

COMMUNITY SEVA CENTRE-INDIA

HUMAN RESOURCES MANUAL

Introduction: This HR Manual contains the key policies, goals, benefits, and expectations of the organization and other information an employee will need in the course of employment in the organization.

The success of organization is determined by our ability to operate as a unified team. We have to earn the trust and respect of our partners, and together we shall achieve our mission and goals.

Mission: Our organization creates an environment of hope and respect for needy children of all cultures and beliefs in which they have opportunities to achieve their full potential, and provides practical tools for change – to children, families and communities.

Objective: Management's objective in bringing out this Manual is to promote consistent Personnel practices.

Scope: This manual sets forth HR policies and processes applicable to all employees in our organization. This manual has been updated to cover the revisions that have come into force with effect from This manual contains general statements of policy and should not be read as forming an express or implied contract

Distribution: Copies of the HR Manual should be sent to each Site Office and other units of our organization. The respective unit's head in turn, will be responsible for distributing the same within his or her Project / site.

Policy Application: Each department/unit/site office is responsible for the consistent application of all policies stated herein in their respective departments/site offices.

Human Resources Philosophy: It is the fundamental policy of that all employees should be treated fairly and without any discrimination. The Organization would like to maintain cordial relations with its employees, afford easy accessibility, strengthen channels of communication and adopt a pro-active role to motivate its employees.

Organisation will aim to become an Equal Opportunity Employer. No person will be discriminated against in employment because of race, colour, religion, sex,

gender, marital status, political belief, age, disability, ancestry, and sexual preference. This equal opportunity extends to all aspects of employment, including recruitment, hiring, training & development, promotions, termination, lay-offs, discipline and all conditions of employment and benefits/privileges in accordance with applicable statutory laws. The Organization will attempt to ensure that no employee is subjected to arbitrary decisions. All candidates for employment will be considered on merit. It is the responsibility of the management to ensure that fundamental human rights are not violated. The Organization shall strive to provide a safe and healthy working environment. (Name) expects that all individual employees shall maintain professional code of conduct and the Organization expects high standards of trust, honesty and integrity from all its employees.

COMMUNITY SEVA CENTRE - PONDICHERRY

Definition of Terms

Organization: Means the Regd. Office at Community Seva Centre, No.2, Vallikrishna Illam, III rd Cross, Kasthuribai Gandhi St, Nethaji Nager- I, Uppalam, Pondicherry- 605 001, India, and Adm. Office at Community Seva Centre, No.25, Seva Illam, Seva Nager, Pooranankuppam & P.O., Pondicherry – 605 007, India and its branch and liaison offices, located anywhere in India or that may be established in future.

Project Manager: Means any person so appointed by Governing Body of the Organization.

Employee: Means any person appointed by **(Name)** for its Establishment and includes an Employee as defined under these service rules and regulations. The singular shall include the plural, and the feminine, the masculine wherever applicable.

Attendance: Means presence of the Employee concerned at his/her designated place of work and in effect engaged in the allotted work.

Premises: Includes all work places of **(Name)**, including Organization, whether owned, leased or hired by **(Name)**

Probationer : Is a person who is provisionally appointed to a post and is under probation for the prescribed probationary period. Upon satisfactory completion of the probationary period, the “probationer” will be confirmed by an order in writing. Unless confirmed, the probationary period will be extended for an additional period of maximum **XX** months. The maximum extended time frame is applicable for all positions in question.

Permanent Employee : Is one who has satisfactorily completed the prescribed period of probation, and has been issued an order of confirmation in writing, or a person who is so appointed to a permanent position without probation.

Contractual Employee : Besides permanent employees, the Organization shall be at liberty to avail of professional services through short and long term contracts. The services of the contractual employees/consultant may be sought for all positions and the number of working hours, remuneration and other terms shall be determined by the Project Manager. The contract may be renewable on mutually agreeable terms if both the parties desire to re-enter into the contract.

Job Description : The document of responsibilities for each employee for the purpose for which he/she was employed is defined as 'job description.' Each employee would be issued a job description, which would include specific activities and the targets that need to be accomplished. The Organization reserves the right to revise, add or modify the job descriptions of an employee at any time.

