



Royal University of Bhutan

**STANDARD OPERATING PROCEDURES
ROYAL UNIVERSITY OF BHUTAN
JULY 2020**

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PREFACE

The Royal University of Bhutan Standard Operating Procedures 2020 aims to provide a standard working tool for employees of the University to achieve efficiency, consistency in quality of output and uniformity of performance in service delivery. It is also intended to minimize variations and promote quality through consistent implementation of processes or procedures within the University.

While the SOPs reflect usual practice, there may be circumstances from time to time that will require an adaptive response based on the professional judgment of the staff and decision makers.

This document is subject to constant review to remain relevant and also to ensure that standards are extended to other services which are not included in this document. Users of the SOPs are encouraged to share lessons learned during the application of the procedures for constant improvement.



(Nidup Dorji)
Vice Chancellor

PRELIMINARY

I. BACKGROUND

The RUB SOP 2020 shall encompass service delivery standard to help employees carry out complex routine operations. A standard operating procedure aim to achieve efficiency, quality output and uniformity of performance.

II. TITLE

This document shall be known as Standard Operating Procedure 2020, hereafter referred to as SOP 2020.

III. EXTENT AND COMMENCEMENT

This Standard Operating Procedure shall be followed by College/OVC for the following actions:

1. Human Resource Services
2. Estate and Maintenance Services
3. Finance Services
4. Procurement Services
5. ICT Services
6. Library Services
7. Quality Assurance and Enhancement Services
8. Teaching Learning Services
9. Legal Services

This document shall come into force with effect from the date of an office order.

Chapter 1A: Quality Assurance & Enhancement Services - OVC

Validations, Periodic Reviews & Resource Checks

Procedure	Time frame	Responsible person	Remarks
Review validation proposals and submit to the PQC to consider	A month prior to the PQC	Chief QA & E (CQA&E) and Academic Quality Officer (AQO) The Director AA is consulted and help sought as and when required	Unapproved proposals go through the whole process for the PQC to reconsider the revised proposal. In such an event the time frame depends on the proposing college
Considered by PQC and communicate comments to the proposing college/s for revision/changes	A fortnight after the PQC	Chief QA & E (CQA&E) and Academic Quality Officer (AQO) The Director AA is consulted and help sought as and when required	Unapproved proposals go through the whole process for the PQC to reconsider the revised proposal. In such an event the time frame depends on the proposing college
Consult proposing college/s regarding panel members and dates for the validation and fix dates	After the revised document/s are received by the DAA	Chief QA & E (CQA&E) and Academic Quality Officer (AQO) The Director AA is consulted and help sought as and when required	Unapproved proposals go through the whole process for the PQC to reconsider the revised proposal. In such an event the time frame depends on the proposing college
Look for suitable panel members, seek their consent, get approval from their supervisors through formal correspondence. Prepare budget estimates and seek approval for payments	A fortnight before the validation/review /Adoption	Chief QA & E (CQA&E) and Academic Quality Officer (AQO) The Director AA is consulted and help sought as and when required Chief QA & E (CQA&E) and Academic Quality Officer (AQO) The Director AA is consulted and help sought as and when required	Dates may change to work around the time convenience of identified Panel members

Conduct the validation	As scheduled	Chief QA & E (CQA&E) and Academic Quality Officer (AQO) The Director AA is consulted and help sought as and when required	
Submit Validation Report/s to the PQC if all goes well and subsequently to the Academic Board for approval	The next PQC and the following Academic Board	Chief QA & E (CQA&E) and Academic Quality Officer (AQO) The Director AA is consulted and help sought as and when required	If the Academic Board is before the PQC, the Report is submitted directly to the AB
Follow up on the Definitive Programme Document (DPD) for the programme/s	1 st draft of DPD before the start of the validated/reviewed/adopted programme/s	Chief QA & E (CQA&E) and Academic Quality Officer (AQO) The Director AA is consulted and help sought as and when required	

Develop, recommend and review academic QA and E policies and regulations

Procedure	Time frame	Responsible person	Remarks
Draft new policies/regulations or amend existing policies/regulations, consult and seek feedback from ACDA, PQC and submit to AB for approval	This depends on the dates when the ACDA, the PQC and the AB	Director AA and CQA & E	

Update regulations in the Wheel of Academic Law

Procedure	Time frame	Responsible person	Remarks
New and revised regulations are updated in the Wheel of Academic Law on the RUB website once approval is granted from the AB	A fortnight of the AB's approval	Director AA and CQA & E	

Train academic staff on QA procedures

Procedure	Time frame	Responsible person	Remarks
Normally staff are organised in college clusters and workshops conducted based on need areas such as annual programme monitoring	A year and a half to complete one round for all colleges	Director AA and CQA & E	Such trainings are conducted if warranted

