



AKHIL BHARATIYA MARATHA SHIKSHAN PARISHAD'S

**ANANTRAO PAWAR COLLEGE OF
ENGINEERING & RESEARCH,
PARVATI, PUNE**

ADMINISTRATION PROCESS MANUAL

AS PER INTERNATIONAL STANDARD ISO 9001:2015

ISSUE NO: 01 DTD. 21 - 01 - 2019

MASTER COPY



**ANANTRAO PAWAR COLLEGE OF ENGINEERING & RESEARCH,
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EST/PR/03	Time Office management	8.5.1	00	21-01-2019
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STR/PR/02	Annual Budget	7.1.1	00	21-01-2019
STR/PR/03	Material Receipt	8.5.4	00	21-01-2019
STR/PR/04	Material Issue	8.5.4	00	21-01-2019
STR/PR/05	Physical Stock Verification	8.5.4	00	21-01-2019
HSK/PR/01	Housekeeping Practices Management	7.1.4	00	21-01-2019
SEC/PR/01	Material Movement Control	8.5.1	00	21-01-2019
EM /PR/01	Annual Budget	7.1.1	00	21-01-2019
EM /PR/02	Electrical Maintenance	7.1.3	00	21-01-2019
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ALL THE PROCEDURES IN THIS MANUAL ARE			
			
Prepared By: Office Superintendent	Reviewed By: Principal	Approved By: Principal	Issued by: ISO Coordinator



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Revision Sheet

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D. I. No.	Rev. No.	Rev. Date	Nature of Change	Approved By
All	00	21-01-2019	Original Issue, Issue No. 01 dtd. 21-01-2019.	Principal
STUD/PR/08	01	08-04-2019	Control of Student Property Process Added	
STUD/PR/01	01	08-04-2019	Added system process for allotting unique identity number after admission	
ADM/PR/F	01	15-05-2019	Redefined Duties & Responsibilities of System & Technical Assistant Lab Assistant IC Section	



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List of Documented Information (Documents)

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INTERNAL DOCUMENTED INFORMATION								
ADM/PR/A	Administration Process Manual	00	Principal, O.S.	O.S.	File	All	Permanent	--
ADM/D/040	Process Risks & Opportunities - Administration	00	All HoD, Principal	O.S.	File	All	Permanent	--
ADM/D/001	A.B.M.S. Parishad Correspondence	00	--	O.S.	File	All	Permanent	N.A.
ADM/D/02 A	Application Form – Teaching	00	--	Establish Section / O.S.	File	All	5 Years	Shred
ADM/D/02 B	Application Form Non-teaching	00	--	Establish Section / O.S.	File	All	5 Years	Shred
ADM/D/03	Joining Report Teaching	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/04	Relieving Letter	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/05	Application Workshop Seminar industrial visit for staff	00	--	Establish Section	File	All	5Years	Shred
ADM/D/06	Bonafide Application	00	--	Student Section	File	All	5 Years	Shred
ADM/D/07	Change of Branch Application	00	--	Student Section	File	All	5Years	None
ADM/D/08	Indemnity Bond undertaking	00	--	Student Section	File	All	5 Years	None
ADM/D/09	Installment in Fees Application	00	--	Account Section	File	All	5Years	Shred
ADM/D/10	Provisional Admission Application	00	--	Student Section	File	All	5 Years	Shred
ADM/D/11 A	Refund of caution money Application	00	--	Account Section	File	All	Permanent	N.A.
ADM/D/11 B	Refund of fees in case of YD students Application	00	--	Account Section	File	All	Permanent	N.A.
ADM/D/12	Faculty/ Staff Attendance	00	--	Establish Section	File	All	5 Years	None
ADM/D/12 A	Transfer certificate - PG Application	00	--	Student Section	File	All	5 Years	Shred
ADM/D/12 B	Transfer certificate - UG Application	00	--	Student Section	File	All	5 Years	Shred
ADM/D/13 A	Certificate for File	00	--	Student Section	File	All	5 Years	Shred
ADM/D/13 B	Index for student File	00	--	Student Section	File	All	5Years	Shred
ADM/D/13 C	Journal	00	--	Student Section	File	All	5 Years	Shred

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ADM/D/14	Bonafide Certificate	00	--	Student Section	File	All	5 Years	None
ADM/D/15	Fees Structure Application	00	--	Student Section	File	All	5 Years	None
ADM/D/16 A	No dues Certificate Non-Teaching	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/16 B	No dues Certificate Teaching	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/17 A	No. Dues certificate PG	00	--	Student Section	File	All	5 Years	Shred
ADM/D/17 B	No. Dues certificate UG	00	--	Student Section	File	All	5 Years	Shred
ADM/D/18 A	Non Teaching Staff Experience certificate	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/18 B	Staff Experience certificate	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/19	Transfer Certificate	00	--	Student Section	File	All	Permanent	N.A.
ADM/D/20 A	Alumni Registration Form	00	--	Student Section	File	All	5 Years	Shred
ADM/D/20 B	Alumni Association form	00	--	Alumni Coordinator	File	All	5 Years	Shred
ADM/D/21 A	FE Admission form	00	--	Student Section	File	All	5 Years	Shred
ADM/D/21 B	SE Admission Form	00	--	Student Section	File	All	5 Years	Shred
ADM/D/21 C	DSE Admission Form	00	--	Student Section	File	All	5 Years	Shred
ADM/D/21 D	TE Admission Form	00	--	Student Section	File	All	5 Years	Shred
ADM/D/21 E	BE Admission Form	00	--	Student Section	File	All	5 Years	Shred
ADM/D/21 F	ME-I Admission Form	00	--	Student Section	File	All	5 Years	Shred
ADM/D/21 G	ME-II Admission Form	00	--	Student Section	File	All	5 Years	Shred
ADM/D/22	Correspondence for AICTE	00	--	Establish Section/ Dy. Registrar	File	All	5 Years	Shred
ADM/D/23	Correspondence for parents	00	--	Class Teacher	File	All	5 Years	Shred
ADM/D/24	Correspondence for Pravesh niyantran Samiti	00	--	Establish Section/ Accountant	File	All	5 Years	Shred
ADM/D/25	Correspondence for Shikshan Shulka Samiti	00	--	Account Section	File	All	5 Years	Shred
ADM/D/26	Correspondence for SPPU	00	--	Students/ Establish Section	File	All	5 Years	Shred

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ADM/D/27	Correspondence for DTE	00	--	Students/ Establish Section	File	All	5 Years	Shred
ADM/D/28	No Objection certificate (DTE)	00	--	Students section	File	All	5 Years	Shred
ADM/D/29	Correspondence to Samaj kalyan (SWO)	00	--	Scholarship section	File	All	5 Years	Shred
ADM/D/30	Covering letter MahaDBT Application form Scholarship or Freshship	00	--	Scholarship section	File	All	5 Years	Shred
ADM/D/31	MahaDBT Application form RCSMFRS	00	--	Scholarship section	File	All	5 Years	Shred
ADM/D/32	MahaDBT Application form Scholarship or Free ship	00	--	Scholarship section	File	All	5 Years	Shred
ADM/D/33A	Ad-Hoc card	00	--	Establish Section	File	All	5 Years	Shred
ADM/D/33B	Non Teaching Leave card	00	--	Establish Section	File	All	5 Years	Shred
ADM/D/33C	UGC Staff Leave card	00	--	Establish Section	File	All	5 Years	Shred
ADM/D/34A	Leave application	00	--	Establish Section	File	All	5 Years	Shred
ADM/D/34B	Leave on duty	00	--	Establish Section	File	All	5 Years	Shred
ADM/D/34C	Special leave application- to be done	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/35A	Notice format for faculty	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/35B	Notice format for students	00	--	Students section	File	All	Permanent	N.A.
ADM/D/36A	Internal Correspondence for Office	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/36B	Internal Correspondence for Department	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/37	Student Information Form	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/38A	Correspondence in General	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/38B	Student General Register	01	--	Student Section	File	All	Permanent	N.A.

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ADM/D/39A	Notice for meeting of Committee	00	--	Establish Section	File	All	Permanent	N.A.
ADM/D/39B	Proof of meeting of committee	00	--	Establish Section	File	All	Permanent	N.A.
ADM-D-040A	Comparative	00	--	Store Section	File	All	Permanent	N.A.
ADM-D-040B	Purchase Order	00	--	Store Section	File	All	Permanent	N.A.
ADM-D-040C	Inquiry Letter	00	--	Store Section	File	All	Permanent	N.A.
ADM-D-040D	Inspection Report	00	--	Store Section	File	All	Permanent	N.A.
ADM-D-040K	Advance Slip	00	--	Store Section	File	All	Permanent	N.A.
ADM-D-040L	Advance Clearance Slip	00	--	Store Section	File	All	Permanent	N.A.
ADM-D-041	Inward Register	01	--	Store Section	File	All	Permanent	N.A.
ADM-D-042	Outward Register	01	--	Store Section	File	All	Permanent	N.A.

