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PARLE TILAK VIDYALAYA ASSOCIATIONS
MULUND COLLEGE OF COMMERCE

Policy Framework

Updated as of:

July 2021

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Preface

The word policy can be simply defined to mean a conscious institutional choice of a specific course of action in a particular situation, after deliberation on the alternatives. For any academic institution, there are multiple dimensions, aspects and situations in which such policy choices are needed to be exercised.

Every academic institution is governed by laws, rules and regulations and many of them simply require compliance, without leaving much policy choices. In some cases, however, the regulations allow flexibility or choices about the course of action. Also, there are many other cases, where there are no explicit regulations. In such cases too, policy choices are required for consistency of action in the institution.

As a matter of prudent governance, policies should be deliberated upon and documented to ensure clarity in understanding of the overall objectives and for providing a guideline to the stakeholders about how to go about achieving them and course of action, which should also be rooted in practicality. At Mulund College of Commerce (MCC), we have taken the first step in documenting these policies. While policies are expected to provide a broad direction, Standard Operating Procedures (SOPs) are expected to provide a detailed set of instructions for ensuring consistency of action, meeting the twin objectives of process efficiency and adequacy of controls.

MCC faculty members, under the initiative of Internal Quality Assurance Committee (IQAC) have taken a lead in creating a policy framework that could address curricular, co-curricular, extra-curricular and related infrastructure aspects of an academic institution like MCC which is well known for high standards of education that it offers. **Annexure I** provides details of the faculty members who have volunteered to make a contribution in this pioneering effort.

Academic year 2021-22 provides us an opportunity to examine the policy framework critically with a view to improve it further and finally roll them out beginning from the academic year 2022-23. Since MCC aspires to be an autonomous institution, in case it gets the necessary approval, there would be an opportunity to review the policy framework in the context of the new status.

Once policy framework is stabilized, we intend to develop the detailed procedures. However, while documenting the policy framework itself, we have tried to visualize the procedures that would need to be documented. **Annexure II** provides an overview about such procedures that would need detailing. Again, this list would be reviewed as the policy framework gets finetuned over the forthcoming academic year.

The next section provides an overview about the broad areas that have been identified for policy documentation, their objectives and coverage. This is followed by individual policies. There are a few areas like admission, attendance, student council which could provide an opportunity for policy choices but are currently driven by regulations. Hence, we have not documented these policies for now. Yet, we have included them in the framework since they are very important dimensions of any academic institution and may provide an opportunity for policy choices in the future. For now, we have listed the applicable regulations in these and other areas in **Annexure III.**

Overview of policy framework

The following broad areas have been identified for documenting policy statements. The policy framework is aligned with the NAAC assessment criteria. These policies also make a reference to the Standard Operating Procedures (SOPs) for their effective implementation. References to these required SOPs, have been made in the respective policy and a list of such proposed SOPs are available in Annexure II to this document.
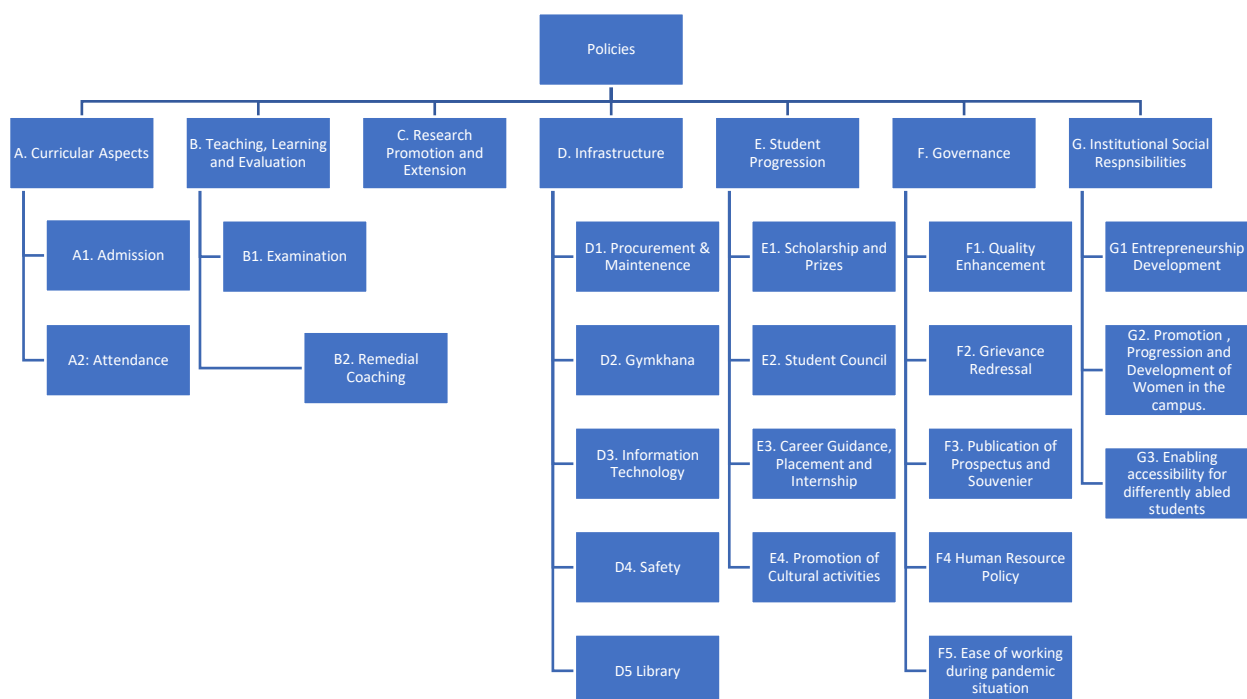
A. Curricular Aspects

A1. Policy for Admission

Admission is the first step into any academic journey. As of now, admission process is driven by regulations, reference to which can be found in Annexure III and hence no policy has been documented for this important aspect as of now, since there are no policy choices.

A2. Policy for Students' Attendance

Students' attendance is also driven by regulations, reference to which can be found in Annexure III. Since no policy choices exist in this area, no policy has been documented for now.

B. Teaching, Learning and Evaluation

B1. Policy for conducting Examination

As Mulund College of Commerce is affiliated to Mumbai University, it has to comply with all rules and regulations prescribed by University. Exams are conducted twice a year for all programs at Under Graduate and Post Graduate level.

Policy objective

Examination committee has the responsibility to conduct exams of all the eligible students of the college. As MCC is affiliated to Mumbai University, it is necessary to ensure that all the norms, rule and guidelines issued by the relevant government bodies and University of Mumbai are complied with.

Policy framework and coverage

Major areas covered by this policy include:

1. Conduct of all the regular, ATKT and supplementary exams as per the guidelines issued by University of Mumbai.
2. Ensuring assessment and revaluation process is done in a fair and reasonable manner.
3. Issuing of marksheets to students within the stipulated time.
4. Submission of data to University of Mumbai, relating to marks and grades of the students within the stipulated time.
5. Issuing notices and exam related information to students

B2. Policy for Remedial Coaching

Remedial Coaching is provided with an aim to help students facing challenges in learning and comprehension. Guidelines were issued by UGC under XII economic

plan for remedial coaching. However, every institution has the flexibility to adopt its own mechanism to identify such students and coach them suitably.

Policy objective

1. To improve the academic skills and linguistic proficiency of the students in various subjects.
2. To raise their level of comprehension of basic subjects to provide a stronger foundation for further academic work.
3. To strengthen their knowledge skills and attitudes in such subjects, where quantitative and qualitative techniques are involved so that the necessary guidance and training provided under the programme may enable the students to come up to level necessary for pursuing higher studies efficiently.

Policy framework and coverage

Major areas covered by this policy include:

1. Identifying failures and slow learners for Remedial Coaching.
2. Identifying teachers to conduct Remedial Coaching.
3. Evaluation of the performance of the students and conducting meetings to monitor the same.

C. Research promotion and extension activities

C1. Policy for Research promotion

The importance of research has been emphasised in various platforms and by various government bodies. Research promotes creation of intellectual property which is so essential for any progressive nation. It has been considered an essential criteria for career advancement and promotion of teachers. Specialisation and post-graduation courses have research projects prescribed in their syllabus for final year students. It is therefore imperative that the institution has a policy for promoting research amongst its teachers and students.

Policy objective

1. The research policy of MCC aims to create and support research culture among its teachers, staff and students

2. Enhancing the professional competence of faculty members for developing and promoting research aptitudes of all learners.

3. To create an environment in the institution which is conducive to research.

Policy framework and coverage

Major areas covered by this policy include:

1. Policy for providing the required resources and appropriate facilities for promotion of research activities.

2. Constitution of research cell/ committee to facilitate research activities

3. Creating an SOP for recommending research papers for state level/ national/ international conferences.

4. Offering consultancy for statistical data analysis to researchers.

5. Defining the scope of research to be undertaken and design rules and regulations for conducting research projects.

6. Identifying line of authority for approving research projects or for granting reimbursements to researchers.

D. Infrastructure

D1. Procurement and Maintenance Policy

MCC procures various types of commodities for its routine activities. Certain need based capital expenditure is also incurred. The college has multiple computer labs which require software packages and regular annual maintenance. A policy is needed to identify the requirements of the institution and define the levels of authority to decide upon the procurements.

Policy objective

This policy outlines the procurement practices for purchasing goods and services at Mulund College of Commerce. The policy addresses competition and prudent vendor

selection, purchasing methods, authorisations, receipt of goods and services, required documentation, and ethical standards.

Policy framework and coverage

Major areas covered by this policy include:

1. Guidelines to ensure timely and cost-effective acquisition of goods and services while endeavouring to maximize the college's purchasing power, streamline business practices, ensure compliance with college policies
2. Reduction in potential institutional risks associated with contracting and other procurement-related activities.
3. Identifying levels of authority.
4. Ensuring adherence to purchasing policy
5. Conduct of meetings to monitor maintenance contracts and purchases.

D2. Gymkhana Policy

A healthy mind can thrive in a healthy body. 'All work and no play makes Jack a dull boy', goes the saying. The college boasts of a gymkhana where facilities are made available for many sports activities. A policy is needed to identify the areas where students can display their talents and facilitate their participation in sports activities.

Policy objective

1. To encourage students to be physically, mentally and socially strong.
2. To cultivate sense of discipline and set standards of conduct among the students.
3. To inculcate sportsmanship and leadership amongst the students.
4. To provide opportunities to students to display their abilities in various sports at various levels.

Policy framework and coverage

Major areas covered by this policy include:

1) Formation of sports committee
2) Policy for selection of various players for events at different levels.
3) Policy for purchase and use and maintenance of the different equipment at Gymkhana.

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4) Defining the role and responsibilities of sports coordinator and coaches.

D3. Policy on Information Technology

IT enabled services are used by every department and administrative office for the conduct of routine activities. The college identified paperless working as one of its distinctive activities. In order to achieve that objective, many activities in the college like collecting feedback from stakeholders, reporting on events are being done using software systems developed for the purpose. Teachers have been encouraged to develop e-content. The pandemic has also necessitated exploring other activities like admission, conducting lectures using various online platforms. Developing a dynamic website has become need of the day. Hence a policy is needed to make use of different aspects of Information technology.

Policy Objectives

1. To facilitate online activities in college.
2. To provide seamless dissemination of information from authorities to students and other stakeholders.
3. To develop suitable Learning Management Systems.
4. To decide on matters related to cyber security of the institution

Policy framework and coverage

Major areas covered by this policy include:

1. Constitution of a committee to decide on IT related matters of the institution
2. Measures to make college website dynamic and robust
3. Facilitating e-content development for teachers.
4. Addressing copyrights and IPR issues relating to information posted in the college website
5. Conducting training sessions for members of staff on use of relevant software
6. Initiating and installing WIFI connectivity and anti-virus software in all the computers in the college.

D4. Safety Policy

It is necessary to provide a safe and secure environment to the stakeholders visiting the campus. It is necessary to have a safety policy to ensure that all members of the staff feel safe and secure and are able to work without any concerns or any reservations.

Policy objective

1. Providing, managing and maintaining a safe environment in the campus.
2. Identifying hazards and conducting formal risk assessment in order to minimise physical and psychological risk for all activities conducted in the campus.
3. To ensure appropriate control measures and emergency procedures are identified and operative.
4. To provide training, instruction and supervision wherever necessary to all the members of staff and students to make them competent to handle any unforeseen situation or potential hazards.

Policy framework and coverage

Major areas covered by this policy include:

1. Formation of a committee to conduct activities in order to achieve the above said objectives.
2. To conduct structural and electrical audit of the premises.
3. To suggest measures and develop standards to mitigate risks in the campus.

D5. Library Policy

Library is soul of any academic institution. It plays a vital role in building the nation and teaching learning process. Mulund College of Commerce library is a vibrant Information Centre.

Policy objectives

1. To develop and maintain reading habits among the students.
2. To aid the students in their personal growth and sharpen their intellectual curiosity
3. To provide information sources necessary for teaching learning process in the subject field of interest to the college

4. To aid the teachers with the latest developments in their area of specialization

Policy framework and coverage

Major areas covered by this policy include:

1. Library orientation program
2. Accessing the books physically and online
3. Library services and facilities
4. Book purchase and collection development in library
5. Purging of older books

E. Student Progression

E1. Policy for awarding Scholarship and Prizes to students and teachers

Scholarship and free-ship is provided to encourage students to pursue higher studies. Scholarship is provided to students by government, based on their caste category and may also be offered by Trusts or Institutions. It is necessary to ensure the students meet the eligibility criteria to avail the scholarship schemes. A committee constituted for the above purpose, ensures all the eligible students avail the relevant scholarship.

Policy objective

1. Mulund College of Commerce, endorses various scholarship schemes of the government for students from various categories such as SC, ST, NT, OBC and minorities. Hence this statutory committee is formed to provide information to students about the availability of scholarship from government and non-government bodies.
2. To recognize and appreciate academic achievements of students and members of staff.
3. To provide financial assistance to needy students.

Policy framework and coverage

Major areas covered by this policy include:

1. Dissemination of information to students regarding various types of free-ship and scholarship schemes of government and endowment and other prizes instituted by the college.
2. Review of the existing prizes, institution of new prizes (if necessary) and decision on the number of prizes to be awarded.
3. Conduct of meetings to discuss the procedural aspects of activities like Annual Academic Prize Distribution function and 'Degree Certificate Distribution' Ceremony on behalf of the University of Mumbai.
4. Criteria to identify needy and deserving students for the scholarship schemes

E2. Policy for Student Council

Students' council formation and functioning is driven by regulations, reference to which can be found in Annexure III. Since no policy choices exist in this area, no policy has been documented for now.

E3. Policy for Placement and Career Counselling

The outcome of education is to develop skills in students with which they can be gainfully employed or self-employed in the future. One of the objectives of Mulund College of Commerce is to make students employable. Practical oriented teaching is supplemented along with mentoring at various levels to achieve the said objective. Placement Cell is constituted to work on the above said objectives.

Policy objective

1. To counsel students and provide employment-readiness services that will meet the demands of a highly skilled workforce, thus creating interest and professionalism in the students.
2. To facilitate career counselling by providing equal opportunity to every student for guidance on various career opportunities in different business.
3. To enable better placements by maintaining effective contacts with various organizations, inviting them for campus drive and establishing new contacts with more companies than those of the previous years.
4. To bridge the gap between students, alumni and the employment community through the Placement Cell.

5. To provide exposure to the students to the business environment and bridge the gap between academics and business expectations in practical manner through internship.

Policy framework and coverage

Major areas covered by this policy include:

1. Deciding the coverage of students to get groomed and placed in companies by the end of their final year of graduation/ post-graduation.
2. Arrangement of interactive sessions to provide academic and psychological counselling to all students of the college and facilitate personal mentoring.
3. Encouraging students for mid-term and end of the term internship programs.

E4. Policy for promoting Cultural activities

Apart from academics, students need to inculcate other skills like working in teams, leadership and management skills. Many students have artistic skills and literary talents as well. It is necessary to provide a platform for students to display their skills and talents. Hence cultural committee is formed to identify such students and provide them opportunities to showcase their talents.

Policy objective

1. To inculcate and encourage artistic and literary aptitude in learners
2. To promote and organise cultural activities in the college
3. To facilitate students participating in various inter-college, university, state and national level competitions and programs

Policy framework and coverage

Major areas covered by this policy include:

1. Formation of a committee for promotion of cultural activities in the college
2. Selection of students' representatives in the committee
3. Identifying and organising cultural activities in the college
4. Dissemination of news, policies, information regarding inter collegiate cultural activities conducted by MCC and other colleges.

5. Identifying the selection criteria and devising a methodology to select students for various cultural activities.
6. Deciding on the allowances, reimbursements to be given to students and contingent leaders, in-charge teachers representing MCC at various competitions.
7. Policy on accepting sponsorships for the various cultural activities in the college.

F. Governance

F1. Policy for Quality enhancement in the institution

National Assessment and Accreditation Council (NAAC), Bangalore proposes that every accredited institution should establish an Internal Quality Assurance Cell (IQAC) as a quality sustenance measure. Since quality enhancement is a continuous process, the IQAC will become a part of the institution's system and work towards realisation of the goals of quality enhancement and sustenance. The prime task of the IQAC is to develop a system for conscious, consistent and catalytic improvement in the overall performance of the institution. The objectives, vision, composition and role of IQAC have been clearly defined and laid out in the NAAC guidelines.

Policy objective

1. To achieve holistic development of all the stakeholders through continuous commitment to contribute towards excellence in academia, environment, culture and communal harmony.
2. To facilitate in creating an intellectually stimulating, morally righteous atmosphere in the campus.
3. To ensure quality culture as the prime concern for the institution through institutionalizing and internalizing all the initiatives taken with internal and external support.
4. To develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the institution.
5. To promote measures for institutional functioning towards quality enhancement through internalization of quality culture and institutionalization of best practices

Policy framework and coverage

Major areas covered by this policy include:

1. Strategize and evolve mechanisms and procedures for ensuring timely, efficient reporting of academic, administrative and financial tasks to facilitate documentation.
2. Deciding SOP for organising relevant and quality academic/ research oriented activities, seminars, workshops, conferences.
3. Optimization and integration of modern methods of teaching and learning by creating learner-centric environment conducive to quality education.
4. Development and application of quality benchmarks and parameters for various academic and administrative activities of the institution.
5. Creation of sound feedback system to collect feedback from all stakeholders on quality-related institutional processes
6. Periodical conduct of academic and administrative audit and its follow-up
7. Preparation and submission of the Annual Quality Assurance Report (AQAR) as per guidelines and parameters of NAAC.

F2. Policy for Grievance Redressal

Grievances faced by all the stakeholders in the institution need to be addressed. A sound redressal mechanism is needed to ensure smooth flow of work and congenial environment in the campus.

Policy objective

To address the grievances of students and employees of the college except for the specific grievances for which there is a distinct grievance redressal mechanism specified under any other rule applicable to the college.

Policy framework and coverage

Major areas covered by this policy include:

1. Designing a form for notifying grievance, identifying person in-charge for redressal time to be given to the parties involved in the grievance to present their case, manner in which the grievance shall be received.
2. Time period within which the grievance should be redressed
3. The conduct of committee meetings
4. Deciding the procedure for handling grievances in case of emergencies.

5. Allocation of department wise responsibility of handling grievances.

F3. Policy for Publications

College publishes the college magazine and prospectus every year. Prospectus is published to give complete, reliable information about the institution to all those who desire to seek admission in the college.

Policy objective

1. To encourage literary skills among students and members of staff.
2. To publish the college magazine 'Vision' in time so that it can be given to students at the beginning of the academic year as a souvenir.
3. To publish prospectus of the college in time so that it can used by prospective students to get familiar with Mulund College of Commerce.

Policy framework and coverage

Major areas covered by this policy include:

1. Constitution of committee and conduct of meetings to plan and execute various activities.
2. Issuing of notification to students and staff members to solicit their literary work
3. Collection of creative works and informative writeups from the students and staff personally and through social media.
4. Devising a scrutiny and proofreading process.
5. Selection of firm/ press for college publications

F4. Human Resource Policy

Human Resource is the most valuable resource in any organisation. The fundamental rights of the employees of the institution need to be identified and respected. This will ensure a conducive work environment and a motivated workforce. Mulund College of Commerce is an aided college. It also has approval from the University to conduct many specialisation courses. Hence it has its staff in the aided section as well as in the unaided section. The rules for the aided section regarding leave, promotions and career advancement are clearly laid down by Joint Director's office and by Mumbai University.

Policy objective

1. To comply with Mumbai University norms & practices with regard to promotion and career advancement schemes of its staff.
2. To promote harmonious working relationships among its employees.
3. To provide a safe and healthy work environment.
4. To provide an environment free of any discrimination.

Policy framework and coverage

Major areas covered by this policy include:

1. Policy on providing equal employment opportunity.
2. Policy on deciding the terms of employment for staff from unaided section.
3. Policy on recruitment and selection process of staff in each department.
4. Laying down of code of conduct for all employees of the institution.
5. Policy on leave to be availed of by the staff members.
6. Devising and maintaining an attendance system for all employees.
7. Deciding on the safety measures to be taken and facilities to be provided to the staff.
8. Policy on providing / facilitating training to the staff.
9. Policy on organising retirement/ employee disengagement function and gifts to be given during the said function to staff members
10. Policy on reimbursement of expenses.

F5. Policy for ease of working during pandemic or such exceptional situation

With the onset of the Covid-19 pandemic, the conduct of lectures and most of the college activities is being done remotely and is likely to remain so till further clarification is received from the government or University of Mumbai. It is therefore desired to frame a policy that will ensure seamless conduct of the college's activities through remote working in pandemic or such other exceptional situations.

