



CAMPUSTM
STUDENTS
COMMUNITIES
PEOPLE | PASSION | EXCELLENCE

CORPORATE
MANUAL

ABOUT CAMPUS STUDENTS COMMUNITIES

Campus Students Communities (formerly known as Jain College Hostel - JCH), established in the year 2000, is a student housing enterprise that provides accommodation and caters nutritious food to students pursuing higher education. The Organization which commenced with 34 students and 6 staff members is today a conglomerate comprising of 17 entities with over 326 staff members working in unison towards the cherished ideas of founder. It proudly caters over 8000 meals per day to over 4000 students is still growing at a rapid pace under the effective leadership of Mr. Saket Jalan.

The Company has strategic partnerships with Jain Group of Institutions, Alliance University, Narsee Monjee University, Christ College and other premier institutes. Student Housing being the most promising sector in India, the enterprise is expanding its presence in cities like Delhi, Mumbai, Pune, Dehradun, Jaipur, Hyderabad, Ahmedabad, Indore and Kota.

CSC offers modern amenities to the residents like Hot water, RO treated drinking water, Laundry Service, Transportation, IVRS System, 24/7 Medical Aid, Repair and Maintenance through Mobile App, Indoor Sports and Recreational facilities. The Campus is monitored by IP camera surveillance along with round the clock security guards.

The Dining caters nutritional food requirements to the students. The menu for all the meal sessions is changed regularly to provide variety and wholesome nourishment. The entire campus is Wi-Fi enabled and also includes Biometric Attendance System and a compulsory Cashless Mediclaim Insurance for the students.

A lot of activities are undertaken like Excursions, Tours, Festival and Birthday Celebrations, courses on Yoga and Meditation, Self Enhancement Programs, Personal Grooming, Personality Development Programs, Hobby Classes, Annual Day Celebration 'MILAP', tie-ups for Music and Dance Classes like Salsa/Latino/Cha-Cha-Cha, Cooking classes (exclusive for Girl students), Inter and Intra Hostel Competitions, Night Outing, Movie Screening and Publication of our In-House Newsletter 'Campus Time'.

VISION

"To be a respected Student Housing that provides best-of-accomodation, food, security, hygiene & cleanliness, leveraging technology, delivered by best manpower".

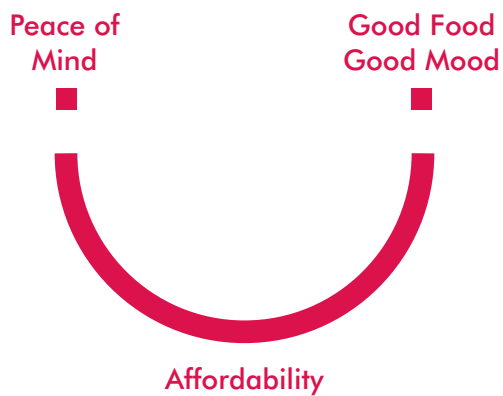
MISSION

"To achieve our objectives in an environment of fairness, honesty and courtesy towards our students, parents, employees, vendors and society at large".

ONE BIG OBJECTIVE

"Premium Student Housing at affordable price"

OUR GUIDING PRINCIPLES



CSCPL MOTTO



3 dots resembles the motto of our institution **People | Passion | Excellence**

Outer "C" shape defines **Campus** where the students are going to step up next important part of their lives.

"S" defines **Students** who are the core of this whole Campus community.

Inner "C" shape defines the concept of how communities inside the campus is playing a stronger role for students.

This outer thin line defines the infrastructure of our **Campus Students Communities**

People

- Team of people serving pupils.
- Our people comprises of shareholders, investors, advisory board members and employees working together to achieve our organization's goal.

Passion

- Do what you love, love what you do
- We are passionate about the success of our student communities, customers and our employees
- We have passion for encouraging innovation and bringing forth new ideas and solutions.