EXTERNAL DOCUMENTED INFORMATION

--	AICTE Handbook, Information Brochure	All HOD, Admin staff	O.S.	Soft copy	All	Permanent	--
--	AICTE, DTE, SPPU, GOI, GOM Circulars, notifications	--	O.S.	Soft copy	All	Permanent	--
--	DTE admission information brochure	Admin coordinator	O.S.	Soft copy	All	Permanent	--
--	Shikshan shulk samiti report (PNS)	Students section, Accountant	O.S.	Soft copy/ Hard copy	All	Permanent	--



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QMS-R-10	Quality Objective Status	00	ISO Coordinator	O.S.	File	All	3 Years	Shred
ADM-R-01	Faculty Attendance	00	--	Establish Section	File	All	3 Years	Shred
ADM-R-02	Committees	00	--	Establish Section	File	All	3 Years	Shred
ADM-R-03	Purchase Committee	00	--	Store Section	File	All	3 Years	Shred
ADM-R-04	Office order for stock verification	00	--	Store Section	File	All	3 Years	Shred
ADM-R-05	Dead stock verification report	00	--	Store Section	File	All	3 Years	Shred
ADM-R-06	Compliance Report	00	--	Store Section	File	All	3 Years	Shred
ADM-R-07	Recommendation for Obsolesce	00	--	Store Section	File	All	3 Years	Shred
ADM-R-08	Letter of Obsolesce	00	--	Store Section	File	All	3 Years	Shred
ADM-R-09	List of outsourced agencies	00	--	Store Section	File	All	3 Years	Shred
ADM-R-010-	Material Requisition Slip	00	--	Store Section	File	All	3 Years	Shred
HOUSE KEEPING SECTION								
HSK/R/01	Duty Register	00	Concern staff	Coordinator , House Keeping	File	All	3 Years	Shred
HSK/R/02	Duty Roaster	00	Concern staff	Coordinator , House Keeping	File	All	3 Years	Shred
ELECTRICAL MAINTENANCE SECTION								
EM/R/01	Electrical Maintenance Register	00	-	Lab Assistant Electrical	Reg -1	All	3 Years	Shred
EM/R/02	Earth Pit Testing Register	00	-	Lab Assistant Electrical	Reg -2	I/C	3 Years	Shred
EM/R/03	DG log sheet	00	-	Lab Assistant Electrical	Reg -3	I/C	3 Years	Shred
EM/R/04	Diesel Receipt Record	00	-	Lab Assistant Electrical	Reg.4	clerk	3 Years	Shred
EM/R/05	Spares Stock Register	00	-	Lab Assistant Electrical	Reg.5	clerk	3 Years	Shred
EM/R/06	Indent	00	-	Lab Assistant Electrical	Reg.6	clerk	6 M	Shred
EM/R/07	D.G. Maintenance Record	00	-	Lab Assistant Electrical	Reg.3	I/C	3 Years	Shred
EM/R/08	Electrical Inspection Report	00	-	Lab Assistant Electrical	File 1	I/C	3 Years	Shred

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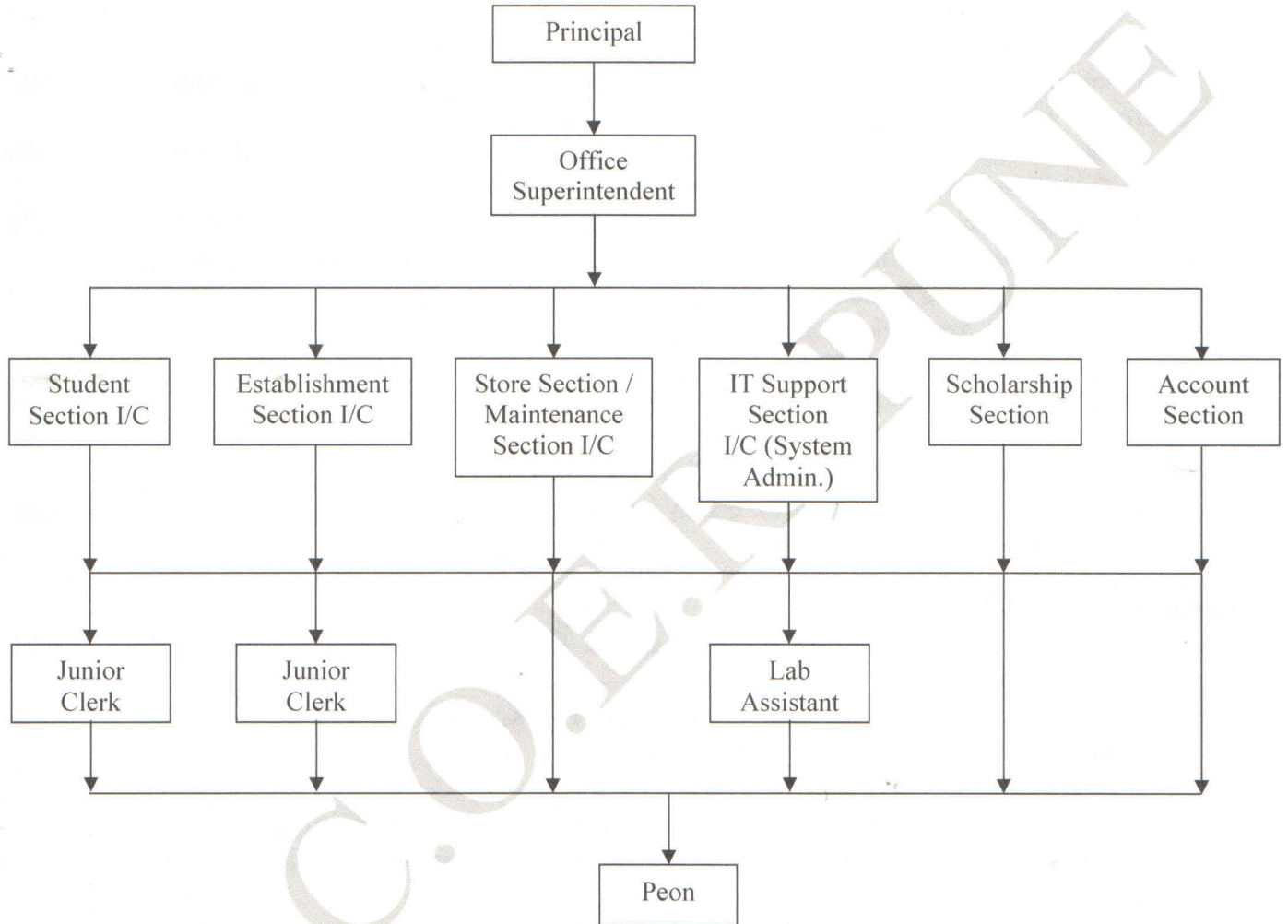
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Staff Position

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Duties of Office Superintendent:

1. To monitor and control activities in Student, Establishment and Examination section, Account and Store.
2. To take actions on the nonconformities observed in administrative sections.
3. To take necessary affiliation from University, DTE, Maharashtra Govt., AICTE, and other statutory bodies.
4. To Co ordinate activities related to academics and administrative.
5. To Execute policies laid down by University, DTE, Maharashtra Govt., AICTE, and other statutory bodies.
6. To provide necessary information to management, academics and other agencies whenever necessary.
7. To process regarding Recruitment, Management Permission letters.
8. Advertisement, Application, Call letter, report submission to University
9. Maintain Administrative Calendar of Office.
10. BCUD Proposals, QIP Proposals, Annual Report to University
11. To ensure that the quality management system conforms to the requirements of ISO 9001:2015 Standard.
12. To ensure that the processes are delivering their intended outputs.
13. To report on the performance of the quality management system and on opportunities for improvement to top management.

Duties of Student Section Clerk:

1. To complete all online activities related to student admission as directed by University, DTE, ARA and other authorities
2. To carry out correspondence with University, DTE, ARA and other authorities involved in admission procedure.
3. To obtain approval to admission from DTE & ARA.
4. To prepare & get approval for institute admission form, from Principal and other Authorities.
5. To prepare and forward final admitted students list with Unique Identification Numbers to Heads of the Department & other concerns.
6. To process the student scholarships, Eligibility.
7. To Issue Bonafide Certificate, Transfer Certificate & Bus/Railway Concession Pass.
8. To maintain all student data in ERP System and update regularly.
9. To maintain all original documents of admitted students and keep the record of the same.
10. To make all general correspondences related to students.
11. To ensure that the quality management system conforms to the requirements of ISO 9001:2015 Standard.
12. To ensure that the processes are delivering their intended outputs.
13. To report on the performance of the quality management system and on opportunities for improvement to top management.
14. To ensure that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.
15. Any other duties assigned by the higher authority time to time.



