STANDARD OPERATING PROCEDURE

SOP No 1: HOUSEKEEPING OPERATIONS

That's the only thing you can do with a mess.
Start cleaning it up, a little at a time.

Lisa Wingate

SOP: HOUSEKEEPING OPERATIONS

Introduction

1. Vivekananda Global University (hereafter referred to as VGU), established in 2012, is a leading private university of Rajasthan. It is located at Jagatpura, Jaipur and is sponsored by Bagaria Education Trust. The main campus has 7 buildings to include Academic Block, Technology Block, Administrative Block, Singar-I Boys Hostel, Singar-II Boys Hostel, Gargi-I Girls Hostel, and Gargi-II Girls Hostel.

2. The VGU campus has about 1.01 lakh sq m of built-up area and 1.19 lakh sq m of open area. Besides approximately 7500+ full time students and a staff complement of just over 500, a large number of visitors come to the University premises daily. A good housekeeping ensures a high standard of cleanliness and general upkeep in all areas, thereby not only creating a favourable impression on the guest but also promoting a feeling of safety, comfort, and enjoyment to the internal stakeholders. With such a heavy footfall every day, it becomes imperative on the housekeeping department to ensure comfort and a welcoming atmosphere to the guests as well as strive to extend courteous, reliable and satisfactory service to students, faculty and staffs of all departments.

Aim

3. The aim of this SOP is to provide a step-by-step process to perform the various housekeeping procedures to include daily cleaning activities and regular maintenance tasks effectively and efficiently. This SOP is primarily designed to assist the complete housekeeping staff to observe maintenance of exacting housekeeping standards of VGU, deliver consistent quality service, and support positive reviews.

4. Since, housekeeping staff will always be able to refer to this SOP, whenever they are unsure how to execute a specific task, it will act as a valuable housekeeping training resource for a staff, and can be used as part of new staff onboarding, as well as for continuous training.

Scope

5. The purpose of this SOP is to identify the various housekeeping services required for the upkeep and maintenance of the University, and thereafter, outline the detailed procedure for their efficient execution.

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Importance and Benefits of VGU's Housekeeping SOP

6. VGU's Housekeeping SOP is critical because it upholds the standards of our University's housekeeping procedures. It reflects the area of opportunities through continuous improvements during performing the cleaning services. The benefits of having cleaning standard operating procedures include: -

(a) **Continuous Education**. It can be used as a teaching tool to educate supervisory staff and housekeepers on the correct housekeeping procedures and keep them updated regarding any process changes.

(b) **Accountability**. It encourages compliance with organizational standards through accountability. It provides intuitive, easy-to-follow steps to avoid any discrepancy or misunderstanding.

(c) **Branding**. Maintaining high standards of housekeeping procedures is the first step toward maintaining credibility with customers by providing a consistent customer experience.

(d) **Improved Compliance Rates**. Clear and defined housekeeping SOPs help ensure that an organization's processes comply with health and safety laws.

Concept of Housekeeping

7. The concept of housekeeping in VGU is not confined to the cleaning of the built-up or open areas alone but to make them more attractive, hygienic and comfortable. Thus, housekeeping in VGU can be defined as the provision of a clean, comfortable and safe environment. Housekeeping of VGU would be a process of application of tools, techniques, methods and systems for ensuring perfection and achieving excellence in service quality in the University operations.

8. A clean and well-kept teaching/learning space and work space, free of debris and clutter is critical to maintaining a safe University environment. Housekeeping is a continual effort. The proper management of routine housekeeping tasks should be maintained at all times. Poor housekeeping affects all aspects of safety and can result in both minor and major incidents.

9. Housekeeping operations entail carrying out complex office routine operations that primarily include cleaning and maintaining the following: -

(a) Offices, Cabins, Faculty Rooms, Cubicles, and Stores.
(b) Classrooms, Labs, Studios, Halls, and Work Shops.
(c) Board Rooms, Seminar Rooms, and Faculty Lounge.
(d) Library and Student Activity Rooms.
(e) Reception and Waiting Rooms.