Excellence

- Be the least, give the best
- We are committed to build leadership and talent that demonstrates and promotes excellence in what we do every day .
- We are always ready to innovate, embrace change and evolve to reach new level of excellence.

OBJECTIVES

- To work with best people who are always ready to deliver above 120% results.
- To achieve 300% revenue growth in top line and 250% growth in bottom line over next 2 years.
- To leverage automation which connects Employee, Vendors and Students / Parents.
- To fuel innovation in the area of Student housing by having at least 7 patented technology solutions.
- To provide student housing to at least 1 lakh students by 2027.
- To expand Student housing across the major cities of India with focus on Bangalore, Kota, Hyderabad, Delhi, Indore, Mumbai, Dehradun, Ahmedabad and similar cities.
- To win at least 4 National level awards in areas such as Food, Students Engagement, IT and HR Practices.
- To have at least 120 articles about CSC in various magazines, newspapers and journals, in 23 months.
- To reach 1 lac followers on CSC Facebook page as well as 1 lac subscribers on Youtube channel.



Mr. Saket Jalan

Founder & M.D.

Mr. Saket Jalan is the founder of Campus Students Communities Pvt. Ltd. and holds the position of Managing Director. He possesses post graduate diploma(PGDBA) from ISB Hyderabad and CFA from ICFAI. Prior to the formation of CSC, he served as Proprietor for Jain College Hostels since 2001. He collaborated with Mr. Chenraj Roychand Jain (Chairman, Jain Group of Institutions and also a board of director of CSC) for hostel services in Jain College.

Coming from a business background and decades of combined experience, his unparalleled leadership helped in company's success. His vision, passion and tenacious determination have fueled the success and prominence of Student Housing. He also served as a catalyst for the entire student housing industry to be a well-respected asset class within the commercial real estate sector. Students and parents now have a wide variety of modern, high quality, professionally managed and splendid student housing options to choose from.

His vision and executing qualities helped CSC to grow from 34 students in one city, Bangalore to currently having 5000 plus students across India. With varied interests, he has authored a book of veg recipes for hostels after travelling the country and many parts of the world.

At present, he has focused on building CSC a national name in student housing by building a team of professionals with a mix of experienced personnel.



