

# Standard Operating Procedures (SOPs)

April 1

2014

This SOP document of IMI-B is formulated with primary objective of bringing standardization of our internal processes, proper documentation trails for verification and strengthening internal controls in all our commercial processes. All efforts shall be made, to make continuous improvements and make the institute ready for any future certification process. This SOP is not exhaustive, but shall cover areas in phased manner in the due course.

International  
Management  
Institute (IMI),  
Bhubaneswar





## **PROCESSES & STANDARD OPERATING PROCEDURES**

### **Background**

This SOP document of IMI-B is formulated with primary objective of bringing standardization of our internal processes, proper documentation trails for verification and strengthening internal controls in all our commercial processes. All efforts shall be made, to make continuous improvements and make the institute ready for any future certification process. This SOP is not exhaustive, but shall cover areas in phased manner in the due course. This SOP is applicable to IMI-B with effect from April 1<sup>st</sup>, 2014.

This document shall primarily focus on formulating basic commercial processes and **standardization**. This shall be updated as and when required to align with normal accounting, commercial and internal control practices. This shall also facilitate collecting, accumulating, compiling information, data for MIS which is the primary focus. This process shall facilitate IMI-B to evolve strategies for growth and self-sufficiency.

This SOP document shall focus on the following areas:

- A) Budgeting Process
- B) Vendor Management Process & Approval Matrix
- C) Authorization, Approval Matrix & Payment Process
- D) Fixed Asset Tracking Process (including Sports equipment)
- E) Travel Process
- F) Human Resource Process
- G) Salary Advances
- H) Office Hours, Holidays & Leaves
- I) Guest House Accommodation
- J) Document Flow







## A) BUDGETING PROCESS

1. Budgeting exercise shall commence in February of every year based on 9+3 format (9 months of actual and 3 months on basis of average projections). Budgeting for any financial year should get finalized by May 15<sup>th</sup>. A standard format reflecting stream wise revenue shall be approved by the Director.
2. Head of Department shall submit the departmental budget to the Head of Finance for compilation by 1<sup>st</sup> week of February. Budget committee shall constitute the HODs including Head of Finance, Administration and the Director. This committee shall be solely empowered to discuss & finalize the budget.
3. The budget shall be presented to the Board to reflect either surplus or break-even figures. The proposed budget has to be as accurate as possible in all projected figures duly backed up with proper working, assumptions and figures of last year to support the logic. However, budget overruns may be possible in the initial years and/or also during expansions/project construction etc.
4. Budgeting shall be undertaken under heads of Expenses based on previous year's P&L and shall be drawn up and submitted by the Head of Finance in an XL format to the Director. This shall be approved while taking into account increases/decreases for the year based on projections.
5. Projections regarding Faculty/Employee compensation shall normally be based on review criteria and shall be finalized latest by 15th of July.
6. Budgeted Expenses and Revenue stream need to be approved by the Finance Committee & the Board latest by 15th August of each year.
7. Payments for the current year beyond 30th April shall be subject to approved budget figures which may be in process based on approval from Director.
8. Payment to any budget overruns shall be subject to prior approval by the Director.
9. MDP office shall provide estimates of Revenues & Costs to Finance Department for each MDP prior to conducting such MDP programmes. Any costs overruns of such programmes shall be subject to approval of the Director as exceptions and revenue compensation shall be done through recovery from the subsequent programmes.
11. CAPEX budget shall be finalized based on detailed discussions with Administration, Finance and the Director preferably reflecting the details of expenditures like purchase of computers, software, construction, expansion, major equipment purchase etc.





