



I.T.S - The Education Group

(Campus - 2)

I.T.S COLLEGE OF PHARMACY

SERVICE RULES

TABLE OF CONTENTS

SECTION -1: INTRODUCTION		Page
A	About I.T.S The Education Group	5
B	About I.T.S College of Pharmacy	5
C	Our Vision	5
D	Our Mission	5
E	Our Objective	6
	Code of Conduct	6-8
	1) Compliance with Laws and Regulations, Rules and Policies	6
	2) Conflict of interest	6
	3) Consulting and outside employment	6-7
	4) Non competition obligation	7
F	5) Intellectual property rights and copyright ownership	7
	6) Proper use of College property and funds	7
	7) Accuracy of Records and Reporting – Financial & Academic	7
	8) Acceptable Use of Campus Network and Computing System	8
	9) Reporting Suspected Violations or Concerns	8
	10) Consequences of violation	8
G	Do's & Don'ts at I.T.S - The Education Group	9
H	Equal Employment Policy	9-10
I	Confidentiality Policy	10
SECTION -2: WORK PLACE GUIDELINES		Page
A	College Timings & Working Hours	11
	Attendance	
B	1. Punctuality	11
	2. Late Coming	
	3. Short Leave (SH)	
C	Security Norms & Emergency Contact Details	12
D	Dress Code & Professional Conduct	12
E	Visitor/Guest Management	12-13
F	Health, Hygiene & Safety	13
G	Sexual Harassment Policy	13-14
	Whistle Blower Protection Policy	14-15
	(i) Reporting Responsibility	14
	(ii) No Retaliation	14
H	(iii) Reporting violations	15
	(iv) Acting in good faith	15
	(v) Confidentiality	15
I	National & Festival Holidays	15-16
	Leave Rules	16-20
	1. Eligibility	16
	2. General Rules regarding leaves	16-17
J	3. Procedure for applying for leave	17
	4. Authority, empowered to grant leave	17
	5. Power to refuse/ revoke/ recall leave	17
	6. Commencement & termination of leave	17
	7. Leave without pay	17-18

	8. Combination of leave	18
	9. Absent without Leave – Without sanction or after expiry of leave	18
	10. Early return from leave	18
	11. Leave entitlement during probation for employees	18
	12. Obligation to furnish updated Address/ Contact details while applying/ proceeding on leave	18-19
	13. Leave entitlement on employee suspension	19
	14. Maintenance of leave records	19
	15. Pay during leave	19
K	Business Cards	19
L	Travel Policy	20
M	IT & Social Media Policy	20-25
	1. Detailed Guidelines for Computer, Internet/ Intranet browser(s) usage	20-21
	2. Ownership and access of electronic mail and documents	21
	3. Electronic mail/ Digital Signature tampering	21
	4. Rules for electronic communications	21-22
	5. Data/ Email handling	22
	6. Downloading software	22
	7. New software purchase	22
	8. Loss/ damage of College asset	22
	9. Data security	22
	10. Database backup	22-23
	11. Security Guidelines	23
	a. Internet connection usage	23
b. Asset control	23	
c. Mobile computer usage (laptop, tab, phone)	23	
d. Computer usage training	24	
e. System update	24	
f. User rights	24	
g. Application installation/ implementation	24	
h. Guidelines for usage of mobile connection/ Landline	24-25	
SECTION-3: KEY PROCESS		Page
A	Joining & Induction Formalities	25
B	Data Accuracy	26
C	Update Personal Information	26
D	Probation, Confirmation (Policy)& Notice Period	26
E	Performance Appraisal Process & Promotion Guidelines	26-27
	1. Performance appraisal process	
	2. Promotion guidelines	
F	Rewards & Recognitions	27
	1. Long service awards	
G	Career Planning & Development	27
H	Non-Competition Obligation	27-28
I	Intellectual Copy Rights	28
SECTION 4: TRAINING & DEVELOPMENT		Page
A	Objectives of Training & Development	29
B	Assessing the need for Staff Training and Development	29

c	Training Needs Analysis Process	29
SECTION -5: COMPENSATION & BENEFITS		Page
A	Salary Confidentiality	30
B	Other Benefits 1. Transport facility for staff 2. Concession on treatment charges at Hospital 3. Mess charges for Teaching, Admin and Technical Staff	30
SECTION -6: SEPARATION PROCESS		Page
A	Process for resignation	30
B	Notice Period	30-31
C	Retirement	31
D	Abandonment of Services	31
E	Termination of Services	31
F	Post Resignation/Termination Formalities/Documentation	32

SECTION – 1

INTRODUCTION

A) ABOUT I.T.S – THE EDUCATION GROUP

I.T.S -The Education Group is a 29 years old leading professional educational group of the country. It offers various programmes which are NBA & NAAC accredited. The ISO 9001:2008 certified group offers **20 courses** to its **8000 students** in **10 Colleges** spread over **4 campuses**, endowed with State-Of-The-Art infrastructure, modern facilities and **more than 700 distinguished faculty members**.

I.T.S -The Education Group is a renowned and established educational group offering programmes in Management, IT, Dental, Engineering, Pharmacy, Biotechnology and Physiotherapy. PGDM programme offered by I.T.S is equivalent to MBA granted by the Association of Indian Universities (AIU) which a rare recognition is given to any such programmes in India. It supplements education with its CSR activities offering help, care and guidance to the down trodden and underprivileged segments of the society. It also offers nonprofit medical care to society through its two, 100 bedded fully equipped multi-specialty general hospitals and regularly conducts dental check-up and treatment camps.

B) ABOUT I.T.S COLLEGE OF PHARMACY

I.T.S College of Pharmacy came into existence in 2004 at Murad Nagar, Ghaziabad. We are conducting B.Pharm and M.Pharm (Pharmaceutics and Pharmacology) affiliated to Dr. A.P.J Abdul Kalam Technical University and Diploma in Pharmacy affiliated to Board of Technical Education and approved by PCI. The College is approved by Dr. A.P.J Abdul Kalam Technical University, as a Research Center of Ph.D. Our Faculty has presented research papers in various symposia and conferences in Germany, USA, South Korea, Egypt and Australia etc and published around 250 papers in reputed Journals.

C) OUR VISION

To be one of the premier Institutions in the field of Pharmacy providing quality education and high-end research.

D) OUR MISSION

- To achieve academic excellence in technical education through innovative teaching-learning processes.
- To provide strong fundamental and conceptual knowledge with essential skills to meet current and future needs.
- To build strong industry-academia connect through industrial and socially relevant projects.
- To produce responsible pharmacists with strong human values and professional ethics.
- To provide students with a strong foundation in Pharmaceutical Sciences and Technology and prepare them as Pharmaceutical Scientists and Technologists.
- To provide opportunities for training and placement.

E) OUR OBJECTIVES

- To produce pharmacists with strong fundamental concepts and in depth technical knowledge in Pharmaceutical Sciences.
- To equip the students with concepts from various fields of pharmacy so that they can face challenges in the area of health sciences.
- To facilitate them to be good pharmacists by strengthening their human values, professional ethics and communication skills and to make them work effectively as a team.
- To train the students and to develop a mind frame to undertake research for developing new drugs to cure and prevent diseases for serving the society.
- To encourage them to take part in lifelong learning process to be highly productive and effective pharmacists all through their lives.

F) CODE OF CONDUCT

1) Compliance with Laws and Regulations, Rules and Policies

Employees and individuals representing I.T.S College of Pharmacy must transact College business in compliance with all Central, State and Local laws and regulations related to their positions and areas of responsibility, including, but not limited to, equal employment opportunity, fair employment practices, and non discrimination laws; laws regarding the privacy and confidentiality of employee and student records; laws regarding workplace safety and occupational health; and laws regarding antitrust and recording of financial transactions. All employees and individuals representing the College should recognize that noncompliance may have adverse financial and other disciplinary consequences for them and for the College. Individuals are responsible for keeping current with changes in applicable laws and regulations, and managers and supervisors are responsible for monitoring compliance in their areas.

2) Conflict of Interest

A conflict of interest exists when a College member or a member of their family is in the position to benefit personally, directly or indirectly, from their dealings with an organisation or person conducting business with the College.