Resignation : A desire to be relieved from the services/employment of Organisation subject to acceptance, from a particular period of time, usually giving XXX months of notice or as specified in the letter of appointment or confirmation or contractual agreement. Accordingly, all rights and benefits accruing to employees shall stand withdrawn from the last day of employment.

Termination : If an employee is found to be repeatedly disregarding the disciplinary rules of the Organization in spite of repeated notices, or if the performance of the employee (regular or contractual) is not up to the desired level or does not show signs of improvement even after being given the required training, the Organization may serve a notice of termination.

Salaries: The term salaries as per the Income Tax Act, 1961 is prescribed as "remuneration in any form (including perquisites) due for personal service under an express or implied contract of employment or service."

Suspension : Employees who have violated the disciplinary standards and professional code of behavior guidelines and who have failed to improve their conduct, intentionally or habitually, after warnings through written communications shall be suspended from services for a period as decided by Management. During the suspension period, the said employee will not be allowed to render any kind of duties.

Increment : Salaries will be reviewed during month of each new calendar year. Increments will be based on performance of the employee in the previous year. The increment does not become a fundamental right of the employee and

the Organization may, if so desire, decrease the percentage of increment, suspend the increment either temporarily or completely stop payment of increments to employees it does not deem worthy of increment.

Benefits: Employer's Contribution to Provident Fund, Membership to the Group Personal Accident Insurance Scheme or any other benefits given to employees as decided by the management constitutes the Benefits.

Promotion: Employees shall be promoted to higher positions, on the basis of their past performance, competence, requisite qualifications and experience.

Appointments: An Appointment letter will be issued to all staff and subsequent to the receipt of the letter of invitation to join employment, the candidate would be expected to submit a joining report. All candidates should provide the following details:

- Copy of the relieving letter or 'no dues' certificate from previous employer
- Copies of experience certificates from all earlier employers
- Filled-in personal profile form of organisation with two passport size photographs
- Signed copy of the Conflict of Interest Statement.
- Signed copy of the statement on adherence to Child Protection Policy.
- Copy of pay slip or salary certificate of last drawn salary
- PF Nomination and PF Transfer Form, if applicable

Induction : All the newly recruited employees on joining shall be inducted into the system after a formal orientation/training. It is recommended that the induction process shall be a multi-departmental orientation program and the employee be sent on rotation to other departments to enable him/her to understand all the departments of the Organization.

Probation : All newly recruited employees shall undergo a probation period of not less than Six months from the date of appointment. The probation period may be extended by the management at its sole discretion. During probation, should the employee resign, he/she shall be required to give one month's notice in writing and his resignation shall become effective only when the Management accepts the same. The performance of an employee on probation shall be evaluated before the expiry of the probation period.

Confirmation : On satisfactory completion of the probation period, the employee shall be confirmed in the services of the Organization for full-term of the contracted tenure as the case may be. A second copy of the letter of confirmation should be recorded in the employee's personnel file.

Resignation: A permanent employee desirous of leaving the services of the Organization shall give three months' notice in writing to the Project Manager through his/her immediate superior. The employee shall then be relieved as per the terms and conditions of the letter of appointment at the close of office hours on the date mentioned in the letter of acceptance of resignation. The employee shall hand over charges to the respective Department heads or to the person designated by him/her and obtain a clearance certificate.

Termination: An employee shall be liable for termination of services for breach of conduct, fraud or non-compliance with the Organization's policies and procedures or indulging in malpractice or any other reason as deemed fit by the Organization by giving him/her one month's notice or compensation in lieu thereof. The services of an employee shall only be terminated by an order issued by the Project Manager.

Performance Appraisal: All confirmed employees (regular as well as contractual) shall be appraised annually against the objectives set out at the beginning of the year.

Annual Increment: Annual increment for all confirmed employees shall be implemented in xxx month every year at the rate determined by the Governing Board of Organization.

Promotion: The decision to promote an employee shall be based on the past performance of the employee, experience; additional qualification acquired by an employee and demonstrated competencies required for the position.

Training Programs: Training inputs shall be provided both in-house and through external programs. This decision shall be based on requirement of Projects.

