The Oxford College of Business Management

**# 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.