Policy objective

1. To identify areas and activities which can be done remotely.
2. To make facilities available to the staff members to continue with their activities while working remotely.

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3. To identify the lines of authority and channels of dissemination of information to all the stakeholders.

Policy framework and coverage

Some of the major areas covered by this policy on ease of remote working for the academic year 2020-21 include:

1. Conducting departmental/ committee activities using online platforms
2. Conducting various administrative activities
3. Training of teachers for and conduct of lectures using online platforms and to perform their role as mentors for students.
4. Maintaining record and suggesting suitable redressal of issues faced by students, teachers and non-teaching staff arising out of functioning in an online / remote environment.
5. Forming a committee and offering helpline numbers for handling emergency situations in the institution.
6. Designing an SOP to be followed by the staff physically present in the campus during the pandemic.
7. Designing an SOP for situations when one or more staff member is infected with the contagion to prevent it from spreading to others.

G. Institutional Social Responsibilities

G1. Entrepreneurship Development

Seeking employment used to be the foremost priority of graduating students in the past and even today this is a priority for many students. However, some changes are visible. Among those who are seeking employment, there is an attraction towards start-ups and there are many students who have now gradually begun to aspire to be entrepreneurs and job-givers than job-seekers. It is the policy of MCC to promote entrepreneurship.

Policy objective

1. To promote entrepreneurship among students by holding relevant campaigns in the college as well as by conducting and facilitating entrepreneurship/ skill development workshops
2. To provide mentoring, coaching help to budding entrepreneurs
3. To create an incubation centre for providing basic facilities for budding entrepreneurs

Policy framework and coverage

Some of the major areas covered by this policy on entrepreneurship are as follows:

1. Formation of entrepreneurship cell in the college
2. Promoting involvement of staff, alumni & students in the entrepreneurship cell
3. Conduct of entrepreneurship promotion activities in the college including workshops and talks
4. Conduct of incubation centre activities

G2. Policy for Promotion, Progression and Development of Women in the campus

University of Mumbai has given directives on formation of a Women Development Cell in every affiliated college with a view to providing a safe and congenial environment for women in the campus.

Policy objective

1. To provide and maintain a dignified and congenial environment for female students and staff members.

2. To conduct activities and awareness programmes on gender sensitization towards building a gender sensitive campus.

3. To emphasize on the health and hygiene and overall personality development of females so as to promote their general wellbeing.

4. To review on campus safety and security measures for females.

5. To sensitize all stakeholders of the college about the statutory mandate prohibiting gender discrimination and sexual harassment at work place.

Policy framework and coverage

Major areas covered by this policy include:

1. Constitution of a committee for the said purpose and appointment of girl representative in the committee
2. Conduct of programmes to achieve the objectives
3. Conduct gender audit once in three years and to work on a plan of action for further improvement or development.
4. Grievances redressal and to ensure a gender sensitive campus.

G3. Policy for enabling accessibility for differently abled students

It is necessary to be sensitive to the needs of differently abled students. By making certain facilities available, the college can reach out to the differently abled students, thereby providing a conducive and accessible environment for everyone. The college promotes usage of Kathie Snow's People First Language (PFL) among all its stakeholders.

Policy objective

Facilitate ease of participation by differently abled students in all curricular, co-curricular and extra-curricular activities, without they feeling left out.

Policy framework and coverage

Major areas covered by this policy include:

1) Sensitizing the stakeholders about the need and ways of building an inclusive and accessible environment
2) Assisting the students with visual impairment and motor disabilities in getting scribe for examinations
3) Making suitable facilities available for individuals with disability.
4) Adhering to the government rules for ensuring reservation for learners with disability.
5) Offering counselling to such students

A1. Policy for admission

Admission is the first step into any academic journey. As of now, admission process is driven by regulations, reference to which can be found in Annexure III and hence no policy has been documented for this important aspect as of now, since there are no policy choices.

However, a provision is made for this policy, in case such a need arises in the future, where regulations allow certain policy choices.

A2. Policy for Students' Attendance

Students' attendance is also driven by regulations, reference to which can be found in Annexure III.   Since no policy choices exist in this area, no policy has been documented for now.

However, a provision is made for this policy, in case such a need arises in the future, where regulations allow certain policy choices.

B1. Policy for conducting examination

This policy is under preparation.

B2. Policy for remedial coaching

1. Importance

Education is meant to nurture excellence and instil confidence in all students. Learning happens in three levels- conceptual, application and abstract thinking. Students have different abilities and talents. Some of them are fast learners and creative whereas some of them take more time to understand concepts. In order to enable slow learners who need additional coaching to rise to the level necessary for pursuing higher studies efficiently and to reduce their failure and drop-out rate, Remedial Coaching Committee of the college organizes extra classes beyond the regular timetable under the remedial coaching scheme. Mulund College of Commerce has been contributing for years towards social equality and socio-economic mobility of the under-privileged sections of the society through remedial coaching scheme.

2. Purpose and objectives

1. To identify slow learners in every course and program.
2. To improve the academic skills and linguistic proficiency of the students in various subjects.
3. To raise the level of comprehension of basic subjects to provide a stronger foundation for further academic work.
4. To strengthen skills and attitudes with respect to such courses, where quantitative and qualitative techniques are involved.

3. Scope of the policy

1. To identify drop outs, failures and slow learners and encouraging them to join remedial coaching classes.
2. To identify teachers to conduct remedial coaching.
3. To prepare remedial coaching classes time table.
4. To supervise the conduct of remedial lectures.

5. To prepare the record of teachers' remuneration and submit it to the accounts department.
6. To evaluate the performance of the students and report on the same.
7. To prepare and submit an overall remedial report.
8. To maintain and retain the various records related to remedial coaching.

4. Rules, guidelines and regulations relevant to this policy

In the absence of any new plan of the University Grant Commission for the conduct of remedial coaching; the college has continued with the same guidelines sketched by the UGC, under the 12th plan to frame its objectives and scope for remedial coaching to the extent possible.

5. Key aspects of policy

The committee is expected to seek approval of the college principal in the following areas for the conduct of remedial coaching.

1. To give remedial coaching free of cost to the students who belong to SC, ST, OBC, NT, SBC, minority category and those who are physically challenged.
2. To offer remedial coaching for open category students by charging a nominal fee.
3. To determine the fee for open category students for remedial coaching.
4. To determine the remuneration of teachers engaging remedial lectures.
5. To decide the remuneration of office support staff.
6. To decide the number of lectures to be conducted during a specific term considering the infrastructure constraint of the college.
7. To determine upon any other aid such as textbooks, notebooks, etc. apart from lectures to the students who enrol for remedial coaching.

Reporting mechanism for implementation of the policy:

1. The coordinator of the programme will supervise the overall work of remedial coaching.
2. A separate register will be maintained to keep the record of remedial lectures taken by teachers.
3. Teachers are required to maintain the attendance record of students.

4. At the end of each academic year, the coordinator will submit, an appraisal report, indicating the performance of students to the Principal.

The appraisal report will indicate the following points:

1. The duration for which the coaching was organized, classes/period and the number of students who actually participated in the programme.
2. The subjects in which they were tutored, names of teachers and their course.
3. The number of students who actually appeared in the examination.
4. The number of successful students in each course
5. Problems faced by the college in the implementation of the scheme.
6. Overall comments of the coordinator.

6. Committees for policy implementation

The constitution of the Remedial Coaching Committee is decided by the Principal on an annual basis.

Composition of the Committee:

- Chairperson
- Teachers as Committee members (three to five)

Frequency of Meetings:

1. The committee shall meet a minimum of twice in one semester to discuss and deliberate on various issues related to remedial coaching.
2. The quorum for the meetings shall be more than half of the total number of members.
3. The agenda, minutes and action taken reports are to be documented with official signatures and maintained electronically in a retrievable format.

Authorities and responsibilities of Committee:

The committee work is equally distributed among members and it includes:

1. To organize remedial lectures.
2. To supervise and ensure smooth conduct of the overall work of remedial coaching.
3. To keep the record of remedial lectures taken by teachers.

4. At the end of each academic year, to submit, an appraisal report, indicating the performance of students to the Principal.
5. To prepare an expense budget for the year in consultation with the Principal and ensure monitoring that the actual expenses are in line with the budget

7. Impact of the policy on processes

The following five processes of the college will factor in different aspects of Remedial Coaching Committee activities.

Processes	Scope of work
Examination (B1)	To identify slow learners, failures and, drop outs.
Student Mutual Aid Fund (E2)	To provide financial support to undertake activities other than conducting lectures for students seeking remedial coaching.
Library (D2)	To offer book bank facility to remedial students. To ensure other study material such as dictionaries or books in vernacular language to help remedial students to enhance their level of comprehension.
Time table preparation and updation (A2)	To identify classrooms for conducting remedial coaching To assist in preparing the time table of remedial lectures.
Counselling (E4)	To counsel remedial students in order to improve their emotional quotient and help them to emotionally overcome their academic challenges

C1. Policy for research promotion

1. Importance

Mulund College of Commerce has taken several steps to promote a research culture among the faculty and students. They include enhancement of the infrastructural facilities, improvement in library facilities, subscription to research journals, provision of free access to internet and provide remote access through library webpage. Research promotion and extension committee is formed to promote research activities. Teachers are encouraged to participate in conferences and seminars.

2. Purpose and objectives

1. To create conducive environment for faculty and students to conduct research.
2. To ensure ethical standards in research.
3. To evaluate research proposals before submitting.
4. To maintain record of research activities carried out by faculty and students.

3. Scope of the policy

The areas covered by this policy include:

- Providing appropriate library facilities including data/literature search and information retrieval.
- Providing remote access to online journal and databases to researchers.
- Dissemination of information on expected research standards.
- Review of research output to insure compliance with research and publication standards.

This policy is applicable to all the students enrolled in MCC and teachers employed in the Institution in any given academic year.

4. Rules, guidelines and regulations relevant to this policy

The UGC and University of Mumbai have laid down rules and regulations vide NOTIFICATION 1/2017 Ph.D. Section w.e.f. April 2017 as per Academic Council Resolution V.P.A.-64/2017 date: 22/05/2017 relating to:

- The constitution of the Research Advisory Committee (RAC).
- Acceptance of research proposal for minor research and major research projects
- Eligibility criteria for research guide, co-guide, number of M.Phil./Ph.D. scholars permissible per supervisor, etc.
- Rules and procedure for the award of Degree of Doctor of Philosophy (Ph.D.) w.e.f. April 2017.
- Rules for conducting online Ph.D. Entrance Test
- Rules for conduct of Pre-Ph.D. Course work
- Rules for conduct of Pre-PhD viva voce

However these rules are applicable to the University. Similar rules can be made at college level, to ensure discipline and quality in research work.

Since the college has a Research Centre, it has to comply with the guidelines issued by University or UGC from time to time. Rules are to be adhered for the selection of research guides, research scholars, conduct of Ph.D. course work, periodical submission of progress reports, conduct of pre Ph.D. viva voce, publication of research papers by teachers and conduct of research projects by students and teachers.

5. Key aspects of policy

- It is the policy of MCC to promote and support rigorous academic research and make the necessary facilities including access to library, journals, databases available to the researchers
- Research committee is expected to lay down rules regarding submission of research projects and a copy of thesis to the research centre and for an ongoing record keeping of research projects
- Faculty intending to publish a research paper should submit a draft copy to committee for approval.

- Research and Recognition Committee reviews the paper and recommends the faculty about changes, if any.
- Redrafted paper is submitted to the research committee for final approval.
- The college offers consultancy in statistical data analysis, plagiarism check, transliteration and survey planning and execution.

6. Committees for policy implementation

The Principal of Mulund College of Commerce shall constitute the Research Promotion and Extension Committee to promote quality research among faculty members, researchers and UG and PG level students of the college. The committee is constituted for a period of two years. The committee composition is as follows

- One chairperson from among the faculty members

- One statistical expert

- Two members having sound research experience

- Meetings of the committee to be conducted once in every quarter and minutes are to be documented with the signatures of members confirming it.

- The committee would be responsible for preparing a budget in consultation with the Principal and for ensuring that the actual expenditure is within the budget

7. Impact of the policy on processes

The policy relates to process C. Research Promotion and Extension Processes. This policy will have its impact on administrative (accounting) function, processes and rules of library and infrastructure.

D1. Procurement and maintenance policy

1. Importance

Purchasing policies are typically a part of an organization's overall operations handbook. It describes the purpose for the policy, restrictions placed on employees, responsibility of purchasing department employees and other specific procedures or processes. Organizations can use a purchasing policy to improve the quality of goods and services while lowering the cost of acquisition. Purchasing teams will often negotiate deals with vendors or running a bid process that allows vendors to compete for a project offered to them by the organization.

2. Purpose and objectives

The purchase or lease of any goods or services payable or reimbursable by the College must be made in accordance with central and state laws as well as this Purchasing Policy, the College's Reimbursement Policy, and any other applicable college policies. Furthermore, goods and services purchased with sponsored funds must fully comply with the respective sponsor's terms and conditions. The main objectives of purchase policy are :-

a) To procure the goods and services of requisite quality and in required quantity necessary for performance of duties by the administrative and teaching departments.
b) To procure items as per the required delivery schedule so as to minimize the inventory and cost thereof
c) To procure the items on a competitive basis at the most economical manner ensuring value for money.
d) To ensure transparency, and equitable approach in the procurement process.

3. Scope of the policy

This policy outlines the procurement practices for purchasing goods and services at Mulund College of Commerce. The policy addresses competition and prudent vendor selection, purchasing methods, authorisations, receipt of goods and services, required

documentation, and ethical standards. The Purchasing Policy and related procedures are intended to ensure timely and cost-effective acquisition of goods and services while endeavouring to maximize the college's purchasing power, streamline business practices, ensure compliance with college policies and reduce potential institutional risks associated with contracting and other procurement-related activities. Unless waived in writing for a specific purchase by the President, the Secretary of Management Committee or the Principal, adherence with this Purchasing Policy is required for the college to fund the requested good or service.

Purchases excluded from this policy include investment management services, insurance, legal services, employee benefit programs, construction-related contracts (including general contractors and architectural and engineering services among others), utilities, telecommunications services and equipment, banking and investment banking (fixed deposits) related services, audit services, security services, canteen services, performing arts contracts and certain other goods or services as may be determined by the Principal. Even in the case of items exempted from this Purchasing Policy, (1) the financial commitment of the college should be made by the Principal, an employee delegated in writing by the Principal to have the authority to make a particular purchase or type of purchase, (2) periodic comparative reviews among potential vendors are strongly recommended, and (3) purchase orders are required so that the college can appropriately reflect the commitment of funds.

4. Rules, guidelines and regulations relevant to this policy

This is a non-statutory policy. There is no specific government or university rule or circular regulating procurement in any institution. However for smooth flow of operations, certain rules have been made in the Institution. Following are highlights of these including the consequences such as penal action.

5. Key aspects of policy

5.1 Ethical Standards

Employees involved in any aspect of the purchasing process have a responsibility to ensure that the highest standards of ethics, integrity and fairness are maintained in all such activities. Those responsibilities include fairly evaluating bids received, not sharing pricing and terms/conditions of one bidder with any other bidders or potential bidders and ensuring that competitive pricing, once attained, is realized. In addition, all personnel soliciting or accepting quotations or submitting Purchase Requisitions from suppliers that employ members of their families, or when they or members of their families have a financial or other interest, must report this information in writing to the Principal prior to the order being placed or the quote being solicited. The Principal will include this documentation in the purchasing records. The purchasing functions of Mulund College of Commerce are not to be used to purchase supplies, equipment or other merchandise for fraternity associations or for the personal use of employees of the college.

5.2 Comparative Review Requirements

The college requires and encourages effective competition among suppliers in providing goods and services to the college. Accordingly, those involved in vendor selection have the responsibility to search broadly and completely for viable suppliers. A competitive process among suppliers is required for all purchases of ₹5,000 or more, and strongly encouraged even when purchases are less than ₹5,000.

It is the responsibility of the Purchase Committee to originate, control and analyse supplier bids, quotations, proposals and/or qualifications for any purchases expected to be over ₹100,000. The requisitioning department is responsible for working with the Purchase Committee to define the quantity, specifications, required delivery date and any other pertinent information essential to create an appropriate Request for Proposal or Bid Specification. The requisitioning department should also suggest sources, especially for unusual or unique items. The requisitioning department may be called upon to assist the Purchase Committee in evaluating the bids received relative to a purchase for that department. The requisitioning department should allow from one to six weeks for the competitive bid process to occur, depending upon the requirements.

If a purchase is less than ₹100,000, the requisitioning department may secure the quotes or bids without assistance from the Purchasing Department; however, the

Purchasing Department retains the right to re-bid if they determine it would be beneficial to the college or if the cumulative purchases of the same item/s, ordered through multiple purchase orders, together would exceed ₹100,000. Written quotes/bids from the various suppliers must accompany the Purchase Requisition submitted to the college office for audit purposes.

Competitive quotes or bidding is not required when one or more of the following conditions exist:

1. The purchase is less than ₹5,000.
2. Bids have been recently received (within the previous 3 months) for the same items and the bids are still valid.
3. Emergency purchases/contracts are necessary for the immediate preservation of the health, welfare, or safety, or the protection of college property and programs;
4. Equipment maintenance contracts for which there is only one authorized or qualified source required by the equipment manufacturer for the preservation of equipment warranty;
5. Proprietary software maintenance, annual license renewals, and/or upgrade contracts;
6. Utilities contracts for which there is no competition because of sole authorization to provide service to the geographical area;
7. Contracts for conference or meeting facilities, including room accommodations for conference attendees;
8. Educational materials and information access resources related to the college's library services;
9. Contract amendments for time extensions, with no additional amount being added; or contract amendments to exercise options that were part of the original contract or that were part of a previously approved amendment to the contract; or contract amendments that are within the scope of or incidental to the original contract scope of work;
10. The item is a college standard (e.g., furniture/file cabinets from Steelcase) as determined by the Principal.
11. The item must be purchased from a sole-source distributor or manufacturer or it a sole brand. In this case written justification of the sole brand/source should be

provided with the Purchase Requisition and that requisition must be approved by the Principal. The written request must include:

The unique performance factors required that necessitate a particular brand or supplier;

- Why these factors are required;
- What other source/brands have been considered or rejected and why.
- Sole source or sole brand requests shall not be justified on the basis of:
    o A lack of advance planning;
    o Concerns related to the amount of funds available for the acquisition of the goods or services; or
    o A previously non-competitively bid contract for which the price to the college was zero or substantially below fair market price and the results of such contract caused the sole source or sole brand to be required on future contracts.

Depending on the goods or service required, the decision criteria may not be cost alone. In addition to cost-effectiveness, compliance with mandatory requirements (e.g., insurance requirements), product quality, supplier expertise and experience, timing of the delivery, staff and/or technical support availability/quality, the supplier's financial resources and facilities, and other criteria may be relevant in particular circumstances.

Bidding for multi-year contracts is acceptable. With limited exceptions, all multi-year contracts should seek a re-bid after a maximum of 5 years. Exception may be granted with the written approval of the Principal.

5.3 Deposits and Prepayments (Advance Payments)

Due to the inherent risks associated with deposits or pre-payments, the college's policy is to avoid pre-paying any orders, in part or in full, in advance of the receipt of the goods or services. If the only supplier of goods or service requires a prepayment or deposit or if the nature of the goods or service requires pre-payment (e.g., a maintenance agreement or software licensing fee), the payment must be requested using the procedures designated by the Purchase Committee and approved by the Principal. The requisitioning department is required to conduct significant due

diligence on the bidders or potential providers in order to ascertain the supplier's ability to perform under the contract and particularly so if pre-payment is involved. Deposits or payment made to suppliers that fail to perform are the risk of the requisitioning department.

5.4 Receipt of Goods Acknowledgment

Departments are responsible for verifying the actual receipt of goods and services in the manner designated by the Purchase Committee. Individuals acknowledging the receipt of goods are confirming that the purchased goods and services have been received in the nature, quality and quantity ordered. In addition to the original requestor, the Department Head is responsible for assuring that receipt verification occurs and is documented according to the Purchase Committee's procedures. Receipt must be verified by a representative of the department benefiting from the goods or service and responsible for the budget before any payment will be issued to the supplier.

5.5 Disposal of Surplus Material and Equipment

Only the Principal is authorized to arrange for disposal of surplus material and equipment by internal transfer, trade-in, auction (online or otherwise), negotiated sale, a donation to a not-for-profit entity or trash. No other employee should remove any property of the college from its designated spot on campus, without written consent from the Principal. The Purchase Committee is responsible for ensuring (1) the most appropriate and cost-effective disposition method is used, (2) Grant-funded items are dealt with in accordance with the grant's requirements, (3) the disposition of all computers and other equipment that may store proprietary or sensitive information is appropriately managed by the Information Technology Services department, and (4) the college's list of capital assets is current and accurate.

When there are items (e.g., furniture pieces, equipment, etc.) a department wishes to remove from their area or are being under-utilized, the Purchase Committee should be called to manage the process. If an item is still usable, it will be stored for use by other departments on campus. Items placed in surplus storage are not kept for a specific department but can be given to any department in need.

5.6 Maintenance Policy

College has established a system for maintenance and utilizing physical facilities like computer laboratories, library, sports equipment, classrooms, electronics and electrical equipment etc. HODs of different departments prepare their annual budget and get them approved from the Principal and the Managing Committee of the college. Budgets are also prepared for organizing various academic and non-academic activities. This document provides a framework of assigned responsibilities for maintenance and utilization of infrastructure in the best possible way.

- The Cleaning of the corridors, office, laboratories, staff rooms, toilet blocks and library is outsourced.

