



AMAR SEVA SANGAM

HR MANUAL



Content of HR Manual

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BRIEF PROFILE OF AMAR SEVA SANGAM

Amar Seva Sangam, Ayikudy (ASSA), Tirunelveli District, Tamil Nadu, which is a premier institution for Disability Management in India has been in existence for more than 35 years. Shri.S.Ramakrishnan, President and Shri S.Sankara Raman, a Chartered Accountant, Secretary, have brought Amar Seva Sangam to its present position with their undaunted determination and work despite total paralysis of their whole bodies. The mission of ASSA is to empower the disabled citizens by establishing a 'Valley for the Disabled' as a Rehabilitation and Development Centre for the region and developing models for self-help initiatives by integrating the disabled individuals with the society for improved living conditions in villages.

The wide-ranging activities of Amar Seva Sangam include: a Home for disabled children who have been housed, cared for, provided basic education and vocational rehabilitation; a school for special children with learning difficulties; a Spinal Cord Injured Post-Acute Care Centre; an Orthotics Centre where calipers and other appliances are manufactured; Medical Evaluation Unit for the disabled; distribution of tricycles and wheel chairs to the disabled; offer of vocational training to the disabled and needy people in areas such as tailoring, handwork, notebook making, book binding, typewriting, Desk Top Publishing and Computer Science education; two University Study Centres; Early Intervention Centre and running of a school (Nursery to Higher Secondary) integrating the disabled children with normal ones. Amar Seva Sangam has also established Amar Institute of Rehabilitation Science, approved by Rehabilitation Council of India, New Delhi. ASSA accepts families of all faiths without any discrimination. By empowering those populations that are excluded, marginalized and disadvantaged, ASSA is breaking down social barriers and slowly eliminating the inequities that lead to conflict and discord in society.

Shri Ramakrishnan, Shri Sankara Raman and ASSA have received numerous Awards and recognitions notable among which are the Awards received from the Honb'le President of India (thrice), the Vice-President of India and the Prime Minister of India (twice).

ASSA has several on-going capital projects – Spinal Cord Injury Expansion Building, Life Care Centre for Intellectually Challenged Adults, Hydro Therapy Centre, Green Energy Initiatives such as solar lighting, solar pumping, bio-waste to Energy etc. – to name a few. Besides the above ASSA has operational deficits in many institution-based activities. ASSA continues with its mission to promote rehabilitation, education and vocational training for differently-abled and the needy people, even as the number of service users has increased over the years. ASSA's website www.amarseva.org gives a detailed account of its activities.

REGULAR DONATION SCHEMES		Amount (Rs.)	
Sl.No.	FEEDING SCHEMES	Regular	Special
1	One day lunch feeding for Home children	1,500	2,000
2	One day lunch feeding for Mentally Challenged children	2,500	3,000
3	Kamadhenu feeding Endowment (One time payment for lunch feeding to 10 children in a year)	5,000	NA
4	One day lunch feeding for all children and disabled Youth	6,000	8,000
5	One day full feeding for all children and disabled Youth	15,000	NA
6	Campus lunch feeding for all disabled children, disabled youth and all staff	25,000	NA
7	Annapoorna Feeding Endowment	1,00,000	NA
EDUCATION SCHEMES			
8	Sponsorship to train a disabled youth for Six months *		18,000
9	Sponsorship of one child's education for one year		12,000
10	Sponsorship for Higher/Professional Education of a disabled student for one year		50,000
11	Sri Vidhya Education Endowment		1,00,000
SPINAL INJURED SPONSORSHIP SCHEME			
12	Part-sponsorship of spinal injured's rehabilitation or Medical or Nursing Care		6,000
13	Sponsorship of spinal injured undergoing Post-Acute Care for one month *		18,000
14	Sushrutha Spinal Injured Care Endowment		1,00,000
REHABILITATION SCHEMES			
15	Sponsorship of Medicines for a Mentally Challenged child for a month *		1,000
16	Sponsorship of Day Care rehabilitation of a Mentally challenged child for a month *		3,000
17	Sponsorship of a child in Home care for a month *		5,000
18	Sponsorship of a mobility appliances **		8,000
19	Dhanvanthri Medical Endowment		1,00,000
20	Rehabilitation – General		Any amount
CHILD EARLY INTERVENTION SCHEMES			
21	Sponsor a Child for Early intervention per month *		3,000
22	SishuSuraksha Endowment		1,00,000
GOSHALA SCHEMES			
23	One month upkeep of one cow *		3,000
24	One day feeding for all cows and calves *		4,000
25	Nandini Goshala Endowment		1,00,000
PATRON SCHEMES			
26	Annual Individual Patron		1,000
27	Life time Individual Patron		10,000
28	Individual Endowment Patron		1,00,000
CORPORATE SCHEMES			
29	Annual Corporate Patron		1,00,000
30	Life Time Corporate Patron		10,00,000
VILLAGE BASED REHABILITATION ADOPTION SCHEMES			
31	Adopt 25 Villages per annum		1,50,000
32	Adopt 100 Villages per annum		6,00,000
33	Adopt 600 Villages per annum		36,00,000
GENERAL DONATIONS			
34	General Donations-Feeding		Any amount
35	General Donations-Education		Any Amount
36	General Donations-Non Corpus Fund		Any Amount
37	General Donations-Corpus Fund		5,000
38	Land / Building / infrastructure donations		50,000

* Sponsorships can be donated for multiple periods also

** Sponsorships can be done for individual appliances ranging from Rs.1500 to Rs.75000 on a case to case basis

2. Orgnaisational chart

2.1 Top Management



3. RECRUITMENT AND SELECTION

3.1 MANPOWER PLANNING

A good manpower plan ensures quality delivery.

A manpower plan helps to avoid the sudden disruption of work due to the sudden shortage of personnel, if any, thus enabling management to adopt suitable strategies to cope with the situation.

A HR manager needs to plan his manpower requirements to be prepared for fresh demands in terms of numbers, skills etc to meet increasing demands due to service growth or expansion. Besides, even if none of the above happened, within an ongoing enterprise there would be attrition due to separations and mobility.

By anticipating the need for the various types of skills requirements and levels of personnel, well in advance, a manpower plan will be able to give adequate lead time for recruitment, selection and training of such persons. Manpower planning becomes all the more crucial because the lead time for getting personnel is a delaying factor in many cases, and the skills that one may need are not always available.

