

HKBK COLLEGE OF
ENGINEERING

EMPLOYEE HANDBOOK



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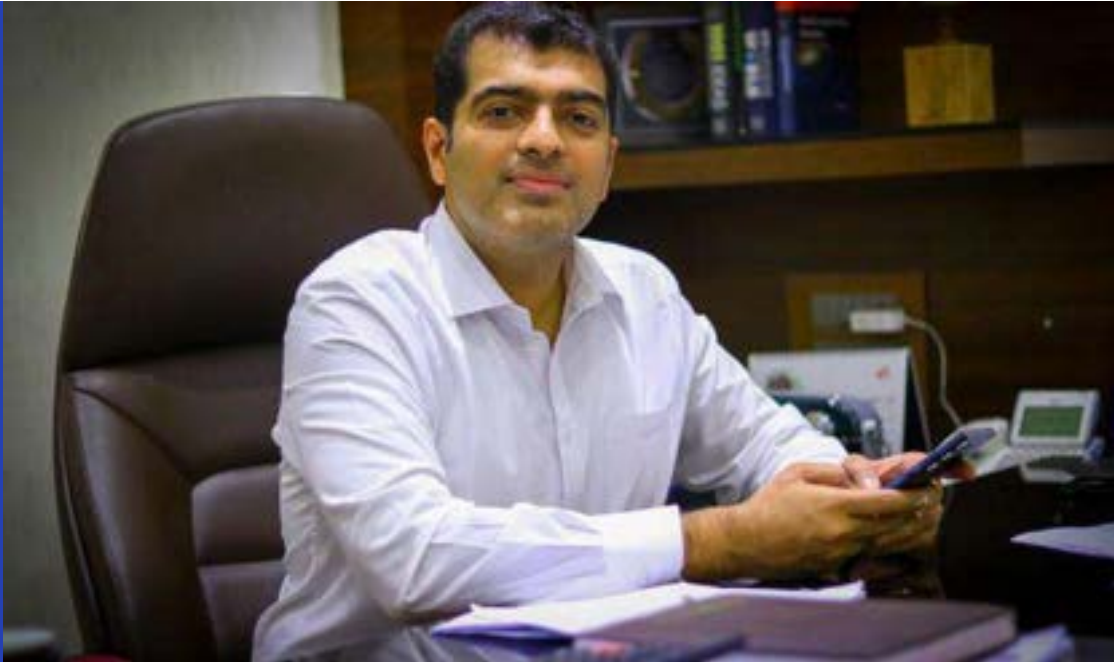
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MESSAGE FROM DIRECTOR



Dear Educators,

To those of you who have newly joined us, welcome.

To those of you who have been with us through this long journey of growth, thank you for being a part of our success story. I look forward to seeing your innovation and skill, be it in guiding our students to success or ensuring that essential functions are carried out smoothly.

Over the past two decades and more we have enacted numerous Policies to benefit, motivate and recognize the employees of HKBKGI for their sincere services. This Handbook aims to ensure that all these Policies are well documented and in the know of all employees so that it may be implemented effectively.

HKBKGI strives to ensure that all its stakeholders are well looked after. Employees are our cornerstone, and hope that our policies help you further your profession growth and reward you for your dedicated service

C.M Faiz Mohammed
Director HKBKGI

ABOUT US

HKBK Group of Institutions (HKBKGI) started out in 1997 under the Chairmanship of Shri. CM Ibrahim. The HKBKGI Campus is located in the heart of the buzzing city of Bangalore, in Nagawara, near Manyata Tech Park. Today, over 2 decades since its inception, HKBK Group has expanded and has 6 institutions under its management and a sister concern ED Innovation Trust, which has 1 college under its management

HKBGI owes its success and growth to its management under the chairmanship of CM Ibrahim and the vision of its Director, CM Faiz Mohammed who aims at providing quality education to all sections of society irrespective of caste, creed, color, language & to make significant contributions in the field of science, engineering & technology

HKBK GROUP OF
INSTITUTIONS
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ABOUT US

INSTITUTIONS AND COURSES UNDER THE HKBKGI BANNER

- **HKBK COLLEGE OF ENGINEERING (Affiliated to VTU, approved by AICTE)**
 - **Computer Science & Engineering**
 - **Information Science & Engineering**
 - **Artificial Intelligence & Engineering**
 - **Electronics & Communications Engineering (NBA Accredited)**
 - **Mechanical Engineering**
 - **Civil Engineering**
- **HKBK DEGREE COLLEGE (Affiliated to Bangalore North University)**
 - **BBA**
 - **BBA-Aviation**
 - **BCA**
 - **BCom**

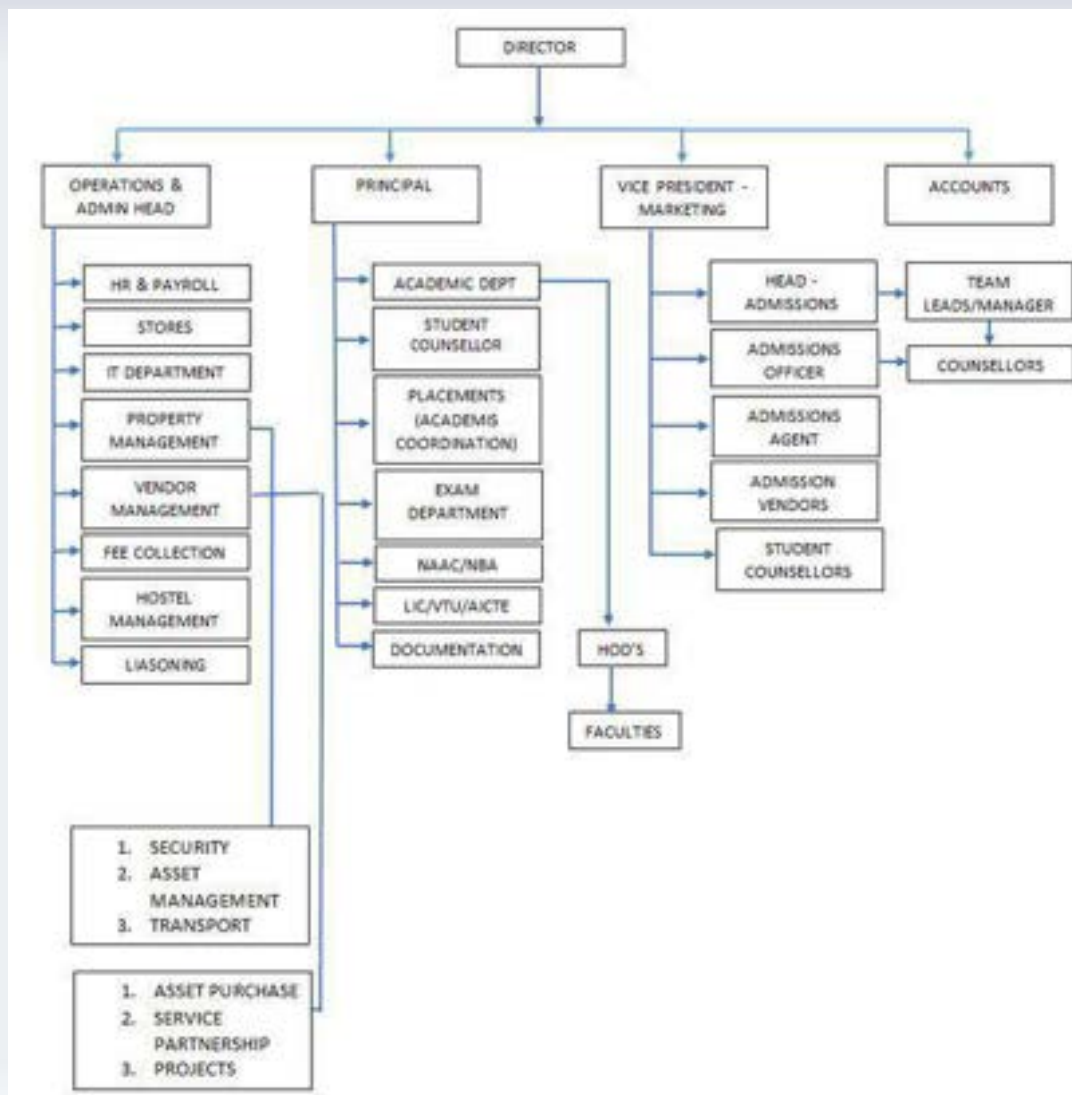
SISTER INSTITUTIONS

- **ONE SCHOOL OF BUSINESS offering MBA (Approved by AICTE; Affiliated to Bangalore North University)**

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ORGINIZATION STRUCTURE





HKBK COLLEGE OF ENGINEERING

VISION

- ♦ To empower students through wholesome education and enable the students to develop into highly qualified and trained professionals with ethics and emerge as responsible citizen with broad outlook to build a vibrant nation.

MISSION

- ♦ To achieve academic excellence through in-depth knowledge in science, engineering and technology through dedication to duty, innovation in teaching and faith in human values.
- ♦ To enable our students to develop into outstanding professionals with high ethical standards to face the challenges of the 21st century.
- ♦ To provide educational opportunities to the deprived and weaker section of the society, to uplift their socio-economic status.

INTRODUCTION

1. Applicability

These rules and policies documented herein are applicable to all the employees of HKBKGI, unless specified in the policy itself, irrespective of their date of appointment and to the employees on deputation for higher studies, rejoining issues, long leave, sponsored, maternity leave, study leave, etc...in the various departments/branches/projects undertaken by the college. Rules and Policies regarding Leaves, Resignation, Timings are applicable to all employees, whether teaching or non-teaching

2. Definitions:

- a. Institution/College: means any of the Institutions functioning under the banner of HKBK Group of Institutions.
- b. Governing Body (GB): means the governing members or executive council of ED Innovation Society, which owns & conducts the affairs of all the college/s.
- c. Governing Council (GC): means the governing council constituted by the executive council of the various individual Colleges under HKBKGI
- d. Management means the governing body of ED Innovation Society or such other body of person/s to whom the affairs of the institutional have been specifically delegated by a resolution of the executive council of ED Innovation Society.
- e. Appointing authority / Competent authority: means the Chairman or Director of the governing body of ED Innovation Society or any other person/s specifically authorized by the executive council.
- f. Employee: means any person appointed or employed to work in HKBK Group of Institution in any of the class or position referred to.
- g. Salary: means, except where specifically defined includes the basic pay and all other allowances approved by the Governing Body and made applicable to the employees. Such allowances are to be determined and sanctioned by the Management and ratified by the Governing Council of HKBK Group of Institutions from time to time. Salary may be according to the scales or on consolidated basis.



h. **Misconduct:** means any act/action/behavior of the employee which goes against the rules and regulations of the college in force and all such rules and regulations made applicable to the employees serving in government department of the state of Karnataka provided such rules and regulations will not contravene and goes against with the minority character of the institution. The misconduct may be either major misconduct or minor misconduct as defined in the Karnataka State Employees Service Rules and Regulations of Private Educational Institutions and as classified and approved by the management and made applicable to all its employees.

i. **Habitual:** means being guilty of omission or commission of an act of misconduct for a minimum of half a dozen times during the tenure of the employee's service with the institution. Once, half a dozen misconducts (memos) are being notified, then, the service of the faculty towards the HKBKGI may be discontinued

3. Type of Employees:

The employees of HKBK Group of Institutions are classified under the following groups:

- a. Permanent
- b. Probationary
- c. Temporary
- d. On-Contract/Ad hoc
- e. Substitute
- f. Casual
- g. Part Time
- h. Consolidated/Visiting

(1) **Permanent Employee:** An employee who is appointed against the permanent vacancy and has completed the period of probationary or extended period of probationary satisfactorily and has been confirmed in writing by the competent authority as the permanent employee.

