



CENTRAL UNIVERSITY HARYANA

STANDARD OPERATING PROCEDURES (SOP'S) FOR UNIVERSITY CRECHE

SOP 01

Institutional Policy Framework & Objectives

SOP-CUH-CRECHE-01 |

PREAMBLE

The University Creche is established under the University Creche Policy. The Policy recognizes the University's institutional responsibility to promote the welfare, well-being, and holistic development of children of its employees and scholars.

This Policy and all SOPs derived from it shall apply uniformly to all existing and future campuses of CUH where a University Creche is established, and shall come into force from the date of approval by the Hon'ble Vice-Chancellor.

PURPOSE & OBJECTIVES OF THE CRECHE

Objective	Description
Welfare Facility	Enable employees and scholars, especially working and single parents, to discharge professional responsibilities without compromising child care
Safe Care	Ensure safe, hygienic, and child-friendly care during University working hours
Holistic Development	Promote physical, cognitive, emotional, social, and ethical development through age-appropriate activities
Experiential Learning	Encourage learning through play, exploration, creativity, and experiential engagement
Work-Life Balance	Support work-life balance and gender equity within the University community
Activity-Based Centre	Function as an activity-based early childhood care and learning centre, not merely a supervision facility

Total Seats 20 (initial)	Age Range 6 months – 6 years	Admission Basis Monthly	Registration Hours 10:00 AM – 2:00 PM
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ELIGIBILITY

- Applicant must be a University Employee of CUH, OR a full-time Ph.D. research scholar enrolled at CUH.
- Child's age must be between 6 months and 6 years on date of registration.
- Seats must be available (max 20; changes require Hon'ble Vice-Chancellor's approval).
- Admission subject to compliance with prescribed procedures and submission of requisite documents.

PRIORITY ORDER FOR ADMISSION

Priority	Category	Condition
1st	Working Parents; Single Parent	Both parents in full-time employment or study; Divorced / widowed / spouse residing in another city
2nd	Other Eligible	In order of registration date
Tie-break	Younger Age	Preference to children at the lower end of the eligible age bracket

PROCEDURE

1. Parent/guardian visits the creche on any working day between 10:00 AM and 2:00 PM and registers child's name in the Enrolment Register.
2. Supervisor verifies eligibility (employee/scholar status, child's age, seat availability).
3. Parent is assigned a priority category and informed of the admission status or waitlist position.
4. Where seats are oversubscribed, a waiting list is maintained in order of registration.
5. Where required, an interaction/interview with parents may be conducted; final selection list prepared accordingly.
6. Parent is called to submit all required documents (see SOP 03) and complete admission formalities.
7. Admission is confirmed by upon successful document verification and fee payment (see SOP 05). All admission related formalities to be completed by the 10th of every month.

8. Child is issued a Creche Identity Card bearing parent/guardian details and two emergency contact numbers.

WITHDRAWAL & CANCELLATION

- Parents/Guardians may withdraw their child by providing prior notice as prescribed
- The University reserves the right to discontinue admission in cases of persistent non-compliance with Creche rules, after due notice.

NOTICE: Admission during the middle of a month requires full monthly fee payment regardless of joining date. Admission shall be renewed subject to eligibility and availability of seats.

DOCUMENTS REQUIRED FROM PARENTS / GUARDIANS

#	Document	Purpose
1	Duly filled Application Form (Annexure 1) (available on university website)	Registration
2	Child's Date of Birth proof (Birth Certificate / Aadhaar / Hospital Record / Affidavit)	Age verification
3	Copy of Child's Immunization Record (copy)	Health compliance
4	Details of allergies, existing medical conditions, or special care requirements	Child safety
5	Full particulars & residential address of child	Identity
6	Two working mobile numbers & valid email addresses of parents	Emergency contact
7	Contact details of persons authorized for drop and pick-up	Child safety
8	Self-attested Photocopy of parents' workplace identity cards	Employment verification
9	Two recent photographs of the child	Identification
10	Recent photographs of both parents	Identification
11	Photographs of authorized drop & pick-up persons	Identification / Security verification

DOCUMENTS REQUIRED FROM CRECHE STAFF (AT JOINING)

- Police Verification Certificate
- Character Certificate
- Medical Certificate
- Educational qualification certificates (as per position)

VERIFICATION STEPS OF DOCUMENTS COLLECTED FROM PARENTS

1. Supervisor collects all documents and verifies originals against photocopies.
2. Photographs of child, parents, and authorized pick-up persons are affixed to the admission file and the Creche Identity Card.

