



# **STANDARD OPERATION PROCEDURE – SOP**

**ST FRANCIS DE SALES COLLEGE**

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## Version History

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## **Foreword**

The IQAC Team of **St Francis de Sales College** has prepared the Standard Operating Procedure in line with the Institution policy for Quality Monitoring and Quality Improvement.

The feedback was taken from all stakeholders for preparation of the Standard Operating Procedures (SOP). The SOP was reviewed and approved by the Principal.

## **Introduction**

St. Francis de Sales College is manned by the Missionaries of St. Francis de Sales (MSFS) of South West India Province, who firmly believe that 'the education of the heart is the heart of education' hailed by its founder Fr. Peter Marie Mermier. The MSFS Fathers are optimistically committed to forming the 'Future world citizens' through more than 160 quality educational institutions in India.

The College is named after St. Francis de Sales, the patron of the Missionaries of St. Francis de Sales, who considered, knowledge as the eighth sacrament. We believe that true education is directed towards the formation of the human personality for the good of the society. Hence, we aim to motivate the young to strive for excellence and to become integrated persons who willingly shoulder the responsibility for building a just and humane society.

Providing an effective curriculum within a social inclusive environment, the College aims at the holistic development of students, particularly of the backward classes and the less privileged sections of the rural belt of Rural Bengaluru, and thus, empowers them to foster transformation in their lives as well as society.

The motto of the College is excellence, transformation and efficiency. Accredited with NAAC “A” Grade for its quality higher education and certified with ISO 9001: 2015 for its quality management system, the College is permanently affiliated to Bangalore University and recognised under 2(f) & 12(b) of the UGC Act. There are 11 Undergraduate Programs, 6 PG Programs and 2 Diploma Programs in the Academic Year 2019-20

## **Vision**

To provide a centre of excellence for a holistic formation of the young who are capable of both transforming themselves and acting as catalysts of transformation in society so as to become the epitome of efficiency, mastering their life-situations and building a progressive and secular nation with an optimistic global outlook

## **Mission**

- To impart quality higher education and to offer professional skills
- To inculcate cultural and moral values towards transformation of learning into positive behaviour of students
- To foster faith in God, to motivate service-orientation and to strengthen humanism.
- To focus on innovative teaching and learning in a technology enabled, interdisciplinary environment

### **1.0 Scope**

This document describes the SOP for maintenance of all facilities located in the campus of **St Francis de Sales College**

### **2.0 Normative References**

There are no normative references in this document.

### **3.0 Terms and Definitions**

For the purposes of this document, the following terms and definitions apply.

#### **3.1 SFS College**

St Francis de Sales College

#### **3.2 ESP**

ESP refers to any External Service Provider, either legally incorporated as a business or providing service as an individual service provider.

### **4.0 Maintenance of Computer Facilities**

The following procedures are adapted for maintenance of computer facilities.

- An agreement has been made with Royale Technologies to maintain the IT infrastructure of the campus.
- The ESP will deploy one full-time person in the campus to check all the equipment and take necessary actions.

- The ESP will ensure timely replacement of any parts as necessary.
- The details of the ESP are as follows: Mr. Ramesh, Royale Technologies No.123,GPR Royale Layout, Huskur Main Road Bangalore-100 || GSTIN/UI N: 29AIJPR41 09E1ZG

## **5.0 Maintenance of Classrooms**

- The Support Staff of the College under the supervision of the Infrastructure Supervisor takes care of the cleaning of classrooms on a daily basis.

## **6.0 Maintenance of Indoor Sports**

- The indoor sports facility are maintained on a regular basis.
- Interim maintenance is performed as and when required.

## **7.0 Maintenance of Restrooms**

- The Support Staff of the College under the guidance of the Infrastructure Supervisor ensure the cleaning of classrooms on a daily basis.

## **8.0 Maintenance of Electrical Facilities**

- Maintenance of Electric facilities is contracted to Lizy Electricals (Electrical Engineers and Contractors)
- The details are as follows: Lizy Electricals (Electrical Engineers and Contractors), #3 1st Cross, Bhavani Layout, Bangalore -29

## **9.0 Maintenance of Elevator Facilities**

Maintenance of Elevator facilities is contracted by Johnson Lifts Private Limited.

The details are as follows: Johnson Lifts Private Limited, No. 40 5th Main Road K.S.S.I.D.C Industrial Estate, 6th Block Rajajinagar, Bangalore. || GST No: 29AAACJ0838Q1Z2



## **10.0 Maintenance of ICT Facilities**

- Maintenance of Audio and Visual Services is maintained by Mr Sebastian SFS College. The services are under contract with Mr. Ramesh, Royale Technologies No.123, GPR Royale Layout, Huskur Main Road Bangalore-100 || GSTIN/UI N: 29AIJPR41 09E1ZG
- Maintenance of CCTV Cameras is contracted by: Mr Siby Alex, Digital Security Solutions, No.1227, 8th Cross, 17th Main, BTM Layout 1st Stage,, Bangalore - 560029
- Maintenance of Tele Communications is contracted by: Mr Siby Alex, Digital Security Solutions, No.1227, 8th Cross, 17th Main, BTM Layout 1st Stage,, Bangalore - 560029

## **11.0 Maintenance of Security**

- Security is outsourced to a security agency: Mr Virupaksha. J, Green City Warriors (Security Services), No. 4013, Hosur Main Road, Dadi Reddy Layout, Bangalore 560100.

