3
Code of Conduct

All AGCians and visitors are expected to adhere to the following code of conduct to foster a discipline, respectful and harmonious campus environment;

3.1 **Integrity and Ethics** Every member must exhibit honesty, fairness and transparency in their roles and responsibilities.

3.2 **Respect** Treat all individuals—students, peers and external stakeholders—with dignity, regardless of status, gender, religion or cultural background.

3.3 **Confidentiality** Uphold the confidentiality of institutional matters, data and sensitive information.

3.4 **Punctuality** Adhere to schedules, deadlines and reporting times strictly.

3.5 **Accountability** The Employees, Students and visitors are expected to be accountable for their actions and decisions and shall take the responsibility for their outcomes.

3.6 **Sobriety** Every member must maintain sobriety and refrain from being under the influence of intoxicating substances within the institution's premises or while engaged in Institution related activities outside the institution's premises.

3.7   Dress Code

3.7.1   Dress formally and professionally. Formal attire with professional grooming (e.g., men – formal shirts, trousers; women – saree, salwar suit or formal western attire).

3.7.2   Jeans, t-shirts, sports shoes and parna (causal turban) are not allowed.

3.7.3   Non-formal attire is permitted only on specific occasions as directed, such as for festival celebrations.

3.7.4   Non-formal attire is allowed on Fridays but not during any event if it falls on a Friday.

3.7.5   The day the AGC has designated for wearing uniforms (subject to implementation), ensure that you are dressed accordingly.

3.7.6   ID Cards must be worn visibly at all times on campus.

3.8   Ethical Conduct

3.8.1   Exhibit fairness, transparency and professionalism in all dealings with internal and external stakeholders.

3.8.2   Avoid favouritism, conflicts of interest or any actions that may compromise the institution's credibility.

3.8.3   Foster inclusivity and equity in all quality initiatives and activities.

3.9   AGC News and Media

3.9.1   All news and media content representing the AGC must be accurate, respectful and aligned with the institution's values and mission.

3.9.2   HOI or any official nominated by HoI is authorized to release official news or statements on behalf of the AGC.

3.9.3   Press coverage for any event or development shall be managed by the Organizing Secretary. It shall be recommended by the respective Dean or HoD and approved by the HoI. Upon approval, the In-charge Media shall release it for publication across various media platforms.

3.9.4   Sensitive or confidential information must not be disclosed without prior approval from the Head of Institution or designated authorities.

3.9.5   Media interactions should reflect professionalism and promote a positive image of the AGC.

3.10   Departmental Infrastructure Responsibility

The Head of Department is the designated custodian of all departmental assets and is responsible for implementing necessary measures to ensure their proper upkeep and maintenance. In case of theft, loss or damage to departmental infrastructure, the cost of repair or replacement shall be borne by the entire department.

3.11 Personal Belongings Accountability

In case any faculty or staff member loses their personal belongings within the department or campus premises, the responsibility for the loss shall lie solely with the concerned individual. The institution shall not be held accountable for personal items lost or misplaced.

3.12 Leadership Transition Protocol

3.12.1 Appointment Protocol

During the appointment of a new employee or promotion of an existing employee, a formal ceremonial seating shall be conducted at the appropriate level as outlined below:

- **Head of the Institution** by the Chairman, Managing Committee and Managing Director, AGC.
- **Registrars, Professor in-charge of IQAC, Deans, Controller of Examinations, Law Officer** by the Head of the Institution.
- **Estate Officer and In-charge Transportation** by the Registrar.
- **HoDs and Librarian** by the Dean Academics.
- **Chief Warden, Warden, In-charges of NSS, Student Committees** by the DSA.