Conduct quarterly PQC meetings

Procedure	Time frame	Responsible person	Remarks
Prepare agenda and discussion papers, compile, circulate, take minutes, seek feedback, revise minutes, distribute, detail follow-up on minutes to each college/OVC and ensure actions	Send discussion papers to members at least 10 days in advance, send minutes in a fortnight after the PQC	CQA & E/AQO	

Chapter 1B: Quality Assurance & Enhancement Services - College

Validation of Programmes

Procedure	Time frame	Responsible person	Remarks
Seek planning approval from APRC		Programme Leader/ Dean AA	Time frame to be mentioned
Propose for validation to PQC	A least a year after gaining planning approval	Dean AA	
Undergo the validation exercise	At least 6 months after gaining PQC approval	Dean AA/Programme Leader/ Programme Team	Unapproved proposals go through the whole process for the PQC to reconsider the revised proposal. In such an event the time frame depends on the PQC
Launch the programme	On the date approved by the Academic Board	College	Subject to fulfilment of conditions in the validation report/AB

Periodic Review of Programmes

Procedure	Time frame	Responsible person	Remarks
Review programmes in operation	1 year programmes after 3 years; 2 & 3 year programmes after 4 years; more than 3 year programmes 1 year after a cycle of implementation	Programme Leader/ Programme Team/Dean AA	Unapproved proposals go through the whole process for the PQC to reconsider the revised proposal. In such an event the

			time frame depends on the PQC
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Annual Programme Monitoring Reports (APMRs)

Procedure	Time frame	Responsible person	Remarks
Make module plans for each semester for all modules	First week of each semester	Programme Leader & Module Coordinators/Tutors	
Review module plan for all modules	Mid-semester and end-semester	Programme Leader & Module Coordinators/Tutors	
Submit module report for all modules	End of each semester	Programme Leader & Module Coordinators/Tutors	
Submit Annual Programme Monitoring Reports for all programmes to OVC	March for programmes that begin in spring & August for programmes that begin in Autumn	Programme Leader & Dean AA	

External Examiners (EE)

Procedure	Time frame	Responsible person	Remarks
External examiners should be appointed for all programmes	At least 6 months after the launch of the programme	Programme Leader & Dean AA	
Invite external examiner for each programme	Once a year	Programme Leader	
Submit EE reports with the APMRs	Once a year	Programme Leader & Dean AA	Need to mention specific month

Introduction of new programmes

Procedure	Time frame	Responsible person	Remarks
DAA office, Programme leaders/Head of Department	Within one to two years	Dean AA	Clear procedure needs to be indicated.

Meetings

Procedure	Time frame	Responsible person	Remarks
Share relevant parts of the minutes of the AB meetings with programme leaders/HoDs	Within one week of receiving minutes from OVC	President	
College Academic Committee	At the beginning and end of semesters	Dean AA	
Conduct College Quality Control meeting	At the end of semester	Coordinator of QACC	
Conduct adhoc meeting	Only one adhoc meeting a week, notice to be given at least 2 hours for adhoc meetings	Member secretary	

Chapter 2A: Teaching Learning Services - OVC

Professional Development Needs of Academic and Academic Support Staff

Procedure	Time frame	Responsible person	Remarks
Announce CULT Advisory Committee Meeting dates and request for discussion papers	Three weeks before the CULT Advisory Committee Meeting is convened	DAA/Chief, PTL	
Submit proposals for professional development needs in the form of discussion papers	1 week before the CULT Advisory Committee Meeting is convened	Dean of Academic Affairs	
Produce resolutions of the meetings and send to members	Within one week after the meeting is convened	DAA/Chief, PTL	
Follow up of the resolutions	As per the time frame given in the resolutions	As per minutes of the meeting	Reminders will be sent by Chief, PTL

Academic Regulations and other academic related matters

Procedure	Time frame	Responsible person	Remarks
Announce the dates and venue of the Annual Conference of Dean of Academic Affairs (ACDAA) with request for discussion papers	Three weeks before the ACDAA is convened.	DAA/Chief, PTL	
Submit discussion papers	1 week before the ACDAA is convened	Dean of Academic Affairs	

Produce resolutions of the meetings and send to members	Within one week after the ACDAA is convened	DAA/Chief, PTL	
Follow up of the resolutions	As per the time frame given in the resolutions	As per minutes of the meeting	

Introduction to University Learning and Teaching to new faculty members

Procedure	Time frame	Responsible person	Remarks
Collect name list of new recruits	One week before the training dates and venue are announced	DAA/Chief, PTL	
Announce dates and venue for the programme through formal letter to the presidents of the colleges	Three weeks before the training schedule	DAA/Chief, PTL	
Mobilise facilitators for the training	Three weeks before the training schedule	DAA/Chief, PTL	

Guidance to Programme Leaders in terms of programme development process

Procedure	Time frame	Responsible person	Remarks
Update workshop materials on programme development process	As and when the programme development guidelines change	DAA/Chief, PTL	
Invite workshop participants	Three weeks before the workshop schedule	DAA/Chief, PTL	