3. Medical and allergy information is noted separately in a Child Health Profile sheet kept with the Supervisor at all times.
4. Admission is subject to immunization records as prescribed; non-immunized children may be refused admission.
5. Any subsequent change in authorized pick-up persons must be communicated in writing and updated in the file.
6. Completed file is stored in the creche.

Operating Days Mon – Fri	Drop-Off Window 8:45 AM – 9:00 AM	Pick-Up Deadline 5:40 PM	Parent Entry 1:00 PM – 2:00 PM only, except for breastfeeding mothers
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DROP-OFF PROCEDURE

1. Authorized person arrives at the creche entrance with the child between 8:45 AM and 9:00 AM. Entry before 8:45 AM is not permitted.
2. Creche Staff verifies the identity of the person against the authorized list and photographs in the admission file.
3. Staff conducts a brief visual health check on the child. If the child appears unwell (fever, cold, rash, etc.), entry is refused and parent is advised to seek medical attention (see SOP 06).
4. Authorized person signs the Drop and Pick-Up Register with time and signature.
5. Child's attendance is marked in the Attendance Register.

PICK-UP PROCEDURE

6. At pick-up, staff verifies the identity of the collecting person against the authorized list.
7. Collecting person signs the Drop and Pick-Up Register with time and signature.
8. All belongings (tiffin box, water bottle, bag, spare clothes) are returned with the child.
9. Pick-up must be completed by 5:40 PM. If delayed, parent must inform the Supervisor in advance.

CRITICAL: A child must never be handed to any person not on the authorized list, regardless of verbal instructions or claimed emergency. In case of doubt, call the parent directly before releasing the child.

PARENT ENTRY TO CRECHE PREMISES

- General parent entry: 1:00 PM – 2:00 PM only.
- Breastfeeding mothers: permitted at any time during operational hours.

- Parents must sign the Visitors' Register on entry.
- No meals to be consumed by parents inside the creche premise.

Due Date 10th of Each Month	Late Fee Rs. 100 / month	Refund Policy No Refunds
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FEE SCHEDULE

Category	Rate	Hours / Condition
Full Day	Rs. 1,500 per month	9:00 AM to 5:30 PM
Half Day	Rs. 1,000 per month	Any 4 continuous hours
Emergency Day-care (over and above the max 20 seats)	Rs. 150 per day	Maximum 5 days per month
Late Payment Penalty	+Rs. 100	After 10th of the month

COLLECTION PROCEDURE

1. Parent pays and deposit the fee in the university bank account on or before the 10th of each month via online mode.
2. Parent submits the copy/proof of the fee submission (transaction) to the crèche. This copy is retained in the fee register.
3. If fee is unpaid by the 10th, a late fee of Rs. 100 is levied and the parent is notified.
4. If fee remains unpaid by month-end, the child's enrolment for the subsequent month is suspended until payment is cleared.

BUDGETARY LIMITS

Item	Limit / Authority
Annual Budget	Rs. 8,00,000, inclusive of staff salaries (or as revised by the Hon'ble Vice-Chancellor)
Monthly Miscellaneous (no prior approval needed)	Rs. 10,000 or as per University norms, whichever is higher
Expenditure above monthly limit	Requires prior approval of Hon'ble Vice-Chancellor / competent authority
Fee collected	Used exclusively for creche functioning, maintenance, and improvement

INFO: Fee structure may be revised or relaxed at the discretion of the Hon'ble Vice-Chancellor. No fee once paid shall be refunded under any circumstances, including mid-month withdrawal. The University may also exempt fee in exceptional circumstances.

HEALTH STANDARDS

- Creche shall maintain high standards of cleanliness, hygiene, and sanitation at all times.
- Admission may be subject to immunization records as prescribed by the University.
- Children suffering from contagious illnesses shall not be admitted until declared medically fit.

CONDITIONS FOR REFUSING ADMISSION ON A GIVEN DAY

Children must not be sent to or accepted at the creche if suffering from any of the following:

- Fever
- Cold & cough
- Diarrhoea / Dysentery / Food poisoning
- Chickenpox, Measles, Mumps, Jaundice
- Any other contagious or communicable disease

PROCEDURE: CHILD FALLS ILL DURING THE DAY

1. Staff observes signs of illness. Isolate the child from other children in a supervised, comfortable space immediately.
2. Staff immediately contacts parent/guardian on registered mobile numbers.
3. No oral medication shall be administered by any creche staff under any circumstances.
4. Parent is required to come to the creche and take the child for medical consultation.
5. Incident is recorded in the Incident Register with time, nature of illness and action taken.

