

WOXSEN EXPAT SUPPORT SERVICES POLICY

w.e.f. 26th July, 2024

I. Introduction

Woxsen University is committed to providing a smooth and efficient onboarding and ongoing support experience for our expatriate faculty and staff. This policy details the various phases of support offered, outlining designated tasks, points of contact, timelines, and additional notes for each phase.

II. Phases of Support

The support services are divided into six distinct phases, ensuring a seamless transition for our international team members.

Phases	Task	Point of contact	Timelines
Phase 1 - Visa procedure	Visa application + documents to be shared with them	Expat department	At least 1.5 month prior the person's joining date
	Check the visa details once the individual receives it	@People Operations Associate (POA) and @Woxsen Expat Support Services (WESS)	Once visa is granted
	Update the status on live excel	@WESS	Immediately
Phase 2 Onboarding	-Documentation	@POA	Date of joining (Day 1)

	Sim card	@POA	Date of joining (Day 1)
	SmartQ coupons	@POA (to collect them from Operations/accounts dept well in advance)	Date of joining (Day 1)
	Update the status on live excel	@POA	Immediately
Phase 3 - FRRO process	Initiation of the FRRO process upon joining	@WESS	Date of joining (Day 1)
	Collect the FRRO copy	@WESS and share it with @POA and @Joshua Mandapalli (JM) for records	Once received (usually takes ten days to process) (Day 10)
	Update the status on live excel	@WESS	Immediately
Phase 4 - PAN card	Application submission	@JM	Immediately after receiving the FRRO copy. (Day 10)
	PAN card acknowledgement slip to be collected	@JM and share it with @POA	Once applied, the acknowledgement slip is generated. (Day 10)
	Update the status on live excel	@JM	Immediately

Phase 5 - Bank account	PAN card acknowledgement slip along with other documents to be submitted to the bank official	@JM	Once applied, the acknowledgement slip is generated, please share that with ICICI bank/HDFC bank (according to the deal set) (Day 10)
	Account activation status	@JM	Within 10 days after applying for the bank account (Day 20)
	Update the status on live excel	@JM	Immediately
Phase 6 - Account details	-Share the account details with HR for payroll	@POA	Day 20
Regular process	Staff to keep a track of FRRO/visa expiration dates, notify WESS and keep sending the documents for renewal on time	@WESS	
	Update the live excel	@WESS	Immediately

III. Leave and Exit from India

- The faculty/staff member must obtain prior written approval from their Line Manager before leaving Hyderabad or Telangana state for non-official

purposes. This request must also be copied to the Vice President, VP's Chief of Staff (COS), POA, and WESS.

- All email communication regarding leaves or planned departures from the state must include POA, COS and WESS, in the copy recipient list.

IV. Guidelines for Traveling to Conferences or Events

When traveling within or outside India for conferences or professional engagements, please adhere to the following protocols:

1. Carry Essential Documentation:

- Ensure you have a **hard copy of your Residential Permit (FRRO)**.
- All documents submitted during your FRRO application should be available either as **soft copies** or **hard copies** for immediate access if needed.

2. Stay Connected with Support Contacts:

- Maintain communication with your **Line Manager**, **WESS**, or **POA** during your travel for updates or assistance.

3. Understand Indian Laws:

- Familiarize yourself with the local laws applicable to your stay and travel. **Ignorance of the law is not a valid defense**, so ensure full compliance.

V. Manage Your Visa and FRRO Obligations:

- WESS and POA can assist with visa and FRRO procedures, but the responsibility for tracking visa expiry dates lies with you.
- Notify WESS in advance for visa renewals and note that **renewal fees will be your responsibility**.

VI. Non-Compliance with Indian Regulations

- It is the faculty/staff member's responsibility to comply with all Indian regulations throughout their stay in the country. Failure to comply with these regulations may result in legal consequences, including deportation. Woxsen University cannot be held responsible for any such outcomes.
- Examples of non-compliance include, but are not limited to:
 - Overstaying their visa or FRRO registration.
 - Engaging in dual or illegal employment or business activities.
 - Violating any Indian laws or regulations.
- Failure to comply with the policy will result in a maximum of three warning emails. The final warning email will clearly state that the individual will be held responsible for any legal or immigration consequences arising from non-compliance. The university will also be obligated to report such non-compliance to the FRRO authorities.
- Warning emails will be sent directly to the faculty/staff member with a copy to their Line Manager, Vice President, and WESS.
- And as the last step the FRRO will be notified about the same and cancelling their visa. This will be done via email and followed by a call.

