



# **Gyan Ganga Group of Institutions**

**Jabalpur, Madhya Pradesh, India**



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## 1. Introduction

Welcome to Gyan Ganga Group of Institutions.

### Staff Handbook

\*\*Our aim in producing this document was to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your employment with us. The Handbook and corresponding policy documents form part of your contract of employment with Gyan Ganga Group of Institutions.

The document gives an overview of the terms and conditions of your employment, and outlines what you can expect from us as your employer. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the vision and mission of our Educational institutions.

I hope you find this a useful guide during your employment with us. However if you are unable to find the answer to your question here, please feel free to contact your immediate senior / Head of the institution who will certainly be able to find an answer for you.

Signed: \_\_\_\_\_

Head – Corporate HR & New Initiatives.

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CONFIDENTIAL

### 3. Starting with Gyan Ganga Group of Institutions...

#### **a. About the Group:**

At Gyan Ganga, we are dedicated to create knowledge leaders for a new world. As one of the largest group of institutions of its kind in Central India, we are in an enviable position today. We will endeavour to enhance our leadership stance by proving yet again that accomplishment in the details.

We are committed for applying knowledge for the benefit of humanity. Our emphasis is on learning by doing combining liberal and professional education and the value of useful knowledge.

"Gyan Ganga Group of Institutions" are dedicated to create technocrats of tomorrow through which we aim to build the tomorrow of India better. "

Gyan Ganga institutions, which have been striving to bring in world – class education in Central India, since 1992 have traveled a long way and has created a niche for themselves and a name to reckon with. Now it has 7 institutes under its flagship having courses in the area of Engineering, Management, Computer Application, Information Technology Education (B.Ed), and School Education etc. All these disciplines are focused on delivering quality education through the process of continuous learning.

#### **Vision**

- To produce world class technocrats with excellence and innovativeness.
- To inculcate a culture of self-employment through entrepreneurship development.
- To enhance employability in the country.

#### **b. Your induction**

Gyan Ganga Group of Institutions believes its employees are its greatest asset and recognises its responsibility to ensure they are afforded appropriate development throughout their employment. This development begins at the Induction stage when a new employee joins.

Our aim is to support and develop employees in their role so that they feel confident to undertake the responsibilities placed upon them and ultimately are able to contribute to the success of the organisation.

#### **Our Mission Statement is:**

**We are dedicated to prepare our students as responsible citizens with a sense of integrity and honesty, spirit of adventure and exploration, research and creation, understanding and respect of the rich cultural heritage of India. We believe in fostering each individual's potentialities and therefore provide varied opportunities for successful learning and growth. To achieve this goal we provide opportunities for the students to take initiatives, to think for themselves and to develop myriad interests.**

- To provide world class quality education.
- To develop innovativeness through industrial exposure and practical approach.
- To build up self-confidence and enhance excellence in the related field.

Induction will be spread over your first few months in post, and is generally planned on a first day, first week and first month basis. The content and duration of the induction programme will be dependent on the scope and complexity of your job responsibilities, and your head of the department or Head of the institution will outline this in detail to you on your first day with us. Copies of your induction checklist and evaluation sheets will be also made available to you by him/her.

### ***c. Statement of Employment Terms and Conditions***

As an employee of Gyan Ganga Group of Institutions you will have received a document setting out specific terms and conditions of service as they relate to your post (if you have not received this, you will do so within 8 weeks of your commencement date). This includes details of:

- the names of the employer and the employee;
- the date when the employment (and the period of continuous employment) began;
- remuneration and the intervals at which it is to be paid;
- hours of work;
- holiday entitlement;
- entitlement to sick leave, including any entitlement to sick pay;
- pensions and pension schemes;
- the entitlement of employer and employee to notice of termination;
- job title (or a brief job description);
- where it is not permanent, the period for which the employment is expected to continue or, if it is for a fixed term, the date when it is to end.
- either the place of work or, if required to work in more than one location, an indication of this and of the employer's address; and
- details of the existence of any relevant collective agreements which directly affect the terms and conditions of your employment

Further detailed policies and procedures which may not be mentioned as part of this document, but which still form part of your conditions of employment with us can be accessed through your reporting authority. This handbook also summarises the main terms of your employment as mentioned above.

Gyan Ganga Group of Institutions reserves the right to change its terms & conditions and employment policies from time to time. You will be notified at the earliest opportunity of these changes by way of general notice to all employees affected by the change. Where a contractual change in your terms and conditions of employment results in a change to your written statement of particulars of employment, we will give you a written statement of the change at the earliest opportunity.

#### ***d. Our Relocation Policy***

Assistance with relocation expenses (to meet your travel expenses alone) will be granted if we are satisfied that your relocation is required in order for you to undertake the duties of the post for which you have been employed. Eligibility and any sums paid are purely at the discretion of the Head or reporting authority, and this is not a contractual right.

