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# **Standard Operating Procedure**

**DOCUMENT NAME: ADMINISTRATION**

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**DOCUMENT NO. : ILBS#NLDB:A**

**ADMINISTRATION****Obtaining confidentiality disclosure agreement**


**Document Name :** Obtaining confidentiality disclosure agreement  
**Document No. :** SOP: ILBS#NLDB: A.1  
**Version No. :** 3.0  
**Effective Date :** 01/01/2025

**Address**

National Liver Disease Biobank,  
Institute of Liver & Biliary Sciences,  
D-1, Vasant Kunj, New Delhi-110070

**Phone no**

Telephone: +91-11-46300000; extension: 24816, 24813.  
Email: [ilbsbiobank2024@gmail.com](mailto:ilbsbiobank2024@gmail.com)  
Website: [www.nldb.in](http://www.nldb.in), [www.ilbs.in](http://www.ilbs.in),

National Liver Disease Biobank, Institute of Liver & Biliary Sciences: D -1, Vasant Kunj, New Delhi-110070, India.			Page 2 of 4	
Document Name: SOP "Obtaining confidentiality disclosure agreement"				
Document No ILBS#NLDB:A.1	Approved & Issued by:		Dr. Chhagan Bihari HOD, Biobank	Issue Date: 01/01/2025
Rev. No.: 3.0				

## ADMINISTRATION

### Obtaining confidentiality disclosure agreement

Number	Effective date	Pages	Author	Authorized by
SOP: NLDB:A.1	01/01/2025	4	Mr. Satish Kumar	Dr. Chhagan Bihari
Version	Review period	No. of copies	Approved by	Date
3.0	2yrs	3	Dr. Chhagan Bihari	30/12/2024

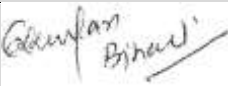
Location	Subject
Biobank Reception area Almira	Administration: Obtaining confidentiality disclosure agreement
Function	Distribution
To provide information on maintaining confidentiality of all sensitive information by employees, ensuring protection of participant data and compliance with ethical and regulatory standards.	<ul style="list-style-type: none"> <li>➤ HOD</li> <li>➤ Biobank Reception area</li> <li>➤ Master files</li> </ul>

#### SCOPE AND APPLICATION:

This SOP outlines the process to ensure that all employees maintain the confidentiality of sensitive information.

#### RESPONSIBILITY:

The Biobank HOD ensures that confidentiality disclosure agreements are executed prior to access to sensitive information, and biobank employees are responsible for signing and complying with them.

National Liver Disease Biobank, Institute of Liver & Biliary Sciences: D -1, Vasant Kunj, New Delhi-110070, India.			Page 3 of 4	
Document Name: SOP "Obtaining confidentiality disclosure agreement"				
Document No ILBS#NLDB:A.1	Approved & Issued by:		Dr. Chhagan Bihari HOD, Biobank	Issue Date: 01/01/2025
Rev. No.: 3.0				

## ADMINISTRATION

**Obtaining confidentiality disclosure agreement****1.0 PURPOSE**

Employees at NLDB have access to confidential information in the form of patient medical records. Medical information is protected under guidelines for biomedical research on human subjects, Indian Council of Medical Research (ICMR), New Delhi. Furthermore, information may also be bound under non-disclosure or confidentiality agreement.

**2.0 SCOPE**

This SOP outlines a process that should be followed to ensure that employees keep all sensitive information confidential. The process covers information that is protected under privacy laws as well as information that may be protected because of an agreement between the NLDB and other parties.

**3.0 ROLES AND RESPONSIBILITIES**

The policy applies to all personnel from NLDB that have access to sensitive and personal information.

**All employees:** Sign agreement

**HOD Biobank:** Ensure that agreement is signed before personnel are given access to any patient or research information. Maintain record of completed Confidentiality Disclosure Agreement (CDA).

**4.0 PROCEDURES**

The procedure outlines steps that should be followed to ensure that employees who have access to confidential information sign a Confidentiality Disclosure Agreement (CDA) that addresses privacy issues. It is intended to protect the rights of the patient and researchers that share proprietary information in the process of transactions with the NLDB.