- General cleanliness of the college campus, classrooms, laboratories, library, toilets etc. is undertaken regularly and supervised by the Vigilance, Safety and General Discipline committee. Classrooms along with fixtures are maintained by the class IV employees and supervised by the teaching staff from time to time. Students are also mentored to make conscious effort in upkeep of the classroom furniture and facilities.

- The services of plumber, electrician, carpenter, and computer analyst are available round the clock on call. Maintenance of water plumbing, plants, sewage and drainage is undertaken by from time to time.

- A Complaint log-book is kept in the college office to record routine problems of electricity, water and general infrastructure. All the complaints entered in this register are attended by the caretaker and the coordinator on a very regular basis.

- ICT facilities of the college are maintained by the teaching, technical and supporting staff of the computer labs. College has an arrangement with all service providers to call them whenever required and AMCs are done for all expensive equipment.

- Inhouse engineer is appointed to regularly maintain lab and office PCs.

- Stock register, log books are maintained by the respective laboratories to report entries and defects arising for rectification and repair. All major repairs are identified and outside expertise is sought for the repair with prior permission of the principal.

- Annual stock taking for college furniture, hostel furniture, lab equipment, stationary, sports equipment NSS and other assets is done by the designated faculty at the end of the session and a consolidated report is submitted in the office for necessary action.

- For writing-off of obsolete/damaged equipment, 'Purchase Committee' is in place. Obsolete items are written off by following a planned procedure after getting a report from stock taking committee and the same is entered in the stock register.
- The sports equipment, playgrounds and various courts are supervised and maintained by the 'Gymkhana Committee'.
- 'Library committee' is in place for smooth functioning of the library.
- Proper cleaning, fumigation and exposure to sunlight are regularly taken up to reduce the risk of insects on documents in the library and administration office. Repellents are used to save the precious document from rats.
- Green environment aspects like college gardens, pots, trees and green area are maintained by the college gardeners and NSS volunteers as a regular activity.
- Water coolers, photocopier, etc. are also available in the campus. The college is always keen on adding to the facilities that can be provided to the students to improve upon their learning experience.
- Fire extinguishers are in place at all prominent sites in the college. An annual inspection of the equipment is exercised to make sure that the system is intact and there are no vulnerabilities.

  Safety of students has been one of the primary concerns of the college and to ensure that there is no untoward incident, CCTV cameras have been installed at all significant locations. The monitoring is done from the office of the Principal. A daily check is exercised to ensure proper functioning of the CCTV cameras and immediate measure are taken in wake of any issue relating to the cameras.

The Principal is authorized to execute and deliver any and all written agreements and contracts to which the college may wish to become a party.

The Principal is authorized to execute and deliver any and all written agreements and contracts relating to human resources, organizational development, labour relations separation agreement or severance arrangements and legal services within the purview of the Principal.

The Principal is the official designee of the Management and is hereby authorized to execute purchase orders that obligate Mulund College of Commerce for the procurement of goods or services.

Commitments by unauthorized persons will not be honoured by the college, and therefore the individual has created a personal obligation to the supplier. Violation of the authorities noted above may lead to disciplinary action. Material or repeated violations will lead to disciplinary action up to and including termination of employment.

The Principal is authorised for purchases up to ₹ 10,000. Purchases above ₹ 10,000 require the approval from the college Standing Committee.

Future modifications to this Purchasing Policy may be made by the Principal. Modifications to any purchasing-related procedure, forms or online tools may be made by the Principal.

6. Committees for policy implementation

A committee is constituted by the Principal at the beginning of the year. This committee will hold office for a period of 2 years. It will have representation of teachers from all departments. This policy shall be implemented and reviewed by the committee at least once in a year. The Committee will have adequate representation from teaching as well as administrative staff.

7. Impact of the policy on processes

This policy has a bearing on processes D1 & D7 and also administration and accounting processes. This Purchasing Policy is intended to work in conjunction with other policies of the college. It will need to be read in conjunction with other policies such as Sports and Physical Education (D2), IT Policy (D3), Library Policy (D5) and Safety Policy (D4). Nothing in this policy should be interpreted as negating or overriding these other policies. Any situations arising where there may seem to be a conflict among policies, the Principal should be consulted for clarification.

D2. Gymkhana policy

1. Importance

Sports shape personality of an individual and physical exercises help in building and maintaining fitness of body and mind. Amidst plethora of career opportunities that the young generation has, career in sports is also becoming a lucrative option. Institutes of higher education are places where the young sports enthusiasts chisel out into a fine sportsperson.

Mulund College of Commerce has carved out 15 Shiv Chhatrapati Awardee in sports like Table Tennis, Chess, Football, Swimming, Badminton and Hockey and has also groomed some sportspersons of international acclaim. This policy would help to excel further by identifying the key areas for development and streamlining the processes.

2. Purpose and objectives

1. To draw interest of students towards sports and physical fitness.
2. To give fair opportunities to students to acquire skills and hone talents in the arena of sports.
3. To encourage students towards participation in various sports events.
4. To make fair selection of students for various university, district and regional level tournaments.
5. To coach students and build competitiveness as a sports player.
6. To forge collaboration with sports academies and facility centres for better access to sports infrastructure and coaching for our students.
7. To organise intra and inter-collegiate sports events.
8. To guide students about various financial assistance available for sportspersons.
9. To maintain a well-equipped Gymkhana.
10. To organise annual sports prize distribution function.
11. To introduce sports as a means of recreation to the staff and the students alike.

3. Scope of the policy

The policy shall be applicable to the staff and the enrolled students of the college. The policy will cover all the sports which are organised by University of Mumbai, Government of Maharashtra and Government of India. Private sports associations and events shall receive response from college on case to case basis and as per the approval of the Principal.

4. Rules, guidelines and regulations relevant to this policy

University of Mumbai or Government has not prescribed any specific rule for gymkhana. It issues circulars and guidelines from to time. Maharashtra Public Universities Act, 2016 has laid down detailed procedure to be followed for gymkhana at University level. The policy will work within the ambit of Maharashtra Public Universities Act, 2016 and guidelines of University as released from time to time.

5. Key aspects of policy

1. The Principal of the college shall constitute a Gymkhana Committee.
2. The committee shall meet at least once in each semester to discuss and plan the functioning of the board of sports and physical education.
3. The fairness in selection for various sports events shall be maintained by giving wide publicity to the selection procedure and selection schedule. University and government sports events shall receive priority over events organised by colleges.
4. Gymkhana Secretary shall be selected from among the students meeting the eligibility criteria and showing interest in shouldering the responsibility of smooth functioning of sports activities.
5. The sports having reasonable participation shall be represented by secretaries for those sports.
6. Annual Sports Day/Week shall be organised under the guidance of the Principal.
7. A stock of all the sports and gymkhana utilities (articles and equipment) shall be maintained and verified at the end of each academic year.

8. The requirements of sports utilities should be fulfilled by making the purchases at the beginning of each academic year. The committee shall also help in preparing budget for sports whenever asked by the Principal.

9. A log book of all the individuals accessing sports and gymkhana facilities should be maintained either digitally or manually.

10. For sports where there would be reasonable participation of student/s, coaches should be hired to give professional training.

11. Any lapse of academic participation on account of necessary & authorised practice or participation in sports shall be duly communicated to attendance committee, exam committee or class teacher, as and when applicable.

12. The director, Sports and physical education shall assist the admission committee in the admission of students under sports quota.

13. The Director, Sports and Physical Education shall maintain all the documents pertaining to the functioning of the Board and its decisions. The Director shall also ensure a smooth handover whenever there would be a change in the composition of the committee. Proactive efforts shall be made towards transition to secure digital record keeping.

6. Board for policy implementation

The composition of the Gymkhana Committee members shall be decided by the Principal of the college. It will be effective for two years, as per the guidelines laid down in the Maharashtra Universities Act, 2016 as amended from time to time. Composition of the Committee shall be as follows:

➢ Chairperson
➢ Director, Sports and Physical Education
➢ Teachers as Board members (Three to eight)
➢ At least one Female teacher

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7. Impact of the policy on processes

This policy relates to D2. Sports and Physical Education. It has its impact on the processes of maintaining safety in the campus (D4) and providing and maintaining infrastructure (D1). It will also govern the following processes:

1. Better and fair participation of students in sports events.
2. Building of holistic environment for nurturing fine sportsperson.
3. Improving the sports and gymkhana infrastructure and facilities of college.
4. Motivating students and faculties towards adopting sports and physical exercises as a means of improving physical and mental fitness.

D3. Policy on information technologies

1. Importance

In this digital eon, Information Technology (IT) services stand to be among the most crucial utilities for any educational institution and research organization. At the same time, avoiding inappropriate or illegal internet usage or software is the need of the hour. Such technical incongruities create risks for our organization's lawfulness and repute. IT upholds the responsibility to handle and safeguard the organization against these cyber misconducts.

Last two decades have seen an exponential growth in number of the active users for the networking utilities as well as various web-based applications. IT ensures an effective management of these by implementing various functionalities such as firewall security, Proxy, DHCP, DNS, email, web application servers etc. Effective internet management is critical as too many concurrent users create stress on the internet bandwidth available. Non-essential downloads may clog the traffic, resulting in poor Quality of Service (QoS) thus affecting the genuine clients and users of the applications. PTVA's Mulund College of Commerce (MCC) focuses on efficient utilization of the internet bandwidth so as to ensure full-time access and availability to the stakeholders.

Security from viruses, worms, trojans and various other cyber-attacks needs to be addressed proficiently as they may compromise critical systems and data stored in files or on server. Effects of such cyber miscreants may range from as simple as damage or corruption of a file to as severe as bringing down the entire network to a standstill. Users fall prey to such malwares through easy infectious links sent via email which may cause a forced encryption or an entire lockdown of the IT equipment. If not prevented well in advance, a considerable amount of crucial time needs to be spent on the restoring activity of the workstation being attacked.

IT needs to secure the systems and network by incorporating and implementing various steps such as installing firewalls and monitoring logs through automated tools,

having access control mechanisms and use of AI to optimise prevention of virus intrusion and content filtering software at the perimeter gateway.

All this is ensured precisely with the help of a clearly defined IT policy in place otherwise it is extremely difficult to convince users about the steps that are taken for managing the network and systems. Many a times users tend to feel that such restrictions are unwarranted, unjustified and infringing the freedom of use. Almost all the organizations today have an effective IT policy implemented in their respective institutions. This is true for the educational institutions worldwide. In absence of strong management policies, IT security measures will not be effective and not necessarily align with institution's objectives and goals. Hence, policies and guidelines form the foundation of the Institution's security management programme.

Effective policies warrant and exhibit institution's conscientiousness; often necessary in the event of an IT audit or litigation. Hence, it is important to have a well-defined and formal IT policy in order to maintain, secure, and ensure legal and appropriate use of Information technology infrastructure established by MCC on the campus. Our IT usage policies outline our thought process for using internet connection, network and all the IT equipment in the college campus.

This policy establishes strategies and responsibilities for protecting the confidentiality, integrity, access control and availability, which are the core principles of security, of the information assets that are accessed, created, managed, and/or controlled by MCC. Information assets addressed by the policy include data, information systems, computers, network devices, intellectual property, as well as documents and verbally communicated information (via VOIP) within the campus network.

Policies also serve as outlines that help the institution to implement security measures effectually and proficiently. An agile security policy is as necessary to a good information security program as a solid foundation to the building.

Hence, MCC also is proposing to have its own IT Policy that works as guidelines for using the MCC's computing facilities including computer hardware, software, email,

information resources, network - intranet and Internet access facilities, collectively called "IT POLICY".

2. Purpose and objectives

Availability and quality of information in an enterprise are determined by the type of IT infrastructure and implementation strategy for IT policy. Only a cost-effective IT infrastructure that focuses on a set of well-defined objectives of the IT policy can serve the broad objective of managerial effectiveness.

Important objectives of IT policy for a modern enterprise have been defined below:

1. To provide IT infrastructure that would enable the users identify opportunities, improve performance, and understand business environment.
2. To develop and preserve information as corporate resource and to offer infrastructure to ensure coherent access for users to complete, concise and timely information.
3. To develop mechanisms to provide authorised access to data, ensure data security.
4. To formulate a system for having a periodical back up of data of the current year.
5. To conduct Information System Audit periodically
6. To identify the need for and develop mechanism for retrieval of data and authorisation of retrieval of data.
7. To make strategies for Institutional continuity planning and disaster recovery

3. Scope of the policy

People to Whom Policy Applies: This Policy applies to everyone who accesses college IT resources, whether affiliated with the college or not, whether on campus or from remote locations, including but not limited to students, faculty, staff, contractors, consultants, temporary employees, guests, and volunteers. By accessing college IT resources, the user agrees to comply with this Policy.

The policy in general would apply to:

- Stakeholders on campus or off campus
- Students: UG, PG, Research
- Faculty
- Administrative Staff (Non-Technical / Technical)
- Higher Authorities and Officers
- Guests

Definition of Information Technology Resources: Information Technology Resources for purposes of this policy include, but are not limited to, college-owned transmission lines, networks, wireless networks, servers, exchanges, internet connections, terminals, applications, and personal computers. Information Technology resources include those owned by the college and those used by the college under license or contract, including but not limited to information recorded on all types of electronic media, computer hardware and software, paper, computer networks, and telephone systems. Information Technology resources also include, but are not limited to, personal computers, servers, wireless networks and other devices not owned by the college but intentionally connected to the college-owned Information Technology resources (other than temporary legitimate access via the world wide web access) while so connected.

4. Rules, guidelines and regulations relevant to this policy

This policy document has been prepared keeping in view various rules, guidelines and regulations that have a bearing on contents of this policy. The policy has been formulated as per the The Information Technology Act, 2000 and its amendments from time to time. There is no statutory Act laying down rules for the Institution.

5. Key aspects of policy

5.1 IT Hardware Installation Policy

college network user community needs to observe certain precautions while getting their computers or peripherals installed so that he/she may face minimum inconvenience due to interruption of services due to hardware failures. For better clarity, certain terms have been defined and key areas have been identified in the hardware installation:

A. Primary User

An individual in whose room the computer is installed and is primarily used by him/her, is considered to be "primary" user. If a computer has multiple users, none of whom are considered the "primary" user, the department Head should make an arrangement and make a person responsible for compliance.

B. End User Computer Systems

Apart from the client PCs used by the users, the college will consider servers not directly administered by Internet Unit, as end-user computers. If no primary user can be identified, the department must assume the responsibilities identified for end-users. Computer systems, if any, that are acting as servers which provide services to other users on the Intranet/Internet though registered with the Internet Unit, are still considered under this policy as "end-users" computers.

C. Warranty & Annual Maintenance Contract

Computers purchased by any section/department/project should preferably be with 3-year on-site comprehensive warranty. After the expiry of warranty, computers should be under annual maintenance contract. Such maintenance should include OS re-installation and checking virus related problems also.

D. Power Connection to Computers and Peripherals

All the computers and peripherals should be connected to the electrical point strictly through UPS. Power supply to the UPS should never be switched off, as continuous power supply to UPS is required for battery recharging. Further, these UPS systems should be connected to the electrical points that are provided with proper earthing and have properly laid electrical wiring.

E. Network Cable Connection

While connecting the computer to the network, the connecting network cable should be away from any electrical/electronic equipment, as they interfere with the network communication. Further, no other electrical/electronic equipment should be shared with the power supply from where the computer and its peripherals are connected.

F. **File and Print Sharing Facilities**

File and print sharing facilities on the computer over the network should be installed only when it is absolutely required. When files are shared through network, they should be protected with password and also with read only access rule.

G. **Shifting Computer from one location to another**

Computer system may be moved from one location to another with prior written intimation to the Internet Unit, as Internet Unit maintains a record of computer identification names and corresponding IP address. Such computer identification names follow the convention that it comprises building name abbreviation and room number. As and when any deviation (from the list maintained by Internet Unit) is found for any computer system, network connection would be disabled and same will be informed to the user by email/phone, if the user is identified . When the end user meets the compliance and informs Internet Unit in writing/by email, connection will be restored.

H. **Maintenance of computer systems provided by the college**

For all the computers that were purchased by the college centrally and distributed, IT department will attend the complaints related to any maintenance related problems. **Noncompliance**

MCC faculty, staff, and students not complying with this computer hardware installation policy may leave themselves and others at risk of network related problems which could result in damaged or lost files, inoperable computers resulting in loss of productivity. An individual's non-compliant computer can have significant, adverse effects on other individuals, groups, departments, or even whole college. Hence it is critical to bring all computers into compliance as soon as they are recognized not to be.

I. **Internet Unit/Computer Centre Interface**

Internet Unit upon finding a non-compliant computer affecting the network, will notify the individual responsible for the system and ask that it be brought into compliance. Such notification will be done via email (and by telephone) and a copy of the notification will be sent to the Computer Centre, if applicable. The individual user will follow-up the notification to be certain that his/her computer gains necessary compliance. The Internet Unit will provide guidance as needed for the individual to gain compliance.

5.2 Software Installation and Licensing Policy

For computer purchases made by individual departments/projects, the respective department /project should make sure that such computer systems have all licensed software (operating system, antivirus software and necessary application software) installed.

Respecting the anti-piracy laws of the country, IT policy does not allow any pirated/unauthorized software installation on the college owned computers and the computers connected to the college campus network. In case of any such instances, college will hold the department/individual personally responsible for any pirated software installed on the computers located in their department/individuals' rooms.

A. Operating System and its Updating

1. Individual users should make sure that respective computer systems have their OS updated in respective of their service packs/patches, through Internet. This is particularly important for all MS Windows based computers (both PCs and Servers). Updating OS by the users helps their computers in fixing bugs and vulnerabilities in the OS that were periodically detected by Microsoft (MS) for which it provides patches/service packs to fix them. Checking for updates and updating of the OS should be performed at least once in a week or so.

2. All MS Windows OS based computer that is connected to the network should access http://windowsupdate.microsoft.com web site for free updates. Such updating should be done at least once in a week. Even if the systems are configured for automatic updates, it is users' responsibility to make sure that the updates a being done properly.

B. Antivirus Software and its updating

1. Computer systems used in the college should have anti-virus software installed, and it should be active at all times. The primary user of a computer system is responsible for keeping the computer system compliant with this virus protection policy.

2. Individual users should make sure that respective computer systems have current virus protection software installed and maintained.

3. He/she should make sure that the software is running correctly. It may be noted that any antivirus software that is running on a computer, which is not updated or not renewed after its warranty period, is of practically no use. If these responsibilities appear beyond the end user's technical skills, the end-user is responsible for seeking assistance from any service-providing agency.

C. Backups of Data

Individual users should perform regular backups of their vital data. Virus infections often destroy data on an individual's computer. Without proper backups, recovery of destroyed files may be impossible.

Preferably, at the time of OS installation itself, one can have the computer's hard disk partitioned into two volumes typically C and D. OS and other software should be on C drive and user's data files on the D drive. In case of any virus problem, generally only C volume gets corrupted. In such an event formatting only one volume, will protect the data loss. However, it is not a fool proof solution. Apart from this, users should keep their valuable data either on CD or other storage devices such as pen drives.

D. Noncompliance

MCC faculty, staff, and students not complying with this computer security policy leave themselves and others at risk of virus infections which could result in damaged or lost files or inoperable computers resulting in loss of productivity, risk of spread of infection to others, and confidential data being revealed to unauthorized persons.

An individual's non-compliant computer can have significant adverse effects on other individuals, groups, departments, or even whole college. Hence it is critical to bring all computers into compliance as soon as they are recognized not to be.

E. Internet Unit/Computer Centre Interface

Internet Unit upon finding a non-compliant computer will notify the individual responsible for the system and ask that it be brought into compliance. Such notification

will be done via email (and by telephone) and a copy of the notification will be sent to the Computer Centre. The individual user will follow-up the notification to be certain that his/her computer regains necessary compliance. The Internet Unit will provide guidance as needed for the individual to regain compliance.

5.3 Network (Intranet & Internet) Use Policy

Network connectivity provided through the college, referred to hereafter as "the Network", either through an authenticated network access connection or a Virtual Private Network (VPN) connection, is governed under the IT Policy. The Communication & Information Services (Internet Unit) is responsible for the ongoing maintenance and support of the Network, exclusive of local applications. Problems within the college's network should be reported to Internet Unit.

A. IP Address Allocation

Any computer (PC/Server) that will be connected to the college network, should have an IP address assigned by the Internet Unit. Following a systematic approach, the range of IP addresses that will be allocated to each floor is decided. So, any computer connected to the network from that building will be allocated IP address only from that address pool. Further, each network port in the room from where that computer will be connected will have binding internally with that IP address so that no other person uses that IP address unauthorizedly from any other location.

As and when a new computer is installed in any location, the concerned user can download the application form available for the purpose of IP address allocation and fill it up and get the IP address from the Internet Unit.

An IP address allocated for a particular computer system should not be used on any other computer even if that other computer belongs to the same individual and will be connected to the same port. IP addresses are given to the computers but not to the ports. IP address for each computer should be obtained separately by filling up a requisition form meant for this purpose.

B. Dynamic Host Configuration Protocol (DHCP) and Proxy Configuration by Individual Departments /Sections/ Users

Use of any computer at end user location as a DHCP server to connect to more computers through an individual switch/hub and distributing IP addresses (public or private) should strictly be avoided, as it is considered absolute violation of IP address

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allocation policy of the college. Similarly, configuration of proxy servers should also be avoided, as it may interfere with the service run by Internet Unit.

Even configuration of any computer with additional network interface card and connecting another computer to it is considered as proxy/DHCP configuration.

Non-compliance to the IP address allocation policy will result in disconnecting the port from which such computer is connected to the network. Connection will be restored after receiving written assurance of compliance from the concerned department/user.

