ISO 9001:2015

Prahladrai Dalmia Lions College of Commerce & Economics

Information listed and described here is the property of **Prahladrai Dalmia Lions College of Commerce & Economics.** The same must not be copied or reproduced without prior consent of the Institution.

| Issue No : 00 | Copy No : 1 | Issue Date : 14/08/2017 |

	DOCUMENTED INFORMATION	Doc. Ref : DI:A/01
		Issued On : 14/08/2017
	TABLE OF CONTENTS	Revised On : 09/10/2018
		Revision No. : /02
		Page : 1 of 3
		I S O Ref. : 7.5.2

Sr. No.	TITLE	Ref. D.I No.	ISO Ref.	Pages
1	Table of Contents	DI: A/01		3
2	Amendment Record	DI: B/02		3
3	Foreword	DI: C/00		1
4	Institution Profile	DI: D/01	7.5.2	2
5	List of Controlled Copy Holders	DI: E/01		1
6	List of Abbreviations	DI: F/01		1
7	Document Numbering System	DI: G/00		2
8	**Context of the Organization**		4	
	Understanding the Organization & its Context	DI:01/01	4.1	4
	Understanding the needs & expectations of interested parties		4.2	
	Determining the scope of Quality Management System (QMS)		4.3	
	QMS & it's processes		4.4	
9	**Leadership**		5	
	Leadership and Commitment (General) Customer Focus (Students & Stakeholders)	DI:02/01	5.1.1 5.1.2 5.1.2	9
	Establishing & communication of Quality Policy		5.2/5.2.1, 5.2.2	
	Organizational Roles, responsibilities & authorities		5.3	
10	**Planning**		6	
	Actions to address, risk & opportunities		6.1/6.1.1, 6.1.2	2

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

	DOCUMENTED INFORMATION	Doc. Ref : DI:A/01
		Issued On : 14/08/2017
		Revised On : 09/10/2018
	TABLE OF CONTENTS	Revision No. : /02
		Page : 2 of 3
		I S O Ref. : 7.5.2

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Mnighoskar	

CONTROLLED COPY
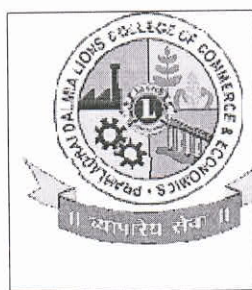
				Doc. Ref : DI:A/01	

DOCUMENTED INFORMATION

TABLE OF CONTENTS

Doc. Ref : DI:A/01	
Issued On : 14/08/2017	
Revised On : 09/10/2018	
Revision No. : /02	
Page : 3 of 3	
I S O Ref. : 7.5.2	

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	BHMeml

	DOCUMENTED INFORMATION FOREWORD	Doc. Ref : DI:C
		Prepared On 14/08/2017
		Revised On : -
		Revision No. : /00
		Page : 1 of 1
		I S O Ref. : 7.5.1

This DOCUMENTED INFORMATION is the guiding Philosophy that is followed at Prahladrai Dalmia Lions College of Commerce & Economics, as a part of its Quality Management System. The DI describes activities, processes and services rendered by the institution in line with requirement of ISO 9001-2015 Standard.

The Management is committed for Continual Improvement in Operational Processes to meet / exceed Customers' expectations with active involvement of all concerned.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	BHMeml

CONTROLLED COPY

	DOCUMENTED	Doc. Ref : DI:D/01
	INFORMATION	Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /01
	INSTITUTION PROFILE	Page : 1 of 2
		I S O Ref. : ----

The Lions Club of Malad-Borivli, an international social organization realized the necessity of establishing a Commerce College in the western suburb of Mumbai-Malad in 1972 to cater to the needs of the society. The vision envisaged by the stalwarts of the Club was finally converted into reality and the foundation stone of the college was laid in April, 1972.

The College endeavours to groom its students as icons of tomorrow, potentially contributing to Commerce trade, industry and management. At present the college has the junior college section that caters to Higher Secondary Certificate Examination and at the Degree College level we have B.Com in the aided section. In an attempt to foster specialized skills in non-traditional areas we have the following courses under the affiliation of University of Mumbai in the unaided section:
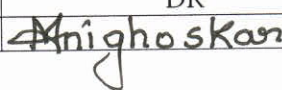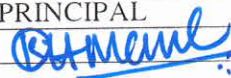
1. Bachelor of Management Studies (BMS).
2. Bachelor of Commerce (Banking and Insurance) [B.Com (B & I)]
3. Bachelor of Commerce (Accounting and Finance) [B.Com. (A&F)]
4. Bachelor of Commerce (Financial Markets) [B.Com. (FM)].
5. Bachelor of Arts in Multimedia and Mass Communication (B.A.M.M.C)
6. Bachelor of Science in Information Technology (B.Sc.IT).
7. Bachelor of Investment Management (BIM).

At the post graduate level, the college conducts the following courses:

1. Master of Commerce

The Junior College and Degree College maintains high standards in education and has been able to bring excellent results at the Board / University Examinations.

The Junior & Degree College has highly qualified and dedicated faculty members. The college makes use of the latest learning and teaching techniques like power point presentations, industrial visits, guest lectures, etc.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	Behmeenl

CONTROLLED COPY
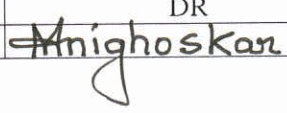
	DOCUMENTED INFORMATION	Doc. Ref : DI:D/01
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /01
	INSTITUTION PROFILE	Page : 2 of 2
		I S O Ref. : ----

The College has a state of the art **library** which has a wide collection of books pertaining to various subjects. The Open Access System facilitates easy access of books to students and encourages reading habits.

The **infrastructural facilities** include a language laboratory, a conference room with state of the art technology and a separate section for examination related work, Internal Quality Assurance Cell, an auditorium and a computer laboratory with 90 computers.

The **N.S.S.** unit of the College undertakes numerous activities related to community and social development like health and hygiene awareness, cancer and aids awareness and blood camps in the College campus. The college also has a unit of NCC (Army Wing) for Boys and Girls. A unit of DLLE is also active in the college.

The Internal Complaints Committee (ICC), Student's Grievance Cell, Anti-Ragging Cell and Women Development Cell (WDC) are in place. The college has 58 committees/ associations /cells that work towards the benefit of the students and staff.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	Brmeane
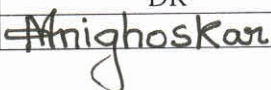
CONTROLLED COPY

	DOCUMENTED INFORMATION		Doc. Ref : DI:E/01
			Prepared On : 14/08/2017
			Revised On : 02/11/2020
	LIST OF CONTROLLED COPY HOLDERS		Revision No. : 01
			Page : 1 of 1
			I S O Ref. : 7.5.3.2

Sr. No.	DESIGNATION OF COPY HOLDER	DEPARTMENT	COPY NO.
1	Management Trustee	--	1
2	Principal	Principal's office	2
3	Designated Representative – Degree College	Economics	3
4	Designated Representative – Junior College	Commerce	4
5	Vice Principal	Self Financing Courses	5
6	Registrar	---	6
7	Librarain	---	7
8	IQAC Coordinator	---	8
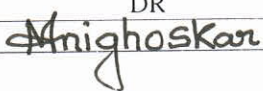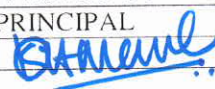
NOTES:-
- The above persons shall receive **stamped Controlled Copy** of the *DI.*
- The *DI* Copy shall be stamped as **"Controlled Copy" in red colour on all pages.** Xerox copy of the Controlled Copy shall be considered as *Uncontrolled Copy.*
- Controlled Copy holders shall make copy available to reporting staff for purpose of reference whenever required.
- Copy if given to external agency shall be considered as "Uncontrolled Copy".

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

	DOCUMENTED INFORMATION	Doc. Ref : DI:F/01
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	LIST OF ABBREVIATIONS	Revision No. : /01
		Page : 1 of 1
		I S O Ref. : 7.5.2

Sr. No.	Abbreviation	Full Form
1	CA	Corrective Action
2	DI	Documented Information
3	IA	Internal Audit
4	DR	Designated Representative
5	MRM	Management Review Meeting
6	NC	Non-Conformity
7	NCR	Non-Conformity Report
8	PO	Purchase Order
9	PR	Purchase Request
10	PRF	Problem Reporting Form
11	ITR	Internal Training Record
12	STDNT	Student
13	ADMN	Admission
14	EXAM	Examination
15	QMS	Quality Management System
17	PG	Post Graduate
18	OP	Operating Procedure
19	SOP	Standard Operating Procedures

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

		Doc. Ref : DI:G
	DOCUMENTED INFORMATION	Issued On : 14/08/2017
		Revised On : -
		Revision No. : /00
	DOCUMENT NUMBERING SYSTEM	Page : 1 of 2
		I S O Ref. : 7.5.2

1.0 PURPOSE :

To establish numbering & identification system for documents, procedures, formats & other related information, forming part of Documented Information.

2.0 SCOPE :

Applicable for Documented Information forming part of Quality Management System.

3.0 RESPONSIBILITY :Designated Representative (s)

4.0 PROCEDURE :

4.1 FOR DOCUMENTED INFORMATION (DI): 1st level of Documentation

4.1.1 The Numbering Structure as detailed below shall be followed for Documented Information (DI)

	Section	Suffix
1	For generic section	A, B, C, ….. to DI
2	Describing clauses of ISO 9001:2015 Standard.	01, 02, 03, ……. to DI
3	Revision No.	Next Two Digits

4.1. 2 Each section of the Documented Information shall have Unique Identification number i.e. either alphabet A….. G or Number 01 to 10 for generic section & ISO Standard clauses respectively.

For Example :-

- DI: B/00 indicate generic section "AMENDMENT RECORDS" with "00" as revision.
- DI:04/00 indicate "SUPPORT" clause of ISO Standard with revision as "00".

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	BHMewe.

	DOCUMENTED INFORMATION	Doc. Ref : DI:G
		Issued On : 14/08/2017
		Revised On : -
		Revision No. : /00
	DOCUMENT NUMBERING SYSTEM	Page : 2 of 2
		I S O Ref. : 7.5.2

4.2 OPERATING PROCEDURES (OPˢ): 2ⁿᵈ level of documentation.

Operating procedures (OPˢ) shall state requirements and activities that Institution follow for its various processes like Admission, Examination, Result, etc. The numbering structure for these shall be as follow.

- OP → **Operating Procedure**
- :XY → **Process**
- /00 → **Revision Number**

For Example,

Operating procedure for " Admission" shall have numbering as OP:ADMN/00

4.3 FORMATS, REGISTERS, CHECKLISTS & OTHER FORMS OF COMMUNICATION : 3ʳᵈ level of Documentation.

Appropriate numbering system shall be followed for recording & communicating important information to all concerned.

For Example,

Student Feedback on Teachers will be represented by DI /F- STFDBCK/GEN /00

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

	DOCUMENTED INFORMATION	Doc. Ref : DI:01/01
		Issued On : 14/08/2017
	CONTEXT OF THE ORGANISATION (Institution)	Revised On : 02/11/2020
		Revision No. : /01
		Page : 1 of 4
		I S O Ref. : 4.2

1.0 PURPOSE :

To define Context of Institution vis-à-vis:

- Understanding External & Internal Issues

- Understanding the Needs & Expectations of interested parties

- Determining Scope of Quality Management System (QMS)

- Establishing QMS & its Processes.

2.0 SCOPE :

Covering Information related to Degree and Junior college.

3.0 Responsibility :
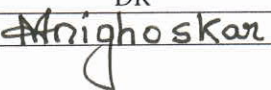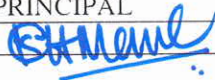
- Principal & Designated Representatives (DR⁵)
- Vice Principals & HODs, IQAC Coordinator, Librarian

4.0 Procedure :

4.1 The DR⁵ along with Senior members of the Institution shall plan, monitor and review information related to identification of External & Internal issues that are pertinent to its Purpose and may affect its ability to achieve desired results. Such exercise shall be carried out at least once in a year (Preferably at the starting of the academic session). If considered necessary, the same can be revised. **(Refer Annexure I i.e. DI /CONT/E&I/01 for External & Internal Issues).**

4.2 The DRs along with Senior members of the Institution shall plan for gathering of information related to need and expectations of the interested parties. These interested parties may be regulating bodies like University of Mumbai, University Grants Commission, National Assessment and Accreditation Council (NAAC), The Maharashtra State Board of Secondary & Higher Secondary Education, Students, Parents, etc. **(Refer Annexure II i.e. DI /CONT/N&E/01 for Information related to Needs & Expectations).** If considered necessary, the same can be revised.

4.3 In line with requirement of External and Internal Issues (Clause 4.1) and Needs and Expectations of Interested Parties (Clause 4.2) and Services rendered by the Institution, the **Scope of Quality Management System** is detailed below:

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Mrighoskar	

	DOCUMENTED INFORMATION	Doc. Ref : DI:01/01
		Issued On : 14/08/2017
	CONTEXT OF THE ORGANISATION **(Institution)**	Revised On : 02/11/2020
		Revision No. : /01
		Page : 2 of 4
		I S O Ref. : 4.2
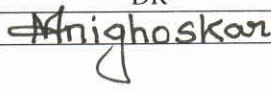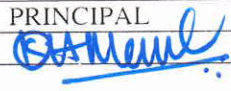
- **Offering Degree College Courses for Commerce (Aided & Unaided) meeting requirements of University of Mumbai.**
- **Offering Post Graduate Courses meeting requirements of University of Mumbai.**
- **Offering Junior college Courses meeting requirements of The Maharashtra State Board of Secondary & Higher Secondary Education.**

4.3.1 The Documented Quality Management System (QMS) covers following functions performed by the institution:

- Academic Management like Admission, Examination & Results
- Administration
- Resource Management
- Students Development

4.3.2 The Scope of Quality Management System (QMS) as detailed above shall be maintained as Documented Information.

4.3.3 The Operational Processes vis-à-vis ISO Standard requirements have been documented through: DI: 01 through D1:07. **However Clause 8.3 i.e. Design and Development of Products & Services is not applicable for the type of activities performed by the institution.** The justification for non applicability has been detailed below:

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY
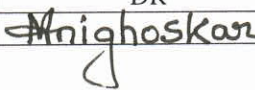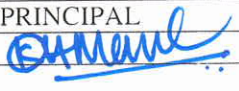
	DOCUMENTED INFORMATION CONTEXT OF THE ORGANISATION **(Institution)**	Doc. Ref : DI:01/01
		Issued On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /01
		Page : 3 of 4
		I S O Ref. : 4.2

Sr. No.	Clause No.	Clause Description	Justification for Non Applicability
1.	8.3	Design and Development of Products & Services	The Degree/ PG level are affiliated with University of Mumbai & Junior college is affiliated to The Maharashtra State Board of Secondary & Higher Secondary Education. The Course structure and its delivery (syllabus) is designed by above bodies and institution has no role in designing these courses. Hence this clause is not applicable.

4.4 The Documented QMS has established various Processes & their interaction sequence for attaining desired results. This includes:

- Identification of inputs and outputs for processes.

- Sequence and Interaction of processes (Refer Annexure III i.e DI/CONT/S&I/00)

- Determining performance indicators for processes, its control and monitoring

- Resource identification and their availability.

- Identification of Process Owners.

- Addressing Risks and Opportunities in line with requirements stated in Clause 6.1 of Standard. Evaluation of processes for attaining intended results.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

	DOCUMENTED INFORMATION	Doc. Ref : DI:01/01
		Issued On : 14/08/2017
	CONTEXT OF THE ORGANISATION (Institution)	Revised On : 02/11/2020
		Revision No. : /01
		Page : 4 of 4
		I S O Ref. : 4.2

- Improvement in Processes & QMS.

