorized dealer if not sold directly by the manufacturer.

We shall maintain win-win relationship with all our vendors so that we can have long term association and in return shall have cost benefit and right products and services.

New Vendor Addition & Procurement Process:

- The new vendor shall be added in case of poor services from the existing vendor, justifiable cost benefits and quality products compared to existing vendor. The following process shall be followed by Team Facilities:

- **The requestor** shall justify the need for the Vendor addition by providing the cost benefit analysis, or other benefits in detail, why do we need the vendor to be added?

- The 3 quotes shall be obtained from the vendors in the same field and the recommended Vendor's quote shall be lowest one and more beneficial to the **NLDIMSR** i.e. Cost Benefit, Quality Products, extended credit period. This is applicable in case of material procurement.

- The documents required for Vendor addition / L1 / L2 checks as per **NLDIMSR** Processes shall be collected, checked and keep ready. So that same can be used once vendor addition is approved.

- The proposed vendor shall be a direct supplier, he shall be the wholesaler and shall not be procuring the material from X and sale to **NLDIMSR** by adding mark up. We shall get the material lower than MRP.

- Before finalizing the vendor for services where vendor's employees are working in our premises on vendor's behalf, we shall ensure beforehand to scrutinize the Statutory Compliances documentation i.e. Licenses, Registrations with PF / ESIC, and any other government bodies consents / approvals.

- On satisfactory completion of evaluation, the proposal shall be put forward to Head of Operations for his review.

- Head of Operations shall put forward the proposal of vendor addition to **NLDIMSR** management for approval with justification / rationale, once approved by the stake holder, the vendor onboarding process shall be initiated.

- On approval we shall coordinate with Legal in case any agreement / contract is in place, in most of the cases ideal way to share our agreement draft; if vendor insists to have their draft; the same can be considered with the required clauses as per **NLDIMSR** requirements.

- Post legal approval / vetting of the draft, the same shall be signed and executed as per the guidelines.

- We shall initiate L1 /L2 process as the case may be and ensure the vendor gets onboard by vendor addition by finance.

- Vendor needs to be added before availing any services, availing services / materials before adding a vendor is a violation of the policy and the payment to the vendor may struck in the system for non-approval.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Visitor Management System (VMS) Process for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 20 Aug 2021

Visitor Management System (VMS) Process for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: Ensuring Visitor Management System restrict unauthorized access to the premises and follow the processes diligently. VMS is included in security policy since it is managed by them.

Scope: Procedure is applicable in Mumbai Offices for safe & smooth operations to be carried out at these offices.

Responsibility: Head of Operations/Facilities Team

Procedure:

Visitor Management System Service Provider

- VMS Services shall be handled by security staff/reputed service provider who has strong Statutory Compliances systems and processes and follows EH&S policy in its organization.
- The VMS Service Provider shall be fully responsible for the services provided at **NLDIMSR** Office Premises pertaining to data/MIS required/generated.
- The Service provider has to ensure that there is 100% up time for his VMS services. If at any point the VMS is nonfunctional than the vendor has to come and repair/rectify the software ASAP (within same day)
- The Service Provider shall have its VMS technology installed at our security gate which will be manned by security staff and there shall not be any employer and employee relationship between **NLDIMSR** and Service Providers technology/employees.
- The VMS installed at **NLDIMSR** office premises shall be under direct control and supervision of Service provider, Security staff and **NLDIMSR Facilities/IT team**.

Service Provider Selection Criteria Process:

- Team Facilities shall float a RFP (Request for Proposal) from at least 3 professional / reputed Service Providers.
- Each Service Provider shall be interviewed by Head of Operations/Facilities Team
- The Service provider shall be in the business of providing the services for minimum 3-4 years and must be serving MNC clients at the time or RFP.
- The Services providers shall have strong statutory compliance processes
- Out of 3 selected one shall be empaneled to provide the services post signing of agreement in coordination with legal and completing L1 process.

VMS Entry for Visitors:

- The **NLDIMSR** professional/staff that are expecting a visitor shall inform Security/Reception in advance in case visitor requires a Parking slot for his / her car.

- Front office executive shall arrange for a car park and intimate the concerned **NLDIMSR** staff/professional accordingly.

- The visitor is expected to park his / her car in the allotted parking slot only

- Security shall take Visitor's Photograph from the V-Authentication Systems and issues an entry pass post approval from **NLDIMSR** staff whom the vendor/visitor visits.

