

STANDARD OPERATING PROCEDURE (SOP)

Educational & Experiential Exposure visits to Metro Bhavan

Pune Metro Rail Project – Maharashtra Metro Rail Corporation Ltd. (Maha-Metro)

Nodal Department: Modal Integration (MMI) and Public Relation (PR)

1. Objective

1.1 This SOP is issued to establish a formal, structured, and accountable framework for planning, approval, coordination, and execution of educational & experiential exposure visits to the Metro Bhavan.

1.2 The objective of this SOP is to ensure uniformity in process, enhance public awareness regarding the Pune Metro project, its journey, key milestones and metro systems and maintain the highest standards of safety, security, and administrative discipline within a functioning office environment.

2. Scope and Applicability

2.1 This SOP shall be applicable to all scheduled educational & experiential exposure visits to the Metro Bhavan Experience Centre.

2.2 This SOP shall be binding on all departments involved in facilitation, including the Multi Modal Integration (MMI) and Public Relation (PR) Department as the nodal authority, along with Operations and Admin Departments.

2.3 This SOP shall also be applicable to all visitors, institutions, and coordinating representatives participating in the visit.

3. Nodal Authority and Institutional Responsibility

3.1 The Multi Modal Integration (MMI) and Public Relation (PR) Department shall function as the nodal departments and point of contact for all visit-related activities.

3.2 The MMI Department shall be responsible for receipt, scrutiny, approval, scheduling, coordination.

3.3 The Admin Department shall ensure the enforcement of all safety and security protocols, including access control and emergency response, as well as the readiness of the Experience Centre, Auditorium, and BOCC. A SPOC shall be appointed for coordination with the MMI Department.

3.4 The Security Department shall ensure enforcement of all safety and security protocols, including access control and emergency response. a SPOC shall be appointed for co-ordination with MMI department.

3.5 The Public Relations (PR) Department shall be responsible for the official dissemination, publication, and communication of the approved SOP and related information for visits to the Metro Bhavan Experience Centre, including uploading the same on the official Maha-Metro website, publishing through print and digital media, and promoting via social media platforms, while ensuring that all content remains accurate, updated, and aligned with the latest approved provisions in coordination with the Multi Modal Integration (MMI) department.

3.6. The Public Relations (PR) Department shall provide all informational video content for the visit program, while the presentation (PPT) shall be provided by the Manager (CMS), and upon receipt of the presentation from the Manager (CMS), the PR Department shall execute presentation and share a questionnaire or take away from the presentation to the visitors. The take away and questionnaire shall be made and shared by Manager (CMS) along with the presentation.

3.7 IT department shall be responsible for IT-related support during the visit execution (for presentation & Video related support) a SPOC shall be appointed for co-ordination & support.

3.8 Upon approval of the request, the MMI Department shall notify all concerned departments of the approved visit, scheduled date and time slot, and etc to ensure seamless coordination and execution of the visit.

4. Visitor Categories

4.1 Visits shall be permitted for:

- school students,
- college students,
- institutional groups,
- government delegations,
- and individual or organized citizen groups.
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4.2 Individual or walk-in visitors shall not be permitted.

5. Batch Size and Capacity Regulation

5.1 Each visit shall be conducted in controlled batches to ensure safety, security, and quality engagement.

5.2 The minimum number of visitors for schools, colleges and institutes per batch shall be ten persons (10 persons).

5.3 The maximum number of visitors for schools, colleges and institutes per batch shall not exceed thirty persons (30 persons).

5.3 Groups exceeding the prescribed limit shall be divided into multiple batches and scheduled accordingly

6. Visit Request and Submission Process

6.1 For booking a visit, the citizens to contact:

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Contact: 020-25403355 / 020-25403356

Upon receipt of the email, the concerned official will share a Google Form. The request shall be considered submitted only after the form is duly filled, the preferred date and time slot are selected, all required information is provided, and the necessary documents are uploaded.

6.2 All requests shall be submitted at least three to five (3 to 5) working days in advance of the proposed visit date.

6.3 Each request shall mandatorily include the name of the institution, number of visitors, preferred date and time slot, and details of the authorized coordinator including name, designation, contact number, and email ID.

6.4 All visitors shall be permitted to visit only upon receipt of approval email complete online pre-registration prior to the visit, and incomplete submissions shall not be considered.

7. Scrutiny and Approval Mechanism

7.1 All requests shall be scrutinized by the MMI Department based on slot availability, batch size compliance, operational feasibility, and security considerations.

7.2 The MMI Department shall consult the Operations and Security Departments wherever required prior to granting approval.

7.3 Upon final approval of a visit request, the MMI department shall share the complete visitor manifest (including names, ID details, and coordinator contact info) with the PR, Security, Operations, IT, and Administration Departments.

7.4 The MMI and PR Department shall reserve the right to reschedule, modify, or reject any request without assigning reasons.

