

**IILM Academy of Higher Learning, Lucknow**  
**Employee Handbook**

## Table of Contents

<b>Contents</b>	<b>Page No.</b>
About IILM AHL, Lko	3
Code of Conduct	5
Do's and Don'ts at IILM LKO	8
E-Learning system	9
Mentoring	10
New Hire Orientation	11
Working Hours	14
Dress Code	15
Probation confirmation policy	16
Compensation policy	16
Holidays	18
Leave policy	19
Travel Policy	23
Loans	24
IT policy for Employees	25
Employee referral policy	27
Performance management system	28
Confidentiality & IPR's	31
Exit policy	31

## **About IILM AHL Lucknow**

**IILM Academy of Higher Learning, Lucknow** was established in 2004 and is a premier business school in the region. The motto of IILM has been to impart quality education in the field of management. Its faculty strives to equip young people from all over the country to make meaningful contributions to an economy that is increasingly becoming a significant entity in the global arena.

IILM AHL, Lucknow is recognized by All India Council for Technical Education (AICTE). It offers a two year full-time Post Graduate Diploma in Management (PGDM) programme.

Academic excellence, holistic education, global relevance and contemporary curriculum continue to be the corner stones of IILM Institutes educational edifice. The institute through its academic curriculum has evolved a philosophy of education which looks beyond employment and concentrates on individual development by imparting the skills of lifetime relevance. It has introduced modules like life-skills modules, language modules, public relations, personality development workshops as an integrated part of academic curriculum.

With strong faculty strength and an intensive curriculum, the institute has been able to provide maximum individual attention to students. Holistic education cannot be complete without a healthy study environment and therefore, IILM AHL, Lucknow offers an exceptional infrastructure; State of the art modern facilities assist in conducting the various academic programs along with a high degree of interactivity both within and outside the campus. The campus has the right balance between the concrete structure and natural ambience, in line with our mandate of holistic development. The state of art architecture has all the requisite facilities that form an integral part of any international B-School.

Air conditioned classrooms with sophisticated audio visual systems make for a conducive learning experience. Group discussions and conventional lecture formats are further enhanced through a highly developed internet platform. The intranet enables students to access all information pertaining to their course along with submission of assignments and other services.

Finally, IILM strives to go beyond conventional means of education creating a friendly and warm atmosphere where learning and development are encouraged, resulting in it becoming the centre of excellence in holistic education in India.

### **Vision**

IILM will be a leader in values based education and business focused research.

### **Mission**

To develop tomorrow's business leaders, entrepreneurs and managers through:

- An outstanding learning experience based on inspirational and creative teaching
- An education based on ethical values resulting in knowledge and skills valued by industry
- a mutually beneficial and sustained employer engagement
- application oriented research that flows into the teaching-learning process
- an appreciation of the cultural heritage and socio-economic diversity of India
- international linkages that promote cross-cultural learning

### **Values**

- A culture of continuous improvement and total quality that encourages creativity and innovation
- Commitment to an exceptional student experience
- Offer Inspirational and creative teaching
- A human resource strategy that values people and teamwork and is committed to employee development and training
- Communicating transparently and seamlessly to all stakeholders
- A deep commitment to sustainable development and a green environment

### **Key Themes**

- Improving the student experience
- Maximizing the learning value-add to students from entry to exit
- Proactive employer engagement in the region

### **Enablers**

- People Strategy & Operational effectiveness
- Infrastructure and ICT

- Raising the IILM profile
- Communicating transparently and seamlessly to all stakeholders



### **Our Logo**

IILM a seat of holistic learning.

In Persian, IILM, or "iilm" means Knowledge. IILM communicates a place for seeking and attaining education and wisdom.

Our logo depicts the rising Sun, which, in the words of Swami Vivekananda, is symbolic of Jnana, within the universal symbol of the temple of learning.

### **Code of Conduct**

As an employee: You should keep in mind some constants that are the foundation of our success - past present and future. There are six things that glue us together in pursuit of our Institute These are Integrity, Quality, Innovation, Specialization, Respect and Results.

### **Integrity**

Without integrity, nothing else matters. This means doing what we say we will do ... internally and externally... in all cases.

### **Quality**

Going the extra mile in each of your endeavours and heading towards our vision —leader in values based education and business focused research□.

### **Innovation**

This has been a hallmark of our history and is the lifeblood of our future. We possess a great deal of intellectual capital, which we must leverage to innovative approaches for our students by maximizing their learning value-add from entry to exit to use it further in the competitive marketplace. Our culture is of continuous improvement and total quality that encourages creativity and innovation.

### **Specialization**

The dictionary defines specialization as —the distinctive mark of quality, of service excellence.□

## **Respect**

We must respect and support all those we can come in contact with and operate in a professional manner.

## **Results**

The greatest challenge will be to make something happen for your student that is positive and lasting, something that creates value. In the final analysis, achievement of results for the students, within the boundaries of our value system, is what matters most in our institute.

## **Conduct Rules**

Every staff member shall, at all times, maintain absolute integrity, decorum of conduct devotion and commitment to duty. He/she should carry out the orders and act accordingly to the instructions of his/her superiors so far as his/her official duties are concerned. He / she shall do nothing which is unbecoming of a staff member of the Institute. Further, he/she shall not do any act, which is prejudicial to the interest of the Institute.

