

HR POLICIES & PROCEDURES



SANRAKSHAN (Society for Protection of Children)

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1 Introduction

About SANRAKSHAN (Society for Protection of Children) is a non-profit organization started in 2020. Presently having its Head office in Bangalore.

This Hand book is intended for use by SANRAKSHAN, and all branches, units and staff in SANRAKSHAN, who provide services, to SANRAKSHAN. The handbook is intended to ensure the minimum standards required by SANRAKSHAN.

This Human Resources hand book contains the key policies, goals, benefits, and expectations of SANRAKSHAN and other information an employee will need in the course of employment in the organization. The success of SANRAKSHAN is determined by our ability to operate as a unified team. We have to earn the trust and respect of our various stakeholders especially the children, and together we shall achieve SANRAKSHAN's mission and goals.

National laws and regulations

National laws and regulations always supersede SANRAKSHAN regulations. The terms and conditions outlined in the hand book can in no way be contrary to local laws and regulations and cannot be less favorable to the employee than the national regulations. Local auditor and lawyer will always be consulted to ensure that the contracts and the terms and conditions are in accordance with national laws.

The HR Department will make every effort to keep this manual current, but there may be times when policies will change before this material can be revised and circulars will be issued in such circumstances

In some instances, procedures for implementing a particular policy exceed the scope of this manual. In such cases, this manual is intended to be used in conjunction with the other detailed instructions as an integrated system of personnel policies and procedures.

General Principle

During the employment period, the employee will not make public any documents or information in any form, written or verbal, without the permission of the Secretary and should refrain from making false, inaccurate or misleading statements either in writing or verbally.

SANRAKSHAN will not employ persons who work under the immediate supervision of a close relative or permit two or more close relatives to work in the same department. For the purpose of this manual relatives include mother, father, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, aunt, uncle, niece, nephew and first cousin.

A hard copy of the manual will be issued to all the staff. And the cluster in consultation with head office may add to the policies in the manual, or revoke or modify them from time to time.

2 Recruitment & Selection

SANRAKSHAN follows systematic common processes for recruitment and selection which includes:

- Transparent and systematic recruitment processes
- Fair treatment of candidates
- Recruiting criteria for short-listing for interview and competency criteria to select best candidate

- Appropriate child protection measures, i.e., interview questions which test knowledge about child protection
- Attitude & behaviours towards children are observed, questions are asked about, and experience in working with children is counted.
- Selection is mainly based on performance.

Job Vacancy is advertised with specification on to a popular development network jobs website and network places, where in people come into contact. Qualified and interested people will apply. Following steps are considered during recruitment.

- CV and copies of certificates are collected
- Medical Check- by the organization (in cases of necessary)
- Conducting test to know the abilities of Applicant
- Formal Interviews are conducted
- Reference of the Applicant is sought and may get opinion from previous employer on Employment record
- Finalization in consultation with HO
- Job Description is finalized
- Issue offer letter from the cluster in charge
- Send the details to the head office and formal appointment letter from Head Office.

The staff should abide the Vision, Mission and Values of SANRAKSHAN. Any such misconduct/violation of Vision, Mission and Values of the organization will result in termination from the services within 24 hours.

3 Orientation for new staff:

Induction is the guided development of an employee new to the organization and/or work environment. Orientation in SANRAKSHAN will comprise a set of activities that will enable a new recruit to get acquainted with the organization and the job. These activities include introductions to the work group (peers and colleagues and clarity provided on who is responsible for what), the organization (history, vision and values, objectives, philosophy, activities and approaches, structure culture, program activities etc.), workplace (office, rest room, tools, equipment, materials, notice boards etc.), job (job description with details of new employee's communication channel, duties, responsibilities, tasks, key results areas).

EQUAL OPPORTUNITIES POLICY

It is SANRAKSHAN's stated programme policy to assist children in need, regardless of their sex, religion, nationality or race. As an employer, SANRAKSHAN is committed to the principle of equality of opportunity. SANRAKSHAN undertakes that no employee, potential employee or volunteer will be treated unfairly on the basis of race or nationality, religion, sex, marital status, disability, sexual orientation or age.

