



CODE OF CONDUCT



ADHIPARASAKTHI DENTAL COLLEGE AND HOSPITAL
(Affiliated to The Tamil Nadu Dr. M.G.R. Medical University)

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Om Sakthi



**ADHIPARASAKTHI
DENTAL COLLEGE & HOSPITAL**

Recognised by Dental Council of India
Affiliated to The Tamilnadu Dr.M.G.R Medical University

A Unit of Adhiparasakthi Charitable, Medical, Educational & Cultural Trust

CODE OF CONDUCT

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OM SAKTHI
ADHIPARASAKTHI DENTAL COLLEGE AND HOSPITAL
MELMARUVATHUR, CHENGALPATTU DIST, TAMILNADU-603 319
(An ISO 9001:2015 Certified Institution & Accredited by NAAC and NABH)
Approved by the Ministry of Health and Family Welfare, Government of India, New Delhi, as
per the recommendation of Dental Council of India
Affiliated to The Tamil Nadu Dr. M.G.R. Medical University, Tamilnadu, Chennai

Adhiparasakthi Dental College & Hospital is situated in the temple town of Melmaruvathur and is well connected to both Chennai and Puducherry. The college was started in 2003 as a dental hospital which later evolved into a teaching Institution in 2005. The college has been started with an aim to impart knowledge, values, discipline, and culture to students. **“Service towards humanity”** has been the primary motto of the Institution. The students are being trained to become good dental professionals as well as groomed to become responsible citizens.

Our institution is privileged to possess student-friendly as well as eco-friendly infrastructure. Each department employs dental equipment with state-of-the-art technology. The students are granted uninterrupted access to central library. The hostel has been maintained with utmost hygiene and the students are provided with nutritious food. Students are encouraged to do research and utilize the facilities available in the Institution without any constraints.

Our Institution is serving hundreds of patients per day which in turn has helped our students to gain wide clinical knowledge and experience. The management and faculty members encourage and train students to become good professionals capable of treating a patient independently and confidently with ethical values and beliefs. Adhiparasakthi dental college & hospital was established with the noblest aim of providing affordable healthcare to the downtrodden and weaker sections of the society. Our institution has been certified with ISO 9001:2015, NABH and NAAC accreditation. Our institution has MoU (Memorandum of Understanding) with Sri Lanka Dental Council to admit international students in pursuing undergraduate dental education.

The foundation for the essential study of dental science is that any alteration in the oral cavity affects or reflects in the overall health. The significance of oral health as well as the necessity for Dentistry in the field of Medicine cannot be undermined. Since, oral health is an essential aspect of general health, our institution functions to promote oral health and serves patients with the motto **“Your smile... Our pride...”**

A bachelor's course in Dentistry helps the students to acquire a basic knowledge of anatomy, physiology & biochemistry (general & oral aspects) in their first year. In the second year of study, they study pharmacology, microbiology, general pathology with an equal focus in dental materials. In the third year, they are exposed to different medical illnesses affecting the human body, their surgical treatment procedures as well as various oral pathologies. Hence

by the time the students reach the final year they would have obtained a fairly thorough knowledge about basic functioning of the human body, various oral and systemic conditions and diseases affecting humans. In the final year of study, the focus of education is the oral cavity under the following specialties:

- Oral Medicine & Radiology,
- Oral and Maxillofacial Surgery,
- Oral Pathology & Oral Microbiology,
- Prosthodontics and Crown & Bridge,
- Conservative Dentistry & Endodontics,
- Periodontology,
- Orthodontics & Dentofacial Orthopedics,
- Paediatric & Preventive Dentistry,
- Public Health Dentistry.

A Master's degree in Dentistry helps the students to achieve higher heights in a particular specialty with an insight into their area of study. Our institution has started PG courses from the year 2015 and currently the following specialties are offering PG courses:

- Oral and Maxillofacial Surgery,
- Oral Pathology & Oral Microbiology,
- Prosthodontics and Crown & Bridge,
- Conservative Dentistry & Endodontics,
- Periodontology,
- Orthodontics & Dentofacial Orthopedics,
- Pediatric and Preventive Dentistry.

QUALITY POLICY

We at, Adhiparasakthi Dental College & Hospital, Melmaruvathur, are Committed to provide value-based Dental Education to create a centre of excellence in clinical and academic systems by fulfilling the requirements of Dental Council of India and The Tamilnadu Dr.M.G.R Medical University norms.

We are committed to provide innovative and qualitative patient services which meets the needs & expectations of our interested parties in order to establish an internationally recognized institution.

We are also committed to continual improvement of our Quality Management Systems of faculty competency, infrastructure, academic & research facilities to create an environment to mould our students as leaders of Dentistry.

VISION

The vision of the institution is to emerge as a world class institution in creating and imparting knowledge, providing students a unique learning experience in dentistry with the state of the art technology along with value education that will empower students for the betterment of their own future and for the well-being of the mankind.

MISSION

- To render the services to the poor and needy population.
- To provide meaningful high education from undergraduate to post doctoral programmes, research and training.
- To impart higher technical skills, experiences and specialized academic excellence to the students thereby fostering innovation and generating new knowledge.
- To create a rich and pleasant environment for studying, living and working where education and research go hand in hand flourishingly.
- To serve the under-served, nurture learner centric quality dental education, quality patient oriented service, community centered research, excellence in knowledge, skills and strategic future oriented planning that meets the national, global dental educational standards.

VALUES

People	This is our greatest asset and we ensure that we have the services of highly experienced physicians, surgeons and well trained support staff who work as one team.
Services	We pride ourselves in providing compassionate and individualized care with the right attitude to our patients in a safe and ambient environment.
Facilities	We ensure that we have the support of the advanced technology and procedures in the healthcare industry to carry out our day-to-day activities in service delivery.
Innovation	We are committed to a supportive environment that encourages new ideas and creativity.
Excellence	We pursue a high standard of excellence and honesty in everything we do.

GOALS

- To help the students to understand the nuances of the profession in emerging as a novel personality to care for the community.
- To ensure the students to face challenges not only by teaching but through interactive learning and hands on sessions, both on models and in the clinical scenario (simulated interactive pedagogy).
- To prepare the student to meet future challenges in the profession and to be role models in the society.
- Training programs are structured such as that it ensures the students imbibe and assimilate the best practices on par with the global standards.
- Comprehensive dental care and outreach programsto ensure prompt and free dental care to all sections of the population.

SERVICE STANDARDS

- S** : Serving attitude.
- M** : Mitigating Risk.
- I** : Integrity.
- L** : Learner's Centric
- E** : Efficient and Equitable to all.
- S** : Safe Care.

