

# **ARPAN SEVA SANSTHAN**

## **ARPAN MANUAL**

(REVISED AND APPROVED BY EC AS ON 20.08.2024)



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**A-1**

**BRIEF  
INTRODUCTION  
OF  
ARPAN**

## **INTRODUCTION**

**ARPAN** IS A NON-PROFIT ORGANIZATION REGISTERED UNDER THE RAJASTHAN SOCIETIES REGISTRATION ACT OF 1958. IT WAS ESTABLISHED ON MARCH 29, 1996, BY A TEAM OF DEDICATED YOUNG PROFESSIONALS COMMITTED TO SERVING RURAL COMMUNITIES AND FOSTERING POSITIVE SOCIETAL CHANGE. ARPAN WAS BROUGHT INTO EXISTENCE WITH THE PURPOSE OF ENSURING ACCESS OF COMMUNITY TO SECURED LIVELIHOOD OPPORTUNITIES. OUR VISION IS TO IMPLEMENT SUSTAINABLE PROGRAMS THAT ENHANCE THE LIVELIHOODS OF RURAL COMMUNITIES. WE BELIEVE IN PLAYING THE ROLE OF FACILITATOR TO ENHANCE THE IMPACT OF RURAL DEVELOPMENT PROGRAMME THROUGH COMMUNITY BASED PARTICIPATORY APPROACH.

**VISION:** EXPEDITE SYNERGY FOR SUSTAINABLE DEVELOPMENT.

**MISSION:** TO PROMOTE SUSTAINABLE AND SOCIALLY INCLUSIVE DEVELOPMENT PROCESSES, STRENGTHENING THE RESOURCES, KNOWLEDGE AND CAPABILITIES OF THE COMMUNITIES SO AS TO ENHANCE THEIR QUALITY OF LIFE.

### **THRUST AREAS:**

- NATURAL RESOURCES MANAGEMENT (LAND, WATER, AGRICULTURE, LIVESTOCK AND AFFORESTATION)
- LIVELIHOOD ENHANCEMENT
- DRINKING WATER AND SANITATION (WASH)
- HEALTH AND NUTRITION
- SKILL BUILDING AND EDUCATION
- PROMOTION OF COMMUNITY INSTITUTIONS
- MONITORING, EVALUATION, LEARNING & DOCUMENTATION
- RESEARCH AND STUDIES TRAINING AND CAPACITY BUILDING

**GEOGRAPHICAL AREA:** PAN INDIA

**OUTREACH & STRENGTH:** 12 LAKH+ COMMUNITIES

- PRESENCE IN MULTIPLE STATES WITH DEVELOPMENT INTERVENTIONS SUITABLY DESIGNED FOR VARIOUS TYPES OF COMMUNITIES UNDER VARIOUS LOCAL CONDITIONS.
- EXPERIENCE OF WORKING WITH RESOURCE-POOR TRIBAL AREAS AND MARGINALIZED COMMUNITIES IN THE FIELDS OF NATURAL RESOURCE MANAGEMENT, LIVELIHOOD ENHANCEMENT, VALUE CHAINS, FOOD SECURITY, CLIMATE CHANGE INTERVENTIONS, AND HEALTH.
- EMPHASIS ON GRASSROOTS MOBILIZATION AND VILLAGE INSTITUTIONS.
- A TEAM OF YOUNG PROFESSIONALS WITH MULTIDISCIPLINARY SPECIALIZATIONS, INCLUDING MANAGEMENT, ENGINEERING, AGRICULTURE, HORTICULTURE, ANIMAL HUSBANDRY, SOCIAL SCIENCES, COMMERCE, AND COMPUTER/IT.
- SUFFICIENT INFRASTRUCTURE AND FACULTY AVAILABLE FOR TRAINING AND CAPACITY BUILDING PROGRAMMES.
- CONVERGENCE OF MULTIPLE INTERVENTIONS FOR INTEGRATED AND HOLISTIC

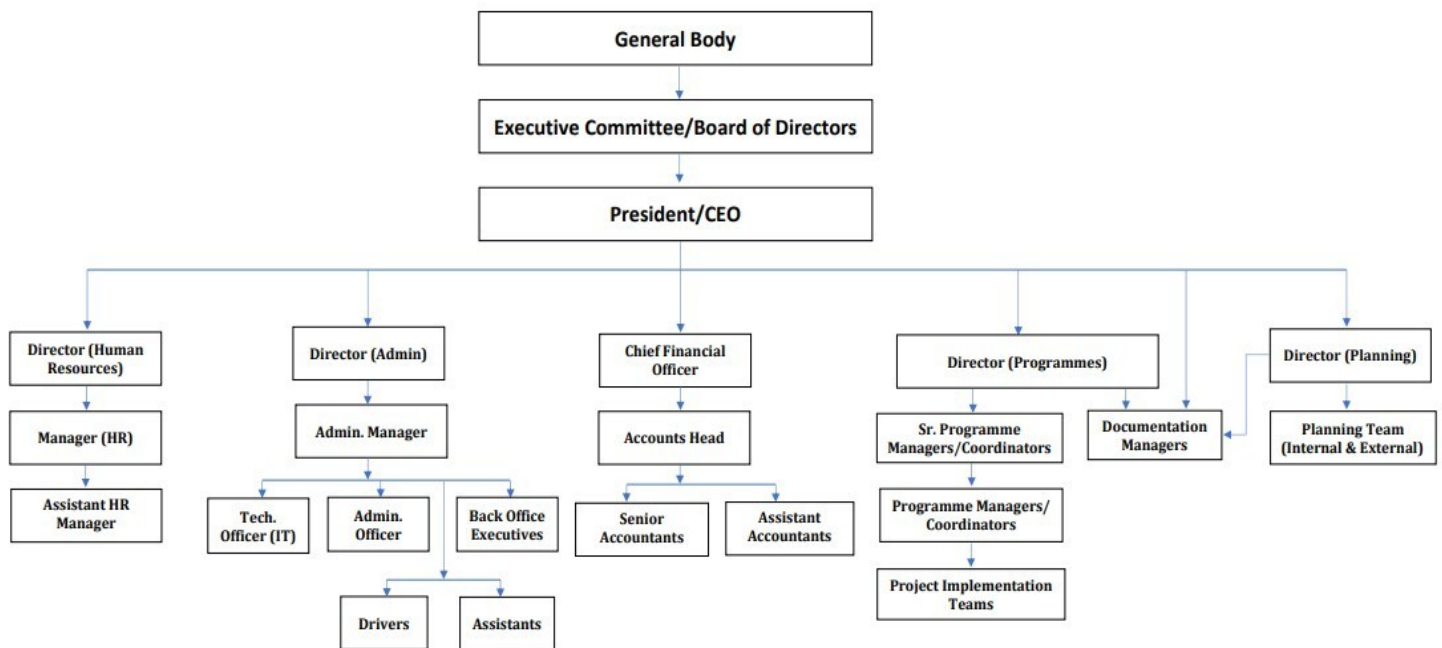


DEVELOPMENT.

- RECOGNIZED FOR HIGH QUALITY WORK AND TIMELY ACHIEVEMENT OF STIPULATED ACTIVITIES.
- WELL DEFINED PERFORMANCE EVALUATION SYSTEM FOR STAFF TO ENSURE MOTIVATION AND LONG-TERM ASSOCIATION.
- OPEN DOOR POLICY WITH A PERSPECTIVE OF BOTTOM-UP APPROACH WHERE SUGGESTIONS AND INPUTS FROM FIELD ARE APPRECIATED AND ACTED UPON.
- AN EXCELLENT RAPPORT WITH THE COMMUNITY ENSURES PARTICIPATION AND CONTRIBUTION, ALLOWING ALL PROGRAMMES TO BE IMPLEMENTED EFFECTIVELY AND FOSTERING A SENSE OF OWNERSHIP FOR THE ASSETS CREATED.

## ARPAN'S ORGANIZATION CHART

### ARPAN SEVA SANSTHAN ORGANOGRAM



**A-2**

**EMPLOYMENT  
PROCEDURE**

## **A - 2: EMPLOYMENT**

**PURPOSE:** TO DETERMINE THE MANPOWER REQUIRED TO INITIATE THE EMPLOYMENT PROCEDURE ACCORDING TO THE ESTABLISHED CRITERIA FOR SELECTING ELIGIBLE PERSONNEL TO CARRY OUT THE ORGANIZATION'S ACTIVITIES AT AN OPTIMAL LEVEL.

### **2.1 INTRODUCTION**

- ANALYZE THE CURRENT AND FUTURE REQUIREMENTS OF HUMAN RESOURCES TO FORECAST AND FORMULATE A COURSE OF ACTION THAT ENSURE SUCH NEEDS AND RESOURCES ARE KEPT IN PROPER BALANCE.
- RESPOND PROMPTLY TO PROPOSALS FOR FILLING VACANCIES FROM THE RESPECTIVE HOD.
- FILL VACANCIES, OTHER THAN AT ENTRY LEVELS, THROUGH PROMOTION FROM WITHIN. RECRUITMENT IS RESTRICTED TO ENTRY-LEVEL POSITIONS IN BOTH MANAGEMENT AND NON-MANAGEMENT CATEGORIES. HOWEVER, IF CANDIDATES MEETING THE QUALIFICATIONS AND EXPERIENCE REQUIREMENTS ARE NOT AVAILABLE WITHIN THE ORGANIZATION, EXTERNAL RECRUITMENT WILL BE CONSIDERED.
- ENSURE THAT THE ORGANIZATION HAS AN ADEQUATE NUMBER OF QUALIFIED INDIVIDUALS AVAILABLE AT THE APPROPRIATE TIME, PERFORMING JOBS THAT MEET THE ORGANIZATION'S NEED AND PROVIDE SATISFACTION FOR THE INDIVIDUALS INVOLVED.

### **2.2 EMPLOYEES CLASSIFICATION**

#### **• EMPLOYEES:**

- a) **MANAGEMENT EMPLOYEES:** ALL MANAGERIAL, SUPERVISORY, PROFESSIONAL, AND TECHNICAL PERSONNEL, OTHER THAN CLERICAL OPERATIVES, WHOM THE ORGANIZATION HAS APPOINTED AS MEMBERS OF THE MANAGEMENT TEAM ON A PROJECT CO-TERMINUS BASIS.
- b) **NON-MANAGEMENT EMPLOYEES:** ALL CLERICAL OPERATIVES.

#### **• NON-EMPLOYEES:**

- c) RETAINERS LIKE DOCTORS, LAWYERS, AND CONSULTANTS, ETC.
- d) **TRAINEES** - WHO UNDERGO TRAINING FOR A SHORT PERIOD AS PART OF THEIR EDUCATIONAL OR PROFESSIONAL TRAINING, LIKE SUMMER TRAINEES, CHARTERED ACCOUNTANTS, ETC. TRAINEES MAY ALSO BE TAKEN FOR LONGER PERIODS UNDER ORGANIZATIONAL SCHEMES, E.G., MANAGEMENT TRAINEES.

**PURPOSE:** TO FILL UP THE VACANCIES ARISING OUT OF NEW PROJECTS, RESIGNATIONS, RETIREMENTS, DEATHS, TERMINATIONS, ETC.

**POLICY:** TO DETERMINE THE HUMAN RESOURCES REQUIREMENT OF THE ORGANIZATION BEFORE COMMENCING THE EMPLOYMENT PROCEDURE. THE DIFFERENT TYPES OF EMPLOYMENT ARE AS FOLLOWS:

## EMPLOYMENT TYPES

**TIME-BASED CONTRACT:** AS PER ORGANIZATIONAL PROJECT ASSIGNMENTS, WE ARE MADE TO CONTRACT ON A PROJECT WORK TIME-BASED. FOR THIS TYPE OF WORK TO BE COMPLETED, EMPLOYMENTS ARE DONE UNDER PROJECT TIME-BASED CONTRACT.

1. **TEMPORARY:** FOR JOBS THAT ARE OF A TEMPORARY NATURE AND HAVE TO BE COMPLETED WITHIN A PERIOD OF 3 MONTHS, EMPLOYMENTS ARE DONE UNDER THIS TYPE.

**REQUISITION SANCTIONING AUTHORITY:** THE SANCTIONING AUTHORITY FOR ALL TYPES OF EMPLOYMENT IS WITH THE PRESIDENT/CEO OF THE ORGANIZATION.

### **FOLLOWING STEPS MAY BE PROCESSED FOR SELECTION/RECRUITMENT BY COMMITTEE:**

- TELEPHONIC OR WRITTEN TEST IN THE INTERVIEW PROCESS
- PRELIMINARY INTERVIEW
- FINAL PANEL INTERVIEW FOR TEMPORARY POSITIONS: A PHYSICAL INTERVIEW IS CONDUCTED FOR SELECTION

**SALARY PAYABLE:** THE SALARY PAYABLE WILL BE ACCORDING TO THE ARPAN/PROJECT GUIDELINES.

**2.3 SELECTION PROCEDURE REQUISITION:** WHEN A BUDGETED VACANCY IS TO BE FILLED, THE CONCERNED DEPARTMENT HEAD WILL ORIGINATE A REQUISITION AND FORWARD IT TO THE HR DEPARTMENT, WHICH WILL INITIATE ACTION AFTER OBTAINING APPROVAL FROM THE APPROPRIATE AUTHORITY.

### **RECRUITMENT:**

TYPE OF EMPLOYMENT	SANCTIONING PROCESS & AUTHORITY	BUDGET	SOURCES OF FUNDS	SELECTION PROCESS/PANEL, TESTS	SALARY PAYABLE	APPOINTING/DISCIPLINARY AUTHORITY
TIME – BASED CONTRACT (TYPE A)	ARPAN – CEO	BUDGET APPROVED BY CEO/ EC	PROJECT/ ARPAN ADMIN	PRELIMINARY INTERVIEW /PANEL INTERVIEW/ WRITTEN TEST	AS PER ARPAN/ PROJECT GUIDELINES	CEO
TEMPORARY (TYPE B)	DIRECTOR/ PROJECT MANAGERS	BUDGET APPROVED BY PROJECT/ NEED BASIS	PROJECT / ARPAN ADMIN	INTERVIEW	AS PER ARPAN/ PROJECT GUIDELINES	DIRECTOR/PROJE CT MANAGERS

UPON RECEIPT OF THE REQUISITION, HR WILL TAKE THE FOLLOWING STEPS ON AN ELIMINATION BASIS TO IDENTIFY POTENTIAL CANDIDATES.

- I. **JOB SPECIFICATION:** THE FIRST STEP HR WILL TAKE IS TO CLEARLY IDENTIFY THE MINIMUM ACCEPTABLE QUALIFICATIONS IN TERMS OF SKILLS, EDUCATION, EXPERIENCE, AND SPECIAL APTITUDES REQUIRED TO PERFORM THE JOB EFFECTIVELY. ANY SPECIAL REQUIREMENTS CRITICAL TO JOB PERFORMANCE WILL ALSO BE DETERMINED IN ADVANCE.

**II. SOURCE TO FIND THE POTENTIAL CANDIDATES:** ANY ONE SOURCE MAY BE CHOSEN TO SELECT THE CANDIDATE AS PER THE REQUIREMENT, SUCH AS:

- a) LOOKING FOR CANDIDATES IN THE IN-HOUSE DATABASE, IF AVAILABLE, BUILT FROM UNSOLICITED APPLICATIONS, EMPLOYEE CONTACTS, EARLIER ADVERTISEMENTS, AND BUSINESS CONTACTS.
- b) CONTACTING REPUTABLE PLACEMENT AGENCIES AFTER CHECKING THEIR AREAS OF SPECIALIZATION.
- c) RELEASING AN ADVERTISEMENT IN A MEDIUM WIDELY READ BY THE TARGET GROUP. FOR SENIOR POSITIONS, THE ADVERTISEMENT SHOULD BE WELL-DESIGNED AND STRATEGICALLY POSITIONED TO ATTRACT RESPONSES FROM QUALIFIED CANDIDATES.
- d) CONDUCTING CAMPUS RECRUITMENT.
- e) EXPLORING VARIOUS WEBSITES AND SOCIAL MEDIA PLATFORMS.

**ii) SCREENING OF APPLICATIONS:**

- HR WILL REVIEW EVERY APPLICATION AGAINST THE JOB SPECIFICATIONS TO ENSURE COMPLIANCE.
- THE LEVEL OF EXPERIENCE WILL BE ASSESSED ACCORDING TO THE REQUIREMENTS OF THE PROJECTS AND DEPARTMENTS.
- VERIFICATION: EACH EMPLOYEE VERIFICATION FORM IS MANDATORY AND MUST BE CHECKED WITH THE LAST ORGANIZATION WHERE THE EMPLOYEE WAS ASSIGNED TO ANY PROJECTS OR DEPARTMENTS IN OUR ORGANIZATION.

**iii) SELECTION:**

**GENERAL:** AFTER SCREENING THE APPLICATIONS, HR WILL CALL THE MOST SUITABLE CANDIDATES WITH AT LEAST 7 TO 10 DAYS' NOTICE FOR AN APTITUDE TEST, WHERE REQUIRED. CANDIDATES SHOULD BRING ORIGINAL CERTIFICATES AND TESTIMONIALS FOR PRELIMINARY REVIEW ALONG WITH ALL RELEVANT DOCUMENTS.

FOR EACH VACANCY, SUITABLE CANDIDATES WILL BE INVITED FOR A PRELIMINARY INTERVIEW, FROM WHICH POTENTIAL CANDIDATES WILL BE SHORTLISTED FOR THE FINAL INTERVIEW.

THE FINAL INTERVIEW WILL PREFERABLY BE CONDUCTED WITHIN TWO WEEKS OF THE PRELIMINARY INTERVIEW. IT IS COURTEOUS TO INFORM CANDIDATES WHO WERE INTERVIEWED BUT NOT SELECTED ABOUT THE OUTCOME OF THE INTERVIEW.

THE ABOVE PROCESS MAY CHANGE DEPENDING UPON THE URGENCY OF THE POST TO BE FILLED.

**iv) APPLICATION FORM:**

ALL CANDIDATES APPEARING FOR AN INTERVIEW ARE REQUIRED TO COMPLETE THE ORGANIZATION'S INTERVIEW APPLICATION FORM **(ANNEXURE 1)** AND BRING IT TO THE PRELIMINARY INTERVIEW, AS THIS MAKES IT EASIER FOR THE INTERVIEWER TO VERIFY AGAINST THE JOB SPECIFICATIONS. THE HR DEPARTMENT WILL CHECK AND VERIFY ORIGINAL CERTIFICATES, SUCH AS THE SCHOOL LEAVING CERTIFICATE, OTHER QUALIFICATION CERTIFICATES, TESTIMONIALS REGARDING EXPERIENCE, THE LAST PAY SLIP, AND ANY OTHER PROFESSIONAL OR TECHNICAL TRAINING CERTIFICATES PRIOR TO ISSUING A FORMAL OFFER LETTER.

## **v) RECRUITMENT PROCESS**

THE ARPAN RECRUITMENT PROCESS IS DESIGNED TO ENSURE THE SELECTION OF QUALIFIED CANDIDATES WHO CLOSELY ALIGN WITH THE PROJECT'S GOALS AND MISSION.

### **JOB ANALYSIS AND DESCRIPTION:**

WE HAVE CONDUCTED A COMPREHENSIVE ANALYSIS TO DEFINE CLEAR JOB DESCRIPTIONS FOR EACH ROLE, OUTLINING RESPONSIBILITIES, REQUIRED QUALIFICATIONS, AND KEY COMPETENCIES.

WE RECEIVED THE CANDIDATE REQUIREMENTS FROM THE RELEVANT DEPARTMENT OR PROJECT LEADER BASED ON THE PROJECT NEEDS, AND THEN WE PROCEED WITH THE NEXT STEPS.

#### **1. SOURCING AND ADVERTISEMENT:**

LEVERAGING OUR IN-HOUSE EXPERTISE AND ENGAGING A REPUTABLE THIRD-PARTY SOURCING COMPANY, WE ARE ACTIVELY SOURCING CANDIDATES.

ADDITIONALLY, WE ARE ADVERTISING THE POSITIONS ON RELEVANT JOB BOARDS AND PROFESSIONAL NETWORKS TO ATTRACT A DIVERSE POOL OF APPLICANTS.

#### **2. APPLICATION SCREENING:**

RECEIVED APPLICATIONS AND CVS ARE CURRENTLY UNDER REVIEW TO ASSESS CANDIDATES AGAINST THE ESTABLISHED CRITERIA AND JOB REQUIREMENTS.

#### **3. INTERVIEW AND SELECTION:**

WE CONDUCT TELEPHONIC INTERVIEWS AND THEN SHORTLIST CANDIDATES BASED ON THE JOB DESCRIPTION, INCLUDING PANEL ASSESSMENTS AND WRITTEN TESTS IF REQUIRED. THIS PROCESS AIMS TO IDENTIFY INDIVIDUALS WHO DEMONSTRATE BOTH TECHNICAL COMPETENCE AND ALIGNMENT WITH OUR SHARED OBJECTIVES. THE SELECTION COMMITTEE APPROVES CANDIDATES IN ACCORDANCE WITH THE JOB DESCRIPTION AND SALARY BUDGET.

#### **4. OFFER AND ON BOARDING:**

UPON FINAL SELECTION, FORMAL OFFERS WILL BE EXTENDED TO SUCCESSFUL CANDIDATES. WE FACILITATE A COMPREHENSIVE ON BOARDING PROCESS TO ENSURE A SMOOTH TRANSITION AND INTEGRATION INTO THEIR ROLES WITHIN THE PROJECT.

#### **5. VERIFICATION SCREENING:**

WE COLLECT THE REQUIRED DOCUMENTS AND PROCEED WITH THE VERIFICATION PROCESS BY SENDING THE VERIFICATION FORM TO THE CANDIDATE'S LAST ORGANIZATION AND OBTAINING CONFIRMATION FROM THEIR HR DEPARTMENT. (ANNEXURE 2)

#### **6. JOINING PROCESS:**

WE SEND A WELCOME EMAIL THAT INCLUDES OUR POLICIES AND REQUEST CONFIRMATION FROM THE NEW EMPLOYEE. WE ALSO ASK THEM TO COMPLETE ALL REQUIRED FORMS (JOINING FORM, RELEVANT DOCUMENTS, ETC.). ADDITIONALLY, WE PROVIDE A BRIEF INTRODUCTION TO OUR ORGANIZATION AND THE PROJECT, FOLLOWED BY INTRODUCTIONS TO THE DEPARTMENT HEADS.

## **2.4 OFFER LETTER TO THE SELECTED EMPLOYEE FOR PROBATIONARY PERIOD:**

AN OFFER LETTER (**ANNEXURE 3**) IS ISSUED TO THE SELECTED CANDIDATE, INDICATING THAT THEY SHOULD REVIEW THE "ARPAN MANUAL," WHICH WILL BE PROVIDED AS AN ATTACHMENT VIA EMAIL. THE ORIGINAL OFFER LETTER IS TO BE RETAINED BY THE EMPLOYEE; WHILE ONE SIGNED COPY MUST BE RETURNED TO THE ORGANIZATION FOR THE EMPLOYEE FILE.

RETURNING THE SIGNED COPY TO ARPAN SIGNIFIES THE ACCEPTANCE OF ALL TERMS AND CONDITIONS OF EMPLOYMENT, AS WELL AS AN UNDERSTANDING OF AND COMMITMENT TO FOLLOWING THE ARPAN MANUAL.

A PROBATION PERIOD OF THREE MONTHS WILL APPLY TO ALL NEW EMPLOYEES FROM THE DATE OF JOINING. IF A NEW EMPLOYEE FAILS TO MEET THE EXPECTATIONS OF ARPAN DURING THIS PERIOD, THEY WILL BE GIVEN NOTICE OF TERMINATION AT THE END OF THE PROBATIONARY PERIOD.

## **2.5 JOINING PROCESS OF NEW EMPLOYEE:**

**THERE ARE SIX IMPORTANT STEPS THAT HRD WILL PROMPTLY FOLLOW FOR ALL NEW ENTRANTS:**

- a) ALL STAFF MEMBERS WILL BE INFORMED THROUGH A CIRCULAR OR NOTICE ABOUT THE ARRIVAL OF THE NEW ENTRANT, ALONG WITH A BRIEF OVERVIEW OF THEIR QUALIFICATIONS AND EXPERIENCE. A WARM WELCOME TO THE ORGANIZATION WILL BE EXTENDED, ACCOMPANIED BY A REQUEST FOR EVERYONE TO OFFER THEIR WHOLEHEARTED COOPERATION IN SUPPORTING THE NEW EMPLOYEE IN THE PERFORMANCE OF THEIR DUTIES.
- b) OBTAIN A JOINING REPORT FROM THE NEW ENTRANT AND RECORD THEIR DATE OF JOINING FOR ADMINISTRATIVE PURPOSES.
- c) DOCUMENT THE CURRENT STATUS OF THE NEW EMPLOYEE AT THE TIME OF JOINING AND MAINTAIN A RECORD OF ANY CHANGES THAT MAY OCCUR IN THE FUTURE.
- d) FAMILIARIZE NEW EMPLOYEES WITH THE PHILOSOPHY, POLICIES, AND PRACTICES OF THE ORGANIZATION THROUGH THE FOLLOWING STEPS:
  - ASSIST NEW EMPLOYEES IN UNDERSTANDING THEIR ROLES, RESPONSIBILITIES, AND POSITIONS WITHIN THE DIVISION AND THE ORGANIZATION.
  - AID IN THEIR ADJUSTMENT TO NEW SURROUNDINGS, FOSTERING CONFIDENCE AND COMMITMENT, AND ENSURING THEY FEEL AT EASE, COMFORTABLE, AND WELCOMED IN THE ORGANIZATION.
  - ENABLE THEM TO ACQUAINT THEMSELVES WITH PEERS, JUNIORS, AND SENIORS WITHIN AND ACROSS THE DIVISION.
  - ESTABLISH A MUTUAL UNDERSTANDING BETWEEN THE NEW EMPLOYEE AND THE ORGANIZATION.
- e) ESTABLISH A UNIFORM PROCEDURE FOR REPORTING ALL PERSONNEL CHANGES TO SIMPLIFY RECORD-KEEPING AND FACILITATE THE MAINTENANCE OF PAYROLL ACCOUNTING.
- f) ENSURE THAT THE JOINING APPLICATION IS SUBMITTED ALONG WITH THE COMPLETED PERSONAL INFORMATION FORMAT AS SHOWN IN **ANNEXURE 4**.

## **JOINING PROCEDURE:**

WHEN A NEW EMPLOYEE JOINS THE ORGANIZATION, AN ANNOUNCEMENT TO THIS EFFECT IS MADE THROUGH A NOTICE POSTED ON THE NOTICE BOARD OR VIA MAIL BY PROVIDING DETAILS SUCH AS EDUCATIONAL QUALIFICATIONS, EXPERIENCE, SPECIALIZATION, ETC., AND WELCOMING THEM TO THE ORGANIZATION.

UPON JOINING ON THE FIRST DAY, THE SELECTED CANDIDATE WILL REPORT TO HRD, ENDORSE THE DATE OF THEIR JOINING THE ORGANIZATION ON A PRESCRIBED FORM, AND SUBMIT THE FOLLOWING DOCUMENTS/PAPERS TO COMPLETE THE FORMALITIES:

1. RELIEVING LETTER & SALARY PROOF FROM THE PREVIOUS EMPLOYER.
2. DETAILS OF COVERAGE UNDER EPF OR RECOGNIZED PROVIDENT FUND OF THE PREVIOUS EMPLOYER, IF ANY.
3. TWO COPIES OF A COLORED PHOTOGRAPH FOR IDENTITY CARD AND RECORDING BLOOD GROUP.
4. BANK STATEMENT
5. ATTESTED COPIES OF EDUCATIONAL CERTIFICATES, ALONG WITH THE ORIGINAL CERTIFICATES FOR VERIFICATION (IF NOT DONE DURING THE INTERVIEW).
6. COPY OF DRIVING LICENSE

UPON RECEIVING THESE DOCUMENTS, THE HR DEPARTMENT WILL ALLOCATE AN EMPLOYEE CODE, WHICH WILL SERVE AS THE EMPLOYEE'S IDENTIFICATION UNTIL THEIR ASSOCIATION WITH THE ORGANIZATION. A COPY OF THE NEW EMPLOYEE'S JOINING REPORT WILL BE FORWARDED TO THE ACCOUNTS DEPARTMENT FOR SALARY PROCESSING, ALONG WITH RELEVANT PARTICULARS.

## **HR DEPARTMENT MUST KEEP THE RECORDS IN THE PERSONAL FILE OF EACH EMPLOYEE:**

1. COPY OF THE OFFER LETTER AND APPOINTMENT LETTER.
2. ALL FORMS INCLUDING INTERVIEW FORM, JOINING FORM, SELECTION FORM.
3. ALL NECESSARY DOCUMENTS AS PER THE COMPLIANCE REQUIREMENTS.
4. LETTERS FOR INCREMENTS, PROMOTIONS, CONTRACTS, AND RENEWALS.
5. DISCIPLINARY ACTION LETTERS AND ANY OTHER CONFIDENTIAL CORRESPONDENCE.
6. RESIGNATION LETTERS AND EXIT FORMS FROM FORMER EMPLOYEES. **(ANNEXURE – 8)**

## **INDUCTION PROGRAM**

UPON COMPLETION OF ALL REQUISITE FORMALITIES, THE EMPLOYEE WILL UNDERGO AN INDUCTION PROGRAM DESIGNED BY HR IN COLLABORATION WITH THE RESPECTIVE REPORTING OFFICER. A DETAILED INDUCTION PROGRAM MAY BE NECESSARY FOR ALL EMPLOYEES, WITH SPECIFIC EMPHASIS ON CRITICAL FUNCTIONS THAT REQUIRE INTERACTION WITH NUMEROUS INDIVIDUALS IN OTHER DEPARTMENTS OR DIVISIONS.

THE EMPLOYEE SHOULD UNDERSTAND:

- a) THE FUNCTION OF THE POSITION IN WHICH THEY ARE PLACED AND HOW IT RELATES TO THE OBJECTIVES OF THE ORGANIZATION AS A WHOLE.
- b) THE SPECIFIC OBJECTIVES TO BE ACHIEVED BY THEIR SECTION/DEPARTMENT AND THEIR



OWN PERSONAL RESPONSIBILITIES AND EXPECTED CONTRIBUTION TO THE ACHIEVEMENT OF THE DEPARTMENT'S OBJECTIVES.

