

# ARPAN SEVA SANSTHAN

# POLICY MANUAL



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**PART- A:**  
**HUMAN RESOURCES MANUAL**

**A-1**  
**BRIEF**  
**INTRODUCTION**  
**OF**  
**ARPAN SEVA**  
**SANSTHAN**

## **A. HUMAN RESOURCES MANUAL**

### **A- 1: BRIEF INTRODUCTION OF ARPAN SEVA SANSTHAN**

#### **1.1 INTRODUCTION**

**ARPAN SEVA SANSTHAN**, a non - profit organization, registered under the Rajasthan Societies Registration Act 1958, was brought up in shape on 29<sup>th</sup> March 1996. It was formed by a team of young professionals who had the dedication & commitment to serve rural community and bring about positive societal change. ARPAN was brought into existence with the purpose of ensuring access of community to secured livelihood opportunities. It is our vision to implement sustainable programs that improve the livelihoods of rural community. 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:** 10 LAKH+

#### **STRENGTH**

- Experience in working with resource poor tribal areas and with marginalized community in the field of Natural Resource Management, Livelihood Enhancement, Value Chain, Food Security, Climate Change Interventions and Health
- A team of young professionals with multidisciplinary specialization i.e. management, engineering, agriculture, horticulture, animal husbandry, social sciences, commerce, computer/IT etc.
- Emphasis on grass root level mobilization and village institutions
- Convergence of multiple interventions for integrated and holistic development
- Sufficient infrastructure and faculty available for Training and capacity building programmes

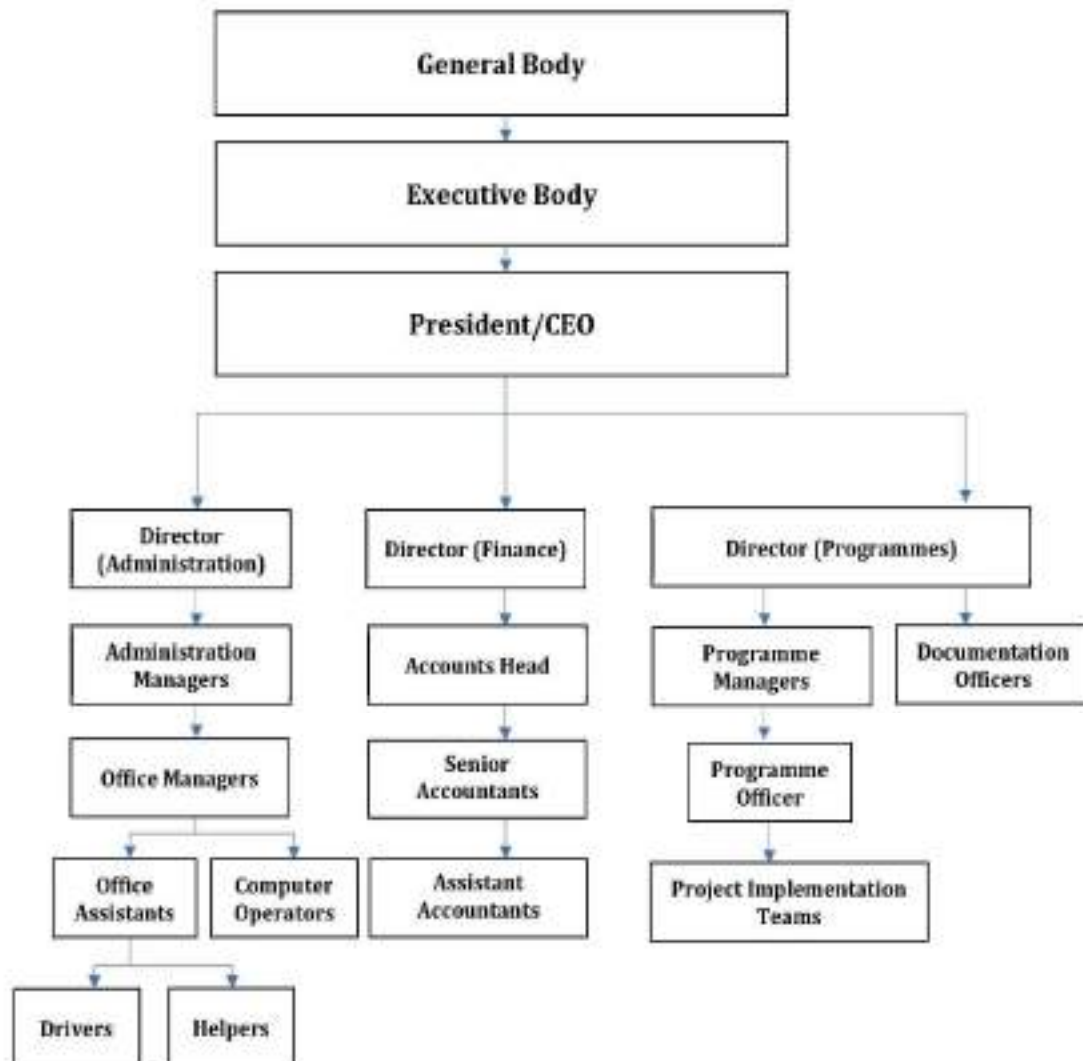
- Recognized for high quality work and timely achievement of stipulated activities
- Presence in multiple states with development interventions suitably designed for various types of communities under various local conditions.
- Well defined performance evaluation system for staff to ensure motivation 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

Excellent Rapport with community thus ensures participation and contribution so that all programmes are implemented effectively and a sense of ownership is developed in the community for the assets created

Arpan Seva Sansthan's Organogram is shown on next page:



# ARPAN SEVA SANSTHAN ORGANOGRAM



# A-2 EMPLOYMENT

## **A - 2: EMPLOYMENT**

**PURPOSE:** To determine the manpower required for commencing the employment procedure according to the laid-down criteria for selecting eligible personnel to carry out the activities of the organization at an optimum level.

### **2.1 INTRODUCTION**

- Analyze the current and future requirements of human resources as a basis for forecasting and formulating a course of action to ensure that such needs and resources are kept in proper balance.
- Respond promptly to the proposal for filling a vacancy by the respective HOD.
- Fill vacancies, other than at entry levels, by promotion from within. Recruitment is restricted to entry-level positions in both management and non-management categories. However, when candidates meeting the qualifications and experience requirements of a job are not available within the organization, outside recruitment is resorted to.
- Determine and ensure that the organization will have an adequate number of qualified persons available at the proper time, performing jobs that meet the needs of the organization and provide satisfaction for the individuals involved.

### **2.2 EMPLOYEE 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.

### **2.3 TYPES OF EMPLOYMENT**

**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:**

1. **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.
2. **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 will be the President/CEO of the organization.

## 2.4 SELECTION/RECRUITMENT PROCESS:

1. Written Test as and when required
2. Preliminary Interview
3. Final Panel Interview For Temporary: One-to-One interview is conducted

**SALARY PAYABLE:** Salary payable will be as per the ARPAN/ Project guidelines.

**APPOINTMENT AND DISCIPLINARY ACTION:** The President/CEO of the organization has the authority to make decisions in any matter.

**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:

#### Types of Employment

Type of employment	Sanctioning Process & Authority	Budget	Sources of Funds	Selection Process Panel, Tests	Salary Payable	Appointing / Disciplinary Authority
Time – Based Contract	ARPAN – CEO	Budget approved by CEO/ EC	Project	Preliminary interview & Panel interview & references	As per ARPAN/ project guidelines	CEO
Temporary	PROJECT LEADER (PL)/CEO	Budget approved by Project/ Need basis	Project/ ARPAN Admin	Interview	As per ARPAN/ project guidelines	PROJECT LEADER (PL)/CEO

On receipt of the requisition HR will take the following steps on elimination basis to identify potential candidates.

- JOB SPECIFICATION:** The first step HR will take will be to clearly identify the minimum acceptable human qualities in terms of skill education, experience, special aptitudes etc. required to perform the job effectively. Any special requirement critical to the performance of the job will also be determined in advance.
- SOURCE TO FIND THE POTENTIAL CANDIDATES:** Any one source is chosen to select the candidate as per the requirement i.e.
  - To look for candidates in In-House data bank if any, built from unsolicited applications, employee contacts, earlier advertisements, and business contacts.
  - Contact reputed placement agencies after checking up their areas of specialization.
  - Release an advertisement in a medium widely read by the target group. For senior positions, the advertisement shall be well-designed and well positioned so as to invite response from good candidates for the job.
  - Campus recruitment

- e) Going through different websites/ social media

When the number of positions to be filled is more than two or three, it will be cost effective to advertise.

**iii) SCREENING OF APPLICATIONS:** HR will check every application against the job specification and ensure that it meets.

- the essential qualifications
- level of experience

**iv) SELECTION:**

**General:** After screening the applications HR will call the better candidates with at least 7/10 days' notice for an aptitude test where required and an original certificate and testimonial's preliminary view along with all the original certificates and testimonials.

For each vacancy suitable candidates should be called for the preliminary interview, out of which potential candidates will be short listed for final interview.

Final interview will preferably be conducted within two weeks of the preliminary interview. It is only courteous to inform the candidates interviewed and not selected about the outcome of the interview.

The above process may change depending upon the urgency of the post to be filled.