4.4.1 **The Operational processes shall be maintained as Documented Information and appropriate information related to it shall be retained for evidence of Conformance.**

4.4.2 The Documented QMS is based on concept of PDCA Cycle refer Annexure IV i.e. DI/CONT/PDCA OC/00.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	*Anighoskar*	

CONTROLLED COPY

		D.I : DI:02/01
(logo)	**DOCUMENTED INFORMATION** **LEADERSHIP**	Prepared On : 14/08/2017
		Revised On : - 02/11/2020
		Revision No. : /01
		Page : 1 of 9
		I S O Ref. : 5

1.0 PURPOSE :

To define and document top Management Responsibilities and Commitment towards effective operations of Quality Management System.

2.0 SCOPE :

Development, Implementation and Improvement of QMS through :

- Taking accountability for its effectiveness
- Establishing Quality Policy and Quality Objectives inline with Context and Strategic direction of institution.
- Integration of Operational Proccesses.
- Promoting Process Approach & Risk Based Thinking.
- Ensuring adequacy of resources
- Communication of importance of effective QMS and its conformance to QMS and ensuring achievement of intended result.
- Engagement of people for making QMS effective.
- Promoting improvements.
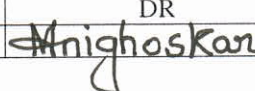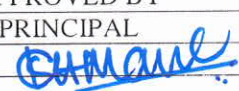
3.0 **Responsibility :** Designated Representatives
Principal / Vice principal, IQAC Coordinator, Librarian & Departmental heads

4.0 Procedure :

4.1 For the ease of understanding and proper functioning of QMS, the term "Top Management" is defined as 'an august body consisting of Chairman of Governing Council, Secretary of Governing Council, Treasurer of Governing Council, Trustees, Principal, Vice Principals, Heads of the departments, IQAC Coordinator, Librarian, Committee Heads and Designated Representatives (DRs). This body shall facilitate activities related to proper implementation and maintenance of QMS through active involvement of DRs. (For Operational Purpose "top Management" role shall be facilitated by Principal and DRs).

4.1.1 General: The "Top Management" of the Institution is committed and accountable for effective implementation of QMS and its continual improvement.
This shall be demonstrated by:

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	(signature)
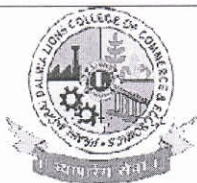
	DOCUMENTED INFORMATION	D.I : DI:02/01
		Prepared On : 14/08/2017
		Revised On : - 02/11/2020
		Revision No. : /01
	LEADERSHIP	Page : 2 of 9
		I S O Ref. : 5

- Establishing **Quality Policy & Quality objectives in line with Context and Strategic direction of the institution**.
- Promoting Process Approach and Risk Based Thinking.
- Ensuring availability of resources such as infrastructure, classroom, library, laboratories, gymkhana, etc.
- Engaging and supporting people for achievement of intended results.
- Promoting improvement.

4.1.2 Customer Focus: This shall be ensured by :

- Proper understanding of Student requirements and needs stated by applicable regulating bodies like University, Board, etc. (Statutory and Regulatory requirements).
- Proper determination and addressing of Risk and Opportunities related to services offered.
- Constant interaction and feedback from students / regulatory bodies for enhancing satisfaction in services offered.

4.2 Policy (Establishing and Communication)
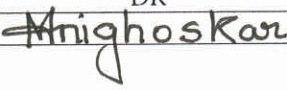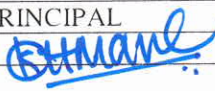
4.2.1 The Quality policy shall be framed by the DRs in consultation with "Top Management". The purpose and meaning of Quality policy shall be known to all in the institution. The Quality Policy shall be signed by the Principal and shall be displayed at important locations as considered appropriate.

4.2.1.1 The following shall be considered while framing the Quality Policy:
- Its appropriateness to the purpose of Institute vis-à-vis Context and Strategic direction of the institution
- Framework for setting Quality Objectives
- Adherence to applicable requirements
- Commitment for Improvement

4.2.1.2 The Quality policy shall be communicated to all concerned and understood by all concerned. If felt necessary the copies of the Quality Policy shall be made available to the interested parties.

4.2.1.3 *The Quality Policy shall be maintained as Documented Information.* The Quality policy of institution has been detailed as on Page 3 of this section.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

		D.I : DI:02/01
	DOCUMENTED INFORMATION **LEADERSHIP**	Prepared On : 14/08/2017
		Revised On : - 02/11/2020
		Revision No. : /01
		Page : 3 of 9
		I S O Ref. : 5

QUALITY POLICY

Prahladrai Dalmia Lions College of Commerce & Economics
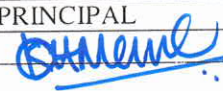
We at Prahladrai Dalmia Lions College of Commerce & Economics are committed for disseminating Quality Education to students in the field of Commerce to facilitate development of Trade and Industries.

This shall be achieved through :

- Embracing contemporary educational trends in the field of Commerce.

- Creating proactive learning culture among staff and students.

- Professional development of students imbibing strong ethical values.

- Continuous improvement in Operational Processes with the help of ISO9001:2015 Standard.

Date: _____   _____

                              Principal / Trustee

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION	D.I : DI:02/01
		Prepared On : 14/08/2017
		Revised On : - 02/11/2020
	LEADERSHIP	Revision No. : /01
		Page : 4 of 9
		I S O Ref. : 5

4.3 Organisation Roles, Responsibilities and Authorities

4.3.1. The institution has detailed its set-up for proper functioning of its Processes to meet QMS requirements. Responsibilities & Authorities for relevant roles are defined in the form of levels and job profile / duties. The institutional organogram is detailed in various Annexures as given below:

- Annexure V DI/LEAD/ORG- GEN/01 – Organogram for over all set-up of institution including administration
- Annexure VI DI/LEAD/ORG- DC/01– Organogram for Degree college set-up
- Annexure VII DI/LEAD/ORG- JC/00– Organogram for Junior college set-up
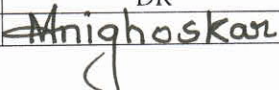
4.3.2. The following indicate different levels of hierarchy at institution i.e. at Degree and Junior college.

4.3.2.1 Degree College

Sr. No.	Designation	Level
1	Principal	L0
2	Vice Principal	L1
3	HOD / Coordinator/Librarian	L2
4	Asst. / Associate Professor,	L3
5	Lecturers (Contractual / Clock hours)	L4

4.3.2.2 Junior College

Sr. No.	Designation	Level
1	Principal	L0
2	Vice Principal	L1
3	Senior most teacher	L2
4	Teachers	L3
5	Teachers on Contract	L4

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Mnighoskar	

CONTROLLED COPY

		D.I : DI:02/01
	DOCUMENTED	Prepared On : 14/08/2017
	INFORMATION	Revised On : - 02/11/2020
	LEADERSHIP	Revision No. : /01
		Page : 5 of 9
		I S O Ref. : 5

4.3.2.3 Administration

Sr. No.	Designation	Level
1	Registrar	L3
2	Accounts Superintendent	L4
3	Head Clerk	L5
4	Sr. Clerk	L6
5	Jr. Clerk	L7
6	Library Attendant /Peon	L8

4.3.3. The functional activities are briefly defined below:
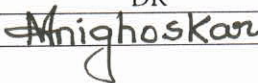
4.3.3.1 Principal (L0)

- To oversee the overall functioning of Degree & Junior college for ensuring efficiency & effectiveness in operations.
- To provide visionary leadership for developing the institution as source of learning center for students & staff.
- To facilitate interaction with external regulating bodies (University / Board) for smooth transaction of stipulated requirements.
- To liaison with management trustee, staff and students for achieving institutional goals and objectives.
- To ensure availability of learning resources, infrastructure and facilities.

4.3.3.2 Degree College
4.3.3.2.1 Vice Principal (L1)

- To facilitate implementation of academic discipline by coordinating with principal, staff & students.
- To assist principal for meeting institution's strategic goals & objectives.
- To monitor administrative activities in coordination with registrar.
- To facilitate enhancement of research activities.
- To facilitate departmental meetings for improving

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Mnighoskar	

	DOCUMENTED	D.I : DI:02/01
	DOCUMENTED INFORMATION	Prepared On : 14/08/2017
		Revised On : - 02/11/2020
	LEADERSHIP	Revision No. : /01
		Page : 6 of 9
		I S O Ref. : 5
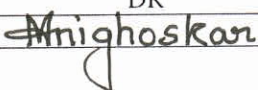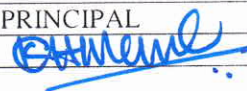
operation.
- To deploy resources for proper functioning of college.
- To assist college / university for framing & evaluation of examination papers.

4.3.3.2.2 Head of Department (HOD)– L2
- To implement & monitor teaching – learning plans to meet stipulated syllabus requirement.
- To facilitate receipt and distribution of updates concerning syllabus within the department.
- To monitor departmental activities like field visits, guest lectures, industrial visits, etc.
- To prepare and submit departmental activity reports.
- To identify training need and ensure its proper fulfillment.
- To initiate departmental meetings and plan improvement.
- To assist college administration as member of functional committees.
- To participate in self development through research work, paper presentation, publication, etc.
- To perform administrative activities like granting leave to staff & monitoring.
- To facilitate mentoring of students as per stipulated plan.
- To plan judicious use of allocated resource to department.
- To assist college / university for framing & examining of papers.

4.3.3.2.3 Associate / Assistant Professors (L3)
- Ensure syllabus completion as per teaching – learning plan.
- To facilitate students mentoring.
- To assist college / university for framing and evaluating exam papers.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION LEADERSHIP	D.I : DI:02/01
		Prepared On : 14/08/2017
		Revised On : - 02/11/2020
		Revision No. : /01
		Page : 7 of 9
		I S O Ref. : 5

- To become member of functional committees.
- When convener of any functional committee, to authorize release of committee output/work/ document.
- To participate in self development through participation in seminar and writing research papers.
- To ensure preparation and maintenance of daily attendance report.

4.3.3.2.4 Lecturers (L4)

- To make T-L plan and impart learning to meet requirements.
- To assist students for their all round development.
- To update self in subject oriented knowledge by participation in seminars.

4.3.3.3 Junior College
4.3.3.3.1 Vice Principal (L1)

- To assist principal for activities related to admission, examination & results.
- To liaison with external regulating body like Mumbai Board.
- To monitor teaching – learning plan for meeting academic needs.
- To teach students as per timetable.
- To ensure smooth functioning of college including maintenance of discipline.
- To promote sports and other extra curricular activities for all round development of students.
- To initiate feedback to students & parents.

4.3.3.3.2 Senior-most Teacher (L2)

- To prepare term wise teaching plan and teach as per timetable to complete syllabus as per plan.
- To conduct departmental meetings vis-à-vis syllabus needs.
- To do any other activities as per directives received

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

		D.I : DI:02/01
	DOCUMENTED	Prepared On : 14/08/2017
	INFORMATION	Revised On : - 02/11/2020
	LEADERSHIP	Revision No. : /01
		Page : 8 of 9
		I S O Ref. : 5

from vice principal / principal.

4.3.3.3.3 Teachers (L3).

- To assist Senior teacher of department for preparation of teaching plan and teach as per stipulated hours.
- To ensure preparation of daily attendance sheet and report.
- To do proper assessment and prepare report card.
- To mentor students and give feedback to them and their parents.
- To conduct extra curricular activities for all round development of students.
- To do any other activities as per directives received from vice principal / principal.

4.3.4. General Administration
4.3.4.1 Registrar (L3)
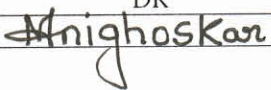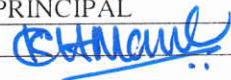
- To facilitate smooth functioning of general administration through liaison amongst principal, vice principals, teaching & office staff.
- To facilitate admission process for degree and junior college as per regulating bodies' guidelines.
- To facilitate smooth transaction of information received from external agencies like University, Joint Directors' office and other government offices.
- To resolve issues related to students.
- To facilitate availability of required resources & ensure their proper upkeep and maintenance.

4.3.4.2 Accounts Superintendent (L4)

- To assist registrar for college administrative and accounting activities.

4.3.4.3 Head Clerk (L5)

- To assist registrar / superintendent for day to day activities and maintain records.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	
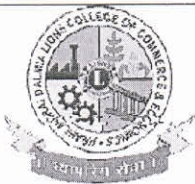
	DOCUMENTED INFORMATION	D.I : DI:02/01
		Prepared On : 14/08/2017
		Revised On : - 02/11/2020
	LEADERSHIP	Revision No. : /01
		Page : 9 of 9
		I S O Ref. : 5

4.3.4.4 Senior Clerk (L6)
- To assist head clerk in day to day activities.

4.3.4.5 Junior Clerk (L7)
- To assist head clerk in day to day activities.

4.3.4.5 Library Attendant /Peon (L8)
- To work as per instruction received from seniors.
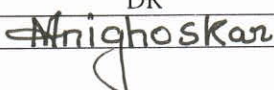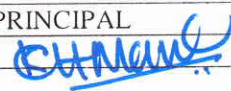
4.3.5. Librarian (L2)
- To procure books, journals, periodicals as per budgetary requirement.
- To manage storage, retrieval and dissemination of information like books, journals to students & staff.
- To coordinate with library committee members for smooth functioning of library.
- To update student and staff for effective usage of library facilities.
- To continually upgrade library management system and extend help to other external agencies on library management.

4.2.6. Gymkhana In charge (L4)
- To motivate students for participation in sports activities.
- To impart training to students, where possible, thru external coaches.
- To maintain facilities at gymkhana.
- To organize inter and intra college sports activities.

Note :
1. For issue and authorization of various documents /form refer Annexure VIII DI/LEAD/AD/01.
2. Any higher level person is automatically considered capable of performing activities assigned for lower level person.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Nnighoskar	CHMam

	DOCUMENTED INFORMATION	D.I : DI:03/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	INFORMATION	Revision No. : /02
	PLANNING	Page : 1 of 2
		I S O Ref. : 6.1, 6.2, 6.3

1.0 PURPOSE :

To address Risks and Opportunities, Planning of Quality Objectives and its achievement and changes to Quality Management System in a planned manner.

2.0 SCOPE :

QMS Planning by:

- Determining Planning and Actions for Risk and Opportunities vis-à-vis Clause 4.1 and 4.2 of Context i.e. as detailed in DI:01.
- Quality Objective Setting and Achievement.
- Initiating changes in a planned manner.

3.0 Responsibility :

Designated Representatives
Principal / Vice principal & Departmental heads, IQAC Coordinator & Librarian

4.0 Procedure :

4.1 The Institution shall plan addressing of External and Internal Issues and their Potential Affect on Performance of Operation. Such information shall be properly assessed and be taken as strategic inputs for planning of improvements. Refer to Annexure I i.e. DI/CONT/E&I/01 for Issues related to Context of the Institution.

4.2 The institution shall plan for gathering of Information related to Needs and Expectations of Interested Parties (Regulating bodies, University, Board, Students and Parents). Such information shall be properly assessed and monitored for improvement. Refer to Annexure II i.e. DI/CONT/N&E/00.

4.3 The institution shall plan for addressing of Risk and Opportunities associated with current state of scenario in educational set up.
Risk and Opportunities Log Sheet to be generated to assess Risk and Opportunities. Necessary actions shall be planned to mitigate risk and grab opportunities as considered appropriate. Refer to Annexure IX (a) DI/PLNG/RSK-DC/01and (b) DI/PLNG/RSK-JC/02 & X (a) DI/PLNG/OPP-DC/01 and (b) DI/PLNG/OPP-JC/01.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION PLANNING	D.I : DI:03/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /02
		Page : 2 of 2
		I S O Ref. : 6.1, 6.2, 6.3

4.4 Such action as stated in 4.3 above shall be reviewed appropriately (once a year) for actions / course correction to make QMS effective.