You will be required to sign a written undertaking to repay all or some of the expenses reimbursed if you leave within 1 month of receipt of these expenses.

#### ***e. Probation Period:***

All new staff are subject to a probationary period of 1 Year. An initial informal review will take place after 6 months with your head, with a formal review after 11 months. Your appointment will be confirmed on satisfactory completion of the 12 month period. During this probationary period you will be given appropriate support and development opportunity to help you reach the required standards. Extension of the probationary period may be granted to enable the required standards to be achieved, but failure to do so could result in termination of your employment.

#### ***f. Your Attendance at Work***

Gyan Ganga Group of Institutions values good attendance at work and is committed to improve the general wellbeing of its employees to achieve this. Although we aim to secure regular attendance, we do not expect employees to attend when they are unwell.

##### ***Notification of Absence:***

Your head should be notified as early as possible if absence from work is anticipated for hospitalisation and other medical treatment. Any other leaves which are taken need to be well informed in advance by applying with the proper application format which is available for the same.

If you are unable to attend work due to sickness or injury, your head must be notified by telephone before your normal start time or as soon thereafter as possible on the first day of absence, if possible indicating a date of return. Notification should be made by you personally unless impossible due to the nature of the illness where you should arrange for someone else to call on your behalf. During prolonged periods of absence, your head should be kept informed of progress and an expected date of return.

Any employee who has been absent due to sickness and is found not to have been genuinely ill will be subject to disciplinary action, which could include dismissal.

### ***g. Hours of Work***

Your normal hours and working pattern will be specified in your Statement of Terms and Conditions of Employment.

The full-time contracted hours for all posts within the organisation are 42 hours per week including daily meal breaks. A daily lunch break of a maximum of 30 minutes would be given on daily basis.

Gyan Ganga Group of Institutions reserves the right to vary your hours and pattern of working, based on the requirements which may rise time to time.

Persistent poor timekeeping means that colleagues are put under pressure to cover your duties. This is not acceptable and will therefore be treated as a potential disciplinary offence under our disciplinary procedures.

### ***h. Criminal Records Checks***

Certain employees of Gyan Ganga Group of Institutions may be required to undergo a criminal records office check. This is only in very special circumstances where your employment with us means you are likely to come into contact with children or vulnerable adults (or certain other particular circumstances). Should this be the case, we will discuss the situation with you prior to confirming your appointment (or relevant change to your job).

### ***i. Conflict of Interest***

You should not, directly or indirectly, engage in, or have any interest, financial or otherwise, in any other business enterprise or educational institutions which interfere or are likely to interfere with your independent exercise of judgement in company's best interest.

Generally a conflict of interests exists when an employee is involved in an activity:

- Which is so operated, such as taking tuitions or coaching outside the campus for our own college students.
- Which subjects the employee to unreasonable time demands that prevent the employee from devoting proper attention to his or her responsibilities to our company
- Which is so operated that the employee's involvement with the outside business activity will reflect adversely on our institution.

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your head immediately.

**j. Standards of Performance and Behaviour at Work**

*i) Appearance*

Gyan Ganga Group of Institutions does not seek to inhibit individual choice in relation to your appearance. However, you are expected to dress appropriately at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work. Please do remember that students learn from Faculties. You must also ensure that your dress and grooming standards reflect the values of your employer.

If you have any queries about what is appropriate, these should be directed to your head immediately.

*ii) College Premises*

You will be issued with an identity card which differentiates you from students and common public. This remains the property of the institution which has provided the same to you. Loss of your card (or accidental disclosure to someone) must be reported immediately to your head.

You must not bring any unauthorised person on to college campus without prior intimation to your head, unless you are authorised to do so as part of your job. In these circumstances you are responsible for ensuring that your visitors are appropriately monitored during their stay, and that they do not access areas or campus property inappropriately.

**\*\*You must not remove College property from the premises unless prior authority from your head has been given.**

*iii) Personal Property*

Any personal property such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles etc. left on College premises is done so entirely at your own risk. You are strongly advised not to leave any valuables unattended, either on our work place, our vehicles or in your own vehicle. Institution does not accept liability for loss or damage to any personal property whatsoever.

*iv) Telephones & Correspondence*

College telephone / mobile phone or postal facilities must not be used for private purposes without prior permission from your head. If, for any reason, personal use is

*“...bringing alcohol or any unlawful drugs to the workplace, and / or imbibing them there is strictly prohibited...”*

made of these items then arrangements must be made to pay the cost price of all services used. Abuse of these facilities will be considered a potential disciplinary matter.

v) *Smoking and Other Substances at Work*

Legislation now exist which makes it illegal to smoke in enclosed public spaces. Smoking is therefore strictly prohibited inside the college premises (including entrances and exits) and near vehicles.