Mr. Sanjay Jalan

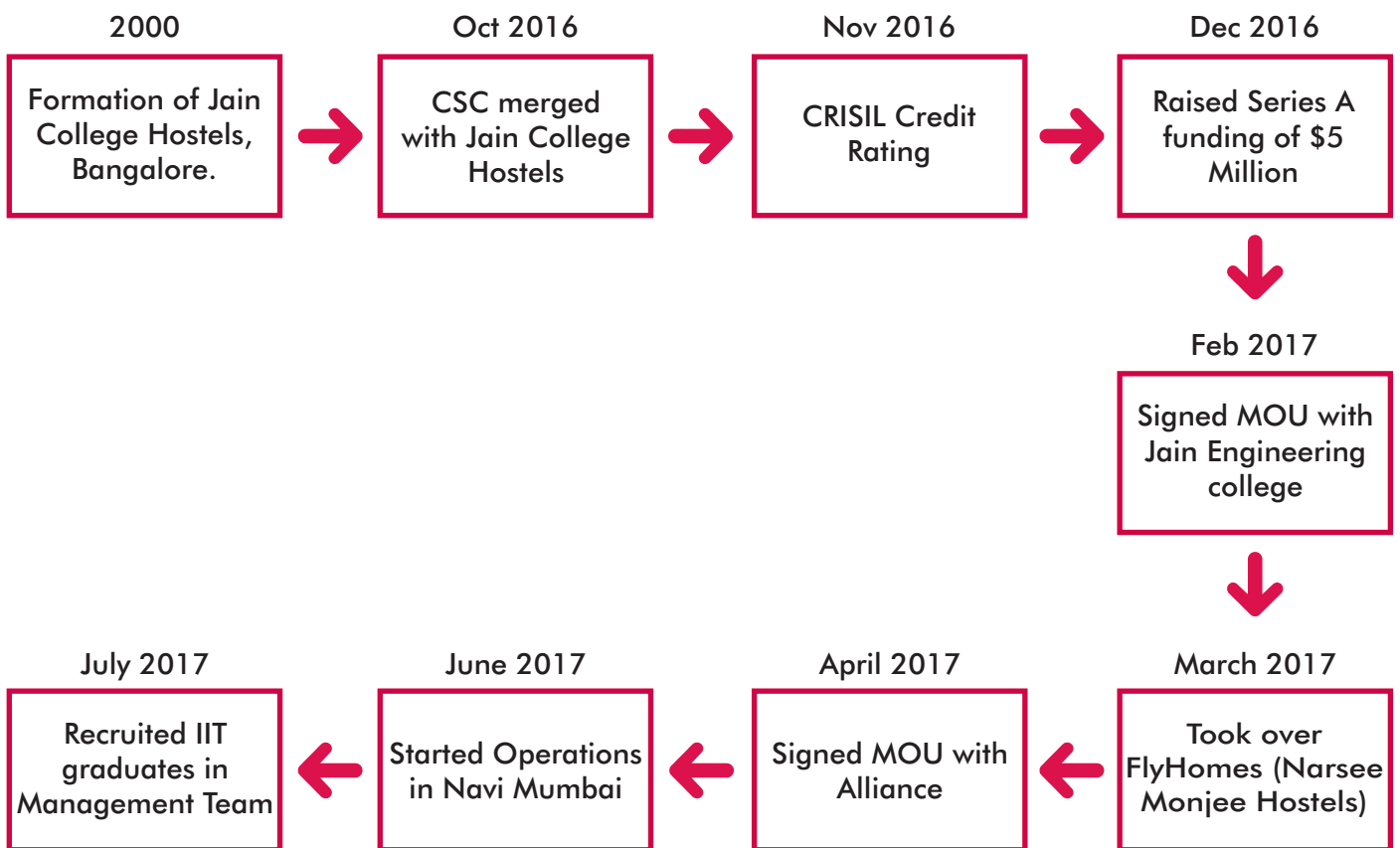
Co-Founder & Executive Director

Being the Executive Director Mr. Sanjay Jalan takes hold of all operation portfolio of the company. His expertise encompasses marketing, leasing, customer service, human resources, training, and corporate administration. Under his leadership, CSC has consistently achieved industry-leading occupancy.