(2) **Probationary Employee:** A probationary employee is approved provisionally against a temporary or permanent vacancy but has not yet completed the prescribed period of probation or authority for the post for which he/she has been provisionally employed. The probationary period depends on the annual performance of the faculty & varies from one extended period of probation satisfactorily and has not been confirmed in writing by the competent year till he/she gives satisfactory performance. If the faculty has not performed well in the annual self-assessment report, then it will be extended by another one more year

(3) **Temporary Employee:** A temporary employee is one who is employed for a specific period of time against the work



- (a) Which is essentially of temporary nature
 - (b) To fill a temporary vacancy against the permanent post.
 - (c) To cope up the extra work in the college on contingency measures.
 - (d) Or any other reasons where the management decides to employ as and when the requirement arises.
 - (e) Such Temporary employees shall be entitled only for the benefits as stated in the terms of employment and shall have no claim whatsoever of other benefits enjoyed by the permanent employees.
 - (f) Once the period of temporary appointment is over, the management is liable to ask them to go.
 - (g) Temporary appointment in place a faculty who has gone for maternity leave/higher studies.
- (4) On contract Employee: On contract employee is not who is employed on a contract for a specified period of time for the execution of a specific work. On the laps of time or completion of the specific work, the employment of the employee automatically ceases. The contract may be renewed by mutual consent on such terms and conditions as accepted by the employer and the employee. A contract employee is entitled only to the benefits as specifies in writing in the terms of contract employment. For ex., contract given to run the canteen, cafeteria, hostel, security, etc....
- (5) A Substitute Employee: A substitute employee is one who is engaged against a temporary, probationary or a permanent vacancy, when a temporary probationary or permanent employee is absent for an unspecified period. Such substitute employees shall not be the benefits as admissible to the temporary, probationary or permanent against whose vacancies they are employed
- (6) Casual Employee: A casual employee is one who is employed on day-to-day basis for the work of occasionally or casual nature on consolidated. The casual employee shall not be entitled for any of the benefits allowed to other employees of the institution.
- (7) Part Time Employee: is employed to undertake a work of less than the normal period of working hours of the institution. Such employees are entitled to the benefits as specified in the letter of appointment & agreed upon mutual consent during interview.
- (8) Visiting Employee: is one who is appointed to visit the college on specific days to perform or discharge specific work assigned by the management on such terms and conditions offered by the college and agreed upon by the employee. Such employees have no claim for any benefit enjoyed by other employees of the college. Such employees are entitled to remuneration mutually agreed and offered by the college. Hourly remuneration per hour (varying from Rs. 500 to Rs. 1000, depending upon the designation status of the faculty) will be paid to the services they render to the institution during that visiting period



CLASSIFICATION OF EMPLOYEES

Employee Tier	Cadre			
	Teaching	Non-Teaching	Marketing / TP/ Accounts	Operations
I	All Principal/ Academic Director		VP Marketing / Accounts Head	Operations & Admin Head
II	All Head of Departments/ Professors	All Librarians/Exam Office Superintendent	Admissions Head /TPO Head / Student Support Services – Head / Accounts Manager	HR Manager/ Facilities Manager/Stores & Purchase Officer / IT Manager
III	All Associate Professor/ Assistant Professor	Exam Officer/ Editor/Instructors/ Assistant Librarians/ Lab Assistants/ Departmental Librarians	Admissions Manager/ TPO Manager/ Accountants /Office Assistants/Personal Assistants/Hostel Warden/Councilors/	Senior Executives/ Executives / Admin Officer / IT Officer
IV		Photocopiers/ Attenders	Placement officers/ Assistant Placement Officers	Electricians/ Carpenters/ Mechanics/ Technicians/ Plumbers
V				Attenders/ Sweepers/ Security Guards/ Janitors/ Gardeners/ Drivers/ Attenders/ Conductors

FACULTY CADRES

S. No.	Designation	Designation Distribution	Grade Distribution	Grade Nomenclature (For Official Purposes)
1	Assistant Professor	Assistant Professor - I	GRADE - I	G1
		Assistant Professor - II	GRADE - II	G2
		Assistant Professor - III	GRADE III	G3
2	Associate Professor	Associate Professor - I	GRADE - IV	H1
		Associate Professor - II	GRADE - V	H2
3	Professor	Professor	GRADE - VI	I

CODE OF CONDUCT

The purpose of the Code is to describe principles of organizational conduct and to provide guidance in ethical decision making. Many sections of the Code reference matters for which specific policies exist; this is because the Code encompasses standards of behavior set forth in other policies. You are expected to become familiar with policies that directly impact your daily work.

Compliance – Compliance with the code is mandatory. You are expected to be familiar and comply with the code in performance of your duties. As well, you are expected to understand your obligations under the organization's policies

Our Organization's Conduct

- a. All the teaching community of the college should give attention to the educational progress and the all-round development of the students & that of the college.
- b. The teachers should be very punctual to the class & in teaching and should ensure that he/she is present at least 5 minutes prior to the commencement of the scheduled class.
- c. In case of leave or planned absence, the teacher has to make an alternate arrangement, duty signed by both the persons, i.e., person taking leave & person who is in-charge of the alternate or substitute.
- d. Teachers shall participate in all Annual functions of the institution, other activities, department initiatives and cooperate with the head of the institution/Department in conducting them in a fitting manner. They shall take part in all the games, sports & in all other activities conducted by the college as coordinators.
- e. No employee shall communicate directly or indirectly any official information or document to any other person to whom he/she is not authorized to communicate such information or document while discharging the duties assigned to him/her except under any specific order of the competent authority.
- f. Employee grievances if any may be addressed to the HR Department of HKBKGI



g. No employee shall communicate or write to the government department namely Director of Technical Education, University/AICTE/UGC/NBA/VTU or department of higher education or to any other member of the Legislative Assembly or the member of the parliament or members of the Governing Body or meet any of the above persons for official purpose without the written permission of the Principal, nor the employee shall bring any political pressure or pressure from any of the above mentioned officials upon the management for official recommendations with regards to his/her employment promotion etc. in the college.

h. No employee shall without proper sanction or without proper payment, avail himself/herself for private or personal use, the college property/material or services which is the sole property of the college or has been paid by the college.

i. No employee shall misuse or carelessly use the college material/property/facility provided by the college to achieve their personal motto.

j. No employee shall tamper with / manipulate/ damage/ destroy records of the college.

k. No employee shall issue press statements or issue handbills, circulate leaflets containing vital information of the college or damaging statements against the college.

l. No employee shall indulge in personal feuds, quarrels, or indecent behavior and create violence or any other disorderly or indecent behavior either within or outside the college premises.

m. No employee should make politics, allege & fabricate the things, create disharmony in the institution, bring bad name to others to safeguard their position & should work sincerely, if found strict action may be taken leading to the dismissal & termination from the service.

n. All the teachers must maintain their academic, personal files, diary & should keep it updated.

o. No employee shall take part in any strike or demonstration of any kind either inside or outside the college premises.



- p. No employee of the organization is allowed to form any union or groups, if found, such employee may be sacked/ terminated without any notice
- q. No employee shall hold any meeting in the college premises or stick or distribute any handbills, notices, posters or write any statement on the walls of the college or collect any money in any manner in the college premises without the prior written permissions of the college.
- r. Any teacher who is seemingly physically or mentally unfit will be made to undergo a medical examination by a competent authority in any recognized hospital & their services may be terminated if found medically unfit.
- s. In case of any emergencies, the teachers are required to work even on government declared holidays to complete the work.
- t. No employee shall disturb the peaceful atmosphere in the college by his/her action or spoken words.
- u. No employee shall undertake private tuition or conduct coaching classes or take part time job or consultancy work outside the college premises. Employees indulging in such activities shall be committing misconduct of major act and are liable to panel action as per rules in force & suitable action may be initiated. The management may envisage conducting raids on the lines of Directorate of Collegiate Education on receiving any such specific information of college staff taking private tuition outside the college premises.
- v. In case, the work or conduct of an employee is found to be unsatisfactory or if he/she remains absent without prior intimation or takes too many leaves or disobeys the rules & regulations or violates the institutions, then he/she may be terminated.
- w. All the teachers have to take the requisite workload of 40 hours/ week, irrespective of their designations, the work-load consisting of theory, labs & other coordinator-ship duties



MINOR & MAJOR MISCONDUCTS

The term misconduct shall denote any act of omission or commission acts of misfeasance, malfeasance or nonfeasance of the duties assigned, on the part of employee which falls under the general notation of the word code of conduct of the service rules and shall be deemed also to connate offenses or acts of omission and commission under or against rules, regulations, and practices of the college details in the service rules supra. Without prejudice classifications of misconduct, the minor and major acts of misconduct include:

(a) Minor Misconduct: Notwithstanding what being listed under he/she classification of minor misconduct any act of omission or commission by an employee will be deemed as major misconduct if the consequences of such an act are of serious nature affecting the normal working of the college and the aims and objectives for which the college is established

1. Absence from duty without notice or remaining absent from duty after availing leave for a period of 1 week or more.
2. Habitual leaving the college early and reporting to college late, going in between the working hours, allotting the work to fellow colleagues without informing the HOD or the Principal.
3. Leaving the place of work assigned to employees during the college working hours or remaining absent/ abandoning the place of work for short periods during the working hours without permission from HOD concerned and without entering in the movement register.
4. Failure to wear uniform/ wearing unclean or untidy dress or not observing the norms of cleanliness while on duty either on their person or premises (strictly follow the dress code during the running of the semester, especially when going to the classes or labs).
5. Inefficiently in work performance, laziness in work performance or carelessness in work performance.
6. Obtaining leave or attempting to obtain leave by fraudulent means on false pretext.



7. Arguing with the superiors / higher-ups & not giving respect to the chairs.
8. Refusal to accept, receive or take delivery of notices, memos, letters or any official communication from HOSs, Principal, Management.
9. Borrowing / lending money within the college premises.
10. Doing some personal business (like selling tickets-cheats, clothes, utensils, commodities, gold, etc....) in the college premises.
11. Non-payment of money borrowed from outside agencies including banks & colleges.
12. Borrowing money making use of the name of the college or salary certificate issued by college or under any other pretext involving the fair name of the college.
13. Loitering, lounging or wasting time during working hours of college or malingering.
14. Misbehaving with the students, abusing them, scolding them.
15. Moving with the students inside & outside the college (should maintain distance between them).
16. Doing petty politics & bringing discontent among the working colleagues.
17. Improper or discourteous behavior towards students, co-workers, other staff members and visitors.
18. Shouting, talking in vernacular language or making noise in the college premises, speaking ill about others, creating rumors, false allegations, etc.
19. Entering any department or section or lab or office except to discharge official duties.
20. Unauthorized use of college name, address, telephone numbers, visiting cards or other description of college.
21. Using college facilities, unauthorizedly whether or not for personal gain.
22. Sleeping during college working hours or playing games or lounging in the canteen during working hours.
23. Unauthorized removal from or affixing of notices on the notice board or walls of the college or any other place inside the college premises including outside walls of the college compound.
24. Failure to report to duty when leave has been refused or when leave has been canceled and the employee has been recalled to duty.
25. Failure to furnish the correct address and phone number to college on leave or on vacation

(b) Major Misconduct: The disciplinary authority for taking action on the minor & major misconduct shall be the Principal / Head of the Institution.

1. Neglect of duties or non-performers of duties assigned to the employee during conduction of classes, labs, exam duties or any events.
2. Failure to report in writing at once to superiors, any accident, hazard, loss, theft, etc. noticed inside the college premises or to report promptly any occurrence or defect or mistakes which might result in the breakdown or non-functioning of machineries, equipment's, furniture, ultimately causing injury to person or loss to the college.
3. Giving false/wrong information during the time of joining or after joining the duty or while in continuation of the service.
4. Not doing the academic work properly, not taking the allotted class/ labs, letting or off or suspending the class w/o the notice of HOD/ Principal.
5. Engaging in private work or trade or engaging in other employment either part time or contract nature while in the service of college.
6. Taking private tuition or coaching classes or opening study circles or guidance cells or being employed in any form or being associated in such agencies either inside the college or outside the college.
7. Using indecent, abusive or unparliamentary language or making false allegations against superiors, co-workers, students, visitors.
8. Insubordination or disobedience, whether alone or in combination with others of any order of the superior or instigating others to insubordination or disobedience.
9. Furnishing false and incorrect information or withholding any relevant and pertinent information at the time of appointment or at any other time while in service subsequent to the appointment (during the time of joining or after joining the duty or while in continuation of the service).
10. Trespassing or forcibly occupying/ possessing any of the property of the college.
11. Theft, fraud or dishonesty in connection with the college property, property of other employees or students or attempt to do so.
12. Tampering with records of college, falsification, defacement or destruction of any record, books, magazines, etc., of the college to do so.
13. Disclosing to any person without permission of the Principal, any information records, etc., affecting the interest of the college with regard to procedures, practices and functions of the college which might jeopardize the interest of the college /management.