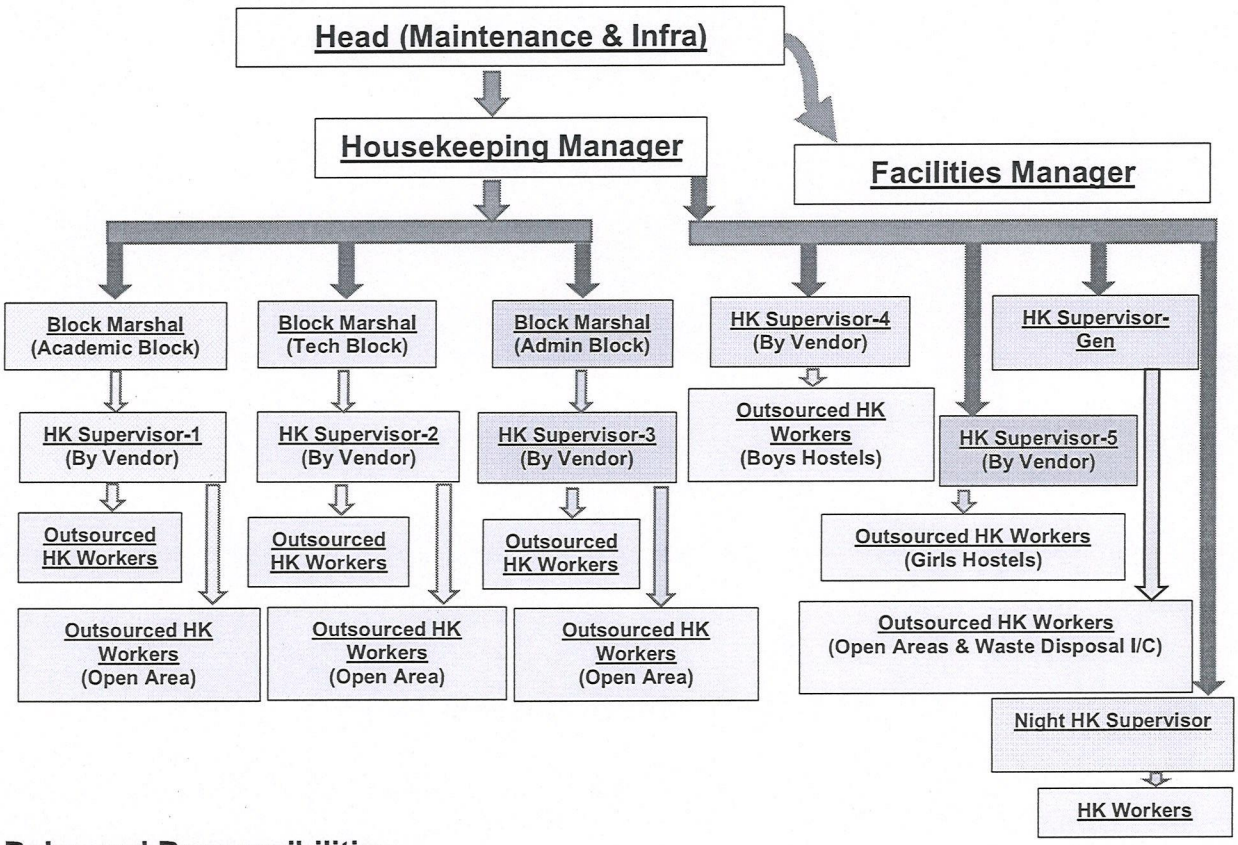
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(f) Restroom/Toilets.
(g) Canteen, Auditorium, and Common Spaces.
(h) Kitchen and Dining Space.
(i) Lobby, Corridors, and Roof Tops.
(j) Ramps, Staircase, and Stairwell.
(k) Furnitures, Telephones, Computers and Printers.
(l) Open Areas, Sport Fields, and Parking Spaces.
(m) Gardens, Flowerbeds, and Walkways.

Organizational Structure and Reporting Channels

10. The Organizational Structure of the Housekeeping Set-Up will define the reporting channel and the escalation matrix of complaint reporting and resolution.



Roles and Responsibilities

11. **Management and Responsibilities**.

(a) It is essential that adequate resources are made available for managing the housekeeping operations by ensuring proper hygiene and sanitation of the VGU premises.

(b) It is important that all personnel involved in implementing this policy are competent, trained and aware of their responsibilities.

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12. **Head (Maintenance & Infra)**.

(a) The Head (Maintenance & Infra) is responsible for all the housekeeping operations across the VGU's properties. He will ensure that requisite support/training and resources are made available to the Housekeeping Manager to implement the Housekeeping Policy, including assembling and maintaining a suitably qualified supervisory team. He has the authority to hire or discharge subordinates.

(b) The duties and responsibilities of Head (Maintenance & Infra) are enumerated at **Appendix A**.

13. **Housekeeping Manager**.

(a) He is responsible and accountable for the total cleanliness and aesthetic upkeep of the VGU. The Housekeeping Manager will supervise all housekeeping employees, plan and assign work assignments, inform new employees of property regulations and cleaning protocols, inspect completed assignments, and requisition supplies.

(b) The duties and responsibilities of the Housekeeping Manager are enumerated at **Appendix B**.

14. **Block Marshals**. The duties and responsibilities of all the three Block Marshals are enumerated at **Appendix C.**

15. **Housekeeping Supervisor (Defined AOR)**. The duties and responsibilities of Housekeeping Supervisor (Defined AOR) are enumerated at **Appendix D**. He will be nominated by the service provider amongst his supervisory staff.

16. **Housekeeping Supervisor (General)**. The duties and responsibilities of Housekeeping Supervisor (General) are enumerated at **Appendix E**. He will be nominated by the service provider amongst his supervisory staff.

17. **Night Housekeeping Supervisor**. The duties and responsibilities of Night Housekeeping Supervisor are enumerated at **Appendix F**.

18. **Outsourced Housekeepers**. The duties and responsibilities of Outsourced Housekeepers are enumerated at **Appendix G**. These will be shortlisted and hired by the service provider on his payroll.

19. **Help Desk Executive**.

(a) The help desk is the nerve centre of the housekeeping department. The desk is manned 24 hours a day. Since the help desk is the hub of information dissemination in housekeeping, the Help Desk Executive is a critical person in housekeeping operations. ***Help Desk Executive will record all the complaints reported to him, and not use his discretion to docket it or not.***

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(b) The duties and responsibilities of Help Desk Executive are enumerated at **Appendix H**.