**Application for employment form:**

All candidates appearing for interview are required to complete Organization's Application for Employment Form (Annexure-A) and bring it for the preliminary interview, as it makes it easier for the interviewer to check against the job specifications. The HR Dept., will check and verify original certificates, e.g. school leaving certificate, other qualifications certificates, and testimonials regarding experience, last pay slip and any other professional / technical training certificates etc. prior to issuing of formal appointment letter

**INTERVIEW**

**a) PERSONAL INTERVIEW:**

**Panel:** The interview panel shall normally comprise the concerned Department/Program Head, allied department Head and HRD representative. If preferred, separate one-to-one interview may also be held.

**Interview Evaluation Form:** This helps the interviewer to look for important personal traits and assess job knowledge. It also helps to bring in certain amount of uniformity of approach amongst the interviewers while assessing the candidate. Each panel member will fill up a separate form and note down pertinent observations on the reverse of the form. The form shall be completed and signed immediately after the interview - but not during the interview, although brief notes may be jotted down while the interview is in progress,

**b) FINAL INTERVIEW:**

Based on the preliminary interview, suitable candidates may be called for a final interview, if required. Final interview may be conducted by a different panel as the Final decision of depending upon the level of the position.

**THE FINAL SELECTION:** The final selection may be made after comparing the findings of the two interview panels and discussion amongst the panel members. The second best candidate may also be identified so that in case the first candidate does not accept the offer, the second candidate can have approached. If there is difficulty in identifying the best candidate on the basis of the assessments made, the panel members may be asked to force rank the candidates in the order of merit.

## **SELECTION PROCEDURE FOR-TEMPORARY CATEGORY**

**RECRUITMENT:** The candidates will undergo a panel/personal interview, which comprises of the respective department/Program head, technical personnel and HRD representative. If required, separate one-to-one interview may also be held.

### **2.5 OFFER LETTER TO NEW SELECTED EMPLOYEE FOR PROBATIONERY PERIOD:**

A offer letter (Annexure-B) has been issued to selected candidate mentioning to go through the “Apran Policy Manual” which would be provided as attachment through email. The Original offer letter to be retained by the employee; and one signed copy to be handed over to organization by the employee (for the Employee file).

The signed copy returned to Arpan means the acceptance of all terms and conditions of the employer to employee and understand and following the Apran Policy Manual.

A probation period of three months shall apply to all new employees from the date of joining. In case, if a new employee fails to perform in accordance to expectations of Arpan, he/she will be given a notice, terminating the contract at the end of the probationary period.

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

There are five important steps that will be promptly followed by HRD in the case of all new entrants:

- a) All staff members will be informed through a circular/notice about the arrival of the new entrant, along with a brief overview of his/her qualifications and experience. A warm welcome to the Organization will be extended, accompanied by an appeal to all concerned to offer wholehearted cooperation in the performance of his/her duties.
- b) Obtain a joining report from the new entrant and record the date of his/her joining for administrative purposes.
- c) Document the present status of the new employee at the time of joining and keep a record of any changes that may occur in the future.
- d) Familiarize the new employees with the philosophy, policies and practices of the Organization by 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 into 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) Joining Application along with filled personal information format as shown in Annexure- C

### **POLICY & PROCEDURE:**

When a new employee joins the organization, an announcement to this effect is made through a notice posted on the notice board, 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 certificate 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 coloured photograph for identity card and recording blood group.
4. Salary slip.
5. Attested copies of educational and experience certificates, along with the original certificates for verification (if not done during the interview).

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.

Any changes related to the following employee matters will be communicated to the Accounts Department through the Payroll Advice Form by the HRD:

- Appointment/Transfer/Promotion/Change in designation/location/Change of name/marital status/ residential address/Tel. No.
- Recoveries to be made against loans/advances, etc.

### **Induction**

Upon completion of all requisite formalities, the employee will undergo an Induction Programme designed by HR in collaboration with the respective reporting officer. A detailed induction programme may be necessary for all employees, with specific emphasis on critical functions requiring interaction with numerous individuals in other departments or divisions.

New entrants are personally attended to due to the following reasons:

- To recognize that when an individual takes up new employment, they experience a combination of excitement and insecurity. The continuity of their life has been disrupted, and they are embarking on a fresh start in an unfamiliar situation. Past achievements may have limited significance in the new work environment, and there is a need to prove oneself professionally and socially. This is a time when support and guidance from the Organization are crucial.
- To assist a new employee in adjusting to their new surroundings, gaining confidence, and fostering commitment. Positive attitudes and actions from the management are required during the induction phase, which needs to be meticulously planned as the initial stage in the development process.
- To facilitate the integration of a new employee, functionally and socially, into the Organization and its environment.

The primary responsibility for implementing, supervising, and evaluating the induction program lies with the concerned superior/HRD personnel. The contents and methods of induction will vary depending on the position and the new employee's background. The overall aim of the program is to achieve the following minimum objectives:

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 associate will introduce them to Admin, Telephone Operators/Receptionists, Cashier, and then bring them to the concerned Head. 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. f) 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. g) 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: h) Suggestions, ideas, and observations are to be mutually exchanged. i) They will be consistently encouraged to learn, with superiors maintaining regular communication with them.

#### **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 3 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. Employees joining between the 1st and 14th of the month will be on contract effective from the 1st of the month, while those joining between the 15th and the last day of the month will be on contract effective from the 1st of the following month. The contract duration is contingent on performance. If performance is not up to the mark, the probation period may be extended or terminated if deemed fit.

The probation period can be extendable up to a maximum of three months through the issuance of a letter if:

- I. The performance of the probationer is not up to 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 fit, 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 after completing of successful probation period of three months. The appointment letter will officially announce his/her position within the organization, the place of assignment and the effective date of employment. The appointment letter will carry annexes, specifying the employee's job description, terms of reference, salary and benefits and other relevant terms of employment.

The appointment letter shall be for a period of one year and renewed annually based on the performance and requirement. The employee or Arpan may terminate the Appointment Letter by serving one month notice in writing.

Original to be retained by the employee; and one signed copy to be handed over to Organization by the employee (for the Employee file). Sample Appointment Letter enclosed as Annexure- D



## **2.7 ANNUAL PERFORMANCE EVALUATION**

The annual performance evaluation involves analyzing an employee's work record based on documentation from previous stages of the process. The evaluation addresses past accomplishments qualitatively and quantitatively and identifies means 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 express comments and affix their signatures. The form should also include a performance level classification with definitions for each level.

The annual performance evaluation does not have any financial impact on salaries. Its primary purpose is to evaluate employee performance and initiate remedial action if necessary. A separate committee shall form for the Annual Performance Evaluation of the employees.

## **2.8 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. Training programs should address identified needs expressed during performance evaluation sessions.

## **2.9 SABBATICAL**

As part of staff and organizational development activities, the NGO may decide to send a designated staff member for training or further studies, both abroad and locally. The NGO will bear the full or partial costs of the training/studies. However, the designated staff sponsored for the training/studies is required to sign a bond with the NGO, committing to completing the full tenure of working with the organization.

# A-3 LEAVE

## **A- 3: LEAVES**

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

**PURPOSE:** To provide guidelines for the administration of various kinds of leave, viz.:

- (a) **CASUAL LEAVE:** Short periods of leave to meet emergent, special, or unforeseen circumstances.
- (b) **MATERNITY LEAVE:** Ensuring continuity of service to female employees during the period of absence from the job due to pregnancy.
- (c) **PATERNITY LEAVE:** Allowing males to take care of the baby and the family.
- (d) **SICK LEAVE:** Leave granted in case of sickness or medical problems.
- (e) **EMERGENCY LEAVE:** Granted based on urgent work.

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

- (i) Eligible for 20 days of CL in a calendar year.
- (ii) CL cannot be taken for more than 3 consecutive days at a time but can be combined with holidays or weekly off.
- (iii) CL cannot be combined with any other kind of leave.
- (iv) Unavailed CL as of December 31st of the year will lapse.
- (v) Prior approval should be obtained from the Department Head, or if not possible, the employee should inform HR through any messaging service about their inability to report for duty and provide reasons. The date of resuming duty should also be communicated.

**3.3 MATERNITY LEAVE (ML) POLICY:** (i) Female employees who have worked in the organization for not less than 80 days during the preceding 12 months shall be granted ML with full pay. The maximum period for ML is 12 weeks, i.e., 6 weeks before and 6 weeks after delivery, on any one occasion. The maximum ML an employee can receive during their entire service is 24 weeks, i.e., 2 occasions.

- (ii) In case of abortion/miscarriage, ML may be granted up to 6 weeks based on a Medical Certificate.
- (iii) Women under tubectomy operation are entitled to leave with pay for 2 weeks, not in addition to the 6 weeks post-delivery leave if the operation was done during the maternity leave. A woman suffering from illness arising from pregnancy, delivery, premature birth, miscarriage, MTP, or tubectomy operation is entitled to leave with pay for a maximum of one month.
- (iv) Maternity Leave cannot be accumulated or encashed.

### **3.4 PATERNITY LEAVE (PL) POLICY:**

- (i) Male employees with a minimum of 1 year of service are entitled to PL with full pay for 2 weeks, which can be availed either at a stretch or in two instalments.
- (ii) Paternity leave cannot be accumulated or encashed.

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

- (i) In case of illness, the employee should immediately communicate to their department head or HRD about their inability to report for work. Upon resuming duty, the employee should fill the prescribed leave application form. For illnesses lasting more than 5 days, a self-declared fitness certificate should be produced.

