

SOPs on Usage & Management of Quaid-e-Azam and Allama Iqbal Auditoriums, IRD and Khanaspur Guest House of HUI

Table of Contents

SOPs on Usage & Management of Quaid-e-Azam and Allama Iqbal Auditoriums, IRD and Khanaspur Guest House of HUI.....	1
Quaid-e-Azam and Allama Iqbal Auditoriums SOPs.....	1
1. Purpose & Scope:	1
2. Governance & Roles:.....	1
3. Schedule of Charges:.....	1
4. Compliance & Prohibited Activities:	2
5. Post-Event Reporting & Security Deposit Decision:	2
6. Gratis/Concessional Use:.....	2
7. Financial Management:	2
8. Operational Status & Revamp of Quaid e Azam Auditorium:.....	3
9. Booking & Communication Procedures:.....	3
10. Cancellations & Changes:	3
11. Enforcement:	3
12. Effective Date & Review:.....	3
SOPs for Booking and Use of Khanaspur Guest House.....	3
1. Purpose:.....	3
2. Scope & Eligibility:.....	4
3. Definitions:	4
4. Booking Procedures:.....	4
5. Restrictions:	4
6. Accommodation Rules:	4
6.1. Check-in and Check-out:.....	5
7. Security & Safety.....	5
8. Financial Arrangements.....	5
9. Utilities & Limitations:.....	6
10. Privacy & Data Protection:.....	6
11. Roles & Responsibilities:	6
SOPs for Booking and Use of IRD Guest House.....	7
1. Purpose and Scope:.....	7
2. Objectives:.....	7
3. Administration:	7

4.	Eligibility & Priority:.....	7
5.	Booking Procedure:.....	8
6.	Check-in and Check-out:.....	8
7.	House Rules:.....	8
8.	Housekeeping & Maintenance:	8
9.	Security:.....	9
10.	Monitoring & Review:.....	9
11.	Violations & Penalties:.....	9
12.	Security:.....	9
a)	The security proforma will be shared with the Security Section of the university.....	9
13.	Review & Amendments of SOPs of Guest houses and Auditoriums:.....	9

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Quaid-e-Azam and Allama Iqbal Auditoriums SOPs

1. Purpose & Scope:

These SOPs governs booking, use, security, charges, compliance, and financial management of Quaid-e-Azam Auditorium and Allama Iqbal Auditorium . It applies to all IIUI units and external clients using these auditoriums.

2. Governance & Roles:

- a) Office of P&PR: Booking administration, client communication, charges collection, compliance notices.
- b) Security (Old Campus): A designated focal person (preferably the Security Supervisor) will conduct post-event condition reporting for both auditoriums.
- c) Director P&D: Leads the revamp/operationalization plan for on priority until it is fully functional.
- d) Finance Directorate: Maintains separate accounts for auditoriums overseen by P&PR; supports utilization of funds for maintenance/upgrade.

3. Schedule of Charges:

I. Allama Iqbal Auditorium

- a) Booking Charge (per event): Rs. 100,000
- b) Refundable Security Deposit: Rs. 15,000

II. Quaid-e-Azam Auditorium

- a) Booking Charge (per event): Rs. 300,000
- b) Refundable Security Deposit: Rs. 30,000

III. Generator/Energy Charges (Both Auditoriums)

- a) Generator usage (if operated during the event): Rs. 5,000 per hour for both Quaid e Azam and Allama Iqbal Auditoriums.

- a) **Billing is based on actual generator run time recorded by Security/Engineering.**
- b) **Generator operation requires prior intimation to P&PR and is payable by the client/organizing unit.**
- c) **No generator charge applies if the generator is not operated.**

4. Compliance & Prohibited Activities:

- a) Music is strictly prohibited within the auditorium premises.
- b) Users must adhere to venue rules on decor, signage, stage use, and housekeeping.

5. Post-Event Reporting & Security Deposit Decision:

- a) The Security focal person will file a post-event condition report (damage, cleanliness, rule compliance).
- b) Security deposit may be forfeited (fully or partially) for:
 - i. Rule violations (including the music prohibition).
 - ii. Damages to structure, fixtures, equipment.
 - iii. Cleanliness issues requiring additional housekeeping.
- c) Where no violations/damages are reported, the security deposit is refunded per normal financial timelines.

6. Gratis/Concessional Use:

- a) Any request for gratis or concessional use must come through a formal request by a faculty/department/constituent unit.
- b) The Vice President, IIUI has final authority to allow any concession or gratis usage.
- c) NGOs and private clients requesting concessions or free use are to be discouraged given institutional resource implications.

7. Financial Management:

- a) Separate accounts shall be maintained for auditoriums under P&PR's purview.
- b) Revenue received may be utilized for maintenance and upgrade of the auditoriums, as endorsed by Finance.