SANRAKSHAN will strive towards equality of opportunity in relation to:

- The recruitment and employment of staff.
- The provision of training and development opportunity and promotion.
- The implementation of all employment matters, including disciplinary and grievance procedures, employee benefits and all terms and conditions of employment.
- SANRAKSHAN seeks to comply fully with all relevant legislative requirements and with any other binding obligations, which may be enacted or required.

4 Probation

All new staff in SANRAKSHAN will have a trial period during which the line manager can determine the suitability of the employee to the post and the employee can consider whether the job meets expectations.

Employment in SANRAKSHAN is subject to a probationary period of six months duration. During the probation term two performance assessments at 3 and 6 months will be conducted to determine whether or not the person is suitable for the selected position. During this period and subject to the law in force for the time being, employment may be terminated without additional compensation. Once the staff successfully complete the probation period, they will be eligible for the benefits as per SANRAKSHAN HR policy

5 Employment Contracts

All new staff in SANRAKSHAN will have a written contract of employment at the time of recruitment, which contains the following:

Job title; Grade; Job Description; Details of probationary period; Annual pay entitlement; Workplace location; Tax liability; other benefits & payments; Notice period required; leave entitlement and, code of conduct on child protection etc

The staff will be distinguished as 1) regular staff who works on 6 days per week 2) part time staff who contribute only part of their time & 3) Shelter/camp staff who work all the 7 days in week. The different categories of staff will have different benefit apart from their regular salaries in terms of leave and other benefits.

6 Documentation/Data

All staff have a personnel file containing the following: Application form/CV/ Appointment letter Signed contract of employment, residential address, record of staff advances/loans, next of kin/emergency contact details, Police Verification Certificate, If applicable Experience Certificate/ Recommendation Letter References. Any statutory personal details that an employer is legally obliged to hold like PAN number, Aadhar number etc.

7 Working hours and Attendance

Office timing of SANRAKSHAN is from 10.00 am to 6.00pm in Bangalore However, everyone had to compulsorily work for 8 hours a day. For any emergency, if a person comes late, the concern person had to inform the respective line manager and the administrator.

Work from home is allowed once in a while with a valid reason and with prior permission by the line manager.

Attendance register will be signed every day. If the staff member is attending meeting(both internal and external), information should be given to the administration staff before leaving for meeting. Entry should be made on movement register or intimation on notice board about the movement of the staff.

8 Leave and public holiday

- a. All leave will be accounted as per calendar year: i.e 1 January to 31 December and details of leaves availed will be maintained in respective personal files. Leave entitlements are applicable only for confirmed employees of the office.
- b. Staff under probation is eligible for one leave (Casual Leave) per month.
- c. In case of working on holiday, a comp off leave may be availed with permission of Secretary.
- d. Staff is allowed to take maximum 7 days at a stretch of personal leave, This shall get approved before proceeding on leave. Leave on previous & subsequent day of a Holiday will be considered as continuous leave (For example, if a staff takes leave on Saturday & Monday, will be considered as 3-day leave)
- e. Studies leave will be considered for those employees who express their willingness to continue their studies. 15 days of leave will be approved as study leave out of Personal Leave.
- f. For special occasion like marriage (own) maximum of 15 days of leave can be availed from personal leave. Prior intimation is necessary.

Following leave entitlements are applicable for appointed employees.

- a) **Casual leave:** 12 days of casual leave is allowed during the year.
- b) **Privilege Leave/ Flexi Leave:** 18 days is available in a year as per leave policy for all confirmed employee. The employees are encouraged to avail their all-annual leave during the year. Unutilized annual leave cannot be encashed. Carrying forward of annual leave is not allowed. Annual leaves should be properly planned well in advance so that the work will not get affected due to the staff absence for longer period.
- c) **Sick leave:** Sick leave is defined as leave that an employee takes as a result of their own personal illness or injury. Sick leave is not to be used for the care of ill family members. All employees are entitled to 11 days in a year. Sick Leave has to be intimated to their respective line managers & administration dept. Leave Application must be submitted on the day of reporting.

If the staff avails sick leave more than 3 days at a time, a medical certificate or prescription should be submitted.

