

# STUDENT HANDBOOK

POST GRADUATE DIPLOMA IN MANAGEMENT  
(SERVICE MANAGEMENT) | BATCH 2020-22





# VISION

To be an educational institution of choice for all stakeholders which promotes human well-being through continuous learning.



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# MISSION

To provide learner centric quality education for stakeholders' well-being through continuous improvements





# Strategic Goals

- To develop relevant and innovative curricula with a view to produce competent managers with global, professional and entrepreneurial mindsets.
- To conduct management development programmes to help managers hone their skills and broaden their perspectives.
- To produce cutting edge intellectual capital in the field of management through applied and conceptual research in the field of management.
- To network with national and international business schools and institutions in order to provide global exposure to the faculty and students.
- To attract and retain quality faculty members.
- To empower and enable students to be an active component of decision-making.



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# Message from the Director

Dear Students,

Welcome and congratulations on being selected for pursuing studies at Jaipuria Institute of Management, Noida!

As you embark on a new and important phase in your life, we assure you of an empowered ambience of learning through a balanced mix of academic and cultural activities spread across the year. Jaipuria Noida imparts quality management education that evolves students into world class leaders through integrated learning. The combination of latest modern learning technologies, student centric approach, along with highly qualified and experienced faculty including senior professionals from the Corporate world, equip students with the values required to become successful professionals.

This Handbook provides elaborate information on curriculum structure, academic calendar, amenities, rules and regulations etc. and other vital information to serve as guidelines for students at the Institute. Adherence to institutional rules and guidelines is essential for the success of your stint of two years with us; it will also help us to serve you better each day.

We, at Jaipuria, foster interactions and open communication, which contributes to knowledge creation and dissemination. Various paradigmatic approaches and different standpoints are taken into consideration to build an inclusive culture. Our Vision and Mission statements amply justify our approach to continuous learning for the well-being of stakeholders. We are committed to rendering help to you in achieving your goals.

I am quite confident that your journey with us would be full of happiness, prosperity and joy, which will make us very proud and delighted.

With best wishes,

**Dr. D. N. Pandey**



# Message from Dean-Academics

Dear Students,

As we inaugurate the academic year 2020-2022, I welcome you as the Dean of Jaipuria Institute of Management Noida, with great honour and pleasure.

Jaipuria, Noida is a brilliant choice that you have made for pursuing business education. Our mission is to provide student centric quality education for which, with close engagements with industry, alumni and academic community, we have developed an exciting and innovative curriculum. You will have opportunities for experiential learning, blended learning and real-world application. Cutting edge classroom learning will be complemented with real-life field projects and learning opportunities from industry experts. In study groups, you will have the opportunity to work closely with your peers for developing leadership and team skills. However, for a dynamic and interactive learning environment, both inside and outside the classroom, it is important that you fully engage in the learning process and invest sincere efforts to be a critical and innovative thinker and leader!

I am sure you will partake in healthy competition to win some of the academic awards that are offered at the Institute. I would like to see you grow holistically. For this, I urge you to actively participate and lead in extra-curricular and co-curricular activities organized at the campus and also utilize several other opportunities available for personal growth. For instance, while still at the campus, you may wish to explore the entrepreneur in you. The incubation centre at the campus will help you in developing your business idea and also in taking it forward. There are also international student exchange programs that you can explore for a global experience in management practices. There are available research opportunities where you can collaborate with faculty and write academically rich papers and also get the same published in top ranked journals. All this will to help you develop perspectives which recruiters eagerly look for in a prospective candidate.

I believe, as a responsible young adult, you are aware of the sustainability issues pertaining to environment, economy and society that the world is grappling with. As an institution, we will be working together to do our bit towards resolving these challenges. I am glad to inform you that we are a totally green campus and several of our processes are designed to save on paper. Our students led Corporate Social Responsibility (CSR) cell is highly active in working towards environmental and social causes. Tree plantation drive, blood donation camps, working with NGOs



for social causes etc. are some of the activities that our students lead from the front. I am sure that, with your participation, such initiatives and engagements would grow to the next level. I encourage you to come forward with ideas that can meaningfully increase our association with the community at large.

Once again, I welcome you into the family. Please feel free to approach me with your queries or issues, I will be happy to help you. I ensure you full support from faculty, staff and the leadership in your journey to become a successful and happy professional.

Wishing you happy learning and life ahead!!

**Dr. Pratibha Wasan**



Jaipuria Institute of Management, Noida



Seth M.R. Jaipuria School, Lucknow



Jaipuria Institute of Management, Lucknow



Jaipuria Institute of Management, Noida



Jaipuria Institute of Management, Jaipur



Jaipuria Institute of Management, Indore

# About Jaipuria

One of the most respected and dedicated business groups in India, the House of Jaipuria has acquired a place and stature of its own in the industrial arena. Ever since its inception in 1942, it has become a benchmark for the latest innovations in technology and efficient management as well as its philanthropic activities.

Education has been a passion at the House of Jaipuria. Our commitment to greater good through modern, yet rooted, education finds wings in the K12 segment as well as in higher learning. Seth M.R. Jaipuria Schools were started way back in 1992, with the first school in Lucknow. In two decades, it has grown to 26 schools and is reckoned as a school of excellence for quality education.

In the higher education arena, Jaipuria has four management Institutes, at Lucknow, Noida, Jaipur and Indore. Each of these campuses have earned distinction as seats of cutting-edge knowledge, shaping, nurturing and redefining management for today and tomorrow.



# About The **Handbook**

This Student Handbook provides information about the policies and procedures as well as resources available to students at Jaipuria Institute of Management, Noida. It is the responsibility of every student to fully read and understand the Handbook, to abide by the regulations, familiarize themselves with and utilize the available resources. The expectation is for all students to maintain standards of personal conduct that are in harmony with the educational and professional ideals of Jaipuria Institute of Management, in addition to conducting themselves in a manner that reflects positively on the Institute. We hope that you will take advantage of the curricular and co-curricular learning opportunities available on and off-campus.



# About Jaipuria Institute of Management, Noida

Jaipuria Institute of Management, Noida, established in 2004, is a constituent of the Integral Education Society, led by noted textile industrialist Mr. Sharad Jaipuria. The Society has the distinction of efficiently managing several educational institutions in India, the first one dating back to 1945. Our sister management Institutes are located in Lucknow, Jaipur and Indore. Jaipuria, Noida offers three AICTE approved two-year full time Post Graduate programmes namely, PGDM, PGDM (Service Management), PGDM (Marketing) and a Fellow Programme in Management (FPM).

The Institute has been awarded 'A' grade accreditation by NAAC- the national accreditation body, accreditation by NBA and Equivalence to MBA degree by AIU, for all its programmes. In line with our mission of achieving continuous improvements on quality in teaching, research, curriculum development and student learning, the Institute is aiming for the prestigious international accreditation AACSB Accreditation. The initial phase of this process has been completed. AACSB Accreditation provides a framework of international standards on which B-Schools assess the quality of their education.

We strive to nurture world-class professionals committed towards value enhancement, service mindedness, business leadership, entrepreneurial orientation and societal consciousness.

Besides the core courses in general management and various functional areas, our programmes offer a large number of innovative elective courses, there by providing students with the opportunity to specialize in single or dual streams of management. The Institute has established collaborations with international academic institutions in countries such as France, USA, Dubai, New Zealand, UK etc. Acknowledging the growing thrust of research and consultancy, we are actively engaged in reasearch, faculty development programmes, student driven research, industry integrated consultancy projects, and related activities in almost all areas of management interest. We also promote collaborative research jointly with many leading academic institutions globally. We have a centre for MDP which conducts Management Development Programmes across India wherein executives from public and private enterprises participate.

The Institute is led by Dr. D. N. Pandey, Director, with a strong team of competent full-time faculty comprising of qualified and experienced academicians and practitioners. The campus is aesthetically designed and elegantly built, with state-of-the-art equipment and Wi-Fi enabled facilities, to cater to the ever-growing needs of the students.



# Rankings & Accreditations



- Awarded 'A' grade accreditation by NAAC, UGC.



- 69th Amongst all Management Institutes in India (NIRF, 2020), Ministry of HRD, Govt. of India.



- NBA Graded Autonomy for three years earning 67.5% in all programmes viz. PGDM, PGDM (SM), PGDM(M).



- Awarded Equivalence to MBA by Association of Indian University (AIU) for all three Programmes.



- Ranked 12th among top B-school of Super Excellence in India by GHRDC B-school in October 2019 CSR magazine.



- Ranked 43rd among best B-schools across the nation in the 10th edition of MBAUniverse.com. in December 2019.



- Ranked 40th among top B-schools in India ranked by NHRDN survey published in March, 2019.



# Infrastructure

## Classrooms

Naturally lighted, large and airy learning centres, within a structure with high ceilings and large corridors, are designed to promote maximum interaction between faculty and students. The air-conditioned learning centres are well equipped with PCs, LCDs, LAN and Wi-Fi connectivity.

Both theatre style and classic learning centres are furnished with specially designed desks for the comfort of students. Classroom learning is captured and disseminated through Impartus Lecture Capture System (an innovative video-enabled learning solution).

## Library Resource Center

The library at Jaipuria Noida, known as Learning Resource Centre (LRC), has one of the best library systems in the NCR region, with active linkages with all other major business school libraries. It is a fully automated library and is rich in both traditional and online resources.

The LRC has a collection of 33265 volumes, including a Book Bank with 13556 different titles. It subscribes to about 171 national and international printed periodicals. The Library also has a vast collection of fiction, biographies and spiritual books.

The Library also subscribes to several online databases including EBSCO Business Source Complete, Emerald Insights Human Resource & Marketing Collections, Research Starters Business, Green File, Regional Business News, Newspaper Source Plus and Entrepreneurial Studies Source, and J-Gate Social and Management Sciences. The Library has NPTEL facility which has a large collection of video lectures by faculty from IITs and other premier institutions. With these databases, users have access to more than 15000 indexed and abstracted journals and magazines, 6000+ full text journals and magazines, and over 9000 books, monographs, case studies, reports and dissertations.

The Library also subscribes to eBooks Academic Collection database through which users can access over 125000 eBooks. Besides these, the Library also subscribes to Prowess database from CMIE, to provide comprehensive financial and economic information of more than 28000 companies to its users.

The Library has developed a large collection of e-books and other e-resources in PDF format, to meet the requirements of students and faculty even remotely, in case of unprecedented incidents such as the current pandemic facing the world.

The Library also has a sizeable collection of CDs/DVDs and videos related to management education. It procures books throughout the year and organizes an annual Book Fair where students and faculty can recommend books of their choice for library purchase.

The Jaipuria, Noida library is a totally green library illuminated with natural light. It is truly user friendly and provides various information services to users on a daily basis. It has membership of DELNET and British Council, for enabling users to avail Inter Library Loan facility. Users can make use of library resources from anywhere using Internet facility. OPAC terminals have been installed in the Library to facilitate self-learning of students. The Library has developed an online institutional repository using DSpace.

The Library subscribes to the anti-plagiarism tool Turn it in through which faculty and students can check their research work and assignments for plagiarism. This ensures plagiarism-free writing. The Library also provides video tutorials to help students and faculty regarding use of different resources of the Library.



## Computer Labs

Jaipuria, Noida is a Wi-Fi campus with 24 x 7,100 Mbps leased line internet connectivity. It has more than 150 Lenovo i5, I3 & Core 2 Duo Processor PCs as well 60+ Chromebooks, latest generation of high end servers, laser printers and scanners. The Institute has a well-equipped central computing facility, housed in three computer labs. Apart from a

host of routine and special softwares, the computer labs have the latest operating systems such as Windows, Linux at the Server level and Windows 10 Professional OS & Office 2016 & 2019, at the client level. Data base level includes MS SQL Servers, MySQL. Statistical packages like SPSS are also available.

## Centres of Advanced Studies

With the objective of serving the industry and academia through creation, development and dissemination of knowledge and its applications through education, training, research and consultancy, the Institute has set up the following Centres of Advanced Studies & Research:

- MDP Centre,
- Centre for Entrepreneurship and Incubation,
- Centre for Business Analytics.

## Cafeteria

The campus has a modern cafeteria, well-furnished to cater to students' tastes. Besides beverages and snacks, it has a provision for serving meals to day scholars.

## Sports facility

The campus offers both indoor and outdoor sports facilities. There is a sports field with facilities for playing badminton, volleyball, basketball and cricket. We also have a common room for indoor sports.

## Hostel

Jaipuria, Noida offers separate accommodation to boys and girls. Girls' hostel is situated within the campus and the boys' hostel is located in close proximity to the campus. Providing an excellent living experience to residents, these hostels are equipped with modern gyms, common room with television and ample recreational facilities.

## Medical & Counselling Facility

Besides a readily available first aid facility, the Institute also has a Medical Room. Experienced doctors, including a male doctor, visit the campus five days a week in addition to being available on call round the clock. A Counsellor is available to the students twice a week and on call, to counsel students on psychological issues. Students are also offered protection under a limited accidental insurance policy. In case of any emergency, there is tie-up for ambulance service with Kailash, Max, Prakash and Shanti Gopal Hospitals. Apart from this, for any emergency, the Institute vehicle is available during day time and also available during nights on short notice.





The background is a warm, orange-toned abstract design. It features a network of thin, white, slightly blurred lines that crisscross and converge towards the center, creating a sense of depth and movement. Small, bright white dots are scattered along these lines, resembling stars or data points. The overall composition is layered, with the white elements appearing to float above a textured orange surface.