PROCEDURE: PHYSICAL INJURY

6. Staff assesses the injury. Administer basic first aid from the creche first-aid kit (clean wound, apply bandage for minor cuts, etc.).
7. Immediately contact and inform parents of the nature and extent of the injury.
8. In a serious emergency, call university ambulance and simultaneously inform parents.

9. Responsibility for further medical treatment rests with the parent/guardian.
Creche staff will not transport the child to a medical facility.
10. Staff documents the incident in full in the Incident Register.

ACCESS CONTROL MEASURES

- Only authorized persons (listed in the admission file) may collect children.
- Identity must be verified at every drop-off and pick-up, even for frequently visiting persons.
- A Creche Identity Card is issued to each child bearing parent/guardian details and two emergency contact numbers.
- The Identity Card must be presented at drop-off and pick-up.
- Visitors must sign the Visitors' Entry Register before entry.

BEHAVIOURAL INCIDENTS

1. If a child displays persistent aggressive or disruptive behavior, the Supervisor documents the incidents.
2. Parents are informed in writing and a meeting with crèche administrative committee is arranged to discuss the behavior.
3. If behavior continues, temporary withdrawal of up to one week may be advised, with re-admission upon parental assurance.

GENERAL SAFETY RULES

- Only women staff shall be engaged as caregivers.
- Emergency contact numbers prominently displayed near the creche.
- First-aid kit maintained and stocked at all times.
- Premises kept clean, hazard-free, and child-proofed.
- Indoor spaces must be adequately ventilated, well-lit, temperature-regulated, and equipped with child-accessible materials.
- Outdoor play area must be maintained to encourage free movement and physical activity safely.
- All staff holds valid Police Verification and Medical Certificates.

Open Mon – Fri	Closed (for children) Sat, Sun, Gazetted Holiday, or any other holiday declared by University	Hours (Children) 9:00 AM – 5:30 PM
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INDICATIVE DAILY SCHEDULE

Time	Activity	Responsible
8:45 – 9:00 AM	Children drop-off begins; drop-off and Pick-Up Register signed	All Staff
9:00 – 9:30 AM	Welcome, free play & morning attendance marking	Supervisor
9:30 – 10:30 AM	Morning snack & hygiene routine (handwashing etc.).	Helper
10:30 AM – 12:00 PM	Structured learning activities (age-appropriate)	Supervisor
12:00 – 1:00 PM	Lunch / feeding time for children	Helper
1:00 – 2:00 PM	Parent visit window; nap/rest time for children	All Staff
2:00 – 3:30 PM	Creative indoor / outdoor. Or nature-based play activities	Supervisor
3:30 – 4:00 PM	Evening snack & hygiene routine	Helper
4:00 – 5:00 PM	Story time / music/ quiet activity / free play	Supervisor
5:00 – 5:30 PM	Pack-up; children and children’s belongings organized and prepared for pick-up	All Staff
5:30 – 5:40 PM	Pick-up; drop-off and Pick-Up Register signed	All Staff
5:40 PM onwards	Premises clean-up; records updated; staff departure	All Staff

EDUCATIONAL APPROACH

The Creche shall be guided by a child-centered, developmentally informed philosophy, recognizing early childhood as a foundational stage for active learners. The educational approach shall emphasize:

- Learning by doing and activity-based engagement: exploration, experimentation, questioning, and discovery.
- Creativity and imagination: open-ended play, storytelling, theatre, music, visual arts, and creative self-expression.
- Mindfulness and emotional awareness: age-appropriate reflective activities, breathing exercises, and yoga-based practices.
- Nature engagement: gardening, caring for plants, interaction with natural materials (soil, sand, water, leaves).
- Indian knowledge traditions: *Gurukul*, *Lok-avidya*, and *Jeevan Vidya* concepts informing experiential learning and ethical sensibility.
- Individual dignity: every child treated as inherently capable and unique; self-expression and problem-solving encouraged.

ACTIVITY PLANNING (SUPERVISOR)

- Plan age-appropriate activities supporting physical, cognitive, and socio-emotional development.
- Weekly activity plan to be prepared and displayed.
- Document activities in the Parent-Teacher Meeting Register for parental awareness.
- Staff may be required on Saturdays, Sundays, Gazetted holiday, or any other holiday for training/administrative work as assigned.