- c) Payments must be deposited in the following official account:
- d) Al-Falah Account No. 59635002471381 or IBAN: PK09ALFH5963005002471381

8. Operational Status & Revamp of Quaid e Azam Auditorium:

- a) A revamp plan with necessary initiatives will be executed on priority under Director P&D until becomes fully operational.

9. Booking & Communication Procedures:

- a) P&PR issues written confirmations, invoices (booking + security + any generator charges), and pre-event compliance advisories highlighting:
 - i. Music prohibition, and
 - ii. Possible forfeiture of security deposit for violations/damages/cleanliness issues.
- b) Event organizers must ensure on-site presence of a responsible focal person for handover/takeover with Security.

10. Cancellations & Changes:

- a) Any cancellation or re-scheduling must be communicated in writing to P&PR.
- b) Refunds/adjustments of booking charges are subject to university financial rules.

11. Enforcement:

- a) P&PR and Security are authorized to deny or halt activities that breach these SOPs.
- b) Repeated violations may lead to booking restrictions for the responsible unit/client.

12. Effective Date & Review:

- c) These SOPs becomes effective upon approval by the competent authority.
- d) It will be reviewed periodically by P&PR in consultation with Administration, Security, P&D, and Finance.

SOPs for Booking and Use of Khanaspur Guest House

1. Purpose:

These SOPs have been formulated to streamline the booking, accommodation, and management of the Khanaspur Guest House. It ensures fair access, transparent reservations, comfortable stay for HUI employees and their families, and protection of university resources.

2. Scope & Eligibility:

- a) These SOPs apply to all employees of IIUI and their immediate families only.
- b) Non-IIUI individuals or families of non-IIUI persons shall not be entertained for Khanaspur Guesthouse.

3. Definitions:

- a) Immediate Family: Spouse, children, and parents dependent on the employee.

4. Booking Procedures:

a) Advance Intimation:

- i. Reservations must be made **at least four (04) working days in advance** to allow for logistical planning, weather considerations, and staffing adjustments.

b) Booking Request:

- i. Applicants must submit the duly filled Reservation Proforma (Annex-I).
- ii. The proforma shall be emailed to rsv.ghKP@iiu.edu.pk with a copy to incharge.protocol@iiu.edu.pk.
- iii. An online booking form shall be developed by the Finance Directorate (IT Section) for facilitation.

c) Approval Process:

- i. Bookings will be confirmed only upon submitting filled proforma after the approval by the **Protocol & Public Relations (P&PR) Office**.
- ii. P&PR shall forward booking requests to the Security Office and concerned staff at Khanaspur for prior registration.

5. Restrictions:

- a) The guest house shall not be used for:

- a) Political, unlawful, or disruptive activities.
 - b) Subletting, unauthorized gatherings, or commercial use.

Any misuse may result in:

- a) Immediate cancellation and eviction.
 - b) Blacklisting from future bookings.

6. Accommodation Rules:

- a) Occupancy Limit: Maximum ten (10) adults per family are permitted.
- b) Duration of Stay: Bookings are allowed for a maximum of three (03) consecutive days only.
- c) Extensions or re-bookings under another employee's name are strictly prohibited.
- d) An employee can avail this facility only once in a year.

6.1 Check-in and Check-out:

- a) Check-in time: 12:00 PM
- b) Check-out time: 12:00 PM (next day)
- c) Extension of stay requires approval of the competent authority.
- d) Guests must sign the entry/exit register maintained at reception.

6.2 Conduct:

- a) Guests must follow IIUI's Code of Conduct, maintain cleanliness, and respect natural surroundings.
- b) Any damage, misuse, or loss must be recorded in the register and will be chargeable.

7. Security & Safety

- a) Guests must cooperate with staff and follow safety instructions, especially during adverse weather conditions.
- b) Local rules of the Abbottabad District Administration and Galiyat Development Authority (GDA) must be strictly followed.

8. Financial Arrangements

a) Payment Terms:

- i. 100% advance payment is required upon confirmation.
- ii. All payments must be deposited into the following designated university account:
- iii. **HBL Account No.: 59635002471381, IBAN: PK09ALFH5963005002471381**

b) Cancellations:

- i. Must be made at least **48 hours** prior to the date of stay to avoid 50 percent deduction.

c) Damage & Liability:

- i. Guests shall be financially liable for damages, losses, or extra cleaning charges.

d) Utilization of Funds:

- i. Revenue from bookings shall be used exclusively for the maintenance and upgradation of the Khanaspur Guest House.