4.5 The institution shall plan for establishment of quality objectives based on Quality Policy at relevant level / function. The Quality Objectives shall be measurable and shall be monitored for meeting targets. The respective DRs shall ensure that Objectives are communicated to all concerned.

The Quality Objectives shall be maintained as Documented Information by HODs / DRs / IQAC CO & Librarian as appropriate.

Refer Annexure XI (a) DI/PLNG/QOB- DC/01 and (b) DI/PLNG/QOB-JC/01 for Quality Objectives.

4.6 Towards achievement of Quality Objectives the methodology must be put in place detailing target, time target, resource needed, ownership for achievement and evaluation of result.

4.7 These objectives must be relevant to conformity of services rendered & for enhancement of Customer Satisfaction.

	ISSUED BY	APPROVED BY
Designation	DR	PRINCIPAL
Signature	Anighoskar	BHManu

CONTROLLED COPY

	DOCUMENTED INFORMATION	Doc. Ref : DI:04/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /02
		Page : 1 of 7
	SUPPORT	I S O Ref. : 7, 7.1, 7.2, 7.3, 7.4, 7.5.

1.0 Purpose :

To determine and provide resources needed for establishment, implementation, maintenance and continual improvement of Quality Management System vis-à-vis:

- Capabilities and Constraints of existing resources
- Supplementing the same through external providers if considered necessary.

2.0 Scope :

Applicable for processes detailing aspects related to: People and their Competence, Infrastructure, Environment, Monitoring and Measurement of Resources, Organizational Knowledge and Documented Information.
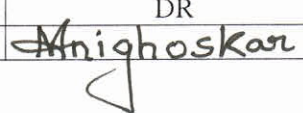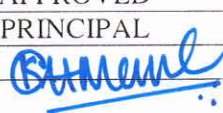
3.0 Responsibility :
DR^s, HOD^s & Registrar, IQAC Coordinator & Librarian

4.0 Procedure :

4.1 Provision of Resources (ISO: 7.1): The Top Management of Institution shall ensure provision of following Resources & their effective & efficient utilization for meeting QMS requirements.

- People
- Infrastructure
- Environment for the Operation of Processes

4.1.1 People and Competence (ISO: 7.1.2 & 7.2): It shall be ensured that the persons performing work, that affect Quality of processes, shall be competent enough to do justice to their jobs. The institution shall maintain record of its faculty in Faculty Profile detailing education, experience & training (Ref. Faculty profile). The institution shall also workout Competency Based Skill Matrix for different levels vis-à-vis area of operation.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED	Doc. Ref : DI:04/02
	DOCUMENTED	Prepared On : 14/08/2017
	INFORMATION	Revised On : 02/11/2020
		Revision No. : /02
		Page : 2 of 7
	SUPPORT	I S O Ref. : 7, 7.1, 7.2, 7.3, 7.4, 7.5.

(Refer Annexure XII DI/SUP/CBSM/01for skills set).

4.1.1.1 Training needs based on these competency needs and gap observed shall be identified by the department heads. These training needs shall be then entered in 'Individual Training Record (ITR)'. Refer Annexure XIII DI/SUP/ ITR/00 for sample of ITR.

4.1.1.2 DR^s shall consolidate training needs & arrange for its completion either in-house or external as considered appropriate.
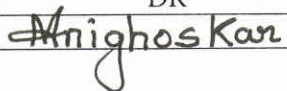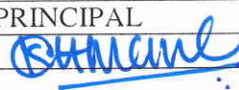
4.1.1.3 In addition to above, the teaching staff also need to undergo training as stipulated by University / Board and also if new courses are introduced.

4.1.1.4 The effectiveness of training shall be evaluated by the department heads after a gap of six months by appropriate ways & communicated to DR^s for further action if any.

4.1.1.5 Evidence of training shall be retained as Documented Information.

4.1.2 Infrastructure (ISO : 7.1.3) : The basic operational needs related to infrastructure like building with adequate class rooms, proper teaching aids, library facility, proper laboratories, canteen (cleanliness, hygiene and safety) and facilities for extra-curricular activities like gymkhana shall be made available. The appropriateness of the above facilities shall be reviewed in Management Review meetings and any shortcoming shall be looked into and improved upon.

4.1.3 Environment for the Operation of Processes (ISO: 7.1.4): The institution shall plan for conducive learning environment by giving due importance to class rooms & offices (Lighting, Ventilation), drinking water taps,

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	*Anighos Kar*	*(signature)*

	DOCUMENTED INFORMATION SUPPORT	Doc. Ref : DI:04/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /02
		Page : 3 of 7
		I S O Ref. : 7, 7.1, 7.2, 7.3, 7.4, 7.5.

canteen & cleanliness in premises. The institution shall takes all necessary steps to ensure that we are prepared well to face the challenge and threat posed by the health risks (See Annexure DI/SUP/SOPCov/00 - SOP regarding safety protocol in times of Covid 19).

- The College Development Committee goes through the problem received on facilities provided & arranges for improvements. These inputs are generally available through Student Satisfaction Survey Form DI /F-SSSFDBCK/GEN /01 or through CAR : DI/F-CAR/00

4.1.4 Monitoring and Measuring Resources & Management Traceability (ISO: 7.1.5.1 & 2): The college shall ensure suitability of services and resources for their continuing fitness for the intended purpose.

This may be in the form of
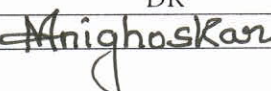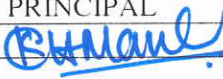
- Regular check of functioning of resources
- Regular maintenance of services

The institution shall retain appropriate documented information for fitness for purpose of said resources.

The requirement related to sub clause 7.1.5.2 i.e. Measurement Traceability is not applicable in view of no specific requirement for measurement vis-a-vis calibration of services in educational set up.

4.1.5 Organizational Knowledge (ISO: 7.1.6): The college shall plan for maintaining an Organizational Knowledge Repository. This may be in the form of :

- Information received through Seminars and conferences by Faculty.
- Research papers, dissertations and other publications like college magazines, newsletters, reports, etc.
- Information on latest technology and educational services through suppliers / vendors.
- Maintaining of Repository and Dissemination of the information through the college library to all

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Mnighoskar	BHManl

	DOCUMENTED	Doc. Ref : DI:04/02
	INFORMATION	Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /02
		Page : 4 of 7
	SUPPORT	I S O Ref. : 7, 7.1, 7.2, 7.3, 7.4, 7.5.

concerned.

4.2 Awareness and Communication

4.2.1 The Institution shall ensure that persons working in different departments are aware of Quality Policy and its intent. People shall also be familiar with relevant Quality objectives and their role / contribution towards attaining respective objectives.

4.2.2 The relevant Documented Information for QMS shall be communicated to concerned people through meetings, notices, IQAC newsletters, college website, etc.

4.3 Documented Information (ISO: 7.5):

General (7.5.1)

The Institution has formulated, documented and maintained a Quality Management System (QMS) in line with requirement of ISO 9001: 2015 Standard. The institution has identified its important processes and their interaction. Appropriate controls are established for monitoring and measurement of important process parameters.

As a part of institutional requirements, following activities are outsourced:
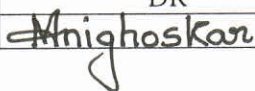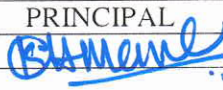
- Visiting Faculty
- Canteen Services

For above mentioned outsourced processes, adequate care shall be taken for selection and monitoring of service providers with regular feedback on services provided. For further details refer Chapter D.I. 05: Control of Externally Provided Services.

4.3.1 Documentation Requirements

The documentation has been structured to include

- Documented Information (DI) for Quality Management System (QMS) including Quality

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	Blumene

	DOCUMENTED INFORMATION	Doc. Ref : DI:04/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /02
		Page : 5 of 7
	SUPPORT	I S O Ref. : 7, 7.1, 7.2, 7.3, 7.4, 7.5.

Policy and Quality Objectives.

- Operating level Procedures called as Operating Procedures (OP^s).
- Formats, registers, circulars, etc. for recording and distribution of important information.

4.3.1.1 Documented Information (DI)

This Document contains Policy and Practices of Quality Management System (QMS) and addresses the requirement of **ISO 9000:2015 Standard including justification for non applicability (DI :01Clause 4.3.3).**
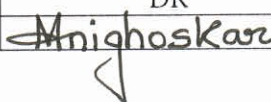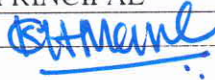
The Documented Information describes processes followed at Degree and Junior College level. However, issuing authority (Signing of Quality Manual) rests with the DR of Degree College for Purpose of Convenience. Whenever, any changes related to documentation of Junior college need to be made the same shall be conveyed to DR of Degree college by the DR of Junior college, who shall ensure its proper incorporation, revision and issue to all concerned.

Operating Procedures (OP^s): These Operating Procedures describe activities for various operations like – Admission, Examination, Result, etc. followed by the institution.

Register, Formats and other Reference Documents: These include Registers, formats, circulars, etc. for recording and circulation of important information. The following shows the pictorial view of Documented Information level wise:

I → **"DI" including Quality Policy & Objectives**

II → OP^s i.e Operating Procedures

III → Formats, Registers, Circulars, etc.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

	DOCUMENTED INFORMATION	Doc. Ref : DI:04/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /02
		Page : 6 of 7
	SUPPORT	I S O Ref. : 7, 7.1, 7.2, 7.3, 7.4, 7.5.

4.3.2 Creating, Updating and Control of Documented Information (ISO: 7.5.2 & 7.5.3)
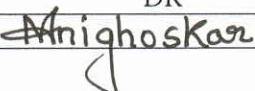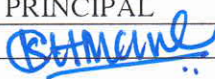
4.3.2.1 Documented Information (DI) and Operating Procedures (OP^s) shall have proper Identification Number, description, date of issue and latest revision number. **These shall be issued and approved by authorized persons only.** Refer Annexure VIII DI/LEAD/AD/01 for this.

4.3.2.2 When required, only authorized person shall do the revision. He/ she shall identify revision number, issue date and then issue the copies to all concerned controlled copyholders.

4.3.2.3 The recipient shall ensure that documents are kept properly with due care for their longevity vis-à-vis legibility for reading and use. Revised documents when received shall be properly filed ensuring that only the latest documents are kept and old are destroyed or returned to the DR. In case any obsolete documents are required to be retained for purpose of reference then, it shall be properly identified and kept separately.

4.3.2.4 The retention of documents shall be for time / period till the new edition. The disposal of the Documented Information shall be through shredding.

4.3.2.5 Changes in the DI, OP shall be issued as amendment to all control copyholders. This shall be detailed in amendment record sheet. Though only few pages of particular section / chapter are revised, even then, full section / chapter shall be considered as revised and all pages will have latest revision number. After 20

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

	DOCUMENTED INFORMATION SUPPORT	Doc. Ref : DI:04/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /02
		Page : 7 of 7
		I S O Ref. : 7, 7.1, 7.2, 7.3, 7.4, 7.5.

amendments the DI / OP shall be re-issued as Issue Number 1: 00 Revision :00.

4.3.2.6 External Documents like Syllabus, University / Board Circulars, shall be controlled (proper receipt and distribution). A register shall be maintained with the Registrar.

4.3.2.7 The various forms used for communication shall also have proper numbering system with revision number and date. **A sample form shall be maintained in the Departmental Format File.** The DR shall maintain this file.
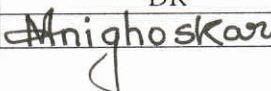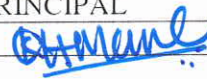
4.3.2.8 The Documented Information as stated in 4.3.2 above shall be retained for evidence of conformity.

4.3.2.9 The Quality Policy shall be displayed at important locations as considered appropriate by DR. DR shall ensure that displayed Quality Policy is latest and is properly maintained.

4.3.2.10 The Masters of Documented Information and Operating Procedures shall be maintained by DR.

4.3.2.11 For documents to be maintained and retained refer Annexure No. XV DI/L-DMR/00.

4.3.2.12 In case of electronic documentation, password control shall be exercised to prevent alteration by unauthorized persons. Back-up shall be taken at Regular intervals.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED	Doc. Ref : DI/05
	INFORMATION	Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /02
		Page : 1 of 5
	(Operational Planning & Control)	I S O Ref. : 8.1

1.0 PURPOSE :

To describe planning, development and implementation of various academic activities & programmes associated with Junior, Degree and Self Financing courses.

2.0 SCOPE :

Applicable for all processes covering requirement of courses & other activities.

3.0 RESPONSIBILITY:

Principal / V. Principals / HOD^s & other staff/ DR^s /Teachers. IQAC Coordinator & Librarian

4.0 PROCEDURE :

4.1 For Degree & Self Financing Courses

4.1.1 Mumbai University / Professional bodies provide the course syllabus, patterns of examination and passing criteria. **The course contents are designed by the University of Mumbai.**

4.1.2 As per the course requirement, college arranges term wise / year wise activities and plans for classes. The faculty ensures syllabus completion in the academic year as per plan.

4.1.3 The college authority with the help of different committees plan for the activities as listed below:

- Annual academic calendar (Term wise). (Refer to Format No. DI/ P-AC/TLP/ 01)
- Term wise teaching plan.
- Workload plan and allocation of resources – **teachers, classrooms, notes, reference books, etc.**
- Class wise time table.
- Practical and Tutorial schedule
- Examination schedule.
- Schedule of Annual seminars / workshops.
- Annual plan for sports and extra-curricular activities.

4.1.4 The college authority ensures effectiveness of delivery process. The knowledge absorption / assimilation by students is also

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

		Doc. Ref : DI/05
	DOCUMENTED INFORMATION **OPERATION** **(Operational Planning & Control)**	Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /02
		Page : 2 of 5
		I S O Ref. : 8.1

gauged suitably.

4.1.5 Teaching-Learning Process (TLP) :

4.1.5.1 Teaching plans are prepared for (Theory & Practical) giving instructions to students. These get verified / checked at different stages in accordance with syllabus & scheme of examination given by Mumbai University. The individual staff prepares teaching plan and gets it approved by HOD^s.

4.1.5.2 The Teaching-Learning Process is facilitated through qualified, trained & experienced faculty with support from office staff. Apart from class-room teaching, students are encouraged to use library and internet facilities.

4.1.5.3 The teaching staff maintains Log Book to record details of lectures delivered, practicals conducted and other activities performed. (Refer to DI / TLI-Lg/TLP/01). For flow chart of TLP refer to ANNEXURE XIV DI/C-TLP/FLOW/00.

4.1.5.4 Any short time responsibilities assigned (duties for seminar, extra-curricular activities, etc.) are properly recorded by the authority concerned.
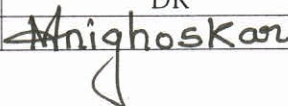
4.1.6 T-L-Process review :

4.1.6.1 The Effectiveness of Teaching-Learning Process is reviewed on monthly basis by the HOD with concerned teaching faculty and feedback communicated. The concerned faculty then plan for improvements which are monitored on regular basis for its effectiveness. (Refer to DI/ R-MM/TLP/ 00).

4.1.7 Examination and Result.

4.1.7.1 The knowledge gained by the student shall be examined through internal test, practical, assignments etc. The Examination Procedure is detailed in Operational Procedure OP: ER/01.

4.1.7.2 The final examination as applicable vis-à-vis university requirement shall be conducted. The result of such examination shall be **retained as Documented**

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Mnighoskar	

	DOCUMENTED	Doc. Ref : DI/05
	INFORMATION	Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /02
		Page : 3 of 5
	(Operational Planning & Control)	I S O Ref. : 8.1

Information.