All decisions and actions by College employees in the course of their professional responsibilities are to be made in a manner which promotes the best interests of the College. It is the College's intent to avoid conflicts between the personal interests of employees and the interests of the College. In the event that a College member may have a financial, personal or professional interest that could potentially create a conflict of interest (or the perception of one) in any decision or transaction involving the College, the employee must do the following:

- Disclose clearly and fully in writing to the immediate HOD with the nature of the decision or transaction and the potential conflict of interest.
- Refrain from participation (acting individually or as a member of a group) in the College's consideration of the transaction or the processing of the transaction.
- No gifts or services from vendors should be accepted.

3) Consulting and Outside Employment

If a person is a full-time employee of the College, the employee's main employment responsibility is to I.T.S College of Pharmacy. Prior to the commencement of any outside employment or consulting engagements that may appear to involve a conflict of interest with the College responsibilities or that may compromise the College's relationship with the outside

employer or consulting client, approval must be obtained in advance from the Principal, Director and College Authorities.

4) Non Competition Obligation

During the period of your employment with I.T.S College of Pharmacy after its termination or expiry for any reason whatsoever, you will not either directly or indirectly, independently, jointly, or in conjunction with, any other person(s) or affiliate, in any manner whatsoever, anywhere in the world, including as an employee, principal, agent, director, proprietor, member, partner, representative, shareholder, manager, employee, trustee, consultant, adviser, financier, administrator and/or in any other like capacity: disclose any Confidential Information or trade secrets of I.T.S College of Pharmacy to any third party, including, without limitation, any competitors of I.T.S College of Pharmacy, or make any commercial use of such Confidential Information or trade secrets, or use it for the benefit of yourself or any third party (including, without limitation, any competitors of I.T.S College of Pharmacy, or to the detriment of I.T.S College of Pharmacy or disclose to anyone the identities and other related information of any of I.T.S College of Pharmacy clients/vendors/associates; or solicit, approach, canvass, enter into discussions or negotiations with or enter into any relationship, arrangement or understanding with, any employees, advisors, consultants, contractors/sub-contractors, clients, customers, suppliers, or partners I.T.S College of Pharmacy.

During the course of the employment at I.T.S College of Pharmacy you will not be engaged directly or indirectly as an employee or in any other capacity in any competition whatsoever with the organisation and / or its associated entities.

5) Intellectual Property Rights and Copyright Ownership

I.T.S College of Pharmacy respects the ownership of intellectual material governed by copyright laws. College Employees are expected to comply with the copyright laws and provisions of the licensing agreements that apply to software, printed and electronic materials. For specific guidelines consult I.T.S College of Pharmacy's Intellectual Property rulings. Use of the College's seal and letterhead is restricted to College business. Questions regarding use of the seal and letterhead should be referred to the College Authorities.

6) Proper Use of College Property and Funds

All equipment and material is the property and/or the responsibility of I.T.S College of Pharmacy unless otherwise clearly indicated. All employees must ensure that College resources are used only for intended purposes. College employees have an obligation to manage the College's resources prudently, with a responsibility to those who provide those resources, including students, parents, alumni, foundations, donors and government agencies. College employees are responsible for safeguarding the tangible and intangible assets of the College that are under their control. College resources may not be used to make contributions to candidates for public office, to political parties, or to other political organizations that are organized primarily to accept contributions for the purpose of influencing the selection, nomination, election, or appointment of any individual to central, state, or local public office. This equipment and material is to be utilized in the most effective and efficient manner possible towards the accomplishment of university goals and objectives. College resources may not be converted to personal use, either for oneself or another person.

7) Accuracy of Records and Reporting – Financial & Academic

The records, data and information owned, used, and managed by the College must be accurate and complete. The accuracy and reliability of financial and academic reports is of the utmost importance to the business & academic operation of the College. College employees must

record, allocate and charge costs/fees accurately and maintain documentation as required by established policies and procedures approved from time to time by the College Authorities. All reports, including travel/reimbursable, bills, invoices, payroll information, personnel records and other essential business records, must be prepared with care and honesty. All employees responsible for accounting and record-keeping must fully disclose and record all assets, liabilities or both, and must exercise due diligence in enforcing these requirements.

8) Acceptable Use of Campus Network and Computing System

It is the responsibility of each member of the College to use the services provided by the College's campus network and computing systems appropriately and in compliance with all College, city, county, state, and central laws and regulations. This policy covers all persons accessing a computer, telecommunications or network resource at I.T.S College of Pharmacy including the campus data network, electronic mail, file sharing, printing, world-wide web services, telephone services and cable television. College computing systems are College resources and are provided to College employees for business purposes. Computers and the information contained on them are the property of the College and may be accessed by College officials at anytime. College policy and relevant laws apply to use of the College's network and computing services. Actions that are unacceptable in the College are also unacceptable on the network, computing systems and other electronic services including the following:

- Harassment in any form.
- Failure to respect the rights and property of others.
- Forgery or other misrepresentation of one's identity.
- Accessing inappropriate materials/contents.
- Downloading and distribution of copyrighted materials without the permission of the copyright owner.

9) Reporting Suspected Violations or Concerns

Ethics Code compliance efforts focus on teaching College employees standards that require adherence. Nevertheless, violations may occur. In addition, Employees of the Dental College may have concerns about matters that they are not sure represent violations. Therefore, College Employees should report suspected violations or concerns about these standards promptly to one of the following College offices:

- Human Resources;
- Director/Principal & College Authorities.

Reports may be made anonymously unless the caller wishes to leave their contact information. The College will investigate claims of inappropriate activities, including informing the College Authorities of claims related to the misuse of College assets and violation of compliance laws. The College will protect from retaliation against anyone who makes an effort in good faith to appropriately disclose perceived wrongdoing.

10) Consequences of Violation

Any non-compliance of the above code of conduct, any other related HR policies, non-performance or insubordination will be considered as a gross violation under the College's established disciplinary practices and procedures and may carry disciplinary consequences, up to and including dismissal from employment. Also note that any such violations may also subject individuals to financial and legal action in state or central courts.

G) DO's and DON'Ts

Here are a few general rules and principles an employee of I.T.S College of Pharmacy is expected to remain mindful of: -

ALWAYS

- Conduct yourself in accordance with the highest, ethical standards, remembering that the definition of a Professional is that of a person who places the students' interests above that of personal financial gain.
- Maintain professional and business email etiquette and responsibility are expected of all teaching, admin and technical staff members. Internal communication between employees is strictly for internal use and must not be forwarded or shared with persons outside. Also when communicating with outsiders, email to internal colleagues must be marked with discretion and should be on strictly need basis.
- Show concern and respect towards a Senior in the College.
- Be pleasant, tactful and considerate in manner, remembering to lead rather than drive people.
- Wish all Senior personnel and colleagues.
- Be neatly dressed and groomed.
- Remember that the students ultimate benefit is more important than their possible – interim annoyance.
- On schedule and requests assistance when falling behind is anticipated.
- Carry notebook to be used taking notes at Senior's cabin.
- Quick to respond to students' queries or messages.
- Stays out of politics.
- Tries to put themselves in the other person's place when exist differences of opinion

NEVER

- Promise more than what is expected to be delivered.
- Lie or misrepresent anything, either to students, subordinates or superiors.
- Act on immediate reactions. Always evaluate the consequences of any stand or action; check yourself when necessary.
- Fail to communicate – any type of report/s.
- Criticize surroundings, local habits, food and tradition.
- Say 'No' when a work/ additional work are assigned to you by Seniors.

H) EQUAL EMPLOYMENT POLICY

It is the policy of the College to provide equal employment opportunity to all employees and applicants for employment and not to discriminate on any basis prohibited by law, including race, color, sex, age, religion, disability, marital status etc. It is our intent and desire that equal employment opportunities will be provided in employment, recruitment, selection, compensation, benefits, promotion, demotion, layoff, termination and all other terms and conditions of employment. The College and all managerial personnel are committed to this policy and its enforcement.

Employees are directed to bring any violation of this policy to the immediate attention of their supervisor or the College Principal, Director & College Authorities. Any employee who violates this policy or knowingly retaliates against an employee reporting or complaining of a violation of this policy shall be subject to immediate disciplinary and legal action, up to and including discharge from

employment. Complaints brought under this policy will be promptly investigated and handled with due regard for the privacy and respect of all involved.