Provident Fund: Employees shall contribute a fixed percentage, which shall be determined by the Government of India or as modified from time to time and will be deducted at source from their earned basic salary every month, which shall not include other allowances. The Organization as an employer, shall contribute an amount which shall be equal to the contribution payable by the employee or as modified or amended by the Government of India from time to time. In the present context, the contribution is 12% of basic salary. The Organization shall not contribute an equal share to voluntary contributions made by the employee. As per the PF Act, for those employees whose basic salary is Rs.6500 or more, the employee can opt out of PF contribution. In case of the contractual / permanent employee not opting for PF, the said amount shall be paid to the employee as an additional allowance & shall be taxed accordingly. Employees shall be required to make a nomination conferring the right to receive the amount

that may stand to his/her credit in the fund in the event of his/her death before the amount standing to his/her credit has become payable, or where the amount has become payable before the payment has been made. This shall be as per the provisions under the Employee's Provident Fund and Miscellaneous Provisions Act, 1952 or as modified from time to time.

Personal Accident Insurance Policy : Every employee of organization is covered under a group personal accident insurance scheme of XXX insurance Organization. The cost of premium is borne by the Organization and there is no additional contribution made by the employee.

Leave: The following policy recognizes the employee's need to have time off from work for various reasons such as religious, recreational, cultural, medical, personal or others.

Leave shall be calculated with reference to the calendar year- 1st Jan to 31st Dec.

The coverage for "Leave of absence" include:

- a) Privileged Leave (PL) 15 no. of days.
- b) Sick Leave (SL) – 15 No of days.
- c) Casual Leave (CL) – 15 No of days.
- d) Maternity Leave –90 No of days.

Application for any kind of leave mentioned above shall be made in the prescribed Leave

Form for obtaining prior permission of the sanctioning authority.

Maternity Leave: Maternity leave on full pay will be granted to a female employee for a period not exceeding 90 days on any one occasion (of which not more than 45 days shall precede the date of delivery) and shall be restricted to 180 days during the entire period of service. The female employee shall submit the application at least one month in advance, along with a certificate from the doctor. All provisions under the Maternity Benefit Act 1961 will be adhered to. A female employee suffering from an illness arising out of pregnancy, delivery, and premature delivery of a child, miscarriage, medical termination of pregnancy or a tubectomy shall, on production of such Medical Certificate, be entitled to leave of 30 days. Such medical leave, if any, shall not invite the limit of 180 days Maternity Leave for two full-term pregnancies, during the entire period of service.

Holidays: Important Local Festivals & National Holidays will be selected by the Project Manager, as agreed by staff to be observed as holidays during the following calendar year.

Hours of Work: Working hours will be from 0900 hours to 1800 hours with due interval for lunch from 1300 hours to 1330 hours from Monday to Saturday. For

office assistants, driver and gardener the attendance will be from 0830 hours to 1830 hours with the due lunch interval.

Attendance: All employees are expected to be punctual and observe office timings. All employees are required to be in the office by 0930 hours.

Payment of Salary: The salary period is from 1st of the month to 30th/31st of the month. Payment of salary will be in accordance with the Payment of Wages Act, 1936. Should the payday of the month fall on a holiday or weekly holiday, the salary shall be paid on the preceding working day.

Telephone / Fax / E-Mail: The Telephone, Fax and E-Mail are used for official calls only. However, private telephone calls (STD/ISD), from office will be permitted upon prior authorization from TL or Deputy. The Telephone Register will be maintained.

Confidentiality: The use of confidential information must be strictly limited to the regular and proper conduct of Organization. Except as authorized by Organization or required by law, no staff member or others having access may disclose confidential information to any person, company or other entity.

Annexure D
OFFER OF EMPLOYMENT LETTER
PRIVATE AND CONFIDENTIAL

(on organization's letter head)

Date:

Dear ,

Re: OFFER OF EMPLOYMENT AS “

“.

With reference to your application for employment and the recent interviews you have had with us, we have pleasure in offering you employment on the terms indicated below:

1. JOB TITLE

Your current job title will be and you will report to the

2. COMMENCEMENT OF EMPLOYMENT

Your employment would be effective from Upon your acceptance of this offer.

3. REMUNERATION

The total cost-to-company for your position will be **Rs**per annum.

4. TAXATION

Organization shall withhold the appropriate amount of Indian income taxes from the salary paid to you.

5. PROBATION

Your employment will be on six months probation period. On satisfactory completion of probation period, the confirmation of your employment letter will be issued.