VII. Termination of Employment

- In the case of employment termination, the faculty/staff member's visa and FRRO registration will be cancelled immediately upon their departure from the university campus.
- The faculty/staff member is required to book flights and depart from India immediately upon receiving notification of termination.
- For resignations, the faculty/staff member must submit their resignation and depart from India by the designated departure date. Any delay in departure must be communicated immediately to allow for necessary FRRO and Embassy actions.
- WESS will send an email to the FRRO once the formalities are done at the Institution, notifying them about the departure details.

- Next step - Immediately after email, call will be made to FRRO official informing the same as above.

Serious Offenses and Termination

- If a faculty/staff member is involved in any illegal activities, their employment with Woxsen University will be terminated with immediate effect. This includes, but is not limited to:
 - Involvement in criminal activity.
 - Violation of drug laws.
 - Violation of immigration laws.
- In such cases, Woxsen University will be obligated to report the incident to the FRRO authorities. The individual will be responsible for any legal consequences arising from their actions, and they may be subject to deportation from India.
- And as the last step the FRRO will be notified about the same and cancelling their visa. This will be done via email and followed by a call.

VIII. Departure Update

- Upon the faculty/staff member's departure from the university campus and India, the official departure date will be updated on the FRRO website using the registrar login credentials.

IX. Legal Interpretation and Discretionary Authority

1. Discretionary Authority

- Woxsen University reserves the right to exercise discretionary authority in interpreting and applying this policy based on the specific circumstances of each case.
- The University may take decisions or actions not explicitly outlined in this policy when deemed necessary for:

- a) The safety and security of the institution and its community
- b) Compliance with changing government regulations
- c) Protection of the institution's interests
- d) Emergency situations or extraordinary circumstances
- e) Addressing unique situations not contemplated by this policy

2. Non-Exhaustive Nature

- This policy document is intended to be illustrative rather than exhaustive.
- The examples, situations, and procedures outlined in this policy are representative and do not constitute an exhaustive list of all possible scenarios or responses.
- The absence of a specific situation, procedure, or response from this policy does not limit the University's authority to address such situations as they arise.

3. Policy Interpretation

- In the event of any ambiguity or dispute regarding the interpretation of this policy, the University's interpretation shall be final and binding.
- The University reserves the right to interpret this policy in a manner consistent with its broader objectives and legal obligations.
- Authorized University officials shall make any interpretation of this policy in consultation with relevant legal and administrative authorities.

4. Indemnification

- Faculty/staff members agree to indemnify and hold harmless Woxsen University, its officers, employees, and agents from any claims,

damages, or expenses arising from their non-compliance with this policy or applicable laws.

- This indemnification extends to legal fees, settlement costs, and any other expenses incurred in defending against such claims.

5. Amendments and Updates

- The University reserves the absolute right to amend, modify, or update this policy at any time without prior notice.
- Such amendments may be made to address new circumstances, comply with new regulations, or improve policy effectiveness.
- While the University may inform affected parties of significant changes, it is the responsibility of faculty/staff members to stay informed of any policy updates.

6. Acknowledgment and Acceptance

- By accepting employment with Woxsen University, faculty/staff members acknowledge that they have read, understood, and agree to be bound by this policy and any future amendments.
- They further acknowledge that this policy forms part of their employment terms and conditions.
- Non-compliance with this policy may result in disciplinary action, up to and including termination of employment.

7. Force Majeure

- The University shall not be liable for any delay or failure in performing its obligations under this policy due to circumstances beyond its reasonable control, including but not limited to:
 - a) Acts of government or regulatory changes
 - b) Natural disasters or calamities

- c) National emergencies or security situations
- d) Pandemic or health emergencies
- e) Any other force majeure events

Notes*:

POA – People Operations Associate - abhishikta.pramanik@woxsen.edu.in

JM – Joshua Mandapalli - joshua.mandapalli@woxsen.edu.in

COS – VP's Chief of Staff and Head of Strategic Initiatives & Growth –
learner.innovation@woxsen.edu.in

WESS - Woxsen Expat Support Services – visa.support@woxsen.edu.in

**Policy amended on 21st November, 2024.*