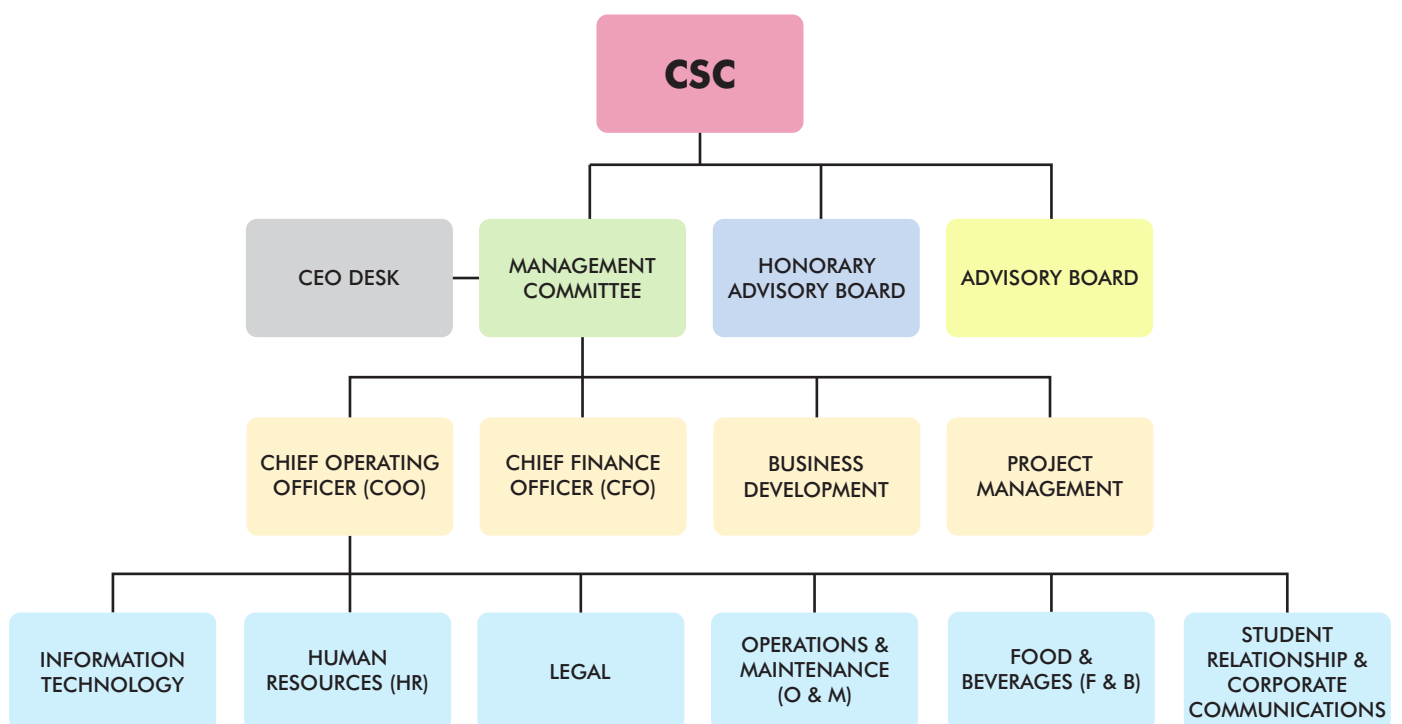
He plays a pivotal role in the Development of CSC's vital systems, particularly our Real Estate Leasing Administration and Marketing system. Working with MD, Mr. Sanjay Jalan developed the initial flowcharts for growth of CSC – that has been a driving force in the success of the company as a whole.

He joined Jain College Hostel as a Management Trainee. He holds the highest level of seniority and is the cofounder of CSC with a total span of over 15 years in student housing. In his early days, he mastered himself in property management and legal aspects for the company as law is his forte. With his watchful eyes on the team, the company is striving to become a major force in the student housing in the country.

STORY OF CSC



FLOW CHART OF THE ORGANISATION



HONORARY ADVISORY BOARD

Mr. Kewal Thakkar

Investment Banker

Mr. Kewal Thakkar is the Founder & Managing Director of Thakkar Corporate Advisory Private limited (TCA). This company focuses on setting up new ventures, evaluating, equity & structured investments for the listed and unlisted companies. They are in the board of the investee companies and facilitate them wherever required. Mr. Kewal does strategic consulting to companies on Fund raising strategy and also help them to restructure their business and raise funds via Private equity.

Chef Saransh Goila

F & B Expert

Mr. Saransh Goila is one of India's youngest celebrity chef and an inspiration to all the aspiring chefs of India. He is TV show host, author, food consultant and columnist. He has set a record in the Limca Book of records 2014 for the 'longest road journey by a chef', when he hosted India's biggest food travelogue show "Roti Rasta aur India" on "Food-Food Channel". He is also popular for his online food and travel shows 'The Spice Traveller' and "Health Challenge" where he prepares favorite Indian dishes. He is a passionate traveller and has dedicated himself to promote regional Indian food across the globe.

Mr. Atul Pai

Technology Expert

Mr. Atul Pai is a versatile techno-commercial person with working experiences in North America, Europe, India and APAC. He has acquired rich multi-cultural global experience. He is a Senior Executive with 20 years of leadership experience driving revenue growth across Asia Pacific & EMEA.