14. Entering without prior permission of the Principal, the examination halls/ labs, unauthorizedly interfering with the smooth conduct of examination both theory and practical or assigning examinees and the examiners in any manner whatsoever and to bear upon the examiners and pressurize the examiners in any manner.
15. Bringing liquor or any other intoxicants, drugs to the college, consuming any intoxicant, drug in the college premises or reporting to work in unfit and inebriated condition because of previous indulgence or influence of any intoxicant.
16. Possessing firearms, other weapons, or any other article (drugs/ cigarettes/ beedis) in the college premises, which is determined to be a threat to the security of the college or persons.
17. Drinking, smoking inside the campus premises & observing illegal sites, selling of materials like dresses, items, commodities w/o the knowledge of the management.
18. Soliciting, demanding, collecting, or canvassing the collection of any money or sale of any kind of tickets within the college premises for any purpose or reason without the prior permission of the principal & making groups, unions inside the department and in the college.
19. Creating disturbance or nuisance inside or outside in the immediate neighborhood of the college premises.
20. Fighting, abusing, threatening, intimidating, coercing, assaulting or threatening to assault other employees, students, etc.
21. Disorderly behavior, gambling, betting inside the college premises.
22. Any act subversive of discipline or good behavior in the college premises or outside the college premises if it affects the discipline or administration of the college or has a bearing on the smooth and efficient working of the college.
23. Intimidating employees / students at the college by threats, pressure or other means with a view to prevent them from attending their duties / classes.
24. Commissioning of any offense punishable under the IPC committed whether inside or outside the college premises or convicted by a court of law for any such previous indulgence in such acts any criminal offense involving moral turpitude.
25. Habitual breach of any standing orders, service rules or committing minor misconduct 4 times, any act or conduct likely to adversely affect the peaceful and normal working of the college, action may be initiated.

PENALTIES FOR MINOR & MAJOR MISCONDUCT BY THE EMPLOYEES

- A. Penalties for minor misconduct (depends on the gravity of the misconduct)
 - 1. Censure
 - 2. Let off giving an undertaking that will not repeat again
 - 3. Warning
 - 4. Fine or LOP / CL not exceeding 1 day to 1 week day wages (depends on severity of misconduct)
 - 5. Withholding an increment
 - 6. Withholding the months' pay with retrospective effect
 - 7. Withholding promotion to higher post/grade
 - 8. Recovery from the salary a part or whole
- B. Penalties for major misconduct (depends on the gravity of the misconduct):
 - 1. Suspension from services without wages till such period as determined by the disciplinary authority.
 - 2. Reduction to a lower post or to a lower grade & lower salary in the same department or in another department in the employees of pay.
 - 3. Discharge or removal from services or termination of an employee, which does not qualify him from being considered for any appointment in future with immediate effect (no notice period required).
 - 4. Dismissal from service debar the employee from future employment in the college at any time.
 - 5. If the allotted internal test duty / VTU exam duty is not being done (skipped), then a day salary will be deducted along with an explanation for skipping the duty.
 - 6. Immediate termination from services if fake information is given in the CV / Biodata or services record before joining the college & further for not giving correct information.



Dress code & Discipline

Dress Code:

1. Employees must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.

Dress code Monday–Friday

Teaching Male staff – Pressed, collared shirt, Blazer with tie and formal shoes.

– Shirts should always be tucked in.

– Sport shoes / Kitos / Chappals/Sandals are not allowed

Non-Teaching/Nonacademic/Admin Male staff– Pressed, collared shirt with formal shoes

Teaching Female Staff– Formal dress, Saree/Salwar Suits are allowed with formal footwear.

Faculty has to wear their blazer when they are engaged in teaching/in a dept or institution event/meeting etc.

2. Saturdays: Semi -casuals are allowed for all Teaching /Non -Teaching/ Non-Academic staffs.

3. ID Card is mandatory.

4. Clothing with offensive or inappropriate designs or stamps is not allowed.

5. Clothing should be modest, not be too revealing.

6. Non-academic staffs who are required to work in uniform must wear neat, clean and ironed uniform while on duty. All male staff shall wear leather shoes with the uniform. (Sport shoes/sandals/chappals are not allowed with the uniform)

7. Not wearing uniform while on duty, will attract penalty of Rs. 100/- per day deductible from salary.

8. Not adhering to the dress code, will attract penalty of Rs. 100/- per day deductible from salary.

Please note: Staffs following religious attires are expected to follow that attire on all days and not specifically on certain days.

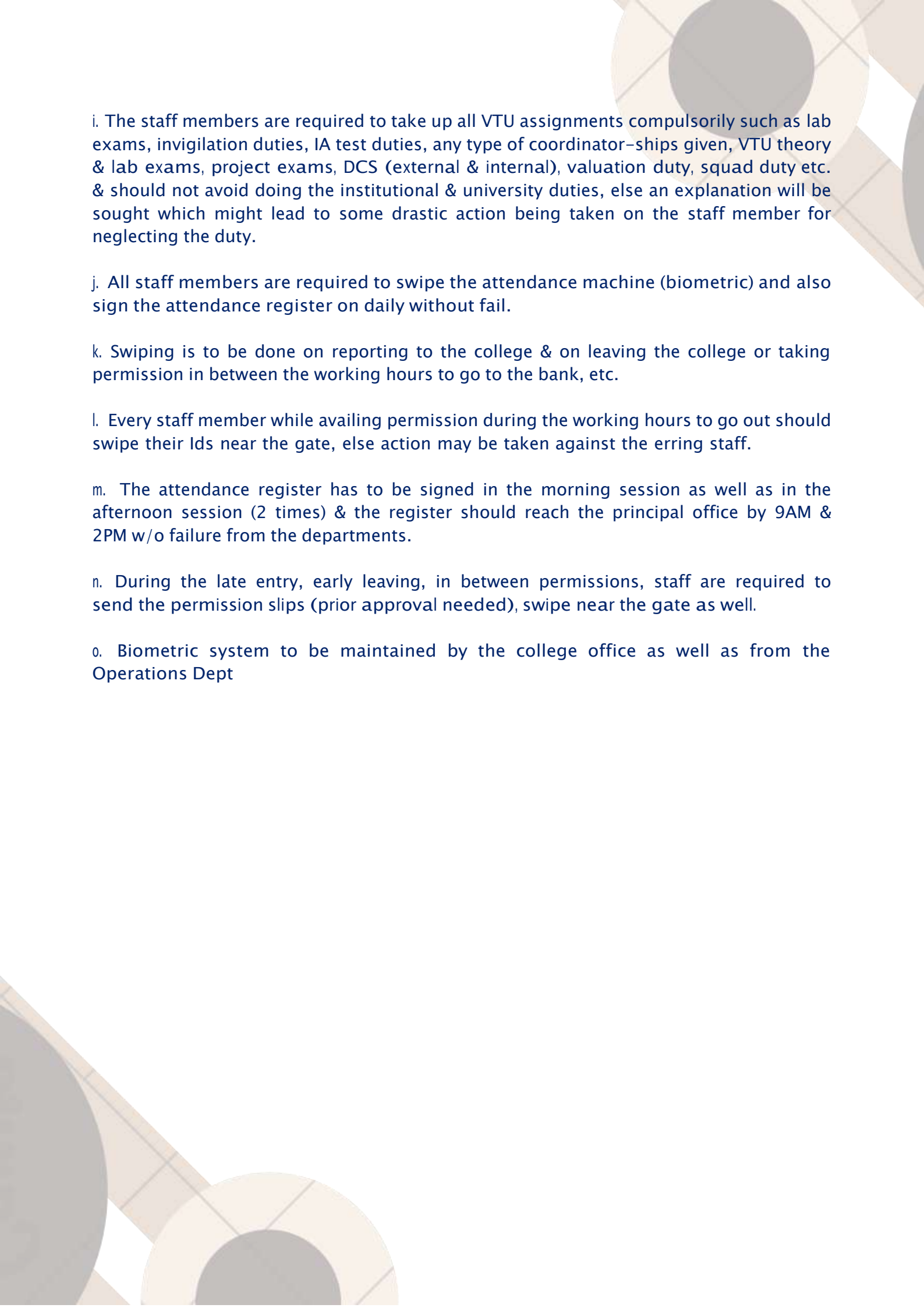
Discipline

- a. Staff to see to it that the students wearing T-shirts with graphics on them are not to be allowed in the classrooms.
- b. Staff should come in time to the college & leave the premises after the working hours only.
- c. The first class is to be engaged on time without giving any opportunity for the students to cause any kind of disturbance either in the college campus or corridors.
- d. Staff members are not allowed to bring their vehicles in the campus past the second gate.
- e. Every staff member has to collect the parking sticker to be allowed into the main campus gate.
- f. Every staff member must park their vehicle in the staff parking space and nowhere else.
- g. Attendance has to be taken once the staff enters the class.
- h. Every staff member has to maintain utmost discipline in the exam hall, should not use mobiles, should always be moving in the hall, should see to it that the students do not copy, if being caught by the squad, then staff member will be held responsible & that day's remuneration will not be given along with a day's loss of pay.
- i. Students reporting late to their classes for more than 5 minutes should not be given attendance in the classrooms. They can be made to go & sit in the last benches.
- j. The use of mobile phones by staff / students in the classroom/ labs/exam halls/ invigilation duties/ library/ auditorium and academic area are strictly banned & it may be fined also (staff have to use their mobiles only in the staff rooms only).

SUBMISSION OF TESTIMONIALS & AVAILING OF ACADEMIC FACILITIES

- a. The staff members joining the college are required to submit all their original certificates to the college, which will be in the college custody in the strong room until a caution deposit of 1 month is collected.
- b. Once the Caution Deposit is collected, the Originals may be returned back to the employees.
- c. An acknowledgement will be given for the Certificates submitted to the college.
- d. The staff members joining the college have to give their duty joining report in the prescribed format available in the office which has to be countersigned by the respective HOD's / Principal & the office authorities & goes to the personal file directly, a copy of which also has to be maintained themselves.
- e. The staff may choose to pay off their Caution Deposit in one or two installments, however the Original Certificates will be returned to them only after 10 months service.
- f. If the staff member wants the originals for one day (for passport verification, driving license, etc.). The testimonials may be issued the previous day & returned immediately after the work is over the very next day, the staff must pay off their remaining caution deposit. If the Caution deposit is paid but 10 months service is not completed when the Originals are borrowed, the staff has to return back the Originals to the College Office.
- g. Application for requisition of library books by the newly joined staff member has to be submitted after submission of the original certificates to the office. 5 books for teaching staff & 2 books for non-teaching staff will be issued.
- h. A caution deposit of Rs.1, 000 (for teaching staff) & Rs.500 (for non-teaching staff) will be deducted from the salary if the library book facility has to be availed, which will be reimbursed after leaving the institution.