### **3.6 EMERGENCY LEAVE POLICY:**

- (i) In case of any emergency/urgent work, the organization provides purposeful leave.
- (ii) The employee should immediately communicate their inability to report for work to their Program Head and HRD. Upon resuming duty, the employee should fill the prescribed leave application form.

**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 reckoned on a calendar year basis.

**3.7 ABSENCE AUTHORIZED AND UNAUTHORIZED:**

- An employee with no leave credit 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.
- Any unauthorized absence shall be treated as "Unauthorized Absence," actionable as per the chapter on discipline.
- Employees absent without proper authorization will be liable for disciplinary action.
- Unauthorized Absence for more than 30 days in a year will be treated as "Poor Performance."
- No pay and allowances will be admissible during the period of unauthorized absence, and the period spent on such leave shall not count for increments.

The leave application is attached as Annexure-E

**A -4**  
**PROVISION**  
**OF EPF, ESI**  
**AND**  
**INSURANCES**

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

### **PROVISION OF EPF AND ESI:**

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

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.

**POLICY & PROCEDURE:** 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 availment 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 Fund 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 bind to follow the rules changed as and when by the PF Dept.

Withdrawal from the Fund: As shown in the chart annexed.

**WITHDRAWAL FROM THE FUND FOR THE PURPOSE OF:**

<b>Sr. No.</b>	<b>Withdraw Al</b>	<b>Eligibility</b>	<b>Procedure for Applying</b>	<b>Benefit</b>
1	Marriage	Minimum Service of 1 year	Application to the PF Trustee accompanied by a Wedding card.	Employees own contribution only. Amount withdrawn will be non- refundable. Full amount to the credit as on 31 <sup>st</sup> March of the year.
2	Education	Minimum Service of 1 year Education above 12 <sup>th</sup> standard Only.	Application to the PF Trustee. Documentary proof of admission to the college & the applicable fees.	Same as above.
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- Application to PF Trustee 7/12 extract In case of Corporation:- construction Commencement certificate In case of Gram Panchayat: permission from Sarpanch for construction. Approved plan Estimate for construction In case of Flat:- Application to PF Trustee. Letter from builder for booking a flat. Xerox copy of the advance paid & Agreement. Plan approved.	PF withdrawn will be non- refundable. Can withdraw employees + employers contribution of 15.67% only. Full amount to the credit as on 31 <sup>st</sup> March of that year.

## WITHDRAWAL OF PF 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 vide [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>

### 4.1 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.

o 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.

o During absenteeism from work due to illness, maternity, or factory accidents that result in the loss of wages, complete financial assistance is provided to compensate for the wage loss.

o Maternity Benefit for confinement/pregnancy is payable for Twenty-Six (26) weeks, extendable by a further one month on medical advice at the rate of the full wage subject to contribution for days in the preceding Two Contribution Periods.

### 4.2 PROVISION OF ACCIDENTAL INSURANCE:

The organization has provided group-based accidental insurance, and the company will be selected based on the best conditions provided. All employees will be covered under this policy. The current policy provides a claim of Rs 10 Lakhs in case of an accidental death and compensation on hospital admission, etc.

### 4.3 PROVISION OF WORKMAN COMPENSATION 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.



# **A -5**

## **CODE OF CONDUCT DISCIPLINE AND APPEALS**

## **A- 5: CONDUCT DISCIPLINE AND APPEALS**

### **5.1 CONDUCT, DISCIPLINE & APPEALS FOR MANAGEMENT EMPLOYEES**

**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:** For all Employees.

**CONDUCT RULES:**

- I. Every employee of the organization shall at all times
  - a. Maintain absolute integrity.
  - b. Maintain devotion to duty.
  - c. 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.

5.2.1 Willful insubordination or disobedience, whether or not in combination with another, of any lawful and reasonable order of a Superior.

5.2.2 Acting in a manner prejudicial to the interest of the organization.

5.2.3 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.

5.2.4 Absence without leave or overstaying the sanctioned leave for more than 4 days without satisfactory explanation.

5.2.5 Habitual late or irregular attendance, consciously wasting time while on duty, or leaving the assigned place of work without sufficient reason.

5.2.6 Habitual absence without leave or absence without leave for more than 10 consecutive days or overstaying the sanctioned leave without sufficient grounds or proper or satisfactory explanation.

5.2.7 Late attendance on not less than 4 occasions within a month.

- Neglect of work or negligence in the performance of duty.
- Willful damage to work in process or to any property of the organization.
- Drunkenness or disorderly or indecent behavior on the premises of the organization.
- Gambling within the premises of the establishment.

- Smoking or spitting on the premises of the organization where it is prohibited by the employer.
- Sleeping while on duty.
- Commission of any act subversive of discipline or good behavior.
- Non-observance of any safety precautions or rules.
- Going on an illegal strike or abetting, inciting, instigating, or acting in furtherance thereof.

5.2.8 Willful slowing down in the performance of work or abetment or instigation thereof.

5.2.9 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.

5.2.10 Taking or giving bribes or any illegal gratification.

5.2.11 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.

5.2.12 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.

5.2.13 Engaging in trade within the premises of the establishment.

5.2.14 Commission of any act subversive of discipline and good behavior on the premises of the establishment.

5.2.15 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.

5.2.16 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.

5.2.17 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.

5.2.18 Failure to observe safety instructions notified by the employer or interference with any safety device or equipment installed within the organization.

5.2.19 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.

5.2.20 Refusal to accept a charge sheet, order, or communication served in accordance with these Standing Orders.

5.2.21 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 Appointing or Disciplining Authority 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 HR Department at every stage.

**5.4 APPEALS:**

When disciplinary action is taken against an employee other than by the highest Authority in the organization, he may appeal to the highest Authority if he so desires. However, such an appeal should be forwarded through the Authority who has imposed the penalty. The decision of the Highest Authority will be final.

**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 Management 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 HANDLING:**

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 and practices, discrimination, lack of fairness in dealings, 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 his ED, stating why he is dissatisfied with his Supervisor's decision.

c) The ED 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) If the employee is not satisfied with the decision of the concerned reporting Head, he may appeal to the

President/CEO, whose decision in the matter will be final.

e) 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.

f) 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.

## **5.7 VENDORS, SUPPLIERS, AND CONSULTANTS:**

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 PROPER USE OF ORGANIZATION ASSETS:**

Safeguarding and appropriately using Organization assets, whether those assets take the form of paper files, electronic data, computer resources, trademarks, or otherwise, is critical.

## **5.9 CONFIDENTIALITY:**

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. 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 jeopardizes Organization trade secrets.

## **5.10 ADMINISTRATION REPORTING OF ANY ILLEGAL OR UNETHICAL BEHAVIOR; POINTS OF CONTACT:**

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. This practice helps build strong and trusting relationships with customers, suppliers, and other business partners. 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.

CONFIDENTIAL

**A -6**

**POLICY AGAINST  
SEXUAL  
HARASSMENT AT  
WORKPLACE/  
PREVENTION OF  
SEXUAL  
HARRASMENT  
(POSH)**



## **A- 6: POLICY AGAINST SEXUAL HARASSMENT AT WORKPLACE/ PREVENTION OF SEXUAL HARASSMENT (POSH)**

### **6.1 BACKGROUND**

- a) ARPAN SEVA SANSTHAN is committed to creating and ensuring an enabling, dignified, and equitable work environment for every employee. All ARPAN SEVA SANSTHAN employees should be able to work together in an environment free of exploitation, harassment, and violence. We believe that sexual harassment is not only a criminal offense but is a violation of human rights. According to the Protection of Human Right Act, 1993 "human rights" means the rights relating to life, liberty, equality, and dignity of the individual guaranteed by the Constitution or embodied in the International Covenants and enforceable by courts in India. It is necessary and expedient for employers in workplaces as well as other responsible persons or institutions to observe certain guidelines to ensure the prevention of sexual harassment of women so as to live with dignity which is a fundamental right guaranteed by our constitution. Sexual harassment is contrary to anti-discrimination law (Article 15: "prohibition of discrimination on grounds of religion, race, caste, sex or place of birth" and Article 19(1) (g) Right to freedom) which upholds a woman's right "to practice any profession, or to carry on any occupation, trade or business."
- b) Sexual harassment is an act of power and a public violation of a woman's dignity that is often trivialized by labeling it an interpersonal transgression. The Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 (hereinafter referred to as The Act) in lines with the Vishakha Judgment by the Humble Supreme Court of India has laid out that it is the duty of the employer or other responsible persons at workplaces or other institutions to prevent or deter the commission of acts of sexual harassment and to provide the procedure for the resolution, settlement, or prosecution of acts of sexual harassment by taking all steps required. ARPAN SEVA SANSTHAN endeavors to put in place adequate measures to ensure safety, security, dignity, rights, and equality of women.

### **6.2 SEXUAL HARASSMENT – The Law**

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. The application of the Act is to both organized and unorganized work sectors and to all women whether working part-time, on contract, or in voluntary/honorary capacity. This policy is in accord with the guidelines and procedures laid down by the Act and is majorly with the purpose of expressly prohibiting sexual harassment at the organization.