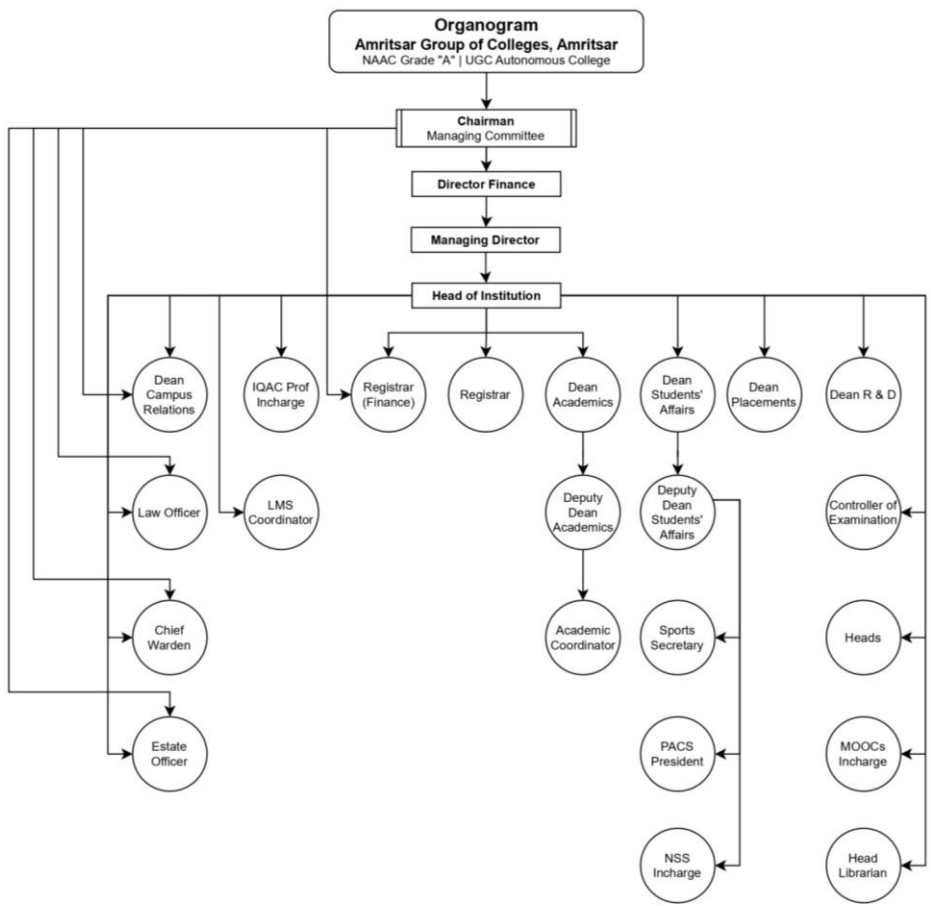3.12.2 Exit/Farewell Protocol

During the farewell of an employee, their contributions shall be formally acknowledged through a respectful farewell ceremony at the respective level, as outlined below:

- **Head of the Institution:** By the Chairman, Managing Committee and Managing Director, AGC.
- **Registrars, Professor in-charge of IQAC, Deans, Controller of Examinations, Law Officer and Estate Officer:** by the Head of the Institution.
- **Chief Warden, Warden, In-charge Transportation and Chief Security** by the Registrar.
- **HoDs and Head Librarian** by the Dean Academics.
- **Chief Warden, Warden, In-charges of NSS and Student Committees** by the DSA.

3.12.3 General Transition Protocol

For any committee, club or role not explicitly mentioned, the leadership transition shall be conducted by the respective Head or In-charge, following the same hierarchical pattern outlined above.

3.13   Organogram

Organogram
Amritsar Group of Colleges, Amritsar
NAAC Grade "A" | UGC Autonomous College

Chairman
Managing Committee

Director Finance

Managing Director

Head of Institution

Dean Campus Relations — IQAC Prof Incharge — Registrar (Finance) — Registrar — Dean Academics — Dean Students' Affairs — Dean Placements — Dean R & D

Law Officer — LMS Coordinator — Deputy Dean Academics — Deputy Dean Students' Affairs — Controller of Examination

Chief Warden — Academic Coordinator — Sports Secretary — Heads

Estate Officer — PACS President — MOOCs Incharge

NSS Incharge — Head Librarian

3.14 Reporting

3.14.1 The Head of Institution shall engage in a strategic planning with the Chairman of Managing Committee and Managing Director, AGC.

3.14.2 Registrar (Finance), Dean Campus Relations, Law Officer and Estate Officer shall report to Chairman of Managing Committee, and HoI.

3.14.3 Registrars, Professor In-charge IQAC, Deans, Controller of Examinations, Head Librarian, Head of IAC, Head of Digital Cell, Chief Warden and In-charge of Team NIC shall report to Head of Institution.