If there is a serious sickness for more than 15 days, annual leave can be adjusted with the approval consent of the line manager

If a person is found misusing any leave, then the leave will be considered as loss of pay.

Maternity Leave: 90 days Maternity Leave is applicable to female employees that is pregnant and is expected to deliver a baby. However, only 60 days is considered paid leave and any further extension of maternity leave will be considered as loss of pay. This will be considered as continues services for service record for all other purposes. The staff can avail the leave if she has worked at least 180 days in the last 12 months preceding the expected delivery date. The staff can avail 1-week paid leave in case of a miscarriage or an abortion.

Paternity Leave: Paternity leave is known as a leave of absence for a father to care for a new baby. SANRAKSHAN grants paternity leave up to 10 work-days to male employees..

General Instructions:

Prior approval had to be taken before availing annual leave and leave form filled and signed and approved. The prior approval should be at least one week in advance.

2 days of Compensatory leave may be availed in case of continuous travel for more than 10 days. But this will not be claimed as a matter of right but a consideration given by the organisation.

In the event an employee uses all eligible leave additional leave will be treated as Leave without Pay (LWP), with approval.

Unauthorized absence will be treated very seriously and it could be grounds for disciplinary action, up to and including dismissal. Unauthorized absence without valid reason would be treated as leave without pay (LWP).

Public holidays

Public holidays list for the year will be prepared state-wise from January to December every year.

9 Pay and benefits

Payment of SANRAKSHAN staff salaries

A sample signatory of all staff receiving a salary or a wage must be kept on a register. Salaries should be paid at the end of the month, in arrears. They must be checked by finance department and signed by the authorised person. Net salaries should be made by cheque or bank transfer.

Employees' payslips should be prepared in duplicate and must show all salary calculations and deductions and signed by the Secretary. One copy should be given to the employee and one kept for the record.

Taxes for SANRAKSHAN staff

Tax and other deductions such as Income Tax, Professional tax, or any other taxes as required by local law, must be deducted from salaries and paid over to the appropriate authorities when due. Late or non-payment of tax or other deductions might result in penalties and accrued interest. Such penalties will have to be borne by the concerned person what so ever reason for such delay.

All correspondence with, and monthly/annual tax returns to, the tax authorities must be kept in related file.

Personal loans and salary advances to SANRAKSHAN staff

SANRAKSHAN does not encourage staff personal loans or salary advances as it can create staffing issues as well as diverting money that should be used for the programme.

In case of acute emergency Loans may be entertained and that would involve SANRAKSHAN General fund (as with all expenditure outside of the budget). 3 times of the staff Gross salary may be allowed as loan which shall be recovered with in 10 instalments from the date of loan.

Efforts should be made to make Loan ZERO at the end financial year. Loan is not claimed a right and also depending on the financial availability of the organization at the time of disbursing.

If in such exceptional circumstances a loan is granted, the Secretary and the employee must sign a loan agreement and stipulate the conditions of the loan and the repayment schedule. A copy must be placed in the staff member's personnel file.

Personal loan available for staff that are eligible for gratuity

Salary Advance A staff salary advance is an advance on the salary for that month. The remainder of the salary will be paid to the staff at the normal time at the end of the month. A salary advance must always be repaid within the month it is taken and never carried over into another month.

The staff needs to have an account in the State Bank of India for depositing salaries or advances for work.

SANRAKSHAN has a salary scale for the different categories. The salary scale, including regulations for salary increments and modifications, is to be approved by the head office. The annual salary increase is not automatic. Certain percentage will be based on individual performance and balance to contribute to compensate the national inflation.

Payment of salary: The salary will be paid 1st of every month for the staffs through cheque.

Salaries and other benefits for regular and probationary staff's can be classified as follows: -

Regular	Non-Regular
<ul style="list-style-type: none">• Salary as per slab• EPF• Medical / Accidental Insurance for staff• Children education Allowance for the staff children: – Rs. 2,500/- per year per child for two children• LTA Rs 1,000 per year• 41 Leave as per leave policy• Uniform cloths 2 pairs per year• Gratuity: as per Gratuity Act	<ul style="list-style-type: none">• Consolidated Salary• Medical / Accidental Insurance for staff• One leave per month

Handling of office property: - The staff has to utilize the office equipment and any kind assets for office purpose only. Damage or loss of the office equipment/asset will be held responsible for the staff/program Officer. Any assets lost by the staffs have to repay 50% of the cost of the asset. Managing the assets and recovery in case of loss will be the responsible of branch head.