### **6.3 PURPOSE**

- a) Pursuant to The Act, ARPAN SEVA SANSTHAN has promulgated this Policy against Sexual Harassment, which will be strictly implemented across all offices of ARPAN SEVA SANSTHAN, and other places where employees find themselves in connection with work.
- b) Pursuant to the Act, an Internal Committee shall be formed at each Administrative Unit of ARPAN SEVA SANSTHAN, which is the body responsible for upholding the principles of this policy and ensuring the implementation of the Act in ARPAN SEVA SANSTHAN.
- c) It is important to provide an organization climate free from discrimination and harassment with a particular focus on sexual harassment and ensure this through all of Arpan's interventions and practices.
- d) The purpose of the policy is to promote a workplace free from sexual harassment, prevent and minimize

harassment of a sexual nature, and provide an appropriate complaint mechanism to redress the complaints and ensure time-bound redressal.

e) Specifically, this policy aims:

- I. To put in place a mechanism for the prevention and redressal of sexual harassment cases at the workplace.
- II. To create a secure and stress-free environment for women workers/employees.
- III. To ensure that no gender-based discrimination takes place which hinders women's progress and equal opportunities for them.
- IV. To promote a healthy work environment in which men and women can work as colleagues and develop their fuller potential.

#### **6.4 PRINCIPAL**

a) Sexual Harassment is unlawful, will not be tolerated, and is a disciplinary issue other than it being a criminal offense. The principles governing it are:

- I. Speedy (early) resolution to problems
- II. Confidentiality

b) It is the duty of all staff, part-time or casual employees, volunteers, and consultants to comply with this policy.

c) Any retaliation against an individual who has complained about sexual harassment (complainant) or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated.

d) Misuse of policy or Malicious complaints will be dealt with as a disciplinary matter.

#### **6.5 PROCEDURE**

On receiving a complaint in writing from the complainant, regarding his/her sexual harassment by any person at the workplace, a preliminary inquiry by the Complaints Committee would be initiated to see if there is a prima facie case for taking disciplinary action against the employee complained of. Complaints Committee shall be headed by a woman, with half of its members as women from different departments and preferably a third-party representative from an NGO, conversant with the issue of sexual harassment, remaining members as men in equal numbers from different departments.

On the Complaints Committee being satisfied that there is such a case, the Committee shall submit its detailed report about the complaint with its observations and also the recommendations thereon for further necessary action to the appropriate authorities i.e. President/CEO, as the case may be.

Thereafter, on the basis of the directions given by the authorities, HRD will proceed with following the due process of law i.e. arranging to hold a domestic enquiry against the concerned employees, alleged to have been involved in the act of misconduct by the Committee.

- a) Complaint – Program Head/HRD cannot function-motto but will have to wait for the complaint to happen.
- b) Conciliation - Program Head /HRD at the request of the aggrieved party may take steps to settle the matter between her and the respondent through conciliation. Such conciliation cannot result in monetary settlement.
- c) Settlement – The Program Head /HRD shall record the settlement and submit the same to the Management and a copy each to the aggrieved party and the respondent. If settlement is submitted once, no further investigation to be made by the Program Head /HRD.
- d) Police Complaint - During the course of investigation, if the Program Head /HRD disbelieves that a prima facie case exists, shall forward the complaint to the police within 7 days for registering the case under Sec 509 of IPC.
- e) Both parties heard - The Program Head /HRD is responsible to give the opportunity of representation to both parties during the course of inquiry before reaching any conclusion.
- f) Powers of IC - The Program Head /HRD has the power equivalent to that of a Civil Court in the following matters:
  - I. Summoning and enforcing the attendance of any person and examining him/her on oath.
  - II. Requiring the discovery and production of documents.
- g) The inquiry must finish within a period of 90 days.
- h) Recommendations - At the end of such inquiry, the Program Head /HRD needs to submit recommendations to the Management, and the Management is bound to implement such recommendations. The Management is also required to submit a report of such implementation to the Program Head /HRD. A copy of such recommendations shall be submitted within 10 days of finishing the inquiry.
- i) Punishment - Since sexual harassment is considered a misconduct, punishment for misconduct may apply.
- j) Non-Disclosure of complaint – Any complaint, the identity of the aggrieved woman, respondent and with Eases, any information relating to conciliation, compensation, settlement, inquiry proceedings, recommendations, and actions taken shall not be disclosed or published to the public, press, and media in any manner.
- k) Provision of Appeal - In case any party is not satisfied with the recommendations, has the freedom to appeal in the court of law within 90 days of such recommendations.

## **6.6 EXAMPLES OF BEHAVIOR INCLUDE**

The Sexual Harassment has been defined by the Supreme Court as follows: The Sexual Harassment includes such unwelcome sexually determined behavior (whether directly or by implication) as

- a) Unwelcome sexual advances - whether they involve physical touching or not;
- b) Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life;

comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess; banter, insults, taunts, or gibes which are disparaging about a particular gender or make reference to sexuality or intimate parts of the body.

- c) Displaying pornographic or sexually suggestive objects, pictures, cartoons;
- d) Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- e) Inquiries into one's sexual experiences; and,
- f) Sexually oriented comments and use of abusive language in the presence of women or any other foul language which shows disrespect towards women;
- g) Discussion of one's sexual activities.
- h) Persistent or unwanted attention or physical contact or similar;
- i) The exercise of undue influence to obtain consent to a sexual relationship;
- j) The general use of sexually explicit or provocative language;
- k) Obscene behavior in front of women colleagues; seeing or compelling them to see photographs which make them feel harassed;
- l) Any behavior that creates an environment that is intimidating, hostile, or offensive for members of one sex, and thus interferes with a person's ability to work;

m) The above is not exhaustive and can only be used as a guide for examples of sexual harassment. All staff should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will be treated as gross indiscipline.

**A-7**

**DISABILITY  
MAINSTREA  
MING  
POLICY**

## A-7: 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 SEVA SANSTHAN'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 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.

It is important for ARPAN staff handbook and working space to be made accessible and barrier free.

- **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

**A -8**

**GENDER  
MAINSTREA  
MING  
POLICY**



## **A- 8: GENDER MAINSTREAMING POLICY**

### **8.1 INTRODUCTION**

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 policies, 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 programmes. This policy is intended to guide ARPAN's work and provide staff and partners with guidelines on gender mainstreaming.

### **8.3 KEY PRINCIPLE**

The gender mainstreaming policy and practices will be guided by:

- **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 programmes and campaigns.
- **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 recognises 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

#### **8.4 ELEMENTS OF THE POLICY**

In addition to upholding the above-mentioned principles, all ARPAN programmes and offices will:

- Ensure gender is incorporated into the situational analysis of all programme and sectoral 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 targets are set for the inclusion and active participation of women and girls in all ARPAN programmes as appropriate based on the above analysis.
- Ensure that programmes, policy recommendations, advocacy and influencing interventions do not harm women and girls or exacerbate gender inequality.
- Develop a realistic and robust evaluation process which will ensure:
  - Collection of project relevant sex-disaggregated data
  - Inclusion of appropriate indicators in its strategic framework and performance indicators
  - Inclusion of appropriate indicators in monitoring and evaluation of programmatic intervention
  - Initiate the inclusion of appropriate indicators in the financial, operational, communication and organizational aspects
- Ensure project / programme reporting and organizational documents reflect how women and girls have been included and impacted by the intervention(s) both as standalone and as a cross-cutting issue.
- Develop appropriate tools and train ARPAN staff and partners to strengthen their capacity to undertake gender analysis and mainstreaming.
- Ensure all staff and partners have an awareness of gender mainstreaming principles and approaches and how these align with a rights-based approach.
- Ensure relevant programme 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.

# A-9 WORK RULES

## A- 9: WORK RULES

### 9.1 WORKING DAYS

Staff will follow 6 days a 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 President/CEO will prepare a calendar of public holidays not exceeding 12 calendar days at the beginning of each calendar year and circulate it to all staff.

### 9.2 HOURS OF WORK PURPOSE:

To fix working hours as provided under law and ensure punctuality.

#### ELIGIBILITY:

Employees in all types of employment.

#### POLICY:

To report all the time worked on the job by the employees and therefore treat those who do not show up for work at their appointed time as tardy.

The flexible timings in force for the staff are as under:

- M10:00 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 extra leaves 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. The organization remains closed always on every Sunday.
- Based on the urgency and workload staff may be called for work in holidays.

### 9.3 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 through the respective HRD officials.

### 9.4 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. The Organizational Hierarchy has been mentioned in 1.2 and shall timely intimation if any changes. On the other hand, to make it more clarity, each employee's appointment letter should be pre-defined for his / her reporting officer.
- Email, Online platforms and Mobile WhatsApp App messaging services are also catered under the reporting channel. This type of reporting may be done through the particular project WhatsApp group, dashboard, etc. Therefore, it is to say here that, every employee working in organization should communicate to his / her immediate superior in writing regarding any issue through above platforms. This will decrease time and the saved time shall be utilized in other works.
- Leave, work accomplishment reports, work plans, travel itineraries and other visit reports will be approved only by President/CEO through proper channel, for all employees of organization. The

President/CEO can authorize the respective HODs for the same based upon programme size and work load.

- By the 1<sup>st</sup> week of every month all Branch Offices shall send the following to Program Heads/Project Co-Coordinator's/Mangers who will forward the same to H.O. for necessary approvals:
- Copy of attendance log
- Copy of vehicle log
- Approved leave applications
- Copies of purchase orders / AMCs / contracts, if any.
- Work accomplishment, work plan and Travel itineraries.