# Section I

General Information and Programme Curriculum



# Academic Calendar

## Jaipuria Institute of Management, Noida Academic Calendar for 2020-22 2020-22 Batch (First Year)

DATE/DAYS	PGDM 2020-22 Batch (First Year)*
<b>Term I</b>	
Thursday-Saturday, 16-18 July	Registration Online Mode (Moodle based)
Monday- Thursday, 20 July- 13 August 2020	Induction (Online/Offline/Hybrid Mode)
<b>Monday, August 17, 2020</b>	<b>Commencement of Classes (Term I)</b>
Saturday, August 29, 2020	National SIP competition
Saturday-Sunday, 5-6 September 2020	IMUN
Friday, September 11, 2020	GM Conclave
Saturday, September 26, 2020	Coffee with Alumni - Talk
Friday, October 2, 2020	Gandhi Jayanti (Holiday)
Saturday, October 3, 2020	BADS/OP Conclave
Saturday, October 10, 2020	Marketing Conclave
Saturday-Sunday, 17-18 October 2020	Jaipuria Sports Meet
Saturday, October 24, 2020	DurgaNavmi (Holiday)
Sunday, October 25, 2020	Dussehra (Holiday)
Wednesday, October 28, 2020	Submission of Internal marks
Wednesday-Tuesday, 4- 10 November, 2020	End-Term Examination (Term I)
Wednesday-Thursday, 11-12 November, 2020	Spot Evaluation End Term (Term I)
Friday, November 13, 2020	Chhoti Diwali (Holiday)
Saturday, November 14, 2020	Diwali (Holiday)
Sunday, November 15, 2020	Govardhan Puja (Holiday)
Monday, November 16, 2020	Bhai Duj (Holiday)
<b>Term II</b>	
<b>Tuesday, November 17, 2020</b>	<b>Commencement of Classes (Term II)</b>
Friday, November 20, 2020	Submission of End-Term Marks (Term I)
Saturday, November 21, 2020	Finance Conclave
Friday, November 27, 2020	Declaration of Term I Result
Monday, November 30, 2020	Guru Nanak Jayanti (Holiday)
Thursday-Saturday, 3-5 December, 2020	Reappear Exam (Term I)

\*Dates/Events are subject to change



# Academic Calendar

## Jaipuria Institute of Management, Noida Academic Calendar for 2020-22 2020-22 Batch (First Year)

DATE/DAYS	PGDM 2020-22 Batch (First Year)*
Friday-Saturday, 4-5 December, 2020	Cultural and Management Event (Gravity-2020)
Friday, December 11, 2020	Final Declaration of Term II Result
Saturday, December 12, 2020	TED Talk*
Friday, December 25, 2020	Christmas (Holiday)
Friday, January 1, 2021	New Year Day (Holiday)
Friday, January 8, 2021	Jaipuria Youth Award
Monday-Tuesday, 11-12 January, 2021	IDP I
Saturday, January 16, 2021	JAMC
Tuesday, January 26, 2021	Republic Day Celebrations#
Monday, February 1, 2021	Submission of Internal marks
Monday, February 1, 2021	Budget Session/ Economics Conclave
Monday-Saturday, 8-13 February, 2021	End-Term Examinations (Term II)
Saturday, February 13, 2021	Alumni Meet- (Punarsangam)
Monday-Wednesday, 15-17 February, 2021	Spot Evaluation End Term (Term II)
<b>Term III</b>	
<b>Thursday, February 18, 2021</b>	<b>Commencement of Classes (Term III)</b>
Saturday, February 20, 2021	HR Conclave
Monday, February 22, 2021	Showing of End-Term Answer Sheets of Term II
Thursday, February 25, 2021	Submission of End-Term Marks
Thursday, March 4, 2021	Declaration of Term II Results
Friday, March 5, 2021	Oath Taking Ceremony and presentation by Student Council
Saturday, March 6, 2021	IMRC 2020
Thursday, March 11, 2021	Maha Shivaratri (Holiday)
Saturday, March 13, 2021	Business Communication Conclave
Thursday, March 25, 2021	SIP Workshop
Friday, March 26, 2021	SIP Workshop
Monday, March 29, 2021	Holi (Holiday)

\*Dates/Events are subject to change



# Academic Calendar

Jaipuria Institute of Management, Noida  
**Academic Calendar for 2020-22**  
**2020-22 Batch (First Year)**

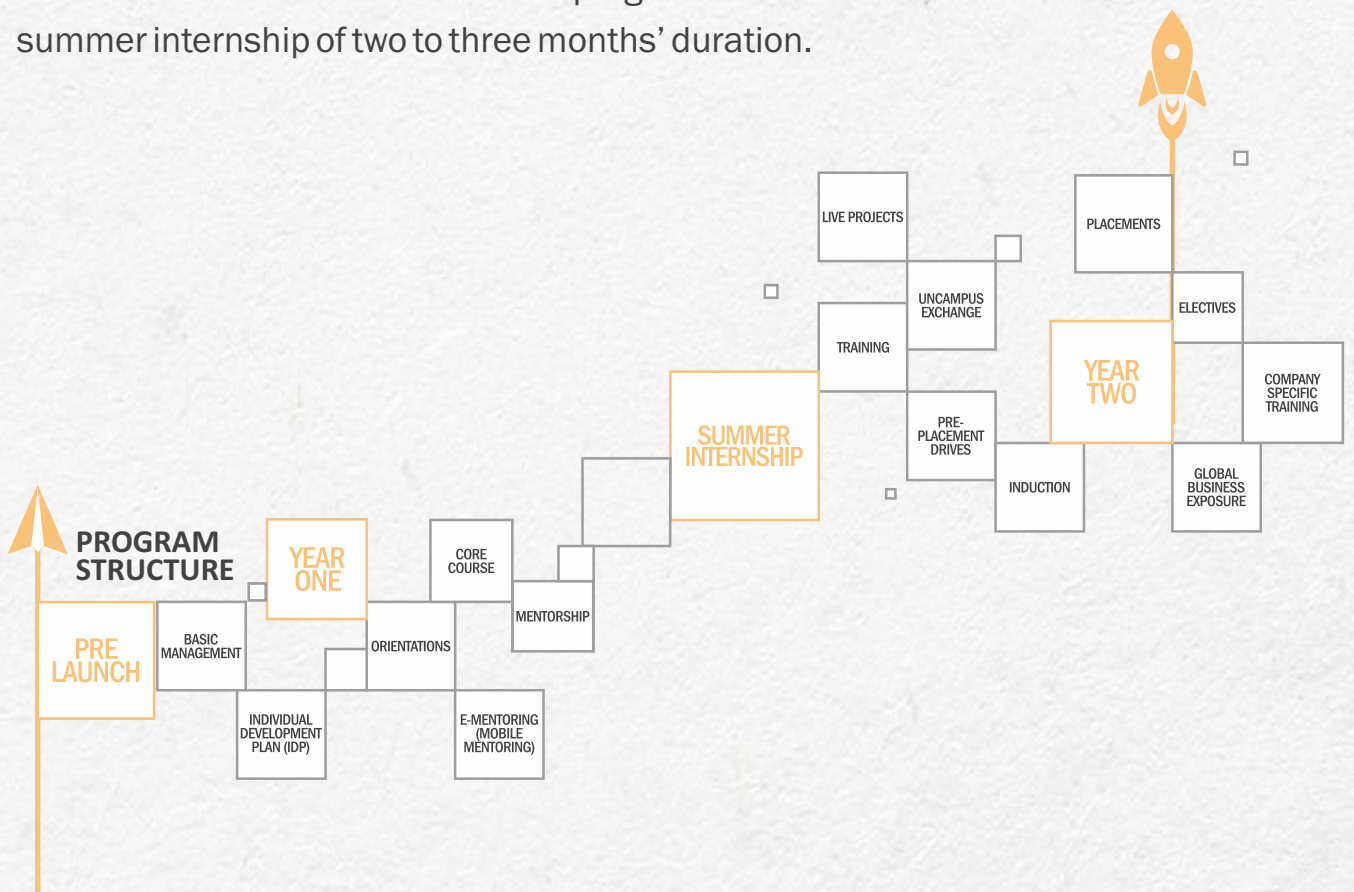
<b>DATE/DAYS</b>	<b>PGDM 2020-22 Batch (First Year)*</b>
Tuesday-Thursday, 30 March-1 April, 2021	Reappear Exam (Term II)
Wednesday, April 7, 2021	Final Declaration of Term II Result
Friday, May 7, 2021	Submission of Internal marks
Friday-Friday, 14-21 May, 2021	End-Term Examination (Term III)
Monday-Wednesday, 24-26 May, 2021	Spot Evaluation End Term (Term III)
Friday, June 4, 2021	Submission of End-Term Marks
Friday, June 11, 2021	Declaration of Term II Results
Monday-Wednesday, 14-16 June, 2021	Reappear Exam (Term III)
Wednesday, June 23, 2021	Final Declaration of Term III Result

\*Dates/Events are subject to change



# Programmes offered at Jaipuria Noida

Jaipuria, Noida offers three AICTE approved, NBA accredited and AIU equivalent two-year full time PGDM Programmes namely, PGDM, PGDM (Services Management), PGDM (Marketing) and a Fellow Programme in Management (FPM). Each academic year is divided into three academic terms of approximately three months each. Year one of the programme includes summer internship of two to three months' duration.





# Post Graduate Diploma in Management - Service Management **PGDM (SM)**

Jaipuria Institute of Management Noida's Post Graduate Diploma in Management (Service Management) is an AICTE approved, AIU equivalent and NBA accredited two-year full time programme. The program is recognized by AIU as equivalent to MBA and is designed to develop world class management professionals to be absorbed in the growing service industry with a strong value system. The programme aims at grooming service-minded professionals for managing the vast and the fastest-growing services sector. This sector today offers the largest number of jobs and entrepreneurial opportunities both in the new-age economy as well as in the proven sectors such as banking, finance, insurance, real estate, ITES, health care, media & communication, entertainment, retail, consultancy & research, etc. In addition to the core subjects taught in the first year of PGDM (Service Management), the PGDM (SM) program offers a rich basket of elective courses that cater to the requirements of the ever growing service industry.

The Programme offers specialized courses under the basket of Programme Specialization courses like: service management, managing service operations, managing people in service firms, technology management for services, service etiquettes etc. which expose students to the context of service industry. These courses enable them to understand the nitty gritty of services business which would help them to evolve into successful professionals in the service sector.

PGDM (SM) offers a unique opportunity to students to opt for sectoral electives. The students get three broad options of sectors: Consultancy, Banking & Financial Services and Retail. Students may choose specific courses under each of these sectors. For example, under the Consultancy sector, students may opt for courses like Corporate Valuation, Corporate Restructuring, Equity Research, Strategic Marketing Research, Knowledge Management, Business Analytics, etc.

To meet the industry requirements of cross-functional expertise, other than Programme specialization courses related to service industry; PGDM (Service Management) programme offers five broad tracks of functional specializations: Marketing Management, Finance, Operations Management, Human Resource Management, Business Analytics and Decision Sciences. Well perfected over a period of time, the industry oriented syllabus and curriculum are constantly updated to remain contemporary as well as futuristic in orientation. We are, thus, able to groom managers to be ready to meet the ever changing demands of the service industry. PGDM (SM) typically delves into the study of leadership, customer service, team building and taking social responsibility so that a student develops the necessary skills to provide quality service in a variety of businesses.



# Programme Structure

PGDM (SM) is a professional management course spread across two academic years. An academic year is divided into three academic terms. The Programme comprises of 25 core courses and 15 elective courses. Out of these 15 elective courses, 2 elective courses will be offered in the first year. 13 electives will be offered in second year of the program. Students can earn dual specialization by opting for elective courses from Programme related Specialization courses and in other functional areas of management.

The Programme related Specializations also includes Sectoral Specializations from 3 sectors: Banking and Financial Services, Retail and Consultancy. The bouquet of electives related to Program Related Specialization comprise of electives like services marketing, technology management related to services, managing people in services firms. In the programme, three sectoral specializations are offered, out of which any one sectoral specialization is mandatory for students.

In total, students can opt for 7 courses from this complete bouquet comprising of Programme and Sectoral specialization in a span of two years. Out of 7 courses, 4 would be chosen from Programme Specialization courses and 3 would be chosen from Sectoral Specialization courses in the second year. Functional Specialization (also known as Area Specialization) offers electives from functional areas like Marketing, Finance, Human Resource, etc. In the second year of the program, 5 electives may be chosen from any one functional area besides 2 open electives. Each specialization offers innovative courses for emerging careers. Jaipuria follows a continuous system of assessment and evaluation for measuring students' learning outcomes. Each course therefore assesses student learning through different pedagogical interventions on continuous basis.

The curriculum ensures that in the first year, core courses are covered to strengthen basic functional management knowledge for holistic perspective of general management. After completion of three trimesters, students undergo summer internship to gain first-hand experience of working in the real business world and for application of classroom learning. The third trimester of first year provides opportunity to students to choose courses in the area of specialization of their interest. The three trimesters in the second year ensures in-depth conceptual understanding and practical application.

## Pedadogy

The learning pedagogy has been widely acclaimed and has made Jaipuria Noida students stand out. It equips them to deliver high performance across businesses and geographies. Time-tested and carefully chosen pedagogical tools like classroom discussions, case studies, quizzes, assignments, roles play, business simulation games, lab exercises and real-time data collection using databases, live projects, field visits, expert interviews and industry visits help students in understanding and analysing the business model, market, industry, economy, etc. Such regular interventions allow the students to understand, learn, grow and evolve into industry-ready professionals.



## Number of Credits in PGDM (SM) Programme

The PGDM (SM) program has a total 103.5 credits, of which 52.5 credits correspond to core courses, 45 credits correspond to elective courses and 6 credits are for Summer Internship Project. 39 credits would be allocated to second year elective courses and 6 credits are allotted to third-term electives in the first year. Students need to select a total of 15 elective courses and the proposed combination is:

A.	Programme Specialization Electives	:	4
B.	Sectoral Specialization Electives	:	3
C.	Area Electives	:	6
D.	Open Electives	:	2

## Intended Outcomes Programme Educational Outcomes

- PE01 : Attain managerial positions in their organizations.
- PE02 : Provide innovative and sustainable solutions to complex problems.
- PE03 : Demonstrate emotional intelligence in socially and culturally diverse teams and settings.
- PE04 : Engage in life-long learning to stay relevant in a dynamic business environment.
- PE05 : Display entrepreneurial mind set
- PE06 : Effectively leverage technologies
- PE07 : Demonstrate ethical behaviour

## Programme Goals

- PG1 : **Professional Proficiency:** Proficient in current business theory and practice, effective communication, use of key technological tools and resources and breadth and depth of knowledge in key business disciplines.
- PG2 : **Teamwork:** Adept at working in teams with people from diverse backgrounds.
- PG3 : **Social Responsibility:** Knowledge of moral and practical obligations and the commitment to sustainable practices of market participants to contribute in positive ways to society.
- PG4 : **Creativity:** Address organizational issues using innovative, imaginative and unorthodox approaches.



## Programme Level Outcomes – PGDM (SM)

The graduates of the programme will be able to:

- PL01 : Communicate effectively
- PL02 : Demonstrate the Ability to Work in Teams to Achieve Desired Goals
- PL03 : Reflect on business situations and apply relevant conceptual frameworks in service management context
- PL04 : Evaluate different ethical perspectives
- PL05 : Discuss the centrality of customer experience in service management
- PL06 : Exhibit innovative and creative thinking

## Curriculum Architecture

### TRIMESTER – I Core Courses

No.	Courses	Credits	Sessions	Hours
1	Data Analysis Using Spreadsheet	3	24	30
2	Accounting Fundamentals	3	24	30
3	Managerial Economics	3	24	30
4	Statistics for Management	3	24	30
5	Organizational Behaviour	3	24	30
6	Business Text Analysis	1.5	12	15
7	Fundamentals of Marketing	1.5	12	15
8	Principles of Management	1.5	12	15
	<b>Total</b>	<b>19.5</b>	<b>156</b>	<b>195</b>

### TRIMESTER – II Core Courses

No.	Courses	Credits	Sessions	Hours
1	Marketing Management	3	24	30
2	Corporate Finance	3	24	30
3	Managing Human Resources	3	24	30
4	Operations Management	3	24	30
5	Business and Economic Environment	3	24	30
6	Professional Spoken Communication	1.5	12	15
7	Management Accounting	1.5	12	15
8	Legal Aspects of Management (Seminar)	1	8	10
9	Workshop on Design Thinking	1	8	10
	<b>Total</b>	<b>20</b>	<b>160</b>	<b>200</b>



### TRIMESTER – III Core + Elective Courses (Specialization Core)

No.	Courses	Credits	Sessions	Hours
1	Strategic Management	3	24	30
2	Applied Managerial Communication	3	24	30
3	Management Information Systems	1.5	12	15
4	Business Research Methods	1.5	12	15
5	Workshop on Professional Ethics	1	8	10
6	Workshop on Entrepreneurship	1	8	10
7	Business, Environment and Social Sustainability (Seminar)	1	8	10
8	Strategy Simulation (Workshop)	1	8	10
9	Elective Courses-Specialization Core Marketing Management/ Finance / Human Resource / Operations Management/ Business Analytics and Decision Sciences/Programme Specialization*	6	48	60
	<b>Total</b>	<b>19</b>	<b>152</b>	<b>190</b>

\*Electives have to be chosen 1 each from any of the two specializations - Programme Specialization and Area (Functional Specialization) that the student intends to undertake

## Summer Internship Project – 6 Credits

### Fourth Trimester

No.	Courses	Credits	Sessions	Hours
1	Five (5) Electives	5 x 3=15	120	150
	<b>Total</b>	<b>15</b>	<b>120</b>	<b>150</b>

### Fifth Trimester

No.	Courses	Credits	Sessions	Hours
1	Five (5) Electives	5 x 3=15	120	150
	<b>Total</b>	<b>15</b>	<b>120</b>	<b>150</b>

### Sixth Trimester

No.	Courses	Credits	Sessions	Hours
1	Three (3) Elective Courses	3 x 3=9	72	90
	<b>Total</b>	<b>9</b>	<b>72</b>	<b>90</b>

## Specializations Offered\*

- A. Programme Specialization Electives
- B. Sectoral electives: Banking and Financial Services / Retail / Consultancy
- C. Area/Functional Electives (Human Resource Management, Marketing Management, Finance, Operations Management, Business Analytics and Decision Sciences)
- D. Open electives

\*In order to run a particular specialization combination, a minimum of 50 students (from total batch) should have opted for it. For an elective to be offered, there has to be a minimum of 15 students. However, there may be certain exceptions based on the approval received from the Director/Dean (Academics).