Bringing alcohol or any unlawful drugs to the workplace, and / or imbibing them there is strictly prohibited.. Any such instances will be dealt with under the disciplinary procedure and may lead to your summary dismissal.

vi) *Confidentiality*

It is a condition of your employment that you have a duty of confidentiality with regards to our institution.

During the course of your employment you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of your employment that you have a duty of confidentiality to the educational institution, and you must not discuss any institution sensitive or confidential matter whatsoever with any outside organisation or other educational institutions including the media.

Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation and could lead to your dismissal.

vii) *Computer, email and Internet use*

If you have access to the College computers including email and access to the internet as part of your job, you must not abuse this by using these facilities for other than educational purpose.

Limited personal use of the internet is permitted during your formal breaks. All internet use is monitored and accessing pornographic or other unsuitable material, including auction or certain social networking sites is strictly prohibited and would be considered a serious disciplinary offence which may result in dismissal.

Only software packages properly authorised and installed by the institution may be used inside campus, you must therefore not load any unauthorised software onto institutional computers.

*“...In every circumstance where a gift is offered, the advice of your line manager must be sought ...”*

If you have a college email address, this is provided for responsible use and should not be used in any other way whatsoever.

*viii) Receipt of Gifts*

Your working relationships may bring you into contact with outside organisations/ other educational institutions where it is normal business practice or social convention to offer hospitality, and sometimes gifts. Offers of this kind to you or your family can place you in a difficult position. Therefore no employee or any member of his or her immediate family should accept any gifts from other person doing business with us, payments of money under any circumstances, or special considerations, such as discounts or gifts of materials, equipment, services, facilities or anything else of value unless:

- They are in each instance of a very minor nature usually associated with accepted business practice.
- They do not improperly interfere with your independence of judgement or action in the performance of your employment.

In every circumstance where a gift is offered, the advice of your head must be sought.

*ix) Bribery and other Corrupt Behaviour*

The institution has a strict anti-bribery and corruption policy. A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If you bribe (or attempt to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances you will be subject to formal investigation under the institution's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

***k. Changes in Personal Information for Employment Purposes***

It is important that our records are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You **must** notify your head / office staff immediately of all changes in the following personal information:

- Name
- Home address
- Telephone number
- Bank account details
- Examinations passed/qualifications gained
- Emergency contact
- Driving licence penalties (if you are required to drive on Company business)
- Criminal charge, caution or conviction
- Conflict, or potential conflict of interest

Personal data on employees is held in accordance with the provisions of the Company's Data Protection Policy which will be made available for inspection by you if required.

## 4. Valuing Diversity and Dignity at Work

### a. Valuing Diversity

#### i) Statement

Gyan Ganga group of institutions is committed to valuing diversity and seeks to provide all faculties with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient and has a corporate touch in it.

The Institution will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

It is also the responsibility of all faculties in their daily actions, decisions and behaviour to endeavour to promote these concepts, to comply with all relevant legislation and to ensure that they do not discriminate against colleagues or any other person associated with the educational institution.

#### ii) Key Actions

In adopting these principles Gyan Ganga Group of Institutions:

*"GyanGanga Group of Institutions is committed to valuing diversity ..."*

1. Will not tolerate acts that breach this policy and all such breaches or alleged breaches will be taken seriously, be fully investigated and may be subject to disciplinary action where appropriate.
2. Fully recognises its legal obligations under all relevant legislation and codes of practice.
3. Will allow faculty to pursue any matter through the internal procedures which they believe has exposed them to inequitable treatment within the scope of this policy.
4. Will ensure that all heads understand and maintain their responsibilities and those of their team under this policy.
5. Will offer opportunities for flexible working patterns, wherever operationally feasible, to help employees to combine a career with their domestic responsibilities.
6. Will provide equal opportunity to all who apply for vacancies through open competition.
7. Will select candidates only on the basis of their ability to carry out the job, using a clear and open process.
8. Will provide all employees with the training and development that they need to carry out their job effectively.
9. Will provide all reasonable assistance to employees who are or who become disabled, making reasonable adjustments wherever possible to provide continued employment. We will ensure an appropriate risk assessment is carried out and that appropriate specialist advice is obtained when necessary.
10. Will distribute and publicise this policy statement throughout the Company.

#### ***b. Dignity at Work***

##### *i) Statement*

Our Group believes that the working environment should at all times be supportive of the dignity and respect of individuals. If a complaint of harassment is brought to the attention of management, it will be investigated promptly and appropriate action will be taken.

##### *ii) What and How of Harassment*

Harassment can be defined as conduct, which is unwanted and offensive and affects the dignity of an individual or group of individuals.

Sexual harassment is defined as “unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men at work”. This can include unwelcome physical, verbal or non-verbal conduct.