CODE OF CONDUCT FOR STUDENTS

The Dental graduates from Adhiparasakthi Dental College and Hospital, Melmaruvathur must be able to put on.....“S.M.I.L.E.S”

S	: Serving attitude and be Sensible citizens
M	: Masters’ in individual skills and make Meaningful contribution to the scientific community
I	: Inquiring scientific mind and Imbibe cultural values
L	: Leadership qualities and exhibit Professional Loyalty
E	: Ethical conducts and be Enriched individuals
S	: Strength to Succeed in all endeavors

BDS: LEARNING OUTCOMES (Based on guidelines from Dental Council of India)

GOALS AND OBJECTIVES OF THE CURRICULUM

GOALS

The dental graduates during training in the institutions should acquire adequate knowledge, necessary skills and reasonable attitudes which are required for carrying out all activities appropriate to general dental practice involving the prevention, diagnosis and treatment of anomalies and diseases of the teeth, mouth, jaws and associated tissues. The graduate also should understand the concept of community oral health education and be able to participate in the rural health care delivery programmes existing in the country.

OBJECTIVES

The objectives are dealt under three headings

- (a) Knowledge and understanding
- (b) Skills and
- (c) Attitudes

(A) KNOWLEDGE AND UNDERSTANDING:

The graduate should acquire the following during the period of training.

1. Adequate knowledge of the scientific foundations on which dentistry is based and good understanding of various relevant scientific methods, principles of biological functions and be able to evaluate and analysis scientifically various established facts and data.
2. Adequate knowledge of the development, structure and function of the teeth, mouth and jaws and associated tissues both in health and disease and their relationship and effect on general state of health and also bearing on physical and social well-being of the patient.
3. Adequate knowledge of clinical disciplines and methods which provide a coherent picture of anomalies, lesions and diseases of the teeth, mouth and jaws and preventive diagnostic and therapeutic aspects of dentistry.
4. Adequate clinical experience required for general dental practice.

5. Adequate knowledge of the constitution, biological function and behavior of persons in health and sickness as well as the influence of the natural and social environment on the state of health in so far as it affect dentistry.

(B) SKILLS:

A graduate should be able to demonstrate the following skills necessary for practice of dentistry.

1. Able to diagnose and manage various common dental problems encountered in general dental practice keeping in mind the expectations and the right of the society to receive the best possible treatment available wherever possible.
2. Acquire the skill to prevent and manage complications if encountered while carrying out various surgical and other procedures.
3. Possess skill to carry out certain investigative procedures and ability to interpret laboratory findings.
4. Promote oral health and help prevent oral diseases where possible.
5. Competent in the control of pain and anxiety among the patients during dental treatment.

(C) ATTITUDES:

A graduate should develop during the training period the following attitudes.

1. Willing to apply the current knowledge of dentistry in the best interest of the patients and the community.
2. Maintain a high standard of professional ethics and conduct and apply these in all aspects of professional life.
3. Seek to improve awareness and provide possible solutions for oral health problems and needs throughout the community.
4. Willingness to participate in the CPED Programme to update the knowledge and professional skill from time to time.
5. To help and participate in the implementation of the national oral health policy.

COMPETENCIES

At the completion of the undergraduate training programme the graduates shall be competent in the following.-

General Skills

- Apply knowledge& skills in day to day practice
- Apply principles of ethics
- Analyze the outcome of treatment
- Evaluate the scientific literature and information to decide the treatment
- Participate and involve in professional bodies
- Self-assessment& willingness to update the knowledge & skills from time to time
- Involvement in simple research projects
- Minimum computer proficiency to enhance knowledge and skills

- Refer patients for consultation and specialized treatment
- Basic study of forensic odontology and geriatric dental problems

Practice Management

- Evaluate practice location, population dynamics & reimbursement mechanism
- Co-ordinate & supervise the activities of allied dental health personnel
- Maintain all records
- Implement & monitor infection control and environmental safety programs
- Practice within the scope of one's competence
- Communication & Community Resources
- Assess patients goals, values and concerns to establish rapport and guide patient care
- Able to communicate freely, orally and in writing with all concerned
- Participate in improving the oral health of the individuals through community activities.

Patient Care – Diagnosis

- Obtaining patient's history in a methodical way
- Performing thorough clinical examination
- Selection and interpretation of clinical, radiological and other diagnostic information
- Obtaining appropriate consultation
- Arriving at provisional, differential and final diagnosis
- Patient Care – Treatment Planning
- Integrate multiple disciplines into an individual comprehensive sequence treatment plan using diagnostic and prognostic information
- Able to order appropriate investigations

Patient Care – Treatment

- Recognition and initial management of medical emergencies that may occur during Dental treatment
- Perform basic cardiac life support
- Management of pain including post-operative
- Administration of all forms of local anesthesia
- Administration of intra muscular and venous injections
- Prescription of drugs, pre-operative, prophylactic and therapeutic requirements
- Uncomplicated extraction of teeth
- Transalveolar extractions and removal of simple impacted teeth
- Minor oral surgical procedures
- Management of Oro-facial infections
- Simple orthodontic appliance therapy

- Taking, processing and interpretation of various types of intra oral radiographs
- Various kinds of restorative procedures using different materials available
- Simple endodontic procedures
- Removable and fixed prosthodontics
- Various kinds of periodontal therapy

MDS: LEARNING OUTCOMES (Based on guidelines from Dental Council of India)

GOALS AND OBJECTIVES OF THE CURRICULUM

GOALS

The goals of the post-graduate training in various specialties is to train the graduate in Dental Surgery who will,

- Practice respective specialty efficiently and effectively, backed by scientific knowledge and skill;
- Exercise empathy and a caring attitude and maintain high ethical standards;
- Continue to evince keen interest in professional education in the specialty and allied specialties whether in teaching or practice;
- Willing to share the knowledge and skills with any learner, junior or a colleague;
- To develop the faculty for critical analysis and evaluation of various concepts and views and to adopt the most rational approach.

OBJECTIVES

The objective of the post-graduate training is to train a student so as to ensure higher competence in both general and special area of interest and prepare him or her for a career in teaching, research and specialty practice. A student must achieve a high degree of clinical proficiency in the subject and develop competence in research and its methodology in the concerned field.

The objectives to be achieved by the candidate on completion of the course may be classified as under:–

- (a) Knowledge (Cognitive domain)
- (b) Skills (Psycho motor domain)
- (c) Human values, ethical practice and communication abilities

(a) KNOWLEDGE

- Demonstrate understanding of basic sciences relevant to specialty;
- Describe etiology, pathophysiology, principles of diagnosis and management of common problems within the specialty in adults and children;
- Identify social, economic, environmental and emotional determinants in a given case

and take them into account for planned treatment;

- Recognize conditions that may be outside the area of specialty or competence and to refer them to the concerned specialist;
- Update knowledge by self-study and by attending courses, conferences and seminars pertaining to specialty;
- undertake audit, use information technology and carry out research in both basic and clinical with the aim of publishing or presenting the work at various scientific gathering;

(b) SKILLS

- Take a proper clinical history, examine the patient, perform essential diagnostic procedures and order relevant tests and interpret them to come to a reasonable diagnosis about the condition;
- Acquire adequate skills and competence in performing various procedures as required in the specialty.