C. Running Network Services on the Servers

Individual departments/individuals connecting to the college network over the LAN may run server software e.g. HTTP/Web server, SMTP server, FTP server, only after bringing it to the knowledge of the Internet Unit in writing and after meeting the requirements of the IT policy for running such services. Non-compliance with this policy is a direct violation of the IT policy, and will result in termination of their connection to the Network.

Internet Unit takes no responsibility for the content of machines connected to the Network, regardless of those machines being college or personal property.

Internet Unit will be constrained to disconnect client machines where potentially damaging software is found to exist.

A client machine may also be disconnected if the client's activity adversely affects the network's performance.

Access to remote networks using college's network connection must be in compliance with all policies and rules of those networks. This applies to any and all networks to which the college Network connects. college network and computer resources are not to be used for personal commercial purposes.

Network traffic will be monitored for security and for performance reasons at Internet Unit.

Impersonation of an authorized user while connecting to the network is in direct violation of this policy and will result in the termination of the connection.

D. Dial-up/Broadband Connections

Computer systems that are part of the college's campus-wide network, whether college's property or personal property, should not be used for dial-up/broadband connections, as it violates the college's security by way of bypassing the firewalls and other network monitoring servers. Non-compliance with this policy may result in withdrawing the IP address allotted to that computer system.

E. Wireless Local Area Networks

1. This policy applies, in its entirety, to Institution, department, or division wireless local area networks. In addition to the requirements of this policy, departments must register each wireless access point with Internet Unit including Point of Contact information.

2. Departments must inform Internet Unit for the use of radio spectrum, prior to implementation of wireless local area networks.

3. Departments must not operate wireless local area networks with unrestricted access. Network access must be restricted either via authentication or MAC/IP address restrictions. Passwords and data must be encrypted.

4. This policy applies, in its entirety, to department wireless local area networks/broadband connectivity within the academic complex. In addition to the requirements of this policy, departments must register each wireless access point with Internet Unit including Point of Contact information.

5. Obtaining Broadband connections and using the computers alternatively on the broadband and the college campus-wide network is direct violation of the college's IT Policy. IT Policy does not allow broadband connections within the academic complex.

6. Departments must secure permission for the use of radio spectrum from Internet Unit prior to implementation of wireless local area networks.

7. Departments must not operate wireless local area networks with unrestricted access. Network access must be restricted either via authentication or MAC/IP address restrictions. Passwords and data must be encrypted.

F. Internet Bandwidth obtained by Other Departments

Internet bandwidth acquired by any section, department of the college under any research programme/project should ideally be pooled with the college's Internet bandwidth and be treated as college's common resource.

Under particular circumstances, which prevent any such pooling with the college Internet bandwidth, such network should be totally separated from the college's campus network. All the computer systems using that network should have separate IP address scheme (private as well as public) and the college gateway should not be specified as alternative gateway. Such networks should be adequately equipped with necessary network security measures as laid down by the IT policy. One copy of the network diagram giving the details of the network design and the IP address schemes used may be submitted to Internet Unit.

Non-compliance to this policy will be direct violation of the college's IT security policy.

5.4 Email Account Use Policy

In an effort to increase the efficient distribution of critical information to all faculty, staff and students, and the college's administrators, it is recommended to utilize the college's e-mail services, for formal college communication and for academic and other official purposes.

E-mail for formal communications will facilitate the delivery of messages and documents to campus and extended communities or to distinct user groups and individuals. Formal college communications are official notices from the college to faculty, staff and students. These communications may include administrative content, such as human resources information, policy messages, general college messages, official announcements, etc.

To receive these notices, it is essential that the e-mail address be kept active by using it regularly. Staff and faculty may use the email facility by logging on to https://outlook.live.com/ with their User ID and password. For obtaining the college's email account, user may contact Internet Unit for email account and default password by submitting an application in a prescribed proforma.

Users may be aware that by using the email facility, the users are agreeing to abide by the following policies:

1. the facility should be used primarily for academic and official purposes and to a limited extent for personal purposes.
2. using the facility for illegal/commercial purposes is a direct violation of the college's IT policy and may entail withdrawal of the facility. The illegal use includes, but is

not limited to, the unlicensed and illegal copying or distribution of software, sending of unsolicited bulk e-mail messages. And generation of threatening, harassing, abusive, obscene or fraudulent messages/images.

3. while sending large attachments to others, user should make sure that the recipient has email facility that allows him to receive such large attachments.

4. User should keep the mail box used space within about 80% usage threshold, as 'mail box full' or 'mailbox almost full' situation will result in bouncing of the mails, especially when the incoming mail contains large attachments.

5. User should not open any mail or attachment that is from unknown and suspicious source. Even if it is from known source, and if it contains any attachment that is of suspicious nature or looks dubious, user should get confirmation from the sender about its authenticity before opening it. This is very much essential from the point of security of the user's computer, as such messages may contain viruses that have potential to damage the valuable information on your computer.

6. Users should configure messaging software (Outlook Express/Netscape messaging client etc.,) on the computer that they use on permanent basis, so that periodically they can download the mails in the mailbox on to their computer thereby releasing the disk space on the server. It is user's responsibility to keep a backup of the incoming and outgoing mails of their account.

7. User should not share his/her email account password with others, as the individual account holder is personally held accountable, in case of any misuse of that email account.

8. User should refrain from intercepting, or trying to break into others' email accounts, as it is infringing the privacy of other users.

9. While using the computers that are shared by other users as well, any email account that was accidentally left open by another user, should be promptly closed without peeping into its contents, by the user who has occupied that computer for its use.

10. Impersonating email account of others will be taken as a serious offence under the college IT security policy.

11. It is ultimately each individual's responsibility to keep their e-mail account free from violations of college's email usage policy.

12. Any Spam mail received by the user into INBOX should be forwarded to spam@mccmulund.ac.in

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13. Any mail wrongly stamped as SPAM mail should be forwarded to wrongspam@mccmulund.ac.in

14. All the mails detected as spam mails go into SPAM_MAIL folder of the respective users' mail accounts. Users are requested to open these folders periodically to check any important mail wrongly stamped as SPAM mail and went into this folder. If so, user may forward that mail ID to netadmin@mccmulund.ac.in for necessary action to delete from the spam mail category. It is recommended to empty this folder as frequently as possible.

The above laid down policies particularly 1 to 11 are broadly applicable even to the email services that are provided by other sources such as Hotmail.com, Yahoo.com etc., as long as they are being used from the college's campus network, or by using the resources provided by the college to the individual for official use even from outside.

5.4 Web Site Hosting Policy

Official Pages

Sections, departments, and Associations of Teachers/Employees/Students may have pages on MCC's Intranet Channel of the official Web page.

Official Web pages must conform to the college Web Site Creation Guidelines for Web site hosting.

As on date, the college's webmaster is responsible for maintaining the official web site of the college viz., https://www.mccmulund.ac.in only.

Personal Pages:

The college computer and network infrastructure is a limited resource owned by the college. It is recognized that each individual faculty will have individual requirements for his/her pages. Hence, faculty may have their personal pages linked to official web site of the college by sending a written request to Internet Unit giving the details of the hyperlink of the URL that he/she wants to be added in the official web site of the college. However, illegal or improper usage will result in termination of the hyperlink. The contents of personal pages must not violate any applicable laws and regulations, must not constitute a copyright or trademark infringement, must not be used for commercial purposes, must not be used for political lobbying, and must not otherwise

violate any local, state, or central government laws. Personal pages also will not include the hosting of pages for other individuals or groups.

Personal pages should explicitly mention that views expressed by him/her in their pages are exclusively their own and not that of the college.

Affiliated Pages:

Faculty may host Web pages for "affiliated" professional organizations on department Web servers as long as adequate support and resources are available. Affiliated professional organization maybe defined as organizations that may train or provide professional courses to the students as per rules defined by the institution from time to time. Prior approval from the competent administrative authority must be obtained for hosting such pages. Individual units reserve the right to discontinue the service and will provide reasonable advance notice to that affiliated organization.

Web Pages for eLearning:

Though the college does not have this facility as on this date, this Policy relates to future requirements for web pages for eLearning authored as a result of Teaching/Learning process. Faculty may have class materials (syllabi, course materials, resource materials, etc.) on the Web, linked through the appropriate department's pages.

Because majority of student pages will be published on the college's Web for eLearning, it must reflect the academic mission, and be careful that the published material is not misrepresentative in any way by conflicting with official MCC or other web sites. If a student publishes a fictional website or a website modelled after an existing institution or corporation, the site must be clearly identified as a class project.

The following are the storage and content requirements for class-generated student Web pages:

Servers:

It is recommended that pages be placed on the student information server, but pages developed for classes also may be placed on departmental servers or the main campus server meant for eLearning purpose.

Maintenance:

If the pages are published on the eLearning information server, they will be maintained under the default rules for personal eLearning pages

The instructor will maintain pages that are published on departmental servers or the main campus server meant for eLearning purpose.

Content Disclaimer:

The home page of every class-generated site will include the MCC Content

Disclaimer (for pages published on the eLearning information server, the content disclaimer should be generated automatically):

Class Information:

The home page of every class-generated site will contain the name of the class, the students' name, the date, and a link to the class home page.

Pages Generated by Class Groups:

Pages produced by class groups, if placed on the eLearning information server, will be placed on the server under the name of the designated group leader.

Official Pages:

If Web pages developed for eLearning become the part of the "official" MCC page, they must be removed from the eLearning information server, departmental servers as class-generated pages (students, can of course, link to their work from their personal student pages).

Student Web Pages:

Though the college does not have this facility as on this date, this policy relates to future requirements for personal student Web pages. Policies for student pages authored will be implemented once such facility is deployed. It is recognized that each individual student will have individual requirements for his/her pages. As the college's computer and network infrastructure is a limited resource owned by the college, only web pages of students related to their assignments will be accepted on the Students web pages. The contents of personal pages hosted by the students even on outside web site must not violate any applicable laws and regulations, must not constitute a copyright or trademark infringement, must not be used for commercial purposes, must

not be used for political lobbying, and must not otherwise violate any local, state, or central government laws.

The following are the storage and content requirements for personal student Web pages:

Servers:

Pages will be placed on the student information server.

Maintenance:

Pages published on the student information server will be maintained under the default rules for personal student pages.

Content Disclaimer:

Every personal page will include the MCC Content Disclaimer (the content disclaimer will be generated automatically):

Responsibilities for Those Maintaining Web Pages

Sections, departments and individuals are responsible for maintaining their own Web pages.

MCC Web pages (including personal pages) must adhere to the MCC Web Page

Standards and Design Guidelines and should be approved by MCC Web-pages Advisory Committee.

Policies for Maintaining Web Pages

Pages must relate to the college's mission.

Authors of official MCC and affiliated pages (not class-generated or personal) are required to announce their Web presence by sending an announcement to

webmaster@mccmulund.ac.in. Mails sent to this address will be placed in a MCC Public E-Mail Folder in the MCC's official web site. The announcement should include:

1. The URL.
2. A brief explanation of content or purpose of the pages (i.e., Web pages for an administrative or academic unit, etc.). The primary page must include a link to the MCC Home Page and, if applicable, contain additional links to the sponsoring organization or department.

5.5 college Database (of e-governance) Use Policy

This Policy relates to the databases maintained by the college administration under the college's e-governance.

Data is a vital and important college resource for providing useful information. Its use must be protected even when the data may not be confidential.

MCC has its own policies regarding the creation of database and access to information and a more generic policy on data access. Combined, these policies outline the college's approach to both the access and use of this college resource.

A. **Database Ownership**: PTVA's Mulund College of Commerce is the data owner of all the institutional data generated in the college.
B. **Custodians of Data**: Individual Sections or departments generate portions of data that constitute college database. They may have custodianship responsibilities for portions of that data.
C. **Data Administrators**: Data administration activities outlined may be delegated to some of the officers in that department by the data Custodian.
D. **MIS Components**: For the purpose of e-Governance, Management Information System requirements of the college may broadly be divided into seven categories. These are:
- Manpower Information Management System (MIMS)

- Students Information Management System (SIMS)
- Financial Information Management System (FIMS)
- Physical Resources Information Management System (PRIMS)
- Project Information Management System (PIMS)
- Library Information Management System (LIMS)
- Document Management and Information Retrieval System (DMIRS)

Here are some general policy guidelines and parameters for sections, departments and administrative unit data users:

1. The college's data policies do not allow the distribution of data that is identifiable to a person outside the college.
2. Data from the college's database including data collected by departments or individual faculty and staff, is for internal college purposes only.
3. One's role and function define the data resources that will be needed to carry out one's official responsibilities/rights. Through its data access policies, the college makes information and data available based on those responsibilities/rights.
4. Data directly identifying a person and his/her personal information may not be distributed in any form to outside persons or agencies, including all government agencies and surveys and other requests for data. All such requests are to be forwarded to the Office of the college Registrar.
5. Requests for information from any courts, attorneys, etc. are handled by the Registrar Office of the college and departments should never respond to requests, even with a subpoena.
6. All requests from law enforcement agencies are to be forwarded to the Office of the college Registrar for response. At no time may information, including that identified as 'Directory Information', be released to any outside entity for commercial, marketing, solicitation or other purposes. This includes organizations and companies which may be acting as agents for the college or its departments.
7. Database users who repackage data for others in their unit must inform the recipients of the above data access issues.

Tampering of the database by the department or individual user comes under violation of IT policy. Tampering includes, but not limited to:

- Modifying/deleting the data items or software components by using illegal access methods. Modifying/deleting the data items or software components deliberately with ulterior motives even by authorized individuals/ departments.
- Causing database or hardware or system software crash thereby destroying the whole of or part of database deliberately with ulterior motives by any individual.
- Trying to break security of the Database servers.

Such data tampering actions by college member or outside members will result in disciplinary action against the offender by the college authorities.

If the matter involves illegal action, law enforcement agencies may become involved.

5.6 Responsibilities of Internet Unit

A. Campus Network Backbone Operations
1. The campus network backbone and its active components are administered, maintained and controlled by Internet Unit.
2. Internet Unit operates the campus network backbone such that service levels are maintained as required by the college sections and departments served by the campus network backbone within the constraints of operational best practices.
3. Internet Unit will consult with the client(s) to ensure that end-user requirements are being met while protecting the integrity of the campus network backbone.
4. It is not the policy of the college to actively monitor Internet activity on the network, it is sometimes necessary to examine such activity when a problem has occurred or when optimizing traffic on the college's Internet links.

B. Network Expansion
Major network expansion is also the responsibility of Internet Unit. Every 3 to 5 years, Internet Unit reviews the existing networking facilities, and need for possible expansion. Network expansion will be carried out by Internet Unit when the college makes the necessary funds available.

C. Wireless Local Area Networks
1. Where access through Fibre Optic/UTP cables is not feasible, in such locations Internet Unit considers providing network connection through wireless connectivity.

2. Internet Unit is authorized to consider the applications of sections or departments for the use of radio spectrum from Internet Unit prior to implementation of wireless local area networks.

3. Internet Unit is authorized to restrict network access to the sections and departments through wireless local area networks either via authentication or MAC/IP address restrictions.

D. Electronic logs

Electronic logs that are created as a result of the monitoring of network traffic need only be retained until the administrative need for them ends, ideally a period of 5 to 7 years is recommended, at which time they should be destroyed.

E. Global Naming and IP Addressing

Internet Unit is responsible to provide a consistent forum for the allocation of campus network services such as IP addressing and domain name services. Internet Unit monitors the network to ensure that such services are used properly.

F. Providing Net Access IDs and email Accounts

Internet Unit provides Net Access IDs and email accounts to the individual users to enable them to use the campus-wide network and email facilities provided by the college upon receiving the requests from the individuals on prescribed proforma.

G. Network Operation Centre

Internet Unit is responsible for the operation of a centralized Network Operation Control Centre. The campus network and Internet facilities are available 24 hours a day, 7 days a week. All network failures and excess utilization are reported to the Internet Unit technical staff for problem resolution .

Non-intrusive monitoring of campus-wide network traffic on routine basis will be conducted by the Internet Unit. If traffic patterns suggest that system or network security, integrity or network performance has been compromised, Internet Unit will analyse the net traffic offending actions or equipment are identified and protective restrictions are applied until the condition has been rectified or the problem has been resolved. In this process, if need be, a report will be sent to higher authorities in case the offences are of very serious nature.

H. Network Policy and Technology Standards Implementation

Internet Unit is authorized to take whatever reasonable steps are necessary to ensure compliance with this, and other network related policies that are designed to protect the integrity and security of the campus network backbone.

I. Receiving Complaints

Internet Unit may receive complaints from Computer Centre, if any of the network related problems are noticed by them during the course of attending the end-user computer systems related complaints. Such complaints should be by email/phone.

Internet Unit may receive complaints from the users if any of the user is not able to access network due to a network related problem at the user end. Such complaints may be generally through phone call to Internet Unit.

The designated person in Internet Unit receives complaints from the users/Computer Centre and coordinates with the user/service engineers of the network hardware or with internal technical team to resolve the problem within a reasonable time limit.

J. Scope of Service

Internet Unit will be responsible only for solving the network related problems or services related to the network.

K. Disconnect Authorization

Internet Unit will be constrained to disconnect any section or department from the campus network backbone whose traffic violates practices set forth in this policy or any network related policy. In the event of a situation where the normal flow of traffic is severely degraded by a section or department machine or network, Internet Unit endeavours to remedy the problem in a manner that has the least adverse impact on the other members of that network. If a section or department is disconnected, Internet Unit provides the conditions that must be met to be reconnected.

5.7 Responsibilities of college Computer Canter

A. Maintenance of Computer Hardware & Peripherals

Computer Centre is responsible for maintenance of the college owned computer systems and peripherals that are either under warranty or annual maintenance contract, and whose responsibility has officially been entrusted to this Cell.

B. Receiving Complaints

Computer Centre may receive complaints from Internet Unit, if any of the particular computer systems are causing network related problems.

Computer Centre may receive complaints from the users if any of the computer systems or peripherals that are under maintenance through them are having any problems.

The designated person in Computer Centre receives complaints from the users/Internet Unit of these computer systems and coordinates with the service engineers of the respective brands of the computer systems to resolve the problem within a reasonable time limit.

C. Scope of Service

Computer Centre will be responsible only for solving the hardware related problems or OS or any other application software that were legally purchased by the college and was loaded by the company.

D. Installation of Un-authorised Software

Computer Centre or its service engineers should not encourage installing any unauthorized software on the computer systems of the users. They should strictly refrain from obliging such requests.

E. Reporting IT Policy Violation Incidents

If Computer Centre or its service engineers come across any applications that are interfering with the network operations or with the IT policies of the college, such incidents should be brought to the notice of the Internet Unit and college authorities.

F. Reporting incidents related to Network Operations

When the network port of any particular computer system is turned off due to virus or related activity that is affecting the network performance, the same will be informed to the Computer Centre by Internet Unit. After taking necessary corrective action Computer Centre or service engineers should inform Internet Unit about the same, so that the port can be turned on by them.

G. Rebuilding the Computer System

When the service engineers reformat the computer systems and re-install OS and other application software, care should be taken to give the same hostname, IP address, network mask, gateway as it was having earlier. Further, after installing the

OS all the patches/latest service pack should also be properly installed. In case of anti-virus software, service engineers should make sure that its latest engine and pattern files are also downloaded from the net.

Further, before reformatting the hard disk, dump of only the data files should be taken for restoring it back after proper re-installation. Under no circumstances, software files from the infected hard disk dump should be used to write it back on the formatted hard disk.

H. Coordination with Internet Unit

Where there is an element of doubt as to a particular problem on the computer connected to the network is related to the network or the software installed or hardware malfunctioning, Computer Centre/service engineer may coordinate with Internet Unit staff to resolve the problem with joint effort. This task should not be left to the individual user.

5.8 Responsibilities of Department or Sections

A. User Account

Any Centre, department, or Section or other entity can connect to the college network using a legitimate user account (Net Access ID) for the purposes of verification of affiliation with the college. The user account will be provided by Internet Unit, upon filling up the prescribed application form and submitting it to Internet Unit.

Once a user account is allocated for accessing the college's computer systems, network, mail and web services and other technological facilities, that account holder is personally responsible and accountable to the college for all the actions performed using that user account. Hence, users are advised to take reasonable measures such as using complex passwords, not sharing the passwords with others, not writing down the password at a place which is accessible to others, changing the passwords frequently and keeping separate passwords for Net Access Id and for email account ID) to prevent un-authorised use of their user account by others.

As a member of PTVA's Mulund College of Commerce community, when using the college's network facilities and its user account, it becomes user's duty to respect the college's reputation in all his/her electronic dealings within as well as outside the college.

It is the duty of the user to know the IT policy of the college and follow the guidelines to make proper use of the college's technology and information resources.

B. Logical Demarcation of Department/ Section/Division Networks

In some cases, section or department might have created an internal network within their premises. In such cases, the section or department assumes responsibility for the network service that is provided on all such internal networks on the section or department side of the network backbone. The section or department is also responsible for operating the networks on their side of the network backbone in a manner that does not negatively impact other network segments that are connected to the network backbone.

Each section or department should identify at least one person as a point of contact and communicate it to Internet Unit and Computer Centre so that Internet Unit or Computer Centre can communicate with him or her directly in case of any network/system related problem at its end.

C. Supply of Information by section or department for publishing on /updating the MCC Web Site

All sections or departments should provide updated information concerning them periodically (at least once in a month or earlier).

Hardcopy of such information duly signed by the competent authority at section or department level, along with a softcopy to be sent to the webmaster operating from Internet Unit. This policy is applicable even for advertisements/tender notifications published in newspapers, and the events organized by section or department.