Non – availability of suitable manpower results in postponement of, or delays in executing new projects and expansion programmes, which eventually lead to inefficiency and lower profitability.

3.1.1 Manpower Requisition

Requisition for Manpower is received from the Secretary / Committee Member / Section Head / Dept. Head in a specified format. (*Please see Annexure 3.1 – Manpower Requisition Form*). This format contains the following parameters:

- Designation
- Job Specification
- Educational Qualification

- o Experience
- o Numbers required
- o Justification

The request can be initiated only at the Department Head level and above

All requisitions have to be approved by the Secretary.

3.2 SOURCING

Requisition for Manpower is received from the Department Head in a specified format.

Candidates are sourced through Consultants, Advertisements and Employee Reference.

Based on the specifications given in the manpower plan, resumes are sourced through advertisements, consultants and Employee Reference

3.2.1 Advertisement

Advertisements are released based on the requirement. Advertisements are to be normally released in local vernacular/English dailies through Public Relation Section.

Database of potential applicants based on job description and job specification should be created. Other 'red flags' must be identified. Breaks in applicant's job history if any, and frequent employment shift should be taken into account while resumes are received.

After completely scrutinized as mentioned above the candidate can be called for test interview.

3.2.2 Consultants and Head Hunters

Depending upon the nature of employment, ASSA may appoint consultants and or Head Hunters to identify potential candidates. Fee for their service as approved by Executive Committee would be paid. The list of candidates furnished by Consultants / Head Hunters would be screened by Secretary and normal recruitment procedure would be followed there after

3.2.3 Employee Referrals

Existing employees may be encouraged to refer suitable candidates from their contacts for considering appointment in ASSA. List of such candidates would be screened by Secretary.

3.2.4 Website posting

One of the newer areas for locating resumes of qualified employees is by posting job vacancies on the recruitment page of the Sangam's website.

Those respondents would be short listed for recruitment after screening by Secretary or a person authorized by secretary.

3.2.5 Direct Applications

ASSA can also receive application directly from interested persons offering their services. Based on qualification, experience and suitability, ASSA may initiate action for recruitment as per existing policies.

3.3 SCREENING AND SELECTION

A committee consisting of Secretary, Head of Dept.-HR,EC member and concerned Section / Dept. Head would screen the applications and short list eligible candidates for next stage of interview and recruitment.

Interview committee to be formed with necessary outside member if any, Interview committee after conducting interview would forward the list of candidates in the order of merit, considered suitable for selection and finally approved by the secretary.

3.4 OFFER GENERATION

Offer of appointment would be sent to the candidates from the list of candidates considered for selection in the order of merit. The offer generated would cover the name of post, salary offered, date of joining, conditions of employment etc. The selected candidate has to forward to HRD, a copy of offer duly signed as a token of

acceptance of terms and conditions of employment and also indicate the date of joining the service.

3.5 TERMS AND CONDITIONS OF EMPLOYMENT

3.5.1 Trainees

At the entry level, a person may be taken in as a trainee for 3or6 months.

3.5.2 Probationer and Permanent Employee

On successful completion of training, every new recruit will be appointed on probation for a period of six months. The Management will continuously review the progress made by the new member when on probation. Based on this evaluation the management will confirm his/her services in the organization as a Permanent employee. An appraisal form will be sent to the employee who will in turn forward the same to his reporting Section Head/ Dept. Head after filling in the self appraisal part.

Usually, when an employee is confirmed as a permanent employee, he/she becomes eligible for an increment under normal circumstances.

The management may also place him/her in any other position on a later date based on the concerned person's performance and the organization's needs.

3.5.3 Security Deposit

As per the Norms of Sangam, all the employees has to deposit an amount equivalent to the 50% of their pay as interest free deposit. The deducted security deposit will be returned to the employee at the time of the employee leaving the job when they successfully completes the duration of Probation and causing no damage or loss to any properties of Management. It will be retained by the Management when he leaves the job at any time in the probation period.

3.6 CAMPUS RECRUITMENT

Based on the requirement ASSA may resort to campus recruitment. Suitable Institutions / Colleges would be decided as and when required.

3.7.Pre Employment Medical Test

Every candidate selected for appointment has to undergo a pre employment medical test by a Doctor appointed by ASSA for the purpose. Only candidates certified by the Doctor as medically fit would be appointed for service by ASSA, Thereafter, Sangam would give a formal letter of appointment to the concerned candidates. The date of service would commence from the date of letter of appointment.

Emoluments

The scales of pay of the employees of ASSA are as under

Pay Structure									
Payscale Code	PS 1	PS 2	PS 3	PS 4	PS 5	PS 6	PS 7	PS 8	PS 9
Payscale points	3	4	5.5	6.5	8.25	10	15	20	25
Amount	3000	4000	5500	6500	8250	10000	15000	20000	25000
Levels	Level 1		Level 2		Level 3		Level 4		
Level of staff	Workers Level		Supervisor Level		Section Head Level		Dept.Head Level		

Allowances

Perf.Score	PS 1	PS 2	PS 3	PS 4	PS 5	PS 6
CI & PBI	13-14					
>120%	360	540	720	900	1080	1260
100% - 120%	288	432	576	720	864	1008
80% - 100%	240	360	480	600	720	840
70% - 80%	192	288	384	480	576	672
60% - 70%	144	216	288	360	432	504
40% - 60%	96	144	192	240	288	336
<40%	0	0	0	0	0	0

4. Reimbursements

a. Tour Working Allowance

Tour daily allowance (TWDA) is allowable when a person goes out of the Sangam premises on account of accomplishing an official work of Sangam subject to the following rules and regulations. (wef : 1 st August 2015)