3.14.4 All HoDs, shall report to Head of Institution. In all academic procedural matters the HoDs shall approach to Dean Academics.

3.14.5 Deputy Deans shall report to respective Deans

3.14.6 LMS Coordinator shall report to HoI and Dean Academics.

3.14.7 All In-charges of various Committees/Societies/Clubs etc. shall report to the Chairperson of the respective committee or in some cases to the member secretary/convenor where Chairperson is the Chairman, Managing Committee or Head of Institute.

3.14.8 All faculty members shall report to the respective HoDs. In Academic matters the faculty members may approach to Academic coordinator of the department.

3.14.9 All non-teaching staff shall report to the respective Registrar / Professor In-charge, IQAC / Dean / Controller of Examinations / HoD / Head Librarian/ Estate Officer / In-charge/Supervisor.

3.14.10 Video editor shall report to Professor in-charge Content Development.

3.14.11 In-charge Electricity Department shall report to Registrar.

3.14.12 Chief Security Officer shall report to Dean Students' Affairs

3.14.13 In-charge Transportation Department shall report to Registrar

3.14.14 All the in-charges or Supervisors of Electricity, Sanitary, Horticulture & Housekeeping Department and Storekeeper shall report to Estate Officer.

Note: The reporting officer shall take necessary action for the appointment of new member if any of his/her team members leave the current position.

3.15 Official Correspondence (Notices, Circulars, Letters, Policies, Digital Content etc.)

3.15.1 All official correspondence must be approved by the designated authority before dissemination.

3.15.2 Ensure that the content of official correspondence is accurate, concise and free from errors.

3.15.3 Use Times New Roman font, 11.5 size, with 1.5 line spacing.

3.15.4 Use clear and professional language to avoid misunderstandings.

3.15.5 Notices and circulars should be distributed through official channels only, such as notice boards, emails or the digital platforms.

3.15.6 Maintain a record of all issued notices and circulars for future reference and accountability.

3.15.7 Clearly mention the intended audience, purpose, reference number and effective date of the notice or circular etc.

3.15.8 Regularly review outdated notices displayed to ensure they are removed or replaced with updated information.

3.15.9 Ensure timely issuance of notices to provide adequate time for stakeholders to act upon them.

3.16 Acceptance of Gifts

No employee shall accept any gift from students, parents or any other individual.

3.17 Social Media Engagement

3.17.1 All stakeholders shall contribute to promote the AGC' social media posts.

3.17.2 Ensure to have the respectful tone while commenting. Disrespectful language, hate speech or personal attacks are strictly prohibited.

3.17.3 Actively promote posts that reflect the values, achievements and activities of the college. Sharing posts with positive and informative comments strengthens AGC's image.

3.17.4 Make sure the comments should be relevant to the post and align with the college's values. Avoid off-topic, irrelevant or controversial comments that can harm the reputation of the institution. Be professional and mindful of the impact your comments might have.

3.17.5 Ensure to report any inappropriate, offensive or harmful comments to Head of Institution.

3.18 Ensuring Timely Requests for Data, Information and Services

All concerned seeking any data, information and services etc shall allocate sufficient time for their requests to be addressed, contributing to the development of efficiency and **reducing last-minute pressure**. It is essential that this process shall not disrupt the smooth conduct of the routine activities of the service or information or data provider.

3.19 Submitting AGC Data or Documentation to External Portals

3.19.1 Any data or information, such as faculty details or infrastructure reports, intended for upload or submission to external portals like UGC, AICTE, PCI, NAAC, NBA, IKG PTU, PSBTE or of other relevant external agencies must not be submitted without prior consultation with the Head of Institution, Registrar, Dean Academic Affairs, Professor In-charge IQAC, Head IAC and

in the case of Pharmacy, the Head Department of Pharmaceutical Sciences.

3.19.2 Ensure all submissions are accurate, verified and aligned with policies established by AGC and statutory bodies.

3.19.3 Submission or Uploading shall be done by the authorized personnel only.

3.20 Decision-Making

3.20.1 Guiding Principles for Decision-Makers

- Decisions and policies must be applied uniformly without exceptions, ensuring fairness to all stakeholders.

- Any request for deviation from established policies should be evaluated strictly on merit and in alignment with established guidelines.