(c) HUMAN VALUES, ETHICAL PRACTICE AND COMMUNICATION ABILITIES

- Adopt ethical principles in all aspects of practice;
- Foster professional honesty and integrity;
- Deliver patient care irrespective of social status, caste, creed, or religion of the patient;
- Develop communication skills, to explain various options available and obtain a true informed consent from the patient;
- Provide leadership and get the best out of his team in a congenial working atmosphere;
- Apply high moral and ethical standards while carrying out human or animal research;
- Be humble and accept the limitations in his knowledge and skill and to ask for help from colleagues when needed;
- Respect patient's rights and privileges including patient's right to information and right to seek a second opinion.

RULES AND REGULATIONS OF THE COLLEGE

- Students are expected to use only courteous and polite language and behave with decorum when talking to the faculty members and the staff of the college and hostel.
- Students should avoid using any insulting, inciting and threatening language when talking with fellow students and should totally avoid violence.
- Students should not talk or act in any manner outside the Institution in a way that would bring disrepute to the Institution.
- Students should come to college with a clean shave (boys), tidy look and smartly dressed.
- Students should not leave the campus without prior permission during working hours.
- Students should not leave the class or attend it late under the pretext of paying fees or taking books from library, etc. Time fixed for such purposes during working hours must be strictly adhered to.
- Students should be regular and punctual in attending classes and all activities connected with the college.
- While attending college functions, the students will conduct themselves in such a way as to bring credit to themselves and to the Institution.
- Gathering in groups at roads, entrance, pathways, gardens and other places are strictly prohibited.
- On entering the class, they shall observe strict silence, irrespective of the presence or absence of the teacher.
- Students should assemble in the respective lecture halls, five minutes prior to the start of the period. They should get up quietly as the teacher enters the class and keep standing till they are asked to be seated.
- If student comes late without prior permission, he / she will not be allowed to attend the class.
- No student is permitted to leave the classroom during the class hours.
- Students shall promptly stand to solemn attention when Prayer or National Anthem is sung at functions.
- Smoking, drinking and other vices like drugging, in the college premises as well as outside are strictly prohibited. Erring students will be punished severely, which includes dismissal from the college.
- Students are forbidden from entering the college office and the staff rooms during unspecified hours.
- Students are prohibited from defacing or damaging the building or furniture in any way.
- The cost of any damage so caused will be recovered from the students collectively if the responsibility for it cannot be fixed on any individual or group of individuals.
- Disobedience, malpractice or prompting in examinations and other moral delinquencies shall be severely dealt with.
- Representation of complaints and grievances may be made individually to the Dean through the Head of the Department.
- Students are expected to read the notice board. Ignorance of any notice will not be accepted as an excuse for failing to comply with it.
- Any lost property found must be handed over to the office from where the owner can

claim it promptly after proving his / her ownership.

- Any student found willfully preventing other students from attending classes and inciting strikes will be expelled from the college.
- Students taking part in communal or political activities will be severely dealt with.
- No meeting of any kind shall be held in the college without the prior permission of the Dean. No student of the college shall be a member of any association unconnected with the college.
- No notice of any kind shall be circulated among students, displayed on black boards or on notice boards without the written permission from the Dean.
- No information or report should be sent to press or broadcasting agencies without the permission and approval of the Principal. No student shall report any matter of the Institute to the Police, Press or Public without taking prior permission from the Dean.
- Fees once paid will not be refunded under any circumstances.
- The Dean's decision shall be final in matter of punishment of the students for violation of any of the rules of the college.
- Use of mobile phones, tablets, and electronic devices is not allowed inside the Institution / Hostel / Campus premises. If any students found to be in possession of the mobile handset, it will be confiscated.
- Students who leave in the middle of the course shall pay the fees for the remaining period and get clearance certificate. The students who have not paid fee within due date shall be levied fine of rupees 100 per day thereafter.

RAGGING IS STRICTLY PROHIBITED

“Ragging” is strictly prohibited by an Act promulgated by the Government of Tamil Nadu with penalty of imprisonment. Ragging of any kind is prohibited either in the college campus or in the hostel or outside. The students who are guilty of this offense will be expelled from the college and also handed over to the police for further action as per the Government orders.

RAGGING IS AN OFFENCE / RAGGING IS PROHIBITED

According to Anti Ragging Act published by the Government of Tamil Nadu in its Gazette Extraordinary on Thursday, December 19, 1996. Margazhi 5, Thadhu, Thiruvalluvar Aandu 2027 Part IV – Section 2

And

Tamilnadu Acts and Ordinances – Contents Ordinance No.10 of 1996 Tamilnadu Prohibition of Ragging 215-217 (A Group IV – 2(632) 1

Ragging means by definition, display of noisy disorderly conduct, doing any act which causes or is likely to cause physical or psychological harm or raise apprehension or fear or shame or embarrassment to, a student in any educational Institution, and includes: Teasing, abusing, or playing practical jokes on or causing hurt to, such student

Or

Asking the new student to do any act or perform something which such student will not in the

ordinary course willingly do.

Prohibition of Ragging:

Ragging within or outside the Institution is prohibited.

Penalty for Ragging:

Whoever commits, participates in abets, or propagates “Ragging” within or outside the Institution, shall be punished with imprisonment of a term which may extend to two years and shall also be liable to a fine which may extend to ten thousand rupees.

Dismissal of student:

Any student convicted of the offence shall also be dismissed from the Institution (such student shall not be admitted in any other educational Institution).

Suspension of Student:

Whenever any student complaints of ragging to the head of Institution, or to any other person responsible for the management of the Institution, the head of the Institution or person responsible for the management of the educational Institution shall inquire into the same immediately and if found true shall suspend the student, who has committed the offence, from Institution.

SEXUAL HARASSMENT IS STRICTLY PROHIBITED

The policy on Preventing Sexual harassment at Workplace follows the guideline of the ‘The Sexual Harassment of Women at Workplace’ (Prevention, Prohibition and Redressal) Act 2013.

The policy outlines the protocol and measures implemented at APDCH to prevent violence and harassment including sexual harassment at the workplace. There is a clear intent that at APDCH there is ‘Zero tolerance’ to any form of violence or harassment (including sexual) towards any member of its work-force.

Acts of ‘Sexual Harassment’ within workplace are recognized as a violation of Human rights.