## **12.0 Scavenger Outsourcing**

- Scavenger Outsourcing is maintained by an ESP: Mr. Manjunath, #23/47, Ananth 2<sup>nd</sup> Phase, 10<sup>th</sup> Cross, Electronic City P.O, Anekal Taluk, Bangalore-100

## **13.0 Civil Contractor**

- Any civil work is contracted by an ESP: Mr. George A, Labour Contractor, Anatha Nagar Main Gate, Electronic City P.O, Bangalore-100 || PAN NO. AHPPG5465N

## **14.0 Maintenance of Medical Services**

- The Institution has Mrs Jancy available every working day from 7:30 am to 3:30 pm in the College Campus, as a Nurse to tend to the minor emergencies and first aid.
- Serious emergencies are referred immediately to the following hospitals: Vimalalaya Hospital, Ramakrishna Hospital
- The doctors from the following hospitals are available on Campus when needed: Vimalalaya Hospital, Huskur Gate, Hosur Road, Post, Electronic City, Bengaluru, Karnataka 560100 || Ramakrishna Hospital, HP Avenue, Konappana Agrahara Village Begur Hubli, Electronic City, Bengaluru, Karnataka 560100

## **15.0 Bank Services**

- The campus has an exclusive branch in South Indian Bank in the College Campus
- The opening hours of the bank is 10 am to 4 pm.

## **16.0 Maintenance of Yoga Centre and Prayer Room**

- The Institution has a Yoga Centre and a Prayer Room that is taken care by Mrs Swati Pahwa
- The opening hours of the Yoga Centre and the Prayer Room is from 7:30 am to 4 pm.

## **17.0 Maintenance of Personality Development Centre**

- The Institution has a Personality Development Centre taken care by Mr Stalin J Xavier, in collaboration with Domino Christo Academy, No 170, Venkataswamy Layout, St Thomas Church Street, Rayasandra, Bangalore 560099

## **18.0 Maintenance of Fire Extinguishing Equipments**

- Fire services and equipments are provided by an ESP and the details of the ESP are: Cherytech, "ZION", # 29 &30, Kudlu Parapana Agrahara Main Road Vasthu Layout, Kudlu, Bangalore 560068

## **19.0 Library Opening hours**

- The library will be open on all working days from 7:30 am to 5 pm.
- During exam times, library will remain open from 7:30 am to 6 pm.

## **20.0 Issue Return of Books**

- Issue and return of books is facilitated through KOHA software.
- Each student is permitted to keep a book for 15 days.
- Each UG student is permitted to borrow 2 books at a time.
- Each UG student is permitted to borrow 4 books at a time.

## **21.0 OPAC**

- OPAC Facility is available through a public access link.

## **22.0 Reprographic Service**

- Reprographic facility is provided in the library.
- Maintenance of the reprographic machine is provided by Mr. Ramesh, Royale Technologies No.123,GPR Royale Layout, Huskur Main Road Bangalore-100 || GSTI N/UI N : 29AIJPR41 09E1ZG

## **23.0 Weeding of Books**

- Books are weeded once in every 10 years, replacing them with new books.

## **24.0 Periodic Maintenance of Books**

- Dusting is conducted daily.

- Damaged books are repaired as and when necessary.

## **25.0 Pest Control**

- Pest Control is conducted on a regular basis, under the regulation of Mr Siby, the Infrastructure Supervisor.

## **26.0 Library Audit**

- Yearly audit is conducted to maintain the diversity of books, and to ensure the new books are included.

## **27.0 Dry and Wet Waste Management**

- The Institution has placed separate bins to collect dry and wet waste in different parts of the campus.
- The Institution has appointed the Support Staff under the Infrastructure Supervisor, to collect the dry and wet waste from the bins located in the campus and dump the waste to Municipal bins, on a daily basis. Collaboration is also done with an ESP: Ms Madhura R, Environmental and Recycling Solutions India, No.56, Valagerahalli, Near RV College, Kengeri, Bangalore-560060.

## **28.0 E-Waste Management**

- The Institution has a designated storage space for temporarily storing all electronic waste.
- The institution has appointed an ESP to collect the e-waste, quarterly, the details of which is as follows: Mr. Vijayaragahavan, Saahas-bE-Responsible (Responsible E-waste management), Ensyde, Koramangala-95, Bangalore. (MOU)

## **29.0 Management of Waste Generated through discarding of old records**

- The solid waste generated by discarding old records is periodically sold to a waste paper merchant, the details are given below: Ms Madhura R, Environmental and Recycling Solutions India, No.56, Valagerahalli, Near RV College, Kengeri, Bangalore-560060.

## **30.0 Maintenance of Kitchen Facilities in Girls Hostel**

- Fixed menu is given weekly, which includes breakfast, lunch, snacks and dinner.
- The menu is decided and changed accordingly by the Hostel Warden in consultation with College Finance Administrator.
- Cleaning and maintaining is done regularly by the College appointed employees.

## **31.0 Maintenance of Rooms and Furniture in Girls Hostel**

- Rooms and furniture are maintained by the Hostel Warden in consultation with the Administrative Staff of the Girls Hostel.