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Duties of Examination Section Clerk:

1. To work in coordination with College Exam Officer.
2. To display the notice related to examination such as Examination Form, Hall Ticket, Online/In-sem/Theory Examination Timetable, Result, Photocopy and Revaluation.
3. To collect examination form and maintain record in Examination form register.
4. To prepare & forward the list of students those have submitted examination forms in hard copy to Head of the Department and concern,
5. To inward and submit examination forms on regular basis through SPPU online portal & generate fee challan in time to accounts department through Office Superintendent.
6. To display final list of students those have submitted online Examination form & have inward Examination form through college login on Examination Notice Board.
7. To download Name List , Hall Tickets, College Summary and distribute to respective departments through College Exam Officer.
8. To make arrangements for smooth conduct of All examinations.
9. To prepare course wise summary for Online & Theory Examinations.
10. To Provide Examination Stationary to respective department as per requirement.
11. To Provide Block Summary & Block Arrangement of Theory Examination as per Examination timetable declared by SPPU.
12. To prepare Theory/Online/In-sem Examination Bills & Submit to account section of Institute in time through College examination officer. Collect bills of Oral/Practical Examination from departmental examination coordinator, summarize the same & submit to accounts section of institute.
13. To download college ledger of examination result & distribute to respective head of departments. Collect & Distribution of mark sheet to respective head of Departments.
14. To process Applications of Photocopy & reevaluation of Result from students.
15. Perform Any other duties assigned by the higher authority time to time.
16. To ensure that the quality management system conforms to the requirements of ISO 9001:2015 Standard.
17. To ensure that the processes are delivering their intended outputs.
18. To report on the performance of the quality management system and on opportunities for improvement to top management.
19. To ensure that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Duties of Establishment section Clerk

1. To Maintain Staff leave management.
2. To Maintain Service Book & Personal File of Teaching & Non-Teaching.
3. To Prepare workload & roster from SPPU as well as VIDHAN BHAVAN (Magas-varga Kaksh)
4. To conduct University Interview Process as per University Grant Commission norms.
5. To follow the staff joining process after conduction of Interview Process.
6. To submit report of Interview process & Get Approval of Joined staff from SPPU.
7. To ensure that the quality management system conforms to the requirements of ISO 9001:2015 Standard.
8. To ensure that the processes are delivering their intended outputs.
9. To report on the performance of the quality management system and on opportunities for improvement to top management.
10. To ensure that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.



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Duties of Accountant

1. To Maintain Daily Cash Book, Ledgers, and Journal entry. Also daily entry in ERP Software and Etc.
2. To submit Eligibility Fee, Student Pro-rata Fee challan, Exam, Photo Copy & Revaluation Fee challan etc. in time to SPPU.
3. To submit Theory/Online/INSEM and Oral/Practical Examination Bills, SPPU Grants in time to SPPU.
4. To Collect and Deposit Students fee and monthly generate Pending Fees Notice.
5. To maintain college Bank Accounts daily.
6. To collect monthly staff attendance from Establishment Section and Credit Salary to Staff Account. Submit PF & TDS to relative Authority in time.
7. To timely payments of Contract & Suppliers.
8. To give Pay Slip, Fee Structure, Fee Demand Letter, Etc.
9. To issue & clear advance Payment from Staff time to time.
10. To release fund approved by higher authorities for various Events & Processes.
11. To finalize the fee structure every year from Fees Regulating Authority.
12. To Prepare Annual Budget in coordination with of all the Departments.
13. To Submit the Report & Fees to Admission Regulating Authorities (PNS) & Fees Regulating Authority.
14. To submit annual affiliation fees to SPPU & Extension of Approval to AICTE
15. To Prepare Balance sheet, Profit & Loss Account, Audit statement and audit report.
16. Fund management of necessary fulfillment of expenses.
17. To ensure that the quality management system conforms to the requirements of ISO 9001:2015 Standard.
18. To ensure that the processes are delivering their intended outputs.
19. To report on the performance of the quality management system and on opportunities for improvement to top management.
20. To ensure that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.



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Duties of Store Section Incharge

1. To send request for quotation to the suppliers/vendors.
2. To prepare comparative statement.
3. To call suppliers/vendors for negotiation meeting with Higher Authorities.
4. To prepare & seek approval on Purchase Order.
5. To plan & execute local purchases after receiving approval from the Principal.
6. To track the supplier performance.
7. To update Dead Stock Register.
8. To ensure receipt of material as per Purchase Order.
9. To issue material to concerned section and maintain Dead Stock Register.
10. To carry out physical stock verification annually.
11. To get the requirements of all departments and get it fulfilled after Principal Approval.
12. To ensure that the quality management system conforms to the requirements of ISO 9001:2015 Standard.
13. To ensure that the processes are delivering their intended outputs.
14. To report on the performance of the quality management system and on opportunities for improvement to management.
15. To ensure that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Duties of System Admin

1. To plan for Hardware & Networking maintenance.
2. To compile & maintain the data related to Hardware & Networking maintenance
3. To initiate necessary actions in case of Major and / or repetitive failure in Network, Computer system hardware.
4. To maintain the internet service available without any interruption
5. To configure, troubleshoot & manage the ERP, Hardware & Networking Services & Various Servers
6. Duties of Technical Assistant Lab Assistant IC Section
 1. To work under the instruction of system admin
 2. Maintain & prepare Maintenance Register
 3. To Update documentation & Records of IC Section.
 4. To keep & manage the records of system softwares, application softwares, & servers.
7. To coordinate between service providers.
8. To report the issues with Head of Computer Engineering Department from time to time.
9. To raise requirements of Hardware & Networking components.



ADM/PR/G

Monitoring of Quality Objectives

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Clause: 6.2

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Sr. No.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
STUDENT SECTION						
01	To ensure the completeness of documents submitted to University, DTE, Maharashtra Govt., AICTE, and other statutory bodies.	Number of incidences	Competent staff, availability of required infrastructure	Count the number of incidences where notice is received due to incomplete documentation related to (admission and examination from SPPU, DTE, Maharashtra Govt., AICTE, and other) statutory bodies.	As and When required	Exam section, Student Section, Establishment Section, Account Section.
02	To increase student admissions for all branches	Number of admitted students.	Competent staff, availability of required infrastructure	Count the number of students admitted in all the branches with respect to the sanctioned intake.	Yearly	O.S. /Admission Coordinator, All HOD
ESTABLISHMENT SECTION						
01	To ensure the completeness of documents submitted to university, DTE, Maharashtra Govt., AICTE, and other statutory bodies.	Number of incidences	Competent staff, availability of required infrastructure	Count the number of incidences where notice is received due to incomplete documentation related to staff recruitment from university, DTE, Maharashtra Govt., AICTE, and other statutory bodies.	As and When required	Establishment Section.
HOUSE KEEPING SECTION						
01	To provide Cleanness inside / Outside the campus	Number of incidence.	Approved Budget, tools/ Material availability for House Sweeper provision	Count the number of incidences happened inside / Outside the campus and update about the same to the Principal and higher authorities of the organization.	Daily	HOD, OS
ELECTRICAL MAINTENANCE SECTION						
01	To Provide / Maintain the functioning electric supply within the campus.	Number of incidences	Competent staff, availability of required infrastructure	Count number of unresolved maintenance issues at the end of the each month	Monthly	Electrical Engg. Faculty & Lab Assistant (Electrical)



ADM/PR/G

Monitoring of Quality Objectives

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Sr. No.	Objectives (What will be done)	Indicator	Resources Required	Methodology of Measurement (How)	Frequency of monitoring (When)	Responsibility
INFO. TECH. SUPPORT SECTION						
01	To ensure uninterrupted availability of internet service with security	Numbers	Availability of Server Room	Count number of incidences of internet service unavailability or security issues	Monthly	Head of Computer Engineering Department & System Admin
02	Provide quick & smooth IT service to employee as well as students	Numbers	Availability of required infrastructure	Count number of incidences of complaints from staff and students related to IT services	Monthly	Head of Computer Engineering Department & System Admin

Process

Sr. No	Activity	Responsibility	Stage Output
01	Establish the quality objectives with relevant functions, levels and processes.	Principal, Office Superintendent & Section Head	--
02	Ensure that quality objectives are : <ul style="list-style-type: none"> • Consistent with the quality policy • Measurable & targets are defined. • Applicable to requirements and are taken into consideration • Relevant to the services and enhancement of student satisfaction • Monitored and frequency of monitoring is predefined • Communicated to relevant functions & levels 	Principal, Office Superintendent & Section Head	--
03	Determine the following for achieving quality objectives : <ul style="list-style-type: none"> • What will be done • What resources will be required • Who will be responsible • When it will be completed • How the results will be evaluated 	Principal, Office Superintendent & Section Head	--
04	Maintain the data as per above requirements at relevant functions & levels.	Section Head	Quality Objective Status
05	Compare it against the set target/time limit and determine level of performance.	Section Head	Quality Objective Status
06	In case of non-achievement of the target/time limit, analyze, evaluate the failure and initiate necessary actions.	Section Head	Quality Objective Status
07	Present the data and actions initiated (if any) related to Quality Objectives in the Management Review Meeting.	Section Head	Quality Objective Status -