4.1.8 Functional Committees.

4.1.8.1 The students' educational needs and college administration shall be done through various **Operational Committees**. These committees shall have representation from faculty, staff and students as considered appropriate.

4.1.8.2 Each Committee shall frame its working i.e. activities, its planning, scheduling and monitoring to meet stipulated requirements.

4.1.8.3 The Committee shall have approval from principal. The Committee shall brief him on status of committee activities regularly. For details of committees refer to Page 5 of this section.

4.2 For Junior College

4.2.1 The Mumbai Board provides the Course Syllabus, Pattern of Examination & Passing Criterion. The course content is designed by Mumbai Board.

4.2.2 As per the course design, junior college arranges term/year wise activities and plan for classes. The teachers ensure completion of syllabus in a particular academic year.

4.2.3 The Junior college authority with the help of teachers plan for following activities.

- Term / Annual academic calendar.
- Monthly / Term wise teaching plan.
- Workload plan, resources - **teachers, classrooms, notes, reference books, etc.** and class wise time table.
- Examination schedule including tutorials.
- Annual plan for sports and extra-curricular activities.

4.2.4 The Vice Principal and Senior Teachers suitably ensure effectiveness of delivery and absorption / assimilation by students.

4.2.5 **Teaching Plan, Learning Process & Review :**

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	BHManl

CONTROLLED COPY

	DOCUMENTED INFORMATION	Doc. Ref : DI/05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /02
		Page : 4 of 5
	(Operational Planning & Control)	I S O Ref. : 8.1

4.2.5.1 Teaching plans are prepared by individual teachers for giving instruction to students. The plans ensure completion of syllabus inline with requirement of Mumbai Board. Such plans are regularly monitored for its adherence.

4.2.5.2 The teachers are instructed to maintain diary to record daily activities.

4.2.5.3 Any short time responsibilities (Extra lecture, duties for seminar etc.) are properly recorded and communicated to concerned authority.

4.2.5.4 The effectiveness of Teaching-Learning Process is reviewed on monthly basis by the Senior most teacher with concerned teaching faculty and feedback communicated. The concerned faculty then plan for improvements which are monitored on regular basis for its effectiveness. (Refer to DI/ R-MM/TLP/ 00). Refer Annexure on TLP Process.

4.2.6 Examination & Result.

4.2.6.1 The examinations i.e. internal & external, class test, practical etc. shall be scheduled as per Board requirements. The examination committee shall plan these activities for details refer Examination Procedure (OP:ER/JC/00)
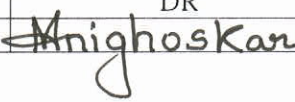
4.2.6.2 The results of above test shall be made available to students, discussed and improvement planned.
The final result declared by Mumbai Board shall be made available to student with mark sheet. The result shall be **retained as Documented Information**.

4.2.7 Functional Committees.

4.2.7.1 The Vice Principal in consultation with Principal of college shall form different Operational Committees. Each Committee shall plan it activities, monitor and share its status with Principal on regular basis. For details of such Committees refer to Page 5 of this section.

4.3 Planning of Sports & Other extra Curricular activities (Common for Degree & Junior College)

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskan	

		Doc. Ref	: DI/05
	DOCUMENTED	Prepared On : 14/08/2017	
	INFORMATION	Revised On : 02/11/2020	
		Revision No. : /02	
	OPERATION	Page	: 5 of 5
	(Operational Planning & Control)	I S O Ref.	: 8.1

4.3.1 The students all round development shall be planned by giving them encouragement to participate in sports and other extra curricular activities.

4.3.2 These activities shall be planned well in advance by different committees such as a Sports Committee, Gymkhana Committee and Cultural Committee, etc.

4.3.3 The sports facility shall be provided at college gymkhana and shall be properly maintained by gymkhana in-charge. The gymkhana committee shall arrange for coaching of students and make arrangement of students for participation in college and intra college level activities.

4.3.4 Extra curricular activities in the form of cultural activities shall be planned. These activities may include annual social gathering, University / Board level activities, NSS activities and other social activities.

COMMITTEES FOR DEGREE COLLEGE

- College Development Committee CDC
- Internal Quality Assurance Cell (IQAC) – NAAC
- Examination committee
- Unfair means enquiry committee
  (For detailed list of committees see Annexure XVI)

COMMITTEES FOR JUNIOR COLLEGE

- Examination committee
- Unfair Means Enquiry committee
- Attendance committee
- Timetable committee

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Mnighoskar	Bawawe

CONTROLLED COPY

	DOCUMENTED INFORMATION OPERATION (Requirement of Products & Services)	Doc. Ref : DI:05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /01
		Page : 1 of 3
		I S O Ref. : 8.2, 8.2.1, 8.2.2, 8.2.3 , 8.2.4

1.0 PURPOSE :

To describe Processes related to gathering of students' information / requirements including those from regulating bodies, review of institution capabilities to meet the same, and communication to students and feedback from them.

2.0 SCOPE :

Applicable for Degree and Junior college.

3.0 RESPONSIBILITY :

Principal, Vice Principal, HOD's, IQAC, Librarian & other staff and Teachers.

4.0 PROCEDURE :

The following shall be ensured for realization of the educational process :

- Proper receipt of student information including those required by regulating bodies like Mumbai University / Professional bodies / Board.
- Adequacy of institutions capacity / capability to meet above requirements and its review.
- Regular communication to students on various academic and other activities and receipt of feedback on services rendered.

4.1 DEGREE COLLEGE :

4.1.1 The students' information is properly gathered at the time of admission. Refer Operating Procedure OP: ADMN/01 for this.

4.1.2 The college administration ensures proper receipt of syllabus, circulars from University / Professional bodies and its circulation to all concerned.

4.1.3 The college authority ensures that teaching faculty assigned for the job have adequate subject knowledge and experience vis-à-vis syllabus needs.

4.1.4 The timetable committee details plans for availability of classes, workload of faculty, their availability etc. to meet stipulated schedule.

4.1.5 The college ensures availability of other resources like online learning platform

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION OPERATION **(Requirement of Products & Services)**	Doc. Ref : DI:05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /01
		Page : 2 of 3
		I S O Ref. : 8.2, 8.2.1, 8.2.2, 8.2.3 , 8.2.4

, laboratories, library, canteen, gymkhana etc. to meet students other needs.
Refer OP:LM/01   for library services.
Refer OP:GYM/00   for gymkhana services.
Refer OP:FPM/01 for Facility and Maintenance services.

4.1.6   The Teaching-Learning Plan as detailed in clause 8.1 shall be followed, monitored, reviewed and corrected for its effectiveness.

4.1.7   The communication channel between students, teaching faculty and office staff shall be suitably established to handle queries related to admission, timetable, syllabus, examination, results and others (Sports, Library etc).

4.1.8   Inward – outward register shall be maintained to receipt and record of important information received from regulating bodies like Mumbai University / Professional bodies.

4.1.9   The college prospectus shall be made available to students & parents, giving details of courses offered, duration, fee structure, college activities, etc.

4.1.10 The students' feedback on various aspects of college facilities shall be regularly gauged and improvement plan as per the comments received.

4.1.11 The various Operational Committees shall regularly review adherence to stipulated requirements stated by University for its compliance. The **Documented Information of such Review shall be retained.**

4.1.12 Any changes to syllabus and any other specific needs stated by University shall be noted and Documented Information shall be suitably amended by concerned committee.

4.2 JUNIOR COLLEGE

4.2.1   The students' information is properly gathered at the time of admission. Refer Operating Procedure OP: ADMN/00 for this.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Mnighoskar	
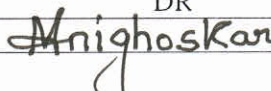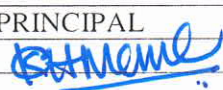
	DOCUMENTED INFORMATION	Doc. Ref : DI:05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /01
		Page : 3 of 3
	(Requirement of Products & Services)	I S O Ref. : 8.2, 8.2.1, 8.2.2, 8.2.3 , 8.2.4

4.2.2 The Mumbai board syllabus, circulars shall be received in principal's office and circulated to all concerned with guidance from vice principal.

4.2.3 The Vice Principal ensures that assigned teachers have adequate subject knowledge and communication skill for effective transfer of information.

4.2.4 The timetable committee details plan for availability of classes, workload of teachers, their availability etc. to meet stipulated schedule.

4.2.5 The college administration through different committees ensures availability of other resources like online teaching –learning platforms, laboratories, library, canteen, gymkhana etc. to meet students other needs.
Refer OP:LM/01   for library services.
Refer OP:GYM/00   for gymkhana services.
Refer OP:FPM/01 for other services.

4.2.6 The Teaching – learning plan as detailed in clause 8.1 shall be followed, monitored, reviewed and correction initiated for its effectiveness.

4.2.7 The communication channel between students, teaching faculty and office staff shall be suitably established to handle queries related to admission, timetable, syllabus, examination, results and others (Sports, Library etc).

4.2.8 Inward – outward register shall be maintained to receipt and record of important information received from regulating bodies like Mumbai Board.

4.2.9 The college prospectus shall be made available to students, parents giving details of courses offered duration, fee structure etc.

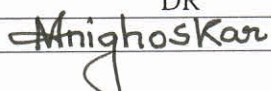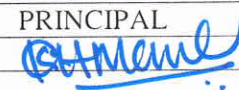**4.2.10** The various Operational Committees shall regularly review adherence to stipulated requirements stated by Board for its compliance. The **Documented Information of such Review shall be retained.**

4.2.11 Any changes to syllabus and any other specific needs stated by the Board shall be noted and Documented Information shall be suitably amended by concerned committee.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY
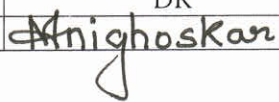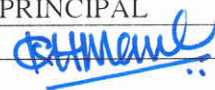
	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : -----
	OPERATION	Revision No. : /00
	(Design & Development of Products and Services)	Page : 1 of 1
		I S O Ref. : 8.3

This clause is not applicable for Operations carried out by the Institution as stated in DI: 01 i.e. Scope & Exclusion.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : -----
	OPERATION	Revision No. : /00
	(Design & Development of Products and Services)	Page : 1 of 1
		I S O Ref. : 8.3

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	*Anighoskar*	

	DOCUMENTED INFORMATION OPERATION (Control of Externally Provided Processes, Products & Services)	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /02
		Page : 1 of 3
		I S O Ref. : 8.4.1, 2 & 3

1.0 PURPOSE :

To ensure that Purchase Products and Services conform to the specified requirements.

2.0 SCOPE :

Applicable for various types of purchases made by institution.

3.0 RESPONSIBILITY :

Registrar, Committees, Vice Principals, Librarian and Principal

4.0 PROCEDURE :

Common for both Degree and Junior college.
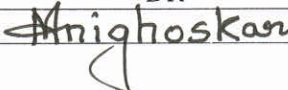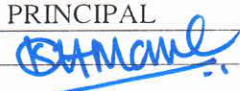
4.1 The following different types of items / services are generally purchased by the institution:

- Recurring stationery items like pads, pencils, pens, registers etc.
- Printing related items / services (Examination & Results Papers).
- Capital items
- Library Books, Journals, Magazines etc.
- Maintenance services related to SOP of Safety Precautions to prevent Covid 19
- Appointment of guest lectures.

4.2 Generally for above items / services Purchase Committee gets involved and ensures timely delivery of items / services in coordination with Registrar's Office.

4.3 For recurring low value stationery items the orders are placed on local suppliers. No purchase request / order is made, as suppliers are generally known to the institution and are associated with it for many long years. However, visual inspection is done on item supplied on sample basis at the time of receipt of material.

4.4 Books, Journals, Periodicals required by students and teaching faculty are

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /02
	(Control of Externally Provided Processes, Products & Services)	Page : 2 of 3
		I S O Ref. : 8.4.1, 2 & 3

procured by the librarian based on information received. The books recommended by University for different courses shall be purchased by the librarian from publishers recommended by the University. This process is initiated by Library Committee and actions taken by Librarian.

4.5 Capital items (Chairs, Tables, Fans, ACs, Cupboard, PCs, Printers, Scanners, etc) need budget sanction and purchase for these shall be initiated by Purchase Committee after getting management approval. As far as possible, orders shall be placed only on reputed dealers supplying quality items.

4.6 Items & services related to printing operations shall be only with approved printers. The printers shall be evaluated for their capability and shall have approval of purchase committee.

4.7 The annual maintenance contract for Computers, Hardware, Housekeeping, Canteen etc. shall be initiated by the registrar. The performance of these suppliers shall be monitored and feedback given to them.

4.8 Based on Purchase Request received Purchase Orders shall be made and issued to suppliers with proper authorization. The purchase order raised shall be complete with relevant technical details, commercial terms, delivery details, mode of dispatch, etc. **Documented Information shall be retained for Purchase Orders released.**

4.9 The orders shall generally be placed on approved suppliers, the list of which will be maintained in the office of Registrar.

4.10 For critical items, the list of items vis-a-vis names of approved suppliers shall be maintained at Registrar's Office. The evaluation of such suppliers shall be done by Registrar's Office once in a year. Wherever possible, supplier quality rating shall be worked out and supplier performance monitored (On time delivery, Quality, Durability, other feedback).

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
	OPERATION	Revised On : 02/11/2020
		Revision No. : /02
	(Control of Externally Provided Processes, Products & Services)	Page : 3 of 3
		I S O Ref. : 8.4.1, 2 & 3
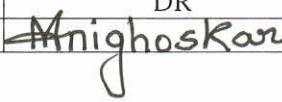
Documented Information related to supplier's Performance shall be retained.

4.11 Whenever visiting faculties are selected and entrusted with teaching the following shall be ensured :
- Qualification of faculty
- Subject knowledge and experience
- Reference details vis-à-vis colleges
- Observation of Teaching Process & Faculty Feedback (Refer DI/R-LO/TLP/01

The above details shall be retained as Documented Information.

4.12 For Canteen services the contractor is selected by Purchase Committee. The performance of services shall be monitored vis-à-vis attributes like – menu, variety, quality, hygiene, cleanliness and feedback given for improvement, by the Canteen Committee.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Mnighoskar	BHMane

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /01
		Page : 1 of 2
	(Production & Service Provision)	I S O Ref. : 8.5.1

1.0 PURPOSE :

To ensure that Educational Processes supported by learning environment result into imparting appropriated education to students.

2.0 SCOPE :

Applicable for all courses offered at Degree and Junior college.

3.0 RESPONSIBILITY :

Principal, Vice Principals, HOD^s and others

4.0 PROCEDURE :

Common for both Degree and Junior college

4.1 The college ensures receipt of all necessary information stipulated by regulating bodies and plan for imparting education (Mumbai University / Mumbai Board).
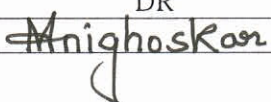
4.2 The college ensures availability of qualified teaching faculty who plan for proper instructional methodology (Teaching – Learning Plans) to meet stipulated requirement of courses.

4.3 The college ensures proper learning facilities like online teaching-learning platform, Classrooms, seating arrangements, Audio-Visual Aids, Laboratories, Library, etc. to make learning effective.

4.4 The college ensures proper implementation and monitoring of Teaching – Learning Plan and conducts internal tests, assessments etc. to gauge assimilation of knowledge by students. Final examinations are also conducted as stipulated by regulating bodies.

4.5 Based on student performance suitable remedial measures shall be initiated by faculty after discussion with students and concerned authorities (Extra coaching, Special classes, Mentoring, etc).