## **Disciplinary Rules**

The following acts of omission and commission, which are illustrative but not exhaustive, shall be deemed to constitute misconduct and will entail disciplinary action. They are:

### **Minor misconducts: -**

- Negligence or failure to perform assigned duties;
- Unauthorized absence / Habitual late/irregular attendance;
- Habitual indebtedness, insolvency;
- Smoking within premises
- Disorderly conduct;

### **Major misconducts: -**

- Furnishing false information regarding age, qualifications, marks and previous employment at the time of joining Institute;
- Taking/giving bribe;
- Dishonesty; theft, fraud or damage concerning any business/documents/property of Institute ;
- Drunkenness, riotous or indecent or disorderly behaviour;
- Gambling within premises of Institute ;
- Willful insubordination, disobedience, negligence or refusal to accept charge sheet/other communication;
- Commission of any act which amounts to a criminal offence or involving moral turpitude;

- Unauthorized communication of any official document/information of Institute
- Lending or borrowing money or accepting expensive gifts from person/firm having official dealing with Institute ;
- Conviction by court of law; sexual harassment; threatening or intimidating other employees;
- Possession of illegal/unauthorized weapons or firearms;
- Engaging in business other than that of the organization;
- Holding unauthorized meetings, civic, political or union activities/collection of funds during the working hours in premises of Institute ;
- Resorting to or abetting illegal strike/slowdown/distribution of handbills and posters or any other act of subversion of discipline;
- Being found in possession of or attempting to punch another employee's attendance card;
- Deliberately spreading false information or rumours;
- Refusal to accept any communication or warning in writing, etc.
- Unauthorized absence beyond 10 days.

#### ***Disciplinary Action***

For offences, the punishment shall be imposed by the disciplinary authority after enquiry. Punishment shall be based on findings of enquiry, gravity of misconduct and past record of the staff.

#### ***Censure/ Warning***

Punishment may be awarded in the following forms:

For offences, censure/warning will be given in writing, fine, stoppage of increment, demotion, suspension, discharges, dismissal from service.

#### ***Suspension***

The Disciplinary Authority has power to suspend any staff member pending enquiry. During suspension pending enquiry, the delinquent staff member will get subsistence allowance as per the payment of Subsistence Allowance Act and Rules framed there under, as applicable.

#### **Do's and Don'ts at IILM LKO**

Here are a few general rules and a principle an employee of IILM LKO is expected to remain mindful of:

#### **ALWAYS**

- Conducts himself/herself in accordance with the highest, ethical standards, remembering that the definition of a Professional, that we like best, is that of a person who places the students interest above considerations of personal financial gain

- Is neatly dressed and groomed
- Is pleasant, tactful and considerate in manner, remembering to lead rather than drive people;
- Is —on schedule□ and requests assistance, when falling behind is anticipated;
- Is always quick to respond to students queries or messages
- Remembers that the students ultimate benefit is more important than his/her possible —interim annoyance□;
- Stays out of —politics□; and
- Tries to —put himself/herself in the other person’s place□ when exist differences of opinion.
- Professional and business email etiquette and responsibility are expected of all faculty and staff members. Internal communication between employees is strictly for internal use and must not be forwarded/shared with persons outside. Also when communicating with outsiders, email to internal colleagues must be marked with discretion and should be on strictly need basis

#### **NEVER**

- Promises more than he/she expects to be able to deliver;
- Lies or misrepresents anything, either to students, subordinates or superiors;
- Acts on —primary reactions□ - always considers the consequences of any stand or action, checks himself/herself when necessary;
- Fails to communicate weekly - in writing - with superior and designated, other recipients of weekly reports;
- Criticizes surroundings, local habits, foods;
- Gets involved in political arguments, national or international, or such controversial topics as race and religion;
- Criticizes others in a non-constructive way or in the presence of third parties
- Faculty and staff cannot enter into any contract or agreement on behalf of the institute without a specific written authorization from either the Trustee/Secretary or the Director of the institute. Any such contract or agreement signed will be null and void and the institute will not be responsible for the consequences. In this regard the institute reserves its right to initiate appropriate legal action against the concerned persons.

#### **E-Learning system**

IILM LKO provides Fully Managed Web-Based, Institute Management & Integration ERP Software-

**MY IILM.** The Software covers the entire gamut of campus activities in the institute.



The software is aimed at bringing in process refinement, efficiency, accountability and control in an institution. The extensively researched and well-tested architecture of the system ably suits the needs of higher education.

Apart from managing the administrative, financial and academic functions of the institution, the system provides a platform for sharing information between all the stakeholders, viz. Students, Parents, Teachers, Administrators, Management, Corporate and the Alumni, thus ensuring:

- Transparency in administration at all levels.
- Accountability in the system.
- Improvement in the quality of education management
- Create an information communication system between Students, parents, Teachers, Administrators and Alumni

The software also has the Online Learning Management system. The software is simple, efficient and has a low tech browser interface. It is suitable for 100% online classes as well as supplementing face-to face learning. Strong emphasis has been put on security throughout the system. Forms are all checked, data validated and cookies encrypted. The software supports all major branded databases. The software including the Learning Management system is highly beneficial from the student's point of view and enhances their learning in many ways. The students are able to view/use/submit/manage:-

- Course Management
- Time – Table
- Attendance
- Examination and Mark sheet Management
- Assignment Management
- Lesson Planner
- Notes Manager
- College Magazine
- Quiz
- Forums

Developed with the use of cutting edge technology, IILM ERP – is tried, tested and proven for its scalability and reliability. It is a potent blend of pioneering spirit, veteran experience, superior Technical know-how, astute business acumen and creative qualities that the students can make use of in order to enhance their knowledge and expertise.

### **Mentoring**

IILM LKO follows an intensive mentoring program for all its students. The faculty is actively involved in a personalized mentoring process for both first and second year students. Each faculty is

assigned the role of a —mentor□ and is expected to counsel, maintain discipline and motivate their mentees (students). The mentoring process works at three levels- personal, academic and for the professional development of the students.

The roles and responsibilities of the mentors broadly include:

- Ensuring overall integration of the student with the program -academically and psychologically.
- Counselling and motivating the students.
- Managing discipline & conduct related issues of the set of assigned students.
- Counselling the students to ensure adherence to attendance norms and be responsible for their self learning.
- Attendance waivers under exceptional circumstances to be communicated to the programme office.
- Providing students the necessary support, academically and psychologically.
- Mentoring second year students with special attention on their preparation for the placements.
- Upon announcement of pre-placement talks and interviews, mentors should make sure they spend time with their mentees in order to enable them to understand themselves better and be better prepared for the interviews.
- Keeping in touch with placement managers to be able to guide your mentees effectively

### **Academic plan**

To be announced

### **New Hire Orientation**

### **On the Day of Joining**

The following is a list of action items to be taken care on the day of your joining at IILM LKO.