20. **Complaint Registration, Rectification and Escalation Matrix**.

(a) **Complaint Registration and Rectification**.

(i) VGU has a 24x7 help desk to register complaints regarding housekeeping. The contact number of Help Desk Executive has been displayed at number of locations.

(ii) Every housekeeping complaint will be registered by the Help Desk Executive after ascertaining the caller's details viz. name, mob No., location of problem, and exact nature of complaint. Each complaint will be properly docketed and the complainant will be immediately intimated the Complaint No for tracking and giving feedback.

(iii) Complainant can also lodge the complaint by physically writing the details himself in the register maintained at the helpdesk.

(iv) Help Desk Executive will immediately get in touch with the Housekeeping Supervisor/Manager, and report the issue. He will also ask the Housekeeping Supervisor/Manager, the tentative timeframe in which the complaint will be attended to or fully rectified.

(v) Once the complaint is registered, a Digital Job Card will be created by the Help Desk Executive and forwarded to the Housekeeping Supervisor/Manager through WhatsApp. The same Job Card will be forwarded to the senior most housekeeper, who will attend the complaint. Once the job is over, the housekeeper will forward the same to the complainant. The complainant once gets satisfied by the job would forward the Job Card to Housekeeping Supervisor/Manager with a message 'Completed'. Housekeeping Supervisor/Manager will forward this message to the Help Desk Executive. At this stage, the complaint would be considered as fully rectified, and the time noted in the register of job card closure.

(vi) In case, the response time is going to be more due to other pressing needs, the Help Desk Executive will give an interim feedback to the complainant about the likely timeframe of rectification.

(vii) In case, the same complaint resurfaces, the complete cycle will be again followed with a new Complaint No.

(b) **Escalation Matrix**.

(i) Escalation Matrix is a tool used by VGU to manage the escalation process. The purpose of escalation matrix is to track all housekeeping issues encountered during our day-to-day work and their corresponding

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solutions to know where we stand on each issue at a time. This will help supervisory/managerial staff in making decisions regarding what problems need immediate attention, who should handle them and how best they should be resolved within our team or organization as a whole.

(ii) The escalation matrix format will also be used to track the number of issues that are reported, their severity, and whether they have been resolved or not.

(iii) Head (Maintenance and Infra) will create a WhatsApp Group, as an Admin, with all the Housekeeping Manager, Housekeeping Supervisors, Help Desk Executive, and his own Reporting Officer as a member.

(iv) The Help Desk Executive will create an Excel Sheet and will keep posting it on the WhatsApp Group at 09:30 AM and 01:30 PM every day after fully updating it. The format of the escalation matrix is attached as **Appendix I**. ***This Excel Sheet is over and above the details maintained in the Complaint Register.***

(v) Every week a new Excel Sheet will be created, however, all the old/outstanding complaints with the same Complaint No will be carried forward.

21. **Staff**. All staff must be knowledgeable of, and adhere to the Housekeeping Policy.

22. **Students**. Students must follow housekeeping procedures and co-operate with requests from the Housekeeping Team, especially while undertaking the various housekeeping operations.

23. **Visitors**.

(a) Visitors are required to follow VGU's housekeeping procedures and follow directions from their host/sponsoring section or the Housekeeping Team, particularly when the floors are wet.

(b) It is the responsibility of the host/sponsoring agency to ensure all visitors are informed of and comply with the VGU Housekeeping Policy of not throwing anything in the open areas, spitting on the roads, disposing the garbage properly in the dustbins, etc.

Cleaning Procedures and Cleaning of Toilets

24. A clean place to work is necessary for safety. Good housekeeping is a part of job. In order to have a pleasant and safe work place, everyone must do his/her part to keep the University premises orderly and clean. Good housekeeping will protect our employees against slipping, falling, and other hazards.

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25. **Cleaning Procedure**. The Cleaning Procedure would invariably involve the following: -

(a) Visually check the area for any type of debris, waste papers, used bags or garbage. Pick these items up and dispose them off properly.

(b) Clean up dirt or debris that cannot be removed by hand.

(c) Use cleaning equipment and cleaning products as required.

(d) Dry sweep/mop the complete floor area.

(e) Dust all surfaces, including desks, filing cabinets, cubicle wall and shelves.

(f) Dust heating vents, ledges, door jambs, and window sills at any easily reachable level.

(g) Dust mop all tiled or hard surface floors, then sweep up that debris into dust pan.

(h) Wet mop all hard floor surfaces by floor mopping.

(i) Wipe down all vertical surfaces in the office. Clear all the dustbins/paper shredders in the office cubicles.

(j) Polish desks, tables, chairs and any other wood objects to maintain a professional shine.

(k) Dust or vacuum all vents, overhead circular fans, and behind hard to reach areas like tables and desks.

(l) Clean all windows and glasses to remove all marks and fingerprints.

(m) Clean fire exit door.

(n) Clean all the open areas, and collect the dry leaves, and garbage at number of locations, to be picked up later by the wheel barrow/tractor trolley for further disposal.

(o) Collect all the sweepings and garbage in bags and seal them to avoid spillages.

(p) Undertake separation of waste (3R: Reduce, Reuse & Recycle), if feasible.