4.6 The college ensures good housekeeping at premises and upkeep of

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	Bhawe

CONTROLLED COPY
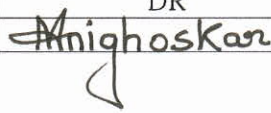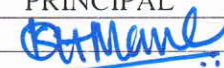
	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /01
		Page : 1 of 2
	(Production & Service Provision)	I S O Ref. : 8.5.1

facilities to make learning effective. The facilities are monitored for their utility.

4.7 The college ensures all round development of students by encouraging them to participate in sports, social gatherings, NSS activities etc. The adequate facilities and opportunities shall be provided.

4.8 Validation and periodic revalidation of processes is not applicable as all processes get verified / checked before proceeding to next operations / activities.

4.9 Final Examinations are conducted as the per the Directive of Regulating Bodies (University / Board) and results are declared and informed to students.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	BHMane

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : -----
		Revision No. : /00
	OPERATION	Page : 1 of 1
		I S O Ref. : 8.5.2
	(Identification & Traceability)	

1.0 PURPOSE :

To ensure suitable means for students identification during their course duration in college & traceability of associated records.

2.0 SCOPE :
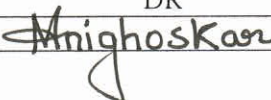
Applicable for all students from Degree & Junior colleges.

3.0 RESPONSIBILITY :

Registrar, Faculties and Staff.

4.0 PROCEDURE :

4.1 Admitted student is issued with college identity card. In addition to above, student is also provided with roll number vis-à-vis course & class.

4.2 Admission form of student is kept properly in registrar's office having important information of student.

4.3 All teaching faculty & non teaching staff are also issued identity cards.

4.4 Personal files of teaching faculties & non teaching staff are also maintained at registrar's office with relevant details.

4.5 Items / equipment / facilities used in college premises are suitably numbered for proper identification.

4.6 Instruments in laboratories are identified with unique number.

4.7 The library books, journals etc. are identified by unique number in line with library management system.

4.8 The student's traceability is only limited to year of passing & course pursuing.

4.9 The information related to student as mentioned to 4.2 above shall be **retained as Documented Information.**

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Mnighoskar	BHNanl

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : ----
	OPERATION	Revision No. : /00
		Page : 1 of 1
	(Property Belonging to Customers Or External Providers)	I S O Ref. : 8.5.3

1.0 PURPOSE :

To ensure safe receipt, storage, handling of items provided by students at the time of admission & issue back these items when leaving.

2.0 SCOPE :

Applicable to all students from Degree & Junior colleges.

3.0 RESPONSIBILITY :

Office Registrar.
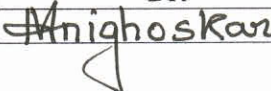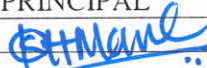
4.0 PROCEDURE: Common for Degree & Junior college.

4.1 The student property may include the followings.
- Original mark sheet.
- Original school Leaving / Transfer Certificate.
- Migration certificate for outside Maharashtra students.
- Original caste certificate for reservation category.

4.2 The above as applicable shall be properly kept preferably in student's file in Registrar's Office, and shall be retained as Documented Information and this shall be returned to student at the time of leaving the institution.

4.3 Whenever, research work related papers, documents are submitted (either by faculty or by students) the same shall be properly kept & preserved for its utility at Registrar's office / HOD.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	BHMane

	DOCUMENTED INFORMATION OPERATION (Preservation)	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : ----
		Revision No. : /00
		Page : 1 of 1
		I S O Ref. : 8.5.4

1.0 PURPOSE :

To ensure that students once admitted are properly taken care of till they cease to be on roll of the college.

2.0 SCOPE :

Applicable to all students under different courses.

3.0 RESPONSIBILITY :

Vice Principals, HOD^s and other staff.
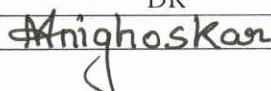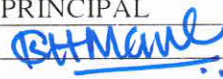
4.0 PROCEDURE : (Applicable for both Degree and Junior college).

4.1 On admission to Junior / Degree college (as applicable), the respective Vice Principals and Principal welcome students and brief them regarding academic and other activities.

4.2 Students are given proper identification and their educational and other developmental needs are taken care of by the teaching faculty and other committees such as students council, cultural, gymkhana etc.

4.3 Students are also advised / guided by faculty to use library facilities for knowledge up gradation.

4.4 Facilities such as gymkhana, sports and cultural events are also provided to facilitate all round development of students.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	BHMane

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : ----
	OPERATION	Revision No. : /00
		Page : 1 of 1
	(Post Delivery Activities)	I S O Ref. : 8.5.5

1.0 PURPOSE :
To define procedure related to post delivery activities (On the basis of Examination Results)
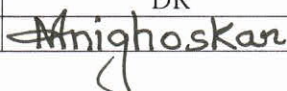
2.0 SCOPE :
Applicable to students of Degree College

3.0 RESPONSIBILITY :
Vice Principals, HOD^s and other staff.

4.0 PROCEDURE : Applicable for Degree college

4.1 Based on final result of Examinations, the failed students are given chance to reappear for examination as per the rules and regulation of University – (ATKT).

4.2 These examinations are conducted in line with guidelines prescribed by the University of Mumbai and Results are declared and communicated to students.

4.3 The results shall be retained as Documented Information.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Mnighoskar	

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /01
		Page : 1 of 1
	(Control of Changes)	I S O Ref. : 8.5.6

1.0 PURPOSE :

To describe methodology related to Review and initiating Changes for planned academic and other delivery processes.

2.0 SCOPE :
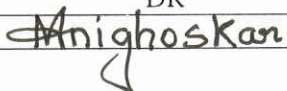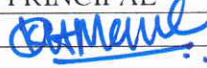
Applicable for processes as described in 8.5.1 through 8.5.5.

3.0 RESPONSIBILITY :

Vice Principals, HOD^s , IQAC Coordinator and DR.

4.0 PROCEDURE : (Applicable for both Degree and Junior college).

4.1 The adequacy, effectiveness and efficiency of processes related to academic delivery and other services shall be reviewed by Functional Committee meetings / Management Review meetings at prescribed intervals.

4.2 If need arises then processes / activities related to TLP, Resources, Examination, Result, shall be reviewed and course correction done.

4.3 Such changes made through operations shall be **retained as Documented Information** detailing type of change and issue authority.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskan	

CONTROLLED COPY

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /00
		Page : 1 of 2
	(Release of Product & Services)	I S O Ref. : 8.6

1.0 PURPOSE :

To define procedure to ensure implementation of planned arrangement for meeting requirements related to examination and result.

2.0 SCOPE :

Applicable for student's examinations.
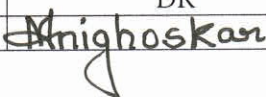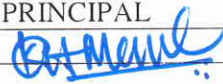
3.0 RESPONSIBILITY :

Vice Principals and Examination committee.

4.0 PROCEDURE :

4.1 For Degree college :

4.1.1 Examinations papers are set as per the directives of Mumbai University.

4.1.2 The final examinations are conducted as per norm / regulations stipulated by University under the supervision of the Examination Committee.

4.1.3 Students' result of their final examination is declared by the University subject o abiding of all rules and regulation put forth by the University.

4.1.4 In addition to above, college conducts regularly Exams/Class test/Assignments to assess students' competence meeting requirement of regulating bodies.

4.1.5 For details of examination, refer operating procedure OP:ER/01

4.1.6 The results of intermediate and final examinations are **retained as Documented Information.**

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

CONTROLLED COPY

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /00
		Page : 1 of 2
	(Release of Product & Services)	I S O Ref. : 8.6

4.2 For Junior college :

4.2.1 Examinations papers are set as per directives of Mumbai board.

4.2.2 The final examination is conducted as per details given by the board.

4.2.3 The result of final examination is declared by Mumbai board.

4.2.4 In addition to final test, unit and other tests are also conducted to assess students' competency meeting board's requirement.

4.2.5 For detail of examination, refer Operating Procedure OP:ER/JC/00.

4.2.6 The results of intermediate and final examinations are **retained as Documented Information.**

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /01
		Page : 1 of 3
	(Control of Non Conforming Outputs)	I S O Ref. : 8.7

1.0 PURPOSE :

To define procedure for identification and dealing with non conformance / complaints raised by students during operations.

2.0 SCOPE :

For processes described in Documented Information.

3.0 RESPONSIBILITY :

Designated Representatives, Vice Principals, HODs, IQAC Coordinator, Librarian and Registrar.

4.0 PROCEDURE : Applicable for Degree and Junior college

4.1 Non Conformance related to Products & Services :

4.1.1 The non conformance in Operation and Service Provision can be categorized as :

➢ Student related (Admission and Exam)
➢ Teaching-Learning related
➢ Administration / Facilities related
➢ Documented Information related
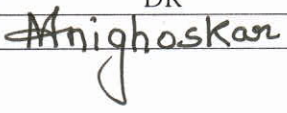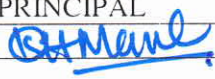
4.1.1.1 Non Conformance related to students

NCs related to above can be due to :

- Non Fulfillment of Eligibility for Admission
- Non Fulfillment of Attendance
- Failure in Examination
- Acts of Indiscipline.

The above are dealt appropriately vis-a vis :

- Giving time limit for eligibility / cancellation of admission
- Personal counseling / warning / fine.
- Arranging for extra classes, personal guidance, conditional promotion to higher

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	OPERATION	Revision No. : /01
	(Control of Non Conforming Outputs)	Page : 1 of 3
		I S O Ref. : 8.7

classes.
- Warning to students / communication to parents / imposition of fine.

  The above actions are informed to students/ parents as considered appropriate.

4.1.2 Non Conformance related to TLP

NCs related to above can be due to:

- TLP plan and its monitoring by HOD
- Daily Activity Log book
- Monthly Monitoring Report
- Students oral / written feedback
- Observation of lecture delivery by HOD

The above are dealt appropriately vis-a vis

- Guidance to faculty with regards to time management for timely completion of syllabus, use of effective teaching aids and reference material.
- Sharing student feedback and instructing faculty to improve the delivery.

4.1.3 Non Conformance related to Administration / Facilities

NCs related to above can be due to:

Non availability of facilities and services like administration, library, Computer Labs, Canteen , Gymkhana, etc.

The above issues raised by staff and students shall be properly recorded and corrected by discussion with concerned authorities.

4.1.4 Non Conformance related to Documented Information

NCs related to above can be due to Committee Findings on various academic processes and Feedback received by Faculty.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION OPERATION (Control of Non Conforming Outputs)	Doc. Ref : DI : 05
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /01
		Page : 1 of 3
		I S O Ref. : 8.7

The above issues are corrected by revising existing documentation.

4.2 The NCs / Complaints as stated above shall be properly recorded with action taken including any concession granted by the authorized person and shall be **retained as Documented Information.**

4.3 Corrective Action Request Form DI/F-CAR/00 shall be used for raising above issues as stated in clause 4.1.1 through 4.1.4.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Mnighoskar	

	DOCUMENTED INFORMATION	Doc. Ref : DI/06/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	PERFORMANCE EVALUATION	Revision No. : /02
		Page : 1 of 5
		I S O Ref. : 9

1.0 PURPOSE :

To define planning, implementation and evaluation methodology for monitoring, measurement and analysis of data related to performance of Quality Management System.

2.0 SCOPE :

Applicable to Processes detailed in Documented Information.

3.0 RESPONSIBILITY:

Designated DRs, Principal / Vice- Principals Head of Departments, IQAC Coordinator & Librarian.

4.0 PROCEDURE :

4.1 The institution shall plan monitoring, measurement and evaluation of following as part of performance evaluation:
- Teaching-Learning Plan (TLP)
- Result of Internal & External Result Audits
- Resource functioning
- Student Satisfaction
- QMS performance
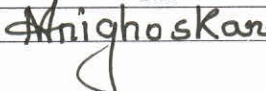
4.1.1 The result of above shall be retained as Documented Information.

4.2 Student Satisfaction

4.2.1 The institution shall put in place the methodology for receipt, analysis and improvement of academic management processes including availability of adequate resources. This shall be based on feedback received from students.

4.2.2 A Feedback Form (DI/F- SSSFDBCK/GEN/01) shall be used for this purpose.

4.2.3 Such forms shall be analyzed at suitable intervals to arrive at Student Satisfaction Index (once in year). Action shall be planned for improvement based on the above index.

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	BAMemel

	DOCUMENTED INFORMATION	Doc. Ref : DI/06/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	PERFORMANCE EVALUATION	Revision No. : /02
		Page : 2 of 5
		I S O Ref. : 9
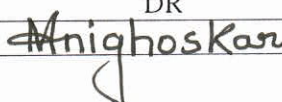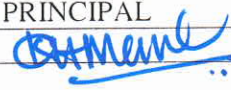
4.3 Analysis & Evaluation

4.3.1 As a part of monitoring & measurement the following data shall be collected & evaluated:

- Internal / External Exam Result
- Student Satisfaction Index
- Audit reports for QMS
- Risk & Opportunities logs
- Performance Data for Critical Suppliers
- Outcome of Management Reviews.

4.4 Internal Audit :

4.4.1 The Institution shall conduct Internal Audits (IA) at regular intervals to ensure conformance to Documented Information vis-a -vis requirements of standard and its effective implementation.

4.4.2 The Internal Audits calendar shall be prepared by DR^s. The calendar shall cover tentative schedule of audit for the period of three years. Wherever possible, external audit details shall also be indicated (Certification audits, Surveillance audits).

4.4.3 Frequency of audit shall be at least once in **Six** months to start with. Based on maturity of QMS, frequency of audit may be reduced if considered necessary.

4.4.4 The Audit schedule shall be released by DR well in advance considering importance of processes, areas to be audited and indicating name of auditees and auditors.

4.4.5 The Audit shall be performed by Internal Auditors having knowledge of ISO 9001:2015 Standard and processes followed in the Institution. They shall have exposure to

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Mnighoskar	

CONTROLLED COPY

	DOCUMENTED INFORMATION PERFORMANCE EVALUATION	Doc. Ref : DI/06/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : 02
		Page : 3 of 5
		I S O Ref. : 9

Auditing Methodology, Auditing skills and reporting of Audit findings .

4.4.6 For ensuring objectivity & impartiality, it shall always be ensured that audit areas shall be audited by auditors from other areas.

4.4.7 Wherever possible, auditors shall audit with the help of audit checklist (Annexure XVIII - DI/L- Ck/Aud/00) to ensure effectiveness of audit. The audit finding may be in the form of observations /non conformance report (NCR). The non conformance observed during the audit shall be reported on prescribed form detailed on page5 (**F:NCR/00**).

4.4.8 The NCR Form shall be filled in duplicate with Original given to auditee and second copy to DR through auditor. The auditee shall sign the NCR form as a token of acceptance of NC booked by auditor. Subsequent to this, auditee shall enter actions taken for closing the NC that is disposition, finding root causes and initiating corrective action. Based on adequacy of corrective action the NC shall be considered as closed by auditor by signing at assigned place on NC form. The copy of closed NC with supporting documents shall be handed over to DR by auditor **for retention of Documented Information.**

4.4.9 The DR shall consolidate the audit findings and shall ensure proper closing of NCs in case of any dispute. DRs wording shall be final and binding to both, that is, auditee and auditor.

4.4.10 The findings of internal audit shall be tabled in Management Review meeting by DR.

4.5 Management Review

4.5.1 Top Management (Principal, Vice- Principals, HODs, IQAC

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

		Doc. Ref : DI/06/02
	DOCUMENTED INFORMATION PERFORMANCE EVALUATION	Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /02
		Page : 4 of 5
		I S O Ref. : 9

coordinator, Librarian, Committee Heads & Registrar) headed by Principal & supported by DRs shall review performance of Quality Management System at least once in six months to assess its continuing suitability, adequacy, effectiveness & alignment with strategic direction vis- a- vis requirements of standard.