According to the Supreme Court definition, sexual harassment is any unwelcome sexually determined behaviour, such as

- Physical contact
- A demand or request for sexual favours
- Sexually coloured remarks
- Showing pornography
- Any other Physical, verbal or non-verbal conducts of a sexual nature.

DISCIPLINE AND DISCIPLINARY ACTION

All the students are expected to maintain character, discipline and decorum befitting of dental students in and outside the Institute premises. There is a clear intent that at APDCH there is 'Zero tolerance' to any form of violence or harassment (including sexual) towards any member of its work-force or other students.

If any student is found indulging in any undesirable, illegal, antisocial or destructive activity in the Institute and Hostel premises or outside the Institute, he/she is liable to be fined or rusticated or expelled from the Institute.

Such authority for taking disciplinary action is vested in the Dean of the Institute. In case, a student is not satisfied, he/she can appeal to the Management.

DRESS CODE:

The following prescribed uniforms should be worn during the College hours:

UNDER GRADUATES:

Gents	Ladies
White Coat (Half sleeves)	White Coat (Half sleeves)
Pink shirt (half sleeves) and blue trousers (I,II year BDS)	Pink strips Salwar top (half sleeves) blue Pant for Salwar top Blue Dupatta (I,II year BDS)
Pale Yellow strips shirt (half sleeves) and Brown Trousers(III,IV year BDS)	Pale Yellow strips Salwar top (half sleeves) Brown Pant for Salwar top Brown Dupatta(III,IV year BDS)
Friday: Red Uniform (Non Hindu Students Exempted)	

POST GRADUATES: Scrub suit.

IDENTITY CARD:

Every student must wear the Identity card issued by the Institution while moving within or outside the Institute.

BREACH OF DISCIPLINE ON THE PART OF STUDENTS

1. In the event of breach of discipline and misconduct / misbehaviors on the part of a student's singly or as a group,

The Warden shall have the power:

- (i) To impose a fine up to Rs.1000/- on a student at one time.
- (ii) To recommend to the Dean to expel a student(s) from the hostel for a period of time or permanently or transfer the student from one hostel to another.

2. If there is a serious breach of discipline or any other serious infringement of the rules of conduct or impropriety, if the Dean feels that the action called for against such a student would be in excess of the powers vested with the Warden, he shall recommend such action as deemed fit to the Management.

CODE OF CONDUCT FOR EMPLOYEES

Designation	Principal
Reporting to	Correspondent

Roles & Responsibilities: -

- All correspondence with DCI / State Government & all statutory bodies.
- Approval of all Purchase requirements of the college.
- All administration activities including Budget for the college.
- Academic year plan.
- To take Corrective actions in cases which affect the quality of the functioning of the institution.
- Research & Development activities.
- To get approval regarding appointments of Human resource when needed.
- To motivate, involve & empower faculties to achieve quality objectives.
- To review students' performance & organize Mentor Meetings with parents & give regular feedback.
- Performance Appraisal of Faculty & Promotions / Increments.
- Conduct of University examinations through Chief Superintendent.
- MOU with other Institutions & Universities.
- Accreditation & Affiliation Inspections.
- Commencement of New Programs / Increase in Intake of students.
- Member Secretary – Governing Council.
- Functioning of the College as per Norms & Standards.
- Overall monitoring of the departments' progress.
- Monitoring and managing Dental Hospital as per norms and providing the standards of care to all patients.
- To sanction all kinds of leave (Casual, Earned, Medical) to the staff.
- To supervise & monitor academic & administrative activities.

Communications: -

- Maintains good interpersonal relationship with Faculties, students, patients, their relatives and all hospital staff.
- Good interpersonal skills and communication.
- Able to work in an intense, concentrated environment.
- Carry out the instructions of the Correspondent then and there

CODE OF CONDUCT FOR EMPLOYEES

Designation	Vice Principal
Reporting to	Principal

Roles & Responsibilities: -

- Assisting Principal in overall monitoring of the departments' progress.
- To co-ordinate and monitor all academic activities for improving upon the overall performance and achieving the targets.
- Consequently, all members of teaching and non- teaching staff will report regarding their academic functions, duties and responsibility.
- Planning and development of new courses.
- Staff and Student development programs monitoring and reporting to principal.
- Coordinating with department heads for arrangement of workshops, seminars, conferences and symposia.
- Assisting Principal in administrative activities of the Institution.
- Plan & Organize outreach programs for dental health awareness.
- Plan, organize and encourage students & faculty to participate and excel in co-curricular and extra-curricular activities at various forums.
- To review the status of quality improvement measures and plan for continual improvement.

Communications: -

- Maintains good interpersonal relationship with students, patients, their relatives and all hospital staff.
- Friendly and Courteous Manner with students and Patients.
- Ability to Communicate in Technical and Nontechnical Terms with Patients.
- Good interpersonal skills and communication.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Designation	HOD
Reporting to	Principal

Roles & Responsibilities: -

- To prepare work load for the Academic year, based on the subjects specified by the DCI & University syllabus for different classes and the skill Matrix of Faculty Members (in consultation with the faculty).
- In case of shortage of Faculty, to meet the subject requirement, projecting requirements of additional new faculty with justifications to principal, along with the request for non – teaching staff based on the requirement. (Particulars of excess staff, if any, are also to be projected).
- To prepare lecture schedule for the forth-coming academic year for various classes in accordance with the master time table.
- Getting the lesson plan prepared by each Faculty of the Department, checking and approving the same.
- Planning various department activities for the forth- coming Academic year and submitting the same to principal.
- Working out the training development needs of all the staff members and submitting to principal.
- Providing necessary information on facilities to the IQAC for preparing handbook and calendar for the new academic year.
- To provide all necessary faculty information to the mentor committee, in order to allocate students under them.
- To allocate faculties for training under specific needs for the upgradation of the department.
- To encourage faculties to attend specialty conferences for the academic year.
- To supervise overall student activities in the department. (Both UG & PG).
- To check the log book of the faculty members and monitor the progress of teaching with references to the lesson plan and approve the same.
- To check the attendance of the students periodically and send a report of students with poor attendance to the mentor committee for further actions to be taken.
- To organize periodical test as per the academic year plan – approved and issued by the principal, get the answer books evaluated and arrange to send reports to parents with information on marks as well as attendance.
- To assist the slow learners and improve their performance by allocating an individual faculty to them.
- To regularly conduct staff meetings to communicate decisions / information from HOD's meeting and also to discuss various problems related to the department.
- To organize workshops, Symposiums, Seminars and Guest Lectures as per the calendar plan.
- To collect details of the examination results from the Administrative Office, analyze the results and report to Principal. Wherever the results are not satisfied, to discuss with the faculty and students and take necessary corrective actions.

