Yashwantrao Chavan Academy of Development Administration (YASHADA) is the apex-training institute of the Government of Maharashtra. The Academy, ranked amongst the best of its kind in the country, began life as Administrative Staff later to sylvan surroundings of Raj Bhavan at Pune.

Setting standards in its area of expertise, YASHADA’s key activities have always been the priorities of the government. Through research and systematic design of training, the capabilities of diverse group of stakeholders to ensure better governance, equitable human development, participatory micro-planning, enhanced managerial skills, and sustainable urban development.

YASHADA’s 50 plus strong faculty, development in various specialist centers and disciplines, is a renowned academicians and practicing administrators. With a wide range of guest experts 1,00,000 participants in 900 in-campus and 1500 off-campus programmes. The Academy has been able to achieve such a diverse set of competencies government, various Union Ministries, UN bodies and bilateral donor agencies.

The creation of Management Development Centre has increased YASHADA’s horizon in terms of extending its training activities to Corporates, IT Companies, Banking Sector, Public & Private Sector Companies, etc.

Objectives

- Development a comprehensive framework to use knowledge as a strategic edge for enhancing effective managerial performance.
- Facilitate optimum utilization of the Academy’s facilities and achieve functional excellence in customer services.
- Design need-based management programmes to facilitate vibrant and ethical governance in the state of Maharashtra and share our success nationwide.

Our Focus

- Design & Development of MDC Programmes
- Customers Delight
- Continuous Quality Improvement
- Capacity Utilization
- Faculty Development in Domain Areas.
Key Areas

MDC has identified the following key result areas:

- Sustainable and long-term capacity building of stakeholder groups from Maharashtra at the cutting edge of governance like elected representatives, Banks, PSU’s, parastatal organizations, NGO’s CBO’s, which do not normally get adequate coverage.

- Sharing Maharashtra’s many success stories with other States in industries and infrastructure development, sugar cooperatives, rural employment, micro-planning, watershed development, e-Governance, tertiarisation of rural economies, credit societies and SHGs.

- Knowledge enhancement through collaborations with like-minded flagship institutions working in various development sectors like the IIMs, IITs, ASCI, AIILSG, NIRD, IRMA, NIUA, TERI to name just a few.

- Hosting joint programmes for the upper echelons of the public and corporate sectors to enhance the quality of discourse, leading the fruitful public-private partnerships and greater civil society engagement in governance.
PROCEDURE: 1: Process for Receiving Guests

OBJECTIVE: To provide immediate customer support.

PURPOSE: Check in / Check out of MDC Guest.

SCOPE: All MDC accommodation and its capacity utilization.

RESPONSIBILITY: RECEPTIONIST / FACILITY WORK MANAGER.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Ref Code</th>
<th>Activity of Receptionist</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>P 1.10</td>
<td>Receiving of the guest and complete the Registration form.</td>
</tr>
<tr>
<td>2.</td>
<td>P1.11</td>
<td>Allotment of Rooms &amp; hand over key of the room to the guest as per advance booking / instruction of Hostel Manager / Director.</td>
</tr>
<tr>
<td>4.</td>
<td>P 1.13</td>
<td>Maintain Accountability of Room keys.</td>
</tr>
<tr>
<td>5.</td>
<td>P 1.14</td>
<td>To provide customer support / attending phone calls / enquiry.</td>
</tr>
<tr>
<td>6.</td>
<td>P 1.15</td>
<td>To receive message / letter / parcel in absence of guest.</td>
</tr>
<tr>
<td>7.</td>
<td>P 1.16</td>
<td>To hand over duties / responsibilities / important messages to the person on next shift duty.</td>
</tr>
<tr>
<td>8.</td>
<td>P 1.20</td>
<td>Immediately inform the occupancy position of Guest to House Keeping and Canteen for necessary action.</td>
</tr>
<tr>
<td>9.</td>
<td>P 1.30</td>
<td>During Check –out of Guest, ensure room clearance deposition of room keys and maintain check out register.</td>
</tr>
<tr>
<td>10.</td>
<td>P 1.31</td>
<td>Accept payment by cash / credit card from guest and hand over money receipt to the guest.</td>
</tr>
<tr>
<td>12.</td>
<td>P 1.41</td>
<td>Handed over Cash / Credit Card data to Hostel Manager’s office</td>
</tr>
<tr>
<td>13.</td>
<td>P 1.50</td>
<td>In case of any problem / Casual booking, ask Hostel Manager / Director MDC.</td>
</tr>
<tr>
<td>14.</td>
<td>P 1.60</td>
<td>In case of any complaint from guest, immediately inform to Facility work Manager / Canteen work Manager.</td>
</tr>
<tr>
<td>15.</td>
<td>P 1.70</td>
<td>Facility / Canteen work Manager will try to resolve the complaint.</td>
</tr>
<tr>
<td>16.</td>
<td>P 1.80</td>
<td>If it is major problem, then inform the Hostel Manager.</td>
</tr>
<tr>
<td>17.</td>
<td>P 1.90</td>
<td>In absence of Hostel Manager, information will be given to Director, MDC or Hostel Manager will intimate to Director.</td>
</tr>
</tbody>
</table>