HR Department must have the essential records which are as follows:

- 9.4.1 Copy of Appointment letters
- 9.4.2 Individual Employee File (Documents of each employee as referred in Appointment letter)
- 9.4.3 Increment / Promotion / Contract / Agreements
- 9.4.4 Disciplinary Action Letters
- 9.4.5 Other Confidential letters
- 9.4.6 Leave Applications & Leave Record
- 9.4.7 Organization Manual (defining office Procedure & Policy)

# **A -10 SEPARATIO N & TERMINAL BENEFITS**

## **A- 10: SEPARATION & TERMINAL BENEFITS**

### **(a) TYPES OF SEPARATION:**

#### **10.1 SEPARATION DUE TO RESIGNATION: POLICY:**

1. SUBMISSION:

The resignation shall be submitted in writing to his / her Reporting Officer.

2. RECEIVING AUTHORITY:

The resignation will be received by the concerned and then forwarded to the President/CEO through concern Project Heads/HRD

### **(b) NOTICE PERIOD:**

The purpose of Notice Period is to provide time-

- a. To enable an employee to finish his assigned task and
- b. For the Organization to make alternative arrangements. 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 from terminal benefits payable.
- c. For the Organization to make alternative arrangements. 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 appointment.

### **b) CLEARANCE CERTIFICATE:**

Before relieving the employee, it 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' certificate to clear the full and final settlement with a copy to PF section.

### **c) TERMINAL BENEFITS:**

#### **A. Provident Fund:**

Employees under contract are eligible for PF as per the rules applicable and can be 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

Project Heads.

- ii. When as employee submits his resignation, the Project Heads will forward the resignation with his / her comments thereon to the President/CEO, who will convey his / her acceptance in writing to the HRD Department.
- 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 HR Department that all recoveries including vacant possession of organization accommodation if any, vehicles and all other organization's properties in a satisfactory manner.

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

**POLICY:** The services are terminable only after following the due process of law.

### **1) SERVICE TERMINABLE:**

The employees under Contract will be terminable by following the due process of law as under:

- i) Giving him / her a warning letter.
- ii) Issuing a show-cause letter.
- iii) Issuing Charge-sheet.
- iv) Domestic Enquiry wherever necessary.
- v) Giving him / her a chance of Personal Hearing.

- The employees under type 'A' will be terminated after a cautionary memo.
- 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 President/CEO.

### **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 employee to submit the 'No Dues' certificate to clear the full and final settlement with a copy to PF section.



## **5) TERMINAL BENEFITS:**

(a) Provident Fund: As in case of 10.1

(b) PROCEDURE:

- i. The immediate superior will forward the charges against him/her with his/her comments thereon 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 department to take a proper disciplinary action against the concerned following the due process of law.
- iii. After completion of the disciplinary action process the employee with copies to all departments concerned, is informed 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 HR Department that all recoveries including vacant possession of organization accommodation if any, vehicle and all other organization's properties in a satisfactory manner.

## **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:**

**a)** Provident Fund: As per 10.1

**b)** 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 ED 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 HR 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.

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

**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:**
  - a) Provident Fund:** As per 10.1
  - b) 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. In each department to settle the dues, if any.
    - v. The final settlement will be made only after confirmation from HR Department that all recoveries including vacant possession of organization accommodation if any, vehicles and all other Organization's properties in a satisfactory manner.

# **PART-B:**

# **Whistleblower**

# **Policy**

## Part – B: WHISTLEBLOWER POLICY

### B-1. INTRODUCTION

ARPAN SEVA SANSTHAN 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.

### B-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.

### B-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 SEVA SANSTHAN's policies or applicable laws.
- **Reprisal:** Any adverse action taken against a whistleblower as a result of making a good-faith report.

### B-4. REPORTING MECHANISMS

#### 4.1 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 Human Resources Department.
- **Dedicated Whistleblower Hotline/Email:** ARPAN SEVA SANSTHAN will establish a confidential hotline and email address dedicated to whistleblowers.

#### 4.2 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.

### B-5. PROTECTION OF WHISTLEBLOWERS

ARPAN SEVA SANSTHAN is committed to protecting whistleblowers from any form of reprisal. Protections include:

- **Confidentiality:** The identity of the whistleblower will be kept confidential to the extent permitted by law.
- **Non-Retaliation:** ARPAN SEVA SANSTHAN strictly prohibits any form of retaliation against whistleblowers. Any reprisal will be treated as a serious violation of this policy.
- **Anonymous Reporting:** Whistleblowers have the option to report anonymously. However, providing contact information can aid in the investigation.

#### **B-6. INVESTIGATION PROCESS**

- **Appointment of Investigating Authority:** Upon receiving a report, ARPAN SEVA SANSTHAN 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.

#### **B-7. FALSE REPORTS**

False reporting with malicious intent is strictly prohibited. Individuals found to have knowingly made false reports may be subject to disciplinary action.

#### **B-8. COMMUNICATION AND AWARENESS**

ARPAN SEVA SANSTHAN 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.

#### **B-9. REVIEW AND UPDATES**

This policy will be periodically reviewed and updated as needed to ensure its effectiveness and compliance with applicable laws and regulations.

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# **PART -C:**

## **Anti-bribery**

### **policies**

## **Part -C: ANTI-BRIBERY POLICIES**

### **C-1. INTRODUCTION**

ARPAN SEVA SANSTHAN 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.

### **C-2. OBJECTIVES**

The objectives of this policy are to:

- Prohibit all forms of bribery, whether direct or indirect, by employees, associates, volunteers, and anyone acting on behalf of ARPAN SEVA SANSTHAN.
- Establish a framework for preventing, detecting, and reporting bribery and corruption.
- Ensure compliance with the anti-bribery laws and regulations applicable in India.

### **C-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.
- **Bribe:** Anything of value offered, given, received, or solicited with the purpose of influencing the actions of an individual.
- **Third Party:** Any individual or entity that ARPAN SEVA SANSTHAN interacts with, including but not limited to vendors, partners, contractors, and government officials.

### **C-4. PROHIBITION OF BRIBERY**

All forms of bribery are strictly prohibited. This includes but is not limited to:

- 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.

### **C-5. FACILITATION PAYMENTS**

Facilitation payments, often referred to as "grease payments," are small payments made to expedite routine actions. ARPAN SEVA SANSTHAN strictly prohibits facilitation payments.

### **C-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.

### **C-7. REPORTING 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 SEVA SANSTHAN.

### **C-8. INVESTIGATION PROCESS**

Upon receiving a report, ARPAN SEVA SANSTHAN will conduct a thorough and impartial investigation. Individuals involved in the investigation must maintain confidentiality to the extent possible.

### **C-9. 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 SEVA SANSTHAN. Legal action may be pursued where applicable.

### **C-10. TRAINING AND AWARENESS**

ARPAN SEVA SANSTHAN will provide 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 anti-bribery measures.

### **C-11. REVIEW AND UPDATES**

This policy will be periodically reviewed and updated as needed to ensure its effectiveness and compliance with applicable laws and regulations.

# **PART-D: CHILD LABOUR POLICY**



## **D-1. INTRODUCTION**

### **1.1 Background**

ARPAN SEVA SANSTHAN 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.

### **1.2 Purpose**

The purpose of this policy is to:

- Prohibit and eliminate child labor within ARPAN SEVA SANSTHAN and its associated activities.
- Safeguard children participating in ARPAN SEVA SANSTHAN's programs or affected by its operations.
- Comply with national and international laws pertaining to child labor and child protection.

### **1.3 Scope**

This policy applies to all ARPAN SEVA SANSTHAN employees, volunteers, partners, and associates involved in the organization's activities, both within and outside India.

## **D-2. DEFINITIONS**

### **2.1 Child**

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 (UNCRC).

### **2.2 Child Labor**

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.

### **2.3 Child Protection**

Child protection encompasses measures and structures to prevent and respond to abuse, exploitation, neglect, and violence against children.

## **D-3. CHILD LABOR PROHIBITION**

### **3.1 Employment of Children**

ARPAN SEVA SANSTHAN strictly prohibits the employment of children below the legal working age as defined by Indian laws.

### **3.2 Volunteer and Internship Programs**

All volunteers and interns associated with ARPAN SEVA SANSTHAN must be above the legal working age and adhere to the organization's child protection policies.

### **3.3 Supply Chain and Partnerships**

ARPAN SEVA SANSTHAN will engage with suppliers and partners who adhere to child labor laws and demonstrate a commitment to child protection.

## **D-4. CHILD PROTECTION**

### **4.1 Prevention of Abuse**

ARPAN SEVA SANSTHAN is committed to preventing child abuse, exploitation, and any form of harm within its programs and operations.

### **4.2 Identification and Training**

All staff and volunteers will be trained to identify signs of child abuse and will be familiar with child protection protocols.

## **D-5. RESPONSIBILITIES**

### **5.1 Management**

The management of ARPAN SEVA SANSTHAN is responsible for ensuring that all employees and associates comply with child labor laws and protection policies.

### **5.2 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.

## **D-6. MONITORING AND EVALUATION**

### **6.1 Compliance Audits**

Conduct regular audits to ensure compliance with child labor laws and child protection policies.