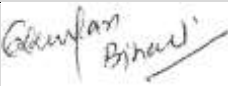
**4.1 CDAs – Important elements**

The CDA should contain at least the following elements:

- Knowledge of the appropriate relevant policies (*Material & Information Handling and Privacy & Security*).
- Obligations of the employees.
- Miscellaneous provisions if relevant.

**4.2 CDAs – Completion of agreement**

- Request that all employees at NLDB complete a CDA.
- Obtain, in duplicate, a completed (signed, dated and witnessed by a supervisor) CDA prior to the employee being granted any access to sensitive information and retain the hardcopy for the NLDB records.
- Ensure that the manager has signed and dated the CDA.
- Provide a copy to the employee for their records.

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Document Name: SOP "Obtaining confidentiality disclosure agreement"				
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# **Standard Operating Procedure**

**DOCUMENT NAME: ADMINISTRATION**

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**DOCUMENT NO. : ILBS#NLDB:A**

**ADMINISTRATION**  
**Handling Participant /Donor's Complaints**


**Document Name :** Handling Participant /Donor's Complaints  
**Document No. :** SOP: NLDB:A.2  
**Version No. :** 3.0  
**Effective Date :** 01/01/2025

**Address**

National Liver Disease Biobank,  
Institute of Liver & Biliary Sciences,  
D-1, Vasant Kunj, New Delhi-110070

**Phone no**

Telephone: +91-11-46300000; extension: 24816, 24813.  
Email: [ilbsbiobank2024@gmail.com](mailto:ilbsbiobank2024@gmail.com)  
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National Liver Disease Biobank, Institute of Liver & Biliary Sciences: D -1, Vasant Kunj, New Delhi-110070, India.			Page 2 of 5	
Document Name: SOP "Handling Participant /Donor's Complaints"				
Document No ILBS#NLDB:A.2	Approved & Issued by:		Dr. Chhagan Bihari HOD, Biobank	Issue Date: 01/01/2025
Rev. No.: 3.0				

## ADMINISTRATION

### Handling Participant /Donor's Complaints

Number	Effective date	Pages	Author	Authorized by
NLDB:A.2	01/01/2025	5	Mr.Satish Kumar	Dr. Chhagan Bihari
Version	Review period	No. of copies	Approved by	Date
3.0	2yrs	3	Dr. Chhagan Bihari	30/12/2024

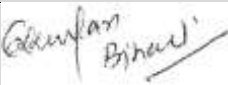
Location	Subject
Biobank Reception area, Almira	Administration; Handling Participant /Donor's Complaints
Function	Distribution
To give information about: NLDB operations while accommodating variations in local and provincial laws and regulations protecting patient rights and data privacy.	<ul style="list-style-type: none"> <li>➤ HOD</li> <li>➤ Biobank Reception area</li> <li>➤ Master files</li> </ul>

#### SCOPE AND APPLICATION:

This SOP covers steps that should be followed when complaints are received formally or informally from participants or donors. These steps may be adopted as is, or modified by NLDB to allow for differences in local and provincial laws and regulations protecting patient rights and privacy of information.

#### RESPONSIBILITY:

It is the responsibility of the Biobank HOD and the Biobank Ethics Committee to address and manage participant/donor complaints.

National Liver Disease Biobank, Institute of Liver & Biliary Sciences: D -1, Vasant Kunj, New Delhi-110070, India.			Page 3 of 5	
Document Name: SOP "Handling Participant /Donor's Complaints"				
Document No ILBS#NLDB:A.2	Approved & Issued by:		Dr. Chhagan Bihari HOD, Biobank	Issue Date: 01/01/2025
Rev. No.: 3.0				

## ADMINISTRATION

### Handling Participant /Donor's Complaints

#### 1.0 PURPOSE

Voluntary participation of patients will influence the success of the biobanking program. Participants must be assured that their interests and privacy is of primary importance to the management and employees of the NLDB. If participants have any reason to believe that their rights or interests have been violated, a procedure must be in place to deal with their complaints.

#### 2.0 SCOPE

This SOP covers steps that should be followed when complaints are received formally or informally from participants or donors. These steps may be adopted as is, or modified by NLDB to allow for differences in local and provincial laws and regulations protecting patient rights and privacy of information.