- Once a policy or decision is finalized, it must be adhered to rigorously to maintain the integrity of the process.

- Avoid setting precedents by granting favors or making exceptions unless the case is extraordinary and justifiable.

- Communicate policies, procedures and decisions clearly and in writing to prevent ambiguity.

- Ensure that all stakeholders understand the rationale and intent behind policies to minimize unnecessary appeals or requests for exceptions.

- Develop a professional environment where decisions are respected and followed without undue interference.

3.20.2 Code of Conduct for Recipients

- Acknowledge that significant time, effort and deliberation go into policy-making and respect the decisions taken in the stakeholders' best interest.

- All the recipients must respect and adhere to the policies and decisions made by competent authorities.

- Avoid making requests for exceptions or favours for special cases.

- Follow proper channels for raising concerns or seeking clarifications regarding decisions or policies.

- Refrain from directly approaching decision-makers without first consulting intermediate authorities like HoDs or In-charge Committees/Clubs/Societies.

- Avoid undermining or questioning decisions without substantial evidence or rationale.

- Accept the answers to such questions gracefully, even if they are not in your favour.

- Develop a culture of trust and collaboration rather than one of skepticism or entitlement.

- Avoid framing feedback as personal grievances or lobbying efforts.

3.20.3 Joint Responsibilities

- Build a culture of respect and trust where decisions are made collaboratively, and policies are followed diligently.

- Periodically review and update policies to address any genuine gaps or issues raised by stakeholders.

- Communicate updates to all stakeholders to maintain transparency and avoid confusion.

- Organize workshops or sessions to educate all concerned about the rationale behind the decision taken and the importance of adhering to them.

- Highlight the implications of bypassing policies or lobbying for favours.

3.21 Miscellaneous:

3.21.1 Comply with the established guidelines and regulations of various departments, committees within the AGC and other relevant statutory bodies.

3.21.2 Ensure the submission of the semester-wise **budget by 1st Nov and 1st June** for the upcoming semester along with the budget variance analysis for the previous semester.

3.21.3 Ensure that all official correspondence is conducted exclusively through official email and any other digital information dissemination platform as specified by the Head of Institution.

3.21.4 Ensure that all officials are addressed, whether in writing or verbally, using the designations officially notified from Registrar's Office. Additionally, officials must not alter their designated titles while signing any document or while mentioning anywhere.

3.21.5 The concerned official shall ensure to modify or add to the nomenclature of relevant aspects in compliance with the directives issued by the applicable statutory body.

3.21.6 AGC's time and property, including stationery, vehicles, equipment, and facilities, are strictly for official purposes and must not be used for personal or non-institutional activities. Any exceptional use of these resources requires prior approval from the reporting officer.

3.21.7 Use mobile phones strictly for professional purposes during work hours, ensuring not to disrupt tasks or workplace decorum.

3.21.8 All requests for security personnel required for various events or activities must be submitted to the Dean Students' Affairs at least one week in advance.

3.21.8 All incidents regarding students shall be reported, formally or informally, to Dean Students' Affairs.

3.21.9 In the absence of specific regulations for any position or a new role, the most relevant existing code of conduct and guidelines/ procedures shall temporarily apply to ensure smooth functioning. The respective Registrar / Dean / CoE / HoD / In-charge shall recommend the code of conduct and

guidelines/procedures for left out or new position and get these approved by the Head of Institution. This shall be completed within one month.

3.21.10 Employees going on leave must ensure that their duties are properly delegated and accordingly communicated to their respective "Leadership Team Member" to avoid disruption during their absence.

3.21.11 If an appointment is scheduled for a meeting, whether it is a group or individual meeting, the concerned person with whom the meeting is fixed must ensure not to attend any phone calls or entertain any other visitors during the meeting. This rule should be followed strictly to maintain focus and respect for the allotted time.

3.21.12 Respect the privacy of others and avoid discussing or disclosing any non-relevant information while working within personal or staff spaces.

3.21.13 Ensure to attend only those events where you are invited, especially those organized by the Faculty Club. Not all events, such as Teachers' Day, are intended for all Faculty Club members. To avoid confusion, always carry the invitation or circular on your mobile to confirm your attendance.

