

# RAM LAL ANAND COLLEGE

## UNIVERSITY OF DELHI



### QUALITY MANUAL

Version 1.0

Date: 04/08/2024

### *Scope*

*Providing Undergraduate Degree Programs in Commerce, Science, Management Studies, Humanities (including language), Journalism & Mass Communication in Hindi; Postgraduate Degree Program in Hindi as per University of Delhi curriculum, and Part-time Certificate & Diploma courses in Chinese and Japanese language as per Department of East Asian Studies, University of Delhi curriculum*

*Prepared By*  
*ISO Committee and IQAC*

*Approved By*  
*Principal*

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## **INTRODUCTION**

### **COLLEGE PROFILE**

Ram Lal Anand College (thereafter written as RLAC) operates under the guiding principle of "Shraddhawan Labhte Gyanam" (those who work with dedication and faith, obtain knowledge). Ram Lal Anand College was founded in the year 1964 by Late Shri Ram Lal Anand, a senior advocate in the Supreme Court of India, in response to the growing social demand in the sixties for providing educational opportunities at the university level. The college was initially managed by the Ram Lal Anand College Trust. It was later taken over by the University of Delhi. Since 1973, it has been run by the University of Delhi as a University Maintained Institution and funded by University Grants Commission (UGC), Government of India.

The college is in the picturesque surroundings against the backdrop of the Aravalli ranges about the South Campus of the University of Delhi and several other educational institutions. It has a vast campus, spread over ten acres of land with green lawns and elegant buildings of much sprawling architectural merit. The college has excellent infrastructure, with state-of-the-art Laboratories, Seminar room, conference room, Amphitheatres, Activity Centre, Library, Playground and Cafeteria. The college campus is completely Wi-Fi enabled. Being a multi-disciplinary, co-educational institution it currently has 2600 students pursuing different degree programmes in Arts, Commerce, Management and Science streams. Ram Lal Anand College is administered by a statutory Governing Body as per the University Ordinances and legislated by the Executive Council of the University of Delhi.

The college boasts of 113 highly learned and committed teaching faculty members. Apart from their traditional role of disseminating knowledge, the teachers inspire and guide the students to manage different activities such as seminars, workshops, debates, theatre, cultural activities including classical music and dance. Teachers are also involved in guiding students in various research and innovation projects. RLAC with its wide expanse of Sports field and technical support provides a conducive environment for sports. The College is proud to be one of the leading affiliates of the National Cadets Corps (NCC) and National Services Scheme (NSS) with an impressive number of cadets / volunteers enrolled each academic year.

The college has following departments (offering undergraduate programs and courses), centers of excellence, special committees and cells.

### **DEPARTMENTS**

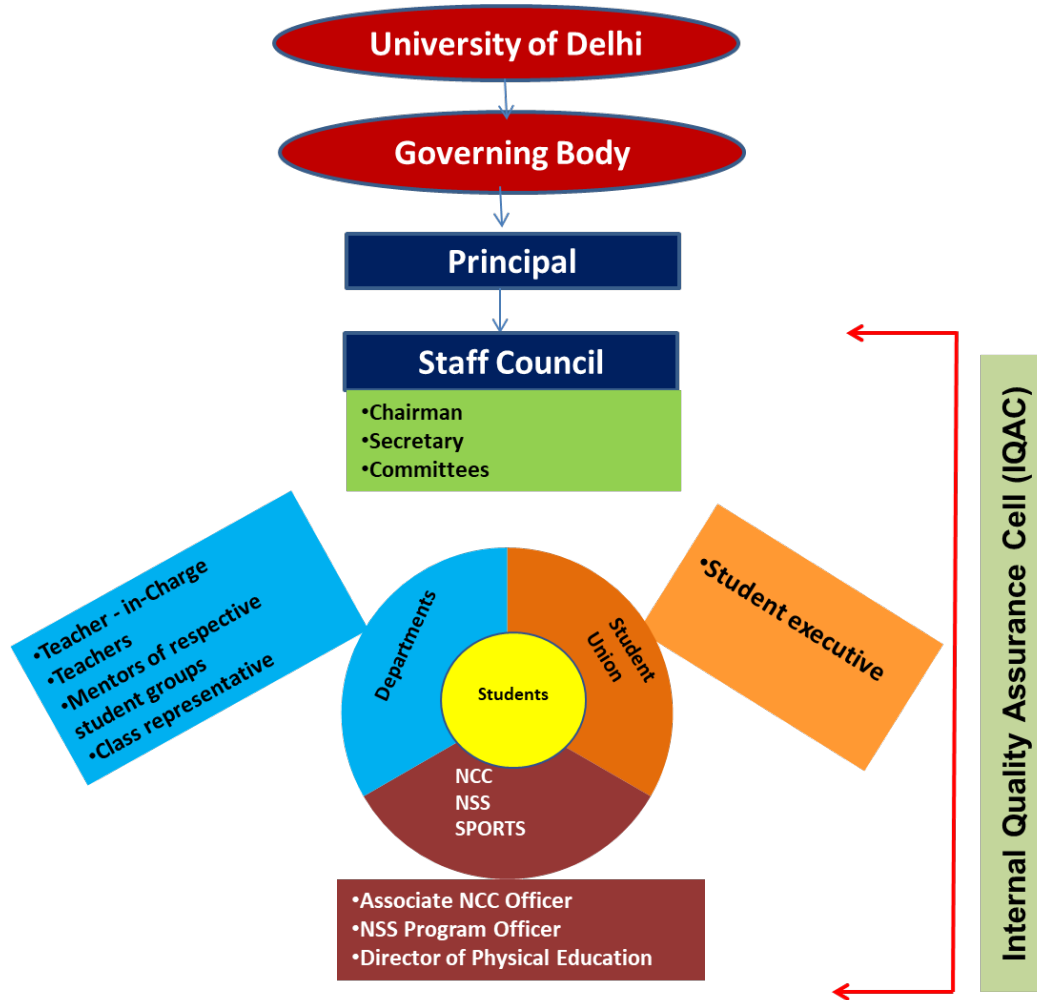
1. Department of English
2. Department of Hindi
3. Department of Hindi Patrakarita Evam Jansanchar (Journalism & Mass Communication in Hindi)
4. Department of Political Science
5. Department of History
6. Department of Computer Science
7. Department of Commerce
8. Department of Economics

9. Department of Geology
10. Department of Microbiology
11. Department of Statistics
12. Department of Mathematics
13. Department of Management Studies
14. Department of Environmental Studies
15. Department of B.A. Program
16. Department of Physical Education

RLA, is a University of Delhi maintained institution, with Governing Body (GB) chaired by a nominee of the Vice Chancellor, and its members appointed by the University for a 2-year term. Rotationally, two faculty members; one non-teaching staff are part of GB (Refer to **Figure 1 for Organogram of RLAC**). Executive decisions are made by GB through its sub-committees. Administrative leadership is under the guidance of Principal, supported by Section Officer (Administration), Bursar, Section Officer (Accounts), support staff. Staff Council, a statutory body, implements GB decisions related to academic, extra-curricular, and infrastructural activities through its various committees (**Annexure 1 for list of staff council committees**). The secretary, elected from faculty for a one-year term, plays a pivotal role in Council, with Principal as Chairman. Service rules governing Principal, teaching, and non-teaching staff are as per UGC as adopted by the DU. All processes related to admissions, recruitment, Leave, promotion, procurement of equipment, and infrastructure development align with the guidelines set forth by UGC, DU, and GB. Teaching positions are filled as per roster, based on total teacher requirement for each academic session. Non-teaching staff recruitment follows the roster, in accordance with DU rules. Promotions for both teaching and non-teaching staff adhere to the stipulated rules of the University of Delhi. Grievance Redressal Committee addresses concerns from all stakeholders, along with ICC specifically designed to handle cases of sexual harassment. College is committed to compliance under section 4 (1) (b) of the RTI Act, 2005.

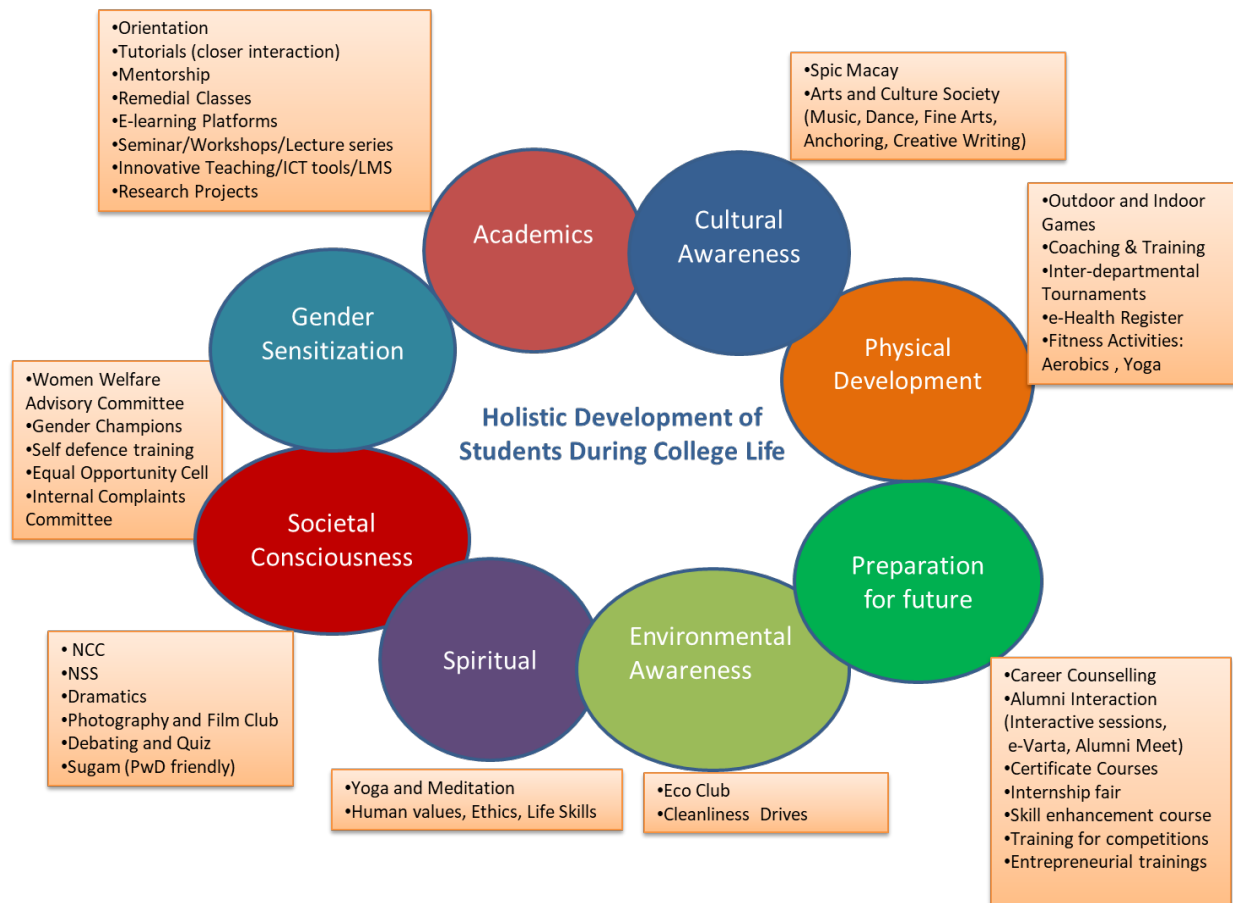
## **OTHER IMPORTANT COMMITTEES/CELLS**

1. **INTERNAL QUALITY ASSURANCE CELL (IQAC):** It plays an important role in enhancing the quality of academics, planning, and administration, establishing and enforcing quality benchmarks. This is an internal quality assurance system, with an appropriate structure and processes, to meet the diverse needs of the stakeholders. The IQAC is meant for planning, guiding, and monitoring the Quality Assurance (QA) and Quality Enhancement (QE) activities of the college. It works in college to channel and systematize the efforts and measures towards academic excellence. It is involved in the development and application of quality benchmarks/parameters for various academic and administrative activities of the college thereby creating a student-centric environment conducive to education. The IQAC cell has senior college faculty members and external experts. Staff Council committees furnish annual reports to IQAC.



**Figure 1: Organogram of RLAC**

2. **INSTITUTIONAL ACADEMIC INTEGRITY PANEL:** As per recommendations of UGC to maintain responsible conduct of research, promotion of academic integrity and prevention of misconduct including plagiarism in academic writing among students, faculty, researcher and staff, this committee has been constituted at the college.
3. **INSTITUTIONAL ETHICS COMMITTEE:** This committee takes care of ethical compliance of research protocols and proposals submitted for grants from various funding agencies.
4. **RESEARCH AND IPR CELL:** This cell promotes research activities in the college. It constantly disseminates information about various funding agencies and ministries which provide funds to researchers from diverse disciplines. The cell updates the faculty members about the upcoming grant deadlines, workshops, seminars, FDPs and conferences in their areas of interest through emails. College also provides research grants/funds for selected research proposals to both students and faculty under “College Research Grant” scheme. The cell also conducts workshops and training programs to help faculty and students in writing research proposals and in areas of IPR and research methodology.



**Figure 2: Mechanisms at RLAC for Holistic Development of students**

### Undergraduate Curriculum Framework 2022

The college as part of Delhi University has implemented a new curriculum framework from the academic session 2022-23. It is known as Undergraduate Curriculum Framework (UGCF) – 2022 under the New Education Policy 2020. This framework is formulated with a student-centric approach and provides flexibility in terms of choice of discipline(s) of study, developing academic pathways having creative combinations of disciplines for study with multiple entry and exit points, determining semester-wise academic load and the ease to learn at his/her pace, to the extent possible. The UGCF - 2022 underlines the historical perspective, philosophical basis, and contemporary realities of higher education as enshrined in the National Education Policy (NEP) - 2020 and endeavors to synchronize these cornerstones while charting the road ahead for the state of higher education.

To actualize the noble objective, as succinctly brought out in the NEP - 2020, the Delhi University has endeavored to explore the possibility of further restructuring and refinement of its undergraduate curriculum framework in line with the objective and underlying philosophy of the NEP - 2020 to capture the imagination of the youth of our nation which depicts the contemporary

realities of our demographic advantage globally. The resultant outcome of this comprehensive exercise undertaken by the Delhi University is the UGCF - 2022 which not only underlines the heart and soul of the NEP 2020 in letter and spirit but also goes on to create a teaching-learning framework at the undergraduate level to attract the young minds towards research, innovation, apprenticeship, social outreach, entrepreneurship, skill development and similar such areas of human knowledge and endeavor while imbibing the truly charged academic environ of the university and its constituent colleges. The new framework allows students to collect credits in a designated academic credit bank which can be utilized as per the student's needs in the future.

UGCF 2022 has proposed exit options to students at different levels of undergraduate courses with various credentials after completing each stage of graduation. The medium of instruction at RLAC is Bilingual i.e. English/ Hindi.

# Ram Lal Anand College, University of Delhi

## Quality Management System (QMS)

### Introduction

#### 0.1 General

RLA College (RLAC) recognizes the importance of establishing a robust management system to ensure the quality and effectiveness of its educational services. The ISO 21001:2018 standard provides a comprehensive framework for an Education Organization Management System (EOMS) that focuses on the specific needs and expectations of students and other beneficiaries. This manual details RLAC's dedication to meeting the requirements of ISO 21001:2018, enhancing satisfaction, and continually improving our educational processes.

#### 0.2 Relevance

Educational organizations play a critical role in society by imparting knowledge, skills, and values that contribute to personal development and societal progress. At RLAC, we are dedicated to fostering an inclusive and supportive learning environment that promotes excellence in education. The implementation of ISO 21001:2018 will help us achieve our mission by ensuring that our management practices align with international standards and best practices.

To enhance the overall performance, RLAC has established a robust foundation for sustainable growth by adopting a quality management system. This implementation of quality management system has led to several benefits, including the ability to consistently deliver products and services that meet student expectations and comply with legislative and regulatory requirements. This approach has improved student satisfaction significantly, effectively managing risks and opportunities related to our context and objectives and ensures adherence to defined quality management system standards.

The aim of the EOMS at RLAC is to:

- Provide a structured approach to manage and improve the quality of educational services ensuring regional and national framework.
- Enhance the satisfaction of students, staff, and other beneficiaries.
- Ensure compliance with relevant statutory and regulatory requirements.
- Promote a culture of continuous improvement within the organization.
- Promote a culture of research and innovation further enhancing the learning environment.
- Address the specific needs and expectations of our diverse stakeholder groups.
- Assess, manage and mitigate risks at all levels.



### 0.3 Relationship between This Document and International Standards

This document is an independent management system standard that aligns with ISO 21001: 2018, focusing on the management systems of educational organizations and their impact on student and other relevant interested parties.

It adheres to ISO's requirements for management system standards, featuring a high-level structure, identical core text, and common terms with core definitions. This design facilitates the implementation of multiple ISO management system standards. Additionally, this document can be integrated with regional, national, open, proprietary, and other standards or related documents.

### 0.4 Principles

RLAC's Educational Organization Management System (EOMS) is founded on the principles outlined in ISO 21001:2018, ensuring that our educational processes are effective, inclusive, and continuously improving. The key principles are:

- a) **Focus on Students and Other Beneficiaries:** RLAC prioritizes the needs and expectations of students and other beneficiaries to enhance their satisfaction and achieve better educational outcomes.
- b) **Visionary Leadership:** RLAC has established a clear vision and direction for the college, ensuring that all activities align with our strategic goals and objectives.
- c) **Engagement of People:** RLAC encourages active participation and collaboration among staff, students, and other stakeholders to foster a culture of involvement and ownership.
- d) **Process Approach:** RLAC manages activities and resources as interrelated processes that function as a coherent system, optimizing efficiency and effectiveness.
- e) **Improvement:** RLAC continuously strives for improvement in all aspects through assessment of feedback from all stakeholders.
- f) **Evidence-Based Decisions:** RLAC makes informed decisions based on accurate data analysis and evaluation to drive improvements and achieve desired outcomes.
- g) **Relationship Management:** RLAC attempts to build and maintain strong relationships with all stakeholders, including students, staff, parents, community members, and collaborators, to support mutual goals and objectives.
- h) **Social Responsibility:** RLAC is committed to ethical practices. It also contributes positively to community through student societies as well as National Schemes including NSS and NCC, demonstrating our role as a responsible educational institution.
- i) **Accessibility and Equity:** RLAC ensures that educational opportunities are accessible and equitable for all students, regardless of their background.
- j) **Ethical Conduct in Education:** RLAC upholds the highest standards of integrity, honesty, and ethical behavior in all educational practices.
- k) **Data Security and Protection:** RLAC safeguards personal and organizational data to ensure privacy, confidentiality, and compliance with legal and regulatory requirements.