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Student Section

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STUD / PR / 01

Admission

Rev.: 00 Date: 21-01-2019

Clause: 8.2.1, 8.2.2, 8.2.3, 8.2.4

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Input	Admission Rules, list of Candidates from DTE.		
Sr. No	Activity	Responsibility	Stage Out put
A	FE/DSE Admission		
	As per the rules of Government of Maharashtra MHCET/Joint Entrance Examination test of Engineering Examination main and Advance will be conducted for FE and 3 Year Diploma/B Sc passed for DSE and distributes the seats as per the merit in above said examination and on the basics of HSC Examination marks in PCM/Vocational subject will be eligible for admission to first year engineering in Maharashtra State.	--	--
01	Receive the List of Allotted Candidates from Director of Technical Education, Mumbai. In process of CAP	Admission Incharge	List of Admitted Candidate
02	List of confirmed candidates is received at DTE Portal Institute Login for admission after confirmation to ARC	Student section	
03	College admission form, Student Information & I-Card Form filled up by the student. submit Original and 1 photo copy sets of all documents for eligibility and scrutinized by ARC, allotment letter along with the duly filled Admission form.	Student section	Admission Form, Student Information and I-Card form received
04	Verify the original documents, handover the receipt giving details of fees to be deposited to the candidate.	Student section	Original Documents Collected and proceeded for Fee Deposition
05	Deposit fees (Demand Draft/Cash/Online Transfer) in the accounts section/Bank	Candidate	Fees Receipt
06	Confirmation of candidates at DTE Portal of Individual college.	Office Superintendent/ Senior Clerk	Confirmation Receipt
07	Review the receipt submitted by the candidate & update the admission of candidates detail through Software and issuing I card for further process	Library	Candidates I Card
08	Prepare final list of admitted candidate and forward the list duly signed by the Principal to the Regional office DTE, RO Pune after the DTE Notification.	Student section	Final List of Admitted Candidate
B	Institute Level Quota/Admission after all CAP rounds		
01	20% management quota/Vacant seats after all CAP round from centralized admission process (only for FE & ME).	--	--
02	Release advertisement in Local and National level newspapers giving details related to 1. Starting and Last date for collecting the admission form. 2. Address of web site for on-line submission of admission form/or in Hard copy to be submitted personally	Principal, Managment	--

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Sr. No	Activity	Responsibility	Stage Out put
03	Review the admission form received. Prepare merit list and display on main notice board and also upload on the website.	Student Section	--
04	Make necessary arrangements for counseling and carry out the counseling.	Student Section	--
05	Scrutinize the documents / certificates submitted by the candidates, handover the receipt giving details of fees to be deposited.	Student Section	Fees Receipt
06	Deposit fees (Demand Draft/cash/NEFT/RTGS) in the accounts section.	Candidate	Fees Receipt
07	Handover the receipt of paid fees to the candidate.	Accounts Section	Fees Receipt
08	Confirmation of candidates at DTE Portal from Institute Login as per the type of candidature, update all the admission and candidates details through ERP System.	Office Superintendent, Junior Clerk	Student Data Updated
09	Issuing Candidate Identity Card to complete admission process	Library	Admitted Candidate designated as student of Institute
C	Approval		
01	The list of Admitted candidates gets approved from DTE Pune and DTE Mumbai, Pravesh Niyantaran Samiti/ Admission Regulating Authority, Mumbai within stipulated time.	Student Section	--
02	Send a copy of approved List of candidates to the university and retain a copy of the same with the institute for further reference	Student Section	
D	Returning back the original documents to the candidates		
01	Application from candidate with valid reason requesting for original documents	Student section	List
02	Check the purpose and severity by the concern authorities before returning the original documents [except leaving certificates, gap certificate and the Affidavit submitted by candidates if any]	Account Section and Head of the Department	Approval from Principal
03	After approval from Principal return of original documents	Student section	Original Documents Returned
04	After Successful completion of one year of admission and promoted to next year student section shall return original documents [except leaving certificates, gap certificate and the Affidavit submitted by candidates if any]	Student Section	Original Documents Returned
E	Regular SE, TE, BE and ME admission		
01	Notice for regular students who fulfill the eligibility criteria of SPPU mentioning Schedule of Dates for filling Admission form and Submitting the filled form in Office to student section.	Office Superintendent/ Student Section	Notice of Admission
02	Scrutiny of form and documents	Student Section	Duly filled Admission Form
03	Deposit fees in the accounts section/Bank	Student Section	Fee Receipt
04	Handover the receipt to the candidate.	Student Section	Fee Receipt
05	Add procedure for part payment of fees		



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Admission

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Sr. No	Activity	Responsibility	Stage Out put
F	Admission Cancellation for FE, DSE, SE, TE, BE and ME (After Completion of CAP rounds)		
01	Request for Cancelling Admission on ARA/DTE web portal from Student Login.	Candidate	Auto generated Admission Cancellation Receipt
02	Application addressed to the Principal for Cancellation of Admission from Student to receive the submitted documents.	Candidate	Application for Admission Cancellation with Auto generated Admission Cancellation Receipt
03	Student has to fulfill the fee criteria as per the norms of Admissions Regulating Authority (ARA), Government of Maharashtra.	Student Section	No Dues Form
04	Approving the request for Cancelling Admission of student via Institute DTE Login.	Student Section	Candidate Admission Cancelled
05	Handover all original Documents which are submitted at the time of admission and take a acknowledgement of the same from the candidate/guardian.	Student Section	Admission Cancelled
06	Finally prepare analysis report of admission Department wise.	Student Section	Report of admission
07	Conduct review of students admitted in Second year as per the sanctioned intake after completion of CAP round process. Initiate appropriate actions to call applications against the vacant seats, in case of short fall.	Principal	Admission record
08	Fill-up online Institute admission form on ERP Software of all students admitted in First and Direct Second year in Engineering after Cut-off Date for all type of admissions for the Academic Year. Also take a print out of the record and preserve carefully.	Student Section	General Register
09	Monitor student admission process and ensure fulfillment of sanctioned intake for all the courses. Review student admission data for initiating any actions to fulfill intake.	Principal, O.S.	Admission data
10	For ensuring on time fees payment by the students, take undertaking from the parents & students for on time payment. Review fees receivable on monthly basis and initiate appropriate actions for fees recovery.	Student Section	Balance Fee

Output | Student admitted for the courses.

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Completion of admission processes as per the schedule	Number	Count of Admitted Student	Yearly	Admission Cell, Student Section, O.S.	Final Admission Report

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STUD / PR / 02

Eligibility

Rev.: 01 Date: 15-05-2019

Clause: 8.2.2

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Input	Student admitted, University/DTE Norms
--------------	--

Sr. No	Activity	Responsibility	Stage Out put
01	Collection of filled eligibility forms along with eligibility fee	Student Section	Eligibility form
02	Preparation of Excel sheet in given format by University	Student Section	Soft copy in Excel sheet
03	Upload the excel sheet on University portal	Student Section	Soft copy in Excel sheet
04	Print in eligibility report and fee challan	Student Section	Hard copy report and challan
05	Fee Deposition in bank as per challan generated	Account Section	Fee paid receipt
06	Submission of eligibility Report and Fee payment details in University	Student Section	Receipt of Submission
07	Getting Eligibility Numbers of each students in college login	Student Section	Eligibility Numbers

Output	Eligibility List
---------------	------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Error free eligibility process	Numbers	Count number of errors in eligibility process	Annually	Student Section I/C	Eligibility documents



STUD / PR / 03

Issue of Certificates

Rev.: 00 Date: 21-01-2019

Clause: 8.5.1

Page: 01 / 01

Input	Request from student, student passing out of college
--------------	--

Sr. No	Activity	Responsibility	Stage Out put
General guideline			
	<ul style="list-style-type: none"> a. Issue leaving certificate after student is passed out from the college i.e. after passing B.E. b. Issue Appearing certificate when the result of final year (BE) is awaiting. c. Issue Bonafide/ Fee structure for loan certificate as per request received from student. 	--	--
01	Receive the application form/Entry in students application register for the issuing various certificates.	Student Section	Application
02	Issue the certificates as per the request. Maintain record.	Student Section	Record

Output	Certificates issued to the students
---------------	-------------------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Timely issue of certificates to the students	Numbers	Count number of certificates issued to the students delayed more than one week	Monthly	Student Section I/C	Applications/Students entry register.