1. Joining Documents: You will be required to submit following documents/ certificates:

- A copy of your appointment letter
- A copy of your joining report
- A copy of your birth certificate
- A copy of educational certificates from Class XII onwards
- A copy of your experience certificates from first job onwards
- A salary certificate from where you were last employed and a copy of your last salary slip

- A copy of the relieving certificate from all the organizations that you have worked so far prior to joining IILM LKO
- PF, Family Declaration forms, Nomination form, Declaration of Address

Employee ID: You will be issued a unique employment identification number which will be used for all IILM LKO processes and communication.

2. Seating arrangement: The Administration staff will help you with the seating arrangement on the day of joining.

3. Laptop / Computer / Data Card: These will be handed over to the new joinees on the 2nd day of the New Hire Orientation (Data Card as per eligibility).

4. E Plus and College Excel Accounts, Bio-metric records, Library Accounts, Email ID, Website profile: These would be created on the day of joining.

5. Mentor allocation: On the day of your joining, you will be appointed to a mentor who is an existing employee – a seasoned employee assigned to them to help answer the new joiner's questions and share with them an understanding of organizational practices. They also can help to introduce the new hire to people with whom they will be interacting on a regular basis, give them a walking tour of the campus, and perhaps have lunch with them one day during their Induction.

6. All new employees go through a half day orientation program that is designed to assist them in adjusting to their jobs and work environment and to instill a positive work attitude and motivation at the onset.

7. As part of orientation you would attend 3 classes of a senior faculty member from IILM LKO would then take 'assisted' classes for another 3 sessions.

## **Non Competition and Copyright**

### **Non Competition:**

a) During the course of the employment with IILM, you will not be engaged directly or indirectly as an employee or in any other capacity in any competition whatsoever with the organization and/or its associated entities

b) On resignation or termination you shall not for a period of two years, either as an employee or in any other capacity directly or indirectly manage, render, advise or perform services to or for any other person and/or organization which is engaged in a business directly competitive to the business of IILM or any of its associated entities and/or is located in any geographical location wherein IILM and/or any of its associated entities are carrying on business.

### **Non Solicitation:**

For all times to come, following your termination /resignation you shall not solicit or induce any person who is an employee of IILM and/or any of its associated entities to leave their employment with IILM and/or any of its associated entities.

**Dispute Resolution:**

In case of any dispute, difference or claim arising out of or in relation to the contract of employment, the parties shall make their best attempts to settle the dispute amicably by referring the same to the Chairman of IILM who shall try and resolve the matter.

In the event no amicable resolution of the dispute is arrived at between the parties, then the dispute shall be referred to Arbitration by a sole Arbitrator. The Arbitrator shall be appointed by IILM and the Arbitration proceedings will be held in New Delhi and will be subject to the jurisdiction of the Delhi Courts only.

**Copyright Clause:**

All copyrightable future work done by you during your course of employment with IILM shall be the property of IILM. The future work created by you should be factually accurate and lawful and should not infringe the copyright, proprietary or personal rights of others. You would be solely responsible and accountable for such unlawful activity and further agree to indemnify IILM against any legal action that may be initiated against it in respect of any infringement with respect to the aforesaid work.

With respect to the above, you will also assign the copyright, without any consideration, in and to the future work that is created by you during the course of employment to IILM by executing an assignment deed in its favor and will have no claims in and to the same whatsoever.

You will not distribute at any time, future work that is created by you during the course of employment for educational, personal, commercial, non commercial or any other purpose whatsoever without taking prior permission from IILM

**General:**

Any article that may be written by you independently during the course of your employment with IILM shall not be sent for publication (commercial/non commercial or in any other manner) to any third party without obtaining prior written consent of IILM

**Working Days and Working Hours**

Institute shall remain open for six days a week. Faculty has a five day week. Depending on exigencies, the Institute may remain on Sundays as well. All employees are supposed to be available at all time for official duties. However the normal working hours for the Institute shall be from 9.00 a.m. to 5.30 p.m. The institute shall have classes six days a week for the current academic year. The faculty is expected to take the classes as scheduled by the programme office. Delays/Rescheduling in classes is not accepted.

**Lunch Break**

Lunch Break will be for 30 minutes.

### **Login System**

You will be required to log in your presence in the attendance system and log out when you leave the office.

In case, you are on tour, or on outside duty or have to leave for any work during the office hours, you are required to inform the HR along with approval from competent authority..

### **Movement out of the premises**

A staff member, who is required to go out on official duty, shall inform HR about the —Out Door Duty□ duty duly approved by the competent authority.

### **Late Arrivals**

All Staff members must be punctual at work.

**For Staff:-**Any employee, who is late beyond 15 minutes after his /her schedule time, will be treated as late comer. .For two late comings half day CL would be deducted and for four late comings full day CL would be deducted. This is cumulative and not in a month.

**For Faculty:** The total working hours per week per employee are 42.5 hours i.e.8.5 hrs. per day, so any employee whose working hours are less than 42.5 hours, the difference of his working hours and 42.5 hours may be treated as late period and deduction of one day CL counted if this difference is one hour.

### **Dress Code**

Though we do not have a fixed dress code for employees, however clear guidelines on the IILM's definition of the attire of its employees are provided. This helps to add a standard for our desired professional appearance.

#### **For Men**

Formal Collared Long / Half Sleeved dress shirts tucked in Trousers and Leather shoes ; good quality blazer or dark suit in winter

Smart Casuals Collared Shirts / T-Shirt with collar / Polo type shirt ( Full /Half sleeves) and Leather Shoes

#### **For Women**

Formal Indian - Saree / Salwar Kameez Suits & Sandals Western - Trousers / Full Skirts, Formal Shirts & Shoes / Sandals; jacket / blazer in winters, if wearing trousers

Smart Casuals Tops / Shirts, Trousers / Pants / Long skirts, Sandals / Shoes

## **Probation Confirmation Policy**

### **Objective**

To provide the newly joined Employees clear guidelines on terms and conditions of probation and how and when do they get confirmed.