### **6.2 Continuous Improvement**

Regularly review and update child protection policies to reflect changes in legislation and best practices.

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# PART – E: FINANCE MANUAL

## **PART-E: FINANCE MANUAL**

### **E-1. OPERATIONAL PROCEDURES**

#### **1.1 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 Branch Offices for the month shall be sent to the Head Office at the end of every month with leave applications, if any, attached.

#### **1.2 Leave Procedures for accounting purpose**

Leave records for management and senior team members will be maintained by the HR Department at Head Office and shared to Accounts Dept. Whereas leave record for project team and field staff will be maintained at their respective regional/ project office. The brief of leaves will be shared by HR and Accounts dept for preparation of salaries. Application for leave shall be made in the prescribed Leave Application Form (Refer Annexure-E).

Leave applications need to be filled up and submitted to the concerned reporting officer for approval.

After approval, the HR Department shall send the list of leave availed by the staff members at the end of the month to the Accounts Department along with the copy of attendance sheet for the said month. The HR Department is required to keep a copy of the leave form and track the leave record of the staff members.

#### **1.3 Travel Procedures**

A critical balance must be sought when requesting travel. 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. Neither luxury, nor substandard modes of transportation and accommodation should be used. Travel and the expenses associated with it will be authorized only in circumstances which are clearly consistent with the mission of the organization. It will be the responsibility of Accounts Officer to ensure that all staff members' travel meets this objective and that reimbursement is made only for actual, reasonable business expenses in connection with authorized travel as defined in this document. All travel approval must be requested using the Travel Itinerary along with Advance Requisition Format (Refer Annexure) and submitted to the Accounts Department. 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 (the elaborated definition of Advances is in another section) 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 Expense Statement Form (Refer Annexure) along with all supporting documents with verification of concerned staff. Expenses incurred by the Program Director will be approved by the ED. 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.

## **1.4 CASH**

For petty cash for covering daily costs of office, an amount of Rs. 25,000/- is to be maintained in the cash box. Accounts Officer under guidance of Treasurer shall be responsible for daily day end cash status and its reconciliation.

## **E-2: PURCHASE & PROCUREMENT**

The Organization will at all times 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
- Procurement documents illustrate each step of the procurement process and will allow effective management and transparent documentation of procurement activities.

They are:

- Purchase requisition
- Quotations
- Purchase order to L1 or eligible firm with quality material.

### **2.1 CONSTITUTION OF 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/Treasurer/Director-Finance. The PC shall be headed by management staff/Treasurer//Director-Finance 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- Ordinate/Engineer and accounts person, if any. The role of Committee will be as below:

- 2.1.1 To identify the need of any project related item /material to be purchased.
- 2.1.2 Requirement of Material should come in written from field via Project Head/HOD to HO.
- 2.1.3 Request verification - procurement of goods and services must be verified by the Accounts Department to ensure that the goods/services are required.
- 2.1.4 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.
- 2.1.5 Formation of Purchase Committee on annual basis or project basis/Project Office basis.
- 2.1.6 Float of Inquiry letters to different suppliers by the Purchase Committee head. Other media can also be useful for maintaining transparency such as post tender on website, newspapers, social media, etc.
- 2.1.7 Arpan has also introduced online tendering through its website ([www.arpansevasanathan.org](http://www.arpansevasanathan.org)) where floating of tender reflects on website and the vendor shall submit the tender on Arpan's website.
- 2.1.8 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.

- 2.1.9 Comparative rates - All purchases up to Rs. 20,000/- shall be supported with a single quotation and above Rs 20,000/- shall be supported with minimum of 3 quotations. Cost-effectiveness and good quality are the criteria for purchase.
- 2.1.10 If it is below than Rs.20, 000/- and within the pre-approved budget, the project head go ahead with the purchases with approval of Purchase Committee head.
- 2.1.11 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.
- 2.1.12 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.
- 2.1.13 Purchase order - All purchases above Rs. 5,000/- shall be processed with a purchase order
- 2.1.14 Prepare Comparative statements, Release of Work / Supply Order.
- 2.1.15 Timely billing and payments to suppliers/parties.
- 2.1.16 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.
- 2.1.17 A copy of all purchase orders shall be retained at the Accounts Dept at Head Office along with bills and vouchers of projects.

### **E-3: PURCHASE/SALE OF FIXED ASSETS (VEHICLES, OFFICE PREMISES, DEMONSTRATION FARMS/LAND, TRAINING CENTERS, ETC.)**

- 3.1 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-
  - a) The justification of need – A need assessment is to be carried out whether the same is beneficial to community and the organization. Is the need provides support for impactful achievements of the objectives of projects and the organization.
  - b) Financial Pressure – Do the organization able for the payments in easy way or what type of financial support for the payments. There would be no financial burden on Arpan.
- 3.2 The Board /Executive Committee members approve the purchase of fix assets after satisfactory justification.
- 3.3 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. The PC following procurement policy shall submit the report to the President/CEO for approval of purchasing of fix asset.
- 3.4 The PC can independently search for the particular brand or particular land as per need. Therefore, no need of multiple quotation. However, for negotiation the PC can go for other quotations.
- 3.5 The President/CEO is authorized signatory for purchasing and sell out of fix assets.
- 3.6 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:
  - a. 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.

- b. 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.

- 3.7 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.
- 3.8 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.
- 3.9 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.
- 3.10 The income of sell of fixed Assets would be used for the benefit of community or re- purchase of fixed Assets.
- 3.11 here should no commercially use of organizational fixed Assets
- 3.12 A separate fixed assets register should be maintained by accounts department duly signed by Accounts head, Director-Finance/Treasurer and CEO/President.

#### **E-4: ASSET MAINTENANCE**

##### **Annual Maintenance Contracts (AMC)/other contracts & agreements**

- 4.1 The PC Head ensures all critical office equipment ( printers/laptops/computers/ACs/ Scanner /Water Purifier/ Electric Inverters, etc.) to be covered under AMC locally in consultation with the President/CEO.
- 4.2 Based on the recommendations by PC, the President/CEO shall sign on behalf of Arpan Seva Sansthan for all AMCs / Contracts/ Rental Agreements at HO level and Project Heads at Project Office premises.
- 4.3 All payments shall be processed by the Head Office.
- 4.4 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.
- 4.5 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.

#### **E-5: INSURANCES**

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.

#### **E-6: BOOKS OF ACCOUNT & PROCEDURES**

- 6.1 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.
- 6.2 Bank Reconciliation Statement shall be prepared at the end of each month and be signed off by the

Accounts Officer, President/CEO and Treasurer.

6.3 The following statements/documents should be prepared by the Accounts Department by 15th of the month - by the 20th of each month:

1. Trial Balance
2. Bank Reconciliation statement & photocopy of Bank
3. Copies of Bank book & Cash Book
4. Journal Registers
5. Tally Data once in a year

6.4 Salaries of support staff and rentals of Branch Offices & Head Office shall be paid by before 5<sup>th</sup> of the month.

6.5 Travel advances shall also be paid by the accounts department after submission of Approved Advance Requisition in proper said format.

6.6 Payments up to Rs.10,000/- can be made through cash but the priority must be always given to cheque payments.

6.7 The Management Committee would make appropriate arrangements for Internal Audit of the books of account of the Head Office.

Accounts Department may also maintain some the following records along with others too:

- LoIs/LoAs/MoUs
- Individual Project Files
- Visit reports
- Plans & Budget documents
- Audit reports

AMCs / Contracts / Agreement / Purchase orders

- Contracts with vendors, service providers
- Rental Agreement
- Purchase Order

## **E-7: 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 Director- Finance/Treasurer and Gen. Secy. of Arpan Seva Sansthan by its Executive Committee/Board.

The Statutory Audit will be carried by the Chartered Accountant firm appointed by Executive Committee/Board of Arpan Seva Sansthan 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 of the organization's assets.
- How the financial 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.
- We have to make ready following documents for External Audit purpose, the documents might be always ready for the Internal Audit purpose too:
- A copy of organization's constitution
- 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 grant applications forms
- Copies of the minutes of finance and other relevant sub-committee meetings
- Copies of the minutes of Board meetings relating to finance
- Income and expenditure analysis records
- Supporting documentation for income
- Receipt books
- Petty cash analysis records
- Supporting documentation for petty cash records
- Bank statements for the year
- Bank reconciliations for the year
- Cheques stubs (counterfoils) for all cheque books used during the year, and the one currently in use if it was used for the year under audit
- Cheques returned to the organization by the bank once they have been cleared
- All deposit book records
- A list of everyone the organization owed money to at the end of the financial year
- A list of everyone who owed money to the organization at the end of the financial year
- A list of creditors and debtors from the end of the previous financial year
- Records of statutory payments made, particularly on staff salaries
- Details of all assets
- A list of accruals - income the organization has received for yet provided
- A list of pre-payments - expenditure the organization has made for goods or services it has not yet received
- Lists of accruals and pre-payments from the end of the previous financial year
- Other documents the auditor may need or that will help the auditor include:
- Vehicle log books
- Value Added Tax records
- Tax records

#### **E-8: ADVANCE POLICY:**

- Any staff, who 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 application along with the prescribed

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.

#### **E-9: APPLICABLE VEHICLE CHARGES FOR TRAVEL**

Following rates per km will be applicable for different vehicles used for travel for official purpose:

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.