- c) ARPAN APPROACH TO DEVELOPMENT AS WELL AS ARPAN VALUES.
- d) THE HR DEPARTMENT WILL INTRODUCE THEM TO ALL THE OTHER DEPARTMENTS.
- e) THE INTER-DEPARTMENTAL AND CROSS-FUNCTIONAL INDUCTION PROGRAM WOULD NORMALLY COMMENCE FROM THE 2ND DAY OF JOINING. THE NEW ENTRANT IS EXPECTED TO TAKE THE MAIN INITIATIVE IN PURSUING THEIR INDUCTION PROGRAM. THE PROGRAM OF MEETING VARIOUS PEOPLE WOULD TYPICALLY BE SPREAD OVER SEVERAL HALF DAYS, ALLOWING THEM TO START TAKING OVER THEIR JOB DURING THE REMAINING PART OF THE DAY. AT THE END OF THE INDUCTION PROGRAM, A REVIEW WILL BE CONDUCTED BY THE NEW ENTRANT, THE CONCERNED HEAD, AND THE CO-INDUCTOR. RELEVANT FEEDBACK RECEIVED DURING THIS REVIEW WILL BE SHARED WITH THOSE CONCERNED.
- f) UPON COMPLETION OF THE INDUCTION PROGRAM, NEW ENTRANTS WILL ACTUALLY START WITH THE WORK ASSIGNED TO THEM. FOR EMPLOYEES UNDER CONTRACT, A THREE-MONTH PROBATION PERIOD IS PROVIDED TO ASSESS THEIR PERFORMANCE. THIS PERIOD SERVES AS A JOINT LEARNING PHASE FOR THE NEW ENTRANTS AND THE ORGANIZATION DURING WHICH THEY WILL BE CONSISTENTLY ENCOURAGED TO LEARN, WITH SUPERIORS MAINTAINING REGULAR COMMUNICATION WITH THEM.

#### **2.6 FEEDBACK & APPRAISAL:**

A FORMAL APPRAISAL PROCESS IS CONDUCTED EVERY MONTH FOR NEW ENTRANTS DURING THEIR PROBATIONARY PERIOD. THE APPRAISER REVIEWS AND DISCUSSES THE PERFORMANCE WITH THE NEW ENTRANT AFTER THE COMPLETION OF THREE MONTHS. AT THIS STAGE, CEO/PRESIDENT IS RESPONSIBLE FOR CONFIRMING WHETHER THE NEW ENTRANT IS POTENTIALLY CONFIRMABLE. GIVEN THE SIGNIFICANCE OF THIS DECISION, A THOROUGH AND TIMELY EVALUATION BY THE CEO/PRESIDENT IS ESSENTIAL. THE CONTRACT DURATION IS CONTINGENT ON PERFORMANCE. IF PERFORMANCE IS NOT UP TO STANDARD, THE PROBATION PERIOD MAY BE EXTENDED FOR AN ADDITIONAL THREE MONTHS OR TERMINATED WITH THE ISSUANCE OF A LETTER IF:

- I. THE PERFORMANCE OF THE PROBATIONER IS NOT AT THE EXPECTED LEVEL.
- II. THERE IS A MISMATCH BETWEEN THE PROBATIONER'S VALUES AND THE ORGANIZATIONAL VALUES.
- III. THERE IS NO MUTUAL ADJUSTMENT BETWEEN THE PROBATIONER AND THE MEMBERS OF HIS/HER TEAM.

IF DEEMED APPROPRIATE, THE CONFIRMATION LETTER WILL BE PERSONALLY HANDED OVER BY THE PRESIDENT/CEO IN THE PRESENCE OF THE IMMEDIATE SUPERIOR.

#### **2.7 ISSUANCE OF APPOINTMENT LETTER:**

ANY PERSONNEL EMPLOYED WITH ARPAN WILL BE ISSUED AN APPOINTMENT LETTER UPON SUCCESSFUL COMPLETION OF A THREE-MONTH PROBATION PERIOD. THE APPOINTMENT LETTER WILL OFFICIALLY ANNOUNCE THE EMPLOYEE'S POSITION WITHIN THE ORGANIZATION, THE PLACE OF ASSIGNMENT, AND THE EFFECTIVE DATE OF EMPLOYMENT. IT WILL ALSO INCLUDE ANNEXES SPECIFYING THE EMPLOYEE'S JOB DESCRIPTION, TERMS OF REFERENCE, SALARY, BENEFITS, AND OTHER RELEVANT TERMS OF EMPLOYMENT.

THE APPOINTMENT LETTER SHALL BE VALID FOR A PERIOD OF ONE YEAR AND MAY BE RENEWED ANNUALLY BASED ON PERFORMANCE AND ORGANIZATIONAL REQUIREMENTS. EITHER THE EMPLOYEE OR ARPAN MAY TERMINATE THE APPOINTMENT BY PROVIDING ONE MONTH'S WRITTEN NOTICE. THE ORIGINAL LETTER WILL BE RETAINED BY THE EMPLOYEE, WHILE ONE SIGNED COPY WILL BE SUBMITTED TO THE ORGANIZATION FOR THE EMPLOYEE FILE. A SAMPLE APPOINTMENT LETTER IS ENCLOSED AS (ANNEXURE-5)

#### **2.8 ANNUAL PERFORMANCE EVALUATION:**

THE ANNUAL PERFORMANCE EVALUATION CONDUCTED BY THE HEAD OFFICE INVOLVES ANALYZING AN EMPLOYEE'S WORK RECORD BASED ON DOCUMENTATION FROM PREVIOUS STAGES OF THE PROCESS. THE EVALUATION ASSESSES PAST ACCOMPLISHMENTS BOTH QUALITATIVELY AND QUANTITATIVELY, AND IDENTIFIES STRATEGIES TO ENSURE THE EMPLOYEE CONTINUES TO GROW AND DEVELOP IN THE FUTURE. THE PERFORMANCE EVALUATION FORM SHOULD INCLUDE SECTIONS FOR EVALUATING PERFORMANCE IN RELATION TO ESTABLISHED OBJECTIVES AND RESPONSIBILITIES, SPECIFYING TARGETS FOR THE EMPLOYEE'S DEVELOPMENT, AND ALLOWING BOTH THE EMPLOYEE AND THE EVALUATOR TO PROVIDE COMMENTS AND AFFIX THEIR SIGNATURES. ADDITIONALLY, THE FORM SHOULD INCLUDE A PERFORMANCE LEVEL CLASSIFICATION WITH DEFINITIONS FOR EACH LEVEL. (ANNEXURE- 7)

THE ANNUAL PERFORMANCE EVALUATION DOES NOT HAVE ANY DIRECT FINANCIAL IMPACT ON SALARIES. ITS PRIMARY PURPOSE IS TO ASSESS EMPLOYEE PERFORMANCE AND INITIATE REMEDIAL ACTION IF NECESSARY. A SEPARATE COMMITTEE WILL BE FORMED FOR THE ANNUAL PERFORMANCE EVALUATION AND SALARY INCREMENTS, WHICH WILL INCLUDE SENIOR MANAGEMENT, PROJECT LEADS, MANAGERS, COORDINATORS, DIRECTORS, AND REPRESENTATIVES FROM THE HR DEPARTMENT. AFTER COMPLETE APPRAISAL PROCESS THE APPRAISAL LETTER IS ISSUED TO THE EMPLOYEES WITH REVISED SALARY AND DESIGNATION.

#### **2.9 SKILL TRAINING AND PROFESSIONAL DEVELOPMENT:**

DEPENDING ON AVAILABLE FUNDS, THE ORGANIZATION SHOULD SUPPORT THE PROFESSIONAL DEVELOPMENT OF ITS EMPLOYEES TO ENHANCE EFFECTIVENESS IN ITS ACTIVITIES ON NEED BASE. TRAINING PROGRAMS SHOULD ADDRESS IDENTIFIED NEEDS EXPRESSED DURING PERFORMANCE EVALUATION SESSIONS.

#### **2.10 HR POLICY ON REMUNERATION FOR EC MEMBERS:**

HR Policy on remuneration for EC members as CEO, CFO, COO is crafted to align with the organization's values of dedication, service and growth. We offer competitive compensation to individuals in these key leadership roles, ensuring that those eligible for higher positions and capable of dedicating their full time and energy to the organization's mission are appropriately rewarded. Salary increments are based on organizational progress and market standards, reflecting the vital contributions these leaders make in steering the Sansthan towards its goals of social service and community development.

**A-3**

# **LEAVE POLICY**

### **3: LEAVES WITH FINANCIAL CALENDAR:-**

#### **3.1 TYPES OF LEAVE:**

- (a) **CASUAL LEAVE:** SHORT PERIODS OF LEAVE TO ADDRESS EMERGENT, SPECIAL, OR UNFORESEEN CIRCUMSTANCES.
- (b) **SICK LEAVE:** LEAVE GRANTED IN THE EVENT OF SICKNESS OR MEDICAL ISSUES.
- (c) **EMERGENCY LEAVE:** LEAVE GRANTED FOR URGENT PERSONAL MATTERS REQUIRING IMMEDIATE ATTENTION.
- (d) **COMPENSATORY OFF:** LEAVE PROVIDED TO EMPLOYEES WHO WORK ON THEIR DAYS OFF, HOLIDAYS, OR DURING FESTIVE SEASONS AS REQUIRED BY PROJECT NEEDS.
- (e) **MATERNITY LEAVE:** LEAVE GRANTED TO FEMALE EMPLOYEES TO ENSURE CONTINUITY OF SERVICE DURING PREGNANCY, TYPICALLY LASTING FOR TWO YEARS.
- (f) **PATERNITY LEAVE:** LEAVE PROVIDED TO MALE EMPLOYEES TO CARE FOR THEIR NEWBORN AND SUPPORT THEIR FAMILY.

##### **3.1.1 CASUAL LEAVE (CL) POLICY:**

- (i) EMPLOYEES ARE ELIGIBLE FOR 15 DAYS OF CASUAL LEAVE ANNUALLY IN A CALENDAR YEAR.
- (ii) CASUAL LEAVE CANNOT BE TAKEN FOR MORE THAN 2 CONSECUTIVE DAYS AT A TIME BUT MAY BE COMBINED WITH WEEKLY OFF DAYS.
- (iii) CL CANNOT BE COMBINED WITH ANY OTHER TYPE OF LEAVE.
- (iv) UNUSED CASUAL LEAVE FROM THE YEAR WILL LAPSE AT THE END OF THE CALENDAR YEAR.
- (v) PRIOR APPROVAL MUST BE OBTAINED FROM THE DEPARTMENT HEAD.

##### **3.1.2 SICK LEAVE (SL) POLICY:**

- (i) IN THE EVENT OF ILLNESS, THE EMPLOYEE MUST IMMEDIATELY COMMUNICATE THEIR INABILITY TO REPORT FOR WORK TO THEIR DEPARTMENT HEAD OR HRD.
- (ii) SICK LEAVE WILL BE GRANTED FOR A TOTAL OF 15 DAYS ANNUALLY. IF THE MEDICAL ISSUE EXTENDS BEYOND 3 DAYS, EMPLOYEES ARE REQUIRED TO SUBMIT A DOCTOR'S PRESCRIPTION OR ANY MEDICAL PROOF TO JUSTIFY THE LEAVE.
- (iii) UNUSED SICK LEAVE FROM THE YEAR WILL LAPSE AT THE END OF THE CALENDAR YEAR.

##### **3.1.3 EMERGENCY LEAVE POLICY:**

- i. IN THE CASE OF ANY EMERGENCY OR URGENT WORK, THE ORGANIZATION PROVIDES EMERGENCY LEAVE.
- ii. THESE LEAVES WILL BE ADJUSTED AGAINST SICK LEAVE (SL) AND CASUAL LEAVE (CL).
- iii. THE EMPLOYEE MUST IMMEDIATELY COMMUNICATE THEIR INABILITY TO REPORT FOR WORK TO THEIR PROGRAM HEAD AND HRD. UPON RESUMING DUTY, THE EMPLOYEE SHOULD COMPLETE THE PRESCRIBED LEAVE APPLICATION FORM.

#### **3.1.4 COMPENSATORY OFF (COMP OFF):**

1. COMPENSATORY OFF CAN BE TAKEN WITH PRIOR APPROVAL FROM THE REPORTING MANAGER
2. COMPENSATORY OFF WILL BE VALID TILL 30 DAYS ONLY.

#### **3.2 MATERNITY LEAVE (ML) POLICY:**

- (i) FEMALE EMPLOYEES WHO HAVE WORKED IN THE ORGANIZATION FOR MORE THAN 2 YEARS SHALL BE GRANTED MATERNITY LEAVE WITH FULL PAY. THE MAXIMUM PERIOD FOR MATERNITY LEAVE IS 13 WEEKS. THE MAXIMUM MATERNITY LEAVE AN EMPLOYEE CAN RECEIVE DURING THEIR ENTIRE SERVICE IS 26 WEEKS, WHICH ALLOWS FOR 2 OCCASIONS.
- (ii) IN THE CASE OF ABORTION OR MISCARRIAGE, MATERNITY LEAVE MAY BE GRANTED FOR UP TO 4 WEEKS BASED ON A MEDICAL CERTIFICATE.
- (iii) MATERNITY LEAVE CANNOT BE ACCUMULATED OR EN-CASHED.

#### **3.3 PATERNITY LEAVE POLICY:**

- I. MALE EMPLOYEES WITH A MINIMUM OF 1 YEAR OF SERVICE ARE ENTITLED TO PATERNITY LEAVE WITH FULL PAY FOR 2 WEEKS.
- II. PATERNITY LEAVE CANNOT BE ACCUMULATED OR EN-CASHED.

#### **GENERAL:**

- LEAVE CANNOT BE CLAIMED AS A MATTER OF RIGHT. THE SANCTIONING AUTHORITY RESERVES THE DISCRETION TO REFUSE OR REVOKE LEAVE IF WORK EXIGENCIES WARRANT SUCH ACTION.
- LEAVE IS CALCULATED ON A CALENDAR YEAR BASIS.
- STAFF MAY AVAIL THEMSELVES OF COMPENSATORY OFF IF THEY WORK ON A WEEK OFF OR CLOSED HOLIDAY DUE TO AN OFFICE ASSIGNMENT. THE PROJECT IN-CHARGE/LEADER WILL APPROVE THE LEAVE, SPECIFYING THE REASON FOR ATTENDING WORK ON A NON-WORKING DAY. COMPENSATORY OFF MUST BE UTILIZED WITHIN ONE MONTH OF THE COMPENSATORY WORKDAY.

#### **3.4 ABSENCE AUTHORIZED AND UNAUTHORIZED:**

- 3.4.1 AN EMPLOYEE WITH NO LEAVE BALANCE AND FACING CIRCUMSTANCES BEYOND THEIR CONTROL, RECOMMENDED BY A MEDICAL PRACTITIONER, MAY BE GRANTED LEAVE OF ABSENCE WITHOUT PAY (WPL), TREATED AS AUTHORIZED ABSENCE FOR ADMINISTRATIVE PURPOSES.
- 3.4.2 EMPLOYEES ABSENT WITHOUT PROPER AUTHORIZATION WILL BE LIABLE FOR DISCIPLINARY ACTION.
- 3.4.3 UNAUTHORIZED ABSENCE FOR MORE THAN 7 DAYS IN A YEAR WILL BE TREATED AS "POOR

PERFORMANCE."

3.4.4 EMPLOYEES CANNOT TAKE ANY LEAVE WITHOUT APPROVAL, IF FOUND ABSENCE WITHOUT APPROVAL WILL BE TREATED AS ABSCONDS AND ACTION WILL BE TAKEN AGAINST HIM/HER. THE LEAVE APPLICATION FORM IS ATTACHED AS ANNEXURE-6

### **3.5 ATTENDANCE PROCEDURES**

ALL STAFF MEMBERS OF HEAD OFFICE AND BRANCH OFFICES ARE REQUIRED TO RECORD ATTENDANCE EVERY DAY IN AN ATTENDANCE REGISTER. WHEN A STAFF MEMBER IS ON LEAVE OR ON TOUR, IT SHALL BE ENTERED ACCORDINGLY IN THE REGISTER BY OFFICE ADMINISTRATOR. A COPY OF THE ATTENDANCE LOG OF THE BRACH OFFICES FOR THE MONTH SHALL BE SENT TO THE HEAD OFFICE AT THE END OF EVERY MONTH WITH LEAVE APPLICATIONS, IF ANY, ATTACHED.

ARPAN HAS IMPLEMENTED HRMS SOFTWARE TO ENHANCE OUR ATTENDANCE MANAGEMENT SYSTEM. THIS SOFTWARE ALLOWS FOR ACCURATE ONLINE TRACKING OF ATTENDANCE DATA, INCLUDING EMPLOYEE LOCATIONS.

WITH THIS SYSTEM, WE CAN EASILY MONITOR EMPLOYEE ATTENDANCE AND MANAGE RECORDS FROM THE HEAD OFFICE. EACH EMPLOYEE CAN LOG IN TO THE SOFTWARE TO CHECK THEIR ATTENDANCE AND MANAGE LEAVE REQUESTS. INFORMATION ON CASUAL LEAVE (CL), SICK LEAVE (SL), AND COMPENSATORY OFF (CO) IS READILY AVAILABLE, ALLOWING EMPLOYEES TO VIEW THEIR LEAVE BALANCES AT ANY TIME.

### **3.6 LEAVE PROCEDURES**

LEAVE RECORDS ARE PROPERLY MAINTAINED BY THE HR DEPARTMENT AT THE HEAD OFFICE, AND A CONSOLIDATED SHEET IS SHARED WITH THE ACCOUNTS DEPARTMENT FOR THE PREPARATION OF SALARIES AND SALARY SLIPS ON A MONTHLY BASIS. EACH EMPLOYEE CAN CHECK THEIR OWN LEAVE AND SALARY DATA BASED ON THE ATTENDANCE SHARED WITH THEM.

**A-4**

**PROVISION OF EPF,  
ESI & INSURANCE**

## **A -4: PROVISION OF EPF AND ESI:**

### **THE PF ACT, 1952:**

#### **4.1 THE EMPLOYEES PROVIDENT FUND AND MISCELLANEOUS PROVISIONS ACT, 1952**

**PURPOSE:** THE EMPLOYEES' PROVIDENT FUND AND MISCELLANEOUS PROVISIONS ACT, 1952, ARE ENACTED TO PROVIDE A KIND OF SOCIAL SECURITY, MAINLY RETIREMENT OR OLD AGE BENEFITS TO THE EMPLOYEES OR THEIR DEPENDENTS IN THE EVENT OF THE EMPLOYEE'S DEATH WHILE IN SERVICE. THE OBJECT OF THE ACT IS TO MAKE AVAILABLE BENEFITS OF STATUTORY SCHEMES: PROVIDENT FUND, 1952, EMPLOYEES' PENSION SCHEME, 1995, AND EMPLOYEE'S DEPOSIT-LINKED INSURANCE SCHEME, 1976 TO THE EMPLOYEES IN THE ESTABLISHMENT.

**4.1.1 POLICY & PROCEDURE OF EPF:** ARPAN SHALL PAY ITS CONTRIBUTION TOWARDS PROVIDENT FUND AT THE RATE OF 12% OF THE BASIC AND PERSONAL ALLOWANCE REGARDING EACH EMPLOYEE TO WHOM THE SCHEME APPLIES. THE EMPLOYEE UNDER THE SCHEME SHALL ALSO PAY AN EQUAL CONTRIBUTION TOWARDS PROVIDENT FUND.

FROM THE CONTRIBUTION PAYABLE BY ARPAN IN EACH MONTH, A PART REPRESENTING 8.33% OF BASIC (NOT EXCEEDING RS. 6,500/- P.M.) OF EACH EMPLOYEE SHALL BE REMITTED BY ARPAN TO THE EMPLOYEES' PENSION FUND, TO WHICH THE CENTRAL GOVERNMENT ALSO CONTRIBUTES AS PER THE NORMS OF THE PAY OF THE MEMBERS OF THE EMPLOYEE'S PENSION FUND.

HOWEVER, THE AVAIL OF PF FACILITY WILL DEPEND UPON THE WILLINGNESS OF THE EMPLOYEE EXCEEDING RS 6500/- TO BASIC.

UPON JOINING THE ORGANIZATION, EVERY EMPLOYEE IS REQUIRED TO COMPLETE A DECLARATION FORM (NOMINATION FORM NO. 2) GIVING THEIR PARTICULARS AND NOMINATING ONE OR MORE MEMBERS OF THEIR FAMILY AS BENEFICIARIES TO RECEIVE THE AMOUNT STANDING TO THEIR CREDIT IN THE FUND IN THE EVENT OF THEIR DEATH. IF THEY HAVE NO FAMILY, THEY CAN NOMINATE ANY PERSON/S OF THEIR CHOICE, BUT IF THEY SUBSEQUENTLY ACQUIRE A FAMILY, SUCH NOMINATION BECOMES INVALID, AND THEY WILL HAVE TO MAKE A FRESH NOMINATION OF ONE OR MORE PERSONS OF THEIR FAMILY. A NOMINATION CAN BE MODIFIED AT ANY TIME.

EVERY YEAR, A PF MEMBER IS ENTITLED TO RECEIVE A STATEMENT OF ACCOUNTS SHOWING THE OPENING BALANCE, THE AMOUNT CONTRIBUTED DURING THE YEAR, THE AMOUNT OF INTEREST, AND THE CLOSING BALANCE. IF ANY ERRORS ARE FOUND IN THE STATEMENT, THEY MUST BRING IT TO THE NOTICE OF THE TRUST OFFICIALS IMMEDIATELY.

THE AMOUNT STANDING TO THE CREDIT OF A MEMBER IN THE FUND CANNOT BE ASSIGNED, CHARGED, OR ATTACHED UNDER ANY DECREE OR COURT ORDER. SIMILARLY, THE AMOUNT AT THE TIME OF THE MEMBER'S DEATH IS FREE FROM ANY DEBT OR LIABILITY INCURRED BEFORE THEIR DEATH.

THE ORGANIZATION ALSO BINDS TO FOLLOW THE RULES CHANGED AS AND WHEN BY THE PF DEPT.



WITHDRAWAL FROM THE FUND: AS SHOWN IN THE CHART ANNEXED.

**4.1.2 WITHDRAWAL OF THE EPF FUND FOR THE PURPOSE OF:**

S.N	WITHDRAWAL	ELIGIBILITY	PROCEDURE FOR APPLYING	BENEFIT
1	MARRIAGE	MINIMUM SERVICE OF 7 YEARS	APPLICATION TO THE PF TRUSTEE ACCOMPANIED BY A WEDDING CARD	EMPLOYEES OWN CONTRIBUTION ONLY AMOUNT NON-REFUNDABLE. 50% TO THE CREDIT AS ON 31 MARCH OF THE YEAR.
2	EDUCATION	MINIMUM SERVICE OF 7 YEARS EDUCATION ABOVE 10 <sup>TH</sup> STANDARD	APPLICATION TO THE PF TRUSTEE. DOCUMENTARY PROOF OF ADMISSION TO THE COLLEGE & THE APPLICABLE FEES	EMPLOYEES OWN CONTRIBUTION ONLY AMOUNT NON-REFUNDABLE. 50-75% TO BE CREDIT AS ON 31 MARCH OF THE YEAR..
3	MEDICAL	MINIMUM SERVICE OF 1 YEAR	APPLICATION TO THE PF TRUSTEE. MEDICAL PRACTITIONER'S CERTIFICATE	SAME AS ABOVE
4	HOUSING	MINIMUM SERVICE OF 5 YEARS	FOR CONSTRUCTION OF HOUSE-	AMOUNT WILL BE NON-REFUNDABLE. 90% OF THE PF BALANCE

FORM 19 IS FILLED FOR PF FINAL SETTLEMENT,  
FORM 10C IS FILLED FOR PENSION WITHDRAWAL  
FORM 31 IS FILLED FOR PARTIAL EPF WITHDRAWAL.

#### 4.1.3 WITHDRAWAL OF EPF ON SEPARATION:

SEPARATION	PROCEDURE	BENEFIT
DEATH	<ul style="list-style-type: none"><li>• APPLICATION FROM THE NOMINEE TO THE PF TRUSTEE.</li><li>• ATTESTED XEROX COPY OF THE DEATH CERTIFICATE.</li></ul>	<ul style="list-style-type: none"><li>• THE ENTIRE PF AMOUNT TO THE CREDIT PAYABLE TO THE NOMINEE/S.</li></ul>
RESIGNATION	<ul style="list-style-type: none"><li>• APPLICATION TO THE PF TRUSTEE.</li><li>• APPLICATION OF NO EMPLOYMENT ELSEWHERE.</li><li>• IN CASE OF TRANSFER, FORM NO. 13 TO BE FILLED UP.</li></ul>	<ul style="list-style-type: none"><li>• THE ENTIRE AMOUNT TRANSFERABLE (FORM NO. 13). CAN WITHDRAW THE 15.37% AMOUNT ONLY.</li><li>• THE AMOUNT OF PENSION IN CASE OF LESS THAN 10 YEARS OF RECKONABLE SERVICE FOR PENSION WITHDRAWAL VIDES [FORM 10(C)].</li><li>• AND IN CASE OF MORE THAN 10 YEARS OF SERVICE VIDE FORM 10(D) AS PER THE RULES SPECIFIED.</li></ul>
RETIREMENT	<ul style="list-style-type: none"><li>• APPLICATION ADDRESSED TO THE PF TRUSTEE.</li></ul>	<ul style="list-style-type: none"><li>• WHOLE AMOUNT WITHDRAWAL</li><li>• ELIGIBLE FOR PENSION</li></ul>
PERMANENT DISABLEMENT	<ul style="list-style-type: none"><li>• APPLICATION ADDRESSED TO THE PF TRUSTEE.</li><li>• DOCTOR'S CERTIFICATE</li></ul>	<ul style="list-style-type: none"><li>• EMPLOYEE, EMPLOYER CONTRIBUTION</li><li>• 100% FAMILY PENSION.</li></ul>

#### 4.2 PROVISION OF ESIC:

THE PROVISION OF ESIC WILL BE BASED ON GOVERNMENT NORMS. ESIC PROVISIONS ARE APPLICABLE TO ALL PERSONNEL WHOSE MONTHLY WAGE DOES NOT EXCEED RS. 21,000/- ON A COMPULSORY BASIS. EMPLOYEES WITH PAY ABOVE RS. 21,000/- CAN VOLUNTARILY AVAIL THEMSELVES OF THIS SCHEME.

COMPLETE MEDICAL CARE AND ATTENTION ARE PROVIDED BY THE SCHEME TO THE EMPLOYEE REGISTERED UNDER THE ESI ACT, 1948, AT THE TIME OF HIS INCAPACITY, RESTORATION OF HIS HEALTH, AND WORKING CAPACITY.

#### 4.3 PROVISION OF ACCIDENTAL INSURANCE:

THE ORGANIZATION HAS PROVIDED A GROUP-BASED ACCIDENTAL INSURANCE, AND THE INSURANCE COMPANY SELECTED BASED ON THE BEST CONDITIONS PROVIDED. ALL EMPLOYEES WILL BE COVERED UNDER THIS ACCIDENTAL POLICY. THE POLICY PROVIDES AN ACCIDENTAL INSURANCE CLAIM OF AMOUNT UP TO RS 10 LAKHS AS MENTIONED BELOW:

ACCIDENTAL DEATH	100 % OF SUM INSURED
PERMANENT TOTAL DISABILITY	100 % OF SUM INSURED
PERMANENT PARTIAL DISABILITY	AS PER % SPECIFIED IN POLICY SCHEDULE
ACCIDENTAL DISMEMBERMENT	25% OF THE AMOUNT PAYABLE UNDER PPD
TEMPORARY TOTAL DISABILITY(PER WEEK SI)	1% OF ACCIDENTAL DEATH SUM INSURED OR 10000 WHICHEVER IS LESSER AND MAX. 104 WEEK
ACCIDENT MEDICAL EXPENSES	10% OF ACCIDENTAL DEATH SUM INSURED OR 100,000 WHICHEVER IS LESSER
AMBULANCE SERVICES	25000 OR ACTUAL WHICHEVER IS LESSER

#### **4.4 PROVISION OF WORKMAN COMPANSATION INSURANCE:**

AS ARPAN IS ENGAGED IN CONSTRUCTION WORK RELATED TO WATER HARVESTING STRUCTURES AND OTHER CONSTRUCTIONS, THERE IS A NEED TO COVER LABOR AND MASON UNDER INSURANCE. THE ORGANIZATION HAS PROVIDED WORKMAN COMPENSATION INSURANCE FOR LABOR AND MASON FOR PAN INDIA.

**A-5**

**CODE OF CONDUCT  
DISCIPLINE &  
APPEALS**

## **5.1 CODE OF CONDUCT**

PURPOSE: TO GUIDE MANAGEMENT EMPLOYEES IN UNDERSTANDING AND ADHERING TO CERTAIN VALUES AND BELIEFS CONSIDERED SACROSANCT WITHIN THE ORGANIZATION. ADHERENCE TO THESE RULES NOT ONLY AIDS IN SELF-DEVELOPMENT BUT ALSO IN PROJECTING A FAVORABLE IMAGE OF THE ORGANIZATION.

ELIGIBILITY: ALL TYPES OF EMPLOYEES.

### **CONDUCT RULES:**

**I.** EVERY EMPLOYEE OF THE ORGANIZATION (MAINTAIN ABSOLUTE INTEGRITY. MAINTAIN DEVOTION TO DUTY. DO NOTHING THAT IS UNBECOMING OF A RESPONSIBLE REPRESENTATIVE OF THE ORGANIZATION.)

**II.** EVERY EMPLOYEE OF THE ORGANIZATION HOLDING A MANAGEMENT POST SHALL TAKE ALL STEPS TO ENSURE THE INTEGRITY AND DEVOTION TO DUTY OF ALL EMPLOYEES UNDER THEIR CONTROL AND AUTHORITY.

**III.** NO EMPLOYEE OF THE ORGANIZATION SHALL, EXCEPT WITH THE PRIOR SANCTION OF THE COMPETENT AUTHORITY, ENGAGE DIRECTLY OR INDIRECTLY IN ANY TRADE OR BUSINESS OR UNDERTAKE ANY OTHER EMPLOYMENT OR OFFICE OF PROFIT.