## B) VENDOR MANAGEMENT & APPROVAL MATRIX

**Scope:** The scope of this policy is applicable to all purchases directly or indirectly controlled by IMI-B

1. Process of purchase starts after receipt of Purchase Requisition (PR) from a user department. PR format attached (**Annexure-A**).
2. Vendor selection for placing an order for all purchases, except day-to-day maintenance expenditure/cash purchases shall be based on a minimum of 3 comparative quotations. However, for certain cash purchases, maintenance and repair related work 3 quotes may not be insisted upon. In case of emergency and niche items with few suppliers this rule may be relaxed provided the Director allows such exception.
3. As a prudent commercial practice, IMI-B shall not engage any employee's relatives directly or indirectly in awarding any of the contracts and/or supplies. As far as possible all purchases/service Orders /works order etc. should be issued to empanelled Vendors both based on quotes and credibility of the Vendor. This is applicable even to Travel bookings, which should be done through Central travel desk at Administration except for emergency/exceptional cases. Rate contract/s may be signed with some of the selected Vendors who regularly supply items as per purchase process e.g. Staff Welfare items, Travel agencies, Printing & Stationery, Courier agency, Taxi services, UPS Battery etc. In case of repeat orders at the old rates, a letter of extension or a fresh PO with existing rates to the same Vendor may be issued but it has to be approved by the Head of Administration.
4. After receiving the quotes, the user department & the Purchase Committee shall scrutinize, discuss on quoted prices, quality of the Vendor, past relationship and performance of the Vendor. Normally if everything is remaining, same price will be the criteria for selection. Means L1 concept will be applied. However, there may be instances where justifiable reasons for quality and timely delivery come into play apart from L1, in which case Purchase Committee will approve as an exception which is to be approved by Director.
5. Executive Administration will prepare comparative chart after the receipts of the comparative statement will be reviewed and discussed in the Purchase Committee. Purchase Committee shall undertake due negotiations with the Vendors and accord its recommendations. Administration shall prepare Note for Approval (NFA) in consultation with Finance and put up the same for approval to Purchase Committee.
6. Three quotations may not be insisted for the following items and may be arranged on the basis of approved PR and NFA.
  - Appointment of Insurance companies
  - F&B services for MDP and other events
  - Appointment of statutory internal auditors
  - Regulatory payments







- Institute's Vehicle repair & maintenance thru authorized service centre/s
- Statutory compliance related payments
- F&B and other related expenses incurred at Hotels, Restaurants, Guest Houses etc.
- Banners including but not limited to Flex, printing of certificates, Photography for workshops/MDPs, participants kit bags, stationery, may also be arranged as per approved budgets for the respective MDPs/event.

The above is an indicative list. Further exclusions may be added to the above with prior approval from a competent authority as approved by the Director.

7. Single-quote purchase

All Purchases shall be governed by the above defined SOPs. However, single-quote purchases may be made in the following situations:

- When there is only one Vendor identified for the purchase & the user team certifies that there is no equivalent product/s that meets the requirements.
- When the item/s are required immediately, and there is not enough time available for Vendor development. However, in such cases the person raising the indent will also have to justify the paucity of the time for inviting alternate quotation.
- The other Vendor for the product/Services is contractually tied up with the competitors and it is strategically decided by IMI-B to be with the selected Vendor for reason of confidentiality.
- Single purchase up to ₹ 10,000/- of non-repetitive nature may be allowed following the NFA process as detailed above.

8. Proper Purchase Order (**Annexure-B**) with all relevant details including terms of payment and penalty, if any, is to be released for the selected Vendor. A copy of such PO has to be maintained by Executive Administration as well as the Finance Department. All POs have to be signed by the Head of Finance and Head of Administration.

9. Vendor Evaluation Process shall be followed as per the format (**Annexure-C**) attached. This needs to be completed on half-yearly basis.

10. All Purchase Orders shall only be centrally issued by Administration Department and would have a continuous serial number which is centrally maintained by Administration Executive.

11. All Purchase Orders have to be released clearly indicating the validity period e.g. Monthly (M), Half-Yearly (HY), Yearly (Y) depending on the nature of transaction/s. For repeat Purchase Order with no change in terms and conditions, PO shall mention "Price, terms and conditions unchanged" and should refer to the last PO. PO needs to also clearly specify the instance of Taxes (inclusive or exclusive).

12. Approval Matrix



All Purchase Orders shall be jointly signed by Head of Administration and Head of Finance based on approved Note for Approval (NFA).