7.5 The decision of the competent authority shall be final and binding.

8. Visit Timings and Slot Allocation

8.1 Visits shall be conducted strictly on working days, specifically on Tuesdays and Wednesdays only. The morning slot will begin at 11:00 AM, while the afternoon slot will begin at 3:00 PM.

8.2 Visitors shall adhere strictly to the allotted time slot, and delays may result in cancellation or curtailment of the visit.

Entry, Reception, and Registration Protocol

9.1 All visitors shall report at the **Ground Floor Reception Area**, which shall serve as the common meeting point for all visits.

9.2 Visitors shall report at least fifteen minutes (15 minutes) prior to the scheduled time for verification and on boarding.

9.3 At the reception area, visitors shall undergo entry verification and registration based on pre-submitted details.

9.4 Visitors shall be required to carry valid identification proof, and entry shall be denied in case of discrepancy or non-compliance.

10. Mandatory Safety and Workplace Briefing

10.1 The Ground Floor Reception Area shall function as the designated common briefing point prior to commencement of the visit.

10.2 All visitors shall be briefed regarding safety protocols, behavioural expectations, and movement restrictions within the premises.

10.3 Visitors shall be explicitly informed that Metro Bhavan is a functional office environment, and all conduct shall be aligned with workplace discipline and decorum.

10.4 The briefing shall include instructions on permitted and restricted areas, emergency procedures, and general do's and don'ts.

10.5 No visitor shall be allowed to proceed beyond the reception area without completion of the mandatory briefing

11. Structured Visit Flow and Experience Protocol

11.1 The visit shall commence at the Ground Floor Reception Area, which shall serve as the common meeting and orientation point.

11.2 Following the safety and conduct briefing, visitors shall be escorted to first see the TBM kept at the ground floor followed by viewing of the photo gallery later shall be escorted in orderly manner to the designated Conference Room or Auditorium by MMI department.

11.3 In the Conference Room or Auditorium, the PR Department shall facilitate the screening of a short film on Pune Metro to provide an overview of the project.

11.4 The film shall be followed by a detailed presentation, delivered by the PR Department, covering key aspects such as project vision, execution, milestones, and impact.

11.5 Operations department shall take charge of the group Upon completion of the presentation, visitors shall be escorted to the Back-up Operation Control Centre (BOCC), subject to permission from the BOCC Operations Team, followed by a visit to the Pune Metro Experience Centre.

11.6 At the Experience Centre, visitors shall be guided through the photo gallery showcasing the project journey, execution stages, and milestones. A walkthrough of the photo exhibition showcasing project inception, execution and key milestones shall be provided. Information on underground metro stations, construction methodologies and unique features shall be explained.

11.7 Visitors shall also be shown the project models and explanatory exhibits to enhance understanding of metro systems and infrastructure.

11.8 The visit may include an interactive session, subject to availability of officials and time constraints.

12. Conduct and Compliance Requirements

12.1 All visitors shall strictly adhere to instructions issued by Maha-Metro officials during the visit.

12.2 Visitors shall maintain discipline, silence in office areas, and respect the working environment at all times.

12.3 Visitors shall remain with their designated group and shall not deviate from assigned routes.

12.4 Unauthorized access to restricted areas shall be strictly prohibited.

12.5 Any misconduct or violation of guidelines shall result in immediate termination of the visit and further administrative action, if deemed necessary.

13. Safety and Security Protocol

13.1 All visits shall be conducted in strict compliance with safety and security guidelines of Maha-Metro.

13.2 The Security Department shall regulate entry, monitor visitor movement, and ensure adherence to all protocols.

13.3 In case of any emergency, visitors shall follow instructions issued by staff without delay.

13.4 Emergency response procedures shall be executed as per established safety protocols.

14. Feedback and Documentation

14.1 Feedback from visitors shall be mandatorily collected through a QR code-based digital system.

14.2 The MMI Department shall maintain comprehensive records of all visits, including request details, approvals, attendance, and feedback.

14.3 Periodic review of feedback shall be undertaken to improve visitor experience and operational efficiency.

15. General Provisions

15.1 This SOP shall be subject to revision based on operational requirements and administrative directions so variations/any additions may be made to this SOP.

15.2 Any matter not covered under this SOP shall be decided by the competent authority, and such decision shall be final.

16. Do's and Don'ts

16.1 Do's

16.1.1 Visitors shall report at the Ground Floor Reception Area at least fifteen minutes prior to the scheduled time along with copy of approval.