All newly appointed employees will be on Probation for 6 months from the date of their appointment. During this period your performance will be reviewed and on completion of six months, there would be an evaluation done. You will know of the evaluation through a formal feedback session.

On satisfactory performance your services will be confirmed in writing. In the event of unsatisfactory performance, behaviour or attitude, you will be either counselled to improve your performance and the probation period would be extended or your services may be terminated depending on the circumstances. If there is no improvement at the end of the extended probation period, you may either be counselled again and another extension may be given or the management will terminate your services.

The period of probation may be extended up to another 6 months, at the sole discretion of the Management on evaluation of your performance; such extension of probation period shall be informed in writing.

### **Compensation Policy**

It is our endeavour to provide employees interesting and challenging work, an enabling environment and attractive rewards that encourage them to contribute and perform effectively. Compensation will be just one of the enabling factors in our multi pronged Talent strategy. Our objective is to provide a fair compensation that is market competitive, remunerative and reflective of the capabilities and skills of an employee; a compensation to attract and retain high calibre professionals.

The salary has been structured ensuring tax & labour compliance and balancing both the long term and short term cash and protection requirements of employees. Compensation heads have been structured to be role and level specific. These compensation heads may be reviewed periodically to ensure that it is current with market and with tax provisions. Presently heads under which compensation is delivered include Base Pay, HRA, PF, LTA, Medical Reimbursement and Special Allowance.

### **Payment of salary**

Your salary will normally be paid on the first week of each month. Salary payments will be credited to your bank account.

For this purpose you are required to open a bank account in bank designated by the organization within a week of joining the organization. After getting your account opened, you are required to intimate your account number to the Accounts department.

### **Salary Confidentiality**

All information related to compensation, its elements and eligibility is confidential. All employees therefore have the responsibility of ensuring that the details of same are not shared with any third party.

### **Provident Fund**

The provident fund shall be operative with the Commissioner of the Provident Fund, Government of India, as per the Provident Fund policy of Government of India. Presently it is

12% of the basic salary, will be deposited by both, the employer and the staff members in PF account given to the staff members by the PF Commissioner. An element of interest on this amount is payable at the time of withdrawal of the same as per policy of the Govt.

Those who wish to get their PF account transferred from the previous company should complete a PF transfer form and submit in the accounts department.

### **Applicability of Gratuity**

As per the Payment of Gratuity Act 1972, gratuity shall be payable to an employee on termination of his/her employment after he/she has rendered continuous service for not less than 5 years.

- (a) On his/her superannuation, or
- (b) On his/her retirement or resignation, or
- (c) On his/her death or disablement due to accident or disease.

Provided that the completion of continuous service of five years shall not be necessary where the termination of the employment of any employee is due to death or disablement.

**Gratuity shall not be paid to a faculty/staff at the following circumstances:**  
On termination of service due to -

1. Riotous and disorderly conduct or any act of violence.
2. Any act which constitutes an offence involving moral turpitude provided that such offence is committed by him in the course of his employment.
3. Causing financial loss to the institute.
4. Any unethical behaviour which tarnishes the image of the institution.
5. Loss of confidence while in service

### **Medical Reimbursement Policy**

Medical allowance which is a part of employee's CTC will be paid on monthly basis. Employee need not to submit any voucher/Bill as it will be paid along with the salary. The total amount provided annually is equal to one month's basic salary.

The Institute will take a Mediclaim Policy to cover all the eligible employees. Medical insurance premium will be paid by the institute for medical coverage up to Rs 3 lacs per family.

### **Leave Travel Allowance**

LTA will be given to all full-time staff on completion of each 12 months of service. It will be paid automatically in the 13th month along with the salary. The amount is equal to one month's basic salary.

Any staff serving notice period prior to completion of twelve months or undergoing disciplinary proceedings will not be entitled to this allowances.

### **Bringing Children / Relatives / Friends to Work**

As a rule only IILM employees are permitted on campus. All others are required to register themselves at the gate and are permitted only as per policy. In case an employee needs to bring along their child, relative or friend to work they are required to seek prior approval from their Campus Head which then needs to be conveyed to the Security personnel.

While on Campus the employee would be fully responsible for the guest's safety and ensure that he or she does not become a disturbing element for anyone. Any damage caused by the guest would have to be compensated for by the employee. In case of a minor, the employee would ensure that their child will not prevent them from fulfilling their job in a normal manner.

If guest is an adult their permission request would need to include details of their employer and purpose of them being allowed on campus.

Each guest must wear a ' Guest of (name of employee) ' ID Card provided at the Gate.

### **Holidays**

There are 10 declared holidays in a year. Of the 10 holidays, employees are entitled to 3 National Holidays declared by the Government, holidays on Diwali and Holi and the remaining 5 is optional from a list of 10 holidays as circulated in the beginning of the calendar year.

### **Leave Policy**

<b>Type of Leave</b>	<b>Annual Entitlement (Staff &amp; Faculty)</b>	<b>Faculty (5 day track)</b>	<b>Faculty (4 day track)</b>	<b>Faculty (3 day track)</b>	<b>Leave Accumulation</b>
Earned Leave	30	15	15	15	45
Sick Leave	6	5	4	3	Nil
Emergency Leave	6	5	4	3	Nil
Maternity Leave	As per Maternity Act	As per Maternity Act	As per Maternity Act	As per Maternity Act	NA



**Note :** Leave is earned by duty or services and it cannot be claimed as a matter of right. Hence, all leaves will be considered approved only if the same is sanctioned. You are required to proceed on leave only on its approval. Non adherence to this will tantamount to misconduct and will be seriously viewed. Faculty Members may not avail Earned Leaves during teaching session.

### **Second Saturday Off**

All the Staff Members/Faculty Associates/Faculty members on 6 day track are allowed to take off on second Saturday of every month.