Development of library policies

Procedure	Time frame	Responsible person	Remarks
Announce the date of Heads of Library meeting and request discussion papers	Three weeks before the meeting is convened	DAA/Chief, PTL	
Submit discussion papers	One week before the meeting is convened	College Library in-charges	
Follow up on the decisions made during the meeting	As per the deadlines agreed and reflected in the minutes of the meeting.	DAA/Chief, PTL will remind the concerned officials	

Conduct Professional Development Programme

Procedure	Time frame	Responsible person	Remarks
Update Training materials	As and when the CULT Advisory Committee directs	DAA/Chief, PTL	
Mobilise facilitators for the training	Three weeks before the workshop schedule	DAA/Chief, PTL	
Invite nominations from the colleges	Three weeks before the training schedule	DAA/Chief, PTL	

Chapter 2B: Teaching Learning Services - College

Access of programme detail to students

Procedure	Time frame	Responsible person	Remarks
Provide student handbook with programme information either on VLE/printed copies; make available definitive programme document in the library	In the first week of enrolment onto the programme	Dean AA/Dean SA	

Student assessments

Procedure	Time frame	Responsible person	Remarks
Provide schedule of assessment for each module	At the start of each semester	Module tutors	
Provide constructive feedback on assessed work such as assignments, projects, and others	Within three weeks of receiving the assessment task	Module tutors	

Dissemination of class timetables and academic calendar

Procedure	Time frame	Responsible person	Remarks
Make information available through College website, notice board, Head of Departments and DAA.	1 st working day of the semester	Dean AA	

Adjustment of class time table or substitution of classes

Procedure	Time frame	Responsible person	Remarks
Inform through notice board (VLE)	1 day in advance	Dean/HODs/Module Tutors/PL	

Access to portfolio of programmes at college

Procedure	Time frame	Responsible person	Remarks
Prospectus	Once in 2 years	Dean RIL	

Academic resource mobilizations

Procedure	Time frame	Responsible person	Remarks
Make resources available	1 month before the start of the academic session	Librarian/store in-charge/ HoDs/ Module Tutors	

Student feedback

Procedure	Time frame	Responsible person	Remarks
Administer student evaluation form	Middle of the semester	Dean AA/HoD	

Academic Appeal

Procedure	Time frame	Responsible person	Remarks
Respond to student appeal with regard to academic matters	1 week from the date of receipt of appeal letter	Dean AA/HoD	
Forward the appeal to Academic Appeal Committee and receive decisions	Within 14 days from the date of receipt of appeal letter from college	Dean AA/HoD	

Examination

Procedure	Time frame	Responsible person	Remarks
Information on exam policies and procedures can be accessed in the student handbook and notice board. Results can also be accessed on college website.	On the spots/within two days of the meeting of the Programme Board of Examiners.	Exam Coordinator/ Exam Cell	

Chapter 3: Library Services

Circulation (Issue & Return)

Procedure	Time frame	Responsible person	Remarks
Issue and returning procedures	On the spot	Librarian/library staff	

User Education/Information Literacy Programme

Procedure	Time frame	Responsible person	Remarks
Orientation for new students. Teach and guide how to use databases, internet, avoid plagiarism and academic referencing	within 1 week from students reporting	Librarian/library staff	

Collection development of library books

Procedure	Time frame	Responsible person	Remarks
Call for books requisition	Within a week after the budget approval	Librarian/library staff	
Receive library books requisition from faculty or departments with bibliographic details	Within a month after call for book requisition	DAA/Librarian/library staff	
Weeding and physical verification	By end of July	Librarian/library staff	

Subscription to journals, newspapers and databases

Procedure	Time frame	Responsible person	Remarks
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Subscribe, renew and cancellation of journals, newspapers and databases	1-2 months prior to new academic session	Librarian/library staff	
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Reference services

Procedure	Time frame	Responsible person	Remarks
Provide help and guidance to users in locating and use of library resources	On the spot or within 48 hours	Librarian/library staff	

Housekeeping services

Procedure	Time frame	Responsible person	Remarks
Re-shelve and stack maintenance	Within 12 hours after the return of books	Librarian/library staff	
Repair and maintenance of books	Within 48 hours	Librarian/library staff	

Collection update in KOHA

Procedure	Time frame	Responsible person	Remarks
Classify, catalogue and physical classification of books and library resources	Within 1 months from the books received	Librarian/library staff	
Updating essential reading list	within 6 months from the review of programmes	Librarian/library staff	

Chapter 4: Human Resource Services

Recruitment

i. Recruitment of Academics (Regular)