People can be subject to harassment on a wide variety of grounds including:

- race, ethnic origin, nationality or skin colour
- sex or sexual orientation
- religious or political convictions
- willingness to challenge harassment, leading to victimisation
- disabilities, sensory impairments or learning difficulties
- status as ex-offenders
- age
- real or suspected infection with a blood borne virus (eg AIDS/HIV)
- membership of a trade union or activities associated with membership

Forms may include:

- physical contact ranging from touching to serious assault
- verbal and written harassment through jokes, offensive language, gossip and slander, sectarian songs, letters and so on
- visual display of posters, graffiti, obscene gestures, flags and emblems
- isolation or non-cooperation at work, exclusion from social activities
- coercion ranging from pressure for sexual favours to pressure to participate in political/religious groups
- intrusion by pestering, spying, following someone
- bullying

**iii) What should I do if subject to Harassment?**

If you feel you are being harassed you are strongly encouraged to seek early advice/support from your head. If your feel your head of the department is harassing you, then you should contact his / her immediate reporting authority.

You should also keep a written record detailing the incidents of harassment and any requests made to the harasser to stop. This written record should be made as soon as possible after the events giving rise to concern and should include dates, times, places and the circumstances of what happened.

The institution has a formal procedure for dealing with these issues and may take necessary disciplinary action against the concerned person if proven guilty.

## 5. Pay, Benefits & Pensions

### **a. Salary Arrangements**

Your salary will be paid monthly on the 2<sup>nd</sup> week of each month by direct credit transfer to your designated bank account.

Your basic pay was outlined in your letter of appointment / statement of terms and conditions. Any subsequent amendments to your basic pay will be notified to you in writing by the Company.

If any queries arise with regard to pay, or if it looks as if a mistake has been made, speak to our registrar / office team immediately so that they can take appropriate action. Unless agreed otherwise, any pay errors, whether of over or underpayment, will be rectified in the next salary payment.

Appropriate deductions will be made from pay including income tax, provisional tax etc, which are subject to each employee's earning level.

### **b. Income Tax**

If there are any changes in your personal circumstances which will affect your tax status, you should notify the HR Department, who will automatically make necessary changes to your tax code.

### **c. Business Travel**

You will be reimbursed for any expenditure necessarily incurred in order to do your job when working away from your normal place of work. Public Transport and accommodation costs will be reimbursed at actual cost – appropriate receipts must accompany all claims. All the reimbursement will be done based on the existing travel policy.

## 6. Leave Arrangements

### **a. Casual Leave**

The confirmed faculties of Gyan Ganga Group of Institutions are entitled to a maximum of 16 days paid Casual Leave in a year, not exceeding three days in a month. The leave can be accumulated but the maximum Casual leave which can be availed at a time will be only 3 days. For example, If an employee joins the institution on 2<sup>nd</sup> January, He could avail 3 days leave only in the month of March provided he has not taken any leave before. Even if he accumulates, he will not be eligible to take 6 days CL during June as maximum CL allowed at a time is only 3 days. CL will be lapsed in the end of the calendar year.

### **b. Vacation Leave**

The confirmed faculties of Gyan Ganga Group of Institutions are entitled to a maximum of 30 days paid Vacation Leave in a year. This leave can be accumulated for 5 years after which it may lapse.

### **c. Maternity Leave and Pay Policy**

Under the provisions of the Maternity Benefits Act, the confirmed married female faculties of Gyan Ganga Group of Institutions are entitled to maternity benefits at an average daily wage for a period of six weeks or maximum of 45 days in total.

To be eligible you should have worked for not less than 160 days in the 12 months immediately prior to the date of your expected delivery. The faculty is entitled to a maximum period of 12 weeks as maternity benefit. In the unfortunate event of a miscarriage, you must provide relevant proof of the miscarriage to avail the medical benefits.

### **d. Paternity Leave**

Under the provisions of Paternity leave, the confirmed married Male faculties of Gyan Ganga Group of Institutions are entitled to Paternity Leave of maximum 7 days in a year.

### **e. Permission/ Time Off**

You are entitled to take One hour permission / Time off for any personal reasons. In order to be more disciplined, It is advised that you can take this Permission during the start of your working hours or at the end of working hours. In-between the

working hours permission will be not be granted unless it is an emergency. The employees are eligible for the maximum of 2 permissions in a semester.

## 7. Health and Safety

### **a. Introduction**

Gyan Ganga Group of Institution recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees, and of other persons who may affected by its' activities.

It is your duty as an faculty not to put at risks either yourself or others by your acts or omissions. You should also ensure that you are familiar with the Organisation's health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your head immediately.

### **b. Procedure in the event of an accident**

Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure or kill) at work should be reported immediately to your head.