### **General Conditions**

- Leave is earned by duty or services and it cannot be claimed as a matter of right.
- The leave year is from 1st July to 30th June of the next year.
- In case of the exigencies of work, it will be open to the Competent Authority to refuse, postpone, revoke or reduce leave of any description.
- During the period of leave, staff members shall not take up or accept any employment or work either on remuneration or without remuneration.
- During the period of suspension, staff members shall not be granted any leave. However, during the pendency of disciplinary proceedings, the competent authority may grant leave.
- Sundays and or/ holidays as may be declared by Institute, may be prefixed and /or suffixed to any kind of leave, but intervening Sundays and Holidays, will be counted as a part of leave.
- Combination of leave: Sick Leave/Emergency Leave cannot be availed of in conjunction with any other kind of leave/holidays.
- Before proceeding on any kind of leave, staff members shall intimate to the Competent Authority his/her address while s/he is on leave and shall keep the said authority informed of the changes in address, if any.
- Overstay beyond the sanctioned leave shall be treated as leave on loss of pay unless the concerned staff members has got the extension of leave sanctioned (by Competent Authority) before the expiry of the leave already sanctioned. However, before treating such unauthorized absence as leave on loss of pay, the competent authority shall satisfy itself that there were no extenuating circumstances, which prevented the staff members from obtaining prior sanction for overstay. Over-stay of leave beyond 10 days without proper sanction can call for disciplinary action.
- National, Regional and Declared Holidays will be decided in December each year for every calendar year (January to December).
- On resignation from the service of the Institute, if the employee has taken any Earned Leaves or Emergency Leaves/Sick Leaves, the same shall be considered as LWP.

### **Sick Leave/Emergency Leave**

- All Staff members and Faculty members who are on 6 day track will be granted sick leave/emergency leave for a maximum period of 12 days i.e. 6 Sick Leave and 6 Emergency Leave during the leave year. Staff members who are appointed during the course of the year shall be entitled to it on pro-rata basis. Faculty members who are on 5 days track are entitled to 5 Emergency Leave and 5 Sick Leave, those on 4 days track are entitled to 4 Emergency Leave & 4 Sick Leave and those on 3 day track are entitled to 3 Emergency Leave and 3 Sick Leave. For availing Sick Leave, all employees (Staff/Faculty Associates/Faculty) are to submit valid medical certificate.
- Sick leave/Emergency leave remaining unavailed will lapse at the end of the leave year.
- For availing sick leave, the employee has to submit a medical certificate issued by a registered medical practitioner having minimum MBBS qualification. In case the medical certificate tendered in lieu of the sick leave is not valid, the same shall be treated as cancelled and will be subject to deduction of salary and in such cases strict disciplinary action including termination of services can be taken place.
- Sick Leaves/Emergency Leaves may also be availed for diagnostic purposes, however prior approval must be taken and a certificate must be submitted for the same.

### **Earned Leave (EL)**

EL will be credited to the leave account of employees after one year of service. EL credited to the individual's account will be from the date of joining to 30th June and thereafter with respect to each year, i.e. on 1st July to following 30th June.

E.g. For the Leave Year - 01.07.12 to 30.06.13, 30 days leave credited on 1st July 2013 for all Staff and Faculty on 6 day track and 15 days for Faculty on 5 day track, 4 day track and 3 day track.

Procedure for EL Sanctioning:

- EL should be recommended by the immediate superior and approved by the Area Head/Line Manager and then it goes for the final approval.
- Requests for EL shall be made at least 15 days in advance.
- Weekly –off, declared holidays falling within the earned leave period will be counted as Earned leave.
- EL will be credited on pro-rata basis.
- An employee can avail ELs which he/she have already earned and having in their leave account.
- EL can only be taken in non academic period (i.e during no academic activity and the session is closed).

EL Encashment:

- All the employees on 6 day track are eligible to encash 15 days EL in a year. This will be applicable from 1<sup>st</sup> July 2012. For encashment purpose last years' (as on 1<sup>st</sup> July) basic salary will be applicable. EL will be encashed only on basic salary.

### **Maternity Leave (ML)**

This is applicable to all female staff who have completed one year of continuous service and have attended at least 80 days in office. ML may be granted to a female faculty / staff members for first two surviving children. A maximum period of three months of ML may be sanctioned all such employees with pay. For availing ML, they have to submit a medical advice letter from a qualified doctor.

The faculty / staff member will have to necessarily join back to duty on completion of Maternity Leaves, however, in case of medical exceptions a certificate may be submitted for the extension of leave which may be granted on its merits.

### **Leave without Pay (LWP)**

In case of a staff members whose SL/EmL/EL has been exhausted or taken in excess of the entitlement or who has extended leave without informing the authorities of the Institute, those excess leave EmL/EL taken will be treated as leave without pay (LWP), if approved expert facto by the management. If the leave is not so authorized, it will be considered as violation of conduct rules and dealt accordingly.

### **Study Leave**

A study leave/extended/deputation for a maximum period of two years may be available on recommendation of the Director only after the faculty members has completed at least five years of continuous service at the Institute.

- Eligibility of study leave would be assessed on how this leave would improve the intellectual capital of the institute
- Should be applied 30 days in advance in the beginning or end of academic year
- During the period of study leave the faculty member will not be entitled to draw any salary. He will also not be automatically entitled for promotion as a result of his receiving any advanced degree during the course of his study leave.
- During the period of study leave the faculty will not engage in any gainful employment in other organization and an employee will have to sign an undertaking binding them to the terms of such leave.
- After completing the study leave, rejoining of the faculty will always depend upon the availability of vacant position in the concerned department.

### **Leave Applicable for Contractual Employees**

Contractual employees will be entitled to 6 Sick Leaves and 6 Emergency Leaves that is 12 leaves in a year and the 10 declared holidays (Gazetted, festival etc). Contractual employees will not be entitled to Earned Leaves.

## **Procedure for applying for Leaves**

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

- Application to be made in hard copy and given to your superior/line manager
- Superior to recommend with reasons and send to the Head of Campus.
- Medical leave, if in an emergency can be taken with information but needs to be backed up by a medical certificate.

