

# IDEAL INSTITUTE OF MANAGEMENT AND TECHNOLOGY



## HANDBOOK ON CODE OF CONDUCT

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## **IDEAL INSTITUTE OF MANAGEMENT AND TECHNOLOGY**

Affiliated to Guru Gobind Singh Indraprastha University, Delhi and Approved by Bar Council of India

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### **CODE OF CONDUCT: RAGGING**

Disciplinary actions will be taken against the students who indulge in any of the following activities:

#### **Ragging**

Any action which raises fear or apprehension thereof in any college of students.

Asking any college student to do any act or perform something which she/he will not do in the ordinary course and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect her/his physique or psyche shall be considered by the Institution as acts of ragging and therefore treated as an act of gross indiscipline by the student. If the individuals directly committing ragging are not clearly identified by the available *prima-facie* evidence, collective punishment could be imposed so that it acts as a deterrent.

Harassment of a student or the Institution staff on the basis of caste, sex, religion, etc., (b) a disorderly conduct whether by words spoken or written or by an act with the effect of teasing, treating or handling with rudeness any other campus resident, (c) indulging in rowdy activities which causes or is likely to cause annoyance, hardship or psychological harm to campus resident, (d) threatening with the intent to place the persons in reasonable fear for his/her safety or for the safety of his/her family shall be considered as acts of gross indiscipline by the Institution.

### **CODE OF CONDUCT: LIBRARY**

#### **Library Rules**

The library is meant for use by the students and faculty members of the Institution, and the timings of the library are: Monday – Saturday: 9:00 AM to 5:00 PM. Under urgent, abnormal or unforeseen circumstances, the library or any of its sections may



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be opened later or closed earlier than the scheduled hours at the discretion of the librarian.

Issue of books, periodicals, etc, will ordinarily commence quarter of an hour after the scheduled time of opening and will be stopped half an hour before the scheduled time of closing of the library.

All library books, periodicals, etc. meant to be returned to the library are to be presented at the counter for the purpose at least 15 minutes earlier than the scheduled time of closing of the library.

Readers' or borrower's cards or other identity records are to be shown to the security guard, if demanded, at the time of entering the library or whenever asked for in the library.

Undesirable or unauthorized persons shall have no access to the library, and if found in the library, they shall be liable to expulsion from the library by the librarian.

While in the library, all persons shall observe all basic and elementary principles of library ethics, obey the rules and procedures of the library, and submit to discipline enforced by the librarian.

Conversation, talking, sleeping, smoking and loitering is not allowed in the library. The use of mobile phones is prohibited in the library premises.

No reader shall bring any non-member into the library, nor shall lend, even temporarily, library books borrowed by him to others.

Person detected to be acting in contravention of rules 3, 4, and 5 above shall be liable to be deprived of the facilities of the reading room temporarily or permanently.

No reader who has been thus excluded from the privileges of the library shall be allowed to use the reading rooms or to borrow books unless and until such person be reinstated by the librarian.

At the time of entering the library, all personal belongings such as attaché cases,



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brief cases, satchels, bags, umbrellas, etc., books not belonging to the Institute Library and books though borrowed from the library but not meant to be returned to the library, shall be deposited at the property counter at the entrance to the library. Note: Though for the period of deposit, all possible care will be taken for the safe custody of the article or articles deposited, the administration does not accept any responsibility for any damage or loss of the same. It is advisable not to bring valuable things to the library and deposit them at the property counter.

Every member of the library shall be responsible for the safe custody of any library book borrowed by him/her for use in the library reading room or at home.

Library books issued for use in the Reading Room shall not be taken out of the section without the prior permission of the Librarian.

Library books shall never be left unattended on the table in the hall. The borrower shall be held responsible for loss, mutilation or damage, if any, while the book stands issued on his account.

At the time of borrowing, a book either for use in the Library Reading Room or for use at home, every borrower is expected to examine it carefully and bring to the notice of the Person-in-charge of the issue – counter, in case of mutilation, defacement or damage, if any, immediately: otherwise if any mutilation, defacement or damage is detected subsequently, the person to whom the book was issued last will be held responsible for such damage, defacement or mutilation.

Persons held responsible for loss, damage, defacement or mutilation of books shall be liable to compensate the library in such manner as may be determined by the Library Committee.

In case of mutilation, damage, defacement or loss of library books, the Librarian may, pending the final decision of the Library Committee, wholly or partially suspend the library privileges allowed to a person who is held responsible or is suspected to be responsible for the offence.

Ordinarily not more than three books at a time will be allowed to be retained by a borrower for use for a week, and such books are to be returned in good condition on



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or before the due date.

Subject to the terms and conditions that may further be determined by the Library Committee from time to time, facilities of borrowing books from the Institution Library may be extended to the following categories of persons for their own use under terms and conditions shown against each, provided they have duly enrolled themselves as members of the Institution Library by filling up the prescribed form for:

Employees,

Retired Faculty,

## **Alumni of the Institute**

If books having been borrowed by persons mentioned in sections 13 of the Library Rules is not returned in spite of reminders, the matter shall be reported to the Library Committee for such action as may be considered necessary.

No books shall be issued and delivered to any person other than a duly registered borrower in person or someone having on each occasion a written authority from him to receive a book or books on behalf of such registered borrower.

Books on loan with members of the library under any category can be recalled by the Institution Librarian at any time.

There are certain categories of publications such as reference books, rare books, periodicals, reports, etc., books of such special collections which are not generally lent out and those are not to be ordinarily issued out of the library.

Library cards are not transferable.

In case of loss of a library card, a duplicate one may be issued, at the direction of the Librarian, for which a fee of Rs. 25/- per card will have to be paid. Another duplicate library card for Students and Research Scholars may be issued against a charge of Rs. 100/- per card. Thereafter no duplicate card shall be issued.



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At the request of other Institution, research institutes, educational Institutions, well – known and well-established libraries or organizations and government or semi-government offices, separable books, publications and other materials belonging to the Institution Library may be issued on inter- library loan system by the Librarian.

If a depositor does not claim refund of his library deposit money within three years from the date of cessation of his membership of the library, the deposit money will be forfeited.

The Library Rules framed herein above may, from time to time, be changed, altered, and amended, or new rules may be added by the Library Committee, and that will be effective and binding to all concerned when the relevant proceedings of the Library Committee are approved by the Institution Management.

### **GENERAL CODE OF CONDUCT OF ALL THE EMPLOYEES**

All employees/workers of the Institution are expected to develop proper rapport with the employer. Mutual respect and fraternal feelings are needed to ensure proper relationships. The following general duties and responsibilities of all employees have been framed:

1. All staff members of the Institution are required to be present in the Institution during working hours on all working days and days specifically notified.
2. All members of staff are governed by the general duties and responsibilities prescribed for each category of employees.
3. Conduct the Institution's transaction with utmost honesty, accuracy and fairness.
4. Perform all professional activities through proper channel.
5. Do not discuss with unauthorized individuals about professional and secret information.



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6. Co-operate whole heartedly with the authorities of the Institution with professional responsibilities.
7. Avoid condemnation of authorities, behavior through anonymous communication to outsiders/newspapers and also conversational conflicts which harm the dignity of the Institution.
8. Avoid all types of unethical practices.
9. Adhere all norms and standards set by the Institution from time to time.
10. Do not indulge in any political election/Dharna/ Boycott etc.
11. Employees/workers of the Institution shall not indulge in any adverse criticism of the Institution and its officers.
12. Employees/workers shall not use any intoxicating drug or liquor during the duty hours and in the premises.
13. Employees/workers should not use cell phone during class hours, meetings etc.
14. Without prior information and written permission of the Institution authorities, employees/workers shall not start private Business Organization, Association of his/her own or in partnership of his/her spouse or siblings.
15. Employees/workers shall devote his/her whole duty time to the service of the Institution and shall not engage directly or indirectly on any other private work/business.
16. Notwithstanding the rules and regulations and code of conduct specified in this document, all faculty members should follow the various rules and regulations, instructions issued by the competent authorities from time to time.
17. In case of any misinterpretation / wrong interpretation of any of the rules and conditions specified in the service rules, the President is the final authority to decide.



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## DUTIES & RESPONSIBILITIES AND CODE OF CONDUCT OF TEACHING STAFF

The contribution of faculty members is expected to be more by way of research, extension activities apart from their regular academic and teaching activities. The following duties and responsibilities of all faculty members have been framed:

1. All Faculty members of the Institution are responsible for contribution and sustenance of the standards of the Institution.
2. They should comply with the relevant policies, rules, regulations, norms and standards set by the Institution, State/Central Govt. and/or any statutory body.
3. Every individual member is accountable for his/her action, as member of the Institution community they are collectively accountable for upholding those standards of behavior.
4. A faculty member is required to make alternative arrangement to handle his/her scheduled course work and other works whenever he/she goes on leave.
5. As far as possible a faculty member should not miss the scheduled class and only under unavoidable circumstances alternative arrangement can be made.
6. A faculty member shall be punctual in attending class and leave the class room after his/her class is over only after the arrival of the faculty for the next period or instruct the students to go to the laboratory/ workshop for practical classes, as the case may be.
7. The faculty member shall carry out any other academic related activity that may be assigned to him by the PRINCIPAL/Dean/Higher Authorities from time to time.
8. As research is an inherent component of the functions of a Institution, every faculty member shall take active efforts to make research contributions in his/her field of specialization.



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9. Faculty members who act as Research Supervisors should spare adequate time to the research scholars for discussion and monitor their progress, so that not only the quality of work is improved but also time over-run can be avoided.
10. Active involvement of the faculty member in the student's project work is very essential.
11. If the student's project work is industry related, the faculty member shall visit the industry to know the problem in its perspective so that he/she can guide effectively. In fact, this will help to develop contact with the industry.
12. Faculty should take efforts to identify Interdisciplinary and collaborative research projects by interaction in other departments or researchers in established R&D laboratories for collaborative research purposes.
13. Faculty members can act as research supervisor for other Universities only with the prior permission of the Institution.
14. Faculty members should strive to bring out quality research publications in refereed journals of national & international importance.
15. Faculty member should also present papers in International/National level conferences, but the impact they command compared to publications in refereed journals is considered much less.
16. Faculty members shall also strive to file patents.
17. Every faculty member should submit research proposals to various govt./other funding agencies to secure funding assistance for research and acquiring facilities such as equipment, instruments, etc.
18. Faculty members should take efforts to secure consultancy works in his/her area of specialization from industries and business, Govt. and any other agencies.

**Every faculty member is responsible for-**



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## a) Teaching Learning

- i) Teaching of both core and elective courses in the field of his/her specialization as allocated by the Head of the Department/Dean of the faculty for various programmes offered by the Institution.
- ii) Conducting laboratory courses, tutorials and seminars of the programmes assigned to him/her in an effective manner.
- iii) Providing proper guidance and supervision of the project work undertaken by students and development of proper rapport with the industry/ organization if the project is industry related one.
- iv) Making the teaching more effective and interesting to the students by the use of multi-media teaching aids.
- v) Arrange the laboratory and seminar classes more to improve the student's understanding of the subject.
- vii) Helping peer-assisted learning.
- viii) On the whole, the teaching learning shall be learner centered ensuring learning outcome of different courses.

## b) Course Planning and Material Preparation

- i) All faculty members are required to plan and make complete preparation well in advance to teaching effectively the theory and practical courses.
- ii) They should prepare the schedule of lectures with topics, tests, assignments, demonstrations, various possible teaching aids etc., in advance and the students should be informed of the same.
- iii) The faculty member has to design experiments for laboratory classes to improve the student's creative skills.



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- vi) Contribution to the preparation of new syllabus or updation of existing syllabus is also the responsibility of a faculty member pertaining to his/her specialization.
- v) A faculty is expected to be creative so as to contribute to the introduction of new academic programmes in the emerging areas as relevant to the society, innovative curriculum and new methodology of teaching and evaluation.
- vi) In order to be an effective faculty, he/she is required to update his/her knowledge by attending faculty development programmes, short-term courses, professional society meetings, National/ International Conferences, reading recent technical journal articles and periodicals and going through the web sites of world class Universities.
- vii) They may also enroll in one or more Professional Societies/Associations.

### c) Examination, evaluation and grading

- i) All faculty members are required to set standard question papers and evaluate the answer scripts of courses not only taught by him/her, but also that assigned to him/her by the Dean/Head of Department/Controller of Examinations of the Institution.
- ii) All faculty members are required to conduct and invigilate any exam/test in the Institution as assigned by the Head of Department/Controller of Examinations of the Institution.
- iii) While evaluating answer scripts, project work evaluation, Viva Voce, approach of faculty members should scrupulously be objective in approach so that the student can earn the marks/grading for his/her performance only.

### d) Maintenance of Records

- i) Every faculty member is required to maintain the record of attendance, class work, and continuous assessment neatly, properly and in time. This should be



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produced to the Head of the Department (PRINCIPAL)/Dean or any authority of the Institution as and when called.

- ii) If the faculty member is assigned to be Counselor/mentor of any class or a group of students by the PRINCIPAL, he/she should maintain the list of students, contact Nos., address of parent and/or local guardian, so that the student's progress could be monitored and communicated to them.
- iii) The counselor/mentor shall also perform the duties of counselor as specified separately.

## **Roles & Responsibilities of Departmental Principals**

### **a) Laboratory Development & Maintenance**

1. Principal is responsible in the laboratory development activities of the respective department by introducing innovative experimental setups/instruments/computer software/computer control of machines or processes.
2. Principal should ensure that the various machinery and equipment in the laboratory and workshop are maintained in working condition and are used effectively both for academic requirement, project works and research related activities.
3. Principal has to oversee the work of technical staff of the laboratory, besides arranging for periodical maintenance/repair and recalibration wherever necessary.
4. Principal has to ensure proper maintenance of stock registers, both consumable and non-consumable, periodical stock verifications, and proposal for replacement of defected/unserviceable equipment.
5. Principal has to prepare budget every year for consumables, equipment, furniture, other academic & research requirements etc consultation with Dean or any competent authority and submit to the Management.
6. Principal is required to arrange guest lectures, seminars etc., to supplement regular lectures and also help in the conduct of faculty development programmes, short-term programmes, workshops, open houses, exhibitions etc.



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7. Principal is required to organize industrial visits, educational tours for the students.
8. Principal should see that the class rooms, laboratories and surroundings are kept neat and clean with the help of personnel assigned for this purpose.
9. Principal should ensure that lights and fans are switched off after the class is over and give necessary direction to the faculty members for compliance.
10. Principal is expected to oversee the students go to the class on time and not loitering in the campus.
11. Any other activities related to Department or Institution Development that may be assigned to the Principal from time to time.

### **CHIEF FINANCE & ACCOUNTS OFFICER (CFAO)**

The CFAO is required to perform the following roles & responsibilities

#### **a) Account keeping and compilation**

1. To supervise and control in keeping of books of accounts such as ledger, subsidiary books, cash book, etc. as per the approved procedure/manual.
2. Compilation of accounts such as trial balance, reconciliation, preparation of income and expenditure statements, cash flow and balance sheet.
3. Management of accounts receivables by taking prompt action to recover the amount due to the Institution.
4. Receipt of semester fees and other fees from the students accounting them and attending to all other issues relating to that.
5. Accounting of caution deposit of students and refund/adjustment as the case may be.



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6. Maintenance of expenditure details and reviewing them periodically vis-à-vis budget and taking appropriate actions in pursuance of instructions by the authority concerned.
7. To manage all payables by the Institution by taking prompt action after approval from the authority concerned, all bills for supplies and services availed.
8. Institute a system of periodic internal audit.
9. To prepare and submit the annual reports on finance & accounts of the Institution to the competent authority.
10. Any other task assigned by the authorities of the Institution from time to time.

### b) Budget preparation

1. Calling for budget details both for consumables and non-consumables from the Departments of the Institution.
2. Compiling the budget and getting the approval of the appropriate body.
3. Bringing to the notice of appropriate authority timely if any deviation noticed timely so that necessary control can be exercised.
4. Any other task assigned by the authorities of the Institution from time to time.

### c) Fund Management

1. To supervise and control the Endowment fund, General fund and such other funds.
2. Investment of funds received from parent body and from income realized from students as per the decision of the Institution.
3. Renewal of deposits and withdrawal of deposits for meeting recurring and non-recurring expenditure.



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4. Keeping the funds received as grant for sponsored and funded research projects in separate account and incurring expenditure only for the purpose it is granted.
5. To examine the ways and means to augment the finance of the Institution.
6. To prepare and submit the quarterly, half yearly & annual cash flow projections.
7. Any other task assigned by the authorities of the Institution from time to time.

### **d) Salary and wages**

1. Preparation of all pay bill, arrears bill and supplementary bills of all employees, drawl and disbursement to the concerned person as per the established procedure.
2. Maintenance of accounts pertaining to statutory deductions like provident fund, property tax, etc.
3. Preparation of all remuneration bills and disbursement for testing, consultancy work, remuneration for approved courses conducted and other incentives related payment to the faculty and staff.
4. Dealing with all matters relating to income tax deduction from the salary and other payments to the employees, which include prompt payment to the statutory authority, filing of returns and issue of tax deduction certificate, etc.
5. Deduction of professional tax and remittance to appropriate authorities under the Act.
6. Draw of payment towards encashment of leave, leave salary, statutory payment like gratuity and recovery of dues from employees.
7. Dealing with all other matters related to drawl & payment and recovery from the employees of the Institution.



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8. Dealing with all matters relating to sanction of advances to employees, and recovery/adjustment of the same.
9. Any other task assigned by the authorities of the Institution from time to time.

### CONTROLLER OF EXAMINATIONS

The duties and responsibilities include,

1. To ensure secrecy, safety and security of all documents relating to examinations.
2. Scheduling and conducting continuous assessment tests for all programmes. Dispatching the answer scripts to the Departments for evaluation and assign marks.
3. Scheduling of end semester examinations, arranging to get question papers, print and keep them securely for distribution on the date of examinations.
4. Making arrangements to conduct examinations and evaluations as per the procedure envisaged.
5. Receipt of finalized course-wise award lists for every programme from the Departments/individuals and declaration of the final results of each student.
6. Printing and distribution of semester-wise mark-sheets/grade-sheet to students of various programmes.
7. Issue of provisional certificate to the students, who have completed the programme satisfactorily as per the regulations of the programme.
8. Issue and receipt of convocation application from students, preparation of degree certificates duly signed by the designated authority and keep under safe custody for distribution.
9. Any other issues relating to the conduct of examination, evaluation, declaration of results and award of degree certificates.



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## CODE OF CONDUCT: GOVERNING BODY

The governing body for IIMT has been constituted for the purpose of governing and monitoring the working of the institute for academic activities.

The governing body comprises of the followings:

1. The Chairperson
2. The Secretary – General
3. The Treasurer
4. The Director
5. The Principal of School of Law
6. The Principal of BBA (1<sup>st</sup> shift)
7. The Principal of BBA (2<sup>nd</sup> shift)
8. Industry Representative

All the decisions of the governing body shall be carried out by majority vote system prevailing in all the matters. However in all the financial matters the decision of the Chairperson, the secretary general shall be final.

- 1) The governing body shall ensure the implementation of educational quality policy to achieve the aims and objectives of the institute.
- 2) The governing body shall ensure that the MQ (Management Quota) policy shall be followed as per guidelines issued by the Govt. Of NCT Delhi and the decision of the Hon'ble Supreme Court of India and the Hon'ble high court of Delhi to ensure the admissions in MQ (Management Quota) policy on the merit and first come, first served basis in all the courses.
- 3) The governing body shall ensure the liaisoning with different govt. Bodies for the implementation of govt. Policy relating to the building infrastructure and the regular supply of other ancillary services in the institute.
- 4) The governing body shall ensure the compliance of the requirements as per norms for educational purposes to get the seat matrix for each course of BBA, BBA (CAM) and BA.LLB.



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- 5) The governing body shall have the proper coordination with the university authorities for proper implementation of the university policies at all level in educational, financial and administrative matters.
- 6) The governing body shall ensure the proper implementation of the welfare scheme for the faculty through group health insurance policy for the faculty and their dependents.
- 7) The governing body shall ensure the compliance of faculty student ratio as per policy of the university and in the case of BA.LLB. as per policy of the university and BCI.
- 8) The governing body shall ensure that the technical function of the institute carried smoothly and the technical work is allotted to duly constituted committee of experts, assisted by the technical subordinate staff.
- 9) The governing body shall ensure that the computer labs are equipped with Wi-Fi facility to have the access to the internet by the students and the faculty.
- 10) The governing body shall ensure that the library for both the courses are having the collection of latest publication of books and journals and the law library having the Manupatra online service and also the Delnet.
- 11) The governing body shall ensure that as per policy of the institute for the facility of the faculty and the students for research purposes the library of the institute remains well connected with the American library and the British library.
- 12) At academic level the governing body shall ensure that the proper classes for each course are held for the prescribed time as per time table prepared and finally sent to the university. Further the governing body shall also ensure the compliance of the time schedule in completing the lesson plans and finally conducting the internal exams including the practical and viva as applicable in the course.
- 13) That the governing body shall ensure through the director and the principals the proper implementation of the attendance rules and calling the periodic PTM on regular basis to interact with the parents and appraise them the performance as well as the attendance of their ward/student studying in the institute, lest the controversy does not arise at the time of appearing in the end term exam for each course.