<b>Type of Vehicle</b>	<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. 17.00</b>
Four Wheelers above 2500 cc	<b>Rs. 18.00</b>

# **PART -F**

# **ADMINISTRATION**

# **MANUAL**

## **PART – F: ADMINISTRATION MANUAL**

### **F-1: OFFICE MANAGEMENT/RECORDS MANAGEMENT**

The following documents/files are to be maintained by the Head Office.

- 1) Attendance File  
Monthly Attendance Sheet
- 2) Reports
  - Action Plan
  - DPR, MPR, QPR, Six -Monthly Report & Annual Report
  - Travel Itineraries of Staff
- 3) Utilities Payment
  - Telephone Bills
  - Water/Electricity bills
  - Office Rent
  - Building Maintenance
- 4) Communication File
  - Minutes of meetings
  - Communication with Government department or officials/other NGO's/ Organizations
- 5) Logs
  - Vehicle Log
  - Visitors Log
  - Inward & Outward letters
- 6) Inventory Registers
  - Fixed Asset Register
  - Stationeries/Consumable Register
- 7) General File  
Internal Correspondence Letters

### **F-2: 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.

### **F-3: IT POLICIES & PROCEDURES**

This chapter explains some of the minimum requirements for Information Technology related Issues.

#### **Ownership**

- All Arpan Seva Sansthan 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 Seva Sansthan.
- 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 Seva Sansthan and with express written authorization.
- All software purchased by, licensed by, or created by Arpan Seva Sansthan 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.

#### **Internet**

- Official Internet access is intended to further the business purposes of Arpan Seva Sansthan.
- All information created, sent, or received via Arpan Seva Sansthan's computers, networks, Internet access and/or email systems is the property of Arpan.
- Due to the drain on resources, unless specifically business related, users will not utilize or subscribe to any services that "broadcast" material via the Internet. This includes listening to music or radio stations via the Internet and receiving news, sports information, and/or stock market information via the Internet.
- 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 Seva Sansthan owned computer assets to access any email account or service by a user is expressly forbidden

#### **Software**

- All software installed or utilized on Arpan Seva Sansthan machines should be properly licensed.
- Without the prior written authorization from the Head Office, users shall not:
- Install any software on Arpan Seva Sansthan owned computer equipment.
- Provide copies of Arpan Seva Sansthan owned or licensed software to anyone.
- Users will not engage in any acts of software piracy.

#### **Backup Procedures**

- Regular data backup should be carried out without fail.
- 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 to the Head Office

#### **F-4: Disaster Recovery Plan (DRP) - Basic requirements**

In the event of a catastrophe, the following will help to begin the process of restoring the Technical environment.

##### **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.

##### **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.

# PART – G: TRAVEL POLICY

## PART – G: TRAVEL POLICY

Staff members may be asked to travel away from their usual workplaces on authorized missions. The policy on payment of travel allowances adopted NGO applies to all employees regardless of job category or status. It also applies to the consultants, when mentioned in their agreement.

After reimbursable expenses are made, the person making an expense claim shall use the appropriate forms available.

The expenses will not be reimbursed if proper justifying documents (original receipts) are not attached except for per diem. Eligible expenses include

### G-1: TRAVEL ORDERS

#### 1.1 TRAVEL FORM

- a. A Travel Order form must be approved by signature by the appropriate Signatory and the Project Manager / Project Coordinator for all travel completed by an Arpan Seva Sansthan employee.
- b. A Travel Order form shall be used for travel advance payments and travel reimbursement payments. Travel Order forms for advance payments shall have attached adequate documentation of the purpose of the travel. (For example, training workshop, meeting or convention brochures or announcements should be attached to the Travel Order form.)
- c. Travel Orders for reimbursement shall be submitted to the Arpan Seva Sansthan Finance Department for payment within Six (6) working days after the return from travel.

**(Note: This section is only an example of how a Travel Order Form may be handled. The Arpan Seva Sansthan should use whatever form and method of processing that meets their needs.)** The Arpan Seva Sansthan Travel Order form shall be a three-part, three-color form. The Arpan Seva Sansthan office shall maintain the top original copy. The employee traveling maintains the second and third part of the form. The second part of the form is used to record actual expenses and to document the pertinent trip information (i.e. departure and arrival dates and times; departure from and to destinations; advances; a brief report of the purpose of trip and an outline of what transpired during the trip). The second part of the form must be submitted to the employee's immediate Project Manager / Project Coordinator for review after completed. After review and approval, the second part of the form and all supporting documentation (i.e. receipts for expenses incurred) shall be submitted to the Arpan Seva Sansthan Finance Department for payment and attached to a copy of the check made for payment. The third part of the form may be kept by the employee.

- d. Completed travel order forms shall be maintained as part of the Arpan Seva Sansthan financial records.
- e. Arpan Seva Sansthan employees who fail to submit a completed travel order upon completion of travel will have the travel amount advanced deducted from their next payroll check.



## **1.2. LOCAL TRAVEL**

- a. Local travel is travel required for organization Project Filed in the Arpan Seva Sansthan Filed area as determined by the Project Manager / Project Coordinator.
- b. All local travel for business purposes should be pre-approved in writing by the appropriate department director or Project Manager / Project Coordinator in order for reimbursement for travel expenses to be paid by the Arpan Seva Sansthan (Note: This can be done by a blanket approval. For example, if a Arpan Seva Sansthan 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.)
- c. Transportation expenses will be reimbursed at the established mileage rate by the Arpan Seva Sansthan when substantiated by a signed Travel Order.
- d. Vehicle rental is not allowed for local travel without the approval of the Project Manager / Project Coordinator.
- e. The Arpan Seva Sansthan will not reimburse commuting expenses as Arpan Seva Sansthan official business travel.

## **1.3. OUTSIDE OF LOCALITY TRAVEL**

All travel outside of the Arpan Seva Sansthan service area (service area shall be defined by the Arpan Seva Sansthan) must be approved by the Project Manager / Project Coordinator prior to the travel. A Travel Order form must also be approved prior to travel.

## **G-2: TRAVEL EXPENSES**

### **2.1 Advances.**

Completed Travel Orders requesting travel advances must be submitted to the employee's supervisor for review and then to the Project Manager / Project Coordinator for approval.

1. 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.
2. 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 Seva Sansthan 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.)
3. 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 Seva Sansthan immediately.

4. If the traveler fails to pay any unused travel advances back to the Arpan Seva Sansthan in the specified amount of time (the Arpan Seva Sansthan shall establish the time frame), the Project Manager / Project Coordinator shall take appropriate action including deducting the amount due from an employee's next paycheck.

## **2.2. PER DIEM**

1. 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 established by the organization per diem rates for the twenty-four-hour period traveled.
2. The current established organization per diem rates shall be an addendum to this policy.
3. (Note: This section may be used in addition to or as an option to section #1 as determined by the Arpan Seva Sansthan.) Travel completed within the same day will be paid on a prorated basis based on the established meals and incidental expense rates for the area. A prorated diem shall consist of four quarters (six 6 hours) and travelers will be paid for each quarter while on Arpan Seva Sansthan approved Filed).
4. For overnight travel, the current organization per diem rate shall be prorated and paid accordingly to the traveler on Arpan Seva Sansthan approved Filed.
5. The Project Manager / Project Coordinator may authorize any travel to be on a cost-reimbursable basis in lieu of per diem payments if per diem will not fully cover expenses. This must be approved in advance of the travel by the Project Manager / Project Coordinator. Receipts must be provided for all lodging. The amount for meals and incidental expenses shall be determined by the current Federal Per Diem Schedule.

(Note: If a Arpan Seva Sansthan establishes per Diem rates for travel that are in excess of the Federal Per Diem Schedule, the travel expenses shall be paid for with non-federal funds.)

## **2.3 MILEAGE**

1. Mileage will be paid at on a per mile basis at the current rate established by the Organization. The current rate will be an addendum to this policy.
2. Mileage will only be paid when the traveler submits an approved Travel Order.
3. Organization employees are encouraged to use Organization owned vehicles when traveling when feasible rather than using their own vehicles.

### **G-3: 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 or or as decided by the organisation based on the requirement and usage. Some maintenance will also be awarded if required. However, the transportation shall be based on the category of staff.

CONFIDENTIAL

## PERSONAL INFORMATION FORMAT



### ARPAN SEVA SANTHAN

<b>Position Applied For</b> किस पोस्ट के लिए अपलाई किया	
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#### **PERSONAL INFORMATION**

<b>Name (नाम )</b>	
<b>Father's/Spouse Name ( पिता / पति का नाम )</b>	
<b>Date of Birth ( जन्म की तिथि )</b>	
<b>Present Residence Address</b> वर्तमान जगह का पता जहाँ आप रहते हैं	
<b>Permanent Residence Address</b> स्थायी पता जहाँ आप हमेशा से रहते हैं।	
<b>Contact Phone Numbers (आपका फोन नं )</b>	
<b>Married/Unmarried</b> विवाहित / अविवाहित	
<b>E-mail id (ईमेल आईडी)</b>	
<b>Gender Male/Female ( लिंग मेल / फिमेल)</b>	
<b>Expected Salary (सेलरी जो आप चाहते हैं।)</b>	
<b>How did you learn about our Organization?</b> आपको हमारी संस्था के बारे में कैसे पता चला?	
<b>What are your professional goals for the next five years?</b> अगले पांच वर्षों के लिए आपके पेशेवर लक्ष्य क्या हैं?	
<b>If selected, how long would you need to join?</b> यदि चयनित हो तो आपको कितने समय में शामिल होने की आवश्यकता होगी?	

