

ADHIYAMAAN COLLEGE ENGINEERING
(An Autonomous Institution)
Dr.M.G.R. Nagar, Hosur - 635130

STANDARD OPERATING PROCEDURE (SOP)

CODE OF CONDUCT FOR ADMINISTRATIVE & NON-TEACHING STAFF

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Prepared by : Internal Quality Assurance Cell (IQAC)

Approved by : Principal

Review Frequency : Once in Two Years or Earlier, if Required

1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to define the professional standards, ethical responsibilities, and expected behaviour of Administrative and Non-Teaching Staff of Adhiyamaan College of Engineering (Autonomous), Hosur. This SOP aims to foster a culture of integrity, accountability, professionalism, teamwork, and service excellence, ensuring efficient institutional administration and support for teaching, learning, research, and student services.

2. Scope

This SOP applies to all Administrative and Non-Teaching personnel, including but not limited to:

- Administrative Officers
- Office Superintendents
- Administrative Assistants
- Clerical Staff
- Accountants and Finance Staff
- Human Resource Personnel
- Laboratory Technicians
- System Administrators
- Computer Programmers
- Library Staff
- Hostel Wardens
- Transport Personnel
- Store Keepers
- Maintenance and Engineering Staff
- Electricians, Plumbers, and Technical Assistants

- Housekeeping Staff
- Security Personnel
- Support Staff
- Contractual, Temporary, and Outsourced Employees

The provisions of this SOP apply to all institutional premises, online work environments, and official assignments performed on behalf of the College.

3. Objectives

The objectives of this SOP are to:

- Promote professionalism, integrity, and accountability.
- Ensure efficient and transparent administrative services.
- Foster a respectful, inclusive, and collaborative workplace.
- Protect institutional assets and confidential information.
- Enhance stakeholder satisfaction through quality service delivery.
- Ensure compliance with statutory regulations and institutional policies.
- Support continuous quality improvement and institutional excellence.

4. Reference Documents

This SOP shall be read in conjunction with:

- AICTE Approval Process Handbook
- UGC Regulations and Guidelines
- National Education Policy (NEP) 2020
- Institution Service Rules
- Human Resource Policy
- Information Technology Policy
- Financial Rules and Purchase Procedures
- Library Rules
- Laboratory Safety Manual
- Anti-Ragging Policy
- Prevention of Sexual Harassment (POSH) Policy
- Grievance Redressal Policy
- Disaster Management and Safety Manual
- Institutional Quality Assurance Policies

5. Core Institutional Values

Every Administrative and Non-Teaching Staff member shall uphold the following values:

- Integrity
- Professionalism
- Accountability
- Transparency
- Respect
- Teamwork
- Inclusiveness
- Confidentiality
- Service Excellence
- Sustainability

6. Roles and Responsibilities

Administrative and Non-Teaching Staff shall:

- Perform assigned duties efficiently and responsibly.
- Support academic, administrative, and research activities.
- Provide prompt and courteous services to students, faculty, parents, and visitors.
- Maintain official records accurately.
- Safeguard institutional assets.
- Comply with statutory regulations and institutional policies.
- Contribute to quality enhancement initiatives and institutional development.

7. Professional Conduct

Every staff member shall:

- Maintain honesty and integrity in all official duties.
- Report to duty punctually and observe prescribed working hours.
- Wear prescribed identity cards and maintain appropriate professional attire.
- Be courteous, polite, and respectful in all interactions.
- Maintain discipline and decorum within the campus.
- Perform duties with diligence and impartiality.
- Avoid behaviour that may tarnish the reputation of the Institution.

8. Service Excellence

Staff members shall:

- Provide timely, efficient, and stakeholder-friendly services.
- Respond to official communications promptly.
- Maintain a positive and solution-oriented approach.
- Ensure transparency and fairness in service delivery.

- Demonstrate commitment to institutional goals and quality standards.

9. Workplace Behaviour

Staff members shall:

- Respect faculty, students, colleagues, management, and visitors.
- Promote teamwork and collaboration.
- Avoid discrimination, harassment, bullying, or abusive behaviour.
- Maintain harmonious working relationships.
- Resolve workplace conflicts professionally through appropriate channels.

10. Confidentiality and Data Protection

Staff members shall:

- Maintain confidentiality of student, faculty, employee, financial, examination, and institutional records.
- Protect digital and physical records from unauthorized access.
- Comply with institutional data security and privacy requirements.
- Refrain from disclosing confidential information without proper authorization.

11. Financial Integrity

Employees handling financial matters shall:

- Maintain accurate financial records.
- Follow approved financial procedures.
- Ensure transparency in procurement and payments.
- Avoid conflicts of interest.
- Prevent misuse of institutional funds and resources.

12. Information Technology and Digital Ethics

Staff members shall:

- Use institutional computers, software, and internet responsibly.
- Protect passwords and access credentials.
- Maintain cybersecurity practices.
- Use official email and digital platforms professionally.
- Avoid unauthorized access, software piracy, cyber misconduct, or misuse of institutional ICT resources.