S.No.	Distance Traveled	Duration and time	Travelling expenses	DA	Lodging
1.	Within 30 kms	Per session	Actual Expenses on producing tickets	Rs.30/- per session	NA
2.	within 100kms from ASSA	Per session	Actual Expenses on producing tickets	Rs.70/- per session. If two sessions are crossed Rs.140/- will be given	NA
		Overnight stay	Actual Expenses on producing tickets	Rs.140/- per day + additional Rs.70/- will be given	Actual expenses on producing bills in economy lodging
2.	Beyond 100 kms but within State excluding Chennai, Coimbatore, Hosur		Actual Expenses on producing tickets	Rs.250/- per day	In case of night stay actual expenses on producing bills in economy lodging. Max limit Rs.300/- per day
3.	Chennai, Coimbatore , Hosur, Pondicherry and Outside the state other than below		Actual Expenses on producing tickets	Rs.300/- per day	In case of night stay actual expenses on producing bills in economy lodging. Max. limit Rs.900/- per day in Chennai and Rs.500/- per day in other places.
4.	Metro cities Bombay, Bangalore, Delhi,		Actual Expenses on	Rs.400/- per	In case of night stay actual expenses on

	Agamadabad, Hyderabad , Pune, Calcutta, Chandigarh and Puvaneshwar		producing tickets	day	producing bills in economy lodging. Max. limit Rs.1200/- per day.
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Note:

1. Train / Bus travel time
 - a. for overnight travel upto 10 hrs Rs.70/-
 - b. Rs.140/-for Travel upto 10 hrs of day time travel
 - c. Rs.210/- for Full day and Night travel beyond 10 hrs travel and distance beyond 200kms.

For driver who drives any vehicle on duty tour, working hours will include driving hours and included in tour working DA. The same rule is applicable to Special group, Special group drivers, Care Givers, Office Cum Special Group, Cleaner, travelling as Caregivers/ Escorts to service users.

2. In all tours exceeding five days from the date of start of OD to completion of OD and also for the Diary Project irrespective of the days of OD (Local) Rs.25/- .If the number days of OD exceeds three days Rs.25/- extra DA will be allowed as laundry.
3. For travel commencing before 11 am OD will be given for full day and no attendance in Sangam. If Travel commences after 11am and before 3pm OD will be considered half day and attendance at Sangam will be half day. For travel commencing after 3pm Sangam attendance will be considered full day and OD will start from that time onwards.
4. Anybody returning to home before 10.00am the returning day will not be treated as OD. If the time of return is after 10am and before 3pm half day OD will be allowed. If it is beyond 3pm full day OD will be allowed.

For all the above purposes Scheduled time of arrival of bus or train will be considered as their returning time. In case of late arrival of train / bus proper proof should be produced.

5. Multiple tours in the same tour each trip will be considered separate tour for the purpose of calculate the DA.

b.LTC (Leave Travel Concessions)

(Subject to the prior approval of the Management)

An employee should have completed 5 years of service in the organization to claim LTC.

1. LTC is available to the employee + dependents (spouse + unmarried and unemployed children up to 21 years of age and parent not earning more than Rs. 12,000/-p.a.)
 2. It can be availed once in 4 years.
 3. 25% of the staff can avail LTC in a year on first come first served basis.
 4. Maximum LTC leave would be 10 days (will be adjusted against EL)
 5. 15 days before the departure, the staff should submit his / her tour programme.
1. Actual II class train fare for the eligible members would be reimbursed.
 2. Eligible employee can take an advance of 75% of the estimated cost, 10 days before the actual tour and he/she should submit the onward reservation ticket to HRD for verification.
 3. II class train fare for a maximum of 650 kms (up and down) per head would be allowed.
 4. In case one prefers to travel by bus, then actual bus fare / II class train fare, whichever is less, will be reimbursed. Written commitment for bus travel should be made. Actual bus tickets should be produced during claim.
 5. The claim should be settled within a fortnight after joining duty.

C.Local Conveyance Expenses:

An employee is personally responsible for paying the cost of travel for getting to work from home and vice –versa.

In case the expense has been incurred on travel for official purpose, then the member is entitled to reimbursement of the same as per the following calculation:

For Two - wheelers - @Rs.3.25 per km.

These rates may be revised from time to time, at the discretion of the management.

5. INDUCTION

5.1 Introduction:

The purpose of the induction program is to help every new employee to make his 'entry-adjustment' smooth, quick and effective, facilitating a good-start on his job and developing in him favorable attitudes towards the Organization.

Managers, advised and supported by the HRD and Department Head, are responsible for implementing the induction program.

Induction policy also applies to situations when Sangam employees are promoted or transferred to new jobs.

Managers should provide the required assistance and guidance to the new employees even after the completion of the formal induction until they settle in their jobs, depending on individual needs.

5.2 INDUCTION PROGRAMME:

The following areas should be completed within five days of the new employee's reporting to the Sangam.

5.2.1 By the HRD Department:

- a. Clarifying the terms and conditions of employment mentioned in the Appointment Letter.
- b. Checking the completeness and correctness of information furnished in the application form with special reference to date of birth, academic record, employment record, last salary and benefits drawn, and checking other documents such as medical report and relieving certificate from previous employer.
- c. Completing procedures relating to PF, ESI transfer, etc. and advising Accounts and other departments for appropriate action.

- d. Providing information on payday and procedures, deductions, etc., and on office timings and holidays etc.
- e. ASSA history, organizational structure, products and activities, locations, names of senior executives, and briefly its future plans.
- f. Procedures for availing benefits such as leave, LTC, medical assistance, etc.
- g. Sangam policy on discipline, grievance handling, employee-relations, communication, performance objectives, performance appraisal, training and salary review.
- h. Contents of the service agreement with special reference to clauses relating to confidentiality.
- i. Help required, if any, in personal matters such as residential accommodation.

5.2.2 By the immediate superior or the Department Head:

- a. Receiving the employee, guiding him to this work place, and introducing him to his immediate colleagues and subordinates, if any.
- b. Explaining the induction program and giving him a copy of the program.
- c. Objectives and activities of the employee's Team.
- d. Description of his job, routine activities, key result areas, performance objectives and standards and procedures for reviewing performance and for confirmation.
- e. Equipment, instruments, materials, files, records, information processing, etc. relevant to him.
- f. Introducing him to senior executives, and individuals and groups from whom he has to get inputs and to whom he has to provide inputs.
- g. Setting up Key Performance Indicators (KPI's) for new employees and sending a copy to the HRD Department for records.

