



# MALWANCHAL UNIVERSITY, INDORE



## HUMAN RESOURCE MANUAL

Amendment: 2023

A handwritten signature in blue ink, likely of the HR Department.

Created by: HR Department

A handwritten signature in green ink, likely of the Registrar.

Approved by: Registrar



**HUMAN RESOURCE MANUAL**

**OBJECTIVE**

*Accomplishing Professional Human Resource Policies and practices for Malwanchal University, the organization aims at improving efficiency, productivity, growth and corporate ethical standards.*

**MANAGEMENT PHILOSOPHY**

*The management expects employees at all levels to maintain absolute integrity and devotion of duties, and to work with a high standard of imitative, efficiency and economy; and conduct themselves in an exemplary manner so as to enhance the image of the organization for its Growth into the most sought-after organization to work for.*

*An employee holding a supervisory/Leadership post shall take all possible steps to ensure the integrity and devotion to duty of all employees under his control/authority.*

**HUMAN RESOURCE PHILOSOPHY**

*Recognize the contributions of the employees and treat each individual employee fairly and consistently in all matters, with a uniform application of the following human resources philosophies*

- Human resources are best allocated to achieve optimum productivity and efficiency.
- Employees are always encouraged to well-equip themselves for the present job and future development.
- Reward is based on merit. High performers are given priority to take up more responsible positions.
- Two-way communications between employees and the management to be promoted as a means of building mutual understanding and trust.
- Workplace safety is given top priority to protect human health and enable employees to deliver their best performance.

**EQUAL EMPLOYMENT POLICY**

The organization provides equal opportunity for all qualified persons and does not discriminate against any employee or applicant for employment because of race, colour, religion, sex, age, national origin, veteran status, disability, or any other protected status. This policy applies to recruitment and placement, promotion, training, transfer, retention, rate of pay and all other details and conditions of employment.

All other personnel actions including compensation, benefits, transfers, layoffs, recalls from lay-offs, training, education, tuition assistance and recreation programs will be administered without regard to race, colour, religion, sex, age, national origin, disability, veteran status, or any other protected status, in accordance with appropriate law.

*All employees are responsible for maintaining a work atmosphere free from discrimination and unlawful harassment by treating others with dignity and respect.*

**WORK CULTURE AND ENVIRONMENT**

Strong work culture to bring the employees together on a common platform and motivate them to deliver their best to achieve desired results. It is essential for the employees to enjoy at the work place for them to develop the sense of loyalty towards it.

The organization offers a positive ambience to the employees for them to focus on their work and follow the organizations rules and regulations.

**To create a healthy work culture:**

- An employee must be cordial with each other
- Each employee should be treated as important part of institute
- Encourage discussions at the workplace
- Promote team building activities to bind the employees together

*Sodhan*

## MANPOWER PLANNING, RECRUITMENT AND SELECTION, MANPOWER PLAN & CONTROL

*A standard Recruitment and selection process to be followed. • Acquires and retains the optimum number of employees with the required skills, expertise and competence. • Assist in optimum resources allocation so that potential manpower surplus or shortage can be anticipated and improved. Recruitment to be carried in accordance with the basis of operational needs and approved manpower plan. Where a replacement is required, internal transfer or promotion to be considered before pursuing external recruitment. In order to optimize human resources utilization and to maintain cost effectiveness, a stringent manpower control to be exercised. purpose of recruitment to acquire the optimum number of high-quality employees for the operations and development of the organization. Whenever an employee leaves the organization, the replacement is necessary.*

### RECRUITMENT AND SELECTION

In order to appoint the most appropriate employees for the positions, we must follow defined recruitment and selection process

