4.4.2 Infrastructure is one of the primitives in the service industry especially pure service like higher education as it adds value to the key stakeholders –students. Taking into consideration we at Oxford have given great importance to the infrastructure build-up which helps enhance the teaching-learning process. Each academic year proper planning is done so that all the procedures and policies in maintaining and utilizing physical, academic, and support facilities are synced towards institutional goals. The departmental heads relay the requirements based on their academic schedules and the same is validated by the IQAC department along with the head of the institution –the Director/principal. Once all the requirements are discussed, allocations are being made. Year-after-year the institution makes every effort to improve the infrastructure capabilities, based on the requirements related to Library, laboratory, sports complex, IT infra, and classrooms to name a few. Almost all maintenance is carried out internally by qualified workers. A proper monitoring system is in place so that any contingencies are dealt with without any delay. Well-planned cleaning staffs are deployed in every floor so that hygienic conditions within the campus are kept as a priority. Apart from the regular support staff, the college has an attendance monitoring system which is managed by Campus technology. The technology-embedded system helps in conducting internal examinations, feedback from key stakeholders, on-line classes as and when required. Each year new books, periodicals, and journals are added to the library for the embellishment of teaching-learning.