AMAR SEVA SANGAM						
Orientation Schedule						
Name:			Designation:		Department	Date of Joining:
Sl. No.	S/Sl No.	Section	Date	Time		Signature of HoD
				From	To	
		Office		hrs	hrs	
1	a	Inward		10.00 am	10.30 am	
	b	Outward		10.30 am	11.00 am	
	c	Sponsorship		11.00 am	11.30 am	
	d	Address management		11.30 am	12.00 noon	
2		MIS		12.00 noon	12.30 pm	
3		Accounts		12.30 pm	1.00 pm	
4		PR Section		2.00 pm	2.30 pm	
		Campus				
5	a	Engineering		2.30 pm	3.00 pm	
	b	Store		3.00 pm	3.30 pm	
	c	Security		3.30 pm	4.00 pm	
	d	Cattle		4.00 pm	4.30 pm	
6		HRD		4.30 pm	5.00 pm	
7		PR Reception		10.00 am	10.30 am	
8		DBMs		10.30 am	11.00 am	
9		VBRI				
		VBRI-D		11.00 am	11.30 am	
		VBRI-Above 6		11.30 am	12.00 noon	
		VBRI-Below 6		12.00 noon	12.30 pm	
10	a	RHC		12.30 pm	1.00 pm	
	b	Caliper		2.00 pm	2.30 pm	
	c	Home		2.30 pm	3.00 pm	
	d	MTU		3.00 pm	3.30 pm	
	e	Kanchi Block		3.30 pm	4.00 pm	
	f	Sangamam		4.00 pm	4.30 pm	

	g	EI Centre		4.30 pm	5.00 pm	
	h	Hostel		5.00pm	5.30pm	
	i	RPSNC		9.30am	10.00am	
	j	Van		10.00 am	10.30 am	
	k	Kitchen		10.30 am	11.00 am	
11		Nursery school		11.00 am	11.30 am	
12		Higher Sec. School		11.30 am	12.00 noon	
13		VTC				
	a	NBM		12.00 noon	12.30 pm	
	b	Typing		12.30 pm	1.00 pm	
	c	Computer		2.00 pm	2.30 pm	
	d	Tailoring		2.30 pm	3.00 pm	
	e	Ignou&Alagappa Study Centre		3.00 pm	3.30 pm	
14		Training & Development		3.30 pm	4.00 pm	
15		Secretary Office		4.00 pm	4.30 pm	
Signature of individual with date			HoD's Initial with date		HRD's initial with date	

6. PERFORMANCE APPRAISAL

Performance Appraisal is a systematic evaluation of personnel by supervisors or others familiar with their performance. Employees also wish to know their position in the organization. Appraisals are essential for making many administrative decisions: selection, training, promotion transfer, wage and salary administration e.t.c. Besides they aid personnel research. Performance appraisal thus is a systematic and objective way of judging the relative worth or ability of an employee in performing his task.

Broadly speaking, performance appraisal is used

- To assist the individual in becoming more effective in completing his / her job.
- To reward the employee on the basis of his / her achievements
- To motivate and encourage his / her commitment in achieving the business objective for the division or department
- Determining training needs for further improvement in performance
- To identify potential and capability for career development
- To improve communication between the Employee and his boss

The purpose of performance appraisal is to determine what aspect of performance needs to be evaluated. A distinction has to be made between performance on the job and potential for upward mobility.

KEY PERFORMANCE INDICATORS

At the appraisal interview the K.P.I's have to be discussed and fixed for the next six months.

A KPI has to be

S	<u>S</u> pecific
M	<u>M</u> easurable
A	<u>A</u> chievable
R	<u>R</u> elevant
T	<u>T</u> ime – Bound

This means that each performance expectation must be Specific or clearly identifiable. Measurable so that both the employee and his Manager know what to achieve. Achievable as it is unbelievably frustrating not to achieve performance expectations although one may stretch a bit in achieving them. Relevant -otherwise why bother. According to a timetable or Time – bound.

Ideally there should be a minimum of 3 or a maximum of 6 K.P.I's for everyone

6.4 COMMUNICATION OF APPRAISAL EXERCISE

Based on the overall rating of each individual, the increments are calculated for each appraisee. Increment letters are prepared and distributed to all the appraisees in April.

7. AWARDS SCHEME

1. Special Performance
2. Exemplary Performance
3. Outstanding Performance
4. Lifetime Performance
5. Merit Certificate

1. Special Performance (merit cannot be distinguished on length of service)

Eligibility Basic :-Staff is eligible for getting this award every year provided he/she must have been in service for 3 years with integrity, personal character and loyalty getting high score every year. No memo / no disciplinary action should be against the staff.

Performance:

1. Achieving targets during the year
2. Any Special achievement during the year

Star : Yellow

Rules : This yellow star will be in pin and can be worn on the person. It will also be printed in the ID card. If a staff has won this award for more than one year, the staff can decorate as many Ys as he/she has won. An annual increment of Rs.200/- will be given for each Ys.

2.Exemplary Performance

Eligibility Basic: As for Ys

Performance:

If a staff performs exemplarily any difficult achievement or performance in a year then he/she is eligible. It should be an achievement which others cannot do easily and this particular staff has achieved it.

Star : Blue

Rules: Same as Ys except that the annual increment is Rs.400/-

3.Outstanding Performance

Eligibility: Basic Integrity, Personal character and loyalty getting high score every year. No memo / no disciplinary action should be against the staff. The staff should have been in service for more than ten years and additionally there should not have been any problem in accounts settlements with Sangam in the past.

Star : 20 grams silver star

Performance Rating will be given by the working committee on the following:

- a) Integrity
- b) Loyalty to institution
- c) Personal Character
- d) Sincerity
- e) Commitment to duty
- f) Ability to respond
- g) Leadership
- h) Self initiative
- i) Soft skill
- j) Obedience
- k) Self capacity development

Rules:

Rating will be on a scale of 1 to 5. The staff should have scored more than 40/55 on an average and secured exemplary award consistently for 3 years. Annual increment of Rs.1000/- and one time payment of bank deposit of Rs.10000/- in the name of the staff would be considered.

4.Life time performance Award

Eligibility: Staff working for more than 20 years and attained the age of 55 and above with Integrity, personal character and loyalty getting high score every year. No memo / no disciplinary action should be against the staff and there should not have been any problem in accounts settlements with Sangam in the past.

Performance: Outstanding contribution to the cause of the Sangam, Social Conscience & self sacrifice for cause

Star : 2 grams of gold star

Rules: It will be once in the life time. The eligible staff will get a bank deposit (one time) of Rs.50000/- and an annual increment up to Rs.2000/- The staff after retirement will be eligible for continuation in service as consultant on honorarium basis.