Procedure	Time frame	Responsible person	Remarks
Send call letter to colleges for requisition	By last week of August (January round), by last week of February (July round)	Human Resource Division	
Receive requisition for recruitment from departments and sections	By 1 st September (January round), by 1 st March (July round)	Administrative Officer	
Submit requisition with position profile to OVC	By 15 September (January round), by 15 March (July round)	Administrative Officer	
Review of proposals and preparation for announcement	By 16-30 September (January round), by 16-30 March (July round)	Human Resource Division	
Vacancy announcement	By 1 October (January round), by 1 April (July round)	Human Resource Division	
Receive applications	By 2-18 October (January round), by 2-18 April (July round)	Human Resource Division	
Shortlisting (Written exam)	20-30 October (January round), by 20-30 April (July round)	Human Resource Division	
Shortlist announcement along with date and venue for written exam	By 1 November (January round), by 1 May (July round)	Human Resource Division	

Conduct Written exam	By 8 November (January round), by 8 May (July round)	Human Resource Division	
Correction of answer sheets	By 9-20 November (January round), by 9-20 May (July round)	Human Resource Division	
Announce shortlisted candidates for viva voce	By 21 November (January round), by 21 May (July round)	Human Resource Division	
Viva voce	By 28 November to 10 December (January round), by 28 May to 10 June (July round)	Human Resource Division	
Finalize selection	By 15-17 December (January round), by 15-17 June (July round)	Human Resource Division	
Preparation for induction programme	By 18-30 December (January round), by 18-30 June (July round)	Human Resource Division	
Ensure appointment	By 1 January (January round) or by 1 July (July round)	Human Resource Division	
Conduct induction programme before the new staff joins their respective workplace	By 1 st week of January (January round), by 1 st week of July (July round)	Human Resource Division	

ii. Recruitment of Administrative and Technical Staff

Procedure	Time frame	Responsible person	Remarks
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Receive requisition for recruitment from the departments and sections	By 1 st September (January round), by 1 st March (July round)	Administrative Officer/ Human Resource Division	
Review of the proposals and preparation for announcements	By 30 September (January round) and by 30 March (July round)	Administrative Officer/ Human Resource Division	
Vacancy announcement	By 1 October (January round) and by 1 April (July round)	Administrative Officer/ Human Resource Division	
Collection of applications	By 18 October (January round) and by 18 April (July round)	Administrative Officer/ Human Resource Division	
Shortlisting for written exams	By 30 October (January round) and by 30 April (July round)	Administrative Officer/ Human Resource Division	
Announce the shortlisted candidates for viva-voce	By 8 November (January round) and by 8 May (July round)	Administrative Officer/ Human Resource Division	
Viva-voce interview	By 20 November (January round) and by 20 May (July round)	Administrative Officer/ Human Resource Division	
Finalize selection	By 21 November (January round) and by 21 May (July round)	Administrative Officer/ Human Resource Division	
Conduct induction programme	By 10 December (January round) and by 10 June (July round)	Administrative Officer/ Human Resource Division	
Issue appointment orders	By 17 December (January round) and by 17 June (July round)	Administrative Officer/ Human Resource Division	

iii. Recruitment of Vice Chancellor

Procedure	Time frame	Responsible person	Remarks
Conduct first meeting of the search committee to familiarize and review, if necessary, assessment criteria, interview and shortlisting processes	1 st week from the decision to open up the position	Registrar	
Advertise the position	2 nd week	Registrar	
Receive applications and nominations, and compile	By 6 th week	Registrar	
Submit applications to Selection Committee for review	By 11 th week	Registrar	
Shortlist candidates	By 14 th week	Registrar	
Conduct selection interview	By 15 th week	Registrar	
Submission of selection report to the University Council	By 16 th week	Registrar	
Submission of the nomination finalized by UC to the Chancellor or RGoB for endorsement	By 17 th week	Registrar	
Appointment by the University Council after endorsement by Chancellor or RGoB	By 18 th week	Registrar	

iv. Recruitment of Executives (Registrar, President, Director)

Procedure	Time frame	Responsible person	Remarks
Announce vacancy for Executive position	At least 2 months prior to the completion of tenure of the incumbent executive's	Registrar/Human Resource Division	
Announce vacancy as and when required, compile applications, shortlist and select suitable candidates	Complete selection within 2 months from the date of announcement	Registrar/Human Resource Division	

v. Recruitment of Deans

Procedure	Time frame	Responsible person	Remarks
Send requisitions to OVC for announcement and recruitment	2 months prior to the expiry of the term of existing Dean	Administrative Officer	
Announce vacancies, compile applications, shortlist and select suitable candidates	Complete selection within 2 months from the date of announcement	Human Resource Division	

Issuance of Staff ID

Procedure	Time frame	Responsible person	Remarks
Send all relevant documents to OVC for issuance of Staff ID of staff appointed under regular and fixed term appointment	Within 5 working days from the issuance of appointment order	Administrative Officer	