Links to any web pages that have to be created for any specific purpose or event for any individual section or department or faculty can be provided by the webmaster upon receiving the written requests. If such web pages have to be directly added into the official web site of the college, necessary content pages (and images, if any) have to be provided by the respective department or individual in a format that is exactly compatible with the existing web design/format. Further, such requests along with the soft copy of the contents should be forwarded to the Principal.

D. Security

In connecting to the network backbone, a section or department agrees to abide by this Network Usage Policy under the college IT Security Policy. Any network security incidents are resolved by coordination with a Point of Contact (POC) in the originating department. If a POC is not available to contact, the security incident is resolved by disconnecting the offending computer from the network till the compliance is met by the user/POC.

E. Preservation of Network Equipment and Accessories

Routers, switches, fibre optic cabling, UTP cabling, connecting inlets to the network, racks, UPS, and their batteries that are installed at different locations by the college are the property of the college and are maintained by Internet Unit.

Tampering of these items by the department or individual user comes under serious violation of IT policy and would be dealt with severely. Tampering includes, but not limited to:

- Removal of network inlet box.
- Removal of UTP cable from the room.
- Opening the rack and changing the connections of the ports either at jack panel level or switch level.
- Taking away the UPS or batteries from the switch room.
- Disturbing the existing network infrastructure as a part of renovation of the location

Internet Unit will not take any responsibility of getting them rectified and such tampering may result in disconnection of the network to that segment or the individual, until the compliance is met.

F. Additions to the Existing Network

Any addition to the existing network done by section, department or individual user should strictly adhere to the college network policy and with prior permission from the competent authority and information to Internet Unit.

College Network policy requires following procedures to be followed for any network expansions:

- All the internal network cabling should be of CAT 6 UTP.
- UTP cabling should follow structured cabling standards. No loose and dangling UTP cables be drawn to connect to the network.

- UTP cables should be properly terminated at both ends following the structured cabling standards.

- Only managed switches should be used. Such management module should be web enabled. Using unmanaged switches is prohibited under Institute's IT policy. Managed switches give the facility of managing them through web so that Internet Unit can monitor the health of these switches from their location. However, the hardware maintenance of so expended network segment will be solely the responsibility of the section/department/individual member. In case of any network problem created by any computer in such network, if the offending computer system is not locatable due to the fact that it is behind an unmanaged hub/switch, the network connection to that hub/switch will be disconnected, till compliance is met by the user/department.

- As managed switches require IP address allocation, the same can be obtained from Internet Unit on request.

G. Structured Cabling as a part of New Buildings

All the new buildings that will be constructed in the academic complex here onwards should have the structured cabling included in their building plans like any other wiring such as electrical and telephone cabling, for LAN as a part of the building layout plan. Engineering branch may make provisions in their designs for at least one network point in each room. All such network cabling should strictly adhere to the structured cabling standards used for Local Area Networks.

H. Campus Network Services Use Agreement

The "Campus Network Services Use Agreement" should be read by all stakeholders of the college who seek network access through the college campus network backbone. This can be found on the Intranet Channel of the college website. All provisions of this policy are considered to be a part of the Agreement. Any section or department or individual who is using the campus network facility , is considered to be accepting the IT policy. It is user's responsibility to be aware of the IT policy. Ignorance of existence of IT policy is not an excuse for any user's infractions.

I. Enforcement

Internet Unit periodically scans the college network for provisos set forth in the Network Use Policy. Failure to comply may result in discontinuance of service to the individual who is responsible for violation of IT policy and guidelines.

5.8.1. Responsibilities of the Administrative Units

Internet Unit needs latest information from the different administrative units of the college for providing network and other IT facilities to the new stakeholders of the college and for withdrawal of these facilities from those who are leaving the college, and also for keeping the MCC web site up-to-date in respect of its contents.

The information that is required could be broadly of the following nature:

A. Information about new appointments/promotions.
B. Information about superannuation / termination of services.
C. Information of new enrolments.
D. Information on expiry of studentship/removal of names from the rolls.
E. Any action by the college authorities that makes an individual ineligible for using the college's network facilities.
F. Information on important events/developments/achievements.
G. Information on different rules, procedures, facilities

Information related items nos. A through E should reach Director (Internet Unit) and Information related items nos. F and G should reach webmaster well in-time.

H. Hard copy of the information that is supplied by the concerned administrative unit duly signed by competent authority along with its soft copy (either on mobile storage devices or mobiles or PDA or by email) should be sent to Internet Unit so as to reach the above designated persons.

5.8.2. Guidelines on Computer Naming Conventions

In order to troubleshoot network problems and provide timely service, it is vital to be able to quickly identify computers that are on the campus network. All computer names on the campus network must use the college standard conventions. Computers not following standard naming conventions may be removed from the network at the discretion of Internet Unit.

All the computers should follow the standard naming convention.

Guidelines for running application or information servers

Section/departments may run an application or information server.

Individual faculty, staff or students on the MCC campus may not run personal, publicly available application or information servers (including content or services providing programs such as FTP, chat, news, games, mail, ISP, etc.) on the MCC network.

Sections/departments may run an application or information server. They are responsible for maintaining their own servers.

1) Application or information server content and services must follow content guidelines as described in MCC Guidelines for web presence.
2) Obtain an IP address from Internet Unit to be used on the server
3) Get the hostname of the server entered in the DNS server for IP Address resolution.
4) Make sure that only the services that are essential for running the server for the purpose it is intended for should be enabled on the server.
5) Make sure that the server is protected adequately against virus attacks and intrusions, by installing the appropriate software such as anti-virus, intrusion prevention, personal firewall, anti-spam etc.
6) Operating system and the other security software should be periodically updated.
7) Sections/departments may run an application or information server provided they provide prior information in writing to Internet Unit on installing such servers and obtain necessary IP address for this purpose.

Guidelines for hosting Web pages on the Internet/Intranet.

Mandatory:

1. Provide the full Internet e-mail address of the web page maintainer.
2. Provide a link to the MCC home page from the parent (department of origin) home page.
3. Provide a link to the parent home page ("Return to department's home page") on all supporting local pages.
4. Maintain up to date pages. Proofread pages and test links before putting them on the web, and regularly test and update links.
5. Know the function of HTML tags and use them appropriately.

6. Make provision for providing information without images as printer-friendly versions of the important web pages.

Recommended:

1. Provide information on timeliness (for example: August 2005; updated weekly; updated monthly, etc.).
2. Provide a section indicating "What's New."
3. Provide a caution statement if link will lead to large pages or images.
4. Indicate restricted access where appropriate.
5. Avoid browser-specific terminology.
6. Provide link text that is clear without the link saying 'click here' whenever hyperlinks are used.
7. Maintain visual consistency across related pages.
8. Provide a copyright statement (if and when appropriate).
9. Keep home pages short and simple.
10. Avoid using large graphics or too many graphics on a single page.
11. Provide navigational aids useful to your users (Link to Home, Table of Contents, Next Page, etc.).
12. Maintain links to mentioned pages.
13. Make your webpages easy to maintain for yourself and anyone who might maintain them in the future.
14. Avoid active links to pages that are in development. Place test or draft pages in your "test," "temp," or "old" subdirectory. Remember that nothing is private on the Internet: unlinked pages in your directory may be visible.
15. Check your finished page with a variety of browsers, monitors, and from both network and modem access points. It is also recommended that you check your page with a Web validation service.
16. Think of your users: test with primary user groups (which will be mix of users linking through our high-speed network, and users linking via much slower modems).
17. Confirm to accepted, standard HTML codes.

Guidelines for Desktop Users

These guidelines are meant for all members of the MCC Network User Community and users of the college network.

Due to the increase in hacker activity on campus, college IT Policy has put together recommendations to strengthen desktop security. The following recommendations include:

1. All desktop computers should have the latest version of antivirus software and should retain the setting that schedules regular updates of virus definitions from the central server.

2. When a desktop computer is installed, all operating system updates and patches should be applied. In addition, operating system updates and patches should be applied regularly, on an ongoing basis. The frequency will be a balance between loss of productivity (while patches are applied) and the need for security. We recommend once in a week cycle for each machine. Whenever possible, security policies should be set at the server level and applied to the desktop machines. All Windows desktops (and OS X or later Macintosh desktops) should have an administrator account that is not used as the regular login account. The login for the administrator account should be changed from the default.

3. The password should be difficult to break. Password, defined as:

   i. must be minimum of 6-8 characters in length

   ii. must include punctuation such as ! $ % & * , . ? + - =

   iii. must start and end with letters

   iv. must not include the characters # @ ' " `

   v. must be new, not used before

   vi. Avoid using your own name, or names of your wife or children, or name of your department, or room No. or house No.etc.

   vii. passwords should be changed periodically and also when suspected that it is known to others.

   viii. Never use 'NOPASS' as your password

   ix. Do not leave password blank and

   x. Make it a point to change default passwords given by the software at the time of installation

4. The password for the user login should follow the same parameters outlined above.

5. The guest account should be disabled.

6. New machines with Windows XP should activate the built-in firewall. All users should consider use of a personal firewall that generally comes along the anti-virus software, if the OS does not have an in-built firewall.

7. All the software on the compromised computer systems should be re-installed from scratch (i.e. erase the hard drive and start fresh from installation disks).

8. When the hard disk of the PC is formatted, the OS and all the application software should be installed from the original CDs of the software. Only the data or document files should be copied from the old hard disk and care should be taken to see that no virus residing in the old hard disk gets into the newly formatted and installed hard disk.

9. Do not install Microsoft IIS or turn on any of its functions unless absolutely necessary.

10. In general, start from a position of security that is most secure (i.e. no shares, no guest access, etc.) and open up services as necessary.

11. In addition to the above suggestions, Internet Unit recommends a regular backup strategy. It should be noted that even with all the procedures listed above, there is still the possibility of a virus infection or hacker compromise. Backing up data on a regular basis (daily and/or weekly) will lessen the damage caused by the loss of a machine.

12. If a machine is compromised, Internet Unit will shut the port off. This will isolate the computer, until it is repaired as per the guidelines. At that time, the port will be turned back on.

13. For departments with their own subnets and administrators, standard filters can be applied at the subnet level. If a department has its own servers, Internet Unit technical personnel can scan the servers for vulnerabilities upon request.

5.9 Video Surveillance Policy

5.9.1. The system

1. The system comprises: Fixed position cameras; Pan Tilt and Zoom cameras; Monitors: Multiplexers; digital recorders; SAN/NAS Storage; Public information signs.

2. Cameras will be located at strategic points on the campus, principally at the entrance and exit point of sites and buildings. No camera will be hidden from view

and all will be prevented from focusing on the frontages or rear areas of private accommodation.

3. Signs will be prominently placed at strategic points and at entrance and exit points of the campus to inform staff, students, visitors and members of the public that a CCTV/IP Camera installation is in use.

4. Although every effort has been made to ensure maximum effectiveness of the system it is not possible to guarantee that the system will detect every incident taking place within the area of coverage.

5.9.2. Purpose of the system

The system has been installed by college with the primary purpose of reducing the threat of crime generally, protecting college premises and helping to ensure the safety of all staff, students and visitors consistent with respect for the individuals' privacy. These purposes will be achieved by monitoring the system to:

- Deter those having criminal intent
- Assist in the prevention and detection of crime
- Facilitate the identification, apprehension and prosecution of offenders in relation to crime and public order
- Facilitate the identification of any activities/event which might warrant disciplinary proceedings being taken against staff or students and assist in providing evidence to managers and/or to a member of staff or student against whom disciplinary or other action is, or is threatened to be taken.
- In the case of security staff to provide management information relating to employee compliance with contracts of employment

The system will not be used:

- To provide recorded images for the world-wide-web.
- To record sound other than in accordance with the policy on covert recording.
- For any automated decision taking

5.9.3. Covert recording

Covert cameras may be used under the following circumstances on the written authorisation or request of the Principal, Registrar.

- That informing the individual(s) concerned that recording was taking place would seriously prejudice the objective of making the recording; and

- That there is reasonable cause to suspect that unauthorised or illegal activity is taking place or is about to take place.

- Any such covert processing will only be carried out for a limited and reasonable period of time consistent with the objectives of making the recording and will only relate to the specific suspected unauthorised activity.

- The decision to adopt covert recording will be fully documented and will set out how the decision to use covert recording was reached and by whom.

5.10 The Security Control Room

- Images captured by the system will be monitored and recorded in the Security Control Room, "the control room", twenty-four hours a day throughout the whole year. Monitors are not visible from outside the control room.

- No unauthorised access to the Control Room will be permitted at any time. Access will be strictly limited to the duty controllers, authorised members of senior management, police officers and any other person with statutory powers of entry.

- Staff, students and visitors may be granted access to the Control Room on a case-by-case basis and only then on written authorisation from the Registrar. In an emergency and where it is not reasonably practicable to secure prior authorisation, access may be granted to persons with a legitimate reason to enter the Control Room.

- Before allowing access to the Control Room, staff will satisfy themselves of the identity of any visitor and that the visitor has appropriate authorisation. All visitors will be required to complete and sign the visitors' log, which shall include details of their name, their department or organisation they represent, the person who granted authorisation and the times of entry to and exit from the centre. A similar log will be kept of the staff on duty in the Security Control Room and any visitors granted emergency access.

5.11 Security Control Room Administration and Procedures

- Details of the administrative procedures which apply to the Control Room will be set out in a Procedures Manual, a copy of which will be made available for inspection by prior arrangement, stating the reasons for the request.

- Images of identifiable living individuals are subject to the provisions of the prevailing Data Protection Act; the Control Room Supervisor is responsible for ensuring day to day compliance with the Act. All recordings will be handled in strict accordance with this policy and the procedures set out in the procedures manual.

5.12 Staff

All staff working in the Security Control Room will be made aware of the sensitivity of handling CCTV/IP Camera images and recordings. The Control Room Supervisor will ensure that all staff are fully briefed and trained in respect of the functions, operational and administrative, arising from the use of CCTV/IP Camera.

5.13 Recording

- Digital recordings are made using digital video recorders operating in time lapse mode.
- Incidents may be recorded in real time.
- Images will normally be retained for fifteen days from the date of recording, and then automatically over-written and the log updated accordingly. Once a hard drive has reached the end of its use it will be erased prior to disposal and the log will be updated accordingly.
- All hard drives and recorders shall remain the property of college until disposal and destruction.

5.14 Access to images

- All access to images will be recorded in the Access Log as specified in the procedures manual
- Access to images will be restricted to those staff that need to have access in accordance with the purposes of the system.

5.15 Access to images by third parties

Disclosure of recorded material will only be made to third parties by the Principal and is limited to the following authorities:

- Law enforcement agencies where images recorded would assist in a criminal enquiry and/or the prevention of terrorism and disorder
- Prosecution agencies
- Relevant legal representatives

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- The media where the assistance of the general public is required in the identification of a victim of crime or the identification of a perpetrator of a crime
- Individual whose images have been recorded and retained unless disclosure to the individual would prejudice criminal enquiries or criminal proceedings.
- Emergency services in connection with the investigation of an accident.

5.16 Access to images by a subject

- CCTV/IP Camera digital images, if they show a recognisable person, are personal data and are covered by the Data Protection Act. Anyone who believes that they have been filmed by C.C.T.V. /IP Camera is entitled to ask for a copy of the data, subject to exemptions contained in the Act. They do not have the right of instant access.
- The Data Protection Officer will then arrange for a copy of the data to be made and given to the applicant. The applicant must not ask another member of staff to show them the data, or ask anyone else for a copy of the data. All communications must go through the college Data Protection Officer. A response will be provided promptly and in any event within forty days of receiving the required fee and information.
- The Data Protection Act gives the Principal the right to refuse a request for a copy of the data particularly where such access could prejudice the prevention or detection of crime or the apprehension or prosecution of offenders.

5.17 Request to prevent processing

- An individual has the right to request a prevention of processing where this is likely to cause substantial and unwarranted damage or distress to that or another individual.
- All such requests should be addressed in the first instance to the Security Control Room Supervisor or the Data Protection Officer, who will provide a written response within 21 days of receiving the request setting out their decision on the request. A copy of the request and response will be retained.

5.18 Complaints

- It is recognised that members of college and others may have concerns or complaints about the operation of the system. Any complaint should be addressed in the first instant to the Principal.

5.19 Compliance monitoring

- The contact point for members of college or members of the public wishing to enquire about the system will be the Principal during the visiting hours
- Upon request, enquirers will be provided with a summary of this statement of policy

All documented procedures will be reviewed annually and a report periodically made to the Principal. The effectiveness of the system in meeting its purposes will be kept reviewed and reports submitted as and when required to the Principal of Mulund College of Commerce.

6. Committees for policy implementation

A committee for the implementation of IT Policy shall be constituted at the beginning of the academic year. This committee shall be in office for a period of two years. This committee will have 4 to 6 members with adequate representation from the IT department of the college. This policy shall be revised, as and when required, and implemented by the committee. The committee would also prepare financial budgets and monitor the actual expenditure against them.

7. Impact of the policy on processes

This policy will impact processes D1- Procurement and D4-Information Technology.

D4. Safety policy

1. Importance

It is necessary to provide a safe and secure environment to the stakeholders visiting the campus. It is necessary to have a safety policy to ensure all the employees feel safe and secure and are able to work without any concerns or any reservations. It is also necessary for the students to feel safe and secure in the college premises and being able to study without any fear and reservations.

2. Purpose and objectives

The general objectives within the scope and regulations of Safety Policy are:

i.   To secure the health, safety and welfare of employees and students at work.

ii. To protect people other than employees at work against risks to their health and safety arising out of work activities.

iii. To control the storing and use of explosive or highly flammable or otherwise dangerous substances and generally prevent people from unlawfully having and using such substances.

iv. To identify hazards at workplace and carry out risk assessments and introduce such control measures as necessary

v.   To ensure all equipment for which the college is responsible is in good and safe working order, and adequately protected.

vi. Continuous development of safety awareness amongst staff, students and other supervising adults.

vii. To conduct structural and electrical audit of the building every 5 years and carry out any necessary repairs suggested in the audit.

3. Scope of the policy

Planning - The elimination of risks in the workplace by careful selection and design of facilities, equipment and processes, together with effective control measures and training for employees.

As appropriate, the college will consider the risk to safety involved in:

- Dealing with physical hazards
- Contractors in colleges
- Workplace arrangements, including maintenance.
- Industrial Visits
- Work experience arrangements
- Violence to staff.
- College security
- Letting of college premises to outside bodies.
- Students with special needs
- Any other site specific issue (laboratories, ground, toilets).

4. Rules, guidelines and regulations relevant to this policy

General safety guidelines are issued by government and local municipality. Such rules are applicable to the institution.

5. Key aspects of Policy

A. Control

Ensuring that the safety requirements are implemented throughout the college by all employees and that training is regularly conducted. Monitoring and review of health and safety will be carried out by the Safety, Vigilance and Discipline Committee. This document will form the basis for monitoring and review, to ensure that a credible standard of health and safety is achieved.

B. Safety, Vigilance and Discipline Committee

The committee has overall responsibility for the implementation of the policy and will ensure that sufficient finance provision is made available to support the policy. In order to achieve the aims and objectives of the health and safety policy these issues will be

brought regularly to the attention of the Committee, senior leadership and College Management Board Meetings.

In the discharge of its duties, the Committee in consultation with the Principal shall:

- Regularly review health and safety arrangements (at least quarterly) and implement new arrangements where necessary.
- Ensure that the site and premises are maintained in a safe condition.
- Prioritise action on health and safety matters where resources are required from the college's budget, seek further advice where necessary and ensure that action is taken.
- Promote high standards of health and safety within the college.
- Actively monitor health and safety matters within the college including health and safety inspection reports and accident reports.
- Periodically assess the effectiveness of this policy.
- Identify and evaluate all risks relating to accidents, health and college-sponsored activities.
- Seek specialist advice on health and safety matters where appropriate.
- Ensure that all staff and students are, as necessary, provided with the training and information to ensure that they carry out their duties and activities in a responsible and safety-conscious manner.
- Ensure that periodic safety checks on the premises and grounds are carried out by properly qualified persons.
- The chairman of the committee shall liaise with the registrar of the college to ensure staff health and safety training needs and arrange for them to be implemented.
- Ensure the implementation of safe working practices and procedures throughout the college, including the keeping of a Health and Safety Logbook by the Health and Safety Officer.
- Identify any training needs of staff and students, in particular in first aid.
- Ensure that all staff receive training at the start of each academic year.
- Conduct periodic safety drills, once every term

C. Responsibilities of the Principal

The Principal shall be responsible for the day-to-day management of health and safety matters in the college in accordance with this health and safety policy and for ensuring the health and safety arrangements are carried out in practice. In particular, the Principal shall ensure that risk assessments are made and a record of all the college's work activities, including those off-site, which could constitute a significant risk to the health and safety of employees and other persons is maintained

D. Responsibilities of All Members of Staff

All staff shall familiarise themselves with the safety policy/regulations laid down by the Principal and in particular:

- Ensure that such regulations are applied effectively by both staff and students in general.
- Take reasonable care for the health and safety of themselves and that of others who may be affected by their actions.
- Report to their Departmental Head or the Health and Safety Officer situations which may present a serious or imminent danger
- Report any concerns of abuse of students to the Counsellor.
- Use the correct equipment and tools for the job and ensure that it is safe.
- Ensure that dangerous substances are correctly used, stored and labelled.
- Report to the Health and Safety Officer any hazards they may discover.
- Take an active interest in promoting health and safety, including suggesting ways of reducing risks.'

