

1. Purpose

The purpose of this policy is to encourage fair, consistent and efficient solutions for the problems arising within the University and to address the instances where employees fail to meet the required standards of conduct.

2. Scope

This policy applies to all the employees of Isra University and Isra Hospitals.

3. Terminologies

A. Gross Misconduct

Gross misconduct is a fundamental breach of policies. It is an extremely severe offense which will lead towards the termination of employment.

B. Minor Misconduct

Minor misconduct is an unacceptable but pardonable offense which may initiate corrective action.

C. Intra-Departmental Inquiry

An inquiry conducted which will be initiated by the concerned department.

D. Independent Inquiry

An inquire which will be initiated on the directions of the Vice Chancellor to probe in the matter.

E. Termination

It is an end of employment which will be inconsequence of a misconduct, however, the end of service benefits of the employee will remain intact.

F. Dismissal

It is an end of employment in which the employee will not get end of service benefits and will be released with dishonor from the organization.

4. Policy Details

A. Informal Procedure for Disciplinary Action (Informal Procedure)

- 1) Managers are required to carry the informal procedure as part of their routine supervisory process and in cases of minor misconduct to bring to the notice of their employees the standards of conduct and the requirement to meet those standards.

The manager must speak to the employee, tell them about their misconduct, where they need improvement and counsel them to take corrective measures.

- 2) Cases of minor misconduct where the informal procedure may be appropriate and is encouraged include but are not limited to:
 - a) habitual/Chronic/Persistent lateness;
 - b) neglect of duties;
 - c) refusal or failure to comply with supervisor's instructions;
 - d) violation of safety rules of the university;
 - e) abuse of tools, property, and goods of the university;
 - f) smoking in prohibited areas;
 - g) persistent parking offenses;
 - h) violation of Isra University Service Rules and Code of Conduct; and
 - i) any offense that is equal in magnitude.

- 3) Depending on the severity and occurrence of the offense, any of the following action(s) may be taken with the assistance/coordination of Human Capital Office:
 - a) Verbal Warning may be recorded by the supervisors as they might be needed as evidence in the future.
 - b) First Written Warning: If the verbal warning has not achieved the purpose, then a written warning needs to be given to the employee. The concerned head will direct the Human Capital Office to issue the written warning.
 - c) Withholding of an increment or promotion.
 - d) Demotion.
 - e) Final Written Warning: If the written warning has not achieved the purpose, then a final written warning needs to be given to the employee.
 - f) Termination: If the similar or same offense is repeated after the Final Written Warning.

B. Formal Procedure

- 1) A formal procedure is involved in the case of gross misconduct OR when the informal procedure has failed to achieve the desired outcome. Note that the gross misconducts may lead to termination or even dismissal from service.

- 2) Cases of gross misconduct where formal procedure is required include but are not limited to:
 - a) theft;
 - b) physical violation or intimidation;
 - c) intentional damage to university's property;
 - d) serious breach of health and safety rules;
 - e) fraud and corruption;

The manager must speak to the employee, tell them about their misconduct, where they need improvement and counsel them to take corrective measures.

- 2) Cases of minor misconduct where the informal procedure may be appropriate and is encouraged include but are not limited to:
 - a) habitual/Chronic/Persistent lateness;
 - b) neglect of duties;
 - c) refusal or failure to comply with supervisor's instructions;
 - d) violation of safety rules of the university;
 - e) abuse of tools, property, and goods of the university;
 - f) smoking in prohibited areas;
 - g) persistent parking offenses;
 - h) violation of Isra University Service Rules and Code of Conduct; and
 - i) any offense that is equal in magnitude.

- 3) Depending on the severity and occurrence of the offense, any of the following action(s) may be taken with the assistance/coordination of Human Capital Office:
 - a) Verbal Warning may be recorded by the supervisors as they might be needed as evidence in the future.
 - b) First Written Warning: If the verbal warning has not achieved the purpose, then a written warning needs to be given to the employee. The concerned head will direct the Human Capital Office to issue the written warning.
 - c) Withholding of an increment or promotion.
 - d) Demotion.
 - e) Final Written Warning: If the written warning has not achieved the purpose, then a final written warning needs to be given to the employee.
 - f) Termination: If the similar or same offense is repeated after the Final Written Warning.

B. Formal Procedure

- 1) A formal procedure is involved in the case of gross misconduct OR when the informal procedure has failed to achieve the desired outcome. Note that the gross misconducts may lead to termination or even dismissal from service.

- 2) Cases of gross misconduct where formal procedure is required include but are not limited to:
 - a) theft;
 - b) physical violation or intimidation;
 - c) intentional damage to university's property;
 - d) serious breach of health and safety rules;
 - e) fraud and corruption;

- f) falsification of times sheets, personnel records or other institutional records;
 - g) harassment;
 - h) abusive behavior;
 - i) Consumption of alcohol or illegal drugs while on duty or attending office while intoxicated.
 - j) Making threats of any kind.
 - k) Violation of Isra University Service Rules and Code of Conduct.
 - l) Any offense that is equal or more in magnitude.
- 3) Incidents of gross misconduct shall be investigated by either the concerned department or the concerned department may request the Human Capital Office to investigate on their behalf. The Human Capital Office may also forward complaints to the concerned departments they receive which constitute as gross misconducts.
 - 4) Intra-departmental inquiry committee investigating gross misconduct shall be preliminary have the employee's supervisor or other designated employee at a rank higher than the accused employee. The head of the department should keep Human Capital Office updated about the proceedings of such investigations.
 - 5) If this investigation results in evidence that establishes certainty of the accused employee's involvement in the conduct and warrants an inquiry, the supervisor should submit the detailed inter-departmental inquiry report and the supporting evidence along with their recommendations to Human Capital Office.
 - 6) After a review of the case and keeping in view the legal requirements of the law, Human Capital Office may recommend: (a) that the inter-departmental inquiry will not suffice; and (or) (b) the disciplinary action for the offence is severe or inadequate. In such cases, the Human Capital Office shall work together with the concerned department to relay these concerns and initiate an independent inquiry to the matter, if required. It may be noted that if the intra-departmental inquiry fulfills all the requirements then we do not need to form an independent inquiry unless the employee files an appeal to the Vice Chancellor against the fairness of the inter-departmental inquiry.
 - 7) At the onset of the independent inquiry, the employee will be informed of allegations charged against him and provided ample time to provide additional evidence and/or record a statement which could facilitate or assist the inquiry committee to reach a final verdict. In certain cases, if necessary, the employee may be suspended with full pay whilst the inquiry is being conducted and a final decision is still to be made
 - 8) Inquiry Committee:

- a) Formation of inquiry committee: An inquiry committee will be formed on the directions of the Vice Chancellor consisting of three members having a rank higher than the accused employee to further probe into the matter. Ideally, the names of the members of the inquiry committee will be kept confidential as it is consistent with achieving fair results and protecting the members from any unforeseen threats or influence
- b) Mandate of the inquiry committee: After deliberating on the matter, the inquiry committee will suggest the disciplinary action based on the evidence and statements to the Vice Chancellor for further action.
- c) Disciplinary action: Disciplinary action recommended by the committee may include but not limited to:
1. Imposition of Written Warning;
 2. Withholding of an increment or promotion;
 3. Demotion;
 4. Termination; or
 5. Dismissal.