9. Utilities & Limitations:

- a) The facility is subject to **seasonal/weather-induced limitations**, including:
 - i. Load shedding and water shortages.
 - ii. Blocked access during heavy snowfall or rain.
 - iii. Limited or no internet/telecom services.
- b) The guest house currently has **no heating system**. Guests may arrange their own gas heaters.
- c) Water shortages may occur; guests may arrange water themselves with caretaker assistance.

10. Privacy & Data Protection:

- a) All personal information submitted through the booking process shall be kept confidential.
- b) Data will be used solely for administrative, security, and legal compliance purposes.

11. Roles & Responsibilities:

a) Protocol & Public Relations (P&PR) Office

- i. Manage booking requests, approvals, and record-keeping.
- ii. Coordinate with the Security Office and caretaker staff.
- iii. Reports to Vice President (A&F)

b) Finance Directorate (IT Focal Person):

- i. Develop and maintain the online booking system.
- ii. Ensure payment tracking and financial accountability.

c) Caretaker at Khanaspur Guest House:

- i. Facilitate check-in/check-out register.
- ii. Report damages and utility shortages in the register.
- iii. Assist guests in case of emergencies.

SOPs for Booking and Use of IRD Guest House

1. Purpose and Scope:

The IRD Guest House has been established to provide comfortable and secure accommodation for official guests, visiting scholars, researchers, and dignitaries of the University. These SOPs define the booking process, management responsibilities, and usage guidelines to ensure smooth functioning.

2. Objectives:

- a) To provide quality hospitality services in a transparent and accountable manner.
- b) To regulate bookings and usage of the facility in line with University policies/SOPs.
- c) To maintain financial discipline through official account-based payments.
- d) To preserve the facility through efficient housekeeping, security, and monitoring.

3. Administration:

- a) The Guest House booking shall function under the administrative control of the Protocol and Public Relations (P&PR) Department.
- b) A Guest House In-Charge shall oversee daily operations, record-keeping, and reporting.
- c) Security, housekeeping, and maintenance staff shall support operations under supervision of the In-Charge.
- d) A manual and digital booking register shall be maintained for accountability.

4. Eligibility & Priority:

The following categories shall be given priority for accommodation:

- a) Members of the statutory bodies (BoT/ BoG/ Selection Board) and guests officially invited by Rector/President/Departments of the University.
- b) Foreign and national scholars under academic or research programs.
- c) Officials visiting for University projects or collaborations.
- d) Guests of in-service university officials.
- e) Retired officials of the university.

Note: Use of the Guest House for personal functions or non-official purposes is prohibited. However, the dining hall facility may be availed after getting approval through the P&PR office from the Competent Authority.

5. Booking Procedure:

- a) Bookings shall only be made through the P&PR Department on the prescribed request proforma uploaded on the HUI website in the downloads section.
- b) The concerned department/host must inform P&PR at least half a day before the booking.
- c) Confirmation will be issued subject to availability.
- d) Payments shall be made in dedicated account given **Bank Al-Falah Account No: 59635002471381, IBAN: PK09ALFIH5963005002471381.**
- e) At the time of check-in, guests must provide a copy of CNIC/Passport for record and security purposes.
- f) Allotment of rooms will strictly depend on availability, and no overbooking will be allowed.
- g) Cancellations should be communicated as early as possible.

6. Check-in and Check-out:

- a) Check-in time: 12:00 PM
- b) Check-out time: 12:00 PM (next day)
- c) Extension of stay requires approval of the competent authority.
- d) Guests must sign the entry/exit register maintained at reception.

7. House Rules:

- a) Guests shall maintain discipline and follow University norms.
- b) Smoking, alcohol, music or unlawful activities are strictly prohibited.
- c) Damage to property will be recovered from the guest concerned or department.

8. Housekeeping & Maintenance:

- a) Rooms will be cleaned daily by housekeeping staff under the supervision of caretaker.

b) An inventory of furniture, linen, and appliances will be checked regularly by IRD and P&PR.

c) Any malfunction or repair requirement must be reported immediately.

9. Security:

a) Security staff will maintain entry/exit records of all guests.

b) Copies of CNIC/Passport will be retained with the booking record.

c) No unauthorized visitor is permitted without approval.

10. Monitoring & Review:

a) The P&PR Department will conduct quarterly reviews of Guest House operations.

b) Guest feedback will be collected for service improvement.

11. Violations & Penalties:

a) Violation of SOPs may result in immediate cancellation of booking.

b) Recovery of damages will be made from responsible individuals or departments.

c) Future use of Guest House may be restricted for defaulters.

12. Security:

a) The security proforma will be shared with the Security Section of the university.

13. Review & Amendments of SOPs of Guest houses and Auditoriums:

a) These SOPs shall be reviewed annually by the relevant committee.

b) Amendments may be made with approval of the competent authority in line with institutional needs.