## A) Programme Specialization:

Students may choose 4 (1 elective in Term-III and 3 electives in Final Year) from the following list:

- Service Management (Programme Specialization core – 3rd trimester)
- Customer Experience Management (Programme Specialization core – 4th trimester)
- Corporate Restructuring
- Microfinance
- Managing Service Operations
- Project Management
- Technology Management for Services
- Managing People in Service Firms
- Customer Relationship Management
- Retail Management
- Applied Aspects of Marketing Research
- Marketing Analytics
- Negotiation Skills
- Service Etiquette

## B) Sectoral Specialization:

Students may choose ANY 3 courses from any ONE of the following 3 Sectors in the Final Year

### **BANKING & FINANCIAL SERVICES**

- Financial Systems and Services
- Corporate Valuation
- Equity Research
- Corporate Restructuring
- Wealth Management
- Banking Operation & Credit Analysis
- Financial Derivatives & Risk Management
- Risk Management in Commercial Banks
- Marketing of Financial Services

### **RETAIL**

- Marketing on Internet, Social Media and Mobile
- Visual Merchandizing & Atmospheric
- Supply Chain Management
- Logistics Management
- Business Forecasting
- Retail Management
- Retail Store Management
- Customer Relationship Management

### **CONSULTANCY**

- Corporate Valuation
- Equity Research
- Supply Chain Management
- Optimization Techniques in Service Operations
- Brand Management
- Financial Derivatives & Risk Management
- Applied Aspects of Marketing Research
- Marketing Analytics
- Wealth Management
- Corporate Restructuring
- Business Analytics for Managers
- Investment Banking

**Note:** The sectors offered under Sectoral Specialization may be amended depending upon industry requirements and feedback.



## C) Area Specialization:

Students may choose any 6 subjects out of these Area (functional) Specializations. Out of these electives, 1 elective would be chosen in the first year and 5 electives would be chosen in the second year.

### Marketing Management

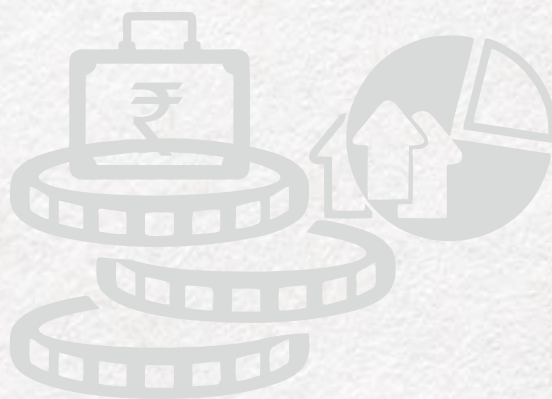
- Marketing Planning & Control (Specialization Core)
- Sales Management and Business Development (Specialization Core)
- Consumer Behaviour in Services
- Global Marketing
- Services Marketing
- Marketing Analytics
- Digital Marketing
- Online Branding and Reputation Management
- Brand Management
- Applied Aspects of Marketing Research
- Customer Relationship Management
- Retail Management
- Distribution and Channel Management
- Marketing of Financial Services
- Integrated Marketing Communications
- B2B Marketing
- Strategic Marketing
- Social Media Marketing
- Marketing of Tourism and Hospitality Services

### Human Resource Management

- Advanced HRM (Specialization Core)
- HR Analytics
- Talent Acquisition
- Learning & Development
- Performance Management System
- Compensation Management
- International HRM
- Human Resource Information System
- Industrial Relations and Labour Laws
- Organization Change & Development

### Finance

- Advanced Corporate Finance (Specialization Core)
- Corporate Valuation
- Financial Derivatives and Risk Management
- Financial Systems and Services
- Investment Management
- Project Finance
- Wealth Planning
- International Finance
- Risk Management in Commercial Banks
- Financial Modeling & Analysis
- Corporate Tax Management
- Fixed Income Securities
- Corporate Restructuring
- Microfinance





## Operations Management

- Operations Research (Specialization Core)
- Supply Chain Management (Specialization Core)
- Logistic Management
- Optimization Techniques in Business Operations
- Business Forecasting
- Quality Management
- Operations Strategy
- Materials and Inventory Management
- Managing Service Operations
- Project Management
- Advanced Data Analytics for Managers

## Business Analytics and Decision Sciences

- Introduction to Business Analytics (Specialization Core)
- Data Visualization (Specialization Core)
- Predictive Analytics (Specialization Core)
- Text Analytics (Specialization Core)
- Introduction to Machine Learning and Artificial Intelligence (Specialization Core)
- Supply Chain Analytics
- Financial Analytics
- People Analytics

## D) Open Electives

Any two open electives may be chosen from Area Specializations (listed above) or Liberal Arts/Additional electives basket (as mentioned below). The specific courses within this basket would be decided every academic year.

## Additional list of electives:

### Information Technology

- E-Commerce
- Enterprise Resource Planning
- Cloud Computing for Business Management
- Web and Social Media Analytics
- Dash Board Reporting using Advanced Excel
- Knowledge Management
- E-Governance

### Business Communication

- Workplace Etiquette
- Cross-cultural Communication (1.5 credits)
- Persuasive and Assertive Communication (1.5 credit)
- Digital Media Communication (1.5 credits)
- Internal Communication (1.5 credits)
- Negotiation Skills

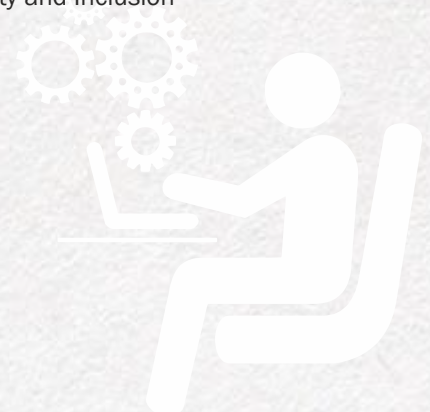
### International Business

- International Business
- Doing Business with Emerging Economies
- Applied Econometrics for Managers
- Global Business Environment
- Management of MNCs
- Export/Import Procedures & Documentation
- International Finance
- International Human Resource Management
- Global Marketing

### Liberal Arts Basket:

- Career Advancement through Personal Effectiveness
- Cross Cultural Sensitivity
- Happiness and Well-being
- Language Chinese
- Language Spanish
- Women studies: Diversity and Inclusion

**Note:** The courses offered under each specialization may be amended depending upon industry requirement and feedback.





# Section II

Teaching and Learning Process



## Teaching Learning Process

Teaching is an active process in which an instructor shares knowledge with students and facilitates their thinking to bring about behavioural changes. Learning is the process of thinking and assimilating information, with a resultant change in behaviour. The teaching-learning process is thus, a planned interaction that promotes behavioural change which is not a result of maturation or coincidence. Instructor is the prime mover of the teaching-learning process. He/she directs flow of the process and facilitates learning. While the instructor serves as the main control, learner is considered as the key participant in the teaching learning process. He/ she is regarded as the primary subject. Therefore, a student has to become more responsible for his/her learning. Assuming the onus of learning is on him/her, the student is required to "pull" out the information he/she is seeking from the process facilitated by the instructor, and think actively to develop a new perspective of reality.

## Expectations from the Student

1. The student shall be responsible for his/her learning, actively engaging in various learning activities and continuously monitoring his/her learning and development. The student shall review, revisit and regulate his/her learning on a daily basis. When a student finds that he/she has not understood something, he/ she shall promptly seek the support of classmates and the concerned faculty, to clarify his/her understanding of the subject content.
2. Each student shall do pre-reads (content, cases, chapter, reading) without fail and discuss them with members of his/her study group. For every contact hour in a class, he/she shall invest two hours for preparation, assignment and review of learning.
3. Each student shall learn collaboratively, participate in group learning exercises, be an active member of the study group, take initiative in classroom learning processes and support classmates to learn, grow and excel.
4. The student should not resort to any kind of plagiarism in assignments/ reports/ projects/ SIP synopsis and reports, etc.
5. The students shall ensure attendance and active participation in industry visits, industry mentoring sessions, guest sessions, workshops, conclaves, conferences, and club/committee activities organized by the Institute for the enrichment of student learning.
6. Each student shall value diversity in perspectives, reasoning and background of classmates. The student shall have to realize that his/her aim is not only to achieve excellence in individual learning, but also to learn from fellow students and support them in their learning.
7. The student shall vigorously hone his/her critical, analytical, creative and integrative thinking skills through initiation, participation, questioning, thoughtfulness, curiosity, experimentation, etc.
8. The student shall actively participate in co-curricular and extra-curricular activities to develop personality and contribute to institution building.
9. The student shall take assessment components seriously and attempt all components with the utmost integrity. He/she shall pay utmost attention to collective and individual feedback given by the instructor. If he/ she has some dissatisfaction with the concerned instructor or concerned officials, as mentioned in assessment grievance system, the Institute shall resolve his/her grievance without compromising on academic standards.
10. Students may give suggestions to improve teaching-learning and assessment processes to the Programme Director and the Director, with a view to enhance quality of education at the Institute. The Institute shall take them with utmost sincerity. Working upon them, however, requires collective consideration and judgment.
11. To continually upgrade and upscale the learning pedagogy, a student is expected to offer a formal feedback, which must be submitted online on the dates advised by the Programme Office, failing which the student may be debarred from taking the exam. The student should take utmost care in filling the feedback and must give fair views on various components as sought in the feedback form.

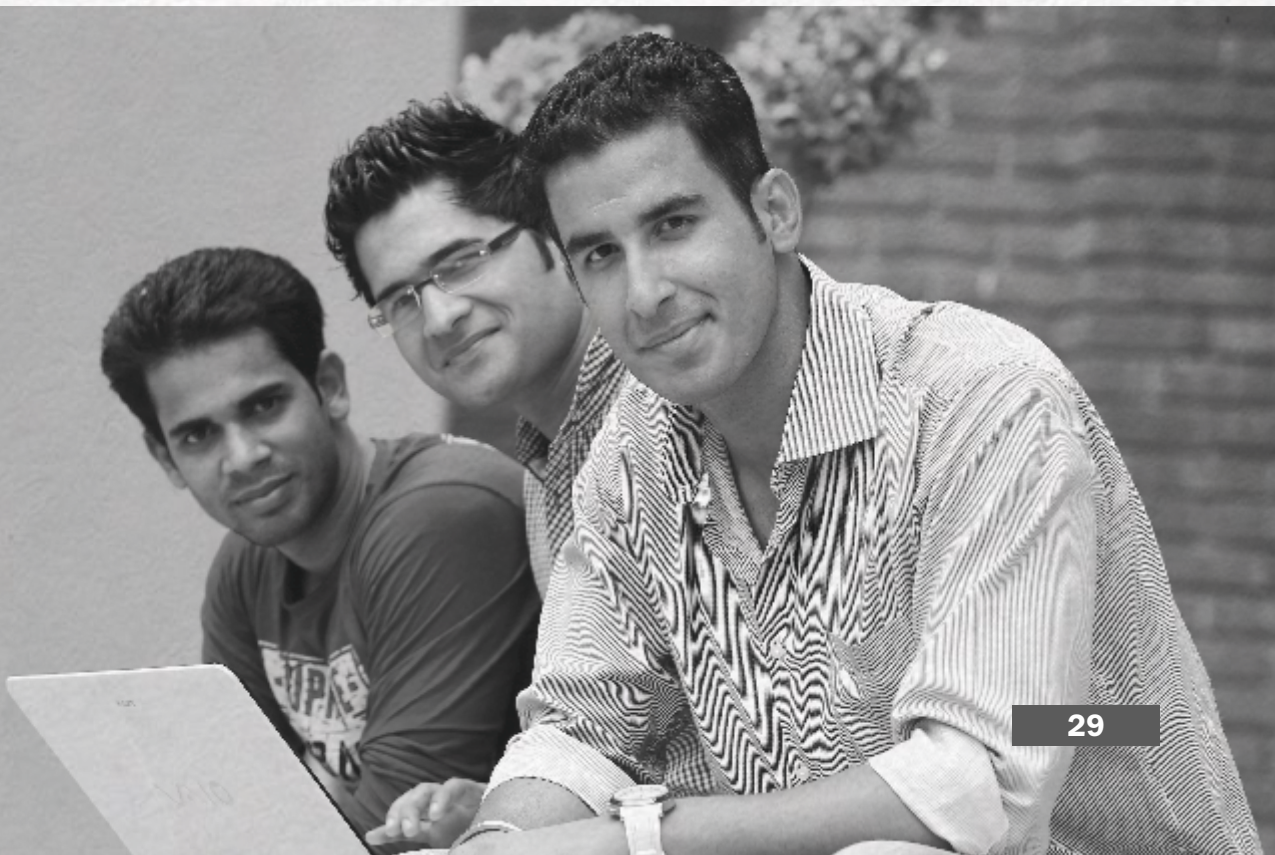


# Expectations from the Study Group

*A study group comprises of 5 to 6 students, actively engaged in mutual support, collaborative learning and team development. It has its norms, values and processes, aimed at benefitting all members. Members of the study group will be of the same PGDM programme and the same section.*

The following expectations are set for the study group:

1. A study group is expected to meet at least three to four times a week as per mutually decided timings. Meeting entails sharing of ideas and understanding of instructional materials, debating diverse viewpoints and planning group assignments.
2. Each study group is assigned a faculty mentor for guidance. Subsequently, an industry mentor would also be available in the later part of the course. Study group members are partners in learning and development. They shall take full advantage of the mentoring process. If they do not derive benefit from it, they shall share their concerns with their Programme Director, who will address them suitably.
3. A study group is expected to monitor its processes, deadlines, and ensure that its members do not follow dysfunctional group processes such as social loafing. Its members shall resolve such issues internally. However, if they fail to handle the same, they shall take the help of their faculty mentor.
4. A major expectation from the study group is that its members will sharpen their teamwork, negotiation, conflict resolution and communication skills. Thus, team members should treat their group issues as opportunities for improving their effectiveness in organizations in future.
5. Group assessment of learning (20%-30%) is a substantial part of the assessment. Each study group member is expected to contribute equally to the group assignment/project. The members should not divide responsibility for doing assignments for different subjects. The instructor may punish individuals or the whole group if he/she finds that the assignment is done by only a few students. In case they find it difficult to complete such assignments collectively, then group members must bring this to the notice of their mentor in advance.