He is having strong international network across all Enterprise, Financial Services, Banking, Network Equipment, Telecom Operators, Network Service Providers, Services business and BPO / IT Services. He is a result oriented executive with international accomplishments, driving new businesses & revitalizing under-performing operations enriched with logical reasoning.

Ms. Neha Pai

Education Counselor

Ms. Neha Pai is a business leader in the education sector. She excels in driving global business through analysis, strategy and building teams. Her 20 years of experience includes working with multinational enterprises. She is also an entrepreneur of a successful financial services company. She has strong background with an experience of working with multinationals and premium business schools in Strategy, Marketing and Communication, Global partnerships, Corporate initiatives and Executive Education.

Dr. Easwaran Iyer

Educational Consultant

Dr. Easwaran has over 30 plus years of experience in the Financial Management Sector and also serves as Dean to Jain University. With his exceptional track record in Managing Independent Business Units, handling multiple responsibilities in Finance and Education domain, he has a proven caliber as an Educational consultant.

His expertise involves International Finance, Credit Control, Budgeting, Costing, MIS, Risk Management, Financial Marketing, Treasury, Accounts, Administration (Personal and Labour), Business development, Entrepreneurship, Statutory Compliance, Education and Training.

Avnish Hasija

Real Estate Expert

Avnish is an MBA with over 30 years of experience in marketing and corporate retail networking. Dealing negotiations with over 500 national and global brands in the country, Avnish had worked as Chief Operating Officer with Zion Hills, Bangalore.

He is an expert in marketing & selling varied products from automobiles, insurance, loans to real estate. Since last 11 years he has been a pioneer in the retail real estate industry with a focus on retail leasing.

Col. Sharad Nigam

Operations & Facility Management

Col. Sharad Nigam is a technology driven Ex-Indian Army professional with a post-graduate degree from IIT Delhi. He has 25 years of experience in Operation & Maintenance, Production, Facility Management and Project Management. His expertise which includes Corporate Support Functions like Transportation, Office Administration, Security, Travel, Infrastructure Management in a multi-domain and multi-cultural environment, is evident in his versatility.

His in depth knowledge encompassing various domains like facility, safety and security standards is an indispensable asset to his clients. His enterprising leadership skill with his analytical and prudent decision making ability makes him the most competent advisor in Facility Management.

Mr. Ancil George

Marketing Strategist

Mr. Ancil George has been a pioneer in Business Development and has successfully led teams to ensure business targets, client services, policy performance reviews, benefit bench marking, strategic benefit advise, wellness initiatives and strategic partnership.

He is a person who believes in building mutually beneficial business associations by leveraging his knowledge and experience of 30 years across various industries. His versatile experience in product finalization, pricing, establishing service back up, sales process, team selection, has made him a stalwart advisor for CSC.

ADVISORY BOARD

Capt. Manmeet Singh

Consultant - Just HR

Capt. Manmeet Singh is the CEO of Just HR, a qualified professional with extensive leadership and managerial experience. Proficient in developing & streamlining systems to enhance operational effectiveness to meet operational goals within the parameters such as cost, time & quality. He also has significant expertise in managing a wide spectrum of HRM functions. He advises and stands as a support on PCMM implementation in organizations who want to have best HR practices in the industry. He is an expert in addressing complex HR issues with ease & perfection.

Mr. Vijay Shukla

Consultant - Eduvisors

Mr. Vijay Shukla is a partner at Eduvisors (India's leading Education sector focused research & consulting firm). He has worked with Steel Authority of India, E&Y and Glaxo SmithKline. He is specialized in the areas of strategy, business development, consulting and engineering. Vijay's passion lies in the areas of education, value creation, technology and entrepreneurship.