#### 3.0 ROLES AND RESPONSIBILITIES

This SOP applies to all qualified NLDB personnel and clinical staff at the collection centres that are involved in handling participant complaints. This may include the following personnel:

**HOD Biobank:** (i) should have knowledge of relevant NLDB policies, accept and handle complaints. (ii) Initiates investigation of complaint.

**Biobank ethical committee (BEC):** Reviews complaint and investigation of complaint. Recommends or ensures that ethical resolution is achieved.

#### 4.0 PROCEDURES

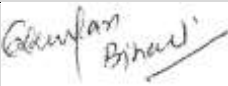
Procedures are intended to formalize a process for effective and timely resolution of concerns or complaints directed at the NLDB. They are also designed to ensure that the biobank complies with ethical and privacy policies.

##### 4.1 General considerations

- Optimally, complaints should be handled in a timely manner.
- In a manner responsive to participant concerns with quality and thoroughness.
- By a neutral individual trained to handle and investigate complaints.
- With fairness and flexibility.

##### 4.2 Handling of complaints

- Assure the participant that the NLDB is serious about handling all complaints and that there is a procedure in place to deal with it.
- The staff should try to resolve the complaint at the time it is received.
- If staff does not easily resolve complaints/concerns or if staff feels uncomfortable addressing the complaint refer the complaint to the manager of the NLDB.
- Only if the individual lodging the complaint requests a formal independent review, refer the complaint to the appropriate institutional body: this could include a patient ombudsman and/or the BEC.

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Document Name: SOP "Handling Participant /Donor's Complaints"				
Document No ILBS#NLDB:A.2	Approved & Issued by:		Dr. Chhagan Bihari HOD, Biobank	Issue Date: 01/01/2025
Rev. No.: 3.0				

## ADMINISTRATION

### Handling Participant /Donor's Complaints

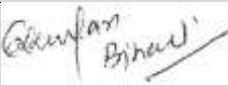
- For complaints that escalate beyond point of service, it may be required that any or all of the following steps be completed:
  - a. Encourage the participant to submit the complaint in writing.
  - b. Speak to the person or representative lodging the complaint to confirm the basis of the complaint.
  - c. Collect additional information.
  - d. Write a letter to the participant acknowledging the receipt of the complaint. This acknowledgement should include an explanation of the procedure for reviewing complaints.
  - e. Conduct an investigation if warranted.
  - f. Produce a report outlining the findings of the investigation and the recommendations.
  - g. Write a letter to the individual summarizing the resolution and/or summary of the complaint review.
  - h. Inform relevant authorities if there has been a breach of privacy.

#### 4.3 Documentation of the complaint handling process

- Document the complaint and the communications with the participant.
- Documents the results of the complaint investigation/review and any resolution and recommendations.
- Document any changes to inventory after the resolution of the complaint

#### 4.4 Complaint review

If appropriate, make necessary modifications to procedures and/or policies to ensure that the incident precipitating the complaint does not recur in the future.

National Liver Disease Biobank, Institute of Liver & Biliary Sciences: D -1, Vasant Kunj, New Delhi-110070, India.			Page 5 of 5	
Document Name: SOP "Handling Participant /Donor's Complaints"				
Document No ILBS#NLDB:A.2	Approved & Issued by:		Dr. Chhagan Bihari HOD, Biobank	Issue Date: 01/01/2025
Rev. No.: 3.0				

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# **Standard Operating Procedure**

**DOCUMENT NAME: ADMINISTRATION**

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**DOCUMENT NO. : ILBS#NLDB:A**

**ADMINISTRATION*****Administration of Standard Operating Procedures***

**Document Name :** Administration of Standard Operating Procedures  
**Document No. :** SOP: NLDB:A.3  
**Version No. :** 3.0  
**Effective Date :** 01/01/2025

**Address**

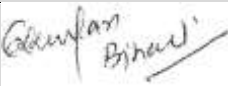
National Liver Disease Biobank,  
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D-1, Vasant Kunj, New Delhi-110070

**Phone no**

Telephone: +91-11-46300000; extension: 24816, 24813.