Prepared by
Sign Sd/- xxx
Date 23/07/2010

Approved by
Sign Sd/- xxx
Date 25/07/2010
**FORMS AND FORMATS**

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Ref Code</th>
<th>Forms and Formats</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>F1</td>
<td>MDC occupancy chart.</td>
</tr>
<tr>
<td>2.</td>
<td>F2</td>
<td>MDC occupancy report form.</td>
</tr>
<tr>
<td>3.</td>
<td>F3</td>
<td>House Keeping staff duty format.</td>
</tr>
<tr>
<td>4.</td>
<td>F4</td>
<td>House Keeping, Maintaince &amp; Front office staff in/out format.</td>
</tr>
<tr>
<td>5.</td>
<td>F5</td>
<td>Message from the Guest.</td>
</tr>
</tbody>
</table>

**REFERENCE DOCUMENTS:**

1.) Annual Training calendar.
2.) Schedule of programme booking: MDC.
3.) Office note for course with participant list.

**RECORDS:**

1.) Guest Registration Book.
2.) Hand over Register.
3.) Courier Register.
4.) Payment detail Register.
5.) Medicine Register.
6.) Fresh up Register
7.) Internet / Telephone complaint Register.

**MIS PARAMETERS:**

1.) Arrival / Departure reports.
**PROCESS CHART for RECEPTION / FRONT OFFICE**

**P 1.1**
MDC RECEPTION / FRONT OFFICE
(a) Registration of Guest.
(b) Check-in of Guest and hand over of room key.
(c) Maintain Room occupancy chart.
(d) Accountability of Room key.
(e) Customer support / attending Phone calls.
(f) Receive Message / Letter/ Parcel in absence of Guest.

**P 1.2**
IMMEDIATE INFORMATION
Immediately inform to House Keeping & Canteen for necessary action.

**P 1.3**
CHECK OUT OF GUEST
(a) Room Clearance.
(b) Deposition of Room Key.
(c) Accept payment by cash / credit card from Guest.

**P 1.4**
MIS DATA
(a) Arrival /Departure report of Guest.
(b) Cash hand over to Hostel

**P 1.5**
(a) Casual Booking.
(b) In case any Problem.

**P 1.6**
GUEST HOSPITALITY
(a) Housekeeping Services.
(b) Food Service

**P 1.7**
GRIEVANCE REDRESSAL MECHANISM
(a) Facility –Work Manager.
(b) Canteen –Work Manager.

**P 1.8**
HOSTEL MANAGER

**P 1.9**
DIRECTOR MDC

Prepared by: MR Sd/- xxx
Sign: Sd/- xxx
Date: 23/07/2010
Approved by: DG Sd/- xxx
Sign: Sd/- xxx
Date: 25/07/2010
PROCEDURE 2: CATERING SERVICE

PURPOSE
To provide best Quality, Tasty and Hygiene food to all Participants with lots of nutritious values.

SCOPE: -
Kitchen, Banquet Hall and Dinning areas.

RESPONSIBILITY: Canteen Work Manager.

RECORDS: -
1.) Purchase of fresh Fruits / Vegetables.
2.) Purchase of Grocery Stores.
3.) Office Note file.
4.) Food testing report.
5.) Guest arrival intimation chart.
6.) Course wise bill preparation file.