Need to maintain office asset register and log book to maintain for organisation vehicles.

On-duty travel

Payment of TA: The organization provides 2nd sleeper class travel by train for all the staff irrespective of their designation and level in the organizations. If the travel time is more than 8 hours, 3AC ticket will be allowed.

Payment of DA: Rs. 400 for the State capital cities (24 hrs). Rs. 300 while travelling other than Capital cities.

DA shall be claimed as follows: -

>6 to < 12 hours half DA can be claimed

>12 to 24 Hours full DA can be paid

Annual Increment: - Annual Increment is given once in a year. The slabs are mentioned already in salary, Pay structure section of this policy. Performance Increment will be given depending upon the Individual work Assessment and performance appraisal for the last 12 months.

10 Performance Management and Development

Performance management is a participatory process and used as a framework in which an employee's performance can be broadly and objectively planned, monitored, coached, developed and evaluated. Performance management is designed to focus on supporting and developing SANRAKSHAN's human resources in a more effective way. The overall objective of performance management is communication, not filling out forms, and more specifically: -

To establish clear expectations consistent with both SANRAKSHAN's mission and with personal and professional objectives;

To provide a tool for managing and developing employee performance; to provide coaching and feedback necessary for high performance of all employees; and to have specific information necessary for strategic decisions.

Staff evaluation will be conducted twice a year. Midterm evaluation is conducted in first six month and a final one at the end of the year and evaluation letter is given.

As part of the performance evaluation process, line manager may collect 360-degree feedback as an additional means of gathering information regarding performance of managed staff. This feedback gathered from staffs' subordinates, peers, managers, and other interested stakeholders such as partner staff/ stake holder who provides information regarding performance from multiple perspectives.

The 360 Degree Feedback is used to collect feedback regarding staff performance, and basically asks questions like:-

- What are the strengths of _____?
- What are the areas for improvement?
- What other observations do you have regarding your working relationship with _____?

11 Learning and Development

Learning and development is a planned, structured and organized process that results in individuals' acquiring appropriate skills, knowledge and behaviours that directly complement their performance support their personal development and also result in the organizational effectiveness. SANRAKSHAN encourages equal opportunity for all staff in matters of learning and development.

The learning requirements are identified during performance management meetings and activities required to successfully perform the role will be listed in the documents. Learning & Development plans may be initiated through

- Attending formal training
- On the job training
- Coaching /mentoring

12 Child protection policy

What is a child protection policy?

A child protection policy (CPP) is a document which contains the values, principles, beliefs and description of the steps that would be taken to meet an organization's commitment to protect children from harm, abuse or exploitation by the organization's staff or its partners. The CPP establishes an environment which is safe, favourable conducive for overall development of children while the organisation implements its child centric programmes and facilitates an interface with children. (Refer-Document annexed)

13 Harassment Policy

Harassment or any other form of discrimination will not be tolerated under any circumstances. A member of employee who harasses or discriminates against another employee, job applicant or visitor to SANRAKSHAN will be subject to the disciplinary procedure. In serious cases such behaviour may constitute gross misconduct and result in dismissal.

Harassment generally may include any unwanted verbal or physical abuse and or advances and /or behaviour that an employee may find offensive and that causes him or her to feel threatened, humiliated, patronized or harassed. Harassment may be deliberate or unconscious, open or covert, direct or indirect, an isolated incident or repeated action. It may also include, in certain circumstances, off-duty conduct. (Annexure- SANRAKSHAN Harassment Policy)

14 Disciplinary Issues and Grievance

Alcohol, Drug and Smoking

SANRAKSHAN is committed to protecting and promoting its staff's health, safety and welfare at work where reasonably possible, and recognises that their well-being is important to its performance and image. In order to be operational, SANRAKSHAN prohibits the use of alcohol, illicit drugs or any other substances in the office premises/shelter/camp or meeting other office related place or people. The employee must not be under the influence of alcohol during working hours.