Issue Staff ID to staff appointed under regular and fixed term appointment	Within 5 working days from the date of receiving complete documents	Human Division	Resource	
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Transfer

Procedure	Time frame	Responsible person		Remarks
Receive proposal with complete documents in Administrative Section	As and when proposed	Administrative Officer		
Review proposal through CMC and submit to OVC for approval	Within 5 working days from the date of receipt of proposal with complete documents	Administrative Officer		
Review proposal and process for approval	Within 2 working days from the date of receipt of proposal with complete documents	Human Division	Resource	
Inform decision of proposal	Within a day from the date of approval/rejection	Human Division	Resource	

Promotion

Procedure	Time frame	Responsible person		Remarks
Invite Promotion Proposal	By 1 st week of October (January) and 1 st week of April (July)	Administrative Officer/ Human Resource Division		
Receive recommendations for decentralized promotions by College/OVC	By 15 October (January round) and by 15 April (July round)	Administrative Officer/ Human Resource Division		

Receive recommendations by the University for promotion in its authority	By 15 November (January round) and by 15 May (July round)	Human Resource Division	
Approval of decentralized promotions within broad banded positions	By 30 November (January round) and by 31 May (July round)	Administrative Officer/ Human Resource Division	
Approval of promotions under the authority of the University	By 15 December (January round) and by 15 June (July round)	Human Resource Division	
Issue promotion order	By 25 December (January round) and by 25 June (July round)	Administrative Officer/ Human Resource Division	

Long Term Professional Development (PD) Programme

Procedure	Time frame	Responsible person	Remarks
Convene CMC upon receiving proposals with complete documents	Within one week from the date of receipt of proposal	Administrative Officer	
Submit for approval to OVC upon reviewing proposals in CMC	Within one week after CMC	Administrative Officer	
Receive proposal and process approval	Within one week from the date of receipt of proposal	Human Resource Division	
Issue letter of award	Within one working day from the date of approval	Human Resource Division	
Ensure pre-departure formalities including legal undertakings are complete	One week prior to departure	Human Resource Division	

Issue relieving order, only upon completion of pre-departure formalities	Within 3 working days from departure	Administrative Officer	
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Short Term Professional Development (PD) Programme

Procedure	Time frame	Responsible person	Remarks
Propose for endorsement of proposals for short term PD programme through CMC/SMT	Within 5 working days from the date of receipt of proposal	Administrative Officer/ Human Resource Division	
Inform decision	Within 1 day from the date of approval/ rejection	Administrative Officer/ Human Resource Division	

Renewal of Term

i. Renewal of Term of Colombo Plan Lecturer (CPL)

Procedure	Time frame	Responsible person	Remarks
Receive request for term extension of CPL	3 months prior to expiry of term	Administrative Officer	
Convene CMC upon receiving proposal for extension for CPL faculty	Within 1 week upon receipt of the proposal	Administrative Officer	
Submit proposal to OVC with complete documents	Within 1 week after approval by CMC	Administrative Officer	
Submit complete documents to Indian Embassy for final approval	2 month prior to the expiry of term	Human Resource Division	

Inform decision of term extension upon receiving information from Embassy	Within 2 working days	Human Resource Division	
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ii. Renewal of Term of Staff on Fixed Term Appointment

Procedure	Time frame	Responsible person	Remarks
Receive proposal for extension for fixed term appointment including Deans and Executives	3 month prior to the expiry of the incumbent staff's term	Administrative Officer/ Human Resource Division	
Convene CMC upon receiving proposal	Within 1 week upon receipt of the proposal	Administrative Officer/ Human Resource Division	
Submit proposal for term extension of Deans to OVC upon approval of CMC	Within 1 week after approval by CMC	Administrative Officer/ Human Resource Division	
Issue term extension order, if approved	Within 2 working days of decision of CMC/SMT/ relevant authority	Administrative Officer/ Human Resource Division	

Annual Increment

Procedure	Time frame	Responsible person	Remarks
Issue order on fulfilment of criteria	3 rd week of the increment month (January and July), subject to fulfilment of performance appraisal	Administrative Officer/ Human Resource Division	

Performance Management

Procedure	Time frame	Responsible person	Remarks
APA assessment	End of June	Independent Review Team (IRT)	
Ensure completion of IWP assessment of staff	Within 2 weeks after the completion of APA assessment	Administrative Officer/ Human Resource Division	

Separation

Procedure	Time frame	Responsible person	Remarks
Superannuation: Inform the individual in case of superannuation	6 months before the due for superannuation	Administrative Officer/ Human Resource Division	
Resignation: Receive resignation proposals, review and submit for approval and inform the decision	Within 10 working days from the date of proposal	Administrative Officer/ Human Resource Division	
Relieving staff on superannuation/ resignation	On the day of superannuation /upon completion of prescribed notice period for resignation	Administrative Officer/ Human Resource Division	