4.5.2 The Management Review meeting shall be scheduled by DR by finalizing & circulating meeting agenda well in advance to all concerned.
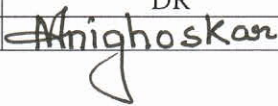
4.5.3 Review inputs

4.5.3.1 The agenda for MR meetings shall include inputs such as –
- Actions from previous MR meetings
- Information / changes related to External & Internal issues
- Audit results / reports and Corrective actions taken
- Inputs through Customer satisfaction forms & feedback from interested parties.
- Status of Quality Objective regarding Quality Policy
- Academic performance including Examination Results
- Non conformities & corrective actions
- Performance of critical external providers
- Adequacy of resources
- Status of actions related to Risk and Opportunities
- Opportunities for improvement
- Training

4.5.3.2 Review Outputs
- The decision taken & action planned in MR meeting shall be treated as output of MR meeting. This shall include:
- Opportunities for improvement

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION	Doc. Ref : DI/06/02
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
	PERFORMANCE EVALUATION	Revision No. : /02
		Page : 5 of 5
		I S O Ref. : 9

- Resource needs
- Needs for updating of Documented Information.

4.5.3.3 The information as discussed in MR meeting shall be retained as Documented Information.

Prahladrai Dalmia Lions College of Commerce & Economics
Sunder Nagar, Malad (West), Mumbai, 400 064
NON CONFORMANCE REPORT (F: NCR)
DI/06

Audit No.:_____	Dept:_____	NCR No.:_____
DI Ref No:_____	ISO 9001: 2015 Std Ref.:_____	NCR Type: Major ☐ Minor ☐

Details of Non Conformance:

Auditee's, Signature & Date: Auditor's , Signature & Date:

Correction / Disposal:

Root cause Analysis :

Corrective Actions to prevent Recurrence:

Auditee's, Signature & Date: Auditor's , Signature & Date: NCR Status : ☐

Comments by DR (If any)

DR's , Signature & Date:

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	*Mnighoskar*	*(signature)*

		DOCUMENTED INFORMATION PERFORMANCE EVALUATION	Doc. Ref : DI/06/02
			Prepared On : 14/08/2017
			Revised On : 02/11/2020
			Revision No. : /02
			Page : 6 of 5
			I S O Ref. : 9

* **Effectiveness of corrective action**

Auditor's , Signature & Date:

*To be checked by Auditor in the next Audit – (Gap of Six Months)

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

		Doc. Ref : DI/07/01
	DOCUMENTED INFORMATION	Prepared On : 14/08/2017
		Revised On : 02/11/2020
	IMPROVEMENT	Revision No. : /01
		Page : 1 of 3
		I S O Ref. : 10

1.0 PURPOSE :

To establish methods for improving operational process for enhancing customer satisfaction.

2.0 SCOPE :

Applicable to Processes detailed in Documented Information.

3.0 RESPONSIBILITY:

Designated DRs, Principal / Vice- Principals and Head of Departments, IQAC Coordinator & Librarian

4.0 PROCEDURE : Applicable for both Degree and Junior College

The institution shall constantly look for opportunities leading to improvement in presently performed operational processes and assessing capability for meeting future needs and expectations of interested parties. This can be in the form of :

- Addressing and dealing of Non Conformities through Corrective Actions
- Putting methodology for continual improvement in place

4.1 Non Conformity and Corrective Action

4.1.1 The Reporting of Non Conformance related to various academic processes, resource capacities / utilization, administration, etc. shall be dealt appropriately to avoid its recurrence or its occurring elsewhere.

4.1.1.1 The Non Conformance / Complaints shall be properly documented in CAR form (Refer Page 3) by concerned department and sent to DR for further action. The DR shall initiate the following :

- Enter CAR No.
- Based on type of Non Conformance / Complaint arrange for its sending to concerned department / authority

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

	DOCUMENTED INFORMATION IMPROVEMENT	Doc. Ref : DI/07/01
		Prepared On : 14/08/2017
		Revised On : 02/11/2020
		Revision No. : /01
		Page : 2 of 3
		I S O Ref. : 10

- Coordinate with concerned department / authority for
  - ➢ Correction
  - ➢ Root cause identification (If felt necessary)
  - ➢ Action for elimination of Non Conformance Cause / Complaint
- Review appropriateness of action taken by concerned department / authority and if found okay inform to CAR initiator with proper update of CAR status.
- Suitable revision with retention of Documented Information.

4.1.2 If considered necessary, Risk and Opportunity Log shall be reviewed for its appropriateness by DR.

4.2 Continual Improvement

4.2.1 The following shall be reviewed at appropriate forum and action initiated as part of continual improvement :

- Quality Policy and Monitoring of Quality Objectives
- Risk and opportunity Logs
- Output from Management Review meetings
- Student Feedback

	ISSUED	APPROVED
Designation	DR	PRINCIPAL
Signature	Anighoskar	

ANNEXURES

List of Annexures

Annexure No.	Particulars	DI Reference No.
I	External & Internal Issues & Potential Affect	DI :01Clause 4.1
II	Needs and Expectations of Interested Parties	DI :01Clause 4.2
III	Sequencing and Interaction between Main Processes	DI :01Clause 4.4
IV	PDCA Operational Cycle	DI :01Clause 4.4.2
V	Organogram : General	DI :02 Clause 4.3.1
VI	Organogram : Degree College	DI :02 Clause 4.3.1
VII	Organogram : Junior College	DI :02 Clause 4.3.1
VIII	Approval Details for DI /Forms	DI :02 Note
IX (a)	Risk Log (Degree College)	DI :03 Clause 4.3
IX (b)	Risk Log (Junior College)	DI :03 Clause 4.3
X (a)	Opportunity Log (Degree College)	DI :03 Clause 4.3
X (b)	Opportunity Log (Junior College)	DI :03 Clause 4.3
XI (a)	Quality Objectives (Degree College)	DI :03 Clause 4.5
XI (b)	Quality Objectives (Degree College)	DI :03 Clause 4.5
XII	Competency Based Skill Matrix	DI :04 Clause 4.1.1
XIII	Individual Training Record	DI :04 Clause 4.1.1.1
XIV	Teaching Learning Process (TLP) Formats	DI:05 , 8.1
XV	List of Documents to be Maintained & Retained	DI :04 ,4.3.2.11
XVI (a)	SOP - maintaining Safety Protocol to prevent the spread of COVID 19 at workplace	DI:3 , 6.1, 6.2, 6.3
XVI (b)	Coronavirus Disease 2019 (COVID-19):SOP	DI:3 , 6.1, 6.2, 6.3
XVI (c)	SOP for Students attending online lectures	DI:3 , 6.1, 6.2, 6.3
XVII	List of Committees	DI:5, 8.1
XVIII	Checklist for Internal Audit	DI:6, 9

Annexure I

External & Internal Issues & Potential Affect

External Issues	Potential Affect
1. Getting accredited by NAAC with "A" Grade 2. Competition from New Colleges 3. Need for focused Collaboration / liaison / linkages with the Trade Industry.	1. More UGC Grants 2. Downgrading of the entry level percentage 3. Bridging the gap between Academia and Industry
Internal issues	**Potential Affect**
1. Immediate upgrading of online teaching-learning 2. Need for focused Work Culture 3. Upgrading of Professional Knowledge vis-a-vis Research activities 4. Facility constraint vis-a-vis Space availability.	1. Facilitation in delivery of lectures using online platform in view of Covid 19 Crisis. 2. Proficiency in Operations 3. Facilitation for Accreditation 4. Performance not up to the mark.

Signature of DR: _Anighoskar_

Date: 02/11/2020

DI/CONT/E&I/01

Annexure II

Needs and Expectations of Interested Parties

Sr. No	Interested party	Needs and Expectations	Remarks
1.	Regulatory Bodies 1. NAAC 2. University Grants Commission 3. State Government 4. Univ. of Mumbai 5. HSC Board	• Impart Education as per the norms laid down by the Regulatory Bodies • Appointments of Faculty as per laid down procedures • Availability and proper functioning of appropriate infrastructure.	
2.	Students & Parents	• Get equipped with appropriate knowledge and personal development • Good infrastructure • Facilitate overall growth through conducive environment	
3.	Industry	Employable graduates & post graduates	
4.	Trustee	Effective Utilization of Resources	

Signature of DR: Amighoskar

Date: 02/11/2020

DI/CONT/N&E/01

Annexure III

Sequencing and Interaction between Main Processes

MUMBAI UNIVERSITY / HSC Board

INSTITUTION

CUSTOMER REQUIREMENT (STUDENTS)

HIGHER SECONRARY

DEGREE & PG LEVEL

B

ADMINISTRATION

ADMISSION

A

ACADEMIC MANAGEMENT

B

CURRICULUM PLANNING

TEACHING & LEARNING

A

EXAMINATION & RESULT

COMPETEN T

CUSTOMER SATISFACTION (STUDENTS)

FEEDBACK FROM STATUTORY AND REGULATOY BODIES LIKE UGC, NAAC, MUMBAI UNIVERSITY, HSC Board , STUDENTS AND PARENTS

B

A

RESOURCE FACILITIES

| CLASS ROOMS | COMP LABS | LIBRARY | CANTEEN | GYMKHANA + STUDENT COUNCIL |

A

QMS
ISO 9001:2015

INTERNAL AUDITS
MR PROCESS
CA⁵& R & O⁵
ANALYSIS COMPLAINTS & FEEDBACK

A

B

Signature of DR: Anighoskar

Date: 02/11/2020

DI/CONT/S&I/00

Annexure IV

PDCA CYCLE FOR OPERATION

ACT

Standardize Processes.

If not, Initiate course correction & revise Processes

PLAN

Receipt of syllabus

Curriculum Planning

Teaching Plan & time table

Classrooms with facilities

Monitoring testing & Result

CHECK

Effectiveness of Result

Effectiveness of resources

Development of Students

DO

Delivery of Lectures
Completion of Courses
Intermediate & Final Examination
Result Declaration

Signature of DR: ~~H~~Anighoskar

Date: 02/11/2020

DI/CONT/PDCA OC/00

CONTROLLED COPY

Annexure V

ORGANOGRAM : General

L_0 — MANAGEMENT TRUSTEES → PRINCIPAL

L_1 — Degree + Self Financed VICE-PRINCIPAL | IQAC Coordinator | JUNIOR COLLEGE VICE-PRINCIPAL

L_2

L_3 — ADMINISTRATION Registrar | COMMITTEES * CONVENORS

L_4 — SENIOR CLERK

L_5 — JR.C / OFF ASST

L_6 — PEON

L_7

L_8
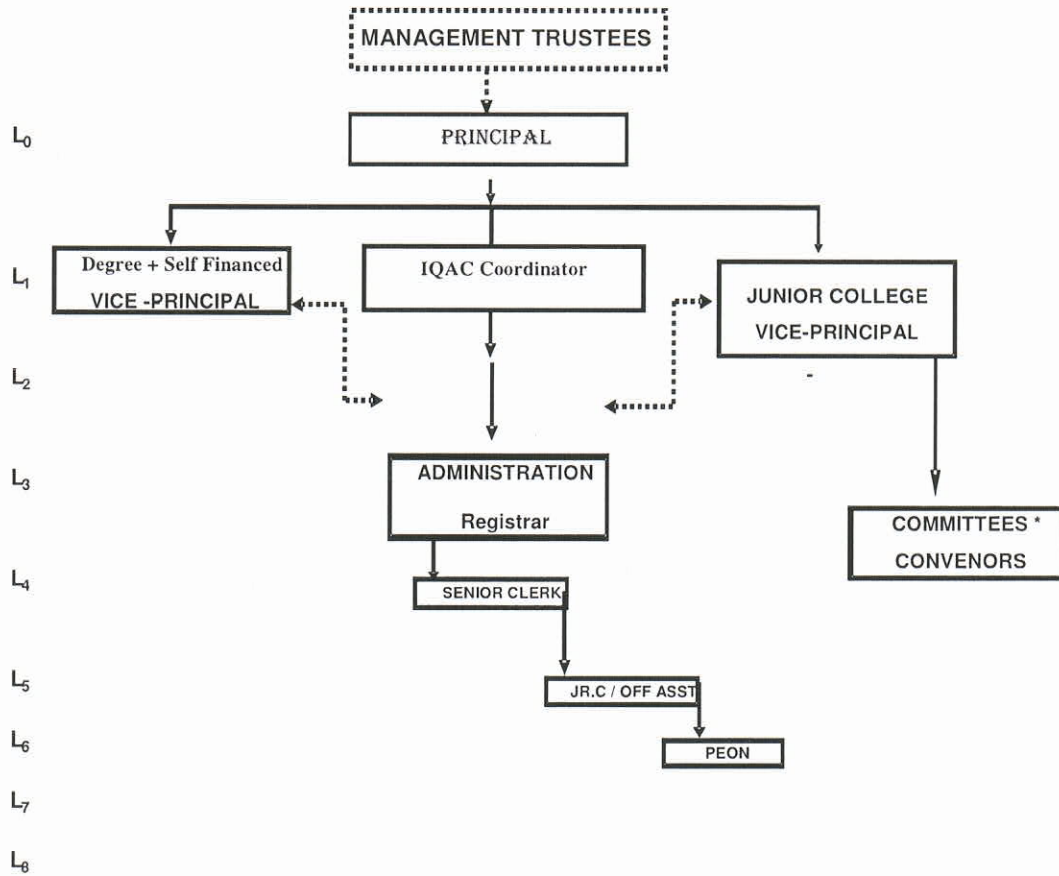
Note : * The Convenors of different functional committees report to Principal / Vice Principals

Signature of DR: ~~Mnighoskar~~

Date: 02/11/2020

DI/LEAD/ORG- GEN/01

Annexure VI

ORGANOGRAM : Degree College

L1

DEGREE + SELF FINANCED
VICE PRINCIPAL

| DEGREE LEVEL | | SELF FINANCE (UNAIDED) |

L2

Acct	Com	Eco	Maths	BC
HOD & Librarian				

| CO-ORDINATORS |

L3

Acct	Com	Eco	Maths	BC
Asst. & Associate Prof.				

