

Best Practice - II
TITLE OF THE PRACTICE
“University Duty Officer”

Objectives of the Practice:

For the smooth and efficient running of all its academic and administrative departments, Amity University Madhya Pradesh appoints a weekly University Duty Officer who observes, monitors, checks and evaluates the various operations of the University. Where needed, the University Duty Officer also makes suitable recommendations for enhancing the performance of the University. The practice also aims to nurture a sense of belongingness and ownership amongst the faculty by entrusting them with such grave responsibility and thereby grooms them for future leadership roles. The University Duty Officer functions as an authorized representative of the University for a period of one week.

The Context:

Amity University Madhya Pradesh is committed to providing quality education to its students. To meet this objective, it is imperative that the University has the right ambience and academic support system in terms of policies, practices, procedures and state of the art infrastructural facilities such as laboratories, libraries, hostels, play grounds and mess etc.

The efficient running of all these facilities and processes depends not only on formulation of policies/ SOPs/ Statutes/ Ordinances etc. but also on how well the same are being implemented on ground. There is a need to carry out surprise checks on some of the aspects to ensure that orders/ instructions/ policies are being implemented on ground and all infrastructural support is in order.

The Practice:

To address this issue, the University appoints a weekly University Duty Officer (UDO) on roster basis from different schools/ institutes of the University. The UDO is the representative of the Vice Chancellor and takes instructions from the Vice Chancellor. To ensure the freedom to report fearlessly, at the end of his/her tenure, the UDO submits the confidential report directly to the Vice Chancellor.

Duties And Responsibilities:

1. The duties of the UDO commence on Monday and end on the following Sunday.
2. To assist him/ her in discharging the assigned duties, the UDO is given a structured template that has columns for remarks on Mess, University Premises including Laboratories, Hostels, Canteen, Classrooms, Security and for any other Specific Tasks Assigned by the Vice Chancellor.
3. During the course of the week, the UDO conducts at least 3 surprise checks on the
◆ Hostel Student's Mess to check the quality of food and adherence to menu. The UDO is

also instructed to check the quality and quantity of stored groceries and general hygiene of the kitchen, the washing area as well as the dining area.

4. The RO systems of the University are regularly checked by the UDO of the week, both in the Academic/ Administrative Blocks as also in the Hostel blocks.
5. He/ She also conducts surprise checks on the cafeteria (located within academic blocks A, B & C) to ensure that the items are being sold at appropriate rates and are not past their expiry date.
6. In addition to the above, the UDO also conducts surprise checks in Security area at the gate and within the campus, particularly at night, at timings specified by the Vice Chancellor during the briefing.
7. It is the mandate of the UDO to randomly check if the documents are being maintained professionally in the various depts, laboratories and stores.
8. The UDO checks the Attendance and due diligence of housekeeping staff.
9. The functionality of fire fighting equipment, safety of AC plants, generators, diesel storage areas are regularly checked.
10. The UDO also observes if all Classes are being conducted as per schedule and time. The task is specifically given by the Vice Chancellor for a particular Academic Block in rotation.
11. In addition to the above, the Vice Chancellor assigns one particular task to each UDO that may not be specified in the template.

Evidence of Success

This measure of the University has had positive results on the environment. The entire University is always in a **state of readiness** as the UDO could conduct a surprise check at any moment of time. The most positive result has been on the Mess, which received the **Eat Right India Five Star Ranking**, conducted by Food Safety and Standards Authority of India. Further, there has **not been a single security lapse** since the inception of the University, as all the security guards are always vigilant. The students are **not charged exorbitant prices** or sold articles **past their shelf life** since the vendors are being constantly monitored. As the stock registers and other documents are also subjected to random scrutiny and lapses are reported to the Vice Chancellor, all departments take suitable measures to keep their **records updated**. There is neither any **wastage of water** through **dripping/malfunctioning faucets** nor is there any **non working faucet or water cooler** in the campus. All **Washrooms** are regularly surveyed and hence all remain fully functional all the time. UDOs are specifically instructed to check the state of the **firefighting equipment**, the **readiness of ambulance** and **availability of its driver** to prevent any mishap. The UDOs also pay particular attention to the infrastructure within the classrooms that supports learning and hence all **OHD projectors, light bulbs, boards, benches and tables** are in the **perfect state of repair**.