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- i. The staff members are required to take up all VTU assignments compulsorily such as lab exams, invigilation duties, IA test duties, any type of coordinator-ships given, VTU theory & lab exams, project exams, DCS (external & internal), valuation duty, squad duty etc. & should not avoid doing the institutional & university duties, else an explanation will be sought which might lead to some drastic action being taken on the staff member for neglecting the duty.
 - j. All staff members are required to swipe the attendance machine (biometric) and also sign the attendance register on daily without fail.
 - k. Swiping is to be done on reporting to the college & on leaving the college or taking permission in between the working hours to go to the bank, etc.
 - l. Every staff member while availing permission during the working hours to go out should swipe their Ids near the gate, else action may be taken against the erring staff.
 - m. The attendance register has to be signed in the morning session as well as in the afternoon session (2 times) & the register should reach the principal office by 9AM & 2PM w/o failure from the departments.
 - n. During the late entry, early leaving, in between permissions, staff are required to send the permission slips (prior approval needed), swipe near the gate as well.
 - o. Biometric system to be maintained by the college office as well as from the Operations Dept

ATTENDANCE POLICY

Attendance, absence from work, reporting late / leaving early

a. Every employee shall report for the work assigned place and the notified time for commencement of his/her duties. The employee shall put the signature in the attendance register and punch in to the biometric device in campus at the time of reporting and departure from the college in the manner specified by the principal of the college.

b. Any employee failing to record the reporting and departure timings as stated above are liable to be marked absent from work & a crossed line will be drawn, after which the staff has to give an explanation to the office. More such negligence to mark the attendance in the register or biometric may lead to LOP or deduction of CL or action may be initiated.

c. Every employee is bound to be present in his department during the working hours discharging his/her duties as specified by the principal. If an employee found absent from the department during the working hours, except by specific permission of HOD and duly marking the purpose in the movement register, he/she shall be liable to be treated as absent from work for the full working day in question besides he/she will be liable for disciplinary action & 1 day LOP may be levied on the concerned staff.

d. Employees shall not entertain visitors at the place of work or in the department without the permission of the Head of the Institution/ Principal/ Management.

e. No employee shall loiter about in the college premises or enter another department of the college without the permission of the respective HOD/ Principal. Similarly, no employee shall during the working hours play any game, visit canteen (except during tea/ lunch break) unnecessarily (only under unavoidable cases during exam time going with examiners for lunch/breakfast, etc), see movies in the department, waste time, sit in groups & do unwanted discussions hampering the growth of their departments.

f. Such errant employees will be liable for disciplinary action, explanation will be sought if it is not satisfactory, then a day's LOP would be initiated.

g. All employees of the organization should sit in their assigned staff room/ place only.



h. An employee who has been laid off or discharged or suspended or dismissed or has resigned or is not working with the college for any reason shall leave the college premises forthwith unless required to stay back for any official purpose by the principal. Such employees shall not enter the college premises without the permission of the principal.

i. No employee of the organization shall leave the premises without the permission of the HOD/ Principal, permission slip has to be written, get it approved and then only can leave the premises.

j. Employees while they leave & enter the premises should punch in/ out.

k. Permission of 1 to 2 hours may be given during the working day period & should be taken prior approval by the concerned department/ head of the institution; it should be followed by a permission slip.

l. A staff taking too many leaves in a semester/ academic year is liable for termination from the duties without any notice.

m. Staff members either reporting late (late coming) or leaving early (early going), the number of minutes to be counted (from the biometric) accumulated & will be deducted from their CL or marked LWA (LOP) as the case may be. The first 30 minutes late coming/early leaving will attract a fine of 1 day LOP. 30 minutes to 3 hours will attract a fine of 2 days LOP.

n. Staff members not punching in the biometric either in the morning or in the evening (2 times compulsory), will be liable for deduction of half day CL/LOP will be made. If staff do not punch at all, then a day's CL/LOP will be made. Any staff member signing in the attendance register & not punching in the biometric will also be liable for the same type of punishment or the case may be vice-versa also (would be excused under emergency/ unavoidable conditions), should also give an explanation.

No work No pay

a. In all cases of absence from duty without availing leave or obtaining permission or an employee failing to discharge his duties assigned to him, the principle of 'No work no pay' shall apply to all such employees.

b. No work no pay concept will be w.r.t. any nature, say a person on maternity leave beyond a stipulated period or of any other nature or on study leave.

c. Staff (non-sponsored candidates) who proceeds on study leave full time will be treated as Loss of Pay till he/she returns back after the completion of the higher studies, however if there is any vacancy during the time of re-joining he/she will be taken back to the college, else if there is no vacancy at the time of rejoining, then the staff has to get relieved from the duties.

Unauthorized Absence

- a. An employee in his/her individual capacity or section employees in concert, remains absent from work or being present at the work spot but refuses to work, each one of such employees shall be liable to lose that day's wages besides being liable for disciplinary action treating such an employee as remaining absent unauthorized.

- b. Unauthorized continuous absence (under special conditions permitted) for a week/fortnight/month or for a stipulated period of time may lead to termination from the services with immediate effect & may come under the re-appointment category, which is under the sole discretion of the management.

Late coming / Early going

Such of those staff members reporting late or leaving early without any prior permission from the concerned authority, the total time will be counted and the number of minutes of late reporting /early leaving will be accumulated and leave (CL) will be deducted at credit or treated as LOP, if leave not exists (more than 3 hrs late coming or early going will result in deduction of half day CL/LOP & more than 6 hrs late coming or early going will result in deduction of 1 day CL/LOP).

Work Schedule & Rest Periods

- a. The general working hours of the college (for all categories of the employee) are from 8.00 A.M. to 5 p.m. as per the guidelines by AICTE/LIC/UGC/NBA/NAAC/VTU/ Bangalore University on all working days & will be varying for different categories of employees. In case of teaching staff, the number of working hours per week shall be minimum 45 hours per week/45 periods per week. These working hours shall be without any prejudice to the right of the management to modify the working hours of the employees or change the timings of the college in the interest of academic needs and requirements from time to time.
- b. It is mandatory that all classes be commenced on time. Any faculty who arrives late to class will be liable to answer for the same and action may be taken in the form of LOP/other disciplinary action as the HoD/Principal deems fit.
- c. Tea break may be restricted to 15 mins with 45 mins lunch break.
- d. For all teaching department staffs,
1. 8.30 A.M. to 4.30 P.M. on all working days (Mon–Thu): lunch time 12.45 P.M–1.30 P.M.
2. First and third Saturday is holiday
- e. For all non–teaching department staffs,
1. 9.00 A.M. to 5.00 P.M. on all working days. Lunch time 1.00 P.M to 1.40 P.M.
2. First and third Saturday is holiday
- f. For administrative staffs (college office / principal office / exam sec / accounts / sports / purchase / marketing & admissions/Operations/ HR/Placements)
1. 9 A.M. to 05.00 P.M. on all working days (Mon–Thu): lunch time 1.00 P.M to 1.40 P.M.
2. First and third Saturday is holiday
3. During the time of IA tests, VTU examinations, exam staff has to come early to work & stay till the exams are over & the answer bundles are dispatched. Accounts section will open from 8 AM & close at 5 PM (in shifts) in order to facilitate the students to pay their fees.
4. On the day of the placements, Placement Dept staff have to come early & stay till all the interviews are over & the delegates leave the premise, whether it is a pooled campus drive or a college recruitment drive.
- g. For all maintenance staffs, working time is
1. Daily 8 to 5 PM (Monday to Saturday)
- h. For security personnel's, the working time is 24 hours (with change in shifts)



i. For library department – 2 slots are assigned, the working hours are 8.30 A.M. to 4.30 P.M. on all working days.

j. An employee may be required to work beyond his/her normal working hours and an employee may be called upon to work during holidays, if the exigencies of work are so demanded in order to complete the work in the regular time.

k. CO: The employee will be entitled to compensatory offs (CO's) only with special permission & recommendation from the HOD / Principal with sufficient document proof, authentication & certification that during that period, he/she has done work. Simply coming & staying beyond the working hours without any work will not be entitled for CO (unless certificate by the head). If any employee has worked for 7 hours minimum, then ONE Compensatory Off (CO) can be availed. CO cannot be carried forward to the next calendar year & has to be finished off in the same year.

l. The working hours stipulated above shall not apply to watchman, security guards, drivers, employees of hostel, canteen, maintenance people and all such employees whose services are considered by management as being necessary to be present in the college / hostel / canteen / cafeteria for such specified working schedule as the management may from time to time regulate in the interest of the college.

m. The employee specified in the above sections shall however leave the place of duty only after they are being relieved by the respective next shift employees or substitute employees. After being relieved these employees shall properly communicate to the next shift employees for substitutes who takes charge of the duty, any special instructions, messages, accidents, hazards, or defects, loss theft etc. these instructions being essential for redressal, timely action and smooth continuation of work and ensuring the safety and security of the college property, especially the security guards who has to do a 24-hour duty with the shift concept.

n. Staff members have to compulsorily come for the flag hoisting ceremony on Independence Day, Republic Day & the Rajyotsava day.

o. All employees of the organization must sign in the attendance register as well as record their attendance in the biometric machine w/o fail.

Applicability

a) This leave policy shall be in continuation with the existing leave rules, only additional information and clarification shall be communicated through this policy.

a. This policy shall be applicable to all the staff members of the group of institutions unless separately specified.

It shall not be applicable to employees appointed on part time, contract and daily basis.

b) Definitions

a. **Leave** – Leave is a provision to stay away from work, for genuine reasons, with prior approval of the competent authority.

b. **Holiday** – It is a provision to stay away from work provided by the employer without prior approval of competent authority, unless specifically called through an office order/memo.

c. **Teaching Staff** – Teaching staff includes professional personnel directly involved in teaching students, including classroom teachers, special education teachers and teachers who work with students as a whole class, in small groups, or in one-to-one teaching.

d. **Non-Teaching Staff** – Non-teaching staff are those who work in the group of institutions but are not directly teaching the students.

c) Right of Leave

a. Leave cannot be claimed as a matter of right. When the exigencies of service so demand, leave of any description may be refused or revoked by the leave sanctioning authority.

b. Leave should always be applied for and got sanctioned before it is taken except, in case of emergency and for satisfactory reasons.

c. The leave account shall also be maintained (besides HR) for each staff in the Department/Faculty concerned.

d. The leave year shall run from 1st January of every year to the 31st December.

e. In case a staff is recalled to duty before the expiry of the leave, such recall to duty shall be treated as compulsory in all cases.



d) Earning of Leaves

Except with the permission of the authority which granted the leave, no person on leave may return to duty before the expiry of the period of leave granted to him/her.

e) Commencement & Termination of Leave

a. Leave ordinarily begins from the day on which leave as such is availed of and ends on the day preceding on which duty is resumed.

b. Sunday or other holidays will be sandwiched between the leaves.

f) Return to duty on expiry of leave

Except with the permission of the authority which granted the leave, no person on leave may return to duty before the expiry of the period of leave granted to him/her.

g) Approving Authority for leave

Following are the leave approving authorities

S. No.	Cadre	Leave Days/Leave Type	Approving Authority	Information to
1	Departmental (All) Staff	<=15 days (Normal Leaves)	Manager/HOD	Principal/Head/HR
2	Departmental (All) Staff	>15 days (Normal Leaves)	Level -1 Manager/HOD Level -2 Principal/Head	HR
3	Departmental (All) Staff	Special Leaves (All)	Level -1 Manager/HOD Level -2 Principal/Head	HR

Note:

1. The employees who are appointed/working on regular basis in the Maintenance department are entitled for leaves based on Rules of the institution. They should avail the leaves in rotation basis as per written arrangement to be made by approving authority.

2. Proper Leave Record File and Leave account of all the employees of institutions shall be maintained by the HR Department.

h) TYPES OF LEAVE

a. Casual Leave -

i. Casual leave must be applied on or before the day of availing the leave.

ii. Only 4 casual leaves are allowed per month.