26. **Cleaning of Toilets**. In housekeeping operations, the cleaning of toilets assume great importance. The cleaning of toilets will be undertaken in the following manner: -

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(a) All toilets will be cleaned at least thrice a day especially the ones in general areas such as Class Rooms, Waiting Rooms, Library etc.

(b) Cleaning equipment for toilets (i.e., floor-mops, hand-mops, buckets, bottles used to prepare disinfectant dilutions) should be separate and not to be used in other areas of the University.

(c) The following method will be used to clean the toilets: -

(i) Firstly, all cleaning material will be prepared. It will be ensured that the mops and buckets are clean.

(ii) Wash the basin and tap with soap and water and rinse with plain water.

(iii) Clean the toilet fixtures and pans using a soap (Harpic) and brush. Brush walls up to waist height each time. Brush at higher levels, if soiling is seen.

(iv) Rinse away the soap by spraying water under pressure. A piece of tubing can be fixed to the tap in the toilet and water sprayed through it with pressure by partially closing the outlet opening of the tube with the finger. A car sprayer attachment should be procured, if possible.

(v) Brush any remaining stains and soiled areas using more soap and water applying pressure.

(vi) Drain away excess water on the floor using a rubber floor wiper. Allow to dry naturally.

(vii) Put Odonil Bathroom Air Fresheners and naphthalene balls in the Hand Wash Basins or Urinal Pots, as per requirement.

(d) Wash the cleaning equipment with soap and water and keep it in the correct place.

27. **Supplies and Equipment Required**. The details of supplies and equipment required for proper housekeeping operations are attached as **Appendix J**.

Frequency of Housekeeping Operations, Inspection Checklist and Daily Housekeeping Audit Check Sheet

28. **Frequency of Housekeeping Operations**. The frequency of various housekeeping operations is attached as **Appendix K**.

29. **Checklist for Housekeeping Inspection**. A recommended checklist for housekeeping inspection is attached as **Appendix L**.

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30. **Daily Housekeeping Audit Check Sheet**. All the Housekeeping Supervisors will fill the Daily Housekeeping Audit Check Sheet and submit it to the Housekeeping Manager at the end of the working day. This will help to gauge the efficacy of the housekeeping operations, and recommend procedural refinements. The same can also be filled by Housekeeping Manager and the Head (Maintenance & Infra) during their routine rounds. A format of the Daily Housekeeping Audit Check Sheet is attached as **Appendix M**.

Important Contact Numbers

31. **Help Desk Executive**. The Help Desk is staffed 24 hours a day every day by an Help Desk Executive and can be contacted on Mobile No-9829555509.

32. **As per Escalation Matrix**.

(a) **Housekeeping Manager**. Shri Manu Kaushik (Mob No 9829555509).

(b) **Head (Maintenance & Infra)**. Shri Arun Kumar Bedi (Mob No 7984090003).

Audits and Reviews

33. **Internal Housekeeping Audit**. Every month a team comprising of faculty and support staff members will carry out a comprehensive internal housekeeping audit covering all facets of housekeeping, and comment on the efficacy of the Housekeeping Policy. The report will be put up to the Vice President (Admin) through AVP (Establishment), and after due diligence rectification action on relevant issues will be taken by the Head (Maintenance & Infra) post haste, and interim/completion report rendered to the Corporate Office.

34. **Policy Review Schedule**. This policy will be reviewed annually, or as new knowledge on the subject evolves and subsequent guidance is received.

Conclusion

35. SOP aims to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with standard and quality. It is a written procedure prescribed for repetitive use as a practice, which is aimed at obtaining a desired outcome. Proper implementation of this SOP will go a long way to ensure that the standard cleaning protocols set by the VGU are followed in totality.

Place: - Jaipur

Date: - 3rd May 2024

Anil Bagaria

(Er Anil Bagaria)
Dy Director

For Vivekananda Global University, Jaipur

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6.	Registrar	01	6
7.	Dir, FOM	01	7
8.	Dy Dir	01	8
9.	Coordinator, IQAC	01	9
10.	Head (Maintenance & Infra)	01	10

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Appendix A

DUTIES AND RESPONSIBILITIES OF HEAD (MAINTENANCE & INFRA)

1. The Head (Maintenance & Infra) will lead the housekeeping set-up of VGU. He will direct the staff, assign/reassign responsibilities, assist in implementing organizational and operational procedures, control expenses based on budgetary limitations, assist in inventory management, and follow proper housekeeping standards.

2. He will operationalize the existing Standard Operating Procedure (SOP) for cleaning and to initiate new procedures to increase the efficiency of housekeepers and product use.

3. He will provide a budget to the management, and undertake budget control and forecasting.

4. He will closely associate himself in the preparation of the Service Level Agreement (SLA) for the outsourced housekeepers. He will report every breach of contractual obligations, and document it properly. He will interact with the vendor, in case, the frequency of breaches take place too often, and if need be, may recommend termination of SLA.

5. He will attend the necessary meetings, both departmentally and interdepartmentally, to ensure proper communication is fostered to ultimately benefit the operations of the University.

6. Check the reports filed and the registers maintained.

7. He will ensure that all the housekeeping stores are procured in bulk, based on the consumption pattern, and kept in the Central Store.