3.21.14 Ensure a proper flow of information and permissions. If you receive a task from higher authorities, inform your respective HOD or reporting officer. Similarly, if you receive a task from the one below the rank of your HoD or reporting officer then report it

to your respective HOD or reporting officer first and proceed only once you have received its permission.

3.21.15 All the transportation requirements shall be sent to Registrar office.

3.22   Breach of conduct guidelines specified in the Handbook

Any individual found in violation of conduct guidelines specified in the handbook shall be referred to the Committee for Disciplinary Actions for further review and recommendations.

3.22.1 For addressing Breach of conduct, the following committees have been constituted based on the severity of the violation:

For Minor to Moderate Violations:

- Registrar shall be the Ex-officio Chairperson

- Dean Academics shall be the Ex-officio Member Secretary

- Professor In-charge, IQAC shall be Ex-officio Member

- Dean Students' Affairs shall be Ex-officio Member

- Law Officer shall be Ex-officio Member

For Major to Severe Violations:

- Head of Institution shall be the Ex-officio Chairperson

- Dean Academics shall be the Ex-officio Member Secretary

- Registrar shall be the Ex-officio Member

- Professor In-charge, IQAC shall be Ex-officio Member

- Dean Students' Affairs shall be Ex-officio Member

- Law Officer shall be Ex-officio Member

3.22.2 Levels of Violations & Punishments

Minor Violations & Punishments

Examples of Violations:

- Dress code violations (improper attire, missing ID card).

- Late arrival without valid reason.

- Minor lapses in confidentiality (unintentional sharing of non-critical information).

- Failure to engage in institutional social media activities appropriately.

- Not adhering to proper reporting structures.

Punishments

- Students: Verbal warning and documentation in student record.

- Faculty/Staff: Verbal warning with entry in personal file.

- Visitors: Verbal reminder; repeated violations may lead to restricted access.

Moderate Violations & Punishments

Examples of Violations:

- Redo the same violations

- Frequent tardiness or unexcused absences.

- Disrespectful behaviour towards peers, faculty, or staff.

- Sharing institutional matters without authorization.

- Failure to comply with formal protocols (e.g., leadership transition, notices & circulars).

- Minor misconduct in digital/physical interactions (negative comments on social media, failure to remove outdated notices).

Punishments:

- Students: Written warning, community service, deduction in internal marks (for repeated offenses).

- Faculty/Staff: Written warning in personal file, restriction from certain privileges (e.g., conference funding, leadership roles).

- Visitors: Written warning and potential temporary restriction from campus.

Major Violations & Punishments

Examples of Violations:

- Repeating the same violation.

- Public misconduct or disruptive behaviour.

- Unauthorized disclosure of sensitive institutional data.

- Consistent failure to adhere to official reporting lines.

- Violation of financial policies, such as accepting unauthorized gifts.

- Misuse of official position or authority.

- Repeated social media violations damaging AGC's reputation.

- Breaching media policies by making unauthorized statements on behalf of AGC.

Punishments:

- Students: Suspension for a fixed period, strict disciplinary action, cancellation of privileges (e.g., hostel facility, scholarships etc.)

- Faculty/Staff: Pay deduction, denial of promotion, temporary suspension.

- Visitors: Permanent restriction from AGC premises.

Severe Violations & Punishments

Examples of Violations:

- Excessive repetition of violation

- Any form of harassment, discrimination, or violence.

- Breach of confidentiality resulting in harm to AGC's reputation.

- Severe academic dishonesty or fraudulent activities.

- Intoxication on campus or during institutional activities.

- Unauthorized submission of AGC data to external agencies without approval.

- Severe defamation of AGC via any media or action.

Punishments:

- Students: Expulsion from AGC, permanent record of misconduct.

- Faculty/Staff: Termination from service, blacklisting from future employment.

- Visitors: Legal action and permanent ban from AGC.

Note:

- If any committee member is found to be the violator, he/she shall be excluded from the proceedings of that particular case. Additionally, the committee may decide to permanently revoke their membership in the committee for the duration of their tenure at AGC.

- Any stakeholder of AGC may report a Breach of Conduct by submitting a simple letter to the Dean Academics for necessary action. Accordingly, the Dean Academics shall proceed with necessary procedures and arrange a meeting with the above-mentioned designated committee members for further action.