16.1.2 Visitors shall carry valid identification proof at all times.

16.1.3 Visitors shall follow all instructions issued during the safety briefing and throughout the visit.

16.1.4 Visitors shall maintain discipline, decorum, and respect the office environment.

16.1.5 Visitors shall remain with their assigned group and follow the designated route.

16.1.6 Visitors shall participate in sessions in an orderly and attentive manner.

16.1.7 Visitors shall provide feedback through the designated QR code system.

16.2 Don'ts

16.2.1 Visitors shall not enter restricted or unauthorized areas under any circumstances.

16.2.2 Visitors shall not engage in photography or videography in prohibited areas.

16.2.3 Visitors shall not disrupt office functioning or create noise or disturbance.

16.2.4 Visitors shall not litter or damage any property within the premises.

16.2.5 Visitors shall not separate from the group without prior permission.

16.2.6 Visitors shall not engage in any behaviour that compromises safety, security, or discipline.

Attachments:

- **Annexure I: Visit Flow Diagram (Process Map)**
- **Annexure II: Roles Matrix (RACI format)**

Visit Flow Diagram (Process Map)

Stage 1: Request Initiation

- 1.1 Institution submits request via call or email from the Pune Metro website.
- 1.2 The concerned official shall send the google form via email to the visitor/group/organisation for filling all the details for submission of the request

Stage 2: Scrutiny and Approval

- 2.1 The MMI Department reviews the request for completeness and eligibility.
- 2.2 The MMI department forwards approved requests to the concerned departments, specifically Operations and Admin (if access to the Back-up Operation Control Centre (BOCC) is required).
- 2.3 The request is officially approved, rejected, or rescheduled based on departmental feedback and slot availability.
- 2.4 An approval email is sent to to the applicant, with copies (CC) sent to all concerned departments for their records via MMI department.

Stage 3: Pre-Visit Preparation

- 3.1 Visitor pre-registration completed
- 3.2 Final list of visitors validated
- 3.3 Internal coordination with Operations/Security and Admin completed

Stage 4: Arrival and Entry

- 4.1 Visitors report at Ground Floor Reception Area
- 4.2 Entry verification and registration conducted
- 4.3 Mandatory safety and workplace briefing delivered

Stage 5: Visit Execution

- 5.1 Visitors escorted to Conference Room/Auditorium
- 5.2 Screening of short film on Pune Metro
- 5.3 Presentation on Pune Metro project
- 5.4 Movement to BOCC followed by Experience Centre
- 5.5 Guided walkthrough of photo gallery and models
- 5.6 Interactive session (if applicable)

Stage 6: Closure and Exit

- 6.1 Visit concludes as per scheduled slot
- 6.2 Visitors exit premises in orderly manner

Stage 7: Feedback and Record

- 7.1 QR code-based feedback collected
- 7.2 Visit data recorded and archived by PR department
- 7.3 Feedback reviewed for continuous improvement by all concerned Departments

Roles and Responsibilities Matrix (RACI Framework)

1. Visit Request Processing

- 1.1 MMI Department: Responsible and Accountable for receiving, scrutinizing, and processing all visit requests.
- 1.2 Operations Department: Responsible for assessing and confirming the operational feasibility of visits to the BOCC.
- 1.3 Admin/Security Department: Responsible for security clearance, access control, and emergency protocol verification.
- 1.4 PR Department: Informed for communication preparedness regarding the Auditorium or Conference Room; shall be Consulted in coordination with the Admin Department.
- 1.5 IT Department: Responsible for providing support regarding portal access or any IT-related procedural steps.

2. Approval and Scheduling

- 2.1 MMI Department shall be Responsible for approval and scheduling.
- 2.2 MMI, Admin, PR and Operations/Security Departments shall be Responsible for framing the visit seamlessly.
- 2.3 The PR Department shall be shall be Informed updating communication platforms, if applicable.
- 2.4 Applicant shall be Informed.

3. Pre-Visit Coordination

- 3.1 MMI Department Responsible for coordination with the visitor/coordinator.
- 3.2 The Operations Department shall be Responsible for the readiness of facilities such as the BOCC; the Admin Department shall be Responsible for the readiness of the Experience Centre, Auditorium, and Board Room.
- 3.3 Security Department shall be Responsible for entry arrangements.
- 3.4 The PR Department shall be Responsible for Presenting video content and presentation received from Manager (CMS) and handing over the questionnaire to the visitors if need be, with the help of admin department.

4. Entry and Briefing

- 4.1 Security Department shall be Responsible for entry verification.
- 4.2 MMI Department shall be Responsible for briefing and on boarding.
- 4.3 Operations Department shall be Informed when visiting BOCC
- 4.4 The PR Department shall be Informed for any media or documentation requirements, if applicable
- 4.5 IT department for any access-related issues/steps

5. Visit Execution

- 5.1 MMI Department shall be Accountable for overall coordination.

5.2 Admin Department: Responsible for facility readiness, logistics, and general administrative support during the visit.

5.3 IT department is for Responsible for providing technical support, including the screening of films and presentations.

6. Feedback and Documentation

6.1 PR shall be Responsible and Accountable for feedback collection and record maintenance.

6.2 Operations and Security Departments shall be Informed.

7. Review and Improvement

7.1 All Concerned departments shall review and suggest improvements.

7.2 The PR Department shall be Responsible for updating and disseminating revised information across website, print, and social media platforms

7.3 All departments shall be Consulted.