STUD / PR / 04

Rev.: 00 Date: 21-01-2019

Correspondence with parents

Clause: 8.2.1, 7.4

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Input	Student Performance
--------------	----------------------------

Sr. No	Activity	Responsibility	Stage Out put
General Communication			
01	Communicate with parents/student on the matters related to: a. Opening of the semester and Fees to be deposited for the coming year to SE, TE, BE by notice b. Student performance by posting letter	Student Section	--
Academic Progress			
01	Compile a data related to Attendance and internal test result.	Tutor/Class Teacher	Monthly Student record
02	Receive the Parent communication report duly signed by concern HOD and Principal. Send the progress report to parents by post	Student Section	Parent communication report
03	Maintain the record of correspondence	Student Section	--

Output	Communication with the parents.
---------------	---------------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Ensure letters received from dept., section are dispatched	Number	Number of letters are dispatched	Each incidence	Office Superintendent	Parents communication record



STUD / PR / 05

Scholarships / Free ship / EBC

Rev.: 01 Date: 15-05-2019

Clause: 8.5.1

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Input	Eligible Students
--------------	-------------------

Sr. No	Activity	Responsibility	Stage Out put
01	Display of notice for online application giving details necessary.	Student Section	Application form for scholarship
02	Online verification and confirmation of duly filled application form with required documents.	Student Section	--
03	Scrutinize the form with online submitted documents.	Student Section	--
04	Prepare list as per Government format.	Student Section	Application form for scholarship
05	Check the statement/website login for status of approval of any scholarship.	Student Section	--

Output	Approval of scholarship and fee deposition.
---------------	---

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Accurate processing of scholarship or fee concession processes	Numbers	Count number of errors in student scholarship or fee concession processes	Annually	Scholarship Section I/C	Scholarship and fees concession record



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STUD / PR / 06

University Examinations

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Clause: 8.5.1, 9.1.3

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Sr. No	Activity	Responsibility	Stage Out put
06	Submit answer papers to the CAP center notified by the university. Verify CAP Center address is accurate on the sealed bundle of answer scripts.	Examination Section	--
07	After end of examination, prepare remuneration bills of all staff involved in examination duty.	Examination Section	Remuneration Bill
08	Forward the bills to the accounts section for final settlement of bill.	Examination Section	--
Results			
01	Receive the information related to result declaration date and also for collecting the results from the university.	Examination Section	--
02	Collect the result as per schedule from the university.	Examination Section	--
03	Handover the Mark sheet to the concerned class teacher for distribution.	Examination Section	Mark Sheet
04	Handover the Marksheet to the concerned student by verifying the Identity Card.	Class Teacher	
05	Make subject wise and course wise analysis of the result.	Class Teacher	Subject wise analysis of Result Course wise analysis of Result
Verification and Revaluation			
01	Display of notice for filling Photocopy form giving details a. Photocopy fees b. Last date of submission	Examination Section	Notice
02	Filling & printing online form for Photocopy	Student Section	Photocopy Form
03	Ask the students to deposit Photocopy fees in the accounts section.	Examination Section	
04	Issue of receipt after collecting the fees	Accounts	Receipt
05	Receive & submit the Photocopy form, scrutinize the forms	Examination Section	Photocopy Form
06	Prepare name list and summary – subject wise number of student appearing for the Photocopy by using university online portal.	Examination Section	Name List, Subject wise Summary of student
07	Submit Photocopy form, name list and summary (soft and hard copy) along with Photocopy fees DD/online to the university. As per the challan generated	Examination Section	
08	Receive the photocopy from the university & distribute to the student.	Examination Section	List of Marks



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STUD / PR / 06

University Examinations

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Clause: 8.5.1, 9.1.3

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09	Filling & printing online form of Revaluation / Verification	Examination Section	
10	Ask the students to paid Revaluation/Verification fees in the accounts section.	Examination Section	
11	Issue of receipt after collecting the fees	Accounts	Receipt
12	Receive & submit the Revaluation / Verification form, scrutinize the forms	Examination Section	Reevaluation / Verification Form
13	Prepare name list and summary – subject wise number of student appearing for the Reevaluation/Verification by using university online portal.	Examination Section	Name List, Subject wise Summary of student
14	Submit Revaluation/Verification name list and summary (soft and hard copy) along with Revaluation/Verification fees DD/online to the university, as per the challan generated	Examination Section	--
15	Receive the result of Revaluation/Verification from the university and inform to the students.	Examination Section	List of Marks
16	Collect the Old Mark sheet from the student in case of change in Marks.	Examination Section	--
17	Handover the old mark sheet and collect the revised mark sheet receiving from the university and distribute it to the student.	Examination Section	Mark Sheet

Output	Examination conducted. Distributed marks sheets
---------------	---

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Fare conduction of exam	Number	Number of unfair means cases	Every exam	Invigilator / Senior Supervisor	Report of unfair means



STUD / PR / 07

Issue of Documents to the Passed out Students

Rev.: 00 Date: 21-01-2019

Clause: 8.5.1

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Input	Passed out students
--------------	---------------------

Sr. No	Activity	Responsibility	Stage Out put
01	Receive no dues form from student duly signed by respective section / department	Student	
02	Receive request from the student for Leaving certificate	Students Section	
03	Issue Mark sheet, provisional passing certificate and Leaving Certificate. Original Documents if any & take signature on Office copy of LC	Students Section	LC, List of Student, Provisional passing certificate, Statement of Marks

Output	Documents issued to students
---------------	------------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Timely issue of all respective documents to the passed out students	Numbers	Count no. of student complaints related to the issue of the documents	Monthly	Student Section I/C	Record of student application and documents issued



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STU/PR/ 08

Control of Student Property

Rev.: 01 Date: 08-04-2019

Clause: 8.5.3

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Input | Students Original Documents

Sr. No.	Activity	Owner	Process Output
01	Assign the responsibilities to control Student property	Principal and O.S.	Admission
02	Student Property & its retention period A. Original- DTE Verification/ 1 year whichever is later. B. Mark sheet:- (SSC, HSC, Diploma Final Year, BE Final Year. C. CET/ JEE/ Gate- Score Card/ Mark Sheet. D. School Leaving/Transfer Certificate (Diploma, HSC, BE) E. Migration Certificate (if applicable) F. Caste Certificate, Cast validity, Non-Creamylayer (if applicable) G. Domicile Certificate, Nationality Certificate. H. Gap Certificate (if applicable)	Students Section Clerk	--
03	Ensure the Submission of the Student property	Students Section Clerk	--
04	Preserve & check the Student property till the retention period.	Students Section Clerk	--
05	Decide the action to be taken after its retention period. (Maintain Photocopy & All original certificates & original TC/LC after Retention period)	Principal and OS	--
Data in the computer or Office/ General Register			
06	Enter student details in students General Register; communicate General Register No.	Students Section Clerk	
07	After complete of the Course / Cancellation of admission before course duration issue LC/TC		Student Pass out

Output | Preservation of Student property

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Proper preservation of student property	Number	Number of incidents of loss of student property	Every Year	Students Section Clerk	--



Establishment Section

A.P.C.O.E.R.



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EST / PR / 01

Teaching Staff Recruitment

Rev.: 00 Date: 21-01-2019

Clause: 7.1.2

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Input	Requirement from department
--------------	-----------------------------

Sr. NO	Activity	Responsibility	Stage Out put
01	Verify cadre ratio and norms of SPPU for Teaching staff recruitment and initiate process to fulfill cadre ratio.	Principal	
	A. Before date of Interview		
01	Collect the requirement from each department for the recruitment of staff.	Estt. Section	
02	Prepare roaster as per University guideline and get sanction from SPPU & Magas Varg Kaksh Pune.	Estt. Section	Sanction of roaster
03	Publish the advertisement in Newspaper mentioning last date of receiving application	Estt. Section	Advertisement
04	Receive the Eligible Candidate list from Reservation Section SPPU, Samajkalyan Ghodegaon Office, Employment Office Pune city, Council hall pune. application and shortlist it department wise.	Estt. Section	Sorting application
05	Fix suitable date of interview consulting with SPPU experts.	Estt. section	Interview date
06	Send the call letters to eligible candidates after scrutinizing applications.	Estt. section	Call letter
	B. On the day of Interview		
07	Register the candidate at reception counter, collect the resume, verify documents and collect attested copies of documents.	Estt. section	Registration
08	Send the candidate with the documents to the concern location for interview.	Estt. section	Interview by expert
09	Collect the evaluation sheet from experts.	Estt. section	Recommendation
10	Inform the selected candidate through Mail/SMS/Phone Call	Estt. section	Call letter
11	Collect acceptance from candidate	Estt. Section	Joining of staff
12	Giving Offer letter/ Appointment order	Estt. Section	Joining letter

Output	Joining of Staff
---------------	------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Accuracy of advertisement for appointment	Correctness	Check the advertisement prepared is correct as per roaster	As and When required	Office superintendent	Recruitment record
Proper conduction of recruitment process	Plan Vs Actual	Ensure actual conduction of recruitment process as per plan	As and When required	Office superintendent	Recruitment record



EST / PR / 02

Non Teaching Staff Recruitment

Rev.: 00 Date: 21-01-2019

Clause: 7.1.2

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Input	Requirement from each department
--------------	----------------------------------

Sr.No	Activity	Responsibility	Stage Out put
01	Collect the requirement from each department for the recruitment of staff.	Estt. Section	List of requirement
02	Call the candidate for interview on suitable date.	Estt. Section	Interview
03	Recruit Non-Teaching staff as per the higher authorities on timely basis	Estt. Section	--

Output	Recruitment of Non-Teaching staff
---------------	-----------------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Proper conduction of recruitment process	Plan Vs Actual	Ensure actual conduction of recruitment process as per plan	As and When required	Office superintendent	Recruitment record



EST / PR / 03

Time Office Management

Rev.: 00 Date: 21-01-2019

Clause: 8.5.1

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Input	College Schedule
--------------	------------------