- iii. Casual leave applied after the day of leave will be considered LOP.
- iv. Casual leave for different staff levels
- v. Casual leaves reset at the end of calendar year. They are not carry forwarded to the next year.
- vi. If probation is completed before the leaves are reset, Casual leaves will be added to the leave balance for that calendar year

CASUAL LEAVE – Level Wise				
S. No.	Years of Service (Staff Level)	Cadre		
		Teaching Staff (ASP/AP/Professor)	Teaching Staff (HODs & Principals)	Non-Teaching/Admin/Operations Staff
1	<1 Year	1 CL per month (carry over to next month if not availed)		
2	1-2 Years	15 CLs per year		
3	2-3 Years			
4	>3 Years			

b. Earned Leave -

- i. Earned Leave is only applicable to HODs/Principals/Non-teaching staff/Administrative Staff/Operations Staff only.
- ii. Employees are eligible for earned leaves only after completion of probationary period.
- iii. Earned leave must be applied on or before the day of availing the leave.
- iv. Earned leave can be long leave.
- v. Earned is not accumulated and cannot be carry forwarded to new calendar year.

Earned leaves are credited on pro-rata basis after completion of probationary period.

EARNED LEAVE – Level Wise				
S. No.	Years of Service (Staff Level)	Cadre		
		Teaching Staff (ASP/AP/Professor)	Teaching Staff (HODs & Principals)	Non-Teaching/Admin/Operations Staff
1	<1 Year	Not Eligible	Not Eligible	Not Eligible
2	1-2 Years	Not Eligible	15 Days	15 Days
3	2-3 Years	Not Eligible	15 Days	15 Days
4	>3 Years	Not Eligible	15 Days	15 Days

c. Vacation Leave -

- i. Vacation Leave is applicable to Teaching staff including Lecturers, Assistant Professors, Associate Professors and Professors only.
- ii. Employees are eligible for vacation leave only after completion of probationary period.
- iii. Vacation leave must be applied on or before the day of availing the leave.
- iv. Vacation leave is accumulated for the current year and is not eligible to be carry forwarded to next calendar year.
- v. Vacation leaves are credited on pro-rata basis after completion of probationary period.
- vi. Vacation leaves can only be availed semester-wise based on permission from approving authorities.

VACATION LEAVE – Level Wise				
S. No.	Years of Service (Staff Level)	Cadre		
		Teaching Staff (ASP/AP/Professor)	Teaching Staff (HODs & Principals)	Non-Teaching/Admin/Operations Staff
1	<1 Year	Not Eligible	Not Eligible	Not Eligible
2	1-2 Years	30 Days (15 per Semester)	Not Eligible	Not Eligible
3	2-3 Years	30 Days (15 per Semester)	Not Eligible	Not Eligible
4	>3 Years	30 Days (15 per Semester)	Not Eligible	Not Eligible

d. Maternity Leave -

- i. Female employees who have completed 2 years of service are eligible for maternity leave.
- ii. The maternity leave period is 180 days, 90 days of paid maternity leave, extendable upto 90 days of unpaid leave.
- iii. Maternity leave can be availed 6 weeks before the expected date of delivery.
- iv. Maternity leave can be availed twice during the employment tenure with the institution.
- v. The concerned female staff must submit a medical certificate from a registered medical practitioner certifying the expected date of delivery at least 30 days before availing the maternity leave.

vi. Miscarriage leave – In case of miscarriage/other medical conditions (Except termination/abortion of pregnancy) female employee is eligible for 2 weeks leave immediately following the day of miscarriage.

vii. Reinstatement of employee to the job is subject to the opportunities within the department.

viii. Any reinstated employee cannot resign immediately after returning from leave and must serve minimum of 1 academic calendar.

ix. In case employee is unable to continue services after ML, maternity benefits will be forfeited.

x. Employees are not eligible for ML if they are on long leave (6 month & above) due to ante natal issues.

e. Sick Leave -

i. Sick leave shall be availed in case of medical situation only.

ii. Sick leave shall be availed only with the written prescription of a certified medical practitioner.

iii. Minimum of 5 leaves days shall be there to be eligible for availing sick leave.

SICK LEAVE – Level Wise				
S. No.	Years of Service (Staff Level)	Cadre		
		Teaching Staff (ASP/AP/Professor)	Teaching Staff (HODs & Principals)	Non-Teaching/Admin/Operations Staff
1	<1 Year	Not Eligible		
2	1-2 Years			
3	2-3 Years	15 days sick leave per year		
4	>3 Years			

f. Official Outdoor Duty (OOD) or Special Leave -

i. Official outdoor duty is only available to teaching staffs.

ii. OOD shall be availed for following mentioned reasons:

1. Seminars
2. Conferences
3. Invigilation Duties
4. University Work
5. Any other work which classifies as above.

iii. OOD shall be taken only with the approval of HOD.

- iv. Maximum of 48 OODs can be availed in a calendar year.
- v. Special leave shall be granted to the staff members who are enrolled for higher education.
- vi. Teaching staff shall be allowed to avail special leave only for days of examination with the approval from HOD and appropriate documents shall be attached along with.
- vii. Special leaves cannot be clubbed with any other leaves.

g. Marriage Leave -

- i. Employees completing 2 years of service are eligible to avail 7 days of marriage leave.
- ii. Employees shall submit a proper marriage proof (Marriage Invitation Card) minimum 7 days before availing the leave or within 7 days of rejoining the duty.
- iii. Marriage leaves can be clubbed with other leaves.
- iv. Marriage leave can be availed only once during the tenure with the organization

h. Compensatory Off -

- i. All employees are eligible for Compensatory off.
- ii. Compensatory offs shall be approved by the HOD only for emergency/official work at office.
- iii. Compensatory off shall be availed within 12 months of generation.
- iv. Compensatory offs can be clubbed with other leaves.

i. Bereavement Leave / Miscarriage Leave -

- i. Bereavement leave is applicable to employees in case of demise of a relative or miscarriage.
- ii. A maximum of 14 days leave can be applied in the above-mentioned case.
- iii. Bereavement leave can be emergency leave and can be applied after rejoining the organization.
- iv. Miscarriage Leave may be applied as Bereavement Leave.
- v. Maximum of 14 days leave can be applied in case of a Miscarriage.

j. Loss of Pay -

- i. Loss of pay shall be applied in system if any leave is taken without prior approval and without proper arrangements on behalf of employee.
- ii. Loss of pay for regular employees is 10 per year, any LOP applied after 10 days shall be considered absence from duty.
- iii. Following employees shall be eligible for longer loss of pay –
 1. Employees on Maternity leave (not covered under maternity policy).
 2. Employees on Sabbatical leave.
 3. Employees taking break in service.
- iv. All the above shall be given LOP with proper approvals only.

k) Effect of leave on service period -

- a. Any period away from work without any approved leave shall be treated as absence from duty.
- b. Only entitled leaves can be availed during notice period of exit from the services.
- c. Any clause in this policy can be deleted, added or amended based on recommendation from management.

**Recruitment Procedure (Assistant Professor /Associate Professor /Professor/
Principal)**

Scope: The overall Institutions effectiveness depends on the competence and quality of its human capital. HKBK is committed to hire and retain qualified, competent staff to perform their duties and responsibilities efficiently and effectively to achieve the Institution's vision and Mission.

Objective:

- a. Attract, hire and retain qualified and competent staff
- b. Deploy the right candidates, into the right jobs, at the right time at the right place.

The appointing authority for all the positions at the Institution (Assistant Professor to Professor Level and Non -teaching/Administration staff) shall be the board of Governors (BOG)

Eligibility: The qualifications, experience and other requirements to be fulfilled by the candidates are as per the UGC and AICTE eligibility.

Process:

Direct recruitment to all cadres is strictly based on merit. Selection is done by duly constituted committees. The below procedure adopted in selection of faculty members:

1. Manpower Planning:

- a. Manpower planning is the first step in recruitment and is done as and when the vacancy exists.
- b. Head of the Department to calculate the Human resource requirement for their respective department based on the teaching load Calculation, Student - Teacher Ratio, subject allocation, resignations, superannuation etc and shared to the head of Institution.
- c. The numbers to be recruited shall be finalized by the HR and Principal in consultation with their HOD based on the institutional needs from time to time as per the guidelines of the apex bodies and the same to be approved by the BOG of the Institution before the recruitment announcement.

RECRUITMENT POLICY

2. Screening:

- a. Vacancies are advertised in local newspapers/ website/ portals
- b. Screening of applications is done by the respective screening committee
- c. Candidates whose profiles are shortlisted are scheduled for a demo interview by the HR Department
- d. Call letters are sent to eligible candidates consisting of details like date, venue, and time of the interview.

3. Interview and Selection:

- a. The Interview Committee consists of Principal/Designated Authority, Academic Council member, respective Head of the department and 2 subject experts.
- b. Eligible candidate should attend the interview with all necessary documents, Educational testimonials and must produce when demanded by Interviewer
- c. The interviewer & committee should submit interview reports with recommendations for selected candidates.
- d. The interview panel provides the feedback in the Demo evaluation form. Evaluators indicate whether the applicant possesses the credentials to qualify for further consideration for the applied position.
- e. Shortlisted candidates will undergo a Personal interview with the HR to assess the Behavioral traits, fitment to the organization and discuss employment terms and conditions.
- f. The HR department submits the meritoriously shortlisted candidates to the Management for further review. All selections are reviewed and approved by the Management prior to extending a job offer.
- g. Issue of Appointment orders to selected candidates.
- h. Candidates should submit a joining report at the time of joining and complete the joining formalities.

4. Induction and Orientation: Every newly inducted employee has to undergo a formal orientation session conducted by the HR Department. Orientation sessions provide necessary information concerning the history, facilities and major policies of the Institute, staff responsibilities, faculty and staff benefits, educational opportunities etc. The Head of the Department is responsible for providing each new faculty / staff member with the necessary on job orientation.

Recruitment Procedure: Non-teaching staff

1. **Requirement Finalization:** All Head of the Department present their requirement to Principal/ Human Resource Manager in the Head of the Department meeting.

2. **Succession Plan:** A process, involves identification of a particular internal individual or employee as the possible successors to the key or senior position if it is vacant. In this process Peon may be promoted as Clerk, Laboratory Assistant may be promoted as a foreman. Clerk may be promoted as Head clerk & office superintendent, etc. The succession can be absolute succession if the identified candidate fulfills all conditions required for appointment; and hence no special conditions are involved in the appointment.

3. **Advertisement:** Publish the job posting in various job portals, website and advertisement if required.

4. **Application and Scrutiny:** Eligible candidates for advertised posts should apply through the job portals, websites. Collection of application & preparation of its database Scrutiny of data and short listing of eligible candidates.

5. Interview Process:

- a. Call letters are sent to eligible candidates consisting of details like date, venue, time of the interview.
- b. Eligible candidates should attend an interview with all necessary documents and educational testimonials and must produce when demanded by the interviewer.
- c. Selection Committee to conduct interview and should submit interview reports with recommendations for appointment.

6. Appointment Order:

- a. Issue of appointment orders.
- b. Approval of the Management for issuing Appointment Orders.
- c. Issue of appointment orders.

7. **Acceptance Letter:** Candidate should submit acceptance letter for appointment order.

8. **Joining Report:** Candidate should submit joining report at the time of joining

9. Induction/ Orientation Program:

- a. Induction is a process of introduction of newly appointed employees to their jobs, colleagues/peers and organization.
- b. After the candidate has joined, s/he is told of his/her duties and responsibilities by the Head of the Department / Principal.
- c. The Principal / Head of the Department takes initiative to induct new employees

Objective

To define, document and implement a set of Standard Operating Procedures (SOPs) [referred hereafter as 'practices' in the document] directed to standardize the processes followed in the onboarding of an employee during the first week starting from his / her date of joining.

Create a memorable early experience for an employee, making him/her feel at-home, helping them to cope with the changes and supporting them in exploring their potential and showcase their performance by providing role clarity & purpose.

Scope

All candidates joining the organization on regular roles.

Standard Day of Joining

Monday to be considered as the day for any new joining's

Broad Process Description

The complete onboarding process shall be a cluster of practices at 3-levels:

1. **Pre-joining practices** – Shall cover activities that are required to be undertaken prior to the date of joining to achieve an appreciable joining experience.
2. **Date-of-joining practices** – Shall cover activities undertaken by HR handling the joining process in the organization.
3. **Post-joining practices** – Shall cover the execution of the induction program defined and approved at the time of selection.

