

## **Guidelines to be followed for internal communication**

Dear HODs & Registrar,

You are requested to bring following points, related to procedure to be followed for official communications, to the notice of all faculty &/or staff under your control and direct them to follow the same strictly ... ..

### **Other than Administrative Office**

#### **Between persons holding parallel positions**

1. Any communication between Asstt. Prof. of same department / Associate Prof. of same department – A copy must be marked to the HOD
2. Any communication between TGs of same department / CTs of same department – A copy must be marked to the HOD
3. Any communication between Associate faculties of same lab of same department – A copy must be marked to the lab I/c. On specific directives of lab in-charge &/or HOD a copy be marked to the HOD. Mention the fact that copy is being marked to the HOD as directed by Lab in-charge/HOD
4. Any communication between members of same committee at departmental level – A copy must be marked to the co-ordinator of the committee. On specific directives of co-ordinator &/or HOD a copy be marked to the HOD. Mention the fact that copy is being marked to the HOD as directed by coordinator/HOD
5. Any communication between Associate faculties of various labs of same department has to be routed through lab in-charges concerned – A copy must be marked to the HOD concerned
6. Any communication between members of various committees at department level has to be routed through co-ordinators of the committees concerned – A copy must be marked to the HOD concerned
7. Any communication between members of various committees at institute level has to be routed through central co-ordinators of the committees concerned – A copy must be marked to the Dean concerned. On specific directives of Dean concerned &/or Principal a copy be marked to the Principal. Mention the fact that copy is being marked to the Principal as directed by HOD/Principal
8. Any communication between Central activity in-charges – A copy has to be marked to the Dean(Academics) &/or Dean(Administration) for matter in their jurisdiction as per the division of work already circulated to all. On specific directives of Dean concerned &/or Principal a copy be marked to the Principal. Mention the fact that copy is being marked to the Principal as directed by Dean(Acad./Admin.)/Principal.
9. Any communication between central co-ordinators of committees under Centre of Research and Technology Development (CTRD) – A copy must be marked to Dean(Administration), Principal and Director(CRTD).
10. Any communication between HODs – A copy has to be marked to the Dean(Academics) / Dean(Administration) for matter in their jurisdiction as per the division of work already circulated to all. On specific directives of Dean concerned &/or Principal a copy be marked to the Principal. Mention the fact that copy is being marked to the Principal as directed by Dean(Acad./Admin.)/Principal

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11. Any communication between Dean(Academics) and Dean(Administration) – A copy must be marked to the Principal.
12. If not on his/her own at least on demand any lawful addressee shall acknowledge the receipt of communication

### Between subordinates and immediate next superior

13. Any communication between Asstt. Prof. and Associate Prof., between Associate Prof. and Prof. connected for carrying out any activity related to academics – A copy must be marked to the HOD
14. Any communication between TG(s) & CT(s) of same department – A copy must be marked to the HOD
15. Any communication between Associate faculty and lab I/c – A copy must be marked to the HOD
16. Any communication between member of committee and co-ordinator/Faculty In-charge of committee at departmental level – A copy must be marked to the HOD
17. Any communication between member of institute level committee and central co-ordinator concerned – A copy must be marked to Dean(Administration). A copy be marked to the Dean(Academics) for matter related to his jurisdiction. On specific directives of Central co-ordinator &/or Dean(Academics/Administration) a copy be marked to the Principal. Mention the fact that copy is being marked to the Principal as directed by Dean(Acad./Admin.)/Principal
18. Any communication between central co-ordinator of a committee and HOD of any department concerned – A copy must be marked to Dean(Administration). A copy be marked to the Dean(Academics) for matter related to his jurisdiction. On specific directives of HOD concerned &/or Dean(Academics/Administration) a copy be marked to the Principal. Mention the fact that copy is being marked to the Principal as directed by Dean(Acad./Admin.)/Principal
19. Any communication between member of committee under Centre of Research and Technology Development (CTRD) and central co-ordinator concerned – A copy must be marked to Dean(Administration). On specific directives of Central co-ordinator &/or Dean(Administration) a copy be marked to the Principal &/or Director(CRTD). Mention the fact that copy is being marked to the Principal as directed by Central co-ordinator &/or Dean(Administration)
20. Any communication between HOD(s) & Dean – On specific directives of Dean concerned &/or Principal a copy be marked to the Principal. Mention the fact that copy is being marked to the Principal as directed by Dean(Acad./Admin.)/Principal
21. Any communication between HOD(s) & Director(CRTD) – A copy must be marked to the Dean(Admin.) & Principal
22. Any communication between Jr. Supervisor/Invigilator and Sr. Supervisor/Central ISE co-ordinator/Exam in-charge/ Central co-ordinator of Online exams – A copy must be marked to the HOD concerned and the Principal
23. If not on his/her own at least on demand any lawful addressee shall acknowledge the receipt of communication

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### Between subordinate and superior(s) other than immediate superior