I) CONFIDENTIALITY POLICY

Owing to the nature of work, many employees would be handling confidential information that is critical for the College. Integrity being the bottom-line of all transactions, our team nurtures ethical work habits. In consonance with that, the College believes in maintaining the sanctity of confidential information.

GUIDELINES

- To ensure the sanctity of confidential information, each employee will ensure the safekeeping of all official documents, records or notes in whatever manner (including matter stored in computer memory or in any digital form) for which they are responsible. In the same spirit, they will also endeavour to ensure the safe custody of all files, folders, discs or documents that are transported outside the office.
- The employees will make every other such effort, not mentioned in this manual, to maintain this confidentiality.
- The discipline of confidentiality is best when it is self-imposed. Therefore, the attempt of the College will be to make people aware of lack of confidentiality or indiscretion rather than impose penalties. But in the event that there is a breach of confidentiality leading to the leak of any sensitive information, it may lead to termination of the concerned employee, if they are proved responsible for such breach.
- Any employee, who has reason to believe that the confidentiality of the College is being violated, should immediately bring it to the notice of the concerned Manager/HR Department.
- Right of confidential information always rests with the College and supersedes any separation.
- All employees shall carefully read the Non-Disclosure Agreement and agree that all of the restrictions set forth are fair and reasonably required to protect College's interests.

SECTION – 2

WORK PLACE GUIDELINES

A) COLLEGE TIMINGS & WORKING HOURS

<u>TIMINGS</u>				
<u>Category</u>	<u>Work Week</u>	<u>Work Hours*</u>	<u>Lunch Hour</u>	<u>Weekly Offs</u>
Teaching staff	Monday - Saturday	As per HR Circulars/Notices	60 minutes lunch break	All Sundays

✓ **Winter Timings will be adjusted in accordance with the daylight hours available**

Summer and Winter period is defined as follows (These may be amended yearly): -

- Summer : 20 Days
- Winter : 10 Days

* As decided at the time of appointment or as applicable to different categories according to their work profile, time slot for work may differ.

Note: However, keeping in view the exigency of the work, employees may be asked to come on holidays, at the discretion of College Authorities.

- ❖ There will be a staggered lunch break to ensure continued smooth functioning of all departments even during lunch time.
- ❖ Employees, coming on their weekly-offs can avail Compensatory off on any day, after approval or may be compensated with an extra pay.

B) ATTENDANCE

- ❖ **Marking attendance:** All the employees are required to mark their attendance on arrival and while leaving the College, through bio-metric system.
- ❖ **Official duty (OD):** Employees on official duty (outside College), must inform their Immediate Director/HOD in writing, get the same approved from their leave sanctioning authority and submit a copy to HR.

To maintain discipline in the College we also have defined guidelines for tardiness, which are as follows:

1. **Punctuality:** All employees must be punctual at work.
2. **Late Coming:** Employees must report on duty as per the working hours mentioned above with the following exceptions: -
 - a. **Late Coming:** A grace period of **10 minutes** in reporting time may be considered month and will be in accordance with latest circular/notice on the subject.
 - b. **Late coming beyond grace period:** Post the above, if an employee is coming late to work then adjustment may be done against the balance of leave available at the discretion of the College Authorities. Any employee who is habitually late is to be informed to Reporting Manager/HOD and Principal/ Director by HR-In-Charge.

3. **Short Leave (SH) (late coming or early going):**

- a. **Short Leave (SH):** Two short leaves of 90 minutes each in a month are permitted, provided there is no academic loss.

Note: Late coming and Short leave facility is not applicable to Computer Operators and Clerks.

C) SECURITY NORMS/EMERGENCY CONTACT DETAILS

- **ID Cards:** Employees must wear their ID cards at all times when they are in College premises. Employee must fully cooperate and show their ID cards to security staff for any kind of inspection.
- **Emergency numbers:** A list of important Telephone Nos. such as Hospitals, Fire Station, and Police Station is available with HR/ADMIN department. List of emergency contact details of Employees will be available with the Admin department (also attached as Annexure).

D) DRESS CODE & PROFESSIONAL CONDUCT

Dress Code for all employees is as follows: -

	<u>Male</u>	<u>Female</u>
<u>Appropriate</u>	Business Formal Shirts (full sleeves or half sleeves tucked in), trousers, and closed leather shoes, smart casuals	Formal Suits/Sarees, Smart Casuals, Western formals (Tops & Trousers), Coordinated suits with knee or calf-length skirts, hair should be neatly tucked, sandal, shoes
<u>Inappropriate</u>	Jeans, kurta pyjama, traditional dresses, athletic shoes, flip-flops, slippers, shirts/t-shirts with offensive words terms logos, pictures	Tight clothes, T shirts, jeans, short tops, slippers, flip flops, sport shoes

Important Notes:

1. Monday To Friday (Formals for Boys & Girls) & Saturday (Smart Casuals for Boys & Girls)
2. In our work environment, clothing should be neatly ironed.

The order of the day is comfort combined with professionalism! Every employee is a representative of the College, hence, they must pay attention to personal grooming and adhere to the recommendations mentioned below –

- ❖ Must maintain personal hygiene.
- ❖ Sideburns, moustache and beard should be neatly trimmed and without adornments.

E) VISITOR/GUEST MANAGEMENT

This policy is applicable to each and every individual visiting College premises. However, this policy is applicable on all ex-employees/separated employees of the College/ third party employees.

General Guidelines: -

- ❖ **Prior appointment:** All employees need to ensure that any visitor coming to meet them takes prior appointment as far as possible.

- ❖ **Personal visitors:** Employees are not allowed to entertain personal visitors in the College premises during working hours. But due to any unavoidable circumstances, if an employee has to entertain any personal visitor, a prior approval needs to be taken from their HOD.
- ❖ **Designated areas:** All the visitors to the premises must be escorted and the discussions to be held in the designated area.
- ❖ **Duration of stay:** Employee needs to ensure that visitors stay for only limited and non-disruptive period of time.
- ❖ **Restrictions:** Visitors shall not be allowed to take any personal equipment such as camera, laptop etc inside College premises and shall not allow using any College telephone, internet without permission. Photography is strictly prohibited to any visitor/guest in College premises.
- ❖ **Vigilant:** Upon observing an unescorted non-employee visitor or a visitor acting inappropriately in College premises, employees must immediately notify at security room/reception.
- ❖ I.T.S College of Pharmacy reserves the rights of admission for any visitor.

F) HEALTH, HYGIENE & SAFETY

- The College provides a clean, safe and healthy place to work.
- Employees are expected to follow their part in helping to maintain Safety and Health standards, work safely, wear safety equipment when required, observe safety rules and keep their work place whether in College or client premises neat and clean.
- College being a tobacco free campus does not allow any sort of smoking and consumption of tobacco products, alcohol and any other intoxicant as the same is strictly prohibited in the entire campus.

G) SEXUAL HARASSMENT POLICY

Sexual harassment is deemed to be misconduct and includes such unwelcome sexually determined behavior with any employee (male or female) (whether directly or by implication) as:

- Physical contact and advances; or
- A demand or request for sexual favors; or
- Sexually colored remarks; or
- Any unwelcome physical, verbal or non – verbal conduct of sexual nature; or
- Unwelcome remarks or jokes; or
- The display of pornographic, racist, or other offensive or derogatory pictures; or
- Leering or other similar gestures; or
- Persistent unwelcome social invitations; or
- Unnecessary or unwelcome physical contact, and; or
- Physical assault.

Guidelines:-

I.T.S – The Education Group does not tolerate or condone sexual harassment or other unlawful behavior in the workplace, and or in connection with employment in the Company whether committed by a co-worker, leader, manager, client, contractor (including those working for an agency), supplier, or anyone else.

Actions, behavior, words, jokes or comments that are derogatory and based on any person's gender, race, ethnicity, sexual orientation, age, religion, or disability will not be tolerated by ITS Group

Furthermore, the policy establishes that any actions which create an impression that objections or complaints about sexual harassment would result in or create disadvantages in connection with employment or work including recruitment or promotion: and or that adverse consequences might result if the victim does not consent to the conduct in question and or objects thereto, and or any actions which creates a hostile work environment would also be viewed as sexual harassment by ITS Group in respect of which appropriate action will be taken in terms of the Policy.