Leave cannot be claimed as a matter of right. Hence, all leaves will be considered approved only if the same is sanctioned. You are required to proceed on leave only on its approval. Non adherence to this will tantamount to misconduct and will be seriously viewed. Therefore, all unapproved leaves will be treated as without pay and salary deduction will take place accordingly.

## **Travel Policy- Rules & Guidelines**

### **Objective**

The objective of these rules is to provide a set of guidelines that govern travel for official purposes within or outside the country.

These rules are intended to provide reasonable and adequate allowances/ reimbursements related to the responsibilities and needs of various categories of & staff members in consistent with their status in the Institute. It is expected that the entitlement should not exceed the need and these rules should not be mis-utilized.

### **For the use of personal vehicle for official work following compensation would be paid:**

Two wheelers : Rs. 4.00 /KM

All 4 Wheelers : Rs. 7.00 /KM

The faculty members can call for a Taxi as per entitlement from the Institute for official purposes, approved as per the rules.

### **Reimbursement of Expenses on transfer**

The faculty members who have been transferred from one place to another outside the NCR region shall be reimbursed expense incurred for transport/ carriage of house hold effects equivalent to the charges fixed for carriage of goods by train limited to the weight specified below:

A 1 - 4 Metric Tonnes

A 2 - 3 Metric Tonnes

A 3 - 2 Metric Tonnes

A4 - 1 Metric Ton

## A5 - 0.5 Metric Ton

Faculty members shall also be entitled to the actual fare by the mode of travel applicable to him in the travel rules of the institute for self, spouse, dependent, parents and children from the place of work to the place of transfer. These expenses can be claimed within 6 months from the date of shifting his family from one place to another. Faculty members who has been transferred from one place to another outside the NCR region shall be entitled for a special leave of 5 days as joining time provided he / she is shifting bag and baggage to that place, otherwise only the time taken in travelling from one place to another shall be treated as on duty.

### **Disturbance Allowance**

On transfer faculty members shall be entitled for a disturbance allowance equivalent to one month's basic salary, outside NCR.

### **International Travel Entitlement**

Approval of Director/Executive Dean shall be required to undertake any International travel. Travelling and daily allowance shall be decided keeping in mind pay scale and status of the employee, country of travel and other needs depending on the type of work assigned to the employee.

### **Loan Policy**

Loans to the employees of the organization will not be a matter of right but purely discretionary by the management. Following are the prescribed guidelines:

1. Length of service in the organization: Minimum three years continuous service
2. Purpose:
  - House building, major repair/new purchase
  - Own, daughter's or dependent sister's marriage
  - Serious illness- primarily for hospitalization for self, spouse, parents and unmarried children
  - Victim of natural calamity and on similar compassionate grounds
  - Purchase of own vehicles (two wheeler/four wheeler).
  - Higher Education of children (for one child only)
3. Gap between repayment of the last loan in full and the application for the present should be minimum one year.
4. All applications for loan must be applied through the specified Loan Form available at respective HR Departments.
5. Employees can also be asked to furnish supporting documents to the Institute.
6. Maximum amount: The maximum eligibility amount is 12 times of the Gross Monthly salary of an employee. However, it will also depend upon the repayment capacity and purpose of the loan. The employees shall require pledging financial instruments in the form of NSC, LIC

Policy, and Bonds of a value equal to 75 % of the loan amount. These instruments will be returned only after full recovery of the loan amount taken by the employee.

7. Repayment: 36 - 60 monthly instalments. Fixing of instalments would depend on the employee's repayment capacity and management's decision. All employees shall deposit PDC of 25 % of the loan amount towards repayment at the time of getting loan amount.
8. In case an employee departs before repayment of the loan amount, his/her final settlement of account will be withheld till such period the complete outstanding loan is recovered from him/her.

Failure to deposit the balance loan amount within 15 days of leaving the services of the organisation may lead to :-

1. Recovery of outstanding loan with interest as per prevailing market rate
  2. Initiating appropriate legal action
  3. Deduction of outstanding loan from the Full & Final Account
9. Interest Rate : All loans will be bearing the interest rate of 10% unless management uses its discretion of waiving off or minimising the interest. Rate of interest is based on the prevailing market rate and may vary from time to time. Interest may not be charged from an employee having gross salary of less than Rs. 20,000/- per month.

### **IT Policy for Employees**

#### **INTERNET / EMAIL**

The Institute's computers, computer files, the e-mail system, Internet access and the software furnished to employees are the Institute's property and are meant for official work.

The Institute specifically prohibits the use of computers, handhelds and the e-mail system including Internet access in ways that are disruptive, offensive or harmful to morale. This includes sexually explicit messages, images and cartoons, ethnic slurs, racial comments, off-color jokes or anything that could be construed as harassment, shows disrespect for others, defames or slanders someone, or otherwise harms another person or business.

Employees may not access the Internet to visit any websites that contain pornographic content, any discriminatory message, or one that disparages any group.

Employees may not use computers or the e-mail system for commercial messages of any kind or for messages of a religious or political nature, solicitations, gambling or other inappropriate usage. E-mail and Internet access should be used in such a way that all transmissions, whether internal or external, are accurate, appropriate, ethical and lawful. Employees of the Institute are permitted to use their email or intranet accounts only for official communication. Sending emails the like of festive greetings, initiating or partaking in unauthorized or inappropriate discussions, sending emails with heavy attachments, or forwarding chain mails, etc. is strictly prohibited.

#### **SOFTWARE**

Illegal duplication of software or violation of copyright laws by the duplication or sharing of software, installing of pirated software or the distribution of copyrighted material, downloading of non-work

related or objectionable files is strictly forbidden. An employee should not misuse a password, access a file or retrieve a stored communication that is not normally accessible to that employee.

Access is provided to employees for various online software and resources. All data contained therein is property of the Institute and therefore may not be misused, communicated, handed over or passed on in any format and through any medium to anyone other than for whom it is intended by the Institute. Immediate action will be taken against those found guilty of violating this policy.