E. Responsibilities of Department Heads Including Staff Responsible for Particular Areas of Health and Safety Concern

College heads of department shall be directly responsible to the Principal and take support of the Health and Safety Officer for the implementation and operation of the college's health and safety policy within their relevant departments and/or areas of responsibility. As part of their day-to-day responsibilities, they shall ensure that:

- Safe methods of working exist and are implemented throughout their departments.

- Staff, students and others under their jurisdiction are instructed as necessary in safe working practices.
- All equipment for which they are responsible is in good and safe working order, and adequately protected.
- Toxic, hazardous or other dangerous substances for which they are responsible are correctly used, stored and labelled; and
- Health and safety hazards are reported to the Health and Safety Officer.

F. Responsibilities of students

The students are expected:
- To behave in a safe and responsible manner and to be conscious of the health and safety of their classmates.
- To dress in a safe and sensible manner.
- To observe all safety rules of the college and in particular the instructions of their teachers.

G. Responsibilities of Parents

All parents are expected to familiarise themselves with the Health and Safety Policy of the college and to ensure that they and their children conduct themselves in a manner consistent with it. All parents must in particular make the college authorities aware of any special medical needs of their children; and to provide appropriate medication as required.

H. Emergency Procedures

Emergency procedures shall be carried out from time to time.
- It is the duty of all members of staff to familiarise themselves with college's fire and other emergency procedures, including evacuation drills which should be practiced regularly (one per term). If in doubt about such procedures, they should consult their superiors. Failure to follow the policy is a disciplinary offence.

- The Principal is responsible for drawing up, implementing and reviewing fire and emergency procedures at the beginning of each academic year, for ensuring that fire escapes are clearly marked and that evacuation instructions are posted prominently around the premises.

I. Arrangements for Health and Safety

- The Chairman of Health and Safety Committee shall be a member of staff with special responsibility for health and safety matters and shall be appointed at the beginning of the academic year for a duration of two years by the Principal or designated deputy.

- The name of the Officer shall be notified to all members of staff and to the management at the start of each academic year.

- Smoking is prohibited in the college and the college grounds.

- No form of violence will be accepted on the college premises.

- Those persons hiring any part of the college shall be responsible for ensuring the health and safety of all those attending their event and for the protection of the buildings and grounds against damage.

J. Monitoring and Review

Monitoring

- The Principal shall receive a written report from the Health and Safety Committee after the Safety, Vigilance and Discipline Committee meeting. This report shall be brief and shall summarise the observations on risk assessment carried out and shall make recommendations for improvement of health and safety. All Health and Safety information shall be shared in a timely fashion with the college Development Committee and the management.

Review

- This policy statement will be reviewed annually, or whenever necessary to take account of changed circumstances, and update, modify or amend it as necessary to ensure the health, safety and welfare of the staff and students.

6. Committees for policy implementation

The committees are constituted by Principal and will be in office for 2 years. The committee will meet at least once in every quarter.

- Safety, Vigilance and Discipline Committee
- Cleanliness Committee
- Purchase Committee

Committees would be responsible for implementing the policy and procedures as well as for proposing budgets and monitoring & controlling actual expenditure against the budget.

7. Impact of the policy on processes

The processes will be streamlined to ensure the safety of the staff and the students. This policy is linked to the following processes:

- D1. Procurement & Maintenance
- D7. Cleanliness and Canteen
- F6. Human Resource Management and Staff welfare
- F7. Ease of working during pandemic situation

D5. Library Policy

1. Importance

Library is the soul of any academic institution. It plays a vital role in building the nation through spread of knowledge and enhances the teaching learning process. Mulund College of Commerce (MCC) library is a vibrant information centre. Library provides many unique services to fulfil the needs of students, teachers and researchers. The college has a well-equipped and technology-enabled library. MCC library has a spacious reading hall in which 300 students can be accommodated at a time.

2. Purpose and objectives

- To develop and maintain reading habits among the students.
- To aid the students in their personal growth and sharpen their intellectual curiosity
- To provide information sources necessary for teaching learning process in the subject field of interest to the college
- To aid the teachers with the latest developments in their area of specialization

3. Scope of the policy

The scope of library policy is pertinent to all students, staff, researchers and all the occasional library visitors to provide them with necessary information related to their interest and subject area of specialization. Scope also extends to providing access to the relevant information and available resources in the library through remote access.

4. Rules, guidelines and regulations relevant to this policy

Maharashtra Public Universities Act 2016 has laid down rules for the constitution and working of Knowledge Resource Centre (Library) at university level. However for implementation at the institutional level, no specific rule, circular or guideline has been issued.

5. Key aspects of policy

5.1 Library orientation programme

Library shall conduct a library orientation programme every year at the beginning of the academic year. In the orientation programme, detailed information shall be provided to students about library services, facilities, library software and remote access service.

5.2 Accessing the books physically and online

MCC library provides OPAC tools for accessing books and reading material in the library. Students can also remotely access the reading material through WEB-OPAC. The link of WEB-OPAC is already provided on Library Web Page, which is a part of MCC website.

5.3 Library services & facilities

Library currently offers the following services and facilities. It will endeavour to add new services as per the demands of time and evolution of technology:

- Book bank facility
- Book claim facility (reserving a book)
- Career corner
- CD ROM lending service
- Current awareness service
- Daily Home lending
- Digital Information Display
- Dynamic Library Webpage
- E-book facility
- E Book Reader Facility
- Free Internet Service
- Inter library loan facility
- Language lab
- Library Extension services
- Literature search
- Multipurpose open access reading hall
- Non-text book Service
- Online journals facility
- Online lectures
- Open Access Library
- Periodical section
- Reference book Service

- Referral service
- Remote Access facility
- Reprographic Service
- Selective dissemination of information service
- Specious Reading hall
- Study section Service

5.4 Book purchase and collection development in library

- Collection development by book on recommendation basis.
- Collection development by book on approval basis.
- Collection development by participating in book exhibitions
- Subscription to online and print journals through faculty recommendation.

5.5 Purging of older books

- Considering that there is a space constraint and constant demand for adding new resources in the library, books also need to be identified for purging to make way for new books
- The criteria for identifying books for purging will be reviewed annually
- Purging would be done after appropriate record-keeping and due approval of the Principal

5.6 Rules governing library

For ensuring discipline and smooth conduct of activities in the library, following rules shall be followed:

1. Library provides home lending service and books need to be returned within 7 days.
2. The library timing shall be Monday to Friday during 8:30 a.m. to 7:00 p.m.
3. Book should be returned on or before the due date.
4. For books returned after the due date, a fine of Rs. 2/- per day will be charged. If the due date falls on a holiday then the book should be returned on the next working day.
5. The book will be re-issued only if it is not in demand.
6. Fine will be charged for loss of books in addition to replacement of the same.
7. Reference books and journals not to be home issued.
8. Every student should wear Identity card and it should be produced as and when demanded by library staff.

9. Identity cards and Readers ticket are not transferable.
10. Student must handle reading material carefully. Defacing or tearing the pages will be treated as misconduct.

6. Committees for policy implementation

The library committee consists of the Principal, teaching staff 3 or 4 members and the Librarian. Principal would nominate one among the teaching staff as the Chairperson of the library committee. Librarian shall be the secretary of the committee.

In the library committee following activities are discussed and considered

- Selection of books.
- Allocation of budget for each department.
- Appropriate spending of allotted library budget.
- Suggestions for improving the quality of library services.
- Other discussions regarding the library with permission of chair.

Impact of the policy on processes

Library aims to provide necessary books regarding syllabus-based curricula to students and teachers. It ensures availability of books, periodicals, journals, newsletters, reading materials and reference books related to contemporary topics to students and teachers. It ensures availability of research literature for students and teachers.

It has its impact on Procurement and Maintenance (D1) and Library related processes (D2).

E1. Policy for awarding Scholarship and Prizes to students and teachers

1. Importance

Mumbai is a city of dreams where everyone strives for an upward mobility. A tool like higher education, which can help people break the vicious cycle of poverty, should not be out of reach for that very reason. Economic disadvantage can be an impediment in the academic growth of a student and scholarships go a long way in overcoming that challenge.

Prizes are rewards and recognition for performance of a student. Prizes stimulate a healthy competition among students which brings out the best in them. Prizes must be awarded based on a just and fair process, minimizing a subjective bias.

This policy covers the functions of institution and award of scholarship and prizes.

2. Purpose and objectives

1. To acknowledge and recognize the academic performance of students.
2. To streamline the process of institution and award of scholarship by non-government entities / persons.
3. To maintain fairness in the award of such scholarships.

3. Scope of the policy

1. The policy will not apply to any scholarship/freeship which comes under the purview of government.
2. The policy will not apply to any scholarship which does not involve the college in the selection process and/or disbursal of the scholarship.

3. The policy shall not apply to the prizes of sports, cultural or any other committee of college.

4. Rules, guidelines and regulations relevant to this policy

The guidelines for the award of scholarship will be as decided by the scholarship awarding body/individual. The guidelines for selection of candidate for endowment prize shall be as per the desire of individual instituting endowment prize. There is no university rule or government regulation influencing this policy.

5. Key aspects of policy

1. If a non-governmental entity or person approaches the college for awarding scholarships or endowment prizes, the terms and condition of such scholarship shall be reviewed by the Scholarship and Prize Distribution Committee for its fairness and feasibility before accepting the offer of such scholarship or endowment prizes. No such term or condition shall be ultra-vires or unconstitutional.

2. Academic endowment prizes in the memory of individuals can only be instituted for a fixed sum and fixed period. The academic programme, subject, semester of such prizes should be specified at the time of its institution. The entire sum for the entire validity period of such award should be deposited with college before the commencement of such an endowment prize. Since all courses have semester-wise pattern, such prizes shall only be instituted semester wise and not year wise. This clause shall not be binding on the endowment prizes which are in force before implementation of this policy.

3. Non-academic endowment prizes like best volunteer etc. shall be for the academic year and not semester wise.

4. An endowment prize should be for a minimum of INR 500/- and in multiples of hundred and for a minimum of five years and a maximum period of ten years. The minimum amount can be revised by the committee in future. The entire sum of such an award should be deposited with college at the time of constitution. This

clause shall not be binding on the endowment prizes which are in force before implementation of this policy.

5. Non-Academic Endowment Prizes (like Best Volunteer/Best NSS/NCC Cadet) shall be accompanied by a certificate wherever feasible. Such certificate shall be provided by college.

6. The correspondences of institution of new prizes or scholarships should be digitized and stored electronically besides maintaining a physical record with office. Such archived electronic documentation should be passed on to the succeeding chairperson of the committee whenever there is a change in the committee. Constitution of any endowment prize should be acknowledged through a letter and the record of it shall be maintained with the office.

7. The regular government scholarships/free ships shall not be under the purview of Scholarship and Prize Distribution committee.

8. A certificate of merit shall be awarded to all the toppers of all the subjects for all the UG/PG programmes (degree courses). A certificate of merit shall also be awarded to first three rank holders of all the semesters of all the UG/PG Programmes (degree courses).

9. Examination committee shall furnish the data to the Scholarship and Prize Distribution Committee for all the academic prizes, except for university exams for which the programme-co-ordinator in case of self-financing courses & PG departments and vice-principal in case of B.Com shall submit the data.

10. For annual academic endowment prizes before the adoption of this policy, only even semester (SEM II, IV & VI) of that year shall be considered for award of the prize.

11. The list of recipients of various academic and endowment prize shall be displayed on college website at least for one month after prize distribution function.

12. During exigencies like pandemic or disasters, the committee may deviate from the set policy including cancellation of prize distribution function for one or more semesters.

13. The scope of the committee shall be limited to undergraduate and post graduate programmes and students.

6. Committees for policy implementation

The scholarship and prize distribution committee under the guidance of the Principal shall bear the onus of effective implementation of this policy. Prize distribution and Scholarship committee shall be formed by Principal for a period of two years. The committee shall have five to eight teachers and representatives from administrative staff. The administrative staff shall coordinate with the individuals/ institutions instituting the prize. The committee shall conduct meetings soon after the results are declared, Result analysis will be done by the individual departments and handed over to the committee. The committee shall be responsible for making budget for the prize distribution and monitoring of actual expenses. The Principal shall assign the job of keeping record and account of endowment prizes to administrative staff and the accountant.

7. Impact of the policy on processes

The policy will oversee non-governmental scholarships awarded through college and distribution of various academic certificates and endowment prizes.

The policy will have an impact on the process E6.

The policy will also have an implication on the accounting and record keeping process in the institution.

E2. Policy for students' council

Students' council formation and functioning is driven by regulations, reference to which can be found in Annexure III. Since no policy choices exist in this area, no policy has been documented for now.

E3. Policy for Placement and Career Counselling

1. **Importance**

The outcome of education is to develop skills in students with which they can be gainfully employed or self-employed in the future. One of the objectives of Mulund College of Commerce is to make students employable.

2. **Purpose and Objectives**

Practical oriented teaching is supplemented along with mentoring at various levels to achieve the said objective. Placement and career counselling cell is constituted to work on the following objectives:

1. To counsel students and provide employment-readiness services that will meet the demands of a highly skilled workforce, thus creating interest and professionalism in the students.
2. To facilitate career counselling by providing equal opportunity to every student for guidance on various career opportunities in different professions.
3. To enable better placements by maintaining effective contacts with various organizations, inviting them for campus drive and establishing new contacts with more companies than those of the previous years.
4. To bridge the gap between students, alumni, and the employer community through the Placement Cell.
5. To provide exposure to students to the business environment and bridge the gap between academics and business expectations in a practical manner through internship.
6. To provide counselling support which contributes to enabling students to overcome their inhibitions, mindset, and societal and linguistic barriers. The advice, help and support given enables students to make a satisfactory progress.

3. Scope of the policy

The college counselling cell provides professional counselling support on two dimensions: counselling on personal issues and career related issues.

Personal Counselling:
Personal counselling is provided by a part time professional counsellor appointed by the college specifically for this purpose.

The counsellor conducts class to class orientation about the counselling facility available in the college for students encouraging them to seek assistance as and when needed.

The counsellor helps students to release the academic pressure by orienting them about the right concentration methods for studies.

The counsellor familiarizes them to social etiquette, peer group interaction, dealing with peer group pressures, attitudinal changes which helps them overcome emotional problems. Counselling is also provided to tackle non-academic, financial, and other personal problems.

Career Counselling
Academic guidance pertains to advising the students on choice of programs and courses, choice of future career, protocols of administrative nature, procedures to follow, deadlines, participation in co-curricular and extra-curricular activities and expected behavior patterns on the campus.

Career guidance to a certain extent is provided in the library under information services.

Specific information on competitive examinations, choices available in careers, avenues of information, preparation for and acquisition of additional soft skills and motivation and sustenance is provided by the exclusive career guidance cell and individual departments who together work to cater to the specific needs of students.

The career guidance cell of the college conducts interactive sessions for students on various subjects, career options, their scope, preparations, and procedures needed to be followed by students. These sessions are conducted by esteemed institutions and eminent experts and professionals in the concerned field. The committee shares the information about these sessions to students in advance through notices, college entry point blackboard display or through WhatsApp groups.

The career counselling and placement activities are conducted only for degree section and postgraduation students at the college. The campus placement facilities are available to only those students who are interested in placement and enrol with the placement cell at the beginning of their final year of graduation or postgraduation.

4. Rules, guidelines, and regulations relevant to this policy

Since this is not a statutory function, there is no rule or statute governing the same. The committee formed for the purpose can decide the rules, considering the dynamic situation and market requirements or changing trends, for the smooth functioning and for achieving the objectives.

5. Key aspects of policy

1. The placement cell is a non- statutory committee of the college. The guidelines and the rules are needed for the fair and efficient working of the cell. There are no prescribed rules by the University or Government in this regard. The college placement cell develops the norms and guidelines for the activities it engages in and reserves the rights to change them when desired.
2. The role of Internship and Placement cell is of a facilitator and counsellor for placement related activities. It does not guarantee a job.
3. Only students registered with placement cell will be eligible to take part in placement activities. No other students will be permitted to be part of these activities.

4. The placement cell will practice a policy of ONLY ONE JOB FOR ONE STUDENT to ensure that all students avail the opportunity to get placed in companies.

5. The concerned corporates reserve the right of final placement of candidate and college authorities nor the candidate have any say in it.

6. Any student who provides false information, withholds any information meant to be reported or does not follow the time schedule will be de- registered from the placement cell and its activities.

7. In all circumstances, the placement cell's decision will be reported to the Principal of the college and his/her decision will be irrevocably final and binding.

8. In recent times, using virtual medium in the process of placement has become essential, and hence sharing student personal and professional data with companies is mandatory. All students enrolled with placement cell are informed of this data exchange with corporates.

9. The students are well informed to verify the credentials of any outside institution they wish to seek guidance or service from, for either mentoring or training them for professional courses.

6. Committees for policy implementation

The Placement committee would be formed by Principal at the beginning of every alternate academic year and is generally constituted for 2 years. Chairperson will be decided by the Principal. Placement cell will be constituted with 5 to 8 members.

Nature of work & role

Placement orientation: Conducted by Head of the Placement cell and members.

Placement enrolment and registration: Placement cell members engage in counselling students. They collect the student data and analyse the same, create the necessary WhatsApp groups and initiate the placement process.

Interaction with industry: One or two members communicate with industry executives through telephonic calls, and emails to find the necessary industry requirements. They establish and maintain contact and long-term placement relationship with these corporates.

Members check the credentials of the placement proposals received from the various corporates and select the companies that should participate in the placement activity.

Placement schedule: The team plans the placement schedule for the different placement rounds as per the need and situation of that academic year.

On day of campus placement: Team with help of a few student volunteers plan for corporate presentation, students' on day registration, reception and hospitality of company representatives, necessary stationary for aptitude test and personally supervise the whole inhouse placement process, photographs and needed documentation. The members are responsible and conduct complete confidentiality of the student data and perform their functions to the best of their abilities following the norms. The process is very transparent following ethical consideration. There is a flexible approach and free communication between the team members. Role of member swill also include

Deciding the coverage of students to get groomed and placed in companies by the end of their final year of graduation/Postgraduation.

Arrangement of interactive sessions to provide academic and psychological counselling to all students at the college and facilitate personal mentoring.

Encouraging students for mid-term and end of the term internship programs.

Engaging grooming sessions for students with regards to presentation skills, CV writing, conduct of group discussions, personal interviews etc.

Organizing career counselling sessions in various fields.

Follow up activity and document collection

Members communicate to students the shortlisted or final selections and collect copy of offer letters for college record.

Formal meetings are twice or thrice in a year. The members have more informal meetings as most times decisions must be prompt. A budget of expenses for the functioning of the activities of the Placement Cell shall be made at the beginning of the year.

7. Impact of the policy on processes

This policy will have its impact on process of providing and maintaining infrastructure (D1). Following systems and facilities will have to be made available to implement the policy.

1. If payment is collected for student placement enrolment, then the process for enrolment and fee collection.
2. Official email for placement.
3. Non- teaching staff for assisting in the on-campus day arrangements.
4. Arrangements of infrastructure like good audio-visual facility for power point presentations and effective mike and speakers.
5. Cabins for interviews.
6. Classrooms/auditorium for student engagement.
7. Lab facility for conduct of online aptitude test.
8. Classrooms for counselling and tests.
9. Hospitality of company representatives.
10. Refreshments for student volunteers.

E4. Policy for promoting Cultural activities

1. Importance

Humans are social and cultural beings. The holistic growth of a person is thus possible with adequate education encompassed in a rich knowledge and experience of his/her culture. As the Avant Garde of the society, educational institutions should reflect the rich culture of our society and facilitate cultural enrichment for the future generation in addition to knowledge acquisition. The Cultural committee of Mulund College of Commerce plays a crucial role in providing culturally rich environment to the students. The various cultural activities arranged in the college enhance students' experiences and provide platform for their talents. The encouragement and guidance by the committee and college enable the students to make their mark in various university, state and national level cultural events enhancing their confidence as well as adding to the depth of understanding of the learners about Indian culture. The varied experiences thus, account for an all-round development of students' personality.

2. Purpose and objectives

1. To inculcate and encourage artistic and literary aptitude in learners.
2. To promote and organise cultural activities in the college.
3. To encourage students to participate and represent college in various inter-college, university, state and national level competitions and programs and to facilitate their participation.

3. Scope of the policy

1. Identification of students' skills and talents in literary, cultural and performing arts.
2. Propagating, encouraging and informing students of all intra-collegiate, Inter-collegiate and University cultural events.
3. Provision for guidance and training for skill enhancement of learners in the institution.

4. Provision of platform for displaying various cultural skills and talents of staff and students.

5. Creation of a culturally rich and cheerful environment in the campus.

6. Create learning experiences to enhance confidence, coordination, leadership skills and communication skills of the student participants.

4. Rules, guidelines and regulations relevant to this policy

Conducting cultural activities is a non- statutory activity in the Institution. There are no specific rules, regulations issued by the University or Government in this regard.

5. Key aspects of policy

1. Constitution of Cultural Committee and conduct of its meetings to plan and execute various activities. Ensuring proper documentation of the proceedings of the meetings, in the form of minutes.

2. Disseminating news, policies, information regarding college cultural activities as well as other outside activities through notice boards and various social media platforms.

3. Selection of student representatives as heads to conduct various cultural activities throughout the year. The representatives in turn reach out to other students to meet the objectives of the committee.

4. Conducting a series of auditions to select talented students for various cultural competitions and programs.

5. Encouraging and facilitating student participation, in various inter-college, university and other competitions, as representatives of the college.

6. With the approval of Principal, providing a pre-decided amount as allowance to the student representatives, contingent leaders and faculty in-charge for intercollegiate and University level competitions.

7. Organising cultural activities in the college namely: Annual college Festival-Spectrum as well as cultural programs on Independence Day, Republic day, Teachers day, and Friendship day.