8. He will hire new employees, warn employees when policies are violated, and recommend discharge of employees, when necessary.

9. He will counsel employees on various duties and on work-related issues.

10. Motivate his staff and keep their morale high.

11. Search constantly for and test new techniques and products.

12. Offer suggestions to the HR department concerning selection, recruitment, replacement, duty alterations, up-gradation, and so on.

13. Evaluate employees in order to upgrade them when openings arise.

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Appendix B

DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING MANAGER

1. He will take instructions/directions from the Head (Maintenance & Infra).

2. He will be responsible for maintaining a smooth and efficient flow of operations in the Housekeeping Department, sees to it that housekeeping maintenance is carried out in accordance with prescribed standards and policies.

3. He will draw up the duty rosters. He will organize, supervise, and coordinate the work of housekeeping supervisors on a day-to-day basis.

4. He will ensure excellence in housekeeping sanitation, safety, comfort, and aesthetics for students, faculty, staff, guests, and visitors alike. He will ensure that the daily cleaning of the entire campus is being undertaken properly, and there are no lowering of standards.

5. He will compile the requirement of housekeeping stores from the various housekeeping supervisors and project it to the Procurement Department. He will regularly liaise with the Procurement Department for the procurement of approved materials to ensure that the minimum stock balance is maintained at all times, and there are no interruptions in the supply.

6. Inspect and approve all supply requisitions for the housekeeping department, and to maintain par stock, inventory control, and cost-control procedures for all materials.

7. Maintain a time logbook for all employees within the department.

8. He will take charge of all the housekeepers (outsourced) from the contractor, and distribute the same to the various Housekeeping Supervisors based on their AOR and workload, as also additional assigned tasks.

9. He will collate the Daily Attendance Sheets of housekeepers prepared by the various Housekeeping Supervisors, **based on which the payments will be released to the contractor.**

10. He will supervise the discipline and conduct of his entire staff.

11. He will also monitor the progress of the assigned tasks, and make an all-out endeavor to complete them in a reasonable timeframe.

12. He will personally monitor that all the complaints are attended to by the concerned staff at the earliest. In case, there is an undue delay, he will escalate the complaint to the Head (Maintenance & Infra) for an early resolution.

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13. He will keep the Head (Maintenance & Infra) updated on all the important housekeeping issues.

14. He will take at least two rounds of the complete campus everyday especially the perpetual troubled spots to undertake preventive measures.

15. He will assist in training the new employees and upskilling of the existing employees.

16. He will plan and conduct inspection of Head (Maintenance & Infra), at least once every day.

17. He will get the stores issued to the various Housekeeping Supervisors directly from the Central Store.

18. He will propose amendments to the Head (Maintenance & Infra) to refine the Housekeeping Policy, as and when required.

19. He will ensure that the garbage disposal is undertaken from the University premises on daily basis.

20. He will ensure proper communication within the department by conducting regular meetings with all personnel.

21. He will ensure that the complete staff observes the hygiene and safety precautions.

22. Educate the housekeeping personnel to handover all the articles that a student/faculty/staff may have left behind in a room to the Block Marshal/Duty Security Supervisor.

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Appendix C

DUTIES AND RESPONSIBILITIES OF BLOCK MARSHALS

1. The Block Marshals (Receptionist) will assist the Housekeeping Supervisor to manage the day-to-day implementation of the Housekeeping Policy within the assigned AOR, and monitor its continued effectiveness.

2. He will supervise the work assigned to him with the allocated housekeepers.

3. He will provide input to the Housekeeping Supervisor about the performance of each and every housekeeper, so that their attendance can be correctly marked.

4. He will open the offices and classrooms before the arrival of housekeepers, so that they can clean it before the students/faculty arrive. Similarly, he will close all the offices and the classrooms after the office hours.

5. Ensure that the board rooms and conference halls are kept ready for functions and conferences.

6. Immediately report any safety or security hazard to the security department or to the management.

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Appendix D

DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING SUPERVISORs {WITH DEFINED AREA OF RESPONSIBILITY (AOR)}

1. One of the nominated Housekeeping Supervisors will officiate as the Housekeeping Manager, in case of his/her leave/absence.

2. They will assist the Housekeeping Manager in all respect in the full implementation of the Housekeeping Policy, and the instructions issued by the management from time to time.

3. They will be responsible for the cleanliness of all the buildings and the surrounding areas in their respective AOR. They will be responsible for the redecoration and refurbishing of rooms, lobbies, and so on with the help of housekeepers, once the cleaning is complete.

4. They will coordinate the duties and responsibilities of the Block Marshals and the housekeepers (outsourced), and assign the additional tasks over and above the daily general cleaning operations.

5. They will check, supervise, and approve the housekeepers work and make periodical inspection of the physical condition of all rooms on the floor.

6. Organize and supervise on-the-job training of housekeepers.

7. Liaise between the maintenance and housekeeping departments.

8. **Assign a Female Housekeeper as Powder Girl.**

   (a) They will assign one/two female housekeepers as Powder Girls, who in turn will be responsible for the cleaning, care and maintenance of ladies restrooms.

   (b) She will maintain a par stock of cleaning supplies and make requisition to replenish stocks, whenever required.