**IV.** EVERY EMPLOYEE SHALL MAINTAIN UTMOST SECRECY REGARDING ORGANIZATION AFFAIRS AND SHALL NOT COMMUNICATE ANY SENSITIVE INFORMATION TO UNAUTHORIZED PERSONS.

**V.** NO EMPLOYEE SHALL PARTICIPATE IN ANY DEMONSTRATION AGAINST THE MANAGEMENT.

**VI.** NO EMPLOYEE OF THE ORGANIZATION SHALL, EXCEPT WITH THE PRIOR APPROVAL OF THE COMPETENT AUTHORITY, OBTAIN ANY PATENT, LICENSE, OR RIGHTS FOR ANY INTERVENTION OR PROCESS UNDER ANY ACT OR STATUTE OR OTHERWISE IN CONNECTION WITH THE ACTIVITIES IN WHICH THE ORGANIZATION IS DEALING.

### **5.2 LIST OF MISCONDUCT:**

THE FOLLOWING ARE SOME ACTS OF COMMISSION AND OMISSION TREATED AS MISCONDUCT ON THE PART OF AN EMPLOYEE.

1. Willful insubordination or disobedience, whether or not in combination with another, of any lawful and reasonable order of a Superior.
2. Acting in a manner prejudicial to the interest of the organization.
3. Furnishing false information regarding any personal details, such as age, qualification, past service, remuneration, or any other matter relevant to his employment with the organization.
4. Absence without leave or overstaying the sanctioned leave for more than 4 days without satisfactory explanation will be absconding and warning letter will be shared.
5. Habitual late, irregular attendance, consciously wasting time while on duty, or leave without sufficient reason.
6. Late attendance not less than 4 occasions within a month.
7. Neglect of work or negligence in the performance of duty.
8. Willful damage to work in process or to any property of the organization.
9. Drunkenness or disorderly or indecent behavior on the premises of the organization.
10. Gambling within the premises of the establishment.
11. Smoking or spitting on the premises of the organization where it is prohibited by the employer
12. Sleeping while on duty.
13. Alcohol & drug during working hours.

14. Commission of any act subversive of discipline or good behavior.
15. Non-observance of any safety precautions or rules.
16. Going on an illegal strike or abetting, inciting, instigating, or acting in furtherance thereof.
17. Willful slowing down in the performance of work or abetment or instigation thereof.
18. Theft, fraud, or dishonesty in connection with the employer's business or property or the theft of the property of another workman within the premises of the establishment.
19. Taking or giving bribes or any illegal gratification.
20. Habitual breach of any rules or instructions for the maintenance & running of any Department or the maintenance of the cleanliness of any portion of the establishment.
21. Collection, without the permission of the Manager, of any money within the premises of the establishment except as sanctioned by any law for the time being in force.
22. Engaging in trade within the premises of the establishment.
23. Commission of any act subversive of discipline and good behavior on the premises of the establishment.
24. Canvassing for union membership or the collection of union dues within the premises of the establishment, except in accordance with any law or with the permission of a superior.
25. Holding a meeting inside the premises of the organization without the previous permission of the senior or except in accordance with the provisions of any law for the time being in force.
26. Disclosing to any unauthorized person any information in regard to the processes of the organization that may come into the possession of the workman in the course of his work.
27. Failure to observe safety instructions notified by the employer or interference with any safety device or equipment installed within the organization.
28. Distributing or exhibiting within the premises of the organization handbills, pamphlets, posters, and such other things or causing to be displayed by means of signs or writing or other visible representation on any matter without the previous sanction of a superior.
29. Refusal to accept a charge sheet, order, or communication served in accordance with these Standing Orders.
30. Unauthorized possession of any lethal weapon in the organization.

**THE ABOVE INSTANCES OF MISCONDUCT ARE ILLUSTRATIVE IN NATURE AND NOT EXHAUSTIVE.**

### **5.3 DISCIPLINE:**

WHEN AN EMPLOYEE COMMITS ANY MISCONDUCT, THE ORGANIZATION MAY DECIDE TO IMPOSE A SUITABLE PENALTY DEPENDING ON THE SERIOUSNESS OF THE MISCONDUCT. HOWEVER, BEFORE TAKING ANY DISCIPLINARY ACTION, ALL OPPORTUNITIES WILL BE GIVEN TO THE EMPLOYEE TO EXPLAIN HIS ACTIONS. IF THE MISCONDUCT APPEARS TO BE OF A SERIOUS NATURE, THE PRESIDENT/CEO MAY PERSONALLY OR THROUGH HIS NOMINATED EMPLOYEE CONDUCT AN INQUIRY TO FIND OUT THE TRUTH OF ANY IMPUTATION OF MISCONDUCT AGAINST AN EMPLOYEE. IF ANY EMPLOYEE ADMITS HIS GUILT, NO SUCH INQUIRY WILL BE CONDUCTED.

AT THE END OF THE INQUIRY, IF IT IS PROVEN BEYOND DOUBT THAT THE EMPLOYEE HAS COMMITTED MISCONDUCT; SUITABLE DISCIPLINARY ACTION WILL BE TAKEN AGAINST HIM, WHICH MAY BE ANY ONE OF THE FOLLOWING PENALTIES:

**MINOR PENALTIES:**

- CENSURE OR WARNING
- WITHHOLDING SALARY INCREMENTS
- RECOVERING FROM EMPLOYEE'S SALARY ANY LOSS SUSTAINED BY THE ORGANIZATION.

**MAJOR PENALTIES:**

- REDUCTION TO A LOWER GRADE OR POST
- TERMINATION OF EMPLOYMENT
- DISMISSAL

BEFORE TAKING ANY DISCIPLINARY ACTION, ALL LEGAL ASPECTS SHALL BE LOOKED INTO BY THE DISCIPLINARY COMMITTEE.

**5.4 APPEALS:**

WHEN AN EMPLOYEE IS NOT SATISFIED WITH THE DECISION OF DISCIPLINARY COMMITTEE, MAY APPEAL TO THE PRESIDENT/CEO IF DESIRED. SUCH AN APPEAL SHOULD BE FORWARDED THROUGH THE COMMITTEE THAT IMPOSED THE PENALTY. THE DECISION OF THE PRESIDENT/CEO WILL BE FINAL AND ACTION WILL BE TAKEN WITHIN ONE WEEK TO RESOLVE THE MATTER.

**5.5 DOMESTIC ENQUIRY:**

WHEN AN EMPLOYEE COMMITS ANY MISCONDUCT, DISCIPLINARY ACTION WILL BE TAKEN AGAINST HIM. HOWEVER, BEFORE TAKING ANY SUCH STEP, THE EMPLOYEE WILL BE GIVEN A FAIR CHANCE TO EXPLAIN THE CIRCUMSTANCES AND GIVE REASONS FOR HIS ACTION. IN CASE THE REASONS CITED ARE CONSIDERED UNSATISFACTORY OR THE ACTION UNJUSTIFIED, THE DEPARTMENT HEAD WILL ENDEAVOR TO COUNSEL/CORRECT THE EMPLOYEE. IN CASE HE FAILS AND FEELS FURTHER DISCIPLINARY STEPS ARE NECESSARY, HE WILL REPORT THE MATTER FULLY TO THE HR DEPARTMENT WITH HIS RECOMMENDATIONS.

- a. THE EMPLOYEE CONCERNED WILL THEN BE ISSUED A CHARGE SHEET CLEARLY STATING THE CHARGES AGAINST HIM. THE CHARGE SHEET WILL BE DRAFTED BY THE HR DEPARTMENT WITH THE CONCERNED PROGRAM HEAD AND ISSUED BY THE PRESIDENT/CEO, WITH ACKNOWLEDGMENT AND DATE/TIME OF ISSUE TAKEN FROM THE EMPLOYEE ON THE DUPLICATE.
- b. HE WILL BE GIVEN ENOUGH TIME, NORMALLY 72 HOURS, TO REPLY TO THE CHARGES, IN WRITING.
- c. IF THE EXPLANATION GIVEN BY THE EMPLOYEE IS CONSIDERED NOT SATISFACTORY, A DOMESTIC ENQUIRY SHOULD BE HELD TO FIND OUT THE TRUE FACTS AND CIRCUMSTANCES. THE PRESIDENT/CEO APPOINTS AN ENQUIRY OFFICER FOR THE PURPOSE, AND A NOTICE IS ISSUED TO THE EMPLOYEE ADVISING HIM OF THIS STEP. THE ENQUIRY OFFICER MAY BE A MANAGEMENT EMPLOYEE FROM ANOTHER DEPARTMENT OR AN OUTSIDE PROFESSIONAL.
- d. THE ENQUIRY OFFICER ISSUES NOTICES TO THE EMPLOYEE AND THE DEPARTMENT HEAD WHO SIGNED THE CHARGE SHEET, INDICATING THE DATE, TIME, AND PLACE WHERE THE ENQUIRY WILL BE HELD. THE CONCERNED EMPLOYEE SHOULD BE GIVEN A FAIR OPPORTUNITY TO DEFEND HIMSELF IN THE ENQUIRY, AND FOR THIS PURPOSE, ALLOWED TO CROSS-EXAMINE THE WITNESS ON WHOSE EVIDENCE THE CHARGE SHEET RESTS AND TO EXAMINE HIS OWN WITNESSES. THE EMPLOYEE MAY BE ASSISTED BY A FELLOW EMPLOYEE. THE MANAGEMENT REPRESENTATIVE MAY ALSO PRESENT HIS CASE AND EXAMINE WITNESSES. CONTINUOUS RECORDS IN LONG HAND ARE TO BE MAINTAINED OF EACH DAY'S PROCEEDINGS, AND ALL PERSONS PRESENT WILL SIGN EACH PAGE AS IT IS COMPLETED. THE LANGUAGE USED AND RECORDED MUST BE UNDERSTOOD BY THE CHARGE SHEETED EMPLOYEE OR SIGNED NOTATION MADE BY HIS REPRESENTATIVE ON EACH PAGE, THAT

THE CONTENTS WERE READ OUT, UNDERSTOOD, AND ACCEPTED BY HIM AS A TRUE RECORD OF THE PROCEEDINGS.

- e. THE ENQUIRY OFFICER MUST RECORD HIS FINDINGS AT THE END OF THE ENQUIRY AND GIVE REASONS FOR REACHING HIS CONCLUSIONS. FINDINGS MUST BE ARRIVED AT BASED FAIRLY UPON THE EVIDENCE RECORDED AND NOT BE BASELESS OR PERVERSE; THIS IS A SEPARATE REPORT TO THE MANAGEMENT ENCLOSING THE ENQUIRY PROCEEDINGS.
- f. AFTER CONSIDERING THE ENQUIRY REPORT AND ALSO TAKING INTO ACCOUNT THE GRAVITY OF THE MISCONDUCT, PAST RECORD OF THE EMPLOYEE, AND ANY OTHER EXTENUATING OR AGGRAVATING CIRCUMSTANCES, THE COMPETENT AUTHORITY UNDER THE STANDING ORDERS WILL DECIDE THE KIND AND QUANTUM OF PUNISHMENT, IF THE EMPLOYEE IS FOUND GUILTY OF SOME OR ALL THE CHARGES LEVELED AGAINST HIM. WHILE CONDUCTING AN ENQUIRY, THE ENQUIRY OFFICER SHOULD FOLLOW THE PROVISIONS OF THE APPLICABLE "STANDING ORDERS" WHILE INITIATING DISCIPLINARY PROCEEDINGS AS ABOVE. HODS SHOULD OBTAIN ASSISTANCE FROM THE HR DEPARTMENT AT EVERY STAGE.

#### **5.6 GRIEVANCE POLICY:**

GRIEVANCE PROCEDURES ARE NECESSARY TO ENSURE THAT EMPLOYEES HAVE A RECOGNIZED CHANNEL THROUGH WHICH THEY CAN BRING THEIR GRIEVANCES TO THE ATTENTION OF MANAGEMENT. THE OBJECTIVE OF THE GRIEVANCE PROCEDURE IS THUS TO FACILITATE THAT GRIEVANCES ARE HEARD, INVESTIGATED, AND IF PROVED JUSTIFIED, REMEDIED PROMPTLY. A GRIEVANCE PROCEDURE THAT IS SIMPLE AND RESPECTED BY MANAGEMENT SHOULD HELP TO MAINTAIN GOOD COMMUNICATION AND A CORDIAL RELATIONSHIP BETWEEN MANAGEMENT & EMPLOYEES. THE GRIEVANCE PROCEDURE IS ONLY FOR HANDLING INDIVIDUAL GRIEVANCES AND NOT GROUP GRIEVANCES. THE SUPERVISOR IN CHARGE SHOULD CONSIDER THE FOLLOWING SUGGESTIONS IF HE HAS TO REDUCE THE NUMBER OF GRIEVANCES.

5.6.1 BE ALERT TO THE POTENTIAL CAUSES OF GRIEVANCES, SUCH AS WORKING CONDITIONS & PRACTICE, DISCRIMINATION ETC.

5.6.2 LET THE EMPLOYEE KNOW HOW HE IS GETTING ALONG AND BE OPEN FOR DISCUSSIONS ON JOB-RELATED MATTERS.

5.6.3 CORRECT MINOR IRRITATIONS PROMPTLY WITHIN THE SCOPE OF ESTABLISHED POLICIES/PROCEDURES.

5.6.4 GIVE REASONS FOR YOUR ORDERS UNLESS THEY ARE OBVIOUS OR EXTREMELY URGENT.

5.6.5 BE CONSISTENT UNLESS THERE IS AN OBVIOUS REASON FOR CHANGE, WHICH SHOULD BE EXPLAINED IN ADVANCE.

5.6.6 AVOID SHOWING FAVORITISM - ONE HAS NOT ONLY TO BE JUST BUT ALSO SEEN TO BE JUST.

5.6.7 IF CORRECTIVE ACTION HAS TO BE TAKEN, DO NOT MAKE A PUBLIC DISPLAY OF THE DISCIPLINARY ACTION.

IN ORDER TO RESOLVE GRIEVANCES, THE FOLLOWING PROCEDURE WILL BE FOLLOWED:

a) AN AGGRIEVED EMPLOYEE SHALL FIRST TAKE UP HIS GRIEVANCE IN PERSON WITH HIS IMMEDIATE SUPERVISOR UNDER WHOM HE IS WORKING. THE IMMEDIATE SUPERVISOR SHALL CAREFULLY EXAMINE THE GRIEVANCE AND TRY TO SETTLE IT, FAILING WHICH HE WILL ADVISE THE EMPLOYEE WITHIN 3 DAYS AS TO WHAT IS BEING DONE AND WHAT COULD NOT BE DONE, WITH ADEQUATE REASONS.

b) IF THE EMPLOYEE FEELS THAT HIS GRIEVANCE HAS NOT BEEN SATISFACTORILY REDRESSED BY HIS



IMMEDIATE SUPERVISOR, HE MAY SUBMIT HIS GRIEVANCE IN WRITING TO PRESIDENT/CEO, STATING WHY DISSATISFIED.

c) THE PRESIDENT/CEO WILL REVIEW THE GRIEVANCE WITH THE SUPERVISOR AND THE EMPLOYEE AND RECORD HIS OBSERVATIONS. HE WILL CONVEY HIS FINAL DECISION TO THE EMPLOYEE WITHIN A WEEK. IF THE DECISION IS ACCEPTABLE TO THE EMPLOYEE, HE WILL RECORD HIS ACCEPTANCE, AND THE ISSUE WILL BE TREATED AS CLOSED.

d) WHEN A GRIEVANCE IS UNDER REVIEW AT THE VARIOUS LEVELS, THE EMPLOYEE WILL NOT SEEK THE INTERVENTION OF THE CONCILIATION MACHINERY UNDER THE INDUSTRIAL DISPUTES ACT. IF A GRIEVANCE IS NOT RAISED WITHIN 3 MONTHS OF ITS OCCURRENCE, IT WILL BE TREATED AS TIME-BARRED.

e) UNLESS ALL THE AVENUES OPEN UNDER THE GRIEVANCE PROCEDURE ARE EXPLORED, AN AGITATIONAL APPROACH IN ANY FORM SHALL NOT BE ADOPTED. ONCE A GRIEVANCE HAS GONE THROUGH THIS PROCEDURE, NO FURTHER GRIEVANCE ON THE SAME ISSUE WILL BE ENTERTAINED.

GRIEVANCE MECHANISM IS AN INTERNAL PROCEDURE FOR COMPLAINTS FOLLOWED BY CONSIDERATION, MANAGEMENT RESPONSE AND FEEDBACK. GRIEVANCE PROCEDURES SHOULD BE TAILORED TO MEET THE NEEDS AND AS PER THE REQUIREMENTS.

IT IS A PROCEDURE THAT PROVIDES A CLEAR AND TRANSPARENT FRAMEWORK TO ADDRESS COMPLAINTS IN THE WORKPLACE.

GRIEVANCE REDRESS MECHANISMS ARE VITAL TO SAFEGUARD POLICIES, SECURE ADEQUATE PROTECTION FOR HUMAN RIGHTS, AND ENSURE TRANSPARENCY IN THE WORK PLACE.

#### **5.7 CONFLICT OF INTEREST - VENDORS, SUPPLIERS, AND CONSULTANTS:**

THE PURPOSE OF A CONFLICT-OF-INTEREST POLICY IS TO PROTECT AN ORGANIZATION'S INTERESTS AND ENSURE THAT PROFESSIONAL JUDGMENT IS NOT UNDULY INFLUENCED BY SECONDARY INTERESTS. IT EMPHASIZES MUTUAL TRUST, OUTLINES POTENTIAL CONFLICTS, AND PROVIDES GUIDELINES FOR RESOLUTION, ENSURING THE COMPANY'S GOALS ARE NOT COMPROMISED.

ALL VENDORS, SUPPLIERS, AND CONSULTANTS SHALL BE APPROVED IN ACCORDANCE WITH ORGANIZATION POLICIES AND PROCEDURES. IF ASSOCIATION WITH A CURRENT OR PROSPECTIVE ORGANIZATION VENDOR, SUPPLIER, OR CONSULTANT GIVES RISE, OR POTENTIALLY GIVES RISE, TO A CONFLICT OF INTEREST, THE ORGANIZATION MAY HAVE TO REFRAIN FROM ENTERING INTO THE RELATIONSHIP, AND, IN ANY EVENT, NO ONE INVOLVED IN ANY WAY WITH APPROVING, MANAGING, OR INFLUENCING THE ORGANIZATION'S BUSINESS RELATIONSHIP. HOWEVER, IF SEEMS NECESSARY TO DEAL WITH SUCH VENDOR, SUPPLIER, OR CONSULTANT, A DISCLOSURE SHOULD BE PROVIDED REGARDING CONFLICT OF INTEREST AND CONTINUE WITH THEM.

#### **5.8 PROTECTION AND MAINTAIN THE RECORD OF ORGANIZATION ASSETS:**

SAFEGUARDING AND APPROPRIATELY USING ORGANIZATION ASSETS, WHETHER THOSE ASSETS TAKE THE FORM OF PAPER FILES, ELECTRONIC DATA, COMPUTER RESOURCES, MOBILE, DESKTOP, LAPTOP, TRADEMARKS, FIXED ASSETS, FURNITURE OR OTHERWISE, IS CRITICAL.

PROPER APPROVAL SHALL BE TAKEN FROM THE PRESIDENT/CEO WHILE ISSUING THE ASSETS TO THE EMPLOYEES.

A PROPER RECORD REGISTER IS MAINTAINED REGARDING FIXED ASSETS AND CONSUMABLE ITEMS. FOR THE PROPER PROTECTION WE HAVE INSURED OUR ASSETS, BUILDING, AND CASH MONEY OF OUR ORGANIZATION.

**5.9 CONFIDENTIALITY POLICY:**

ORGANIZATION IS COMMITTED TO PRESERVING CUSTOMER AND EMPLOYEE TRUST. ALL INFORMATION, WHETHER IT IS BUSINESS, CUSTOMER, OR EMPLOYEE-RELATED, MUST BE TREATED IN A CONFIDENTIAL MANNER, AND DISCLOSING IT IS LIMITED TO THOSE PEOPLE WHO HAVE AN APPROPRIATE BUSINESS OR LEGAL REASON TO HAVE ACCESS TO THE INFORMATION. IF ANY CONFIDENTIAL OUT WILL TAKE ACTION AGAINST THEM SO YOU NEED TO TAKE SPECIAL PRECAUTIONS WHEN TRANSMITTING INFORMATION VIA E-MAIL, FAX, THE INTERNET, OR OTHER MEDIA. REMEMBER TO TREAT ALL SUCH COMMUNICATIONS AS IF THEY WERE PUBLIC DOCUMENTS AND PRINTED ON LETTERHEAD. ALL USERS MUST RESPECT ORGANIZATION, ITS AFFILIATES, AND THIRD PARTIES' INTELLECTUAL PROPERTY RIGHTS (PATENTS, COPYRIGHTS, TRADEMARKS, TRADE SECRETS, AS WELL AS RIGHTS OF PRIVACY AND PUBLICITY) AND MUST TAKE PRECAUTIONS TO PROTECT SOFTWARE, INFORMATION, AND DATA THAT ARE OWNED, LICENSED, OR MANAGED BY THE COMPANY. NO SOFTWARE, INFORMATION, OR DATA MAY BE USED OR DISTRIBUTED IN A MANNER THAT INFRINGES UPON ANY INTELLECTUAL PROPERTY RIGHT OR VIOLATES A LICENSE AGREEMENT OR ORGANIZATION TRADE SECRETS.

**5.10 ADMINISTRATION REPORTING OF ANY ILLEGAL OR UNETHICAL BEHAVIOR:**

IF YOU ARE AWARE OF ANY ILLEGAL OR UNETHICAL BEHAVIOR OR IF YOU BELIEVE THAT AN APPLICABLE LAW, RULE OR REGULATION OR THIS CODE HAS BEEN VIOLATED, THE MATTER MUST BE PROMPTLY REPORTED TO YOUR SUPERVISOR OR ORGANIZATION EXECUTIVES. YOUR SUPERVISOR IS TYPICALLY THE INITIAL POINT OF CONTACT FOR ANY INQUIRIES REGARDING THIS CODE OR IF YOU SUSPECT THAT THE ORGANIZATION OR AN ASSOCIATE IS VIOLATING THE LAW, ORGANIZATIONAL POLICY, OR ENGAGING IN UNETHICAL CONDUCT. HOWEVER, THERE MAY BE CIRCUMSTANCES WHERE IT IS IMPRACTICAL OR UNCOMFORTABLE TO RAISE THE MATTER WITH YOUR SUPERVISOR. IN SUCH INSTANCES, YOU MAY CONTACT THE HEAD OF YOUR DEPARTMENT OR ANY OTHER ORGANIZATION EXECUTIVES.

THE OCCASIONAL EXCHANGE OF INEXPENSIVE GIFTS AND MODEST FORMS OF ENTERTAINMENT, WITH NO SPECIAL SIGNIFICANCE ATTACHED AND REASONABLE IN NATURE, FREQUENCY, AND COST, IS CONSIDERED NORMAL IN BUSINESS. NEVERTHELESS, THE RECEIPT OF SUCH GIFTS OR ENTERTAINMENT MUST NEVER COMPROMISE YOUR JUDGMENT OR DECISION-MAKING, NOR SHOULD THEY BE OFFERED IN EXCHANGE FOR FAVORABLE TREATMENT FROM OTHERS. ANY SUPERVISOR INTIMIDATING OR IMPOSING SANCTIONS ON SOMEONE FOR REPORTING A MATTER WILL FACE DISCIPLINARY ACTION, UP TO AND INCLUDING TERMINATION.

**A-6**

**PREVENTION  
OF  
SEXUAL EXPLOITATION  
AND ABUSE (PSEA)  
&  
POLICY  
OF  
SEXUAL HARRASSMENT  
(POSH)**

## **6.1 PREVENTION OF SEXUAL EXPLOITATION AND ABUSE (PSEA) POLICY:**

THE PURPOSE OF THE POLICY IS TO PROMOTE A WORKPLACE FREE FROM SEXUAL HARASSMENT, EXPLOITATION PREVENT AND MINIMIZE HARASSMENT OF A SEXUAL NATURE, AND PROVIDE AN APPROPRIATE COMPLAINT MECHANISM TO REDRESS THE COMPLAINTS AND ENSURE TIME-BOUND REDRESSED. IT IS THE RESPONSIBILITY OF ALL REPRESENTATIVES IN OUR ORGANIZATION TO RAISE ANY CONCERNS REGARDING SEXUAL EXPLOITATION AND ABUSE. ARPAN WILL INITIATE A COMPREHENSIVE INVESTIGATION OF COMPLAINTS THAT ARE IN VIOLATION OF THIS POLICY AND TAKE DISCIPLINARY AND POSSIBLY LEGAL ACTION AS WARRANTED.

THE PSEA POLICY APPLIES TO ALL ARPAN STAFF, ASSOCIATES, AND PARTNERS WHO MUST COMPLY WITH ITS REQUIREMENTS AND UNDERSTAND THE SANCTIONS THAT MAY BE APPLIED FOR BREACHES OF THE POLICY. THE ACT HAS LAID DOWN PROCESSES AND PROCEDURES FOR THE RESOLUTION AND PREVENTION OF SEXUAL HARASSMENT, ENJOINING EMPLOYERS BY HOLDING THEM RESPONSIBLE FOR PROVIDING A SAFE WORK ENVIRONMENT FOR WOMEN.

ARPAN HAS A ZERO TOLERANCE FOR SEXUAL EXPLOITATION AND ABUSE. ORGANIZATION WILL NOT TOLERATE ITS STAFF, ASSOCIATES, PARTNERS OR ANY OTHER REPRESENTATIVES ASSOCIATED WITH THE DELIVERY OF ITS WORK TO ENGAGE IN ANY FORM OF SEXUAL EXPLOITATION OR ABUSE.

PURSUANT TO THE ACT, ARPAN HAS ANNOUNCED THIS POLICY AGAINST SEXUAL HARASSMENT, WHICH WILL BE STRICTLY IMPLEMENTED ACROSS ALL OFFICES OF ARPAN, AND OTHER PLACES WHERE EMPLOYEES FIND THEMSELVES IN CONNECTION WITH WORK. AN INTERNAL COMMITTEE SHALL BE FORMED AT ARPAN, WHICH IS RESPONSIBLE FOR UPHOLDING THE PRINCIPLES OF THIS POLICY AND ENSURING THE IMPLEMENTATION

COMMUNICATION & TRAINING SHOULD BE PROVIDED TO ALL THE STAFF AND ASSOCIATES ARE AWARE AND FULLY COMPLIANT WITH THE PSEA POLICY. ARPAN PROVIDES ASSESSMENT, REFLECTION AND FEEDBACK MECHANISMS TO INFORM THE ORGANIZATION OF ANY IMPROVEMENTS THAT CAN BE MADE TO POLICIES AND PRACTICES. THESE MECHANISMS INCLUDE QUARTERLY INCIDENT REVIEWS, REGULAR SAFEGUARDING AUDITS, AS WELL AS REGULAR POLICY REVIEW AND REFRESHER TRAINING.

## **6.2 POLICY OF SEXUAL HARASSMENT (POSH) POLICY**

OUR ORGANIZATIONS MANDATED UNDER LAW TO COMPLY WITH CERTAIN REQUIREMENTS LAID DOWN UNDER THE POSH ACT. THIS LAW ALSO LAYS DOWN THE REDRESSAL MECHANISM WHEREIN THE AGGRIEVED PERSON CAN FILE A SEXUAL HARASSMENT COMPLAINT WITH THE INTERNAL COMMITTEE OF THE ORGANIZATION. POSH TRAINING SHOULD BE PROVIDED WHICH HELP OUR ORGANIZATION TO OVERCOME THE SEXUAL HARASSMENT AND CREATE A HEALTHY AND PEACEFUL WORKING ENVIRONMENT.

OUR ORGANIZATIONS UTILIZE POSH TRAINING WORKSHOPS TO EDUCATE EMPLOYEES ABOUT WORKPLACE SEXUAL HARASSMENT AND RAISE AWARENESS OF THE PROVISIONS UNDER THE POSH ACT. THESE TRAINING SESSIONS ALSO INFORM EMPLOYEES ABOUT THE PROCEDURES FOR REDRESSAL IN CASE OF INCIDENTS INVOLVING THEMSELVES OR COLLEAGUES. TIMELY TRAINING HELPS PREVENT LEGAL COMPLICATIONS AND PROMOTES A HEALTHY WORK ENVIRONMENT WITHIN THE ORGANIZATION

THE COMMITTEE AGAINST SEXUAL HARASSMENT HAS BEEN ESTABLISHED AT THE HO FOR ENSURE THAT THERE IS DIVERSITY AND EQUAL GENDER REPRESENTATION,

ONE MEMBER FROM SENIOR MANAGEMENT

THREE MEMBERS WILL BE FROM ACROSS DIFFERENT DEPARTMENTS

AN EXTERNAL EXPERT MEMBER IN HARASSMENT, SEXUAL EXPLOITATION OR ABUSE LAW.

### **6.3 CHILD PROTECTION POLICY**

#### **6.3.1 INTRODUCTION**

ARPAN IS COMMITTED TO PREVENTING CHILD ABUSE, EXPLOITATION, AND ANY FORM OF HARM WITHIN ITS PROGRAMS AND OPERATIONS. THIS CHILD PROTECTION POLICY OUTLINES OUR COMMITMENT TO PREVENTING HARM AND ENSURING A SAFE ENVIRONMENT FOR CHILDREN.

#### **6.3.2 OBJECTIVES**

RAISE AWARENESS OF CHILD PROTECTION ISSUES AND EQUIP STUDENTS WITH THE SKILLS NEEDED TO KEEP THEM SAFE. DEVELOP AND IMPLEMENT PROCEDURES FOR IDENTIFYING AND REPORTING SUSPECTED CASES OF ABUSE.

IN ARPAN, THE CHILD PROTECTION IS THE PREVENTION OF, AND RESPONSE TO, EXPLOITATION, ABUSE, NEGLECT, HARMFUL PRACTICES AND VIOLENCE AGAINST CHILDREN. IT IS EMBEDDED IN THE CONVENTION ON THE RIGHTS OF THE CHILD AND THE SUSTAINABLE DEVELOPMENT GOALS.