Pre-joining Practices (PJPs)

The PJPs are activities that are directed to ensure an excellent day-1 experience, effective role clarity and person-to-organization integration process. As part of pre-joining activities, the following has to be ensured:

- a. Communication reminder to candidate about the date of joining and confirmation for the same from candidate 7-days prior to the day of joining with the details of DoJ & location for joining (Block) and documents required for joining purpose.
- b. Communication to the department for resource allocation to the candidate 7-days prior to the joining.
- c. Communication to HR for a smooth joining process including joining forms, biometric, and other joining formalities 2-days prior to the day of joining.
- d. Communication to IT for allocation of system (if required) 7-days prior to the day of joining.
- e. Communication to security about the new joining candidate for no delay at the Main Gate



***Note: All the communications to be sent through mail to all the concerned parties with a copy to HR Manager.**

Date-of-joining Practices (DoJP)

The DoJPs activities are directed to achieve an excellent day-1 experience.

1. All joinings to be completed in Head Office only.
2. Designated HR person should be there to complete the joining formalities.
3. Documentation:
 - a. Employee to fill and submit the joining forms along with the documents specified for the purpose of joining.
 - b. Employee details to be filled duly by HR in the system for creation of EMPLOYEE code.
 - c. Employee biometric specimens shall be recorded for attendance purposes.
 - d. Mail intimation to the IT administrator for issuance of assets (system) and email ID creation shall be generated.
 - e. Documents of candidates shall be duly scanned and uploaded to the PERK payroll system immediately.
 - f. Appointment letter shall be issued to the candidate on the day of joining, in exception, not later than 2nd day.
 - g. Organizational announcement shall be made by HR to introduce new employees to the organization.

h. Bank Account Details -

- I. HDFC Bank is the partner bank for our organization.
- II. All the new joinees shall be enrolled for this bank only.
- III. Bank representatives shall visit once a month before the closure of the salary cycle for linking accounts to the organization.
- IV. HR to inform all the employees about the same prior to the visit of representatives.
- V. If a new joinee is already an HDFC account holder, then a copy of the front page of Passbook or a canceled cheque containing Bank Account Number and IFSC code shall be presented to the bank representative for linking the account.
- VI. In case a new joinee does not possess HDFC bank account, the same shall be opened by the bank representative and then linked to the organization account.

Role Induction Practices

The onboarding exercise shall culminate with the role induction of the employee. The practices under this shall help the incumbent understand role expectations.

These practices are to be followed for 3 days beginning from the day of joining. The following activities shall be fulfilled during the time:

- a. *Organizational overview – to be provided by the HR manager.
- b. *HR Orientation – HR Policies and procedures, PMS Process, etc.
- c. #Departmental Orientation – Shall be provided by HoD along with other staff members.

***Note - Organization and HR orientation to be completed on the 1st day of the joining.**

#Note - Departmental orientation to start as soon as the employee is handed over to the HoD.

Integration & Inclusion Practices

The integration & inclusion practices are considered to ensure proactive engagement of new hires. It is done in a 3-stage (3-3-3) exercise as under:

- a. 3rd Day** - The 3rd day meeting is for reviewing the joining process. HR shall check for any issues with employees settling down in the organization.
- b. 3rd Week** - The 3rd week meeting shall focus on departmental feedback. The concerns related to KRAs, keeping up with the course and departmental work-related issues.
- c. 3rd Month** - The 3rd month meeting shall focus on the initial performance feedback of the employee. HR shall understand the KRA and identify the gaps related to the goals he/she has to achieve. The 3rd month feedback shall be for delivering training required by the employee for achieving his/her KRA.

Introduction

This policy is regarding performance management and the procedures set out below must be interpreted and applied within the context of the principles and premises contained herewith.

1. Application of policy –

This policy applies by default to all the permanent staff members who are in employment of the group of institutions.

2. Scope of policy –

The policy is applicable to all the employees joining upto January 31st of every year.

3. Performance cycle –

The performance cycle starts on September 1st every year and ends on August 31st of the following year.

4. Process of Performance Appraisal –

- a. Employees set the KRAs at the start of the year via discussion with HR and Head of department.
- b. The employees are required to follow the KRAs for the academic year along with other activities.
- c. At the end of academic year, employee has to fill out the assessment for in the performance management software.
- d. The employee needed to put detailed contribution in the following fields:
 - Placements
 - Internships
 - Accreditation
 - Departmental/Institutional Work
 - Result Analysis
 - Learning Resources
 - Journal Publications
 - Conference Paper Publications
 - Books Publications
 - Organizing Seminars/Workshops/FDPs
 - Organizing Value Added Courses/Training Programs
 - Participation in Seminars/Workshops/FDPs
 - Participation in Value Added Courses/Training Programs in other colleges/industry
 - Expert Lectures
 - Organizing Conferences
 - Participation in Conferences (external)
 - Funds/Grants
 - Patents
 - Consultancy
 - Guidance
 - Certifications underwent
 - MOUs
 - Memberships with Professional Bodies
 - University/AICTE/UGC assignment
- e. Once the employee fills out the details along with proofs, the points are calculated based on the rubrics.
- f. The increment is then calculated based on the grade average and the department average.

A. Employee Rewards & Recognition

Scope – The Staff Recognition policy aims to recognize individual staff members and/or teams who support the mission, vision and strategic priorities of the Institutions thus providing an opportunity for all staff to be recognized for their outstanding service.

Objectives -

1. Promote positive behaviors that support individuals, groups, and departments in achieving the Institution's mission, vision, and values.
2. Builds a supportive and positive workplace and contributes to maintaining a positive campus culture.
3. Assist in creating a culture of mutual respect, reward, and recognition for employees at all levels.
4. Improve employee productivity and quality of work.

Quarterly Award Categories:

1. **DISTINGUISHED /INNOVATIVE TEACHING** – Awarded to a member of the full-time teaching faculty for their extraordinary achievements as effective teachers in their discipline or in interdisciplinary fields and whose performance in the classroom or other instructional environment best exemplifies effectiveness in promoting student achievement.

Award Criteria:

- Conducting extraordinary or innovative learning activities to the benefit of students
 - Designing instructional materials to improve student learning, Novel approaches to Instructions.
 - Developing delivery modalities that expand student access
 - Demonstrating exceptional achievement of student learning outcomes.
 - Effective use of learning technologies to promote student engagement, active learning, and critical thinking.
2. **DISTINGUISHED RESEARCH** - established outstanding national and international recognition through research and publication or creative achievement in their disciplines.



Award Criteria: The basis for review will be the nominee's comprehensive record of original substantive and influential research or accomplishments as measured by such factors as:

- Research in the teaching discipline, instructional pedagogy, or instructional technology
- Quality and quantity of publications or creative works,
- Frequency of citations in scholarly literature and or performances,
- Peer selected awards and prizes,
- Externally funded, peer-reviewed research or artistic awards
- Receipt of a major grant or significant contribution to grant development or review
- Honors, awards, or recognition from professional organizations.
- Submission of manuscript to peer-reviewed or editorial board reviewed journal.

3. FACULTY-UNDERGRADUATE STUDENT INNOVATIVE BASIC RESEARCH/CREATIVE WORK

Faculty-Undergraduate Student Innovative Basic Research/Creative Work recognizes innovative basic research/creative work conducted by individual faculty members in collaboration with undergraduate students and supports collaborations with additional students.

Award Criteria

- The significance of the project to the undergraduate student's educational development.
- The role of the faculty member in furthering this development.
- The significance of the research/creative work to the discipline.

4. FACULTY-INNOVATION

The nominee should have demonstrated or accomplished an innovative change.

Award criteria

- Developed a solution to a difficult existing problem effectively and productively or improved overall effectiveness through a new method or approach.
- Developed and implemented a plan/ Prototype
- Generated novel and valuable ideas and used these ideas to develop new or improved processes, methods, systems, programs or services for their team, department of the college.
- Other innovations (with explanation)

Selection Process:

- Each department can submit the nominations in the Faculty Award category
- Department HOD will send written notice to the faculty announcing deadlines for award nominations. Each department will then submit its nominations to HR Office
- The Awards Committee will select the recipient of the award in the respective categories.
- After the Committee has made its selection, the recipient & name will remain confidential until the time of the Recognition Ceremony
- Recommended documents for departmental nominees:

- a. Statement (1-2 pages) about the accomplishments of the nominee relevant to the award
- b. Letter of support from department HOD

OTHER AWARD CATEGORIES

1. **Spot Awards:** Spot Awards are designed to recognize special contributions, as they occur, for a specific project or task. Spot Awards are generally for a special contribution accomplished over a relatively short time period. A Spot Award lets employees know that someone has noticed their noteworthy contribution. At the same time, it recognizes and reinforces the behaviors and values.

a. Extra Mile Award - The award is given to an individual full-time, regular employee to show appreciation for exhibiting the Extra Mile attitude.

Criteria: The Extra Mile Award is a special honor created to recognize those who have shown continual concerted effort in doing or achieving something above what is expected.

b. ABCD Awards: (Above and Beyond the Call of Duty) - To recognize people who consistently demonstrate a high degree of excellence in the performance of their duties and who provide their willingness to extend themselves to help others and go above and beyond the normal expectations of their job responsibilities.

Criteria: Staff member who has demonstrated extraordinary effort, dedication, and/or commitment.

They will have demonstrated a level of service delivery beyond that which is expected or typically provided.

The nominee's efforts will have resulted in positive outcomes for those they serve.

Please describe how this individual has worked "above and beyond" and describe the results of their efforts.

2. Fail-Forward
3. Placement Award
4. Employee Referral

Selection Process:

- Each department can submit the nominations in the Award category
- Department HOD will send written notice to the faculty announcing deadlines for award nominations. Each department will then submit its nominations to HR Office

- ♦ In case of Non-teaching the respective department HOD to nominate the employee
- ♦ The Awards Committee will select the recipient of the Spot Award.
- ♦ After the Committee has made its selection, the recipient will be awarded.
- ♦ Recommended documents for departmental nominees:

a. Brief about the accomplishments of the nominee relevant to the award in the award template

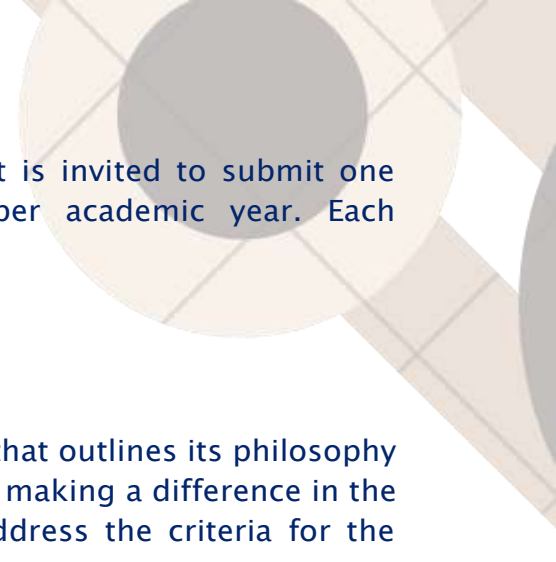
b. Letter of support from department HOD

YEARLY AWARD CATEGORY INSTITUTION LEVEL- AWARD

Teaching Excellence Award for Department/Program – This award is designed to showcase an outstanding department or program that promotes, supports, and recognizes excellence in teaching and in service to students.

Criteria: The award committee will look for persuasive evidence such as those illustrated by the following examples:

- a. Individual and collective faculty efforts to improve teaching and student learning.
- b. Methods of assessment of student learning, achievements that go beyond student evaluations, and the use of assessment results to inform teaching practices, and curriculum development and revision.
- c. Active support to enable faculty to use innovative and effective forms of pedagogy and technology (e.g., critical thinking, collaborative learning, cooperative learning, problem-based learning, learning communities, etc.).
- d. Department/unit policies that encourage collaborative faculty efforts, including team teaching, teaching discussion groups, common assessments, interdisciplinary courses, learning communities, mentoring, etc.
- e. An on-going and data-driven process for reviewing and reshaping curriculum so that achieving academic excellence and serving the needs of all students remain as top priorities.
- f. Exemplary programs for advising, mentoring, recruiting, and retaining students; co-curricular work with students; out-of-class learning.
- g. Success of the department's or program's students (e.g., graduation, job placement etc.).
- h. Clear articulation of how quality is defined, promoted, and assessed by the department or program.