5.Merit Certificate

Eligibility : Every Staff is eligible for getting this award every year provided his/her integrity, personal character and loyalty are satisfactory and has been getting high score every year. No memo / no disciplinary action should be against the staff.

Performance: This is basic level recognition to staff every year. The staff should have scored high in the following in any year.

- a) Attendance
- b) Duty Performance
- c) Voluntary service

Rule: Merit certificate. Annual Increment of Rs.200/- will be given.

Scoring will be done by section and departmental heads and by the working committee.

8. Training and Development

1.0 PURPOSE

- ❖ To establish a Quality Management system for ASSA
 - a. To determine and provide persons necessary for effective implementation of QMS and operation and control of its processes
 - b. To determine and ensure the availability of competence of persons working under is control that affects performance of QMS
 - c. To provide necessary awareness for the persons working under the control of organization

2.0 SCOPE

- ❖ Applicable to various activities of ASSA

3.0 RESPONSIBILITY & AUTHORITY

S.No	Details	Responsibility & Authority.
a)	Overall Responsibility	Head - HR
b)	Generation of Requirement for Personnel and Training	Respective Dept. Head
c)	Provision of Personnel and Training	Head – HR
d)	Ensuring awareness on QMS, R,R&A	Respective Dept. Head
e)	Ensuring awareness on rules & Regulations	Head-HR

4.0 PROCEDURE DETAILS

a. Provision of people

- ❖ The need for the Personnel for performing task related to various activities of ASSA will be identified by respective Heads of Department or during Management review. A Preliminary one on one discussion by HOD will be done

with Secretary. Personnel requisition form (F/HR/01) will be used for making a request by respective HODs to Management indicating the no.of people, competence needed, time period etc.

- ❖ On approval of this request by Secretary, the same will be forwarded to HR for taking action
- ❖ Head-HR will scrutinize this requisition and initiate action for identification of appropriate candidates as below
 - a) Identifying from internal source (Job transfer from existing employment / recruitment from DYT)
 - b) Identifying candidate through known resource / word of mouth
 - c) External newspaper / Journal Advertisements
- ❖ Once the candidate is identified, they will be called for an interview by selection committee comprising of cross functional team. The candidate will be asked to fill in a Registration for employment Form (F/HR/02) before being interviewed. Based on the recommendation of the committee prospective candidates will be briefed about Sangam policies by Head-HR.

- ❖ Then the package will be worked out based on Sangam guidelines and recommendation will be forwarded to Secretary for approval. An offer letter with joining date is provided to the candidate for his joining the ASSA team.

- ❖ In case of job transfer no further interview will be conducted and also transfer will be done through Transfer form (F/HR/03).

b. Determine and ensure the availability of competence

- ❖ The competence requirement are determined for various roles identified for doing work under the control of Sangam that affects the performance and effectiveness of QMS. Towards this ASSA is maintaining a document of required Qualification and experience for a role (annexure1) and record of available ones for individuals performing the role ((Refer Record of competence).

- ❖ A skill set required for each Role/person is determined and is made available through Performance appraisal.
- ❖ Each year ,as part of performance appraisal / gap determination through Skill review is done by self appraisal by individual, and Section / Dept. Head. Based on this Competence gap if any is determined . Decision of Dept. Head is final with regard to skill level determined for an individual. The gap identified will form one of the basis for training identification.
- ❖ Record of such Performance appraisal/ Gap determination (F/HR/04) is retained.

c. Training

- ❖ ASSA has a system in place to identify and provide necessary trainings to enhance the skill of individual to perform their work. The organization also takes other actions such as New recruits with additional competence, Job rotation, seeking the services of professionals and volunteers etc to acquire necessary competence based on various factors.
- ❖ Trainings for individuals are determined through Gap determination (as explained above), the training need identified by individual during their performance appraisal as well as the one decided by the organization.
- ❖ Head-HR consolidates all the above information and decides the training to be given for the individual in consultation with Dept. Head and approved by Hon. Secretary.
- ❖ Based on this, Head-HR prepares a Annual training plan (F/HR/05) and get them approved by Hon secy. Taking into consideration various factors including budget provision.

- ❖ In case of Group in house training Head-HR identify faculties for in house training and take necessary actions to provide the same for various individual for whom the training need is identified.
- ❖ People are also sponsored for external training, seminars etc to enhance the competence of people, based on the recommendation of Dept head and approval of Hon secy.
- ❖ On the job trainings are also provided for new recruits and in case of job rotation.
- ❖ Effectiveness of actions taken are evaluated through various means such as Performance evaluation on the job by Dept. Head, Pre/Post questionnaire, Conducting tests etc.

- ❖ Record of Training are as below.
 - Annual Training Plan – (F/HR/05)
 - Record of Qualification& Experience, Training and Effectiveness (F/HR/06)
 - Training feedback, (F/HR/07) are retained by Head-HR.

d. Awareness

M/S ASSA has established a system of enabling persons working under the control of the organization are aware of Vision, Mission and Quality policy as well the Quality objective which are communicated through display in notice boards.

They are also made aware of their roles, responsibility and authority towards contributing in achieving the policy and objective of the organization as well as the implication of not conforming the same. Section Head is responsible for the same.

They are also made aware of the rules and regulations to be followed by the persons by HEAD-HR during the stage of recruitment.

9. PERSONNEL ADMINISTRATION

9.1 EMPLOYEE CODE:

Each confirmed employee will be given a separate numeric code by the organization when the first salary is processed. This number helps in processing Payroll and needs to be used in all communications with the HRD Department.

9.2 PERSONNEL FILES:

A personnel file will be maintained by the HRD Department for every employee of the Sangam. The contents of the file will be updated periodically and the employee is expected to cooperate with the HR Department and submit the details as and when requested.

GENERAL WORK RULES

Given below are the general rules that has to be followed in ASSA

9.3 Bio metric:

The punch machine system was introduced to bring in transparency in the attendance system. All regular employees will be punch the finger in the machine. All employees are required to punch their finger in the Punch machine twice a day. The first punch of the day will be registered as the in-time and the last punch of the day will be registered as the out time. In case the employee fails to Punch his/her punch in the machine on any particular day, then it will be considered as he/she is absent/or on leave.