Email: [ilbsbiobank2024@gmail.com](mailto:ilbsbiobank2024@gmail.com)

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National Liver Disease Biobank, Institute of Liver & Biliary Sciences: D -1, Vasant Kunj, New Delhi-110070, India.			Page 2 of 6	
Document Name: SOP "Administration of Standard Operating Procedures"				
Document No ILBS#NLDB:A.3	Approved & Issued by:		Dr. Chhagan Bihari HOD, Biobank	Issue Date: 01/01/2025
Rev. No.: 3.0				

## ADMINISTRATION

### Administration of Standard Operating Procedures

Number	Effective date	Pages	Author	Authorized by
NLDB:A.3	01/01/2025	6	Mr. Satish Kumar	Dr. Chhagan Bihari
Version	Review period	No. of copies	Approved by	Date
3.0	2yrs	3	Dr. Chhagan Bihari	30/12/2024

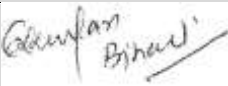
Location	Subject
Biobank Reception area Almira	Administration of Standard Operating Procedures
Function	Distribution
To provide information on the standard operating procedures followed in the biobank.	<ul style="list-style-type: none"> <li>➤ HOD</li> <li>➤ Biobank Reception area</li> <li>➤ Master files</li> </ul>

#### SCOPE AND APPLICATION:

This SOP covers standardized, high-quality biobanking processes in line with guidelines and NLDB best practices.

#### RESPONSIBILITY:

Biobank management, Technician and SOP review team.

National Liver Disease Biobank, Institute of Liver & Biliary Sciences: D -1, Vasant Kunj, New Delhi-110070, India.			Page 3 of 6	
Document Name: SOP "Administration of Standard Operating Procedures"				
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Rev. No.: 3.0				

## ADMINISTRATION

### Administration of Standard Operating Procedures

#### 1.0 PURPOSE

SOPs are detailed written descriptions of how to execute a particular procedure or method. SOPs are based on national and international guidelines and conventions as well as policies and procedures that are considered “best practice” for the NLDB.

The purpose of having documented SOPs is to:

- Provide written guidelines for aspects of the NLDB program.
- Promote quality and consistency in bio banking and data collection across the NLDB.
- Ensure compliance with applicable regulations and guidelines.
- Facilitate education and training of Biobank personnel.

#### 2.0 SCOPE

This SOP describes the processes for the development, review, approval and maintenance of all NLDB written SOPs. It applies to all Biobank personnel involved in writing, revising, reviewing, approving and maintaining SOPs.

#### 3.0 ROLES AND RESPONSIBILITIES

This SOP applies to all NLDB personnel involved in writing, revising, reviewing, approving and maintaining SOPs.

**Biobank management:** Writing, revising and updating organizational and administrative SOPs

**Technician:** Writing, revising and updating technical SOPs

**SOP review team:** Reviewing, revising and updating technical and organizational SOPs

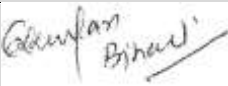
#### 4.0 PROCEDURES

SOPs are controlled documents designed to give instructions for performing routine and essential processes, to ensure that they are performed consistently and in a manner upholding NLDB program quality and integrity.

##### 4.1 Developing new SOPs or revising previously issued SOPs

- NLDB management at the ILBS, the Biobank personnel can identify the need for new/revised SOPs. The need can arise from the findings of a routine SOP review or from changes to regulations, guidelines, research practice or institutional policies.
- Individuals well versed with the procedures or methods being described should be recruited to draft or assist in drafting a new or revised SOP.
- The SOP should follow the standard format, the word “draft” should be added to the header. For major revisions to previous SOPs, the major SOP version number must be incremented by one (e.g., 1.0 becomes 2.0). For minor revisions to previous SOPs, the minor version number must be incremented by 1(e.g. 1.0 becomes e1.1). The first version of an SOP is always 1.0.
- Develop/revise associated attachments, as applicable and revise the version date.
- Update the SOP index as necessary (e.g., for new SOPs added).