Eligibility and Nomination Procedures – Each department is invited to submit one department or program nomination for this award per academic year. Each nomination must be approved by the institution’s head.

- Required Documentation

- a. A Table of Contents for the portfolio
- b. A nomination letter from the institution’s Head.
- c. A narrative statement from the department or program that outlines its philosophy as a community of faculty, and its goals and strategies for making a difference in the academic success of students. This statement should address the criteria for the award
- d. A one–page fact profile for the department or program.
- e. Data showing student success such as graduation rates, student retention, job placement etc.
- f. A concise, clear, and well–organized collection of evidence that details the department’s or program’s distinctive efforts to foster good teaching and therefore student learning. Suggestions for the kinds of evidence that might be included in this collection are found in the award criteria. These documents should be accompanied by a brief explanation of why they are included in the dossier, i.e., how they document the excellence of the department’s teaching.

Award Committee – A special Award committee, composed of faculty, expert and administrators who are experienced in teaching and learning practices, will review the nomination portfolios and recommend finalists for each award.



1 .An Overview:

The objective of R&D initiatives undertaken by individual colleges under the HKBKGI banner is to build research careers, internationalization of human potential, support and strengthen the knowledge foundation and promote innovative applications, as well as societal impact of education, research and innovation. It aims at honouring the efforts of outstanding researchers at HKBKCE and encouraging them to elevate academic research to the highest levels. The program also aims at increasing research productivity and uplifting the College's academic rank.

2 .Objectives:

To create an enabling environment within the institution to foster research culture and to strengthen research in all the fields of Engineering and applied science.

- 2.1 Create the culture for inter-disciplinary collaborations and a platform for knowledge sharing.
- 2.2 Publish research findings through dissemination in peer reviewed journal.
- 2.3 To support scholarly development of academic staff and to encouragediversification of
scholarly outcomes.

3 .R & D Committee:

To achieve high quality research ambience, a research development committee has been established to strengthen the R &D activities within the Institute and the committee consists of

- 3.1 Principal
- 3.2 Head of the departments
- 3.3 External expert from academic research institute
- 3.4 External expert from industrial research Institute

4. Responsibilities of R&D Committee:

- 4.1 Motivate all Faculties to pursue research in their respective areas of expertise.
- 4.2 Identify the thrust and emerging areas of research and development and to motivate the faculty
members.
- 4.3 To monitor and enhance the quality of ongoing research programmes, projects and the research
Infrastructure within the Institution.
- 4.4 Guiding the faculty members to develop incubation centres.
- 4.5 Guiding the researcher to ensure that the research funds are spent in time to achieve the desired
outcome.
- 4.6 To foster the development of multi-disciplinary research endeavours across faculties and departments through maintaining a database of research and development activities.



5. Research Incentive

Following incentives are initiated for promoting research activities for the faculty/scholars.

5.1 Publications of research findings:

5.1.1 In peer reviewed (indexed) journals Rs 10,000/-

5.1.2 In International Conference Rs 5000/-

5.1.3 National Conference - Rs- 3000/-

The above incentives will be distributed as follows:

The following yardstick for assessment will be followed while awarding and honouring the faculty members for their research publications.

- The applicant should be affiliated to HKBK college of Engineering and must have published his/her article/book/patent.
- The articles should be indexed. The journal/ proceedings should possess ISSN/ ISBN numbers and recognized by UGC. (UGC Care list)
- Distribution of incentives will be made as follows:

If Contributor is	% incentive
1 st author either researcher/guide and affiliated to HKBKCE	100
2 nd author either researcher/guide and affiliated to HKBKCE	60
3 rd author either researcher or guide and affiliated to HKBKCE	40
1 st and 2 nd authors from HKBKCE	60,40
1 st , 2 nd and 3 rd authors from HKBKCE	50, 30 and 20

6. Publications of Books/Chapters:

Faculty members who have taken efforts to write and publish books / chapters are encouraged and honoured with incentive as indicated below. Contribution to full Book/chapters with ISBN or ISS are considered for rewards. Publications under "Letters to the Editor", "Editorial", "Case-study report", Communicates, etc. are not qualified for rewards.

Details	Publisher	Amount
Full book-	renowned International Publisher	Rs 10,000/-
Full Book-	renowned National Publisher	Rs 6000/-
Contribution to Chapters	renowned International/ National Publisher	Rs 2000/-

7. Patent:

A contributor affiliated to HKBKCE who holds "Granted" International /National patent is eligible for an honour of Rs 50000/-

8. Funded Research Projects:

The respective staff who has applied and received the funds will be paid 20 % of the total amount received as grants for the Institution.

9. Participating in International Conferences:

Rs 25000/- (Outside India should obtain the travel grants), Rs -10,000 (Within India) Or registration amount whichever is less per paper. An upper cap may be placed as per the discretion of the Management. Faculties will be notified of the same.

10. Consultancy:

HKBKGI encourages faculty members to do consultancy service to support external engagements that facilitate knowledge and technology transfer contributing to economic and social impact. Such activities serve to link institute and its faculty members more closely to the industry.

Consultancy work can bring financial benefits both to the institution and its employees.

In view of encouragement, the management has decided to share the revenue generated out of consultancy services to the faculty or group of faculties as follows.

Consultant/s	60 %
Assistant/s(Lab)	20 %
Signature Authority- 1	3 %
Signature Authority -2 (If not the consultant)	3 %
Management	14 %

11. Research Support

The Institution will support prospective researcher who expects a significant outcome by providing suitable seeding fund and encourages the researcher with preliminary investigations such that they can approach the funding agencies

LAPTOP POLICY

1. Eligibility

A faculty member who has completed at least 18 months of service may apply for the Laptop Benefit.

2. Payment Plan

HKBK will fund 20% of the Laptop cost, or Rs. 12,000/- whichever is less. The remaining will be deducted from the faculty in 6 to 8 equal instalments.

3. Other Terms & Conditions

The faculty will have to remain in HKBK for a minimum of 1 more year after they complete their instalments, if not they will have to pay the amount funded by the college to claim ownership of the Laptop when they leave.

4. Overall CAP during implementation

At any point, the number active pay back instalments pursuant to the Laptop Policy cannot exceed 10. Additional applicants will have to wait for one or more instalments to complete to apply for a laptop.

MARRIAGE GIFT POLICY

Eligibility

An employee who has completed 2 years of service is eligible for Marriage Gift.

Application Process

The employee is required to submit the marriage Card and put in an application with the HR Department for the release of the Marriage Gift.

Gift Amount

A Gift amount of Rs. 5000/- is granted to employees under the Marriage Gift Policy.

FESTIVAL ADVANCE POLICY

Eligibility

The Festival Advance may be claimed by employees who have completed 1 year of service.

Application Process

A signed application is to be submitted to the HR Department for the release of Festival Advance.

The Employee should not have another advance which he/she is in the process of paying back to the institution while applying for Festival Advance.

Other Terms and Conditions

Festival Advance may be up to 1 month's salary of the employee

The festival advance given will be recovered from the salary of the employee in 3 to 8 months installments, as per the discretion of the Management of HKBKGI.

No interest will be charged by the institution for this advance.

SALARY ADVANCE POLICY

Eligibility

An employee who has completed 3 years of services is eligible for a salary advance.

Terms and Conditions

The employee may claim up to 3 months salary as an advance.

The employee should not have another advance which he/she is in the process of paying back when requesting for the Salary Advance.

The salary so advanced will be recovered in 6 to 10 installments.

No interest will be charged by the institution for this advance.

Application Process

A written application is to be submitted to the HR Department in order to request for salary advance

SUPERANNUATION / RETIREMENT

(a) The superannuation age shall be 60 years for both teaching (with & without Ph.D.) & non-teaching employees of the organization as per the Govt. of Karnataka/ Govt. of India act rules, 60 yrs will be counted from the date of birth (SSLC or X standard certificate).

(b) Teaching staff members with Ph.D. will be on rolls of the institution in any department from the date of completion of 60 years till 65 years & will be in the designation of the Professors cadre only after retirement from service of 60 yrs.

(c) For all the employees of the organization (both teaching & non-teaching staffs), irrespective of the designation (TA, AP, ASOCP, HOD, instructor, attender, etc...), the age of compulsory retirement of a college employee shall be on the afternoon of the last day of the month of the completion of 60 years.

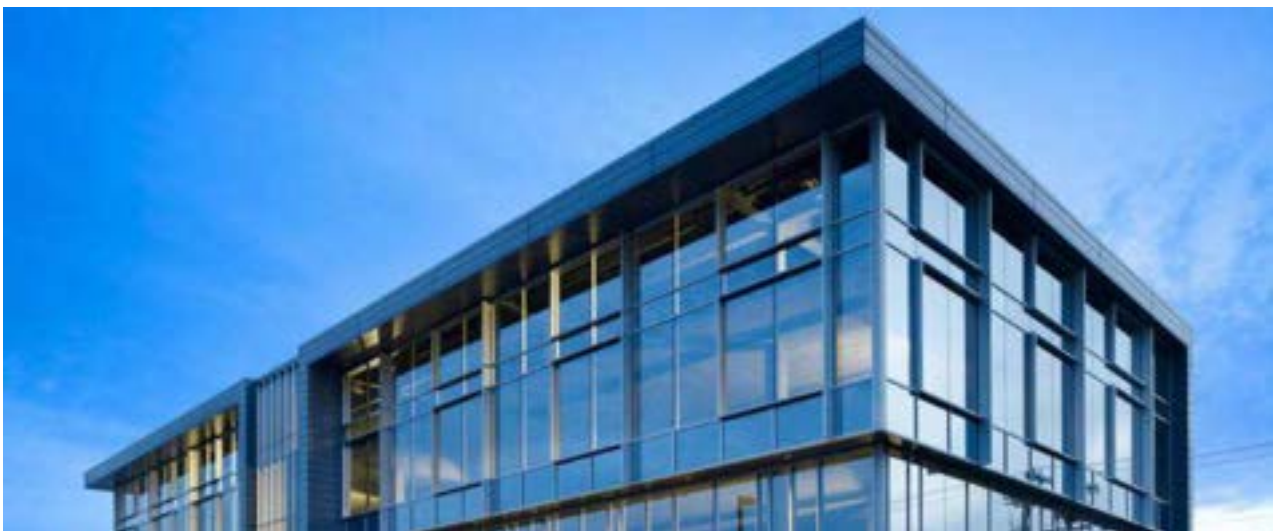
(d) However, under exception cases & under the sole discretion of the management, the exceptionally good employees will be given permission to work on consolidated basis or on per day basis or on hourly basis from 65 to 70 years in the emeritus cadre / visiting professor cadre / non-teaching cadre only (left to the sole discretion of the management).

(e) The date of retirement will be on the last day of the month on which the staff member attains the age of superintendent. The DOB mentioned in the tenth standard marks card shall be considered as the most authentic for all purposes.

(f) After the retirement period, if the management wants to continue the employee's services, it will be done on a consolidated basis or per day / hour basis.

(g) If an employee of the organization leaves the institute & then comes back, joins, it would be considered as a fresh appointment & the seniority will be lost.

(h) Visiting employees or Professors teaching some specialized subjects would be given an honorarium of varying from Rs.500 to Rs.1000 per hour & should claim it at the end of every month or at the end of the semester after submitting the attendance & work done report to the college office, the honorarium depending on the designation of the visiting staff.



(i) Voluntary retirement: A employee of the institution may be permitted to retire from service at any time, viz..., after completion of qualifying service of not less than 20 years on attaining the age of 50 years.