# Section III

**Academic Rules & Regulations**



# 1. Attendance Rules

The Institute follows a comprehensive approach towards supporting and evaluating academic performance of students. Such an evaluation system encompasses provision of disincentives to abstain from classes and concurrent academic assessment in the form of quizzes, assignments, projects etc. This is in addition to centralized mid-term and end-term examinations.

- i. The Institute requires punctuality and regular attendance from all students in all classes.
- ii. Coming late to class is a serious breach of discipline. Students will not be permitted to leave early or come late to the class. In any case, no student is allowed to leave the classroom without permission from the faculty. The faculty shall have the right to cancel attendance for the particular period during which he/she engages, for indifference or for late coming without a valid reason by students.
- iii. Indifference to studies shall be considered violation of order and discipline. Absence from tests, examinations, non-submission of exercises / assignments in time and coming late to classes without valid reasons, shall be considered indifference to studies.
- iv. No student(s) shall in any manner prevent any other student or students from attending his/her their class(es) or doing his/her/their lawful duty.
- v. Parents/guardians are expected to watch their wards' attendance, posted frequently on Moodle by the Programme Office.

## 1. Attendance Rules

### 1.1. Academic Leave/Out Duty (OD)

In order to avoid any sub-grading in the course, student must maintain at least 80% (16 out of 20 sessions of 90 minutes each) attendance in a course. It means that a relaxation of 4 sessions out of 20 prescribed sessions has been given in a course which a student may miss due to valid and legitimate reason (if it is inevitable). Such absences from classes should only be due to exceptional reasons as mentioned below:

1. Sickness of self (Any sick leave applied for any number of days will be first deducted from the provisioned 4 sessions)
  2. Death in close family;
  3. Appearing at an examination (Graduation) which makes the student eligible for Jaipuria's PGDM programme;
  4. Exigencies at home;
  5. For miscellaneous untoward cases (such as Natural Calamities), the student must apply in Moodle for approval. Maximum number of ODs permissible for a student is only three. Maximum of all other leaves including medical, personal etc., is four. Any leave exceeding four will be treated as exception and will require rigorous documentary evidence for justifying the leave which will have to be submitted along with the leave application for approval (only medical certificate will not suffice).
- For Out Duty (OD), signing authority will be Activity Head and Dean Academics.
  - For medical and other leave, signing authority is Programme Director and Dean Academics.
  - For placement leave, signing authority is Placement/CRC members and Dean Academics.
- Any approval notified on Moodle is temporary unless it is finally notified by the respective programme coordinator (PMC). Initial approval may be reversed in case PMC finds data inconsistency in the leave form application filled by the student.



Students are strictly advised to remember the above-mentioned reasons for utilizing relaxation of four sessions. The Institute does not encourage or allow anyone to misuse this provision. Additional leave will lead to sub-grading in the respective courses. Hence, not abiding to 'attendance rules' on the part of a student may qualify for sub-grading. Students are therefore advised that during the current term or in the beginning of the next trimesters, the provision must be used judiciously.

We look forward to your commitment of maintaining the highest standards of academic norms and working with the Institute towards shaping yourself as an industry-ready management graduate. If absence from classes of a course exceeds 20%, the student will be subjected to grade drop (though maximum grade drop can only be up to Grade D instead of F unlike the previous academic year 2019-20) in accordance with the 'penalty for not-fulfilling the minimum attendance criteria' specified in Table 1. However, these rules are only applicable to academic year 2020-21 and are subject to revision in the following academic year.

**TABLE 1: Penalty for not Fulfilling Minimum Attendance Criterion (in a 3 Credit Course/20 sessions of 90 minutes each)**

<b>ATTENDANCE IN CLASSES</b>	<b>ABSENCE FROM CLASSES</b>	<b>PENALTY</b>
60% < Attendance < 80% (12-15 nos.)	>20% or <40% (5-7 nos.)	One Grade Drop (e.g., A+ to A)
Less than 60% (<12 nos.)	More than 40% (>7 nos.)	'FA' grade (equivalent to 'F' grade) will be awarded in the course. Students will not be allowed to appear in End-Term Examination of the course; however, he/she will be eligible to appear in Improvement Examination.

If absence from classes of a course is > 40% (more than 7 nos. out of 20 sessions), a student will be awarded an 'FA' grade in the course, in accordance with the 'penalty for not-fulfilling the minimum attendance criteria' specified in Table 1 and will not be allowed to appear in the End-Term Examination of that course. Such student will be eligible, in accordance with the provisions of the section 4.4 (ii), to appear in the Improvement Examination of the concerned course with an upper limit of 'C+' on the final grade in the course that could be awarded after the Improvement Examination.

- However, if such absence from classes is due to exceptional reasons such as sickness of self, death in close family etc., a student may apply for waiving off the grade drop by submitting a written application to the concerned Programme

Director. Such application should be submitted within 7 calendar days or latest by the last day of classes in the trimester, whichever is earlier. The application should be supported by adequate documentary evidence. The Programme Director shall put the case before Programme Committee for review and the latter shall forward its recommendation to the Director for decision. On approval by the Director, leave of absence from classes shall be sanctioned post facto for the requested/reasonable period and grade drop shall be waived off.

- However, for such applications, the leave granted will be inclusive of 20% leave of absence. This applies to medical and academic leave.



## 2. Assessment Structure

The Institute follows a system of continuous assessment using multiple methods of assessment, to monitor students' academic progression. Assessment is done to measure the knowledge, skills and application abilities of students with respect to the intended learning outcomes in the course. Course instructors assess the understanding of theories, business practices and applications, illustrated and discussed in the respective courses. The purpose of assessment is measurement of learning. In post graduate programmes, assessment focuses more on higher order thinking skills such as comprehension, analysis, synthesis, evaluation, creative thinking and practical insight.

### 2.1 Assessment Techniques/ Tools

Various techniques/tools are used for assessment of academic performance of students. Basket of tools include end-term examinations and a variety of components of continuous evaluation such as,

a. Classroom Participation,	f. Oral Examinations (VIVA),
b. Quiz (Announced or Unannounced),	g. Essay Writing,
c. Take Home Assignments,	h. Classroom Exercises,
d. Project Assignments,	i. Case Analysis.
e. Individual / Group Presentations,	

### 2.2 Assignment of Weightage to Assessment Components

As specified in Course outlines of the respective courses.

### 2.3 Duration of Centralized Examinations

The duration of end-term examination shall be 120 minutes.

### 2.4 Project and other assignments in courses

All project reports and course-related assignments etc. shall be submitted to the concerned instructor/s as per dates announced by the instructor/s.



### 3. Grading System

- (i) If the batch size is up to 30, Grading shall be done on the basis of absolute grading system.
- (ii) If the batch size is more than 30, grading will be done based on Relative Grading System, considering minimum (but not less than 35) and maximum marks of the course.
- (iii) A student who accumulates more than two permanent 'F' equivalents (even after Improvement Examinations) at any point during the first year will be subject to academic dismissal from the Programme/Institute. It implies that a student can carry two permanent 'F' equivalents to the second year. An 'F' equivalent is computed by adding 'number of permanent F grades x 1' and 'number of permanent D grades x 0.5'.
- (iv) A student who accumulates more than three permanent 'F' equivalents (i.e., including up to two permanent 'F' equivalents carried from the first year) at any point during the second year will be subject to academic dismissal from the Programme/Institute. It implies that a student who carries one permanent 'F' equivalent from the first year can accumulate a maximum of two permanent 'F' equivalents in the second year; one who carries two permanent 'F' equivalents from the first year can accumulate a maximum of one permanent 'F' equivalent in the second year.
- (v) A student who gets permanent Trimester Grade Point Average, TGPA, (even after the Improvement Examination) of less than 2.75 at the end of the first trimester will be subject to academic dismissal from the Programme/Institute.
- (vi) A student who gets permanent CGPA (even after the Improvement Examination), of less than 3.00 at the end of second /third trimester will be subject to academic dismissal from the Programme/Institute.
- (vii) The grading system is based on concurrent evaluation, with sufficient freedom given to the course instructor in deciding the pattern of evaluation. However, the instructor will ensure that at least 40% of the total evaluation is done through examination mode (End-Term) and hence a maximum 60% of the total evaluation through 'Continuous Evaluation' components.
- (viii) Numeric marks are awarded by the respective course instructors to each of the evaluation components. Total score is obtained by taking weighted average of the numeric marks of various components as specified in the course outline. Total marks thus received are converted to a letter grade, based on relative performance of the student. The letter grades are assigned on a 10-point scale with the grade 'A+' being the highest and 'F' or fail grade being the lowest.
- (ix) Conversion of numeric marks to letter grades: There is no fixed formula for conversion of numeric marks to letter grades; however, Course Instructors will consider the following points while assigning slabs for letter grades in the final mark sheet.
  - a. A student who scores less than 35% numeric marks (overall) will be given an 'F' grade in the course.

**Example:** Suppose a student is registered for four 3-credit courses and two 1.5-credit courses during a trimester (that is, total of 15 credits), and he/she secures A, B+, B, C+, A+, C grades respectively in the particular courses, his/her TGPA will be computed as follows:

$$TGPA = \frac{9 \times 3 + 7 \times 3 + 6 \times 3 + 5 \times 3 + 10 \times 1.5 + 4 \times 1.5}{15} = \frac{102}{15} = 6.80$$



- b. The cut off numeric marks for all other grades (other than grades F, FA, and I) will be decided by the Exam Cell.
- c. The total number of 'A' grades awarded (A-/A/A+) will not be more than 20% of the students in the course. The number of C+ grade and below will at least be 10% of the students in the course
- d. Based on the grade slab thus provided by the Course Instructor, the Examination Cell shall finalize the grades for each student under the course, subject to any moderation, as per process.
- (x) Each letter grade assigned, has a grade point associated with it. The grade point model is described in Table 2.
- (xi) Trimester Grade Point Average (TGPA):

Performance of a student in a particular trimester is measured by Trimester Grade Point Average (TGPA), which is a weighted average of the grade points secured in all the courses taken in the trimester and scaled to 10. TGPA is computed up to two decimal places.

- (xii) Cumulative Grade Point Average (CGPA): Cumulative Grade Point Average is computed up to two decimal places, taking into account the performance in all courses subscribed by a student up to the trimester for which results are last available.
- (xiii) Conversion Formula for CGPA to Percentage of Marks: Conversion formula for CGPA to percentage of marks shall be,  $\text{Percentage} = (\text{CGPA} - 5) * 8 + 60$ . It is to be construed that a CGPA of 5.00 is equal to 60%.

**Table 2 : Grade Point Model**

Letter Grade	Grade Point	Remark
A+	10	—
A	9	—
A-	8	—
B+	7	—
B	6	—
B-	5	—
C+	4	Eligible for Improvement Examination (with upper limit of B+ on final grade)
C	3	Eligible for Improvement Examination (with upper limit of B+ on final grade)
C-	2	Eligible for Improvement Examination (with upper limit of C+ on final grade)
D	1	Eligible for Improvement Examination (with upper limit of B+ on final grade)
F	0	Eligible for Improvement Examination (with upper limit of B+ on final grade)
FA	0	Eligible for Improvement Examination (with upper limit of C+ on final grade)
I	0	Awarded in case of absence from the End-term examination if the decision on final grade is pending



## 4. Examinations

- (i) The Institute believes and practices continuous feedback on performance, and follows a system of continuous assessment. The course instructor shall use at least three continuous assessment components. End-term examinations are compulsory in all courses.
- (ii) The Office of Controller of Examination (OCE) will conduct hall examinations (end-term) and process the results under the guidance of Dean (Academics).
- (iii) There will be an Examination Committee with Controller of Examinations (CoE) as its chairperson and Programme Director(s) as ex-officio members.
- (iv) The slots for hall examinations i.e., end-term examinations, will be published in the academic calendar. The schedule for end-term examinations shall be announced by the Office of Controller of Examination (OCE), while the dates for other continuous assessment components shall be decided by the Instructors of the respective courses. Normally, thirteenth week of the Term shall be the week for end-term examinations. Towards the end of each term, the OCE shall publish dates for end-term examinations for different subjects being offered during that Term, along with the format (online or physical).

### 4.1 End-Term Examinations

- (i) Appearing in End-Term examinations is mandatory for all the courses subscribed by a student during a trimester.
- (ii) If a student misses End-Term examination of a course

he/she shall be liable to be awarded 'Permanent F' grade and shall not be allowed to appear in Repeat Examination, except under the provisions of Section 4.2.

### 4.2 Repeat Examination

- (i) Repeat examination will be held within 15 days of declaration of the Provisional (pre-improvement examination) Trimester Result. Normally, Repeat Examination shall be combined with the Improvement Examination mentioned under Section 4.3.
- (ii) No fee will be charged for appearing in the Repeat Examination.
- (iii) Repeat Examination will be held only for end-term examinations. Students who could not appear in end-term examination may be permitted to appear in Repeat Examination, subject to the following pre-approved conditions:
  - a. Student's participation in his/her own placement process
  - b. Being on duly-approved official/institutional duty.  
  
Under rare circumstances, the application for Repeat Examination may be considered with due approval of the Dean Academics and Programme Director due to personal reasons such as
  - c. Major sickness of self
  - d. Death in close family etc.
- (iv) In case of (a) and (b) above, the student has to submit written application, duly endorsed by the concerned faculty/task head, to the Programme Director within

seven calendar days of completion of the end-term examination. Subject to approval from the Director, such students will be permitted to appear in the Repeat Examination. Otherwise, the 'Permanent F' grade assigned to the student in the particular course, in accordance with Section 4.2 (ii), shall stand awarded.

- (v) In case of (c) or (d) above, the student must represent his/her case in writing to the Programme Director, along with supporting documents, within seven calendar days of completion of the end-term examination. The Programme Director shall put up the case before the Programme Committee. The Programme Committee shall examine the case to assess its merit/ authenticity. If satisfied, the Programme Committee may, subject to approval from the Director, allow the student to appear in Repeat Examination. Otherwise, the 'Permanent F' grade assigned to the student in the particular course in accordance with Section 4.1 (ii) shall stand awarded.
- (vi) If a student chooses not appear in the Repeat Examination permitted under Section 4.2, the 'Permanent F' grade awarded to him/her in the particular course in accordance with Section 4.1 (ii) shall stand awarded.
- (vii) Normal grade drop due to attendance criterion shall be applicable to repeat examination under all circumstances.