All employees who are absent from work following an accident must complete a self-certification form, which clearly states the nature and cause of the injury.

For any faculty who suffers an injury at work which results in them being away from work, or unable to do their normal work, for three days or more (including weekends, rest days or holidays) it is important that your head is informed.

### **c. First Aid**

The Group believes that best practice is to ensure staff has access to a First Aid box which will be available in the office.

### **d. Fire Safety**

Employees should follow these steps to help prevent fires:

- Before you use any electrical appliances carry out a quick check to make sure that the cables, plugs etc are not damaged.
- Do not use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to your line manager and find an alternative appliance.

- Ensure that you place your rubbish in the proper waste bins. Do not overfill the bins, and ensure that your waste bin is accessible to the cleaners at the end of each day.

Action to take if you discover a fire:

- **RAISE THE ALARM!** This can be achieved shouting the instruction “Fire – call the fire brigade”.
- This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely.
- Call the fire brigade at the earliest available, and safe, opportunity and do not attempt to tackle the fire unless you have been appropriately trained and can safely do so e.g. a small fire in a waste paper basket. Unless you have been trained you could be putting yourself or somebody else at risk.

### **e. Personal Safety**

Generally, you should try to avoid working alone (i.e. very late after college hours) whenever this is possible. However, if you have to work alone, then you need to develop an awareness of the risks and how to minimize them.

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person in institution premises. Always ring back the telephone number you have been given to confirm that it is legitimate. If a mobile number is given you should always ask for an alternative fixed line number.

If visiting, let your colleagues know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your colleagues know.

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with your head.

## 8. Training and Development

### a. Training and Development Policy

The Company aims to provide training opportunities which will provide:

- An induction programme where all staffs will be required to undertake and will assist staff settling into their new role/job.
- A progressive training and development scheme to enable faculties to develop relevant skills and acquire knowledge to underpin their current role and career aspirations.

### b. Personal Development Planning

#### i) Introduction

The Company has a Personal Development Planning Scheme. The aims and purposes of the Scheme are:

- To help faculties to make effective arrangements to identify and meet learning needs
- To develop the skills, knowledge, values and behaviour that staff need to do their current jobs well.
- To improve teaching and learning techniques of the individual.

#### ii) PDP - The Process

There are 3 stages in the process:

- **Preparation** – where you and your head prepare separately for the interview using the appropriate documentation.
- **The Personal Development Plan Discussion** – where a personal development plan is agreed by you and your head.
- **Monitor & Review** – the method and timescale for monitoring should be agreed at the discussion stage and implemented throughout the year.

The Personal Development Planning documentation is available from your line manager.

## 9. Leaving Gyan Ganga Group of Institution.

### **a. Notice Period**

Unless your employment is terminated by agreement, or specified otherwise in your principal statement of terms and conditions, you or the Group Institution are required to give a period of notice in writing as follows:

- One month's notice for all Non teaching faculties and Teaching faculties designated as Lecturers & Sr.Lecturers.
- Two Month's notice for Asst.Professors and Associate Professors.
- Three Month's Notice for all others.

If an employee is unable to serve the above mentioned notice period, he/she is liable to pay his/her gross salary in lieu of their respective notice period.

If your employment is not terminated before you reach retirement age, your contract of employment will come to an end without the need for notice to be given by either party, and your employment will terminate automatically when you reach that age.

These periods of notice will apply if you are dismissed on grounds of inefficiency or if your dismissal is the result of disciplinary proceedings in circumstances where summary dismissal is not justified. Your employment may be terminated without notice where dismissal follows disciplinary proceedings.

### **b. Other Conditions on Leaving**

On leaving, the Institutions will deduct from any money due to you such sums as you may owe to the institution. These may include, but are not restricted to, any loans, relocation assistance, court orders and payment made for holidays taken in excess of entitlement.

If you leave without giving notice and without the Institution's agreement, you are in breach of your contract and you may forfeit some or all of any salary due to you.

Before leaving, you must hand over to your head all articles belonging to institution, including your ID card and any documents, equipment and computer software used at home. Documents and software include (but are not limited to) correspondence, diaries, address books, databases, files, reports, plans, records or any other medium for storing information. You should not retain any copies, drafts, reproductions, extracts or summaries of documents and software.

After you have left the Company, you must not:

- Solicit or seek to entice away any of our group's faculties.
- Use or divulge to any person or organisation any confidential information relating to the business of the institution.

Should your employment be terminated following disciplinary action it is likely you will receive payment in lieu of notice. However, as there are numerous reasons as to why someone is dismissed, payment in lieu of notice will be reviewed on an individual basis taking into consideration the reasons behind the dismissal.

Should you be dismissed for reasons of gross misconduct, your employment will be terminated immediately without the benefit of notice or payment in lieu of notice.