Grievance

Grievances are always important to the member of staff concerned. It is therefore very important for managers to take grievances seriously and to deal with them quickly.

If you bring a grievance or complaint, you will not be victimised for doing so. However, if the complaint is found to have been brought with malicious intent you may be subject to disciplinary action.

The following steps may be used if any staff member needs to report grievance.

Step A

Bring the situation to the attention of the team leader or Supervisor/Departmental head as soon as possible and explain the nature of the problem in a written summary. If the grievance involves the team leader or supervisor, then it is permissible to go directly to Step B. The supervisor or team leader will promptly investigate the grievance, attempt to resolve it and provide a written reply to the employee within a reasonable time period.

Step B

The employee may appeal the decision to the next manager in the reporting line if dissatisfied with the decision taken under Step A. The appeal must be made as soon as possible (not later

than two weeks) and in writing. The Step B Manager will confer with the team leader/supervisor, the employee and any other employees considered appropriate; investigate the issues, and communicate a decision in writing to all employees involved within a reasonable time period.

Discipline

This section describes what constitutes disciplinary measures e.g. what would staff have to do for it to warrant written warning, immediate dismissal etc. and how the measures will be executed.

At all times the aim of this procedure will be to attempt to remedy a problem, not to take personal action against an employee. The disciplinary procedure may not be viewed primarily as a method of imposing sanctions. Rather they should be seen as a way of helping and encouraging improvement amongst staff whose conduct or standard of work is unsatisfactory. It is hoped and assumed that most issues requiring improved performance, establishment of standards, etc. can be raised in the informal setting of staff meetings.

The disciplinary procedure may be implemented at any point during employment with SANRAKSHAN. This disciplinary procedure is applicable to all paid members of staff, whether full or part time including volunteers & Interns. It is not necessary to go through the whole procedure. An appropriate stage of the procedure, reflecting the seriousness of the issue, may be invoked at any time without being preceded by other less serious stages.

SANRAKSHAN will notify staff in advance any of disciplinary hearing of the allegations that will be made together with the supporting evidence. They will be given the opportunity to challenge and discuss the allegations and the evidence before any decisions are made. SANRAKSHAN will endeavour to ensure that all disciplinary matters are dealt with promptly without undue delay. The employee has the right of appeal at the end of every formal stage of the procedure.

At each formal stage, at appeal, of the disciplinary procedure the employee has the right to be accompanied by another person of their choice. The individual will be informed of the specific complaint(s) against him/her and will be given an opportunity to state his/her case directly to those considering the complaint. No employee can be dismissed for a first breach of discipline, except in the case of gross misconduct.

Disciplinary action:

- a. **Suspension** - The organization can suspend any staffs if he/she violates the rules and regulation of the organization during disciplinary hearing till it is proved. If a staff is out of communication for more than 15 days is treated as absconding and resigned from the job.
- b. **Termination of services**: - The organization terminates the services of the staff within 24 hrs after the misconduct if it is proved.

15 Termination, Resignation / Relieve from the job

If staffs decides to leave the organisation or the organisation terminates the staff for any reason, a month's notice should be served to end the contract of an employee before relieving from the organization.

A Clear handover process should take place. The staff should settle all the accounts and handover the office equipment assets, office keys, documents to the office and get a "**clearance certificate**" from all the department and receive final settlement from SANRAKSHAN.

SANRAKSHAN if satisfied with the clearance certificate shall make final settlement and issue salary certificate and service certificate. The organization will be giving an experience and salary certificate on reliving day.

Exit interview: - An exit interview is a meeting conducted with an employee who is separating from an organization. The purpose of exit interview is to get to know why the employee is leaving and how the staffs feel about the organisation. Also this reveals the strength and weakness of the line manager.

Any staff going out the organization, the senior management will have a formal exit interview to get the staff's view and also to thank and express its gratitude's to the departing employee.

Staff declaration

I confirm that I have read understood and agree to the conditions as stated in the employee handbook and understand that the version of this handbook that applies will be the latest version issued."

Name of the Employee : _____

Designation : _____

Signature of the Employee : _____

Date of Joining : _____

Place of Work : _____