#### PROCESS NOTE FOR RECRUITMENT

- Sources of CVs
  - ✓ Reference from existing employees, Newspaper advertisement, Recruitment consultant
  - ✓ Direct walk ins , Online portal
- All the CVs will be received on HR mail id (assistanthr@malwanchaluniversity.in)
- If any CV is received physical, on other mail id or through direct walk in, then the particular cv will be forwarded to HR mail id.
- All the CVs will be maintained in the Central HR office, folder= grade/category wise.
- Recruitment requisition by HOD/HOI to be sent to HR for hiring with reason in the format.
- Once the requisition is received from the HOD/HOI, HR needs to do screening of the respective candidate from data bank or have to arrange candidates for the position.
- General screening of the candidate will be taken by the HR to check if the candidate is meeting eligibility criteria. If HR finds candidate is good and apt then the CV will be sent to principal/ HOI/HOD for further telephonic Interview/ discussion.
- If the candidate is apt for the profile HOD/HOI will send the feedback to HR.
- The candidate will be called to university /Institute for the final round with selection committee along with the documents (educational certificate, salary slip/bank statement of last 3 months, increment letter, relieving letter (if left the job).
- Once the candidate come for an interview, he/ she will be given application form to fill & to appear in competency /skill/written test paper (if applicable)
- Then selection committee will take the demo/interview of the candidate.
- If selection committee finds the candidate apt and eligible, to send feedback to HR with detailed remarks and current salary/expected salary /DOJ etc. for further processing.
- After the approval from the competent authority is received, offer letter will be released to the candidate on mail or physically.
- Documentation to be completed as per list on the day of joining.
- Code of conduct/employment agreement /leave policies to be shared and signed by the employee on joining date. ID card /attendance activation /uniform /bank account to be opened on date of joining by the HR team.
- Before issuing appointment letter, **reference check, police verification to be done**, relieving letter from previous employer (if applicable) and to be documented within 30 days of joining.

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- New employee to be introduced with registrar office and File to be send along with appointment letter to the registrar office for signing the same, once signed one copy to employee and 1 copy in the file.
- New employee to be taken to the departments/institute for welcome and introduction with other staff members.
- Induction and training to be arranged for the new employee for job responsibility, process& system, dos and don'ts, HR policies.

***We should have selection committee of different compositions to shortlist and interview the prospective candidates for the vacant positions at all levels.***

Experts to keep in mind various aspects in shortlisting the appropriate candidate as

- Academic Qualifications
- Work Experience
- Job knowledge and technical know- how
- Recent Earnings / Allocated Budget

#### INTERNAL JOB POSTING

The policy is to transfer or promote well performing and capable employees to fill vacancies so that employees are provided with opportunities to widen their exposure and further their career development within the organization, the potential candidates are drawn from a wide pool and equal opportunities are ensured for all candidates.

#### JOINING FORMALITIES

On the day of joining, the employee is requested to fill the requisite forms as the part of the joining formalities.

The check list as to what all documents are to be submitted while joining the organization will be provided to the employee at the respective campuses.

The hardcopy of the same has to be send the very same day for official documentation purposes to the HR Department.

Once the details are sent to the HO, the other formalities including the Appointment Letter, ID card, email id and other logins (wherever applicable) will be generated and sent to the newly joined employee within 48 hours of their joining.

#### EMPLOYEE RECORD AND INFORMATION

The Department of Human Resources to maintain a record of each employee at Head office.

It includes information such as education, experience, work performance, and progress.

These records are carefully reviewed when an employee is being considered for promotion, salary increase, or transfer. In accordance with policy and applicable law, all employee records (including but not necessarily limited to application forms and other records pertaining to hire, promotion, demotion, transfer, work schedule, layoff, termination, rates of pay or other terms of compensation, performance appraisal, and selection for training) kept by the organization will be preserved for at least three years from the date of the personnel action. This does not apply to records for positions known to be of a temporary or seasonal nature.

A personnel file may contain personal data as well as employment information. The Department of Human Resources regards this information as confidential and will release it only with the written permission of the employee. When the Department of Human Resources receives a request for information from agencies, stores, banks, or other institutions, only non-confidential information such as date of employment and name of department will be released. Confidential information such as pay rate, past earnings, home address or phone number will not be released unless authorized in writing by the employee. The employee can also make changes in personal data by informing and submitting the proof for the same to Human Resources Department. An employee may schedule an appointment to review the contents of his/her file by calling the Records Coordinator in the Department of Human Resources.

All the relevant documents to be scanned and to be uploaded in the software.

#### MEDICAL FITNESS FOR EFFICIENT DISCHARGE OF DUTIES

The continuance of appointment is subject to the employee being found and remaining medically (physically and mentally) fit. The management reserves the right to have any employee medically examined at any time during the course of employment through a medical practitioner nominated by it to test the employee's physical or mental fitness necessary for the efficient discharge of the duties of his post. In case an employee is found suffering from an infectious disease or protracted illness and/or remains habitually irregular in attendance, the management shall have the right to terminate his/her services without notice.

