



## Criterion 4 – Infrastructure and Learning Resources

### Key Indicator - 4.4 Maintenance of Campus Infrastructure

**QIM 4.4.2:** *There are established systems and procedures for maintaining and utilizing physical, academic and support facilities - laboratory, library, sports complex, computers, classrooms etc.*


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## 5 Leadership

### 5.1 Leadership and commitment

#### 5.1.1 General

Top management of TRCL is committed to QMS and is striving continually to improve its effectiveness by taking the following measures:

- a) Meeting customer as well as Statutory and Regulatory requirements
- b) Taking accountability for the effectiveness of the QMS
- c) Ensuring that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the TRCL
- d) Ensuring the integration of the QMS requirements into the Institutional and Management processes
- e) Promoting the use of the process approach and risk-based thinking
- f) Ensuring that the resources needed for the QMS are available as per Resources Process TRCL/MP/02
- g) Communicating the importance of effective quality management and of conforming to the QMS requirements of the TRCL
- h) Ensuring that the QMS achieves its intended results
- i) Engaging, directing and supporting persons to contribute to the effectiveness of the QMS
- j) Promoting improvement by conducting Management reviews in a defined manner and at defined intervals as per Management Review Process TRCL/MP/09
- k) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility


#### 5.1.2 Customer focus

TRCL determines the customer's requirement at the initial stage. Customer satisfaction is enhanced by attending to customer complaints and feedback in an organized manner, which gets the attention of all concerned including Top Management. TRCL has established Feedback and Survey Process TRCL/MP/05 and Placement and Higher Education Process TRCL/IP/07 to meet customer requirements.

Top management demonstrates leadership and commitment with respect to customer focus by

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ensuring that:

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met. TRCL has established Institutional Processes TRCL/IP/01 to TRCL/IP/08 for compliance with Statutory and Regulatory requirements.
- TRCL ensures that the risks and opportunities that can affect conformity of products and services are addressed in advance. TRCL has established Corrective Actions Process TRCL/MP/07 to address risks or opportunities. These are monitored continuously and reviewed in every MRM.
- Further, the focus on enhancing customer satisfaction is maintained by an appropriate feedback mechanism which is described in Feedback and Survey Process TRCL/MP/05.

## 5.2 Policy

### 5.2.1 Establishing the Quality Policy

TRCL has established, implemented and maintained a Quality Policy to provide a framework for setting quality objectives which are as follows:

We are committed to deliver quality education by providing infrastructure and facilities to create a conducive environment.

We shall work to achieve our institutional quality objectives by satisfying all academic and statutory requirements through continual improvement of our Quality Management System.




### 5.2.2 Communicating the Quality Policy


The details about the Quality Policy are made available and maintained as documented information. It is displayed at all necessary places in the form of board printed in brochures for access to relevant interested parties, as appropriate. Quality Policy is also communicated to all by way of explaining to faculty and staff through induction training.

## 5.3 Organizational roles, responsibilities and authorities

Top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood throughout TRCL. Top management assigns the responsibility and authority for:

- Ensuring that QMS conforms to the requirements of this International Standard
- Ensuring that the processes are delivering their intended outputs
- Reporting on the performance of QMS and on opportunities for improvement to top management
- Ensuring the promotion of customer focus throughout the organization
- Ensuring that the integrity of QMS is maintained when changes to QMS are planned and

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implemented.

The Organizational Chart is depicted in section 01 of Annexure of the Quality Manual. The Responsibility Matrix indicating primary or secondary responsibilities of personnel for ISO clauses is depicted in section 02 of Annexure of the Quality Manual. Organizational roles, responsibilities and authorities of personnel are as follows:

**a) Secretary**

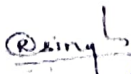


- 1) To make policy decisions and provide overall direction
- 2) To provide resources and infrastructure as per the existing need and changing requirements so that TRCL keeps pace with emerging technological developments and institutional growth requirement
- 3) To provide a conducive environment for imparting quality education to students
- 4) To fulfil the requirements in terms of infrastructure, people and finances as prescribed by the statutory, regulatory and affiliating bodies
- 5) To provide total commitment for implementation of QMS and it's continual improvement
- 6) To provide the necessary resources so that TRCL makes an impression at national level in area of academics, games, sports and other allied areas
- 7) To provide opportunities and mechanism for growth of employees along with the organization