- To encourage students to participate in various competitions in other colleges and provide On Duty (OD) to enable them to attend such competitions.
- To work along with PRO and to provide necessary details for publication in newspaper for various programs.
- To attend monthly HOD's meeting conducted by the principal and discuss various issues of the department and the college.
- To analyze the feedback report of individual faculties obtained from the administrative office and submit the same to Principal.
- To analyze the overall attendance and internal marks of the students at the end of each term, and submit a report to Principal for necessary action. The internal marks will be sent to the University after discussion and final approval from Principal.
- To work out the Vacation Schedule for the faculty members for approval by the Principal and forwarding to Administration Office for monitoring.
- To get Staff Appraisal forms filled up and submitted to the Principal.
- To assist the Chief Superintendent of Examinations by deputing faculty members for invigilation for University Examinations.
- To encourage Faculty members and Students to take Research and development work and accomplish them.
- To encourage Staff and Students and support for:
 - Publishing of Articles in National and International Journal and Magazines.
 - Publication of Books.
 - Pursuing higher studies for qualification improvement and Sponsoring them.
 - Special training programs.
- To encourage PG students to participate in PG Conventions, national and international specialty conferences.
- To encourage the PG students and faculties to undertake research with financial grants.
- Ensuring optimal quality care to patients with minimal waiting time.
- Ensuring patient satisfaction through proper professional services using advanced materials and technology.
- Recommending Leave /OD /Permission letters of staff members to Principal for approval.
- Getting approval from transport department via Principal in arranging transport for guest speakers attending CDE program.
- Providing all necessary details for the stock verification in the department, to furnish necessary clarification and take necessary actions on the findings of the stock verification team.
- To prepare annual report and budget of the department and submit to the principal.
- To organize a perspective plan for the next 5 years for the department and take necessary action development and growth of the department / Institution.
- Role in institutional committees
- All files and registers are to be maintained as per APDCH policy on daily basis.

Communications: -

- Maintains good interpersonal relationship with students, patients, their relatives and all hospital staff.
- Friendly and Courteous Manner with students and Patients.
- Ability to Communicate in Technical and Nontechnical Terms with Patients.
- Good interpersonal skills and communication.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Designation	Professor, Reader
Reporting to	HOD& Principal

Roles & Responsibilities: -

- To teach subjects (as assigned by HOD) for the students and carry out all activities related to the subjects.
- To aid students in preclinical lab to carry out the various preclinical activities.
- To guide students in the clinical area to carry out various procedures in patients.
- To take up and accomplish research work in their area of specialization and bring out publications in pubmed indexed and peer reviewed International and National Journals.
- To take additional responsibility as functional coordinator (as assigned by Principal) for functions /programmes and carry out related activities.
- Planning and implementation of various department activities.
- Working out the training needs of junior staff, students and assist in conduction of training programs.
- Maintaining discipline in the department.
- Starting new programmes in the department.
- To work out internal marks for various subjects in the department along with HOD.
- To prepare annual report on the department activity.
- To provide details for stock verification.
- Assist HOD/Professor in perspective planning and development over the next 5 years.
- To undertake works assigned by HOD from time to time.
- To assist PG students in their main dissertation and library dissertation.
- To guide PG students in presenting seminars and journal clubs.
- To encourage UG and PG students to participate in co-curricular activities and present papers / posters in national and international conferences.
- To take in charge of CRRRI students and keep a record of their daily activities in the department
- Mentoring students.
- To prepare a report of slow learners at the end of each term and notify it to HOD for further actions.
- To undertake remedial measures for slow learners.
- To conduct internal practical exams and viva voce each term and submit the report to academic cell after getting approval from HOD.
- To be a member / member secretary in various committees and carry out committee works.
- All files and registers are to be maintained as per APDCH policy on daily basis.

Communications: -

- Maintains good interpersonal relationship with students, patients, their relatives and all hospital staff.
- Friendly and Courteous Manner with Patients and students.
- Ability to Communicate in Technical and Nontechnical Terms with Patients.
- Good interpersonal skills and communication.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Designation	Lecturer
Reporting to	HOD& Principal

Roles & Responsibilities: -

- To teach subjects (as assigned by HOD) for the students and carry out all activities related to the subjects.
- To aid students in preclinical lab to carry out the various preclinical activities.
- To take up and accomplish research work in their area of specialization and bring out publications in pubmed indexed and peer reviewed International and National Journals.
- To take additional responsibility as functional coordinator (as assigned by Principal) for functions /programmes and carry out related activities.
- To counsel the students on development, all-round performance. attendance and discipline.
- To provide support and assistance to HOD in Preparation, coordination and checking of master Time Table and Lesson plan.
- Reviewing the equipment status and procurement of new Equipments under the guidance of HOD.
- Reviewing the students attendance and taking action regarding poor attendance and reporting to HOD.
- Conducting periodical tests and sending the report to parents.
- To calibrate and maintain all the equipment in the department in working condition.
- To analyze the results, prepare report and submit action plans to the Principal for remedial measures.
- To undertake works assigned by HOD from time to time.
- To assist PG students in their main dissertation and library dissertation.
- To guide PG students in presenting seminars and journal clubs.
- To encourage UG and PG students to participate in co-curricular activities and present papers / posters in national and international conferences.
- To take in charge of CRRRI students and keep a record of their daily activities in the department.
- Mentoring students.
- To prepare a report of slow learners at the end of each term and notify it to HOD for further actions.
- To undertake remedial measures for slow learners.
- To conduct internal practical exams and viva voce each term and submit the report to academic cell after getting approval from HOD.
- To be a member / member secretary in various committees and carry out committee works.
- To prepare lecture schedule for theory and practical for each term and distribute to all faculties after approval from HOD.
- To prepare a work schedule every month under the guidance of HOD.
- All files and registers are to be maintained as per APDCH policy on daily basis.

Communications: -

- Maintains good interpersonal relationship with students, patients, their relatives and all hospital staff.
- Friendly and Courteous Manner with Patients and students.
- Ability to Communicate in Technical and Nontechnical Terms with Patients.
- Good interpersonal skills and communication.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Department	Admin Office
Designation	Admin Manager
Reporting to	Principal