REQUIRED INDOOR FACILITIES

Facility	Standard / Specification
Ventilated Rooms	Two or more adequately ventilated rooms with bright, cheerful decor and child-accessible learning materials
Temperature Regulation	Air-conditioning during summer; warm indoor arrangements during winter
Children's Library	Age-appropriate books for reading and exploration
Audio-Visual Resources	Equipment for educational and recreational engagement
Rest/Nap Area	Designated rest and nap area suitable for infants and toddlers
Indoor Play/Learning	Indoor games, puzzles, and educational toys to support cognitive development, creativity, teamwork
On-site Kitchen	Dedicated kitchen area for safe warming and storage of children's food

OUTDOOR FACILITIES

- Open outdoor play area to encourage free movement, physical activity, and interaction with nature.
- Area must be childproofed, hazard-free, and supervised at all times during outdoor play.

INCLUSIVITY & INDIVIDUAL CARE

- Every child shall be treated with dignity and respect, recognizing individual differences, abilities, and developmental pace.
- Creche shall foster an inclusive environment encouraging self-expression, confidence, cooperation, problem-solving, and positive social interaction.
- Special attention shall be provided to children requiring additional care or emotional support, in consultation with parents/guardians.
- Caregivers and educators shall function as facilitators and attentive observers, providing guidance and emotional support.

PARENT RESPONSIBILITIES (FOOD)

- All bottles, tiffin boxes, spoons and belongings must be clearly labelled with child's name.
- Full-day enrolment: pack 3 meals — morning snack, lunch, and evening snack.
- Half-day enrolment: pack 1-2 meals as appropriate.
- Only healthy, home-cooked food or fruits are permitted inside the creche.
- Infants/toddlers: bibs must be packed along with meals.
- Daily essentials to be sent: napkins, 2 sets of spare clothes, diapers, wipes, towel, and seasonal blanket as required.

PROHIBITED ITEMS: Chips, chocolates, soft drinks, or any packaged junk food are strictly not permitted. Birthday cakes, sweets, toffees, or packaged food distributions are not allowed inside the creche premises.

STAFF HYGIENE RESPONSIBILITIES

- Ensure handwashing before and after feeding children.
- Clean feeding areas after each meal time.
- Check all food containers for proper labelling before distributing meals to avoid mix up.
- Maintain general cleanliness of the creche premises throughout the day.
- On-site kitchen area to be kept clean; food stored hygienically and at appropriate temperatures.

ADDITIONAL RULES

- Parents are not permitted to have their meals inside the creche.
- Birthday celebrations, cake-cutting, or distribution of sweets/chocolates/package foods within the creche are not permitted.
- Parents wishing to contribute educational materials may do so through the formal donation process by contacting the Creche In-charge.

MANDATORY REGISTERS

Register	Updated By	Frequency	Contents
Admission / Enrolment Register	Supervisor	At each admission	Child details, parent info, , priority category, date of admission
Attendance Register	Supervisor / Helper	Daily	Child-wise daily attendance; absentee reasons if known
Drop & Pick-Up Register	Supervisor	Daily (each entry)	Name, signature of authorized person, time of drop-off and pick-up
Parent-Teacher Meeting Register	Supervisor	Monthly (last week)	Meeting date, attendees, agenda, discussion, action items
Visitors' Suggestion, Complaint Register,	Supervisor	As needed	Visitor name, date, nature of suggestion or complaint, action taken
Incident Register	Supervisor	On occurrence	Date, child name, nature of incident (illness/injury), action taken, parents informed

DOCUMENTATION, COMMUNICATION & MONITORING

- Monthly parent meetings shall be held in the last week of every month.
- Photographs and videos of creche activities may be shared for documentation and institutional visibility.
- All feedback received at monthly meetings shall be documented and reviewed for continuous improvement.
- Supervisor shall report to the Creche In-charge / Committee on child welfare matters.
- Incident reports (illness / injury) must be filed on the day of occurrence, not retrospectively.

PARENTAL AND COMMUNITY PARTICIPATION

- The Creche shall promote collaboration with parents and guardians through regular communication and feedback.
- Interaction with educators, child development experts, trainers, and community members shall be given priority to enrich the learning ecosystem of the creche staff and children.
- Collaboration with experts from within the University, government agencies, and NGOs shall be facilitated as needed.

