STANDARD OPERATING PROCEDURE (SOP)

INSTITUTIONAL SOCIAL RESPONSIBILITY (ISR) CELL

ST. BEDE'S COLLEGE, SHIMLA

SOP No.: ISR/SOP/01/2026

Effective From: Academic Session 2026-27

Approved by: Principal

Responsible Unit: Institutional Social Responsibility (ISR) Cell

Version:1.0

1. Title of the Cell

Name: Institutional Social Responsibility (ISR) Cell

Institution: St. Bede's College, Shimla

Date of Establishment: 2025

Faculty Convener: Appointed by the Principal

Faculty Members: Appointed by the Principal

Student Representatives/Volunteers: Nominated/to be elected by elections or nomination

Collaborating Organisations: As approved by the College

2. Introduction

The Institutional Social Responsibility Cell (ISRC) promotes community engagement, social welfare, and sustainable development through various outreach initiatives. The Cell encourages students and faculty to contribute towards education, health, women's empowerment, skill development, and environmental sustainability. A major initiative of the Cell is the empowerment programme for girls at Balika Ashram Mashobra, Shimla focusing on educational support, health awareness, digital literacy, vocational training, leadership development, and mentorship. Through workshops, awareness campaigns, community service activities, and

capacity-building programmes, the ISRC nurtures social responsibility, empathy, and leadership among students while creating a positive impact on society.

3. Vision

To nurture socially responsible, compassionate and engaged citizens through meaningful community participation, service and experiential learning.

4. Mission

The Institutional Social Responsibility (ISR) Cell aims to promote meaningful community engagement by providing students with structured volunteering opportunities that connect academic learning with real-life community needs. It encourages empathy, leadership, responsible citizenship, and student skill development through service-oriented activities, outreach and awareness programmes, and intergenerational interactions. The Cell also seeks to build sustainable institutional-community linkages through active collaboration and social responsibility initiatives.

5. Objectives

- To promote social responsibility, civic engagement, and ethical values among students and faculty.
- To empower underprivileged and marginalized communities through education, awareness, and developmental initiatives.
- To enhance health, well-being, and quality of life through community outreach and awareness programmes.
- To foster skill development, leadership, and self-reliance among beneficiaries through training and mentorship.
- To encourage sustainable community partnerships and meaningful participation in nation-building activities.

6. Organisational Structure

Principal / Patron
↓
ISR Cell Convener
↓
Faculty Members
↓
Student Coordinators
↓
Student Volunteers

↓

Community Partners / Beneficiaries

7. Composition of the ISR Cell

Position	Number	Mode of Selection/Appointment	Tenure
Patron	1	Institutional appointment	As per institutional norms
Convener	1	Appointed by Principal	Academic session/Institutional norms
Faculty Members	As decided	Nominated by Principal	Academic session
Student Coordinator	2	Election/Nomination	Academic session
Student Members	As applicable	Registration/selection	Academic session
Volunteers	As required	Open	Activity-specific

8. Roles and Responsibilities

A. Principal/Patron

The Principal shall:

- Provide overall institutional guidance.
- Approve major ISR initiatives.
- Facilitate institutional resources.
- Approve important collaborations.
- Review the functioning of the Cell periodically.

B. ISR Convener

The Convener shall:

- Prepare the annual activity plan.
- Coordinate all activities of the Society.
- Conduct meetings and maintain minutes.
- Allocate duties among faculty members and student representatives.
- Obtain necessary permissions and approvals.
- Coordinate with departments/IQAC/college administration.



- Ensure proper implementation of activities.
- Monitor participation and student engagement.
- Ensure timely submission of reports.
- Maintain documentation and supporting evidence.
- Prepare an annual review of the Society's functioning.

C. Faculty Members

Faculty members shall:

- Assist the Convener in planning and execution.
- Supervise assigned activities.
- Mentor student members.
- Ensure discipline and safety during activities.
- Verify attendance and documentation.
- Assist in preparation of reports.
- Support assessment of outcomes.

D. Student Coordinators

- Coordinate with student members.
- Communicate information regarding activities.
- Assist in event planning and execution.
- Maintain student participation records.
- Support documentation.
- Collect feedback from participants.