Problems Encountered and Resources Required

In the implementation of this practice of appointing University Duty Officers, one major problem that the University encountered was in conducting surprise checks in the middle of the night. Since the UDOs come from all parts of the city and are nominated irrespective of their gender, some of them found it inconvenient to commute to and from the University. The University is also concerned about the safety and wellbeing of its faculty particularly during night commute. In order to overcome these, the UDO is extended the facility to stay overnight in the University Hostel and his/ her boarding is also taken care of by the University.

Duty Roster (Dr. Pankaj K Mishra)

FORM TO BE FILLED BY UNIVERSITY WEEKLY DUTY OFFICER ON COMPLETION OF DUTIES

I, Dr. Pankaj Mishra, Asst. Prof. II (Designation) Amity Business School (School/ Institution) was the University Weekly Duty Officer for the period 02-03-2020 to 08-03-2020. During the course of my duties, I have checked the following, as instructed by the Hon'ble Vice Chancellor:

S. No.	DUTY	DATE	TIME	REMARKS
1	STUDENTS' MESS (Quality of Food, Cleanliness, Proper Storage & Disposal etc.)	3-3-2020	13:15-14:00 HRS (LUNCH TIME)	The display of menu items was missing. Dining area & Kitchen Area were clean. Storage of food items was proper & covered. Ration items were stored covered. Disposal of RO was working. Workers wore headcaps. Food quality/Tank was fine.
2		5-3-2020	20:30-21:30 HRS (DINNER TIME)	
3				
4				
5				
7	UNIVERSITY PREMISES (Academic Blocks, Workshops, Hostel Blocks, Diesel Storage, AC Plant etc.)	2-3-2020	11:15-12:00 HRS	All men's washrooms checked. In the washroom near Rm-103, first WC pot broken. In washroom near Motekant, 2 urinals chocked.
8				
9				
10		4-3-2020	11:15-12:00 HRS	In RO near Admin. office, water dripping from filter pipe. The Cafeteria was clean. Its kitchen area was neat & clean. Waste disposal was proper. Items sold as per the list displayed.
11				
12				
13				
14	SECURITY (Alertness of Guards on Duty, Potential Security Hazards, Fire Hazards etc.)	5-3-2020	1:00-1:35 HRS	At main gate, the security supervisors Mr. Nar Singh Tomar & Mr. Brijendra Singh Tomar were on duty. Out of total 26 security guards, 22 were present, 3 were absent & 1 was on OFF. At the respective locations all the security guards were found attentive and alert on their duty.
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
32				
33				
34				
35				
36				
37				
38				
39				
40				
41				
42				
43				
44				
45				
46				
47				
48				
49				
50				
51				
52				
53				
54				
55				
56				
57				
58				
59				
60				
61				
62				
63				
64				
65				
66				
67				
68				
69				
70				
71				
72				
73				
74				
75				
76				
77				
78				
79				
80				
81				
82				
83				
84				
85				
86				
87				
88				
89				
90				
91				
92				
93				
94				
95				
96				
97				
98				
99				
100				
101				
102				
103				
104				
105				
106				
107				
108				
109				
110				
111				
112				
113				
114				
115				
116				
117				
118				
119				
120				
121				
122				
123				
124				
125				
126				
127				
128				
129				
130				
131				
132				
133				
134				
135				
136				
137				
138				
139				
140				
141				
142				
143				
144				
145				
146				
147				
148				
149				
150				
151				
152				
153				
154				
155				
156				
157				
158				
159				
160				
161				
162				
163				
164				
165				
166				
167				
168				
169				
170				
171				
172				
173				
174				
175				
176				
177				
178				
179				
180				
181				
182				
183				
184				
185				
186				
187				
188				
189				
190				
191				
192				
193				
194				
195				
196				
197				
198				
199				
200				

1. Why? 2. Please discuss with Mr. Mahima Nand 12/3/20

12-03-2020 (DATE) for: [Signature]

[Signature] (SIGNATURE) 13/3/20

Duty Roster (Gogulapati Sreepada)

I, GOGULAPATI SREEPRADA, Assistant Professor (Amity School of Architecture and Planning) the University Weekly Duty Officer for the period 08.10.2018-14.10.2018. During the course of my duties, I have checked the following, as instructed by the Hon'ble Vice Chancellor:

DUTY	DATE	TIME	REMARKS
STUDENTS' MESS (Quality of Food, Cleanliness, Proper Storage & Disposal etc.)	10/12/2018	12:00 PM	Food insufficient. Recooking is taking a lot of time (30 mins) which is making students leave. Trays were fresh ✓ No vegetables were stored ✓ Disposal was satisfactory ✓
	14/10/2018	9:15 PM	Over all quality of food was satisfactory, but should be less spicy. (They should reduce spices) As per menu ✓ Less food was being wasted ✓ As per cost mentioned ✓ What food was served ✓
LAB (Equipment, maintenance and registers)	12/10/2018	1:30:00 PM	Log Books are maintained properly ✓ All the equipments are working ✓ If there is any fault lab assistant gives an immediate requisition. ✓
	9/10/2018	1:00 AM	Two Guards (Balvir Singh and Raju Sharma) were sleeping. It was duly reported to supervisor Mr. Arjendra Singh and Col. Sethi Sir.
SECURITY (Alertness of Guards on Duty, Potential Security Hazards, Fire Hazards etc.)	11/10/2018	12:00 AM	The guards were placed properly in the main entrance, in Block A, B, C, in Sector 15 and in hostel premises. ✓ Hostel doors were locked properly. ✓ Supervisor was on rounds during both my visits. ✓

Handwritten notes:
 Please investigate why. Speak to person concerned. Send them an email with the same. Dir Hostel 15/10
 Please speak Dir Admin 15/10
 Please speak Dir Admin 15/10
 Please speak Dir Admin 15/10

He should be generating the bills. Dir Admin 15/10

CAFETERIA <i>Block 'B'</i> (Hygiene, Storage, Expiration, feedback Price etc.)	11/10/2018	1:00 PM	Kitchen sink area was staining. } Why? Col. Sethi. <u>Dir Admin</u> 15/10 Food items are stored without lid } No expired items found. General feedback was OK. Prices as per menu though no bill was being handed over to students.	
	CLASS & ROOM NO.	DATE	TIME	REMARKS
		10/10/2018		Projector is not working in room no. 202, Extraprojector of ASCO is not working. } <u>Dir Admin</u> Curtains not working in ASCO staff room, Falling in 202. Rubber in 209 B, Broken chairs in 109.
SPECIAL TASK BY ORDER OF THE VICE CHANCELLOR	DATE	TIME	REMARKS	
	9/10/2018		No drugs, Pornography, Liquor, Vessels or electronic devices were found except hair straightener iron and hair curlers. ✓	
	13/10/2018		Taps not working in two rooms. Taken to the notice of concerned authority. (Col. Sethi Sir). Flushes are working properly. Dustbins are in all rooms. All latches are working. Toilets are clean. } <u>Dir Admin</u>	

15 October 2018
(DATE)

Sreepada
(SIGNATURE)

Duty Roster (Mr. Sachin K Sharma)

FORM TO BE FILLED BY UNIVERSITY WEEKLY DUTY OFFICER ON COMPLETION OF DUTIES

I, Sachin Kumar Sharma, A.P-II (Designation), Amity Law School (School/ Institution) was the University Weekly Duty Officer for the period 23/1/19 to 27/1/19. During the course of my duties, I have checked the following, as instructed by the Hon'ble Vice Chancellor:

S. No.	DUTY	DATE	TIME	REMARKS
1	STUDENTS' MESS (Quality of Food, Cleanliness, Proper Storage & Disposal etc.)	23/1/19	8:10 PM	It was according to menu for the day. All things were of good quality. <u>Except Roti</u> ✓
2				
3				
4		24/1/19	1:30 PM	Mess and Kitchen were clean. Store room was also clean and properly arranged. ✓
5	UNIVERSITY PREMISES (Academic Blocks, Workshops, Hostel Blocks, Diesel Storage, AC Plant etc.)	24/1/19	3:30 PM	(1) Cafeteria - No issue, All arranged ✓ (2) RO Plant - No issue, ✓ (3) Men's Washroom - All are clean & kept on ✓ (4) Labs - Visited & labs, all are properly maintained with log books. Pharma labs are in need of Stock Register. ✓
6				
7				
8				
9				
10				
11	SECURITY (Alertness of Guards on Duty, Potential Security Hazards, Fire Hazards etc.)	24/1/19	2:35 AM	All Security Guards were vigilant and alert. Duty posted as mentioned in Register. There were Total 24 Security Personnel including Supervisors. ✓
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
32				
33				
34				
35				
36				
37				
38				
39				
40				
41				
42				
43				
44				
45				
46				
47				
48				
49				
50				
51				
52				
53				
54				
55				
56				
57				
58				
59				
60				
61				
62				
63				
64				
65				
66				
67				
68				
69				
70				
71				
72				
73				
74				
75				
76				
77				
78				
79				
80				
81				
82				
83				
84				
85				
86				
87				
88				
89				
90				
91				
92				
93				
94				
95				
96				
97				
98				
99				
100				

20/1/19

- One me washroom near Dept of Clinical Psychology was found locked and cleaning material was kept in unclean place.
- Please resolve.

Dir Admin [Signature]
22/1/19

[Signature]
22/1/19

①

Mess - Mr. Manoj Sharma
21/1/19 - ✓ Dinner - It was according to
Menu.

- i.e. Matar Paneer, Veg - Pulao, Chana
Dal, Roti, Salad, Papad, Rasgulla, Pickles
- all things were of good quality
 - No issue for cleanliness or disposal,
 - Star room was also good & clean, without Rodent.

24/1/19 - ✓ Lunch - It was also according to
Menu, Dal fry, Jeera Rice,
Roti, Salad.

- All things were ^{very} good except Roti
which were

(2)

University Premises (C Block)

(1) Cafeteria - (a) Rate list - Goods were sold on printed price. Quality of food is good. No item of Expiry date were being sold.

(2) RO Plant - All RO Plant were working properly. There was no leakage from any tap.

(3) Mens Washroom:

(a) Near Department of Clinical Psychology - I found door ^{was} closed. After opening the door I found ^{Phengh Botth} on ^{Winalpot} ^{Washroom} was clean and proper.

Please check why?

Dir Admin

(b) All other remaining washroom was clean and proper.

(4) Labs:

(a) Room No. 308 - Computer Lab

(b) Room No. 307 - Architecture Computer Center

(c) Room No. 219 - Pharmacology Lab
Mr. Stailendra Sharma & Mr. Vivek Sax

(d) Room No. 212 - Pharmaceutical Lab.
Mr. Rahul Kant.

(3)

University Premises (E Block)

- (e) Room No. 213 - Pharmaceutical Analysis
Mr. Shiv Pratap Singh Chauhan.
- (f) Room No. 218 - Pharmaceutics Lab
- (g) Room No. 221 - Machine Room
I found it closed.
- (h) Room No. 204 - ECE Lab
Mr. Neeraj Shrivastava

- All labs were maintaining log properly.
- Pharma labs were in need of Stock Register.

(5) Projector in LT - All projectors were working in good condition in these rooms which were open at the time of visit.

(4) Total = 24

Security (Total -)

- (1) At Main gate - Supervisor -
- Mr. Brijraj Singh
- Mr. Durbin Singh
Guards - (1) Surendra Guryan
(2) Arvind Tarnal
(3) Balbir Singh
- (2) At 'A' Block - (1) Mr. Akhilesh Kumar
(2) Mr. Rahul Kumar
- (3) At 'B' Block - (1) Mr. Gurnoj (5) Dhirendra Kumar
(2) Mr. Ravindra
(3) Mr. Raju Sharma
(4) Mr. Akash Sharma
- (4) At 'C' Block (1) Mr. Akhilesh Kumar
(2) Mr. Ajay Guryan
(3) Mr. Rambir Singh
- (5) At 'Boys Hostel' - (1) Mr. Vipul
(2) Mr. Jitendra
- (6) At 'Girls Hostel' (1) Mr. Dharmendra
(2) Mr. Sandeep
- (7) At 'New Hostel' (1) Mr. Praveen Kumar
- (8) At 'Post No. 10' (1) Mr. Shiv Narayan
(2) Mr. Abhishek Kumar
- (9) At 'Post No. 15' (1) Mr. Ajit Guryan
(2) Mr. Murali Lal