These principles guide RLAC in delivering high-quality education, fostering a supportive learning environment, and continually improving our management system to meet the evolving needs of our students and stakeholders.

## 0.5 Process Approach

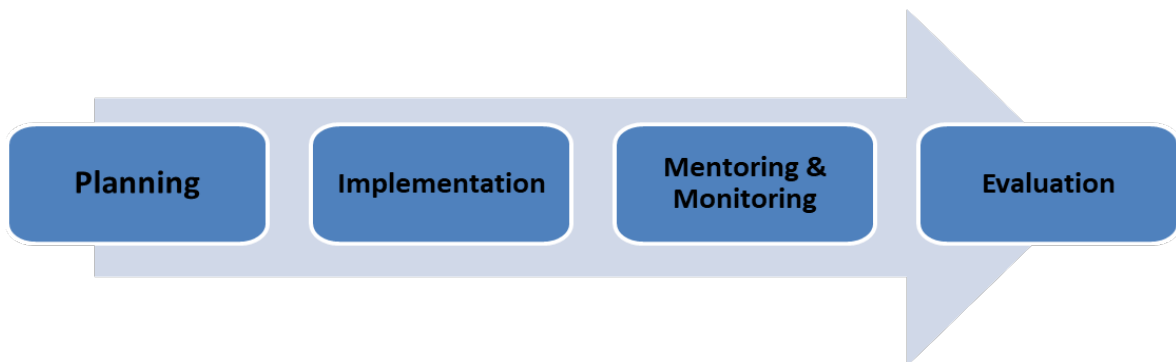
### 0.5.1 General

RLAC has established the process approach, Plan-Do-Check-Act (PDCA) cycle. The PDCA cycle emphasizes risk-based thinking to seize chances to avoid unfavorable outcomes. To increase customer satisfaction, RLAC adopts a process-oriented approach to build and enhance the efficacy of a quality management system. With this strategy, the college manages the connections and dependencies between the system's processes, improving the organization's overall performance.

### 0.5.2 Plan-Do-Check-Act (PDCA)

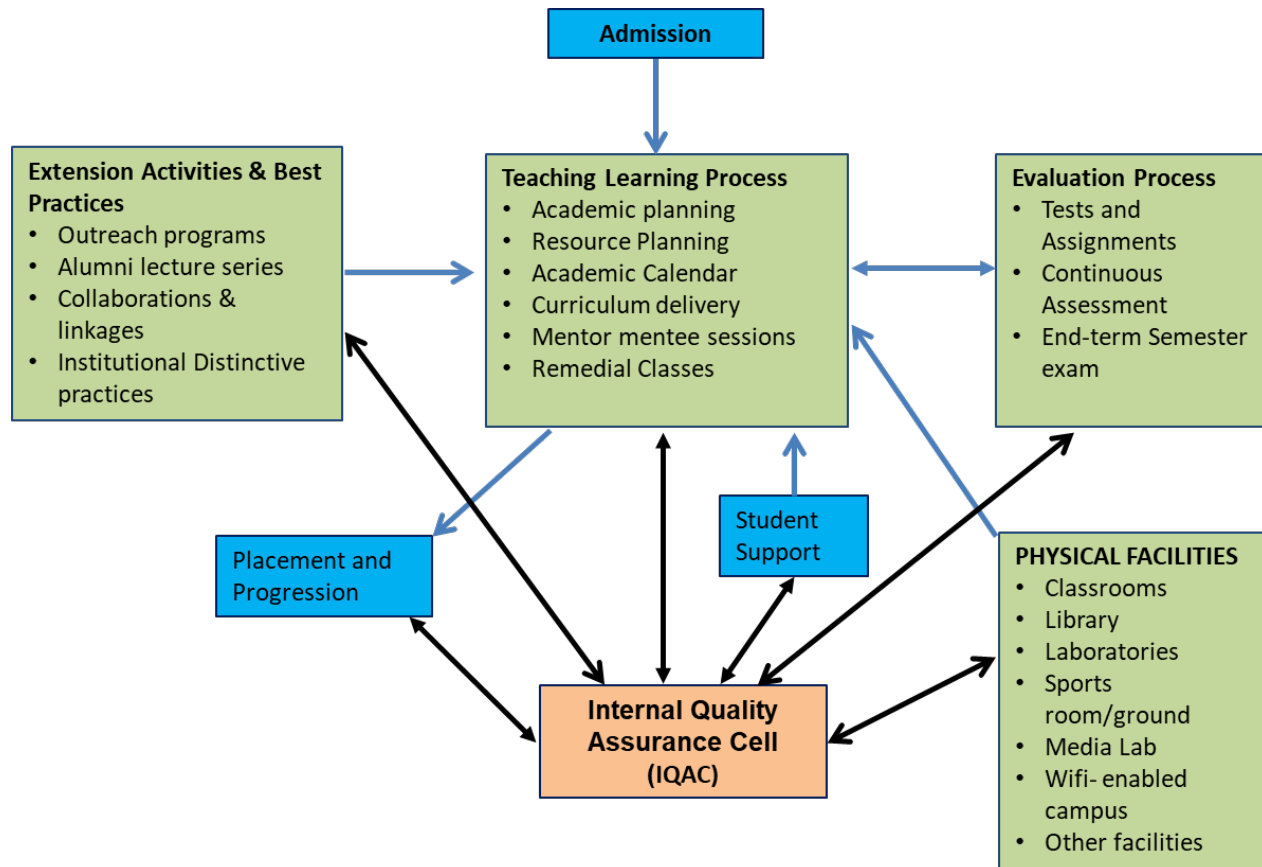
It indicates:

- **Plan:** RLAC specifies the goals for all processes and procedures, and the resources required to produce outcomes in compliance with the demands of the stakeholders and the Institutional Policies.
- **Do:** Based on this, RLAC carries out the intended actions.
- **Check:** RLAC tracks and evaluates procedures, as well as the outcome, in relation to rules, goals, and specifications.
- **Act:** Based on the findings after evaluation RLAC takes necessary steps to enhance performance and for overall improvement.



#### Diagrammatic depiction of the process and its interactions

The process flowchart provided below illustrates the sequence of events that transpire within the organization, as well as the interplay between its components and controls.



### 0.5.3 Risk based Thinking

Risk-based thinking enables RLAC to determine the factors that could cause its processes and its quality management system to deviate from the planned results. This allows RLAC to exercise preventive controls thereby minimizing negative outcomes and maximizing opportunities. This strategy meets the requirements and addresses the future needs and expectations of the institution including all its stakeholders. To achieve this objective, RLAC adopts various processes and best practices for corrective actions and continual improvement.

### 0.6 Organizational Vision, Mission and Strategy

RLAC's vision and mission statements adeptly convey its quality policy, accompanied by meticulously crafted strategic (<https://rlacollege.edu.in/pdf2022/Strategic%20Plan%202020-25%20RLAC.pdf>) and action plans taking into account the needs and expectations of various stakeholders, students, faculty members, and employers. Each policy of RLAC undergoes rigorous consideration at multiple levels.

#### Vision of RLAC:

- To facilitate development of youth as nation-builders through higher education.
- To inculcate vertical as well as lateral thinking among teachers and students.
- To instill the principles of democratic values, tolerance, empathy, compassion and sensitivity so that students become responsible citizens.

- To provide affordable and quality education to students across sections of the society.
- To create individuals having knowledge alongside human values.

**Mission of RLAC:**

- To adapt and grow with changing times and ideas of the new world
- To train students to develop critical thinking using several pedagogical tools.
- Institutional practice encourages students to follow the law of the land.
- Using the latest learning resources equip students with adequate knowledge to compete in the present employment setup.
- By adopting several formal and informal modes of communication, they sensitize the students towards Environment, Gender, Human Rights and Social Justice.
- To create an atmosphere of camaraderie and composite culture for effective integration of students coming from diverse regional and social backgrounds.

## 1. SCOPE

RLAC has implemented the criteria outlined in ISO 21001:2018 to consistently deliver educational services that fulfill the needs of our students and other stakeholders in compliance with the Rules, Regulations, and Ordinances of University of Delhi and University Grants Commission (UGC) as updated from time to time. RLAC has established procedures for efficient working environment guaranteeing adherence to student requirements and expectations as well as meeting relevant legal and regulatory standards.

### 1.1 Scope of certification

Scope of Certification to ISO 21001-2018 Quality Management System covers providing Undergraduate Degree Programs in Commerce, Science, Management Studies, Humanities (including language), Journalism & Mass Communication in Hindi; Postgraduate Degree Program in Hindi as per University of Delhi curriculum, and Part-time Certificate & Diploma courses in Chinese and Japanese language as per Department of East Asian Studies, University of Delhi curriculum.

The four-year undergraduate program has following multiple exit options:

1. **Certificate:** After completing one year (two semesters) of study, a student can exit with a certificate.
2. **Diploma:** After completing two years (four semesters) of study, a student can exit with a diploma.
3. **Bachelor's Degree:** After completing three years (six semesters) of study, a student can exit with a traditional bachelor's degree.
4. **Bachelor's Degree with Honours/ Research:** After completing four years (eight semesters) of study, a student will earn a bachelor's degree with honours or a bachelor's degree with research, provided they meet additional criteria for the honours/ research component.

The admission to these programs is through the Common seat allocation system of University of Delhi based on CUET examination score followed by Counseling rounds for admission through University of Delhi portal.

S. No	Programme offered	Sanctioned seats
1	B. Sc. (Hons) Computer Science (Four Year Undergraduate degree)	40
2	B. Sc. (Hons) Microbiology (Four Year Undergraduate degree)	40
3	B. Sc. (Hons) Geology (Four Year Undergraduate degree)	40
4	B. Sc. (Hons) Statistics (Four Year Undergraduate degree)	40
5	B. Sc. (Hons) Mathematics (Four Year Undergraduate degree)	58
6	B. Com (Hons) (Four Year Undergraduate degree)	78
7	B. Com. Programme (Four Year Undergraduate degree)	97

8	B.A. Programme (Four Year Undergraduate degree)	97
9	B. A. (Hons) English (Four Year Undergraduate degree)	78
10	B. A. (Hons) Hindi (Four Year Undergraduate degree)	78
11	B. A. (Hons) History (Four Year Undergraduate degree)	78
12	B. A. (Hons) Political Science (Four Year Undergraduate degree)	78
13	B. A. (Hons) Hindi Patrakarita evam Jansanchar (Four Year Undergraduate degree) (Journalism & Mass Communication in Hindi)	26
14	Bachelor's in management studies (Four Year Undergraduate degree)	58
15	M.A. Hindi (Two Year Postgraduate degree)	14
16	Certificate course in Chinese language	40
17	Diploma course in Chinese language	40
18	Certificate course in Japanese language	40
19	Diploma course in Japanese language	40

## 2. Normative references

Being a 100% UGC funded, and University of Delhi maintained College, RLAC follows all guidelines of UGC and the University of Delhi. All the Quality processes and benchmarks are set by the IQAC of the College which is further accredited by National Assessment Accreditation Council (NAAC).

## 3. Terms and definitions

1. Continuous Improvement: Ongoing endeavors to enhance the capacity to meet the specified criteria.
2. Remediation: Measures implemented to rectify the identified non-conformity.
3. Corrective Action: Measures implemented to rectify the identified instances of non-compliance.
4. Documented Procedure: The established, documented, implemented, and maintained procedure.
5. Effective Date: Date of validity for the most recent revision of a document.
6. Nonconformity: Noncompliance with the stipulation.
7. Process Outsourcing: This pertains to a procedure that is mandatory for the organization's Quality Management System but is delegated to an external entity by the organization.
8. Quality: The extent to which a collection of intrinsic qualities meets specified criteria.

9. Process: A process can be defined as an activity or collection of activities that utilize resources and are coordinated to facilitate the conversion of inputs into outputs.
10. Process Approach: The "process approach" pertains to the implementation of a structured framework of procedures within an organization, including the recognition, interactions, interdependencies of these procedures, as well as their oversight to achieve the intended result.
11. Product: The term "service" is intended. The term "product" exclusively pertains to the following: a) services designed for or necessary by students; and b) any intended deliverables that arises from the process of product realization.
12. Risk: Risk refers to the potential for occurrences or actions to hinder the successful completion of the strategic and operational goals of an organization.
13. Statutory and regulatory obligations may be articulated in the form of legal mandates.
14. Work Environment: The term "work environments" encompasses the physical, environmental, and other factors (such as weather, temperature, humidity, and pollution) that influence the conditions in which work is conducted.

## Clause 4. Context of the Institution

### 4.1 Understanding RLAC and its context

RLAC has established and maintains a quality management system that guarantees that its services align with the students' expectations.

- RLAC identifies external issues such as technological advancements, job-market requirements, cultural influences, social dynamics, political climate, economic conditions, and environmental factors at local, regional, national and international levels.
- RLAC identifies internal issues related to the college's values, culture, knowledge, and performance. These are identified through SWOC (Strengths, Weaknesses, Opportunities, and Challenges) Analysis.
- RLAC continuously monitors and reviews information pertaining to these external and internal issues to stay informed and responsive to changes.

### 4.2 Understanding the needs and expectations of interested parties/stakeholders

- a) RLAC identifies the interested parties relevant to its quality management system including students, staff and other beneficiaries.
- b) RLAC determines their relevant requirements and expectations ensuring that their needs are met effectively.

This potentially enhances its ability to deliver high-quality educational services and maintain strong relationships with its stakeholders.

### 4.3 The Scope of the Management System for RLAC

RLAC determines the boundaries and applicability of its Management System to ascertain its scope and has considered the following

- a) External and Internal Issues:
  - Refer to the issues identified in Clause 4.1.
- b) Requirements of Relevant Interested Parties:
  - Consider the needs and expectations of interested parties as identified in Clause 4.2.
- c) Products and Services:
  - Consider all the educational products and services provided by RLAC.

RLAC applies all the requirements of the ISO 21001:2018 standard that are applicable within the determined scope of its quality management system.

- Documented Scope:
  - The scope has been defined and documented in Clause 1.1



- Claiming Conformity:
  - RLAC conforms to the ISO 21001:2018 standard.

College is administered by a statutory Governing Body as per the University Ordinances and legislated by the Executive Council of the University of Delhi. The principal is the member secretary of the Governing Body and Chairperson of Staff Council. The statutory positions at RLAC include Principal, Vice Principal, IQAC Coordinator, Bursar, and Secretary Staff Council. All faculty are members of the Staff Council. The Internal Quality Assurance Cell (IQAC) at RLAC ascertains the extent of the quality management system's scope. It oversees and assesses the college's academic and co-curricular endeavors. RLAC also Internal Complaints Committee (ICC) which is a mandated requirement for every organization to address issues related to sexual harassment. RLAC also ensures that all relevant requirements are considered and addressed, thereby supporting the delivery of high-quality educational services and maintaining stakeholder satisfaction.

#### **4.4 Management System for Educational Organizations (EOMS)**

##### **4.4.1 Establishing and Maintaining the EOMS**

RLAC has established and implemented Quality Management System. It is maintaining and is continually improving it in accordance with the requirements of ISO 21001:2018. RLAC has established its processes and SOPs (Refer to Clause 8). RLAC:

- a) Identifies the inputs required and the outputs expected from each process.
- b) Defined the sequence and interaction of these processes to ensure they work together effectively.
- c) Established and applies criteria and methods, including monitoring, measurement, and related performance indicators, to ensure the effective operation and control of these processes.
- d) Determines and ensures the availability of resources needed for these processes.
- e) Assigns responsibilities and authorities for each process to ensure clarity and accountability.
- f) Identifies and addresses risks and opportunities in accordance with the requirements of Clause 6.1 to ensure processes achieve their intended outcomes.
- g) Evaluates processes regularly and implement any necessary changes to ensure they achieve their intended results.
- h) Continuously improves the processes and the Quality Management System to enhance performance and effectiveness.

The IQAC adheres to the functional paradigm of planning, implementation, monitoring, and evaluation to ensure quality by providing professional impetus to all programs and activities.

##### **4.4.2 Documented Information**

RLAC maintains and retains documented information to support the operation of its processes. This documentation ensures consistency, facilitates training, and provides evidence of compliance with the Quality Management System requirements.

By adhering to these guidelines, RLAC ensures that its Quality Management System is robust, efficient, and capable of supporting its educational objectives and enhancing stakeholder satisfaction.

## Clause 5. Leadership

### 5.1 Leadership and Commitment

#### 5.1.1 General

RLAC management demonstrates leadership and commitment with respect to the Quality Management System (QMS) by:

- a) Being accountable for the effectiveness of the QMS.
- b) Ensures that the institution policy and objectives are established and are compatible with the context and strategic plan of RLAC.
- c) Ensures the integration of QMS requirements into RLAC's processes.
- d) Promotes the use of the process approach and risk-based thinking.
- e) Ensures that the resources needed for the QMS are available.
- f) Communicates the importance of effective QMS and need of conforming to its requirements.
- g) Ensures that the QMS achieves its intended outcomes.
- h) Engages, directs, and supports persons to contribute to the effectiveness of the QMS.
- i) Promotes continual improvement within the college.
- j) Supports other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- k) Supports the sustainable implementation of the educational vision and related educational concepts.
- l) Establishes, develops, and maintains a strategic plan for RLAC.
- m) Ensures that students' educational requirements, including special needs, are identified and addressed.
- n) Considers principles of social responsibility in the college's activities.

By adhering to these principles, RLAC's management ensures that the QMS is effectively implemented, managed, and continuously improved, aligning with the college's strategic direction and enhancing overall performance and stakeholder satisfaction.

#### 5.1.2 Focus on students and other beneficiaries

RLAC management is directly responsible for ensuring that:

- a) the needs and expectations of students and other beneficiaries are determined, understood and consistently fulfilled, as evidenced by monitoring their satisfaction level and educational progress.
- b) the risks and opportunities that can affect conformity of educational services and the ability to enhance students and other beneficiary satisfaction are determined and addressed.