ARPAN AIM FOR THE CHILD PROTECTION PLAN IS TO: ENSURE THE CHILD IS SAFE AND PREVENT THEM FROM SUFFERING FURTHER HARM; PROMOTE THE CHILD'S WELFARE, HEALTH AND DEVELOPMENT; SUPPORT THE FAMILY AND WIDER FAMILY MEMBERS TO PROTECT AND PROMOTE THE WELFARE OF THEIR CHILD PROVIDED IT IS IN THE BEST INTERESTS OF THE CHILD.

#### **6.3.3 PRINCIPLE**

EVERY CHILD IS RECOGNIZED, RESPECTED AND PROTECTED AS A RIGHTS HOLDER, WITH NON-NEGOTIABLE. RIGHTS TO PROTECTION. EVERY CHILD IS TREATED WITH DIGNITY AND AS A UNIQUE AND VALUABLE HUMAN BEING WITH AN INDIVIDUAL PERSONALITY, DISTINCT NEEDS, INTERESTS AND PRIVACY, WITH DUE REGARD TO THE CHILD'S RIGHT TO PARTICIPATION.

#### **6.3.4 RESPONSIBILITIES**

##### **MANAGEMENT:**

THE MANAGEMENT OF ARPAN IS RESPONSIBLE FOR ENSURING THAT ALL EMPLOYEES AND ASSOCIATES COMPLY WITH CHILD LABOR LAWS AND PROTECTION POLICIES.

ARPAN GOAL HAS IDENTIFIED THE IMPORTANCE OF LEADERSHIP WITH CLEAR LINES OF ACCOUNTABILITY, WITHOUT AMBIGUITY ABOUT WHO IS RESPONSIBLE AT EVERY LEVEL, ESPECIALLY FOR THE HEALTH, WELL-BEING AND SAFETY OF VULNERABLE CHILDREN.

##### **HUMAN RESOURCES:**

THE HR DEPARTMENT WILL OVERSEE THE IMPLEMENTATION OF CHILD PROTECTION TRAINING PROGRAMS AND ENSURE THAT CHILD PROTECTION PRINCIPLES ARE INTEGRATED INTO THE ORGANIZATION'S CULTURE.

## **6.4 POCSO – PROTECTION OF CHILD FROM SEXUAL OFFENCE**

### **6.4.1 INTRODUCTION**

THE PROTECTION OF CHILDREN FROM SEXUAL OFFENCES, OR POCSO, SEEKS TO PROVIDE FOR STRINGENT PUNISHMENT TO THOSE ENGAGING IN SEXUAL CRIMES AGAINST CHILDREN, DEATH PENALTY IN CASES OF AGGRAVATED SEXUAL ASSAULT, BESIDES LEVYING FINES AND IMPRISONMENT, TO CURB CHILD PORNOGRAPHY.

### **6.4.2 PROCEDURES**

ARPAN TRAIN ALL THE STAFF AND MAKE THEM AWARE THE POCSO SERVICES AND SUBSTANTIVE RELIEFS TO A CHILD VICTIM. THEY ARE EMERGENCY MEDICAL CARE, CARE AND PROTECTION, FREE LEGAL AID, COMPENSATION, SPEEDY TRIAL AND PUNISHMENT FOR OFFENDERS WHO COMMIT SEXUAL OFFENCES AGAINST CHILDREN.

ARPAN AWARE THEM HOW IT PROVIDES FOR CHILD-FRIENDLY PROCEDURES FOR MEDICAL EXAMINATION, RECORDING THE STATEMENT OF THE CHILD BY THE POLICE AND MAGISTRATE, AS WELL AS DURING THE EXAMINATION.

A CHILD MUST BE ACCOMPANIED BY A PARENT, GUARDIAN, OR ANY OTHER PERSON WHOM THE CHILD TRUSTS OR HAS CONFIDENCE IN.

CHILDREN WHO ARE VICTIMS OF PENETRATIVE SEXUAL ASSAULT, AGGRAVATED PENETRATIVE SEXUAL ASSAULT, SEXUAL ASSAULT, AND AGGRAVATED SEXUAL ASSAULT; OR WHO ARE FOUND TO BE IN NEED OF URGENT MEDICAL ATTENTION ARE ENTITLED TO RECEIVE EMERGENCY MEDICAL CARE WITHIN 24 HOURS.

THEY MUST ALERT THE CHILD WELFARE COMMITTEE (CWC). THE CWC CAN ASSESS THE CASE AND TAKE STEPS TO ENSURE THAT THE CHILD IS PROVIDED WITH SUITABLE CARE AND PROTECTION. FOR INSTANCE, IT CAN PROVIDE THE CHILD WITH A SUPPORT PERSON TO RENDER ASSISTANCE DURING THE INVESTIGATION AND TRIAL.

A CHILD VICTIM MAY RECEIVE INTERIM COMPENSATION FOR IMMEDIATE NEED FOR RELIEF OR REHABILITATION AND FINAL COMPENSATION FOR THE LOSS OR INJURY CAUSED TO HIM OR HER.

## **6.5 CHILD LABOUR POLICY**

### **6.5.1 INTRODUCTION**

ARPAN RECOGNIZES THE FUNDAMENTAL RIGHTS OF CHILDREN AND IS COMMITTED TO CREATING AN ENVIRONMENT FREE FROM CHILD LABOR, EXPLOITATION, AND ANY FORM OF ABUSE. THIS POLICY IS DESIGNED TO ENSURE COMPLIANCE WITH THE LATEST LAWS AND TO ESTABLISH A FRAMEWORK FOR CHILD PROTECTION.

### **6.5.2 THE PURPOSE OF THIS POLICY IS TO:**

- PROHIBIT AND ELIMINATE CHILD LABOR WITHIN ARPAN AND ITS ASSOCIATED ACTIVITIES.
- SAFEGUARD CHILDREN PARTICIPATING IN ARPAN'S PROGRAMS OR AFFECTED BY ITS OPERATIONS.

- COMPLY WITH NATIONAL AND INTERNATIONAL LAWS PERTAINING TO CHILD LABOR AND CHILD PROTECTION.
- THIS POLICY APPLIES TO ALL ARPAN EMPLOYEES, VOLUNTEERS, PARTNERS, AND ASSOCIATES INVOLVED IN THE ORGANIZATION'S ACTIVITIES, BOTH WITHIN AND OUTSIDE INDIA.

### **6.5.3 DEFINITIONS**

A CHILD IS DEFINED AS ANY PERSON BELOW THE AGE OF 18 YEARS, CONSISTENT WITH THE UNITED NATIONS CONVENTION ON THE RIGHTS OF THE CHILD.

CHILD LABOR REFERS TO ANY WORK THAT DEPRIVES CHILDREN OF THEIR CHILDHOOD, INTERFERES WITH THEIR ABILITY TO ATTEND REGULAR SCHOOLS, AND IS MENTALLY, PHYSICALLY, SOCIALLY, OR MORALLY HARMFUL.

ARPAN STRICTLY PROHIBITS THE EMPLOYMENT OF CHILDREN BELOW THE LEGAL WORKING AGE AS DEFINED BY INDIAN LAWS.

ARPAN WILL ENGAGE WITH SUPPLIERS AND PARTNERS WHO ADHERE TO CHILD LABOR LAWS AND DEMONSTRATE A COMMITMENT TO CHILD WORKERS.

# **A-7**

## **DISABILITY MAINSTREAMING POLICY**



## **DISABILITY MAINSTREAMING POLICY**

### **7.1 INTRODUCTION**

PERSONS WITH DISABILITIES CONSTITUTE ACROSS CUTTING AND SILENT MINORITY WHO ARE DISCRIMINATED AGAINST ON ACCOUNT OF ARRANGE OF DISABILITIES WHEN IT COMES TO ACCESS AND EQUAL PARTICIPATION IN ECONOMIC, SOCIAL AND POLITICAL ASPECTS OF LIFE. IT IS ESTABLISHED THAT DISABILITY IS CROSS CUTTING AND OFTEN COMPOUNDED BY GENDER AND SOCIAL IDENTITY. FURTHER, DISABILITY IS SEEN AS A CAUSE AND A CONSEQUENCE OF POVERTY. WITHOUT RECOGNIZING AND EMBEDDING DISABILITY RIGHTS IN OUR PROGRAMME, WE WOULD NOT BE ABLE TO STAND COMPLETELY WITH ARPAN'S ORGANIZATION VISION OF "EXPEDITE SYNERGY FOR SUSTAINABLE DEVELOPMENT".

ARPAN'S STRONG FOCUS ON ENSURING EQUALITY SOCIAL, ECONOMIC AND POLITICAL NECESSITATES THAT DISABILITY RIGHTS ARE MAINSTREAMED ACROSS THE ORGANIZATION, PARTNERS AND PROGRAMMES. BY DISABILITY RIGHTS MAINSTREAMING, WE MEAN A STRUCTURED ENGAGEMENT WITH THE ISSUE AS AN ORGANIZATION, AT WORK PLACE, PROGRAMME AND POLICY LEVELS. THIS WOULD REFLECT IN A VISIBLE CHANGE IN THE ORGANIZATIONAL POLICIES IN TERMS OF ACCESS, PARTICIPATION AND INCLUSION, WHILE ALSO REFLECTING IN PROGRAMME NARRATIVE AND IMPLEMENTATION.

IN DISABILITY, MAINSTREAMING IS A METHOD TO PROMOTE INCLUSION AND TO ADDRESS THE BARRIERS THAT EXCLUDE DISABLED PEOPLE FROM FULL AND EQUAL PARTICIPATION IN SOCIETY.

### **7.2 PURPOSE**

THIS POLICY PROVIDES A FRAMEWORK FOR ENSURING DISABILITY RIGHTS IS MAINSTREAMED ACROSS A ARPAN'S PROGRAMMES. THIS POLICY IS INTENDED TO GUIDE ARPAN'S WORK AND PROVIDE STAFF AND PARTNERS WITH GUIDELINES ON DISABILITY RIGHTS MAINSTREAMING.

### **7.3 KEY PRINCIPLE**

THE MAINSTREAMING POLICY AND PRACTICES WILL BE GUIDED BY:

- **RIGHTS-BASED:** ARPAN WILL USE A RIGHTS-BASED FRAMEWORK TO MAINSTREAM DISABILITY RIGHTS DRAWING IN PARTICULAR ON INDIAN POLICY. THE AIM IS TO TRANSFORM THE EXISTING RELATIONS BETWEEN WOMEN AND MEN.
- **INCLUSION AND PARTICIPATION:** ARPAN WILL SUPPORT FULL AND MEANINGFUL PARTICIPATION BY PERSONS WITH DISABILITIES IN OWN AND PARTNER ACTIVITIES INFORMING OUR PRIORITIES, OBJECTIVES AND STRATEGIES IN IMPLEMENTING LONG-TERM DEVELOPMENT, HUMANITARIAN, AND ADVOCACY PROGRAMMES AND CAMPAIGNS.
- **ADDRESSING MULTIPLE LAYERS OF DISCRIMINATION:** ARPAN WILL PAY PARTICULAR ATTENTION TO THE MULTIPLE LAYERS OF DISCRIMINATION PERSONS WITH DISABILITY FACE ON ACCOUNT OF GENDER, AGE, AND RELIGIOUS OR ETHNIC DISCRIMINATION.
- **POSITIVE REPRESENTATION:** ARPAN WILL ENSURE THAT ALL OUR WORK ENHANCES AND PROMOTES EQUALITY FOR PERSONS WITH DISABILITIES.

## 7.4 ELEMENTS OF MAINSTREAMING POLICY

- **ORGANIZATIONAL COMMITMENT:** ORGANIZATIONAL COMMITMENT TO MAINSTREAMING DISABILITY, IN TERMS OF VALUES (WHY THE ORGANIZATION IS COMMITTED) AND PURPOSE (WHAT THE ORGANIZATION HOPES TO ACHIEVE). THIS COMMITMENT UNDERPINS ALL MAINSTREAMING ACTIVITIES.
- **SENSITIZATION:** BUILDING PEOPLE'S ENGAGEMENT WITH THE ISSUE AND PERSONAL COMMITMENT TO MAINSTREAMING. SENSITIZATION IS ABOUT INDIVIDUALS BUYING INTO THE ORGANIZATIONAL COMMITMENT.
- **WORK PLACE MAINSTREAMING:** ENSURING ORGANIZATIONAL POLICIES AND PRACTICES IN THE WORK PLACE ARE INCLUSIVE, EQUITABLE AND NON-DISCRIMINATORY, AND DO NOT CREATE BARRIERS OR REINFORCE THE NEGATIVE EFFECTS OF THE ISSUE. IN DISABILITY MAINSTREAMING, THIS IS ABOUT MAKING APPROPRIATE ADJUSTMENTS TO WORKPLACE POLICIES, PRACTICE AND ENVIRONMENT SO THAT DISABLED PEOPLE CAN PARTICIPATE EQUALLY IN THE WORK PLACE, AS EMPLOYEES OR VOLUNTEERS.
- **PROGRAMME MAINSTREAMING:** THE ORGANIZATION'S PROGRAMMES AND SERVICES ARE INCLUSIVE, EQUITABLE AND NON-DISCRIMINATORY, AND DO NOT CREATE BARRIERS OR REINFORCE THE NEGATIVE EFFECTS OF THE ISSUE. AS WELL AS LOOKING AT PROGRAMME DESIGN AND SERVICE DELIVERY, THIS MEANS INCLUDING EXCLUDED PEOPLE IN PROGRAMME PLANNING, IMPLEMENTATION, MANAGEMENT AND REVIEWING. INADVISABILITY, THIS INVOLVES NON-DISABILITY SERVICE PROVIDERS AND DEVELOPMENT ORGANIZATIONS INCLUDING DISABLED PEOPLE ON AN EQUITABLE BASIS, IN THE SAME SETTINGS AS NON-DISABLED PEOPLE.
- **POLICY MAINSTREAMING:** ADDRESSING WIDER POLICY AND INSTITUTIONAL BARRIERS THAT EXCLUDE PEOPLE FROM EQUAL PARTICIPATION OR REINFORCE THE NEGATIVE EFFECTS OF THE ISSUE. SUCH AS DISABILITY, AGE, AND RELIGIOUS OR ETHNIC DISCRIMINATION. ARPAN RECOGNIZES THAT WOMEN AND GIRLS ARE NOT A HOMOGENOUS GROUP AND WILL STRIVE TO ENSURE AS FAR AS POSSIBLE THAT OUR PROGRAMME WORK ADDRESSES THE COMPOUNDED DISCRIMINATION THAT WOMEN MAY FACE.
- **POSITIVE REPRESENTATION:** ARPAN WILL ENSURE THAT ALL OUR WORK ENHANCES WOMEN AND GIRLS' STATUS AND PROMOTES GENDER EQUALITY AND WOMEN'S RIGHTS
- THIS COMMITTEE PROVIDES INFORMATION ON ADMISSION, ORIENTATION, RESOURCES, AND COLLABORATIONS.

# A-8

## GENDER MAINSTREAMING POLICY



### **8.1 INTRODUCTION & STRATEGY**

ARPAN IS COMMITTED TO THE PRINCIPLE OF GENDER JUSTICE, NON-DISCRIMINATION, AND EQUAL OPPORTUNITY FOR ALL, AND GENDER FRIENDLY LAWS AT THE WORKPLACE. ALL OF ARPAN'S WORK STRIVES TOWARDS THE CREATION OF A GENDER JUST ENVIRONMENT, PROMOTING THE GOAL OF EQUITY AND EQUALITY IN ALL SPHERES OF LIFE THAT WOULD RESULT IN JOINT DECISION-MAKING AND LEADERSHIP, DEFINING AND SHAPING POLICES, STRUCTURES AND DECISIONS THAT AFFECT THE LIVES OF WOMEN AND MEN, BASED ON THEIR OWN INTERESTS AND PRIORITIES.

ARPAN HAS DEVELOPED AND ADAPTED PROGRAMME MODELS TO ADVANCING GENDER EQUITY WHILE MAXIMIZING THE PARTICIPATION OF GIRLS AND WOMEN, WHO LACK ACCESS TO EDUCATION, HEALTH AND OTHER OPPORTUNITIES THAT ARE ENJOYED BY BOYS AND MEN. TO MAKE A SUSTAINED IMPACT ON REDUCING POVERTY AND DEVELOPMENT, STRATEGIES MUST EMPOWER GIRLS, WOMEN, BOYS AND MEN.

GENDER MAINSTREAMING IS A CONCEPT OF ENSURING EQUALITY AMONGST ALL IRRESPECTIVE OF BIOLOGICAL DIFFERENCES AMONGST WOMEN AND MEN. IT MEANS BRINGING THE EXPERIENCE, KNOWLEDGE, AND INTERESTS OF WOMEN AND MEN TO BEAR ON THE DEVELOPMENTAL AGENDA. IT WOULD INVOLVE ENSURING THAT THE PERSPECTIVES AND INTERESTS OF WOMEN AND MEN BECOME CENTRAL TO PROGRAMME ANALYSIS AND PLANNING, RESOURCE ALLOCATION, IMPLEMENTATION, RESEARCH, POLICY DEVELOPMENT, ADVOCACY/DIALOGUE, INFLUENCING AND MONITORING AND EVALUATION OF PROGRAMMES AND PROJECTS. IT WOULD ALSO INVOLVE ENSURING THAT THE PERSPECTIVES AND INTERESTS OF WOMEN AND MEN ARE REFLECTED IN THE ORGANIZATIONAL POLICIES AND PRACTICES.

### **8.2 PURPOSE**

THIS POLICY PROVIDES A FRAMEWORK FOR ENSURING GENDER IS MAINSTREAMED ACROSS ARPAN'S PROGRAMMERS. THIS POLICY IS INTENDED TO GUIDE ARPAN'S WORK AND PROVIDE STAFF AND PARTNERS WITH GUIDELINES ON GENDER MAINSTREAMING.

### **8.3 KEY PRINCIPLE**

- **RIGHTS-BASED:** ARPAN WILL USE A RIGHTS-BASED FRAMEWORK TO MAINSTREAM GENDER AND WOMEN'S RIGHTS, DRAWING IN PARTICULAR ON UN POLICY. THE AIM IS TO TRANSFORM THE EXISTING RELATIONS BETWEEN WOMEN AND MEN.
- **INCLUSION AND PARTICIPATION:** ARPAN WILL SUPPORT FULL AND MEANINGFUL PARTICIPATION BY WOMEN AND MEN, GIRLS AND BOYS IN OUR OWN AND PARTNER ACTIVITIES WHICH WILL INFORM OUR PRIORITIES, OBJECTIVES AND STRATEGIES IN IMPLEMENTING LONG TERM DEVELOPMENT, HUMANITARIAN, AND ADVOCACY PROGRAMMERS AND CAMPAIGNS.
- ARPAN IS HAVING THE GENDER COMMITTEE ADVOCATING FOR, CHAMPIONING AND RAISING AWARENESS OF GENDER EQUALITY ISSUES, BOTH INTERNALLY AND EXTERNALLY. DEVELOPING AND IMPLEMENTING A GENDER DIVERSITY STRATEGY ENSURING LEADERSHIP AND ACCOUNTABILITY FOR VARIOUS INITIATIVES WITHIN THE GENDER DIVERSITY STRATEGY.

- **ADDRESSING MULTIPLE LAYERS OF DISCRIMINATION:** ARPAN WILL PAY PARTICULAR ATTENTION TO THE MULTIPLE LAYERS OF DISCRIMINATION WOMEN AND GIRLS MAY FACE SUCH AS DISABILITY, AGE, AND RELIGIOUS OR ETHNIC DISCRIMINATION. ARPAN RECOGNIZES THAT WOMEN AND GIRLS ARE NOT A HOMOGENOUS GROUP AND WILL STRIVE TO ENSURE AS FAR AS POSSIBLE.
- THE MAIN OBJECTIVE OF GENDER-SENSITIVE POLICY PLANNING IS THAT ARPAN ENSURE THAT WOMEN'S NEEDS AND PRIORITIES ARE EFFECTIVELY TAKEN INTO CONSIDERATION THROUGHOUT THE ENTIRE PHASE OF DECISION-MAKING, POLICY PLANNING, FORMULATION AND IMPLEMENTATION, SO THAT EQUALITY IS ATTAINED IN SOCIETY.
- **POSITIVE REPRESENTATION:** ARPAN WILL ENSURE THAT ALL OUR WORK ENHANCES WOMEN AND GIRLS' STATUS AND PROMOTES GENDER EQUALITY AND WOMEN'S RIGHTS
- GENDER AUDITS ESTABLISH A BASELINE AGAINST WHICH PROGRESS MEASURED OVER TIME, IDENTIFYING CRITICAL GENDER GAPS AND CHALLENGES, AND MAKE RECOMMENDATIONS OF HOW THEY CAN BE ADDRESSED THROUGH IMPROVEMENTS AND INNOVATIONS.

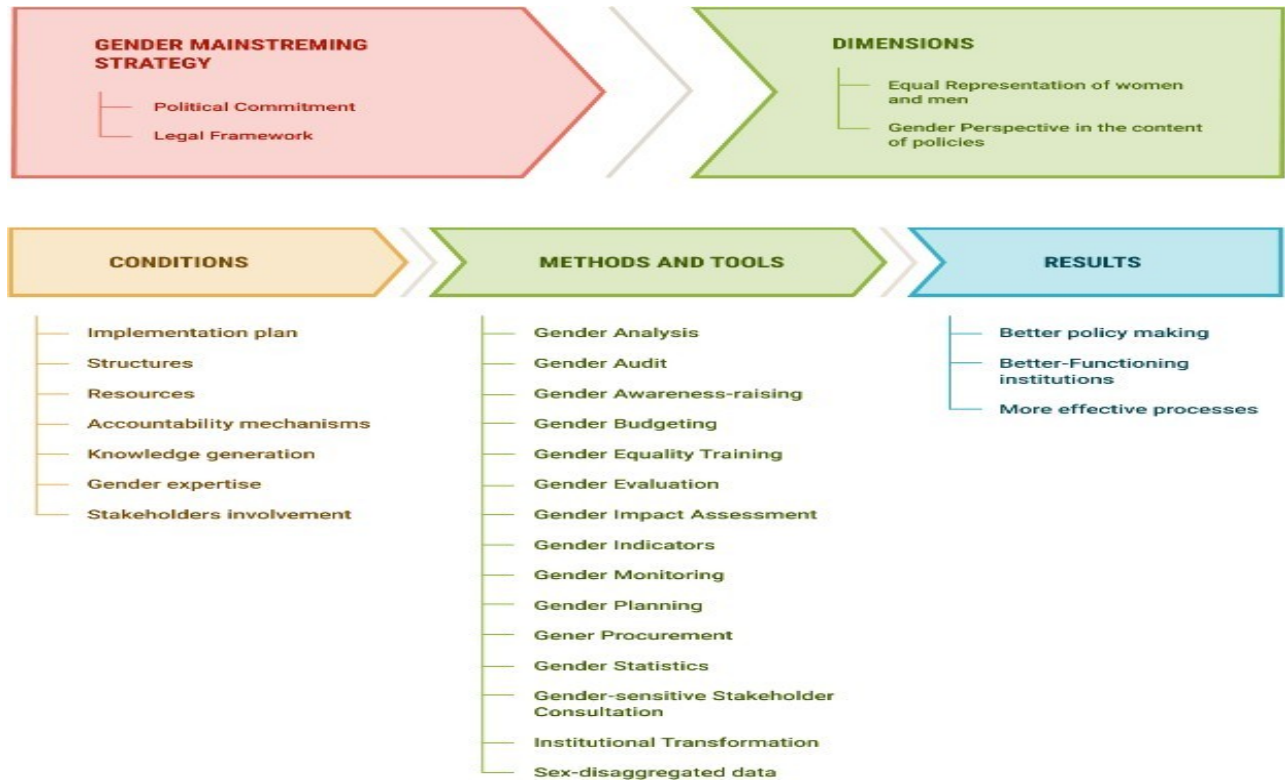
#### **8.4 ACTION PLAN & ELEMENTS OF THE POLICY**

IN ADDITION TO UPHOLDING THE ABOVE-MENTIONED PRINCIPLES, ARPAN PROGRAMMES & OFFICES WILL:

- ENSURE GENDER IS INCORPORATED INTO THE SITUATIONAL ANALYSIS OF ALL PROGRAMME AND SECTORED CONTEXTS (INCLUDING POLICY, ADVOCACY AND INFLUENCING CONTEXTS) ALONG WITH AN ANALYSIS OF FACTORS SUCH AS POWER, CASTE, CULTURE, RELIGION, CLASS, DISABILITY, AGE, SEXUALITY AND HIV/AIDS AS FAR AS POSSIBLE.
- ENSURE THAT PROGRAMMERS, POLICY RECOMMENDATIONS, ADVOCACY AND INFLUENCING INTERVENTIONS DO NOT HARM WOMEN AND GIRLS OR EXACERBATE GENDER INEQUALITY.
- ENSURE THE METHOD FOR GENDER MAINSTREAMING, GENDER AUDITS HELP ARPAN TO IDENTIFY AND UNDERSTAND GENDER PATTERNS WITHIN THEIR COMPOSITION, STRUCTURES, PROCESSES, ORGANIZATIONAL CULTURE AND MANAGEMENT OF HUMAN RESOURCES, AND DELIVERY OF POLICES.
- ENSURE ALL STAFF & PARTNERS HAVE AN AWARENESS OF GENDER MAINSTREAMING PRINCIPLES AND HOW THESE ALIGN WITH RIGHTS-BASED BY GIVING THEM PROPER TOOLS & TRAINING.
- ENSURE RELEVANT PROGRAMMER STAFF HAVE KNOWLEDGE AND COMPETENCIES IN IMPLEMENTING PRACTICAL STRATEGIES TO PROMOTE GENDER MAINSTREAMING
- ENSURE OPPORTUNITIES AND AVENUES (FOR EXAMPLE, GENDER WORKING GROUP) FOR ENSURING OPEN DIALOGUE BETWEEN STAFF AND PARTNERS ON ENSURING AN ENVIRONMENT CONDUCIVE TO BOTH WOMEN AND MEN WITHIN ORGANIZATIONS.
- ENSURE GENDER BUDGETING PROCESS TO ACHIEVE EQUALITY BETWEEN WOMEN AND MEN. BUDGETING CAN IMPROVE WHEN FISCAL POLICIES AND ADMINISTRATIVE

PROCEDURES ARE STRUCTURED TO ADDRESS GENDER INEQUALITY AND NEEDS.

**MAKING ARPAN A MORE GENDER SENSITIVE & RESPONSIVE ORGANISATION & ITS PROCEDURES -**



# **A-9**

## **WORK POLICY**

## **9.1 WORKING DAYS & HOURS OF WORK:**

STAFF WILL FOLLOW 6 DAYS AND 8 HOURS A DAY IN THE WEEK WORKING SCHEDULE FROM MONDAY TO SATURDAYS AND SUNDAY CONSIDERED NON-WORKING DAY. UNLESS OTHERWISE SPECIFIED, ARPAN WILL OBSERVE THE SAME PUBLIC HOLIDAYS AS THOSE PRESCRIBED BY THE GOVERNMENT NOT EXCEEDING 12 DAYS A YEAR. THE COMMITTEE WILL PREPARE THE SAME SUBJECT TO APPROVAL FROM PRESIDENT/CEO AT THE BEGINNING OF EACH CALENDAR YEAR AND CIRCULATE IT TO ALL STAFF.

## **9.2 9.2 HOURS POLICY:**

- 10:00 A.M. TO 06:00 P.M. (WITH LUNCH BREAK OF 01:30 TO 02:00 P.M.)
- THE TIME IS FLEXIBLE FOR FIELD STAFF. THEY CAN WORK ON SUNDAYS AND HOLIDAYS AS PER THE PROJECT ACTIVITIES. IN SUCH CASE THE FIELD STAFF MAY AVAIL COMPENSATORY OFF AS PER THE CONVENIENCE OF PROJECT ACTIVITIES.
- OFFICE ASSISTANT, TECHNICIANS, DRIVERS WILL OBSERVE STAGGERED TIMINGS AS FIXED FOR THEM BY THEIR ADMIN DEPT. FROM TIME TO TIME.
- BASED ON THE URGENCY & WORKLOAD STAFF MAY BE CALLED FOR WORK IN HOLIDAYS OR FESTIVE IF REQUIRED
- ARPAN CANNOT ALLOW ANY EMPLOYEE TO PERFORM PERSONAL WORK OR COMMUNICATION DURING OFFICE HOURS.

## **9.3 DRESS CODE POLICY:**

- EMPLOYEES ARE EXPECTED TO DRESS IN BUSINESS CASUAL ATTIRE UNLESS THE DAY'S TASKS REQUIRE OTHERWISE.
- EMPLOYEES MUST ALWAYS PRESENT A CLEAN, PROFESSIONAL APPEARANCE. EVERYONE IS EXPECTED TO BE WELL-GROOMED AND WEAR CLEAN CLOTHING, FREE OF HOLES, TEARS, OR OTHER SIGNS OF WEAR.
- CLOTHING WITH OFFENSIVE OR INAPPROPRIATE DESIGNS OR STAMPS IS NOT ALLOWED & SHOULD NOT BE REVEALING.
- CLOTHING AND GROOMING STYLES DICTATED BY RELIGION OR ETHNICITY ARE EXEMPTING.

## **9.4 DRESS CODE VIOLATION:**

- MANAGERS OR SUPERVISORS ARE EXPECTED TO INFORM EMPLOYEES WHEN THEY ARE VIOLATING THE DRESS CODE. EMPLOYEES IN VIOLATION ARE EXPECTED TO IMMEDIATELY CORRECT THE ISSUE. THIS MAY INCLUDE HAVING TO LEAVE WORK TO CHANGE CLOTHES.
- REPEATED VIOLATIONS OR VIOLATIONS THAT HAVE MAJOR REPERCUSSIONS MAY RESULT IN DISCIPLINARY ACTION BEING TAKEN UP TO AND INCLUDING TERMINATION.

## **9.5 SAFETY & HEALTH POLICY:**

ARPAN ENSURE THE SAFETY AND HEALTH OF ITS WORKERS AND IT HAS DEDICATED RESOURCES AND PERSONAL TO FULFILL THIS DESIRE AND IS COMMITTED TO ENSURING WORKER PARTICIPATION TO ACHIEVE THIS POLICY.

ARPAN HAS INSURED THE ACCIDENTAL INSURANCE POLICY FOR EACH EMPLOYEE AS MENTIONED IN 4.3 OF CHAPTER A-4.