   (c) She will regularly clean ladies restrooms following the standard cleaning procedures, not less than twice a day; disinfect the toilet bowls; scrub, clean, wipe dry floor and wall tiles.

   (d) She will clean the fixtures like taps, exhaust fans, faucets, etc.

   (e) She will dispose-off the garbage, wash and dry garbage bins; and replenish toilet amenities like toilet paper, soap, paper towels, etc.

9. Ensure that all public areas and other functional areas are kept clean at all times. Organize special cleaning drives of public areas.

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10. Ensure that all maintenance jobs are attended to in coordination with the maintenance department.

11. Assist the housekeepers in their daily difficulties.

12. They will update record books, registers, and files.

13. They will check and report OOO (out-of-order) facilities.

14. They will ensure that the garbage disposal is being undertaken from their AOR on daily basis, or the matter will be reported to the next reporting officer.

15. They will ensure that all the housekeepers are optimally utilized and adequately tasked for the entire duration of the duty.

16. They will monitor the progress of work assigned to the Block Marshal, as also to the housekeepers earmarked for the open areas.

17. They will mark the attendance of each housekeeper, and give a feedback to the Housekeeping Manager, in case, someone underperforms or leaves the duty mid-way.

18. They will pass the verbal or written instructions to the Block Marshals, and the contractor rep (in-charge of housekeepers), and thereafter, ensure that they are implemented in toto.

19. They will disseminate the next day's workplan, a day prior only, to avoid wastage of precious morning/working hours.

20. They will take daily morning and evening feedbacks, as also important updates on occurrence, from the Block Marshals and the contractor rep (in-charge of housekeepers) to prioritize work and attend to them swiftly according to the level of urgency.

21. They will also carry out random checks to oversee that the Block Marshals and the housekeepers are performing their duties diligently. Any deviation/lapses will be immediately reported to the Housekeeping Manager, and suitable rectification/disciplinary action, if required, taken.

22. They will control the stock of equipment, store cleaning materials/agents, and issue equipment and cleaning materials as per demand.

23. They will also prepare the requisitions for used-up materials and new products for the approval of the Housekeeping Manager.

24. They will also ensure that the housekeepers (outsourced) wear the VGU ID Card around his/her neck all the time.

25. They will promptly act to any housekeeping complaint received from the Help Desk, and depute a team for its early rectification.

26. Immediately report any safety or security hazard to the security department or to the management.

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Appendix E

DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING SUPERVISOR (GENERAL)

1. He will assist the Housekeeping Manager in all respect in the full implementation of the Housekeeping Policy, and the instructions issued by the management from time to time.

2. He will primarily be responsible for the following tasks: -

   (a) Waste Disposal.
   (b) Pest Control to include Anti Mosquito Measures.
   (c) Horticulture.

3. **Waste Disposal**. He will ensure that the garbage is either collected from each AOR to a central location or directly disposed-off outside the VGU premises on daily basis. ***Under no circumstances the garbage will be allowed to pile up within the premises***.

4. **Pest Control and Anti Mosquito Measures**.

   (a) He will attend to the prevention and control of pests through preventive and corrective techniques.

   (b) He will ensure that the Pest Control and Anti Mosquito Measures are undertaken every quarter especially in the Hostels and the Food Court.

   (c) He will search for areas where pests and insects proliferate and perform the necessary fumigation. He will ensure that the pest control agency does the complete pest control treatment once every quarter, as per the AMC. He will also oversee that the fumigation operations are performed in accordance with prescribed procedures to cover the entire VGU premises, and take special care of areas which are prone to mosquito breeding.

   (d) He will look for patches or holes and other entry points of insects and take corrective actions. He will check possible sources and causes of the proliferation of pests and insects, make report and recommendations to remedy the situation.

   (e) If required, he will maintain stocks for pest control and look after their safekeeping.

5. **Horticulture/Landscaping**.

   (a) He will be responsible for maintaining the grounds including the plants and landscape.

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(b) He will ensure, sweeping and cleaning of grounds by the housekeepers either daily or as per laid down frequency. He will maintain supplies for plants and grounds maintenance and make requisition to replenish stocks.

(c) He will ensure that the gardeners/ horticulturists look after the plants, prunes leaves, apply fertilizer, weed out dried leaves, etc.

(d) He will monitor the work of gardeners/horticulturists, and assign them work based on the requirement. He will also attend to their day-to-day requirements, and provide the gardening implements, whenever required.

6. He will mark the attendance of each housekeeper, and give a feedback to the Housekeeping Manager, in case, someone underperforms or leaves the duty mid-way.

7. He will pass the verbal or written instructions to the housekeepers and horticulturists, and the contractor rep (in-charge of housekeepers), and thereafter, ensure that they are implemented in toto.

8. He will disseminate the next day's workplan, a day prior only, to avoid wastage of precious morning/working hours.

9. He will take daily morning and evening feedbacks, as also important updates on occurrence, from the horticulturists and the contractor rep (in-charge of housekeepers) to prioritize work and attend to them swiftly according to the level of urgency.

10. He will also carry out thorough checks to oversee that the housekeepers and the horticulturists are performing their duties diligently. Any deviation/lapses will be immediately reported to the Housekeeping Manager, and suitable rectification/disciplinary action, if required, taken.