### ***c. Retirement***

\*\*It is the group's policy that all our faculties should retire on attaining the default retirement age of 65 years. Exceptionally an extension beyond that age may be offered at the discretion of the Secretary / Group Director and subject to medical clearance.

You should ensure that you inform your head at least 6 months before you are due to retire to ensure all appropriate arrangements are made.

## 10. Disciplinary and Grievance Procedures

Gyan Ganga Group of Institutions:

### DISCIPLINARY PROCEDURE

#### SCOPE

The Group's Disciplinary Procedure will be used only when necessary and as a last resort. Where possible, informal and/or formal counselling or other good management practice will be used to resolve matters prior to any disciplinary action being taken. The procedure is intended to be positive rather than punitive but takes cognisance of the fact that sanctions may have to be applied in some circumstances. A Faculty can discuss any part of this policy with their reporting authority. They can in turn, help and clarify faculty's rights as well as give guidance and support where it may be needed. Every individual has the right to representation at any point during the disciplinary process.

#### SUSPENSION

Suspension is not disciplinary action. The purpose of suspension is manifold and can be used when it is necessary to remove a member of staff from the workplace pending an investigation for example, to allow time for a 'cooling down period' for both parties, for their own or others protection, to prevent them influencing or being influenced by others or to prevent possible interference with evidence. Only the Head in charge of that individual, at that time or their superior, have the authority to suspend an individual.

A faculty suspended from duty will receive written confirmation within three days of :

- the reason for the suspension
- the date and time from which the suspension will operate.
- the timescale of the ongoing investigation.
- the right of appeal to the immediate reporting authority of the suspending head should the suspension last more than 7 days.

#### COUNSELLING

Counselling is an attempt to correct a situation and prevent it from getting worse without having to use the disciplinary procedure. Where improvement is required, the employee must be given clear guidelines as to:

- what is expected in terms of improving shortcomings in conduct or performance
- the time scales for improvement
- when this will be reviewed
- the employee must also be told, where appropriate, that failure to improve may result in formal disciplinary action.

A record of the counselling should be given to the employee and a copy retained in their personnel file. It is imperative that any counselling should be followed up and improvements recognised and recorded. Once the counselling objectives have been met, any record of the counselling will be removed from the employees file.

If during counselling it becomes clear that the matter is more serious, then the discussion should be adjourned, and pursued under the formal disciplinary procedure.

## **PROCEDURE FOR FORMAL INVESTIGATION**

Formal investigations should be carried out by the most appropriate head who is not directly involved with the incident being investigated. This head may involve others to assist with the investigation process. All the relevant facts should be gathered promptly as soon as is practicable after the incident. Statements should be taken from witnesses at the earliest opportunity. Any physical evidence should be preserved and/or photographed if reasonable to do so.

A report should be prepared which outlines the facts of the case. This should be submitted to the appropriate Director of the Institute, who will decide whether further action is required. Where appropriate, this report may be made available to the individual and their representative.

In most circumstances where misconduct or serious misconduct is suspected, it will be appropriate to set up an investigatory hearing. This would be chaired by the appropriate Head / Director / Group Director, who would be accompanied by another head. The investigating head would be asked to present his/her findings in the presence of the employee who has been investigated. Witnesses should be called at this stage, and the employee allowed questioning these witnesses. The employee has a right of representation at this hearing.

Following the full presentation of the facts, and the opportunity afforded to the employee to state his side of the case, the hearing should be adjourned, and everyone would leave the room except the Head / Director / Group Director hearing the case, and the other head. They would discuss the case and decide which of the following option was appropriate:

1. take no further action against the employee
2. recommend counselling for the employee
3. proceed to a disciplinary hearing

All parties should be brought back, and informed as to which option has been chosen.

Should the decision be taken to proceed to a disciplinary hearing, then this may follow on immediately from the investigatory hearing if the following criteria have been met:

- the employee has been informed by letter that the investigation may turn into a disciplinary hearing, and that he has the right of representation
- he has been told in advance what the nature of the complaint is, and had time to consult with a representative
- all the facts have been produced at the investigatory hearing, and the manager / Director is in a position to decide on disciplinary action.
- The head should inform the employee and their representative that the hearing would now become a formal disciplinary hearing, and invite them to say anything further in relation to the case.

It may be appropriate at this point to adjourn proceedings, whilst necessary arrangements are made for a representative to attend the hearing at the request of the employee.

Should anyone who is subject to disciplinary action resign during the course of it, the action will cease unless there are extenuating circumstances which require its continuance. The subject of the discipline may also request that the disciplinary action continue.

## **WARNINGS**

### **Examples of Minor Misconduct**

Below are listed examples of misconduct which may warrant either a Verbal Warning or a First Written Warning. It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issue of a warning.