GRIEVANCE ESCALATION PATH

Level	Action	Authority
1 - Registration	Parent records concern in the Complaint Register available with the creche Supervisor	Supervisor (receives)
2 - Resolution	Creche Administrative Committee examines the complaint and takes appropriate action in a timely and confidential manner	Creche In-charge / Committee
3 - Unresolved	Matter referred under University rules and regulations	University Administration / Honorable Vice-Chancellor
4 – Final Authority	Referred to the Hon’ble Vice-Chancellor; decision shall be final and binding	Hon’ble Vice-Chancellor, CUH

IMPORTANT: Parents must not raise complaints or grievances directly with any member of the creche staff. All concerns must be recorded in the Complaint Register only. Direct confrontation or complaints to staff will not be entertained.

SUGGESTION PROCESS

- Parents may write suggestions in the Suggestion Register held by the Supervisor.
- All suggestions are documented and placed before the Creche Administrative Committee.
- Committee reviews suggestions and implements feasible improvements.
- Outcomes of suggestions are communicated to parents at the next monthly meeting.

DISPUTE RESOLUTION

- Any dispute relating to the creche shall first be resolved by the Creche Administrative Committee.
- In case of unresolved matters, University rules and regulations shall apply.

- Any question regarding interpretation of policy shall be referred to the Vice-Chancellor, whose decision shall be final and binding.

STAFFING STRUCTURE

Position	Min. Qualification	Preferred Experience	Gender
Creche Supervisor	12th Pass	2 years in childcare (professional or volunteer); Diploma in Childcare / Nursing preferred	Women only
Creche Helper	10th Pass	2 years in childcare (professional or volunteer); Diploma in Childcare / Nursing preferred	Women only

Staffing Ratio: 1 Supervisor + 1 Helper per 20-25 children. Additional staff be engaged as enrolment increases. Only women staff shall be engaged as caregivers in the creche.

ROLES & RESPONSIBILITIES — CRECHE SUPERVISOR

- Plan age-appropriate play and learning activities aligned with creche philosophy and principles.
- Maintain all mandatory attendance, enrolment, and statutory records.
- Report to Creche In-charge/Committee and communicate concerns regarding child welfare to parents.
- Promote daily stimulation-based Early Childhood Care and Development (ECCD) activities supporting physical, cognitive, and socio-emotional development.
- Coordinate monthly parent meetings and document outcomes.
- Perform duties assigned by the Creche in-charge/ Administration.

ROLES & RESPONSIBILITIES — CRECHE HELPER

- Assist in maintaining hygiene and cleanliness of the creche premises.
- Manage children's activities and attend to their basic needs.
- Monitor and supervise children to ensure their safety and well-being.
- Work under the supervision of the Creche Supervisor.
- Perform any additional duties assigned by the Creche in-charge/ Administration.

ONGOING TRAINING & CAPACITY BUILDING

- University to organize training programmes, workshops, and seminars as required (in collaboration with experts from within the university, NGOs, government agencies and institutions).
- Staff may be deputed for external training programmes.
- Staff may be required to attend on Saturdays/ Sundays/holidays for training or administrative tasks as assigned.
- Staff shall adhere to a code of conduct as prescribed by the University from time to time.

Frequency
At Least Once Per Quarter

Conducted By
Creche Administrative Committee

COMMITTEE COMPOSITION

Role in Committee	Position
Chairperson	Creche In-charge
Member	Creche Supervisor
Members (preferably 3)	Parents / Guardians of beneficiary children

INSPECTION SCOPE

- Review of all mandatory registers for completeness, accuracy and timelines.
- Assessment of cleanliness, hygiene, sanitation, safety, and adequacy of infrastructure and facilities.
- Review of staff performance and adherence to SOPs, and code of conduct
- Review of fee collection and expenditure records.
- Review of complaints and suggestions registered since last inspection.
- Assessment of child welfare and developmental activity quality.

POST-INSPECTION ACTIONS

1. Committee prepares a written Inspection Report with findings.
2. Recommendations for improvements, procurement, or policy changes are documented.
3. Significant findings or unresolved disputes, or budgetary needs are referred to the Hon'ble Vice-Chancellor.
4. Action-taken report from the previous inspection is reviewed and closed.
5. Next inspection date is scheduled and recorded.

AUTHORITY: The Hon'ble Vice-Chancellor has the authority to relax, overrule, amend, or repeal any guideline/SOP's for the smooth functioning of the creche. Such decisions shall be final and binding. Nothing in these SOPs shall prejudice any applicable law, statute, or government regulation relating to child welfare, labor, safety, or education.