### 5.1.3 Additional requirements for special needs education

RLAC management ensures that resources and training are in place to support accessibility in learning environments. The College has implemented policy for slow and fast learners and provides facilities for especially abled students to promote an equitable environment to all students.

The college has the following facilities for especially abled: dedicated washrooms/restrooms, tactile paths, ramps, separate reading room, hardware and software in the library, Motorized wheelchairs, a scanner cum reader to the visually impaired students through which they can convert useful books into audiobooks; A central elevator for use to improve their mobility within the college.

## 5.2 Policy

The college boasts a comprehensive set of well-defined policies (It can be accessed on college website under the “**About Us**” tab → “**Institutional Policies**”) that govern its operations and ensure a conducive learning environment for all stakeholders. From academic integrity to disciplinary procedures, these policies have been meticulously drafted to uphold standards of excellence, fairness, and safety. They provide clear guidelines for students, faculty, and staff, promoting transparency and accountability in all aspects. With a commitment to fostering a culture of respect and inclusivity, these policies serve as pillars supporting the college's mission to nurture intellectual growth and personal development.

### 5.2.1 Developing the Policy

RLAC Management has established, reviews, and maintains an Comprehensive Institutional policy and strategic plan (<https://rlaccollege.edu.in/pdf2022/Strategic%20Plan%202020-25%20RLAC.pdf>) that:

- a) supports the RLAC's mission and vision.
- b) is appropriate to the purpose and context of the RLAC; The policies of the college have been developed in accordance with the statutory requirements of UGC and DU
- c) provides a framework for setting its objectives; periodically review and update these objectives to ensure they remain relevant.
- d) includes a commitment to satisfy applicable requirements; RLAC is committed to creation, archiving and dissemination of knowledge in the disciplines of Arts, Commerce, Management and Sciences with the aim to develop professionally groomed students, possessing multifaceted personality, with respect for professional and social ethics, national values.
- e) includes a commitment to continual improvement of the QMS; Encourage feedback from students, faculty, and staff to identify areas for enhancement.
- f) considers relevant educational, scientific and technical developments
- g) includes a commitment to satisfy the RLAC's social responsibility.
- h) describes and includes a commitment towards managing its intellectual property.
- i) considers the needs and expectations of relevant interested parties.

RLAC pursues its commitment by:

- Ensuring implementation of curriculum as per the guidelines of the University of Delhi.
- Adopting diverse curriculum delivery mechanisms.
- Intellectual and professional advancement of faculty and staff through regular training.
- Quality research
- Involvement of all stakeholders in growth and development of the College
- Continuous enhancement and renewal of infrastructure and facilities
- Creation of congenial, holistic and conducive work environment
- Promotion of teamwork and proactive participation

### 5.2.2 Communicating the RLAC Policy

The educational policy framework of RLAC is:

- a) Available and maintained as documented information on college website (rlacollege.edu.in) ensuring that it is up-to-date and accessible.
- b) Communicated (through Website, ERP and Email), understood, and applied within the organization to ensure all staff and relevant parties are aware of and adhere to the policy.

### 5.3 Organizational Roles, Responsibilities and Authorities

RLAC management ensures that the roles and responsibilities are assigned and communicated within the college. In addition:

- a) QMS conformity to the requirements of ISO 21001:2018.
- b) RLAC policy is understood and implemented at all levels.
- c) The processes of the QMS deliver their intended outputs.
- d) Performance of the QMS is reported to provide opportunities for improvement to top management.
- e) RLAC ensures focus on students and other beneficiaries.
- f) RLAC ensures that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.
- g) RLAC manages the communications as per the requirements outlined in Clause 7.4.
- h) RLAC ensures that all teaching-learning processes are integrated, regardless of the method of delivery.
- i) RLAC ensures the control of documented information as per the requirements outlined in Clause 7.5.
- j) RLAC manages the requirements of students with special needs to ensure their educational requirements are met.

RLAC has assigned clear roles and duties for each employee to establish and uphold a top-quality management system. This ensures employees are more able to get involved, and committed when they are given opportunities to contribute to the attainment of quality objectives. The departments, committees, societies and cells also have their own set of guidelines as per college policy which are disseminated to students, staff members.



## Clause 6 Planning

RLAC embraces "Risk Based Thinking" to identify potential threats and opportunities associated with the quality management system's processes, its application in the college, and steps to be taken to mitigate potential risks.

### 6.1 Actions to Address Risks and Opportunities

The process approach can be used to address both the difficulties and the opportunities necessary for the Institution's quality management system. Principal, Vice Principal, IQAC, Teachers in charge, Society conveners, and Individual faculty members shall be responsible to identify risks associated with their activities and duties, Address concerns brought forth by stakeholders, Identify the various categories of difficulties, such as strategic, operational, environmental, legal, social, and financial, Evaluate any risks that could affect the organization's capacity to carry out its activities smoothly, ensure student happiness, and attain long-term success, Examine past performance, lessons learned, current operations, and future plans to pinpoint potential risks or negative consequences, Review existing activities, identify encountered difficulties, and outline future planned actions, Utilize Non-conformance (NC) for previous actions and a contingency plan to anticipate current and future obstacles and Engage in discussions and deliberations with cross-functional teams to pinpoint difficulties and support their analysis and evaluation.

**6.1.1** RLAC considers the issues referred to in Clause 4.1 and the requirements referred to in Clauses 4.2 and 4.4 during planning the college policy. RLAC determines the risks and opportunities that need to be addressed to:

- a) Give assurance that the QMS achieve its intended outcome(s).
- b) Enhance desirable effects.
- c) Prevent, mitigate, or reduce undesired effects.
- d) Achieve continual improvement.

### 6.1.2 RLAC plans:

- a) Actions to address the risks and opportunities.
- b) Integrates and implements the actions into its QMS processes (see Clause 8); evaluates the effectiveness of these actions.

Actions taken by RLAC to address risks and opportunities are proportionate to the probability of occurrence and potential impact on the conformity of educational services.

### 6.2 RLAC's Objectives and Planning to Achieve Them

RLAC has set measurable quality targets for all aspects of the quality management system in accordance with relevant regulations, derived from the quality policy. Quality objectives are pertinent to the educational service's conformity. They contribute to improving student satisfaction.

Relevant stakeholders are informed of quality objectives. Quality objectives are revised as needed as per university directives through Governing body, management review and staff council.

**6.2.1** RLAC has established its objectives at relevant levels, and processes needed for the QMS. The RLAC objectives are:

- a) Consistent with the RLAC policy.
- b) Measurable or practicable.
- c) Based on applicable requirements.
- d) Relevant to the conformity of educational services and to the enhancement of student, staff, and other beneficiary satisfaction.
- e) Continually monitored.
- f) Communicated.
- g) Updated as per requirement.

RLAC maintains and retain all the documented information on its objectives and their achievement.

**6.2.2** To achieve its objectives, RLAC has developed its 5-year strategic plan:

- a) Steps to be taken for achievement of desired goals.
- b) Resources required.
- c) Allocation of responsibilities
- d) Timeframe for achieving the quality objectives
- e) Method of evaluating the results and effectiveness of the quality objectives.

### **6.3 Planning of Changes**

RLAC determines the need for changes to the QMS in a planned manner considering:

- a) Its requirement and potential consequences.
- b) The integrity of the QMS.
- c) Ensuring resource availability
- d) The allocation or reallocation of responsibilities and authorities.
- e) The availability and readiness of external providers needed to implement the change.



## Clause 7. Support at RLAC

### 7.1 Resources at RLAC

**7.1.1 General:** RLAC has determined and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the QMS to sustainably enhance:

- a) Student engagement and satisfaction through activities that improve learning and promote the achievement of learning outcomes
- b) Staff engagement and satisfaction through activities to improve staff competences to facilitate learning
- c) other beneficiary's satisfaction, through activities that contribute to the social benefits of learning.

The activities are planned through meetings of staff council committees, and departments, considering what can be done in-house with available resources. For the resources required through external sources, necessary sanctions are sought from the principal.

RLAC prioritizes training and development initiatives to enhance the capabilities of the workforce, empowering them to contribute effectively to the continual improvement of processes and systems.

**7.1.1.2.** RLAC determines and monitors the category of resources that can be procured or made available through

- a) Internal Sources: Resources that are available within the college.
- b) External Providers: Resources obtained from outside the college.

RLAC takes into consideration the needs of students with special requirements and ensures that all accessibility needs are anticipated and met.

### 7.1.2 Human Resources

**7.1.2.1. Human resources at RLAC includes:**

- a) Teaching Staff: Appointed by the college as per the SOP of the University of Delhi.
- b) Non-Teaching Staff: Appointed by the college as per the SOP of the University of Delhi.
- c) Support Staff: Provided through external or outsourced service providers as per university guidelines.

### 7.1.2.2 RLAC,

- a) Carefully assesses the manpower needs and provides the suitable people with the necessary skills and expertise for the effective implementation of its Quality Management System (QMS) and for the operation and control of its processes.
- b) Implements and publishes recruitment or selection criteria (as per University of Delhi Rules; <https://rlacollege.edu.in/appointments-promotions.php>) such as job descriptions through website, national daily newspaper and employment news, for all relevant interested parties.
- c) Maintains documented information on the recruitment or selection process and retains documented information on the results of the recruitment.

### 7.1.3 Facilities at RLAC

7.1.3.1 RLAC has established, provides, and upkeepes the infrastructure (below) essential for its operations to function and to ensures the compliance of educational services to meet student requirements including:

- a) Buildings and Grounds suitable and safe for educational activities.
- b) Equipment, hardware and software to support teaching and learning activities.
- c) Essential Utilities including internet, WIFI, electricity, Telephone, drinking water, Canteen, Photocopy, washroom facilities, medical, counselling facilities to support its operations.

#### 7.1.3.2 RLAC

- a) Determines, Provides, and Maintains Safe Facilities:
  - a. Ensures facilities are suitable for human resources to support student's development of competence
  - b. For competence building of students
- b) Ensures that the dimensions of the facilities are adequate to meet the requirements of those using them.

RLAC imparts theoretical and practical trainings to enhance students' development of competence and provides Indoor & Outdoor sports infrastructure.

#### 7.1.3.3 RLAC has facilities for:

- a) Teaching including Spacious and well-ventilated classrooms, with black/white boards, ICT facilities (Smart boards/LCD projectors); Adequate furniture, electrical lighting, and ceiling fans; Seminar hall (with seating capacity of 70-75), 2 amphitheaters (accommodating up to 150 individuals in each), with a projection screen and wall-mounted LCD projector for events, conference room, A/V studio; well-equipped laboratories which are regularly upgraded to keep

pace with technological advancements; Computer laboratories are equipped with an adequate number of computer systems with appropriate configurations and essential supporting software, high speed Internet access and Local Area Network (LAN).

Building committee of Governing body and Infrastructure committee of Staff Council oversees the maintenance and updating of teaching facilities; A Full time Personnel is available in the college to take care of IT infrastructure including installation and updating of modems, anti-virus software and UPS backups and any complaints about internet, computers or printers; Academic Departments ensures that their specific needs are met in teaching spaces.

- b) Provide facility towards self-directed learning through Library: Library covers an area of 1500 sq. meters with Fully air-conditioned reading hall with seating capacity of 120 students, and separate reading room for faculty with subscription of over 41 journals, 14 magazines, Hindi and English newspapers, and more than 60,000 books; Cloak room facility, ILMS: TRODDON Software, FULLY AUTOMATED Version: 5.6.0216 for computerized catalog search through the OPAC machine; Access to e-Resources through N-LIST and University of Delhi Central Library ; Reference Section for consultation with collections including encyclopedias, yearbooks, dictionaries, atlas, biographies and competition books, etc. Laptop facility for students for academic purposes; Access to Internet and Wi-Fi.; KINDLE Section for accessing e-books; Student books' demand register in place. Induction/Orientation Programme is conducted at the start of each academic session; Special facilities for Specially abled students: Ramp at the entrance of the College Library; Priority access, issue, return; Separate fully air conditioned reading room; Laptop facility with NVDA software; Reading material in braille; KIBO Book scanner; DAISY Player; Electric wheelchair; digital audio books; Institutional ID and LMS access to all Students and Staff; Adobe creative cloud annual subscription; Access to Plagiarism detection software etc.; Library Staff manages, and maintains library resources and study spaces. IT Infrastructure committee ensures reliable access to digital resources and internet connectivity.
- c) Provides facilities that enable the practical application of knowledge through laboratories, workshops, hands-on projects; Provide access to off-campus sites for field work; Arranges transportation and ensures safety protocols are followed during field activities; Subscribes to Package for online meetings up to 500 participants for expert lectures, certificate courses, etc. Labs in Departments are supervised by Teachers and Teachers In charge with assistance from laboratory staff, Faculty members, Plans and oversee workshops; field activities and ensures compliance with safety standards.
- d) Provide facilities to support the well-being of students and staff including girls common room, canteen, sports boys changing room, separate rooms for reading/meetings, staff room equipped with desktops and printer, lockers and cupboards for faculty; The parking facility for staff is also provided inside the college campus. Sports facilities both for indoor and outdoor games; sports events and fitness programs to encourage active lifestyles; Medical and Counseling facilities; versatile space for larger gatherings. Including front lawns. Admin office to Manage common rooms; Sports Department: Maintain sports facilities and oversee fitness programs.
- e) Ensures the availability of facilities to support the basic subsistence needs of students and staff including canteen that offer nutritious and affordable meals and clean, hygienic areas, and security through guards and CCTV surveillance.

### 7.1.4 Environment for the Operation of Processes at RLAC

RLAC determines, establishes, supplies, and sustains the conditions required for the functioning of its procedures and ensures compliance of services considering

- a) **Psychosocial factors:** Through various committees/ Societies/ cells (listed below) that deal with specific concerns of stakeholders
- i. Anti-Ragging cum Discipline Committee
  - ii. Grievance Redressal cell
  - iii. SC/ST/OBC/PwD/EWS Grievance Redressal Cell
  - iv. Grievance Committee for Non-teaching Staff
  - v. Internal Complaint Committee
  - vi. Women's Welfare Advisory Committee
  - vii. Gender Sensitization Committee
  - viii. Counseling Facility
  - ix. Mentoring Facility for students

The college ensures that Women empowerment workshops, gender awareness programs and Alumni Meets/interactions are organized regularly; Faculty/non- teaching development initiatives are implemented to address and alleviate stress-related challenges among staff members. The Principal, Vice Principal and IQAC offers guidance and support to faculty members whenever necessary, fostering a supportive atmosphere within the institution.

- b) **Physical factors:** Continuous efforts are made to maintain cleanliness and safe environment throughout the college premises. Classrooms are meticulously maintained to provide a comfortable learning environment, including provision for adequate ventilation, natural light, and fresh air circulation through open doors and windows; Ample open spaces surrounding the college building for unimpeded airflow, contributing to a healthy atmosphere conducive to learning. The provision of well-maintained restrooms caters to the comfort and hygiene needs of students. Accessible infirmary services cater to the healthcare needs of both students and staff, ensuring prompt assistance in case of medical emergencies. Clean drinking water facility for students and staff members, strategically positioned air conditioning units enhancing comfort and productivity in designated areas including staff rooms, computer labs, Library, Committee room, Amphitheaters, Seminar room, and administrative offices. The college with a focus on safety, has instituted measures to mitigate potential risks and hazards; Firefighting extinguishers are strategically placed throughout the premises, ensuring quick access and effective response to any fire-related emergencies; In house medical room with doctor and nurse; Counselor services have been provided.

### 7.1.5 Monitoring and Measuring Resources at RLAC

#### 7.1.5.1 General

RLAC determines and provides the required resources for verification of the conformity of its educational services to requirements. RLAC ensures

- a) Suitability of monitoring and measurement activities being undertaken, i.e., adequate to the target, the type, method of educational delivery, and duration of the educational service.
- b) Maintenance to ensure their continued fitness for their purpose.

RLAC retains appropriate documented information as evidence of the fitness for the purpose of monitoring and measurement resources.

#### **7.1.5.2 Measurement traceability at RLAC**

RLAC provides confidence in the validity of measurement results, measuring resources by

- a) Verification and Calibration at specified intervals, or prior to use, against measurement standards traceable to international or national standards. If no standard is available, documented information is retained of the mechanism.
- b) Identification to determine their status.
- c) Safeguarding from adjustments, damage, or deterioration that would invalidate the calibration status and subsequent measurement results.

RLAC shall determine if the validity of previous measurement results has been adversely affected when measuring equipment is found to be unfit for its intended purpose and takes appropriate action as necessary.

#### **7.1.6. Knowledge**

**7.1.6.1 General:** RLAC determines the knowledge necessary for the operation of its processes and to achieve conformity of educational services such as UGC and university of Delhi requirements for infrastructure and staff competency, teaching methodologies and skills for various domains of study. The faculty presentations, question banks, e-resources identified as RLAC's knowledge is maintained and shared with students. When addressing changing needs and trends, the RLAC considers its current knowledge and determines how to acquire or access any necessary additional knowledge. It encourages exchange of knowledge between all educators and staff, and peers through seminars/conferences and Faculty development programs on advanced fields and for curriculum enrichment. Records of such trainings are maintained in the department and IQAC.

**7.1.6.2: Learning Resources at RLAC:** The RLAC provides learning resources\_ e.g. Library, textbooks, e-learning material, Access to e-resources through N-LIST, and makes them available to students. Library Committee ensures that the learning resources such as books, journals, e-resources recommended for purchase

- a) Reflects the needs and requirements of students, other beneficiaries and educators.
- b) Are reviewed at planned intervals to ensure they are up to date.

- c) Are cataloged and referenced.

RLAC respects intellectual property requirements and encourages reusability of resources such as PPTs, course material, projects, journals, etc.

## 7.2 Competence

General: RLAC follows the University of Delhi Rules for recruitment of competent staff doing work under its control that affects its performance. There is an established procedure for evaluating the performance of staff and a robust support system is there for the continual development of staff competence.

- Determines the necessary competence of the person(s) doing work under its control that affects college's performance following the University of Delhi rules
- Implements methods for evaluating the performance of staff in the form of Annual Performance Appraisal Report (APAR) and Performance based Appraisal System (PBAS) for teaching faculty and Annual performance Assessment report for non-teaching employees
- RLAC takes actions in the form of requisite trainings to impart the necessary competence to its staff and evaluate the effectiveness of the actions taken.
- Ensures the continual development of staff competence Record of training is maintained.
- RLAC has also made provision of inhouse and external training and reimbursement of registration fees for trainings to the teaching and non-teaching staff.