After having successfully developed as outsourcing advisory and professional services, he has build Eduvisors as a leading brand in research & consulting services in Education sector.

Mr. Hardik Chokshi

Auditor - Chokshi & Chokshi

Mr. Hardik Chokshi is the Partner of Chokshi & Chokshi, which is a Single window professional services firm focusing on providing high quality business advisory services to organizations. They provide professional expertise and integrated range of Advisory, Assurance, Tax and International Auditing services to various Businesses, Corporates and Private Clients across the Globe. Their multi-disciplinary team from diversified backgrounds enables the firm to deliver multiple services and expertise in tackling complex problems.

Mr. T.S Suresh

Consultant - King & Partridge

Mr. T.S Suresh is a partner of King & Partridge and one of the leading senior lawyers with an experience of 25 years. The firm King & Partridge is one of the oldest full-service law firms in India having a strong presence in South India with a gamut of practice areas. His Firm provides the services of a Certified Translator, Court Reporter, Stenographer and Notary.

Mr. Pramod. S

Company Secretary

Mr. Pramod .S is Managing Partner in INQUI Corporate Services, a corporate consulting firm offering Company Law and Advisory services to corporate entities during their growth phases. Their clients come from various sectors such as Agriculture, Telecom, Information Technology, Education etc. and ranges from entrepreneurial startups to existing companies.

Mr. Pramod has been offering mentoring services to start ups and has hands on experience in Corporate Law, Secretarial matters, Incorporation & Establishment of Companies, Trademark, Corporate Due-Diligence, Copyright & Designs and other Intellectual Property rights.

Mr. Abhay Sinha

IT Consultant

Mr. Abhay Sinha is an Independent IT strategy consultant wherein he provides strategic consultancy to Senior IT management in the area of IT Strategy, IT Outsourcing including off- shoring, Program Management, Vendor Management, Contract management etc. Recently he has concluded his consulting assignment with GMR Ltd and Allied Irish Bank, Dublin Ireland.

Mr. Sinha has more than 30 years experience in global IT services industry. He brings in a unique blend of experience of working in both demand and Supply side of IT services business with large global corporations. He is an MBA from XLRI, Jamshedpur and Engineer from NIT Jamshedpur, India. He has worked in various roles of IT consulting covering system analysis and Design, Project Management/ Program management, product development and management, Accounts management and managing business units.

CEO DESK

CEO Desk comprises of Senior Vice president and seven IIT graduates as Associate Managers which takes care of special projects of the company. The projects involve the total transformation of the company from a mechanized one to tech-savvy one. The team prepares manuals for all the functional departments and ensures proper storage in the soft form as well. The team also designs SOP, KRA, KPI, MIS and also ensures proper implementation of the same. The MIS help in creating a numerical rating record to ensure fair appraisal and assessment of all the employees of the company.

The team is instrumental to create a mark in all social media and ensures visibility of company's presence everywhere. The team has created a vibrant website and also is working on Socials and Wikipedia. The team has ensured proper implementation of IVRS system for the benefit of students and parents. The team works in tandem with IT for software development, Automation and up gradation of all the functional areas.

The team keeps on corresponding with top private universities in order to have a business expansion. The team prepares presentation for investors and also arranges Board meetings. The desk is working on modernization of office hardware through IOT.

The team is also responsible to hold weekly review meetings of all functional heads yielding positive results.

NAVRATNAS

Food and Beverage Department

The Department Food and Beverage (F&B) primarily handles the menu planning, Purchasing, management and distribution of Food and Beverage supplies to all the Hostels managed by CSC.

Food and Beverage department also handles the following sub processes.

- Purchase: handling the procurement
- Warehousing: logistics receivable and distribution to the hostels.
- Despatch: movement of materials
- Production: Preparation of Food
- Service: distribution of food to Students.

