

Common Facility Centers (CFCs): Standard Operating Procedure (SOP)

This Standard Operating Procedure (SOP) has been developed based on the operational framework of existing CFCs under various schemes, while this SOP is intended for universal application across all CFCs, users/beneficiaries are advised to consult the respective CFC Management for verification of specific details prior to use.

1.1.1 Objective of the SOP

This SOP aims to provide structured guidelines for the utilization of Common Facility Centers (CFCs) in order to aid the production, development, and promotion of One District One Product (ODOP) items. It ensures streamlined operations, effective use of resources, and fair access to eligible users.

1.1.2 Scope of the SOP

This SOP is applicable to all registered individuals, artisans, and enterprises making use of the CFCs for such as production, packaging, quality control, and skills development.

1.1.3 Summary of Roles and Responsibilities

CFC Management

- Manage daily operational activities of the CFC.
- Ensure the equipment is properly maintained and functional.
- Coordinate and assign usage slots to users.
- Monitor adherence to operational and safety protocols.
- Perform regular upkeep of machinery.
- Resolve any technical issues without delay.
- Keep detailed records of maintenance work.

Users/Beneficiaries

- Follow all the rules and procedures laid out in this SOP.
- Undergo required training before operating designated equipment, where applicable.

1.1.4 Process for CFC Usage

Registration and Booking

- Users may be required to register with the CFC management by providing valid identification.
- When necessary, advance booking must be made, detailing the equipment needed and preferred time slots.
- Bookings will be confirmed by the management depending on availability.

Facility Usage

- Users must be punctual for their scheduled slots and record their attendance in the usage log.
- Only individuals who have registered are permitted to use the equipment.
- Users should examine the equipment prior to use and report any existing faults to the management.

Safety and Compliance

- Use of appropriate personal protective equipment (PPE) is mandatory when specified.
- Comply with all the safety instructions displayed within the facility.
- In emergencies, inform the management immediately and follow necessary evacuation protocols.

Post-Usage Protocol

- All tools and equipment must be returned to their assigned storage locations.
- Report any damage or operational issues to the management.
- Log out in the usage register before exiting the premises.

1.1.5 Fee Structure and Payments

- A minimal fee may be applicable for using certain services or equipment, intended to offset operational expenses. As charges vary by CFC, users are encouraged to confirm this information in advance.
- Receipts will be provided for all transactions.

2.1.1 Non-Compliance and Penalties

- Breach of the SOP may lead to suspension—either temporary or permanent—from accessing the CFC.
- Any damage caused due to user negligence will be the financial responsibility of the user concerned.

2.1.2 Revision and Updates

This SOP will be reviewed periodically, to incorporate user feedback and reflect on any operational or policy changes.