**b) Director**

- 1) To ensure institute policy is conveyed and implemented
- 2) To ensure that the decisions taken from time to time are implemented by the institute as per requirements of the system
- 3) To ensure that the office bearers of the institute are taking actions as per delegated powers and as per rules and regulations of statutory and regulatory bodies
- 4) To submit to the top management all matters requiring their decisions
- 5) To ensure that the QMS conforms to the requirements of International Standard

**c) Principal**

- 1) To ensure that the QMS conforms to the requirements of International Standard
- 2) To ensure that the processes are delivering their intended outputs
- 3) To report on the performance of the QMS and on opportunities for improvement, in particular to top management
- 4) To ensure the promotion of customer focus throughout the organization
- 5) To ensure that the integrity of the QMS is maintained when changes to the QMS are planned and implemented.

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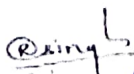
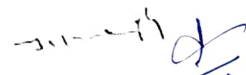
- 6) To ensure that the requirements prescribed by the Department of Education, University and other statutory and regulatory bodies are fulfilled
- 7) To assist management with day-to-day work and policy making/amendment
- 8) To ensure overall growth of TRCL with emphasis on overall development of students
- 9) To participate in the teaching work/research/training programmes of TRCL
- 10) To plan and provide necessary guidance in planning and implementation of academic programmes, such as orientation programmes, seminars, other training programmes, etc. organized by the University (or its department) and TRCL for the improvement of academic competence of the faculty
- 11) To look after admission of students and maintenance of discipline
- 12) To look after correspondence relating to the administration of TRCL
- 13) To look after the administration and supervision of curricular, co-curricular and extra-curricular activities of TRCL and maintenance of records
- 14) To implement observance of Act, Statutes, Ordinances, Regulations, Rules and other directions or orders issued thereunder from time to time by MU, BCI, UGC and NAAC and the orders issued by the Central and State Governments
- 15) To look after supervision and conduct of college and University examinations including internal assessment and such other work pertaining to the examinations as assigned
- 16) To identify training requirements for the faculty and staff of the college

#### d) Class-Incharge

- 1) To work under the guidance of Principal and share the class responsibilities in normal course and need-based
- 2) To prepare monthly class attendance sheet and identify defaulter list for semester
- 3) To prepare monthly syllabus coverage report
- 4) To maintain class discipline, defaulter analysis and conduct of remedial work
- 5) To ensure smooth conduct of lecture/practical/tutorial sessions
- 6) To meet the students and their parents of the respective class to know their problems and provide the necessary solutions
- 7) To conduct class feedback and prepare an analysis as per academic calendar
- 8) Any other related work


#### e) Faculty

- 1) To ensure implementation of QMS and its continual improvement
- 2) To ensure timely completion of study materials/question bank/university graded questions/test paper sets with solutions
- 3) To engage classes regularly and punctually with effectiveness
- 4) To complete internal assessment/examination evaluation within stipulated time and maintaining the records
- 5) To develop a sense of responsibility, discipline and commitment amongst the students
- 6) To help the Institute in maintaining the healthy academic environment and maintain discipline amongst the students

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- 7) To perform co-curricular and extra-curricular works assigned by the Institute
- 8) To motivate students for self-learning and innovations
- 9) To mentor the students under Teacher-Guardian scheme
- 10) To share institutional/organizational responsibility
- 11) To update the Principal about the college activities on a regular basis (if required)
- 12) Any other related work