- Persistent lateness and poor time-keeping.
- Absence from work, including going absent during work, without valid reason, notification or authorisation.
- Smoking within unauthorised areas.
- Failure to work in accordance with prescribed procedures.
- Incompetence.
- Unreasonable standards of dress or personal hygiene.
- Failure to observe the Institution's regulations and procedures.

### **Verbal Warning**

A Verbal Warning is appropriate when it is necessary for the head in charge to take action against an employee for any minor failing or minor misconduct.

### **First Written Warning**

A First Written Warning is appropriate when :

- a verbal warning has not been heeded and the misconduct is either repeated or performance has not improved as previously agreed.

- An offence is of a more serious nature for which a written warning is more appropriate.
- The recurrence or accumulation of offence/offences, if left, will lead to more severe disciplinary action.

### **Examples of Gross – Misconduct**

Listed below are examples of misconduct which may be considered to be Gross Misconduct and may warrant a Final Warning, Demotion or Dismissal. It is stressed however that this list is not exhaustive and that on all occasions a full and proper investigation must take place prior to the issuing of a Final Warning, Demotion or Dismissal.

- Theft, including unauthorised possession of Institution's property.
- Breaches of confidentiality, prejudicial to the interest of the Group.
- Being unfit for duty because of the misuse/consumption of drugs or alcohol.
- Refusal to carry out a management instruction which are within the individuals capabilities and which would be seen to be in the interests of the Company.
- Breach of confidentiality / security procedures.
- Bribing or attempting to bribe another individual, or personally taking or knowingly allowing another person to take a bribe;
- Physical assault, breach of the peace or verbal abuse.
- False declaration of qualifications or professional registration.
- Failure to observe Company rules, regulations or procedures.
- Wilful damage of property at work.
- Incompetence or failure to apply sound professional judgement.

### **Final Written Warning**

A Final Written Warning is appropriate when :

- an employee's offence is of a serious nature falling just short of one justifying dismissal.
- an employee persists in the misconduct which previously warranted a lesser warning.

### **Downgrading or Transfer to another Post**

This action is appropriate when :

- previous attempts, via the disciplinary procedure, to rectify a problem have failed and this is a final attempt to solve a problem without having to dismiss an employee.
- An employee is considered by the head of the department to be incompetent or otherwise unfit to fulfil the duties for which he is employed but where dismissal is not thought to be appropriate.

## **Dismissal**

Dismissal is appropriate when

- An employee's behaviour is considered to be Gross Misconduct.
- An employees misconduct has persisted, exhausting all other lines of disciplinary procedure.

## **Time Scales for the expiry of Warnings**

Warnings issued to employees shall be deemed to have expired after the following periods of time.

- Verbal Warnings: 6 months
- First Written Warnings: 12 months
- Final Written Warnings: 18 months (or as agreed and recorded at the hearing)

These time scales remain provided that during that period, no further warnings have been issued in respect of the employee's conduct.

## **LETTER OF WARNING**

All Warnings must contain the following information :

- The letter must be issued within 7 days of the date of the disciplinary hearing.
- The nature of the offence and where appropriate, that if further misconduct occurs, more severe disciplinary action will be taken.
- The period of time given to the employee for improvement.
- The employees right to appeal to the head directly above that of the one issuing the warning.
- A copy of the warning and any supporting documentation must be attached to the individuals personnel file.
- The employee must also receive a copy of the warning which in the case of any written warning will be sent to their home address by recorded delivery if not handed to them in person.
- In the case of a final written warning, reference must be made to the fact that any further misconduct will lead to dismissal, and that the employee has the right of appeal, and to who they can make that appeal.

The letter confirming dismissal will contain the following information:

- The reason for dismissal and any administrative matter arising from the termination of their employment.
- The employees right of appeal and to whom they should make that appeal

## **APPEALS**

Every employee has the right to appeal against the outcome of a disciplinary hearing. The basis of an appeal should normally relate to one of the following areas:

- that the Institution's Procedure had not been followed correctly.
- that the resulting disciplinary action was inappropriate.
- that the need for disciplinary action was not warranted.
- that new information regarding disciplinary action, has arisen

An appeal should be put in writing to the HR Department / Group Director. The letter of appeal may be constructed by the employee or their representative. The letter should contain the grounds for appeal and should be lodged within 10 days of receipt of the warning / dismissal letter.

An appeal will be arranged within 20 working days of receipt of the appeal letter.

### **Appeals against Verbal and First Warnings**

In the case of verbal and first warnings, the appeal will be heard by the head next in line to the one who issued the warning.

### **Appeals against Downgrading, Final Warnings and Dismissal**

The hearing and determining of appeals against final warnings and dismissal will be heard by the appropriate Director or Group Director. They may also involve another Management Members or other directors not previously involved with the case.