CROSS REFERENCE: -
1.) Contact copy of Catering Services.
2.) Perishable and Non-Perishable purchase procedure

MIS PARAMETER: -
1.) Timely action.
2.) Regular checking of store items.
3.) Food Quality evaluation reports.
FLOWCHART OF MDC CATERING MANAGEMENT

Canteen Work Manager

Food Production Department

Service Department

Store Department

Accounts Section

Kitchen Supervisor

Captain

Store Keeper

Utility Department

Buttler

Purchase Supervisor

Chef

Su-Chef

1st Commis

2nd Commis

Dishwasher

Pot Washer

Steward

PREPARED BY
MR
Sd/- xxx
23/07/2010

APPROVED BY
DG
Sd/- xxx
25/07/2010

YASHADA
Page No 7
PROCESS CHART OF MDC CATERING SERVICE

Receipt of schedule of programmes from Director, Hostel Manager & Training Cell of MDC

Designing Menu as per programmes

Communicate to staff

Cooking as per Menu

Food Validation & Monitoring

Not OK

Rework the food

OK

Serve the food

Feed back from clients
PROCESS CHART FOR HOUSE KEEPING

P 1.10 HOUSE KEEPING
(a) Get information about booking
(b) Keep the room/conf hall ready
(c) Guidance to front office for allotment of ready vacant room.
(d) Cleanliness of toilet & Public Area.
(e) Maintenance & Repair.
(f) Other facilities.
(g) Training of new staff.

P 1.20 FLOOR SUPERVISOR
Readiness of Rooms, Toilets & other facilities.

P 1.21 ROOM ATTENDED
(a) Make the room ready.
(b) Attend guest as and when required.

P 1.22 Check out of Guest
(a) Room Clearance.
(b) Follow step P1.20

P 1.23

P 1.3 Conf. Hall Supervisor
(a) Cleanliness of Conf Hall, Toilet and public Area.
(b) Seating Arrangement.
(c) Audio / Visual aids.
(d) Mineral Water.
(e) Mouth Freshner

P 1.3 Conf. Hall Attendant
(a) Assist conf hall supervisor.
(b) One attendant for each Trg Program will be detailed through the day for the programme.

P 1.41 Other facilities & Trg of New Staff

P 1.42 LAUNDRY
Issue / Receive of Laundry items

P 1.4 Maintaince & Repair

P 1.5 OTHER FACILITIES
(a) News Paper
(b) Flower Arrangement
© Internet / TV.
(d) Telephone

P 1.51

P 1.52 TRAINING
Training & Grooming of New Staff.

P 1.60 Settlement of Vendors Bills

P 1.70 Grievance Redressal Mechanism
(Facility work Manager)

P 1.80 HOSTEL MANAGER

P 1.90 DIRECTOR MDC

Prepared by MR
Sign Sd/- xxx
Date 23/07/2010

Approved by DG
Sign Sd/- xxx
Date 25/07/2010

YASHADA
PROCEDURE 3: HOUSE KEEPING

PURPOSE: - Housekeeping and Maintenance of MDC Accommodation, Conference Hall and common areas of MDC.

SCOPE: - All accommodation, conference hall and common areas of MDC.