## **9.6 DRUGS & ALCOHOL POLICY:**

- EMPLOYEES MAY NOT CONSUME ALCOHOL OR ANY UNLAWFUL DRUGS IN THE WORKPLACE DURING WORK TIME
- NO EMPLOYEE SHOULD TRY TO REPORT TO WORK WHEN UNFIT DUE TO ALCOHOL OR DRUGS.
- NO EMPLOYEE SHALL SUPPLY OTHERS WITH ILLEGAL DRUGS OR ALCOHOL IN THE WORKPLACE.
- EMPLOYEES WHO ARE TAKING PRESCRIPTION DRUGS SHOULD ENSURE THAT THEY ARE AWARE OF ANY SIDE EFFECTS AND ADVISE THEIR MANAGER OR A MEMBER OF THE MANAGEMENT TEAM IMMEDIATELY OF ANY SIDE EFFECTS OF PRESCRIPTION DRUGS WHICH MAY AFFECT WORK PERFORMANCE.
- DISCIPLINARY ACTION IN ACCORDANCE WITH THE COMPANY DISCIPLINARY PROCEDURES WILL BE UNDERTAKEN WHERE BREACHES OF THE POLICY OCCUR. IN THE CASE OF AGENCY WORKERS OR CONTRACTORS, SERVICES MAY BE TERMINATED IMMEDIATELY UPON A BREACH OF THE POLICY.

## **9.7 NOTICE BOARD:**

TO MAKE THE EMPLOYEES AWARE AND ACQUAINTED WITH THE CHANGES RELATING TO THE MATTERS OF COMMON INTEREST TAKING PLACE AT THE WORKPLACE FROM TIME TO TIME.

NOTICE BOARD ARE MAINTAINED ALL WORK LOCATIONS FOR PROMINENTLY DISPLAYING ORGANIZATION ANNOUNCEMENTS, CIRCULARS, NOTICES AND NEWS BULLETINS FOR THE INFORMATION OF ALL EMPLOYEES. IT IS THE RESPONSIBILITY OF THE HEAD OF WORK LOCATION OR THE PERSON DESIGNATED BY HIM TO SEE THAT THE NOTICE BOARDS ARE KEPT IN PROMINENT PLACES AND POSTED WITH CURRENT NOTICES ISSUED BY THE ORGANIZATION.

## **9.8 REPORTING GUIDELINES**

- THE REPORTING CRITERIA SHOULD BE FOLLOWED ACCORDING TO THE DEFINED HIERARCHY SYSTEM UNDER THE ORGANIZATION. EACH AND EVERY REPORT PROCESSED BY ANY EMPLOYEE SHOULD BE CHANNELIZED THROUGH A PROPER MODE OF HIERARCHY.
- EMAIL, ONLINE PLATFORMS AND MOBILE WHATSAPP MESSAGING SERVICES ARE ALSO CATERED UNDER THE REPORTING CHANNEL. THIS TYPE OF REPORTING MAY BE DONE THROUGH THE PARTICULAR PROJECT. EVERY EMPLOYEE WORKING IN ARPAN SHOULD COMMUNICATE TO HIS/HER IMMEDIATE SUPERIOR IN WRITING REGARDING ANY INFORMATION THROUGH ABOVE PLATFORMS. THIS WILL REDUCE AND SAVE THE TIME.
- LEAVE, WORK ACCOMPLISHMENT REPORTS, WORK PLANS, TRAVEL ITINERARIES AND OTHER VISIT REPORTS WILL BE APPROVED BY REPORTING OFFICER AND WILL BE SUBMIT IN ACCOUNTS THROUGH PROPER CHANNEL. PRESIDENT/CEO CAN AUTHORIZE THE RESPECTIVE HODS FOR THE SAME BASED UPON PROGRAMMER SIZE AND WORK LOAD. ALL THE REQUIRED DOCUMENTS WILL SHARE TO HEAD OFFICE AS PER THE POLICY TERMS AND CONDITIONS.

## **9.9 ROTATION / TRANSFER POLICY DOCUMENT:**

### **DEFINITION:**

THE JOB ROTATION PROGRAM INVOLVES THE ASSIGNMENT OF AN EMPLOYEE IN A POSITION OR DEPARTMENT FOR A PREDETERMINED PERIOD TO PERFORM THE SPECIFIC DUTIES OF ANOTHER POSITION.

- THE PURPOSE OF A JOB ROTATION POLICY IS TO HELP EMPLOYEES TO DEVELOP NEW SKILLS, GAIN A BROADER UNDERSTANDING OF THE ORGANIZATION AND ADVANCE THEIR CAREERS. A JOB ROTATION POLICY ALSO HELPS PREVENT JOB BURNOUT AND STAGNATION. A JOB ROTATION POLICY TEMPLATE HELP STANDARDIZE THE POLICY FOR EMPLOYEES AND MANAGERS TO EASILY UNDERSTAND
- THE GOAL OF JOB ROTATION IS TO GIVE EMPLOYEES THE OPPORTUNITY TO LEARN NEW SKILLS AND TO EXPERIENCE DIFFERENT ASPECTS OF THE ORGANIZATION.
- IF ORGANIZATION WANTS TO SHIFT IN A PARTICULAR PROJECT DUE TO COMPLETION OF PREVIOUS PROJECT OR ANY OTHER REASON, THE EMPLOYEE SHOULD FOLLOW THE ROTATION SYSTEM WITH PROPER APPROVAL.

### **BENEFITS:**

- IMPROVE EMPLOYEE ENGAGEMENT, IMPROVE IN SKILLS & PRODUCTIVITY
- DEVELOP EXPERTISE
- INCREASE MOTIVATION & MORALE.

### **PROCEDURES:**

- A WRITTEN REQUEST FOR JOB ROTATION MUST BE SUBMITTED BY THE EMPLOYEE TO HIS OR HER SUPERVISOR. THE REQUEST SHOULD INDICATE THE DESIRED JOB, THE LOCATION, THE DURATION OF THE ASSIGNMENT AND THE EXPECTED OUTCOME AND BENEFIT OF THE ASSIGNMENT.
- BOTH THE SENDING AND RECEIVING SUPERVISORS SHOULD OBTAIN APPROVAL FOR JOB ROTATION ASSIGNMENTS THROUGH THEIR APPROPRIATE MANAGEMENT.
- THE MANAGEMENT OF ORGANIZATION CAN TRANSFER ANY OF THE EMPLOYEES ON ROTATION POLICY AS PER THE NEED.
- VIOLATION OF THIS POLICY IS SUBJECT TO DISCIPLINARY ACTION, UP TO AND INCLUDING TERMINATION

# **A-10**

## **SEPERATION**

### **&**

## **TERMINATION**

## **POLICY**

**TYPES OF SEPARATION:****10.1 SEPARATION DUE TO RESIGNATION:****SUBMISSION:**

THE RESIGNATION SHALL BE SUBMITTED IN WRITING TO THE REPORTING OFFICER. THE RESIGNED EMPLOYEE HAS TO SUBMIT THE EXIT INTERVIEW FORM WITH COMPLETE HANDOVER OF ALL REPORTS, ASSETS, ARTICLES, ETC.

**RECEIVING AUTHORITY:**

THE RESIGNATION WILL BE RECEIVED BY THE REPORTING OFFICER AND THEN FORWARDED TO THE PRESIDENT/CEO.

**NOTICE PERIOD:****THE PURPOSE OF NOTICE PERIOD IS TO PROVIDE TIME-**

EMPLOYEE HAS TO FOLLOW THE COMPLETE NOTICE PERIOD AND PROPER HAND OVER OF RELATED DOCUMENTS AND ASSETS TO HIS REPORTING OFFICER. HENCE UNDER NORMAL CIRCUMSTANCES ORGANIZATION WILL INSIST ON THE EMPLOYEE GIVING NOTICE OF HIS INTENTION TO RESIGN AS PER THE TERMS OF THE LETTER OF HIS / HER APPOINTMENT. HOWEVER, ORGANIZATION AT ITS SOLE DISCRETION MAY PERMIT EARLY RELEASE IN EXCEPTIONAL CIRCUMSTANCES LIKE:

- i. EMPLOYEE'S CONTINUED EMPLOYMENT PROVING DETRIMENTAL TO ORGANIZATION'S INTERESTS.
- ii. EMPLOYEES' POSITION BECOMING SURPLUS / REDUNDANT.
- iii. EXTENUATING CIRCUMSTANCES LIKE EMPLOYEE EMIGRATING PERMANENTLY PROVIDED HE HAS FINISHED ASSIGNED WORK.
- iv. IN ALL CASES, ORGANIZATION WILL RECOVER SALARY IN LIEU OF THE UNEXPIRED NOTICE PERIOD FORM TERMINALS BENEFITS PAYABLE..

**CLEARANCE CERTIFICATE:**

BEFORE RELIEVING THE EMPLOYEE, WILL BE SEEN THAT HE / SHE DOESN'T HAVE ANY DUES TO BE PAID TO THE ORGANIZATION.

IT IS OBLIGATORY FOR ALL TYPES OF EMPLOYEE TO SUBMIT THE 'NO DUES' OR EXIT FORM TO CLEAR DUES FOR THE FULL AND FINAL SETTLEMENT.

**TERMINAL BENEFITS:****A. PROVIDENT FUND:**

EMPLOYEES, THOSE ARE HAVING PF PROVISION IN THE ORGANIZATION; ARE ELIGIBLE FOR PF AS PER THE RULES APPLICABLE AND CAN BEING WITHDRAWAL THEIR PF ON LEAVING OR TRANSFER THEIR ACCOUNT TO NEW EMPLOYER.

**B. PROCEDURE:**

- i. THE EMPLOYEE DESIROUS OF RESIGNING FROM THE SERVICES OF THE ORGANIZATION SHALL APPLY IN WRITING TO THE PRESIDENT/CEO INFORMING ABOUT HIS / HER RESIGNING FROM THE SERVICES THROUGH THEIR CONCERN REPORTING OFFICER.

- ii. WHEN AN EMPLOYEE SUBMITS HIS RESIGNATION, THE REPORTING OFFICER WILL FORWARD THE RESIGNATION WITH HIS/ HER COMMENTS THEREON TO THE PRESIDENT/CEO, WHO WILL CONVEY HIS / HER ACCEPTANCE IN WRITING.
- iii. THE HRD ON RECEIVING THE ACCEPTANCE FROM THE PRESIDENT/CEO WILL FORWARD THE ACCEPTANCE OF RESIGNATION WITH A COPY OF 'NO DUES' CERTIFICATE TO THE EMPLOYEE AND WILL ALSO INFORM THE CONCERNED DEPARTMENTS.
- iv. SETTLEMENT OF DUES: ON RECEIPT OF THE ACCEPTANCE OF RESIGNATION FROM HRD THE CONCERNED EMPLOYEE WILL CIRCULATE THE 'NO DUES' CERTIFICATE IN EACH DEPARTMENT TO SETTLE THE DUES, IF ANY.
- v. THE CERTIFICATE WILL THEN BE FORWARDED TO ACCOUNTS DEPARTMENT TO WORK OUT THE DUES IN THE PRESCRIBED FORM.
- vi. THE FINAL SETTLEMENT WILL BE MADE ONLY AFTER CONFIRMATION FROM ACCOUNTS DEPARTMENT THAT ALL RECOVERIES INCLUDING VACANT POSSESSION OF ORGANIZATION ACCOMMODATION IF ANY, VEHICLES AND ALL OTHER ORGANIZATION'S PROPERTIES IN A SATISFACTORY MANNER TO HR DEPARTMENT.

## **10.2 SEPARATION DUE TO TERMINATION:**

- 1) SERVICE TERMINABLE:** THE EMPLOYEES UNDER CONTRACT WILL BE TERMINABLE BY FOLLOWING THE DUE PROCESS OF LAW AS UNDER:

- i) GIVING HIM / HER WARNING LETTER.
- ii) ISSUING A SHOW-CAUSE LETTER.
- iii) ISSUING CHARGE-SHEET.
- iv) DOMESTIC ENQUIRY WHEREVER NECESSARY.
- v) GIVING HIM / HER CHANCE OF PERSONAL HEARING.
- vi) THE EMPLOYEES UNDER TYPE 'A' WILL BE TERMINATED AFTER A CAUTIONARY MEMO.
- vii) THE EMPLOYEES UNDER TYPE 'B' CAN BE TERMINATED WITHOUT ASSIGNING ANY REASON.

**2) NOTICE PERIOD:**

- i) FOR EMPLOYEES UNDER CONTRACT, TERMINATION WILL BE AFTER GIVING A NOTICE PERIOD OF ONE MONTH.
- ii) FOR EMPLOYEES UNDER TEMPORARY TYPE, TERMINATION CAN BE WITHOUT GIVING A NOTICE PERIOD.

**3) DISCIPLINARY AUTHORITY:**

- A) THE FINAL AUTHORITY FOR TERMINATING THE EMPLOYEE WILL BE THE MANAGEMENT.

**4) CLEARANCE CERTIFICATE:**

- i) BEFORE RELIEVING THE EMPLOYEE IT WILL BE SEEN THAT HE / SHE DOESN'T HAVE ANY DUES TO BE PAID TO THE ORGANIZATION.

- ii) IT IS OBLIGATORY FOR ALL TYPES OF EMPLOYEES TO SUBMIT THE 'NO DUES' CERTIFICATE TO CLEAR THE FULL AND FINAL SETTLEMENT WITH A COPY TO PF SECTION, IF APPLICABLE.

**5) TERMINAL BENEFITS:**

**PROVIDENT FUND:** EMPLOYEES, THOSE ARE HAVING PF PROVISION IN THE ORGANIZATION; ARE ELIGIBLE FOR PF AS PER THE RULES APPLICABLE AND CAN BEING WITHDRAWAL THEIR PF ON LEAVING OR TRANSFER THEIR ACCOUNT TO NEW EMPLOYER.

- i. THE IMMEDIATE SUPERIOR WILL FORWARD THE CHARGES AGAINST HIM/HER TO THE CONCERNED REPORTING OFFICER, WHO WILL CONVEY THE SAME ALONG WITH THEIR COMMENTS IN WRITING TO THE PRESIDENT/CEO.
- ii. THE PRESIDENT/CEO ON ACCEPTING THE CHARGES WILL FORWARD IT TO THE HRD TO TAKE A PROPER DISCIPLINARY ACTION AGAINST THE CONCERNED EMPLOYEE FOLLOWING THE DUE PROCESS OF LAW.
- iii. AFTER COMPLETION OF THE DISCIPLINARY ACTION PROCESS, IT SHALL BE INFORMED WITH COPIES TO ALL CONCERNED DEPARTMENTS ABOUT THE TERMINATION.
- iv. SETTLEMENT OF DUES: ON RECEIPT OF THE TERMINATION LETTER FROM THE HRD THE CONCERNED EMPLOYEE WILL CIRCULATE THE 'NO DUES' CERTIFICATE IN EACH DEPARTMENT TO SETTLE THE DUES, IF ANY
- v. THE CERTIFICATE WILL THEN BE FORWARDED TO ACCOUNTS DEPARTMENT TO WORK OUT THE DUES IN THE PRESCRIBED FORMAT.
- vi. THE FINAL SETTLEMENT WILL BE MADE ONLY AFTER CONFIRMATION FROM ACCOUNTS DEPARTMENT THAT ALL RECOVERIES INCLUDING VACANT POSSESSION OF ORGANIZATION ACCOMMODATION IF ANY, VEHICLE AND ALL OTHER ORGANIZATION'S PROPERTIES IN A SATISFACTORY MANNER TO HR DEPARTMENT.

**10.3 SEPARATION DUE TO EXPIRY OF CONTRACT:**

**1) INTIMATION:**

- THE CONCERNED WILL BE INFORMED IN WRITING ONE MONTH IN ADVANCE ABOUT HIS/HER EXPIRY OF TENURE.
- THE CONTRACT MAY BE EXTENDABLE SUBJECT, TO HIS/HER BEING MEDICALLY FIT AND IF THE EXIGENCIES OF WORK REQUIRE.

**2) NOTICE PERIOD:**

EMPLOYEES UNDER CONTRACT WILL BE GIVEN A NOTICE PERIOD OF ONE MONTH.

**3) ACCEPTANCE AUTHORITY:**

- i. FOR EMPLOYEES UNDER TYPE 'A' PRESIDENT/CEO WILL BE THE FINAL AUTHORITY TO ACCEPT.
- ii. FOR EMPLOYEES OF TYPE 'B' THE CONCERN PROJECT IN CHARGE/HOD WILL BE THE FINAL AUTHORITY TO ACCEPT.

**4) CLEARANCE CERTIFICATE:**

- i) SAME PROCEDURE TO BE FOLLOWED AS IN CASE OF RESIGNATION.

**5) TERMINAL BENEFITS:**

**PROVIDENT FUND:** EMPLOYEES, THOSE ARE HAVING PF PROVISION IN THE ORGANIZATION; ARE ELIGIBLE FOR PF AS PER THE RULES APPLICABLE AND CAN BEING WITHDRAWAL THEIR PF ON LEAVING OR TRANSFER THEIR ACCOUNT TO NEW EMPLOYER.

**a) PROCEDURE:**

- i. ONE MONTH BEFORE THE DUE DATE OF EXPIRY OF CONTRACT HR WILL FORWARD A LETTER THROUGH THE CONCERNED REPORTING OFFICER INFORMING THE PRESIDENT/CEO ABOUT THE EXPIRY OF THE TENURE.
- ii. THE HRD ON RECEIVING THE ACCEPTANCE OF THE LETTER FROM THE PRESIDENT/CEO WILL FORWARD WITH A COPY OF 'NO DUES' CERTIFICATE TO THE EMPLOYEE AND WILL ALSO INFORM THE CONCERNED DEPARTMENTS.
- iii. SETTLEMENT OF DUES: ON RECEIPT OF THE ACCEPTANCE OF LETTER FROM THE HRD THE CONCERNED EMPLOYEE WILL CIRCULATE THE 'NO DUES' CERTIFICATE IN EACH DEPARTMENT TO SETTLE THE DUES, IF ANY
- iv. THE CERTIFICATE WILL THEN BE FORWARDED TO ACCOUNTS DEPARTMENT TO WORK OUT THE DUES IN THE PRESCRIBED FORM.
- v. THE FINAL SETTLEMENT WILL BE MADE ONLY AFTER CONFIRMATION FROM ACCOUNTS DEPARTMENT THAT ALL RECOVERIES INCLUDING VACANT POSSESSION OF ORGANIZATION ACCOMMODATION IF ANY, VEHICLES AND ALL OTHER ORGANIZATION'S PROPERTIES INCLUDING THE IDENTIFY CARD HAVE BEEN MADE IN A SATISFACTORY MANNER TO HR DEPARTMENT.

**10.4 SEPARATION DUE TO DEATH/TOTAL DISABLEMENT:**

TOTAL DISABLEMENT MEANS SUCH A DISABLEMENT, WHETHER OF A TEMPORARY OR PERMANENT NATURE, INCAPACITATION AN EMPLOYEE FOR ALL WORK WHICH HE/SHE WAS CAPABLE OF PERFORMING, AT THE TIME OF THE ACCIDENT RESULTING IN SUCH DISABLEMENT.

- 1) APPLICATION:** THE NOMINEE OF THE DECEASED/ EMPLOYEE SUFFERING FROM TOTAL DISABLEMENT SHALL APPLY IN WRITING WITH THE PROOF OF DEATH/ PERMANENT DISABLEMENT CERTIFICATE TO THE HRD DEPARTMENT FOR APPROPRIATE COMPENSATION.
- 2) ACCEPTANCE AUTHORITY:** FOR ALL EMPLOYEES PRESIDENT/CEO WILL BE THE FINAL AUTHORITY TO ACCEPT THE APPLICATION.
- 3) CLEARANCE CERTIFICATE:** ON RECEIPT OF THE DEATH CERTIFICATE THE 'NO DUES' CERTIFICATE IS CIRCULATED AND THEN FORWARDED TO ACCOUNTS FOR FULL AND FINAL SETTLEMENT.

#### **4) TERMINAL BENEFITS:**

**PROVIDENT FUND:** EMPLOYEES, THOSE ARE HAVING PF PROVISION IN THE ORGANIZATION; ARE ELIGIBLE FOR PF AS PER THE EPFO RULES APPLICABLE.

##### **a) PROCEDURE:**

- i. THE NOMINEE OF THE DECEASED HAS TO APPLY IN WRITING TO THE CONCERNED REPORTING OFFICER ALONG WITH THE DEATH CERTIFICATE/ TOTAL DISABLEMENT CERTIFICATE.
- ii. ON RECEIPT OF THE APPLICATION THE CONCERNED REPORTING OFFICER WILL FORWARD THE SAME TO THE PRESIDENT/CEO FOR FURTHER ACTION.
- iii. THE HRD ON RECEIVING THE APPLICATION FROM THE PRESIDENT/CEO WILL FORWARD WITH A COPY OF 'NO DUES' CERTIFICATE TO THE CONCERNED DEPARTMENTS.
- iv. SETTLEMENT OF DUES: ON RECEIPT OF THE 'NO DUES' CERTIFICATE IT WILL BE FORWARDED TO THE ACCOUNTS DEPARTMENT TO SETTLE DOWN THE DUES.
- v. THE FINAL SETTLEMENT WILL BE MADE ONLY AFTER CONFIRMATION FROM ACCOUNTS DEPARTMENT THAT ALL RECOVERIES INCLUDING VACANT POSSESSION OF ORGANIZATION ACCOMMODATION IF ANY, VEHICLES AND ALL OTHER ORGANIZATION'S PROPERTIES IN A SATISFACTORY MANNER TO HR DEPARTMENT.



# **A-11**

## **WHISTLE BLOWER POLICY**

## A-11 WHISTLE BLOWER POLICY

### 11.1 INTRODUCTION

ARPAN SEVA SANTHAN IS COMMITTED TO THE HIGHEST STANDARDS OF TRANSPARENCY, ACCOUNTABILITY, AND ETHICAL CONDUCT. THIS WHISTLEBLOWER POLICY IS DESIGNED TO PROVIDE A FRAMEWORK FOR ALL EMPLOYEES, ASSOCIATES, VOLUNTEERS, AND STAKEHOLDERS TO REPORT CONCERNS ABOUT ANY IMPROPER ACTIVITIES OR UNETHICAL BEHAVIOR WITHIN THE ORGANIZATION. THE POLICY AIMS TO CREATE AN ENVIRONMENT WHERE INDIVIDUALS FEEL SAFE AND PROTECTED WHEN REPORTING SUCH CONCERNS.

### 11.2 OBJECTIVE

THE PRIMARY OBJECTIVE OF THIS POLICY IS TO:

- ENCOURAGE THE REPORTING OF ANY UNETHICAL BEHAVIOR, MISCONDUCT, OR ILLEGAL ACTIVITIES.
- ESTABLISH A CONFIDENTIAL AND SECURE PROCESS FOR REPORTING CONCERNS.
- PROTECT WHISTLEBLOWERS FROM ANY FORM OF RETALIATION FOR REPORTING IN GOOD FAITH.

### 11.3 DEFINITIONS

- **WHISTLEBLOWER:** ANY PERSON WHO REPORTS A CONCERN ABOUT AN ALLEGED UNETHICAL OR IMPROPER ACTIVITY.
- **IMPROPER ACTIVITY:** ANY ILLEGAL, UNETHICAL, OR DISHONEST CONDUCT THAT VIOLATES ARPAN'S POLICIES OR APPLICABLE LAWS.
- **REPRISAL:** ANY ADVERSE ACTION TAKEN AGAINST A WHISTLEBLOWER AS A RESULT OF MAKING A GOOD-FAITH REPORT.

### 11.4 REPORTING MECHANISMS

#### 1. INTERNAL REPORTING:

WHISTLEBLOWERS ARE ENCOURAGED TO REPORT CONCERNS INTERNALLY THROUGH THE FOLLOWING CHANNELS:

- **DIRECT SUPERVISOR:** WHISTLEBLOWERS MAY REPORT CONCERNS TO THEIR DIRECT SUPERVISOR, WHO IS OBLIGATED TO ESCALATE THE MATTER APPROPRIATELY.
- **DEPARTMENT HEAD:** IF THE CONCERN INVOLVES THE DIRECT SUPERVISOR, THE WHISTLEBLOWER CAN REPORT TO THE HEAD OF THE DEPARTMENT.
- **HUMAN RESOURCES DEPARTMENT:** WHISTLEBLOWERS CAN REPORT CONCERNS DIRECTLY TO THE HRD.
- **DEDICATED WHISTLEBLOWER EMAIL:** ARPAN WILL ESTABLISH A CONFIDENTIAL EMAIL ADDRESS (CEO@ARPANSEVASANTHAN.ORG) DEDICATED TO WHISTLEBLOWERS.

## **2. EXTERNAL REPORTING:**

IF THE WHISTLEBLOWER IS NOT COMFORTABLE REPORTING INTERNALLY OR BELIEVES THAT INTERNAL CHANNELS HAVE NOT ADDRESSED THE CONCERN ADEQUATELY, THEY MAY REPORT TO EXTERNAL BODIES, SUCH AS REGULATORY AUTHORITIES, AS PERMITTED BY LAW.

### **11.5 PROTECTION OF WHISTLE BLOWERS**

ARPAN IS COMMITTED TO PROTECTING WHISTLEBLOWERS FROM ANY FORM OF REPRISAL. PROTECTIONS INCLUDE:

- 1. CONFIDENTIALITY:** THE IDENTITY OF THE WHISTLEBLOWER WILL BE KEPT CONFIDENTIAL TO THE EXTENT PERMITTED BY LAW.
- 2. NON-RETALIATION:** ARPAN STRICTLY PROHIBITS ANY FORM OF RETALIATION AGAINST WHISTLEBLOWERS. ANY REPRISAL WILL BE TREATED AS A SERIOUS VIOLATION OF THIS POLICY.
- 3. ANONYMOUS REPORTING:** WHISTLEBLOWERS HAVE THE OPTION TO REPORT ANONYMOUSLY. HOWEVER, PROVIDING CONTACT INFORMATION CAN AID IN THE INVESTIGATION.

### **11.6 INVESTIGATION PROCESS**

- **APPOINTMENT OF INVESTIGATING AUTHORITY:** UPON RECEIVING A REPORT, ARPAN WILL APPOINT A DESIGNATED AUTHORITY OR COMMITTEE TO INVESTIGATE THE CONCERNS RAISED.
- **FAIR AND IMPARTIAL INVESTIGATION:** THE INVESTIGATION WILL BE FAIR, IMPARTIAL, AND CONDUCTED IN A TIMELY MANNER. THE INVESTIGATOR(S) WILL HAVE NO CONFLICT OF INTEREST WITH THE MATTER BEING INVESTIGATED.
- **COMMUNICATION OF FINDINGS:** THE WHISTLEBLOWER WILL BE INFORMED OF THE OUTCOME OF THE INVESTIGATION TO THE EXTENT PERMITTED BY LAW.
- **FALSE REPORTS** - FALSE REPORTING WITH MALICIOUS INTENT IS STRICTLY PROHIBITED. INDIVIDUALS FOUND TO HAVE KNOWINGLY MADE FALSE REPORTS MAY BE SUBJECT TO DISCIPLINARY ACTION.

### **11.7 COMMUNICATION AND AWARENESS**

ARPAN SEVA SANTHAN WILL COMMUNICATE THIS WHISTLEBLOWER POLICY TO ALL EMPLOYEES, ASSOCIATES, VOLUNTEERS, AND STAKEHOLDERS. REGULAR TRAINING AND AWARENESS PROGRAMS WILL BE CONDUCTED TO ENSURE UNDERSTANDING AND COMPLIANCE. THIS POLICY WILL BE PERIODICALLY REVIEWED AND UPDATED AS NEEDED TO ENSURE ITS EFFECTIVENESS AND COMPLIANCE WITH APPLICABLE LAWS AND REGULATIONS.

**PART B:**  
**ADMINISTRATION**  
**B-1**  
**ENVIROMENTAL**  
**&**  
**SOCIAL**  
**SAFEGUARDS**  
**POLICY**

## **B -1 : ENVIROMENTAL & SOCIAL SAFEGUARDS POLICY**

### **1.1 OBJECTIVE**

ENVIRONMENTAL AND SOCIAL (E&S) SAFEGUARDS ARE POLICIES, STANDARDS, AND OPERATIONAL PROCEDURES THAT HELP PREVENT AND MITIGATE HARM TO PEOPLE AND THE ENVIRONMENT DURING DEVELOPMENT PROJECTS. THEY CAN HELP IDENTIFY AND ASSESS RISKS, DEFINE MEASURES TO MANAGE THEM, AND ENHANCE POSITIVE IMPACTS. E&S SAFEGUARDS CAN ALSO ENSURE THAT STAKEHOLDERS ARE ACTIVELY INVOLVED IN PROJECTS AND HAVE EFFECTIVE WAYS TO VOICE THEIR CONCERNS.

### **1.2 PRINCIPLES**

ENVIRONMENTAL AND SOCIAL SAFEGUARD FRAMEWORK (ESSF) ESTABLISHES CORE PRINCIPLES AND SAFEGUARD STANDARDS, AND OUTLINES A PROCESS FOR IDENTIFYING, MANAGING, AND MITIGATING POTENTIAL RISKS. ENVIRONMENTAL AND SOCIAL SAFEGUARDS ARE POLICIES THAT SEEK TO PROTECT PEOPLE AND THE ENVIRONMENT FROM RISKS POSED BY FAO ACTIVITIES. SAFEGUARDS MAKE SURE THAT STAKEHOLDERS ACTIVELY PARTICIPATE IN PROJECTS AND PROGRAMMES AND HAVE EFFECTIVE CHANNELS TO VOICE THEIR CONCERNS.

### **1.3 FRAMEWORK**

FAO'S FRAMEWORK FOR ENVIRONMENTAL AND SOCIAL MANAGEMENT (FESM) ESTABLISHES ENVIRONMENTAL AND SOCIAL PERFORMANCE REQUIREMENTS FOR FAO PROGRAMMING. THE FESM INCLUDES KEY ELEMENTS OF A HUMAN RIGHTS-BASED APPROACH WITH THE GOAL TO ENSURE THAT PEOPLE AND THE ENVIRONMENT ARE PROTECTED FROM ANY POTENTIAL ADVERSE IMPACTS OF FAO PROGRAMMES AND PROJECTS. IT IS ALSO INTENDED TO ENSURE THAT ALL STAKEHOLDERS HAVE AMPLE OPPORTUNITIES TO ACTIVELY PARTICIPATE IN THE ACTIVITIES OF PROGRAMMES AND PROJECTS, AND HAVE ACCESS TO EFFECTIVE CHANNELS TO VOICE THEIR CONCERNS ABOUT THEM.