#### f) Training and Placement Officer

- 1) To ensure implementation of QMS and its continual improvement
- 2) To do liaison with legal firms
- 3) To conduct training for soft skill, technical skills, managerial skill etc.
- 4) To arrange on-campus and off-campus interviews for the students
- 5) To familiarize the student with corporate environment by arranging training /seminar/visits etc.
- 6) To maintain the list of companies and relevant details of authorized personnel of the companies
- 7) To maintain a record of the companies visited
- 8) To maintain the record of the student recruited in companies
- 9) To display advertisements related to the relevant vacancy on the college notice board
- 10) To notify the eligibility criteria for the student undergoing placement recruitment and arrange the student registration for the placement requirement of the companies
- 11) To see that maximum number of students are recruited from the Institute before completion of undergraduate programmes or soon after passing out
- 12) To update the Principal about the training and placement activities on a regular basis
- 13) Any other related work


#### g) Chairperson, Examination Committee

- 1) To ensure implementation of QMS and its continual improvement
- 2) To ensure smooth conduct of Examinations and institution CAP
- 3) To prepare result on time and take approval from Principal
- 4) To ensure timely declaration of results
- 5) To ensure timely procurement of material required in examination section
- 6) To take care of student redressal of grievances for revaluation, and timely declaration of revaluation result
- 7) To update the Principal about the examination section activities on a regular basis
- 8) Any other related work

#### h) Librarian

- 1) To ensure implementation of QMS and its continual improvement
- 2) To ensure the availability of the books and journals including e-resources

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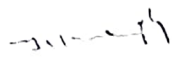
- 3) To ensure efficient management of library
- 4) To carry out stock verification of library on a yearly basis
- 5) To ensure safety, security, preservation and maintenance of books, periodicals and non-book materials
- 6) To ensure the continual improvement of the library process with optimum cost
- 7) To conduct a library awareness programme for the student
- 8) To update the Principal about the library activities on a regular basis
- 9) Any other related work

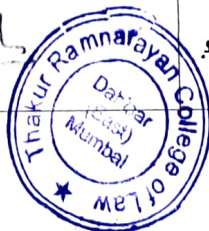
**i) Administrative Officer**

- 1) To ensure implementation of QMS and its continual improvement
- 2) To meet statutory and regulatory requirements as per the due date
- 3) To look after the work of the institutional affiliation, faculty approval and follow up procedure for appointments
- 4) To co-ordinate the administrative work amongst faculty and staff
- 5) To regulate the work of the staff
- 6) To assess and evaluate the performance of staff
- 7) To maintain the enquiry service for students, staff and also for visitors to the Institute regarding programmes being conducted and admission rules
- 8) To ensure safety and security of people and property on the campus
- 9) To look after maintenance of infrastructural facilities and housekeeping minutely
- 10) To facilitate the timely purchase of materials
- 11) To maintain the records and documents of the Institute
- 12) To update the Principal about the section activities on a regular basis
- 13) To arrange half-yearly meeting of Governing Council, College Development Committee and the Advisory Committee
- 14) To arrange a meeting with the Principal related to administration
- 15) Any other related work

**j) Accountant**


- 1) To ensure implementation of QMS and its continual improvement
- 2) To inform periodically financial position of TRCL to the Management
- 3) To examine and ensure that the code and financial norms are followed by the section
- 4) To prepare and present budget estimates with the help of Principal and Section In-charge of TRCL
- 5) To prepare the budget and income and expenditure statements
- 6) To maintain all accounts and get it audited
- 7) To attend to all the Government scrutiny, instructions and audits
- 8) To scrutinize all bills of expenditure before recommending for payments
- 9) To maintain cash book, ledger and bank passbooks
- 10) To look at all financial transactions of TRCL

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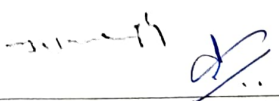
- 11) To provide financial statements in prescribed format required by MU/BCI/UGC and others
- 12) To update the Secretary about the section activities on a regular basis
- 13) Any other related work

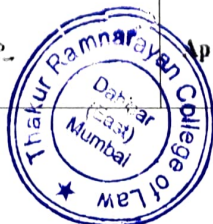
**k) Maintenance Supervisor**

- 1) To take care of housekeeping, green area maintenance, renovation, construction etc.
- 2) To supervise renovation, repairs and restructuring and new area developments
- 3) To ensure uninterrupted portable water supply
- 4) To ensure hygienic and clean canteen premises by making routine and surprise visit
- 5) Any other related work