RESPONSIBILITY: - Facility Work Manager

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Ref Code</th>
<th>Activity</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>P1.10</td>
<td>Get information about booking from TrgCell, Hostel Manager office &amp; Director.</td>
<td>Facility Work Manager</td>
</tr>
<tr>
<td>2.</td>
<td>P1.11</td>
<td>Keep the room / conference hall ready in all respect.</td>
<td>Facility Work Manager</td>
</tr>
<tr>
<td>3.</td>
<td>P1.12</td>
<td>Guidance to front office for allotment of ready vacant rooms.</td>
<td>Facility Work Manager</td>
</tr>
<tr>
<td>4.</td>
<td>P1.20</td>
<td>Readiness of rooms, toilet &amp; other facilities.</td>
<td>Floor Supervisor</td>
</tr>
<tr>
<td>5.</td>
<td>P1.21</td>
<td>Attending Guest as and when required.</td>
<td>Room Attendant</td>
</tr>
<tr>
<td>6.</td>
<td>P1.22</td>
<td>Room clearance during checking out of guest.</td>
<td>Floor Supervisor</td>
</tr>
<tr>
<td>7.</td>
<td>P1.30</td>
<td>Readiness of conf. Hall, seating arrangement, A/v Aids, mineral water, Mouth Freshner etc.</td>
<td>Conf.hall Supervisor</td>
</tr>
<tr>
<td>8.</td>
<td>P1.31</td>
<td>One attendant in each conf hall will be detailed for the day.</td>
<td>Conf.hall attendant.</td>
</tr>
<tr>
<td>9.</td>
<td>P1.41</td>
<td>Maintenance and repair work in MDC.</td>
<td>J.E and his team.</td>
</tr>
<tr>
<td>10.</td>
<td>P1.42</td>
<td>Issue / Receipt of Laundry items.</td>
<td>Desk Supervisor</td>
</tr>
<tr>
<td>11.</td>
<td>P1.51</td>
<td>Other facilities like Newspaper distribution, Flower arrangement, Internet, Telephone &amp; TV in working condition. etc.</td>
<td>Floor Supervisor / Facility Work Manager</td>
</tr>
<tr>
<td>12.</td>
<td>P1.52</td>
<td>Training &amp; grooming of new staff.</td>
<td>Facility Work Manager</td>
</tr>
<tr>
<td>13.</td>
<td>P1.60</td>
<td>Settlement of Vendors bills.</td>
<td>Facility Work Manager</td>
</tr>
<tr>
<td>14.</td>
<td>P1.70</td>
<td>Facility Work Manager will immediately solve the accommodation related problem facing by the guest.</td>
<td>Facility Work Manager</td>
</tr>
<tr>
<td>15.</td>
<td>P1.80</td>
<td>Hostel Manager will monitor all house keeping activity and ensure the best satisfaction of the Guest.</td>
<td>Hostel Manager.</td>
</tr>
<tr>
<td>16.</td>
<td>P1.90</td>
<td>Director MDC is responsible for General Administration, Control and Co-ordination of MDC.</td>
<td>Director MDC.</td>
</tr>
</tbody>
</table>
**CROSS REFERENCE:-**

1.) Contract copy of House Keeping services.
2.) Purchase & Maintaince process – MOP Manual / CMIS of Estate Department.

**REFERENCE DOCUMENT:-**

1.) HMIS.

**RECORDS:-**

1.) Supervisors check list for Guest Room items.
2.) Daily Room cleaning chart.
3.) Schedule of changing linen.
4.) Maintenance / Complaint slip.
5.) Lost and found register.
6.) Register of discrepancy (Damage).
7.) Room Tariff card.
8.) Arrival / Departure register.
9.) Extra cleaning chart.
10.) Guest call register.
11.) Pest control register.
12.) Linen issue / Toiletries issue register.
13.) Charge handing over / taking over register.

**M.I.S Parameters :-**

1.) Guest suggestion / Feed back Records.
2.) Timely action.
3.) Promptness.
PROCEDURE 4: Providing training facilities

PURPOSE: -
(a) To provide various training facilities at MDC.
(b) To ensure best satisfaction of valuable clients.

SCOPE: -
Efficiently conduct various training activities at MDC.

RESPONSIBILITY: - Training Coordinator.