### 7.2.2 Additional Requirements for Special Need education

RLAC

- a) Ensures that the teachers and staff have good connect with the students with special needs and can deal with
- 1) learning needs of these students
  - 2) Requirement of differentiated instruction and assessment
  - 3) Special facilities including Daisy Players, a KIBO Multilingual Keyboard Scanner & Reading Companion for visually challenged students, conversion of text into audiobooks, dedicated reading room, equipped with Braille books, laptops, and specialized software to assist differently abled students and faculty and scribes in examination
- b) Access to counselor

## 7.3 Awareness

All the Teachers In-charge and section heads ensures that their team members are aware of following through conduction of awareness sessions:

- a) The QMS policy and strategy and relevant QMS Objectives
- b) Their contribution to the effectiveness of the QMS, including the benefits of improved

educational organization performance.

- c) The implications of not conforming with the QMS requirements.

## 7.4 Communication

### 7.4.1 General

RLAC determines the internal and external communications relevant to the QMS including:

- a) Identification of the information that needs to be communicated
- b) Defining the purpose and objectives of the communication.
- c) Establishing the timing and frequency of communications.
- d) Identification of the target audience for each communication.
- e) Methods and channels of communication to be used.

Internal Communication channels and methods include Email: For formal communication; Meetings: Regular departmental and staff meetings, Staff council meetings; Notice Boards: For daily updates and important notices; ERP: For sharing documents, internal policies, and resources; Content: Academic updates, schedules, policy updates, and announcements; Feedback mechanisms and results.

External Communication Channels and Methods include Website: For public information, announcements, and resources; College magazine and campus connect for Periodic updates to parents and alumni; social media: Engagement with the community and updates on college activities; Content: College achievements, events, and news; Admission procedures, academic programs, and regulations; Community engagement activities and partnerships.

f) Assigning responsibility for carrying out the communications' Admin: Oversees internal and external communication processes; Teacher In charge: Ensure information flow within departments; Faculty and Staff: Participate in meetings and share relevant information; Social Media Committee: Manages digital communication platforms; external communication and media relations; Admissions committee handles communications related to student admissions; Website committee maintains the information on college website

### 7.4.2: Communication Purposes

RLAC ensures that internal and external communications are purposeful, effective, and aligned with the college's mission, vision, strategy, and policies. It serves the following purposes:

- a) Engages stakeholders in the decision-making process and ensures consideration of their input and consent in relevant matters through regular feedback surveys with students, faculty, and staff; Focus group discussions and meetings to gather opinions. IQAC coordinator oversees the collection and analysis of feedback; Department Teachers In-charge and society/committee conveners discusses within their departments/societies.
- b) Ensures that all interested parties receive information that is pertinent, precise, in a timely

manner, consistent with the college's mission, vision, strategy, and policy through multiple channels (emails, notice boards, meetings, ERP, website); Content is reviewed by Office and Principal to ensure accuracy and relevance before communication; There are set timelines for regular updates on key issues and events. The admin office ensures external communications are aligned with college policies and strategies. Website, ERP and social media committee maintains the information on website, ERP and other digital communication platforms; Faculty and Staff will ensure timely dissemination of information within their areas.

- c) Enhancement of collaboration and coordination through inter-departmental committees for collaborative projects; Regular meetings between departments; Use collaborative tools and platforms to facilitate communication and project management. Teachers In-charge/committee conveners lead coordination efforts within and between departments.

#### **7.4.3.1: Communication Arrangements at RLAC**

**7.4.3.1:** RLA College communicate effectively with students and other interested parties regarding key matters, ensuring transparency, responsiveness, and engagement. It

- a) Conveys the policies and strategic plans clearly and effectively to students and interested parties through college website and holds meetings. The principal ensures accurate and timely dissemination of policies, the Administrative Office Co-ordinates the publication of strategic plans.
- b) Keeps students and interested parties informed about the design, content, and delivery methods of educational programs through detailed program descriptions on the website; notifications to about new courses and curriculum changes; orientation sessions and webinars to explain course structures and delivery methods. The Workload and Academic Affairs committee oversees the communication of educational program details; to provide up-to-date information about course content and delivery.
- c) Facilitates clear and efficient communication regarding the application, admission, and registration processes through Maintaining a dedicated admissions tab on website with detailed information on procedures; Offer support through email, phone, and in-person consultations for prospective students by admission counseling committee; Provides timely updates on application status and admission decisions through email and admission portal. Admissions committee manages all aspects of communication related to applications and admissions. Admin Office ensures the admissions portal is up-to-date and functional.
- d) Communicates Students performance data, including results/grades of internal and continuous assessments, accurately and confidentially using secure ERP; Schedules interaction of parent-teacher to discuss Students progress. Departmental Moderation committee and college Internal Assessment Monitoring committee ensures timely and secure dissemination of performance data.
- e) Manages feedback, including complaints and satisfaction surveys, from students and interested parties through online system analyses and publishes on website. The Departmental Moderation committee and College Internal Assessment Monitoring committee handles discrepancies and complaints; IQAC Coordinator manages the feedback



system.

**7.4.3.2** RLAC ensures the effectiveness and continuous improvement through monitoring at planned intervals through periodic reviews of communication activities; Monitors engagement levels on digital platforms (e.g., website, social media); Analyzes and updates communication plan based on review; Maintains records of all data and observations.

IQAC leads the monitoring process and compiles reports; S.O Admin Ensures maintenance of accurate and complete documentation.

## **7.5 Documented Information**

### **7.5.1 General:**

- a) RLAC's QMS has all necessary documented information
- b) The documented information is as required by the ISO 21001:2018 standard.

Documents: RLAC Policy, Procedures and Processes

**7.5.2 Creating and updating Document Control:** RLAC has implemented a document control system ensuring all documents are current, accessible, and correctly identified. It ensures the development and use of:

- standardized templates for documenting procedures, policies, and other relevant information.
- documents include a clear title, date, author, version number, and approval status.

### **7.5.3 Control of documented information**

**7.5.3.1** RLAC ensures that documented information within RLA College's QMS is adequately controlled to ensure its availability, suitability, and integrity. Department Heads/society conveners identify and manages additional documentation needs within their departments/societies; IQAC: Oversees the development and maintenance of additional documents. Website committee: Manages the digital platforms used for document storage and access.

### **RLAC has Established processes for all aspects of documented information including**

- a) distribution, access, retrieval and use through Maintaining an access control list to manage who can view and edit documents.
- b) protection and security, including redundancy using secure digital platforms for document distribution
- c) storage and preservation, including preservation of legibility and implement a backup

- system for digital documents to ensure their preservation.
- d) control of changes (e.g. version control)
  - e) retention and disposition ensure that documents are retained for the required period and disposed of properly when no longer needed.
  - f) ensuring confidentiality by regularly reviewing and updating access permissions to reflect changes in roles and responsibilities
  - g) prevention of the unintended use of obsolete documented information.

## **Clause 8 Operation**

### **8.1 Operational Planning and Control**

#### **8.1.1 General**

RLAC has established, implemented, and control all its processes needed to meet the requirements for the provision of educational services and to ensure the effectiveness of the QMS by:

- a) Strategizing, executing, and overseeing the processes necessary to fulfil the prerequisites.
- b) Necessary processes and SOPs have been documented.
- c) Determining the resources needed to ensure adherence to service requirements during the planning phase of all new and ongoing processes/ projects.
- d) Executing the procedures by ascertaining the service requirements and establishing the necessary controls; including devising courses of action to mitigate risks and threats to essential processes; Objectives of quality assurance are established for every process in order to ensure that their performance is consistently enhanced; internal audits are conducted to monitor, assess, and regulate the effective implementation of QMS.
- e) Documented Information is-
  - i) Established, preserved, and managed to instil confidence that the processes have been executed according to plan and
  - ii) Substantiate the services' adherence to their specifications.

RLAC has developed and timely make modifications after due review the consequences of unintended changes and takes action to mitigate adverse effects. It also put in place effective mechanisms to ensure that the outsourced processes are controlled properly.

The following processes have been identified as pertinent and have been described in detail in Annexure:

- Procurement & Maintenance Process
- Library Process
- Admission Process
- Academic Planning Process
- Teaching and Learning Process
- Training and Placement Process
- Sports Process
- Examination Process
- Administrative Process

### 8.1.2 Specific operational planning and control of educational services

RLAC follows a strategic approach to planning and controlling educational services, ensuring high-quality delivery and continuous improvement. The processes at RLAC involve following key elements:

- a) Learning Outcomes as defined in curriculum of University of Delhi.
- b) Appropriate teaching-learning methods as per requirement of the curriculum. Policy instituted for slow and fast learners, adequate resources, including state-of-the-art laboratories, libraries, and digital tools, are allocated to support effective teaching and learning processes.
- c) SOP is made and being followed for assessment of all learning processes.
- d) Regular assessment is done for all including review of teaching learning processes, conduct of remedial classes, and other improvement methods based on feedback to ensure positive progression.

- e) Comprehensive support services to assist students academically and personally, including counseling, career guidance, mentoring sessions, remedial classes and skill development workshops. Continuous professional development programs for faculty are organized as well as promoted to ensure that they are equipped with the latest pedagogical skills and knowledge. The laboratory staff is also encouraged to undergo specific training programs in their domains regularly.

### 8.1.3 Additional requirements for special needs education

RLAC is committed to providing an inclusive educational environment that accommodates students with special needs. Our specific measures include:

1. Adaptive instruction: bilingual mode; assistive technologies and learning aids tailored to individual needs like reading material in braille, special software including KIBO book scanner, Daisy player.
2. Accelerated or enriched content: sharing e-resources; digital audio books, PPTs etc.
3. Skill development add on certificate courses for curriculum enrichment.
4. Accessibility: Ensuring the campus infrastructure is accessible, by providing facilities like tactile path, ramps, elevator, and accessible room in library, PwD restroom, Electric Wheelchair, Braille signage
5. Personalized Support: Providing dedicated support through staff council committees, counseling, mentorship, and scribes during examinations.
6. Sensitization Programme: Students are sensitized through seminars/awareness sessions towards students with special needs.
7. Fee relaxation: Fee Relaxation to PwD students, RLAC is following all the rules related to fee relaxation given by University of Delhi.

## 8.2 Requirements for Educational Services

### 8.2.1 Determining the requirements for educational services

At RLAC, “services” encompass providing 14 undergraduate bachelors four-year Degree programmes for students of different streams (Humanities, Commerce, Management and Sciences) and post graduate programme in Hindi, skill development certificate and diploma courses. College faculty contribute to the delivery of educational programs, and in addition the support may be taken from industry experts in the form of workshops, seminars etc. The syllabus scheme for each educational course specifies the course outlines and contents.

RLAC clearly defines and documents the requirements for the educational services offered to the students and other beneficiaries. These requirements include:

- a) Ensuring alignment with the institution’s mission, vision, and strategic goals.
- b) Comprehensive needs analysis to determine the requirements of current and prospective students and other beneficiaries including students with special needs.
- c) Educational services that are globally relevant and meet international standards especially for students going for higher education to other countries.

- d) Educational services which equip students with skills and knowledge to enhance their employability.
- e) Educational services are informed by the latest academic and industry research to maintain relevance and quality.
- f) Health (Doctor, Nurse and counsellor services) and safety (e.g. Fire safety, Security surveillance, safe drinking water, food safety etc.) requirements to ensure that all educational services are delivered in a safe and healthy environment.

### 8.2.2 Communicating the requirements for the educational services

RLAC ensures that students and other relevant interested parties are notified about the requirements. The college also verifies their understanding where appropriate. The information is communicated effectively through appropriate channels such as the college website, informational brochures, orientation sessions, community radio, emails, and direct communication with students and stakeholders. The website offers precise information about programs and courses. Orientation programs offer comprehensive information about the college, its courses, academic expectations, and the diverse variety of services given by the institution to prospective students and parents. The admin office is responsible for maintain records of communication regarding admission enquiries This communication broadly includes:

- a) the programme outcome, programme specific outcomes and course outcomes and curriculum content including the University's Academic Calendar and lesson plans are provided, including detailed descriptions of the instruments and criteria to be used for evaluation through various platforms including college website, admission bulletin, ERP, Orientation programmes etc.
- b) The commitments, responsibilities, and expectations placed on students include the information on attendance, participation in academics as well as co-curricular activities, academic integrity and discipline.
- c) Recognition and Documentation of Learning Achievements including internal assessment records, certificates, degrees as per the data retention policy of University of Delhi.
- d) Methods for Addressing Dissatisfaction include procedures for filing complaints, seeking mediation, and resolving conflicts to ensure transparency and fairness as per the College Grievance Redressal Policy displayed on the website.
- e) Support for Learning and Evaluation is done through staff council committees including Workload & Academic Affairs Committee, Time-Table Committee, Remedial Class Committee, Departmental Internal Assessment Moderation Committees and College Internal Assessment Monitoring Committee in addition to providing adequate learning resources, mentoring and counseling sessions.
- f) Communication of financial requirements including tuition fees, examination fee is done through college website and prospectus.

- g) All prerequisites are communicated through the College Website, prospectus and admission portal of University of Delhi.

### 8.2.3 Changes of the requirements for educational services

The changes/amendments/notices received from University of Delhi are shared with students and staff through multiple channels of communication, website, email, ERP etc. Also, on regular basis, designated committees/ process owners approved by the principal evaluate the requirements of all the educational programs and recommend action required to maintain the relevance of programs. The concerned In-charge guarantees that the communication/documents are updated in accordance with any modifications to the course requirements and shared with relevant stakeholders. A development and implementation plan are created through meeting of relevant staff council committee in response to changes in program requirements and is then submitted to the principal for approval.

### 8.3 Design and Development of the Educational Services

RLAC being a university-maintained college follows the guidelines established, implemented and maintained by the University of Delhi approved through its Academic Council (AC) and executive council (EC).

### 8.4 Control of externally provided processes, products and services

#### 8.4.1 General

RLAC-

- a) Ensures that externally provided processes, products and services conform to its requirements.
- b) Applies the designed criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes, products and services in accordance with requirements.
- c) Retains documented information of these activities and any necessary actions arising from the evaluations.

#### 8.4.2 Type and extent of control

RLAC ensures that externally provided processes, products and services do not adversely affect the college's ability to consistently deliver conforming products and services to its students and other beneficiaries.

The college-

- a) ensures that externally provided processes remain within the control of its QMS.
- b) define the controls for all external providers and resulting output.
- c) takes into consideration:
  - i. any potential impact of the externally provided processes, products and services on its ability to consistently meet student and other beneficiary requirements.
  - ii. Effectiveness of the controls applied by the external providers.
- d) verifies that the externally provided processes, products and service requirements.

### 8.4.3 Information for external providers

RLAC ensures the adequacy of requirements prior to their communication to the external provider.

It communicates to external providers its requirements for:

- a) the processes, products and services.
- b) the approval of:
  - i. products and services.
  - ii. methods, processes and equipment.
  - iii. the release of products and services.
- c) competence, including any required qualification of persons based on University of Delhi Rules and ordinances.
- d) the external provider's contact within the college.
- e) control and monitoring of the external provider's performance to be applied by the college

## 8.5 Delivery of the educational services

### 8.5.1 Control of delivery of the educational services

#### 8.5.1.1 General

RLAC provides educational services under controlled conditions including:

- a) the availability of documented information that defines:
  - i. All educational services, or activities performed.
  - ii. results achieved.
- b) availability and use of suitable and validated monitoring and measuring resources.
- c) implementation of monitoring and measurement activities, including the consideration of complaints, other feedback and the results of assessment at appropriate stages.
- d) use of suitable infrastructure and environment for the operation of processes.
- e) appointment of competent persons with required qualification
- f) periodic validation of all the relevant processes.
- g) implementation of actions is done in a way to minimize human error.
- h) Timely implementation of activities.

#### 8.5.1.2 Admission of students

##### 8.5.1.2.1 Pre-admission information

RLAC ensures that before students are admitted, they are provided with:

- a) adequate information about the college.
- b) adequate and clear information about:
  - 1) the intended learning outcomes, career perspectives, educational approach.
  - 2) the opportunity for participation in extracurricular, co-curricular and research activities.
  - 3) the admission criteria for each programme of study and fee structure.

The RLAC posts detailed information through website using a dedicated web page in the form of college prospectus and University of Delhi Admission brochure for prospective students.

#### **8.5.1.2.2 Conditions for admission**

RLAC

- a) Follows process, deadlines and criteria for the admission of students as notified by University of Delhi.
- b) Maintains documented information on college website.
- c) Ensures the traceability of each admission decision.
- d) Retains documented information as evidence of admission decisions.

#### **8.5.1.3 Delivery of educational services**

RLAC has established processes for:

- a. teaching.
- b. facilitation of learning.
- c. administrative support of teaching and learning.

#### **8.5.1.4 Summative Assessment**

Summative assessment of all programmes is in the form of semester end examination conducted by the University of Delhi at RLAC.

RLAC follows all guidelines prescribed by the University of Delhi for dealing with cases of unfair means which are also duly communicated to students.

#### **8.5.1.5 Recognition of assessed learning**

The results of all programmes of study are declared by the University of Delhi as grades which combines both formative (Internal and Continuous) and summative (Semester End examination) assessment.

- a) Students can access their results on the examination portal maintained by the University of Delhi.
- b) Students are given the opportunity for revaluation of marks as per university guidelines.
- c) The College receives the results from University of Delhi through Email and Examination Portal

#### **8.5.1.6 Additional requirements for special needs education**

##### **8.5.1.6.1**

With input from students and other interested parties, RLAC identifies steps to improve accessibility of its educational services. RLAC applies reasonable judgment as to what might be possible during a specific time frame.

##### **8.5.1.6.2** With respect to delivery of learning, the RLAC

- a) Employs differentiated instruction strategies that are targeted to students in the classroom.



- b) Uses approaches recommended for students with special needs
- c) Balance the needs of the student, faculty, the requirements of the course, the context (environment) within larger frameworks (e.g. curricular requirements, national values).
- d) Flexibly implements individualized measures, as applicable, including:
  - 1) Curriculum enrichment.
  - 2) Fostering self-directedness and independence.
  - 3) Mentorships.

#### **8.5.1.6.3** With respect to assessment of learning, the RLAC:

- a) Provides multiple and diverse opportunities to students to demonstrate their mastery of the topics of instruction.
- b) Ensures scaffolded activities and assessments that allow students to build and demonstrate their learning.
- c) Flexibly implements individualized measures.

