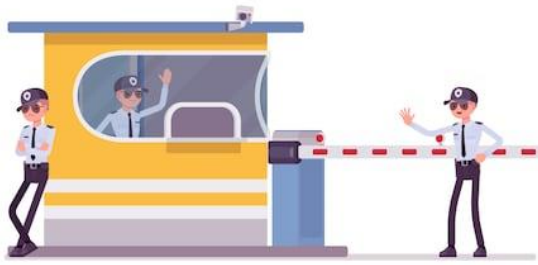


**A SESSION FOR CHITKARA SUPPORT STAFF 2020**



AT MANY PLACES, **WE** REPRESENT **CHITKARA** !!

WE SHOULD KNOW ABOUT OUR CAMPUS &  
WE SHOULD DISPLAY EXCELLENT BEHAVIOUR !!!



# OUR LOGO



**RED COLOUR** – ENERGY, PASSION AND ACTION. WARM, POSITIVE, STRONG AND POWERFUL

**BOX** – EXISTENCE OF THE ORGANISATION IS ASSOCIATED WITH THE STUDENTS - DEDICATED TO THE POSITIVE GROWTH & WELFARE OF ALL OUR STUDENTS

**FIRST ARROW** – “SATISFIED STAKEHOLDERS – WE GROW” - DEDICATED TO THE SATISFACTION OF ALL STAKEHOLDERS – EMPLOYEES/ PARENTS/ ORGANISATIONS ASSOCIATED WITH US

**SECOND ARROW** – DEDICATED TO CONTRIBUTING TO THE SOCIETY/NATION & THE WORLD

THE ARROWS POINT **HIGH** – MEANS MOVE AHEAD

ARROWS TO **THE RIGHT** – CHOOSE THE RIGHT PATH BE RIGHTEOUS & ETHICAL IN ALL YOUR DEEDS

## OUR SLOGAN

**EXPLORE YOUR POTENTIAL**

## VISION

To be **globally recognized** organisation promoting academic excellence through interdisciplinary applied research and to expand realms of knowledge through innovation.

## MISSION

- To carry out the academic process in accordance with **global standards** through active teacher-student-industry participation.
- To promote research, innovation, and entrepreneurship in **collaboration with industry**, research laboratories and academic institutions of global repute.
- To include **high moral, ethical and professional values** amongst our students, faculty & staff.
- To contribute in building **skillful society**.



# QUALITY POLICY

We at Chitkara University are committed to provide continually enhanced and integrated learning environment with **global focus** to encourage our students and faculty to explore their full potential and to achieve **total satisfaction of all our stakeholders.**

# POINTS TO NOTE



**GLOBAL STANDARDS**  
*UNDERSTAND THE STANDARDS  
& PERFORM*



**COLLABORATION WITH INDUSTRY**  
*UNDERSTAND THE STANDARDS  
& PERFORM*



**MORAL, ETHICAL &  
PROFESSIONAL  
VALUES**  
*IMBIBE THEM & PERFORM*



**SATISFIED STAKEHOLDERS**  
*UNDERSTAND THE DEMANDS & DELIVER*



**SKILLFUL SOCIETY**  
*LEARN YOUR TRADE &  
PERFORM WELL*

# WORKING HOURS

This varies based on the task /trade of the support task

We should join duty at our respective work areas in time.

# TRANSPORT FACILITY

**Support Staff, whose working hours match the transport timings, can avail the free transport service, for commuting to and from campus, offered to all employees of the campus.**



# REFRESHMENT BREAKS



**Depends on Duty Hours**

## **DRESS CODE**

- A set of Uniform issued to all support staff
  - Shirts/Trousers/Sweaters/ Turban/ Jacket/Shoes
  - Salwar Suit/ Belle/Dupatta/Sweaters
- Staff is expected to wear neat and tidy uniform.
  - Clean and ironed clothes
  - All buttons of shirt should be buttoned up
  - Trousers should not be of low waist
  - Polished shoes / belles
  - Hair /Beard made well/ Neat turbans
  - Clothes should fit well – Not loose or tight

# MANNERS



## WHEN DEALING WITH **GUESTS/PARENTS /SENIORS & FACULTY**

GOOD	BAD
Greet and wish Guests , Faculty & Seniors	Ignoring them or turning away when you see them.
Be Polite. Talk Softly	Shouting and giggling or passing comments
Stand at a proper distance and speak clearly	Hands in pocket, leaning very close, chewing, wearing dark glasses while talking to guest
Allow guests/parents /faculty/seniors to use lift, and give way while walking on corridors	Pushing them aside and entering the lift
When you go to an office do not sit unless offered a seat	Using the stationery of any table/office without permission
If possible open door of vehicle / room etc. for guests/parents /faculty/seniors	Not bothering about the needs of the guests/parents /faculty/seniors

