




**SHRI RAMDEOBABA COLLEGE OF
ENGINEERING AND MANAGEMENT**

PROCESS MANUAL

ADMINISTRATIVE OFFICE

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Ref. Clause(s): 4.4, 7.5.2	Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019	

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AO/A	Index of Work Procedures	01/11/2019	4.4, 7.5.2	01
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AO/PR/06	Internal Audit, Corrective Actions	01/11/2019	4.4, 9.2, 10.2, 10.3	14

ALL THE SECTIONS IN THE MANUAL AO/A TO AO/PR/06 ARE		
 <i>Satyajit Uparkar</i>	 <i>[Signature]</i>	 <i>Nadane</i> <i>01/11/19</i>
PREPARED BY Administrative Officer and Prof. Satyajit Uparkar	REVIEWED AND APPROVED BY PRINCIPAL	ISSUED BY MR

AO/B	REVISION SHEET	Page: 01 / 01
Ref. Clause(s): 7.5.2		Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019

Process No.	Iss. No./ Rev. No.	Date of Revision	Nature of Change	Approved By
All	01/00	01/11/2019	Original Issue	Principal

AO/C	LIST OF DOCUMENTS AND EVIDENCES	Page: 01 / 02
Ref. Clause(s): 7.5.1	Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019	

Doc. No.	Ref. Clause	Title	Date	Master Copy Holder	Controlled Copy Holder
--	--	Process Manual	01/11/2019	MR	Administrative Officer
--	--	Quality Manual	01/11/2019	MR	Administrative Officer
AO-01	7.5.1, 7.5.2	Purchase Order	01/11/2019	Administrative Officer	Concerned Department(s)
AO-02	7.5.1, 7.5.2	Work Order	01/11/2019	Administrative Officer	Concerned Department(s)
AO-03	7.5.1, 7.5.2	List of Approved/Vendors/Suppliers/ Contractors	01/11/2019	Administrative Officer/ Operator	--
AO-04	7.5.1, 7.5.2	Vendor wise Purchase/Work Order	01/11/2019	Administrative Officer/ Operator	--
AO-05	7.1.1,7.1.3	Hospitality & Logistic	01/11/2019	Administrative Officer/ Operator	--
AO-06	7.3,7.4, 7.5	Stock Register	01/11/2019	Administrative Officer	--
AO-07	7.5, 7.1.1	Request to AO	01/11/2019	Administrative Officer/ Store In-charge	--
AO-08	7.3,7.4, 7.5	Store Inward Register	01/11/2019	Administrative Officer/ Store In-charge	--
AO-09	7.3,7.4, 7.5	Store Issue Register	01/11/2019	Administrative Officer/ Store In-charge	--
AO-10	9.3.2	a) Stock verification schedule b) Stock verification report (b1-b3) c) Stock verification summary	01/11/2019	Administrative Officer	Administrative Officer/ Concerned Department/Office
AO-11	8.1,7.5	Equipment Repair Details	01/11/2019	Administrative Officer	--
AO-12	7.3,7.4, 7.5	Scrap Details	01/11/2019	Administrative Officer	--
AO-13	8.4.1, 8.4.2, 7.5	Housekeeping Services Manual	01/11/2019	Administrative Officer/ Facility Executive	--
AO-14* (1 to 11)	8.4.1, 8.4.2, 7.5	Housekeeping Services Documents*	01/11/2019	Administrative Officer/ Facility Executive	--
AO-15	4.2, 5.1.2, 9.1.2, 9.1.3	Housekeeping Feedback, Analysis and Action Taken Report	01/11/2019	Administrative Officer/ Facility Executive	--

AO/C	LIST OF DOCUMENTS AND EVIDENCES	Page: 02 / 02
Ref. Clause(s): 7.5.1	Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019	

Doc. No.	Ref. Clause	Title	Date	Master Copy Holder	Controlled Copy Holder
AO-16	6.2.1,6.2.2	Quality Objectives	01/11/2019	Administrative Officer	--
AO-17	9.2,10.2, 10.3	Internal Audit Record	01/11/2019	MR	Administrative Officer