Sr.No	Activity	Responsibility	Stage Out put
	General Guidelines-		
	i. Academic Staff College time 09.00 am to 4.30 pm ii. Late mark [2 times in a month only] – 9.05 am to 9.15 am [After 2 attempts of Late mark, CL will be deducted] iii. Half CL-9.15 am to 01.00 pm or 01.00 pm to 04.30 pm	Estt. section	
	i. Admin Staff College time 09.30 am to 5.30 pm ii. Late mark – 9.35 am to 9.45 am iii. Half CL – 9.45 am to 01.30 pm or 01.30 pm to 05.30 pm		
01	Collect the signing muster after 09.05 am (Academic Staff) & 9.35 am (Admin Staff) after signing of in time reporting staff	Estt. section	In time staff sign
02	Late mark on signing muster for the staff who not signed in time	Estt. section	Late mark
03	Take the signature of staff on late muster who report late and then on signing muster	Estt. section	Late reporting staff.
04	The staff who report in between 9.10 am to 04.30 pm, ask to fill leave form for half CL	Estt. section	Half CL
05	Red mark for staff who have not signed when in/outgoing without intimating	Estt. section	--

Output	Ensuring college time process
---------------	-------------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Accuracy of staff attendance record	Number	Count number of errors in staff attendance	Monthly	OFFICE SUPRINTEN DENT	staff muster



EST / PR / 04

Leave Management

Rev.: 00 Date: 21-01-2019

Clause: 8.5.1

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Input	Leave availability, Staff requirement for leave
--------------	---

Sr. No	Activity	Responsibility	Stage Out put
For Casual Leave			
01	Receive the leave application in form the Hard Copy by the staff who want to avail leave	Estt. Section	Leave application
02	Give the remark considering requirement and leave of concern staff available	Estt. Section	Remark of Estt. section
03	Get Sanction/appropriate remark by Office Superintendent & Principal with signature	Estt. Section	Leave sanction
04	Mark the leave on muster	Estt. Section	
For Medical Leave			
01	Receive leave form with medical certificate	Estt. Section	
02	Give the remark considering requirement and leave of concern staff available	Estt. Section	Remark of Estt. section
03	Get Sanction/appropriate remark by HOD & Principal with signature	Estt. Section	Leave sanction
04	Mark the leave on muster	Estt. Section	
For OD/DL			
01	Receive the leave application with OD / DL sanction letter	Estt. Section	
02	Give the remark considering requirement of leave on leave form.	Estt. Section	Remark of Estt. section
03	Get Sanction/appropriate remark by HOD & Principal with signature	Estt. Section	Leave sanction
04	Receive the necessary document from the staff after availing the leave	Estt. Section	Verification of OD
05	Mark the leave on muster	Estt. Section	

Output	Leave sanction/Not sanction
---------------	-----------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
On time completion of leave record	Day	Count no. of days delayed for finalization of leave record of all staff	Weekly	Office Superintendent	Staff CL/ML register



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New Course Addition and Affiliation

Clause: 8.1, 8.2.2

Page: 01 / 01

Input	AICTE /University guideline
--------------	-----------------------------

Sr. No	Activity	Responsibility	Stage Out put
I. Affiliation			
01	Collect necessary documents / certificates in prescribed format from each section of department	Office Superintendent	Documentation
02	Applying every year as per the notification Received by University/AICTE/DTE on time.	Office Superintendent	Application
03	Report/challan generation through respective portal	Office Superintendent	Report & challan
04	Payment of affiliation fee and report submission to respective agencies. In case of any change in statutory or regulatory requirements related to any of the authorities, understand the changed requirements and ensure on time compliance of the requirements.	Office Superintendent	Payment & report submission
05	Invite Expert committee/Enquiry committee on suitable date for verification	Principal & O. S.	Date finalization
06	Make the compliance and Submit to respective agencies if any	Principal & O. S.	Compliance report
J. New course / Intake addition & deletion			
01	Management resolution for addition / reduction of new course / intake	--	--
02	Collect necessary documents / certificates in prescribed format from each section and department	Office Superintendent	Documentation
03	Applying every year as per the notification of University / AICTE / DTE	--"--	Application
04	Report / challan generation through respective portal	--"--	Report & challan
05	Payment of affiliation fee and report submission to respective agencies	--"--	Payment & report submission
06	Invite Expert committee / Enquiry committee on suitable date	Principal & O. S.	Date finalization
07	Document verification and personal visit of committee	Principal, O.S. & HOD	Inspection
08	Make the compliance and Submit to respective agencies if any	Principal & O. S.	Compliance report

Output	Affiliation letter and addition/ reduction letter
---------------	---

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Timely completion of affiliation process	Plan Vs Actual	Within time completion of affiliation process and compliance	Each year	Office Superintendent	Compliance report



EST / PR / 06

Control of Outsourced Activity – AMC

Rev.: 00 Date: 21-01-2019

Clause: 8.4.2

Page: 01 / 01

Input	Maintenance requirements of available Facilities.
--------------	---

Sr.	Activity	Responsibility	Stage Out put
1.	Decide the processes to be outsourced considering the requirement of Institute. Presently following service is outsourced: Annual Maintenance Contracts of VRIDHI library software, D.G. Genset, R.O. Plant & House Keeping	Principal	--
2.	Identify the suppliers of outsourcing services, discuss the rates of services and finalize the suppliers.	Office Superintendent	Supplier list
3.	Prepare list of outsource suppliers and compare the same.	Office Superintendent	Comparative Statement
4.	Prepare the work order for the outsourced activity and take approval from Principal and Management.	Office Superintendent	Contract for Outsourcing Services
5.	Call the suppliers as per the need, explain the work to be carried out.	O.S. & Concerned Process Owner	--
6.	Supervise the suppliers' work.	Concerned Process Owner	--
7.	Verify the work is done as per the requirements and upto satisfaction.	Concerned Process Owner	--
8.	Release the supplier's payment for the work done.	Accounts Section	--

Output	Upkeepment of college infrastructure
---------------	--------------------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effectiveness of AMC Services	Numbers	Count number of complaints related to the AMC services per month	Monthly	Office Superintendent	--



Store Section

A.P.C.O.E.R., PUNE



STR / PR / 01

Rev.: 00 Date: 21-01-2019

Purchasing Process

Clause: 8.4

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Input Requirement received from the Departments /Sections in the form of request letter.

Note: This procedure is applicable for purchasing of departmental equipment / instruments, departmental stationary, purchasing of college stationary, purchasing of books.

Sr. No.	Activity	Responsibility	Stage Out put
01	Purchase request is forwarded to Principal through respective Head of department (HOD) for Approval	Head /Coordinator of the respective Department/Section	Request letter for demanding quotations
02	After approval from Principal the Purchase request is forwarded to Management for approval including permission for demanding quotations from suppliers/vendors/service providers.	Office Superintendent	Approval Letter from Management
03	Upload the purchase tender on institute website. Identify the potential suppliers, send request for quotation, and Receive the quotation along with brochure from the suppliers.	Office Superintendent, Store Section, Website Coordinator	Quotations
04	Evaluate on the basis of service/product quality/ adherence to the requirement, after sales support & Prepare Comparative Statement.	Respective Head of Department, Office Superintendent, Store Section	Comparative statement/ Evaluation Report
05	Refer to the Comparative Statement and Send Call for negotiation meeting, conduct the meeting in the presence of Higher Authorities	Store Section	--
06	Negotiation with the suppliers to finalize the rates and other commercial conditions. Finalize the supplier.	Purchase Committee	Supplier Finalized



STR / PR / 01

Purchasing Process

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Clause: 8.4

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Sr.No.	Activity	Responsibility	Stage Out put
07	Prepare Purchase Order(P.O.) and get it approved from Principal & Higher authorities Original Copy: Supplier & Copy to Accounts Section, Store section, Academics Section Head of the Department.	Store section	Purchase Order
08	Maintain record of P.O.	Store section	--
09	Forward the P.O. to supplier.	Store section	Outward Register/ Received Copy
C	Emergency Purchasing		
01	Receive the requirement from indenter approved by HOD, review the requirement and decide the need for purchase, put appropriate remark. Get it approved from the Principal/Higher Authorities.	Head/Coordinator or of respective Department	Requirement
02	Purchase the required material from the market and handover the material to concerned section after receipt of indent.	Store section	Material Indent
03	For maintenance related purchases, get approval from Principal for departmental requirement and purchase from local market.	Store section	Approved Requirements
04	Send the details of all emergency purchasing to Management/Higher Authorities for necessary information.	Store section	--
D	Post Purchasing Activities/ Procurement		
01	Update Dead Stock Register/Consumable Register at respective departments	Laboratory Assistant/ Laboratory Incharge/ Respective Head of Department	Updated Dead Stock Register
01	If any non-conformity (failures) like bad quality of the material and bad response from supplier are observed, communicate the same to the Store section.	Store Section & Respective Head of Department	---

Output	Release of Purchase order and equipment/service received.
---------------	---

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Timely completion of purchasing process	Numbers	Count the number of incidences of delays in academics delivery due to late purchasing	As and when required	Store section, Office Superintendent, Head of Department	Purchase Report



STR / PR / 02

Annual Budget

Rev.: 00 Date: 21-01-2019

Clause: 7.1.1

Page: 01 / 01

Input	Maintenance and enhancement of existing facilities and infrastructure.
--------------	--