- A sms (message) will be sent to the **NLDIMSR** staff mentioning the below details like Visitor name, Entry/In date & time, company name of the visitor/vendor, Mobile number & purpose of visit.

- **NLDIMSR staff has to approve the same post which the visitor/vendor would be allowed to enter NLDIMSR office/premises.**

- **If NLDIMSR staff does/could not approves on sms received than the security will call the NLDIMSR staff to seek approval and mention in the system "As discussed, approved on phone"**

- The concerned **NLDIMSR** professional shall escort the visitor post the meeting to the reception area.

- The security will make exit of the visitor/vendor in the VMS which is generated in the system.

Security Guard's responsibilities:

Security Guards primary responsibilities are to:

- Disallow unauthorized access to our premises.
- Looking after visitor/vendor entry / exit.
- Assist during emergency evacuation.

Security Breach:

- Any Security breach shall be reported to Head of Operations/Facilities Team. They shall investigate in coordination with concern stake holders of **NLDIMSR** and If required they shall escalate to the concern stake holders of **NLDIMSR**. Appropriate action shall be initiated post discussion with **NLDIMSR board members.**

Team Facilities's Role and Responsibility (Internal Audit / Compliance Management):

- Facilities Team shall ensure to have a valid agreement in place for VMS Services post legal vetting & to renew the agreement prior to its expiry.

- Duties & Responsibilities of Security Guards / Assistant Security Officer at Mumbai shall be defined as per the Agreement and inform to facilities team if \VMS is not working at any point of time.

- Facilities Team shall ensure to pay the Service Provider his Invoice for the month with in 15days on receipt of the correct Invoice

- Facilities Team shall ensure the VMS at the premise shall always be in working condition.

- Statutory Compliance Management - Half Yearly / Annual Audit shall be carried out as per guidelines, Zero Tolerance in relation to compliances.

- Facilities Team shall ensure to have monthly / quarterly meeting with Service Provider and shall share with him concerns / suggestions if any and find way out for continuous improvements.

- Facilities Team shall ensure that the Compliances shall be followed and completed on or before due date and in case of any issues shall be brought to the notice of Legal Team.

N. L. Dalmia®

Institute of Management Studies and Research

(A School of Excellence of N. L. Dalmia Educational Society)

OPERATIONS DEPARTMENT

(FACILITIES MANAGEMENT)

Standard Operating Procedure (SOP)

Hostel Policy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Ver 1.0

Release Date: 7 July 2021

Hostel Policy for N.L. Dalmia Institute of Management Studies and Research (NLDIMSR)

Purpose: To follow Hostel Policy for all Staff/professionals at **NLDIMSR**, establish standard practices, religiously follow the compliances and ensure hygiene level & safety maintained at **NLDIMSR** at Mumbai.

Scope: Procedure is applicable in Mumbai Offices to provide safety environment to all **NLDIMSR** staff/Professionals by following Compliances and **NLDIMSR** EH&S norms with Zero Tolerance.

Responsibility: Head of Operations/Facilities Team

Procedure:

Regular Facility (excluding food)

Type	One-time refundable deposit	Charges per year	Total
Sharing Basis (Non-AC Room)	Rs.30,000	Rs.1,00,000 (including electricity)	Rs.1,30,000
Single occupancy (Non-AC Room)	Rs.30,000	Rs.2,00,000 (including electricity)	Rs.2,30,000
Sharing Basis – AC room (if available)	Rs.40,000	Rs.1,20,000 (excluding electricity)	Rs.1,60,000

*Maintenance Charge of Rs. 4,800/- (Rupees Four Thousand Eight Hundred only) per year is also applicable which will be recovered from the amount of refundable deposit.

Amenities provided: Bed, pillow (without covers), mattress (without bedsheet), cupboard, geyser, water filter, study table, chair, induction cook-top/gas pipeline and drying line.

Premium Facility (excluding food)

Type	One-time refundable deposit	Charges per year	Total
Double Sharing – AC room	Rs.50,000	Rs.1,32,000 (Excluding electricity, Wi-Fi, gas, dish TV subscription, etc.)	Rs.1,82,000

*Maintenance Charge of Rs. 6,000/- (Rupees Six Thousand only) per year is also applicable which will be recovered from the amount of refundable deposit.