**5.4 References**


Sr. No.	Document Title	Document Reference
1	Admission Process	TRCL/IP/01
2	Teaching-Learning Process	TRCL/IP/02
3	Examinations Process	TRCL/IP/03
4	Library Process	TRCL/IP/04
5	Purchase Process	TRCL/IP/05
6	Co-curricular, Extra-curricular and Extension Activities Process	TRCL/IP/06
7	Placement and Higher Education Process	TRCL/IP/07
8	Safe and Green Campus Process	TRCL/IP/08
9	Resources Process	TRCL/MP/02
10	Feedback and Survey Process	TRCL/MP/05
11	Corrective Actions Process	TRCL/MP/07
12	Management Review Process	TRCL/MP/09

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13	Organizational Chart	Section 01, Annexure of the Quality Manual
14	Responsibility Matrix	Section 02, Annexure of the Quality Manual




  
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## 7 Support

### 7.1 Resources

#### 7.1.1 General

TRCL has determined and provided sufficient resources needed

- to carry out Institutional Processes and Management Processes in an effective and efficient manner
- to implement and maintain QMS and continually improve its effectiveness
- to enhance customers' satisfaction by meeting their requirements

TRCL has also considered the capabilities of, and constraints on, existing internal resources and what needs to be obtained from external providers.

#### 7.1.2 People

TRCL has established Resources Process TRCL/MP/02 to provide the persons necessary for effective implementation of QMS and for the operation and control of institutional and management processes.

#### 7.1.3 Infrastructure

TRCL has established Resources Process TRCL/MP/02 to cover required resources such as:


- Building, workspace and associated utilities such as computers, office equipment, stationery etc.
- Training aids, technology for learning etc.
- Support services such as canteen, security services, fax, telephone and other information and communication facilities etc.

#### 7.1.4 Environment for the operation of processes

TRCL has established Work Environment Process TRCL/MP/03 to determine, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of products and services. TRCL believes that day-to-day routines, interpersonal behaviour and communication, hygiene and efficient handling of resources and administration play a key role in motivating personnel.

TRCL has established Safe and Green Campus Process TRCL/IP/08 to ensure the safety of personnel by developing safe habits, safe environment and by training personnel for measured reaction to any identified unsafe situation.

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the selection committee.

f) Performance appraisal for regular faculty/staff

- 1) Students' feedback about the faculty is taken during each semester.
- 2) On the job, effectiveness of personnel is judged every academic year using Faculty Appraisal form TRCL/MP/02/FRM/06 and Staff Appraisal Form TRCL/MP/02/FRM/07.

g) Training

Induction and other training need are prepared by the FDP Committee in consultation with the Principal and are imparted to the faculty and staff as explained in the Training and Development Process TRCL/MP/04.



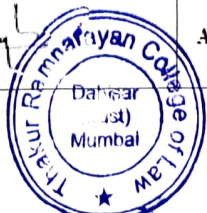
h) Resignation


- 1) Resignation letter addressed to the Principal is submitted to the inward section.
- 2) If the resignation is accepted, faculty/staff can be relieved from the service as per Institute norms.
- 3) On the last day of the service, the account is settled by the concerned faculty/staff by taking no dues clearance on No Dues Certificate TRCL/MP/02/FRM/08 from various departments/sections.
- 4) An exit interview is conducted by the Principal.

**2.5.3 Maintenance of resources**

a) **Equipment maintenance**

- 1) Records of equipment are maintained in master stock register as specified in Purchase Process TRCL/IP/05.
- 2) Equipment/appliances are serviced periodically or as and when required.
- 3) Servicing is done either by in-house personnel or by an external party or through annual maintenance contract (AMC).
- 4) Record of servicing is maintained in Equipment Maintenance Register TRCL/MP/02/REG/01. The format of the register is specified in TRCL/MP/02/FRM/09.
- 5) Equipment that is not in working condition and is not repairable are removed from the stock. A record of such removal of equipment is maintained in Equipment Weed Out Register TRCL/MP/02/REG/03.

