



MAKING A DIFFERENCE

Holy Grace Group of Institutions

HUMAN RESOURCES POLICY & MANUAL – 2025

Holy Grace Group of Institutions

Human Resource POLICY & MANUAL

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CHAPTER 1

General information

1.1 Holy Grace Group of Institutions

Holy Grace Group of Institutions (HGGI) was established in the year 1999 under the 'Holy Grace Foundation', a registered charitable and educational society formed with the intention for providing quality education. Under the foundation, the Holy Grace Academy of management Studies was established in the year 2005, the Holy Grace Academy of Engineering in 2010, the Holy Grace Academy of Pharmacy and the Holy Grace Polytechnic College in 2019 & Holy Grace Arts and Science college in 2024.

The HGGI is governed by a Board of Directors from the management Trustees including the Chairman, General Secretary and other members. The Colleges under the HGGI functions under the guidance of its Management with a commitment to excellence in technical education, ethical values, discipline, and professional development.

At the Holy Grace Group of Institutions, we believe our employees are the real drivers of academic excellence. This Human Resource Policy Manual defines the rules, procedures, and guidelines governing the service conditions of teaching and non-teaching staff of the Institutions. The policy shall also be applicable to other Institutions that may be established under the foundation in the coming years. This HR policy manual is prepared to ensure a consistent, fair and supportive experience for every staff across all campuses. It outlines the standards, benefits and processes that guide our hiring, development and day-to-day work life, helping all of us to focus on the most important aspect – delivering quality education.

1.2 Governing Body

Central governance: The colleges shall be administered through the Board of Management, which shall set policies, standard operating procedures and oversee compliance across all colleges.

Campus Leadership: Each college shall have a Director/principal or both to handle day-to-day academic & administrative operations, student affairs, etc. and report to the Board of management.

1.3 Employment policy

This is a written set of rules and guidelines that explain how an institution recruits, appoints, manages, and supports its staff in a fair and transparent manner. It ensures proper recruitment, clear service conditions, performance evaluation, professional development, and grievance redressal, so that qualified and competent faculty and staff contribute effectively to the institution's academic quality.

This HR Policy applies to all employees under the Holy Grace Group of Institutions including full-time, contractual, part-time and temporary staff across all the Colleges.

1.4 Classification of Teaching staff & Non-teaching Staff

- 1. Teaching staff**, also known as faculty members, are responsible for delivering academic instruction, mentoring students, and contributing to the academic development of the institution. The classification of teaching staff may vary depending on their roles, academic qualifications and as suggested by the particular approving/affiliating body.
- 2. Demonstrators and Lab Instructors** may be included within the teaching staff category. They assist in conducting laboratory sessions, demonstrations, experiments, and practical training. Their role is crucial in ensuring that students acquire hands-on experience and practical competencies aligned with industrial requirements.
- 3. The Heads of Departments (HODs)** form an important segment of the teaching staff. Each HOD oversees a specific academic department in the College. They are responsible for departmental administration, syllabus implementation, faculty coordination, laboratory supervision, and academic performance monitoring of students and staff within their department.

4. The **principal** serves as the academic authority of the institution, taking care of the day to day operations leading faculty & student affairs and curriculum activities. The Principal is responsible for academic planning, implementation of policies, supervision of teaching activities, coordination with regulatory bodies and interacting with parents & students. The principal reports to the Director and provides feedback to the Director on ground level issues.
5. The **director** charts the overall vision, strategy and growth of the entire Institution or a cluster of campuses. Director is responsible for setting long term goals, branding and expansion plans, managing budgets, finance and fundraising activities. The Director will ensure compliance with regulatory bodies, internal policies and reports to the management Board.
6. The **administrative staff** forms a major component of the non-teaching category. This includes office superintendents, clerks, accountants, and administrative assistants who handle admissions, student records, correspondence, examinations, payroll, finance, and general office management. They ensure compliance with institutional rules and regulatory requirements while supporting students and faculty in administrative matters.
7. The **Library staff**, including the Librarian and library assistants, are responsible for managing academic resources such as textbooks, reference books, journals, digital resources, and study materials. They support both students and teaching staff by facilitating access to learning resources, maintaining records, and ensuring a conducive academic environment in the library.
8. **Laboratory support staff**, such as lab attendants and technical assistants, also fall under the non-teaching category. They are responsible for maintaining laboratory equipment, preparing materials for practical sessions, ensuring safety standards, and assisting teaching staff during laboratory activities, though they do not perform teaching duties themselves.
9. **Housekeeping staff** keep campuses tidy, safe and welcoming. They shall sweep, mop & vacuum floors, clean restrooms, refill consumables and manage trash & recycling. They will report to the floor manager. They shall work in shifts/holidays as required. Overtime is allowed with prior approval.

- 10. Maintenance staff** keep the campus infrastructure running including plumbing, electrical, HVAC, carpentry and minor civil works. They will conduct routine inspections & preventive maintenance of buildings, labs and hostels. They will fix leaks, broken fixtures, faulty wiring, air-conditioning issues, perform minor repairs, paint touch-ups, furniture upkeeps, respond to emergency calls, maintain logbooks and track spare-part inventory. They shall report to the CAO.
- 11. Security staff** keep the campus safe 24x7, patrol entrances, monitor CCTV, check IDs, handle emergencies and enforce the Institution's safety rules. They will conduct regular security rounds, maintain visible presence and report suspicious activities to the Principal/CAO.

CHAPTER 2

Recruitment and Selection

2.1 Manpower Requisition

- Manpower requisition is the process of identifying and requesting required teaching and non teaching staff.
- Requirements arise due to staff vacancies, increased workload, new courses or higher student intake.
- Teaching staff needs are identified by Heads of Departments based on workload and Approving/Affiliating body norms.
- Non-teaching staff needs are identified by administrative and laboratory sections.
- Requisitions are submitted to the Principal for review and approval.
- Approved requirements are forwarded to the Management for sanction.
- Recruitment is carried out as per institutional and regulatory norms.
- Temporary or guest appointments may be made for urgent needs.

2.2 Advertisement

- Vacancies are advertised widely through newspapers and academic portals.
- Job descriptions clearly outline qualifications, experience, responsibilities, and application deadlines.

2.3 Processing of Applications

- Applications are collected through prescribed formats (online/offline).
- The HR office maintains a record of all applications received.
- A preliminary screening committee screens resumes against advertised criteria, shortlists eligible candidates based on qualification and experience and shortlisted candidates receive a call for interview.

2.4 Interview Panel

Interview panel shall be constituted appropriately by the management for the selection process of each college. The panel may include director, principal, subject experts, external Industry experts (optional), HR personnel and management representatives.

2.5 Interview & Selection Process

- An appropriate Interview Panel shall be constituted by the Management for each selection process.
- Shortlisted candidates shall be formally informed about the subsequent stages of the selection process.
- **For Teaching Staff:** The selection process shall consist of a Technical Interview, Classroom Demonstration, and Personal Interview conducted before a duly constituted Selection Committee.
- **For Non-Teaching Staff:** The selection process shall include a Skill Test, wherever applicable, followed by a Personal Interview.
- The selected candidate shall be formally notified through official communication (email and/or telephone), and an Offer of Appointment shall be issued clearly outlining the terms and conditions of employment.

2.6 Probation & Confirmation

- All new recruits will undergo a probation period of 6 months.
- Performance evaluation will be conducted before confirmation of employment.

CHAPTER 3

Service rules

3.1 Appointment

Faculty and staff are appointed through the Staff Selection Committee. Continuation of service shall be subject to satisfactory performance upon completion of six months of service.

3.2 Office Hours

The institute timings are from 9 a.m. to 4:30 p.m. 5 minutes of grace period is given to each employee in case of delay due to unforeseen circumstances from Monday to Saturday. This period of grace time may be condoned unless it becomes a matter of frequent habit.

The staff mark their attendance using the biometric system installed. The staff take a lunch break during specified hours. The staff follow office timing while coming to the office and leaving the office

For the staff working on shift bases, the timings will be decided by the CAO, according to the nature of work in the department. The shift timings if different from the regular timings, should be shared with the HR office by every first day of the month

It will be the responsibility of the HOD to inform the HR office regarding subordinates who remain absent from duty without informing or prior permission of the concerned authority. Such unauthorized absence, if not condoned, can mean break in service.

The HOD should inform the HR office, if an employee has obtained permission to attend late or to leave the office early.

3.3 Salary

- Salary structure shall be as per Approving/Affiliating body / State Government norms, or Management approved consolidated pay.
- Salaries shall be disbursed monthly through bank transfer.
- Annual increments shall be performance-based and subject to Management approval.

3.4 Performance Appraisal

The Faculty Performance Appraisal System aims to:

- Evaluate the academic, instructional, and professional contributions of faculty members
- Align individual performance with institutional goals and academic standards
- Promote continuous improvement in teaching–learning processes
- Identify training, development, and career advancement needs
- Ensure transparency, fairness, and accountability in performance evaluation

Annual Appraisal:

Conducted once every academic year, aligned with the academic calendar.

Evaluation Criteria

Shall be based on core responsibilities and deliverables, including teaching effectiveness, curriculum implementation, laboratory/workshop management, student performance, student feedback, academic administration, compliance with institutional policies, and professional conduct and institutional duties, as applicable.

Process

Self-Assessment – Employees log their key achievements, quantify results where possible, and note any obstacles they faced during the review period in the prescribed format.

Principal – The Principal reviews the self-assessment, adds contextual comments, and validates the performance ratings. They also explore the employee's career aspirations and identify any skill gaps that need bridging.

Director – Director/Principal heads review ratings to ensure consistency across teams. The aim is to eliminate bias, ensure equitable standards, and align assessments with institutional goals.

Feedback Meeting – A one-on-one meeting between the employee and Director to finalize the appraisal. Together they confirm the agreed-upon ratings, set objectives for the next cycle, and outline concrete development actions (training, mentorship, project assignments, etc.).

Performance Rating Scale and Outcomes

Employee performance shall be evaluated based on the following rating categories and corresponding actions:

Outstanding (Above 85%) – The employee shall be eligible for Letters of Commendation, Performance Incentives, and Increments.

Very Good (75%–85%) – The employee shall be eligible for Increments, recognizing consistent high performance.

Good (65%–74%) – A tailored Development Plan shall be implemented, including appropriate training programmes, workshops, mentoring, or other skill enhancement initiatives to address identified gaps.

Needs Improvement (Below 65%) – The employee shall be placed under a structured Performance Improvement Plan (PIP) with clearly defined targets and a specified review period. The Management shall take an appropriate decision in accordance with institutional service rules.

Documentation

All appraisal forms, comments, and action plans are stored securely in the HR system for future reference and audit.

3.5 Training & Development

1 Academic support measures for teaching staff:

a. Deputation to conferences/ seminars/ workshops: Financial support for employees attending seminars/ conferences/ workshops/ academic meets etc, (subject prior approval and sanction of Management). The absence shall be considered as Outdoor Duty Leave (ODL):

b. Study leave: Employees are deputed for higher studies provided that it is an advanced course offered by a recognized University and the course has relevance to the department where the employee is working and the course will be useful to the Institution. Study leave shall be on partial pay / loss of pay, basis.

c. Sabbatical leave: Employees are eligible for Sabbatical Leave for one or more of the following purposes:

i. To conduct research or advanced studies/ training in India /abroad;

ii. To write text books, standard works and other literature;

iii. To visit or work in industrial concerns, institutions of excellence and technical departments of Indian/ Foreign Government/Institutions of excellence to gain practical experience in their respective fields.

iv. Any other purposes for the academic development of the staff as approved by the Board.

Note on Sabbatical Leave: Sabbatical Leave shall not exceed one year at a time inclusive of vacations.

d. Support for getting 'Patent'

3.6 Career Advancement

Faculty members who demonstrate excellence in performance and possess qualifications as per Approving/Affiliating body norms may apply for career advancement. Applications shall be submitted at the end of each academic year, along with relevant documents, to the Director/Principal, who shall forward the same with recommendations to the Management for approval.

3.7 Leave Rules

3.7.1 Procedure for Granting Leave

- The grant of leave to the Institute employee is governed by the Institute Leave Rules.
- Leave cannot be claimed as a matter of right. Based on the Institute's requirement or public exigencies, leave can be denied.
- The leave sanctioning authority may refuse or revoke leaves of any kind but cannot alter the kind of leave due and applied for.
- The reasons for leave should invariably be indicated in the leave application.
- Any planned leave for more than two days should be applied at least 10 days before the start of the leave.
- On return from a leave of more than ten days, the employee should report for duty to the HoD and inform to the HR Office.
- Leave should be applied in the same month in which it is availed.
- Absence without leave, not in the continuation of any authorised leave will constitute an interruption of service unless it is regularized.

3.7.2 Extension of Leave

- Requests for extension of leave should be avoided as far as possible. Applications for extension of leave should be submitted well in advance of the date of expiry of the leave already sanctioned through the Supervisor concerned. It should not be assumed that an extension will always be granted
- If an employee is unable to resume duty on the due date on account of any unforeseen circumstances, he/she must send an immediate intimation to the concerned HoD stating the reason of his inability to attend office on the due date.
- Extension of leave without proper sanction will lead to the deduction of pay.

3.7.3 Cancellation of Leave

Cancellation of leave by the employee should be applied and approved by the head of the institution.

3.7.4 Public Holidays and Restricted Holidays

The Institute will observe public holidays and restricted holidays in a calendar year as approved by the management based on the list of holidays declared by the Government of Kerala every year.

3.7.5 Types of leave available

The members of faculty and other staff are entitled to the following leaves in a year:

- (a) Casual Leave
- (b) Medical Leave
- (c) Development leave
- (d) Outdoor Duty Leave
- (e) Academic Leave
- (f) Maternity Leave

(a) Casual Leave (CL):

Staff who have completed a minimum of one year service can avail 12 days of CL in a calendar year (1st of January to 31st Dec of a year). Staff having completed less than one year of service can avail CL proportionately limited to one per month. CL can be availed at a stretch for a maximum of 3 days including Saturdays, Sundays or other holidays. If joining date is after 15th of a particular month, then the staff is not eligible for CL in that month.

(b) Medical Leave (ML):

Staff who has completed a minimum of one year service will be entitled for 5 days of medical leave during a calendar year. It shall be not carried forward to the next year.

(c) Development Leave (DL):

Staff who have completed a minimum of one year service will be entitled to ten days of leave to attend offline seminars/Conferences/FDPs.

(d) Outdoor Duty Leave (ODL):

ODL during regular working period shall be granted to staff for official work only as per direction of Board/University including External Examiner, Paper Valuation etc. If the official work falls on a holiday observed by HGGI, they shall be eligible for compensatory off for that day.

(e) Academic Leave (AL)

Staff who have completed a minimum of one year service can avail 5 days of Academic Leave immediately after the completion of an academic year as announced from time to time. The leave shall be approved as per arrangement of academic activities by the Principal/Director.

(f) Maternity Leave (MtL)

Applicable to all female employees who have completed 3 years of continuous service at HGGI. Female staff can avail 90 days paid leave extendable up to 26 weeks as per Maternity Benefit Act. Admissible for a maximum of 2 occasions during the entire service period at HGGI. Leave can be availed as 45 days pre-natal and 45 days post-natal, or as per medical advice with application. Application must be submitted at least 30 days in advance along with Medical Certificate from registered medical practitioner, except in case of emergency. For miscarriage / medical termination of pregnancy, 15 days leave will be granted on production of Medical Certificate.

Maternity Leave cannot be combined with any other leave except Medical Leave (in case of medical complication) with prior approval of Management. In case of joining after maternity leave, Fitness Certificate is mandatory. Salary for maternity period will be disbursed as per HGGI norms on submission of required documents.

3.8 Code of Conduct & Ethics

Staff shall maintain confidentiality, act professionally, follow SOPs and report any breach of security immediately.

1. Professionalism – Treat colleagues, students, parents and visitors with respect and courtesy at all times.
2. Confidentiality – Protect institutional and personal data; not share sensitive information unless authorized.
3. Integrity – Act honestly, report inaccuracies promptly and avoid any behaviour that could compromise the college's reputation.
4. Compliance – Follow all statutory regulations, institutional policies and safety procedures applicable to your role.
5. Dress & Appearance – Adhere to the prescribed dress code and maintain a neat, professional appearance.
6. Use of Assets – Use college equipment, facilities and resources responsibly and for official purposes only.
7. Harassment-Free Workplace – Maintain a workplace free from discrimination, harassment and intimidation.
8. Health & Safety – Observe safety protocols, report hazards and participate in emergency drills as required.
9. Reporting Breaches – Use the designated whistle-blower channel to raise concerns without fear of retaliation.

3.8.1 Negligence or neglect of work.

1. Drunkenness or disorderly behavior in the college premises and public places, affecting the reputation of the institution.

2. Accepting service for any consideration from any other establishment / institution or under any person without the approval of the management.
3. Sleeping while on duty.
4. Distribution or exhibiting inside the HGGI premises hand-bills, pamphlets or posters without written prior to the management.
5. Attending or holding any unauthorized meeting within the premises.
6. Unauthorized disclosure of information about the business or affairs of HGGI.
7. Gambling within the institution premises.
8. Making false statements on matters germane to his / her employment in the institution or willful suppression of facts at the time of employment or during the course of service at HGGI.
9. Conviction in a criminal court.
10. Attempting or causing bodily injury or intimidation to any employee/officer of HGGI in their premises or in the course of his / her discharging official duties for the institution.
11. Refusal to accept a memo or charge sheet or any other communication issued by Disciplinary/Inquiry Authority or Superior.
12. Use of abusive language / misbehave with any officer or employee or visitors within the HGGI premises or in the course of his discharging official duties for HGGI.
13. Carrying on money lending or any other private business within the premises of the institution.
14. Participation in any movement prejudicial to the interests of the institution.
15. Abetment of or attempt at abetment of any act which amounts to misconduct.
16. Using HGGI facilities unauthorized for personal gains.
17. Not allowing HGGI employees/officers/superiors either to enter or come out of the premises of the establishment or preventing ingress or egress of the materials or machines of HGGI.

18.Arrest/detention in connection with an act of moral turpitude or any other offence under law of the land.

19.Forging the signature of another employee.

20.Tampering with any of the records of HGGI.

21.Slowdown in performance of work or intending to slow down or adopting work to rule practices.

22.Acts of immorality in the premises of HGGI.

23.Unauthorized occupation / illegal or immoral use of premises / rooms.

24.Not wearing an Identity Card while on duty.

25.Refusal to work beyond the stipulated period of work or work on holidays when specifically instructed to do so by the management

26.Organizing or attending any meetings during the working hours, which are not official and authorized.

27.Spreading messages detrimental to the institution / employer to any stakeholders and public through any medium including social media.

28.An employee found in unauthorized possession of any goods, equipment's, implements, articles, materials, etc., which are in use or kept in stock at HGGI and are not normally carried on the person will be deemed to have got into possession of such goods etc., and such unauthorized possession may attract disciplinary action as well other action as deemed fit by the management.

29.Violation of any service rules / instructions by the appropriate authority.

Note: *The above instances of misconduct are only illustrative in nature but not exhaustive, and any action which can be construed as indiscipline or misconduct will come under purview of the term "misconduct"*

3.9 Misconduct and Corrective Actions

Infringement of any of the conduct rules shall entail disciplinary action for misconduct. Without prejudice to the general meaning of the term MISCONDUCT, the following acts of omission shall be treated as "misconduct", in respect of an employee.

1. Willful in-subordination or disobedience of any lawful and reasonable order of his / her official superiors.
2. Commission of any act subversive of good behavior, dishonesty, fraud, impersonation.
3. Participation in any strike / demonstration, gherao and or any other kind of agitation or abetting and inciting such agitation activities.
4. Theft, fraud, dishonesty, embezzlement, misappropriation in connection with the properties of the HGGI.
5. Willful damage to the property or loss property or loss or damage to the property owing to negligence or unethical practices causing damage to the reputation of the institution.
6. Accepting or offering bribes or any illegal gratification.
7. Indiscipline which includes:
 - . Absence without leave or absence without leave for more than seven consecutive days.
 - . Late attendance or habitually leaving work before time or abandonment of place of duty.
 - . Breach of rule or office order of the HGGI

3.10. Grievance Procedure

a) Institutional level- Grievance Redressal Committee & Internal Complaints Committee set up at each College as per AICTE/ Govt guidelines to address the grievances of the employees.

b) The Grievance Redressal Committee of Holy Grace Group of Institutions is formed for redressal of grievances that are either forwarded from the Grievance Redressal Committee including Internal Complaints Committee of a College under the Holy Grace Group of Institutions or directly submitted to the Committee. The committee shall address grievances as follows :-

- a. Grievance redressal of Faculty or Staff – Grievances including service matters, harassment etc. – The Complainant can submit his/her grievance to the CAO (Chief Administrative Officer) or any committee member in person or by post or by email (hgginstitutions@gmail.com)
- b. Grievance redressal of students including harassment by other students, staff etc.

The composition of the Committee shall be as follows:-

1. Chairman of Holy Grace Group of Institutions – Chairman of the Committee
2. Chairman of Holy Grace Academy of Pharmacy - Member
3. Chairman of Holy Grace Academy of Management Studies – Member
4. Finance Director of Holy Grace Group of Institutions – Member
5. Chief Administrative Officer of Holy Grace Group of Institutions – Member

If any one of the above member is not a woman the Chairman will nominate a suitable lady board member/staff member under Holy Grace Group of Institutions.

3.11 Consequence of Misconduct

Penal actions depend on the gravity of the offense:

Verbal Warning: For minor offenses, issued in a formal meeting with the employee, HOD/Principal/Management, with a record kept in the personnel file.

Written Warning (Memo): Issued if verbal warnings are unheeded or for serious misconduct; Management or the Principal issues a written warning specifying charges and requiring the employee to show cause why disciplinary action should not be initiated.

Withhold Increment(s): Management may withhold annual increments for one or more years based on the gravity of misconduct.

Barring Promotion: Promotions to higher posts can be stopped depending on the gravity of misconduct.

Suspension: Management has the right to suspend or dismiss an employee after conducting a proper inquiry and allowing the employee to explain their stand.

3.12 Notice Period

Notice period shall be three months for faculty and one month for laboratory staff.

CHAPTER 4

Employee Welfare

4.1 Retirement

The age of retirement for staff members shall be as per government rules. After retirement reappointment may be considered on an annual contract basis. This may be renewed based on performance and institutional requirements.

4.2 Employee Welfare Policy

Welfare measures for staff of HGGI:

4.2.1 Retirement benefits

a) Provident Fund: Employees are eligible for Provident Fund benefits as per the provisions of the "Employees Provident Funds and Miscellaneous Provisions Act, 1952" and the scheme framed thereunder by the Govt. of India from time to time.

b) Gratuity: Employees are eligible for gratuity benefits as per the provisions of "Payment of Gratuity Act, 1972" and the rules framed there under.

4.2.2 Health care benefits

a) E.S.I: Employees are eligible for medical benefits as per the provisions of the "Employees State Insurance Act, 1948" and the rules framed there under.

b) All employees are covered by Group Insurance scheme.

4.2.3 Conveyance facility

All employees can avail subsidized transportation from and to various parts of the city in the available college buses of HGGI.

4.2.4 Free / Subsidized accommodation

Employees are offered accommodation in on-campus and off-campus residential facilities on a need basis, on rent-free / subsidized rent basis.

4.2.5 Subsidized meals

The college provides subsidized meals to its staff through the institutional canteen facility ensuring access to hygienic and affordable food during working hours.

4.2.6 Annual Family Get-Together, Onam & Christmas Celebrations

A yearly event is organized to foster community and celebrate with employees and their families.

Onam & Christmas Festival Gifts: Staff are gifted special items during Onam/Christmas honoring cultural traditions and employee appreciation.

