

POLICIES OF DEPARTMENT OF ADMINISTRATION

12. OFFICE COMMUNICATION POLICY

This policy is formulated to streamline official communication within the institution by establishing clear procedures and responsibilities. It aims to ensure consistency, professionalism, and accountability in all internal and external communications.

Purpose

This Office Communication Policy establishes clear guidelines for effective, professional, and timely communication within the institution. The policy aims to promote accuracy, transparency, collaboration, and a positive work environment while ensuring all communications align with institutional values and regulatory standards.

Scope

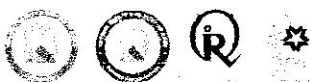
This policy applies to all employees and covers every form of official communication, including written, digital, and verbal communication within the institution and with external stakeholders.

Communication Guidelines

- Communication is a key professional competence, and all employees are expected to communicate clearly, respectfully, and effectively.
- Official communication includes written correspondence, emails, circulars, notes, online communication, meetings, and verbal instructions.
- Employees must understand and follow communication procedures to ensure professionalism, clarity, and smooth administrative functioning.

Channel of Communication

- All official communication must be routed through the proper channel.
- Suitable communication channels must be used depending on the nature, urgency, and confidentiality of the matter.



- Requests should be submitted to the Principal; upon verification, the principal shall forward them to the Chief Administrative Officer and then to the appropriate section (Academic or Accounts).
- All file notes, letters, and official correspondence should be drafted and typed only as directed by the Principal/Chief Administrative Officer.
- Communications from regulatory bodies (KUHS/NMC/Other government authorities) must be printed, recorded, and filed appropriately in respective office records.
- All communication must follow the institutional code of conduct, values, and approved formats.

Signing Authority

- The principal, or a person authorized by the principal, is the signing authority for all official documents and communications.

Confidentiality & Professionalism

- Confidential information must not be shared without proper authorization.
- Employees must maintain professionalism in tone, language, and behavior across all communication platforms.
- Personal use of official communication channels is prohibited unless authorized.

Documentation

- All-important communications must be documented, recorded, and filed in accordance with institutional documentation procedures.
- Communication records must be traceable and available for audit when required.

Compliance

All staff members must adhere to this policy. Non-compliance may lead to corrective action as per institutional rules.



Review

This policy will be reviewed periodically and updated as needed to ensure relevance and compliance with institutional and regulatory requirements.

13. POLICY FOR DISPATCH OF DOCUMENTS

Purpose

The purpose of this policy is to establish clear guidelines and standardized procedures for the secure and timely dispatch of documents within the institution. It ensures confidentiality, accuracy, and efficiency in handling all official correspondence and sensitive information.

Authorized Personnel: Only designated personnel are authorized to dispatch documents on behalf of the institution. These individuals are responsible for ensuring that all documents are properly handled, recorded, and delivered securely in compliance with this policy.

Classification of Documents: Documents shall be classified based on their level of sensitivity, confidentiality, and urgency. The mode of dispatch—such as by hand, courier, post, or electronic transmission—shall be selected accordingly to ensure security and prompt delivery.

Inward and Dispatch Registers

The Inward Register and Dispatch Register serve as official records for tracking the receipt and dispatch of all documents, packages, and communications within the organization. Maintaining these registers ensures accountability, traceability, and transparency in document management.

Inward Register

The Inward Register is maintained to record all documents received by the institution. It serves as official evidence of receipt and facilitates proper tracking and referencing.

The register shall typically include the following details:

1. Date of receipt
2. Subject line / Description of the document
3. Name of the person receiving the document
4. Signature of the person receiving the document



Dispatch Register

The Dispatch Register is maintained to record all outward documents sent from the institution. It serves as proof of dispatch and enables verification and follow-up.

The register shall typically include the following details:

1. Date of dispatch
2. Subject line / Description of the document
3. Name of the recipient or receiving authority
4. Signature of the dispatching personnel

Accountability and Record Maintenance

By maintaining accurate and up-to-date records in both the Inward and Dispatch Registers, the institution ensures effective management of all incoming and outgoing correspondence. This practice upholds accountability, transparency, and security in handling official, sensitive, and valuable documents.

14. FEE COLLECTION POLICY

Purpose

This policy outlines the procedures, responsibilities, and regulations governing the collection of fees from students at Amala Institute of Medical Sciences (AIMS), in accordance with the norms of the Fee Regulatory Committee for Medical Education (FRC) and the Kerala University of Health Sciences (KUHS).

Fee Structure and Fixation

- All fees collected from students are fixed by the Fee Regulatory Committee for Medical Education (FRC), an independent body appointed by the Government of Kerala.
- The institution collects Tuition Fee, Special Fee, and Hostel Fee (only for students availing hostel facilities) as per FRC orders.
- A refundable caution deposit of ₹10,000 is collected from hostel inmates at the time of admission.
- Textbooks and uniforms are purchased directly by students from suppliers.



- Annual provisional affiliation/administrative fees for respective courses are also paid online.
- Additional university fees including examination fee, title & synopsis proposal fee, dissertation fee, etc. are collected and remitted as per KUHS norms.

Loan Assistance

- Students requiring educational loans will be issued the approved fee structure and necessary institutional recognition documents (NMC, KUHS) upon request.

Scholarships and Concessions

- The Management provides scholarships to deserving students from economically weaker backgrounds.
- Eligible reservation category students (SC/ST/OEC/OBC=BH) shall apply for e-grants through the institution.
- The sanctioned amount is credited directly to the student's bank account by the Government.
- Students must remit the grant amount to the institution's bank account within seven working days, as directed.

Monitoring and Fee Default

- The Accounts Manager will regularly verify fee receipts and identify defaulters.
- Parents of defaulters will be contacted with a gentle reminder to ensure timely fee payment.

Awards and Recognition

- Students achieving academic excellence—such as University Ranks, Subject Toppers, Distinctions, etc.—will be honoured with:



- Prize Money
- Gold Coins
- Certificates
- Mementos

as decided by the Management.

Internal Audit

- The Internal Audit Department will periodically audit all fee-related transactions recorded in the HOMES software.
- Any discrepancies identified will be reported to the Accounts Department for timely correction, ensuring compliance with FRC and KUHS norms.

15. ACADEMIC TRANSCRIPT POLICY

Preamble

The Academic transcript is an official summary which reflect the total, unabridged academic performance and progress of the student at the institution. Transcript from Amala Institute of Medical Sciences is a comprehensive, chronological record of personal details, academic attendance percentage, clinical postings attended, grades obtained and internship details.

Policy details: -

- The Academic Transcript provided to Undergraduates and Post graduate students at our institution is as per the norms of affiliating University- Kerala University of Health Science.
- The candidates are eligible for the academic transcript only on submitting an application to the principal stating the purpose for the transcript, along with scanned copy of