E. Student Members/Volunteers

- Participate actively in activities.
- Perform duties assigned by the Convener/coordinators.
- Maintain discipline and institutional decorum.
- Assist in event management and documentation.
- Provide feedback for improvement.

9. Annual Activity Planning

The ISR Cell shall prepare an Annual Action Plan before the beginning of the academic session.

Potential areas may include:

- Community education.

- Educational support for children.
- Skill-development activities.
- Women and girl-child empowerment.
- Health and hygiene awareness.
- Environmental awareness.
- Animal welfare/community animal care.
- Digital literacy.
- Language and communication skills.
- Art, music and cultural engagement.
- Intergenerational engagement.
- Community cleanliness and sustainability.
- Awareness regarding social issues.
- Volunteering and mentorship.
- Community-based student projects.

The Annual Plan preferably aligns with:

- Institutional Vision and Mission.
- College Academic Calendar.
- NEP 2020 objectives.
- Sustainable Development Goals.
- Community engagement.
- Student development.
- Experiential learning.
- Institutional social responsibility.
- Inclusivity and gender equity.

10. Procedure for Conducting an ISR Activity

The standard cycle is:

Identification of Community Need
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Consultation with Community Partner
↓
Proposal Preparation
↓
Approval from Competent Authority
↓
Resource and Safety Planning
↓
Identification of Faculty/Student Team
↓

Duty Allocation
↓
Communication with Beneficiaries
↓
Implementation
↓
Attendance/Participation Documentation
↓
Feedback Collection
↓
Outcome and Impact Assessment
↓
Activity Report
↓
Follow-up
↓
Review and Improvement

Activities shall be designed in consultation with the concerned community partner wherever appropriate and shall avoid creating dependency, inconvenience or unintended harm to beneficiaries.

11. Meeting Procedure

The ISR Cell shall ordinarily meet at least once every month and whenever required. Meetings may be called by the Faculty convener and members.

Meetings shall include:

- Review of previous minutes.
- Action Taken Report.
- Review of ongoing initiatives.
- Identification of community needs.
- Planning of forthcoming activities.
- Allocation of responsibilities.
- Resource requirements.
- Documentation requirements.
- Outcome assessment.
- Follow-up action.

Meeting → Minutes → Action Points → Responsibility → Timeline → ATR

12. Documentation and Record Management

A dedicated physical and digital repository is maintained for ISR activities.

A. Administrative Records

- Constitution/Office Order.
- List of members.
- Appointment orders.
- Annual Action Plan.
- Meeting notices.
- Minutes.
- Action Taken Reports.

B. Activity Records

For each activity:

- Proposal.
- Permission/approval.
- Communication with community partner.
- Programme schedule.
- Notices
- Attendance.
- Photographs.
- Resource person details.
- Feedback.
- Activity report.
- Outcome/impact report.

C. Financial Records to be maintained by the Office: Conveners to keep a copy of the same
Where applicable:

- Approved budget
- Sanction/approval
- Bills and vouchers
- Expenditure statement
- Sponsorship/donation records
- Utilisation details

13. Outcome and Impact Assessment

ISR activities are assessed at three levels.

Output – What was done?

Outcome – What did participants/beneficiaries gain?

Examples:

- Improved communication skills.
- Increased awareness.
- Development of practical skills.
- Improved access to learning opportunities.
- Increased student empathy and social awareness.

Impact – What changed?

Examples:

- Sustained student-community interaction.
- Continued mentoring.
- Improved community participation.
- Development of long-term institutional-community linkages.
- Increased student engagement in social responsibility activities.

Suggested Indicators

- Number of activities.
- Number of student volunteers.
- Volunteer hours.
- Number of beneficiaries.
- Number of community organisations engaged.
- Number of repeat/follow-up activities.
- Skills developed.
- Feedback.
- Community outcomes.
- Collaborations/MoUs.
- Best practices developed.

14. Feedback Mechanism

The Cell shall follow:

Activity → Feedback → Analysis → Improvement

Feedback is obtained from:

- Students.
- Faculty members.
- Community partners.
- Beneficiaries, wherever feasible and appropriate.

Feedback may assess:

- Relevance.
- Usefulness.
- Participation.
- Quality of interaction.
- Learning gained.
- Community satisfaction.
- Suggestions for future activities.