#### TRAINING AND DEVELOPMENT

All employees will undergo with the training programme i.e., HR Induction, Job/Department training, Special trainings and training programmes scheduled by the Training and Development department on time to time. All employees are required to attend as and when required/nominated.

#### INCAPACITATION

In Case an employee is incapacitated by reason of illness, accident or any other cause and cannot perform his/her duties, the management may, at its sole discretion, grant leave for a reasonable period on full pay, or half pay or without pay, or terminate his/her services.

#### DATE OF BIRTH

Every employee will indicate his/her exact date of birth at the time of entering service of the organization. The age mentioned in the Matriculation/Higher secondary Certificate/School Leaving Certificate will be the conclusive proof of the date of birth.

#### RESIDENTIAL ADDRESS

Every employee is required to indicate his/her residential address at the time of entry and thereafter promptly communicate any change in the said residential address. Accordingly, for service of any notice or communication, he/she will be informed by ordinary post or through Courier at the latest residential address available in the service record.

#### VERIFICATION OF EMPLOYEE PARTICULARS

An employee is offered appointment on the belief that the particulars furnished in his/her application/personal data form and otherwise are factually correct and nothing material has been concealed. In case it is subsequently found that material information furnished therein is false, or that some relevant facts have been concealed, suppressed or withheld, the appointment may be considered null and void ab initio. In that eventuality, the management may terminate the employee's service, forthwith without any notice and may recover the payment made towards his/her remuneration during employment.

Police verification report by the newly appointed employee is mandatory at all levels of employment.

Reference check process to be performed by the HR of each employee before issuing appointment letter.

#### TERMS AND CONDITIONS OF SERVICE

Every employee of the organization shall be bound by the Statutes, Ordinances and service regulations of the university.

#### CLASSIFICATION OF EMPLOYEES

Employees are classified into any of the following categories:

**(A) REGULAR**

Regular Employee is one who is employed against a regular post for an Indefinite period, and includes an employee initially appointed on probation and has satisfactorily completed the period of probation.

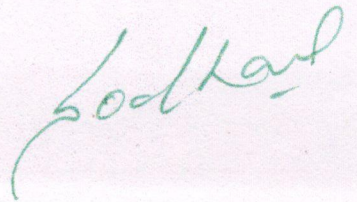
**(B) PROBATIONER**

Probationer is an employee who is provisionally employed on a regular post and is required to complete the probationary period to the satisfaction of the management before regularization of his/her appointment.

**(C) PART-TIME/ADJUNCT**

Part-time employee means a person who is engaged for work for less than normal working hours. Part-time/Adjunct employees are ordinarily not entitled to the benefits provided to fulltime employees. They are allowed such benefits provided as are specifically determined by the management.

**(D) FIXED TERM EMPLOYEMENT**



The tenure of employment of an employee on contract is for a specified period of time and he/she is entitled to only the benefits specified in the contract of appointment. Such an employee shall have no right to claim regularization of his/her employment after expiry of the specified period. Unless terminated earlier by one month's notice or salary in lieu thereof, such appointment will automatically come to an end at the expiry of the specified tenure/period and no notice or compensation will be payable.

### CLASSIFICATION OF TEACHING & NON- TEACHING STAFF

Employees are further classified into the following categories:

#### (A) TEACHING

##### (1) CORE FACULTY

The employee appointed by the organization on regular basis for teaching one or more course papers with a teaching work load of minimum 12- 16 hours per week. They are the ones who are also given added responsibilities to ensure the growth of self, students and the organization as a whole. The employee is initially appointed on a standard probation period of 12 months. They can avail the benefits of a regular employee in the organizations.

##### (2) VISITING FACULTY

The employee appointed by the organization on part time basis for teaching maximum 2 course papers applicable as per the semester with a teaching work load of maximum 12 hours per week. He/ she is also responsible of contributing towards the activities related to their subjects and academic administration like, setting up of question papers and answer sheet checked, uploading the attendance, etc. (as and when required by the management. They are appointed for a semester at a fixed pay per hour. The existing Visiting faculties can continue teaching in the fresh semester only if there is any requirement and with the approval of the management for the same. They are not entitled to any benefits of a regular employee in the organizations.