Roles & Responsibilities: -

- Plan, coordinate and manage all administrative procedures and systems
- Allocate responsibilities and office space
- Supervising day-to-day operations of the administrative department and staff members.
- Developing, reviewing, and improving administrative systems, policies, and procedures.
- Ensuring office is stocked with necessary supplies and all equipment is working and properly maintained.
- Daily rounds of the Premises.
- Working with accounting and management team to set budgets, monitor spending, and processing payroll and other expenses.
- Approve of leave, OD & Permission to Staffs.
- Provides communication systems by identifying needs, evaluating options, maintaining equipment and approving invoices.
- Manage schedules and deadlines
- Purchase new material as needed
- Identify process bottlenecks
- Organize and supervise other office activities
- Keep abreast with all organizational changes and business developments
- An analytical mind with problem-solving skills
- Daily rounds of the Premises.
- Monitoring Staff Performance / Attendance and Vacation Details.
- Annual review for Performance increment / Promotion.
- Monitoring of Salary Bills including PF and TDS deductions.
- Monitoring of Admission Procedures, Collection of Fees, Issue of Hall Tickets, issue of Course Completion Certificate and T.C, Rail/Bus Concession.
- Correspondence and Drafting letters, Co-ordination with The T.N.Dr.M.G.R.Medical University / Government / DCI / UGC / Other Institutions.
- Liaison with Police / Panchayat / Labor Department / MMDA / Other Government and Private Agencies as and when required, with the approval of Principal.
- Maintenance of personal files of all staff Members.
- Arrangement of stores, Stationery, Inventory, Annual Stock verification and Waste Management.
- General Administration Discipline and related Issues.
- HRD, Personal Issues and Establishment matters.
- Management of Non- Teaching Staff Under the guidance of the Principal.

- Liaison with purchase Department / HR Division /Finance Division Including Cash and Accounts Division.
- Co-ordination through cashier regarding Bills, including Material /Labor / Salary Authorization of Payments, Cash Distribution.
- Co-ordination with all concerned for preparation of Calendars, College Magazines, Brochures, Invitation and Greetings Cards etc.
- Daily reporting to the Principal / Vice Principal and other works as assigned by Office of MD.
- To take up special assignments in any Institution or Organization of The T.N.Dr.M.G.R. Medical University as and when so required by the Management.
- Image Building Activities and co-ordination with Press and Media
- Hospitality for VIPs during Special Programs.
- All files and registers are to be maintained as per APDCH policy on daily basis.

Communications: -

- Excellent organizational and multitasking abilities
- Very good understanding of office management processes
- Good time-management skills
- Critical thinker and problem-solving skills.
- Good interpersonal skills and communication.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Department	Accounts
Designation	Accountant
Reporting to	Accounts Manager

Roles & Responsibilities: -

- Reconciliation of cash credit, Current and term loan accounts.
- Verification bills with purchase/work order and recording.
- Preparation of general and staff insurance payments.
- Any other duties as assigned by the management from time to time.
- Preparation daily funds flow
- Receipt & recording of bills from purchase, stores and all others departments.
- Receipt & recording the purchase orders.
- Matching the bills with purchase order and reporting of any deviation to managers.
- Preparation of payment of vouchers and cheques
- Preparation of advance payment after due approval.
- Creditors confirmation.
- Making cash & cheques receipts entries.
- Disbursement of cheques to suppliers
- Preparing the payment of salary, consultant fees & statutory dues. Checking the payment of suppliers for purchase, expenses and capital items
- Preparation & Reconciliation of TDS, VAT on monthly, Quarterly and Annual.
- Reconciliation of supplier accounts & confirmation
- Monitoring the advance payment and settlement of bills
- Monitoring the other departments petty cash and advance settlement.
- Awareness about all the services and packages available in the hospital
- Ensures correct and timely tally entry of petty cash-CD amount, Salary Advance, OP and sales return)
- Receiving of cheques from Insurance companies & others and enter them in tally.
- Preparation Salary Bills including PF and TDS deduction.
- Monitoring of Admission Procedures, Collection of Fees.
- Liaison with purchase Department / HR Division /Finance Division
- All files and registers are to be maintained as per APDCH policy on daily basis.

Communications: -

- Good interpersonal skills and communication.
- Excellent communication, time management, leadership and employee development skills documented computer skills.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Department	Accounts
Designation	Junior Accountant
Reporting to	Accounts Manager & Accountant

Roles & Responsibilities: -

- Providing support to the Accounts Department.
- Performing basic office tasks such as filing, data entry, answering phones etc
- Processing transactions, issuing checks, and updating ledgers, etc.
- Assisting with internal auditors
- Prepare bank deposits
- Enter financial transactions into internal databases
- Maintain digital and physical financial records
- Review and file payroll documents
- Remittance of cash and deposit of cheques to bank.
- Daily visit bank
- Maintain the petty cash and general receipt reports.
- Preparation of journal vouchers
- Ensures correct and timely tally entry of petty cash-CD amount, Salary Advance, OP and sales returns
- All files and registers are to be maintained as per APDCH policy on daily basis.

Communications: -

- Good interpersonal skills and communication.
- Excellent communication and documented computer skills.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Department	Admin Office
Designation	Senior Assistant
Reporting to	Admin Manager

Roles & Responsibilities: -

- To advertise in paper / online / referral to public or Heads for the required post.
- To collect & file the resumes from the candidates/ heads applied for post.
- To schedule the interviews and communication via phone, SMS and mail etc.,
- To give the appointment order which includes the rules and regulations of the institution and salary based on their experience.
- To collect photocopy of all certificates, publications, Address proof etc.
- To maintain separate employee files for all faculties & staffs.
- To allot unique employee number.
- To enter Faculties details in DCI websites.
- All files and registers are to be maintained as per APDCH policy on daily basis.

Communications: -

- Excellent organizational and multitasking abilities
- Very good understanding of office management processes
- Good interpersonal skills and communication.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Department	Admin Office
Designation	Junior Assistant –Scholarship Section
Reporting to	Admin Manager

Roles & Responsibilities: -

- To advertise in paper / online / referral to public or Heads for the required post.
- To collect & file the resumes from the candidates/ heads applied for post.
- To schedule the interviews and communication via phone, SMS and mail etc.,
- To give the appointment order which includes the rules and regulations of the institution and salary based on their experience.
- To collect photocopy of all certificates, publications, Address proof etc.
- To maintain separate employee files for all faculties & staffs.
- To allot unique employee number.
- To enter Faculties details in DCI websites.
- All files and registers are to be maintained as per APDCH policy on daily basis.

Scholarship:

- To collect application form with supporting documents from the students for fresh & renewal.
- To enter all data's in escholarship Office login
- To complete/freeze the data's in escholarship Principal login.
- To enter all data's and upload photos in escholarship Office login for SC/ST.
- To complete / freeze the data's in escholarship Principal login.
- To take a printout of sanctioned amount and verify with students.
- To make a spiral of all documents and sent to DME.

First Graduate:

- To collect application form with supporting documents from the students for fresh & renewal.
- After sanctioned amount and verify with students.
- Have to sign (Parents & Students) in bond paper and acknowledgement receipt for the sanctioned students and notary officer sign.
- To make a spiral of all documents and sent to DME.