**8.5.1.6.4** Individual students who require specific assistance with learning to achieve the learning outcomes, are accommodated in a manner that balances their requirements, integrity of the learning outcomes, and capacity of the institution.

### **8.5.2 Identification and traceability**

RLAC identifies and traces:

- a) The progress of students through the academic programme.
- b) Student Progression (career path) after the successful completion of academic programme

### **8.5.3 Property belonging to interested parties**

RLAC exercises care with physical, intellectual property, data, and degree certificates etc. belonging to any student while it is under the control of, or being used by, the college. RLAC identifies, verifies, protects and safeguards student related property provided for use and obtain consent, where required.

External vendors are themselves responsible for loss/ damage of any of their equipment/ instruments kept in the college premises. However, the college ensures their security through round the clock CCTV surveillance and guards on duty. The college does not take any responsibility in case any type of loss because of any natural calamity.

### **8.5.4 Preservation**

RLAC preserves the outputs of the educational services as per the data retention policy (<https://rlacollege.edu.in/images/Policy-Data-retention.pdf>).

### **8.5.5 Protection and transparency of students' data:**

RLAC has established a policy to deal with the protection and transparency of students' data and maintain it as documented information. The method establishes:

- a) what student data are collected, and how and where they are processed and stored.
- b) who has access to the data.
- c) under which conditions student data may be shared with third parties.
- d) how long the data are stored for.

RLAC only collects and share students' data with their explicit consent. RLAC takes all appropriate measures to ensure that students' data can only be accessed by authorized persons given access to password. RLAC provides students and other interested parties' access to their own data to the extent required through ERP.

#### **8.5.6 Control of changes in the educational services**

RLAC reviews and controls changes for educational services to the extent necessary to ensure continuing conformity with the requirements.

RLAC retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

## Clause 9. Performance Evaluation

### 9.1 Monitoring, measurement, analysis and evaluation

#### 9.1.1 General

RLAC adopts a rigorous monitoring and measurement process which will be instrumental in enhancing the QMS and student satisfaction. Appropriate documented information is retained as evidence of the outcomes achieved.

RLAC:

- a) Identifies areas, processes, and outcomes critical for monitoring and measurement. This includes academic performance, student satisfaction, optimum resource utilization, grievance handling and process efficiency.
- b) Has established and documents the reliable methods for monitoring, measurement, analysis, and evaluation.
- c) Has defined clear acceptance criteria to evaluate the results. This includes setting benchmarks and performance indicators that align with the college's goals and objectives.
- d) Has determined and documents the schedule for monitoring and measuring activities. The college has specified the frequency and timing to ensure timely data collection that supports ongoing assessment and improvement.
- e) Has specified when the results from monitoring and measurement will be analyzed and evaluated. The college ensures this analysis is conducted at regular interval to inform decision-making and drive continuous improvement.

#### 9.1.2 Satisfaction of students, other beneficiaries and staff

##### 9.1.2.1 Monitoring of satisfaction

RLAC monitors the satisfaction of students, other beneficiaries, and staff, as well as their perceptions of the degree to which their needs and expectations have been fulfilled. The IQAC of the college determines and documents the methods for obtaining, monitoring, and reviewing this information. This includes:

##### a) Obtaining Information:

- Through student satisfaction surveys, feedback forms (on various facets of the college including teaching-learning, library, infrastructure, and administration), complaint box, interaction sessions, mentor-mentee meetings.
- Utilizing online platforms to facilitate continuous feedback collection.

##### b) Monitoring Information:

- Regularly analyze the collected data to identify trends, areas of concern, and scope for improvement.

##### c) Reviewing Information:

- review satisfaction data during management review meetings to ensure that feedback is systematically considered.
- Implement a feedback loop where results are communicated back to the relevant stakeholders, and actions taken are documented.

By implementing these methods, RLAC ensures that the needs and expectations of students, other beneficiaries, and staff are continuously monitored and addressed, fostering a culture of continuous improvement in alignment with ISO 21001:2018 standards.

### **9.1.2.2 Handling of Complaints and Appeals**

RLAC has established and maintains documented information for handling complaints and appeals and make this known to its interested parties as outlined in Clause 10.2. This includes:

- a) Ensuring that all relevant parties are informed about the complaint submission and handling process through multiple channels such as the college website, prospectus, orientation sessions, and notice boards.
- b) Providing multiple avenues for submission, including online forms, email, complaint boxes, and in-person submissions to designated offices.
- c) Logging and tracking each complaint and appeal from receipt to resolution, ensuring transparency and accountability.
- d) Sending prompt acknowledgments to complainants and appellants confirming receipt of their submissions.
- e) Conducting preliminary review to determine the validity and scope of each complaint or appeal, and to assign it to the appropriate department or individual for further investigation.
- f) Performing a thorough and impartial investigation to gather all relevant facts and evidence related to the complaint or appeal.
- g) Providing a formal response to the complainant or appellant outlining the findings of the investigation and any actions taken.
- h) Communicating the final decision to the complainant or appellant, including the rationale behind the decision and any steps for further recourse if applicable.
- i) Ensuring that each complaint and appeal is formally closed, once all actions have been completed and the final decision has been communicated.

This method ensures confidentiality of complainants and appellants and objectivity of investigators. RLAC retains documented information as evidence of the complaints or appeals received, as well as their resolution, ensuring transparency and continuous improvement.

### **9.1.3 Other Monitoring and Measuring Needs**

RLAC ensures that feedback is requested from and made available, to the relevant interested parties. This includes:

- a) Collecting inputs/feedback from students, parents, employers, and other stakeholders on the quality and relevance of the educational services provided by the college.
- b) Gathering information on how effectively the educational programs are meeting the intended learning outcomes. This includes assessments from students, faculty, and external evaluators.

- c) Collecting information on the impact of the college's engagement initiatives, social outreach programs, and collaborations with local organizations on the community.

RLAC monitors the level of feedback obtained and take appropriate actions to increase the volume and quality of feedback when it is found to be insufficient. This involves:

- Using multiple communication channels to make it easier for stakeholders to provide feedback.
- Reminders by Faculty mentors, Promoting the importance of feedback through creating awareness.
- Implementing periodic reviews to the feedback collection processes to ensure they remain effective and comprehensive.

By actively seeking and utilizing feedback, RLAC ensures continuous improvement and alignment with the needs and expectations of its interested parties, in accordance with ISO 21001:2018 standards.

#### **9.1.4 Methods for monitoring, measurement, analysis and evaluation**

##### **9.1.4.1 Performance Monitoring and Measurement**

RLAC:

- a) Has established and documents the methods and tools used to collect data on various performance metrics. This may include online/offline surveys, academic assessments, result analysis, attendance records, and feedback from stakeholders; Implements regular monitoring schedules to consistently track performance data; Conducts reviews of the collected data to assess trends; Identifies areas for improvement and ensures its alignment with the college's strategic goals.
- b) Has defined clear, measurable targets achievable, relevant, and time-bound (SMART) targets for performance metrics that align with the college's objectives; Sets benchmarks based on previous data, current industry requirements, and strategic goals; Ensures that targets are communicated to all relevant stakeholders and integrated into the college's planning and review processes.

RLAC maintains documented information on the methods and targets to ensure transparency, accountability, and continuous improvement in its performance monitoring and measurement activities.

##### **9.1.4.2 Evaluation of Educational Services**

RLAC ensures that the evaluation of educational services is conducted in a systematic and comprehensive manner as follows:

- a) Identifies all interested parties including students, faculty, staff, parents, employers, and community.
- b) Ensures that the persons conducting the evaluation are competent and objective with necessary qualifications, experience, and unbiased.
- c) Ensures that evaluation reports are transparent and clearly describe the educational services,

their objectives, findings, the perspectives, methods, and rationale used to interpret the findings, providing a clear and comprehensive understanding of the evaluation process and outcomes.

- d) Examines the context in which the educational service is provided in detail to identify influence on the educational service. This includes analyzing the learning environment, resources available, cultural and social factors, and any other relevant contextual elements that may impact the delivery and effectiveness of the educational service.

### 9.1.5 Analysis and Evaluation

RLAC analyzes and evaluates appropriate data and information arising from monitoring and measurement activities. The result of this analysis is used to evaluate:

- a) Whether educational services at the college are meeting the defined standards and requirements.
- b) The satisfaction levels of students and other beneficiaries, ensuring their needs and expectations are being met.
- c) Staff satisfaction to ensure a positive and supportive working environment, which contributes to the overall effectiveness of the college.
- d) How well the QMS is performing in achieving its intended outcomes and supporting the college's strategic goals.
- e) If planning activities have been implemented effectively and have achieved their intended results.
- f) The success of actions taken to mitigate risks and exploit opportunities, ensuring continuous improvement and resilience.
- g) The performance of external providers to ensure they meet the college's standards and contribute positively to the educational services offered.
- h) Areas for improvement within the QMS to enhance the overall quality and effectiveness of the college's management system.

## 9.2 Internal Audit Process

9.2.1 RLAC conducts annual internal audits to provide information on whether the QMS

- a) conforms to:
  - 1) RLAC's own requirements for its QMS.
  - 2) the requirements of this document.
- b) is effectively implemented and maintained.

The Internal auditor's team of RLAC in coordination with IQAC conducts internal audit and submit their report to the management discussing major non-conformities and trends.

## 9.2.2 Internal Audit Programme

RLAC:

- a) Conducts an annual audit; the date for the same is notified in advance along with methods, responsibilities, requirements, and reporting procedures. This programme considers the QMS's objectives, the importance of the processes involved, feedback from relevant interested parties.
- b) Has established clear criteria and scope for audit to ensure comprehensive evaluation of the processes and systems being audited.
- c) Has qualified internal auditors and conducts audits to ensure the objectivity and unbiased audit.
- d) Reports the results of the audits to the management, providing them with insights into compliance and performance.
- e) Uses the audit findings to identify opportunities for improvement within the QMS and associated processes.
- f) Implements appropriate corrective actions without undue delay to address any identified nonconformities or issues.
- g) Maintains documented information as evidence of the planning and implementation of the audit programme, as well as the results of the audits.

## 9.3 Management review

### 9.3.1 General

RLAC has established system for review of QMS performance at least once per year, and update them accordingly to ensure its continuing suitability, adequacy and effectiveness.

The Governing Body, Principal, Vice Principal, IQAC coordinator, Bursar, Staff Council Secretary, and trained internal auditors will review the QMS of the college.

### 9.3.2 Management Review Inputs

The management review at RLAC takes into consideration

- a) The status of actions decided upon during the previous management review meetings.
- b) Changes in external and internal factors that may impact the QMS, including regulatory changes, market conditions, and internal organizational changes.
- c) Performance data and trends, including:
  - i. Student and other beneficiary satisfaction and feedback related to their requirements.
  - ii. The extent to which the college's objectives have been met.
  - iii. Process performance and conformity of educational products and services.
  - iv. Nonconformities and corrective actions taken.
  - v. Results from monitoring and measurement activities.

- vi. Results from internal and external audits.
  - vii. Performance of external providers.
  - viii. Outcomes of internal and semester end assessments.
- d) Whether the resources available are adequate to meet the QMS objectives and support its processes.
  - e) The success of actions implemented to mitigate risks and utilize the opportunities.
  - f) Areas for continuous improvement within the QMS and related processes.
  - g) Feedback from staff regarding initiatives towards enhancing their competence and professional development.

### **9.3.3 Management Review Outputs**

The outputs of the management review at RLAC includes decisions related to:

- a) Identification and documentation of opportunities for continual improvement in processes, performance, and the QMS.
- b) Any changes that are required to the QMS to enhance its effectiveness and its alignment with strategic goals.
- c) Additional resource requirements, including new staff, infrastructure, and funds, to support the QMS and its objectives.

RLAC retains documented information as evidence of the results of management reviews, ensuring transparency and accountability in the continuous improvement of the QMS.



## Clause 10. Improvement

### 10.1 Nonconformity and corrective action

RLAC identifies and prioritizes avenues for advancement, executing requisite measures to fulfill student needs and elevate student satisfaction and the satisfaction of all stakeholders.

#### 10.1.1 When an unconformity occurs, the college:

- a) Reacts to the nonconformity by:
  - 1) Taking prompt action to control and correct the nonconformity.
  - 2) Dealing with the consequences; minimizing any negative impact on the educational services and stakeholders.
- b) Evaluates the need for action to eliminate the root cause of the nonconformity, so that it does not recur or occur elsewhere, by:
  - 1) Conducting a thorough review of the nonconformity to understand its nature and impact.
  - 2) Identifying the root causes of the nonconformity to ensure a comprehensive understanding of why it occurred.
  - 3) Assessing if similar nonconformities are present elsewhere within the QMS or if there is a risk of recurrence.
- c) Implements necessary corrective actions to address the identified causes and prevent recurrence of the nonconformity.
- d) Evaluates the effectiveness of the corrective actions implemented to ensure they have successfully addressed the nonconformity and its causes.
- e) Makes necessary changes to the QMS, if required to prevent future nonconformities.

Corrective actions are appropriate to the effects of the nonconformities encountered ensuring that they are proportional to the severity and impact of the issues addressed.

#### 10.1.2 RLAC retains documented information as evidence of the:

- a) nature of the nonconformities and any subsequent actions taken
- b) results of any corrective action.

### 10.2 Continual Improvement

RLAC continually improves the suitability, adequacy and effectiveness of the QMS, considering relevant research and best practices to enhance the QMS and ensures it remains current and effective.

RLAC considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that are to be addressed as part of continual improvement and use these insights to identify areas for improvement within the QMS.

### 10.3 Opportunities for Improvement

RLAC determines and selects opportunities for improvement and implements requisite actions to meet the requirements and enhance the satisfaction of students, staff, and external providers. These actions include:

- a) Enhancing educational services to meet current and future needs and expectations of students and other beneficiaries.
- b) Identifying and implementing measures to correct, prevent, or reduce any undesired effects or nonconformities that may impact the quality of education and satisfaction level of stakeholders.
- c) Improving the performance and effectiveness of the QMS to ensure that it supports the strategic plan of the college and meets the evolving needs of all stakeholders.

To achieve these, RLAC:

- Regularly reviews processes, feedback, and results to identify areas with scope for improvement.
- Determines the most impactful opportunities for improvement and prioritize actions based on their potential benefits to students, staff, and other stakeholders.
- Develops and executes plans to implement the selected improvement actions, ensuring they are effectively integrated into the college's operations.
- Continuously monitors the outcomes of improvement actions and review their effectiveness, modifying as necessary to achieve the desired results.

By systematically identifying and acting on opportunities for improvement, RLAC ensures ongoing enhancement of its educational services and the overall satisfaction of its stakeholders.

## Annexure 1

### List of staff council committees at RLAC

1. Admission Committee
2. Admission Grievance SC/ST/OBC/PwD/EWS Committee
3. Help Desk Committee (Admission)
4. Help Desk Committee (Admission) SC/ST/OBC/PwD
5. Admission Counseling Committee
6. ECA Admissions Committee
7. Sports Admissions Committee
8. SC/ ST/ OBC/ EWS/ PwD Admission Cell
9. Subject Committees
10. Anti-Ragging cum Discipline Committee
11. Alumni Committee
12. Ambedkar-Periyar-Phule Study Circle
13. Art & Culture Committee: Sub-Committees for-: Fine Arts, Indian Music, Anchoring, Western Dance, Western Music, Indian Dance
14. Canteen Committee
15. Career Counseling and Placement Committee
16. College Website Committee
17. Creative Writing Committee (English)
18. Creative Writing Committee (Hindi)
19. Equal Opportunity Cell
20. Debating Committee (English)
21. Debating Committee (Hindi)
22. Dramatics Committee
23. Eco Club
24. Student Aid Fund & Scholarship Committee
25. College Event Management and Function Committee
26. Gandhi Study Circle
27. Gender Sensitization Committee
28. Infrastructure and High-Powered Purchase Committee
29. IT Infrastructure Committee
30. Library Committee
31. Northeast Students' Welfare Committee
32. Photography and Film Club
33. Prospectus cum Annual Report Committee
34. Quiz Committee
35. Remedial Classes Committee
36. College Magazine Committee
37. Sangoshthi Committee
38. SPIC MACAY Committee
39. Sports Committee
40. Best Student Award Committee

41. Students' Union Advisory Committee
42. Committee for Welfare of Differently Abled Students
43. Swachhata Action Plan Committee (Implementation & Monitoring): Sub-Committees: Campus Cleanliness & Hygiene Committee, Clean Energy & Conservation Committee, E-Waste Management, Green Campus, Solid Waste Management Including Bio-waste, Water Management (Recycling, Safe Drinking Water, Conservation, STP)
44. Time-Table Committee
45. Women's Welfare Advisory Committee
46. Workload and Academic Affairs Committee
47. Yoga and Meditation Committee
48. Enactus

## Annexure 2: Processes

### a. Admission Process

Purpose: Establish a documented procedure for admissions of undergraduate candidates allotted the College through CUET in the college as per the University of Delhi Guidelines.