6. OTHER TERMS AND CONDITIONS

All other terms and conditions are applicable be as per HR manual

7. ACCEPTANCE OF OUR OFFER

We hope you find this offer to be a satisfactory basis for joining in our Organization. We are glad to have you in our team and would be able to reach more children effectively and be reckoned as a voice of children in India.

Please confirm your acceptance of our offer by signing and returning the duplicate copy

of this letter to the attention of the undersigned within 7 days from date of this letter along with joining report you will need to complete and submit a joining report that

would include –

- i) Copy of the relieving letter/“No Dues” certificate from your previous employer
- ii) Copies of experience certificates from all previous employers

- iii) Filled-in personal profile form of Organisation with two passport-size photographs
- iv) Copy of pay-slip or salary certificate of last salary drawn
- v) PF Nomination and PF Transfer Form, if applicable

Yours sincerely,

For and on behalf of (name of the organization)

Chief Functionary

Acceptance

I accept the above mentioned terms and conditions of Organization.

Signature

Name

Date:

Employee Printed Name Position Title/Location

Encl: HR Manual of organisaton.

COMMUNITY SEVA CENTRE - PONDICHERRY

Job Description

Office Boy –cum-Messenger

1. Reporting

The Office Boy will report to the Manger

2. Tasks

- Carrying the messages on time at their correct destination.
- Files are moved and letters are delivered to the right desk on time.
- Ensure timely distribution of Tea, Coffee and pure drinking water, as and when required by the staff.
- Duties are carried out promptly and correctly as per instructions of the Staff.
- Photocopying and Binding on request of staff.
- Filing the papers in the proper files.
- Other office functions at the request of the Team Leader.

COMMUNITY SEVA CENTRE-PONDICHERRY

Travel Policies

(This varies from project to project)

This Travel policy contains the Travel, Lodging limits and Daily Allowance of the organization and other information an employee will need in the course of traveling on official visits to project sites, in the organization.

Eligibility for official Travel:

All field staff members are eligible to travel from Head office to Project sites on official visits. The following is eligible criteria:

Chief Functionary & Project Manager: HO to Project Sites and meetings of **CSC India by Air / Train**

SR Coordinator, Program Coordinator: Project Sites / CCF meetings : **Train**

Accountant : Project Sites / CSC meetings : **Train**

Field Staff : Project Sites / CSC meetings : **Train / Bus / Car**

Travel advances shall be provided to employees travelling out of their base city on official purposes. Request for travel advances have to be approved by the respective

department heads and then forwarded to the Project Manager, in turn will inform the Accountant for release of advance. Advance requests should be sent at least five days prior to the trip by employees. While requesting a travel advance, the earlier advance, if any, should have been repaid/accounted for.

Location

Lodging Limits (hotel accommodation per day excluding charges)

Daily Allowance -

COMMUNITY SEVA CENTRE -PONDICHERRY

Procurement Policies

This Procurement policy contains the procedures for procurement of goods and consultants of the organization.

Procedures:

Procurement of Goods of Rs. 10,000.00 will be by calling 3 quotations and lowest of 3 will be finalized. The Project Manager will sign the Work / Purchase order. On receipt of goods the payments will be made to the party.

Procurement of Goods of >Rs. 10,000 and < Rs.1,00,000 will be done by Procurement committee. The Committee consist of 3-4 members, which includes of member from Community and Governing Board. The Project Manager will call the Quotations and submit to the Procurement Committee for their review. The Committee will finalise the party, while looking in to different aspects and finalise the Party and inform the PM. The Project Manager will issue PO.

Procurement of Goods of > Rs. 1,00,000 and < Rs.5,00,000 will be also done by Procurement Committee under the guidance of CSC India. The Project Manager will call the Quotations and submit to the Procurement Committee for their review. The Committee will finalize the party, while looking in to different aspects and finalise the Party and inform the PM. The Project Manager will issue PO.

Procurement of Consultancies Services: will be also done by Procurement Committee under the guidance of CSC India. The Project Manager will call the Expression of Interest and submit to the Procurement Committee for their review. The Committee will finalise the party, while looking in to Technical and Financial aspects and finalise the Party and inform the PM. The Project Manager will enter into an MOU.