Chapter 5: Finance Services

Payment of salary and wages

Procedure	Time frame	Responsible person	Remarks
Deposit to beneficiaries account.	Before 25 th of every month	Accounts Assistant	As per Financial Manual

Statutory remittance

Procedure	Time frame	Responsible person	Remarks
Remitting through cheque/draft/internet banking	Within 10 days of every succeeding month	Accounts Assistant	

Distribution of monthly pay slip

Procedure	Time frame	Responsible person	Remarks
Distribute pay slip through emails/in person	Within 3 days of the disbursement of the salary	Accounts Assistant	

Pay slip for other purpose

Procedure	Time frame	Responsible person	Remarks
On request by individuals	Within a day of request	Finance Officer	

Payment of stipend to students

Procedure	Time frame	Responsible person	Remarks
Deposit into beneficiaries account	Payment within the last week of every month after the receipt of verified list from the Dean SA	Accounts Assistant	

Payment of DSA to students

Procedure	Time frame	Responsible person	Remarks
Deposit into beneficiaries account	Payment within a week after the receipt of approval	Accounts Assistant	

Payment to Suppliers/Contractors/Consultants

Procedure	Time frame	Responsible person	Remarks
Upon receipt of verified and approved bills from concerned person	Within 30 days	Finance Officer	As per Financial Manual

Payment of TA/DA of Staff

Procedure	Time frame	Responsible person	Remarks
Beneficiaries submit TA/DA claims	Within 10 working days of the receipt of the claims	Accounts Assistant	

Financial Assistance (Semso and Salary Advance)

Procedure	Time frame	Responsible person	Remarks

Deposit Semso or salary advance upon submission of approved notesheet or application	Within three working days after receipt approved note-sheet/application	Finance Officer	
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Official Advances

Procedure	Time frame	Responsible person	Remarks
Receive approved documents	Pay within five working days subject to fulfilment of necessary requirements/ documents	Finance Officer	

Budgeting

Procedure	Time frame	Responsible person	Remarks
Preparation of budget proposal (current and capital) for the next financial year	By 30 th November of the fiscal year	Finance Officer	
Submit to DPR, OVC for review and finalization	By 31 st December of the fiscal year	Finance Officer	

Quarterly budget Review

Procedure	Time frame	Responsible person	Remarks
Review of budget as per the budget cycle and present to CMC/SMT quarterly	By October, January, April and July	Finance Officer	

Bank reconciliation

Procedure	Time frame	Responsible person	Remarks
Reconcile as per bank statement	Within 2 nd week of every succeeding month	Finance Officer	

Preparation of Financial Reports

Procedure	Time frame	Responsible person	Remarks
Preparation of financial statements for financial year and send to donor partners	Within 31 st August of every FY and within 1 week from the date of request for donor partners	Finance Officer	

Account settlement

Procedure	Time frame	Responsible person	Remarks
Settlement of advance, consultancy and donor agency funded activities	Within 2 weeks after the end of every activities	Finance Officer	

Collection of revenue and deposit

Procedure	Time frame	Responsible person	Remarks
Guest house rent / farm revenue, etc. and issue money receipt once received from concerned person	Once a week	Accounts Assistant	

Collect student fees	Beginning of each semester		On the day of registration of new students. Within 5 working days of the beginning of new semester for old students.
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Auditing

Procedure	Time frame	Responsible person	Remarks
Facilitate and provide necessary support to Auditors	As per the Audit schedule	Finance Officer	

Chapter 6: Estate and Maintenance Services

Register written property defect complaint

Procedure	Time frame	Responsible person	Remarks
Complaint letter/register	On the spot	Estate Manager	

Response to complaints

Procedure	Time frame	Responsible person	Remarks
Site inspection/ proceed for material required/deploy manpower	Within 1weeks	Estate Manager	Depends on the nature of complaints

Procurement of materials with necessary approvals

Procedure	Time frame	Responsible person	Remarks
Purchase as per financial manual	1- 2 weeks depending upon the quantity of work	Estate Manager/ Procurement Officer	Depending on the threshold value (time frame) to be included under procurement services

Carrying out the repair and maintenance work (minor works)

Procedure	Time frame	Responsible person	Remarks
Site inspection/ proceed for material required/deploy manpower	Within 2 weeks	Estate Manager	

Verification and passing of bills

Procedure	Time frame	Responsible person	Remarks
Suppliers/Contractors submits the bills	Within 2 weeks to 1 month	Estate Manager	

Quarter allocation

Procedure	Time frame	Responsible person	Remarks
Check application, forward to CMC meeting	Within one week after the quarter is available	Estate Manager	

Rental of facilities(equipment, halls, sports ground, furniture, etc.)