##### 4.2 Review and approval of SOPs

National Liver Disease Biobank, Institute of Liver & Biliary Sciences: D -1, Vasant Kunj, New Delhi-110070, India.			Page 4 of 6	
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Rev. No.: 3.0				

## ADMINISTRATION

### Administration of Standard Operating Procedures

- Circulate the draft SOP to the applicable reviewers (SOP working committee, management at Biobank, Biobank personnel, and other identified staff representatives – e.g., SOP users) for comments.
- Incorporate the comments, revise the draft version date and circulate the revised draft SOP to the Biobank manager or principal investigator.
- Review the final draft SOP for accuracy and completeness and for compliance with regulations, guidelines and standard practice. In some circumstances, this may involve BEC approval of amendment. Also, should note whether change in SOP will require amendment to other administrative documents, especially any applicable Privacy Impact Assessments.
- Obtain approval (from a SOP authorized signatory) of the final SOP.
- Add the effective date to the front page (the date that the final signed-off SOP is scheduled to be implemented). Remove “draft” from the header.

#### 4.3 Format and content of SOPs

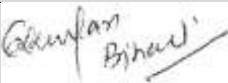
- 4.3.1 Write the SOP using the formatting and styles (e.g. Arial.)
- 4.3.2 Complete the heading and footer information.
- 4.3.3 The effective date refers to the date that the approved SOP is to be implemented.
- 4.3.4 An SOP index should be created to list all of the approved SOPs, separating them into logical categories. The example below separates the SOPs into categories corresponding to the general flow of the NLDB operations. Combining the abbreviated SOP category with the series number creates the SOP number. The original list of SOPs may contain gaps in the numbering sequence, in order to accommodate new SOPs in logical order.
- 4.3.5 For new SOPs, assign the next consecutive number in the appropriate category. The SOP version number for each original (new) SOP will be dividing the content into section.
- 4.3.6 Although SOP attachments may be reviewed, revised and approved separately from the SOP, they should be stored with the applicable SOP.
- 4.3.7 The SOP index may also contain sub-categories if necessary.

#### 4.4 SOP maintenance

- 4.4.1 SOPs should be reviewed regularly. The SOPs should be reviewed sooner if there are changes to regulations, guidelines, research practice, or institutional policies.
- 4.4.2 Once an SOP is reviewed, complete the SOP Review Record file copy with NLDB.
- 4.4.3 If revisions to an SOP are required, follow the review and approval process.
- 4.4.4 If only revisions to an attachment are needed, modifications may be made without revising the SOP. Revise the attachment, update the version date, and file a copy with NLDB.

#### 4.5 SOP distribution and communication

- 4.5.1 SOPs should be readily available to all Biobank personnel and other identified staff users.
- 4.5.2 Notify all Biobank personnel, management members of the Biobank, and other identified staff users of any new or revised SOPs, and the rationale for the SOP or SOP changes. Ideally, direct users should be notified immediately of new/revised SOPs.
- 4.5.3 Provide training on new or revised SOPs. Document training as appropriate to meet regional or institutional requirements.
- 4.5.4 Retrieve outdated copies of SOPs and attachments and replace with updated versions and outdated SOPs, appendices and SOP indices should be archived.

National Liver Disease Biobank, Institute of Liver & Biliary Sciences: D -1, Vasant Kunj, New Delhi-110070, India.			Page 5 of 6	
Document Name: SOP “Administration of Standard Operating Procedures”				
Document No ILBS#NLDB:A.3	Approved & Issued by:		Dr. Chhagan Bihari HOD, Biobank	Issue Date: 01/01/2025
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**ADMINISTRATION****Administration of Standard Operating Procedures****4.6 SOP storage**

**4.6.1** The NLDB should create and maintain a central SOP file.

**4.6.2** Store the following documents in the central SOP files:

- SOP distribution records or electronic audit trail if relevant.
- Final, approved original and revised versions of each SOP.
- One copy of the original and revised versions of each SOP appendix.
- Original, signed SOP Review Records.
- Copies of SOP training records from the collection sites (if maintained)

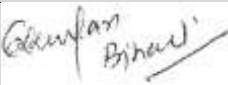
**4.6.3** For electronic SOPs, final SOPs should be posted in a format that cannot be altered (e.g., .pdf format). Ensure that the electronic files are checked regularly and only current SOPs are referenced.

**4.7 SOP style**

**4.7.1** Describe each operation in a procedure as a separate step. Make instructions explicit enough so that a qualified individual could perform the procedure by following the instructions. Make instructions explicit enough so that the SOP may be used as a training tool, and easily referred to for guidance during routine work.

**4.7.2** Use clear, concise, unambiguous instructions so that the user can understand the requirements. Do not use qualifiers and vague terms such as “usually”, “sometimes”, “normally”, “regularly” or “try to”.