## **MEASURES**

In order to enforce these policies, computer, Internet and e-mail usage may be monitored by the Institute, including retrieving and reading e-mail messages and other computer files, and monitoring of Internet traffic. Therefore, e-mail messages and other use of the Institute's computers is not confidential, and even though you may be issued a private password or other private access code to log in to a system, you may have little expectation of privacy with regard to your use of the system.

Employees should immediately notify the management of any violation of these policies. Those found guilty of violating these policies will be subject to disciplinary action, suspension of online accounts or if necessary, face termination of employment.

## **LAPTOPS**

In view of the requirement of the profile, only the employees of Delhi, Gurgaon and Noida campuses shall be issued laptop and blackberry for official purpose. Eligibility of the Laptop and blackberry is the discretion of the management and cannot be claimed as a right.

Once the laptops are issued, the individuals will become conditional owners of the laptops. These employees will therefore be responsible for the laptop's security, maintenance, and replacement of parts including the battery which gets worn out due to usage. Beyond the warranty provided by the manufacturer or supplier, all damages and losses are to be borne by the individual employees. In case the laptop has to be sent for repair, the Institute may permit the individual to borrow a stand-by laptop (if available) for a period not exceeding 10 days.

No person may pass on or hand over the laptop provided to them, to another person without fulfilling certain formalities which include clearance from HR and the CIO.

The Institute reserves the right to occasionally check all systems in compliance of policies. Please refer this [link](#) which outlines the Institute's policy with respect to issue, reimbursement, and replacement of laptops.

### **For laptop policy :**

[Laptop policy](#)

## **UPDATES / REVISIONS**

As and when necessary employees need to comply with system policies, installation of software upgrades, cooperate in the up keep of their systems and online profiles in order to meet the Institute's standards.

Management reserves the right to update or modify these policies as and when necessary.

## **Employee Referral Policy**

### **Objective**

To encourage Employees to refer suitable candidates from time to time and helping us meet the staffing requirements of the organization.

### **Eligibility**

When you refer your friend / acquaintance, we expect you to have briefed the candidate about IILM LKO.

Please do bear in mind the "MUST HAVES" for all those being referred:

- Strong academic background from educational institutions of very high standing
- Pleasing Personality
- Excellent Communication & Presentation skills
- Relevant experience
- Strong Analytical Skills
- Team Player
- Should be open to travel/ relocate
- Strong Educational background from premier institutes

It's opened and closed with prior announcement.

## **Performance Management System**

### **Objective**

The Performance Management System has been designed so as to achieve organization goals and facilitate individuals in achieving professional aspirations.

The key objectives of the Performance Management System are to

- Strengthen the Intellectual Asset base of the firm
- Align and harness employee energies towards achieving superior results for our Stakeholders
- Guide employees on the path to strengthening their professional capabilities
- Provide a rational and objective basis for identifying high potential to take on future leadership roles
- Provide an objective basis for rewarding and recognizing performance



## **The Performance Appraisal Cycle**

Individual performance and contribution will be reviewed on a continuous basis through appropriate monitoring and feedback. In this appraisal the focus will be on review of performance against key deliverables and targets and on capabilities demonstrated in the course of the year. The key outcomes of the end of year performance discussions will be

- An agreed set of action to be undertaken by the employee to improve performance
- Identification of development needs
- Identification of potential for career progression and growth
- Basis for deciding performance awards

1. The appraisal conducted twice a year- December (review of progress on FAAP) & June (review and reward);

2. The Appraisal is based on the Faculty Annual Academic Plan (FAAP) that is filled by all faculty in the beginning of the new academic session;

### **Components of the appraisal system:**

1. Self-appraisal

2. Appraisal by Area Chair

3. Teaching feedback

4. Appraisal also includes data from the Program Office (like classes held, re- scheduled or cancelled; number of guest lecturers conducted, etc.)

5. Peer review is done by a cross functional team on team work, communication/socialization, and attitude related parameters. Peer Review is a developmental process through which individuals review and reflect on their practice, making plans and carrying them out, with the support of colleagues during the process.

### **The aims of Peer Review are to:**

- Deliver improvement to the quality of student learning through a continuous process of review and development
- Enhance the scholarship of learning and teaching
- Promote reflective practice
- Link with appraisal and professional development to create a coherent development and review cycle supported by personal scholarly activity time

It should also aim to address the needs of individuals, subject and inter-professional groups, the institution and professional and regulatory bodies. In order to be effective, peer review needs to be

integrated and seen as a developmental process which draws as far as possible on existing processes and documentation

After compilation of all this information, a formal appraisal meeting is held with the Vertical Head/ Dean/ Director and Chairperson to take final decisions in terms of increment, and promotion.

The purpose of the review process is to reflect on the achievements and challenges of the preceding year. The review is an opportunity to acknowledge and celebrate success. Whilst specific issues will have been addressed during the course of the year, this is an opportunity to reflect on, and learn from, the experiences of the year as a whole.

The review should be an open and confidential dialogue between the Vertical head/Dean/ Director/Chairperson and the faculty, sharing and discussing:

- The individual's progress against the objectives previously set, taking into account any changes that have occurred during the year
- Factual information such as feedback from peer review, students and other stakeholders, and module review
- The individual's reflection on their own personal development during the year
- Reflection on the individual's achievements in relation to the team/faculty/department/research centre/University objectives and core values the individual is expected to uphold – these may refer to such areas as quality, teamwork, customer service, teaching, research and behaviour.

A personal development plan sets out the actions people propose to take in order to learn and develop themselves, together with what the organization is committed to do to support them. Individuals take responsibility for formulating and implementing their plan in agreement with their appraiser. This is an ongoing process of continuous improvement and individuals must be encouraged to engage in a range of developmental activities, both inside and outside IILM, as appropriate. In some cases, development may be a requirement in order to meet expected standards of performance

**A personal development plan should include information on:**

- The development activity agreed (including timing, any cost, staff time) and the expected individual and organizational benefit
- Any individual and/or team development objectives targeted to meet faculty/department objectives

**Annual Increment**

Annual Increment determined from time-to time will be awarded based on —Annual

Assessment□ of performance as per specified Performa (amended from time-to time). However, management in its absolute discretion may consider for any staff members, advance/special increments or one time award based on outstanding performance and potential at any time.

