

Standard Operating Procedures

This document contains a summary of the SOP, for PRAOA Management Committee to follow for the smooth and consistent operation of Association

Initial Draft prepared by *MC 2025-26*

What is the need of SOP

- Bye-laws do not fully address several operational procedures and administrative practices required for the effective day-to-day functioning of the Association. Consequently, each incoming Management Committee has often introduced its own methods and practices, resulting in inconsistencies in operations across successive terms.
- This document aims to minimize such inconsistencies by establishing a standardized, uniform framework for the Management Committee's activities, responsibilities, and decision-making processes. It seeks to ensure operational continuity, transparency, and efficiency from year to year, while remaining fully compliant with the PRAOA Bye-laws and applicable statutory provisions.
- This document shall serve as a supplementary guide and reference for all Management Committees and shall be binding on the MC to the extent it does not conflict with the registered Bye-laws or governing laws.

PRAOA Staff Management

No	Role	Responsibilities	Reporting
1	General Manager/Facility Manager	Oversees the PRAOA office, coordinates and supervises premises maintenance, engineering services, security operations, clubhouse management, and all other functional portfolios of the association.	Primary: President and Vice President Secondary: All MC members
2	Technical Head	Serves as the primary point of contact for all engineering/technical aspects of the complex, including electrical, plumbing, water supply management, civil, and any other related technical systems or issues.	Primary: Utilities General Secretary, Joint Secretary and General Manager.
3	Accountant	Responsible for all day-to-day accounting and book keeping activities related to PRAOA.	Primary: Treasurer & Assistant Treasurer and General Manager

No	Role	Responsibilities	Reporting
4	Admin Head	Responsible for the management of staff working on contract basis, Administration of Systems, Attendance of staff and supporting staff, Move in & Move Outs of residents, House Keeping, Event Management and Revenue Generation.	Primary: Premises General Secretary, President, Vice President and General Manager.
5	Admin Assistant	Responsible for overall supervision of Gardening, Garbage Removal from Premises, Pest Control	Primary: Premises General Secretary, and Joint Secretary Secondary: General Manager
6	Club house Receptionist	Day to Day management of activities of Club house	Primary: Club house General Secretary, Joint Secretary and Cultural General Secretary Secondary: General Manager
7	Gymnasium Instructor	Day to Day management of activities at Gymnasium	Primary: Club house General Secretary, Joint Secretary Secondary: General Manager

Staff management

- Hiring process
- Short listing of application
- Interview process by selection by MC
- Background Verification
- Probation period
- Voluntary Resignation
- In-Voluntary Termination
- Process for Rehiring a staff (Who has served PRAOA earlier)
- Performance management
- Salary Revision
- Bonus Calculation process
- Gratuity payments
- Code of conduct (Includes Alcohol and substance abuse)
- Employee Wellness
- Prevention of Harassment (formation of a committee for the same)
- Management of Contract staff (House keeping, engineering, etc)

Operations of MC

- Annual Budget Preparation
- Budget Presentation to the General body
- Code of Conduct by MC members
- Charge hand over by an Out –Going MC to an In-coming MC
- Management of PRAOA Assets
- Preservation of Premises Landscape and Structures
- How to make amendments to SOP
- Vendor Management (To be added)

How this document will be circulated for review

A live version of this document will be available for download the following link. We do not intend to circulate a copy of this document before the final approval