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Ref Code</th>
<th>Activity of Training Cell</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>P1.01</td>
<td>Reservation &amp; Cancellation of booking.</td>
</tr>
<tr>
<td>2.</td>
<td>P 1.02</td>
<td>Allotment of MDC accommodation.</td>
</tr>
<tr>
<td>3.</td>
<td>P 1.03</td>
<td>Allotment of Conference hall.</td>
</tr>
<tr>
<td>4.</td>
<td>P 1.04</td>
<td>Updating of Training calendar.</td>
</tr>
<tr>
<td>5.</td>
<td>P1.10</td>
<td>Planning and preparation of the Trg. programme.</td>
</tr>
<tr>
<td>6.</td>
<td>P 1.21</td>
<td>Procurement of stationery from Yashada store / Market.</td>
</tr>
<tr>
<td>7.</td>
<td>P 1.22</td>
<td>Supply of stationery to client subject to demand.</td>
</tr>
<tr>
<td>8.</td>
<td>P 1.23</td>
<td>To provide other facilities like Xerox, Computer Print, Fax etc.</td>
</tr>
<tr>
<td>9.</td>
<td>P 1.32</td>
<td>Keeping records of Local participants &amp; conf hall used</td>
</tr>
<tr>
<td>10.</td>
<td>P 1.4</td>
<td>To prepare Institutional MIS DATA</td>
</tr>
<tr>
<td>11.</td>
<td>P 1.5</td>
<td>To prepare Daily attendance report, weekly MIS &amp; Monthly MIS DATA</td>
</tr>
<tr>
<td>12.</td>
<td>P 1.6</td>
<td>Submitted MIS DATA to TPMC.</td>
</tr>
<tr>
<td>13.</td>
<td>P 1.7</td>
<td>Actual DATA provided for billing process</td>
</tr>
<tr>
<td>14.</td>
<td>P 1.8</td>
<td>Immediately take action to solve any type of problem.</td>
</tr>
<tr>
<td>15.</td>
<td>P.19</td>
<td>To obtain Daily feedback regarding food quality, House Keeping and conference hall facilities from clients.</td>
</tr>
<tr>
<td>Sr. No</td>
<td>Ref Code</td>
<td>Activity of House Keeping</td>
</tr>
<tr>
<td>--------</td>
<td>----------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>1.</td>
<td>P 1.10</td>
<td>Required seating arrangement &amp; Readiness of conference hall.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Ref Code</th>
<th>Activity of Front Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>P 1.31</td>
<td>Keeping records of actual room occupancy.</td>
</tr>
</tbody>
</table>

**FORMS AND FORMATS:-**

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Ref Code</th>
<th>Forms and Format of Training Cell</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>F1</td>
<td>Daily attendance report format</td>
</tr>
<tr>
<td>2.</td>
<td>F2</td>
<td>Weekly MIS Data format</td>
</tr>
<tr>
<td>3.</td>
<td>F3</td>
<td>Monthly MIS Data format</td>
</tr>
<tr>
<td>4.</td>
<td>F4</td>
<td>Daily feedback form filled by valuable clients</td>
</tr>
</tbody>
</table>

**Reference Documents:-**

1. Daily Training Programme wise record register.
2. Daily attendance report folder.
3. Annual Training Calendar: MDC
4. Booking Correspondence
5. Office Notes.

**MIS Parameters:-**

1. Daily attendance report.
2. Weekly MIS DATA.
3. Monthly MIS DATA.
**PROCESS CHART TRAINING CELL**

**P 1.0**  
**MDC Training Cell**  
A) Reservation / Cancellation of Booking.  
i.) Allotment of accommodation.  
ii) Allotment of conference hall.  
iii. Updating Training Calendar.  
B) Receive / Issue of stationery.  
C) Audio / Visual Aids.  
D) Other Facilities.  
(Xerox, Computer Print, Computer, Printer Fax, Mouth Fresher etc)

**P 1.1**  
**Planning & Preparation**  
a) Seating Arrangement.  
b) Readiness of conference hall.

**P 1.2**  
**Internal MIS**  
a) Audio / Visual.  
Requirement  
b) Stationery requirement.  
c) Other Facilities to be Required.

**P 1.3**  
**Actual Activity**  
a) Actual room occupancy.  
b) Actual local participant.  
c) Actual facility provided.

**P 1.4**  
**MIS DATA**

**P 1.5**  
**Reports**  
a) Daily attendance report.  
b) Weekly MIS Data.  
c) Monthly MIS Data.

**P 1.6**  
**Submission of MIS DATA**  
To Planning & monitoring cell,  
YASHADA

**P 1.7**  
**Billing Process**  
Data for billing process

**P 1.8**  
**Grievance Redressal Mechanism**  
a.) Conf.hall supervisor  
b.) Facility Work Manager.  
c.) Training Coordinator

**Hostel Manager**

**Director**

Prepared by MR  
Sign Sd/- xxx  
Date 23/07/2010

Approved by DG  
Sign Sd/- xxx  
Date 25/07/2010

YASHADA  
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