



The Oxford College of Science

**# 32, 17th B Main, Sector-4,
HSR Layout, Bangalore – 102.**

STANDARD OPERATING PROCEDURE (SOP)

NETWORK MAINTAINENCE

- The system administrator is responsible for maintaining the Server, UPS, Database of the college
- Telephones and Internet and LAN connections in the college are also maintained by the system administrator.
- All the systems in the campus are connected to LAN and are monitored and upgraded regularly
- TICKETING TOOL:
 - Ticketing tool is in place wherein the departments raise a complaint whenever they face any issues related to computer systems, internet connection or telephone.
 - The ticketing tool is accessible to the HOD's/Coordinators of all the departments and office staff.
 - The system admin attends to the complaints and rectifies the issue
 - Once the issue is solved the complainer closes the ticket.

HOUSEKEEPING

The Housekeeping of The Oxford College of Science is outsourced to **ADEPT HOSPITALITY**

MAINTENANCE OF CLASSROOMS:

- The classrooms are cleaned once every day preferably in the evening after the class hours or whenever the classrooms are free.
- The classrooms are swept every day and mopped every alternate day.
- Windows, window panes, benches, desks etc. are also cleaned every alternate day.

MAINTENANCE OF CORRIDORS AND STAIRCASE:

- The corridors are swept and cleaned every day.
- Sweeping is done twice every day.
- Mopping is done once every day.

MAINTENANCE OF LABS:

- The labs are swept and mopped every day.
- The lab tables and platforms are also cleaned every day.
- The windows, window panes etc. are cleaned once a week
- The cleaning of work tables and glassware are done by the respective lab attenders.

MAINTENANCE OF STAFFROOMS:

- The staffroom floor is swept and mopped everyday
- The tables ,chairs, cupboards are cleaned every day
- The windows, window panes etc. are cleaned once a week

MAINTENANCE OF OFFICE:

- The office floor is swept and mopped everyday
- The tables ,chairs, cupboards are cleaned every day
- The windows, window panes etc. are cleaned once a week

MAINTENANCE OF RESTROOMS:

- The restrooms are cleaned twice in a day

MAINTENANCE OF STAIRCASE:

- Staircases are cleaned twice a day

MAINTENANCE OF COLLEGE PREMISES:

- The college premises are cleaned once everyday

MAINTAINENCE OF BASEMENT:

- The basement is cleaned once in a week and also whenever the college is closed on a holiday.

MAINTENANCE OF LIFTS:

- The lifts are cleaned every alternate day.

MAINTAINENCE OF AUDITORIUM:

- Auditorium is cleaned every alternate day
- Deep cleaning is done before and after every programme held in the auditorium.

MAINTENANCE OF LOBBY:

- The lobby is dry mopped everyday
- Wet mopping is done on alternate days
- Deep cleaning done before and after the lobby is used for any programme.

DEEP CLEANING:

- Windows, Windowpanes, Glasses, Doors, Ceiling, Light, Fan, etc. are cleaned once in a week.
- White boards are cleaned properly once in a week

SECURITY

- The campus has 24 hrs security as security personnel are appointed both for night and day shifts
- Campus is manned by a Security supervisor, 2 security personnel at the front gate and two at the back gate
- The supervisor resides at the campus and monitors the security personnel's.
- The security checks the ID card of students and faculty at the entry point.
- Visitor's pass is issued which has to be returned after meeting the specified person with their signature
- Gate pass is issued for goods vehicles entering and exiting the campus.
- Gate pass is issued for the equipment that is taken out for repair.
- Copies of delivery challan are maintained at the security desk.
- The security personnel go on rounds of the campus, basement and 100 mts vicinity outside the campus every hour.
- At the time of emergency or untoward incidents they immediately report to the management, manager and the Principal.

PARKING

- Outsourced to the parking personnel who manages the parking of vehicles on payment basis.

GENERAL MAINTENANCE

- Preventive maintenance is carried out at the end of every semester.
- Stock is maintained for the essential items and stock verification done on regular basis by the campus manager
- Requirement of any item is informed to the manager who inspects the same and a quotation is acquired which is approved by the Chairman via the Principal.
- Transformers in the campus are checked once in a week.
- Circuit boards are checked once in a week
- The motors are greased once in 6 months.
- The generators are refilled with diesel as required once in a week.
- Partial maintenance of the AC is done by the electrician in the campus.
- Distilled water is refilled once in a month for maintenance of UPS
- Lifts are also checked every day.
- Any electrical items which are not in working condition are replaced.
- In house plumber, electrician and gardener are available for maintenance of the campus.
- Ledger book is maintained in the office wherein the staff enters the requirement for the problem/repair to be addressed.
- The ledger book is checked every day by the in house maintenance staff which is brought to the notice of the maintenance manager.
- Manager submits an indent to the principal and the problem is rectified after approval.
- In house gardener maintains the potted plants in the campus.

AIR CONDITIONER

- The college has an AMC with BLUE STAR for servicing and maintaining the air conditioners in the campus.
- Service of all the air conditioners is carried out once in 6 months.

LIFT MAINTENANCE

- Lift in the campus are maintained by KONE
- The college has an AMC with KONE for servicing and maintaining the lifts in the campus.
- Servicing is done every six months or whenever there is an issue with the lifts.
- A service register is maintained at the maintenance office.

FIRE

- Fire extinguishers are installed in all floors ,near corridors and labs
- National Safety Products service and refill all the fire extinguishers
- Fire drill is conducted once a year.

BANK SERVICES

- The campus has an exclusive branch in Vijaya Bank (Bank of Baroda) which is in close vicinity to the campus.
- The operating hours of the bank is 9am to 4 pm
- The accounts in charge of the college visits the bank daily and ensures smooth functioning

HEALTH SERVICES

- The campus has a health center and a doctor visits the health Centre twice a week.
- BP Monitoring, Wheel chair facilities are available at the health center
- In case of emergency doctors are available on call.
- Green view hospital is at a distance of 0.5 kms
- Health card is provided to all the staff which can be used at The Oxford Medical College & Hospital situated at Attibele
- ESI facility is provided for all staff

SOP FOR CIVIL CONTRACTOR

- Oxford is a group of Institutions and hence the civil contractor is housed in the main campus
- Service of the civil contractor is on call basis

- The contractor visits the campus, inspects and provides quotation on need basis.
- The Principal takes approval for the same from the Chairman and assigns the job to the contractor.
- He will complete the work and submit the invoice for payment which in turn is taken care off by the accounts section.

SOP FOR RO WATER

- A1000lt capacity RO unit is installed in the campus.
- Drinking water is supplied from the RO unit to all floors through two outlets in each floor
- The filters of the RO unit are changed once in two years.
- Once in every 6 months a purifying agent is added to purify the water
- Portability of the water is tested by the Department Of Microbiology every six months.
- Other parameters like TDS, Fluoride content, Chloride content, Hardness etc. are tested by the Department Of Chemistry every six months.
- Any deviations in the test value from the standards are informed to the service provider who rectifies the same.