**4.7.3** Flow charts may be included, as they are an excellent way of communicating the sequential steps of a process. Equipment diagrams and scanned images can also help personnel understand machinery, and are useful aids during hands-on training sessions.

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# **Standard Operating Procedure**

**DOCUMENT NAME: ADMINISTRATION**

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**DOCUMENT NO. : ILBS#NLDB:A**

**ADMINISTRATION**  
**Job descriptions, roles and responsibilities**

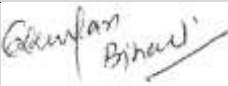
**Document Name :** Job descriptions, roles and responsibilities  
**Document No. :** SOP: NLDB: A.4  
**Version No. :** 3.0  
**Effective Date :** 01/01/2025

**Address**

National Liver Disease Biobank,  
 Institute of Liver & Biliary Sciences,  
 D-1, Vasant Kunj, New Delhi-110070

**Phone no**

Telephone: +91-11-46300000; extension: 24816, 24813.  
 Email: [ilbsbiobank2024@gmail.com](mailto:ilbsbiobank2024@gmail.com)  
 Website: [www.nldb.in](http://www.nldb.in), [www.ilbs.in](http://www.ilbs.in),

National Liver Disease Biobank, Institute of Liver & Biliary Sciences: D -1, Vasant Kunj, New Delhi-110070, India.			Page 2 of 9	
Document Name: SOP "Job descriptions, roles and responsibilities"				
Document No ILBS#NLDB:A.4	Approved & Issued by:		Dr. Chhagan Bihari HOD, Biobank	Issue Date: 01/01/2025
Rev. No.: 3.0				

## ADMINISTRATION

### Job descriptions, roles and responsibilities

Number	Effective date	Pages	Author	Authorized by
NLDB:A.4	01/01/2025	9	Mr. Satish Kumar	Dr. Chhagan Bihari
Version	Review period	No. of copies	Approved by	Date
3.0	2yrs	3	Dr. Chhagan Bihari	30/12/2024

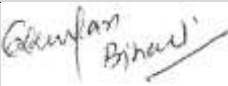
Location	Subject
Biobank Reception area Almira	Administration; Job descriptions, roles and responsibilities
Function	Distribution
To give information about: NLDB to allow for differences in local and provincial laws and regulations protecting patient rights and privacy of information.	<ul style="list-style-type: none"> <li>➤ HOD</li> <li>➤ Biobank Reception area</li> <li>➤ Master files</li> </ul>

#### SCOPE AND APPLICATION:

This SOP outlines the process to ensure that all employees have a clear definition of their roles and responsibilities within the NLDB. It applies to all staff involved in biobank operations and related activities.

#### RESPONSIBILITY:

The HOD is responsible for ensuring that all personnel have clearly defined roles and responsibilities and are familiar with this SOP.

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Rev. No.: 3.0				

## ADMINISTRATION

### Job descriptions, roles and responsibilities

#### 1.0 PURPOSE

Personnel are an important part of NLDB. Descriptions of roles and responsibilities are important for selecting, hiring, and supervising qualified individuals. NLDB personnel are encouraged to participate in the biobanking process in accordance with their professional roles and responsibilities.

#### 2.0 SCOPE

This SOP outlines a process that should be followed to ensure that all employees have clear definition of their role and responsibility within the NLDB.

#### 3.0 ROLES AND RESPONSIBILITIES

Although the PI is responsible for overseeing that all personnel have defined roles and responsibilities and should be familiar with this SOP. The roles and responsibilities should be used as a guide to ensure that personnel are qualified by education and training to accomplish their respective jobs.

#### 4.0 PROCEDURES

Job descriptions aid in the construction of organizational charts that may be referred to by management when allocating resources or personnel for operation of the NLDB.

They may also be used to ensure that NLDB personnel are appropriately qualified to perform his or her assigned task.

##### 4.1 Procedure for creating job descriptions

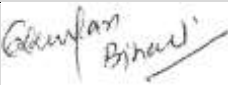
- 4.1.1 A comprehensive and detailed job description should be developed for each position.
- 4.1.2 Provide the designation title, the department and the location of the position.
- 4.1.3 Describe the primary purpose of the position in one or two brief sentences.
- 4.1.4 Most personnel perform a variety of duties. Describe the major or most important functions and responsibilities of the position and include all responsibilities that may be relevant for the position.
- 4.1.5 Qualification, basic competencies and minimum experience and Special Skills.