13. Laboratory, Library and Technical Support

Technical and support staff shall:

- Maintain laboratories, workshops, and equipment in safe working condition.
- Ensure proper maintenance of instruments and facilities.
- Follow laboratory safety procedures.
- Assist faculty and students during practical sessions.
- Maintain inventory and service records accurately.

Library staff shall:

- Maintain library resources systematically.
- Ensure efficient circulation of books and digital resources.
- Assist users professionally.
- Promote responsible use of library facilities.

14. Safety, Health and Environment

Staff members shall:

- Follow campus safety protocols.
- Report accidents, hazards, and emergencies immediately.
- Promote a clean, safe, and healthy workplace.
- Conserve energy and water.
- Support Green Campus initiatives and environmental sustainability programmes.

15. Anti-Ragging, Anti-Harassment and Equal Opportunity

Staff members shall:

- Support the Institution's Zero Tolerance Policy towards ragging.
- Treat all stakeholders with fairness and dignity.
- Avoid discrimination based on gender, religion, caste, language, disability, nationality, or socioeconomic status.
- Report incidents of ragging, harassment, or misconduct to the competent authority.

16. Prohibited Conduct

Administrative and Non-Teaching Staff shall not:

- Accept bribes, gifts, or unauthorized benefits.

- Falsify records or official documents.
- Misuse institutional property or funds.
- Disclose confidential information.
- Engage in harassment, discrimination, bullying, or intimidation.
- Consume alcohol, narcotic drugs, or prohibited substances within the campus.
- Use abusive or offensive language.
- Participate in unlawful activities or behaviour detrimental to the Institution.
- Neglect official duties or engage in unauthorized absence.

17. Reporting and Grievance Redressal

Any grievance, ethical concern, or misconduct shall be reported through the appropriate institutional mechanism to:

- Immediate Supervisor
- Head of Department / Section Head
- Administrative Officer
- Human Resource Cell
- Internal Complaints Committee (POSH)
- Grievance Redressal Committee
- Principal

All complaints shall be handled fairly, confidentially, and in accordance with institutional policies.

18. Procedure for Handling Misconduct

Step 1: Receipt of complaint or report.

Step 2: Preliminary verification by the competent authority.

Step 3: Constitution of an enquiry committee, where necessary.

Step 4: Opportunity provided to the employee to present an explanation.

Step 5: Investigation and evidence review.

Step 6: Submission of findings and recommendations to the Principal/Management.

Step 7: Appropriate disciplinary action in accordance with institutional service rules.

Step 8: Documentation and record maintenance.

19. Disciplinary Actions

Depending on the nature and severity of misconduct, the following disciplinary measures may be imposed:

Level	Nature of Action
I	Counselling and verbal warning
II	Written warning

III	Adverse entry in service record
IV	Recovery of financial loss or damages
V	Suspension pending enquiry
VI	Withholding of increments, promotion, or benefits
VII	Transfer or reassignment of duties
VIII	Termination of service
IX	Legal or statutory action, where applicable

20. Training and Capacity Building

The Institution shall periodically organize programmes on:

- Office administration and governance
- ICT and digital literacy
- Cybersecurity and data privacy
- Communication and customer service
- Financial management and procurement procedures
- Laboratory safety and equipment handling
- Fire safety and disaster preparedness
- Ethics, integrity, and workplace behaviour
- Green Campus and environmental sustainability

21. Monitoring and Review

The implementation of this SOP shall be monitored by:

- Administrative Officer
- Human Resource Cell
- Heads of Departments / Section Heads
- Internal Quality Assurance Cell (IQAC)
- Principal

The SOP shall be reviewed periodically based on statutory amendments, institutional requirements, audit observations, stakeholder feedback, and quality assurance initiatives.

22. Expected Outcomes

The effective implementation of this SOP will:

- Enhance professionalism and ethical behaviour.
- Improve administrative efficiency and service quality.
- Strengthen transparency, accountability, and governance.
- Ensure a safe, respectful, and inclusive workplace.

- Protect institutional assets and confidential information.
- Improve stakeholder satisfaction.
- Support compliance with AICTE, UGC, NAAC, and NBA quality standards.
- Contribute to the overall excellence and reputation of the Institution.

23. Employee Declaration

I hereby declare that I have read, understood, and agree to abide by the Code of Conduct for Administrative and Non-Teaching Staff of Adhiyamaan College of Engineering (Autonomous), Hosur. I understand that any violation of this Code may invite disciplinary action in accordance with the Institution's Service Rules and applicable statutory regulations.

Name of Employee: _____

Employee ID: _____

Designation: _____

Department / Section: _____

Signature: _____

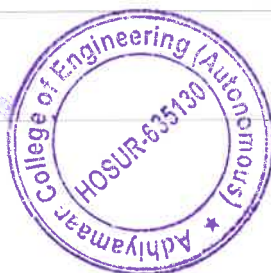
Date: _____

Prepared by

[Signature]
IQAC

Reviewed by

[Signature]
Dean Academics



[Signature]
Principal
PRINCIPAL

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Dr.M.G.R. Nagar, HOSUR-635130