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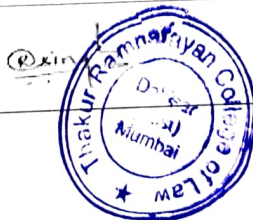
#### b) Premises maintenance

- 1) Institute premises are maintained by daily cleaning and record is maintained in Premises Maintenance Register TRCL/MP/02/REG/04.
- 2) Pest control is done once in every quarterly/half yearly. Records are maintained in the appropriate file.
- 3) Complaints regarding maintenance of electricity fault/premises cleanliness are recorded in General Complaint Register TRCL/MP/02/REG/05.
- 4) Refilling of fire extinguisher is done at an interval of one year. The record is maintained in the appropriate file.

#### 2.6 Risks and mitigations

Sr. No.	Risk	Mitigation	Opportunity
1	Not meeting the requirements of the regulatory body for infrastructure and human resources	Resource requirements are identified properly as per the regulatory body guidelines in advance and some resources are kept as standby for future use.	Working with less financial bearing on Institute.
2	No updating the software on time	Regular checking of new updates are done by department.	Improved vigilance by department/sections about updating software on time.
3	Under-utilization of resources	The utilization of resources is tracked to identify the under-utilized ones.	Use those resources in some future projects.
4	Lab equipment fails to work during the semester	Standby equipment or repairing/servicing is arranged.	The working condition of the standby equipment will be identified. The skill of the staff will increase.
5	Equipment misplaced or lost	CCTV cameras are used to keep track of how the loss occurred.	The working condition of the standby equipment will be identified. If the source of loss is identified, then the equipment cost can be recovered.


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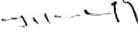
6	AMC dates overlooked and hence servicing not done	AMC dates are monitored by Maintenance section. Servicing is done after the renewal of AMC.	Explore market to find new service providers with better deals.
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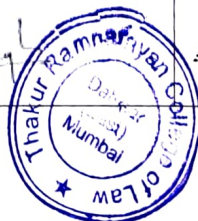
## 2.7 Monitoring and control of the process

- Equipment maintenance register is monitored by the Principal before the commencement of semester/year.
- Premises maintenance is monitored by the maintenance section on a regular basis.
- Staff performance is monitored by the Principal at the end of each semester.
- Monitoring of risk and associated mitigation is done by the maintenance section/Administrative Officer and the Principal on half yearly basis.
- Records of all these monitoring activities are maintained in the appropriate file.
- All gaps are identified in an action plan and actionable points which will be taken care of by the maintenance section/Administrative Officer and the Principal.


## 2.8 Process review

- The distribution of the resources as per the requirement or budget allocation and proper utilization of resources as per the instruction manual or the guidelines given by regulatory bodies is reviewed.
- Data analysis TRCL/MP/07/FRM/10 is done with the following information:
  - Student- Full time teacher ratio (Data for the latest completed academic year)
  - Average percentage of full-time teachers against sanctioned posts during the last five years
  - Average percentage of full-time teachers with Ph. D./D.M./M.Ch./D.N.B Superspeciality/D.Sc./D.Litt. during the last five years (consider only highest degree for count)
  - Average teaching experience of full-time teachers in the same institution (Data for the latest completed academic year in number of years)
  - Percentage of classrooms and seminar halls with ICT- enabled facilities such as smart class, LMS, etc.
  - Average percentage of expenditure, excluding salary for infrastructure augmentation during last five years (INR in Lakhs)
  - Student-Computer ratio (Data for the latest completed academic year)
  - Bandwidth of internet connection in the institution
  - Average percentage of expenditure incurred on maintenance of infrastructure (physical facilities and academic support facilities) excluding salary component, as a percentage during the last five years (INR in Lakhs)
  - Funds/Grants received from non-government bodies, individuals, philanthropers during the last five years (not covered in Criterion III)
  - Facilities for alternate sources of energy and energy conservation measures