Communications: -

- Good interpersonal skills and communication.
- Excellent communication, time management, leadership and employee development skills documented computer skills.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Department	Admin Office
Designation	Junior Assistant –Attendance Cell
Reporting to	Admin Manager

Roles & Responsibilities: -

- To set Bio-Metric to all students & staffs.
- To check Day to day attendance for all students & staffs.
- Maintain awareness of time and attendance rules to make appropriate decisions regarding time and leave for students & staffs in accordance with regulation and policies.
- Approve or disapprove all type of leave while assuring that the work of the organization is met.
- To update the students & staffs vacation schedule like holiday roster, summer, winter, etc.
- To overview the Month wise & Term wise (3 months) for Students attendance.
- Monitoring all departmental time entry records for students on period basis.
- Assign work schedules for all employees and to update the Working day configuration for every month.
- List of Holidays have to update for every academic year.
- Answer and respond to students& staffs on timekeeping issues.
- Review all employees records for accuracy of hours worked, leave taken and accounts charged for all employees supervised each pay period to ensure compliance with all rules, regulations, and policies and to mitigate the creation of new leave errors.
- To update the working day configuration for every month.
- Attendance closing will be at the end of every month.
- LOP (Loss of Pay) list will be updated to accounts manager.
- Faculty Quarterly attendance report must be uploaded in DCI Website.
- Inspection time - Six Months (or) one-year attendance (or) on the day of attendance should be submitted.
- Faculties Week off should be updated.
- All files and registers are to be maintained as per APDCH policy on daily basis.

Communications: -

- Good interpersonal skills and communication.
- Excellent communication, time management, leadership and employee development skills documented computer skills.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Department	Patient Care
Designation	Patient Care Incharge
Reporting to	Quality Manager

Roles & Responsibilities: -

- Schedule appointments with doctors and answer queries of patients about meeting times of dental surgeons and make reminder calls.
- Knowledge of basic dental terminologies, test & procedures.
- Knowledge of patient billing procedures.
- To explain clinic policy to patients while receiving and delivering messages.
- Liaising with patient and patient's family members in a compassionate and kind manner.
- Receiving patients in a polite and courteous manner, monitoring the patient's flow into the treatment and consulting rooms and direct them to respective dental departments.
- Plan, coordinate and carry out patient feedback mechanism.
- Collect OP feedback on a daily basis and send the monthly analysis report to Quality Manager.
- Address patient requests and needs in a professional manner.
- Respond to patient concerns timely and ensure patient satisfaction.
- Ensure patient OP on time records are completed and submitted to MRD.
- Coordinate and train your team assistants to ensure quality patient care services.
- All files and registers are to be maintained as per APDCH policy on daily basis.

Communications: -

- Excellent organizational and multitasking abilities
- Very good understanding of office management processes
- Good interpersonal skills and communication.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

CODE OF CONDUCT FOR EMPLOYEES

Department	Admin Office
Designation	Junior Assistant - Receptionist
Reporting to	Quality Manager

Roles & Responsibilities: -

- Knowledge of Basic dental terminologies, test & procedures.
- Receive calls for all hospital emergencies, intimated through the telephone no.111 and announce the respective Emergency Codes through PA system.
- Answering the telephone calls in a professional and courteous manner within minimum rings, note down specific information or record as voice messages, transfer calls to different hospital staff and ensure that no calls go unanswered.
- Receiving and conveying messages in writing, electronically and verbally.
- Welcome visitors and greet them cheerfully, offer those seats and drinks.
- Guide visitors about general location of rooms and various blocks in the building.
- To Check & update Notice Board on weekly basis.
- To perform other specified duties whenever assigned.
- To handle and manage the continuous flow of information in doctors' offices in health care establishments.
- To maintain & update Registers while sending courier, post etc.
- To check & collect courier bills.
- To receive letter, circulars from Internal & External Communications and get approval from principal & sent it to concern person.
- To update contact details in case of any changes.
- To respect and maintain privacy and dignity, assure client confidentiality at all times.
- Informing doctors and staff meetings as directed.
- Ensuring the waiting and reception areas are kept neat and clean, and reporting on any damage.
- Excellent telephone etiquette, ability to handle multiple tasks and be accountable for responsibilities, knowledge of patient billing procedures, etc.
- All files and registers are to be maintained as per APDCH policy on daily basis.

Communications: -

- Good interpersonal skills and communication.
- Excellent communication, time management, leadership and employee development skills documented computer skills.
- Excellent written and verbal communication skills.
- Able to work in an intense, concentrated environment.

EMPLOYEE RESPONSIBILITIES

- In order to ensure that the duty roster is maintained, leave should be planned well in advance and prior sanction taken before proceeding on leave.
- Expected to use email and internet access that is provided in a manner that is ethical and lawful
- To maintain complete confidentiality in respect of their documents and patient information they handle.
- Not expected to have any contact with the Press or make any public statements without the prior approval of the management.
- Expected to comply with APDCH rules.
- Expected to fulfil the job profile allotted.
- To play an active role in creating a safe and healthy work place and comply with all applicable safety and health rules.
- To study and follow all safe practices those apply to their work and cooperate with all other employees in their work place to try to eliminate on the job injuries and illness.
- Must report promptly to their immediate HODs for any hospital injury or occupational illness.
- Must not remove, displace, damage, or destroy or carry off any safeguard, notice or warning provided to make the workplace safe.
- Must do everything reasonably necessary to protect the life and safety of patients.

LEAVE RULES & REGULATIONS

All the Staff should strictly adhere to the prescribed working hours of the college. The following timings should be followed on all working days (**Monday – Saturday**).

- ✓ 8.30 am to 2.30 pm for HODs.
- ✓ 8.30 am to 3.30 pm for Faculties (Reader & Senior Lecturer).
- ✓ 8.30 am to 4.30 pm for Admin Staff.
- ✓ 8.00 am to 4.00 pm for Non-Teaching Staff.
- ✓ 11.00 am to 11.15 am (Break time by rotation)
- ✓ 09.00 am to 01.00 pm (Holiday Duty Roaster)
- ✓ All first Saturdays are holiday.
- ✓ 2 Late is allowed in a month to the tune of 10 minutes. A quarter day (0.25) will be deducted if it exceeds more than 2 late.
- ✓ 2 Permission is allowed in a month to the tune of 1 hour, inform within 8.00 am to 8.30 am to reception on the day of permission. A half day (0.50) will be deducted if it exceeds more than 2 permissions.
- ✓ All New Staff are eligible to avail CL only after a completion of one month from their date of employment. All Staff's shall avail 12 CL per year.
- ✓ 10 EL will be provided after completion of one year for all Faculties. Minimum 3 days and Maximum 8 days of EL shall be availed consecutively. EL shall be carried over to the next year. 15 EL will be provided after completion of one year for all non-teaching and admin staff. Minimum 3 days and Maximum 8 days of EL shall be availed consecutively. EL shall be carried over to the next year. EL shall not be encashed.
- ✓ Maternity leave will be granted to all eligible female staff members who have completed one-year period of service.