##### (3) ADJUNCT FACULTY

The employee appointed by the organization on part time basis as a Retainer for teaching for the assigned course and teaching work load as per the discretion of the management. The employees should ensure and abide by the rules and regulations thus stated by the management for them.

#### (B) NON- TEACHING

##### (1) FULL TIME

The employee is a regular employee who works as per the directions and responsibilities stated by the management and also maintain a minimum work timing and schedule. They are also entitled to various benefits as of a regular employee.

##### (2) PART TIME

Part-time employee means a person who is engaged for work for less than normal working hours. Part-time employees are ordinarily not entitled to the benefits provided to full-time employees. They are allowed such benefits provided as are specifically determined by the management.

##### (3) Out Sourced –

Employees of Vendors/Agencies working for the organisation

##### (4) Contractual

Employee/manpower appointed on contract for defined time to perform duties.

#### (C) CLASSIFICATION OF EMPLOYEES ON GRADE BASIS AS PER ORGANISATIONAL HIERARCHY

1. Governing Body / Board of Management
2. Top Management
3. Department / Institute Head > Sub Department Heads
4. Supervisors
5. Office / Clerical Staff
6. Facility Staff > Maintenance / House Keeping / Transport / Security

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### SOFTWARE / TECHNOLOGY USES AT ORGANISATION

Each employee to be provided with the individual login ids to help them get well versed with the software.

- Employee Details
- Employee Attendance
  - Salary Slip
  - Leave Application
- Online Timetable
- Uploading of Student Attendance
- Online Tracking of Classes
- Uploading of Internal Assessment
- Syllabus & Course material
- Online fee bills and receipts
- Online registration and re-registration of Admissions
- Faculty feedback
- Access to online journals
- Suggestions/ Complaint box
- Quizzes/ opinion polls
- Discussion forums
- Alumni Details
- Past & Current Events

### WORK TIMINGS HOURS OF OPERATION AND WORK SCHEDULE

All the employees have to complete stipulated hours of work. The work timings and schedule for teaching and non- teaching.

Certain employees may be assigned to different work schedules and/or shifts outside of normal office hours as per organisation requirement.

Full-time professional/administrative positions are expected to be on time; in many cases, however, additional hours may be necessary in order to satisfactorily fulfil the requirements of a job.

For occasional late arrival or early departure information and permission has to be taken by the supervisor and to be updated in the software as per process.

***For Dean/ Director/ Campus Heads - Monday to Saturday 10 am to 5:00 pm.***

***For Faculty Members - Monday to Saturday 9:00 am to 4:00 pm***

***For Marketing/ Counsellors - Monday to Saturday 9 am to 4:00 pm***

***For Admin Person- Monday to Saturday 9 am to 4:00 pm***

***Lunch Break- All the employees will be provided with 30 minutes lunch break.***

Compensatory off- it can be availed only for working on Sunday's/ Holidays and the same needs to be availed with prior approval.

All Faculty and Staff members including Director/ Dean/ Campus Heads should be present on all Events held on any Sundays/ Holidays.

TEACHING/ work LOAD: The workload of Faculty/ staff employee in regular full-time employment should be defined / hours per week.

The fulltime regular faculty also has to participate actively in the execution of other administrative works/activities of the campus.

#### HOLIDAYS

The campus wise list of National and other holidays will be intimated at the beginning of the year. No other holiday will be sanctioned beyond the list approved by the HO. Any holiday with regards to bandh, elections, etc. can only be availed only after the approval from HO. The holiday so availed on a working day will be compensated by full day working on the preceding Saturday with the scheduled time table.

#### SALARY

Every employee is entitled to the salary that is fixed as per the offer letter or appointment letter of the organization.

The various heads on which the Gross Salary of each employee is based is:

- Basic • HRA • Conveyance • Medical • PF\* • Special allowances
- Income tax (wherever applicable) \*PF, ESI & Gratuity deductions will be done as per the law.

Attendance and Salary Cycle: The attendance for preparation and release of salary is taken on monthly basis. The salary is prepared monthly with reference to the attendance records of each employee.

#### CONFIDENTIALITY OF SALARY INFORMATION

Salary information is strictly confidential. Only the individual employee, his Head of the Institution or his/ her immediate reporting Head and employees who process salary and benefit administration will have access to the employee's salary information. Employees should not disclose their salaries to persons other than their Head of the Institution or his/ her immediate reporting Head. Employees who have access to salary information in the course of their duties handles the information with extreme care to ensure confidentiality.