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**Principal**  
**Thakur Ramnarayan College of Law**  
 S.V. Road, Dattisar(E), Mumbai-400068

	Thakur Ramnarayan College of Law		Doc. Ref. :-	TRCL/QMS/PM/02
	<b>Procedure Manual (PM) Part III Management Processes (MP)</b>		Issue No. :-	01
			Issue Date :-	01/10/2018
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- 12) Water conservation facilities available in the institution
- 13) Green campus initiatives
- 14) Quality audits on environment and energy regularly undertaken by the institution and any awards received for such green campus initiatives
- 15) Disabled-friendly, barrier free environment

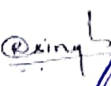

- c) Review report is prepared with actionable point and action plan which can be implemented in the next cycle after approval from the Principal.
- d) Data generated after the review is used for the creation of knowledge which will lead to process improvement.

## 2.9 Scope for improvement

- a) Identifying how to recycle waste material and scrap for use
- b) Real-time visibility of task progress details, in order to clearly see any variance between effort vs. estimates
- c) Resource management and allocation tools to ensure that deliverables are achieved, and milestones are met on time
- d) Complete utilization of available resources
- e) Keeping a track of all the resources allocated and ensuring that they are in proper working condition
- f) Corrective actions to be taken against any kind of misuse of the allocated resources
- g) Ensuring all the resources are well maintained and renewed when required


## 2.10 Records

Sr. No.	Document Title	Document Reference	Retention Period
1	Order of Appointment for Faculty (Probation)	TRCL/MP/02/FRM/01	Till on roll
2	Order of Appointment for Staff (Probation)	TRCL/MP/02/FRM/02	Till on roll
3	Order of Appointment for Faculty (Ad-hoc)	TRCL/MP/02/FRM/03	Till on roll
4	Order of Appointment for Staff (Ad-hoc)	TRCL/MP/02/FRM/04	Till on roll
5	Biodata of Applicant	TRCL/MP/02/FRM/05	Till on roll
6	Faculty Appraisal Form	TRCL/MP/02/FRM/06	5 Yrs.

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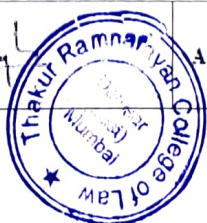
	<b>Thakur Ramnarayan College of Law</b>		Doc. Ref. :-	<b>TRCL/QMS/PM/02</b>
	<b>Procedure Manual (PM) Part III Management Processes (MP)</b>		Issue No. :-	<b>01</b>
			Issue Date :-	<b>01/10/2018</b>
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7	Staff Appraisal Form	TRCL/MP/02/FRM/07	5 Yrs.
8	No Dues Certificate	TRCL/MP/02/FRM/08	5 Yrs.
9	Equipment Maintenance Register Format	TRCL/MP/02/FRM/09	5 Yrs.
10	Data Analysis: Resources Process	TRCL/MP/02/FRM/10	5 Yrs.
11	Equipment Maintenance Register	TRCL/MP/02/REG/01	Ongoing
12	Equipment Weed-Out Register	TRCL/MP/02/REG/02	Ongoing
13	Premises Maintenance Register	TRCL/MP/02/REG/03	Ongoing
14	General Complaint Register	TRCL/MP/02/REG/04	Ongoing

## 2.11 References

Sr. No.	Document Title	Document Reference
1	Library Process	TRCL/IP/04
2	Purchase Process	TRCL/IP/05
3	Training and Development Process	TRCL/MP/04
4	NAAC Manual for Self-Study Report Affiliated/Constituent Colleges	TRCL/EXT/IP/01/01
5	Bar Council of India Part-IV Rules of Legal Education	TRCL/EXT/IP/01/02
6	Syllabus for the Five-Year B.L.S./LL.B. (Revised) Course	TRCL/EXT/IP/02/01
7	Syllabus for the Three-Year LL.B. (Revised) Course	TRCL/EXT/IP/02/01
8	ISO 9001:2015 Quality Management System Requirements	TRCL/EXT/MP/01/01

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