In light of the gravity of any allegation of sexual harassment, any employee who deliberately provides or fabricates false information in connection with a complaint of sexual harassment or investigation in respect thereof will likewise be subject to disciplinary action which could extend up to and include termination of employment.

Anonymous complaints will not be entertained. However, confidentiality is maintained in respect of both the complainant and the accused to the maximum extent possible.

The Complaints Committee is the inquiry committee formed and deemed to be the Inquiring Authority to inquire into all complaints of sexual harassment without fear or threat of reprisals in any form or manner.

Employee Initiative

Any employee who feels or believes that he or she has been subjected to or witnessed sexual harassment in the Company, has an obligation and duty to report the same to the Complaints Committee in writing by sending mail through approved channel/s.

It is important to emphasize that regardless of the avenue used to report complaints, employees will not be retaliated against in any way for making a good faith complaint of harassment. However, in the event that an employee deliberately makes or concocts a false complaint/ allegation of sexual harassment, such complaint will itself be deemed to be misconduct and will be dealt with seriously.

It is reiterated that confidentiality will be maintained at all times by the Committee and or any other person to whom the Complaints are made. Any Leader/Manager to whom a complaint of sexual harassment is made, is liable to submit the same to the Complaints Committee for necessary action in respect of sexual harassment without fear or threat of reprisals in any form or manner.

H) WHISTLE-BLOWERS PROTECTION POLICY

I.T.S College of Pharmacy requires all employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the College, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

(i) Reporting Responsibility

It is the responsibility of each employee to comply with the policy and to report violations or suspected violations of the policy in accordance with this Whistle-blower Policy.

(ii) No Retaliation

The policy is intended to encourage and enable employees to raise serious concerns within the College.

- Any employee who, in good faith, reports a violation of the policy is protected from harassment, retaliation and adverse employment consequence.
- An employee who retaliates against someone who has reported a violation in good faith is

subject to disciplinary, financial and legal action upto and including termination of employment.

Employees are protected from retaliatory actions because they have reported to College Authorities: -

- i. Any violation of the policy
- ii. Any gross waste of College funds/resources.
- iii. Something that risks a fellow employees' health or safety

(iii) Reporting Violations

Employees are encouraged to share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee's HOD is in the best position to address an area of concern.

If you are not comfortable speaking with your HOD or you are not satisfied with your HOD's response, you are encouraged to speak with someone in the Human Resources Department or Director. HODs are required to report to Director, who has the responsibility to inform the College Authorities and oversee the investigation all reported violations.

(iv) Acting in Good Faith

Anyone filing a complaint of wrongful conduct must act in good faith and have reasonable grounds for believing the information disclosed indicates wrongful conduct. Any allegations that prove to be unsubstantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offence and necessary disciplinary, financial and legal action will be taken against them.

(v) Confidentiality

Reports of wrongful conduct or suspected wrongful conduct will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

I) NATIONAL & FESTIVAL HOLIDAYS

❖ The College observes holidays every year as follows: -

- Teaching, Admin and Technical staff members: 18 days
 - New Year Day
 - Republic Day
 - Holi
 - Dhulendi
 - Ambedkar Jayanti
 - Id-ul-Fitr
 - Shiv Ratri
 - Independence Day
 - Raksha Bandhan
 - Janmashtami
 - Id-ul-Zuha
 - Gandhi Jayanti
 - Durga Navami

- Dusshera
- Deepawali
- Goverdhan Pooja
- Bhaiya Dooj
- Christmas

The dates for these holidays for a calendar year will be declared by the beginning of every calendar year.

- ❖ The College also observes half day/ early offs on the following occasions: -
 - Mata ki Chowki
 - Diwali Celebrations
 - New Year's eve
 - Karvachauth (only for married ladies)
- ❖ Above are subject to change as per College policy.

J) LEAVE RULES

This policy is drawn to ensure work life balance amongst employee to take care of their personal emergencies that may arise in normal course and provide them with an opportunity to rejuvenate by way of planned leave. Before proceeding on leave, the leave application is to be sanctioned by the immediate superior/ HOD and submitted to HR Department. Leave above 3 days will need the approval of Director/Principal. Teaching, Admin and Technical staff must then properly hand over the work to their colleague.

1. ELIGIBILITY

Leave rules (including Vacation, Academic, Maternity leave and Compensatory Off) shall be applicable to all confirmed employees of the College as per leave policy published by HR Department. This also includes vacation leave

2. GENERAL RULES REGARDING LEAVES

- ❖ **Prior Sanction:** The employees should get a prior sanction of leave from their immediate supervisor to ensure smooth functioning in their absence in any communication medium (sms, email) in case the senior is not available face to face.
- ❖ **Power to grant/ reject:** It is to be noted that the sanctioning authority / College Authorities reserves the right to grant/reject a leave request, depending upon the operating conditions/ departmental functionality. Hence any unapproved leave will be considered as Leave without Pay (LWP).
- ❖ **Unplanned leave:** In the event of any unforeseen circumstances where the prior sanction of leave is not possible, the same should be communicated to the immediate supervisor and inform HR by any possible mode of communication (sms/phone/email etc). The employee should submit a formal leave application / intimation immediately after resuming the duty.
- ❖ **Other:** I.T.S College of Pharmacy being a professional education centre focuses on providing quality education together with a disciplined way of life; proceeding on unplanned leave is consciously discouraged as it severely affects the curriculum delivery pattern and normal functioning of the College. Frequent unplanned absence will therefore, have its reflections on the appraisal and career progression of the individual.
- ❖ **New joinees:** CL/SL, EL's shall be calculated on pro-rata basis for employee joining in between of the calendar year where as EL shall be calculated on pro-rata basis but the entitlement will be

applicable only after confirmation.

3. PROCEDURE FOR APPLYING FOR LEAVE

Below is the procedure for leave application process which needs to be followed for all cases. No leave will be considered sanctioned outside this process: -

- **Written application:** Application to be made in hard copy (as per format) and given to immediate superior/ reporting manager/HOD in case HR Portal is not responding.
- **HOD's recommendation:** HOD to recommend the leave application with reasons and send to approval of Principal/ Director.
- **Approval:** On receipt of leave application, Principal/ Director will approve/ reject the leave and share a copy of the same with HR department for their records.
- **Exception:** Medical leave, if in an emergency, can be taken with information but needs to be backed by a medical certificate.

4. AUTHORITY, EMPOWERED TO GRANT LEAVE

- **For all employees:** Except as otherwise specifically provided in these Regulations, the power to grant leave to all employees except that of Director/Principal shall vest in the Director/Principal or any senior officer of the College who has been delegated such power. All applications for leave should be routed through Head of the Department and addressed to authority empowered to grant leave.
- **Director/Principal:** In case of Principal/ Director, the power to grant leave shall vest in the person designated by the College Authorities for this purpose.

5. POWER TO REFUSE / REVOKE/RECALL LEAVE

- ✚ It is emphasized that leave cannot be availed as a matter of right. Hence, before proceeding on any planned leave, the leave application is to be sanctioned by the concerned authority and it must be ensured that any important pending work/assignment is shared with their colleague/Reporting Manager in advance.
- ✚ In case of any work exigencies, if required, the leave can be refused, revoked or recalled (even after the approval) at the discretion of the Approving Authority.

6. COMMENCEMENT & TERMINATION OF LEAVE

- **Eligibility:** The first day of an employee's leave is the working day succeeding that upon which they make over charge or is last on duty; and the last day of an employee's leave is the working day preceding that on, which they have to report on duty.
- **Reporting to duty:** On the expiry of their leave, an employee shall report to their return to duty at the start of the working day successfully the day on which their leave expires.
- **Prefix/ Suffix:** Except CL, for all other kinds of leave, holidays but for prefix or suffix will be counted as leave.

7. LEAVE WITHOUT PAY (LWP)

- ❖ **Leave beyond entitlement:** In case staff members whose CL/SL/EL has been exhausted or taken in excess of the entitlement or whose has extended leave without informing or sanction from the authorities of the College, those excess leave taken will be treated as **LEAVE WITHOUT PAY (LWP)**.

- ❖ **Violation:** If the leave is not so authorized, it will be considered as violation of conduct rules and dealt accordingly.

