	PROCEDURE FOR MAINTAINING STUDENTS DOCUMENTS (CUSTOMER PROPERTY)	Ref No.TJGI/P/ADMIN/02
		Rev No: 01
		Rev Date : 01/03/2009
		Page 1 of 2

PURPOSE:

To establish, document, implement and maintain system for collecting of original/duplicate documents, filling and safe keeping, retrieving when required and returning the same in good condition.

SCOPE:

Students of all colleges.

RESPONSIBILITY:


Principal, Liaison Officer

PROCEDURE:

Definition of Customer Property: Students intellectual property such as marks cards, degree certificates and students personal data are considered as customer property.

1. On admission all original documents are collected (List of documents enclosed).
2. All documents collected are recorded in a ledger (TJGI/R/ADMIN/02) containing student name, department, course, list of documents received and Students' signature.
3. The students documents are verified for the authenticity (if the certificate obtained are genuine & original) in good condition.
4. The protections of documents are ensured by keeping individual documents in separate pouch in a box file along with the application form. Separate files are maintained for each department according to roll number.
5. If the student requires any of the documents temporarily, an application letter must be given. The documents will be issued to the student for a maximum period of 15 days subject to the approval of principal.
6. The application letter is filed in place of the documents issued until it is returned.

<p><u>Designed by:</u></p> <p style="text-align: center;">Group ISO Coordinator</p>	<p><u>Approved by:</u></p> <p style="text-align: center;">Management Representative</p>
--	--

	PROCEDURE FOR MAINTAINING STUDENTS DOCUMENTS (CUSTOMER PROPERTY)	Ref No. TJGI/P/ADMIN/02
		Rev No: 01
		Rev Date : 01/3/2009
		Page 2 of 2

7. The students personal data is accessible to administration and respective faculties and it is ensured that the personal data is confidentially maintained.
8. On completion of the course, these documents are returned to the students after obtaining a No objection certificate/ No dues certificate from the respective department head, Library and Cashier through TJGI/F/ADMIN/29
9. In case of damage or loss of student document, the same will be informed to students through a letter and copy of letter is retained as an evidence of record.

LIST OF DOCUMENTS COLLECTED:

1. X Std and XII std Certificate, Migration Certificate, Character Certificate, Eligibility Certificate and Transfer Certificate for under Graduate students.
2. For post Graduate students, in addition to the above, the Degree Certificate as well as original mark cards of under graduation are collected.
3. For Srilankan students 'A' and 'O' level marks cards are collected.
4. For all foreign students, copies of the passport, Visa and eligibility certificates issued by competent body are collected.

RECORD REFERENCE:

Students document -TJGI/R/ADMIN/02

No dues certificate - TJGI/F/ADMIN/29

<u>Designed by:</u>	<u>Approved by:</u>
Group ISO Coordinator	Management Representative