#### ADVANCES AND LOAN

An interest free Advance up to 2 months' salary may be given to an employee to meet exigency expenses if approved by the competent authority. Same to be recovered in 6-10 months in equal instalment from the salary of employee.

#### ANNUAL APPRAISAL

Performance appraisal has three basic functions: (1) to provide adequate feedback to each person on his or her performance; (2) to serve as a basis for modifying or changing behaviour toward more effective working habits; and (3) to provide data to managers with which they may judge future job assignments and revised compensation.

Annual increment may be granted to each employee after completion of probation period, unless it is withheld or postponed if his/her performance (work and conduct) has not been good/satisfactory, in the opinion of the competent authority.

Annual increment cycle may be defined as 1<sup>st</sup> January of every year

We should rigorously follow the PBAS system (Performance Based Appraisal System) for teaching and non-teaching staff as per the parameters/Goal set by the organisation. Provided that over and above the normal annual increment, the management may grant special pay/allowance or perks based on exceptional performance appraisal report of the employee.

#### PROMOTIONS AND TRANSFERS

In filling positions at organisation, preference to be given whenever possible to qualified persons currently employed with us, with factors such as **ability, experience, potential for growth, and the affirmative action goals taken into consideration.** Employees are encouraged to express interest in positions for which they believe they are qualified. A promotion is a change from one position to another (either in the same office or in another office). A promotion normally, but not necessarily, is accompanied by an increase in salary. A transfer is defined as a change from one position to another within the same classification level and salary range and normally does not include an increase in salary. To be eligible for a promotion, a person must have completed at least the probationary period.

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## RESIGNATION, TERMINATION AND REHIRE POLICIES

Individual staff employee should submit adequate written notice to his/her supervisor before voluntarily leaving the organisation. staff whose responsibilities are determined are expected to fulfil their commitments before separating from the organization. Employees who have completed one year of service are expected to provide a minimum of three months' notice. More advance notice may be appropriate for senior level positions and teaching staff.

### NOTICE BY THE ORGANISATION /TERMINATION

The termination of an employee for cause to be generally the result of an individual's inability to attain the required level of performance in the job, failure to comply with required policies and procedures or standards of professional behaviour. applicable to employment, or repeated failure to perform required duties. Other may cause integrity, non-negotiable set by the organisation.

Any termination must be approved by the Head - Human Resources, or his/her designee, competent authority and must be in accordance with established policies and procedures.

### ABANDONMENT & AUTOMATIC TERMINATION:

1. If an employee remains absent from duty without prior permission for a period exceeding eight consecutive working days, the management will draw an irresistible presumption that by remaining absent continuously and unauthorizedly, he/she has thus abandoned the job. Such abandonment of service shall be treated as resignation from the service and not as termination by the university; and the employee will also be liable to pay one/three month's salary in lieu of notice (if applicable as per the terms & conditions of appointment), which may be deducted from his/her salary or other dues. Provided, however, the said employee returns within fifteen days and gives proper explanation for his absence to the satisfaction of the management, the lapse may be condoned and he/she may be re-employed in his post with/without continuity of service, entirely at the discretion of the management; and the employee shall have no right to any claim, or challenge the discretion of the management in this regard.
2. In the event of an employee remaining absent in excess of the period of leave originally granted or subsequently extended, he will lose his lien on appointment, unless he returns within eight days (including holidays/weekly off, etc. as also the period for which leave though applied has not been granted) and gives acceptable explanation to the management of his inability to return immediately after expiry of the leave period.

### REHIRE

Employees who leave in good standing and later wish to return are eligible for consideration for rehire provided an appropriate position is available. A previous employee who is rehired will not be given credit for prior service for purposes of leaves, vacation eligibility and other pertinent.

