

COMMON FACILITY CENTERS:

The State of Meghalaya has two Techno Incubation Centres under **Mission Jackfruit** at Institute Hotel Management, Shillong and College of Community Science, Tura .

STANDARD OPERATING PROCEDURE (SOP)

1. STANDARD OPERATING PROCEDURE (SOP) FOR TECHNOLOGY INCUBATION CENTRE (TIC)

1.1 OBJECTIVE

To support startups, innovators, and entrepreneurs by providing infrastructure, mentorship, funding assistance, and networking opportunities for technology-based ventures.

1.2 SCOPE

Applicable to all activities within the incubation centre, including startup selection, mentoring, funding, and exit strategies.

1.3 OPERATIONAL GUIDELINES

1.3.1 GOVERNANCE AND MANAGEMENT

The TIC will be managed by a dedicated Incubation Management Team (IMT), including representatives from industry, academia, and government. A Selection Committee will be formed to evaluate applications for incubation.

1.3.2 ADMISSION PROCESS

Applications will be invited through an online portal or physical submissions. Selection criteria include innovation potential, business viability, and social impact. Shortlisted applicants will pitch their ideas before the Selection Committee.

1.3.3 INCUBATION SERVICES

- Infrastructure: Office space, labs, high-speed internet, and co-working spaces.
- Mentorship: Technical, business, and legal mentorship from experts.
- Funding Support: Access to grants, venture capital, angel investors, and government funding.
- Networking & Training: Investor meet-ups, workshops, and skill development programs.

1.3.4 MONITORING AND EVALUATION

Startups must submit quarterly progress reports. Milestone-based funding disbursement. Regular audits and performance evaluations.

1.3.5 EXIT POLICY

Incubated startups exit after 3-5 years (tentative) or upon reaching sustainability. Possible exits include graduation, acquisition, or failure analysis.

2. STANDARD OPERATING PROCEDURE (SOP) FOR CUSTOM HIRING CENTRE (CHC)

2.1 OBJECTIVE

To provide agricultural machinery and equipment on a rental basis to farmers, reducing dependency on manual labor and improving farm productivity.

2.2 SCOPE

Covers all operations related to hiring, maintaining, and returning farm equipment.

2.3 OPERATIONAL GUIDELINES

2.3.1 GOVERNANCE AND MANAGEMENT

Managed by an Operations Team comprising an Equipment Manager, Technicians, and Booking Coordinator. Integration with State Agriculture Department and Farmer Producer Organizations (FPOs).

2.3.2 EQUIPMENT PROCUREMENT AND MAINTENANCE

CHC will maintain a fleet of tractors, harvesters, seeders, sprayers, and other farm tools. Regular servicing and preventive maintenance schedules. Digital inventory tracking of available machinery.

2.3.3 BOOKING & USAGE PROCESS

Farmers book equipment via a mobile app, call center, or CHC office. Pricing is determined based on hourly, daily, or seasonal rates. Equipment is delivered or picked up by farmers.

2.3.4 PAYMENT AND SUBSIDY MECHANISM

Payment through cash, bank transfer, or digital wallets. Government subsidies, if applicable, are processed via direct benefit transfer (DBT).

2.3.5 MONITORING & COMPLIANCE

GPS tracking of machinery usage. Performance reviews every six months. Usage reports submitted to government authorities if required.

3. STANDARD OPERATING PROCEDURE (SOP) FOR LAB TESTING CENTRE (LTC)

3.1 OBJECTIVE

To provide accurate and reliable testing of various materials, including agricultural produce, food products, water, and industrial samples.

3.2 SCOPE

Includes sample collection, testing, reporting, and quality assurance across multiple domains.

3.3 OPERATIONAL GUIDELINES

3.3.1 INFRASTRUCTURE & EQUIPMENT

Equipped with high-precision lab instruments, chemical testing kits, microbiological analyzers, and digital reporting systems. Separate sections for physical, chemical, and microbiological testing.

3.3.2 SAMPLE COLLECTION & HANDLING

On-site and off-site sample collection protocols. Proper labeling, preservation, and transportation of samples. Adherence to standard safety and contamination prevention guidelines.

3.3.3 TESTING PROCEDURES

Standardized testing protocols as per ISO, FSSAI, BIS, or NABL guidelines. Calibration of equipment before conducting tests. Automated and manual testing based on sample type.

3.3.4 QUALITY ASSURANCE & COMPLIANCE

Internal and external quality audits every six months. Compliance with government and industry standards. Regular staff training and certification.

3.3.5 REPORTING & DATA MANAGEMENT

Digital reporting system for easy access to results. Reports are shared via email, online portals, or printed formats. Confidentiality of client data is strictly maintained.

4. SAFETY, SECURITY & COMPLIANCE

4.1 HEALTH & SAFETY

Regular sanitation, safety drills, and waste disposal protocols for lab centers. Fire safety and first aid equipment availability.

4.2 DATA PROTECTION & CONFIDENTIALITY

Digital security measures for data encryption and restricted access. Non-disclosure agreements (NDAs) for TIC startups and lab clients.

4.3 GRIEVANCE REDRESSAL

Dedicated helpline or online portal for complaints and queries. Issue resolution within 15-30 working days.

5. CONCLUSION

This SOP ensures that the Techno Incubation Centre, Custom Hiring Centre, and Lab Testing Centre function efficiently while maintaining transparency, quality, and accountability. Regular monitoring and audits will help improve operations and achieve their intended social and economic impact.

Fees:

Minimal charges according to the products.