***List of Housekeeping Services Documents under AO-14**

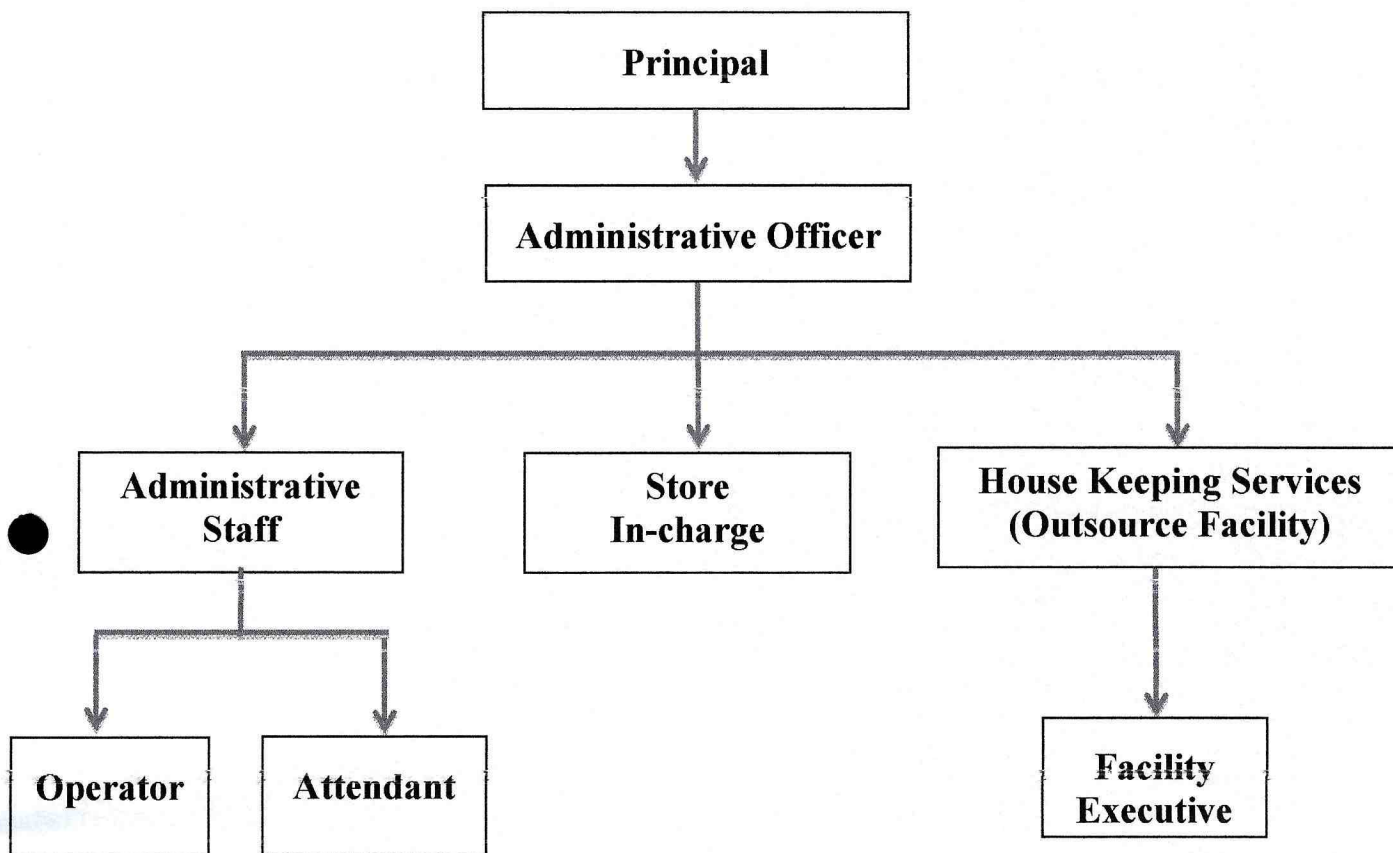
Sr. No.	Details	Sr. No.	Details
01	Employee Details	07	Grooming Register
02	Attendance Register	08	Chemical Consumption Register
03	Stock Book	09	Daily/Weekly Checklist
04	Carpenter Work Register	10	Boys Hostel Daily Room Cleaning Register
05	Plumber Work Register	11	Lost & Found Details
06	Helper Work Register		

List of Documents for Stock Verification Report under AO-10 b

Sr. No.	Details
b1	List of Equipments and Total Investment
b2	Computing Facility
b3	Discarded Material /Repair Details

Note : AO-10 b also includes the copy of stock verification reports of various Engineering department/MCA/MBA/Departments under BE First Year along with CNC and Physical Education Department.