### RELIEVING FORMALITIES

1. The employee will hand over the charge together with all the property/ material of the organization in his/her possession, custody or charge at the time of cessation of employment, such as all job relevant records , identity card, data-bases, files, books, magazines, reports & records, Documents, manual, audio/video tapes, floppies/discs, tools, instruments, sim card, login credentials of official mail/ software etc, before the last payment of outstanding wages is released.
2. The value of all shortages and/or damages to any property shall be recoverable from him, including adjustment against whatever dues are payable to him. The employee will be required to compensate the management for all losses/damages caused by him to the official promises and all movable property therein.
3. At the time of leaving services, the employee shall have to obtain a "No Dues Certificate" From the entire concerned department. Accounts department will finally settle his/her account Only after submission of this certificate.
4. Failure to comply with any of the above provisions shall entitle the management to withhold the employee's due to make appropriate deductions therefrom, and to take such other action as may be deemed fit, which also includes the initiation of legal proceedings in the court of law.
5. After the no dues, F&F and experience certificate to be issued to out going employees within 30 days.

### TRAVEL/BUSINESS EXPENSE REIMBURSEMENT

The organization will reimburse employees for expense, which is directly related to include: travel expenses, office supplies, and mileage incurred while traveling on work. Employees must submit receipts for all expenses. Employees should consult with their manager prior to business trips to confirm eligible and approved expenses as per the Travel /Business policy of the organisation.

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## MOBILE AND E-MAIL POLICY

Employee will be provided CUG sim card at the time of joining, Employee have to use the same for all official communication and ensure the assigned mobile no. is working all the time.

E-mail IDs to be created to employees for official communication and correspondence, employee should not use personal mail ID for official communication and correspondence.

## STAFF WELFARE POLICY

### 1- CAMPUS ACCOMMODATION: -

There is provision of campus accommodation for Medical, Dental, Nursing, Paramedical and Pharmacy, Faculty and Non-Teaching Staff and Staff working in Malwanchal University. Separate Dean Bungalow are available. Each quarter is well furnished and well maintained. Facility Manager is appointed to monitor the management. The organization has extended free accommodation facility for all employees. The light and drinking water facilities are available in each block. The provision of housekeeping staff and security guard is provided.

### 2- TRANSPORT FACILITY: -

Transport facility is made available to teaching and non-teaching staff coming from Indore and nearby villages free of charge. The senior faculty is provided cars and for other staff buses are made available. Trained drivers maintain the time schedule every vehicle is checked by transport In-charge daily. The pollution control certificates have been obtained for each vehicle. Both A.C. and Non A.C. are available.

### 3- HEALTH CARE FACILITIES: -

Health care facilities are extended to each staff free of cost. Investigation and treatment facilities are provided in Index Group of Hospitals. In case of special investigation or surgery discount are provided to Employee. Such discounts are offered also to the family members of staff. Medicine and 3<sup>rd</sup> party charges will be borne by the staff as applicable.

### 4- COMMUNICATION FACILITY: -

Communication facility is provided to enhance better and timely communication to maintain the quality of services and to address emergency situations, free CUG sim card facility is available for all the staff member. Landline telephone facility is available in each institution and hospital.

Internet facility, Email facility, Mobile application.

### 5- FOOD FACILITY: -

The food facility is provided to Teaching and Non-Teaching Staff by canteens are running in institutes. It includes Breakfast, Lunch, Evening snacks and Dinner. Canteen In-charge, supervisors and dietitian monitors the quality of raw food material and cooked food as per NABH guidelines. The leftover food is utilized to feed the domestic animals of nearby village through a person authorized by panchayat. On Sundays and festivals days feast is arranged in all canteens. Periodic health check-ups of all food handlers are done periodically. It includes x-ray chest, skin examination, stool examination, vaccination status by CMO. Food license by the competent authority.

### 6- UNIFORM: -

Staff is provided two uniforms per year as applicable

### 7- LAUNDRY FACILITY: -

Laundry facility made available in campus.

### 8- SPORTS FACILITIES: -

Well-equipped GYM is available for faculty, staff and students. Physical fitness is necessary for overall well-being. Televisions are provided in each block. Well maintained gardens are utilized for morning walk. Various programs are organized on festival days such as Durga Puja, Ganesh Chaturthi. Faculty and staff participate in such program and get together.

9- FINANCIAL SUPPORT: -

Financial support is offered in form of advances. Interest free loan is provided if needed by the employee.

10- EDUCATION FACILITY: -

Upto 50% discount in fees of the group Institutions is offered to the Staff & Children of Staff. Also 50% discount is offered to the Children of the Staff in Mount Index International School run by Mayank Welfare Society.

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