Amenities provided: Bed, pillow (without covers), mattress (without bedsheet), cupboard, study table, chair, geyser, water filter, AC, refrigerator, Wi-Fi, washing machine, TV, induction cook-top/gas, drying line. Swimming pool and gym is also available whose charges (if any) are to be borne by the students.

Students shall pay the total amount for the Academic Year 2021-22 by the means of NEFT or Demand Draft, in favour of 'N. L. Dalmia Institute of Management Studies and Research', Payable at Mumbai.

Bank details for NEFT – Please contact accounts department on 022 – 4299 0092.

A.   Admission and Termination

Admission is open only to full time students of PGDM, Global MBA on first come first serve basis, preference will be given to out-station students. The Institute takes the residential units on Lease and License (rental) basis in the proximity (1 to 1.5 km) from Mira road to Bhayandar and/or Mira road to Dahisar.

The specifications for number of students in each flat is:

Premium Facility: Number of bedrooms x 2
(For eg: in 2-BHK, no. of students will be, 2 x 2 = 4)
Regular Facility: Number of bedrooms x 2 + 1
(For eg: in 2-BHK, no. of students will be, 2 x 2 + 1 = 5)

Admission to the hostel will be cancelled if incomplete or false information is furnished in the Application Form, whereas accommodation is provisional and will be confirmed only after approval from the Hostel In-charge and is also subject to payment of fees as mentioned below:

1. **Hostel Fee**

    The student shall pay hostel fee for one year as onetime payment along with interest free refundable deposit in advance at the time of admission. The term for the hostel fee is one academic year of the Institute. The student may occupy the room immediately after allotment. Last date to pay the hostel fees will be a week prior to the commencement of hostel tenure.

2. **No Creation of Tenancy**

    No right in nature of tenancy or any other like right is created by occupation or use of hostel premises and property. A student is merely permitted to temporarily stay in the hostel, under the rules and regulations framed by the Institute, from time to time. Students will be required to vacate the room within 10 days on completion of the scheduled examination each year.

3. **Re-allotment of Hostel Accommodation**

    Minimum duration to avail the hostel facility is one Academic year. Provision of Hostel Accommodation at the time of admission, does not automatically ensures its continuation in the subsequent year. The student has to re-apply next year by for re-allotment by paying the fee in the month of March-April. Accommodation to candidates who apply for re-allotment will be provided subject to availability. Re-allotment can be denied to students indulging in acts of indiscipline.

4. **Local Guardian**

The student will register details of local guardian duly authenticated by parents. A copy of hostel rules will be signed by the parents/local guardian.

5. **Safety and Personal Belongings**

The hostel In-charge shall provide a set of keys of the allotted flat and cupboard to the respective student. The Institute is not responsible for safety of there all valuable and hence, these should be kept in the cupboard under lock and key. The student should not leave mobile, ornaments and other valuables unguarded. Student will not change lock and key without permission of the hostel In-charge and are advised to get duplicate keys made with the permission of hostel In-charge to guard against loss of keys. Students failing to return the keys while vacating the flat will be recovered from the amount of refundable deposit.

6. **Furniture & Fixture**

Allotment of room, furniture etc. will entirely be at the discretion of the Hostel In-charge and no complaint in this regard will be entertained. The student shall not bring any extra furniture or other fixture in the room. All furniture in the rooms allotted to the student must be cared for properly. The student will be required to pay double the original cost if any item is found damaged or missing from their room due to careless or negligent handling. The student will also be required to pay twice the charges of the repair of an item that is found to have been wilfully damaged or have been damaged on account of misuse or unfair wear and tear.

- **Interchange of Furniture:** student is prohibited from interchanging any furniture from one point to another besides a penal recovery as imposed by the hostel In-charge. Students involved in such activities may be expelled from the hostel.
- **Assets in common areas:** Theft or damage to hostel assets in common areas will be recovered from all students of the flat involved. In case of the theft or damage to items that pertain to usage by the complete flats, the recovery will be made from all the occupants of the flats.

7. **Room Checking**

The hostel In-charge or any other officials of the Institute may at their discretion inspect or check any room or student's belongings in the presence of the students living there at any time of the day or night.

8. **Vehicles**

The student who have two wheelers shall get due sanction from the hostel In-charge by submitting a copy of registration papers and driving licence. Four wheelers of the students are neither allowed in the hostel campus nor allowed to be parked outside along the perimeter.