### **1.4 IMPACTS**

ENVIRONMENTAL IMPACTS: ARE ANY CHANGES, POTENTIAL OR ACTUAL, TO THE PHYSICAL, NATURAL, SOCIAL, CULTURAL AND ECONOMIC ENVIRONMENT RESULTING FROM THE BUSINESS ACTIVITY OR PROPOSAL. ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT (ESIA): A PROCESS, APPLIED MAINLY AT PROJECT LEVEL, TO IMPROVE DECISION MAKING AND TO ENSURE THAT DEVELOPMENT OPTIONS UNDER CONSIDERATION ARE ENVIRONMENTALLY AND SOCIALLY SOUND AND SUSTAINABLE. ESIA IDENTIFIES, PREDICTS AND EVALUATES FORESEEABLE IMPACTS, BOTH BENEFICIAL AND ADVERSE, OF PUBLIC AND PRIVATE DEVELOPMENT ACTIVITIES, ALTERNATIVES AND MITIGATING MEASURES, AND AIMS TO ELIMINATE OR MINIMIZE NEGATIVE IMPACTS AND OPTIMIZE POSITIVE IMPACTS.

ENVIRONMENTAL SAFEGUARDS ASSESSMENT: DURING PROJECT PLANNING, SAFEGUARDS AIM TO ASSESS THE POSSIBLE ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS (POSITIVE OR NEGATIVE) ASSOCIATED WITH A PROJECT. DURING PROJECT IMPLEMENTATION, SAFEGUARDS HELP TO DEFINE MEASURES AND PROCESSES TO EFFECTIVELY MANAGE RISKS AND ENHANCE POSITIVE IMPACTS. THE KEY EMPHASIS IS TO FOLLOW A MITIGATION HIERARCHY AS UNDER:

- ANTICIPATE AND AVOID RISKS AND IMPACTS;

- WHERE NOT POSSIBLE TO AVOID, MINIMIZE OR REDUCE RISKS TO ACCEPTABLE LEVELS;
- ONCE IMPACTS REDUCED, MITIGATE, COMPENSATE, AND OFFSET ADVERSE IMPACTS;
- POSSIBLE, ENHANCE SOCIAL & ENVIRONMENTAL BENEFITS THROUGH IMPROVED TECHNOLOGY & PRACTICES
- E&S CONCERNS TO BE INTEGRATED IN ALL STAGES OF PROJECT DESIGN, IMPLEMENTATION, AND MONITORING.

**B-2:**  
**FIDUCIARY**  
**&**  
**MANAGEMENT**  
**STANDARDS**  
**POLICY**

## **B-2 : FIDUCIARY & MANAGEMENT STANDARDS POLICY**

FIDUCIARY MANAGEMENT PROVIDERS (FMP) MUST REVIEW ALL OF THE PROVISIONS AND OTHER REQUIREMENTS OF THE GLOBAL INVESTMENT PERFORMANCE STANDARDS (GIPS) STANDARDS FOR FMPS TO DETERMINE EACH REQUIREMENT'S APPLICABILITY. THE GIPS STANDARDS FOR FMPS MUST BE APPLIED WITH THE OBJECTIVES OF FAIR REPRESENTATION AND FULL DISCLOSURE OF INVESTMENT PERFORMANCE.

### **2.1 DEFINITION-**

FIDUCIARIES ARE PERSONS OR ORGANIZATIONS THAT ACT ON BEHALF OF OTHERS AND ARE REQUIRED TO PUT THE CLIENTS' INTERESTS AHEAD OF THEIR OWN, WITH A DUTY TO PRESERVE GOOD FAITH AND TRUST. FIDUCIARIES ARE THUS LEGALLY AND ETHICALLY BOUND TO ACT IN THE OTHER'S BEST INTERESTS.

A FIDUCIARY MAY BE RESPONSIBLE FOR THE GENERAL WELL-BEING OF ANOTHER (E.G., A CHILD'S LEGAL GUARDIAN), BUT THE TASK USUALLY INVOLVES FINANCES—FOR EXAMPLE, MANAGING THE ASSETS OF ANOTHER PERSON OR A GROUP OF PEOPLE. MONEY MANAGERS, FINANCIAL ADVISORS, BANKERS, INSURANCE AGENTS, ACCOUNTANTS, EXECUTORS, BOARD MEMBERS, AND CORPORATE OFFICERS ALL HAVE FIDUCIARY RESPONSIBILITIES.

### **2.2 KEY TAKE AWAYS -**

- FIDUCIARIES ARE LEGALLY BOUND TO PUT THEIR CLIENT'S BEST INTERESTS AHEAD OF THEIR OWN.
- FIDUCIARY DUTIES APPEAR IN VARIOUS BUSINESS RELATIONSHIPS, INCLUDING BETWEEN A TRUSTEE AND A BENEFICIARY, CORPORATE BOARD MEMBERS AND SHAREHOLDERS, AND EXECUTORS AND LEGATEES.
- AN INVESTMENT FIDUCIARY IS ANYONE WITH LEGAL RESPONSIBILITY FOR MANAGING SOMEBODY ELSE'S MONEY, SUCH AS A MEMBER OF THE INVESTMENT COMMITTEE OF A CHARITY.



**B-3: ANTI BRIBERY**  
**&**  
**ANTI –**  
**CORRUPTION**  
**&**  
**ANTI-FRAUD**  
**POLICIES**

## **B-3: ANTI BRIBERY & ANTI –CORRUPTION & ANTI-FRAUD POLICIES**

### **3.1 INTRODUCTION**

#### **3.1.1 ANTI-BRIBERY**

ARPAN SEVA SANTHAN IS COMMITTED TO CONDUCTING ITS ACTIVITIES WITH INTEGRITY, TRANSPARENCY, AND IN COMPLIANCE WITH ALL APPLICABLE LAWS AND REGULATIONS. THIS ANTI-BRIBERY POLICY OUTLINES THE ORGANIZATION'S COMMITMENT TO PREVENTING BRIBERY AND CORRUPTION IN ALL ITS FORMS. ALL EMPLOYEES ARE REQUIRED TO UNDERSTAND THEIR OBLIGATIONS TO REPORT ANY ACTUAL OR SUSPECTED INCIDENTS OF FRAUD, BRIBERY, OR CORRUPTION.

#### **3.1.2 ANTI CORRUPTION**

THE PURPOSE OF ANTI-CORRUPTION POLICY IS TO ENSURE THAT ADEQUATE PROCEDURES ARE IN PLACE IN ORDER TO PREVENT INVOLVEMENT OF DESIGNATED PERSONS IN ANY ACTIVITY RELATING TO BRIBERY, CORRUPTION, ILLEGAL GRATIFICATION AND IMPROPER BENEFIT.

#### **3.1.3 ANTI FRAUD**

ANTI-FRAUD POLICY HELPS OUR ORGANIZATION TO ANALYZE INFORMATION ABOUT POTENTIAL FRAUD AND FINANCIAL IRREGULARITIES TO ASSESS WHETHER THERE ARE GROUNDS TO TRANSMIT THE INFORMATION TO THE RELEVANT AUTHORITIES FOR INVESTIGATION.

IN ARPAN AN ANTI-FRAUD POLICY ENSURE THAT MANAGEMENT IS AWARE OF THEIR RESPONSIBILITY TO PREVENT AND DETECT FRAUD AND ALSO ENSURE THAT THERE ARE SYSTEMS AND PROCEDURES IN PLACE TO MINIMIZE THE OPPORTUNITY FOR FRAUD.

IN ARPAN ANTI-FRAUD POLICY PROVIDES GUIDELINES TO EMPLOYEES TO UNDERSTAND THEIR RESPONSIBILITIES IN PREVENTION, DETECTION AND REPORTING OF FRAUD OR FINANCIAL IRREGULARITIES.

### **3.2 OBJECTIVES**

- PROHIBIT ALL FORMS OF BRIBERY, WHETHER DIRECT OR INDIRECT, BY EMPLOYEES, ASSOCIATES, VOLUNTEERS, AND ANYONE ACTING ON BEHALF OF ARPAN.
- ESTABLISH A FRAMEWORK FOR PREVENTING, DETECTING, AND REPORTING BRIBERY AND CORRUPTION AND ENSURE COMPLIANCE WITH THE ANTI-BRIBERY LAWS AND REGULATIONS APPLICABLE IN INDIA.

### **3.3 DEFINITIONS**

- **BRIBERY:** THE OFFERING, GIVING, RECEIVING, OR SOLICITING OF ANY ITEM OF VALUE, SUCH AS GIFTS, FAVORS, MONEY, OR ANY OTHER ADVANTAGE, TO INFLUENCE THE ACTIONS OF AN INDIVIDUAL IN A POSITION OF TRUST.
- **THIRD PARTY:** ANY INDIVIDUAL OR ENTITY THAT ARPAN INTERACTS WITH, INCLUDING BUT NOT LIMITED TO VENDORS, PARTNERS, CONTRACTORS, AND GOVERNMENT OFFICIALS.

### **3.4 PROHIBITION OF BRIBERY –**

- ALL FORMS OF BRIBERY ARE STRICTLY PROHIBITED.
- OFFERING, GIVING, RECEIVING, OR SOLICITING BRIBES, WHETHER IN CASH OR ANY OTHER FORM.
- EXTORTION OR COERCION, EITHER DIRECTLY OR INDIRECTLY, TO OBTAIN AN ADVANTAGE.
- IMPROPERLY INFLUENCING THE DECISION-MAKING PROCESS OF INDIVIDUALS IN A POSITION OF TRUST.

### **3.5 FACILITATION PAYMENTS**

FACILITATION PAYMENTS OFTEN REFERRED TO AS "GREASE PAYMENTS," ARE SMALL PAYMENTS MADE TO EXPEDITE ROUTINE ACTIONS. ARPAN STRICTLY PROHIBITS FACILITATION PAYMENTS.

### **3.6 INTERACTION WITH THIRD PARTIES**

WHEN DEALING WITH THIRD PARTIES, EMPLOYEES, ASSOCIATES, AND VOLUNTEERS MUST ENSURE THAT THEY COMPLY WITH THIS ANTI-BRIBERY POLICY. DUE DILIGENCE SHOULD BE CONDUCTED TO ASSESS THE BRIBERY AND CORRUPTION RISKS ASSOCIATED WITH THIRD PARTIES.

### **3.7 REPORTING & INVESTIGATION PROCEDURE**

ANY EMPLOYEE OR ASSOCIATE WHO BECOMES AWARE OF A POTENTIAL VIOLATION OF THIS POLICY IS OBLIGATED TO REPORT IT PROMPTLY. REPORTS CAN BE MADE TO A SUPERVISOR, MANAGER, OR THROUGH A CONFIDENTIAL REPORTING CHANNEL ESTABLISHED BY ARPAN. UPON RECEIVING A REPORT, ARPAN WILL CONDUCT A THOROUGH AND IMPARTIAL INVESTIGATION. INDIVIDUALS INVOLVED IN THE INVESTIGATION MUST MAINTAIN CONFIDENTIALITY TO THE EXTENT POSSIBLE.

### **3.8 CONSEQUENCES OF NON-COMPLIANCE**

VIOLATIONS OF THIS ANTI-BRIBERY POLICY WILL RESULT IN DISCIPLINARY ACTION, WHICH MAY INCLUDE TERMINATION OF EMPLOYMENT OR ASSOCIATION WITH ARPAN. LEGAL ACTION MAY BE PURSUED WHERE APPLICABLE.

### **3.9 TRAINING AND AWARENESS**

ARPAN PROVIDES TRAINING TO ALL EMPLOYEES, ASSOCIATES, AND VOLUNTEERS TO ENSURE UNDERSTANDING AND COMPLIANCE WITH THIS POLICY. REGULAR AWARENESS PROGRAMS WILL BE CONDUCTED TO KEEP EVERYONE INFORMED ABOUT THE ANTI-BRIBERY, ANTI-CORRUPTION & ANTI-FRAUD POLICIES.

THIS POLICY WILL BE PERIODICALLY REVIEWED AND UPDATED AS NEEDED TO ENSURE ITS EFFECTIVENESS AND COMPLIANCE WITH APPLICABLE LAWS AND REGULATIONS.

# **B-4: MONITORING AND EVALUATION POLICY**

## **B-4: MONITORING AND EVALUATION POLICY**

- HELPS THE ORGANIZATION TO MAKE INFORMED DECISIONS ABOUT THEIR PROGRAM BASED ON EVIDENCE.
- CONDUCT REGULAR AUDITS TO ENSURE COMPLIANCE AND CONTINUOUS IMPROVEMENT – INTERNAL AUDIT COMMITTEE IS ORGANIZED BY ARPAN TO REVIEW & MONITORING ALL THE DUE DILIGENCE.
- REGULARLY REVIEW AND UPDATE TO REFLECT CHANGES IN LEGISLATION AND BEST PRACTICES.
- IDENTIFIES WAYS TO USE RESOURCES MORE EFFECTIVELY AND EFFICIENTLY.
- M&E PROGRAM IS A LONG-TERM TOOL THAT CAN HELP IMPROVE THE IMPLEMENTATION OF ONGOING PROGRAMS AS WELL AS HELP INFORM DECISIONS ON NEW PROGRAMS. BY REVEALING CRITICAL IMPLEMENTATION GAPS, M&E PLANS HELP MAKE PROGRAMS MORE EFFECTIVE. THIS MEANS THAT EACH ROUND OF M&E HELPS ORGANIZATIONS REACH MORE PEOPLE AND MAKE EVEN GREATER IMPACT.
- THE WHOLE M&E PLAN MUST BE ALIGNED TO THE OVERALL GOALS OF THE PROJECTS.

EVALUATION IS A CRITICAL COMPONENT FOR ANY PROGRAM, AS IT ALLOWS PROGRAM DESIGNERS TO IDENTIFY GAPS, STRENGTHS, BEST PRACTICES, AND LEARNING THAT CAN HELP THEM IMPROVE IMPLEMENTATION IN THE FUTURE.

INTERNAL AUDIT COMMITTEE MEMBERS WILL KEEP MONITORING AND REGULAR AUDIT TO ENSURE COMPLIANCE AND IMPROVEMENT IN THE ENTIRE ORGANIZATION INCLUDING HR, FINANCE, ADMINISTRATION AND PROJECTS.

# **B-5:**

## **RISK MANAGEMENT POLICY**

## **B-5 : RISK MANAGEMENT POLICY**

THERE ARE MULTI TYPES OF RISK IN THE ORGANIZATION BUT WE HAVE TO IDENTIFY EACH AND MOVE PROPER WITH RIGHT DIRECTION. THE PURPOSE OF THIS POLICY AND THE SUPPORTING GUIDANCE IS TO ESTABLISH ARPAN UNDERLYING APPROACH TO RISK MANAGEMENT BY CLARIFYING THE ROLES AND RESPONSIBILITIES OF THE BOARD OF DIRECTORS, THE FINANCE AND AUDIT COMMITTEE, SENIOR MANAGEMENT AND OTHER STAFF.

IT ALSO DESCRIBES THE CONTEXT FOR RISK MANAGEMENT AS PART OF THE OVERALL SYSTEM OF INTERNAL CONTROLS AND ARRANGEMENTS FOR PERIODIC REVIEW. IT AIMS TO SUPPORT THOSE STAFF WITH PARTICULAR INVOLVEMENT IN ANTICIPATING, ASSESSING AND MANAGING RISKS SO THAT THEY CAN TAKE TIMELY AND WELL-FOUNDED RISK-INFORMED DECISIONS. RISK CAN HAVE BOTH NEGATIVE AND POSITIVE OUTCOMES. OUR AIM IS TO MANAGE THE ADVERSE EFFECTS AND TURN THE RISK INTO VALUE.

ADEQUATE INFORMATION IS PROVIDED TO THE BOARD AND ITS COMMITTEES ON THE STATUS OF RISKS & CONTROLS.

THERE ARE MANY TYPES OF RISK BASED ON THE LEVEL OF IMPACT ON THE ORGANIZATION.  
(HIGH/MEDIUM/LOW)

### **5.1 HR RISK**

- TEAM WILL ENSURE THE IMPLEMENTATION OF PROPER JOB RESPONSIBILITIES WITH PROFESSIONAL DEVELOPMENT.
- COMPLETE PROJECT KNOWLEDGE WITH PROPER TRAINING TO WORK AS PER THE PROJECT NORMS.
- HANDLE VERY SOFTLY THE EMPLOYEE'S GRIEVANCES WITHOUT ANY DISCRIMINATION.
- ALL THE AGREEMENTS ARE PROPERLY UPDATED ON TIME WITH COMPLETE DATA.
- POSITIVE CULTURE IN THE WORK PLACE FOR SMOOTH WORKING.
- MONITORING ALL THE STAFF TO REVIEW THE PERFORMANCE.
- TRAININGS AND DEVELOPMENT PROGRAMS WITHIN THE TEAM.
- PROPER COMMUNICATION AMONG THE TEAM FOR STRONG BONDING BETWEEN THEM.

### **5.2 FINANCE RISK**

- FINANCE TEAM WILL ENSURE THE IMPLEMENTATION OF PROPER FINANCIAL REPORTING & COMPLIANCE.
- MAINTAIN THE ACCURATE DATA AND ASSUMPTIONS
- PROTOCOLS FOR MANAGING THE CASH FLOW MANAGEMENT
- PROPER SYSTEM OF MECHANISMS TO PREVENT FRAUD.
- TEAM MUST HAVE A REALISTIC & REGULARLY UPDATED BUDGET FOR FUNDING & SUFFICIENT CASH RESERVE FOR AN EMERGENCY

# **B-6**

## **PROGRAM MANUAL**

### **POLICY**

## **B-6 : PROGRAM MANUAL POLICY**

### **6.1 INTRODUCTION**

THIS MANUAL OUTLINES THE POLICIES AND PROCEDURES GOVERNING OUR PROGRAMS. IT IS DESIGNED TO ENSURE CONSISTENT, EFFECTIVE, AND ETHICAL DELIVERY OF OUR SERVICES TO THOSE IN NEED.

### **6.2 PROGRAM GOAL**

ARPAN IS DEDICATED TO UPLIFTING AND EMPOWERING UNDERPRIVILEGED COMMUNITIES THROUGH SUSTAINABLE DEVELOPMENT AND SOCIAL WELFARE.

### **6.3 PROGRAM MANAGEMENT**

#### PLANNING

- NEEDS ASSESSMENT: CONDUCT THOROUGH ASSESSMENTS TO IDENTIFY COMMUNITY NEEDS.
- OBJECTIVE SETTING: DEFINE CLEAR, MEASURABLE GOALS FOR EACH PROGRAM.
- RESOURCE ALLOCATION: ENSURE ADEQUATE RESOURCES (FINANCIAL, HUMAN, AND MATERIAL) ARE ALLOCATED.

#### IMPLEMENTATION

- TEAM ROLES: ASSIGN ROLES AND RESPONSIBILITIES TO STAFF AND VOLUNTEERS.
- ACTIVITY SCHEDULING: PLAN AND SCHEDULE PROGRAM ACTIVITIES.
- PARTNERSHIPS: COLLABORATE WITH LOCAL ORGANIZATIONS AND STAKEHOLDERS.

#### MONITORING AND EVALUATION

- PERFORMANCE METRICS: DEVELOP AND USE METRICS TO EVALUATE PROGRAM SUCCESS.
- FEEDBACK MECHANISM: COLLECT FEEDBACK FROM BENEFICIARIES AND STAKEHOLDERS.
- REPORTING: PREPARE AND SUBMIT REGULAR REPORTS ON PROGRAM PROGRESS AND OUTCOMES.

### **6.4 FINANCIAL MANAGEMENT**

#### BUDGETING

- ANNUAL BUDGET: PREPARE AN ANNUAL BUDGET FOR EACH PROGRAM.
- EXPENSE TRACKING: MONITOR AND DOCUMENT ALL EXPENDITURES.
- FINANCIAL AUDITS: CONDUCT REGULAR AUDITS TO ENSURE TRANSPARENCY AND ACCOUNTABILITY.



## FUNDRAISING

- ETHICAL PRACTICES: FOLLOW ETHICAL GUIDELINES IN FUNDRAISING ACTIVITIES.
- DONOR RELATIONS: MAINTAIN CLEAR AND TRANSPARENT COMMUNICATION WITH DONORS.

## 6.5 STAFF AND VOLUNTEER POLICIES

### RECRUITMENT

- SELECTION CRITERIA: RECRUIT BASED ON SKILLS, EXPERIENCE, AND ALIGNMENT WITH OUR MISSION.
- TRAINING: PROVIDE TRAINING TO STAFF AND VOLUNTEERS ON PROGRAM OBJECTIVES AND PROCEDURES.

### CONDUCT

- CODE OF CONDUCT: ADHERE TO THE ORGANIZATION'S CODE OF CONDUCT, ENSURING PROFESSIONALISM AND RESPECT.
- CONFLICT RESOLUTION: ADDRESS CONFLICTS PROMPTLY AND FAIRLY.

### HEALTH AND SAFETY

- SAFETY PROTOCOLS: IMPLEMENT SAFETY MEASURES FOR STAFF, VOLUNTEERS, AND BENEFICIARIES.
- EMERGENCY PROCEDURES: DEVELOP AND COMMUNICATE EMERGENCY RESPONSE PLANS.

### CONFIDENTIALITY

- DATA PROTECTION: ENSURE THE CONFIDENTIALITY OF PERSONAL AND SENSITIVE INFORMATION.
- INFORMATION SHARING: SHARE INFORMATION ONLY WITH AUTHORIZED PERSONNEL.

### COMPLIANCE AND LEGAL

- REGULATIONS: ADHERE TO ALL RELEVANT LOCAL, NATIONAL, AND INTERNATIONAL REGULATIONS.
- LEGAL OBLIGATIONS: FULFILL ALL LEGAL OBLIGATIONS RELATED TO PROGRAM OPERATIONS.

### REVIEW AND UPDATES

- POLICY REVIEW: REGULARLY REVIEW AND UPDATE POLICIES TO REFLECT BEST PRACTICES AND ORGANIZATIONAL CHANGES.
- FEEDBACK INCORPORATION: INCORPORATE FEEDBACK FROM STAFF, VOLUNTEERS, AND BENEFICIARIES INTO POLICY UPDATES.

**B-7:**  
**OFFICE**  
**MANAGEMENT/REC**  
**ORDS**  
**MANAGEMENT**  
**POLICY**

## **B-7: OFFICE MANAGEMENT/RECORDS MANAGEMENT POLICY**

THE FOLLOWING DOCUMENTS/FILES ARE TO BE MAINTAINED BY THE HEAD OFFICE.

### **7.1 ATTENDANCE FILE**

MONTHLY ATTENDANCE SHEET/REGISTER OF ALL THE LOCATIONS SHOULD BE PROPERLY MAINTAINED.

### **7.2 REPORTS**

- ACTION PLAN
- DPR, MPR, QPR, SIX -MONTHLY REPORT & ANNUAL REPORT
- TRAVEL ITINERARIES OF STAFF

### **7.3 UTILITIES PAYMENT**

- TELEPHONE BILLS
- WATER/ELECTRICITY BILLS
- OFFICE RENT
- BUILDING MAINTENANCE

### **7.4 COMMUNICATION FILE**

- MINUTES OF MEETINGS
- COMMUNICATION WITH GOVERNMENT DEPARTMENT OR OFFICIALS/OTHER NGO'S/ ORGANIZATIONS

### **7.5 LOGS**

- VEHICLE LOG
- VISITORS LOG
- INWARD & OUTWARD LETTERS

### **7.6 INVENTORY REGISTERS**

- FIXED ASSET REGISTER
- STATIONERIES/CONSUMABLE REGISTER

### **7.7 GENERAL FILE**

INTERNAL CORRESPONDENCE LETTERS

## **7.8 RECORDS SECURITY**

- ALL RECORDS MUST BE APPROPRIATELY SAFEGUARDED TO PROTECT ORGANIZATION'S PROPRIETARY INFORMATION AND OTHER SENSITIVE INFORMATION SUCH AS PERSONAL INFORMATION.
- ALL RECORDS THAT CONTAIN PROPRIETARY INFORMATION OR OTHER SENSITIVE INFORMATION MUST BE LABELED AS CONFIDENTIAL AND STORED IN A MANNER DESIGNED TO PREVENT UNAUTHORIZED ACCESS.
- ALL RELATED RECORDS SHALL BE RETAINED FOR A PERIOD OF 10 YEARS IN SAFE AND SECURE CONDITIONS.

# **B-8:**

## **IT MANUAL**

## **B-8: IT POLICIES & PROCEDURES**

### **8.1 POLICIES & PROCEDURES**

#### **OWNERSHIP**

- ALL ARPAN ASSETS UTILIZED AND INFORMATION/ DATA GENERATED OR GATHERED BY A USER IN THE COURSE OF HIS/HER EMPLOYMENT, SHALL BE THE EXCLUSIVE PROPERTY OF ARPAN.
- NO INFORMATION OR DATA SHALL BE TRANSFERRED TO, GIVEN TO, OR LOANED TO ANY OTHER ORGANIZATION OR OUTSIDE INDIVIDUAL EXCEPT FOR THOSE INSTANCES WHERE IT IS IN THE APPROVED COURSE OF BUSINESS FOR ARPAN AND WITH EXPRESS WRITTEN AUTHORIZATION.
- ALL SOFTWARE PURCHASED BY, LICENSED BY, OR CREATED BY ARPAN IS THE EXCLUSIVE PROPERTY OF ARPAN AND MAY NOT BE TRANSFERRED TO, GIVEN TO, OR LOANED TO ANY OTHER ORGANIZATION OR OUTSIDE INDIVIDUAL WITHOUT THE EXPRESS WRITTEN AUTHORIZATION FROM THE HEAD OFFICE.

#### **OFFICIAL EQUIPMENT**

- THE USER WILL BE SOLELY RESPONSIBLE FOR THE SAFE CUSTODY OF AN OFFICIAL UNIT ASSIGNED TO HIM/HER WHILE IN TRANSIT.
- EACH INDIVIDUAL IS RESPONSIBLE FOR ANY PHYSICAL DAMAGE CAUSED BY MISHANDLING OR FAULTY USAGE PRACTICES. IN CASE OF LOSS OF THE UNIT OR ITS ACCESSORIES, THE TEAM MEMBER WILL BE RESPONSIBLE TO ATTEND TO THE PRELIMINARY FORMALITIES LIKE LODGING THE LOCAL POLICE.
- ALL EQUIPMENT SHOULD BE COVERED UNDER AN ANNUAL MAINTENANCE CONTRACT (AMC).

#### **INTERNET USE**

- OFFICIAL INTERNET ACCESS IS INTENDED TO FURTHER THE OFFICIAL PURPOSES OF ARPAN.
- ALL INFORMATION CREATED, SENT, OR RECEIVED VIA ARPAN'S COMPUTERS, NETWORKS, INTERNET ACCESS AND/OR EMAIL SYSTEMS IS THE PROPERTY OF ARPAN.
- USERS SHOULD BE MINDFUL OF INTERNET SITES THEY VISIT TO COLLECT INFORMATION ABOUT VISITORS. THIS INFORMATION WILL LINK THE USER TO ARPAN. USERS WILL NOT VISIT ANY SITE THAT MIGHT IN ANY WAY CAUSE DAMAGE TO ARPAN'S IMAGE OR REPUTATION.
- OTHER THAN THOSE SPECIFICALLY ASSIGNED OR APPROVED BY THE MANAGEMENT, UTILIZATION OF ARPAN OWNED COMPUTER ASSETS TO ACCESS ANY EMAIL ACCOUNT OR SERVICE BY A USER IS EXPRESSLY FORBIDDEN

#### **SOFTWARE**

- ALL SOFTWARE INSTALLED OR UTILIZED ON ARPAN MACHINES ARE PROPERLY LICENSED.
- WITHOUT THE PRIOR WRITTEN AUTHORIZATION FROM THE HEAD OFFICE USERS CANNOT INSTALL ANY SOFTWARE ON ARPAN OWNED COMPUTER EQUIPMENT.
- PROVIDE SPECIALLY DESIGNED COPIES OF SOFTWARE OWNED BY ARPAN OR LICENSED

SOFTWARE TO ALL RELATED EMPLOYEES.

- USERS ARE NOT ENGAGING IN ANY ACTS OF SOFTWARE PIRACY AS ARPAN PROVIDE THE GENERAL DATA PROTECTION RULES (GDPR) WHICH AIMS TO GIVE BETTER CONTROL OVER HOW THEIR DATA IS PROCESSED AND PROTECTED.

## **8.2 DATA PROTECTION POLICY**

- THIS DATA PROTECTION POLICY OUTLINES HOW DATA IS COLLECTED, STORED, PROCESSED, AND SHARED, AS WELL AS THE RIGHTS OF INDIVIDUALS WHOSE DATA IS BEING HANDLED.
- THE DATA PROTECTION POLICY IS A SET OF GUIDELINES AND PRACTICES THAT AN ORGANIZATION IMPLEMENTS TO ENSURE THE PRIVATE, SECURE, AND COMPLAINT PROCESSING OF PERSONAL DATA.
- THIS POLICY OUTLINES HOW DATA IS COLLECTED, STORED, PROCESSED, AND SHARED, AS WELL AS THE RIGHTS OF INDIVIDUALS WHOSE DATA IS BEING HANDLED.

## **PROCEDURES**

- ARPAN'S DATA IS HANDLED, STORED, TRANSMITTED, AND ACCESSED CONFIDENTIALITY.
- REGULAR DATA BACKUP IS CARRIED OUT WITHOUT FAIL FROM THE IT TEAM AND KEEP IDENTIFYING THE BREACH.
- SCHEDULE REGULAR BACKUP OF MS OFFICE, (.DOC, .XLS, .PPT, .MDB) EMAILS, AND ANY OTHER OFFICIAL SOFTWARE.
- ONCE A MONTH A CD/ PAN DRIVE WITH FULL BACKUP SHOULD BE KEPT.
- REGULAR BACKUPS AND DISASTER RECOVERY PROCEDURES TO ENSURE THE AVAILABILITY OF PERSONAL DATA.
- MONITORING AND LOGGING OF ACCESS TO PERSONAL DATA TO DETECT AND RESPOND TO SECURITY INCIDENTS.
- EMPLOYEES CANNOT USE THE OFFICIAL EMAILS OR OTHER SOCIAL MEDIA FOR THEIR PERSONAL USE.
- COMPLY WITH REGULATIONS: ENSURE THAT THE ORGANIZATION FOLLOWS DATA PROTECTION LAWS AND REGULATIONS.
- CLEARLY DEFINE WHO IS RESPONSIBLE FOR DATA PROTECTION, INCLUDING DATA CUSTODIANS.
- INCLUDE ANY LEGAL OR COMPLIANCE STIPULATIONS THAT APPLY TO DATA PROTECTION.
- USE BEST PRACTICES TO DETERMINE WHICH USERS AND APPLICATIONS SHOULD HAVE ACCESS TO SENSITIVE DATA.