9.4 Attendance Rules:

Every employee is expected to check in not later than 9:30 hours on any working day and sign the muster. A grace period of 5 minutes is apportioned for the possible hindrances on the way! However, if the number of LATE CHECK-IN exceeds 15 minutes on 2 occasions, such day of 3rd late coming would be treated as 1/2 day of LOP.. This excludes the Permissions. The muster to be closed and sent to HRD by 9.45 am on all working days.

If an employee is unsure of making it on time (by 9:30 A.M) to the office, he/she is required to inform his/ her Reporting Manager latest by 9:45 a.m. In the absence of the above Personnel, the HR Department / Front Office should be informed on the same.

9.5 Working hours:

The working hours of ASSA are as follows:

Monday to Saturday is 9.30 am to 5.30 pm with a lunch break from 1.15 to 2.00 pm.
Sunday is a Holiday.

Every employee of ASSA has to work from 9.30 am to 5.30 pm every day. Those employees required on shift basis would work as per the timing indicated by the concerned Section Head. This will be indicated at the time of joining duty.

9.6 DRESS CODE:

All the members of ASSA must maintain a formal dress code on all working days. All Staff members who have been provided with uniform, have to be in uniform while on duty. All staff members are to attend duty in uniform on Mondays and be present for the Flag Hoisting at the School in the ASSA campus. However, Drivers, Security Staff, Care givers and cosmetic staff are to be on duty only in uniform on all days.

9.7 ID CARD

The staff should wear their ID card in a visible manner at all times while on Sangam premises. This is now a mandatory requirement.

Any staff who persistently fails to wear their ID card, or refuses to wear it without good reason, in contravention of this policy will be subject to disciplinary action in accordance with the Sangam 's disciplinary procedure.

Staff who lose their ID Cards should report this to the HR Department as soon as practicable and arrange for a replacement card. When staff resigns and relieves from the Sangam they are required to return their ID card to Head of HRD

9.8 Helmet

Staff who enters the sangam premises with either their own or sangam owned motor two wheelers should wear the helmet. If they are not wearing the helmet a penalty of Rs 50. will be revived

9.9 Movement Register:

Staff Movement Register is a format prepared to be used to record any official visits made by ASSA employees, within or outside the city, so that the concerned person may be reached as the need may arise.

- Any ASSA employee wanting to go on duty has to officially communicate the same to the concerned Department Head. Hence, he / she must use the given format, in the prescribed style.

9.10 SALARY PAYMENTS:

Salary Administration is centralized. The HR Department, processes the payroll of all employees irrespective of their section. The attendance is closed on the 30th of every month.

The pay cheques are credited to IOB, Ayikudy which in turn credits the individual pay cheques to IOB Pay Account of each employee opened through the Sangam. The salary will be credited on or before the 5th of every month.

Arrangements have been tied up with IOB bank for the purpose due to the following reasons:

- Easy access of money through ATM
- Wide number of ATM's all over India, which will enable even the employees who go on tour to easily access their accounts.

9.11 Income Tax Deductions:

Income tax would be deducted as per the guidelines of Income Tax Department out of the salaries of the employees. The employees those are paying income tax should indicate if there is any savings before 31 December of that assessment year

10. Leave Rules

To provide management and staff with information on the availability of all types of paid and unpaid leave of absence from work.

Holiday List:

The list of holidays (National Holidays 3)

1. Republic Day
2. Independence Day
3. Gandhi Jeyanthi

Types of Leaves

1. Casual Leave – 8 Days per year
2. Restricted Holiday – 2 days /year
3. Medical Leaves
4. Special Leave – 12 days per year.
5. Maternity Leave.
6. Compensated Holiday (CH)
7. Loss of Pay
8. Leave Travel Concession (LTC)
9. Un Planned Leave

10.1 Casual Leave

- 8 Days per year can be availed by the regular staff.
- Below 2 years of servicing employees can avail 1 day CL on completion of every 45 days of working or else it will be treated as LOP.

- Half day leave can be availed
- The staff those who have completed 2 yrs can avail CL.at any time.
- At the time of CL cannot be availed for more than 3 days
- CL cannot be clubbed with SL, ML & Maternity Leave.

10.2 Restricted Holiday

- This Restricted Holidays, 2 Days per year can be availed by the regular staff
- Half day leave can be availed.
- RHL – can be clubbed with CH and CL.
- This Holiday leaves can be availed during the Festivals, important family functions and religious oriented activities that is temple festivals etc. No other days the leave is not permitted.
- On completion of six month one day leave can be availed.

10.3 Medical leave

ESI- Applicable staff:

- This leaves can be availed through ESI. Number of days as prescribed by the doctors according to the illness.
- The staff should collect all the bills related to the treatment and submit at the ESI Dispensary for reimbursement of the medical expenses.

ESI- Non-applicable staff:

- Below 2 years – No Medical Leaves
- On completion of 2 years up to 5 years – 5 Days per year.
- Above 5 years of service – 10 days per year
- It is accumulated to subsequent years
- Half day ML is not permitted
- It cannot clubbed with SL, CL,RHL& CH
- days can be availed at a time. For ML one should produce doctor certificate at thetime of applying for leave and fitness certificate while joining duty.
- ML falls between weekly holidays treated as ML

- Proper medical leave and fitness certificates must be submitted at the time of leaving and joining duty respectively without fail. If any one fails to submit the said both certificates in time, the leaves will be treated as LOP.

10.4 Special Leave (Spl.Leave)

There is two categories.

1) Teaching staff – 4 days per year

2) Non-teaching staff – 12 days per year

- Only 5 years completed staff are eligible to avail the Special Leave
- Only full day can be availed.
- One day for every completed 25 working days in a month for non-teaching staff
- One day for every completed 60 days in 3 months for teaching staff
- Special leave cannot carried over. That year leave should be availed the same year.
- This leave can be availed 10 days at a time.
- Non-teaching staff can en cash 4 days of Special leave.
- Special leave falls between weekly holidays; it will be treated as special Leave.
- The section may recommend three days of SPL leave if they considers it necessary,If it exceeds three days the department head will submit the leave letter to the Secretary or in his absence to the Committee member who is their guide and in the absence of their respective guide to any Committee Member whoever is available.
- Non-Teaching staff can en-cash Spl.Leave up to 4 days in the year in which the leave arises
- Teaching staff cannot en-cash Spl.Leave
- Encashment expenses will be paid by concerned Section / Departments

10.5 Maternity Leave

- Two months of maternity leave will be granted after completing the two year of continuous service in sangam. This can be availed for only one child.
- In case of Stillborn child, this leave can be extended to one more child on production of proper medical certificate.