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Appendix F

DUTIES AND RESPONSIBILITIES OF NIGHT HOUSEKEEPING SUPERVISOR

1. He will supervise all the night staff earmarked to meet the impromptu requirements of housekeeping once the outsourced housekeepers have left the University premises.

2. During the off-office hours, he will also man the help-desk.

3. He will direct the housekeepers to undertake any housekeeping operations required to be undertaken during off-office/night to cater for any emergent requirement, or when the traffic is low.

4. In case of multiple contingencies, he will plan the order of work according to priority and direct the staff accordingly.

5. He will try to attend to any outstanding housekeeping complaints or take follow-up actions on the unattended complaints from the previous day shifts, so as to optimally employ the housekeepers on the night shift.

6. He will oversee that all lost-found articles are deposited with the Night Security Supervisor.

7. He will report any safety and security hazards to the Security Department.

For Vivekananda Global University, Jaipur

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Appendix G

DUTIES AND RESPONSIBILITIES OF HOUSEKEEPERS (OUTSOURCED)

1. Keep facilities and common areas clean and maintained.

2. Vacuuming, sweeping, and mopping floors.

3. Cleaning and stocking restrooms.

4. Cleaning up spills with appropriate equipment.

5. Notifying managers of necessary repairs.

6. Collecting and disposing of trash from the dustbins.

7. Properly cleaning of lobbies, corridors, staircases and stairwells, hand rails, firefighting equipment, notice boards, class rooms, washrooms, labs, telephones, upholstered furniture, desktops, chairs and tables, etc.

8. Perform any housekeeping task, as instructed.

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Appendix H

DUTIES AND RESPONSIBILITIES OF HELP DESK EXECUTIVE

1. He will receive complaints on maintenance and housekeeping.

2. He will maintain all the registers kept at the help desk.

3. He will act as a pivotal person in receiving and disseminating information amongst the housekeeping staff.

4. He will attend to all the phone calls received at the help desk, and thereafter, pass on the requirement to the concerned person along with the job card.

5. He will make the entries of job closure once the job card duly signed by the complainant is received. He will also mark all the unattended or partially completed complaints before closing for the day.

6. He will create an Excel Sheet and keep posting it on the WhatsApp Group at 09:30 AM and 01:30 PM every day after fully updating the details of the complaints to escalate the issues.

7. He will put up the complaint register to the Housekeeping Manager the next day morning.



Appendix I

ESCALATION MATRIX FORMAT

Complaint No	Complainant Name	Time	Mob No	Exact Location of Complaint	Exact Nature of Complaint	Addressed/ Redirected To & Time	Completed (Partially / Fully) or Not Attended	Digital Job Card Received or Not	Remark

SUMMARY				
	Carried Forward	Registered Today	Total	Remarks
No of Registered Complaints				
No of Complaints Fully Addressed				
No of Complaints Partially Addressed (With Complaint Nos)				
No of Complaints Yet to be Addressed (With Complaint Nos)				

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Appendix J

SUPPLIES AND EQUIPMENT REQUIRED

1. Mops and Buckets.
2. Garbage Bags.
3. Glass Cleaners.
4. Floor Cleaners.
5. Phenyl/Vixol/Savlon.
6. Mop Duster.
7. Glass Cleaning Chemicals (Colin).
8. Detergent Powder/Lizol.
9. Room Air Freshener (Spray).
10. Cloth Duster.
11. Tissue.
12. Liquid Hand Soaps.
13. Naphthalene Balls.
14. Odonil/Air Freshener.
15. Napkin Tissue.
16. Paddle Bin.
17. Handheld Scrubbing Pads.
18. Bleaching Powder.
19. Aerosol.

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Appendix K

FREQUENCY OF HOUSEKEEPING OPERATIONS: CLEANING AND MAINTAINING

S/No.	Activities	Frequency	Person Responsible	Supervision
1.	Routine Cleaning to include Washrooms	2 Times/Working Day, and as required	Housekeeping Supervisor/ Block Marshal	Every Alternate Working Day [Responsibility - Housekeeping Manager]
2.	Dusting of Wall & Ceiling, Door, Window Glass	2 Times/Week, and as required		
3.	Furniture, Equipment Mopping	1 Time/Day		
4.	Work Station Cleaning	1 Time/Day	PS/Office Assistant	
5.	Scrubbing	1 Time/Week	Housekeeping Supervisor/ Block Marshal	Every Alternate Working Day [Responsibility - Head (Maintenance & Infra)]
6.	Disposal of Waste from Waste Basket	1 Time/Day, and as required		
7.	Board Room and Library Room	3 Times/Week, and as required		
8.	Auditorium Hall and Store Room	1 Time/Week, and as required		
9.	Roof Tops, Fire Exit & Stairs	2 Times/Month		
10.	Parking & Open Areas	3 Times/Week, and as required		

The above frequency will act as a guide, however, Housekeeping Supervisor/ Block Marshal may use their discretion to modify/amend the cleaning schedule depending upon the ground realities, contingencies, and the workforce availability.

Head (Maintenance & Infra) may direct the Housekeeping Manager/ Housekeeping Supervisor to carry out a special drive, in case, he finds any area needs deep cleaning, or not being maintained up to the desired standards.