# PERSONAL HYGIENE & ETIQUETTES

- Maintain personal hygiene
  - Take bath. Brush your teeth
  - Take good care of your feet and palms
  - Cut nails and clean ears
- Do not drag your feet while walking.
- Avoid yawning. In case required, cover your mouth with your palms
- Do not scratch yourself in public
- Do not dig your nose or burp in public
- Leave washrooms clean, after use
- Do not eat food of others, without permission


# ZERO TOLERANCE

- USE OF / BEING IN POSSESSION OF - ALCHOHOL OR DRUGS OR WEAPONS WHILE ON DUTY
- SUPPORTING ANYONE IN PROCURING OR USING ALCHOHOL OR DRUGS
- STEALING/ BEING PART OF A TEAM INVOLVED IN STEALING
- BEING INVOLVED IN ANY ILLEGAL CYBER ACTIVITY
- BEING INVOLVED IN ANY ACTIVITY AGAINST THE ORGANISATION
- BEING INVOLVED IN ANY ACTIVITY OF FRAUDS OF ANY KIND
- MISBEHAVIOUR (Includes eve teasing) OF ANY KIND WITH A LADY STUDENT/ EMPLOYEE OR STAKEHOLDER.
- MISBEHAVIOUR WITH SENIORS
- CREATING MOB MENTALITY
- ANY SORT OF DISCRIMINATORY BEHAVIOUR





**WE SHOULD TAKE CARE OF OUR ENVIRONMENT ...  
HOW CAN WE DO IT?**

- 
- Switch off lights when not in use
  - Do not forget to switch off lights if you are the last person leaving a room / venue
  - Switch off taps when not in use
  - Incase you see any water leaks , raise complaints
  - Avoid use of plastic bags
  - Private vehicles should not be washed in campus
  - Keep **YOUR WORK AREAS** and surroundings clean.
  - Do not litter or spit on roads /public areas



# AUTHORISED LEAVE

- CASUAL (10)
- EARNED (8)
- LEAVE WITHOUT PAY
- PATERNITY (7)
- MATERNITY (90)
- DUTY LEAVE
- VACATION ( Summer & Winter)

Use the privilege of leave prudently.  
Apply in advance.  
Submit documents in case of ESI Leave.



# OVERTIME & COMPENSATORY OFF

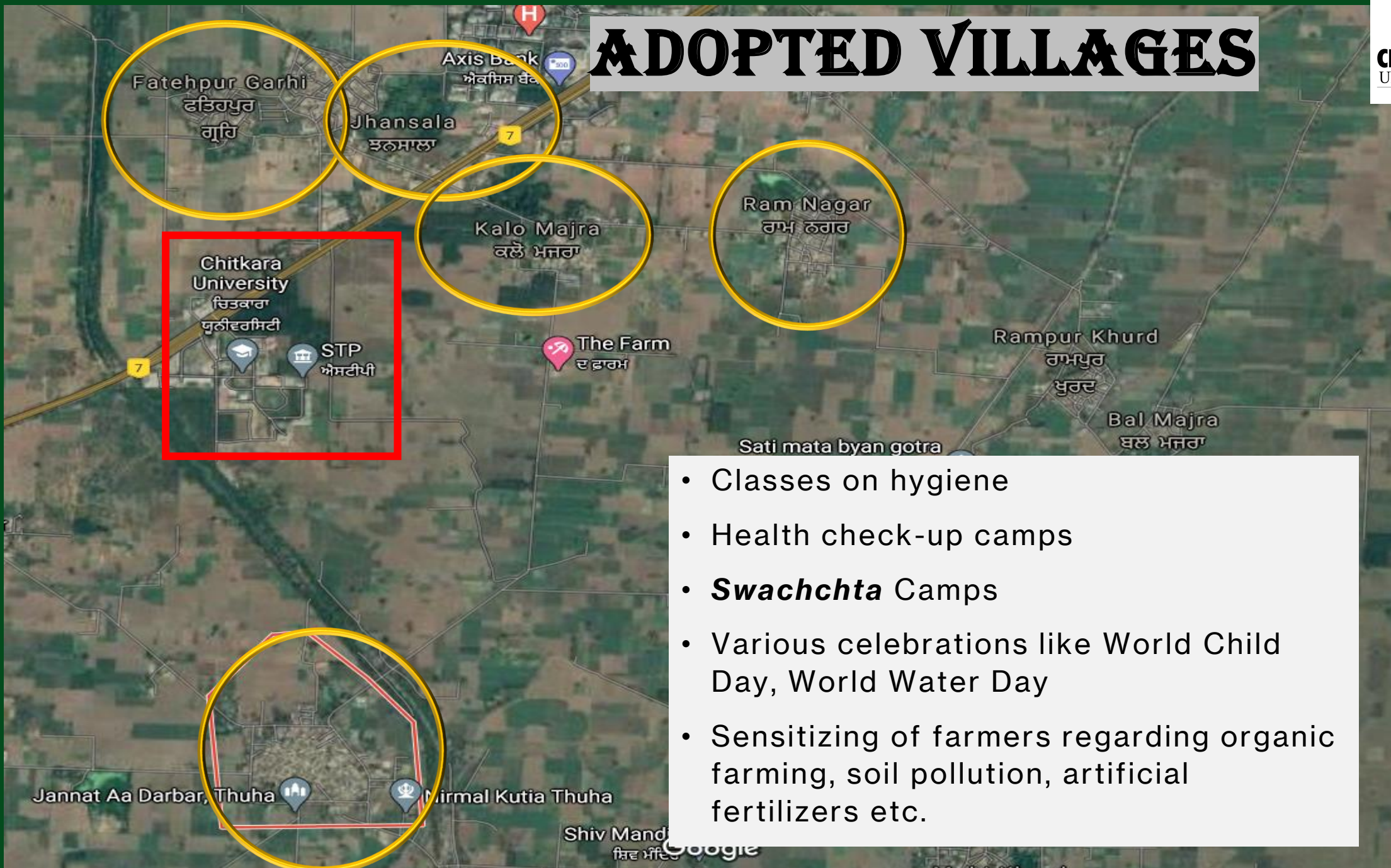
- Certain unavoidable occasions arise when we have tasks that need to be completed immediately which cannot be postponed to the next working day.
- We then need to stay back / or contribute service for more time than the working hours.
- It is expected that we shall stay back and help complete the target, in good quality, within the stipulated time.
- And for this the support staff is paid overtime.
- In certain cases, compensatory off is provided.