24. Ordinarily any direct official communication between a subordinate and superior(s) other than immediate next superior is not advocated except in following conditions
  - a. When an immediate superior or his superior requires such communication to be posted and directs so specifically.
  - b. In matters to be processed urgently which require consent of a higher up to apprise him/her about the subject matter that final decisions can be taken quickly on receiving the matter through proper channel along with comments; a copy may be forwarded by the subordinate to superiors other than immediate superior. It must be clearly mentioned in communication that an advance copy is being forwarded to ... (Mention designation of addressee)
25. Any communication of a person working under HOD to another HOD has to be routed through HOD of parent department
26. Any communication of a person working under HOD to the Dean/Principal and above has to be routed through HOD.
27. Any communication to Society office and above has to be routed through the o/o Principal
28. All resignations have to be tendered through HOD concerned only. HOD in turn shall put his remarks/comments and forward the same ordinarily within one working day to the Dean(Admin.) who in turn shall forward the same to The Principal for further disposal

### Other points to be noted

29. In case of complaints/in case of harassment by immediate superior an advance copy shall be forwarded to the higher ups with a regular copy being forwarded through proper channel along with comments of immediate superior.
30. Confidential communications may be directly marked to the concerned when the necessity of such a direct confidential correspondence can be justified without following the routine channels of communication.
31. In case of grievances of female faculty/staff correspondence has to be invariably marked directly to Principal and Chairperson of Womens' Grievance Redressal Cell
32. BCC of any email shall not be marked to any a person who is not connected with the issue formally.
33. BCC shall not be marked to any higher up without being warranted by the rules set hitherto barring those covered under point (30-31) above.
34. All relieving orders for faculty/staff shall be issued only through o/o Head of department concerned.
35. Any communication to a subordinate staff/faculty working under another person holding parallel/equivalent position shall be made/routed through the said person only.

### Procedure to be followed in case of unwarranted communications

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36. If it is found that BCC(s) is/are marked violating clauses above then the concerned authority/his higher up/any person to whom the correspondence is made available for perusal shall investigate seuo motto /cause to investigate the correctness of cause/necessity as envisaged by sender and deal with it as follows ....
- a. A memorandum be issued to the concerned; if it has a malicious intention of
    - i. Portraying a (wrong)dark picture about an entity
    - ii. Escaping the responsibility by providing wilfully wrong or misleading information
    - iii. Dodging
    - iv. Passing the buck under the pretext of whistle blowing
  - b. A warning be issued to the concerned if the genuineness of the matter can't be proved
  - c. If the information is divulged to an outsider causing an irreparable loss to the institute disciplinary action shall be initiated.
37. If a copy/CC is marked without being called for to do so as per aforementioned rules then it shall be dealt as follows ..
- a. A show cause notice be issued/charge sheet may be filed at discretion if it is conceived to have been sent to pressurise the addressee indicating that sender has access to higher up. Any penalty less than a memorandum is not advisable
  - b. A warning shall be issued if a copy is marked intentionally to one who is not connected with the subject matter leading to gossip.
  - c. If a copy is marked to one who is not connected with the subject matter unwittingly it must be forgone but noted so in the first instance. If it happens next time a verbal warning be given (and recorded accordingly in personal file of concerned. This will not form the part of appraisal of concerned). If it happens third time or again a warning be issued for negligence in performing duties and shall form the part of appraisal of concerned.

### How to marks copies ?

38. A copy to a person having parallel position/higher position shall be marked in the main body of the email or letter or written communication as 'CFWC to' (Copy Forwarded With Compliments) below the signature of sender
39. A copy to a subordinate shall be marked as 'CC/Copy to :.' in the main body of the email or letter or written communication below the signature of sender
40. Every committee member/position holder as a part of the system of TG/CT/team/Administration/Committee (both at department level as well as institute level) must communicate using the designated official email-id only. A copy [CC and not the BCC] of this mail must be marked to his/her own personal email-id

### How to address?

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41. A person of higher position within the institute /society shall be addressed as 'Respected Sir/Madam'
42. A person from other organization with post/designation higher than the Principal shall be addressed as 'Respected Sir/Madam'
43. A person from other institute/organization up to position of Principal shall be addressed as 'Dear Sir/Madam'
44. A person holding parallel position, from parent organization/sister concern/parent society' shall be addressed as 'Dear Sir/Madam'
45. Examiners/Co-examiners, Sr. Supervisors, Squad members, Members / Chairperson of LIC from whatever institute shall be addressed as 'Dear Sir/Madam'
46. No communication without any salutation/proper addressing pattern shall be made to any other person as if it were an informal one.

### **Special cases**

47. A communication to a person in the form of a 'warning/memorandum (to a wrong doer)/communication seeking explanation/show cause notice' shall not include a formal addressing pattern or salutation
48. Demi-official communications be specifically marked so. A separate outward and inward register for demi-official correspondence be maintained – at least a running sequence be maintained.

### **Administrative office**

49. It is mainly handled by The Registrar and the Accountant
50. The Registrar shall direct all correspondence to any individual through the HOD concerned only. For urgent matters it may be directly sent to the concerned with a CFWC to concerned HOD
51. A CFWC of every communication to any department from the Registrar shall be marked to Dean(Admin.). For subject matter in jurisdiction of Dean(Acad.) CFWC must also be marked to him.
52. A CFWC of every communication made to Dean(Acad./Admin) by Registrar be marked to The Principal.
53. A copy of any communication to the Administrative Office from the department, routed through HOD, shall be given to Dean(Acad.) &/or Dean(Admin.)

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A chart indicating hierarchy shall be circulated shortly. Refer the same in case of doubts.

Sent for your records and necessary action

(J G Kulkarni)  
Dean - Administration