Criteria	Description
<b>Title</b>	Admission
<b>Purpose</b>	It gives the outline for the procedure adopted by the college for purpose of giving hassle free admissions to candidates allotted the College through CUET
<b>Objective</b>	To facilitate smooth admission process for the candidates as per DU guidelines
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>● Principal/ Vice- Principal</li> <li>● Admission Convener/ Co-Convener</li> <li>● Departmental (Admission) Conveners/ Co-Conveners</li> <li>● Equal Opportunity Cell</li> <li>● Office Assistant</li> <li>● Website committee</li> </ul>
	<p><b>Responsibility of Principal:</b></p> <ul style="list-style-type: none"> <li>● Issuing the admission advisory received from university time to time</li> <li>● Approval of course wise revised fees in Governing body meeting and communicating to university</li> <li>● Releasing category wise seat matrix and uploading the same to the university portal</li> <li>● Conducting webinars on admission to university of Delhi</li> <li>● Constituting college and departmental Admission Committees along with grievance committees, Equal opportunity cell, counseling committee, help desk committee, Prospectus committee in staff council committee meeting after seeking choices from faculty members and as per norms.</li> <li>● Preparation of prospectus of forthcoming Academic session in Hindi and English</li> <li>● Formulating appropriate internal mechanism for admissions in association with admission committees in line with DU guidelines through meetings</li> <li>● Preparing the file for every course with login id and password for the admission portal.</li> <li>● Meetings with the admission committee to regularly update regarding any information received from the university.</li> <li>● Admission as per the schedule notified by university</li> <li>● Approving/ Rejecting the admission of the candidate after the verification by the departmental admission committee, EOC, admission convener, office and principal.</li> <li>● Updating the number of vacant seats left after every admission round</li> <li>● Maintaining minutes of all the meetings</li> </ul>

**b. Academic Planning Process**

<b>Purpose</b>	Establish planning procedure for academic year
<b>Scope</b>	Applicable for planning of the academic year of the institute in line with the University of Delhi guidelines.
<b>Responsibility</b>	Principal, IQAC coordinator
	<p><b>Process Description:</b></p> <ul style="list-style-type: none"> <li>● Admission Committees, Academic and Co-curricular committees are formed in Staff council meetings.</li> <li>● Programme fees are fixed as per recommendation of the Competent Committee approved by the Governing Body.</li> <li>● Every Department prepare Workload and is to be submitted to the Workload committee</li> <li>● For optional papers to take choice, google form is circulated to all the stakeholders.</li> <li>● Time table for theory and practical Classes is prepared and displayed in the notice board, college website and also displayed roomwise.</li> <li>● Academic and Co-curricular Calendar are prepared and shared on website</li> </ul>
<b>Documents</b>	<p>Minutes of meetings of Staff Council  Minutes of meeting of workload committee  Timetable  Academic and Co-curricular Calendar  Seat matrix and Fee structure for different programmes</p>

## c. Teaching and Learning Process

<b>Purpose</b>	Establish teaching learning procedure
<b>Scope</b>	Applicable for teaching theory, practical and tutorials
<b>Responsibilities</b>	Teacher In-charge and subject teachers
	<p><b>Process Description:</b></p> <ul style="list-style-type: none"> <li>● Teacher in chargedistribute workload to the individual teachers after discussion in departmental meeting</li> <li>● Time table, Semester Wise, Facultywise, Roomwise is prepared and uploaded on website</li> <li>● Prepare Lesson Plans. Conduct lectures and practical as per the timetable</li> <li>● Syllabus delivery through classroom teaching using boards, powerpoint presentations, smart boards or any other method adopted by teachers</li> <li>● Conduct extra lectures and practicals, whenever necessary.</li> <li>● Organizes industrial visits, study tours, lab visits</li> <li>● Organize seminars, lectures of eminent personalities</li> <li>● Maintain records of attendance</li> <li>● Prepare internal assessment as per the SOP</li> <li>● Identify and submit details of slow and fast learners to TIC</li> <li>● Inform and encourage students participation in various intra and inter-college academic/co-curricular activities</li> <li>● Ensure that the calm and quiet atmosphere is maintained in the classrooms and laboratory</li> <li>● Maintenance and upkeep of laboratory equipment, consumables, computers and contingency supplies.</li> <li>● Conduct mentor mentee sessions as per the time table and arrange extra session, where required</li> <li>● Conduct remedial classes as per the schedule</li> <li>● Prepare date sheet for tests and Practical examination and display on notice boards and on website</li> </ul>
<b>Documents</b>	<ul style="list-style-type: none"> <li>● Syllabus, notices guidelines file, Lesson Plan</li> <li>● Time table, Semester Wise, Facultywise, Roomwise is prepared and uploaded on website</li> <li>● Tutorial/Practical Groups for departments wherever applicable</li> <li>● Academic calendar of activities for the ongoing session</li> <li>● Attendance record (ERP)</li> <li>● Mechanism followed for identifying slow and fast learners</li> </ul>

	<ul style="list-style-type: none"> <li>● Remedial class record and attendance Proofs</li> <li>● Mentor-Mentee list of all faculty members, Report</li> <li>● Syllabus Completion Report</li> <li>● IA, Practica/CA Date sheet - SOP</li> </ul>
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#### d. Examination Process

Criteria	Description
<b>Title</b>	Examination
<b>Purpose</b>	To outline the procedure for the purpose of having continuous assessment of students, conduct of examinations, evaluation and notification of Internal Examination results
<b>Objective</b>	To facilitate the examination process, an evaluation pattern for the college that helps in the proper conduction of examination by a fair and transparent procedure.
<b>Responsibility</b>	University semester end Examination <ul style="list-style-type: none"> <li>● Principal/ Chief Superintendent</li> <li>● Deputy Superintendent</li> <li>● Invigilators</li> <li>● Office attendant</li> </ul> Department level examinations-Class Tests/ Assignments: <ul style="list-style-type: none"> <li>● Teacher In-charge</li> <li>● Subject Teacher</li> </ul> Department level examinations - Practical Examinations: <ul style="list-style-type: none"> <li>● Teacher In-charge</li> <li>● Internal Examiner</li> <li>● External Examiner</li> <li>● Practical coordinator</li> <li>● Office attendant</li> </ul>
	<b>Responsibility of Principal:</b> <ul style="list-style-type: none"> <li>● Constituting Examination Committees</li> <li>● Formulating appropriate mechanism for evaluation of student's performance in association with academic committees and IQAC</li> <li>● Meeting with website committee to update website regularly for examination updates</li> <li>● Preparing the file for course structure, syllabus, question papers</li> <li>● Directing administration department for filling examination forms</li> <li>● Receiving the strength of students appearing in examination in each course from college office</li> <li>● Formation of academic committees like- Internal Assessment and appointing practical head</li> <li>● Receiving attendance details and continuous assessment marks of students of all courses from internal assessment committees</li> </ul>



	<ul style="list-style-type: none"> <li>● Directing the office staff for issuing Hall Tickets to eligible candidates after scrutinizing attendance in association with Internal Assessment committee</li> <li>● Conduct the semester end examination by appointing Deputy Superintendents</li> <li>● Preparation of pass percentage in association with IQAC</li> <li>● Arrangement for issuing provisional certificates / character / degree certificates to the students</li> <li>● Maintaining minutes of all the meetings</li> <li>● Decide to disburse the examinations reimbursements – practical / to external invigilators / office staff concerned with student dealing</li> </ul>
	<p><b>Responsibility of Deputy Superintendent:</b></p> <ul style="list-style-type: none"> <li>● Receiving the strength of students appearing in examination in each course from college office</li> <li>● Preparation of Final list of candidates appearing for semester end examinations after scrutiny.</li> <li>● Preparing Day-wise duty charts</li> <li>● Decide for special need students- writer etc.</li> <li>● Allocation of invigilator to a specific room on the day of examination</li> <li>● To ensure all the officials involved in the conduct of the examination are made aware of their responsibilities</li> <li>● To ensure safely opening of question booklets packet</li> <li>● Ensure timely distribution of answer scripts, question papers</li> <li>● Ensure invigilators report to the examination hall on time</li> <li>● Defining a Procedure for dealing with malpractice cases in association with chief superintendent and IQAC</li> <li>● Evaluation of answer scripts of skill enhancement courses</li> <li>● Responsible for smooth, and proper conduct of the examination and taking necessary actions before, and after the examination.</li> <li>● Cooperate with the university flying squad</li> <li>● Ensure no candidate without admit card is allowed to appear in examination. Incase if any candidate forgets/ lost his admit card, then after ascertaining the validity of the candidate by obtaining an undertaking is allowed to appear in that examination</li> <li>● To ensure student suffering from any infectious disease shall not be allowed to appear in the examination or a separate arrangement be made for that student</li> <li>● Communicate the corrections received from university on time</li> <li>● Send the representation of students duly signed by the principal to the university in case of any grievances in the paper</li> <li>● Make provision of signal bells</li> <li>● Take necessary action in case of report of a use of an unfair means</li> <li>● Provide relievers to the invigilators during the examination</li> <li>● Take necessary action on the negligence of duty by any invigilator and report the same to the chief superintendent/ principal</li> </ul>
	<p><b>Responsibility of Internal Assessment Monitoring Committee:</b></p>

	<ul style="list-style-type: none"> <li>● Issuing notice to inform all the departments to prepare and finalize the continuous assessments of their respective students</li> <li>● Collection of internal assessment marks for all the subjects</li> <li>● Issuing notices to the societies to prepare and submit attendance records of students working</li> <li>● Handling discrepancies at the college level in association with moderation committee</li> <li>● Giving attendance marks to students involved in societies / committees based on attendance records received from convenors of societies/ committees</li> <li>● Uploading of internal assessment marks on university portal</li> <li>● Displaying consolidated internal assessment marks to the students for the subjects</li> <li>● Handling discrepancies that may arise after uploading of marks</li> </ul>
	<p><b>Responsibility of Invigilators:</b></p> <ul style="list-style-type: none"> <li>● Report to the college half an-hour before the commencement of examination</li> <li>● Coordinate with deputy superintendent for invigilation duty</li> <li>● Safely carry the answer booklets and question paper to the examination hall</li> <li>● Make announcements to the students to keep mobile phones and other material outside the examination hall</li> <li>● Distribute answer scripts and question booklets to the students as per seating plan</li> <li>● In case the number of question papers fall short, then request the office staff to get it photocopied</li> <li>● Sign the answer booklets after verifying the details filled by the students</li> <li>● Report to the deputy superintendent regarding the unavailability of admit card with the student for necessary action</li> <li>● Fill the attendance sheet and get the signatures of the present students and mark absent for those who are not present</li> <li>● Distribution of Additional answer booklets to the students on their request with proper records</li> <li>● Taking rounds for proper and vigilant invigilation during exam to avoid any malpractice</li> <li>● Ensure that students don't talk during examination</li> <li>● Notices any student is indulging in unfair means in the examination hall, then the matter shall be reported to the deputy superintendent</li> <li>● Collection of answer sheets as per seating plan</li> <li>● Ensure no candidate leaves the examination hall without submission of answer script</li> <li>● Submission of answer scripts to the office attendants at the time of completion of examination time</li> </ul>
	<p><b>Responsibility of Teachers In charge:</b></p> <ul style="list-style-type: none"> <li>● Informs students about the notices issued by the college related to</li> </ul>

	<p>examination as per SOP for IA and CA</p> <ul style="list-style-type: none"> <li>● Prepare criteria for identifying weak students for remedial classes</li> <li>● Prepare a schedule for remedial classes/ tests</li> <li>● Inform other faculty members of the department to finalize the continuous internal assessment of the students</li> <li>● Form an internal moderation committee of at least 3 faculty members from the department for handling any discrepancies at departmental level</li> <li>● Prepare a practical date-sheet and submit it to the principal for approval</li> <li>● Request for answer scripts and other material required for conducting practical examination</li> </ul>
	<p><b>Responsibility of Office Assistant/Staff:</b></p> <ul style="list-style-type: none"> <li>● Arranging answer scripts for each day</li> <li>● Prepare and display seating arrangement- room-wise</li> <li>● Arrange desks and affix roll-no on them as per seating arrangements</li> <li>● Receive the packets containing the question papers supplied by the controller of examination</li> <li>● Open the sealed booklets of question paper in front of the deputy superintendents</li> <li>● Preparation of envelopes for each room containing the question papers as per seating arrangement</li> <li>● Check on the late comers</li> </ul>
	<p><b>Procedure followed at college level for conducting semester end examinations</b></p> <ul style="list-style-type: none"> <li>● The University of Delhi issues academic calendar and schedule of examination, notification of examination fees.</li> <li>● Based on University notification, college administration issues notices to all students to fill examination forms.</li> <li>● The college administration scrutinizes the examination forms of students before commencement of examination</li> <li>● The college administration prepares course-wise/ subject-wise, paper-wise and a list of students including repeaters who have registered for each exam.</li> <li>● The list of defaulters is brought into the notice of principal</li> <li>● Notice is issued to inform defaulters to pay examination form fees along with fine</li> <li>● Once all students complete the examination form filling, the principal constitutes examination committees for conducting examination, internal assessment and moderation committee</li> <li>● Principal appoints a list of deputy superintendents and other office staff to look after the entire examination process</li> <li>● The deputy superintendents prepare a comprehensive list of papers along with student strength day-wise</li> </ul>

	<ul style="list-style-type: none"> <li>● Hall tickets are issued to the students by the administrative staff</li> <li>● Duty chart is prepared with the help of a faculty member that assists in the preparation of day-wise duty chart.</li> <li>● Duty chart is shared with all the faculty members through email by the principal</li> <li>● The deputy superintendents make necessary arrangements for conducting examination like seating plan was prepared in association with administrative staff, arrangements for special students</li> <li>● Office assistants receive question papers and open the sealed envelopes in front of deputy superintendent</li> <li>● The Deputy superintendent allocate invigilators to a specific room on the day of examination</li> <li>● The Deputy superintendent informs all the officials involved in the conduct of the examination about their responsibilities</li> <li>● Deputy superintendents make sure that the answer scripts, question papers are distributed timely in the examination halls</li> <li>● Report the absenteeism of invigilators on the day of examination to the principal for necessary action</li> </ul>
<b>Procedure:</b>	<ul style="list-style-type: none"> <li>● The invigilators report to the rooms allocated to them along with answer scripts and question papers</li> <li>● Invigilators distribute answer scripts to all the students in the hall</li> <li>● The office attendant rings the bell for the start of the examination</li> <li>● The invigilators distribute the question papers to all the students present in the hall</li> <li>● The invigilators sign the answer scripts of students after checking the details filled/ hall ticket by the students</li> <li>● The invigilators report to the deputy superintendent regarding the unavailability of admit card with the student for necessary action</li> <li>● Invigilators fill the attendance sheet and get the signatures of the present students and mark absent for those who are not present</li> <li>● Invigilators look after for the distribution of additional answer booklets to the students on their request with proper records</li> <li>● Invigilators take rounds for proper and vigilant invigilation during exam to avoid any malpractice</li> <li>● In case if any student is found involved in malpractice/ unfair use of any means then invigilators report it to the deputy superintendents.</li> <li>● Such cases are handled by the deputy superintendent in consultation with the principal</li> <li>● Invigilators at the commencement of exam, collects the answer scripts as per the seating plan and prepares a course-wise bundles of answer scripts</li> </ul>

	<ul style="list-style-type: none"> <li>● Invigilators submits these answer scripts to the office assistant</li> <li>● The office assistant collects all the answer sheets and prepare paper-wise bundles to be submitted to the university</li> <li>● These bundles are sealed after the examination in the presence of deputy and chief superintendent and sent to the university</li> </ul>
	<ul style="list-style-type: none"> <li>● The office assistant prepares a record of remuneration amount for all examination related activities like payment to invigilators if any, bills filled by teachers for evaluation of answer scripts and gets them approved by the principal</li> <li>● The office assistant will help in entry of IA marks and practical marks on the University portal.</li> </ul> <p><b>Procedure followed at department level for conduct of Practical Examination</b></p> <ul style="list-style-type: none"> <li>● Teacher In-charge calls for a meeting to discuss the date sheet of practical examination between the dates given in the university academic calendar.</li> <li>● Dates are discussed with the external examiner of each paper and the date sheet is finalized as per the external examiner list provided by the university department.</li> <li>● Date sheet is sent to the principal for approval and information and to the practical coordinator.</li> <li>● Once approved the Date Sheet is displayed on the notice board for students and published on the college website.</li> <li>● Teacher in-charge assigns duties to invigilators and the subject concerned teacher is assigned as internal examiner for each practical examination.</li> <li>● Practical exams are conducted by the concerned teacher and the external examiner with the help of an invigilator</li> <li>● Practical examination sheets are evaluated by internal &amp; external examiner and evaluated copies are submitted to the deputy controller of examination of the south campus along with the marks.</li> <li>● Evaluation bills of internal and external examiners are submitted to the admin office for further approval, and the process is completed.</li> </ul> <p><b>Procedure for conducting Class Tests/ Assignments and Internal Assessments</b></p> <ul style="list-style-type: none"> <li>● The Department In-charge convenes a meeting with all members of the Department to discuss the Academic plan of each subject.</li> </ul>

	<ul style="list-style-type: none"> <li>● Individual teacher prepares a teaching plan along with the dates of assignment/ tests of subjects for which he/she is responsible.</li> <li>● The Teaching Plan is submitted to the Teacher In-charge of the department which is later submitted to the IQAC.</li> <li>● Students are informed well in advance about the tests by the respective subject teachers.</li> </ul>
	<ul style="list-style-type: none"> <li>● The test sheets are shared with students to clarify their doubts and their satisfaction with respect to marks awarded by the subject teacher</li> <li>● Concerned faculty takes remedial classes for students whose performance is not satisfactory.</li> <li>● Faculty records the performance of student's presentations, seminars and projects.</li> <li>● The attendance of students in classes/tutorial/practical are recorded by the faculty for their subjects which is also shared by the students on a regular basis</li> <li>● At the end of the semester the faculty members of the department prepare an internal assessment for their subjects and the final IA marks sheets are displayed to the students for any discrepancy.</li> <li>● The teacher in-charge creates a moderation committee consisting of at least 3 senior faculty members to handle any discrepancy in internal assessment marks given.</li> <li>● Post internal moderation the IA is submitted to the IA coordinator along with the minutes of the moderation committee.</li> <li>● The IA monitoring committee calls two teachers from each department to verify the uploaded marks and compare with raw data and then uploads it on the website giving a reasonable window for students to send their grievances if any.</li> <li>● The Grievances are addressed, and the process is completed.</li> </ul>
<b>Check List</b>	<p><b>List of examination committee members</b></p> <ul style="list-style-type: none"> <li>● Examination form fee notification</li> <li>● List of existing teachers – including on leave</li> <li>● University Semester end examination Date-sheet</li> <li>● Practical date-sheets</li> <li>● Practical award sheets</li> <li>● Schedules of tests</li> <li>● Internal Assessment records</li> <li>● Moderation committee minutes</li> <li>● Notice for Display of IA marks to the students</li> <li>● Attendance records of societies</li> <li>● Attendance records of students</li> <li>● Invigilation Duty chart</li> </ul>