8. Arranging an annual certificate distribution ceremony to appreciate and recognise cultural volunteers and representatives.

6. Committees for policy implementation

Constitution of Cultural Committee is done by Principal who also selects the Chairperson of the committee and the members.

The rules of conduct and the composition of the committee is as follows:

1. Chairperson
2. Other faculty members nominate by the Principal to represent different cultural streams (Three to eight).
3. The members are nominated for a period of two academic years.
4. The committee should meet at least once in every quarter and also as and when required.
5. The quorum for the meetings shall be two-third of the total number of members.
6. The agenda, minutes and resolutions are to be documented with official signatures.
7. Committee will make a budget at the beginning of each year. The committee is also responsible for monitoring expenses of cultural activities.

7. Impact of the policy on processes

This policy will have an impact on processes relating to E5: Promotion of Cultural activities and dramatics. The cultural committee coordinates with all departments and levels of the college for the better performance of students and extensive participation. It shares the interests of the institution as a whole.

F1. Policy for Quality enhancement in the institution

1. Importance

An educational institution is an integral part of service sector which has linkages with many stakeholders. It has the primary responsibility of delivering quality education in order to make its students competent and employable. This responsibility is reflected in mission, vision statements and objectives of Mulund College of Commerce. Quality standards are set and reviewed in every aspect of functioning of the institution. For this purpose, Internal Quality Assurance Cell (IQAC) is set up in the institution. IQAC is an integral part of the institution's system and works towards realisation of the goals of quality enhancement and sustenance in all aspects. The prime task of the IQAC, as identified by National Assessment and Accreditation Council (NAAC), an Autonomous Institution of the University Grants Commission, is to develop a system for conscious, consistent and catalytic improvement in the overall performance of institutions. The Objectives, Vision, Composition and Role of IQAC have been clearly defined and laid out in the NAAC guidelines (revised, as of September, 2019).

2. Purpose and objectives

1. To achieve holistic development of all the stakeholders through continuous commitment to contribute towards excellence in academia, environment, culture and communal harmony.
2. To facilitate the creation of an intellectually stimulating and morally righteous atmosphere in the campus.
3. To introduce and maintain quality culture as the focal area in the institution by developing suitable policies and systems.
4. To develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the institution.
5. To strategize and evolve mechanisms and procedures for ensuring timely, efficient reporting of academic, administrative and financial tasks and to facilitate documentation.

6. To develop and apply quality benchmarks and parameters for various academic and administrative activities of the institution.
7. To suggest ways and means to improve scores in NAAC assessment

3. **Scope of the policy**

1. IQAC to act as a nodal agency of the Institution for planning and coordinating quality-related activities across departments.
2. Organization of inter and intra institutional workshops, seminars, lectures and conferences on quality related themes.
3. Development and maintenance of institutional database for the purpose of maintaining /enhancing the reporting mechanism.
4. Documentation of various programmes/activities and facilitation of timely reporting to the respective authorities.
5. Periodical conduct of gender, activity, academic, administrative, energy, green, electrical and structural audits.
6. Dissemination of information on various quality parameters to all stakeholders
7. Preparation and submission of the Annual Quality Assurance Report (AQAR) as per guidelines and parameters of NAAC.

4. **Rules, guidelines and regulations relevant to this policy**

National Assessment and Accreditation Council (NAAC), Bangalore has proposed that every accredited institution should establish an Internal Quality Assurance Cell (IQAC) as a quality sustenance measure. In its revised guidelines issued in September, 2019, the role and functions of IQAC have been clearly laid out. The key points have been highlighted as under:

IQAC is primarily responsible for timely submission of Annual Quality Assurance Report (AQAR) and follow the due process for accreditation and reaccreditation of the institution.

1. The prime task of the IQAC is to develop a system for conscious, consistent and catalytic improvement in the overall performance of the institution. For this, during the post-accreditation period, institution needs to channelize its efforts and measures

towards promoting the holistic academic excellence including the peer committee recommendations.

2. The work of the IQAC is the first step towards internalization and institutionalization of quality enhancement initiatives. It will be a facilitative and participative voluntary system/unit/organ of the institution. It has the potential to become a vehicle for ushering in quality enhancement by working out planned interventionist strategies by IQAC to remove deficiencies and enhance quality like the "Quality Circles" in industries.

3. To ensure quality culture as the prime concern for the higher education institutions through institutionalizing and internalizing all the initiatives taken with internal and external support.

IQAC shall evolve mechanisms and procedures for ensuring the adequacy, maintenance and proper allocation of resources to perform the role carved out by NAAC.

5. Key aspects of policy

Quality sustenance and enhancement is a continuous process. IQAC will facilitate/ contribute towards:

1. Development and application of quality benchmarks in the teaching–learning process and facilitate the creation of a learner-centric environment conducive to delivery of quality education.
2. Setting parameters for various academic and administrative activities of the institution;
3. Designing procedures for organising relevant and quality academic/ research oriented activities, seminars, workshops, conferences.
4. Preparation of perspective plan, financial budgets and academic calendar for the forthcoming year/s.
5. Devising a monitoring mechanism for conducting periodic review of plans and activities.

6. Collection and analysis of feedback from all stakeholders on quality-related institutional processes

7. Evolve mechanisms and procedures for a) ensuring timely, efficient and progressive performance of academic, administrative and financial tasks; b) relevant quality academic/ research programmes; c) equitable access to and availability of academic programmes at affordable cost for various sections of society; d) optimization and integration of modern methods of teaching and learning; e) establishing the credibility of assessment and evaluation process;

IQAC has been identified as the 'Think Tank' of the institution. The role of IQAC as mentioned above is to facilitate the smooth functioning of the institution. For this purpose, it can recommend changes and make proposals to the College Development Committee. Meetings are conducted as per the rules laid down by NAAC guidelines. It is recommended that one meeting should be held in each quarter.

6. Committees for policy implementation

Constitution of IQAC is also as per NAAC guidelines. It is constituted under the Chairmanship of the Head of the institution, with heads of important academic and administrative units and a few teachers and a few distinguished educationists and representatives of local management and stakeholders.

The composition of IQAC and the rules of conduct are as follows:

1. Composition of the Committee:
- Chairperson (Head of the Institution)
- Teachers to represent all levels (Three to eight)
- One member from the Management
- Few senior administrative officers
- One nominee each from local society, students and alumni
- One nominee each from Employers /Industrialists/Stakeholders
- One of the senior teachers as the coordinator/Director of the IQAC
2. The membership of such nominated members shall be for a period of two years.
3. The IQAC should meet at least once in every quarter.

4. The quorum for the meetings shall be two-third of the total number of members.

5. The agenda, minutes and action taken reports are to be documented with official signatures and maintained electronically in a retrievable format.

7. Impact of the policy on processes

The policy relates to process F1. Quality Enhancement. The IQAC coordinates with all the departments and committees on a regular basis to set up procedures for the smooth functioning of the institution. Quality Enhancement policy will have its impact on all the processes in the college. This is required from the perspective of improving their quality in overall service delivery. However, there are certain processes for which IQAC may have a direct responsibility in their execution.

Some of the key processes where IQAC has a role in their execution are to:

1. Develop a reporting mechanism through an MIS to document and maintain record of all the activities in the institution.
2. Submit annual performance and quality assurance reports to the governing bodies.
3. Promote research oriented activities in the institution among teachers and students.
4. Monitor the implementation of all the policies and SOPs made in the institution.
5. Monitor attainment of program and course outcomes and learning outcomes.
6. Initiate collaborations with other institutions and universities for various purposes.
7. Initiate improved pedagogy to suit the dynamic teaching-learning environment.
8. Explore different avenues to raise funds from institutions like UGC, ICSSR and similar such government bodies to conduct various activities in the institution.
9. Develop linkages with industry to bridge the industry-academia gap.
10. Mentor students to encourage and sharpen their entrepreneurial skills.

F2. Policy for Grievance Redressal

1. Importance

A grievance redressal process is designed to give students and employees a fair, transparent, objective and defined system to raise and review serious issues and complaints.

A formal grievance procedure should support all stakeholders to raise concerns relating to a safe working environment without the fear of any negative repercussions. The knowledge that every related issue or problem will be taken seriously and handled fairly will help to bolster morale and maintain levels of productivity.

Having a structured grievance process in place should help grievance redressal committee to identify any unacceptable or unlawful gaps in their current approach to grievances, working in line with all stakeholders' contracts and helping to enforce the terms of contracts and create a holistic working and learning environment. Having an agreed and approved process will also help to protect the repute of the college by avoiding the 'bad press' associated with a mishandled grievance

2. Purpose and objectives

a) To understand the grievances of students, faculties, support staff (all stakeholders).

b) To make available a mechanism to address grievances.

c) To address the grievances of students and employees of the college except for the specific grievances for which there is a distinct grievance redressal mechanism specified under any other rule applicable to the college.

3. Scope of the policy

The redressal mechanism will help to cater to the needs of all stakeholders in a democratic and unbiased manner for the betterment of all.

The following will be eligible for redressal:

a. Students who have enrolled in the college in the current academic year.

b. Teaching staff who are on the college muster in the current academic year.

c. Non-teaching staff who are employees of the college in the current academic year.

4. Rules, guidelines and regulations relevant to this policy

Since Mulund College of Commerce is a college which is affiliated to University of Mumbai, it has to comply with rule and regulations prescribed by the University from time to time.

This policy document has been prepared keeping in view various rules, guidelines and regulations that have a bearing on contents of this policy.

Non adherence to the rules and procedural aspects invite penal consequences after following the due process of law.

Further, the policy guidelines issued by PTVA, if any, to the extent applicable to this policy, are also followed in keeping with the general law of the land and University Guidelines.

Circular of University of Mumbai for Constituting College Grievance Redressal Committee

Circular dated 14th May 2019 sent in by University of Mumbai regarding the constitution of College Grievance Redressal Committee i.e. CGRC which includes role and functions of CGRC, role of chairperson, member secretary, meetings, quorum, action taken report, registration of grievance on the portal, disposal of application and

also amongst many elaborative procedural and substantive aspects, deals with the final annual report to be submitted by affiliated colleges to the university.

Following are some highlights of the requirements as per the circular:

1. Affiliated college/Recognized Institution shall constitute College Grievance Redressal Cell (CGRC). The composition of CGRC shall be as follows:

a. Principal of the college or Head/Director of the Recognized Institution – Chairperson.

b. One senior faculty member nominated by the Principal of the college or Head/Director of the recognized institution – Member

c. One senior faculty member nominated by the Principal of the college or Head/Director of the recognized institution – Member Secretary.

The tenure of all the members of CGRC shall be of two years.

2. Affiliated college/recognized institution shall create a portal on their website where students shall register their grievances online with necessary documents.

3. Affiliated college/ recognized institution shall upload the information of functioning of CGRC on the portal.

4. Affiliated college/ recognized institution shall give wide publicity to College Grievance Redressal Cell (CGRC) among all students, teachers, administrative staff and non-teaching staff of their college/Institution through various means like, website, prospectus, notices, electronic gadgets, etc.

5. The concerned student of the affiliated college/ recognized institution shall register his/her complaint on the portal available on the website of his/her college/Institution.

6. The Member Secretary of CGRC shall maintain the documentation of the grievances of students who have registered their grievances on the portal of the college/Institution.

7. The Member Secretary shall prepare the agenda for the meeting of the College Grievance Redressal Cell (CGRC) in consultation with the Chairperson and shall communicate to all members prior to the meeting.

8. The committee shall resolve the grievance of the complainant student by giving an opportunity of hearing to all the concerned parties and following principles of natural justice.

9. The Member Secretary shall convene meeting of College Grievance Redressal Cell (CGRC) in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.

10. The Member Secretary shall prepare minutes and Action Taken Report (ATR) for College Grievance Redressal Cell (CGRC).

11. The Member Secretary shall upload the decisions/resolutions/minutes/Action Taken Report of CGRC on the portal.

12. The Member Secretary shall communicate the minutes and Action Taken Report of each meeting of CGRC for information to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

13. The Member Secretary will prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

14. If the concerned student is not satisfied with the decision of the College Grievance Redressal Cell (CGRC) then he/she can appeal within 30 days to University Grievance Redressal Cell (UGRC) which comes under Department of Students' Development. The Member Secretary shall communicate this to all students who have registered their grievances on the portal. The student desirous to appeal on the decision given by CGRC shall register his/her grievance/s on the portal available on the website of University of Mumbai, www.mu.ac.in with all supporting documents within 30 days.

5. Key aspects of policy

- A fair opportunity shall be given to the parties involved in the grievance to present their side.
- The grievance should be redressed within 15 days of receiving it and shall be redressed strictly as per the university guidelines regarding the same.

- The grievances with insufficient/incomplete information shall not be entertained by CGRC.

- The grievance redressal mechanism and contact details should be published widely and conspicuously within college campus, prospectus and college website.

- The CGRC shall meet regularly as per the exigency in order to redress the grievances registered on portal within 15 days of its receiving. If there are no grievances, the CGRC shall meet once in every semester.

- If need be, the grievance committee chairperson can convene a meeting soon after receiving a grievance, if nature & urgency of grievance demands so.

6. Committees for policy implementation

The constitution of College Grievance Redressal Committee and its ongoing functioning would be in accordance with the Circular of University of Mumbai dated 14th May 2019, highlights of which are available in Section 4 above.

7. Impact of the policy on processes

The policy relates to process F3. Grievance Redressal. It will have its impact on the process of Examination, Attendance, Promotion and Progression of Women (G2), and Providing accessibility to disabled students (G3)

F3. Policy for Publications

1. Importance

An educational institution is an epitome of ethical conduct for the society. It is the principal responsibility of colleges to be honest and transparent with its stakeholders about all the proceedings and activities of the organisation. For this purpose, the College Publications Committee is created in the institution. The primary task of the College Publications Committee is to contribute in building goodwill for the institution by ensuring the timely publication of the college magazine and prospectus. College publishes the college magazine and prospectus every year. While the magazine extensively reports all the yearly activities of the college, the prospectus is published to give complete, reliable information about the institution to all those who desire to seek admission in the college. The committee also encourages and provides the students with a platform to display their literary skills and thus contributes in the important task of the all-round development of students which is the responsibility of an educational institution. Hence, the publications committee fulfils the important responsibility of the institution to enhance students' spectrum of experiences and also to be socially inclusive and regularly report its activities to the society.

2. Purpose and objectives

1. To encourage literary skills among students and members of staff.
2. To provide a noteworthy platform for the literary skills of the students and staff.
3. To publish the college magazine 'Vision' in time so that it can be given to students at the beginning of the academic year as a souvenir.
4. To publish prospectus of the college in time so that it can be used by students trying to seek admission in the college.
5. To publicize the various upcoming activities of the college in print, audio-video and social media as and when required.
6. To publish the notable and significant events of the institution in media.

3. Scope of the policy

1. Documentation of various programmes/activities of the college in the magazine.
2. Development of a database for reference of yearly activities and changes occurring in the college, required for internal assessment and accreditation process.
3. Record of the yearly qualifications and achievements by the students, faculty and staff.
4. Record of the staff and faculty members associated with the college in a particular year and their contribution to the college.
5. Generate goodwill for the college by providing reliable data and information of the college and its activities to the students and the society.
6. A mechanism to keep the students and staff well informed and updated about the various departmental and committee activities in the institution.
7. A system to inform staff and students about the achievements, development and activities of the institution.
8. Create an effective internal communication among all staff members and to be informed about departmental works across the institution.
9. A platform to encourage self-expression and literary skills of the students and members of the staff.

4. Rules, guidelines and regulations relevant to this policy

Since publications pertain to internal working of the institution, there is no statute or rule governing it. The College Publications Committee along with the Principal decide the rules and regulations for publications. The college is required to publish a yearly college magazine which contains all major data pertaining to college activities and academic performance of the college for the year.

5. Key aspects of policy

1. Publication of a yearly college magazine with various aspects of college at the end of every academic year
2. Constitution of College Publications Committee in the beginning of academic year and conduct of regular meetings to plan and execute various activities.
3. Issuing of notices to students and staff members, whenever needed, to seek their departmental and committee data for the current academic year as well as their literary and artistic work
4. Collection of creative works and informative writeups from the students and staff personally and through social media.
5. Devising a scrutiny and proofreading process after the collection of printing material from students and staff.
6. Approaching and selecting firm/ press for college publications.
7. Assuring honest and transparent publication of activities, events and information of the college on an annual basis.

6. Committees for policy implementation

Constitution of College Publications Committee is done by the Principal. The Head of institution selects the Chairperson of the committee and the members.

The rules of conduct and the composition of College Publications Committee is as follows:

1. Chairperson: The faculty member selected by the Principal.
2. Three to eight teachers are designated as members to represent all programs.
3. The members are selected for the committee for the period of two academic years.
4. The committee should meet at least once in every quarter and also as and when required.
5. The quorum for the meetings shall be two-third of the total number of members.
6. The agenda, minutes and resolutions are to be documented with official signatures.

7. Meeting would be responsible for preparing the budget and ensuring that the expenditure is within the same.

7. Impact of the policy on processes

This policy is relating to F5 – Publication of prospectus and souvenir. The committee itself makes a detailed Standard Operating Procedure for its functioning.

The publication policy ensures a transparent and open reporting of relevant data from all departments and committees of the institution and thus these policies have a direct impact on almost every process of various sections of the institution. The publication policies are intricately linked with all Departmental and cultural activities of the college, and the academic as well as non-academic performance of the students as all such activities are reported and made available to all the stakeholders, inside as well as outside the institution through the publication process.

F4. Human Resource Policy

This policy is under development and will be included in due course.

F5. Policy for ease of working during pandemic situation

1. Importance

With the onset of the Covid-19 pandemic, the conduct of lectures and most of the college activities is being done remotely and is likely to remain so for till the pandemic is controlled. It is therefore desired to frame a policy that will ensure disaster management and seamless conduct of the college's activities through remote working in a situation caused by the Covid-19 pandemic or a similar health concern in the future.

2. Purpose and objectives

1. To ensure smooth conduct of departmental/ committee based activities during the academic years when the institution cannot function normally.
2. To facilitate conduct of online lectures
3. To make suitable arrangements so that students can access books, have access to administrative staff for getting documents like transcript, NOC etc.
4. To ensure university guidelines are followed for the purpose of conducting exams of all semesters.
5. To facilitate smooth conduct of administrative activities during the academic years which are affected due to pandemic situation

3. Scope of the policy

This policy is intended to bring about ease in working remotely/ differently for the academic year which are affected by pandemic or situations which do not permit working (regularly) through offline mode.

4. Rules, guidelines and regulations relevant to this policy

Since Mulund College of Commerce is a college affiliated to Mumbai University, it has to comply with all the rules and regulations, circulars, notifications and guidelines issued by the appropriate authority in this regard. Circulars were issued during pandemic regarding attendance of administrative and teaching staff, conduct of online lectures, mentoring, conduct of online exams.

5. Key aspects of policy

1. Suitable online platform and software for the purpose of conducting admissions, lectures, and exams to be identified and purchased/ implemented for the smooth conduct of activities.
2. Teachers to be trained for the conduct of lectures using online platforms
3. Online certificate courses to be conducted during the pandemic situation to keep students and teachers productively engaged.
4. Online mentoring and counselling to be strengthened to ensure psychological well-being of students and teachers during the pandemic situation.
5. Maintenance of online record and suitable redressal of issues faced by students, teachers and non-teaching staff arising out of functioning in an online / remote environment.
6. Feedback mechanism should include feedback from students and teachers on online teaching-learning.
7. Separate SOPs to be made for the purpose of carrying out administrative work like collection of fees, issuing receipts, bonafides, letters of recommendation, transcripts while working remotely.
8. Conduct of departmental/ committee based activities using online platforms
9. Compliance with guidelines issued by University of Mumbai regarding admissions, conduct of exams and day to day activities.

6. Committees for policy implementation

It is recommended that a disaster management team/ committee be formed to handle such situations. It should be headed by the Principal with Vice principal, two senior teachers, coordinators of various programs and senior administrative staff as its members.

Meetings to be held as and when the situation demands.

7. Impact of the policy on processes

Since this policy is intended to handle the working of the entire institution, it will be linked to all the administrative processes in the college. All the processes should also address the eventuality of remote working and provide a way to handle the situation.

G1. Entrepreneurship Development

This policy is under development.

G2. Policy for Promotion , Progression and Development of Women in the campus

1. Importance

Promotion, progression and development of women in the campus plays a significant role in ensuring safety and empowerment of females in the campus. It provides a platform for females to foster their skills and capabilities by engaging them in various activities. It also works towards building a gender sensitive campus. It plays an active role in creating necessary environment to enable voicing of opinions on important issues concerning females.

2. Purpose and objectives

1. To provide and maintain a dignified and congenial environment for female students and staff members.
2. To conduct activities and awareness programmes on gender sensitization towards building a gender sensitive campus.
3. To emphasize on the health and hygiene and overall personality development of females so as to promote their general wellbeing.
4. To review campus safety and security measures for females.
5. To sensitize all stakeholders of the college about the statutory mandate prohibiting gender discrimination and sexual harassment at work place.
6. To promote awareness about the role of the Internal Complaints Committee.

3. Scope of the policy

The policy is applicable to all students and staff members. It works towards promoting the general wellbeing of female members. It lays emphasis on safety, health and hygiene of females. It is responsible for promoting gender sensitivity and creating awareness about the role of the Internal Complaints Committee. It also assists in

directing grievances received if any to the concerned committee depending on the type of grievance for its redressal.

4. Rules, guidelines and regulations relevant to this policy

This policy document has been prepared keeping in view various rules, guidelines and regulations that have a bearing on contents of this policy. Following are the highlights of these rules and regulations.