RESPONSIBILITY MATRIX WITH TIMELINES			
Sr. #	Activity	Responsibility	Timeli ne
01	Purchase Request (PR) is initiated in attached format by the user department. User has to specify following at the time of raising the PR: <ul style="list-style-type: none"> <li>• Nature of material or service required</li> <li>• Detailed scope of work/description of material</li> <li>• Any other technical specification</li> <li>• Purpose of the requirement/requirement justification</li> <li>• Estimated Value</li> <li>• Budget Head (OPEX GL Account &amp; Cost Centre/CAPEX)</li> <li>• Period for which the expenditure is required</li> <li>• Declaration and reasons to be specified, in case if any open PO exists for the Vendor and for the same activity for greater than 90 days of PO validity.</li> </ul>	User Function	1 day
02	The request is then forwarded to HOD for approval	User Function	2 day
03	Administration (Purchase) basis their respective SLAs, negotiates with Vendors for procurement. The negotiations are done by Purchase Committee, wherever applicable. In case there is a gap in the estimated value and the actual value, then the request is sent back to user for necessary correction/s. The request is then sent to Finance for Approval.	Purchase (Admin)	7 days
04	The Finance shall validate the budgets, check the compliance, Finance also validates the requirement and its justification.	Finance	2 days
05	After approval of all stake holder & Director NFA/PR is given to purchase for PO issuance	Purchase-Admin	2 days

### C) AUTHORIZATION, APPROVAL MATRIX & PAYMENT PROCESS

1. All payments have to be made with proper supporting documents in original E.G. Cash Memo, Invoice with proper prior authorization and approvals/sanctions.
2. All invoices have to be preferably serially pre-printed or serially numbered. However, in case of hiring un-skilled labor for plumbing, plastering, repair work etc. where it may not be







possible to obtain invoices should be supported by receiver's signature which may also be accepted in vernacular language since such people may be not be literate.

3. All Vendor invoices need to reflect VAT/Service Tax registration numbers to comply with statutory commercial practices.
4. Once the above points are taken care of, the invoice shall be submitted to Finance & Accounts for effecting the payment on the due dates as per agreed PO terms and not prior to that. No Vendor shall be allowed to directly negotiate with Finance and Administration in any manner.
5. Head of Finance shall accept only fully approved invoices from the user department after certification of the job undertaken. If the invoice is not as per the pre-defined terms of the PO, shall be immediately returned to the user department with appropriate remarks. No unsettled invoice/s shall be held with Finance department for more than 1 week.
6. Finance shall ensure proper provisioning of invoices to avoid any year-end payments or adverse effect of non-budgeted expenses on current year's P&L. Accordingly, no pending payment for previous year's invoices shall roll over to the subsequent year without proper provisioning in the books of accounts. Manager Administration shall ensure to all details of such provisioning required every quarter are forwarded to Finance Department to avoid year-end surprise hits to P&L and ensure that a particular head maintains a positive balance in the YTD estimated figures before effecting the payment. Any deviations shall require additional prior written approval/s with appropriate justifications from the Director.
7. Head Finance shall ensure the above guidelines are fully adhered to before effecting the payment. Accounting control shall ensure segregation of duties. There has to be different person authorizing and a higher level person approving a transaction. Similarly, recording of asset and reporting have to be different to ensure internal controls.
8. All Vendor payments shall be effected through account payee cheques. Cash transactions with Vendor should be avoided but for petty cash payments of upto ₹ 1000/- may be approved to meet the day-to-day requirements. However, there may be cases of repair work, hiring local labor for plastering, digging, repairs etc. where, invoices cannot be insisted. Such transactions shall be approved by the Head Administration. **(Annexure-D – Petty Expenses)**
9. All payments are subject to prior authorization by concerned head of the department who is authorized to sign such payments approved by the Director.
10. Advance Payment
  - To the extent possible, the payment terms should be negotiated to be payment post-delivery. The advance payments, wherever absolutely necessary, that should be arranged on the basis of Proforma Invoice. In case where the Vendor insists on advance





payment in excess of 40%, such payments may be considered preferably against Bank Guarantee. Such exceptions shall mandatorily need the Director's approval.

#### **D) FIXED ASSET (FA) TRACKING PROCESS (INCLUDING SPORTS EQUIPMENT)**

1. IMI-B maintains location-wise Fixed Assets Register (FAR) which shall be updated by Finance & Accounts with inputs in standard format (FA Register additions & deletions updated by Administration function).
2. On purchase of any FA, Manager Administration shall forward "Additions Note" to Finance with complete details of location, quantity, value of such asset, date of purchase and invoice date.
3. FAR shall be maintained in Excel format by Executive (Administration).
4. Finance shall ensure payments relating to Fixed Assets are released only after the necessary entry is made in the FA Register.
5. Sale of fixed assets, including scrap, shall be with minimum 3 comparative quotes which shall be authorized by Head Administration, and approved by the Purchase Committee. However, for minor sales e.g. newspapers, plastic items etc. where the value is less than ₹5000/-, this requirement may not be insisted upon.
6. All fixed assets movements shall be allowed only with proper request from the initiator, duly authorized by the Administration Head as per the Asset Movement Form (**Annexure-J**).
7. Finance Head shall ensure yearly physical stock verification which shall be duly approved by Manager Admin & Director to smoothen year-end FA verification for Balance sheet purpose.

#### **E) TRAVEL PROCESS**

##### **1. General**

This process deals with the activities initiating from the point when the employee plans the domestic travel to the point of the payment to the claims made by the employee on the account of the travel. IMI-B shall provide Rail /Air tickets to all the employees against sanctioned requests for fulfilling their travel requirements for official purpose to various destinations. The process of employee requisition, HOD approval, cancellation, and advance request should be submitted in travel request form in prescribed format

##### **2. Start and End Point**

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**Start** : Employee plans the travel and submits the travel requisition as per **Annexure-E**  
**End** : Employee makes the travel expenses reimbursement claims and the settlement of claims is done as per form attached **Annexure-F**

### 3. Sub Procedures

- Arrangement for travels
- Arrangement for stay
- Arrangement for local & outstation conveyance
- Cancellation requisition & processing
- Advance request & processing
- Claims processing

TRAVEL ARRANGEMENT PROCESS			
Sr. #	Travel Process/ Requirements	Must Have	Nice to have
1.	Employee has to make the travel requisition in prescribed format form only.	Y	
2	In case of the urgent requirement, colleague of an employee can submit the requisition on behalf of employee which may be formalized by concerned employees within 48hrs after completion of travel.		Y
3	Travel requisition should be put up to the Director for approval.	Y	
4	Employee shall intimate Administration of the travel plans in well stipulated time (preferably at least 2 week in advance). Air travel should be timely planned to avail competitive fares.		Y
5	Approved Travel Requisition is sent to Administration for necessary bookings.	Y	
6	Administration shall seek the most competitive fare and make necessary bookings.	Y	
7	Employee shall submit food bills, boarding passes (to and fro) and other bills/supporting document/s for making reimbursement claims. In case boarding pass is not available then the same may be approved by Director based on declaration by employee.	Y	
8	If any travel advance is required by the employee, the same should be clearly requested for in the Travel Requisition.	Y	



9	Travel advance should ideally be discouraged. However, if required it should be calculated as per travel plan (up to 60% of expected expenses may be sanctioned).	Y	
10	No request for further Travel advance shall be entertained, if any prior advance is outstanding against the employee.	Y	
11	Employee shall submit the supporting documents for the travel expense claims/reimbursement within 15 days of the return.	Y	
12	For local transport, the employee must use hired taxi/auto for pickup/drop at Railway station/Airport. Availing the services of pre-paid transport is highly recommended. Hotel Taxi is to be clearly avoided.	Y	
13	Finance should verify the documents and process the same for releasing the payment within 7 days of receipt of the reimbursement/claim.	Y	
14	In case of any non-availability of a stay arrangement/hotel as per the entitlement, the employee is required to seek special approval from the Director for staying in the hotel/room of the higher category.	Y	
15	The travel related bookings shall be organized by the Administration Department through an empanelled travel agent while reconfirming the applicable rates online.	Y	
16	Employee shall timely submit the cancellation form, in case the travel is cancelled, so as to ensure proper refund.	Y	

#### 4. Arrangements for Stay

- Administration should check if the travel tickets are booked before proceeding to make stay arrangements.
- If tickets are already booked then Administration should coordinate to book the hotel/Guest House by furnishing the details of travelling employee/s.
- Guest House booking, if available should be given due priority.
- Proceed to make hotel room reservation as per the travelling employee's entitlement, if Guest House accommodation is not available.





- Special approval from the Director shall be required in case hotel accommodation for the entitled range is not available.
- If employee makes his/her own arrangement, then end the process.

**5. Local transport arrangement**

- Employee requests for the local transport
- Entitlement based transport arrangement may be made by the Administration as per request. Car at disposal should be discouraged.
- At outstation location where there is a need of local travel in that situation employee may hire pre-paid Taxi/Auto for Airport/Railway station pick-up and drop. Hotel Taxi is to be clearly avoided.

**6. Cancellation requisition and processing**

- Employee travel is cancelled. Employee should request for the cancellation of the travel by filling the cancellation requisition form (**Annexure-G**) and submitting to Central travel desk ideally before the date/time of travel so as to ensure minimum cancellation charges. Any advance drawn is to be refunded immediately along with the cancellation of request. If it is not settled by employee within 48hrs same shall be deducted from current month's salary.
- Employee should send the cancellation requisition form to the Director for the approval.
- Simultaneously the employee should intimate the Administration about the cancelled travel.
- Accounts shall update the records.

**7. Advance Request and process**

- Employee requests for advance amount.
- Employee should make the request for the amount as advance in the travel requisition form as per travel plan and his/her entitlement.
- Requisition form shall be submitted to the Director for the approval.
- Finance will ensure that there is no unsettled advance against the requester.
- Advance amount shall not be issued to an employee if earlier issued advance stands unsettled.
- All travel related advances need to be settled within 15 days of completion of the travel else the same shall be adjusted in the current month's salary.

**8. Claims Process**

- Finance shall check if the employee has taken the travel advance/or made expenditures.
- Employee shall make travel expense claims in standard format along with the supporting documents within the above stipulated timeline.
- If there are no discrepancies then employee and accounts department shall do the settlement of the unutilized Cash Advance/claims.
- Finance need to check if there are any discrepancies in the claims/documents submitted, that need to be returned to the user with 24hrs for making the correction.
- All verified travel claims need to be approved by the Director.



**9. Guidelines for using official car / pool car**

- User need to submit vehicle movement form – attached in **Annexure-H**
- Vehicle movement form should be submitted to Administration Head.
- Vehicle will be allocated on first-come-first-served basis.
- User has to fill the entire column while submitting the request and need to adhere to the timelines as per approved.
- Vehicle movement form shall be submitted at main gate security.
- Employee-wise monthly usage report shall be shared with all users.

**10. Guidelines for using Own Bike/Car for official purpose.**

Expenses incurred by the employee in form of use of personal vehicle for local commuting to discharge their official responsibilities shall be reimbursed by the institute as per the Km rate specified by IMI-B service rules. A prior approval from Administration Head in case of Staff and from the Director in case of the Faculty shall be required.

**F) HR PROCESS**

**CONFIRMATION & SEPARATION**

**1. Confirmation**

- All the employees will be on probation period of 12 months from the date of their joining, which may be extended for further period as per IMI-B Service Rules.
- Employee performance review shall be undertaken on completion of the probation period against his/her KRAs & his/her personal attributes.
- Once the performance has been evaluated, confirmation/extension shall be recommended by the evaluator. After receiving final recommendation IMI-B management representative shall take the action accordingly.
- All appointments should be supported by copies of certificates. All individual employee records in form of personnel files shall be maintained with the Director's office.
- Appointment for contractual employee shall be purely temporary and contractual in nature for fixed term as per mutual understanding. The contractual employee shall also need to sign an indemnity bond.
- The appointment of contractual employee shall automatically come to an end after the period specified in the letter, and the contractual employee shall have no claim or rights on the post thereafter and shall have to return all the institute properties and belongings to Administration department.
- In the event the management decides to further extend the services of the contractual employee, the same shall be formalized with a written communication to that effect.
- Unless extended vide a written formal communication, services of the contractual employee shall be deemed as not required further after the date of expiry of the existing contractual period.





- Unless confirmed in writing, the contractual employee shall not be entitled to any of the benefits being extended to the regular employees of the institute.

## 2. Separation

- Separation process arises due to resignation/termination of employees for any reason.
- Resignation should be submitted to the concerned HOD for Staff and to the Director for Faculty through mail/hardcopy.
- Concerned HOD/Director may discuss the reason of resignation and may accept or reject the same post discussions.
- Resignation acceptance letter may be issued to employee.
- No-dues clearance form should be submitted by the resigning employee along with signatures of all stake holders. This shall be submitted only on the last working day. Format attached in **Annexure-I**.
- Exit interview should be conducted in the last week of the relieving.
- Experience certificate shall be issued to employees after the full & final settlement.
- Any employee (contractual or on-roll) may be asked to leave the institution on the basis of his/her poor performance or misconduct including, but not limited to, insubordination, theft etc.
- On roll employee who is being asked to leave IMI-B may be relieved from his/her duties after fulfilling the notice period requirements as per IMI-B service rules. The relieving may be processed with the payment of salary for the notice period or direction to serve the notice period.
- Contractual services are, however, liable to be terminated without assigning any reason at any point of time during the tenure of employment of the contractual employee with the institution.

## 3. Performance appraisal for non-teaching staff members

- The following procedure shall be enforced to evaluate the employee's contribution towards the institutional objectives and identify the gaps in performance for the purpose of his/her personal development.
- Appraisal cycle shall consist of two half-yearly cycles i.e. H1 & H2.
- Each employee is required to fill in a Performance Appraisal Form (PAF), **Annexure-K**, and submit the same by the due date, failing which their rating is liable to get affected.
- Job rotation between staff members and redeployment options shall be considered across campuses for enhanced productivity and improved performance.
- Gainful deployment of Secretaries/Executive Assistants shall be effected based on the work-load of each Secretary and other support staff to enhance overall productivity.
- As a normal practice, appointment of blood relatives shall be discouraged; this is also to avoid conflict of interests in IMI-B. This is applicable to both staff and faculty members.
- H1 Goal setting – The H1 cycle begins with the locking of goals and KPIs for the year.





- H1 Assessment and H2 goal setting - H2 Cycle begins with goal setting for next 6 month and closes with assessment for H1 i.e. achievements against goals for H1.
- H2 Assessment – the employee would be assessed for H2. This would include achievements against the goals.
- Ratings shall be communicated to the employee, on or before 31<sup>st</sup> May of every year, on completion of his/her performance mapping as per the Performance Management System (PMS).
- Each employee can select 5 to 7 KPIs with weightage ranging from 10 to 40%.
- The ratings shall be given by the appraiser/reviewer on a 5-point scale as below:

PERFORMANCE EVALUATION DETAILS			
Rating	Explanation	Defined level of performance	Achievement
Rating 5	Performance redefines organization standards	Excellent and exceeds expectations at all times	More than 90%
Rating 4	Performance significantly exceeds expectations	Very good and exceeds expectation sometimes	76%-90%
Rating 3	Performance meets expectations	Good and meets expectations	61%-75%
Rating 2	Performance needs improvement	Fair and meets expectation sometimes	51%-60%
Rating 1	Performance far below expectations	Poor and does not meet the expectations	0-50%

**a) Moderation Process:**

After the performance appraisal, a moderation exercise shall be carried out in order to minimize inter-appraiser ratings. Moderation process may be carried out by a committee constituted by the Director. This committee may also decide to recommend an increase or decrease of rating based on the observations of the committee members.

**b) Eligibility Criteria**

All employees (on-roll and contractual) who have joined before December 31<sup>st</sup> shall be eligible for this assessment.

**c) Performance linkage**

The merit increment shall be linked with the final rating of the employee.

**d) Low performance**

The approach towards low performers will be as under:-







Employees with final rating of R1 & R2 shall be placed on Performance Improvement Plan (PIP) for three months during which their performance shall be monitored and reviewed on set KPIs/Targets. If there is a performance improvement observed at the end of the PIP, the employee may be allowed to continue with the institution. If however, adequate performance improvement is not observed at the end of the PIP, a suitable action may be initiated as per IMI-B service rules.

**4. Performance appraisal for faculty members**

- Separate policy guidelines for faculty performance appraisal shall be followed as per the point system circulated separately.

**G) SALARY ADVANCES**

1. Employee needs to submit the request for salary advance in prescribed format along with reason for taking salary advance.
2. Maximum salary advance that may be considered shall be equivalent to two months net salary.
3. All salary advance requests shall be recommended by the concerned HOD and approved by the Director.
4. Issuance of any salary advance shall be considered only once in a financial year.
5. Sanctioned advance shall be recovered over a period of up to 5 equated monthly deductions from the employee's salary commencing from the subsequent month.
6. Any tax incidence arising out of such salary advance shall have to be borne by the employee directly.
7. Sanction of any salary advance shall be at the sole discretion of the Director.

**H) OFFICE HOURS, HOLIDAYS & LEAVES, ATTENDANCE SYSTEM**

**Working Hours**

- Official working hours shall be from 9.30am to 5.30pm inclusive of a 1 hour lunch break.
- For Faculty members, IMI-B follows flexi working hours as per the time-table/class schedule. However, it shall be mandatory for every faculty member to adhere to minimum working hours (8 hours a day).

**Holidays**

- 2<sup>nd</sup> Saturday of the month and all Sundays shall be the weekly off days.



- Weekly off for contractual staff – Sundays or any day in a week as decided by work in-charge.
- Regular employees below the level of Managers are entitled for a compensatory holiday.
- Contractual employees are not entitled for any compensatory holiday.

#### Attendance

- Attendance shall be only considered through Bio-Metric system for all Staff, except faculty members and Senior Administration staff as directed by the Director.
- In case an employee forgets to mark the attendance in the Bio-Metric system, he/she may get the attendance approved from the Administration head for the respective date (to comply within next 24 hours).
- Administration shall generate the attendance report fortnightly and reconcile the same for all employees. In case of any discrepancy and clarification, the designated Administration executive shall get the same rectified.
- In case of a natural calamity or civil disturbance affecting normal life due to which it is anticipated that employees may have difficulty in attending office, Administration shall issue appropriate communication about the course of action to be taken. In case of any such exigency, a working day may be declared as an off-day. The institute reserves the right to declare any other weekly off day as a working day in lieu of the same.
- During such exigency, essential services in the campus shall have to be operational, so employees managing these services may be called for duty which they would not refuse to ensure smooth functioning of the institute.

#### D) GUEST HOUSE ACCOMMODATION

Objective of the Guest house accommodation is to ensure smooth transition of the employee during a transfer/relocation travel.

1. The employee shall be entitled to a transit accommodation for self and family at the time of transfer/relocation for a maximum period of two weeks at institute's maintained guest house.
2. In exceptional cases, an approval of the extension of guest house stay, when accompanied with proper justification, may be granted on employee's request by the Director.
3. For any stay in guest house beyond the approved period, the employee shall not be eligible for HRA. All additional expenses incurred on continued stay in the guest house shall be recovered from the employee on actuals.
4. The following expenses are not reimbursable under this policy during transfer/relocation:
  - a) Expenses incurred on liquor and tobacco.
  - b) Laundry Expenses
  - c) F&B Expenses



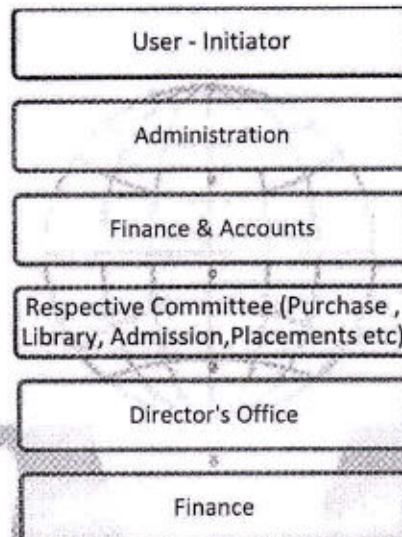




5. Guest house accommodation may also be considered for employee's personal usage on chargeable basis @ ₹ 300/- per room per night with prior approval from Director for specific period of time. Meals and other expenses shall be borne by the employee directly.

#### J) DOCUMENT FLOW

All documents shall be sent to each individual as per the below process:



A formal Document Flow Register shall be maintained to keep proper track and maintain SLA at each level.