## 4.3 Improvement Examination

- (i) If a student gets 'C+/C/C-/DF' or 'FA' grade in any course in a trimester, he/she shall be eligible for appearing for the Improvement Examination in the concerned course.
- (ii) However, a student may appear in a maximum of three courses (per trimester) of his/her own choice, for the purpose of Improvement Examination.
- (iii) Students appearing in the Improvement Examination of a course shall be understood to have surrendered the grade obtained in the end-term examination for that course, and the end-term marks originally obtained by him/her will be treated as null and void.
- (iv) The grade obtained by him/her after the Improvement Examination shall be awarded as his/her permanent final grade, without recourse.
- (v) The OCE shall notify the Programme Office to communicate the list of eligible students for Improvement Examination, along with the timeline for submission of written application and the requisite fee, on the official batch email IDs.
- (vi) The application for appearing in Improvement Examination, must be accompanied by a written application and deposit of a fee of ₹2500/- (Rupees Two Thousand Five Hundred Only) per course, on or before the timeline notified by the OCE.
- (vii) The OCE shall announce the schedule of Improvement Examination, which shall be the same as the schedule for Repeat Examinations referred in Section 4.2.
- (viii) Marks obtained by a student in a course after the Improvement Examination will be considered as final and 'permanent' for the purpose of assigning the grade earned in that course.
- (ix) If a student does not apply and/or submit the requisite fee for Improvement Examination on or before the due date or fails to turn up for the Improvement Examination after submission of fee, it shall be assumed that he/she is not interested in appearing in the Improvement Examination, and the marks and grade originally assigned shall stand awarded as final.
- (x) The resulting marks earned as a result of taking the Improvement Examination, shall be added to the marks originally scored in the continuous evaluation components, to arrive at the final total marks and grade, and these shall be used to calculate the TGPA or CGPA.  
**Example:** Assume that a course has the following weights for evaluation purposes: Quiz: 20%; Project: 20%; Assignment/Case Analysis: 20%; End-Term: 40%. Suppose a student scores the following weighted marks in different component of the course: Quiz: 4/20; Project: 10/20; Assignment/Case Analysis: 6/20; End-Term: 14/40. His/her total marks will be 34/100 and he/she will be awarded an 'F' grade in the course. Suppose the student appears in the Improvement Examination of the course and scores 20/40. His/her final marks in the different components will be: Quiz: 4/20 (Same); Assignment/Case Analysis: 6/20; Project: 10/20 (Same); End-Term: 20/40. His/her total marks will be 40/100 and he/she will be awarded the appropriate grade in accordance with the original grading slabs as proposed by the course instructor in the mark sheet of that course.
- (xi) TGPA obtained by a student after the Improvement Examination will be treated as the final and 'permanent' TGPA in the trimester. If a student does not apply/appear for Improvement Examination, the original TGPA obtained by him/her in the main/repeat examination will be treated as final and 'permanent' TGPA in the course.
- (xii) Grade drop due to attendance criteria will not be applicable in case of Improvement Examination; however, the highest grade that a student can earn in an Improvement Examination shall be capped at B+.
- (xiii) However, in case, a student appears in Improvement Examination due to 'FA' grade earned originally in a course, the upper limit of 'C+' on the final grade in the course shall be applicable.

## 4.4 Responsibility of the student to share his/her academic performance and related matters with his/her parents/guardian:

It is the responsibility of the student to regularly share his/her academic performance, including results and notices issued by the Institute, with his/her parents/guardian.

## 4.5

Parents are also responsible for updating themselves with information about their ward's performance through regular access to Moodle and such other interface provided by the Institute.



## 4.6 Feedback

The Institute follows a policy of continuous assessment and feedback. The purpose of feedback is to enhance learning and to help the student to reflect upon his/her learning habits and style. It should strengthen a student's ability of learning to learn. The instructor shall promptly respond to queries related to feedback.

## 4.7 Time schedule of Examination

Two weeks prior to the commencement of each end-term examination, the Office of Controller of Examination shall prepare and publish a schedule of examinations for each and every course conducted by the Institute.

## 4.8 Examinations: Code of Conduct

The Institute will notify in writing a code of conduct during examinations for students; it will be mandatory for students to abide by the same.

## 4.9 Academic Integrity at Examinations/Tests/Assignments

- (i) Students enrolled at the Institute shall maintain the highest standards of academic honesty. They have the responsibility to make known existence of academic dishonesty to their course instructors and, if necessary, to the Programme Director.
- (ii) Academic dishonesty includes, but is not necessarily limited to, the following:
  - a. Cheating - Giving or receiving unauthorized assistance in any academic exercise or examination, which includes using or attempting to use any unauthorized materials, information or study aids in an examination or academic exercise.
  - b. Plagiarism - Representing ideas, language, any other material or works of art of others as one's own. Reproducing copyrighted material or works without due written permission.
  - c. Falsification - Falsifying or inventing any information, data or citation, without adequate grounds, in an academic exercise.
  - d. Multiple Submission - Submitting substantial portions of any academic exercise more than once for credit without prior authorization and approval of the current instructor.
  - e. Complicity - Facilitating any of the above actions, or performing work of another student, then presenting as his or her assignment.
  - f. Interference - Interfering with the ability of a student to perform his or her assignments.
- (iii) If a situation of academic dishonesty arises, that is not covered in the above Section [Section (ii)], the Examination Committee shall make a recommendation to the Dean Academics, who in turn, shall initiate necessary action.

## 4.10 Handling of Cases of Unfair Means in Hall Examinations

- (i) Any suspicious activity observed by the invigilator shall qualify for being put up to the Examination Committee under the Unfair Means Policy.
- (ii) The invigilator shall seize all the incriminating material/evidence from the candidate, and then obtain a written statement, duly signed by the candidate. The invigilator shall then issue a new answer script and allow the student to continue to write his/her answers for the remaining period of that examination. The matter shall be reported to the Controller of Examination with all relevant documents on the same day which, in turn, will refer it to the Examination Committee.
- (iii) The student shall be given a fair opportunity to defend the case in front of the Examination Committee, as per date announced by the CoE.



- (iv) The student reported for having used unfair means/ possessing incriminating materials, will then be allowed to appear in subsequent examinations of that term. However, in case the same candidate is again found guilty of indulging in misconduct or malpractice during any of the subsequent examinations, she/he shall face harsher consequences that can go upto expulsion from all remaining examinations, or from the Institute.
- (v) The Examination Committee at the Institute shall determine its own procedure of inquiry in each case, and after necessary investigation and inquiry, will submit a report with recommended punishment to the Dean (Academics). The Dean (Academics) will issue the necessary order of punishment. In case of academic dishonesty in tests/ quizzes/ assignments, etc., the concerned instructor shall report the incident to the Dean (Academics) who, in turn, will initiate action.

## 4.11 Sanctions

- (i) Any student found guilty of academic dishonesty may, for the first offence, receive any one, or a combination, of the following penalties:
  - a. Failure for the academic exercise in component for which academic dishonesty was found.
  - b. Grade drop in the course.
- c. Any other punishment recommended by the Examination Committee.
- (ii) For second offence of academic dishonesty, a student may be subject to any combination of the above penalties and, with concurrence of the concerned authority, suspension from the Institute for one year.

## 4.12 Feedback, Fairness and Grievance Redressal

- (i) The grievance of a student shall be taken sympathetically and the student shall be given a fair chance to state his/her viewpoint. If the grievance is found to be genuine, it shall be redressed immediately. If an instructor feels that she/he needs time to reconsider her/his decision, the student shall be informed accordingly.
- (ii) Any grievance related to assessment shall be first reported verbally by the aggrieved student to the course instructor. It is expected that most grievances shall be redressed at this level. The duration of grievance redress at this stage is one week.
- (iii) In case the student is not satisfied with the response forwarded by the course instructor, she/he may then report the matter in writing to the concerned Programme Director, who shall then mediate and speak with the concerned instructor and if required, with Dean (Academics). It is expected that the remaining grievances shall be redressed at this stage. Duration of grievance redress at this stage is one week.
- (iv) If the issue is not resolved to the satisfaction of the student, he/she may approach the Director and submit the grievance in writing. The Director shall respond to it in writing within two weeks. The Director's decision in the matter shall be final and binding.
- (v) In addition to the internal Grievance Redressal mechanism, students may share their grievance by writing to ombudsman.noida@jaipuria.ac.in. This is as per Clause 1 of Section 23 of AICTE Act, 1987.



## 2. Summer Internship

Summer Internship Project (SIP) is a six-credit course to be undertaken by students for two to three months. It is mandatory for all the students to undergo Summer Internship in the intervening period between close of Trimester III and commencement of Trimester IV, to complete the Diploma Programme. Students are required to submit a certificate of completion of Summer Internship before Registration for the second year. In case of delay in submission of certificate of completion of the summer project, provisional registration to the second year may be permitted by the Programme Director, subject to obtaining the certificate within a specified period of time.

SIP workshop is conducted in the third trimester to sensitize students about the requirements and intricacies of Summer Internship which has twin objectives of doing an effective internship and producing a conclusive research report. The project undertaken during the Summer Internship will be assessed by faculty mentors, industry mentors and a faculty panel. Students shall submit the report after 5 days of completion of summer training or one week before joining the second year, in case completion is delayed. During the first week after re-orientation for the second year, the student will make presentations to a Faculty Panel. Industry mentors will share their feedback with the Institute on the student's performance through a prescribed format after the completion of the project. Various components of the SIP evaluation are as follows:

S.No.	Component	Marks
1.	Summer Project Proposal	20
2.	Final Project Report Faculty Guide Evaluation	20
3.	Presentation to Faculty Group	60
4.	Industry Mentor Evaluation	100
	<b>Total</b>	<b>200</b>





# Section IV

Student Engagement and Support



## Student Engagement and Support

Students are encouraged to involve in managing various cultural as well as corporate events. The Institute organizes several annual events such as Jaipuria Annual Management Conference (JAMC), Conclaves (functional area conclaves), 'GRAVITY' (Entertainment, Management and Sports Annual festival) and other smaller gatherings such as the "Talent-Hunt", fresher's party etc. Various activities for example, national level music, drama, poetry

competitions and appreciation of the rich Indian cultural heritage, are also envisioned for students through a series of programmes organized on the campus every year in association with SPIC MACAY, Art of Living, Aurobindo Society, etc. Students are nominated for participation in co-curricular and extracurricular activities of other institutes and professional bodies. All clubs and committees plan events specific to their theme and interest.

## The Student Excellence Council (SEC)

Members of Student Excellence Council (SEC) are the main driving force for success and growth of any institute. The Student Excellence Council plays a very important role. The SEC comprises of elected/selected student leaders who represent all students. They are a link and bond between the management, staff and students. Committee coordinators are chosen from amongst the final year students through an election (voting by the students) and selection (selection panel comprising of Senior Faculty) process. Various categories and associated responsibilities for which the students are selected under SEC are described below:

Roles and Responsibilities of various position holders in Clubs/Committees

### President SEC 2020 (Second Year)

- He/she will be responsible for the overall smooth functioning of the Clubs/Committees and all the activities connected with them.
- He/she will be directly responsible to the faculty coordinator of the Clubs/Committees and respond promptly to instructions/directions given from time to time.
- He/she will be responsible for choosing/selecting guest(s) for a particular activity/event in consultation with the faculty coordinator and will ensure proper dispatch of invitation, and check its receipt from the guest on phone/mobile and confirm to the faculty coordinator.
- He/she will prepare estimates of fund

requirement for each activity under the guidance of the faculty coordinator.

- He/she will be the 'Master of Ceremony' for any particular event/activity of the Clubs/Committees, assisted by member(s) nominated for the purpose.
- The President, SEC 2019 has to coordinate four big events that fall under SEC 2020 (e. g., GRAVITY, JSM, JAIPURIA AWARDS, FRESHERS etc.)
- The entire working and performance of Club/Committees will be the responsibility of the President SEC 2020.
- Fortnightly reports of meeting must be shared by SEC Office.

### President Academic/Non-Academic Committee /Club 2020 (Second Year)

- He/she will be responsible for the overall smooth functioning of the Club/Committee and all activities connected with it.
- He/she will be directly responsible to the faculty coordinator of the Club/Committee and respond promptly to instructions/directions given from time to time.
- He/she will be responsible for choosing/selecting a guest(s) for any particular activity/event in consultation with the faculty coordinator and will ensure proper dispatch of invitation, and check its receipt from the guest on phone/mobile and confirm to the faculty coordinator.



- He/she will prepare estimates of fund requirement for each activity under the guidance of the faculty coordinator.
- He/she will be the 'Master of Ceremony' for any particular event/activity of the Club/Committee, assisted by the member(s) nominated for the purpose.
- Detailed budget and blue print have to be shared with the SEC Office before any event.
- All the events and activities organized by any Committee/Club has to be informed to the complete SEC 2020 group, along with formal invitation to all the office bearers.
- President SEC 2020 should be informed about any activity or event before-hand.

**Vice President Academic/Non-Academic Committee/ Club 2020 (Second Year)**

- He/she will be directly responsible to the President of the Club/Committee and ensure proper attendance of all the members during all the activities of the Club/Committee.
- Attendance thus taken during an activity will be put up by him/her for counter signature of the President and faculty coordinator, and then forwarded to Examination Department for credit points.
- He/she will be responsible for receiving and seeing off the guest(s) for all the activities conducted by the Club/Committee and will be assisted by designated members.
- Detailed budget and blue print have to be shared with the SEC Office before the event.
- All the pre event and post event responsibilities have to be disseminated to all the first-year coordinators and follow up has to be done.

**SEC Coordinators (First & Second year) (On need basis, they will act as backup.)**

- They will be responsible to the President SEC 2020 for the preparation of each activity. It is mandatory for them to work and coordinate in all the events that fall under SEC 2020.
- He/she will be chief coordinator of all the activities that fall under SEC 2020 events (procurement of items, prizes, distribution, Audi arrangements with seating, audio-video settings, bouquet presentation etc.) and will be directly responsible to the President and faculty coordinators.

**Senior Coordinators (Second Year)**

- They will be responsible to the President, Vice President for preparation of each activity. It is mandatory for them to attend all the events of Clubs/Committees and motivate others to participate in their Club/Committee events.
- They will support their Club/Committee for smooth functioning and inform the President about any issue and non-compliance.
- Attendance and duty allocation of all the meetings, have to be recorded and managed, along with the respective badge holder.

**Junior Coordinators (First Year)**

- They will be responsible to the President, Vice President for preparation of each activity. It is mandatory for them to attend all the events of Clubs/Committees and motivate others to participate in their Club/Committee events.
- They will support their Club/Committee for smooth functioning and inform the President about any issue and non-compliance.
- All the pre and post event work and plans have to be executed and further displayed.
- Attendance recording has to be managed for credit score.



# Academic Committees/Clubs

## Academics Programme Committee

Academic Programme Committee is a vital organ of Jaipuria Institute of Management. The Committee main objective is to ensure a healthy academic atmosphere and enhance the learning experience for students. It monitors students' academic experience and reviews the courses as and when required. It constantly looks at the latest changes that are coming up in the field of management and provides recommendations to the Programme Office for reflecting these changes in the curriculum to make students academically prepared to meet industry demands. It provides an interface between the student community, faculty, and the Institute's management, in order to address issues faced by students. This Committee plays an important role in guiding students in choosing the electives. It organizes course-related workshops to help in making students familiar with the electives. The Academic Programme Committee also arranges sessions to help the students cope with their studies and overcome any problems they may be facing. This Committee manages classroom infrastructure, academic content availability, open house planning, facilitating regular & guest sessions and supporting the Programme Cell. It also felicitates trimester toppers through an award ceremony.

## Research and Publication Committee

The objective of the Research Committee is to build research capacity and enhance both quality and quantity of academic research, in order to be regarded as a leading Institute across the globe. Research Committee provides a conducive platform for students to enhance their knowledge and stay competitive. The Committee also encourages students to write research papers and provides them with the necessary assistance to get them published/ presented at various conferences. The Committee also organizes national level SIP competition for students.

## HR Club: IPSA

The HR Club – IPSA at Jaipuria Institute of Management, Noida is one of the academic clubs of Student Excellence Council (SEC) and is led by a President, Vice President, along with dedicated first and second year students who are highly active with NHRDN, NMA, AIMA and other professional management associations, to learn, promote and drive HR movement in Delhi/NCR. In the pursuit of bridging the gap between academia and industry, IPSA organizes regular industry guest sessions, intra and intercollege competitions for management students across Delhi/NCR. With students' own efforts, support from CRC of the Institute and HR faculty members, members of the Club invite seasoned HR professionals and established academic experts to help students map and shape their HR aspirations. IPSA also tries to facilitate opportunities of live projects, SIP and mini-projects in the HR domain.