## **8.3 DISASTER RECOVERY PLAN (DRP)**

### **PHYSICAL SECURITY**

- THE CENTRAL SYSTEM/INTERNET SYSTEM WHERE MODEM/LAN HUB IS CONNECTED SHOULD BE KEPT IN A SECURED LOCATION AND ONLY AUTHORIZED PERSON/S SHOULD HAVE ACCESS. THIS SYSTEM WILL HAVE USER NAME AND PASSWORD.
- ALL THE SYSTEMS LAPTOPS AND DESKTOPS WILL BE PROTECTED WITH A SCREENSAVER PASSWORD AND USER LOGIN PASSWORDS TO PREVENT OTHERS FROM ACCESSING THE SYSTEM. USERS SHOULD PERIODICALLY CHANGE PASSWORDS.
- ALL COPIES OF SOFTWARE MEDIA AND ANY ASSOCIATED SOFTWARE KEYS KEPT OFFSITE.
- NETWORK SECURITY
- THE NETWORK SHOULD BE CONNECTED TO THE INTERNET AND SHOULD HAVE FIREWALL PROTECTION AT THE SERVER LEVEL. A NETWORK DIAGRAM SHOULD BE MAINTAINED.
- ANTI-VIRUS SOFTWARE
- VIRUS PROTECTION SOFTWARE SHOULD BE EMPLOYED BOTH AT THE SERVER LEVEL AND AT THE WORKSTATIONS.
- SERVERS SHOULD BE SET TO AUTO UPDATE DEFINITIONS AND SOFTWARE ON A DAILY BASIS. WORKSTATIONS SHOULD FOLLOW THE SAME SCHEDULE WHEREVER POSSIBLE, BUT AT A MINIMUM -ONCE A WEEK. WHERE POSSIBLE, AS SOON AS A LAPTOP CONNECTS TO THE INTERNET, THE ANTIVIRUS SOFTWARE SHOULD AUTO UPDATE BEFORE ANY OTHER ACTIVITY OCCURS. ALL SYSTEMS SHOULD BE SCANNED FOR VIRUSES' EVERY DAY.

# **PART - C**

# **FINANCE MANUAL**

## **PART-C1: FINANCE MANUAL**

### **C-1 : FINANCE MANUAL**

#### **1.1 CASH MANAGEMENT PROCEDURES**

- PETTY CASH TO COVER DAILY OFFICE EXPENSES AMOUNTS TO RS. 50,000, WHICH WILL BE MAINTAINED IN THE CASH BOX. THE ACCOUNTS TEAM, UNDER THE GUIDANCE OF THE TREASURER/CFO, WILL BE RESPONSIBLE FOR THE DAILY CASH STATUS AND ITS RECONCILIATION. AN INSURANCE POLICY HAS BEEN TAKEN FOR THE PETTY CASH, COVERING TRANSIT AND SAFE/LOCKERS FOR THE AMOUNT OF RS. 50,000. OUR CASH IS SECURED WITH THIS INSURANCE POLICY, ALLOWING US TO RESERVE FUNDS FOR ANY EMERGENCIES OR SHORTFALLS.
- PAYMENTS UP TO RS.10, 000/- CAN BE MADE THROUGH CASH BUT THE PRIORITY MUST BE ALWAYS GIVEN TO CHEQUE PAYMENTS.

#### **1.2 PROCEDURE FOR ADVANCE:**

- ANY STAFF, WHICH IS IN NEED OF ADVANCE, WHETHER FOR OFFICIAL OR IN CASE OF EMERGENCY, FOR HIS/HER PERSONAL USE, HE/SHE SHOULD FOLLOW THE PROCESS OF THE SUBJECT.
- EACH EMPLOYEE WHO IS IN NEED OF ADVANCE SHOULD GIVE AN ADVANCE APPLICATION FORM ALONG WITH THE PRESCRIBED. ( **ANNEXURE – 9**)
- ADVANCE REQUISITION FORMAT TO THE ACCOUNTS OFFICER WITH PRIOR APPROVAL OF CONCERNED REPORTING OFFICER.
- IN CASE OF PERSONAL ADVANCES, EMPLOYEE SHOULD MAKE IT CLEAR IN HIS/HER APPLICATION REGARDING THE SETTLEMENT OF THE ADVANCE TAKEN.
- BOTH IN CASE OF OFFICIAL/ PERSONAL ADVANCES, THE PURPOSE OF ADVANCE TAKEN SHOULD BE CLEARED.
- OFFICIAL ADVANCE SHOULD BE SETTLED DOWN IMMEDIATELY AFTER THE COMPLETION OF THE TASK FOR WHICH ADVANCE IS TAKEN.
- IN CASE OF DELAY IN SETTLEMENT, AS THE TIME REFERRED IN ADVANCE APPLICATION, THE NEXT ADVANCE WOULD NOT BE FORWARDED TO THE EMPLOYEE BEFORE SETTLEMENT OF PREVIOUS ADVANCES.
- EMPLOYEE, WHO IS IN NEED OF ADVANCE FOR HIS/HER PERSONAL USE, WOULD BE CATEGORIZED FOR ADVANCES ACCORDING TO HIS/HER POSITION & ACTUAL NEED.
- ALL THE FINAL SANCTION AUTHORITY REGARDING ANY ADVANCES / PAYMENTS COMES THROUGH ACCOUNTS DEPT RECOMMENDED BY DIRECTOR- FINANCE/TREASURER RESIDES ON THE END OF PRESIDENT/CEO.

#### **1.3 PROCUREMENT POLICY**

THE ORGANIZATION WILL ENSURE THAT -

- PURCHASE ACTIVITIES ARE CONDUCTED ADHERING TO SOUND BUSINESS PRACTICES.
- ONLY APPROPRIATE MATERIALS OR SERVICES ARE PURCHASED.
- THE RIGHT QUALITY IS PURCHASED AT AN ADVANTAGEOUS PRICE.

- PURCHASE IS FULLY AND TRANSPARENTLY DOCUMENTED WITH PROPER APPROVAL.
- PROCUREMENT DOCUMENTS ILLUSTRATE EACH STEP OF THE PROCUREMENT PROCESS AND WILL ALLOW EFFECTIVE MANAGEMENT AND TRANSPARENT DOCUMENTATION OF PROCUREMENT ACTIVITIES.

**THEY ARE:**

- PURCHASE REQUISITION FORM TO BE RECEIVED FROM THE PROJECT MANAGER OR DEPARTMENT HEAD.
- COMPARATIVE OF THE QUOTATIONS TO CHECK AND ANALYSIS THE BEST PRICE.
- PURCHASE ORDER TO L1 OR ELIGIBLE FIRM WITH QUALITY MATERIAL.

**1.3.1 PURCHASE COMMITTEE (PC) & PROCUREMENT PROCESSES:**

EACH PROJECT SHOULD BE HEADED BY A COMMITTEE FOR THE DIFFERENT PURCHASES INVOLVED AT DIFFERENT STAGES. THE COMMITTEE AT THE HEAD OFFICE WILL COMPRISE OF PROJECT HEADS/HOD, ACCOUNTS OFFICER & A MANAGEMENT STAFF/CFO. THE PC SHALL BE HEADED BY MANAGEMENT STAFF/CFO AND ALL APPROVAL WILL BE TAKEN BY PRESIDENT/CEO. WHEREAS, FOR FIELD LEVEL PURCHASE THE COMMITTEE WILL BE FORMED AT PROJECT OFFICE LEVEL COMPRISING OF PROJECT HEAD, ASSISTANT PROJECT MANAGER/CO- ORDINATOR/PROJECT ENGINEER AND ACCOUNTS PERSON, IF ANY. THE ROLE OF COMMITTEE WILL BE AS BELOW:

- TO IDENTIFY THE NEED OF ANY PROJECT RELATED ITEM /MATERIAL TO BE PURCHASED.
- REQUIREMENT OF MATERIAL SHOULD COME IN WRITTEN FROM FIELD VIA PROJECT HEAD/HOD TO HO.
- REQUEST VERIFICATION - PROCUREMENT OF GOODS AND SERVICES MUST BE VERIFIED BY THE ACCOUNTS DEPARTMENT TO ENSURE THAT THE GOODS/SERVICES ARE REQUIRED.
- FINANCIAL VERIFICATION - IF COST OF REQUIRED ITEM/SERVICE IS ABOVE THAN RS. 50,000/- THE FINANCE DEPARTMENT WILL NEED TO VERIFY THE REQUIREMENT, BUDGET AVAILABILITY AND POSSIBLE COMPLIANCE ISSUE.
- FORMATION OF PURCHASE COMMITTEE ON ANNUAL BASIS OR PROJECT BASIS/PROJECT OFFICE BASIS.
- FLOAT OF INQUIRY LETTERS TO DIFFERENT SUPPLIERS BY THE PURCHASE COMMITTEE HEAD. OTHER MEDIA MAY ALSO BE USEFUL FOR MAINTAINING TRANSPARENCY SUCH AS POST TENDER ON WEBSITE, NEWSPAPERS, SOCIAL MEDIA, ETC.
- ARPAN HAS ALSO INTRODUCED ONLINE TENDERING THROUGH ITS WEBSITE ([WWW.ARPANSEVASANSTHAN.ORG](http://WWW.ARPANSEVASANSTHAN.ORG)) WHERE FLOATING OF TENDER REFLECTS ON WEBSITE AND THE VENDOR SHALL SUBMIT THE TENDER ON ARPAN'S WEBSITE.
- CLARIFICATION OF THE DIFFERENT PARTIES TO BE INVOLVED IN PURCHASE FOR THE PARTICULAR SEGMENT, FURTHER TO MAKE IT MORE TRANSPARENT IT IS NEEDED THAT LIST OF SUPPLIERS/ TRANSPORTERS/ CONTRACTORS ETC. FROM DIFFERENT PLACES SHOULD BE COLLECTED BY CONCERNED STAFF AT FIELD LEVEL & AT HO LEVEL TO REMOVE THE IMBALANCE AT ANY STAGE.
- COMPARATIVE RATES - ALL PURCHASES UP TO RS. 25,000/- SHALL BE SUPPORTED WITH A SINGLE QUOTATION AND ABOVE RS 25,000/- SHALL BE SUPPORTED WITH MINIMUM OF 3 QUOTATIONS. COST- EFFECTIVENESS AND GOOD QUALITY ARE THE CRITERIA FOR PURCHASE.
- IF IT IS BELOW THAN RS.25, 000/- AND WITHIN THE PRE-APPROVED BUDGET, THE PROJECT HEAD GO AHEAD WITH THE PURCHASES WITH APPROVAL OF PURCHASE COMMITTEE HEAD.
- THE PURCHASE COMMITTEE WILL UNDERTAKE A SURVEY AND OBTAIN MINIMUM OF THREE

QUOTATIONS BASED ON COST AND SERVICE OFFERED, THEY WILL SUBMIT A COMMITTEE REPORT AND PC HEAD WILL TAKE DECISION AND APPROVE ON THE BASIS OF THIS REPORT. IN ALL RANGE OF PURCHASE PC HEAD WILL BE THE AUTHORIZED PERSON FOR APPROVAL AT PROJECT LEVEL FOR PRE-APPROVED ACTIVITIES.

- FOR THE PURCHASING ABOVE OF RS 50,000/- OF NON PRE-APPROVED BUDGETS THE PC HEAD SHALL TAKE APPROVAL FROM PRESIDENT/CEO THROUGH PC HEAD AT HO.
- PURCHASE ORDER - ALL PURCHASES ABOVE RS. 25,000/- SHALL BE PROCESSED WITH A PURCHASE ORDER
- PREPARE COMPARATIVE STATEMENTS, RELEASE OF WORK / SUPPLY ORDER.
- TIMELY BILLING AND PAYMENTS TO SUPPLIERS/PARTIES.
- STATIONERY/HOUSEKEEPING CONSUMABLES/KITCHEN CONSUMABLES SHALL BE PURCHASED AT THE BEGINNING OF EVERY MONTH. AFTER DOING A COMPARATIVE STUDY, THE ACCOUNTS DEPARTMENT SHALL IDENTIFY A VENDOR FOR THE PURCHASE OF THE ABOVE AS THESE PURCHASES WOULD BE DONE ON A SUBSEQUENT TIMELY BASIS. IN SUCH CASES, QUOTATIONS CAN BE OBTAINED ANNUALLY.
- THE PC HEADS SHALL TAKE ONE TIME APPROVAL OF SUCH SUPPLIERS/PARTIES FROM PRESIDENT/CEO AND RE- APPROVAL IN CASE OF CHANGING OF SUPPLIERS/PARTIES.
- A COPY OF ALL PURCHASE ORDERS SHALL BE RETAINED AT THE ACCOUNTS DEPT AT HEAD OFFICE ALONG WITH BILLS AND VOUCHERS OF PROJECTS.

#### 1.4. PURCHASE/SALE OF FIXED ASSETS (VEHICLES, OFFICE PREMISES, DEMONSTRATION FARMS/LAND, TRAINING CENTERS, ETC.)

- THE NEED OF FIX ASSETS LIKE OFFICE PREMISES, DEMONSTRATION FARMS/LAND, TRAINING CENTERS, VEHICLES, ETC CAN BE DISCUSSED BY HODS AND MANAGEMENT LEVEL WITH PRESIDENT/CEO WHO RECOMMENDED TO PUT THE NEED OF PURCHASE IN BOARD MEETING/EXECUTIVE COMMITTEE MEETING BASED ON THE FOLLOWING CRITERIA-
  - ❖ JUSTIFICATION OF NEED – A NEED ASSESSMENT IS TO BE CARRIED OUT WHETHER THE INITIATIVE WILL BENEFIT BOTH THE COMMUNITY AND THE ORGANIZATION. DOES THE NEED SUPPORT THE IMPACTFUL ACHIEVEMENT OF THE PROJECT AND ORGANIZATIONAL OBJECTIVES?
  - ❖ FINANCIAL PRESSURE – IS THE ORGANIZATION ABLE TO MAKE PAYMENTS EASILY, OR WHAT TYPE OF FINANCIAL SUPPORT IS NEEDED FOR THESE PAYMENTS? THERE SHOULD BE NO FINANCIAL BURDEN ON ARPAN.
- THE BOARD /EXECUTIVE COMMITTEE MEMBERS APPROVE THE PURCHASE OF FIX ASSETS AFTER SATISFACTORY JUSTIFICATION.
- BASED ON THE APPROVAL FROM BOARD /EXECUTIVE COMMITTEE, THE PRESIDENT/CEO HAS DIRECTED TO HO LEVEL PURCHASING COMMITTEE (PC) FOR PURCHASING/PROCUREMENT PROCESS HEADED BY PC HEAD/TREASURER/CFO. THE PC FOLLOWING PROCUREMENT POLICY SHALL SUBMIT THE REPORT TO THE PRESIDENT/CEO FOR APPROVAL OF PURCHASING OF FIX ASSET.
- THE PC CAN INDEPENDENTLY SEARCH FOR THE PARTICULAR BRAND OR PARTICULAR LAND AS PER NEED. THEREFORE, NO NEED OF MULTIPLE QUOTATIONS. HOWEVER, FOR NEGOTIATION THE PC CAN GO FOR OTHER QUOTATIONS.
- THE PRESIDENT/CEO IS AUTHORIZED SIGNATORY FOR PURCHASING AND SELL OUT OF FIX ASSETS.
- IN CASE OF SELL OUT OF FIX ASSETS, THE SAME HO LEVEL PC IS THE AUTHORIZED

COMMITTEE FOR PREPARATION OF REPORT BY CONSIDERING FOLLOWING CRITERIA:

- IF IT IS NOT BEING USED BY ARPAN, THEN PREPARE AN ESTIMATION OF COST BASED ON MARKET AND KEEP AN AVERAGE RATE/COST AS BENCH MARK.
- IN CASE OF VEHICLES AND OFFICE ACCESSORIES LIKE PRINTERS, AIR CONDITIONERS, COMPUTERS ALWAYS CHECK THEIR VALIDITY AND IF FOUNDS PROBLEMS ON REGULAR BASIS THEN PREPARE A REPORT FROM EXPERTS AND THEN CALL FOR SELL.
- THE PC HEAD SUBMITTED THE REPORT OF SELL OF FIXED ASSET TO PRESIDENT/CEO AND HE RECOMMENDED AND PUT THE CASE IN BOARD/EXECUTIVE MEETING FOR APPROVAL.
- AFTER APPROVAL, THE PC SEARCHES FOR THE BEST OPTION FOR SELL AND PREPARE THE FORMALITIES AND AGAIN SUBMIT TO PRESIDENT/CEO FOR APPROVAL AND SIGN ON SELL LETTER.
- IN CASE OF SELLING OF VEHICLE, THE PC HEAD CAUTIOUS FOR TAKING AN UNDERTAKING/AFFIDAVIT FROM THE PURCHASER WHICH STATES THAT "FROM NOW ONWARDS ALL RESPONSIBILITIES ARE OF PURCHASER". THE PC ALSO VERIFY FROM THE CONCERN DTO REGARDING TRANSFER OF THE NAME.
- THE INCOME OF SELL OF FIXED ASSETS WOULD BE USED FOR THE BENEFIT OF COMMUNITY OR RE- PURCHASE OF FIXED ASSETS HERE SHOULD NO COMMERCIALY USE OF ORGANIZATIONAL FIXED ASSETS.
- A SEPARATE FIXED ASSETS REGISTER SHOULD BE MAINTAINED BY ACCOUNTS DEPARTMENT DULY SIGNED BY ACCOUNTS HEAD, TREASURER/CFO AND CEO/PRESIDENT.

#### **1.4.1 ASSET RECORD MAINTENANCE**

##### **ANNUAL MAINTENANCE CONTRACTS (AMC)/OTHER CONTRACTS & AGREEMENTS**

1. THE PC HEAD ENSURES ALL CRITICAL OFFICEE QUIPMENT (PRINTERS/ LAPTOPS/ COMPUTERS/ ACS/ SCANNER /WATER PURIFIER/ ELECTRIC INVERTERS, ETC.) TO BE COVERED UNDER AMC LOCALLY IN CONSULTATION WITH THE PRESIDENT/CEO.
2. BASED ON THE RECOMMENDATIONS BY PC, THE PRESIDENT/CEO SHALL SIGN ON BEHALF OF ARPAN FOR ALL AMCS / CONTRACTS/ RENTAL AGREEMENTS AT HO LEVEL AND PROJECT HEADS AT PROJECT OFFICE PREMISES.
3. ALL PAYMENTS SHALL BE PROCESSED BY THE HEAD OFFICE.
4. THE REMOVAL OR USE OF THE ORGANIZATION'S PROPERTY/MATERIALS OUTSIDE ANY OF THE ORGANIZATION PREMISES FOR PURPOSES OTHER THAN OFFICIAL WILL NOT BE ALLOWED WITHOUT PRIOR PERMISSION.
5. EMPLOYEES SHALL BE HELD RESPONSIBLE FOR ANY SHORTFALL, LEAKAGE, ACTS OF FRAUD OR MISAPPROPRIATION OR ANY EVIDENCE OF MALPRACTICE OF ORGANIZATIONAL FUNDS, CONSUMABLES, MOVABLE OR IMMOVABLE ASSETS FOR PURPOSES OTHER THAN TO MEET THE ORGANIZATION'S OBJECTIVES.

#### **1.4.2 INSURANCES OF ASSETS**

ALL OFFICE ASSETS/ EQUIPMENT (PRINTERS /OFFICE VEHICLES / XEROX MACHINE / COMPUTERS/ LAPTOPS) SHALL BE INSURED BY THE HEAD OFFICE BASED UPON ITS VALUATION AND NEED. ACCOUNTS DEPARTMENT SHALL BE REQUIRED TO MAINTAIN AN INVENTORY LIST OF ALL REQUIRED ASSETS FOR INSURANCE.

THE ACCOUNTS DEPARTMENT SHALL BE RESPONSIBLE FOR FIDELITY/CASH-IN-TRANSIT INSURANCE.

### **1.5. BOOKS OF ACCOUNT & PROCEDURES**

- THE HEAD OFFICE SHALL MAINTAIN ITS ACCOUNTS LIKE CASH BOOK, LEDGER AND JOURNALS. ALL VOUCHERS MUST HAVE APPROPRIATE SUPPORTING BILLS WHICH MUST BE DEFACED AND THE VOUCHERS MUST BE AUTHORIZED BY THE PRESIDENT/CEO AND TREASURER/CFO.
- BANK RECONCILIATION STATEMENT SHALL BE PREPARED AT THE END OF EACH MONTH AND BE SIGNED OFF BY THE ACCOUNTS OFFICER, PRESIDENT/CEO AND TREASURER/CFO.
- THE FOLLOWING STATEMENTS/DOCUMENTS SHOULD BE PREPARED BY THE ACCOUNTS DEPARTMENT BY 15TH OF THE MONTH:
  - ❖ TRIAL BALANCE
  - ❖ BANK RECONCILIATION STATEMENT & PHOTOCOPY OF BANK
  - ❖ COPIES OF BANK BOOK & CASH BOOK
  - ❖ JOURNAL REGISTERS
  - ❖ COPY OF TALLY DATA ONCE IN A MONTH
- SALARIES OF SUPPORT STAFF AND RENTALS OF BRANCH OFFICES & HEAD OFFICE SHALL BE PAID BY BEFORE 10<sup>TH</sup> OF THE MONTH.
- TRAVEL ADVANCES SHALL ALSO BE PAID BY THE ACCOUNTS DEPARTMENT AFTER SUBMISSION OF APPROVED ADVANCE REQUISITION IN PROPER SAID FORMAT.
- PAYMENTS UP TO RS.10, 000/- CAN BE MADE THROUGH CASH BUT THE PRIORITY MUST BE ALWAYS GIVEN TO CHEQUE PAYMENTS.
- THE MANAGEMENT COMMITTEE WOULD MAKE APPROPRIATE ARRANGEMENTS FOR INTERNAL AUDIT OF THE BOOKS OF ACCOUNT OF THE HEAD OFFICE. A DEDICATED COMMITTEE WOULD BE RESPONSIBLE FOR THE SAME.
- ACCOUNTS DEPARTMENT MAY ALSO MAINTAIN SOME THE FOLLOWING RECORDS ALONG WITH OTHERS TOO:
  - ❖ LOIS/LOAS/MOUS
  - ❖ INDIVIDUAL PROJECT FILES
  - ❖ PLANS & BUDGET DOCUMENTS
  - ❖ AUDIT REPORTS
  - ❖ AMCS / CONTRACTS / AGREEMENT / PURCHASE ORDERS
  - ❖ RENTAL AGREEMENT

### **1.6 PREPARING FOR THE AUDIT**

ACCOUNTS DEPARTMENT IS REQUIRED TO BEGIN PREPARATION FOR AN AUDIT AT THE BEGINNING OF THE FINANCIAL YEAR. IT IS HIGHLY NECESSARY TO COLLECT THE REQUIRED INFORMATION NEEDED FOR THE AUDIT.

ARPAN SHALL MAINTAIN INTERNAL AUDIT BY APPOINTING CFO/TREASURER, GEN. SECRETARY AND ACCOUNTS HEAD OF ARPAN BY ITS EXECUTIVE COMMITTEE/BOARD. EXTERNAL MEMBER MAY ALSO APPOINT FOR THE SAME.

THE STATUTORY AUDIT WILL BE CARRIED BY THE CHARTED ACCOUNTANT FIRM APPOINTED BY EXECUTIVE COMMITTEE/BOARD OF ARPAN WHO SHALL BE RESPONSIBLE FOR THE ANNUAL AUDIT REPORTS, PREPARE & FILE ALL TAXATION RELATED DOCUMENTS AND COMPLIANCE ALL LEGAL FORMALITIES RELATED TO FINANCE/TAXATION DEPARTMENTS.

EXTERNAL AUDITS CAN BE CONDUCTED BY DIFFERENT DONORS FOR DUE DILIGENCE, ETC. AN INTERNAL & EXTERNAL AUDIT IS AN INDEPENDENT REPORT THAT COVERS:

- HOW MUCH MONEY THE ORGANIZATION HAS RECEIVED AND SPENT IN THE FINANCIAL YEAR, AND WHAT THE MONEY WAS USED FOR.
- WHETHER THE MONEY HAS BEEN SPENT IN ACCORDANCE WITH THE CONSTITUTION OF THE ORGANIZATION, BOARD DECISIONS AND DONOR REQUIREMENTS.
- WHETHER THE ACCOUNTS (THE BOOKKEEPING SYSTEM) HAVE BEEN PROPERLY AND HONESTLY KEPT.
- THE VALUE AND DETAILS OF THE ORGANIZATION'S ASSETS.
- HOW THE FINANCIAL/HR/ADMIN RECORD-KEEPING SYSTEM COULD BE IMPROVED?
- IT IS ALSO POSSIBLE TO DO AN INTERNAL AUDIT FOR OUR OWN PURPOSES. THIS CAN BE DONE BY SOMEONE INSIDE THE ORGANIZATION. THE EXTERNAL AUDIT SHOULD USUALLY BE DONE AS SOON AS POSSIBLE OF THE CLOSE OF FINANCIAL YEAR.
- A COPY OF ORGANIZATION'S LEGAL DOCUMENTS
- COPIES OF CONTRACTS, AGREEMENTS, OR LETTERS SETTING OUT THE CONDITIONS OF GRANTS, LEGACIES OR OTHER INCOME RECEIVED FOR SPECIFIC PURPOSES.
- COPIES OF BUDGETS FOR ONGOING WORK OR SPECIAL PROJECTS
- COPIES OF THE MINUTES OF BOARD MEETINGS
- INCOME AND EXPENDITURE RECORDS
- PETTY CASH RECORDS
- BANK STATEMENTS
- BANK RECONCILIATIONS
- CHEQUES COUNTERFOILS FOR ALL CHEQUE BOOKS USED DURING THE YEAR, AS WELL AS THE ONE CURRENTLY IN USE, TO VERIFY WHETHER IF IT WAS UTILIZED DURING THE AUDIT YEAR
- A LIST OF ADVANCES FROM AND TO THE ORGANIZATION AT THE END OF THE FINANCIAL YEAR
- A LIST OF CREDITORS AND DEBTORS FROM THE END OF THE PREVIOUS FINANCIAL YEAR
- DETAILS OF SECURITY DEPOSITS/EMD, ETC AT THE END OF THE FINANCIAL YEAR
- RECORDS OF STATUTORY PAYMENTS MADE, PARTICULARLY ON STAFF SALARIES
- VEHICLE LOG BOOKS
- TAX RECORDS
- PF & ESIC AND STAFF INSURANCE RECORDS

## **1.7 FUND DISBURSEMENT POLICY**

### **1.7.1 FUND DISBURSEMENT CLAUSE WITH FUNDING PARTNERS/DONORS:**

- **PROJECT-SPECIFIC ACCOUNTS:** SEPARATE BANK ACCOUNTS SHALL BE MAINTAINED AS PER REQUIREMENT OF FUNDING PARTNERS FOR DIFFERENT FUNDING SOURCE (GOVERNMENT, CSR, FCRA) TO ENSURE CLEAR SEGREGATION AND TRACEABILITY OF FUNDS.



- **COMPLIANCE WITH REGULATIONS:** ALL FUND UTILIZATION SHALL COMPLY WITH RELEVANT REGULATIONS, INCLUDING BUT NOT LIMITED TO THE COMPANIES ACT (FOR CSR FUNDS), FCRA REGULATIONS, AND GOVERNMENT PROJECT GUIDELINES.
- **INSTALLMENT-BASED DISBURSEMENT:** FUNDS SHALL BE RELEASED IN INSTALLMENTS AS PER THE PROJECT TIMELINE AND MILESTONES AGREED UPON WITH EACH DONOR/FUNDING AGENCY.
- **UTILIZATION CERTIFICATES:** UTILIZATION CERTIFICATES SHALL BE PROVIDED TO DONORS AS PER THEIR SPECIFIED FORMATS AND TIMELINES BEFORE THE RELEASE OF SUBSEQUENT INSTALLMENTS.
- **REPORTING REQUIREMENTS:** REGULAR TECHNICAL AND FINANCIAL REPORTS SHALL BE SUBMITTED TO RESPECTIVE DONORS AS PER THEIR PRESCRIBED FORMATS AND FREQUENCIES.
- **BUDGET ADHERENCE:** FUNDS SHALL BE UTILIZED STRICTLY AS PER THE APPROVED PROJECT BUDGETS. ANY DEVIATION EXCEEDING 10% IN ANY BUDGET HEAD SHALL REQUIRE PRIOR WRITTEN APPROVAL FROM THE DONOR.
- **PERFORMANCE-BASED DISBURSEMENT:** RELEASE OF SUBSEQUENT INSTALLMENTS SHALL BE CONTINGENT UPON SATISFACTORY ACHIEVEMENT OF AGREED-UPON PROJECT MILESTONES AND KEY PERFORMANCE INDICATORS (KPIs).
- **AUDIT AND TRANSPARENCY:** ANNUAL EXTERNAL AUDITS SHALL BE CONDUCTED, AND AUDIT REPORTS SHALL BE SHARED WITH DONORS. UTILIZATION CERTIFICATES SHALL ALSO BE OBTAINED FROM EXTERNAL AUDITOR FOR THE INDIVIDUAL PROJECTS.
- **FUND UTILIZATION TIMELINE:** ALL FUNDS MUST BE UTILIZED WITHIN THE PROJECT PERIOD SPECIFIED BY EACH DONOR. ANY EXTENSION SHALL REQUIRE PRIOR WRITTEN APPROVAL.
- **PROCUREMENT PROCEDURES:** ALL PROCUREMENTS SHALL FOLLOW A TRANSPARENT BIDDING PROCESS AS PER THE ORGANIZATION'S PROCUREMENT POLICY AND DONOR GUIDELINES.
- **ASSET MANAGEMENT:** ALL ASSETS PROCURED USING PROJECT FUNDS SHALL BE PROPERLY RECORDED, LABELED, AND USED SOLELY FOR PROJECT PURPOSES.
- **INTEREST AND RETURNS:** ANY INTEREST OR RETURNS GENERATED ON UNUTILIZED FUNDS SHALL BE REPORTED AND UTILIZED AS PER DONOR AGREEMENTS.
- **REFUND POLICY:** ANY UNUTILIZED FUNDS AT THE PROJECT END SHALL BE REFUNDED TO THE RESPECTIVE DONORS UNLESS OTHERWISE AGREED IN WRITING.
- **ANTI-CORRUPTION MEASURES:** STRICT ANTI-CORRUPTION AND CONFLICT OF INTEREST POLICIES SHALL BE ADHERED TO IN ALL FINANCIAL TRANSACTIONS.
- **DOCUMENTATION:** ALL FINANCIAL TRANSACTIONS SHALL BE SUPPORTED BY PROPER DOCUMENTATION, WHICH SHALL BE PRESERVED FOR A MINIMUM OF 10 YEARS OR AS SPECIFIED BY DONORS/REGULATORS.
- **CROSS-UTILIZATION PROHIBITION:** FUNDS RECEIVED FOR A SPECIFIC PROJECT SHALL NOT BE UTILIZED FOR ANY OTHER PROJECT OR PURPOSE WITHOUT EXPLICIT WRITTEN PERMISSION FROM THE DONOR.
- **REGULAR RECONCILIATION:** MONTHLY RECONCILIATION OF ALL PROJECT ACCOUNTS SHALL BE CONDUCTED TO ENSURE ACCURACY AND TIMELY DETECTION OF ANY DISCREPANCIES.
- **CAPACITY BUILDING:** REGULAR TRAINING SHALL BE PROVIDED TO FINANCE STAFF ON DONOR-SPECIFIC REQUIREMENTS AND EVOLVING FINANCIAL REGULATIONS.
- **DIGITAL TRANSACTIONS:** PREFERENCE SHALL BE GIVEN TO DIGITAL/BANK TRANSACTIONS FOR ENHANCED TRANSPARENCY AND TRACEABILITY.
- **CONTINGENCY PLANNING:** A CONTINGENCY FUND OF 3% OF THE TOTAL PROJECT BUDGET SHALL BE MAINTAINED FOR UNFORESEEN EXPENSES, SUBJECT TO DONOR APPROVAL.