Procedure	Time frame	Responsible person	Remarks
Approve/regret application/walk in request	Same day but after payment of hiring charges if applicable	Administrative Officer/Estate Manager	

Information on infrastructural facilities

Procedure	Time frame	Responsible person	Remarks
Walk in/ letter	Within 1 working day	Training Manager/ Accounts/Lab In-charge	

Chapter 7: Procurement services

Framework Contracting

Procedure	Time frame	Responsible person	Remarks
Notify and receive good requisition from departments and section heads	1 st -15 th May	HODs/Section head/ Procurement/Admin Officer	
Call for tender, evaluation, and award	Within last week June	Procurement/Admin Officer	

Direct Contracting

Procedure	Time frame	Responsible person	Remarks
Review requisitions and propose for direct procurement, if item is within threshold amount	Within 15 days upon receiving good requisition	Procurement/Admin Officer	

Limited Bidding

Procedure	Time frame	Responsible person	Remarks
Review requisitions and propose for direct procurement, if item is within threshold amount	Within 30 days upon receiving good requisition	Procurement Officer	

Limited Enquiry

Procedure	Time frame	Responsible person	Remarks
Call for spot quotation, compare rates, and purchase item	Within 5 days	Procurement/Admin Officer	

Open Tender (goods)

Procedure	Time frame	Responsible person	Remarks
Receive requisition with detailed specifications and TOR from concerned staff/section head	As and when there is requirement	Procurement Officer	
Prepare bidding documents as per threshold value (Global Tendering, Open Tender Method)	Within 6 days from receipt of requisition with details	Procurement Officer	
Call for Quotation, distributing tender documents, receive duly filled bidding documents & tender opening (for all kinds of tender)	Within 45-90 days (Global tendering), 30 days (Open Tender)	Procurement Officer	
Evaluate & award of tender	Within 23 days (for small bid) and within 30 days (for large bid)	Procurement Officer	
Receive goods	Within 1 month from the date of award/supply order or as per the SBD	Procurement Officer	
Verify Received Goods	Within 7 days from the date of the receipt of goods	Procurement Officer	

Open Tender (work/services)

Procedure	Time frame	Responsible person	Remarks
Receive requisition with detailed specifications, drawings and TOR from concerned staff/Section head	As and when there is requirement	Procurement Officer	

Prepare bidding documents as per threshold value (Global Tendering, Open Tender, Limited Bidding)	Within 30 days from the release of fund	Procurement Officer	
Call for tender	Within 30 days (Open tender), 45-90 for (Global tendering), 14 days for (Limited bidding)	Procurement Officer	
Evaluate & award of tender	Within 40 days or as per the SBD	Procurement Officer	
Prepare bidding documents as per threshold value (Global Tendering, Open Tender, Limited Bidding)	Within 30 days from the release of fund	Procurement Officer	

Auction

Procedure	Time frame	Responsible person	Remarks
Verification of unserviceable items in store	Annually	store keeper	
Disposal of unserviceable items	Within 45 days after receiving verification report	procurement officer	

Chapter 8: ICT Services

VLE Services

Procedure	Time frame	Responsible person	Remarks
Create/update programme modules on VLE based on the programme / module list received from the DAA	Within two weeks	ICT Officer	
Allocate module to respective tutor after the receiving the module list along with the tutor from DAA	Within two week	ICT Officer	
Create/update users on VLE upon receipt of student list from the Exam Cell/DAA	Within one week	ICT Officer	
Update or Upgrade VLE upon the request by the module tutor / relevant authority to support their delivery	Within two months	ICT Officer	
Orientation on the use of VLE to the new students after confirming the date from DAA	On the date given by DAA	ICT Officer	
Rectify and fix VLE problems upon the receipt of complaints from module tutors / students / other authorized users to ensure VLE is functioning 24/7	One day to one week	ICT Officer	

Library Management System

Procedure	Time frame	Responsible person	Remarks
Fix problems associated with the KOHA upon receipt of complaints from the Library	Within one week	ICT Officer	

Update and Upgrade KOHA to ensure that latest features are up to date	Every two Years from last upgrade	ICT Officer	
Rectify problems associated with the library security system upon receipt of complaints from the Library	5 mins to 2 weeks	ICT Officer	

College ID Card

Procedure	Time frame	Responsible person	Remarks
Print student cards	Complete within the First week of Student Orientation	ICT Associate / Librarian	Subject to availability of ID card printer
Print Faculty Cards	On spot	ICT Associate / Librarian	Subject to availability of ID card printer

Server and Network

Procedure	Time frame	Responsible person	Remarks
Basic troubleshooting of server (within campus) after receiving the complains	One day to one week	ICT Officer	
Rectify and fix network problems (within campus) after receiving the complains	One day to one week	ICT Officer	
Assist Staff/Student with their network issues upon request	Within one to two days	ICT Officer	
Upgrade and Update Servers [OS]	Every two years from last upgrade	ICT Officer	

Upgrade server hardware and network equipments	Every five years from last upgrade	ICT Officer	Subject to budget availability
Monitor network usage upon request	One day to one week	ICT Officer	