##### 4.2 List of roles and responsibilities

###### Role: HOD Biobank

###### Responsibilities:

- Oversee operations of the biobank and promote coordination with other departments including the research Institute, laboratories, and the division of clinical genetics.
- Responsible for staff related activities including coaching, orienting, training, monitoring staff attendance, productivity and performance markers. Provides counselling to staff, on-going training for new/existing staff on various department tasks, procedures, and systems.
- Manages the biobank staff in routine technical procedures following established protocols to accurately aliquot, label, and catalogue human samples (e.g., blood, saliva, etc.).

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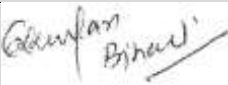
### Job descriptions, roles and responsibilities

- Responsible for ensuring quality of biological samples and/or DNA samples for diagnostic testing or other analyses and overseeing DNA extraction on patient samples for research and clinical testing.
- Responsible for developing and managing biobank budget. Responsible for identifying, evaluating, and recommending capital equipment necessary for operations.
- Responsible for implementation of new biobank equipment and associated workflows.
- Create, implement, and report on program effectiveness measures and metrics.
- Works with the research institute and compliance to assure BRC, HIPPA, and CITI compliance including protocols, forms, literature, and advertisements.
- Manages service contracts, repairs, and certification associated with laboratory safety and scientific equipment.
- Responsible for ensuring contracts and forms are reviewed and approved by appropriate departments (e.g., legal) for use at the hospitals.
- Responsible for the development and implementation of standard operating procedures necessary to attain and maintain regulatory certification (e.g., CLIA, CAP, and others).
- Works with IT to identify and implement a laboratory information management system to support the biobank operations and interface with clinical data.
- Participates in the hospital and research institute committees as appointed and required.
- Develop and maintain a strong external network by meeting, greeting and cultivating national collaborators, community stakeholders, and patients via educational programs, outreach, and marketing.
- Develops and submits extramural funding applications and assist in fundraising activities.
- Participates in recruitment event planning and execution including location selection, advertising, refreshments, volunteers, collateral materials, speakers and recruitment.
- Maintains professional growth and development through self-directed learning activities and involvement in professional, civic, and community organizations.
- Ensures quality goals, including correctness, accuracy and timeliness of documentation completion and/or submission are achieved.
- Ensures policies, SOPs, and protocols are harmonized with relevant rules, regulations, quality standards and good clinical practices.
- Biobank manager will be the administrator for biobanking related activities.

#### **Role: Information Technology Manager (Bioinformatician)**

##### **Responsibilities:**

- Co-ordinating the project team.
- Agreeing costs, timescales and standards to be met and monitoring these through the project.
- Making sure there is a smooth change over from the old system to the new on keeping management and clients updated on progress.
- Manage IT and computer systems.

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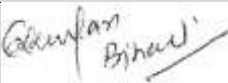
### Job descriptions, roles and responsibilities

- Plan, organize, control and evaluate IT and electronic data operations.
- Manage IT staff by recruiting, orienting, training and coaching employees, communicating job expectations and appraising their performance.
- Design, develop, implement and coordinate systems, policies and procedures.
- Ensure security of data, network access and backup systems.
- Act in alignment with user needs and system functionality to contribute to organizational policy.
- Accomplishes IT staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counselling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Directs technological research by studying organization goals, strategies, practices, and user projects.
- Completes projects by coordinating resources and timetables with user departments and data centre.
- Verifies application results by conducting system audits of technologies implemented.
- Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.
- Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective action.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Creates the database which is of paramount importance for fruitful results of biobanking.

#### **Role: Business Development Officer**

##### **Responsibilities:**

- The main job will be to build academic and industry partners for effective implementation and sustainability.
- Act as a nodal person to create avenues for collaborating researchers, institutes and industries for making the biobanking facility a successful business model for the sustenance.
- Identifies trendsetter ideas by researching industry, research institutes and related organisations and participate in forums and conferences as a representative of NLDB.
- Locates or proposes potential business deals by contacting potential partners; discovering and exploring opportunities.
- Screens potential business deals by analysing market strategies, deal requirements, potential, and financials; evaluating options; resolving internal priorities.
- Develops negotiating strategies and positions and examining risks and potentials; estimating collaborators' needs and goals.