- In case of miscarriage after hundred days of pregnancy one month leave with half pay will be granted on production of proper medical certificate.

10.6 Compensated Holiday

- Some essential workers may need to work during their weekly holidays. Such employees can compensate the leave by taking leave on others weekly days. That is called Compensated Holiday.
- These weekly off working days must be compensated within the same month. However, any weekly holiday work falls at the end of the month that is 30th or 31st of a month, they can claim extra duty charges for that working day.

10.7 Loss of pay (LOP)

- Below 2 years of servicing staff: any leave availed before completion of 45 days will be treated as LOP.
- More than two permission is treated as CL.
- LOP is not permitted without prior approval.
- LOP along with Maternity leave cannot be allowed for more than 3 months.
- Morning late coming time, Lunch late arrival time will be calculated up to 8 hours then it will be treated as loss of pay and deducted from salary.
- No half day Loss of Pay leave is permitted. If any one avail ½ day loss of pay, it will be treated as full day loss of pay.

10.8 Leave Travel Concession (LTC)

- 1) Staff Joined after 1-10-2004 cannot avail LTC
- 2) Not Eligible for contract staff
- 3) LTC is available to the family head + dependents (wife + unmarried and unemployed children and parent not earning more than 12,000/-)
- 4) It can be availed once in 4 year
- 5) 25% of the staff can avail in a year on the basis of first come first served.
- 6) Maximum LTC leave – 10 days (will be adjusted against EL)

- 7) 15 days before the departure the staff should submit his / her tour programme
- 8) Actual II class train fare for the members will be borne
- 9) One can take an advance of 75% before 10 days and he should submit the onward reservation to the supervisory.
- 10) Max of 650 kms up / down fare is allowed.
- 11) In case one prefers to travel by bus then actual bus fare / II class train fare, which is less, will be borne. Written commitment for bus travel should be made. Actual bus tickets should be produced during claim.
- 12) The claim should be settled within a fortnight after joining duty.
- 13) Employee should have completed 5 years of service in the organization.

10.9 Un Planned leave

The urgently/ unexpectedly taking leave is called unplanned leave.

1. Employee should inform the leave details to his/her Section Head, in his absence to his/her Dept.Head. who would submit the leave letter to Inward section immediately or in the same day itself.
2. Both Section and Dept. Heads are not present any one responsible person should take care of the leave letter and obtain signature from the committee member and submit to Inward Section.
3. The Section/Dept Head and Committee Member have authorization to accept or reject the leave letter.
4. As soon as arriving to duty the employee should sign in the leave letter which is available in HRD. If they fail to sign in the leave letter that leave will be treated as lose of pay.
5. The rejected leave will also be treated as LOP. It will not be adjusted in the existing leaves.
6. The unplanned leave should be sealed. The seal is available in HRD Section.

10.1.1 Permission:

- Two permission is allowed in a month (Evening or Morning not in Middle)
- Only one permission can be availed in a day.
- More than two permission is treated as LOP

- Those who availed ½ day leave are not eligible for any permission on that day.
- No emergency permission is allowed during the working hours except morning / evening.

If the employee has to leave the place of work during the working hours, the Reporting Officer should be informed of his / her whereabouts by the employee. Also the Movement Register (available at the front office), has to be filled and necessary gate pass to be obtained whenever the employee has to leave the work place for personal / official work.

10.1.2. Special Permission

The special permission is allowed in the time of evening only and declared by the Sangam below mentioned the occasion.

Before the day of

Deepavali

Pongal

On the day of

KarthigaiDeepam (ladies only)

Skandasasti

Vinayagachathurthi

Saraswathi Pooja

10.1.3. Submission of leave letters

While taking leave, staff must submit leave letter to Inward section, after getting proper signature from their section and department heads. Without their signatures the leave letter will not be entertained. If an employee fails to submit leave letter in time, it will be treated as late leave minus marks will be awarded for the same.

If an employee took leave without submitting leave letter, the leave will be treated as LOP and mentioned the attendance register as 'A' (absent).

11. TRANSFER & PROMOTION

11.1 TRANSFER POLICY:

Depending upon the exigencies, HRD may decide to transfer an employee of the Sangam within different sections of the Sangam. Necessary induction programme would be organised to such employees by HRD.

11.2 PROMOTION:

Promotion from one cadre to a higher cadre would be considered depending upon the satisfactory performance of the employee and the need of the Sangam. Necessary guidelines would be framed from time to time by the Executive Committee. Necessary changes in pay scale would become applicable from the date of promotion. When a Section head or in charge, proceed on long leave next senior employee in the section may be advised to take additional responsibilities in the higher grade and he/she would become eligible for enhancement of emoluments in the higher grade for that period of officiating.

12. SEPARATION

12.1 RESIGNATION:

If an employee on probation leaves the Sangam, he / she has to serve a notice period of one month.

If a confirmed employee of the Organization desires to leave the services of the Sangam, he shall submit a letter to his/her reporting officer of resignation giving three month's notice or as per the terms of employment.

Resignation letter should be sent to the HRD Department through the S/D Head.

The employee will be required to clear all the outstanding and complete the procedures of handing over charge before he is relieved from services.

Relieving letter shall be issued on the last working day. (*Please see Annexure 12.1 – Relieving Letter Format*)

The concerned Head as per *Annexure 12.2* shall submit a *Final Clearance Memo* to the HRD department.

A *Service Certificate* shall be given as per *Annexure 12.3* at the time of relieving the employee from the services.

An exit interview shall be conducted before relieving the employee (*Annexure 12.4*)

12.2 RETIREMENT:

The retirement age of an employee is completion of 58 years.

Sangam shall, at its discretion, retire an employee before he completes the age of retirement on grounds of serious ill health or adjustment problems and indiscipline.

On the date of retirement, a letter relieving him from the services of the Sangam shall be issued.

An exit interview shall be conducted before relieving.

The Secretary shall sign relieving letter.