UGC Regulations 2015, SAKSHAM (UGC 2013) and Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013.

The policy works towards promoting the role of Internal Complaints Committee in addressing complaints of sexual harassment as per the UGC Regulations 2015, SAKSHAM (UGC 2013) and Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 (14 of 2013).

The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013, requires every organization to constitute an Internal Committee under section 4 of this Act to deal with issues of sexual harassment at workplace. After the enactment of this Act, the University Grants Commission also framed its regulations in 2015 for the higher educational institutions regarding constitution of an Internal Committee as per the Act 2013. The UGC regulations also state that the higher educational institutions should publicly commit themselves to a zero tolerance policy towards sexual harassment.

5. Key aspects of policy

The policy about promotion, progression and development of women in the campus envisages to facilitate/enable/contribute in the following ways:

1. The Women Development Committee through a formal notice invites applications from interested students (both boys and girls) to act as volunteers. The volunteers

are then selected by conducting a formal interview. The volunteers would act as a link between the committee and the student community and also assist in the activities conducted under the aegis of the committee.

2. It conducts gender audit for obtaining feedback with regards to development initiatives undertaken, issues faced and areas for further improvements. A formal meeting of committee members is held to discuss the scope of gender audit, the issues to be covered and the mechanism to be used for data collection.

3. The gender audit is digitally administered by developing a questionnaire which is circulated to students across various programmes on their official WhatsApp groups. The audit covers various aspects that reflect the awareness and understanding of students about gender sensitization and campus safety and security measures. It also includes data about male and female enrolment in various programmes and their participation in sports, NSS and cultural activities.

4. The findings of the gender audit, development initiatives undertaken and proposed activities are recorded and reported to the Principal and IQAC.

5. Each activity to be conducted is discussed formally in committee meetings and then the proposal is sent to the Principal for approval.

6. The budget for activities to be undertaken by the committee is sanctioned by the Principal on a case to case basis.

6. Committees for policy implementation

1. The constitution of the members of the Women Development Committee is decided by the head of the institution on a periodic basis.

2. Composition of the Committee

➢ Chairperson (Female teaching staff)

➢ Teachers as committee members (Three to eight)

➢ At least one male teaching staff

➢ One non-teaching member

➢ One female student representative (selected by the committee through a formal interview after inviting applications through a formal notice)

3. The committee should meet at least once in every semester.

4. The quorum for the meetings shall be more than half of the total number of members.
5. The agenda, minutes and action taken reports are to be documented with official signatures and maintained electronically in a retrievable format.

7. Impact of the policy on processes

The policy relates to: G2. Promotion, Progression and Development of Women in the campus as per the current policy framework designed.

The Committee works towards the overall development, enhancement of the female members of the institution for which it coordinates with various committees and departments.

This policy has an impact on processes F4: Prevention of Sexual Harassment and G2 : Promotion, Progression and Development of Women in the Campus.

G3. Policy for enabling accessibility for differently abled students

1. Importance

As a society it is necessary to be sensitive and inclusive towards the needs of persons with disability. This sensitivity must reflect in the form of infrastructural facilities and in the form of our attitudinal inclusiveness towards the challenges faced by persons with disability. This implies that we need be empathetic and bring about a holistic transformation in an effort to make our institution a comfortable and accessible environment for people with disability.

2. Purpose and objectives

Purpose: To meet the needs and requirements of learners with disability

Objectives:
- To comply with the government rules at the time of admission for ensuring reservation for learners with disability.
- To make suitable facilities available for individuals with disability.
- To identify the special needs of such students and offer counselling to such students

3. Scope of the policy

The policy shall apply to all the learners of higher education in college, who have a disability certificate issued by any competent authority.

4. Rules, guidelines and regulations relevant to this policy

There are no explicit statues/guidelines that regulate the institution. Providing accessibility to persons with disability is a non-statutory function of the organisation.

5. Key aspects of policy

1. Admission committee must ensure to scrutinize the applications forms from persons with disability and admit them as per the applicable norms of reservation for persons with disability.
2. The learners with disability, on submission of admissible certificate of disability, will be entitled for additional time in accordance of University of Mumbai norms. The application in this regard shall be submitted to convener of exam committee before every exam. The facility of availing a scribe for examination shall be offered to such learners.
3. The learners with disability shall be readily offered the resources from library depending upon their individual needs. The Department of Library shall be the authority for the execution of the same.
4. Remedial coaching must be offered to learners with special needs.
5. An orientation of learners with disability shall be done by IQAC department soon after the enrolment of such learners.
6. A disability sensitisation programme for all the learners and staff shall be carried out at least once in year.
7. IQAC shall suggest needed infrastructural changes for building an accessible environment for such learners.

6. Committees for policy implementation

IQAC shall remain the body concerned for co-ordinating with different departments like Admission Committee, Examination Committee, Department of Library and Infrastructure Committee in creating an all-encompassing and all-inclusive environment for learners with disability.

7. Impact of the policy on processes

The policy relates to: D6: Enabling accessibility for differently abled students. It will also have an impact on the processes of admission, examination, and processes such as D1: Procurement and maintenance, D5: Safety and D7: Cleanliness and canteen .

Annexure I: Faculty members who have contributed to policy framework

CA Dr. Anuradha Ganesh

Dr. K. G. Rajan

Dr. Hiren Dand

Dr. Arjun Lakhe

Mr. Amit Yadav

Ms. Shilpa Thakur

Dr.VaishaliPatil

Ms. Riya Dhamapurkar

Dr. Rajashree Deshpande

CA Vinay Gudi

Dr. Shekhar K. Dongre

Dr. R D Mishra

Ms. Reena Nagda

Dr. S.V Rane

Mr. B. Seshadri

Dr. Pramila D'Souza

Ms. Sulbha Dey

Dr.ShayereeGhosh

Dr. Viji Kannan

Ms. Seema Ashar

Ms. Shylashree Dev

Mr. Vishal Borude

Ms. Sanyuja Kurkure

Mr. Jojan Mathai

Mr. Sanketh Iyer

Ms. Shilpi Jawake

Ms. Shreya Shenoy

Mr. Jayanta Ghorpade

Ms. Vinaya Marathe

Ms. Pooja Patil

Mr. Nitin Pawar

Ms. Seema Attarde

CA Snehal Chavan

Mr. Vallabh Narayanan

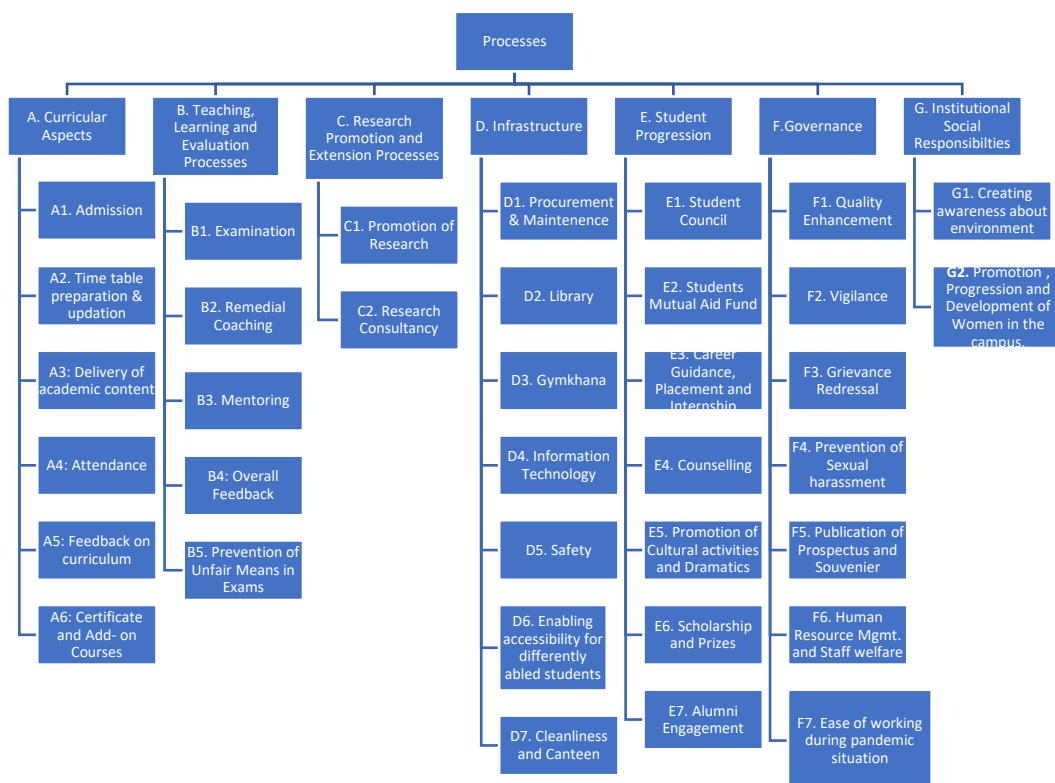Ms. Seema Attarde

Ms. Priti Pathak

Ms. Soumya George

Ms. Abhilasha N

Ms. Bhumika N

Ms. Jyothika Chedha

Mr. D.J.Rajput,

Annexure II: Framework for Standard Operating Procedures (SOPs)

Following are the processes for which we propose to document detailed SOP (Standard Operating Procedure) once the policy framework stabilizes.

Curricular Aspects

A1. Admission

A1.01- Conduct of admission process

A1.02 - Prepare merit lists as per directives of Government

A1.03- Fill up seats as per management quota

A1.04- Sale of prospectus

A1.05 - Accept application forms

A1.06 – Verify application forms and the relevant documents

A1.07 - Issue of receipts after the collection of fees from students.

A1.08 – Conduct of Orientation Programme for students inducted in the academic year.

A1.09 – Coordinate with office to fill up the University enrolment form of all students with in the time specified.

A1.10 – Issue of notices, Circulars to students to disseminate information to students.

A1.11 – Conduct of meetings and maintenance of minutes and relevant records.

A2. Time table preparation & updation

A2.01 - Assign classes to teachers by complying with rules of the University regarding workload of teachers

A2.02 - Scrutiny ofwork load of the individual faculty members/teachers and the Departments as per University rules

A2.03 - Coordinate with the HODs and maintenance of records

A2.04 - Disseminate class timetables on the staff and student notice boards/website

A2.05 – PrepareAcademic Calendar and Teachers' Diary.

A3. **Delivery of academic content**

A3.01 – Assess curriculum delivery requirements of each program

A3.02 – Collect feedback from all stakeholders on curriculum delivery

A3.03 – Identify the gaps between the expectation and actual academic content delivery

A3.04 – Develop multiple quadrant approach to teachers to develop appropriate academic content.

A3.05 – Coordinate with website committee to upload e-content of all the programs in the college website

A4. Attendance

A4.01 – Orient newly admitted learners about the attendance rules during induction programme

A4.02 - Improve maintenance of attendance records

A4.03 - Ensure error free and seamless monitoring of students' attendance

A4.04 – Conduct periodic meetings to analyse the attendance record of learners

A4.05 - Establish communication channels through class mentor for encouraging students towards compliance of attendance rules

A4.06 - Plan for parents- teachers interaction

A4.07 -Develop mechanism for applying for leave

A4.08 - Record attendance of students participating in extra and co-curricular activities

A4.09 - Ensure compliance of attendance rules, procedural norms as set by University from time to time.

A5: Feedback on curriculum

A5.01 – Collect feedback on curriculum from all stakeholders

A5.02 – Collect feedback from all stakeholders within the stipulated time period, before the beginning of semester.

A5.03 – Analyse the feedback collected and submit the action taken report along with suggestions to the relevant authorities.

A6: Certificate and Add- on Courses

A6.01 – Design Course structure and remuneration to be paid to the teachers

A6.02 – Conduct of admission process for all the certificate, add- on and value added courses offered in the college.

A6.03 – Prepare academic calendar for all the above courses, issue appointment letter to concerned teachers.

A6.04 – Monitor the lectures conducted, attendance of students

A6.05 – Suitable evaluation techniques, Conduct exams for all the courses

A6.06 – Maintain record of lectures conducted and teachers

A6.07 - Disbursement of teachers' remuneration

A6.08 – Review of existing courses and introduction of new courses

A. Teaching, Learning and Evaluation Processes

B1. Examination

B1.01 - Collect database of eligible students before exams

B1.02 - Prepare timetable for exams and Issue notices, circulars and dissemination of information relating to exams to students and teachers.

B1.03 – Conduct of all exams in the college

B1.04 - Collection of question papers from teachers, assessment process by teachers which will include the manner in which answer sheets will be issued to teachers and collected back from them andpreparation of marksheets

B1.05 - Maintenance of teachers' assessment record and disbursement of teachers' exam remuneration

B1.06 - Declare students results within the stipulated time.

B1.07 – Submission of data relating to toppers of each class to the prize distribution committee.

B1.08 – Comply with the relevant University guidelines or circulars.

B2. Remedial Coaching

B2.01 - Create awareness about remedial coaching amongst students

B2.02 - Induct students forremedial coaching

B2.03 - Prepare Remedial time table

B2.04 - Supervise the conduct of Remedial lectures

B2.05 – Disburse teachers' remuneration

B2.06 - Prepare and submit overall remedial report to the authorities.

B3. Mentoring

B3.01 – Establish communication channels between mentors and students of the respective classes.

B3.02 – Prepare a timetable for student – mentor interaction.

B3.03 – Reporting mechanism whereby mentors will report to Vice Principal. (Identify the various parameters on which feedback/ grievances can be collected from learners).

B3.04 – Grievance redressal.

B4: Overall Feedback

B4.01 -Collect feedback from teachers to understand the challenges, impediments faced by them while conducting classes.

B4.02 – Collect feedback from students about the overall conduct of activities of college, infrastructural facilities and about their overall satisfaction.

B4.03 – Collect feedback from other stakeholders

B4.04 - Analyse the results of feedback and corrective actions, wherever necessary, to be taken and communicated accordingly.

B5. Prevention of Unfair Means in Exams

B5.01 – Create awareness about the provisions of the various ordinances and effect of using unfair means among students.

B5.02 – Conduct meeting after the cases have been reported by the exam committee

B5.03 – Comply with the provisions of the University

B. Research Promotion and Extension Processes

C1. Promotion of Research

C1.01 - Create procedure for recommending research papers for state level/ national/ international conferences.

C1.02 - Design rules and regulations for conducting research projects.

C1.03 - Identify line of authority for approving research papers / projects or for granting reimbursements to researchers.

C2. Research Consultancy

C2.01 - Identify areas where consultancy services can be provided by the college.

 C2.02 – Reporting of consultancy work undertaken by faculty

C2.03 – Sharing of consultancy fees between the institution and faculty member.

D. Infrastructure

D1. Procurement & Maintenance

D1.01 – Define the scope of authority of procurement committee

D1.02 – Define the scope of maintenance contracts to be undertaken by the institution

D1.03 – Lay down the detailed procedure for procurement and maintenance contracts

D2.. Library

D2.01 - Make suitable arrangements so that students can access books from the library(both, online and in person).

D2.02 – Charging penalty for late return of books.

D2.03 – Purchase of books in the library

D2.04 – Subscription to journals and newsletters

D3. Gymkhana

D3.01 - Purchase equipment needed for gymkhana

D3.02 - Selection of coaches for the various sports events

D3.03 - Selection of students for the various matches

D3.04 - Issue notices and circular about the various sports events and dissemination of information relating to competitions and tournaments in various colleges at different levels.

D4. Information Technology

D4.01 – Maintenance of computer labs

D4.02 – Review the internet connections and data accessibility in college

D4.03 – Upgrade and update college website

D5. Safety

D5.01 – Conduct structural audit

D5.02 – Conduct regular inspection of the campus.

D6. Enabling accessibility for differently abled students

D6.01 –Comply with the government rules for ensuring reservation for learners with disability.

D6.02 - Make suitable facilities available for individuals with disability.

D6.03 – Identify the special needs of such students and offer counselling to such students

D7. Cleanliness and Canteen

D7.01 – Maintain a clean, hygienic campus

D7.02 – Monitor, supervise the food supplied in canteen.

D7.03 – Collect feedback from students and staff about the food supplied by canteen

E. Student Progression

E1. Student Council

E1.01 - Form student council in the college as per the directives received from University,

E1.02 - Form electoral college whereby representatives from every class is identified,

E1.03 - Plan activities under student council

E1.04 - Issue notices and circulars and dissemination of information.

E2. Students Mutual Aid Fund

E2.01 - Identify students eligible to get aid under SMAF

E2.02 - Issue notices, circulars to students to invite applications from students

E2.03 – Conduct programs and activities for the benefit of students.

E2.04 -Utilisation of funds collected and reporting thereof.

E3. Career Guidance, Placement and Internship

E3.01 - Identify students for placement

E3.02 - Create a database of students eligible for placement and internship

E3.03 - Organise student mentoring and career guidance lectures

E3.04 - Disseminate information regarding placements and internship to students.

E4. Counselling

E4.01 – Create awareness about availability of counsellor in the campus.

E4.02 – Organise lectures, activities on mental health and well-being

E4.03 – Refer aggrieved students and staff to counsellor

E4.04 – Maintenance of record

E5. Promotion of Cultural activities and Dramatics

E5.01 – Create awareness of the various cultural programs conducted in MCC and other colleges

E5.02 – Create database of students interested to participate in various cultural activities

E5.03 – Plan various activities and prepare a cultural calendar.

E5.04 – Conduct various activities and maintain accounts and record of the same.

E6. Scholarship and Prizes

E6.01 -Identify various scholarship schemes available to students.

E6.02 – Identify students eligible for various scholarships

E6.03 - Share information relating to the various scholarships schemes among students

E6.04 – Identify students eligible for scholastic and endowment prizes

E6.05 - Update the endowment list of prizes

E6.06 - Issue relevant notices, circulars and other relevant information.

E6.07 – Conduct of prize distribution and Degree distribution ceremony.

E7. Alumni Engagement

E7.01 – Form Alumni Association

E7.02 – Coordinate with Alumni Association to conduct activities in the college.

E7.03 – Create Alumni database

F. Governance

F1. Quality Enhancement

F1.01 -- Design a reporting system.

F1.02 – Fill up AQAR

F1.03 – Comply with the requirements of UGC, NAAC and University of Mumbai.

F1.04 – Plan activities for the year.

F1.05 – Plan quality control measures in the college.

F2. Vigilance

F2.01 – Conduct vigilance procedures in the college

F3. Grievance Redressal

F3.01 – Review and update grievance redressal mechanism

F3.02 - Create awareness about grievance redressal mechanism in the institution.

F3.03 -The conduct of committee meetings and maintenance of records.

F4. Prevention of Sexual harassment

F4.01 – Create awareness in the college about the existence of Internal Complaints Committee

F4.02 – Procedure for lodging a complaint

F4.03 – Conduct of Inquiry

F4.04 – Remedial action

F5. Publication of Prospectus and Souvenir

F5.01 – Invite literary work to be published in the college magazine

F5.02 – Invite quotations from publishers for printing prospectus and college magazine

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F5.03 - Publish prospectus and college magazine

F6. Human Resource Mgmt. and Staff welfare

F6.01 – Job analysis

F6.02 - Recruit staff and conduct orientation

F6.03 – Training and Development of staff

F6.04 - Compensation

F6.05 - Recognition and rewards

F6.06 – Design Staff welfare schemes

F7. Ease of working during pandemic situation

F7.01 - Conduct of departmental/ committee based activities during pandemic situation

F7.02 - Conduct of administrative activities during pandemic situation

G. Institutional Social Responsibilities

G1. Creating awareness about environment/ Society

G1.01 - Form Nature club and enrol students as members of the club

G1.02 – Seek participation in the sustainability initiatives of the college and popularize them among all the stakeholders

G1.03 - Disseminate news, policies, articles, films related to environment.

G1.04 - Organize and promote workshops, webinars, courses and other events that would build awareness and sensitivity towards nature.

G1.05 - Execute projects, initiatives and events that would benefit the individuals who are not the primary stakeholders of the college.

G1.06 - Measure, monitor and evaluate the success of the initiatives undertaken

G1.07 - Coordinate social responsibility initiatives of different departments of the college.

G2. Promotion, Progression and Development of Women in the campus.

G2.01 – Prepare an activity calendar to conduct activities and awareness programmes on gender sensitization, health and hygiene, nutrition and celebrate International Women's Day.

G2.02 – Conduct self-defence workshops for girls in the campus as per University guidelines.

G2.03 – Create awareness about Internal Complaints Committee.

G2.04 - Review of campus safety and security measures for females.

G2.05 - Grievances redressal to ensure a gender sensitive campus.

Annexure III: Reference to applicable regulations which need compliance

Mulund College of Commerce is a college affiliated to University of Mumbai. Rules have been laid down specifically for certain areas of governance like admission, learners' attendance and formation of Student Council. They are as follows:

Admission

University of Mumbai issues circular every year to lay down rules related to admission pertaining to the said academic year. The circular for academic year 2021-22 is issued vide No. Enrol.IElgJAdmission/(2021-22/388/of 2021 dated 5th August 2021.

Attendance

Ordinances 6086 relating to the attendance for learners issued on 5th May, 2014

Student Council

Section- 99 of The Maharashtra Public Universities Act 2016 (As modified on 6th September, 2018) has laid down the rules regarding the constitution and working of Student Council.

College Grievance Redressal Committee

University of Mumbai issued a circular dated 14th May 2019 regarding the constitution of College Grievance Redressal Committee i.e. CGRC which includes role and functions of CGRC, role of chairperson, member secretary, meetings, quorum, action taken report, registration of grievance on the portal, disposal of application and also the elaborative procedural and substantive aspects relating to submission of the final annual report to the University.