8. COMBINATION OF LEAVE

- **CL cannot** be combined with or taken in continuation of any other leave unless a special approval (only on special/emergency circumstances) is obtained from the Granting Authority.
- **All other leaves** can be combined subject to prior approval from granting authority. The granting authority will ensure that the smooth functioning of their department/office is not affected during the long leave of the employee.

9. ABSENT WITHOUT LEAVE (A) – WITHOUT SANCTION OR AFTER EXPIRY OF LEAVE

- **Sanction:** An employee who applies for leave must ensure that the leave applied is sanctioned before proceeding on leave, failing which the period of absence will be treated as “**Absent without Leave**” and salary will be deducted for this duration.
- **Expiry of leave:** Similarly, an employee who remains absent after the expiry of their leave will be treated as “**Absent without Leave**”. Such kind of absence shall involve disciplinary, financial and legal action as deemed fit and/or forfeiture of appointment and salary will be deducted for this duration.

10. EARLY RETURN FROM LEAVE

- An employee on leave may not return to duty before the expiry of the period of leave granted to them unless they are permitted, in writing, to do so by the authority, which granted them leave.

11. LEAVE ENTITLEMENT DURING PROBATION FOR EMPLOYEES

Employees who are on probation shall be entitled to following leaves and as amended by HR Department from time to time: -

- a. **Casual Leave** on the same basis as admissible to confirmed employees provided that where an employee joins service during the course of a calendar year, only proportionate amount of CL will be admissible.
- b. **Sick leave** to the extent of 10 days with full pay on pro rata basis depending on the period already served.
- c. **Maternity leave** with half pay to female married employees, on probation, after completion of one year of service.
- d. **Academic Leave** on the same basis as admissible to confirmed Teaching Staff.
- e. **No other leaves** are entitled to them during probation, except otherwise mentioned.

12. OBLIGATION TO FURNISH UPDATED ADDRESS/ CONTACT DETAILS WHILE APPLYING/ PROCEEDING ON LEAVE

While applying and before proceeding on any leave, employee must furnish the updated address/contact details in the leave application form and shall keep the said authority informed of any change in the address previously furnished.

Note: While on leave, employee **shall not take up any service or accept any other employment** including the setting up of a private professional practice as consultant or as an expert without obtaining the sanction approval, in writing, from the College Authorities.

13. LEAVE ENTITLEMENT ON EMPLOYEE SUSPENSION

Leave will not be granted to an employee when they are under suspension and against whom enquiry/proceedings are pending. An employee who resigns/ is discharged/ dismissed or is removed from the employment of the College, cannot, if re-employed/reinstated after an interval, count their former service towards leave unless the authority reinstating them declares that it shall be counted in whole or in part.

14. MAINTENANCE OF LEAVE RECORDS

All leave details of an employee shall be updated and maintained by HR/Admin Department on regular basis. The Leave details consist of various kinds of leave granted and availed of by an employee service.

15. PAY DURING LEAVE

- **All leaves:** Employee who is only on approved leave (CL/SL/AL/ML/VL) is eligible for full pay during their leave period.
- **Academic Leave:** However, payment of these leaves (in case of AL) shall be subject to furnishing of a certificate by the employee to the effect that they are not in receipt of any scholarship, stipend or remuneration for any part time employment.
- **Sick Leave:** In case 2 or more SLs are availed continuously, a proper medical certificate by certified medical practitioner should be furnished.

Note: As a policy, employee who is on extra-ordinary leave shall draw no pay and the period spent on such leave shall not count for any increment for that financial year. The exceptions will be done on following cases:

- In case, where the concerned authority is satisfied that the extra ordinary leave was taken on account of illness or for any other reason beyond the control of the employee, the authority may permit the period of such extra ordinary leave to count for increments.
- In case, where extra-ordinary leave is forfeited for late attendance, the forfeited leave period shall not be deemed to be a period which does not count for increments or in respect of which no pay and allowances are admissible.

K) BUSINESS CARDS

Business cards may be provided to an employee whose job requires regular interaction with representatives of external agencies, state, local, or central governments agencies, private industry etc.

The Director determines which employees require business cards for their official duties. On receiving the required approval of Director, the following guidelines must be followed by Admin Department while printing the stationery. All business cards will be printed by the Admin Department and an employee will not circulate any privately printed business cards with I.T.S logo or name of College.

L) TRAVEL POLICY

To provide reimbursement for the travel and other expenses to the employees for the reasonable and necessary expenses incurred in connection with approved travel on behalf of the College. Such reimbursements will be as per the policy circulated by HR from time to time.

M) IT AND SOCIAL MEDIA POLICY

Social Media Policy

The Social Media policy applies to all kinds of electronic communications, including but is not limited to multi-media, social networking websites, blogs and wikis for both professional and personal use. Consistent with other College policies, internet postings may not disclose any information that is confidential or proprietary to I.T.S College of Pharmacy or to any third party that has disclosed information to the College. Internet postings must respect copyright, privacy, fair use, financial disclosure and other applicable laws.

Employees may not claim nor imply that they are speaking on behalf of the College on personal social media accounts. Social media accounts on behalf of the College require approval of a College Authorities prior to initiation. I.T.S College of Pharmacy reserves the right to request certain subjects to be avoided, certain posts to be withdrawn and inappropriate comments to be removed on ITSDCHRC-Greater Noida social media accounts.

Examples of prohibited activity include, but are not limited to:

- ❖ Inappropriate posts that may include discriminatory remarks, harassment, or threats of violence
- ❖ Posts that could contribute to a hostile work environment on the basis of race, sex, national origin, religion, sexual preference, gender identity or any other status protected by law or by ITSPHARM-Murad Nagar.
- ❖ Posts that could be viewed as malicious, obscene, threatening, or intimidating.
- ❖ Offensive posts meant to intentionally harm someone's reputation.

IT Policy

The College expects its employees to use College equipments and resources with utmost care and responsibility without compromising on productivity. All employees are expected to use their rationality to ensure that the College equipment and resources are being utilized judiciously. Employees are responsible to ensure that College facilities such as telephone, fax, internet, mail, laptops, data card etc., are not used for personal purposes. This Policy is to ensure that due care is exercised in protecting computing systems and related policy. This policy also governs the use of College information and information systems and seeks to achieve an appropriate balance between information sharing and information protection.

1. DETAILED GUIDELINES FOR COMPUTER, INTERNET/INTRANET BROWSER(S) USAGE

- ❖ The system/internet/intranet are College resources and given to employees as business tools to use them for research, professional development and work-related communications.
- ❖ Supervisors/Reporting managers should work with employees to determine the appropriateness of using the system/internet/intranet for professional work.

- ✓ Employees are individually liable for any and all damages incurred as a result of violating College's security policy, copyright, and licensing agreements
- ✓ Violation of these policies and/or state and federal laws can lead to disciplinary action, up to and including dismissal and possible criminal prosecution.
- ❖ Use of College computers, networks, and internet access is a privilege granted by College Authorities and may be revoked at any time for inappropriate conduct including, but not limited to:
 - ✓ Sending chain letters;
 - ✓ Engaging in private or personal business activities;
 - ✓ Misrepresenting oneself or the College;
 - ✓ Engaging in unlawful or malicious activities;
 - ✓ Using abusive, threatening, racist, sexist, or otherwise objectionable language in either public or private messages;
 - ✓ Sending, receiving, or accessing pornographic materials;
 - ✓ Becoming involved in partisan politics;
 - ✓ Causing congestion, disruption, disablement, alteration or impairment of College networks or systems;
 - ✓ Infringing in any way on the copyrights or trademark rights of others;
 - ✓ Using recreational games;
 - ✓ Defeating or attempting to defeat security restrictions on College systems and applications; and/or
 - ✓ Downloading of movies, songs and other media for personal purposes.
- ❖ Using College automation systems to create, view, transmit, or receive racist, sexist, threatening, or otherwise objectionable or illegal material is strictly prohibited.
- ❖ No employee may use the College's Internet/Intranet facilities to deliberately propagate any virus, trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either the College's networks or systems or those of any other individual or entity.

2. OWNERSHIP AND ACCESS OF ELECTRONIC MAIL & DOCUMENTS

- The College owns the rights to all data and files in any computer, network, or other information system used in the College. This includes the right to monitor and right to inspect all computer and e-mail usage.
- Employees must be aware that the electronic mail messages sent and received using College equipment are not private and are subject to viewing, downloading, inspection, release, and archiving by College officials at all times.
- No employee may access another employee's computer, computer files, or electronic mail messages without prior authorization from either the Employee or an appropriate College official.