When dealing with an appeal against a Final Warning or Dismissal written statements of case may be submitted no later than 2 days prior to the date of Appeal Hearing. No additional written evidence will be admitted by the Appeal Committee on the date of the Hearing.

Witnesses may be required by either party at an appeal hearing, dependent upon the circumstances and nature of the case. However, there is no specific obligation on either party to produce a witness. Either party must give 5 days prior notice that they intend to call specific persons involved or associated with the case under consideration.

It is the responsibility of the management representative and for the appellant to each arrange for the availability and attendance of any witness they wish to call.

Gyan Ganga Group of Institutions:

## GRIEVANCE PROCEDURE

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the management of the Group.

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their immediate reporting authority possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the employees.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

### Stage 1

An employee who has a grievance, should raise the matter with his head immediately either verbally or in writing. If the matter itself concerns the employees immediate head, then the grievance should be taken to their superior.

If the head is unable to resolve the matter at that time then a formal written grievance form should be submitted (see appendix 1). The head should then respond within **2 working days** (i.e. the head normal working days) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the head's decision and who to appeal to if still aggrieved.

### Stage 2

In most instances the Company would expect the head's decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned.

The appeal, to the head next in line, must be made within ten working days of the original response to the employees grievance. The appeal must be in writing (see appendix 2) and contain the original formal Grievance form. This Superior Authority will attempt to resolve the grievance. A formal response and full explanation will be given in writing, as will the name of the person to whom they can appeal if still aggrieved, **within 7 days**.

Where the 'next in line' head at this stage is the Director / Principal with responsibility for the employees function, then the grievance should immediately progress to stage 3.

### Stage 3

If the employee remains aggrieved there will be a final level of appeal to the Group Director responsible for the employees function. This appeal must be made in writing (see appendix 3), enclosing a copy of the original Formal Grievance form, to the director within ten working days of receipt of the Stage 2 response. This Group Director will arrange and hear the appeal with another management representative and respond formally with a full explanation **within 20 working days**.

Where a grievance is raised against a Group Director then the grievance will be heard by the Secretary / Management Member of the Institution. There is no further right of appeal. Where however **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

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*Grievance Procedure - Appendix 1*

*To:*

*From:*

*Dept:*

*Date:*

*Immediate Superior:*

Dear

I wish to take a formal grievance out against:

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in line with the Institution's Grievance Procedure. The details of my grievance are shown below :

Yours sincerely,

***(Immediate Head should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed)***

*Grievance Procedure - Appendix 2*

*To*

*From*

*Dept*

*Date*

*Immediate Superior*

Dear

On (within 10 days of the response to the initial formal grievance) my grievance against was heard by

I am not satisfied with the outcome of this meeting and would like to appeal to yourself for a further hearing of my grievance, in line with the Institution's Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

***(Director / Principal should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed)***

*Grievance Procedure - Appendix 3*

*To (Director):*

*From:*

*Dept:*

*Date:*

*Immediate Superior:*

Dear

On (within 10 days of the response to the second stage of the formal grievance) I appealed to against the decision made at my initial grievance against

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I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the Institution's Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

***(Group Director should respond to this formal written grievance within 20 working days unless an extended period for response is mutually agreed)***

## 11. Contacts

You can contact the below listed Authorities whenever required for giving your valuable suggestions or feedbacks.

Name	Designation	Email
MOHAN P	Head – Corporate HR & New Initiatives	<a href="mailto:pmohan@ggits.org">pmohan@ggits.org</a>
MANEESH CHOUBEY	Group Director	<a href="mailto:maneeshchoubey@ggits.org">maneeshchoubey@ggits.org</a>
APORVA SINGHAI	Director	<a href="mailto:apurvasinghai@ggits.org">apurvasinghai@ggits.org</a>
PANKAJ GOYAL	Executive Director	<a href="mailto:pankaigoyal@ggits.org">pankaigoyal@ggits.org</a>
RAJNEET JAIN	Managing Director	<a href="mailto:rajneetjain@ggits.org">rajneetjain@ggits.org</a>
Dr.BAGAVANALU	Director - GGCT	<a href="mailto:director@ggits.org">director@ggits.org</a>
Dr.GIRISH	Principal - GGITS	<a href="mailto:principal@ggits.org">principal@ggits.org</a>

## Confirmation of Receipt of Handbook Form

Gyan Ganga Group of Institutions:

<b>Name:</b>	
<b>Designation:</b>	
<b>Department:</b>	
<b>College Name:</b>	
<b>Department Head:</b>	

I confirm I have received a copy of the Gyan Ganga's Staff Handbook and that I have read this and understood the contents.

I also confirm that I have sought clarification from my Department Head on any issues outlined in the Handbook which I am not clear about.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Please return this form duly completed and signed to your Head of the Department.