Dress Code

- All Employee should be present during duty hours in the prescribed uniform or in a decent wear.
- Male Doctors should wear formal shirts and coat especially during OP consultations.
- Female Doctors should wear saree and coat especially during OP consultations.
- All employees should wear the ID card.
- Female staff involved in patient care should avoid the following during duty hours:
 1. Western wear
 2. Fancy jewellery
 3. Nail enamels
 4. Flowers
 5. Anklets
 6. Fancy footwear
 7. Loose Hairs
- Male staff to Avoid:
 1. T-shirts & Jeans
 2. Fancy bracelets
 3. Sports shoes

Interpersonal Relationships

- Should be polite and courteous to co-workers and should not unnecessarily interfere in other department's works. Any indiscipline noted should be informed to the respective HODs who can take necessary action after proper investigation.
- Nobody should give any wrong information to Correspondent, Principal, or other HODs which will demoralize the employees and lead to malfunctioning of the hospital.

Discipline in the work area

- Should not read magazines or newspapers when work is pending.
- No employee should involve themselves in any other business or entertain calls pertaining to any other business.
- Should avoid making or receiving personal phone calls, except in dire emergencies. Using mobile phones unnecessarily during college hours is strictly prohibited.

Attendance and Grooming: -

- Punctuality should be maintained.
- Prior information of leave.
- Follows proper grooming standards as framed by the Management.
- Wear ID card & Doctors coat while on duty

Training and Education: -

- Participate in training programmes to enhance knowledge.
- Implement the training received at work.

Safety Precautions: -

- Creates safe work environment.
- Strictly follow standards precaution at all times when you are in clinical areas.
- Inform any breakage or damage caused to the properties of the hospital.

WORK ETHICS

1. Patients or relatives should be promptly attended to.
2. Patients Medical details should not be discussed anywhere outside the premises except to the patients.
3. Employees should not discuss their personal problems in front of the patients.
4. At the time of treatment, a letter / mail to be sent to the referring doctor about the treatment given to the patient.
5. Treatment summary should be read carefully before signing.
6. Ensure to provide a swift treatment for patients.
7. To be present for all multidisciplinary committee meetings.
8. Any change in the treatment plan, appointments or routine to the patient to be noted.
9. Make sure all adverse events/any incidents are recorded.
10. Employees should fulfil their Job Profile and report to their Heads, as given in their Appointment orders.
11. There is a clear intent that at APDCH there is 'Zero tolerance' to any form of violence or harassment (including sexual) towards any member of its work-force. Acts of 'Sexual Harassment' within workplace are recognized as a violation of Human rights.

GRIEVANCE REDRESSAL

PROCEDURE:

- All employees have a right to seek redressal of any grievance which one may have relating to their employment. The grievance procedure has been designed to be simple and rapid in operation and is aimed at settling the matter fairly and as near to the point of origin as possible.
- Any employee who wishes to raise an issue in which he / she is directly concerned must discuss it with his / her HOD / Supervisor immediately. This may be done verbally or in writing depending on the seriousness of the issue. The HOD / Supervisor will use his /her best effort to resolve the issue within 48 hours (2 working days), consulting with other members of the Management if necessary.
- If a satisfactory solution is not reached within 48 hours (2 working days) the employee is at liberty to communicate his grievance using the Confidential Grievance Box to get her /his grievance resolved.
- All written Grievances will be maintained in a confidential file by each HOD. The HR Department will maintain a separate confidential file for the grievances received by them and also through the Confidential Grievance Box.

List of Grievances:

- Denial of Promotion, Increment though eligible
- Working Hours (forced overtime)
- Over work load
- Not adhering to college/hospital policy
- Lack of in service training
- Salary not provided as per law and not in proper time
- Disciplinary action
- Fines
- Refusal of leave for genuine reason
- Medical Benefits
- Nature of job
- Recovery of dues
- Safety appliances
- Suppression
- Forced Transfer
- Victimization and
- Condition of work
- Sexual Harassment

MANAGEMENT OF GRIEVANCES AGAINST AN EMPLOYEE(s)

Sometimes the Management or Head of Department has grievance on an employee or employees. In that case the Head will call an employee(s) and will orally intimate the problem to bring in to the notice of the employee.

Employees are expected to be present at work both physically and mentally and ensure that their output is at an optimum level. Being distracted with matters especially ones not relevant to their work or tasks, is highly discouraged. If an employee(s) fail to maintain proper discipline at work like smoking and consuming alcohol while on duty, gambling inside the college/hospital premises, fighting with peers, subordinates and supervisors which directly cause disturbance to the customers. The Management cannot compromise on patient care and so will take serious action without due consideration and the employee(s) will have to face strict consequences.

For mild grievances like sleeping while on duty, using mobile phones on duty, not present in allotted workplace, the Head of Department will call the employee to explain the complaint against him/ her and give oral warning to change bad behavior. The employee will be asked to give an explanation orally or in written format with a specified time frame. If the employee continues following the same behavior, he/ she will be given another oral warning. Based on the intensity of bad behavior, he/she will be issued a written warning and expected to give explanation. A written explanation can/will be sought by the Human Resource Department and a maximum of three written warnings/complaints lodged against the employee following which, the employee may face suspension/ termination from employment without verbal/ written notice.

GRIEVANCE REDRESSAL AUTHORITY

- Stage –I at Immediate HOD level - within 2 days
- Stage –II at Vice principal level - within 7 days
- Stage – III at HR Level - within 14 days
- Stage – IV at Management Level - within 30 days

Grievance at Top Management levels will be redressed by the Governing Board.

DISCIPLINARY PROCEDURE

An employee may be suspended from work, if he /she has allegedly committed or is allegedly involved in any one of the following offences.

- a) Assault / attempted assault.
- b) Desertion.
- c) Negligent loss, negligent driving, damage or misuse of organization property.
- d) Abuse of electronic / data facilities.
- e) Sexual harassment.
- f) Fighting, creating a disturbance or being abusive.
- g) Alcohol and drug offences.
- h) Willful loss, damage or misuse of organization property.
- i) Theft / unauthorized possession of organization property.
- j) Breach of Trust.
- k) Any act of omission which intentionally endangers the health or safety of any patients, others or is likely to cause damage to Organization property.
- l) Insubordination. (if the situation shows signs of getting out of control)

HODs will recommend that the offender be removed from the work place pending investigation of the case. He / she will take immediate steps to report the matter to his / her HOD, who will raise the matter with the management. It is mandatory to liaise with the Principal/Correspondent prior to suspending an employee in order to ensure that the suspension is procedurally and substantively fair.

Depending on the results of the enquiry conducted subsequent to suspension from work, an employee's services may be terminated as per the laid down rules of termination from service.