3. ELECTRONIC MAIL/DIGITAL SIGNATURE TAMPERING

- ❖ Electronic mail messages received should not be altered without the sender's permission; nor should electronic mail be altered and forwarded to another user and/or unauthorized attachments be placed on other's electronic mail message.
- ❖ Email Signature and color format shouldn't be change listed standard format given by IT Department

4. RULES FOR ELECTRONIC COMMUNICATIONS

- ✚ **Responsibility:** Each Employee is responsible for the content of all text, audio or images that they place on or send over the College's e-mail, Intranet or Internet systems.

- ✚ **Professionalism:** Employees must ensure that their messages are courteous and professional and that the tone and words they use would not cause embarrassment to themselves or the College if the message were made public.

5. DATA/EMAIL HANDLING

Although the College may provide employee with computer, network and phone access, all data stored is, and remains, the property of the College. This includes, but is not limited to, electronic devices, electronic mail, voicemail, instant messages and all files and documents composed, sent, received are remain College property. Hence, all messages/documents need to be required for future reference and needs to be stored properly.

6. DOWNLOADING SOFTWARE

As a policy, employee should never download/transmit any software/applications which could lead to civil or criminal actions against the employee and the College. In case if any employee needs new software/applications, a request duly approved by HOD/ Principal/ Director, needs to be sent to the IT Department for support. IT department will evaluate the request and take necessary steps accordingly.

7. NEW SOFTWARE PURCHASE

- ❖ Any new software **request** will come from user/department (with approval of Departmental Head) to IT with specification (need etc.).
- ❖ On receiving the duly approved request, IT will **analyse** requirement (urgency & cost) and will find the best suitable solution after getting the approval of College Authorities.
- ❖ After **approval** from College Authorities, raise the Purchase Order to Vendor, delivery of Purchase Order and receiving with Material Receiving Note (MRN) Document.
- ❖ **Installation & training** on the software will be given to end user.

8. LOSS / DAMAGE OF COLLEGE ASSET

In the event of a loss / damage of a College Asset, the user, possessing the asset must report the incident to College IT team (along with their Reporting Manager) within 24 hours. The concerned departments, after considering the facts of the matter in question, will assess as to whether the loss / damage is attributed to the negligence / carelessness of the user in question. The principle of natural justice shall be applied and an equal opportunity of being heard shall be given to the user. If the user is found to be guilty of negligence / carelessness, resulting in the loss / damage of the College assets, suitable disciplinary and financial action will be initiated against them.

It is the responsibility of the user to get the documentation done as may be required to file the insurance claim in respect of the lost / damaged College asset (like the Copy of FIR) within the stipulated time limit i.e. 48 hours.

9. DATA SECURITY

- ❖ Employees are supposed to take approval for all connections to the internet or other private network from IT Department. All computers used in the premises are tracked by IT department.
- ❖ Any electronic equipment must be disposed only after ensuring that it may not be accessible by third party.
- ❖ Systems must be made available for security update so that latest applications are being updated time to time.

10. DATABASE BACKUP

- ❖ We expect all employees in I.T.S College of Pharmacy create & maintain appropriate backup of their respective systems.

- ❖ **Backup**- The saving of files onto External mass storage media for the purpose of preventing loss of data in the event of equipment failure or destruction.
- ❖ IT Department will ensure timely backup of the server such as daily, weekly at respective locations.
- ❖ **Archive**- The saving of old or unused files onto External mass storage media for the purpose of releasing on-line storage room
- ❖ **Restore** - The process of bringing stored data back from the external media and putting it on an online storage system.

11. SECURITY GUIDELINES

a. Internet Connection Usage: -

- ❖ This specifies how users are allowed to connect to the approved Network and get IT department's approval on all connections to the internet or other private network.
- ❖ Requires all connections such as connections by modems or wireless media to a private network or the internet to be approved by the IT department and what is typically required for approval such as the operation of a firewall to protect the connection.
- ❖ Also defines how the network will be protected to prevent users from going to malicious web sites.

b. Asset Control: -

- ❖ This process is meant for the tracking of asset movement from one location to another location. It will define who signs off on the movement of the property.
- ❖ In case the system is moved from one location to other, database needs to be updated immediately so that location of all equipments is known. This will help network administrators to protect the network since they will know which user and computer is at what station in the case of a virus infecting the network.
- ❖ This also ensures that the data on the computer being moved between secure facilities may be sensitive and must be encrypted during the move.

c. Mobile Computer Usage (laptop, tab, phone): -

- **Precaution to be taken:** The authorized employee will accept responsibility for taking reasonable safety precautions with the mobile computer and agree to adhere to College's IT guidelines at all times. The computer user will not be allowed to have administrative rights unless granted special exception by the network administrator.
- **Configuration:** All mobile devices owned by the organization or allowed on the organization network must be identified by their MAC address to the IT department before being connected. (Possibly require static IP address).
- The device must meet the computer connection standards and familiar with College IT Guide lines.
- **Audit of software:** Devices not owned by the organization are subject to a software audit to be sure no software that could threaten the network security is in operation. All computing devices are subject to a software audit at any time.
- **Access rights** to the organizational network cannot be transferred to another person even if that person is using an allowed computing device, unless it is approved by the concerned authority.
- **Firewall:** Ensure authorized Antivirus/Firewall program with the latest possible updates from time to time. The program shall be configured for real time protection, to retrieve updates daily, and to perform an anti-virus or malware scan at least once per week.
- Additional malware protection software shall be active on the computer in accordance with the anti-virus and malware policy.

d. **Computer Usage Training: -**

Training will be given to all users on the network to make them aware of basic computer threats to protect both their data and the network.

e. **System Update: -**

The systems and applications are checked for security updates by IT department at respective locations and it is the responsibility of IT team to regularly update each system in their respective location. All employees must co-operate/coordinate with IT Team for ensuring timely update of their system.

f. **User Rights: -**

Some of the employees based on the job requirements subject to approval from concerned authority are allowed accessing and controlling of sensitive and internet access to specific sites/programs.

g. **Application Installation/Implementation: -**

IT Department is responsible for installation/implementation of any computer licensed applications on the network to protect both the data used in the application and the rest of the computer network.

h. **Guidelines for the Usage of Mobile Connection/ Landline: -**

- ❖ ***Eligibility for Mobile Connection:*** The College, under its corporate connection arrangement, provides Sim card to employees depending upon the role and responsibilities of the employee. Based on this the monthly mobile limit of all individual will be fixed and the employee shall be issued a College owned sim card upon request with/without mobile instrument. Principal/ Director and College Authorities shall be entitled to nominate the employees who shall be provided with the corporate connection. Teaching, Admin and Technical staff members requiring frequent communication will be provided CUG number.
- ❖ ***Eligibility for Landline:*** Landline connection will be issued to concerned employee only if required depending upon the role and responsibilities of the employee.
- ❖ ***Usage:*** As per College policy it is vital that the mobile connection/ land lines are used as much as possible for all official calls when people are in College.
- ❖ ***Issuance of SIM:*** Admin Department will issue the sim card to employee based on the duly filled & approved request in the prescribed format available with HR and Admin department.
- ❖ ***Plan type:*** Mobile phone connection will be under CUG in the respective city/location and will be reimbursed only on post-paid connection (official usage).
- ❖ ***Bill limit:*** This will be briefed by the HR Department.
- ❖ ***Unofficial calls:*** In case of any personal calls, the concerned employee should mark all their personal calls details and accordingly the deduction will be done towards personal calls in the next month salary
- ❖ ***Decorum to be maintained:*** The uses of non-essential features such as caller tunes etc. are not permitted especially to maintain the professional decorum of the College.
- ❖ All employees need to keep in mind the professional decorum of the College while choosing the mobile ring tone & keeping its volume to normal level.
- ❖ MMS and personal photos on mobile phone instruments are not permitted unless so requested by College Authorities.
- ❖ Sending of vulgar, malicious and or threatening calls, messages from the phone is strictly forbidden and can result in termination.

Note: The above rules are also applicable when College issues different chips and numbers while roaming domestic and international.