A feedback analysis shall be prepared for major programmes.

15. Monitoring and Review

The functioning of the ISR Cell is reviewed periodically by the Principal and IQAC, as applicable.

Review parameters shall include:

- Activities planned versus conducted.
- Student participation.
- Community beneficiaries.
- Achievement of objectives.
- Quality of partnerships.
- Follow-up activities.
- Feedback.
- Outcomes and impact.
- Documentation.
- Resource utilisation.
- Safety and ethical compliance.
- Challenges.
- Corrective measures.
- Best practices.

The Convener prepares an Annual Performance Review.

16. Grievance and Conflict-Resolution Mechanism

Concerns relating to:

- Student participation.
- Volunteer responsibilities.
- Community interaction.
- Conduct.
- Programme arrangements.
- Collaboration with external organisations.
- Miscommunication or disagreement.

shall initially be brought to the ISR Convener. Where required, the matter shall be referred to the Principal or appropriate institutional authority. Complaints involving safety, harassment, discrimination, exploitation or other serious concerns shall be dealt with through the appropriate institutional mechanism.

17. Code of Conduct

All ISR members and volunteers shall:

- Treat all community members with dignity and respect.
- Maintain professional and ethical conduct.
- Avoid discrimination.
- Respect cultural and social sensitivities.
- Maintain confidentiality.
- Avoid photography/video recording without appropriate consent.
- Not make unauthorised financial or other commitments.
- Not use community engagement activities for personal promotion.
- Follow College rules and instructions.
- Represent the College responsibly.

18. Inclusivity and Accessibility

The ISR Cell promote:

- Equal opportunity.
- Gender sensitivity.
- Inclusion of marginalised and vulnerable groups.
- Accessibility for persons with disabilities.
- Non-discriminatory participation.
- Respect for cultural and social diversity.
- Safe participation for students and community members.

Activities shall be planned keeping the needs and dignity of beneficiaries at the centre.

19. Collaboration and Linkages

The ISR Cell may establish linkages with:

- Government departments.
- Local authorities.
- NGOs.
- Schools and educational institutions.
- Community organisations.
- Social service organisations.
- Health organisations.
- Alumni.
- Community leaders and local stakeholders.

Collaborations shall be undertaken with prior institutional approval. MoUs, letters of collaboration and records of joint activities shall be maintained wherever applicable.

20. Risk Management and Safety

For outreach activities:

- Prior institutional permission shall be obtained.
- Faculty supervision shall be ensured.
- Appropriate transport arrangements shall be made.
- Emergency contact information shall be maintained.
- First-aid arrangements shall be considered.
- Students shall receive necessary instructions before field activities.
- Activities involving children or vulnerable groups shall be conducted with appropriate safeguards.
- Appropriate consent shall be obtained for photographs/videos.
- Activities shall respect the safety, dignity and privacy of beneficiaries.
- No student shall undertake an activity beyond their competence or without appropriate supervision.

21. Financial Procedure

Where funds are involved:

- Prior approval shall be obtained.
- Expenditure shall comply with College financial rules.
- Bills and vouchers shall be maintained.
- Donations/sponsorships shall be handled only through approved institutional procedures.
- Expenditure shall be properly recorded.



- Utilisation/expenditure statements shall be submitted within the prescribed timeline.
- Community beneficiaries shall not be charged any unauthorised amount by students or volunteers.

22. Reporting Format

Every major ISR activity is documented through a standard Activity Report containing:

1. Name of Activity.
2. Date and Venue.
3. Organising Cell.
4. Faculty Convener/Coordinators.
5. Community Partner.
6. Objectives.
7. Target Group.
8. Number of Student Volunteers.
9. Number of Beneficiaries.
10. Resource Persons, if any.
11. Brief Description.
12. Learning Outcomes.
13. Community Outcomes.
14. Impact.
15. Feedback Summary.
16. Photographs.
17. Media Coverage, if any.
18. Supporting Documents.
19. Follow-up Action.

Approved by: Principal, St. Bede's College, Shimla

Officiating Principal
St. Bede's College
Shimla -171002

Signature:

Date: 24/10/2026

Convenor: Dr. Jyotika Brari

Signature: