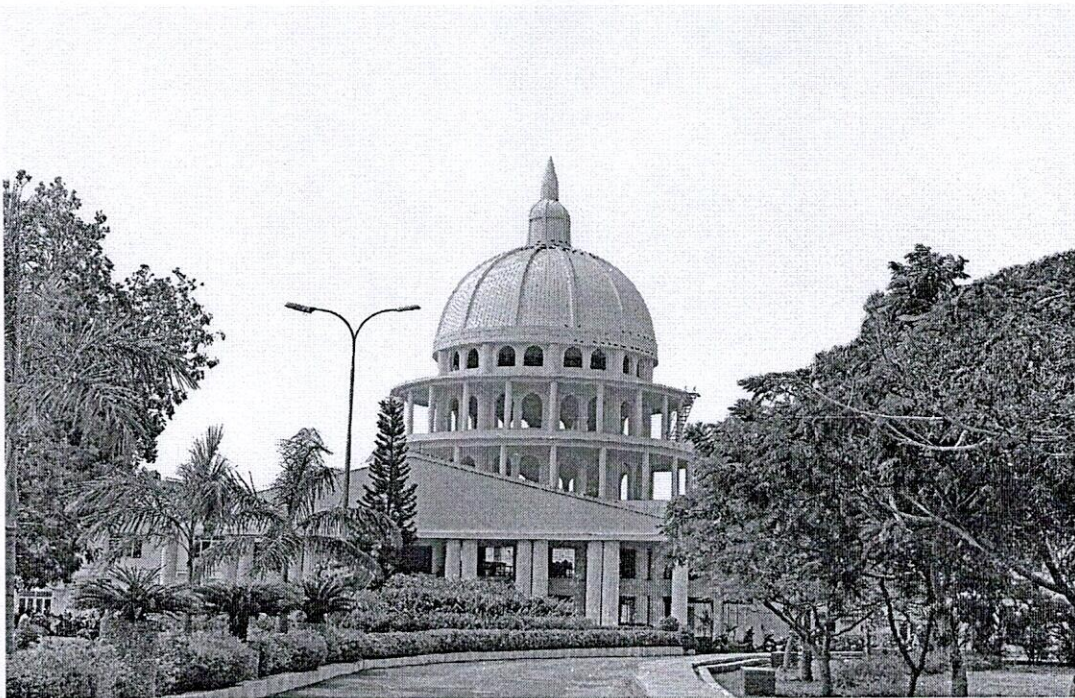




AARUPADAI VEEDU MEDICAL COLLEGE & HOSPITAL

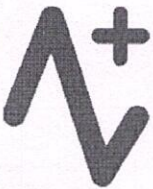

(Vinayaka Missions Research Foundation - Deemed to be University)

Cuddalore Main Road, Kirumampakkam, Puducherry - 607 403.



CHAPTER - 9

Human Resource Management (HRM)

	AARUPADAI VEEDU MEDICAL COLLEGE & HOSPITAL			
	NABH References	NABH Policy	Document No	
	HRM/01,02,03,04& 05	HUMAN RESOURCE MANAGEMENT	NABH/AVMCH/HRM/1-5	
	Issue Date: 15.12.2017	Issue No: 01	Rev No: 00	

1. General Guidelines

It is the basic duty of an employee to follow the standards of conduct and is expected to follow all rules and regulations of the hospital

2. Employee number

Whenever an employee joins the organization as a trainee; probationer; permanent he / she is allotted an employee number, which shall be referred in all the official transactions in addition to his/her name.

3. Shift Working



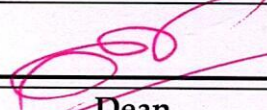
All the operations has a system of General shift working for 8/6 hours in a day , each area has got separate timings match to their functional requirements. The time will be notified to the employee concerned at their respective departments.



4. Attendance Punching

Every employees reporting for duty shall 'punch in' in the Biometric thumb impression machine allotted to them while entering the premises. After completion of duty the employee shall 'punch out' in the Biometric thumb impression machine.

5. Attendance and Punctuality

- 1) Further every employee shall be present at his place of work at the commencement of his shift as may be notified.
- 2) No employee shall leave the workplace during his working hours without obtaining permission from his HOD. An employee after registering his attendance in the Department and found to be absent during his working hours without permission shall be liable to be treated as absent for the whole day. In addition to deduction of salary, disciplinary action may also be taken against him/her.

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Quality Manager	Medical Superintendent	Dean

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- 3) "Late" attendance by the employee shall be condoned only three times in a month, up to a maximum of 10 minutes. Late attendance for the fourth time in a month will attract a half a day salary deduction to the employee for that day. Employees shall wear uniforms while on duty (where prescribed) and they will not leave their workstation at the end of the shift, without handing over the charge of the shift to the next employee taking over from him.
- 4) If an employee marks attendance pertaining to another employee, it will be treated, as misconduct and disciplinary action will be taken against him.
- 5) If an employee, although present in his place of work fails to do his assigned work or part thereof and or refuses to carry out his work or part thereof slows down the work, he /she shall be deemed to be treated as absent for the whole day.
- 6) An employee is allowed to take 2 hours permission once a month which can be split up into two single hours and they can't be taken on a single day.

6. Work Schedule

Unless otherwise specified, regular full-time employees are expected to work at least forty eight (48) hours per week.

7. Weekly Off



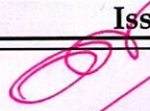
As per statutory obligations, the employee is eligible for a weekly off after 6 days of work.



8. Additional Duty

If there is a need employee is required to work for more than one shift with the respective remuneration.

9. Absence and Lateness

- 1) It is the responsibility of all employees to get permission in advance from the Head of the Department. Uninformed absence will be treated as in disciplinary action.

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- 2) Moreover an employee is allowed to come late 3 times for a grace time of 10 minutes each time from their actual punch time.
- 3) Employees are allowed half an hour meal breaks. They are supposed to have their food only in specific places as permitted. Consuming eatables & beverages in common areas is strictly prohibited.

10. Sexual Harassment Policy

Employees of AVMC are entitled to a working environment that is free from all forms of discrimination, including sexual harassment. An employee who believes he or she has been the victim of sexual harassment is encouraged to report the incident(s) or action(s) as soon as possible after the alleged harassment occurs. Management's ability to investigate and act on reports diminishes with time.

11. Violence in the Workplace

AVMChave adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect AVMC or which occur on AVMC or client property, will not be tolerated.

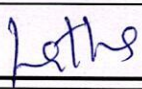


12. Confidential Information and Nondisclosure



By continuing employment with AVMC, employees agree that they will not disclose or use any of official confidential information, either during or after their employment.

13. Ethical Standards

AVMC has high standards and values where ethics is followed in every part of our function. Our work ethics are based on the ideals defined by our values.

14. Identity card

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Every employee will be issued an Identity Card which has to be worn every day. Card shall be shown on demand to the security personnel or authorized official.

15. Dress Code

AVMC Hospital is committed to present a professional, neat and clean image for our patients, their families and other visitors. We represent on behalf of the hospital to everyone who visits our hospital and we contribute the hospital's image by taking pride in our uniform and personal appearance.


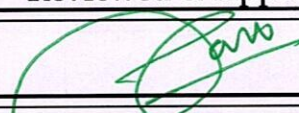
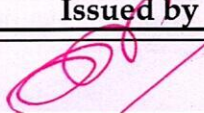
- Every employee eligible and assigned to wear uniform should attend duty only with uniform on all working days.
- Not attending duty due to not wearing of uniform shall be considered as absence and no wage shall be paid on that day(s).
- It is employee's duty to keep the uniform in good condition and wearing with ironed and a neat dress.



16. Grooming

Males:

- Should be properly shaved.
- Regular haircut is a must. Should have short hair and neatly combed. Colouring of hair for fashion is not allowed.
- Shoes must be clean. Loose shoes or boots of any kind which are unsafe for the work nature are not permitted.
- Jeans, cropped pants, T-shirts, sleeveless, low neck, logo T-shirts, casual sports T-shirts are not permitted.

Females:

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- 5) No bangles or Anklets will not be permitted.
- 6) Wearing of flowers is not permitted.
- 7) Put up hair and tied properly in a top knot.
- 8) Shoes must be black / White, closed toe with low heel. Normal footwear with low heels with sarees.
- 9) Fancy clips will not be permitted.
- 10) Big or long ear rings (normally more than one inch) are not permitted.
- 11) No fancy bindis and Bindis must be small in size in red or black and must not distract the attention of others. Multiple colors (or) stone bindis are not permitted.

17. Use of Equipment, Computer, Phone, Mail & Internet facility

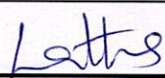
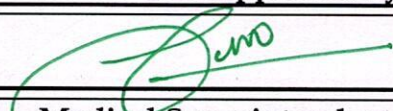

- 1) The equipment given for employees has to be used for only organizational purpose only.
- 2) Personal use of hospital equipment is not permitted. The organization's property, including computers, phones, electronic mail, and voice mail, should be used only for official purposes. Internet shall be used only for official communication.
- 3) Usage of Mobile phones
 - a. Only permitted personnel are allowed to use the mobile phone during working hours
 - b. Unauthorized usage is strictly prohibited and can attract punishment
 - c. Ring tones & caller tunes should be formal & volume should be kept low

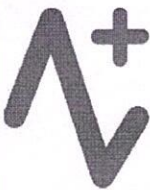

18. Smoking, Alcohol & Substance abuse

Smoking is not permitted in any part of the premises of AVMC. It is the policy of AVMC that the workplace be free of illicit drugs and alcoholic beverages and free of their use.

19. Outside Employment

Employees may not take an outside job fulltime or part time, either for pay.

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20. Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. Employees are not permitted to distribute non hospital related literature in work areas at any time during working hours.

21. Complaint Procedure

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate supervisor. If the issue cannot be resolved at this level, AVMC encourages employees to contact the Human Resources Development Department. Employees, who observe, learn of, or, in good faith, suspect a violation of the Standards of Conduct of AVMC should immediately report to the Human Resource Development department.

22. Corrective Procedure

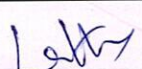
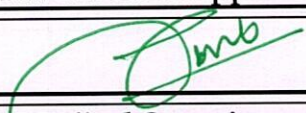
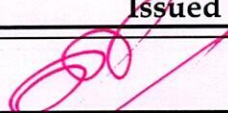
- 1) Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Warning, (b) Written Warning, (c) Counseling Session, (d) Stoppage of Increment, (e) Demotion to Lower Grade, (f). Suspension not exceeding 30 days, and (g). Termination / Discharge.



23. Crisis Suspension

An employee who commits any serious violation of AVMC policies at minimum will be suspended pending an enquiry of the situation. Following the enquiry, the employee may be terminated without any previous disciplinary action having been taken.

24. Employment Termination

After the application of disciplinary steps, if it is determined by management that an employee's performance does not improve, or if the employee is again in violation of AVMC practices, rules, or standards of conduct, employment with AVMC will be terminated.

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25. Resignation

Employees desirous of leaving the services of AVMC shall do so by a written letter of resignation stating reasons, if any, by giving notice in writing as per details given below:-

- All employees should give one/threemonth's notice period
- If notice period is not honored equivalent salary amount will be recovered.

26. Retirement / Superannuation

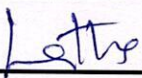
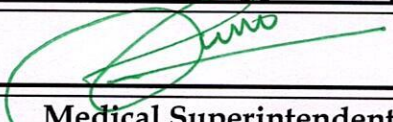
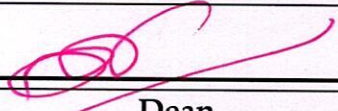
Every employee shall retire from service on attaining the age of 58 years except those employed under special contract or agreement. However the management reserves the right to relieve any employee if he has been declared physically unfit to perform his duties of insanity or ailing from any incurable disease as will be certified by the registered medical practitioner.

27. Exit Interview

In case of proper resignation an Exit interview will be conducted in HR department. An employee who applied for resignation has to be present before the panel of exit interview team.

28. Return of Hospital Property

In case of resignation employee should return the organizational property or equipments safely.

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