SECTION – 3

KEY PROCESS

A) JOINING & INDUCTION FORMALITIES

Joining Documentation

Every employee joining the College at any hierarchical level must undergo all the joining formalities and fill the below mentioned forms as part of joining compliance.

- ❖ Personal Data Form
- ❖ ESIC Form No. 01 (if applicable)
- ❖ EPF Form No. 02 (if applicable)
- ❖ EPF FormNo. 11(if applicable)
- ❖ Gratuity Form F (if applicable)– form to be filled online

The employee should also submit the documents given below for Verification purpose:-

- ❖ Copy of Appointment/ Offer letter/ Joining letter
- ❖ Joining report
- ❖ Detailed appointment letter
- ❖ Declaration of Fidelity & Secrecy
- ❖ Attested copies of all Educational Qualifications, certificates and marksheets
 - High School
 - Graduation
 - Post Graduation
 - Ph.D.
- ❖ Affidavit on stamp paper of Rs. 10/-
- ❖ Medical fitness certificate
- ❖ Copy of Identity Proof - PAN card, Aadhar card, Driving License, Voter Card
- ❖ **Copies of Experience Certificates starting from First job till your last / recent employment.** You may submit the following documents as a proof of your experience:-
 - Copy of Last salary slip, Bank statement of last 2 months& IT Declaration/Form 16.
 - Copy of Identity Card of College (in case of trainee)
 - Copy of relieving order from previous employer
- ❖ Four passport-size(35 mm * 45 mm) color photographs.
- ❖ Two postcard-size (102 mm * 150 mm) color photographs with family members (If ESIC applicable)
- ❖ Copy of Age Proof - birth certificate/metric certificate/passport.
- ❖ Proof of citizenship/Right to work (in case of foreign citizen).

Induction

Purpose: To provide new entrants with comprehensive understanding of the College.

The HOD/Functional Head, in collaboration with the HR team defines the orientation schedule for each level in the functional hierarchy. The orientation program includes:

- ✓ Job description

- ✓ Brief on College Policies & Process.
- ✓ Roles and responsibilities of that Function
- ✓ Key responsibility areas and key performance indicators of the new hire.
- ✓ Allotment of work spaces, computer, Inter-com extension No., Mobile Handset, Connection etc (as applicable)
- ✓ Introduction to the functional structure and the employees.
- ✓ Flow of work and communications within the Function.
- ✓ Briefing on the process of performance appraisal/ evaluation.

To enable the orientation of the employee into their respective function, the HR team makes necessary arrangements including meetings with the functional head/HOD's and the respective team.

B) DATA ACCURACY

The College relies upon the accuracy of information contained in the Personal Data Form and resume given/filled by employee, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from employment or, if the person has been hired, may result in termination of employment.

C) UPDATE PERSONAL INFORMATION

The HR/ Administration function maintains all your personal records like your Application Form, your Employment history and other details. Any additional qualification or training received by you should also be notified. Notification of such details will enable the College to make maximum utilization of your capabilities that will not only benefit you but will also be of immense value to the College. It would also help to keep us posted on any additions to the family etc. to be done annually.

D) PROBATION, CONFIRMATION (POLICY)& NOTICE PERIOD

On probation: Every employee – teaching and admin and technical, joining the College shall be on a probation period as per policy published by HR Department.

Non-performance during probation: In case an employee is not able to meet the expectation & demonstrate the required performance / behavior during first three months or six month of probation, the College also may extend the probation or discontinue services without prior notice under the Confirmation policy stated by HR Department.

CONFIRMATION AND NOTICE PERIOD AFTER CONFIRMATION

On confirmation of the employee, the services can be terminated by either side as per agreed terms in the appointing letter/service agreement.

E) PERFORMANCE APPRAISAL PROCESS & PROMOTION GUIDELINES

Performance Appraisal Process

The Performance Management System is designed to define, measure and recognize the contribution of individuals and help the College establish achievable goals for all its employees.

Existing Employees: Performance of each employee shall be appraised once in a year/period so designated.

New Joinees: The first increment of new joinees [Teaching, Admin and Technical staff] will be as per their anniversary date, post which they will also fall in the Annual Performance Appraisal Cycle as announced by HR Department from time to time.

Promotion Guidelines

As assessed during the appraisal and arising of the vacancy, the potential employee shall be promoted. The objective of the promotion is to ensure that high performance levels are recognized and rewarded. The following are the some of the key elements taken in consideration for Promotion: -

- ❖ Performance appraisal scores
- ❖ Competencies, Ability to do many tasks - Multi-tasking.
- ❖ Behavior with subordinates, colleagues, peers.
- ❖ Attendance/ leave.
- ❖ Demonstrated ability to improve quality, productivity, safety, cost and efficiency.
- ❖ Consistency in the quality of work.
- ❖ Willingness to accept tasks.

F) REWARDS & RECOGNITIONS

The objective is to reward and recognize the performers under various categories. The purpose is to build a performance driven College where efforts of the individual is recognized.

Long Service Awards

We believe in long run and stability therefore we reward the individual who are associated with ITS - The Education Group for a long time. The employees who have completed a continuous_service of **5, 10, 15 and 25 years**, will be presented mementos and awards on behalf of the College.

This is not an annual scheme and is subject to review and change from time to time.

G) CAREER PLANNING & DEVELOPMENT

You are contributing to improved performance on the job and career development which is often associated with enhanced productivity and better teamwork. Hence, the College Authorities expects every employee to ensure: -

- Enhanced Performance.
- Care for each other, Transparency & Trust with focus on institutionalizing the collective Initiatives of all.
- Training and Re-training, Career & Succession Planning, across the hierarchy.
- Enabling each employee to develop to their full potential with a shared sense of direction with self imposed accountability and responsibility.
- To beself-starter Team Leader and meet the fast changing business environment and maintain a competitive edge.

H) NON-COMPETITION OBLIGATION

During the period of your employment with I.T.S College of Pharmacy and after its termination or expiry for any reason whatsoever, you will not either directly or indirectly, independently,

jointly, or in conjunction with, any other person(s) or affiliate, in any manner whatsoever, anywhere in the world, including as an employee, principal, agent, director, proprietor, member, partner, representative, shareholder, manager, employee, trustee, consultant, adviser, financier, administrator and/ or in any other like capacity: disclose any Confidential Information or trade secrets of I.T.S College of Pharmacy to any third party, including, without limitation, any competitors of I.T.S College of Pharmacy, or make any commercial use of such Confidential Information or trade secrets, or use it for the benefit of yourself or any third party (including, without limitation, any competitors of I.T.S College of Pharmacy, or to the detriment of I.T.S College of Pharmacy, or disclose to anyone the identities and other related information of any of I.T.S College of Pharmacy clients/vendors/associates; or solicit, approach, canvass, enter into discussions or negotiations with or enter into any relationship, arrangement or understanding with, any employees, advisors, consultants, contractors/sub-contractors, clients, customers, suppliers, or partners of I.T.S College of Pharmacy.

During the course of the employment at I.T.S College of Pharmacy, you will not engage directly or indirectly as an employee or in any other capacity in any company whatsoever with the organization and / or its associated entities.

I) INTELLECTUAL PROPERTY RIGHTS

All intellectual property rights including, without limitation, patents, copyrights, design rights, trade marks, authorship rights etc. in all jobs, works, items and material created, developed, discovered, invented, designed, authored and/or contributed to by you (“**Intellectual Property**”) whilst discharging your duties, or during the course of your employment, or using I.T.S College of Pharmacy resources, property or infrastructure, will belong to and be the sole and absolute property of I.T.S College of Pharmacy and you confirm that you will not be entitled to claim any rights over such Intellectual Property, whether during or after expiry or sooner termination of your employment I.T.S College of Pharmacy You hereby acknowledge and agree that any such Intellectual Property is work done for valuable consideration at the instance of I.T.S College of Pharmacy which is hereby transmitted and assigned by you to I.T.S College of Pharmacy Such assignment (a) shall be for all time and shall survive the expiry or prior termination of your employment I.T.S College of Pharmacy; (b) shall not lapse or terminate for any reason whatsoever, including (without limitation) any delay or failure by us in exercising and/or utilizing, for any period(s) of time, any or all of our rights; (c) shall be without limitation as to territory; and (d) shall be without any further consideration in addition to the remuneration payable to you in consideration of your employment.