**WORK EXPERIENCE : Separate sheet to be attach**

#### **REFERENCES:**

S.No.	Name	Name of Organisation/ Company	Contact No.	Email ID

#### **DECLARATION**

I confirm that the information given on this form is, to the best of my knowledge, true and complete. Any false statement may be sufficient cause for rejection or, if employed, dismissal.

( मैं पुष्टि करता हूँ / करती हूँ कि इस फॉर्म में दी गई जानकारी मेरी जानकारी के अनुसार सत्य और पूर्ण है। कोई भी गलत बयान अस्वीकृति हो, तो बर्खास्तगी का पर्याप्त कारण हो सकता है।

Signature.....

Date.....

## Offer Letter Format:

## ANNEXURE-B

### On Letter head of Arpan Seva Sansthan OFFER LETTER

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

Subject: Appointment for the Position of "....."

Dear .....

We are delighted to extend this offer of employment for the position of "....." with a Cost to Company (CTC) of Rs ...../- (Rs. .... Only) per month at Arpan Seva Sansthan. The bifurcation of CTC is enclosed for your reference. Please review this summary of terms and conditions for your anticipated employment with us.

If you accept this offer, your start date will be ....., or another mutually agreed-upon date, and you would report to .....

Attached herewith are the terms and conditions of your employment, which you should carefully review upon accepting this offer letter. We kindly request your response by Date ..... In the meantime, please feel free to contact me or the Program Manager via email at ([arpansevasansthan@gmail.com](mailto:arpansevasansthan@gmail.com)) if you have any questions.

As per our mutual discussion, the first three months are probationary, and either party can terminate the contract if satisfaction is not met. After three months, a confirmed appointment letter will be provided for a period of one year, renewable annually based on performance and organizational requirements. Either you or Arpan Seva Sansthan may terminate the appointment letter by providing one month's notice in writing.

We are sharing you "Arpan Policy Manual" through email for better understanding about the organizational policy. The acceptance of this offer letter means you have accepted the "Arpan Policy Manual."

Please accept this offer by signature and contacting the HR department along with this offer letter copy and all the requested documents photocopy and real (Pan card, Addar card, 2 Current Click picture, old company resignation letter and last Education mark sheet).

Best regards,

.....  
**CEO/President**

I accept the above terms and conditions without any reservations.

**Signature with date:**

**Name:**



## Arpan Seva Sansthan

### Joining Form

Name	नाम	
Father's Name	पिता का नाम	
Date of Birth	जन्म की तारीख	
Marital Status	वैवाहिक स्थिति	
Gender	लिंग	
Address (Permanent)	(स्थायी) पता	
Language	(भाषा)	
Residential Phone no	आवासीय फोन नं.	
Educational Qualification	शैक्षणिक योग्यता	
Professional Qualification	व्यवसाय योग्यता	
Total Experience	कुल अनुभव	
E-mail Address	मेल आईडी	
Contact person & Number (In case of Emergency)	संपर्क व्यक्ति एवं नंबर आपात्कालीन स्थिति में)	
Reference Name & Number (At least two)	जानकार व्यक्ति का नाम (कम से कम दो व्यक्ति)	
Appointment Letter No. / Date	नियुक्ति पत्र संख्या / तिथि	
Account Details with IFSC Code	एंकाउंट की डिटेल् नाम, नं0, आईएफ सी कोड	

Designation पद का नाम	
Date of Joining शामिल होने की तिथि	
Probation Period परीक्षा अवधि	
Confirmation Due Date पुष्टिकरण नियत तिथि	
Remuneration – Basic पारिश्रमिक –मूल वेतन	

### **DECLARATION:**

I have joined the company as per details given above & hereby declare that I have studied and noted the 'Rules & Regulation' and other guidelines, Systems & procedures of the company including remuneration, benefits, allowance, facilities and dress protocol etc. I have also noted that these are subject to change at any time, at the discretion of the Management.

I have also read the "Arpan Policy Manual" and shall follow the Manual.

I shall follow the rules, regulations, guidelines, system & procedures as may be applicable from time to time.

मैं ऊपर दिए गए विवरण के अनुसार संस्था में शामिल हुआ हूँ और यहां घोषणा करता हूँ कि मैंने पारिश्रमिक, लाभ, भत्ते, सुविधाओं और ड्रेस प्रोटोकॉल आदि सहित संस्था के **Policy Manual** 'नियम और विनियमन' और अन्य दिशानिर्देशों, प्रणालियों और प्रक्रियाओं का अध्ययन और नोट किया है। 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 नियमों, विनियमों, दिशानिर्देशों, प्रणाली और प्रक्रियाओं का पालन करूंगा।

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

**Name:** \_\_\_\_\_

\_\_\_\_\_  
(Signature of the Candidate)

**Appointment Letter on letter head of Arpan**

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

Sub: Appointment for the post of “ .....”.

Dear, .....,

We are happy to inform that you are appointed as “.....” **“Project**  
.....,” and the details are given below for your kind reference.

- Your Head Quarter will be at ..... (.....)
- Arpan Seva Sansthan will pay Salary **Rs.** ...../- per month including all perks payable by organization.
- Your reporting officer is ..... ( ..... ), Arpan Seva Sansthan, Madhya Pradesh. You will work in his guidance. You are expected to follow the organization norms and philosophy.
- Your appointment is purely on contractual basis for a period of One Year i.e., ..... **to** ..... However, if required the contract can be executed afresh on the basis of your performance and the availability of financial resources available with Arpan Seva Sansthan for the tasks requiring your skills and experience.
- You will maintain discipline, high standards, morals, transparency, honesty, ethical and professional conduct and performance. Penalty like fine, suspension, withholding of increment and dismissal can be given for misconduct.
- In case of any change in your residential address during the course of your employment, you will intimate in writing the new address to HR Department. Within 3 days from the date of such change and also get the same incorporated in the official records.
- Your services may be transferred, if need be, 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 are or may be undertaken in future and such deployment will be treated purely administrative only to suit the needs of the Organization.
- During your tenure with us, you will be entitled to avail leave as per rules, and the grant of leave will be entirely at the discretion of management.
- If either you or Arpan Seva Sansthan would like to terminate the contract then it must be informed by providing the one month's notice or by paying an amount equivalent to one month salary
- If you accept the terms and conditions above mentioned, please sign the declaration in the duplicate and return to us. The original shall be retained by you.
- We welcome you to Arpan family and look forward to a fruitful collaboration.

Sincerely Yours

.....  
**CEO/President**

I accept the above terms and conditions and accept them without any reservations.

Name:.....

Date .....

Signature.....



### **Contract Renewal Letter**

[Employee's Name]

Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Subject: Contract Renewal Letter for the Agreement of " \_\_\_\_\_ (Post of person) "

Dear \_\_\_\_\_,

Reference: Agreement between Arpan Seva Sansthan and you as a " \_\_\_\_\_," dated \_\_\_\_\_  
\_\_\_\_\_ The term is set to lapse on \_\_\_\_\_

We have been extremely pleased with our association, and we express our interest in offering a renewal of the Agreement for an additional term of one year.

Arpan Seva Sansthan will pay a salary of Rs. \_\_\_\_\_/- (Rs. \_\_\_\_\_ Only) per month with a \_\_\_\_\_% increment annually, including all perks payable by the organization. The detail is enclosed with this letter for your reference.

Your reporting officer is \_\_\_\_\_. You will work under his guidance, and we expect you to adhere to the organization's norms and philosophy.

You are required to maintain discipline, high standards, morals, transparency, honesty, ethical and professional conduct, and performance. Misconduct may result in penalties such as fines, suspension, withholding of increments, and dismissal.

In the event that either you or Arpan Seva Sansthan wishes to terminate the contract, it must be done by providing one month's notice or by paying an amount equivalent to one month's salary.

If you accept the above-mentioned terms and conditions, please sign the declaration in duplicate and return it to us. The original will be retained by you.

We welcome you to the Arpan family and look forward to a fruitful collaboration.

Yours sincerely,

\_\_\_\_\_

CEO/President

I accept the above terms and conditions without any reservations.

Name: [Your Full Name]

Date: [Current Date]

Signature: [Your Signature]



**ANNEXURE-E**

## ARPAN SEVA SANSTHAN LEAVE APPLICATION FORM

Date: .....

Name ....., Employee ID .....  
Designation ..... Department .....  
Type of leave required (CL / SL / EL / ML) for ..... days.  
From date ..... To date .....  
Reason for Leave .....  
Address .....  
..... Contact No. ....  
On Your Behalf Duty Officer Name If Required .....

.....  
Signature of the Employee

### For Office Use Only

Approval of Deptt Sign..... Sanction ☐ Declined ☐  
Approval of HR Deptt Sign..... Sanction ☐ Declined ☐  
Remarks .....  
Authorized Name .....  
Date ..... Authorized Signature .....

WE HAVE MAKE TIMELY CORRECTIONS AS PER THE REQUIREMENTS AND LATEST UPDATES  
APPROVED IN EXECUTIVE MEETING HELD ON DATED 03.11.2023.

**PRESIDENT**

**TREASURER**

**GENERAL SECRETARY**