	<ul style="list-style-type: none"> <li>● Seating plan</li> <li>● Any grievance handled proof</li> <li>● Internal Evaluation records for SEC papers</li> <li>● Result Analysis</li> </ul>
<b>Risk factors</b>	<p><b>A. Risks associated with the university examination process are categorized into three levels: low, mild, and severe.</b></p> <p><b>Low Risk:</b></p> <ol style="list-style-type: none"> <li>1. Data Security (assuming proper safeguards are in place and college does not share its data other than the University of Delhi).</li> <li>2. Cultural and Language Barriers (Classes are taught in bilingual mode and University exam comes in bilingual mode).</li> <li>3. Logistical Errors (Assuming all administrative processes are well-established, and checks are done at all levels).</li> </ol> <p><b>Mild Risk:</b></p> <ol style="list-style-type: none"> <li>1. Technical Issues arise due to internet connectivity problems or any other technical glitches (can range from mild to severe depending on frequency and impact).</li> <li>2. Assessment Validity: Poorly designed exams may not assess students' knowledge and skills (severity depends on the extent of test design issues).</li> </ol> <p><b>Severe Risk:</b></p> <ol style="list-style-type: none"> <li>1. Academic Misconduct (severity depends on the extent and impact of cheating and plagiarism).</li> <li>2. Stress and Mental Health: tests and exams may create stress among students affecting their mental health (can be severe, especially if not adequately addressed).</li> <li>3. Logistical Challenges may arise due to the involvement of students in various societies and their work may conflict with exam / test schedules or problems related to exam venues (severity depends on the extent of scheduling conflicts and venue issues).</li> <li>4. Reputation Damage (Any major incidence related to examination can be severe if major incidents occur).</li> </ol>

**d. Training and Placement Process (<https://www.rlacollege.edu.in/placement-cell.php>)**

<b>Purpose</b>	Establish placement procedure for student
<b>Scope</b>	Applicable to placement of final year students and soft-skill training to stakeholders
<b>Responsibility</b>	Career Counseling Placement Cell Convener
<b>Process</b>	<b>Process Description:</b> <ul style="list-style-type: none"> <li>● Preparation of Placement Brochure</li> <li>● Workshops are arranged to create confidence building, group discussion and interview techniques</li> <li>● List of potential employers is prepared</li> <li>● Letters sent to the potential employers to conduct campus placement</li> <li>● Placement and Internship camps are organized at the campus</li> </ul>
<b>Records</b>	<ul style="list-style-type: none"> <li>● List of companies visited</li> <li>● List of students placed</li> <li>● Minutes of meetings</li> <li>● New initiatives taken</li> </ul>

**e. Library Process**

<b>Criteria</b>	<b>Description</b>
<b>Title</b>	Library
<b>Purpose</b>	It gives the outline for the procedure adopted by the college for purpose of procurement of books and journals, computer and networking facility, lending/issuing of the books, stock management, general library rules and disposal mechanism for old books
<b>Objective</b>	To facilitate the academic institution by providing information resources and appropriate infrastructural facilities to all the stakeholders for enhanced learning, teaching, research and administration
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>● Principal</li> <li>● Librarian/convener/ Teacher-in Charges</li> <li>● Professional Assistant</li> <li>● Semi Professional Assistant</li> <li>● Library Assistant</li> <li>● Library attendant</li> </ul>
	<b>Responsibility of Principal:</b> <ul style="list-style-type: none"> <li>● Constitution of Library Committee in staff council</li> <li>● Meeting with Library committee for periodic update</li> <li>● Sanction and approval for financial purchase</li> </ul>



	<ul style="list-style-type: none"> <li>• Approval of Special fund allocation after recommendation of IQAC from Governing Body</li> <li>• Directing library administration for periodical procurement and maintenance of work</li> </ul> <hr/> <p><b>Responsibility of Librarian/convener:</b></p> <ul style="list-style-type: none"> <li>• To conduct the library committee meeting</li> <li>• Preparation of Procurement procedure of book, e journals and other information resources</li> <li>• To procure student list at the start of the session and assign barcodes for library use. (To ensure timely release of the membership)</li> <li>• To promote the e-resources of the library to the shareholders.</li> <li>• Make guidelines and rules for management of library like issuing and return of library resources</li> <li>• Supervise library activities and staff</li> <li>• Prepare guidelines for fine collection from the students if they are not returning after the due date.</li> <li>• To see to that the issued books will be returned in proper condition otherwise action will be taken</li> <li>• Ensure no candidate is allowed to enter in the library without the ID card or library card</li> <li>• Decide for special need students and faculty Software etc.</li> <li>• Responsible for smooth and proper functioning of the library OPAC software.</li> <li>• To conduct workshops/training programs/talks, etc. throughout the year.in in collaboration with the domain experts, IQAC, ethics and research committee.</li> <li>• Issuing notices to the defaulters to submit book</li> <li>• Take necessary action in case of report of a theft of any resource or damage to the e resources</li> <li>• To issue No dues certificate to employees</li> <li>• To issue no dues certificate to students before final exams</li> <li>• To lay down procedure for disposal of old books</li> <li>• Ensure the opening of library within the opening timings</li> <li>• Ensuring Pest control periodically (every year)</li> <li>• Monthly duty chart is to be prepared with the help of library assistant</li> <li>• Display of duty chart in the notice board of library and sharing with principal and all the faculty members through email</li> </ul> <p><b>Responsibility of Professional Assistant</b></p> <ul style="list-style-type: none"> <li>• Vacant Performa under the overall supervision of routine work – Membership and circulation work of staff, issuing of no dues/ clearance certificate</li> <li>• Acquisition work</li> </ul>
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	<ul style="list-style-type: none"> <li>• Periodical procurement and maintenance of work</li> <li>• Classification work</li> <li>• Maintenance of statistics register</li> <li>• Reference services</li> <li>• Providing internet access services (digital services)</li> <li>• Performing opening and closing work (library budget)</li> </ul>
	<p><b>Responsibility of Semi Professional Assistant</b></p> <ul style="list-style-type: none"> <li>• Membership and circulation work</li> <li>• Acquisition work</li> <li>• Periodical work</li> <li>• Technical processing work</li> <li>• Preparation of binding list of books and periodicals</li> <li>• Preparing the list of documents for weeding out</li> <li>• Assist in reference service</li> <li>• Library to users with special needs</li> <li>• Performing of stock verification</li> <li>• All other such jobs related to library as may be assigned from time to time</li> <li>• Deposit fine collected monthly in the college accounts</li> </ul> <p><b>Responsibility of Library Assistant</b></p> <ul style="list-style-type: none"> <li>• Secretarial Jobs</li> <li>• Display of books, newspapers and periodicals</li> <li>• Shelf-rectification</li> <li>• Assist users in searching books and periodicals</li> <li>• Library service for users with special needs.</li> <li>• Preparation of books, periodicals and other documents</li> <li>• Printing of barcode labels</li> <li>• Physical preparation of books bound volumes of periodicals, newspapers</li> <li>• Circulation work</li> <li>• Performing of the stock verification</li> </ul> <p><b>Responsibility of Library Attendant</b></p> <ul style="list-style-type: none"> <li>• Dusting, books, periodicals, shelves, chairs, tables, etc.</li> <li>• Shelving and display books, newspapers, and periodicals</li> <li>• Assist the opening and closing the library</li> <li>• Maintaining the check point / property counter</li> <li>• Shelf rectification (Once in a day)</li> <li>• Arrangement of chair tables/ reading hall</li> <li>• Assisting the users in searching books</li> <li>• Library service for users with special needs</li> <li>• Physical preparation of books</li> </ul>

	<ul style="list-style-type: none"> <li>● Maintain the student / teacher's entry register</li> <li>● Shifting of books and periodicals and other documents.</li> <li>● Searching damaged books and periodicals and preparing them for binding.</li> <li>● Pasting of barcode labels on books</li> <li>● Performing of the stock verification</li> <li>● Plagiarism check and maintain record of the same</li> <li>● All other such jobs as may be assigned from time to time</li> </ul>
	<p><b>Procedure for Procurement of books</b></p> <ul style="list-style-type: none"> <li>● Recommendation of books by teacher in-charge</li> <li>● Books ordered by teacher in-charge to vendor</li> <li>● Recommended by teacher in-charge of order books</li> <li>● Librarian takes approval from Principal for purchase of books</li> <li>● Physical checking of books and duplication by Librarian</li> <li>● Accessioning of books</li> <li>● Technical processing of books – classification, pasting, barcoding, and data entry in software</li> <li>● Bill passed by librarian/convener of the library committee for accounts departments</li> </ul> <p><b>Procedure for Procurement of Periodicals, magazines and newspapers</b></p> <ul style="list-style-type: none"> <li>● Periodicals, magazines, newspapers list taken approval to Principal every financial year and payment made by issue basis (Central News Agency). If a new recommendation comes from the TIC or library committee, then the new item is added to the previous list after approval from the principal.</li> </ul> <p><b>Procedure for Binding of books</b></p> <ul style="list-style-type: none"> <li>● A list of books is made required to be sent for binding</li> <li>● Take approval for binding of books to Principal</li> <li>● Invite the quotations to vendors for binding of books</li> <li>● Permission taken for opening the quotation to Principal</li> <li>● Prepare comparative statement of rates of vendors</li> <li>● Order to vendors for binding of books at lowest rates.</li> <li>● Physical checking of books after binding</li> <li>● After satisfaction of binding, bill passed by librarian / convenor (library committee) for accounts branch</li> </ul> <p><b>Procedure for disposal of books and Raddi</b></p> <ul style="list-style-type: none"> <li>● Damaged books may be identified by the library staff</li> <li>● Library committee may recommend disposal of old textbook/ other books based on relevance</li> <li>● Decision for the disposal to be sent to principal for approval</li> </ul> <p>*Rest of the procedure is same as for Raddi given below</p>

	<p><b>Procedure for Raddi</b></p> <ul style="list-style-type: none"> <li>● Sanction for sale of Raddi to Principal</li> <li>● Invite quotations to Raddi-walas.</li> <li>● Permission taken for opening the quotation to Principal</li> <li>● Prepare comparative statements of rates of Raddi-walas.</li> <li>● Order to sale of Raddi at highest rates</li> <li>● Weight of Raddi in presence of Librarian/ SO Accounts</li> <li>● Calculation of weight and rate of quotation payment deposit accounts after signature of Librarian and Principal</li> </ul> <p>*Weekly magazines and newspapers are generally kept for a period of 3 years before disposal)</p>
<p><b>Procedure:</b></p>	<p><b>Procedure for issuing of books from the library</b></p> <ul style="list-style-type: none"> <li>● General books are issued or returned on weekdays from 9:00 A.M. to 4:00 P.M. at the circulation counter.</li> <li>● General books will be issued for a specific period as mentioned in the table below. Reference books and periodicals are issued for reading within the library to members. They can be issued to the faculty with special permission of the librarian/in charge.</li> <li>● Books once issued from the library are to be checked at the exit. Periodicals that the library is subscribing to are available for consultation in the library reading room only.</li> <li>● Books will be issued only after the library card is produced and scanned on the library computer. The books to be issued shall also be scanned for its Barcode.</li> <li>● One should check the books thoroughly for missing pages, chapters, etc. while getting them issued.</li> <li>● No book in damaged condition will be accepted from the users on return.</li> <li>● Damaged/Lost books should be replaced with new books (latest edition) by the borrower along with any overdue charges.</li> <li>● In case the book is out of print or not available in the market, then the cost of the books is to be deposited.</li> <li>● The cost of the book in foreign currency to be charged at the current conversion rate of the currency.</li> <li>● The books issued are not to be returned the same day and not allowed to be taken inside if once taken outside.</li> <li>● For re-issue after the last date for return of the book, the book must be physically brought to the library circulation counter and due fine must be paid before getting it reissued as a fresh issue. Re- issue of books will be done after 1 day</li> <li>● Students withdrawing admission from “Ram Lal Anand College: are required to take “No Due Certificate” from the library.</li> <li>● Librarian shall issue a list of books and fine defaulters on the first working day of every month and displayed on the students’ notice board.</li> <li>● Before the final semester written examination, each final semester student shall get a “No Dues Certificate” from the library for the books issued in his/ her name.</li> </ul>

	<ul style="list-style-type: none"> <li>● Books issued to students at the library must be returned within the stipulated time.</li> <li>● OVERDUE CHARGES: A fine of Rs. 2 per day per book for the first 15 days and beyond that Rs.5/- per day per book will be strictly imposed on the students for books not returned on time.</li> <li>● The fine collected will be deposited monthly in the college accounts</li> </ul>
	<p><b>Procedure for OPAC</b></p> <ul style="list-style-type: none"> <li>● The Library's Online Public Access Catalog (OPAC) can be accessed on the kiosk in the library counter.</li> <li>● The OPAC allows users to search all the records available in the college Library database through a web-based search interface.</li> <li>● The OPAC can be searched by author, title, subject, keywords, classified number, publisher, etc.</li> <li>● The OPAC also provides information about new arrivals of journals/books, etc. in the library.</li> </ul> <p><b>Procedure for Annual Stock Verification</b></p> <ul style="list-style-type: none"> <li>● Stock Verification will be directed by the principal. (Below 70, 000 books the stock verification is to be done every three years)</li> <li>● Books added/ new e-resources procured/ new periodicals prescribed every year will be considered and noted in the annual stock register.</li> <li>● After physically counting the books, and considering, the books that are issued out, the following lists will be prepared and attached to the report along with recommendation of the librarian and sent to the principal <ul style="list-style-type: none"> <li>○ Missing/Lost books</li> <li>○ Damaged/Repairable books</li> <li>○ Books for disposal (Unserviceable books) for auction</li> </ul> </li> <li>● A report regarding the same duly signed by librarian should be submitted to IQAC</li> </ul>
	<p><b>General rules of the library:</b></p> <ul style="list-style-type: none"> <li>● Strict silence should be observed inside the library so that others are not disturbed.</li> <li>● Users must carry their Library Membership card while using the library. They must show their ID card on demand.</li> <li>● The Security Guard at the Library gate will check all personal belongings including library books issued to a member.</li> <li>● Private books are not allowed in the library</li> <li>● Use of Mobile phones is not permitted inside the library.</li> <li>● Users are not allowed to carry eatables/drinks inside the library.</li> <li>● Users should not talk or discuss as they may disturb other Users. Reading areas are meant for individual study and research only</li> <li>● Books removed from the shelves, if not required further, should be kept on the nearest book trolley/ table. Please do not try to shelve them yourself.</li> <li>● Hiding a book in a different shelf for later use is not advisable</li> </ul>

	<ul style="list-style-type: none"> <li>• The User should check the books before borrowing to ensure that these are not damaged.</li> <li>• If a book is found to be damaged or certain pages are missing, the borrower should get this statement recorded on the book. Otherwise, he/she shall be held responsible for the damage discovered at the time of returning the books. These rules are subject to revision/change from time to time without assigning any reason.</li> <li>• The Librarian is free to take any decision in the interest of the library or institution in consultation with the principal.</li> </ul>
<b>Check List</b>	<ul style="list-style-type: none"> <li>• List of Library committee members</li> <li>• Preparation of library budget</li> <li>• Display of general library rules</li> <li>• Library Membership</li> <li>• Requisition form for books, journal, e resources</li> <li>• Vendor selection</li> <li>• Procurement, Technical processing and cataloging</li> <li>• List of newly procured session-wise</li> <li>• Display of user data semester-wise</li> <li>• Library membership and circulation policy</li> <li>• No dues certificate issue</li> <li>• Any grievance handled proof</li> <li>• Stock verification</li> <li>• Disposal of old books</li> </ul>
<b>Risk factors</b>	<ul style="list-style-type: none"> <li>• Borrowing of books: damaged books</li> <li>• Lost books</li> <li>• Books Damage from Termites/pest</li> <li>• Barcode Scanner not working</li> </ul>

#### f. Sports Process

<b>Purpose</b>	Establish documented procedure for sports
<b>Scope</b>	Applicable to the sports students
<b>Responsibility</b>	Teacher in charge and other faculty of Physical Education
<b>Procedure</b>	<p><b>Process Description:</b></p> <ul style="list-style-type: none"> <li>• Notify students to apply for sports of their choice</li> <li>• Conduct test for selection of students for various sports discipline</li> <li>• Adequate infrastructure/facilities and coaching facilities are available.</li> </ul>

	<ul style="list-style-type: none"> <li>● Necessary arrangements/encouragement are to be done to participate in university, state and national level sports competitions.</li> <li>● Sports awards are there for students who won prizes in different levels of competitions.</li> <li>● Sports competitions are organized among teaching and non-teaching staff</li> </ul>
<b>Records</b>	List of Sports available Sports Facilities List of Students List of winners

### g. Administrative Procedure

<b>Process Owner</b>	<b>Responsibilities</b>
Principal	Overall Supervision and final approvals
S.O. Admin	Processes for Appointment of staff; teaching and non-teaching (Roster development and approvals, Advertisement, screening, fixing interviews, entrance tests); promotions as per UGC rules for teachers (fixing Screening and Selection committees) and MACP for non-teaching staff; election process of student's union, teachers Staff Council secretary; Notices/office orders; pay/pension fixation. GeM /E-tendering, Sanitary and security services contract and management, Processing for long leaves (Study leave, CCL, EOL)
Senior Assistant	Teaching staff Service books, leave records, personal files; caretaker for Infrastructure related complaints; Assets stock entry, LTC/HTC entries in personal files, medical card, ID card of employees, complaint register handling, complaint box opening (Thrice as week) Addressing complaints.
Assistant 1	Dealings with Students; ID cards, Admission, Examination forms, Provisional certificate, Bonafide Certificate, Migration certificate, Degree, verification, Practical Marks, Uploading, DTC pass, Railway pass process
Assistant 2	Dealings with Students; ID cards, Admission, Examination forms, Provisional certificate, Bonafide Certificate, Migration certificate, Degree, verification, Practical Marks, Uploading, Notice upload on website
Junior Assistant 1	Diary, Dispatch, Store handling, Issue, return; consumable stock maintenance

Junior Assistant 2	Internal Assessment data uploads; Day to day communication by email/letters,
Assistant, Junior Assistant 3	Student dealings; issue of provisional certificate, degree, bus pass, railway pass verification, bonafide certificate, scholarship forms, migration certificate, entries in register, admission related document maintenance, Delivery of letters by hand, SMS/WhatsApp to students
MTS	Student dealing issue of provisional certificate, degree, bus pass, railway pass verification, bonafide certificate, scholarship forms, migration certificate, entries in register, admission related document maintenance, laptop issue forms and return
Technical Assistant (Contractual)	Computers, printers, smartboard, projectors, cameras, and Internet/ Wi-fi maintenance
P.A to Principal	Governing body meeting organization, drafting minutes, dealing with Govt scholarships including PMSSS, SC/ST schemes for students, Data uploading to AISHE portal.