## Marketing Club

Marketing Club brings together some of the brightest minds, interested in exploring the fast changing dynamics of market. The Club aims at keeping members abreast of the latest on marketing while integrating the vast experience of its members across functions and industries such as advertising, research, sales, branding communication and digital marketing, to name a few. Marketing Club is largely a student-driven club. It tries to bring out in students a marketing acumen through various activities. Marketing Club organizes speaker sessions, debates, talks, discussions, workshops and seminars, to provide industry and functional exposure to students. The Club aims to create a good learning environment and enhance the skill sets of the students in the area of their interest.

## Finance Club

This is an academic club which focuses on developing interest of the students in the finance domain.



This is a student driven club, led by a President, Vice President, and includes coordinators and members across first year and second year, under the supervision of a faculty. The Club organizes activities such as guest talks, workshops, trading games, finance quizzes etc. It also publishes an annual magazine named 'Crunch'.

#### **Operations Club**

Club ITOPS, the official information technology and operations club of Jaipuria Institute of Management Noida, has the vision to be one of the leading clubs in the B-school fraternity by acting as an interface between academics and industry best practices. The Club conducts several activities such as guest sessions, case study competition, Business quizzes, simulation event, games, through inter college and intra college events. The Club organizes events such as Industry guest session, Selfie and Dubsplash Competition, Cyber Gaming Event, Business Idea Presentation on Mobile App etc.

#### **Communications Club**

The Communications Club at Jaipuria, Noida has been established with the objective of honing debating skills in students. This helps members in enhancing language proficiency and communication skills.

- Main focus of the Club is to promote appreciation for literature, besides developing reading, writing and listening skills of the students.
- Objective of the Communications Club is to facilitate members to gain knowledge and develop skills from an unbiased learning and thinking process and participation in the knowledge-based society.
- The Club strives to achieve these objectives by encouraging members to discuss trending news articles, read good literature and share it with Club members. Club activities, besides providing vent to the thinking minds, are aimed at improving communication skills, diction and delivery of a speech through public-speaking.

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## **Non-Academic Committees/Clubs**

#### **Events Committee**

This Committee organizes GRAVITY, the annual fest of the Institute, in coordination with Dean (SA) and faculty members. This Committee also takes charge of sending students for participation to various Academic, Management and Cultural events (inter-college events) outside the Institute. It also informs students about upcoming events via emails, word of mouth, use of digital platform, and collects nominations atleast 10 days in advance.

#### **Admission Committee**

The Admissions Committee is driven by the cooperation of both faculty and students and seeks to bring in diversity as well as improve quality of future batches through different activities that the Committee conducts to promote the Jaipuria brand.

The Committee facilitates and coordinates the admission process across various centres in India. It also gives a chance to the members to meet, interact and guide the applicants in person. This Committee also organizes BOP competition for new students. The Committee acts as the face of the Institute for prospective aspirants, and it makes an effort to facilitate admissions in a seamless manner.

#### **International Relations Committee**

International linkages are critical for innovation, as it brings powerful learning opportunities and supports flourishing of ideas. It enables pooling of competencies and helps inculcate innovative business practices in the curriculum. Jaipuria's International Relations Centre (JIRC) is a thriving knowledge hub, a platform to seek more external connections and networks.



The Committee engages with a broad range of academic institutions and organizations around the world. The International Relations Centre (IRC) assists in the development of sustainable and multi-faceted partnerships that deliver quality global academic outcomes. The dynamic curriculum encourages exchange programs with international institutions. This has further strengthened understanding of the global scenario and has empowered students with global views and comprehensive skills set through joint research, knowledge transfer, skill enhancement, and facilitated global exposure for students.

#### **E-Cell and Centre for Entrepreneurship and Incubation (CEI)**

The E-cell at Jaipuria, Noida is a student driven body run by a core team of enthusiastic students, with an aim to promote and develop entrepreneurship mindset within the Jaipuria community. The E-Cell, in conjunction with the CEI, conducts various events such as workshops, ideation and business plan competitions, interactive games, speaker and demo sessions, among others. The aim is to inspire and assist young minds in their journey to the corporate world. CEI offers entrepreneurship-focused internships to select students and provides opportunity for incubation for selected ideas. The Centre works closely with National Entrepreneurship Network (NEN).

#### **CSR Committee**

The CSR Committee drives continuous commitment to act ethically and contribute to economic development while improving quality of life of the workforce and their families, as well as the local community and society at large. Only social-welfare promoting actions performed over and above the economic and legal requirements in a country qualify as Corporate Social Responsibility. The CSR Committee encourages students to handle events as socially responsible citizens of India. It includes events such as Blood Donation Camps, Social awareness programs, candle march as a tribute to Martyrs, public awareness programs on streets (street plays), Children's Day celebration at an

orphanage, raising funds for helping people during natural calamities, donation of old clothes and books etc. They may also adopt a village and organize Social Development Projects (SDPs) etc.

#### **Alumni Relationship Committee**

The Alumni Relationship Committee of Jaipuria Institute of Management, Noida is a platform to bring together innumerable leaders, entrepreneurs, artists, and managers created by Jaipuria, Noida, and to strengthen the relationship between the students and the alumni. In an endeavour to serve, culminate and promote this relation, the Alumni Relations Committee undertakes several initiatives to successfully engage esteemed alumni as well as current students of Jaipuria, Noida. The Committee aims to nurture an ever-growing atmosphere of collaboration between the alumni and the Institute, to build Brand Jaipuria. With the intent of achieving these objectives, the Committee initiates various meets, conducts programs and creates platforms to promote interactions for mutual benefit. The Committee contributes in strengthening the relationships between alumni, students, faculty, and staff, by spreading awareness, and encourages participation in the affairs of the Institute.

#### **Disciplinary and Grievance Redressal Committee (including Anti Ragging Committee)**

This Committee has the responsibility of maintaining proper conduct of students on the campus as well as off campus. Disciplinary issues in the hostel would be dealt by the Hostel Warden and the Hostel Affairs Committee. Serious disciplinary issues are referred further to the Disciplinary Committee. Primary goal of this Committee is to handle student's grievances/issues and review/revise students' code of conduct. The Committee is also a part of Enquiry Committees probing any act(s) of indiscipline.

#### **Hostel Affairs Committee**

Hostel Affairs Committee takes care of students' issues related to hostel and mess services. This Committee reviews student's needs, mess and other hostel services provided by the Institute.



Student coordinators are responsible to take regular feedback (online and offline) of various services provided by the Institute and escalate any issues to the Chairperson. This Committee reviews food quality and revises the Mess menu every fortnight. Regular visits and surprise visits to hostel and mess area are the responsibility of members of Hostel Affairs Committee.

#### **Media Relations Club**

Power of media is that it forces necessary changes. With that aim in mind, the MRC club works as the face of Jaipuria, Noida highlighting the inner as well as the outer events in which the college takes an active interest.

The Club has four main tasks:

- Photography - Capturing photos of high resolution of events, from the beginning till the end.
- Content - Writing of report for an entire event, starting from the welcome speech till the vote of thanks.
- Social Media Handling - The pages of Jaipuria, Noida on Facebook and Instagram, where posting of events takes place regularly, are handled by the MRC club.
- E- Mail Circulation - Once the social media team has floated content online, it is the job of the E-mail Circulation team to draft an e-report as per as hared format in the form of an e-mail and circulate it to all faculty and major group ids of Jaipuria, Noida.

#### **Cultural Committee (Kasturi and Festivals)**

Kasturi- the music club at Jaipuria, Noida is an endeavour to promote colours of happiness, fun, peace and creativity in campus life of our students. It aims at fostering appreciation for music and related activities. Club activities include various celebrations such as Independence Day, celebration of national festivals, Antakshari, Talent Hunts, Voice of Jaipuria, Noida and Workshops.

This Committee organizes and celebrates various festivals on the campus in coordination with Hostel Affairs Committee. It also deals with various extracurricular/co-curricular activities such as

decoration, arrangements, anchoring, etc. It creates a budget and plan of action of upcoming events.

#### **Training and Placement Committee**

Placement process at Jaipuria, Noida is a student managed activity. However, recognizing the importance attached to corporate relations and placements, there is a Placement Committee to provide overall supervision and direction to recruitment related engagements and activities taking place on the campus. This Committee consists of Chairman, Training and Placement Committee and a group of faculty members who work in close coordination with student representatives.

Members of this Committee have to be highly proactive, positive and enthusiastic. They should be very good at communication, presentation, behaviour, be respected among students, providing motivation and high on ethics. Members of this Committee interact with companies for job opportunities and explore new companies by connecting socially. The Placement Committee tries to convert prospect companies referred by Corporate Relations Committee for placement and internship purposes. The team also engages companies for Live Projects, short assignments etc. The Committee is responsible for facilitating campus recruitment drives, both for final placement as well as Summer Internships.

#### **Ek Bharat Shreshtha Bharat (EBSB)**

Activities under Ek Bharat Shrestha Bharat (EBSB), a flagship programme under Government of India, were communicated to higher education institutions to carry out Student Exchange, Teacher Exchange, Youth Festival, EBSB Day, EBSB Club and Translation of Books of paired institutions. Based on feedback from institutions, it was understood that several of them find it difficult to organize activities owing to time, budget and other logistic constraints. The list of proposed activities has therefore been reconsidered and redrawn with focus on low cost, high volume activities which can be easily woven into the curriculum of the institution without large scale movement of students.



Our Institute falls under EBSB program and is linked with Northern Rajiv Gandhi Govt. Polytechnic, Arunachal Pradesh (Eastern). As per AICTE guidelines, we have to organize a few events and programs that are listed under the EBSB, to be conducted by every recognized Institute. There

are a few programs that run under EBSB such as Student Exchange, Youth Festival, Exchange by Teachers, Screening of Films, EBSB Day, an EBSB Club (to be created), translation of popular books etc.

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# Support System for Teaching Learning Process

## Mentoring Policy

Mentoring is a critical student development intervention. Poor employability skills seriously damage career prospects of students. Therefore, students need to work on enhancing employability skills from the very beginning of an academic program. Mentors can play a vital role in enhancing employability skills of students. A group known as Study Group (SG) comprising of five to six students is formed at the beginning of a programme. This group is a permanent group (members will remain the same) across different subjects and activities in the first year of the program. The purpose of creating such group is to allow group members to actively and intensively learn from one another through working together on a variety of tasks, and develop teamwork and social skills. Each group is assigned a faculty mentor who is the guiding point for both development of the group as well as individual mentee. A mentoring slot is assigned in the time-table where in the Study

Group is required to meet its mentor for guidance on various academic and other issues. As per the time-table, frequency of meetings would be every fortnight i.e., twice a month, though students are free to take appointment and meet mentors at other times. Mentoring for first-year students would be from July to June of an academic year. By the end of the mentoring period, each mentee is expected to design and submit a personal career graph, consisting of the prospective nature of industry for seeking employment, expected job profile, requisite skill set, gap analysis and action plan to be followed in the following academic year. Each mentee and the Study Group will have the responsibility to attend the mentoring sessions and will themselves be responsible for designing their career paths under the guidance of their mentor.

## Role of a Mentee

### The responsibilities of a mentee are:

- To enhance one's employability skills.
- To take responsibility for own growth and success.
- To participate and contribute in Study Group activities and assignments.
- To meet regularly with the mentor, ask for his/her

guidance and assistance as needed, and ask for feedback to improve.

- To maintain a portfolio and provide the mentor with an up-to-date portfolio as and when needed.
- To attend GD sessions, aptitude test, and PI sessions and Industry visits, as planned by the Institute



## Grievance Handling and Discipline Committee

Any grievance, routine in nature, will be addressed to the Programme Director who, in a week's time, will resolve the matter. Grievance for which there is no precedence or which is exceptional in nature would be taken up with the Grievance Handling and Discipline Committee by the Programme Director. The Committee would make its final recommendations to the Director of the Institute within a week. The Director

will take a decision in a week's time after the recommendations are submitted to his office. The Director's decision would be final in the matter. All grievances would be handled within a maximum period of three weeks. A new portal for registering students' grievances is now available on the Moodle dashboard of every student.

The procedure for registering a complaint is as under:

1. Login in to Moodle-My Dashboard.
2. Click "My complaints".
3. Enter details such dates, nature of complaints etc.
4. Click appropriate option (such as Boys Hostel, Academic, Campus) under 'Add complaint'.
5. Save changes.

## Women Affairs Cell And Protection Against Sexual Harassment

The Institute has a Women Affairs Cell to take care of girl students of the Institute and raise awareness about modern day problems such as health, campus life related issues etc. Women students are encouraged to take active part in the activities of the Cell. The Cell endeavours to alleviate negative forces that confront women on the campus. The Cell is

actively involved in redressal of grievances, mistreatment and cases of sexual harassment related to women students.

**For any information and assistance, students may contact at Telephone No. 0120-4638348 and/or e-mail to [poonam.sharma@jaipuria.ac.in](mailto:poonam.sharma@jaipuria.ac.in)**

## General Harassment may include, but is not limited to:

- i. Coercing or attempting to coerce a person into a relationship;
- ii. Subjecting a person to unwanted attention or demands;
- iii. Punishing or retaliating against a person for refusal to comply with sexual demands;
- iv. Unwelcome physical advances or physical contact of a sexual nature, or conduct of a sexual nature that is intimidating, demeaning, hostile or offensive;
- v. Threats, physical contacts, pranks or vandalism directed at an individual or individuals because of their race or origin;
- vi. Severe or persistent racial epithets, derogatory comments, jokes or ridicule directed to a specific person or persons about their race or ethnicity;
- vii. Defacement of a person's property based upon race of the owner.

**Any case of mistreatment or harassment needs to be reported immediately to the Grievance Redressal and Discipline Committee for initiating the investigation process and taking necessary actions.**



## IT Tools for Teaching-Learning Process

Every student at Jaipuria is groomed in a challenging environment every day. They are pushed to think out-of-the-box and demonstrate critical thinking and innovation. Innovation forms the backbone of the teaching-learning process itself. Students benefit from not only new and updated courses, but also from use of new technology platforms for effective learning.



Moodle is an open source for collaborative learning; students can access all the course material, case assignments through Moodle. All the quizzes and assignments are done on Moodle. Students use EXCEL Minor for business analytics, solver, analysis Toolpak & SPSS software for data analysis and research.



Impartus is a Lecture Capture Software which helps in better learning through videos. Students can watch classroom recordings – anytime, anywhere on the campus; use tools for easy revision, asking questions and interacting with peers. At Jaipuria, Noida, students from any Jaipuria campus can watch videos from the other three campuses, which helps in an un-campus learning.



Massive Open Online Courses (MOOC) aims at unlimited participation and open access via internet. MOOCs provide interactive user forums to support community interactions among students and professors. Professional certification from MOOCs is an integral part of the academic curriculum.



# Section V

General Rules and Regulations



# Discipline

Cases of indiscipline, use of unfair means in any academic endeavour, violation of the Institute's code of conduct and unsavoury behaviour that brings disrepute to the Institute shall be brought to the notice of the Coordinator, Discipline Committee. The Committee will propose appropriate action or penalty to be imposed on the concerned student(s).