Sr.No.	Activity	Responsibility	Stage Out put
01	Send a request to all the departments to prepare purchase budget for the next academic year considering maintenance and enhancement of existing facilities and infrastructure in the department in the month of January every year.	Store section and O.S.	Notice
02	Receive the annual budget from all the department HODs and consolidate the data.	Store section	Annual Budget for the College
03	Put the budget to the Management Committee and seek suggestions for same.	Principal & Store section	--
04	Get the approval of the budget from the Management Committee.	Store section	Approved Annual Budget
05	Communicate the copy of approved budget to all the departments.	Store section	--

Output	Provision of financial resources for improvement
---------------	--

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effective utilization of the budget	%	Calculate percentage of budget utilization	Every Financial Year	Store section, O.S., Principal	Approved budget and expenditure



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PARVATI, PUNE
ADMIN PROCESS MANUAL**



STR / PR / 03

Material Receipt

Rev.: 00 Date: 21-01-2019

Clause: 8.5.4

Page: 01 / 01

Input | Material received from supplier, Purchase Order

Sr.No.	Activity	Responsibility	Stage Out put
01	Receive the material from the supplier along with delivery challan / invoice.	Store section	Delivery Challan, Invoice
02	Verify the material for quantity received against Purchase order.	Store section & Conc. Lab I/C	--
03	Check the received material and verify as per P.O.	Store section & Conc. Lab I/C	P.O.
04	In case of Rejection, identify the rejected material and keep it separately. Make arrangements to send back the rejected material.	Store section & Conc. Lab I/C	Sorting rejected material
05	If material is accepted by the concerned dept., get the material indent form duly filled from the concerned department.	Store section	Material Indent
06	For OK material, Update the Material Inward register & Item wise stock register after receipt of departmental indent.	Store section	Material Inward Register, Stock register
07	Store the material in the stores at identified location.	Store section	--
08	Put indent no. on the Bill. Get it approved from Principal.	Store section	--
09	Forward the reviewed bill to accounts section for final settlement of bill.	Store section	--
10	For technical purchases of material / equipment, after receipt of material / equipment, call the supplier for demo / installation in college.	Concerned HoD	--
11	Arrange the demo in presence of concerned HoD, lab I/C and concerned faculties.	Concerned HoD	Checking the material
12	After successful demo, give approval of the instrument / equipment to stores dept.	Concerned HoD	Approved Memo
13	Put indent no. on the Bill. Get it approved from Principal after receipt of approved memo.	Store section	Approval
14	Forward the reviewed bill to accounts section for final settlement of bill.	Store section	Bill settlement

Output | Accepted material kept at designated location

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Ensure receipt of materials as per purchase order	Numbers	Calculate number of damaged, short quantity materials received from the supplier	On receipt of each purchased materials	Store section	Supplier Sales Invoice



STR / PR / 04

Material Issue

Rev.: 00 Date: 21-01-2019

Clause: 8.5.4

Page: 01 / 01

Input	Material in stock, requirement received from department / individual
--------------	--

Sr.No.	Activity	Responsibility	Stage Out put
01	Receive the material indent approved by concerned HoD.	Store section	Indent
02	Check for the availability of material in stock; issue the material as per requirement.	Store section	--
03	Update the Stock Register with issued quantity, put indent reference on Stock register and Stock register reference on Indent.	Store section	Stock register, Indent

Output	Material Issued as per requirement
---------------	------------------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Timely issue of material	Days	Number of days taken to complete material issue.	Every indenting	Store section	Material issue record



STR / PR / 05

Physical Stock Verification

Rev.: 00 Date: 21-01-2019

Clause: 8.5.4

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Input	Material in stock
--------------	-------------------

Sr.No.	Activity	Responsibility	Stage Out put
01	Yearly once i.e. at the end of the academic Year, carry out physical stock verification. A committee is formed. The committee verifies the stock and submits the report to the Principal.	Committee Members	Annual Stock Verification Report
02	During verification, ensure the quantity of material as per stock record and Physical stock in the stores. Submit report to the Principal for necessary action.	Committee Members	Annual Stock Verification Report

Output	Annual Stock Verification Report
---------------	----------------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Accuracy of stock updations	Number	Count no. of items / material with variance between physical stock and record stock found in stock verification	Annually	Committee Members	Annual Stock Verification Report



House Keeping Section

A.P.C.O.E.R. PUNE



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HSK / PR / 01

Rev.: 00 Date: 21-01-2019

Housekeeping Practices Management

Clause: 7.1.4

Page: 01 / 01

Input	Available manpower, area covered under the premises
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Sr.No.	Activity	Responsibility	Stage Out put
01	Identify the cleaning duties based on total area of the premises and the importance of the location.	O. S.	Duty Register.
02	Prepare 2 groups. Display it in the Office.	O. S.	Duty roaster.
03	Ensure that the all the cleaning personnel are carrying out their duties as per the schedule through Daily Rounds.	O. S.	--

Output	Cleanliness of College
---------------	------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effectiveness of housekeeping practices	Incidences	Count number of complaints related to the housekeeping each month	Daily	O. S.	--



SEC / PR / 01

Material Movement Control

Rev.: 00 Date: 21-01-2019

Clause: 8.5.1

Page: 01 / 01

Input	Material received from supplier, material going out
--------------	---

Sr.No.	Activity	Responsibility	Stage Out put
Material Receipt			
01	Receive the material along with Challan / invoice / Bill from the supplier.	Jamadar, Security Guard	--
02	Check for the indenter (i.e. consignee department) and material description against challan. Prepare gate pass	on gate	Gate Pass
Material Outward			
01.	Receive the gate pass from the departments.	Jamadar,	--
02	Verify the material against the gate pass.	Security Guard	--
03	Enter the details in outward register.	on gate	Outward Register

Output	Controlled Material Movement
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Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effectiveness of material in / out movement control	Numbers	Count number of complaints from departments related to material movement	Monthly	Security Officer	--



**Electrical
Maintenance Section**

A.P.C.O.E.R., PUNE



EM / PR / 01

Annual Budget

.Rev.: 00 Date: 21-01-2019

Clause: 7.1.1

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Input	Maintenance and enhancement of existing facilities and electrical infrastructure.
--------------	---

Sr. No	Activity	Responsibility	Stage Out put
1.	Based on cost of electrical maintenance incurred in the previous year, prepare estimate for the current year along with estimates of new purchases and maintenance.	Laboratory Assistant (Electrical), Electrical Engg. Faculty, Office Superintendent	Yearly Requirement Estimate
2.	Send the estimate to the Principal for approval.	Office Superintendent	Approval for annual maintenance budget
3.	Receive the requirement approved by the Principal and forward for Purchase Process.	Office Superintendent	Purchase Process

Output	Provision of financial resources for maintenance /improvement.
---------------	--

Process Monitoring & Measurement

Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effective utilization of the budget	%	Calculate percentage of budget utilization (Actual / Budget)	Every Financial Year	Office Superintendent, Electrical Technician, Electrical Engg. Faculty	Approved budget and expenditure



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EM / PR / 02

Electrical Maintenance

Rev.: 00 Date: 21-01-2019

Clause: 7.1.3

Page: 01 / 01

Input	Notice issued by office and Request/Complaints of electrical maintenance from various departments.
--------------	--

Sr. No	Activity	Responsibility	Stage Out put
01	Notice to be issued by office	Office Superintendent	Notification to all department
02	Receive & Record the request/complaints in written related to electrical maintenance from the various departments.	Office Superintendent	Electrical Maintenance Register
03	Assign the received requests/ maintenance work to the Laboratory Assistant (Electrical).	Office Superintendent	Work Assigned
04	Visit the location, understand the problem, do necessary repair work. Issue required material from store. Take trials and ensure smooth working and resolution of complaint. If the problem cannot be solved, Report to Office Superintendent for new procurement & purchase process.	Laboratory Assistant (Electrical), Office Superintendent	Electrical Maintenance Register
05	If help of external agency is required to solve the problem, approach the approved agency with annual maintenance contract (AMC), get the problem solved from the agency and ensure for proper resolution of problem.	Laboratory Assistant (Electrical), Office Superintendent	Electrical Maintenance Register
06	At the end of semester an audit is to be conducted, compile the data related to electrical maintenance, identify the major and / or repetitive problems (excluding replacement of bulbs/ tubes), analyze the failures, decide necessary corrective actions.	Laboratory Assistant (Electrical), Electrical Faculty	Experience Recorded.

Output	Smooth execution of Electrical maintenance & services
---------------	---

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effectiveness of Electrical maintenance services	Number	Count number of complaints received & Resolved related to the maintenance services per semester	Half Yearly	Laboratory Assistant (Electrical), Electrical Faculty	Electrical Maintenance Register & Audit Report



EM / PR / 03

Earthing

Rev.: 00 Date: 21-01-2019

Clause: 7.1.3

Page: 01 / 01

Input	Electrical Earthing Plan
--------------	--------------------------

Sr. No	Activity	Responsibility	Stage Out put
01	Ensure proper earthing is provided for all electrical power lines and availability of adequate numbers of earth pits.	Laboratory Assistant (Electrical)	Electrical Maintenance Register
02	Periodically carry out the earth pit maintenance.	Laboratory Assistant (Electrical), Office Superintendent	Electrical Maintenance Register
03	Check earth pits resistance once in a year in dry season and maintain record of checking.	Laboratory Assistant (Electrical)	Electrical Maintenance Register
04	Carry out the electrical inspection and maintain record of inspection.	Laboratory Assistant (Electrical), Electrical Faculty	Electrical Inspection Report.