9. **Expulsion from hostel**

The institute reserves the right to terminate the temporary occupancy of the student for any wilful disobedience or defiance of authority, non-observance of hostel rules and society rules as framed from time to time, causing damage to person or property or indulging in antisocial, Anti National or undesirable activities. In such cases the deposit shall be forfeited and hostel fee will not be refunded.

10. **Storage of Baggage during Vacation**

During the vacation, belongings should be kept in the cupboard under the lock.

11. **If student not renewing**

Irrespective of when you have started occupying the hostel you need to vacate the hostel flat by 31st May of the next year or end of four semesters to accommodate incoming students.

B. **General Rules and Regulations**

1. **Cleanliness**

The students shall keep their rooms and surrounding areas neat and tidy at all times and shall not throw anything including trash, in such places or any premises in the hostel except in the dustbin or the place specifically provided for the said purpose. No wet clothes should be dried on the furniture.

2. **Ragging**

Ragging in any form whatsoever is a strictly banned. It is a cognizable offence and violation will invite action as per law of the land, in addition to expulsion from the institute. Being a silent spectator and not reporting/stopping others indulging in ragging is also an offence and will invite similar disciplinary action. Accepting or undergoing ragging and not reporting is also an offence. Students should report any such incident immediately to the hostel In-charge at any time of the day or night.

3. **Alcohol/ Drugs/ Smoking**

The student shall not bring, store, possess, consume and/ or drink any alcohol/ intoxicating drink, drug substance of any kind whatsoever and/ or smoke in the room and/ or any part of premises. The same shall apply to visitors also. An occurrence of such behaviour shall invite strict disciplinary action leading to expulsion from hostel rustication from the Institute and action as per law of land.

4. **Gambling**

No gambling of any kind whatsoever shall be allowed in the premises of the hostel. Any violation of this rule will invite action as per law of land in addition to expulsion from the Institute.

5. **Political or Communal Activity**

The student shall not indulge in any political communal activity which is detrimental to the law and order and/ or against the Government. Students should not carry on any propaganda or publicity of any nature whatsoever in respect of any political or communal matters.

6. **Pets**

The students shall not bring and/ or keep any pets in the premises including fish, cats dogs and so on. Student should desist from pampering stray dogs by offering food, petting them etc.

7. **Visitors**

Girls are not allowed to enter the boys' hostel and vice-versa. Strict action will be taken against this.

C. **Violation of Hostel Rules**

1. **Disciplinary action**

In addition to penalties, punishment and fine provided in these rules. If any students is found misbehaving and misconducting himself, he/she will be expelled from the hostel immediately and the fees paid by him/her will be forfeited. Disciplinary action as per the Institute code of conduct shall be taken against student violating these hostel rules and regulations.

2. **Recovery of damage/ loss to property**

If any common property is lost/ damaged/ disfigured, the loss will be recovered from the students, in equal share who are responsible for the damage/ loss/ in general use of that property. In case, the damage/ loss cannot be pinpointed to the student(s), then collective fine will be imposed to recover the loss by the hostel In-charge.

CANCELLATION / REFUND POLICY

1. If the student wishes to cancel the hostel accommodation:

    Within 15 days of the occupancy: Rs.16,000/- will be deducted

    Beyond 15 days to 30 days: Rs.25,000/- will be deducted

    Beyond 30 days: entire rent for the year will be forfeited

2. If the student has completed first year / second year and wishes to discontinue hostel facility, then, in both the cases, the amount of refundable deposit will be refunded by deducting the maintenance charges as applicable from time to time while vacating the hostel room.

*The Institute reserves the right to modify and update the rules mentioned herein. The decision taken by the Institute will be final.

Fire Extinguisher Inspection Report

N.L.Dalmia Institute of Management Studies & Research

FIRE EXTINGUISHERS INSPECTION REPORT

Floor _6th_ Wing _____ Fire Extenguisher Type _ABC_ No _____ Installation Date _02-09-21_