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Appendix L

CHECKLIST: HOUSEKEEPING INSPECTION

1. The Supervisory Staff will use the following checklist as a general workplace guide: -

(a) **Floors and Other Areas**.

(i) Are floors clean, sweeping done properly and clear of waste?
(ii) Are signs posted to warn of wet floors?
(iii) Are floors in good condition?
(iv) Are there holes, broken tiles, or worn out floors?
(v) Are there protruding objects such as nails, sharp corners, open cabinet drawers, trailing electrical wires?
(vi) Are personal items, such as hand bags and lunch boxes, in assigned lockers or storage areas i.e. properly tucked-in?
(vii) Are the floors free of paint-marks or stains?
(viii) Are floors well-drained?

(b) **Aisles and Stairways**.

(i) Are aisles unobstructed and clearly marked?
(ii) Are aisles and stairways well lit?
(iii) Are handrails and staircase wells properly cleaned?
(iv) Are areas beneath the ramps clear of garbage?
(v) Are pigeon nets properly placed and torn portions repaired?

(c) **Spill Control**.

(i) Are all spills wiped up quickly?
(ii) Are spill absorbents used for greasy, oily, flammable or toxic materials?
(iii) Are used rags and absorbents disposed of promptly and safely?
(iv) Is a spill area surrounded by a barrier to prevent a spill from spreading?

(d) **Housekeeping Equipment and Machinery Maintenance**.

(i) Are housekeeping equipment/tools in good working order, with all necessary features operational or in place?
(ii) Is equipment/tool damaged or outdated?
(iii) Is equipment repaired or replaced promptly?
(iv) Are equipment/tools cleaned regularly?

(e) **Waste Disposal**.

(i) Are there adequate number of containers?

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(ii) Are there separate and approved containers for toxic and flammable waste?
(iii) Are waste containers located where the waste is produced?
(iv) Are waste containers emptied regularly?
(v) Are toxic and flammable waste chemicals handled properly?

(f) **Storage**.

(i) Are storage areas safe and accessible?
(ii) Is material stacked securely, blocked or interlocked, if possible?
(iii) Are materials stored in areas that do not obstruct stairs, fire escapes, exits or firefighting equipment?
(iv) Are materials stored in areas that do not interfere with the movement of students/faculty or the flow of materials?
(v) Are bins or racks provided where material cannot be piled?
(vi) Are all storage areas clearly marked?
(vii) Do students/faculty understand material storage and handling procedures?

(g) **Fire Prevention**.

(i) Are combustible and flammable materials present only in the quantities needed for the job at hand?
(ii) Are combustible and flammable materials kept in safety cans during use?
(iii) Are hazardous materials stored in approved containers and away from ignition sources?
(iv) Are sprinkler heads clear of stored material?
(v) Are fire extinguishers inspected and located along commonly travelled routes, and close to possible ignition sources?
(vi) Are oily or greasy rags placed in metal containers and disposed of regularly?

(h) **Open Areas**.

(i) Are gardens/lawns and flower beds properly cleaned and maintained?
(ii) Are open areas free of undergrowth?
(iii) Are roads, walkways, and parking spaces free of garbage, fallen leaves, twigs etc?
(iv) Are lawns and flower beds properly watered?
(v) Are all sign posts and boards properly erected and maintained?

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Appendix M

DAILY HOUSEKEEPING AUDIT CHECK SHEET
(FOR AOR - 1 / 2 / 3 / 4 / 5)

Area Audited				
AOR-1: VGU Block	AOR-2: VIT Block	AOR-3: Tech Block	AOR-4: Boys Hostel	AOR-5: Girls Hostel
Date & Time of Audit				
Housekeepers Allocated			Male -	Female -
Housekeepers Provided			Male -	Female -

Item Audited	Yes/No	Comments/Feedbacks/Action Taken
In Building Area		
Þ Cleaning of Floors (Both dry and wet mopping)		
Þ Cleaning of Cabins/ Doors/Windows/Ventilators		
Þ Cleaning of Classrooms/ Labs/ Faculty Offices/ Staff Rooms/ Workstations		
Þ Cleaning of ACs/ Fans/ Lights/ Exhaust Fans		
Þ Cleaning of Board Rooms/ Meeting Rooms/ Conference Rooms/ Auditorium		
Þ Cleaning of Walls & Ceiling		
Þ Cleaning of Aisles, Stairways, Stairwells & Ramps		
Þ Cleaning of Fire Fighting Equipment, Fire Exits		
Þ Cleaning of Gents & Ladies Washrooms		
Þ Cleaning of Wall Fixtures (Notice Boards/ Wall Paintings/ Information Boards)		
Þ Cleaning of Rooftops		
In Open Area		
Þ Cleaning of roads, walkways, drains		
Þ Cleaning of sports fields, play grounds		

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Þ Cleaning of parking areas, sheds			
Þ Cleaning of sign posts, info boards			
Þ Pest control and anti-mosquito measures taken			
Þ Maintenance of Flower Beds			
Þ Removal of undergrowth, shrubs, bushes			
Þ Proper disposal of garbage, dry leaves			
Þ Fumigation done			
Þ Are adequate Garbage Bins placed?			
Þ Are Garbage Bins in working condition?			
Name of Housekeeping Supervisor/ Auditor			
Signature of Housekeeping Supervisor/ Auditor			

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