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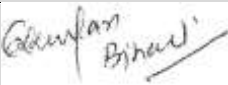
### Job descriptions, roles and responsibilities

- Closes new business deals by coordinating requirements; developing and negotiating agreements; integrating project requirements with operations.
- Protects organization's value by keeping information confidential.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to work accomplishments.
- Working with stakeholders to enhance workflow and enhance brand and communication strategies.
- Managing and coordinating on ground marketing initiatives, might include travelling to hospitals and related organisations often to collect survey information, feedback and etc.
- Working closely with network expansion and operations team.
- Creating presentations on targets, impact measurement, goals for the marketing for regular reviews with senior management.

#### Role: Senior / Junior Technical Executive

#### Responsibilities:

- Senior technical personnel with experience in sample processing, storing etc will overview the biobank functions, procedures and guide other junior technical executives for smooth operation of the biobank procedures.
- Receive and process biospecimen samples according to the SOP and work instructions related to the work performed.
- Consumables ordering and stock management.
- Quality control on incoming specimen and data.
- Recording of all sample movements in BIMS.
- Management of content of biobank storage devices including inventories.
- Sample retrieval
- Sample destruction
- Packing and shipments of samples in compliance with applicable regulations.
- Management of cryoshipper
- Management of automated laboratory equipments
- Work in full respect of SOPs, work instructions and Internal documentations
- He/ She would maintain absolute secrecy of the institute's documents and will not leak out any information to any outsider.
- He/ She would undertake any other work/ duty assigned to him/her from time to time.
- Perform laboratory tests in order to produce reliable and precise data to support scientific investigations.

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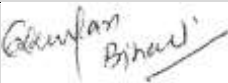
### Job descriptions, roles and responsibilities

- Carry out routine tasks accurately and following strict methodologies to carry out analyses, prepare specimens and samples.
- Construct, maintain and operate standard laboratory equipment.
- Keep equipment in a clean and serviceable condition and ensure the safe removal of waste
- Record, and sometimes interpret, results to present to senior colleagues.
- Ensure the laboratory is well-stocked and resourced and that everything is clearly and correctly labelled.
- Keep up to date with technical developments, especially those which can save time and improve reliability
- Follow and ensure strict safety procedures and safety checks.
- Train assigned staff in their areas of work including routine chemical and physical analytical methods, procedures and techniques.
- Prepare and standardize chemical reagents to specified volumes and concentrations.
- Maintain accurate files; enter test results into BIMS and generate necessary reports.
- Perform quality control tests and maintain quality control procedures in the laboratory.
- Assist the sr. technical in assessment and procurement of new laboratory equipment; troubleshoot, clean and maintain laboratory equipment and supplies (for Jr. technical).
- Assist the sr. technical in all types of laboratory testing as necessary; serve as back-up for the sr. technical in his/her absence.
- Ensure adherence to safe work practices and procedures.
- Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.

#### **Role: Office Executive**

#### **Responsibilities:**

- Managing the day-to-day operations of the office.
- Organizing and maintaining documents, files and records.
- Planning, scheduling and coordinating meetings, appointments, interviews, events and other similar activities.
- Making travel and guest arrangements.
- Assisting with all aspects of administrative management i.e. managing emails, phones and packages.
- Managing inventory of assets and supplies and submitting invoices to concerned department.
- Coordinating between departments and operating units in resolving day-to-day administrative and operational problems.
- Preparing and editing documents and presentations, typically using Microsoft Office (Word, Excel, PowerPoint, Access, and Outlook).

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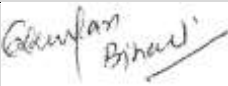
**ADMINISTRATION**  
**Job descriptions, roles and responsibilities**

**Role: Legal Advisor****Responsibilities:**

- To advice regarding the legal issues related to the patients samples and future usage by biobank.
- To legally vet biobank documents, policies and agreements.

**Role: Accountant****Responsibilities:**

- To deal with the accounts and finance related matters.
- Preparing Utilisation Certificates-Statement of Expenditures and financial reports.

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