# MEDICAL SUPPORT

- Facility of the campus dispensary
- Discounted rates at Neelam Hospital
- ESI facility for all support staff

# ADOPTED VILLAGES



- Classes on hygiene
- Health check-up camps
- **Swachhta** Camps
- Various celebrations like World Child Day, World Water Day
- Sensitizing of farmers regarding organic farming, soil pollution, artificial fertilizers etc.

# TRAINING

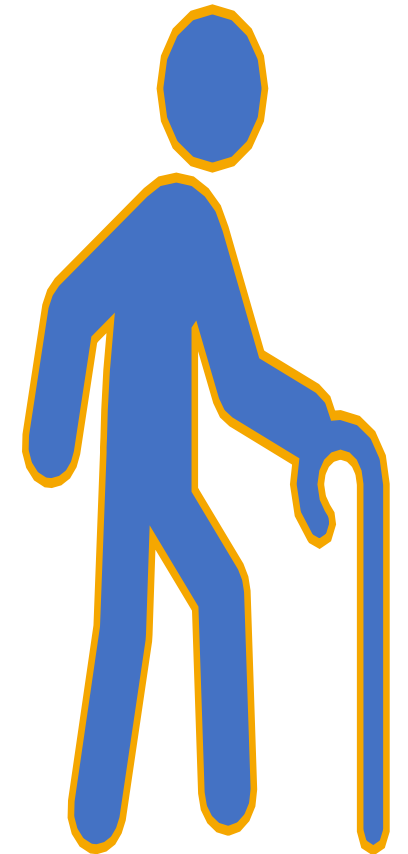
- Training to Plumbers
- Training to Drivers
- Training on Soft Skills
- Training on Service Etiquettes
- Training on Public Dealing



**UTILISE THESE TRAINING SESSIONS TO THE FULLEST**

# RETIREMENT AGE

- Everyone needs to rest after long years of work.
- Retirement age for the support staff is fixed just as for all employees of the University.
- The staff is given a farewell in a small get-together and some farewell gifts too.



# GLIMPSES WELFARE ACTIVITIES

- EYE CHECKUP CAMP
- BLOOD TEST CAMP
- CHITKARA BAGS DISTRIBUTION
- MOVIE SHOWS
- VISIT TO ROSE FESTIVAL
- SPORTS COMPETITIONS
- WORKSHOPS ON PLUMBING
- TRAINING OF SERVICE ETIQUETTES
- DRIVING LESSONS.....



