	<h1>Dental College HITEC-Institute of Medical Sciences</h1>	
	<h2>SOP for Student Affairs Department</h2>	
	DOCUMENT #: SA-SOP-14	ISSUE # 01


The purpose of this Standard Operating Procedure (SOP) is to provide clear, concise instructions / guidelines to the members of student affairs department, faculty and students regarding the policies of the college which includes admission criteria as per PMC standards, dress code policy, Grievance policy and Code of conduct/ Disciplinary policies and keeping the collaboration intact with the students and faculty members.

Members of Student Affairs Department


1. Head of Student Affairs Department
2. Exam and Hostel Affairs Incharge
3. Computer Operator
4. File Manager

SOPs

- During the times of admission, student affairs department keeps the record of Phone calls/SMS messages and Emails correspondences of every student who appeared on merit list provided by NUMS admission office. The record is maintained in the register with date and time, and is also reported back to NUMS.
- The file manager of student affairs department manages and save the students record maintaining them in files/folders. These documents are confidential containing the student's bio-data (ID card/Passport copies) and transcripts of Matriculation/O levels/FSc/A levels degrees. These files are kept in safe and not to be given to anyone unless student submits the application for allowing the permission for their document, if required at the time of their need.
- The incoming letters from NUMS, PMC and HITEC administration office are maintained in the file and are penned in the register by the file manager student affairs department and so are the outgoing letters to the aforementioned departments.
- In case of any shortage of the stationary or any inventory provided, is directly informed to the administration via demand register.

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- The computer system contains all the soft copies of the policies, during the times of technical system breakage, backup is secured in the computer drive and instantly reported to the administration. It is the duty of the computer operator to report to the head of student affairs department about the issue, given he has secured a backup.
- All the important documents are kept in file and are secured in the file maintaining cupboard under the sections assigned on the shelves by the file manager.
- It is the duty of the Head of Student Affairs Department to maintain the discipline of the members of the department, as no member is allowed to wear casual dress in the office. If found unprofessional by any means, he/she will be reported to the administration office for the necessary action.
- The Student Affairs Department is responsible to ensure students to submit their fee on time and the file manager is responsible to keep the record of paid voucher copy of students. In case of delay, the parents or guardians will be reminded to pay their fee by the Finance Department and Head of Student Affairs department, if they still refrain from depositing the fee, then this matter will be reported to the administration.
- The students who breach the disciplinary code in the form of any misconduct (involvement in drugs /alcohol or any illegal actions involving fight between students) inside the college premises or in hostel, the student affairs department will report to the disciplinary committee for the necessary action, which could lead to suspension from the college.
- The Student Affairs department will receive the monthly attendance from every department and computer operator will maintain it in the system for yearly compilation of the record. In case if any department fails to deliver the attendance then the file manager will collect directly from the department.
- The department is responsible to intimate parents about any important news from the college and will be intimated about the progress of the students. The results and academic attendance are shared with parents on a social network group (whatsapp messenger). If any faculty member wants to register complaint of any student regarding their ongoing progress in studies or attendance, it will be directly reported to his/her parents through phone call or SMS message by the Head of Student Affairs Department.

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- Any item misplaced from the Student Affairs Department will be reported to the Head of the department.
- The department will comply with students who have any grievances over any issue may be personal or academically. The matter will be put forward to the committee to resolve the issue of any student.
- The Head of Student Affairs Department will hold accountable those students who do not follow dress code. The violation of dress will be charged penalty of Rs.1000 per day.
- The correspondence from examination and admission department of NUMS will be responded on time and will be intimated to the administration for necessary action.
- The Student Affairs Department will abide by the rules and regulation of the college and will follow the policies.
- The department should be locked by the file manager at the end of the day, if found unlocked the member incharge will be held responsible. As he will be equally responsible to maintain the check and balance of air conditioners, heaters, lights and computer system.