Location _Passage_ Capacity _5Kg_ Sr.No _F-9778_ Expiry Date _01-09-22_

Sr.No	Check Points	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
1	Are the extinguishers located on the Fire point/Location?	Yes	Yes	Yes	Yes		
2	Are there signs of accidental or malicious discharge or unit having been used?	No	No	No	No		
3	Are the Safety Pins or Tamper seals disturbed, missing or broken?	No	No	No	No		
4	Whether the Pressure Gauge is proper? (Taken from New Chart)	Yes	Yes	Yes	Yes		
5	Ehether extinguisher kept in a proper height ?(Taken from new chart)	Yes	Yes	Yes	Yes		
6	Whether the Pressure Gauge was rechecked?	Yes	Yes	Yes	Yes		
7	AMC Service Date	30.07.22	27/8/22	24/9/22	30/10/22		

VISION FIRE ™
& SAFETY ENGINEERING
Expertise with Responsibility

Tel. : 28131188
28131166

8 &10, Shree Sagar Chs. Ltd., Behind Tulsi Tower,
Sai Baba Nagar, opp. New Indian Oil Petrol Pump, Mira Road (E)

Name Of The Building... M.L. Dolims

Type Of Extinguisher... 5 Kg A.B.C ... Sr.No. 2765

Location...

Refilled on... 2/9/21 ... Next Due on... 1/9/22

Checking/Servicing Done On	Next Due Date For Checking / Servicing	Signature/ Remark
29-1-22	28-2-22	Amol.
16/2/22	15/3/22	Pur
08-03-22	27-06-22	Amol
17/5/22	16/6/22	OK Pur
30/7/22		Kul O/k
27/8/22		Uph OK
23/9/22		Uph O4k
10/10/22		Un Dur
28-11-2		Pur

HY.TESTED, REFILLED RECONDITIONED AND SERVICE AS PER IS-2190

FIRE

Fire Extinguisher Inspection Report
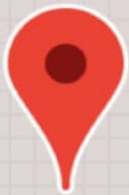

N.L.Dalmia Institute of Management Studies & Research

FIRE EXTINGUISHERS INSPECTION REPORT

Floor 6TH Wing _____ Fire Extinguisher Type ___ CO2 ___ No _____ Installation Date 27-05-21
Location Outside class 603 Capacity 4.5kg Sr.No F-438 Expiry Date 26-05-22

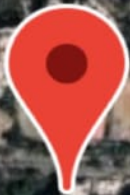| Sr.No	Check Points	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
1	Are the extinguishers located on the Fire point/Location?	Yes	Yes	Yes	Yes		
2	Are there signs of accidental or malicious discharge or unit having been used?	No	No	No	No		
3	Are the Safety Pins or Tamper seals disturbed, missing or broken?	No	No	No	No		
4	Whether the Pressure Gauge is proper? (Taken from New Chart)	—	—	—	No		
5	Ehether extinguisher kept in a proper height? (Taken from new chart)	Yes	Due	Due	Due	Due	
6	Whether the Pressure Gauge was rechecked?	—	—				
7	AMC Service Date	30.07.22	27/8/22	24/9/22			

GPS Map Camera

Mira Bhayandar, Maharashtra, India

N L Dalmia Institute Of Management Studies And Research, Sector 1, Bhaktivedanta Swami Marg, Siddhi Vinayak Nagar, Mahajan Wadi, Mira Road, Mira Bhayandar, Maharashtra 401104, India
Lat 19.26936°
Long 72.871244°
05/12/22 11:03 AM GMT +05:30

Google

N. L. Dalmia®
Institute of Management Studies and Research
(A School of Excellence of N. L. Dalmia Educational Society)

Wash Room Cleaning Checklist

Name: Sooj R.   Location: 6th floor   Date: 05/12/22

Time			Urinals	Doors	Dustbins	Electrical Fixtures	Hand Wash	Mirror	Mopping	Sanitary Cubes	Sanitary Ware	Tissue Paper	Wash Basin	Gents Sign In	Sign In
8.00	✓	✓	✓		✓										
8.30								✓	✓			✓	✓		
9.00	✓	✓	✓		✓		✓	✓				✓	✓		Nil
9.30					✓			✓	✓			✓	✓		Nil
9.30	✓	✓	✓				✓	✓	✓			✓	✓		Nil
10.00	✓	✓					✓		✓			✓	✓		Nil
10.30	✓	✓	✓		✓	✓	✓		✓						Nil
11.00	✓	✓								✓		✓	✓		Nil
11.30		✓	✓					✓	✓			✓	✓		Nil
12.00															
12.30															
1.00															
1.30															
2.00															
2.30															
3.00															
3.30															
4.00															
4.30															
5.00															
5.30															
6.00															

Washroom Cleaning Checklist