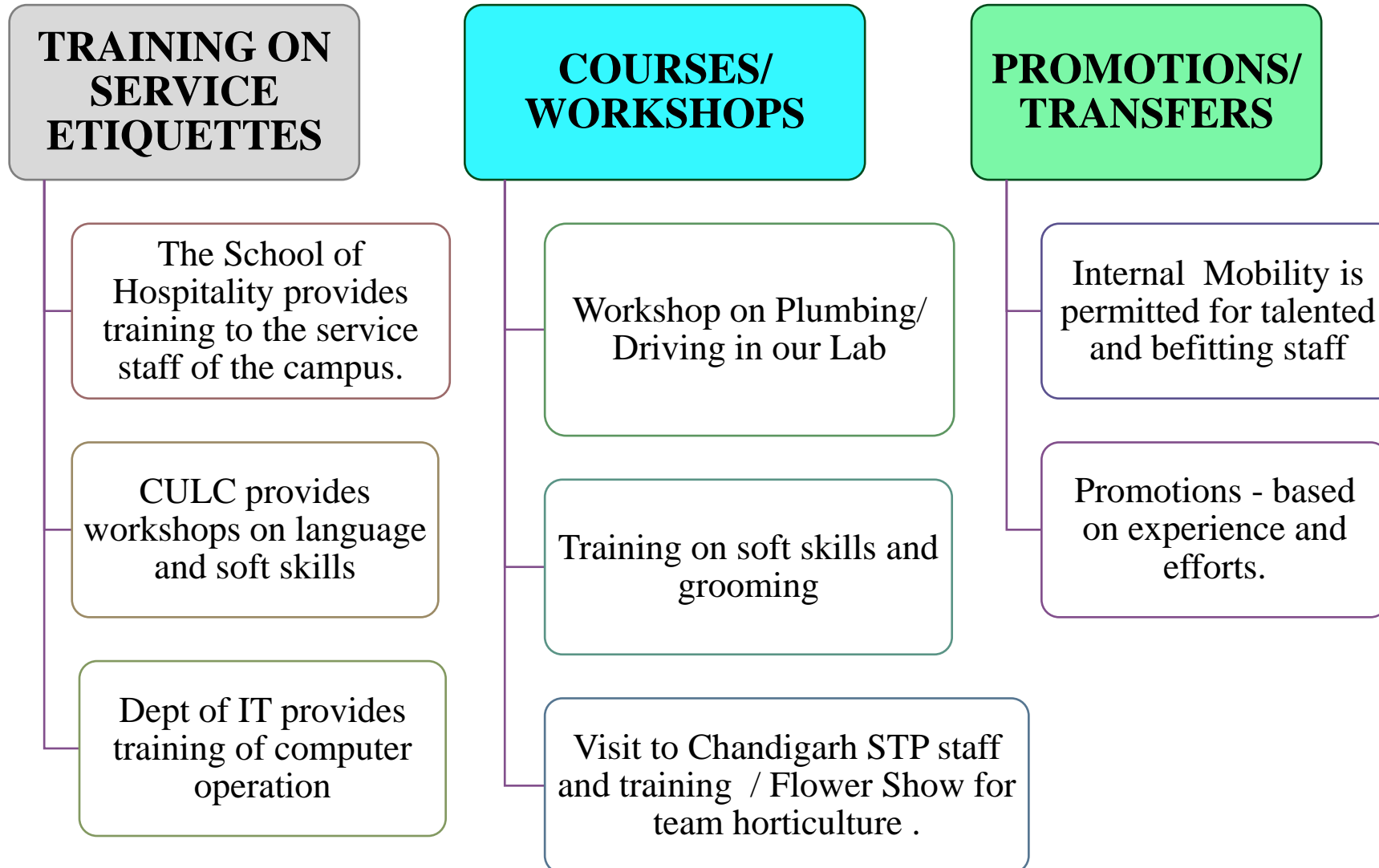


## **A DAY WITH THE CHANCELLOR**

- It is an honour for us that the Honourable Chancellor takes time to meet the support staff and thank them for the support.
- Memoirs from the Chancellor are also distributed to the staff.
- Group Pictures are clicked department wise and a copy of the picture is provided to all staff.



# **CAREER DEVELOPMENT PRACTICES AT CHITKARA UNIVERSITY**





**PROVIDENT FUND**

**EMPLOYEES SERVICE INSURANCE**

**WELFARE FUND**



- TAKE CARE OF YOUR WORKSPACE
- TAKE CARE OF THE CAMPUS
- TAKE & GIVE HELP FROM/TO EACH OTHER
- MAINTAIN A CORDIAL RELATION

THE SUPPORT TEAMS HAVE CONTRIBUTED  
IMMENSELY TO THE GROWTH OF

**CHITKARA....**

&

**CHITKARA** HAS ALWAYS STRIVED TO  
KEEP WELFARE OF THE SUPPORT STAFF AS  
A PRIORITY...

**LET'S CELEBRATE AND GROW FURTHER... TOGETHER !!!**  
**LET'S ALWAYS WORK AS A TEAM.....!!!!**