| Asst. Professors |

L4
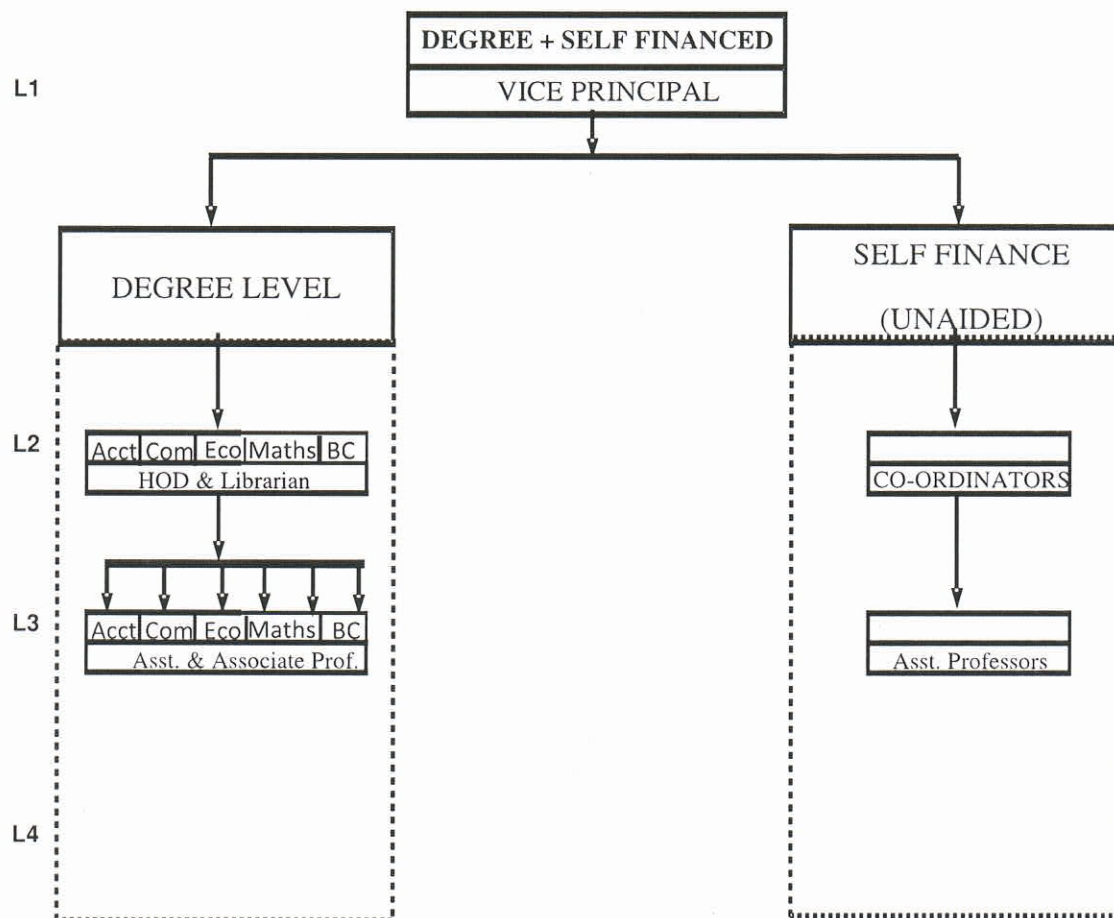
Signature of DR: Anighoskar

Date: 02/11/2020

| DI/LEAD/ORG- DC/01 |

Annexure VII

ORGANOGRAM : Junior College

L1

```
┌─────────────────────────────┐
│       VICE - PRINCIPAL      │
└─────────────────────────────┘
              │
              ▼
```

L2

```
┌─────────────────────────────────────────────┐
│                 SUPERVISOR                    │
└─────────────────────────────────────────────┘
              │
              ▼
```

```
        ┌───────────────────┐
        │     TEACHER       │
        └───────────────────┘
```

L3
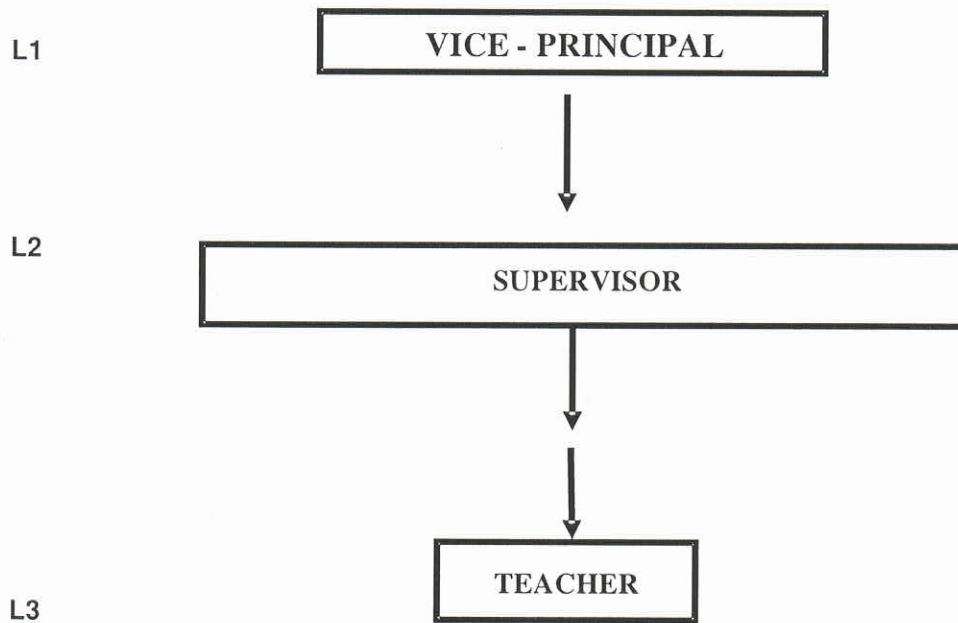
Signature of DR: ~~A~~nighoskar

Date: 02/11/2020

DI/LEAD/ORG- JC/00

Annexure VIII

Approval Details for DI / Forms

Sr. No.	Particulars	Issue & Authorisation
1	Documented Information	Principal, DR
2	Operating Procedures	Principal, DR, Vice Principals, HOD, IQAC Coordinator, Librarian, Committee Heads
3	Registers, Formats	DR, HOD, IQAC Coordinator, Committee Heads
4	External Documents like Syllabus & Circulars	Registrar
5	Admission Forms	L3 / Committee / Convener
6	TLP	L3 / HOD
7	Maintenance of Syllabus	L3 / HOD
8	Time Table for Lectures	L3 / Committee Convener
9	Examination Time Table	L3 / Committee Convener
10	Result Declaration	L3 / Committee Convener
11	UMIC	L3 / Committee Convener
12	IQAC Documents	L3 / Committee Convener
13	Purchase Orders	L3 / Committee Convener
14	Library Purchase	L3 / Committee Convener

Signature of DR: _Anighoskar_

Date: 02/11/2020

DI/LEAD/AD/01

Annexure IX (a)

Risk Log (Degree College)

Sr. No.	Area or Activity	Risk	Probability (L/M/H)	Impact (L/M/H)	Existing Controls	Additional Actions
1.	Teaching Learning	➢ Communication Skills of Teaching Staff ➢ Computer and Internet Skills of teaching staff	Medium High	High High	Feedback from Superior Feedback from students	➢ Making existing appraisal system more effective ➢ Strict enforcement of UGC guidelines. ➢ Feedback from parents and students through meetings
2.	Research	Calibre of research papers not up to mark	Medium	High	Personalized but not focused	➢ Creating urgency among staff members to write research papers in peer reviewed journals.
3.	Infrastructure	➢ Online teaching learning portal ➢ Classroom Facility ➢ Washroom Facility ➢ Drinking Water Facility	High	High	Feedback to Management and regular dialogue with service providers	➢ Funding facility based on scanning of environment to be stressed upon meeting with management on a regular basis.
4.	Administration	• Impression of Student Community • Frustration among Staff	High	High	Monitoring by Seniors	Streamlining of activities with clear sense of accountability.

Signature of DR: ~~Mnighoskar~~

Date: 02/11/2020

DI/PLNG/RSK-DC/01

Annexure IX (b)

Risk Log (Junior College)

Sr. No.	Area or Activity	Risk	Probability (L/M/H)	Impact (L/M/H)	Existing Controls	Additional Actions
1.	Teaching Learning	➤ Communication Skills of Teaching Staff ➤ Computer and Internet Skills of teaching staff	Medium	High	Feedback from Superior	➤ Making existing appraisal system more effective ➤ Strict enforcement of Board guidelines.
2.	Infrastructure	➤ Online teaching learning portal ➤ Classroom Facility ➤ Washroom Facility ➤ Drinking Water Facility	High	High	Feedback to Management	➤ Funding facility based on scanning of environment.
3.	Administration	• Impression of Student Community • Frustration among Staff	High	High	Monitored by Seniors	Streamlining of activities with clear sense of accountability.

Signature of DR: Anighoskar

Date: 02/11/2020

DI/PLNG/RSK-JC/02

Annexure X (a)

Opportunity Log

(Degree College)

Sr. No.	Area or Activity	Opportunity	Proba-bility (L/M/H)	Impact (L/M/H)	Benefits	Actions
1.	Teaching Learning	Enhancing online teaching learning methodology to create Rankers in University of Mumbai	M	H	*Enhancement in academic status of the institute *Gain reputation	*Making existing Feedback system more effective *Focusing on extra efforts for deserving students
2.	Research	Publishing in house Journal	M	H	*Gain reputation in the field of research. *Opportunities to fellow teachers for research publication.	* Formalization of a dedicated team for research activities.
3.	Infrastruc-ture	Separate Building for SFC	L	H	*Offering of new courses *Image building *Proper justice to Learning Environment	Discussions with the management for putting forward the needs.
4.	Administra-tion	Job related specialized sessions for skill enhancement	H	H	Increase in operational efficiency Empowerment of Staff	To make dedicated action plan for involvement of staff.

Signature of DR: ~~Mnighoskar~~

Date: 02/11/2020

DI/PLNG/OPP-DC/01

Annexure X (b)

<u>Opportunity Log</u>

(Junior College)

Sr. No.	Area or Activity	Opportunity	Probability (L/M/H)	Impact (L/M/H)	Benefits	Actions
1.	Teaching Learning	Enhancing online teaching learning methodology to create Rankers in Mumbai Board	M	H	Increase the academic status of the institute Gain reputation	Making existing Feedback system more effective Dedicated efforts for deserving students
2.	Presentation Skills	Presenting a Topic on the concerned subject	M	H	To update knowledge of the subject	Formalize a dedicated team for presentation skills
3.	Infrastructure	Separate Building for SFC	L	H	Start / offer new courses Better infrastructure	Discussions are on in management meetings
4.	Administration	Job related specialized sessions for skill enhancement	H	H	Increase in operational efficiency Empowerment of Staff	Dedicated action plan for involvement

Signature of DR: _Anighoskar_

Date: _02/11/2020_

DI/PLNG/OPP-JC/01

Annexure XI (a)

QUALITY OBJECTIVES

(Degree College)

- To maintain the average passing percentage of the Third Year Bachelor of Science in Information Technology – BSc(IT) at the existing level of 81.63% for the academic year 2020-21.

- To maintain the overall Students' Satisfaction Score at the present level of 7.6.

- To attain training level of four man days per teaching faculty.

Signature of DR: ~~Mnighoskar~~

Date: 02/11/2020

DI/PLNG/QOB- DC/01

Annexure XI (b)

QUALITY OBJECTIVES

(Junior College)

- To maintain the passing percentage of the FYJC & SYJC to 94% respectively.

Signature of DR: Mnighoskar

Date: 02/11/2020

DI/PLNG/QOB- JC/01

Annexure XII

COMPETENCY BASED SKILL MATRIX

Designation	Level	SbK	ApK	CsSkl	CC	O&P	DM	ConMgt	TMgt	PrtSkl	AdmSkl	CompSkl	TW	Coun	Etq	ExS	UK	ITSkl
Principal	L0	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Vice Principal	L1	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Registrar / HOD/ Senior most Teacher	L2	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Asst./ Asso. Professor / Teacher	L3	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Teachers on Contract	L4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Head / Sr. Clerk	L5	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Jr. Clerk	L6	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Peons	L7	N	N	Y	N	N	N	Y	Y	N	Y	N	Y	Y	Y	Y	N	N

Abbreviations:

SbK	ApK	CsSkl	CC	O & P	DM
Subject Knowledge	Application Knowledge	Communication Skills	Class Control	Organisation & Planning	Decision Making
CsSkl	CC	O & P	DM	ConMgt	TMgt
Communication Skills	Class Control	Organisation & Planning	Decision Making	Conflict Management	Time Management
PrtSkl	AdmSkl	CompSkl	TW	Coun	Etq
Presentation Skills	Adminsitration Skills	Computer Skills	Team Working	Counselling	Etiquette
ExS	UK	ITSkl			
Execution Skills	Updation of Knowledge	Internet Skills			

Signature of DR: Anighoskar

Date: 02/11/2020

DI/SUP/CBSM/01

ANNEXURE XIII

INDIVIDUAL TRAINING RECORD

NAME: _____

CODE NO. : _____

DEPT. NAME: _____

Year	Identified Training Needs	Attended on Date	Conducted by	Remarks

- To be signed by Vice Principal after completion of the activity

Signature of DR: ~~Mnighoskar~~

Date: 02/11/2020

DI/SUP/ ITR/00

ANNEXURE XIV

FLOW CHART FOR TEACHING LEARNING PROCESS

```
┌─────────────────────────────┐
│      SYLLABUS SUBJECT       │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│      DELIVERY PLANNING      │
│                             │
│  • Teaching Plan for        │
│    Academic Year            │
│  • Monthly Monitoring of    │
│    Teaching Plan            │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│       IMPLEMENTATION        │
│                             │
│  • Delivery of Topics       │
│  • Recording in Log Book    │
│  • Review by HOD :          │
│    Lecture Observation      │
│    Teaching Plan            │
└─────────────────────────────┘
              │
              ▼           ┌──────────────┐
              ├──────────▶│   FEEDBACK   │
              │           └──────────────┘
              ▼
┌─────────────────────────────┐
│   COMPLETION OF SYLLABUS    │
└─────────────────────────────┘
```
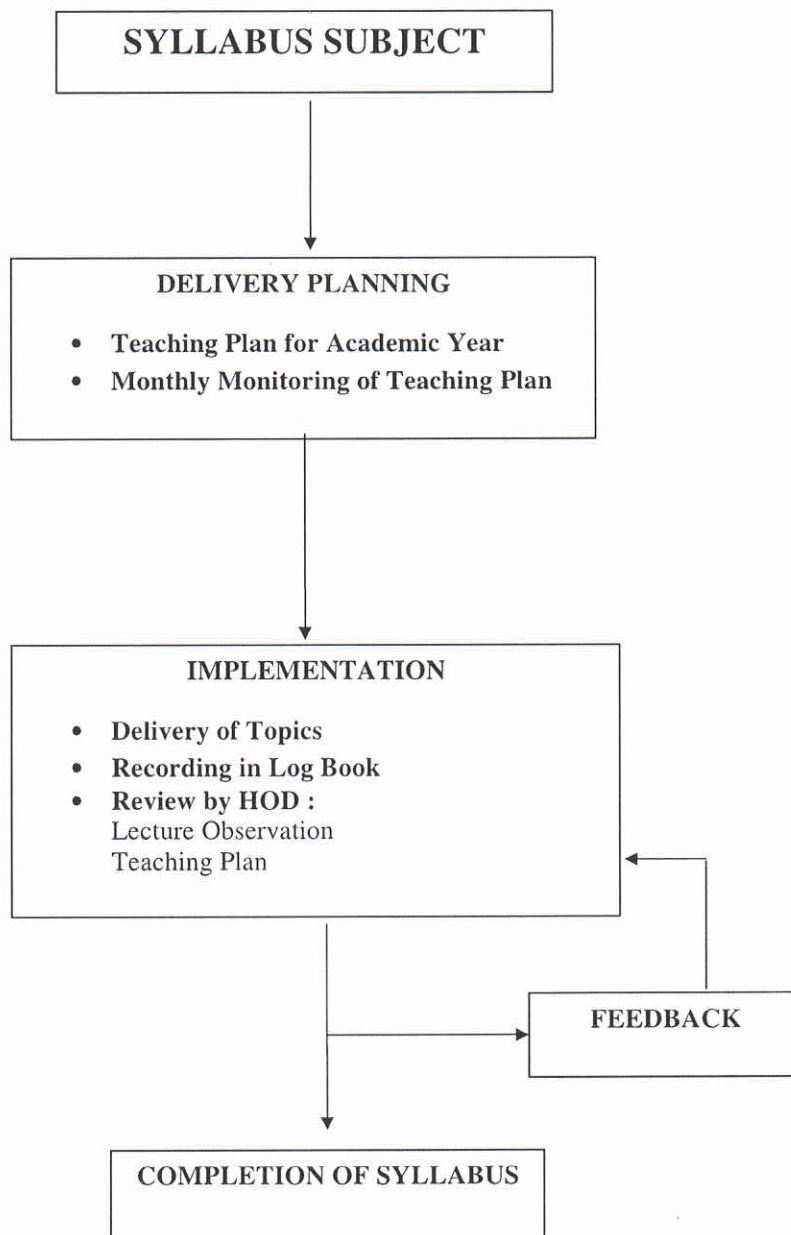
DI/C-TLP/FLOW/00