## General Discipline Rules

1. All circulars will be put on Moodle or on mail. Students should cultivate the habit of checking Moodle/mail every day. Ignorance of any notice thus displayed will not be accepted as an excuse for failing to comply with directions contained in it.
2. Students are not allowed to circulate among the students or paste on the notice board any notice without the approval of Director/Programme Director.
3. While attending Institute functions and other celebrations, students shall conduct themselves in such a way as to bring credit to themselves and to the Institution.
4. They should be courteous and respectful towards all the members of the faculty, and other stakeholders on the campus.
5. Smoking is strictly prohibited inside the campus.
6. Loitering, shouting, whistling and other such acts that cause nuisance on the premises of the Institute are strictly prohibited.
7. Eve-teasing, ragging, alcoholism, taking drugs, playing cards and other such unsocial acts will lead to immediate dismissal from the Institute.
8. Men students shall have no entry into the women's hostel & vice-versa.
9. Entertaining outsiders in and outside the Institute campus and indulging in anti-social activities are serious offences and are punishable as such.
10. Mass absence from classes/holding agitations, demonstrations and instigating violence inside or outside the campus are considered breach of discipline and will be severely dealt with.
11. Stealing of articles is punishable. Students finding articles not belonging to them should hand over the same to the Administrative Office.
12. Students are strictly forbidden from collecting money for any purpose without the permission of the concerned authority.
13. Violation of any one or more of the above rules shall be punishable with any one or more of the following actions by the Discipline Committee:
  - Imposition of fine including collective fines
  - Cancellation of attendance
  - Suspension from the Institute for a specific period
  - Expulsion from the Institute depending upon the degree and seriousness of the offence;
  - The Director shall be the final authority in disposing off disciplinary matters, without prejudice in the larger interest of the Institute.
14. All vehicles must be parked safely and properly in the allotted places only. It is the responsibility of students to park vehicles in allotted parking areas, Institute will not be responsible for any loss or theft.
15. Students are expected to observe strict discipline in the Institute. Any violation thereof will entail severe punishment.
16. Students should desist from dirtying and defacing the campus. They should not indulge in damaging Institute properties and should maintain proper hygiene in the classrooms.
17. During breaks, students should not disturb other ongoing classes. Minimum noise and disturbance are desirable on the campus.
18. Sports material will be issued to students only during Lunch Hours or beyond class hours, for a specified duration of time. Inviting friends inside the Institute is not allowed.



## Anti-Ragging

Ragging in any form is strictly prohibited within Institute premises or any other part of Institute Campus and its Hostels. Punishment for ragging includes rustication of a student or students for a specific number of years/cancellation of the result of the examination in which he/she may have appeared. It may be noted that the Institute takes a serious view of any individual/group that indulges in verbal threats, taunts and harassment and physical intimidation, assault, etc. In case of complaints regarding violation of ragging or other rules and regulations, disciplinary action will be taken and may include expulsion from the Institute. Complaints regarding violation of ragging or other disciplinary rules should be brought to the notice of Grievance Redressal and Discipline Committee, including the Director.

The term ragging, for the purpose of these rules, ordinarily means any act, conduct or practice by which dominant power or status of senior students is brought to bear on students freshly enrolled or students who are, in a way, considered junior or

inferior by other students, and includes individual or collective acts or practices which:

1. Involve the status, dignity and honour of students
2. Violate the status, dignity, and honour of students
3. Violate the status, dignity, and honour of students belonging to Scheduled Castes and Tribes
4. Subject students to ridicule and contempt, affecting their self-esteem
5. Entail verbal abuse and aggression, indecent gestures and obscene behaviour. Any individual or collective acts or practices of ragging constitute gross indiscipline and shall be dealt with under this Ordinance.

Director of the Institute and the Grievance Redressal and Discipline Committee shall take immediate action on any information of occurrence of ragging.

## Dress Code

- It is compulsory to gracefully wear the Institute prescribed uniform on all formal occasions or as announced from time to time.
- On other occasions, both male and female students must dress modestly and be well groomed.
- Students are advised not to wear precious and costly jewellery. The Institute authorities will not own any responsibility for their loss.

## Mobile Phones

- Use of Mobile Phones during class hours is strictly prohibited.

## Tuition Fee Rules

Students may submit their fee in six instalments for each trimester on the due date failing which they need

to pay a fine of ₹50 per day. Payments are only accepted via online mode and through the fee portal.



# Library Rules

1. Every student must sanitize himself or herself before entering the library and wear masks properly covering the mouth and nose before entering the library.
2. Students will maintain social distancing norms and obey the instructions, as issued by library staff from time to time.
3. Every student must carry his/her ID card while making use of the Library Resource Centre (LRC) facility and produce the same to the LRC staff on entering the library.
4. Every student must punch in his/her attendance at the Attendance Management System kept inside the library near the gate.
5. While entering the LRC, users/students should leave their personal belongings such as bags, personal books, magazines, umbrellas, water bottle etc. outside the library at the baggage cabinet kept for this purpose. Only note-books for writing notes or books which need to be returned are allowed.
6. Students will wait their turn at the Circulation Counter, maintaining the social distancing as per norms issued for the purpose.
7. All the members must produce their Identity Card at the Circulation Counter at the time of issue/return of books. The LRC Staff may refuse entry to those who do not produce valid Identity Card.
8. Students will be allowed entry to the library only in shifts due to safety requirements. They should visit the library only during their allotted hours till the situation (COVID-19 pandemic) normalizes and library reverts to open entry for everyone at any time.
9. Students will not engage in any kind of discussions in the LRC and students will maintain social distancing norms while sitting in the Library. They should maintain peace and silence in the LRC and should not disturb other users. Defaulters will be debarred from LRC facilities.
10. Chatting, eating, drinking, smoking, listening to music or watching movies, songs etc. are strictly prohibited in the LRC Premises. Students shall not engage in any activity that may disturb other users of the library.
11. LRC users are requested to keep their mobiles off or in silent/vibration mode. Defaulters will be debarred from using the library for a duration fixed by the LRC Committee.
12. All issued books should be returned on time failing which students need to pay the prescribed fine. A fine of ₹5/ (Rupees Five Only) for the first day and ₹10/ (Rupees Ten Only) from the second day onwards will be charged.
13. Users are responsible for complying with the Copyright Act while photocopying library documents.
14. LRC follows open access book system. Books should be handed over to the LRC staff on duty or placed on the reading table. Books should not be shelved by the readers. It must be remembered that a book misplaced is a book lost.
15. LRC users must assure, before leaving the Circulation Counter, that the books issued are in a complete and sound condition, otherwise he/she will be held responsible if the book is found damaged in any manner.
16. Users/students leaving the LRC should permit the LRC staff to examine their personal belongings, to prevent loss of LRC material.
17. Users/students of LRC should not deface, mark, cut pages, mutilate or damage the reading materials in any way. Users doing so are liable to be fined heavily, apart from being asked to pay the cost of the damaged document. In case a user repeats the offence, his/her LRC Membership is liable to be impounded and the Membership Card will be terminated with immediate effect.
18. While leaving the LRC, users should ensure that they carry only books that are duly issued on their names, otherwise disciplinary action will be taken against them.
19. Any user/student found stealing, tearing off leaves or damaging or mutilating a book/magazine or any other material shall be liable to pay cost of the document(s) (books, journals/magazines, news-papers, reports etc. and a fine of ₹500/- in addition to cost.



20. All LRC members are expected to read the Library Notice Board/virtual notice board for library timings and other latest updates about the LRC. Any change in library timings is communicated to the members through mail also.
21. The LRC rules and regulations may be modified from time to time and shall be binding on all concerned.
22. Students are issued course books from the Book Bank for each trimester. They must return book bank books of earlier trimester before requesting for new trimester books from this section.
23. Library observes following timings during the year.
  - During the session, library remains open from 8 am to 8 pm.
  - During Summer and Winter Breaks, library works from 8 am to 5.30 pm.
  - Library remains closed on Second Saturday of every month, all Sundays and Institute holidays.
  - During end term examinations, library opens on all days of the week even if it is a holiday, except for national holidays or major festivals if the dates fall within the examination period.

## Computer Centre Rules

1. No food or drinks are allowed in the computer lab at any time.
2. Shouting, loud talking, use of mobilephone or listening music are strictly prohibited in the Computer Centre.
3. Students are not permitted to install, modify or delete any software on lab computers.
4. Scheduled classes in the labs have priority over all other use.
5. All new users are provided with new individual User-id & Email-id.
6. The computer lab is not responsible for problems caused by computer viruses, improper use of equipment, or loss of data due to equipment malfunctions or any other reason.
7. Equipment in the computer labs may not be removed, modified, relocated, or disassembled without permission of the lab coordinator.
8. Use of computer lab resources for any illegal or disruptive purposes is prohibited.
9. Reproduction of any copyrighted material (e.g., software, music, video, books, photographs, etc.) is prohibited.
10. Display of offensive graphic images by way of Internet Explorer or other software is not permitted. Playing games is not allowed.
11. In the computer labs, be respectful of other lab users, lab equipment and area, at all times.
12. Problems with computer lab equipment and software problems should be reported to the lab personnel immediately.
13. Users are expected to keep the computer lab neat and tidy and if needed, should clean up the area around the computer they used before leaving.
14. To protect account security, students should Shut Down the computer before leaving the computer lab. The Institute will not be responsible for loss of data.
15. Any physical damage to the system or any lab property will lead to the punishment in the form of cash payment.
16. Timings of opening of Computer Centre: 09:00 AM – 06:00 PM excluding second Saturdays, Sundays and notified Holidays.
17. Students are not allowed to carry or use mobile phones during any assessment in the computer lab.



# Hostel Rules

The Institute provides hostel facilities. There are separate hostels for boys and girls. The following Hostel rules will be binding on hostel residents from the date and time of allotment of hostel accommodation.

Hostel rules have been framed to minimize inconvenience to the hosteller and to maintain law and order in the hostel as well as the neighbourhood. Violation of any rule will render the student liable to be punished/ expelled from the hostel / Institute.

1. The hostel shall be managed by a Hostel Affairs Committee which will include Faculty coordinators, Wardens and administration officials.
2. Hostel seat is made available, double/triple occupancy basis, on priority to outstation students on first come first served basis, subject to availability. NCR based applicants may also be considered for the hostel, subject to vacancy.
3. The Women's Hostel has a few rooms with AC facilities. These are allotted to interested students on written request and 'Required' payment of AC hostel fee, on a first come first served basis.
4. The Institute reserves the rights to refuse accommodation without assigning any reason or on the basis of one's past record.
5. Allocation of rooms and room partners is done on a basis of information received and ONLY after depositing the hostel fee. Such allocation is to be accepted by all the students and no interchange shall be permitted. Any self-arrangement of changing rooms without permission of the authorities shall be treated as offence and dealt with accordingly.
6. Non-payment of mess/hostel charges on time (not more than three days after the due date as notified from time to time) will debar a student from continuing in the hostel; he/she may or may not be permitted to continue even after the settlement of dues.
7. Each student shall be responsible for upkeep and security of furniture/ fixtures of the room.
8. He/she shall handover the room with its fittings and fixtures at the time of vacation of room. He / she is liable to be charged for damages caused by him/her to hostel property.
9. Residents shall ensure that the room will be returned in same condition as allotted. In case of writing/drawing/stickers pasting on the wall/defacing in any kind on the wall, both residents shall be held responsible and will pay equal amount of expense for repairs. No parties/birthday celebrations are allowed in the room or veranda without approval of the warden.
10. Possession or Consumption of cigarettes, liquor, drugs and intoxicants in any form in the hostel is strictly prohibited. Violation of these rules will render the student liable to be expelled from the hostel. He/she may even be rusticated from the Institute.
11. Man-handling is a crime and liable to face action by the Disciplinary and Grievance Redressal Committee (DGRC). Possession or use of fire arms, khukhri, knife having blade length in excess of six inches, explosives of any description such as items (acid, poison etc.) which can cause severe injury to a person etc., is unlawful and prohibited. Violation of this rule will render the student liable to be expelled from the hostel. He/she may even be rusticated from the Institute.
12. Maintaining contacts with criminals, unlawful organizations are strictly prohibited. Students indulging in such acts will be severely dealt with including expulsion from the hostel/Institute.



13. Students are not expected to leave the hostel for a night without written permission of the hostel warden. Leave applications must be approved by the warden and when exceeding 7 (seven) days, must get approval by the Programme Director. Also, no leave would be granted without a written request from the parent/guardian. Any leave sanctioned without a written request from the parent/guardian must be countersigned by the parent/guardian and submitted to the office (warden) on his/her return from leave of absence. Such leaves will be counted only as per the Academic leave rules. Please use the night out pass/leave form for such purpose in advance (available with respective wardens).
  14. Although visitors are allowed to the hostel, yet they are not allowed to stay overnight in the hostel without specific written permission of the faculty in charge/CAO.
  15. Visitors to the girls' hostel shall be limited to her parents and local guardian whose names have been given by the parents at the time of admission.
  16. No male visitors, including the father/brother etc., are allowed inside the room of the girls' hostel. Similarly, no female visitors, including the mother / sister etc., are allowed inside the room of boys' hostel.
  17. Male students from the Institute are not allowed to visit the girls' hostel any time. Similarly, female students are not allowed to visit the boys' hostel any time.
  18. A Complaint/Feedback register shall be maintained in each hostel and the Hostel Mess. The warden shall examine the register weekly, take remedial/corrective actions and bring the problems to the notice of the CAO who, in turn and if required, shall discuss the issue with the Hostel Committee.
  19. All residents of the hostel are requested to show their ID at the time of entry in the hostel.
  20. Student who fails in any subject in a trimester will be liable to be expelled from the hostel and shall vacate the hostel within specified time.
  21. Hostel is allotted for the academic year (as notified in academic calendar or through subsequent notice by the Programme Office) and the payment is charged accordingly.
  22. Hostel residents are required to vacate the hostel room along with their belongings within 3 days of closure of the Academic year.
  23. All requests for hostel seat for second year students must be received in writing along with hostel fee by 15 March of every year. Previous year defaulters may not be allowed to stay in the hostel in the second year.
  24. Every hosteller is required to attend classes regularly on time without fail. No hosteller shall stay back in the hostel during class hours, unless specifically permitted by any member of the Hostel Committee/prescribed by Doctor. It must also be noted that lunch and snacks will not be available in boys' hostel. Generator set will not be operated during normal class hours i.e., except for Sundays or holidays. Students found in the hostel without approval will be subjected to action by the Discipline and Grievance Redressal Committee.
- All students (both boys and girls) are expected to return to their respective hostels by 9:00 pm and also to make entry in the register held for this purpose with the security guard/ hostel staff. Security Guard will check and record names of absentees after last entry timings. He will submit names of the defaulters to the Warden for further action. Hostellers are advised to be cooperative and courteous with Security Guards. Disciplinary action can also be taken against frequent defaulters. The last entry time in the Hostel is 9:00 pm and no student is allowed after 9:00 pm. If any student remains absent, suitable punitive action can be taken against the student and he/she may be asked to leave the hostel immediately. Late entry till 9.30 pm is only permitted on prior written approval from the authority and in any case, it cannot exceed beyond 11:00 pm which shall be



permitted only in cases of emergency. No student is permitted to be late (i.e., after 9 pm and before 9.30 pm more than 4 times in her/his academic session of one year.)

