



POLICY AND PROCEDURE

1. INCOMING AND OUT GOING LETTERS, E-MAIL, FAX, PHONE ETC.

1. Incoming letters are received by the office by the receptionist and he/she should register the letter in the Inward register and will be handed over to the Principal/Administrator / Manager directly. Then the same will forward to the respective departments/section and the person who receiving the letter will sign in the inward register.
2. Incoming Mail: College official mail Id (College Web Mail) should be opened by the Administrator/HR Officer every day and the mail will be forwarded to the respective department / section. The Academic section headed by the Principal will open the principals mail Id and the emails from the University will be opened by the Academic Officer and should bring in the attention of Principal and Administrator.
3. Outgoing letters: All out going letters prepared by departments/ office sections should be checked by the Principal/Vice principal/Administrator and then registered in the outward register by the Office Assistant and should forward the letter to the dispatch section. No one is authorized to send official letters from the college without the consent of Principal/Vice Principal/Administrator.
4. Outgoing Mail: All official outgoing mail should be send by the Office Assistants, only after obtaining the confirmation from the Principal/ Vice Principal/Administrator.
5. Fax: Fax machine is kept in the Administrative office under the control of the Asst. Administrator. All incoming Fax communications should be forwarded to the Principal/ Vice Principal / Administrator. All Outgoing Fax Communications should be done only after getting the permission from Principal/Vice Principal / Administrator.
6. Phone Calls: All phone calls are first attended by the Receptionist and transferred to respective Department/Office section. All manners of the telephonic conversation¹ should be followed by the reception staff of the college.

RESPONDING TO THE CORRESPONDENCE.

1. All reply correspondence should be made according to priority.
2. The Principal/Vice Principal/Administrator should ensure no reply correspondence is getting delay.

2. FILES, DOCUMENTS, RECORDS AND ELECTRONIC DATA MANAGEMNT

Record management is the professional practice of controlling all documents and files of an institution effectively.

- All departmental records should be kept in the respective Department.
- All confidential records of office are kept in the locker.
- All students certificates are kept under lock in the locker (fire proof) meant for the same.
 1. Proper Indexing should be done for all records.
 2. Separate shelves / Almeria should be given for each and every department.
 3. Two keys for each shelf / Almeria should be provided and one with user and other with the Head of Department.
 4. Yearly maintenance will be done in all department shelves as and when required.
 5. Electronic Date management should be done by the IT Department headed by the System Administrator.
 6. Records should be stored in the software and hardware depending upon their importance.
 7. All electronic files should be stored in the main server and copied in the backup server provided in the Administrative office.

3. POLICY ON COMMUNICATION: REPORTS, CIRCULAR, NOTICE, OFFICE ORDER & P A SYSTEM.

The main objective of communication in the college is to ensure that all students, Employees and Head of Departments are aware of all the procedure, programme and policies of the college.

1. All communication should be done through circular, Notice and office order issued time to time form the Administrative office.
2. Two way communications should be done through letters and mail.
3. A circular register should be maintained in the Administrative office to get the signature of person receiving the Circular / Notice.
4. Adequate number of Notice Boards should be provided in the college for proper communication with the students and staff.

4. POLICY ON ORGANIZING SPORTS, CULTURAL AND GENERAL FUNCTIONS

Every year the college is conducting sports day and cultural day in the college. Usually it is conducted during the month of December.

1. An organizing committee should be constituted for the conduction of event, the committee should include senior faculties, junior faculties, Administrative staff and students representatives.
2. Each committee member should be given their duty and date for completion of the assigned work.
3. Sports function may be conducted inside and outside the campus.
4. Chief Guest and other guests are incited by the principal or by the Chairman.
5. A budget proposal for sports and cultural activities should be submitted by the concerned committee member before the committee for approval before going in to the preparedness of the programs.

5. POLICY ON PATIENT MANAGEMNT ENTRY, BILING AND RECORDS

An efficient patient management system should be followed in the college.

1. A good number of patients are coming in the college for consultation and treatment.
2. Free treatment for BPL card holders should be given and 50% concession is given for camp patients.
3. Free Transportation from Seemamula junction to the college is given for all patients.
4. Walk-in Patients are directed to the OP by the security guard in front door of the college and the Assistant in the OP should issue the OP card and will direct him/her for consultation.
5. After first consultation in the OP, the Patient should be directed to the concerned department speciality for the speciality treatments.
6. The concerned Doctor will check the patient and treatment advice will be given.
7. The amount of treatment should be intimated to the patient by the chair side Assistant and the amount should be paid in the cash counter and pharmacy counter respectively.
8. Patient records only for orthodontic treatment and academic purpose should be kept in the college, all patient records are handed over to the patient after consultation and treatment every time.