AO/D	ORGANISATION STRUCTURE	Page: 01 / 01
Ref. Clause(s): 5.3		Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019



AO / E	RESPONSIBILITY AND AUTHORITY	Page: 01 / 01
Ref. Clause(s): 5.3, 5.5.1		Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019

Responsibilities of Administrative Officer	
01	To control overall operations of Campus Facilities.
02	To process the Purchase/work order quotations.
03	To plan Store, Campus maintenance and housekeeping.
04	To plan and execute the Stock Verification process.
05	To carry out the Equipment Repair related work.
Authorities of Administrative Officer	
01	To decide the parameters, method and frequency of the Campus Facilities.
02	To take actions on failures in the Campus Facilities and housekeeping.
03	To take decision regarding dispose of scrap material.
04	To prepare the Summary of Stock Verification process.
05	To suggest changes on the QMS.
Responsibilities of Operator	
01	To assist Administrative Officer and Principal in activities related to Purchase/Work Order.
Responsibilities of Attendant	
01	To assist Administrative Officer and Operator in activities related to Admin Office.
Responsibilities of Store In-charge	
01	To carry out the Request/Inward/Issue related work.
Responsibilities of Facility Executive (House Keeping)	
01	To report Administrative Officer for activities related to Housekeeping.
02	To carry out activities related to Housekeeping.
03	To collect the feedback and perform the analysis on monthly basis.

AO / F	Quality Objectives	Page: 01 / 01
Ref. Clause(s): 6.2.1, 6.2.2		Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019

No.	Parameters	Target Set
01	To ensure timely issuance of Purchase order/ work order	(in days)
	(i) Consumables	
	(ii) Hardware /Software	
	(iii) Major Equipments	
02	To increase the satisfaction Index of House Keeping facilities.	(in percentage)
03	To ensure timely verification of physical stock session wise.	(in percentage)

AO /PR/01	AO Office	Page: 01 / 01
Ref. Clause(s): 4.4, 7.5, 8.5.5		Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019

No.	Process Stage	Process Owner	Output
01	Update List of approved Vendors/Suppliers/Contractors	Administrative Officer	AO-3
02	To accept request for Purchase order of Inventory/Stationary and Work order of any event, made by the Departments/Office/Store.	Administrative Officer	AO-1/AO-2
03	Decide the parameters, methods, and frequency for the approval, budget, utilization and call for quotations, of the above said categories. Also identify the responsibilities for the same.	Administrative Officer	AO-1/AO-2/AO-4
04	Plan the activities for comparative statement if any and to get the sanction/approval from the competitive authority/Staring Committee.	Administrative Officer	AO-1/AO-2/AO-4
05	Prepare the Purchase order/Work order as per priorities/negotiation/instructions if any.	Administrative Officer	AO-1/AO-2
06	Receive of Inventory/ Material/Services, Process of Inwards entries and Dispatch to the respective Departments/Office/Store.	Administrative Officer /Store In-charge	AO-7/AO-8/AO-9
07	Process of Installation/Demo/ completion of Services for invoice certification and hence for process of Payment.	Administrative Officer	AO-1/AO-2/AO-4
08	For Hospitality and Logistic (i) To Receive the concern request (ii) To get approval from competent authority (iii) To Prepare Work order (iv) Booking of Hotels/Vehicles (v) Receive of Bills	Administrative Officer	AO-5
09	To maintain the Stock book	Administrative Officer	AO-6
10	To plan and execute the Stock Verification Process as to match the existing stock and the stock book entries of all the departments and various offices in the campus. At last to prepare a summary report of this process.	Administrative Officer	AO-10/AO-16
11	Receive the report from the Facility executive/Supervisor regarding the Housekeeping activities.	Administrative Officer /Facility Executive	AO-14/ AO-15
12	To process the Equipment repair work and the Disposal of scrap material	Administrative Officer	AO-11/AO-12

AO /PR/02	Process of Purchase Order/Work Order	Page: 01 / 02
Ref. Clause(s): 4.4, 7.5, 8.5.5		Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019

No.	Process Stage (Purchase Order: Stock)	Process Owner	Output
01	Requirement as per budget allocation, of various items such as equipment/machines/chemicals/ consumable with specification and justification from the concern Head of the Department and lab Incharge is sent to Principal for approval.	Head of Department	AO-1
02	Receive approval from Principal and send inquire letter to vendors for quotation	Administrative Officer	AO-1
03	Receive the quotations and sent to the respective departments. Department prepare comparative stamen and Submit the file to Scrutiny officer.	--	AO-1
04	After the approval from Scrutiny officer, AO put the file in Steering committee meeting and then calls the vendors for discussion and finalization.	--	AO-1
05	After approval of the vendor AO prepares the purchase order and send to the vendor.	Administrative Officer	AO-1
06	Equipments are received in central store and then are send to the respective department for installation and demonstration.	--	--
07	After installation Head/Lab in-charge entre the equipment in Stock book and send the invoice to AO office for release the payment.	Administrative Officer	AO-1
08	AO enters the invoice details in central stock book and passes invoice for payment to finance office.	Administrative Officer	AO-1
09	After receiving Invoice, finance office sends the payment to vendor through RTGS.	--	--

