



## **Lost/Stolen and Found Policy**

1. Safe custody and care of personal belongings is the prime responsibility of the custodian himself, however, at times due to an oversight or lapse, important documents and items are left unattended or stolen which cause discomfort and mental agony.
2. The security realizes and understands this grave concern and has devised a mechanism to assist in proper custody and safe keeping of any material deposited and handing it over to the rightful owner.
3. Procedure appended below will be followed as a procedural obligation for all concerned and the security staff:

- **Student/Faculty/Management/Departmental Action**

- a) Lost/Stolen Item/s - (Personal Belonging)**

- a) Try and think it out himself, carry out initial investigation and seek guidance of colleagues to find the item/s lost
- b) The guard will extend full assistance to the owner to help him find his misplaced/lost item/s
- c) The owner will **Personally** report the matter at the Main Gate to the Supervisor and check that proper entry of the Lost/Stolen item/s has been made by the Supervisor in the **Lost/Stolen & Found Register**. He will then initial it
- d) Owner with the Supervisor will report at ASO's office and enter requisite details in the **Lost/Stolen & Found Form** and will ensure to sign it
- e) Get periodic update about the Lost/Stolen item/s from ASO/SSO

- f) When found, check thoroughly for correctness and completeness and if not satisfied, enter requisite details carefully inside the Lost/Stolen and Found form and then sign it
- g) Reward (Cash or in kind) will not be given to the Guard or anyone in the Security Department, however, on personal request, case may be forwarded to HOD for approval

**b) Unattended/Found Item/s - (Not a Personal Belonging)**

- a) The individual having custody of the Item/s will Hand it over to the concerned Guard
- b) If the Guard is not available, then hand it over at the Main Gate to the Supervisor
- c) Ensure that the details are filled in properly by the Supervisor in the register incase handed over personally and sign it as well

• **Guard's Action**

- a) In all cases, whether found himself or deposited by the custodian, immediately carry the item/s to the Main Gate and hand it over to the Supervisor
- b) If found personally, ensure that the room/location/premises has/have been vacated for a suitable time from where it/they was found
- c) Sign it and see that the Supervisor has also entered the details in the register

• **Supervisor's Action**

- a) Once item/s are received by him, enter it in the register and sign it
- b) Ensure that the Guard/Owner/Depositor has also signed the register
- c) Take the Guard/Owner along with the item/s to ASO's office for entry and signing of the form

- **ASO's Action**

- a) On receipt of item/s from the supervisor, check thoroughly and **Do the Tagging himself**
- b) Mention Item/s details in the form and sign it
- c) Present the item/s in front of SSO for assessment
- d) Responsible for **physical Safe Custody of the Item/s under Lock and Key**

- **SSO's Action**

- a) In case of an **expensive item/s, cash > Rs 1000, jewelry, breakable item/s** or something for which clarity is required, present them in front of HOD for any special instruction
- b) Once returned, ensure that all item/s are intact, numbers are complete and that all concerned have signed the form
- c) The Item/s is returned to the rightful owner and won't be given to anyone else unless confirmed by the owner himself
- d) Overall responsible for implementation of policy and final handover of item/s to the rightful owner
- e) If no response/whereabouts of the Item/s is received within **2 Working Days**, without delay, hand it/them over to the **Central Store, Help Desk (Purchase Department)** on a proper receipt
- f) If required, bring the item/s to **HOD** and definitely once finally handed over to the owner
- g) Present Lost/Stolen and Found form to HOD for his initials once being handed over to Central Store, Help Desk after 2 Working Days

- **HOD's Action**

- a) Ascertain value and importance of the material brought to his notice by SSO
- b) On final handing over of the material to the owner, sign the form and satisfy the recipient on any query if required
- c) In case, the owner wants to reward the Guard, evaluate and enter it in the form and sign it
- d) Initial the Lost/Stolen and Found form once the item/s is handed over to the Central Store, Help Desk (Purchase Department)

- **General Points for All Concerned (Affectee)**

- a) The Affectee will follow all steps mentioned above as a first step
- b) He will also forward relevant details in the Email mentioned at the end
- c) He will check mail regularly for updates
- d) Any query will be clarified personally with the Senior Security Officer (SSO) or Assistant Security Officer (ASO) which cannot be clarified on the mail
- e) Will also inform on mail or personally in case of any development at his end

- **Emergency Contacts**

- **Asst Security Officer (ASO, Mr Faheem) – 362 (Ext), Mob: 03473546226**
- **Reception/Gate 1 – 222 (Supervisor)**
- **In the Absence of ASO**
  - **Senior Security Officer (Mr Tasleem) – 362(Ext), Mob: 03312221833**

**Email : [lostfound@jobm.edu.pk](mailto:lostfound@jobm.edu.pk)**

## Lost/Stolen and Found – Form

### Handed Over By

S.No	Date	Time	Name, Designation & Department	Mobile	Sign(Guard/Others)

Supervisor Sign -----

Checked By ----- (ASO Sign)

### Item/s Details

S.No	Date	Time	Details	Quantity	Remarks

SSO(Sign) ----- (ASO in case SSO is unavailable)

### Item/s Returned To- Owner

S.No	Date	Time	Complete/Incomplete	Remarks	Sign (Owner/On his Behalf)

Checked By ----- (SSO/ASO)

HOD -----

### Item/s Returned To- (Central Store/Help Desk, Purchase Dept)

S.No	Date	Time	Item Details	Deposited By	Sign (SSO/ASO)

Name & Sign----- (Central Store/Help Desk, Purchase Dept.)

### Reward/ Incentive - Given To

Date	Name	Details	GD's Sign	SSO/ASO Sign	HOD