Accounts

The Accounts Department primarily handles the Accounting activities such as Funds, Payments Received, Payables and Financial Book Closure activities supported by Internal & Statutory Auditors. The Primary functions can be divided into following

- Daily Funds reconciliation: Daily Analysis of Funds in Bank and Accounting
- Accounts Payables - Processing of Purchase Bills.
- Book Closing Activities – Supporting in Book Closure Activities in guidance with Internal and Statutory Auditors.

Legal

This department ensures the legal compliance of the Company, the activities divided as following

- Licenses & Registration: To ensure all licenses & Registrations for CSC.
- Due Diligence: For any new acquisition of property.
- Document Preparation and Maintenance: Standardization and customization of contracts, Terms & Agreements.
- Legal: Customer claims, Prosecution Notice and Litigation Claims.

Operations and Maintenance (O & M)

The Operations and Maintenance (O&M) Department primarily handles the day to day operations of the hostels. The Team is responsible for providing good hostel facilities, Transportation and medical facilities for Students and Staff at Hostel premises.

Operation and Maintenance department also handles the following sub processes.

- Tangible Asset - Handling all Tangible assets at Optimum Performance level.
- Housekeeping - Day to day operations support for all hostels
- Transportation - Providing Transportation for Students and materials.
- Medical - Providing medical support for hostel students.

Project Management

The Project Management Department handles development of new projects for CSC which includes the following

- New Infrastructure
- Upliftment of existing Infrastructure

The above-mentioned activity is executed at the CSC Level or through Joint ventures.

This involves project planning, identification of Builders/developers/Contractors & Execution till handing over of the infrastructure to BD and O&M Team.

Information Technology

The IT department oversees the installation and maintenance of computer network systems within CSC. This Department is responsible for creating and maintaining operational applications; developing, securing, and storing electronic data that belongs to the organization and assisting in the use of software and data management to all functional areas of the organization. Other functionalities of department are:

- This department evaluates and installs the proper hardware and software necessary to keep the network functioning properly.
- IT Department is responsible for providing the infrastructure for automation
- Department handles all the technological issues that arise.

Business Development

The primary objective of Business Development Department is to build business and bring to light the presence of our brand to the prospective Higher Education Institutions (HEI's). This includes creating and executing a business extension plan designed to attract the attention and interest of Campus Student Communities Private Limited to probable leading institutions and developing a positive relationship with the HEI's.

Guiding the clients through the decision process and drive them for signing of leases to achieve budgeted occupancy. This Department handles market research, conventional marketing, social media management, leasing, liaison, record keeping, relationship management and financial understanding. The Business Development Manager reports to the Management Committee or to the Director.

Human Resources

HR department has an all-encompassing role. The first and foremost role of HR functionary is to impart continuous education to employees about the job role and responsibilities and performance enhancement. HR Department is responsible for the flawless delivery of people- related services such as:

- Recruiting and Talent Acquisition
- Learning and Development
- Performance Management
- Labour Forecasting and Budgeting
- Workforce Technology
- Disciplinary Functions
- Grievance Handling
- And other HR related activities

The main responsibility of the Human Resources is to supervise and ensure procedural quality in personnel issues in the Company; to ensure that rules and legislation on human resources are implemented; to support managers and to ensure equality and harmony in the handling of cases.

Student Relationship & Corporate Communications

SRCC is directly connected with students and takes care about the grievances of students as well as make sure that students don not face any difficulties at the Student Housing. SRCC designs modules, seminars, and workshops for the welfare of the residents. Students can contact SRCC for their concerns.

Corporate communication in CSC are categorized into 2 types:

- Internal (with employees)
- External (with Students)

SRCC also ensures that a broad minded and cosmopolitan attitude is imbibed in everyone's behaviour, which they share with their friends the joys and concerns of Student Housing life. The members are always open to counsel and patch up the differences between the students and set them to sail in the ship of camaraderie. The department is also responsible for student outing and recreational activities to create a strong bonding.

Campus Students Communities Pvt. Ltd.

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