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- 14) That in the course of BA.LLB. the governing body shall ensure the proper coordination with BCI in carrying out the policy guidelines for BA.LLB. as laid down by BCI. At the time of each inspection and audit by different govt. Bodies, the governing body shall ensure and assist in maintaining all the available documents required for inspection purposes.
- 15) The director of the Institute and the principal of the each concerned course shall ensure the compliance of attendance norms as per university ordinance and the rules made there under.
- 16) In the matter of discipline in the institute the governing body shall ensure the proper and correct implementation of the policy of the govt. And the university through different committees duly constituted and headed by the senior most faculty at the institute level to deal with:-
  - i) The anti ragging committee
  - ii) Disciplinary committee.
  - iii) Anti -sexual harassment committee.
- The governing body shall seek the interim progress report during the entire academic session.
- 17) The governing body through the duly constituted committee comprising of the senior faculty shall ensure the quality of food and edibles items made available in the canteen for the students, the faculty and others.
- 18) The governing body shall appraise the performance of the institute in academic matters to the inspection committees and the audit committee of the govt. And the inspection committee of the BCI.
- 19) The governing body shall ensure through the director and principals that the extracurricular activities for the development of skill and knowledge are carried out by constituting different committee to be headed by senior faculty in each course.
- 20) The governing body shall ensure that the periodic meetings are held on regular basis with different comities to have the appraisal of the overall performance of the institute in academic area.
- 21) Any other point.



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## Code of Conduct for Support Staff

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Being the employees of the Ideal Institute of Management and Technology, all the support staff of this College should follow the code of conduct. The College has put forward its code of ethics for the support staff along the following lines.

#### Professional Conduct

- (i) The support staff should acquaint themselves with the College policies and adhere to them to their best ability.
- (ii) Each of them should perform the duties he has been assigned sincerely and diligently as well as with accountability.
- (iii) They should avail of leave with prior intimation to the extent possible. In case of sudden contingencies, information on their absence should be promptly forwarded to the College Authority.
- (iv) The support staff should not, on any account, undertake any other job within the stipulated office hours. Neither shall he engage himself in any trade or business within college premises.
- (v) They should not hamper the functioning of the college by engaging themselves in political or anti-sectarian activities.
- (vi) They should not engage in remarks or behavior that might be considered disrespectful to their non-teaching colleagues, teaching staff or students.

#### Workplace Conduct

- (i) They should be punctual as their prior presence is required daily for the commencement and smooth functioning of college activities.
- (ii) They should also be responsible for the proper use and maintenance of college equipments and furniture.
- (iii) No support staff should be under the influence of drugs or alcohol during office hours.



# IDEAL INSTITUTE OF MANAGEMENT AND TECHNOLOGY

Affiliated to Guru Gobind Singh Indraprastha University, Delhi and Approved by Bar Council of India

An ISO 9001:2015 Certified Quality Institute

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- (iv) The support staff often has access to confidential information regarding examination matters and other matters relating to other staff, through official records. It is expected that they respect the confidentiality of such matters.
- (v) They should perform their duties with honesty and integrity. There should be no falsification of official documents entrusted to them.
- (vi) The support staff should show no discrimination on basis of gender, caste or religion.

## **Professional Relationship**

- (i) Interactions between support staff and students are frequent as for example during counseling, admissions, disbursement of financial aid, examinations and so on. On a regular basis the students come into contact with support staff in libraries, science laboratories and computer laboratories. It is expected that they behave in a helpful, friendly and patient manner towards the students.
- (ii) The support staff should give due respect to the decisions made by the college authorities. Any matter of contention should be settled amicably and not through antagonistic behavior, as the progress of an institution depends upon mutual goodwill and trust.
- (iii) The non-teaching staff should consider the teaching staff as their colleagues and not as separate entities. It is the shared functioning that will generate a harmonious environment.
- (iv) The Support Staff are the first to come into contact with the guardians of students as during examinations. They must keep in mind the fact that their behavior will be considered to reflect that of the institution. They should thus interact patiently and politely.