### Sub-Processes

Faculty Role in Purchase/procurement	
Nodal Officer for GeM /E-tendering	Approves purchases from GeM portal
Faculty member	Deals with non-IT related GeM purchases
Convener, Infrastructure	Deals with IT related GeM purchases
Issuance of Certificates to Students	
Process	Steps
Issue of Bonafide Certificates to students	<ol style="list-style-type: none"> <li>1. Application submitted by student submitted to college office</li> <li>2. Assistant prepares the certificate</li> <li>3. Approval by S.O Admin</li> <li>4. Entry in dispatch register</li> <li>5. Hand over to student</li> </ol>
Provisional, migration Certificates to be submitted to university	<ol style="list-style-type: none"> <li>1. Student submits the form to office</li> <li>2. Verification by MTS and entered in register</li> <li>3. Signed by Assistant/Junior Assistant</li> <li>4. Approval by Principal</li> <li>5. Hand over to student</li> </ol>



<b>Process for grant of Long Leave (CCL/EOL/Study leave)</b>	
<b>Process Description:</b>	<ol style="list-style-type: none"> <li>1. Application with relevant documents submitted by faculty member</li> <li>2. S.O admin verifies the eligibility based on rules</li> <li>3. Note put up and forwarded to GB subcommittee for approval</li> <li>4. Final approval by chairman, GB</li> </ol>
<b>Process for Pay Fixation/Increment</b>	
<b>Process Description:</b>	<ol style="list-style-type: none"> <li>1. Note is put up by S.O admin based on pay matrix table</li> <li>2. The pay is provisionally fixed and sent to university admin branch with the required documents for approval</li> <li>3. After approval from university, the entry is made into service book of the employee</li> <li>4. The accounts department is informed of the fixation for necessary action.</li> </ol>
<b>Process for Recruitment of Teaching &amp; Non-Teaching Staff on Permanent Basis</b>	
	<p><a href="https://rlacollege.edu.in/pdf/12_Appendix-XII%20UGC%20regulation%202018%20(1).pdf">https://rlacollege.edu.in/pdf/12_Appendix-XII%20UGC%20regulation%202018%20(1).pdf</a></p> <p><b>Guest Faculty Appointment:</b> <a href="https://www.du.ac.in/uploads/12112017_Rules.pdf">https://www.du.ac.in/uploads/12112017_Rules.pdf</a></p> <p><b>Process for Recruitment of Non-teaching staff</b> <a href="https://crl.du.ac.in/Recruitment%20Rules%202020.pdf">https://crl.du.ac.in/Recruitment%20Rules%202020.pdf</a></p> <p><b>Process for promotion of Teaching staff:</b> <a href="https://www.du.ac.in/uploads/05112020_promotion.pdf">https://www.du.ac.in/uploads/05112020_promotion.pdf</a></p>
<b>Records</b>	Faculty and non-teaching service records Personal file of Staff Stock Register Outsource maintenance file Roster file (Website) Advertisement circular file Selection committee files Register for stationary Leave records

**h. Procurement & Maintenance Process:**

Criteria	Description
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<b>Title</b>	Procurement and Maintenance Process
<b>Purpose</b>	It gives the outline for the procedures to be adopted for the purchase & maintenance of various kinds of goods and services by different Departments following proper GFR Rules to bring efficiency, economy, and transparency in matter relating to procurement and for fair and equitable treatment of suppliers and promotion of competition in procurement process & maintenance process.
<b>Objective</b>	To facilitate acquisition & maintenance of goods and services that helps in the proper operations of the college following a fair, transparent and reasonable procedure to secure best value for money.
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>● Principal</li> <li>● Convener of Infrastructure Committee</li> <li>● Convener of IT Infrastructure Committee</li> <li>● Accounts Department</li> <li>● Teacher In-charges of Departments</li> </ul>
<b>Procedure</b>	<p><b>Procurement Process</b></p> <ul style="list-style-type: none"> <li>● The requirement of the Department/ Committee is presented to the principal with justification through requisition form/letter.</li> <li>● The Infrastructure Committee/ IT Infrastructure Committee gets the requisition form/ letter through the principal and convenes a meeting with all members of the Department/Committee to discuss the purchase of the required item.</li> <li>● The Infrastructure/ IT Infrastructure committee also checks for the feasibility and requirement.</li> <li>● The infrastructure committee discusses it with the principal regarding feasibility.</li> <li>● The infrastructure committee checks for the budget requirement and seeks permission from the principal.</li> <li>● After duly examining the procurement request in a meeting, the request is forwarded to the principal for approval.</li> <li>● After the Principal's approval the request is shared with the Infrastructure/ IT infrastructure Committee. <ul style="list-style-type: none"> <li>1) If the budget is less than Rs. 25,000/- the items can be purchased through an open market if not available on GeM.</li> <li>2) If the purchase budget is more than Rs. 25,000/- and below Rs. 25,00,000/- then minimum 3 quotations from different suppliers are required and post comparison the items can be procured.</li> <li>3) If the purchase budget is more than Rs. 25,00,000/- then items are purchased through e-tendering process on the portal.</li> </ul> </li> <li>● In case of open tender, the quotations must be opened in the meeting to ascertain L1 bidder.</li> <li>● Post Identification of L1 bidder the Purchase Order will be given to L1 bidder post approval from the principal.</li> <li>● In case of purchase of goods and services from the GeM portal, the Infrastructure/ IT Infrastructure committee uploads an approval letter from the principal on the portal along with the specifications of the items (BoQ) in a proper and clear format.</li> </ul>

	<ul style="list-style-type: none"> <li>● For GeM Purchase- If the value of product is below Rs.50,000/- then Order will be placed on GeM by Infrastructure/ IT Infrastructure Committee to any supplier meeting requisite quality, specification and delivery time frame.</li> <li>● For GeM Purchase- If the value of the product is above Rs. 50,000/- and below Rs. 30,00,000/-, then the rate will be compared with at least 3 OEMs available on GeM and the order will be placed by Infrastructure/ IT Infrastructure Committee to the seller having lowest rate meeting requisite quality, specification and delivery.</li> <li>● For GeM Purchase- If the value of the product is above Rs. 30, 00,000/, then the purchase will be done through online bidding or reverse auction available on GeM. Order will be placed by the Infrastructure/ IT Infrastructure Committee.</li> <li>● Finally, the order will be given to L1 Bidder post comparison on GeM.</li> <li>● Once the order is received, the items will be checked against the placed order by the infrastructure/ IT Infrastructure/ Department/ office and post that the items are supplied to the concerned department.</li> <li>● After delivery the bill is sent to the accounts department for payment to the supplier.</li> <li>● The record for the purchase is maintained in the stock register.</li> <li>● Suppliers may be blacklisted/ discontinued based on the dissatisfaction of quality of goods and service at the college level.</li> </ul> <p><b>Maintenance Process for equipment</b></p> <ul style="list-style-type: none"> <li>● Lab Assistant/ Attendant is responsible for maintaining the equipment (preventive and breakdown maintenance)</li> <li>● All the devices/ equipment is properly labeled for record keeping.</li> <li>● Lab attendants/ assistants explain safe and proper handling of equipment to students/ Staff.</li> <li>● In case of any breakdown of devices the laboratory attendant/ assistant informs the Department in-charge.</li> <li>● The Department In-charge/ Office will write a letter to the principal for sanctioning the budget for repair/ maintenance work to be done to make it operational/ functional.</li> <li>● Items under warranty are repaired by contacting the concerned vendors.</li> <li>● Whenever in-house maintenance is not possible outside experts were called after taking permission from the principal.</li> <li>● After identification of faults, the infrastructure committee/ Department In-charges/ office takes the estimated budget from the expert and gets the approval from the principal.</li> <li>● Post approval the items are repaired/ maintained by the vendor.</li> <li>● Maintain stock register for stock in the department/ office</li> <li>● Bills will be processed by Office/ Teacher In-charge/ Convener</li> </ul>
<b>List of Goods and Services</b>	<p><b>Goods</b></p> <ul style="list-style-type: none"> <li>● Furniture - classrooms, Laboratories, Library, Office, Administration block, Staff room etc.</li> <li>● Electrical Goods &amp; Equipment including Fans, Gen-sets, Invertors, Batteries, water coolers, Refrigerators, Air Conditioners etc.</li> <li>● Sanitary &amp; Plumbing items</li> </ul>

	<ul style="list-style-type: none"> <li>● Computer systems and its accessories- Printers, Scanners, projectors, Smart boards, LED/ LCD screens, photocopy machine</li> <li>● Office Equipment- Almirahs, Photocopiers etc.</li> <li>● Stationery Items &amp; Other Consumables</li> <li>● Laboratory Equipment and consumables- Computer Software, Scientific Equipment, Chemicals, Glass items etc.</li> <li>● Medical Equipment and medicines</li> </ul> <p><b>Services</b></p> <ul style="list-style-type: none"> <li>● Security Services</li> <li>● Sanitation Labour</li> <li>● Contract Services</li> <li>● Advertisement Services</li> <li>● AMC - Computers, Camera, watercooler, ground, LAB equipment</li> </ul>
<b>Checklist</b>	<p><b>Generic Procurement Checklist</b></p> <ul style="list-style-type: none"> <li>● Purchase Requisition from Departments for specific needs of equipment/ services</li> <li>● Permission Letters from authorities/ committees</li> <li>● Budget allocation for procurement based on the identified needs</li> <li>● Minutes for Governing body approval</li> <li>● List of items procured in financial year</li> <li>● Bid Documents for equipment purchased</li> <li>● Copy of Bills for received equipment and services</li> <li>● Minutes &amp; Comparative for Supplier selection</li> <li>● Stock Register Entries for the equipment/ services procured</li> <li>● Copies of Contracts/ AMC for services</li> <li>● Copy of Purchase Order</li> </ul> <p><b>Generic Maintenance Checklist</b></p> <ul style="list-style-type: none"> <li>● List of outsourced agencies</li> <li>● List of equipment</li> <li>● Schedule for maintenance of goods or services</li> <li>● Copy of work orders</li> <li>● Record of maintenance activities done as per schedule prepared</li> <li>● Contract copies for maintenance of equipment</li> <li>● Feedback for maintenance job</li> </ul> <p><b>Purchase &amp; Maintenance Checklist for Electricity work:</b></p> <ul style="list-style-type: none"> <li>● Regular electrical inspections for safety (Duration/ Date)</li> <li>● Records of maintenance activity like Request for replacement of any circuit, regular check</li> <li>● Copy of work orders</li> <li>● Check and replace faulty wiring or outlets/ lights/ fans.</li> <li>● Inspection and maintenance of backup power systems</li> <li>● Permission for purchase of fuel for backup</li> <li>● Records of purchase of fuel for backup-Bills</li> <li>● Records of lights/ fans installed in the campus and check for campus is well lit</li> </ul> <p><b>Purchase &amp; Maintenance Checklist for Rainwater Harvesting System:</b></p>

- Records of Inspection of Rainwater Harvesting system
- Records for structure of the entire system including filtration and storage components.
- Copy of work orders
- Records for proper functioning of pumps and distribution systems.

#### **Purchase & Maintenance Checklist for Laboratory Equipment**

- Stock entry of laboratory equipment
- Maintenance records of equipment
- If AMC is there, then Proof of AMC
- Copy of work orders
- Repair / Replacement of equipment proof
- Safety features incorporated- records
- Training records of laboratory staff
- Proof of Rules & regulation displayed in the laboratory
- Permission letters for purchase / maintenance of any equipment
- SoP for working in the laboratory

#### **Purchase & Maintenance Checklist for Air Conditioners**

- Servicing records of air conditioners
- Permission letters for service/repair/ replacements of components
- AMC proof
- Copy of work orders

#### **Purchase & Maintenance Checklist for Solar Panels**

- Permission / approval of installation of panels
- Copy of work orders
- Record for Cleaning of solar panels
- Permission for repair/replacement of any damaged panel
- Maintenance records of inverters/ batteries
- AMC proof

#### **Purchase & Maintenance Checklist for Computers**

- Request letter for purchase of new machines
- Budget allocation for purchase- minutes of GB
- Proof of Purchase of Computers/ accessories- GEM / Tender/ BiD Documents/ bills
- AMC record if any
- Copy of work orders
- Proof of anti-virus installed
- Permission letters for replacement/ discarding obsolete computers

#### **Purchase & Maintenance Checklist for Lift/ Elevator:**

- Budget allocation proof for installation of lift
- Selection of vendor proof
- AMC document proof
- Repair/ replacement of worn components proof
- Copy of work orders

- Inspection schedule & maintenance certificates

**Purchase & Maintenance Checklist for Fire Extinguishers:**

- Budget allocation proof for installation of lift
- Selection of vendor proof
- AMC document proof
- Schedule of inspection & maintenance
- Proof of Training of staff
- Drill proof

**Purchase & Maintenance Checklist for Wi-Fi:**

- Request letter for access points/ installation of Wi-Fi
- Permission granted proof
- Monitoring records of network performance
- Bills for purchase of LAN cables/ access points
- Complaint register

**Purchase & Maintenance Checklist for CCTV:**

- Permission for installation
- Selection of Vendor proof
- Bills for purchase & installation
- AMC Proof
- Copy of work orders
- Record for addressing any issue related to malfunctioning
- Permission letters for repair/ replacement of DVR/ camera
- Complaint register

**Purchase & Maintenance Checklist for Sports Ground and sports facilities:**

- Permission for maintenance of sports ground/ sports facilities
- Budget allocation Proof
- Selection of vendor proof
- Request for purchasing sports equipment
- Bills of Purchases
- Proof of Students refreshments budget allocation
- Bills for refreshments
- Training records of students
- Records of hiring of coach/ trainer (Permission letter/ attendance/ bills)

**Purchase & Maintenance Checklist for front lawn and other green area:**

- Permission for purchase of seeds/ plants/ planters
- Bills for purchase
- Record for regular pruning/ weeding etc
- Record of personnel handling gardening tasks
- Purchase record of pesticides

**Purchase & Maintenance Checklist for Compost Machine:**

- Permission for purchase of compost machine
- Bills for purchase
- Record of compost generated
- Permission for purchase of any chemicals required/ other material required
- Record of personnel handling compost machine
- Utilization record

**Purchase & Maintenance Checklist for Security Services:**

- Proof of selection of vendor
- Record of security staff/schedule
- Record of security audits and risk assessments
- Records for handling security issues
- Copy of work orders

**Purchase & Maintenance Checklist for Sulabh Services:**

- Proof of selection of vendor
- Record of Sulabh staff
- Schedule of work allocation/duty chart
- monthly inspection record
- Copy of work orders
- Record of Disposal of wastes
- Permission of Purchase of hygiene supplies
- Bills of supplies
- Record of addressing any issue related to hygiene
- complaint register

**Purchase & Maintenance Checklist for classrooms:**

- Proof of Timetables displayed outside classrooms
- Check there is a provision of natural light and proper ventilation in the rooms
- Check on fans and lights installed and working fine
- Check for functional windows
- Check tables desks are in good condition
- Check for availability of podium for the teacher
- Check for working of projector, blackboards
- Check for emergency exits
- Check for functional fire extinguishers in accessible locations
- Check for accessibility for disabled / special need students
- Record of routine cleaning of classrooms
- Record of addressing any maintenance issue- repair/ replacement of damaged desk/ light/ fan etc.

**Purchase & Maintenance Checklist for Medical Room & Services**

- Availability of First Aid Kit
- Check Emergency Medicines and its expiry dates
- Availability of Essential equipment like BP Apparatus, thermometer
- Bills for purchase of medical consumables like gloves, cotton

	<ul style="list-style-type: none"> <li>● Proof of purchase of Furniture &amp; Infrastructure like tables, chair, storage almirah</li> <li>● Examination for hygiene and cleanliness</li> <li>● Display of Contact numbers for emergency- ambulance</li> <li>● Installation of Fire extinguisher</li> <li>● Expiry date monitoring</li> <li>● Patient record keeping proof- register</li> <li>● Stock record keeping proof -register</li> </ul> <p><b>Purchase &amp; Maintenance Checklist for counselor services</b></p> <ul style="list-style-type: none"> <li>● Proof of appointment of counselor- letter</li> <li>● Proof of records of students-register</li> <li>● Display of date and timings of availability of counselor</li> </ul> <p><b>Purchase &amp; Maintenance Checklist for Radio Tarang</b></p> <ul style="list-style-type: none"> <li>● Proof of purchase of equipment for radio station</li> <li>● List of equipment</li> <li>● List of software</li> <li>● Studio furniture and infrastructure</li> <li>● List of events/programmes conducted with proofs</li> <li>● Safety measures</li> <li>● Training programs conducted for students</li> <li>● Proof of collaborations</li> </ul>
<b>Reference</b>	ISO clause No 7.4, 8.4, 8.5.1, 4.1



## Annexure 3: Institutional Policies and SOPs

- **Research Policy**  
<https://rlacollege.edu.in/images/ResearchPolicy.pdf>
- **Mentoring Policy**  
<https://rlacollege.edu.in/pdf/RLA%20Mentor-%20Mentee%20Policy.pdf>
- **Gender Policy**  
<https://rlacollege.edu.in/pdf/Gender%20Policy.pdf>
- **Maintenance & Utilisation Policy**  
<https://rlacollege.edu.in/college-policies-maintenance-utilisation.php>
- **Clean and Green Campus Policy**  
<https://rlacollege.edu.in/pdf/policy%20document%20of%20Clean%20and%20Green%20Campus%20of%20RLAC.pdf>
- **Library Policy**  
<https://rlacollege.edu.in/images/LIBRARY%20POLICY-version-1.pdf>
- **E-Governance Policy**  
<https://rlacollege.edu.in/pdf/E-Governance%20Policy.pdf>
- **Grievance Redressal Policy**  
<https://rlacollege.edu.in/pdf/Grievance%20Redressal%20Policy.pdf>
- **Anti-ragging cum Discipline Policy**  
<https://rlacollege.edu.in/pdf/Anti-Ragging%20cum%20Discipline%20Policy.pdf>
- **SOP for Societies and Committees**  
<https://rlacollege.edu.in/pdf/SOP%20for%20Societies-Committees.pdf>
- **SOP for IA and CA**  
<https://rlacollege.edu.in/pdf/SOP%20FOR%20IA%20AND%20CA-version-1-NEP-2020-UGCF-2022.pdf>
- **Data Retention, Privacy and Protection Policy**  
<https://rlacollege.edu.in/images/Policy-Data-retention.pdf>