Backup and recovery services

Procedure	Time frame	Responsible person	Remarks
Maintain backup	1 day to 1 month depending on type of server	ICT Officer	
Recovery system or hardware failure from the disaster	1 week to 1 month	ICT Officer	

Email Services

Procedure	Time frame	Responsible person	Remarks
Create new email/group mail address of staff upon receipt of request from HR division/relevant authority	Within 1 day	ICT Officer	
Update university email address upon receipt of the relieving/transfer order from HR division/relevant authority	Three Months	ICT Officer	

Updating Website

Procedure	Time frame	Responsible person	Remarks
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Receive and upload information and news from relevant department or division	Within 24 hours	ICT Officer	
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Maintenance of ICT Equipment (Printer, Projector and Computer)

Procedure	Time frame	Responsible person	Remarks
Attend to the problem upon the request by users/relevant authority	Within 24 hours	ICT Technical Associates	

IT Lab Computers

Procedure	Time frame	Responsible person	Remarks
Rectify and fix computers problems in lab after the receipt of complains from the users/relevant authority	Within 24 hours	IT Lab Technician	

Procurement of ICT equipment

Procedure	Time frame	Responsible person	Remarks
Submit technical specification to the Procurement after the request from the procurement division/section	Within one week	ICT Officer	

Video Conferencing

Procedure	Time frame	Responsible person	Remarks

Setup and test video conferencing after the request from the users / relevant authority	One day before the meeting	ICT Officer	Subject to availability of the video conferencing equipment
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Designing works

Procedure	Time frame	Responsible person	Remarks
Designing certificates/banners/newsletters/brochures/prospectus, etc. upon request from relevant authorities	Within 2 weeks	ICT Officer	Revisit the activity since not all colleges ICTO are into designing

Chapter 9: Legal services

Court case

Procedure	Time frame	Responsible person	Remarks
Receive case report from OVC or concerned college	On the spot	Concerned College and Legal Officer	
Collect required documents and evidences from the concerned institutes	Within 1 to 2 weeks from the receipt of case	Concerned College and Legal Officer	
Study the Case thoroughly	1 week after all documents are received	Legal Officer	
Prepare petition for submission to the court	2 to 3 days after the case is being studied	Legal Officer	
File the case to concerned court having jurisdiction	Time frame dependent on court (such as availability of the judge, pending cases and number of cases)	Legal Officer	

Arbitration

Procedure	Time frame	Responsible person	Remarks
Receive case report from OVC or concerned College	As and when case surface	Concerned College and Legal Officer	
Collect required documents and evidences from the concerned institutes	Within 1 to 2 weeks from the receipt of case	Concerned College and Legal Officer	

Study the case thoroughly	1 week after all documents are received	Legal Officer	
Prepare application for submission to Arbitration Centre	2 to 3 days after the case is being studied	Legal Officer	
Submit application to the Arbitration Centre	1 day	Legal Officer	
Arbitration proceedings: attend to all arbitral proceedings on the set date, till the award has been rendered	Time frame dependent on the arbitration centre and the other party to the arbitration	Legal Officer	

Drafting of Agreement(s)

Procedure	Time frame	Responsible person	Remarks
Receive reasons and purpose of the agreement from relevant Departments/institutes	As and when required	Concerned department/ institute and Legal officer	
Study reasons and purpose provided by the department/ institutes	2 to 3 days after all the documents are received	Legal Officer	
Prepare draft agreement	1 day	Legal Officer	
Discuss draft agreement with the concerned departments/ institutes and the other party involved in the agreement	Time frame dependent on the availability of parties involved	Parties involved / Legal Officer	

Prepare final draft of the agreement and signing of the agreement by the parties involved	1 to 2 days	Parties involved/ witnesses/Legal Officer	
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Formulation of rules, regulations and manuals

Procedure	Time frame	Responsible person	Remarks
Receive reasons and purpose for the specific rules, regulations or manuals from the OVC/institutes	As and when required	Concerned department/ institute and Legal Officer	
Study the reasons and purpose provided by the department/institutes	2 days after all the documents are received	Legal Officer	
Refer other rules, regulations and manuals of same nature	1 week	Legal Officer	
Organise meeting(s) involving relevant parties to deliberate on the topic	Time frame dependent on the availability of the parties involved	Parties involved/Legal Officer	
Prepare a draft rules, regulations or manuals based on the meeting held. Check if it contradicts with any national laws and send the final draft to the members.	Time frame dependent on the nature and complexity of the topic.	Legal Officer	
Get the feedback or comments from the members and incorporate them. Prepare final draft to be presented to decision making.	Time frame depends on the schedule of decision making body	Parties involved/Legal Officer	
Present the draft rule, regulations or manuals in the AB meeting for	As and when the AB is held.	Legal Officer	

approval or for comments from the AB members.			
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