**Promotion**

Promotion to higher grades shall generally be made subject to needs of the Institute and availability of posts as well as performance of the employees. Eligibility for promotion will conform to AICTE/UGC norms wherever applicable.

**Transfers**

Staff can be transferred from one department to another within the organization and from one IILM campus to another.

**Confidentiality and IPRs Policy****Non-Solicitation**

During the term of your employment, you will not directly or indirectly:

- Employ or solicit for employment, or advise or recommend to any other person or entity that they employ or solicit for employment, any employee of the organisation
- Solicit or encourage any employee of IILM LKO to leave the employ of the Organisation, to do any act that is disloyal to the organisation, is inconsistent with the interests of the organization.
- Make any statements or perform any acts intended to interfere with, reasonably likely to interfere with or having the effect of interfering with, any interest of IILM LKO.
- Undertake any alternate employment or engage in competition with, perform any services for, participate in or be connected with any organization which engages in competition with IILM LKO.
- Any assignment/consultancy/training/international teaching assignment need to be approved by competent authority Dean/Director.

**Confidentiality**

We expect utmost discretion and confidentiality of information to be maintained at all times even beyond the employment term. Any indiscretion or wilful sharing of confidential information with third parties shall be deemed as a gross misconduct and may result in immediate termination of services without notice or compensation.

No reports, proposals, designs, patterns, literature etc. (printed and/or on any electronic media) containing information internal to IILM LKO should be taken out of the office, without prior knowledge of the administrative head. In no case, a copy of any Business Proposal / Project Report or any other Document or Software in any form can be given out to any third party without specific written approval from the administrative head.

## **Exit Policy**

### **Objective**

To provide guidelines to be followed when the employee leaves the company either due to Resignation or Termination. This is to ensure that both parties have all issues tied to mutual satisfaction in a fair manner.

### **Termination of Service**

During probation period and / or extended period of probation, every staff is liable to be terminated at any time without any notice or assigning any reason(s) thereof.

On confirmation, services of a staff member can be terminated by giving one month's notice, or by payment of one month's basic pay in lieu thereof. For disciplinary cases, no payment or notice period is required.

### **Resignation**

All employees whether confirmed or not, will not resign from the services of the Institute in the middle of the academic session. However, management may use its discretion in case of representation of extreme unavoidable circumstances by the departing employee. During non-teaching period all employees are required to give one month's notice or salary in lieu of notice period.

- Faculty Members :

All faculty members are liable to give two month's notice or two month's salary in lieu of notice period in the middle of the academic session. All faculty staff are required to fill an Exit Form on leaving the institute.

- Placement/Programme/Admission Staff :

Placement/Programme/Admission staff work in tandem with the academic functions of the institute and are the integral part of the academic development of the students. Hence, if they resign from the services of the institute in the middle of the academic session, they are liable to give two month's notice or two month's salary in lieu of notice period. All Placement/Programme/Admission staff are required to fill an Exit Form on leaving the institute.

- Administration and other staff:

Administrative and other staff members whether confirmed or not are required to give one month notice or pay one month's salary in lieu of notice period. Employees working in the capacity of Asst. Manager and above are required to fill an Exit Form on leaving the institute.

It is the sole discretion of the management to accept the notice period served by the departing employee and decide the relieving date before expiry of such notice period. The Institution shall not be under any obligation to pay for the non served notice period.

### **Process for Resignation**

The mail /letter has to be sent to the Director. Written acceptance of resignation will be given to the employee clearly specifying the date of relieving by HR Department. All departing employees are required to handover his/her assigned responsibilities to the designated person and get a confirmation from him/her that all job responsibilities have been handed over to the satisfaction of the line manager. During the notice period the employee will help to complete all formalities including exit interview, handing over the no dues certificate and PF withdrawal forms. The HR/Administration will help in procuring the No Dues Certificate. On receipt of No dues Certificate the full and final settlement of account would be prepared. Final payment cheque shall be issued along with Experience-cum-Relieving Certificate. This will be telephonically communicated to the employee who can to either pick the cheque from LR or it will be posted to the address as mentioned by them.

Please note once the duly completed no dues certificate reaches the office it will take 15 days to clear the account.

### **Retirement**

Staff shall retire from service of the Institute on attaining the age of superannuation fixed at

58 years. However, the retirement age may be changed from time-to-time by the management. To determine age of retirement, the official record of age available with the Institution shall be treated as final. However, fresh arrangement can be made to avail the service of the retired employees on consultancy basis on terms fixed by the management, which will be at the sole discretion of the Management.

### **In case of long unsanctioned leave**

You will be considered to have voluntarily abandoned the service of the organisation if you fail to report for duty, either after 5 days from the date of expiry of your sanctioned leave, or you are absent for a period of 5 consecutive days or more without sanction or if you turn up to rejoin duty after an unauthorized absence of more than 5 days and are unable to explain your absence to the satisfaction of the organisation.

### **Return of IILM LKO's Property**

You shall promptly upon the termination of your employment, deliver organisation's equipments and belongings (laptop, mobile phone, data card, books, visiting cards etc.), correspondence and all other documents, papers and records in whatever form, including but not limited to, electronically held data containing or referring to any client, proprietary or confidential information concerning the business of the Firm and of any of its Clients which may have been prepared by you or have come into your possession, custody or control in the course of your employment. You shall not keep any copies of these items.

No copy (printed or digital) of any document or proposals or report or contacts' data base can be made by the departing employee. Any violation of the Institute's intellectual property ownership or rights will be taken very seriously, and legal action may be initiated against such employees who are found to have taken any organization document or file or presentation or any other official records.

**Issue of No objection certificate / Recommendation & Relieving letter**

Any employee requiring such letter/s / NOC, may forward their request to their respective area heads/director, who may forward recommendation of such letters to corporate HR at IILM LKO.

The Corporate HR team will issue such letters to the respective employee in its standard format.