25. Area near the girls' hostel is a 'No Parking' zone. Only dropping off female hostellers is allowed.
26. Use or possession of electric heaters or other electric appliances including iron in the hostel rooms is not permitted. A fine of ₹1000/- shall be levied, the appliance will be confiscated and disciplinary action will be taken for violation of this rule, including cancellation of hostel allotment.
27. Student shall endeavour to reduce electricity bill to the barest minimum. They shall switch off lights when leaving the room. Occupants are liable to be fined ₹100/- or more when found defaulting on this account.
28. Students will be responsible for the safety of their valuable assets; anyone involved in theft cases will be expelled from the hostel immediately.
30. Spots of throwing liquids and tobacco/gutka spits, if found on any gallery walls/corners near to a particular room, will lead to fines imposed on the students staying in those rooms.
31. Food will be served as per timing of the Mess. Students are expected to give their suggestions/ observations/feedback regarding quality of food, desire for change/suggestion for improvement in Mess services in the Feedback register kept in the Mess. Wastage of food is not acceptable.
32. Residents will mark his/her attendance for the day in the register kept for this purpose. Onus /responsibility of marking attendance at night will always be that of the resident.
33. Modesty and decency in wearing clothes/uniform is expected from all residents.
34. There is no policy of refund of hostel fee except in case of withdrawal where fee will be deducted on pro rata basis. In such a case, the Director's decision will be final.

## Social Media Etiquettes

Online habits are changing rapidly from closed, private behaviour towards an open and sharing culture. While this may bring about positive results in a student, it is important that students also follow basic social networking etiquette. Please note that within the Institute, you will be treated as an adult and due freedom would be provided to you to pursue various academic and social activities. It is important to remember that this freedom is accompanied by increased responsibility and higher levels of accountability. Please make sure that you observe basic social courtesies when you post to a discussion forum or to individuals, across different social networking sites.

Guidelines listed below apply to use of all digital mediums, including social mediums such as Twitter, Facebook, Instagram and others:

1. Any content that is harmful or offensive to people or institutions, shall not be tolerated. Corrective action will be pursued against users who do not operate in accordance with established laws.
2. All content and images must comply with copyright laws, obscenity laws, defamation laws, harassment laws, accessibility laws, the Right to Privacy Act, and any appropriate Central, state, or local laws regulating computer and telecommunications use.
3. As an adult citizen, a student is expected to be aware of these laws. Jaipuria, Noida reserves the right to move or remove outdated data or material on its mediums.
4. Students must not post pictures or mobile numbers of other people without seeking their permission.
5. Students must avoid tagging anyone without prior written approval from the concerned person.
6. All social media properties and content present on devices belonging to a student may be called upon, if required, for any investigations, where the student may or may not be directly involved.



7. Any use of Jaipuria's copyrighted identifiers such as logo, colours, banners etc., must have prior written permission.
8. The use of Institute's logos, and specific colours and typefaces, should consistently appear on all college and office websites to make Jaipuria easily identifiable.
9. Jaipuria web servers are limited to Institute business, and may not be used for personal use or for any monetary gain. Links to for-profit websites should be limited to organizations with whom Jaipuria conducts business, with

necessary prior approvals.

10. Advertising within the Jaipuria domain is limited to entities who support the Institute's educational and co-curricular activities through sponsorships or donations. References to sponsorships or donations are bound by this Social Media Etiquette policy in terms of content and presentation. Exceptions may be granted with approval from the appropriate department of the Institute, on a case to case basis.



# Placement Policy and Rules

## Objective

The Placement Policy of Jaipuria Institute of Management seeks to provide a fair and reasonable opportunity to all students to be suitably placed according to certain criteria (such as aptitude, scores, attendance, calibre and competence).

## Rationale & Coverage

1. The Placement Process at Jaipuria is based on principles of Equity, Fair play, Transparency and Objectivity.
2. It would involve both on-campus as well as off-campus routes.
3. This Policy would cover all students of PGDM (All Programmes).
4. Placements would be a student-driven exercise.

The role and responsibility of the Career Management Centre (CMC) is to facilitate the process of placement.

5. While attempt will be made by the Institute to check and confirm antecedents of the company, students are also advised and expected to exercise their judgment and conduct due diligence before applying for placement process of any company.

## Ground Rules

To avail campus placement assistance, students would have to first register themselves with the CMC (Placement Department) and accept the terms of the Placement Policy, as given below.

1. One-student, one-job.
2. While registering with CMC, each student would be required to give two choices of his/her preferred functional area out of Finance/HR/Marketing Management/Operations/Retail/BADS. However, students should attempt to appear in maximum companies.
3. A student who has made 15 attempts, but has not been able to get placed, will be put on placement probation.
4. Such student's placement team mentor will sit with him/her to chalk out his/her placement plan and decide on which next five companies the student would apply for.

5. If the student is still not placed, then he/she will have to appear before VP-Placements and Corporate Relations, who can grant five more final attempts after consultation with his/her mentor and Placement Chair. After these attempts, the student becomes ineligible for on-campus placement.
6. Only registered students who fulfil all the requirements of the company/CMC/academic score/basic soft skill requisites/ attendance in the PDP classes etc. would be considered for placement assistance.
7. Students are shortlisted for placement processes by recruiting organisations. However, in some of the rare cases where recruiters request the Institute to shortlist students on their behalf, the shortlisting will be done on the basis of merit i.e., on the basis of mock recruitment process/CGPA scores & other attributes (IDP Score &



Assessment Score, Communication and Presentation Score and Mentors Feedback etc.).

8. Placement exercise for a student would be considered to have been over and complete once his/her name is conveyed by a company in the list of selected candidates through email, in writing or through offer letter. The student would not be eligible to participate in new or ongoing processes after this point except in Dream Company within rules (as given in Dream Company rule). However, in cases where multiple processes have been completed and results declared subsequently, and the student gets selected in more than one company, the student would have the right to choose a company of his/ her choice & convey the same to the CMC within 48 hours of receipt of the second offer.

9. Students applying for any company's process is advised to adhere to the given deadlines. His/her application may not be considered after the deadline.
10. Student of a campus travelling to other campuses /outside for the selection process/campus recruitment would be reimbursed travel fare as per details given in the Placement Policy. Students travelling for corporate events/campus engagement or presentation to corporates will be eligible for reimbursements as per policy, which shall be communicated in advance.
11. Students who do not attempt at least 15% campus processes where they were eligible, by 31st December, would be assumed as not-interested in the placement process through campus and no further assistance would be given to them.

## Dream Company Rule

Considering our student-centric approach, we will continue with our concept of Dream Company. As per the Dream Company rule, a student already selected by a company would be allowed to sit for one Dream Company of his/her choice whose package would be CTC 6 LPA or more, subject to the following conditions:

1. Only students who have not joined the company where he/she is already placed can appear for Dream Company.

2. He / she should have a minimum CGPA of 6/10.
3. Dream option should be marked "Yes" (as per the JD of the company shared with students).
4. There will be no reimbursement to attend a Dream Company process.



# Rules for Placement Process

1. Students are not authorized to communicate with the companies on an individual level. Any deviation would result in disciplinary action against the particular student(s) involved in such activity, which may include permanent debarment from the placement process. Any interaction with corporates by any student must be carried out in consultation with the Placement Team.
2. All students who appear for placement process are required to
  - be formally dressed
  - carry two copies of updated resumes and two passport size photographs
  - carry student Identity Card and Hall ticket, if applicable
  - carry Summer Internship Report
  - carry photocopy of all educational qualifications/credentials
  - stick to time and maintain discipline
  - update their mobile numbers with the CMC, in case of any change
- check their emails regularly for information and details regarding placement drives
- apply to the concerned coordinator before the specified deadline
- Student who fails to attend the placement drive, whether on or off campus, subsequent to his/her application for attending the same, will be considered as misconduct resulting in disciplinary action including permanent debarment.
3. Students coming inappropriately dressed on placement drive will not be allowed to attend the placement activity and disciplinary action will be taken.
4. In such cases where the student directly receives offer letter from the organization, he/she is mandated to inform and submit a copy of the same to the respective coordinator within 24 hours of receiving it. Failing to do so will lead to disciplinary action including, but not limited to, withdrawal of the offer.

## Eligibility

All graduating students who have registered with the placement department shall be eligible to receive placement assistance unless otherwise debarred from receiving such assistance on account of the following:

1. Non-completion of Summer Training/other academic requirements
2. Breach of discipline and general misconduct
3. If a student fails to submit his/her summer training report within the specified time, he/she would be debarred from the placement process.
4. If a student has any back paper at the time of commencement of the 5th trimester, he/she will be debarred from the placement process and will not be allowed to sit in the ongoing selection process in the campus till the time he/she clears his/her backlog of papers. However, depending on the genuineness of an individual case, the Appellate authority may allow him/her to appear for campus processes.
5. If a student is caught using unfair means during any exam/test
6. Students who become ineligible under point no. 3 and 6, as given in the Section on Ground rules.



# Debarment Policy

The following events/actions would be deemed to be acts of misconduct and would attract commensurate penal action/permanent debarment:

1. A student's attendance is less than 70% in PDP/IDP, guest lectures, Aptitude Tests, Mock GD/PI sessions etc.
2. The student does not appear in a placement process where s/he has applied, without prior information and subsequent approval from the Chairperson Placement. This will not include such processes where multiple company processes overlap and/or a student is required to travel outstation for attending the same, and the travel time stops the student from appearing for another process. Maximum two absenteeism, duly assessed, documented and approved by the Chairperson Placement, will be exempted, purely on medical/other unavoidable exigencies, during the entire placement season. However, if a company, after the PPT, asks students who are not interested to leave the process, and if any student does so, then his/her action would not attract the penalty of debarment.
3. The student indulges in the following acts of misbehaviour in the placement process:
  - Anyone found displaying disinterest after applying, during the course of various stages of selection processes
  - Individually approaches the company to communicate that he/she does not want to join the company
  - Speaks in a negative way about the company or the Institute
  - Is found doctoring his/her resume, certificates, experiences, etc., submitted at Placement Department
  - Talks directly to the company representative/ executive at any time other than pre-placement talk

- Misbehaves with the placement team and corporate officials conducting campus recruitment process;
- Deliberately jeopardizes any other student's chances of getting selected by his/her act of misconduct;
- Indulges in behaviour that is socially unacceptable and/or brings disrepute to the Institute;
- Not properly dressed during the campus recruitment process and any other corporate related activities.

**PPO/PPI Policy:** On successful completion of summer internship, if a student is offered a Pre Placement Offer (PPO) or a Pre Placement Interview (PPI) where the package offered is as under:

- For fresher (upto 2 years of experience) – CTC ₹6 LPA (fixed 5 LPA) & above
- For 2 – 4 years of experience - ₹6.5 LPA (fixed 5.5 LPA) & above
- For more than 4 years of experience - ₹7 LPA (fixed 5.5 LPA) & above

it will be mandatory for the student to accept the same and accordingly, he/she will become ineligible for the placement process. However, if the offer made is less than the respective bracket of CTC as mentioned above, the choice will remain with the student either to accept it or reject. In case of acceptance, the student shall be considered placed and will automatically be out of the placement process. In case the student chooses not to accept the offer, he/she remains eligible for forthcoming campus processes. Dream options will not be available to students who receive and subsequently agrees to accept a PPO/ PPI.

The Institute reserves the right to change/ modify any or all of the above stated Placement Rules and Procedures, whenever found necessary. All changes/ modification will be communicated to the students.



# Important Telephone Numbers

LIST OF DEANS 2020-21				
Sl. No.	Deans	Area	Extension Number	E-mail ID
1	Dr. Pratibha Wasan	Academics	0120-4638331	pratibha.wasan@jaipuria.ac.in dean.noida@jaipuria.ac.in
2	Dr. Abhijit Nair	Students Affairs	0120-4638383	abhijit.nair@jaipuria.ac.in
3	Dr. Ashwani Kumar	Research & Publications	0120-4638338	ashwani.kumar@jaipuria.ac.in
4	Dr. Poonam Sharma	Intl. Relations	0120-4638348	poonam.sharma@jaipuria.ac.in

PROGRAMME DIRECTORS 2020-21				
Sl.No.	Programme Directors	Programme	Phone No.	E-mail ID
1	Prof. Nidhi Singh	PGDM-2nd year	0120-4638371	nidhi.singh@jaipuria.ac.in
2	Dr. Renuka Mahajan	PGDM-1st year	0120-4638374	renuka.mahajan@jaipuria.ac.in
3	Dr. Banarsee Dey	PGDM (SM)	0120-4638363	banasree.dey@jaipuria.ac.in
4	Dr. Ritika Gugnani	PGDM (M)	0120-4638357	ritika.gugnani@jaipuria.ac.in

ADMINISTRATION CONTACT DETAILS				
Sl.No.	Office	Phone No.	E-mail ID	
1	Administration Office	0120-4638302/4634300 9953656427	admin.noida@jaipuria.ac.in	
2	Director Office	0120-4638342/4638341	director.noida@jaipuria.ac.in	
3	Accounts Office	0120-4638303/304	accounts.noida@jaipuria.ac.in	
4	Computer Lab / IT	9313811605/8505885338	itdept.noida@jaipuria.ac.in	
5	Hostel Warden-Girls	8745931002/9540534598	hostel.noida@jaipuria.ac.in	
6	Hostel Warden-Boys	9871918810	hostel.noida@jaipuria.ac.in	
7	Counsellor	9717009272	counsellor.noida@jaipuria.ac.in	

PROGRAMME MANAGEMENT CELL (PMC) CONTACT DETAILS				
Sl.No.	STAFF	Programme	Phone No.	E-mail ID
1	Ms. Divyani Mishra	PGDM-2nd year	0120-4638358	divyani.mishra@jaipuria.ac.in
2	Mr. Ashish Thukral	PGDM (SM)	0120-4638364	ashish.thukral@jaipuria.ac.in
3	Ms. Sarika Singh	PGDM-1st year	0120-4638358	sarika.singh@jaipuria.ac.in
4	Ms. Aditi Bhatnagar	PGDM (M)	0120-4638390	aditi.bhatnagar@jaipuria.ac.in
5	Ms. Sharmila Sharma	PMC	0120-4638364	sharmila.sharma@jaipuria.ac.in



# About The City

Noida (New Okhla Industrial Development Authority) has emerged as a major hub of IT services & BPO, automobile ancillaries, consumer durables, entertainment, electronics, premier engineering and medical & health care institutions. Noida came into administrative existence on 17 April 1976 and celebrates 17 April as "Noida Day". Noida was renamed to Gautam Buddh Nagar in 1997.

It is also the location of the Noida Film City and is a hub for major news channels and studios. News channels

such as Zee News, NDTV, TV Today group, CNN-IBN, CNBC, NEWSX, INDIA TV are situated here. Noida is a major hub for multinational firms outsourcing IT services e.g., IBM, Miracle, DELL, Accenture, Samsung, JK Tech, MetLife etc. Noida ranks high when it comes to cleanliness of a city in India.

**Nearby Places to Visit:** Akshardham Temple, ISKCON Temple, DLF Mall of India, Worlds of Wonder, The Great India Place, Garden Galleria







## **Jaipuria Institute of Management, Noida**

A-32A, Sector 62, Opp. IBM, Noida | P. +91 120 4638300 / 301  
Email: [programmeoffice.noida@jaipuria.ac.in](mailto:programmeoffice.noida@jaipuria.ac.in) | [dean.noida@jaipuria.ac.in](mailto:dean.noida@jaipuria.ac.in) | [www.jaipuria.ac.in](http://www.jaipuria.ac.in)