AO /PR/02	Process of Purchase Order/Work Order	Page: 02 / 02
Ref. Clause(s): 4.4, 7.5, 8.5.5		Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019

No.	Process Stage (Purchase Order: Inventory)	Process Owner	Output
01	Requirement from the concern Departments/Offices is made through GEMS software , stating the items list and quantity	Head of Department	AO-1
02	AO approves the request and send to store in-charge if already available in stock , otherwise send inquire letter to vendors for quotation	Administrative Officer	AO-1
03	Receive the quotations and perform the Analysis for comparative statement and put forward for approval from Principal and General Secretary.	Administrative Officer	AO-1
04	After Approval, AO prepares the purchase order and send to the vendors.	Administrative Officer	AO-1
05	Inventory are received in central store and are then send to the respective Department/Office	Administrative Officer	AO-1
06	AO enters the invoice details in central stock book and passes invoice for payment to finance office.	Administrative Officer	AO-1
07	After receiving Invoice, finance office sends the payment to vendor through RTGS.	--	--

Note: Work Oder is generated for Maintenance work, Repair work, Hospitality and Logistics, Major Events etc. Process for Work Order is same as of Process for Purchase order.

AO /PR/03	Stock Verification	Page: 01 / 01
Ref. Clause(s): 4.4, 7.5, 8.5.5,		Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019

No.	Process Stage	Process Owner	Output
01	To give directions for stock entries for consumable, non-consumable or absolute items separately in their respective register.	Administrative Officer	--
02	To schedule the dates for physical stock verification at end of the session and get it approved from Principal.	Administrative Officer	AO-10a
03	To Constitute a team to perform the physical stock verification process	Administrative Officer	AO-10a
04	To direct the departments/ offices for the Preparation of list of items of stocks in the Department/Sections/Laboratories/Offices for the stock verification process	Administrative Officer	AO-10 (b1-b3)
05	Conduction and documentation of Physical stock verification	Administrative Officer	AO-10 (b1-b3)
06	Submission of Comprehensive statement (summary) to the Principal	Administrative Officer	AO-10c

AO /PR/04	Stores	Page: 01 / 01
Ref. Clause(s): 4.4,7.5, 8.5.5		Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019

No.	Process Stage	Process Owner	Output
01	To prepare the requisition for frequent items under Stationeries.	Store In-charge	AO-07
02	Receive of Material in store for various departments/ Offices/Store	Store In-charge	AO-08
03	Process of Entries in inward register and issue of Material from store under (i) Stationary (ii) Electrical equipment's (iii) Plumbing	Store In-charge	AO-09
04	Report to the administrative Officer regarding the status and details of Stores.	Store In-charge	AO-06/ AO-17

AO /PR/05	House Keeping	Page: 01 / 01
Ref. Clause(s): 4.4, 7.5, 8.5.5		Iss. No.: 01, Rev. No.: 00, Dt.: 01/11/2019

No.	Process Stage	Process Owner	Output
01	Plan the activities in such a way that each place in the campus is covered for cleanliness.	Administrative Officer/Facility Executive	AO-13
02	To Provide Cleanliness related to building, Blocks, Hostel, open areas, roads, temple	Administrative Officer/Facility Executive	AO-14
03	Undertake rounds in the campus as per planned schedule and ensure that all the areas as per checklist are in hygienic condition.	Administrative Officer/Facility Executive	AO-14
04	Receive the Feedbacks from the concerned staff regarding Housekeeping activities.	Administrative Officer/Facility Executive	AO-15
05	Updating and Maintenance of daily/weekly cleaning checklist as per document list*.	Administrative Officer/Facility Executive	AO-14
06	Report to the administrative Officer regarding the status and details of housekeeping activities.	Administrative Officer/Facility Executive	AO-17

AO/PR/06	Internal Audit and Corrective Action	Page: 01 / 01
Ref. Clause(s): 4.4, 9.2, 10.2, 10.3	Iss. No.: 1 Rev. No.: 00, Dt.: 01/11/2019	

Sr. No.	Process Stage	Process Owner	Output
01	As per the audit plan, conduct the internal audit every Three months and Surveillance audit every Nine months.	MR	QMS-05
02	Take corrective actions on observation findings and NC (if any).	Administrative Officer	QMS-05