ANNEXURE XV

LIST OF DOCUMENTS TO BE MAINTAINED & RETAINED

Sr. No.	Particulars	DI Clause No	Maintained Retention Period	Retained Retention Period
1.	Scope of Quality Management System	DI 01/4.3.2	✓ Till changes in Issue	
2.	Operational Processes	DI 01 /4.4.1	✓ Till Issue Update	✓ Till Issue Update
3.	Quality Policy	DI 02 /4.2.1.3	✓ Till Next Revision	
4.	Quality Objectives	DI 03/4.5	✓ Till Next Revision	
5.	Individual Training Record	DI 04 / 4.1.1.5		✓ Till Separation
6.	Monitoring and Measuring Resources	DI 4 / 4.1.4		✓ 3 Years
7.	Documented Information (Creation, Updation and Control)	DI 04 / 4.3.2.8		✓ 3 Years
8.	Final & Intermediate Examination Result	DI 05 / 4.1.7 & 4.2.6		✓ 3 Years
9.	Minutes of Meetings of Operational Committees	DI 05 / 4.1.11 & 4.2.10		✓ 3 Years
10	Information on External Providers	DI 05/ 4.10		✓ 3 Years
11	Identification of Students	DI 05/4.9		✓ Till Separation
12	Student Property	DI 05/ 4.1		✓ Till Separation
13	Teaching Learning Plan	DI 05 /4.1.5.3		✓ 5 Years
14	Corrective Action Request	DI 05 /4.1.2 & DI 07 /4.11		✓ 3 Years
15	Student Satisfaction Forms	DI 06 / 4.1.1		✓ 3 Years
16	Non Conformance Reports of Internal Audit	DI 06 / 4.4.8		✓ 3 Years
17	Management Review	DI 06 /4.5.3.3		✓ 3 years

DI/L-DMR/00

Annexure XVI (a)

Standard Operating Procedures for maintaining Safety Protocol to prevent

the spread of COVID 19 at workplace

1. Employees shall cover their face with face-masks or surgical masks in the college premises.

2. Employees shall wash and sanitize their hands regularly.

3. Employees shall be encouraged to maintain at least one meter distance between themselves.

4. The college admin shall ensure that surfaces (e.g. desks and tables) and objects (e.g. telephones, keyboards) are wiped with disinfectant regularly.

5. Good respiratory hygiene shall be promoted in the workplace

6. Paper tissues shall be available at the workplace, for those who develop a running nose or cough at work, along with closed bins for hygienically disposing them.

7. In case employees develop even a mild cough or low grade fever (i.e. a temperature of 37.3 C or more) they shall be asked to stay at home and self-isolate and report to the nearest designated health facility (information can be taken from 01123978046).

Signature of DR: Mnighoskar

Date: 02/11/2020

DI/SUP/SOPCov/00

Coronavirus Disease 2019 (COVID-19): Standard Operating Procedure (SOP)

Introduction: The present available literature from medical sciences tell us that Coronaviruses are a large family of viruses, some causing illness in people and others that circulate among animals, including camels, cats and bats. In humans, the transmission of COVID-19 can occur via respiratory droplets directly (through droplets from coughing or sneezing) or indirectly (through contaminated objects or surfaces). The people most at risk of COVID-19 infection are those who are in close contact with a suspect/confirmed COVID-19 patient and those who care for such patients.

According to Information by WHO COVID-19 spreads primarily through respiratory droplets or contact with contaminated surfaces. Exposure can occur at the workplace, while travelling to work, during work-related travel to an area with local community transmission, as well as on the way to and from the workplace. Therefore this SOP is prepared in order to mitigate the risk of this disease.

About the SOP: This SOP is applicable to all those who are presently working at Prahladrai Dalmia Lions College of Commerce & Economics and all those who will interact with our employees in our college campus.

The compliance of all employees, visitors, stakeholders of the institution – parents, students, government officials and sub-contractors at the college campus are required to follow this SOP .

Persons above 65 years of age, persons with comorbidities, pregnant women are advised to stay at home

Generic Preventive Measures: These include simple public health measures that are to be followed to reduce the risk of infection with COVID-19. These measures need to be observed by all (employees and visitors) at all times.

These include:

1. Individuals must maintain a minimum distance of 6 feet in public places as far as feasible.
2. Use of face covers/masks to be mandatory.
3. Practice frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
4. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.

DI/ SOP-CV/Gen/ 00

5. Self-monitoring of health by all and reporting any illness at the earliest to the immediate supervisory officer.
6. Spitting shall be strictly prohibited.
7. Installation & use of Aarogya Setu App by employees.

Specific preventive measures as per the directive of Government of India Ministry of Health & Family Welfare:

Entrance will have hand hygiene (sanitizer dispenser) and thermal screening provisions.

Only asymptomatic staff/visitors shall be allowed.

Any staff residing in containment zone should inform the same to senior incharge and not attend office till containment zone is denotified. Such staff shall be permitted to work from home and it will not be counted as leave period.

Drivers shall maintain social distancing and shall follow required dos and don'ts related to COVID-19. Drivers residing in containment zones shall not be allowed to drive vehicles.

There shall be provision for disinfection of the interior of the vehicle using 1% sodium hypochlorite solution/ spray. A proper disinfection of steering, door handles, keys, etc. should be taken up.

All staff / visitors will be allowed entry only if using face cover/masks. The face cover/mask has to be worn at all times inside the office premises.

Routine issue of visitors should be suspended and visitors with proper permission of the officer who they want to meet, should be allowed after being properly screened.

Meetings, as far as feasible, should be done through video conferencing.

Posters/standees/AV media on Preventive measures about COVID-19 to be displayed prominently

Number of people in the elevators shall be restricted, duly maintaining social distancing norms

Increase ventilation at work place wherever possible.

Additional Preventive Measures:

Oximeter shall be available in Campus: According to medical experts, the device helps the healthcare provider to decide whether the patient needs extra oxygen. According to Dr. Kumar, Director, Institute of Robotic Surgery and the Chairman of Centre for Chest Surgery and Lung Transplantation at Sir Ganga Ram Hospital, New Delhi, the normal blood oxygen saturation level for someone who is healthy will be around 95–100 per cent. The oxygen level below 95 per

DI/ SOP-CV/Gen/ 00

cent indicates that there is a lung problem. A level below 92 per cent would suggest that the person is seriously ill and may need supplementary oxygen or to be monitored in the hospital.

Air-conditioning/ventilation: For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30oC, relative humidity should be in the range of 40- 70%, intake of fresh air should be as much as possible and cross ventilation should be adequate

Daily cleaning and disinfection: Daily cleaning and disinfection at least two times a day. Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, elevator buttons, hand rails, benches, washroom fixtures, etc.) shall be done in office premises and in common areas including all shared rooms, surfaces, floors, bathrooms, and changing rooms.

Clean and disinfect reusable materials such as Gloves with alcohol based rub.

Gloves and masks are supplied for sanitation staff

Daily and weekly monitoring to be done by Head Clerk.

Disinfection of College Campus twice a week.

Disinfection of Vehicles as they enter college campus.

Large gatherings continue to remain prohibited.

Seating arrangement to be made in such a way that adequate social distancing is maintained.

Separate entry and exit for staff and visitors is organised.

Staggering of office hours as per Maharashtra government directives

Staggering of Lunch hours/coffee breaks

In canteen:

- Proper Crowd and queue management to be ensured to ensure social distancing norms
- Staff / waiters to wear mask and hand gloves and take other required precautionary measures.
- The seating arrangement to ensure a distance of at least 1 meter between patrons as far as feasible.
- In the kitchen, the staff to follow social distancing norms.

Advisory : People with COVID-19 or having had contact with those that has Covid 19 , or those who are unwell or who develop symptoms should to stay at home, self isolate and contact a medical professional or the local COVID-19 information line for advice on testing and referral.

DI/ SOP-CV/Gen/ 00

Conclusion: We need to understand that we are fighting a disease. The fight is not against the person infected with corona virus but with the disease. There should be no social stigma or discrimination for any reason. We should stand together, in solidarity, in this fight and provide each other psychosocial support.

References

1. Government of India Ministry of Health & Family Welfare's "SOP on preventive measures to contain spread of COVID-19 in offices". Available at https://www.mohfw.gov.in/pdf/1SoPstobefollowedinOffices.pdf

2. "Q&A: Tips for health and safety at the workplace in the context of COVID-19", 26 June 2020. available at https://www.who.int/news-room/q-a-detail/q-a-tips-for-health-and-safety-at-the-workplace-in-the-context-of-covid-19?gclid=EAIaIQobChMIos_21e2o6gIVGSUrCh2jcgdnEAAYASAAEgJPsPD_BwE

Endnote:

All are encouraged to self-monitor their health, possibly with the use of questionnaires, and take their own temperature regularly at home.

Self checking points :

| Sr. No	Question	Response Option	Answer
1	Has someone in your close family returned from a foreign country	Yes/No	
2	Is the patient under home quarantine as advised by local health authority?	Yes/No	
3	Have you or someone in your family come in close contact with a confirmed COVID-19 patient in the last 14 days?	Yes/No	
4	Do you have fever?	Yes/No	
5	Do you have cough?	Yes/No	
6	Do you have sore throat?	Yes/No	
7	Do you feel shortness of breath?	Yes/No	

DI/ SOP-CV/Gen/ 00

Hand Hygiene

Hand hygiene is the single most important practice to reduce the transmission of infectious agents in healthcare settings. Remove gloves and wash hands. World Health Organization's step-by-step visual guidelines to handwashing:
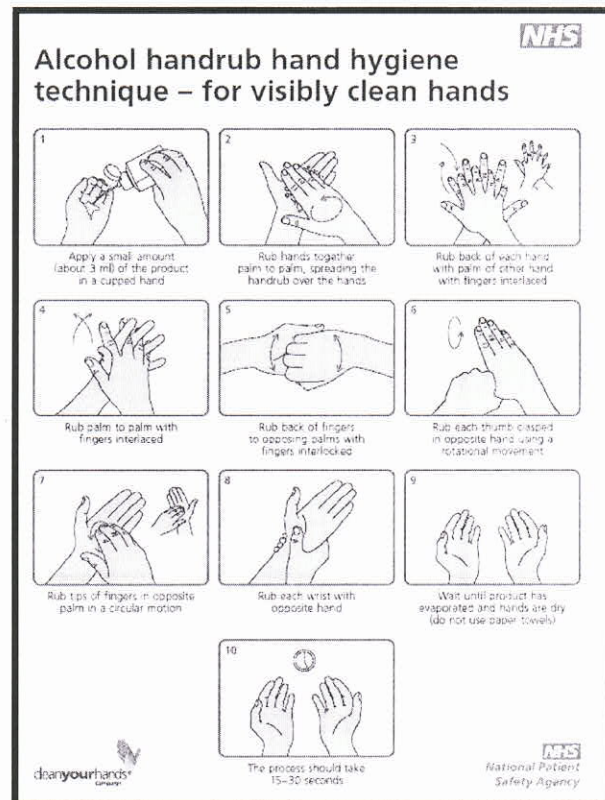
Handwashing/Hand hygiene | UN-Water: https://www.unwater.org/water-facts/handhygiene/

DI/ SOP-CV/Gen/ 00

Annexure 16 (c)

SOP for Students attending online lectures

1. Students shall Log in 10 minutes prior to the lecture

2. Students shall turn off their video & audio. They shall unmute themselves only when asked by professor.

3. Students shall avoid sharing content during lecture unless they are told by the teacher.

4. Students shall enter the online class by using their username - Roll no, last name, first name

5. Students shall refrain from chatting amongst yourselves

6. Students shall avoid taking screenshots, instead ask for recording

7. Students shall avoid sharing meeting ID and passwords with friends from other departments & colleges.

8. Students shall click on 'Raise Hand' option in case they have doubts.

9. Students shall note that any student misbehaving will be removed from class

10. Students shall ensure they have stable internet support and use headphones

11. Students shall keep a notebook, calculator, etc handy with them while attending online classes.

Signature of DR: *Mnighoskar*

Date: 02/11/2020

DI/ SOP-OL/TLP/ 01

Annexure XVI

List of Committees

Sr. No .	Name of Committee/ Cell/Association
1	College Development Committee
2	Internal Quality Assurance Cell
3	Examination Committee
4	Attendance Committee
5	N.S.S
6	UMIC
7	Students' Council
8	Cultural activities
9	Library Committee
10	LADS
11	Career Guidance
12	Placement Cell
13	Magazine
14	Fine Arts
15	Faculty Development Cell
16	Grievance Redressal Cell
17	Azaadi
18	Internal Complaint Cell
19	DLLE
20	Women Development Cell
21	Grants Committee
22	Anti ragging Cell
23	Purchase / Finance Committee
24	Time Table Committee
25	Alumni Association
26	Website update Committee
27	Planning Forum
28	Bhasha Sahitya Sabha (Multi Lingual Literary Association)
29	Prize Distribution Committee
30	Gymkhana Committee

Sr. No.	Name of Committee/ Cell/Association
31	Canteen Committee
32	Book Bank Committee
33	Research Centre
34	Result Analysis Committee
35	Parent-Teachers Association
36	Discipline Committee
37	Admission Committee 2021-22
38	MIS Committee
39	Stock Checking
40	NCC
41	Dalmia Lions Utsav
42	RTI Committee
43	Prospectus Committee 2020-21
44	Feed Back Committee
45	LCR Committee
46	Health & Counselling Cell
47	Equal Opportunity Cell
48	Aastha cell
49	Employee & Student Welfare Committee
50	Incubation Centre
51	Students Research Cell
52	Advisory Committee
53	Entrepreneurial Development Cell
54	Disaster Management Cell
55	Students' Quality Circle
56	Green Cell
57	Code of Conduct & Policy Review Committee
58	Inclusion Cell

Signature of DR: Anighoskar

Date: 02/11/2020

DI/OP/Com L/00

Checklist for Internal Audit

A. Checklist for Departmental File: (in ISO Format)

1. Departmental Plan

2. Teaching plan by teachers

3. Time table of teaching faculty

4. Lecture observation Report

5. Notice and minutes of the departmental meetings

6. Log books of previous years

7. Copy of Academic Calendar

8. Copy of syllabus

9. Work load distribution

10. Remedial lectures/Guest Lectures/Extracurricular activities

11. Result Analysis

12. Department report

13. Individual Training Record

14. Departmental activities – notice, attendance sheets, letters of invitation to guests, etc.

15. Teachers' Profile – Bio-data of Teaching Faculty with relevant proofs

16. Question papers, Question Bank, Worksheets, etc.

17. Best Practices

18. University / Board Circulars related to Department

19. Committee list

20. Evidence of Training of Teachers – Certificates

21. All notices and formats should be numbered

22. All notices and formats should be numbered

23. ICT Tools used by the teachers in the department Daily Report

B. Checklist for Exam Department :

1. Plan of the year

2. Process of conducting exam

3. Result declaration dates

4. Review of the Process

5. Formatting of Internal Papers & unit Test

C. Checklist for Extension Activities and Associations :

1. Enrollment Details

2. University circulars / directives

3. Plan for the year

4. Activities conducted – list

5. Activity Reports – duly filled in Activity Sheets – list of participation,

   feedback, report, photographs , etc.

6. Any other details to be shared.

Signature of DR: *Anighoskar*
Date: 02/11/2020

DI/L- Ck/Aud/00