You shall, without charge to I.T.S College of Pharmacy, both during your employment with I.T.S College of Pharmacy and thereafter, not participate in any or all activities that we deem necessary to register, perfect or reaffirm I.T.S College of Pharmacy’s title and ownership in and to such Intellectual Property, including, without limitation, any activities for the facilitation or reaffirmation of the transfer and assignment of such Intellectual Property I.T.S College of Pharmacy. I.T.S College of Pharmacy reserves the right to proceed legally against you and recover damages, where any such Intellectual Property is sought to be protected or exploited by you independently of I.T.S College of Pharmacy.

SECTION – 4

TRAINING & DEVELOPMENT

A) OBJECTIVES OF TRAINING & DEVELOPMENT

- ✚ I.T.S College of Pharmacy, recognizes that the skills and knowledge of its employees are critical to the success of the College.
- ✚ By providing opportunities, facilities and where possible financial help from the College aims to ensure that all members of staff can develop the knowledge, skills and experience necessary to perform their jobs well and fulfil their potential in line with the future needs of the College.
- ✚ The College aims to provide high quality, cost effective training and development for its staff.

B) ASSESSING THE NEED FOR STAFF TRAINING AND DEVELOPMENT

Training and development needs will arise for:

- **Induction:** As part of the induction process for staff joining the College for the first time.
- **Continuous development:** To support continuous personal and professional development in order to enhance current job performance and prepare for future career progression.
- **New skills:** To attain skills and qualifications necessary to undertake new roles within the College.
- **New Policies and Procedures:** To familiarise staff with and assist them in the implementation of new policies and procedures.
- **Compliance:** To help support the delivery of the College's Strategic and Operational needs as identified from time to time by the College Authorities.

C) TRAINING NEEDS ANALYSIS PROCESS

Generally, post College's Annual Appraisal exercise, all training needs mentioned in the Form are to be analyzed & captured by HR Department. The following are the steps for the training need analysis: -

- ◆ The training needs inputs derived from the appraisal are first classified into **technical/behavioural/ developmental needs**.
- ◆ The needs are then classified into broad categories depending on the commonalties that exist and are drafted into **proposed activities**.
- ◆ HR will discuss with Departmental Heads so as to get a perspective on the training needs mentioned in the appraisal form. These discussions assist in getting an understanding of the needs for the entire department, the methodology to be followed and the priorities.
- ◆ Post discussions with the Functional Head/HOD, the identified **needs of all training programs to be consolidated** and **a training calendar** for the College for the year with all training details to be prepared.
- ◆ An employee identified to undergo training will undergo the training program so decided to enhance the overall performance of the concerned individual.

SECTION – 5

COMPENSATION & BENEFITS

A) SALARY CONFIDENTIALITY

Employees are prohibited from discussing their salary or wage levels and College benefits with other employees. Such information is confidential between you and College Authorities, and any breach of this confidence will be viewed with utmost seriousness and shall amount to a breach of the terms hereof.

1) TRANSPORT FACILITY FOR STAFF

Transport facility is for all teaching, admin and technical staff members at subsidized rates based on the distance travelled. Employees utilising this facility will pay the required amount towards expenses so decided by the Admin Department. This facility cannot be demanded as a right but will be allocated depending on availability and feasibility.

2) CONCESSION ON TREATMENT CHARGES AT SURYA HOSPITAL

This is also a facility extended to employees and not to be taken as a right. The sole discretion of any concession will be that of the College Authorities.

3) MESS CHARGES FOR TEACHING, ADMIN AND TECHNICAL STAFF

The College provides food facility to teaching and non-teaching (admin and technical) staff at subsidized rates. Timely payment to the vendor is an obligation of the employee and there must not be any default to any payment that is due for having agreed to avail this facility.

SECTION – 6

SEPARATION PROCESS

SEPARATION GUIDELINES

The College believes in taking good care of you even while parting. The term “separation” pertains to removal of the name of an employee from the rolls of College. If you must part ways, the procedure is quite simple. Below are the details: -

A) PROCESS FOR RESIGNATION

The email/ letter has to be addressed and sent to the Director and the HR Portal also has provisions to initiate this process. Written acceptance of resignation will be given to the employee clearly specifying the date of relieving by HR department. All departing employees are required to handover their assigned responsibilities to the designated person and get a confirmation from them that all job responsibilities have been handed over to the satisfaction of the reporting manager.

B) NOTICE PERIOD

- ✓ The notice period will be mentioned in the appointment letter/service agreement.

- ✓ A teaching, admin and technical staff can resign by giving required notice, or by payment of gross salary in lieu of notice or as mentioned below. A teaching staff can resign during the Academic year/ session by giving the required notice or by payment of gross salary in lieu of notice or as mentioned below.
- ✓ There will be **no waiver of notice period.**
- ✓ No EL will be sanctioned during notice period and Notice period will not be adjusted against unutilized EL. In case of an emergency, an employee can avail maximum 2 leaves per month from their CL or SL balance. If there is no leave balance the same will be treated as LWP.
- ✓ In case of excessive leaves during the notice period, the relieving date may be extended by the College.
- ✓ Notice period or any other related rule mentioned in the Appointment letter/Service Agreement may be amended with prior notice.

C) RETIREMENT

Teaching staff: Retirement age for teaching staff is 65 yrs and may continue to teach upto 70 yrs subject to approval of College Authorities and University.

Admin and Technical staff: Retirement age for admin and technical staff is 65 years.

D) ABANDONMENT OF SERVICES

Abandonment of services is deemed to have occurred when an employee keeps away from duty without sanction for 5 consecutive days of leave or non intimation of their absence to Reporting Manager/HOD & HR. The HR Department will send 2 show cause letters to the concerned employee for giving an explanation for absence from duty without sanction or without intimation. If no response or a satisfactory explanation is received after sending 2 show cause letters to the concerned employee, in such cases, the employee's name may be removed from the rolls of the College.

E) TERMINATION OF SERVICES

The services of an employee may be terminated under following circumstances: -

- ✓ **Regular employees:** A teaching, admin and technical staff can resign by giving required notice as per Appointment letter or by payment of equivalent gross salary or as mentioned above. However, during Academic session a teaching staff can resign by giving the required notice or payment of gross salary in lieu of notice or as mentioned above.
- ✓ **Employees on probation:** During probation period every staff (as mentioned above) is liable to be terminated at any time without any notice or any reason(s) thereof. Staff on extended period of probation, will be liable to be terminated without any notice or reason. However, a staff can resign during extended probation by giving one month's notice or payment of gross salary in lieu of notice.
- ✓ **Non Performance:** If employees fall below required performance standards and performance management processes have not been adequate to address the issue and consistently fails to meet agreed standards.
- ✓ **Misconduct,** which includes insubordination, drunkenness, dishonesty, assault, deliberately endangering the safety of others, commission of a criminal offence, accepting bribe and objectionable language etc.
- ✓ **Lapse in confidentiality of information policy:** Involved in leaking of College's confidential information.
- ✓ **Presentation of false /misleading past record/ information:** If past information provided by employee during the appointment is found to be false, misleading or deliberately concealed.
- ✓ **Integrity Issues:** In case behaviour or conduct is found wanting or undesirable.

F) POST RESIGNATION /TERMINATION FORMALITIES

- ❖ **Resigned employees are expected** to handover all the **College property** issued by the College and get the **clearance done**. In case of any faults found by the concerned department, the same will be recovered from the concerned employee.
- ❖ Resigned employees need to get the No dues clearance certificate filled in by all departmental heads and submit to HR department, so that HR can make the final settlement within **a month** of leaving.
- ❖ Also complete the **exit interview** form and PF withdrawal form before getting relieved.
- ❖ On receipt of No Dues Certificate, the full and final settlement of account would be prepared. Final payment cheque shall be issued alongwith Experience-cum-Relieving Certificate. This will be telephonically communicated to the employee who can either pick the cheque from HR department or it will be posted to the address as mentioned by them.

Note:

1. Derogatory mail/s or chain email at the time of leaving College shall lead to legal and disciplinary action.
2. Separation process may be amended from time to time depending on the needs and requirement of the College to run the administration keeping disciplinary requirement and overall benefit of the students.