(j) Employees of the organization are not permitted to leave the institute during the semester period, causing inconvenience to the students & they are allowed to leave the college only at the end of the semester (after the last working day of the semester is over) after giving a 1 month / 3 months' notice on either side or 1 month / 3 month salary in lieu of.

(k) Honorarium for visiting personnels is chief guest / guest lecture / invited speaker / workshop speaker / workshop speaker in functions will be varying form Rs.1000 to a maximum of Rs.3000.

(l) The maximum superannuation / retirement age limit for all the Principals of private running institutions as per the government standards in 65 years only, however they can continue in the institution as Director / Dean only on consolidated salary basis.

RESIGNATION/SEPARATION POLICY**Applicability**

This policy is applicable to permanent/probationary employees and not to Ad-hoc/Casual/Visiting/Contract Employees.

Service Period

An employee may submit his/her resignation only after completion of 12 months service.

Notice Period

- a) Any faculty member submitting resignation must finish out the semester and is not allowed to leave mid-semester.
- b) If submitting the resignation at the end of the semester, the faculty member has to serve a notice period of 1 month.
- c) If submitting it mid-semester, the faculty member has to serve a notice period of minimum 3 months or more if the end of the semester is not in the 3 months time frame
- d) Tier 1 and Tier 2 employees as mentioned in the Employee Classification chart must serve a minimum of 3 months notice before separation.

Resignation Window

- a) A faculty member has to submit their resignation at least 1 month prior to the start of the next semester so as to allow the HR Department to fill the vacancy on time.
- b) If the Faculty member misses the resignation window, they have to serve for the remainder of the next semester.

Buyout Option

In case the employee cannot serve the notice period prescribed due to genuine exigencies, the HR department is authorized to offer a buyout of 3 months, after examining the facts of the case.

Buyout option cannot be claimed as a rule.

Resignation Process

Resignation has to be submitted to the HoD, who will then write down their recommendations and forward it to the Principal. The Principal will then forward it to the HR Department for further processing with their recommendations.



GRIEVANCE HANDLING MECHANISM

1. Introduction

The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between stakeholders.

2. Scope

The grievance mechanism procedure applies to all external stakeholders our operations. This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to company internal grievance standard.

3. Definitions

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
Grievance Handling Mechanism	A way to accept assesses and resolve community complaints concerning the performance or behavior of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
Internal Stakeholders	Groups or individuals within a business who work directly within the business, such as employees and contractors.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs and the government.

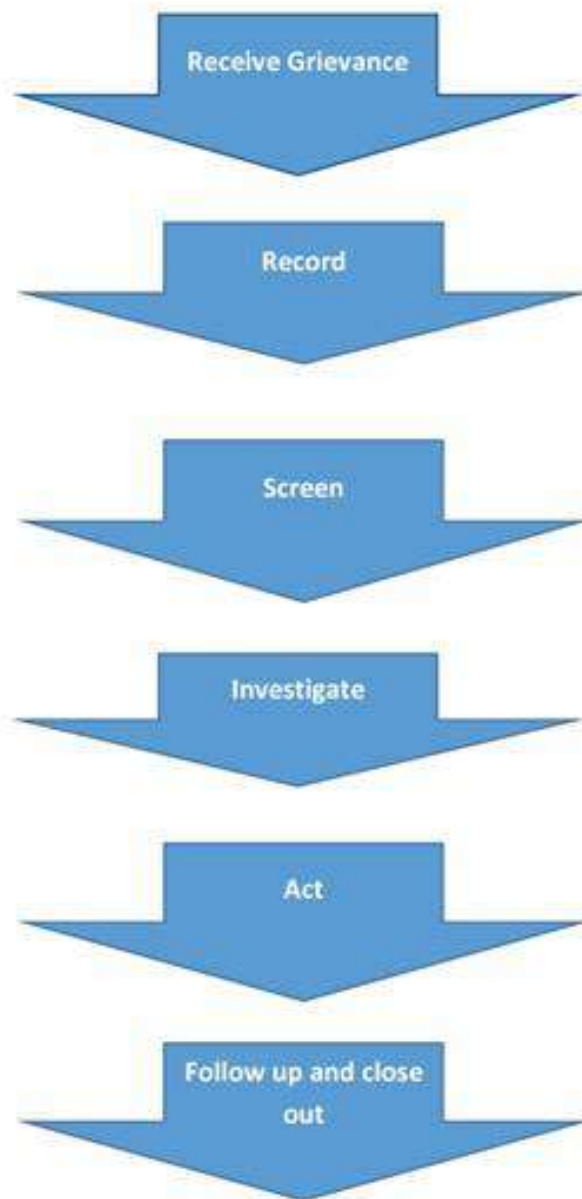


1. Reporting Channel

The reporting of grievance shall be done to the following stakeholders:

- a. Head of Department
- b. Principal of the College
- c. HR Manager

2. Grievance Mechanism





a. Record

All formal grievances will be logged in the Grievance Register and Grievance Lodgement Forms will be saved in record of correspondence.

b. Acknowledge

A grievance will be acknowledged, by the grievance owner, within five working days of a grievance being submitted.

c. Investigate


The HR Manager along with the committee & employees is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact other stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analysed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

d. Act

Following the investigation, the HR Manager will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. The HR Manager is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.

e. Follow up and close-out

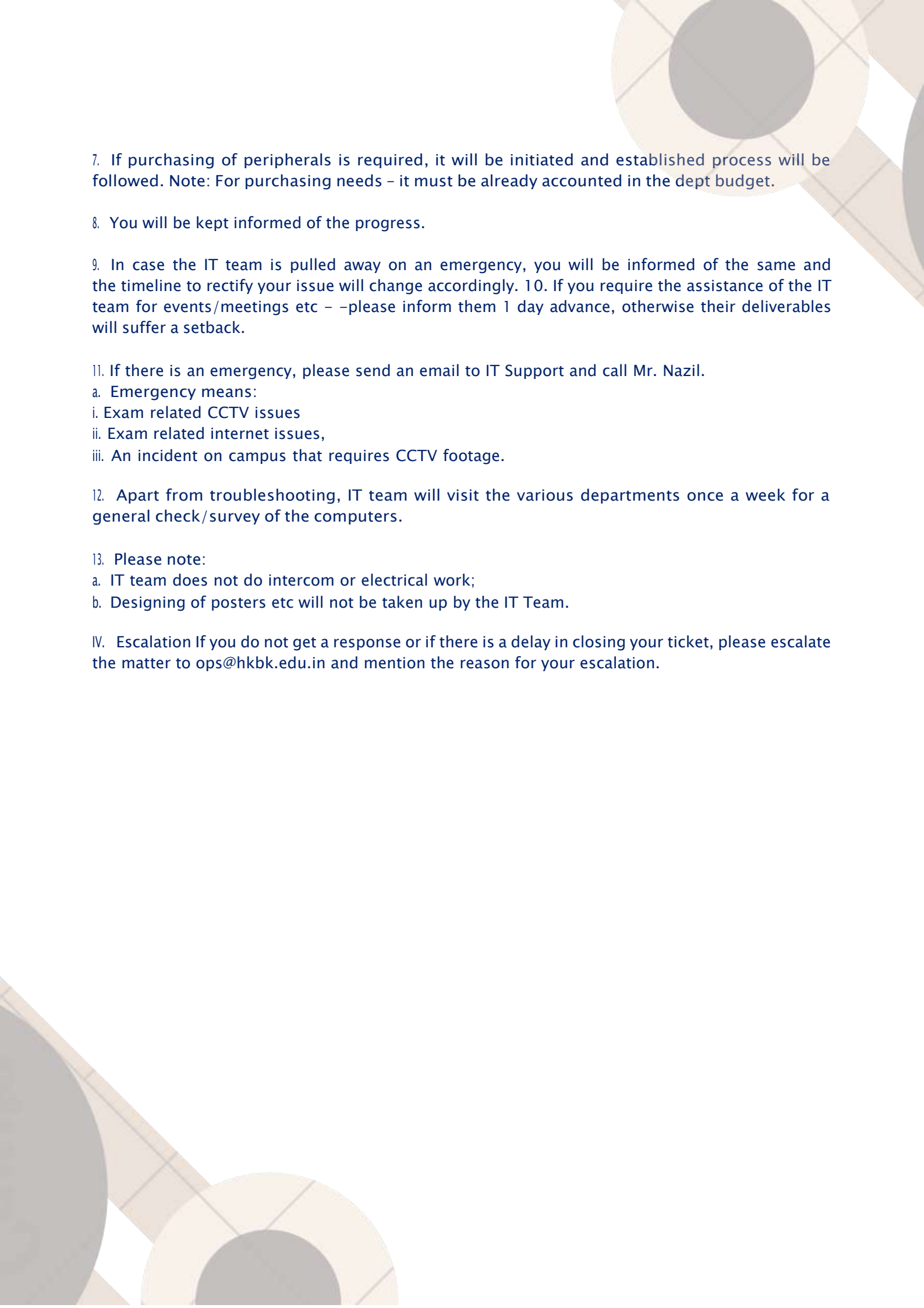
The HR Manager will contact the stakeholder/s three weeks after the grievance is resolved. When contacting the stakeholder, the HR Manager will verify that the outcome was satisfied and also gather any feedback on the grievance process.



IT TEAM SCOPE AND SOP TO ENLIST IT SUPPORT

- I. Scope: 1. The IT Team is responsible for monitoring, troubleshooting, planning for future expansion, and maintenance of Key Responsibility Areas in its scope for all HKBK Colleges – Engineering, Degree, PUC, BPT/AHS, HKBK Group Departments (Admissions/OPS/Accounts/Placements/IQAC), Directors Office, Secretary's Office, OneSB, OneTA and HKBK Hostels
- II. Key Responsibility Area's: 1. Systems and Labs
 - a. Hardware and software troubleshooting (not daily maintenance);
 - b. Installation of HDDs, SMPS
 - c. Installation of new systems in a lab
 - d. Maintenance of Thin Clients
 - e. Dept system issues.
2. Internet Issues
 - a. WiFi
 - b. LAN – New LAN connection as well as troubleshooting of existing networking.
 - c. ISP SPOC.
3. CCTV and Projectors – Health Check, Installation and Maintenance
- III. SOP to get assistance from the IT Team
 1. Send an email to itsupport@hkbk.edu.in
 2. Email can be sent by the following:
 - a. Institutional Level
 - Principal/Dean/Program Manager
 - Principal's Office (CC to Principal)
 - b. Department Level
 - HOD
 - In-Charge HOD (CC to HoD)
 - Lab in Charge (CC to HOD)
 - Manager/Head (Non – Academic Departments.)
 3. You will get an acknowledgement within 30 minutes with approximate time schedule.
 4. The IT team will check the problem within 3 hours of the time specified in the acknowledgement mail and email you with an update/diagnosis/plan of action.
 5. If it can be rectified immediately upon checking, it will be resolved. If not, an email will be sent explaining the issue, with solution.
 6. The department instructors are responsible for any immediate troubleshooting of the computers like power problems, loose connections of power adapters, power cables and network cables etc and daily maintenance.



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7. If purchasing of peripherals is required, it will be initiated and established process will be followed. Note: For purchasing needs – it must be already accounted in the dept budget.
 8. You will be kept informed of the progress.
 9. In case the IT team is pulled away on an emergency, you will be informed of the same and the timeline to rectify your issue will change accordingly.
 10. If you require the assistance of the IT team for events/meetings etc – –please inform them 1 day advance, otherwise their deliverables will suffer a setback.
 11. If there is an emergency, please send an email to IT Support and call Mr. Nazil.
 - a. Emergency means:
 - i. Exam related CCTV issues
 - ii. Exam related internet issues,
 - iii. An incident on campus that requires CCTV footage.
 12. Apart from troubleshooting, IT team will visit the various departments once a week for a general check/survey of the computers.
 13. Please note:
 - a. IT team does not do intercom or electrical work;
 - b. Designing of posters etc will not be taken up by the IT Team.
 - IV. Escalation If you do not get a response or if there is a delay in closing your ticket, please escalate the matter to ops@hkbk.edu.in and mention the reason for your escalation.