### **1.7.2 FUND DISBURSEMENT TO PARTIES/FIRMS/CONTRACTOR/SUPPLIER:**

1. THE CONCERN PROJECT IN-CHARGES HAVE SUBMITTED THE REQUEST FOR PROCUREMENT PROCESS. ONCE THE PARTIES/FIRMS/CONTRACTOR/SUPPLIER FINALISED, THE CONCERN PROJECT IN-CHARGES SUBMIT PLANNING OF EXPENSES.
2. THE CONCERN PROJECT IN-CHARGES SUBMIT THE BILLS & VOUCHERS WITH THEIR RECOMMENDATIONS FOR THE PAYMENTS. AFTER THE VERIFICATION OF BILLS AND VOUCHERS, ACCOUNTS DEPARTMENT WILL PROCESS ACCORDINGLY.
3. ALL THE PAYMENTS WERE MADE FROM H.O. DIRECTLY TO THE ACCOUNTS OF PARTIES/FIRMS/CONTRACTOR/SUPPLIER.
4. THE UTILIZATION OF FUNDS FOR PERSONAL USE OF TRUSTEE IS STRICTLY PROHIBITED. THE PAYMENT MADE TO THE TRUSTEE AFTER SUBMISSION OF BILLS FOR PROJECT EXPENSES (REIMBURSEMENT).
5. ARPAN SHALL RELEASE THE PAYMENTS IN INSTALLMENTS AS PER THE PROJECT TIMELINE AND MILESTONES AGREED UPON WITH EACH PARTIES/FIRMS/CONTRACTOR/SUPPLIER BASED UPON THE NATURE OF WORK. IF SINGLE PURCHASING/ONE TIME WORK ORDER, FULL PAYMENT WILL BE MADE TO THE CONCERN AND IF THE NATURE OF WORK WILL BE LONG TERM SUCH AS CONSTRUCTION, SUPPLY OF BIG AMOUNT ITEMS, THE PAYMENTS CAN BE MADE IN INSTALLMENT AFTER SATISFACTION DELIVERY.

### **1.8. CRITICAL VENDORS/EMERGENCY CONTACT LISTS**

A CRITICAL VENDOR CONTACT LIST ALONG WITH AN EMERGENCY CONTACT LIST WITH THE PRINCIPAL CONTACTS WHO WILL LEAD RECOVERY EFFORTS SHOULD BE MAINTAINED AT ALL TIMES, WITH COPIES KEPT OFF-SITE.

### **1.9. CONTRACT MANAGEMENT POLICY**

ARPAN HAS THE PURPOSE OF THE CONTRACT MANAGEMENT POLICY IS TO PROVIDE A CLEAR AND STANDARDIZED APPROACH TO MANAGING AND ADMINISTERING CONTRACTS FOR GOODS AND SERVICES PURCHASED FROM SUPPLIERS.

PROPER DOCUMENT OR SET OF RULES THAT PROVIDE GUIDANCE DURING CONTRACT CREATION AND NEGOTIATION. IT CAPTURES EVERYTHING FROM BEST PRACTICES TO APPROVED CLAUSES AND PROCESSES, ENABLING OTHER TEAMS IN THE BUSINESS TO CONFIDENTLY SELF-SERVE ON CONTRACTS.

# **PART- D: TRAVEL POLICY**

## **PART – D: TRAVEL POLICY**

### **D-1: TRAVEL POLICY**

- A TRAVEL POLICY IS A SET OF GUIDELINES FOR THE ORGANIZATION TO MAINTAIN THE PROJECT WISE TRAVEL THAT COVERS HOW TO HANDLE EXPENSES, BOOK TRAVEL, AND RECEIVE REIMBURSEMENT. IT CAN ALSO INCLUDE SAFETY AND LEGAL CONSIDERATIONS,
- THIS IS THE ORGANIZATION'S NEED FOR COST EFFECTIVENESS AND THE STAFF MEMBER'S NEED FOR QUALITY SERVICES AND SUPPORT.
- TRAVEL SHOULD BE VIA THE LOWEST COST ALTERNATIVE, CONSISTENT WITH GOOD BUSINESS PRACTICES.
- TRAVEL AND THE EXPENSES ASSOCIATED WITH IT WILL BE AUTHORIZED ONLY IN CIRCUMSTANCES WHICH ARE CLEARLY CONSISTENT WITH THE MISSION OF THE ORGANIZATION.
- ALL TRAVEL APPROVAL MUST BE REQUESTED USING THE TRAVEL ITINERARY ALONG WITH ADVANCE REQUISITION FORMAT AND SUBMITTED TO THE ACCOUNTS DEPARTMENT THROUGH CONCERNED REPORTING OFFICER WITH HIS/HER COMMENTS. (ANNEXURE- 9)
- IT WILL BE THE RESPONSIBILITY OF THE ACCOUNTS DEPARTMENT TO ENSURE THAT ALL STAFF MEMBERS' TRAVEL MEETS THIS OBJECTIVE AND THAT REIMBURSEMENT IS MADE ONLY FOR ACTUAL, REASONABLE EXPENSES IN CONNECTION WITH AUTHORIZED TRAVEL AS DEFINED IN THIS DOCUMENT.
- NO TRAVEL REQUESTS SHOULD BE ENTERTAINED WITHOUT AN APPROVED TRAVEL ITINERARY.
- SUBSEQUENT TO APPROVAL, TRAVEL ARRANGEMENTS CAN BE COORDINATED THROUGH THE APPROPRIATE SUPPORT STAFF.
- TRAVEL ADVANCES SHALL BE PROVIDED TO STAFF MEMBERS WHEN THEY ARE ON OFFICIAL TRAVEL.
- ALL EXPENSES INCURRED BY THE STAFF MEMBERS DURING OFFICIAL TRAVEL WILL BE SUBMITTED IN THE TRAVEL BILL FORMAT (ANNEXURE -10) ALONG WITH ALL SUPPORTING DOCUMENTS WITH VERIFICATION OF CONCERNED STAFF BY HIS/HER REPORTING OFFICER.
- IN ORDER TO MAINTAIN CONTROL OVER EXPENDITURES, ANY EXPENSE SUBMITTED WHICH DOES NOT COMPLY WITH THE GUIDELINES OF THIS PROCEDURE WILL NOT BE REIMBURSED, UNLESS ACCOMPANIED BY A VALID EXPLANATION BY THE STAFF MEMBER CONCERNED.
- THE EXPENSES WILL NOT BE REIMBURSED IF PROPER JUSTIFYING DOCUMENTS (ORIGINAL RECEIPTS) ARE NOT ATTACHED EXCEPT FOR PER DIEM.

#### **1.1 LOCAL TRAVEL**

- LOCAL TRAVEL IS TRAVEL REQUIRED FOR ORGANIZATION PROJECT FIELD AREA AS DETERMINED BY THE PROJECT MANAGER / PROJECT COORDINATOR.
- ALL LOCAL TRAVEL FOR OFFICIAL PURPOSES SHOULD BE PRE-APPROVED IN WRITING BY THE APPROPRIATE DEPARTMENT OR PROJECT MANAGER / PROJECT COORDINATOR IN ORDER FOR REIMBURSEMENT FOR TRAVEL EXPENSES (NOTE: THIS CAN BE DONE BY A BLANKET APPROVAL. FOR EXAMPLE, IF AN EMPLOYEE TRAVELS TO THE LOCAL BANK EACH WORKING DAY TO PICK UP THE MAIL USING HIS/HER OWN VEHICLE, HE/SHE SHOULDN'T HAVE TO GET APPROVAL EACH DAY BUT HE/SHE SHOULD STILL HAVE TO COMPLETE A TRAVEL ORDER FORM FOR REIMBURSEMENT.)

- TRANSPORTATION EXPENSES WILL BE REIMBURSED AT THE ESTABLISHED MILEAGE RATES FINALIZED BY THE ARPAN WHEN SUBSTANTIATED BY A SIGNED TRAVEL ORDER.
- VEHICLE RENTAL IS NOT ALLOWED FOR LOCAL TRAVEL WITHOUT THE APPROVAL OF THE SUPERIORS.
- THE ARPAN WILL NOT REIMBURSE COMMUTING EXPENSES AS ARPAN OFFICIAL BUSINESS TRAVEL.

## **1.2 OUTSIDE OF LOCALITY TRAVEL**

ALL TRAVEL OUTSIDE OF THE ARPAN SERVICE AREA (SERVICE AREA SHALL BE DEFINED BY THE ARPAN) MUST BE APPROVED BY THE PROJECT MANAGER / PROJECT COORDINATOR PRIOR TO THE TRAVEL. A TRAVEL ORDER FORM MUST ALSO BE APPROVED PRIOR TO TRAVEL.

## **1.3 TRAVEL EXPENSES**

### **1.3.1 ADVANCE**

- COMPLETED TRAVEL ORDERS REQUESTING TRAVEL ADVANCES MUST BE SUBMITTED TO THE EMPLOYEE'S REPORTING OFFICER FOR REVIEW AND APPROVAL.
- THE MAXIMUM AMOUNT OF TRAVEL ADVANCE AUTHORIZED WILL BE EQUAL TO THE MAXIMUM ALLOWABLE PER DIEM FOR MEALS, LODGING COSTS PLUS, IF APPLICABLE, MILEAGE AND/OR RENTAL VEHICLE. IF A RENTAL VEHICLE IS AUTHORIZED, THE ESTIMATED COST OF THE RENTAL VEHICLE, INCLUDING THE COST OF INSURANCE COVERAGE PROVIDED BY THE ORGANIZATION PROVIDING THE RENTAL VEHICLE, MAY BE INCLUDED IN THE TRAVEL ADVANCE.
- UPON RETURN, TRAVELERS SHALL SUBMIT RECEIPTS FOR REIMBURSEMENT FOR PARKING, TAXI FARES, AND ANY OTHER TRAVEL EXPENSES INCURRED. THE RECEIPTS SHALL BE ATTACHED TO THE APPROVED TRAVEL ORDER. (NOTE: THE ARPAN SHALL DETERMINE WHETHER TRAVEL ADVANCES SHALL BE MADE FOR SUCH EXPENSES AS TAXI FARES, PARKING ETC. AND WHETHER THESE EXPENSES HAVE TO BE SUPPORTED WITH RECEIPTS UPON RETURN FROM A TRIP. FOR EXAMPLE, THE ORGANIZATION MAY DECIDE THAT TRAVEL ADVANCES CAN BE PAID TO THE TRAVELER FOR TAXI FARES, PARKING, ETC. WITHOUT THE TRAVELER HAVING TO SUBMIT RECEIPTS FOR THE EXPENSES UPON RETURN FROM THE TRIP.)
- IF FOR SOME REASON THE APPROVED TRAVELER IS UNABLE TO TRAVEL, ANY TRAVEL ADVANCES PAID TO THE TRAVELER SHALL BE PAID BACK TO THE ARPAN IMMEDIATELY.
- IF THE TRAVELER FAILS TO PAY ANY UNUSED TRAVEL ADVANCES BACK TO THE ARPAN IN THE SPECIFIED AMOUNT OF TIME (THE ARPAN SHALL ESTABLISH THE TIME FRAME), THE REPORTING OFFICER SHALL TAKE APPROPRIATE ACTION INCLUDING DEDUCTING THE AMOUNT DUE FROM AN EMPLOYEE'S NEXT PAYCHECK.

### **1.3.2 PER DIEM**

THE TERM "PER DIEM" MEANS A DAILY FLAT RATE OF PAYMENT TO AN EMPLOYEE OR MEMBER OF THE GOVERNING BODY WHO IS IN TRAVEL STATUS FOR MORE THAN TWENTY-

FOUR (24) HOURS AND/OR OVERNIGHT TRAVEL. PER DIEM IS BASED ON A FLAT RATE AS PER NORMS.

#### **1.4 MILEAGE**

- MILEAGE WILL BE PAID AT ON A PER MILE BASIS AT THE CURRENT RATE ESTABLISHED BY THE ORGANIZATION.
- MILEAGE WILL ONLY BE PAID WHEN THE TRAVELER SUBMITS AN APPROVED TRAVEL ORDER.
- ORGANIZATION EMPLOYEES ARE ENCOURAGED TO USE ORGANIZATION OWNED VEHICLES WHEN TRAVELING, WHEN FEASIBLE RATHER THAN USING THEIR OWN VEHICLES

#### **1.5 MODE OF TRANSPORT**

ARPAN WILL PAY ONLY SURFACE TRANSPORT AS FAR AS POSSIBLE, I.E. BUS. IF ANY INDIVIDUAL IS USING PERSONAL VEHICLE FOR ARPAN OR PROJECT RELATED WORK, THEY CAN BE REIMBURSED THE ACTUAL FUEL COST BASED UPON THE MILEAGE AND SOME MAINTENANCE COST AS PER NORMS.

FOLLOWING RATES PER KM WILL BE APPLICABLE FOR DIFFERENT VEHICLES USED FOR TRAVEL FOR OFFICIAL PURPOSE:

	<b>APPROVED RATES PER KM</b>
TWO WHEELERS	<b>RS. 4.50</b>
FOUR WHEELERS (800 CC)	<b>RS. 9.00</b>
FOUR WHEELERS (1000 CC)	<b>RS. 14.50</b>
FOUR WHEELERS ABOVE 1000 CC TO 2500 CC	<b>RS. 16.00</b>
FOUR WHEELERS ABOVE 2500 CC	<b>RS. 18.00</b>

THE ABOVE RATES CAN BE CHANGED FROM TIME TO TIME AS PER THE INFLATION IN THE COST OF PETROL/DIESEL. THE HO LEVEL PC IS AUTHORIZED TO CHANGE THE RATES. THE CHANGES WILL BE EFFECTIVE AFTER THE APPROVAL FROM BOARD/EXECUTIVE COMMITTEE.

# **THANK YOU**



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info@arpansevasansthan.org

### INTERVIEW APPLICATION FORM

PHOTOGRAPH

1. POSITION APPLIED (पद): \_\_\_\_\_
2. CANDIDATE NAME (नाम): \_\_\_\_\_
3. HUSBAND / FATHER'S NAME (पिता / पति का नाम) : \_\_\_\_\_ MOBILE: \_\_\_\_\_
4. MOTHER'S NAME (माता का नाम): \_\_\_\_\_ MOBILE: \_\_\_\_\_
5. PRESENT ADDRESS (आवासीय पता): \_\_\_\_\_
- PERMANENT ADDRESS: \_\_\_\_\_
6. MOBILE NO (संपर्क व्यक्ति नंबर): \_\_\_\_\_ EMERGENCY NUMBER (आपातकालीन): \_\_\_\_\_
7. DATE OF BIRTH (जन्म तारीख): \_\_\_\_\_ MAIL ID (मेल) : \_\_\_\_\_
8. AADHAR CARD (आधार कार्ड): \_\_\_\_\_ PAN CARD (पैन कार्ड): \_\_\_\_\_
9. BLOOD GROUP : \_\_\_\_\_
10. MARTIAL STATUS (वैवाहिक स्थिति) : \_\_\_\_\_ (IF MARRIED) DATE \_\_\_\_\_
11. LANGUAGES: (भाषा)

S.NO.	LANGUAGES KNOWN	READ (YES/ NO)	WRITE (YES/ NO)	SPEAK (YES/ NO)

### 12. ACADEMIC QUALIFICATION (शैक्षणिक / व्यवसायिक योग्यता):

S.NO.	EXAMINATION PASSED	COLLEGE/ UNIVERSITY	SUBJECTS	% OF MARKS	YEAR OF PASSING

**13 WORK EXPERIENCE (कार्यानुभव):****TOTAL WORK EXPERIENCE :** \_\_\_\_\_

S.NO.	ORGANISATION	DESIGNATION	REPORTING TO	PERIOD		GROSS SALARY (CTC)
				FROM	TO	

**14 PRESENT SALARY (वर्तमान वेतन):** \_\_\_\_\_**15 EXPECTED SALARY (अपेक्षित वेतन):** \_\_\_\_\_**16. REFERENCES:** [Please give name of two persons]

NAME OF PERSON	DESIGNATION	ADDRESS	PHONE	E-MAIL

**17. NOTICE PERIOD (नोटिस पीरियड):** \_\_\_\_\_ACKNOWLEDGMENT: -

**I HERE BY SOLEMNLY CONFIRM AND DECLARE THAT THE STATEMENT MADE ABOVE IS TRUE. IN CASE ANY OF THE ABOVE STATEMENT IF FOUND TO BE FALSE OR INACCURATE, I WILL BE LIABLE TO DISMISSAL OF SERVICES.**

मैं यहां सत्यनिष्ठा से पुष्टि और घोषणा करती हूं / करता हूं कि ऊपर दिया गया बयान सत्य है। यदि उपरोक्त में से कोई भी कथन गलत या गलत पाया जाता है, तो मैं सेवाओं से बर्खास्तगी के लिए उत्तरदायी होऊंगा / होऊंगी।

**SIGNATURE OF APPLICANT:** \_\_\_\_\_ **DATE:** \_\_\_\_\_**Recommendation By HR DEPARTMENT****SELECTED** \_\_\_\_\_ **NOT SELECTED** \_\_\_\_\_ **Approved Salary** \_\_\_\_\_ **Tentative Date of joining** \_\_\_\_\_**Authorized Signatory****Approved By** \_\_\_\_\_





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### **REFERENCE CHECKING FORM**

Date - .....

Applicant - .....

Reference Checked By: .....

Name of Reference: .....	Organization: .....
Title: .....	Phone: .....

What was your relationship with the applicant? .....
Did you directly supervise her/him? .....
What was the applicant's title? .....
Date of employment? .....
Salary? .....
What were the applicant's major job duties? .....
How well did the applicant relate to other on the job? .....
How would you evaluate the applicant's work quality and quantity (productivity)? .....
What were some of the applicant's strengths? .....
Whether the applicant was involved in any sexual misconduct. .....
How would you evaluate the applicant's work habits such as attendance, punctuality, dependability, and observance of work rules? .....
What was the applicant's reason for leaving? .....
Would you rehire the applicant? .....
Section to probe further about specific job-related experience, personality traits and conduct at workplace: interpersonal communication & behavior, any case of misconduct related to PSEA, any case or involvement in financial misappropriation etc. .....

Received from - .....



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[info@arpansevasansthan.org](mailto:info@arpansevasansthan.org)

Ref. no.: –

Date:

To,

.....  
 .....  
 .....

### **OFFER LETTER**

Dear **Mr.** .....

With reference to your CV and subsequent interview held at **our Office** we are pleased to offer you the position of the ..... at ..... Location for the project of .....

We are confident that your knowledge and experience will be a value to the organization and will help us in achieving the objective that we have set for ourselves.

Please find under the following terms and conditions:

1. Your monthly Salary will be Rs. .... / (.....) including all perks payable. Other expenses like Travelling, Lodging, and Boarding for official visit will be paid extra as per the organization policy.
2. You are requested to join from ..... and you will be reporting to **Mr.** ....., .....
3. Your services can be transferred to other locations as and when required.
4. You are requested to submit the following documents, on or before your joining date
  - Photocopies of your academic and professional qualifications
  - ID Proof - AADHAR CARD, DRIVING LICENSE & PANCARD.
  - Certificate of employment, release letter Salary slip from your previous employer.
  - Bank Details with Cancel cheque copy.
5. Your appointment will be initially on **probation for a period of three months** which can be confirmed according to your performance. During this period, if we found satisfactory we will share the appointment letter and if not found satisfactory we are eligible to dis-continue with the notice period of one month with **Arpan Seva Sansthan**. Also we will process the reference check from your last organization which is mandatory and on that basis of your positive reference check we will consider it further.
6. You can visit our website <https://www.arpansevasansthan.org> and can go through our HR Manual Policy to know more about us in the details.
7. You can read the Code of Conduct, POSH/PSEA policy which we will share in your welcome mail and confirm the same

Please sign on the copy of this offer letter as a token of your acceptance and indicate the date on which you will join the organization.

We look forward to mutually enriching association ahead.

With regards,

Authorized Signatory

Acknowledgment Acceptance: -

I..... have read the above Offer Letter and ARPAN policies of HR, PSEA & Code of Conduct and I understand the importance of creating a safe & respectful workplace environment of all the employees. I accept this offer letter and will join from .....

Signature: - .....



## ARPAN SEVA SANSTHAN

210, F1 Shree Shyam Baba Apartment, Rani Sati Nagar, Ajmer Road, Jaipur 302019

### JOINING FORM

Date of Joining & Time : _____ Project Name _____ Location: _____	
Employee Code	कर्मचारी कोड
Employee Name	नाम
Father's / Husband Name	पिता/ पति का नाम
Date of Birth	जन्म तारीख
Marital Status	वैवाहिक स्थिति
Designation & Blood Group	पद का नाम
E-mail Address	मेल
Language	भाषा
Residential Address	आवासीयता
Educational / Professional Qualification	शैक्षणिक / व्यवसायिक योग्यता
Aadhar Card No	आधार कार्ड
Pan Card No	पैन कार्ड
Contact Number	संपर्क नंबर
Emergency Number	आपातकालीन नंबर

### DECLARATION BY EMPLOYEE

I have joined the organization as per the details given above & hereby declare that I have read and will follow the Arpan Manual Policies of HR- Rules & Regulation, Code of Conduct, POSH, PSEA and other terms and conditions. I have also noted that these are subject to change at any time, at the discretion of the Management. I will not break the Policy, rules & regulations and other given guidelines.

मैं ऊपर दिए गए विवरण के अनुसार संस्था में शामिल हुआ और यहां घोषणा करता हूँ / करती हूँ कि मैंने पारिश्रमिक सहित अर्पण नियमावली के 'नियम', 'विनियमन' और अन्य दिशानिर्देशों, प्रणालियों और प्रक्रियाओं का अध्ययन नोट किया है और अनुसार पालन करूंगा। यह भी नोट किया गया है कि ये संस्था के विवेक पर किसी भी समय परिवर्तन के अधीन हैं, मैं समय-समय पर लागू होने वाले एचआर नीतियाँ, नियमों, विनियमों, दिशानिर्देशों, प्रणाली और प्रक्रियाओं का पालन करूंगा और उसका उल्लंघन नहीं करूंगा / करूंगी।

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ HR Department Signature \_\_\_\_\_

## Annexure -5



Reg. No. 91/Udaipur/1995-96  
Reg. Under Society Act No.28/1956  
www.arpansevasansthan.org  
info@arpansevasansthan.org

Ref No –

Date –

To,

.....

.....

### **APPOINTMENT LETTER**

We are pleased to announce you that your services have been confirmed with Arpan Seva Sansthan with effect from ..... till ..... as a ..... for the project of ..... as per the following terms and conditions.

#### **1. POSTING AND PROJECTS**

Your work location will be based at.....However, your duties may be varied from time to time and your services are liable to be transferred, either temporarily or permanently to any other location of the organisation due to exigencies of work to any other place, or any of our associate establishments existing or that may come into existence in future where the activities of our organization may be undertaken.

#### **2. REIMBURSEMENT**

Your Monthly Salary is Rs..... (.....) including all perks payable. Other expenses like Travelling, Lodging, and Boarding for official visit will be paid extra as per the organisation policy.

#### **3. REPORTING**

You will be reporting to.....and will follow the organisation's HR Policy, Code of Conduct, POSH/PSEA including all others terms & conditions.

#### **4. LEAVE**

You will be entitled for the Leaves as per the Arpan Seva Sansthan Policy which will be applicable as per the norms.

#### **5. WORKING**

You will be working 6 days and Sunday will be weekly off but may varied as per the projects requirement. There may be occasions when you have to work beyond the normal working hours / day due to exigency of the organization and also can work from home to complete the work on time without any delay.

#### **6. NOTICE PERIOD**

This engagement may be terminated by either party by giving to the other, at any time notice of one month / negotiable as per the management approval in writing or payment in lieu of reduced as per the notice period, which is subject to the mutual agreement from both the parties.

#### **7. TERMINATION**

The organization is liable to write the notice of terminate by providing the one month's notice period or by paying an amount equivalent to one month salary. On termination of this employment or upon demand of the organization the Employee shall deliver up to the all assets and all other related documents or materials in possession.

#### 8. TRAINING

As per the organization norms, Training will be provided as per the project wise and role wise accordingly.

Kindly return to us the enclosed duplicate copy of this appointment letter duly signed by you in token of your confirmation and acceptance of the terms and conditions.

Welcome to the **Arpan family** and we look forward to a fruitful collaboration.

Warm Regards,

Authorized Signatory

#### Acknowledgement

I .....have accepted the terms and conditions of the organization in the renew appointment letter. I have read and will follow the Arpan Manual including the polices of HR, PSEA/POSH & Code of Conduct and I understand the importance of creating a safe & respectful workplace environment of all the employees

Employee Signature: - .....

Date: - .....



## Leave Application Form

Employee Name:	
Designation:	
Department:	
Contact No.	

LEAVES	REQUESTED DATE OF LEAVE	
CL/SL/CO	From	To
Total Leave days		

Reason of Leave	
Reporting manager	

Employee Signature	
Recommend / Not Recommend	

HR Department Signature	
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Approved / Not Approved	
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Leave Sanctioning Authority Signature	
---------------------------------------	--



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[info@arpansevasansthan.org](mailto:info@arpansevasansthan.org)

### GENERAL PERFORMANCE EVALUATION FORM

<b>Employee Name</b> _____	<b>Location</b> _____
<b>Designation</b> _____	<b>Evaluation Date</b> _____
<b>Project Name</b> _____	<b>Reporting L</b> _____

EVALUATION FACTORS		Satisfactory S	Good G	Perfect P	Need Improvement NI
<b>DEDICATION</b>	Report Work on Time.				
<b>CO-OPERATION</b>	Willingly Accepts Work Assignments.				
<b>INITIATIVE</b>	Performs assigned duties independently under pressure.				
<b>COMMUNICATION</b>	Communicates clearly and gently with all team members.				
<b>TEAM WORK</b>	Work performs Well with all Team Members.				
<b>RESPONSIBILITY</b>	Handle all the situation with full dedications				
<b>PUNCHUALITY</b>	Report and Submit all work within the period with proper regular reports.				
<b>PERSONALITY</b>	Deal all the team members and Clients with presentable.				
<b>WORK HABITIS</b>	Maintain all the Data and Paper works with systematically.				

Employee Signature .....

Submit Date .....

Reporting Manager Views: - Comments &amp; Recommendations

 .....  
 HR Signature ..... Authorised Signatory .....



### **EXIT INTERVIEW FORM**

Employee Name _____	
Designation _____	Project Name _____
Joining Date _____	Date Of Resignation _____
Date of Relieving as per resignation Letter _____	
Reporting Manager Name _____	
<b><u>Exit Interview Questionnaire: -</u></b>	
What is the reason for leaving the organisation ? _____	
How did you find the communication with your team members? _____	
What have you enjoyed most about your work experience? _____	
How would you rate the support and resources provided to you during your working period? _____	
Any Suggestions...? _____	
Employee Signature _____	
Hand Over Received by _____	Reporting Manager Signature _____
Comments by HR Department _____	
HR Manager Signature _____	
Approved by _____	





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## Advance Travel Request Form

### Employee Information

- Full Name ----- Designation -----
- Project name ----- Location -----
- Department ----- Email -----
- Contact Number -----

### Travel Information

- Departure Date ----- Return Date-----
- Travel Destination ----- Mode of Travel -----
- Purpose of Travel ----- Traveling with Team / Single -----
- Estimated Travel Expenses -----
- Requested Advance Amount -----
- Please provide a brief explanation of the expenses you anticipate incurring during your trip, including their purpose and estimated cost breakdown (e.g., accommodation, meals, transportation, etc.)
- -----
- By signing below, I acknowledge that the travel advance requested is for business-related expenses and will be settled in full upon my return. I understand that any unused portion of the advance will be returned promptly, and any expenses exceeding the advance amount will be my personal responsibility.

- Employee Signature -----
- Submit Date -----

### Office Use

- Approved By -----Advance Amount -----
- Authority Signature -----

**TRAVEL EXPENDITURE FORM**

Designation	
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[illegible]

Approved By \_\_\_\_\_

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