Output	Proper earthing within resistance limits.
---------------	---

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Earthing maintenance	Numbers	Count number of complaints related to the earthing maintenance per month	Yearly	Laboratory Assistant (Electrical), Electrical Faculty	--



EM / PR / 04

Diesel Generator (D.G.) Management

Rev.: 00 Date: 21-01-2019

Clause: 7.1.3

Page: 01 / 01

Input	Requirements of Functional / Shutdown D. G. maintenance
--------------	---

Sr. No	Activity	Responsibility	Stage Out put
A	Maintenance of D.G. set (out sourced)		
01	Call the annual maintenance contract service engineer, help him to carry out maintenance.	Laboratory Assistant (Electrical)	-
02	Once the work is completed take trial run and ensure smooth running. Obtain a copy of service report.	Laboratory Assistant (Electrical)	Service Report Received
B	D. G. set running		
01	Once the MSEB power is cut off, switch ON the D.G. set, and keep record of time and D.G. set meter reading.	Laboratory Assistant (Electrical)/Peon	D.G. Log Sheet
02	As soon as MSEB power is resumed, switch OFF the D.G. set, take down the time and meter reading, calculate D.G. set running hours.	Laboratory Assistant (Electrical)/Peon	D.G. Log Sheet
03	Keep adequate diesel in tank.	Laboratory Assistant (Electrical)	Diesel Purchase Receipt

Output	D.G. working for sufficient hours
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Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effectiveness of D. G Services	Hours	Actual hours of operational D. G.	As and when required	Laboratory Assistant (Electrical)	D.G. Log Sheet
Diesel Consumption	Liter	Percentage of Diesel	Before Every usage of D.G.	Laboratory Assistant (Electrical)	D.G. Log Sheet



**Info. Tech. Support
Section**

A.P.C.O.E.R., PUNE



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IC / PR / 01

Annual Budget

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Clause: 7.1.1

Page: 01 / 01

Input	Maintenance requirements of available Facilities.
--------------	---

Sr. No.	Activity	Responsibility	Stage Out put
01	Based on cost of maintenance incurred in the previous year, prepare estimate for the current year.	Head Computer Engineering / System Admin.	Yearly Requirement Note
02	Forward the statement to the Principal for approval.	Head Computer Engineering / System Admin.	--
03	Receive the requirement sanctioned by the Principal; forward the sanctioned requirement to the Purchase Section for Purchasing of necessary equipment.	Head Computer Engineering / System Admin.	--

Output	Upkeepment of IT infrastructure
---------------	---------------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effective utilization of the budget	%	Calculate percentage of budget utilization	Every Financial Year	System Admin	Approved budget and expenditure report



IC / PR / 02

Hardware & Network Maintenance

Rev.: 00 Date: 21-01-2019

Clause: 7.1.3

Page: 01 / 01

Input	Request (Verbal & written) & Notice DP issued by college / higher authorities
--------------	---

Sr. No.	Activity	Responsibility	Stage Out put
01	Receive the request (Verbal / written) related to network failure, internet service, hardware failure from the departments in the college. Record the received complaint.	System Admin.	Maintenance Register
02	Visit the location; understand the trouble, do the necessary repair work. Take trials and ensure smooth working and resolution of complaint. If the problem cannot be solved internally, inform to System Admin/Head of the Department	Technical assistant / System Admin.	Maintenance Register Indent
04	If help of external agency is required to solve the problem, approach the approved agency with due permission from Head of the Department/Principal, get the problem solved from the agency, ensure for proper resolution of problem.	System Admin.	Maintenance Register
05	At the end of semester i.e. once in six months, compile the data related to network & hardware failure, identify the major and / or repetitive problems analyze the failures, decide necessary corrective actions and bring it to the notice	System Admin.	Maintenance Register
06	Carry out the activity of Network maintenance once in a month to ensure smooth functioning of the Institute Centralized Network.	System Admin. / Technical assistant	Maintenance Register
07	Once the Network maintenance work is completed, take trial of network connectivity and ensure smooth Service. Keep record of trouble shooting steps. Submit the copy of maintenance work done to concerned Head of the Department for information.	System Admin. / Technical assistant	Maintenance Register

Output	Proper maintenance of IT Infrastructure & Networking services
---------------	---

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effectiveness of maintenance services	Numbers	Count number of complaints related to the maintenance services per month	Monthly	System Admin. / Technical assistant	Maintenance Register



IC / PR / 03

Firewall Management

Rev.: 00 Date: 21-01-2019

Clause: 7.1.3

Page: 01 / 01

Input	To provide network security
--------------	-----------------------------

Sr. No.	Activity	Responsibility	Stage Out put
01	Configure firewall policy to ensure and prevent the unauthorized access from the private network. Implement firewall to prevent unauthorized Internet users from accessing private networks connected to the Internet.	System Admin.	--
02	Monitor the network traffic logs & internet user's logs to ensure authorized use of internet.	Technical Assistant	--

Output	Smooth execution of IT & Networking services
---------------	--

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effectiveness of maintenance services	Numbers	Count number of complaints related to the maintenance services per month	Monthly	System Admin.	--



IC / PR / 04

Management of servers

Rev.: 00 Date: 21-01-2019

Clause: 8.5.1

Page: 01 / 01

Input	Issue / requirement from service users
--------------	--

Sr. No.	Activity	Responsibility	Stage Out put
01	Maintain the different services of the server available to the department	System Admin.	--
02	Installation of Server operating system as well as well application software	System Admin.	--
03	Maintain and ensure continual server connectivity	System Admin.	--
04	Maintain the server backup process for information security	System Admin.	--
05	Monitor the server logs for unauthorized access and to ensure the proper usage of Internet.	System Admin.	--

Output	Smooth execution of server services
---------------	-------------------------------------

Process Monitoring & Measurement					
Parameter	Indicator	Measurement Methodology	Frequency of Monitoring	Responsibility	Document Retention
Effectiveness of services	Numbers	Count number of services per month	Monthly	System Admin.	--



Akhil Bharatiya Marathi Shikshan Parishad's
Anantrao Pawar college of Engineering & Research, Parvati, Pune



D.I. No.: ADM/D/040

Issue No. 01 dtd. 21/01/2019

Rev. No. 00 dtd. 21/01/2019

Process Risks and Opportunities

Department : Administration

Process			Risk / Opportunity	Assessment						Classification	Cross Reference		
Sr. No.	Activity	Sub-activity		Quality (Q) / Service Delivery (D)	Severity (S)	Probability (P)	RISK Rating (S x P)	Risk Level	Action Plan	Responsibility	Evaluation of Effectiveness of action	Control Procedure OCP No.	Improvement Programme
1	University Examinations	Written examination	Missing papers in blank answer scripts (R)	Q	2	1	2	Tolerable	verification of blank answer scripts before issuing to the exam supervisor	College Exam Officer, Senior & Assistant senior supervisor, & Exam Peon	Review of student complaints regarding no. of pages in answer script	STUD/PR/06	
			Scanning or misreading up answer scripts to wrong evaluation	Q & D	3	1	3	Moderate	verification of address on sealed bundle of answer scripts	College Exam Officer, Senior & Assistant senior supervisor	Reduction in complaints received from SPPU		
2	Continuation of affiliation with SPPU / AICTE	Continuation of affiliation	Delayed continuation of affiliation (R)	Q & D	3	1	3	Moderate	In time submission of required documents to SPPU / AICTE	Registrar, Section Head	Notices received from SPPU / AICTE regarding late submission	EST/PR/05	
3	Receipt of material / equipments	Material / equipment receipt	Academics delayed due to late receipt of material / equipment (R)	Q & D	2	2	4	Moderate	Delivery schedule communication and follow-up with the supplier	Store keeper	Review of practicals completion by HoD	STR/PR/01	
4	Electrical Maintenance	Annual Maintenance Budget	Expenses exceed budgeted Calculation (R)	D	2	1	2	Tolerable	Plan for occurred unexpected budget and forward for approval.	Office Superintendent/ Electrician	Financial Audit Report	EM / PR / 01	
		Electrical Maintenance	Frequent Maintenance required (R)	D&Q	2	2	4	Moderate	Regular inspection of recurring issues	Office Superintendent/ Electrician/ Electrical Faculty	Maintainance Register	EM / PR / 02	
		Earthing	Risk of broken earthing (R)	D & Q	3	1	3	Moderate	Maintainance of Earthing pits	Electrician	Maintainance Register	EM / PR / 03	
		D. G. Management	Insufficient Fuel (R)	D & Q	3	1	3	Moderate	Keep adequate fuel in tank	Office Superintendent/ Electrician	Maintainance Register	EM / PR / 04	

Prepared by O.S.:

Approved By Principal

Master copy stamp:

Controlled copy stamp:

MASTER COPY