Terminal benefits such as Provident fund, Gratuity, etc. shall be settled on the date of retirement, if possible.

12.3. TERMINATION:

The services of an employee shall be terminated as per the terms of Employment on unsatisfactory record of service.

The HRD department will handle procedures relating to termination of an employee.

12.4 EXIT INTERVIEW:

Before an employee is relieved from the services of the Sangam on resignation or retirement,

an exit interview will be held with him.

The Exit interview is conducted with a view to get the reasons or circumstances leading to his resignation, feedback on his experience with the Sangam and his job and his suggestions for improvement of the existing systems.

The HRD department head and the Head of the Department in which the outgoing employee was working or their authorized representatives will hold exit interview.

Please see Annexure 12.4 – Exit Interview Format

12.5 SETTLEMENT OF ACCOUNTS:

HRD department has to ensure that what was reimbursed to the employee and what were availed by him up to the date of relief were within his eligibility. Any reimbursement made in excess of his eligibility shall be adjusted against the final settlement of accounts.

A note from the concerned Section / Dept. Head shall be obtained saying that the outgoing employee has handed over all official files and properties of Sangam

A statement of accounts containing details such as amount due to him, amount adjusted from his final settlement, etc. shall be given to the outgoing employee and his signature in acceptance of the statement shall be obtained.

During the notice period the employee should not take any leave except casual leave.

FINAL CLEARANCE GUIDELINES

The following are the procedures to be followed when an employee resigns from the services of the Organization.

- 1) HRD may mention the comments "Accepted, letter received on __(date)__, last working date is __(date)___", without fail and put signature on the resignation letter.
- 2) No other comments are to be written on this letter.
- 3) Soon on receiving the letter, an "Acknowledgement of Resignation" (Please see Annexure 11.1 – Relieving Letter Format) advising the employee to hand over all Sangam materials, and settle all dues be issued by HRD. One week before the last working date HRD to hand over the FCM (Final Clearance Memo) to the employee and advise him/her to get the same completed /verified by various departments.
- 4) As a Standard operating procedure Sangam will stop salary soon after receiving a copy of the acknowledgement and Resignation letter.
- 5) All salary and perks will be paid to the employee only at the time of Final Settlement.
- 6) One month (30 days) of notice period has to be given by every probationer and 3 months (90 days) by every confirmed employee. Leave up to 30 days (maximum) in the case of resignation by a confirmed employee, can be adjusted against shortfall of notice period. This is not the right of the employee. His/ her reporting officer can recommend and this recommendation may be accepted by the Management.
- 7) Salary will be deducted if there is any shortfall in notice period. Salary means only basic.
- 8) Balance leave (if any) will be adjusted at the time of settlement.

If in a case an Employee says (orally) that he/she wants to resign and, if HRD had accepted to that fact, he/she may be advised to put his/her resignation in writing.

13. TERMINAL BENEFITS

This chapter provides basic information on Sangam's terminal benefits relating to Provident fund and Gratuity.

For the purpose of the benefits listed in this chapter, salary means the basic monthly salary

13.1 PROVIDENT FUND (PF):

EPF Contribution For Employee and Employer

The EPFO has set the EPF contribution rate. The Employee and employer have to follow this rule. It is mandatory by law. The contribution paid by the employer is 12% of basic wages plus dearness allowance plus retaining allowance. An equal contribution is payable by the employee also.

Apart from it an employer also has to pay some administration charges. The various accounts of PF Challan are as mentioned below.

	Employee	Employer
A/c No 1: PF contribution Account	12	3.67
A/c No 2: PF Admin account		0.500
A/c No 10: EPS account		8.33
A/c No 21: EDLIS account		0.500
A/c No 22: EDLIS admin account		0

All newly recruited employees will be admitted to the Provident fund scheme from the date of joining. Fresh candidates, who are appointed, shall give necessary declaration and nomination forms.

13.2. EDLI

Employees' Deposit Linked Insurance scheme provides for a lump sum payment to the insured's nominated beneficiary in the event of death due to natural causes, illness or accident

It is mandatory for every employee drawing a basic pay of up to Rs. 15,000 per month to make contribution towards EPF & EPS. However, employees drawing basic salary over Rs. 15,001 per month have an option to get PF deducted from their salary. The EPF & MP Act, 1952 provided for PF and a family pension scheme for employees from 1971 onwards. However, it was felt that problems arising out of early death of the employee were left unaddressed. In view of this, the Act was amended to incorporate an insurance scheme, called the Employees' Deposit Linked Insurance (EDLI) Scheme in 1976.

13.3.ESIC (Employee State Insurance Coporation)

All employees of a covered unit, whose monthly incomes does not exceed Rs. 21,000 per month, are eligible to avail benefits under the Scheme. ESI fund provides cash and medical benefits to employees and their immediate dependents.

All newly recruited employees will be admitted to the Employee State Insurance Corporation from the date of joining. Fresh candidates, who are appointed, shall give necessary declaration and nomination forms.

Contribution Rate:

The contribution under the ESI Scheme is raised from the employees & employers. The rates of contribution, as a percentage of wages payable to the employees are:

- ▶ Employees' contribution 0.75% of the gross pay
- ▶ Employers' contribution 3.25% of the gross pay
- ▶ Thus, 4 % of the wages is to be paid as contribution to Scheme for each worker.

13.4 GRATUITY:

Employees are covered by the Sangam under the Gratuity Act from their date of joining.

For an employee who is covered under the Payment of Gratuity Act, 1972, the qualifying service for the purpose of eligibility of gratuity shall be minimum 5 completed years of service. This condition of minimum period will not apply in case of death/disablement.

Gratuity is payable at the rate of 15 days of last drawn Basic salary for every completed year of service. Service for six months or more shall be counted as completed year of service after the first five years.

For the purpose of working out gratuity, Last drawn basic Salary will be divided by 26 to arrive at the salary for one day which will be multiplied by 15 to compute the eligibility of gratuity for a year of service. Viz.

$$\frac{\text{Last drawn Basic}}{26} * 15 * \text{No. Of years of service}$$

Gratuity will be paid subject to the maximum provided under the Gratuity act.

13.5 GSLI:

Group Saving Linked Insurance

A member of the scheme, a certified copy of which has been filed with Corporation.

Flat rate of premium

Out of the monthly premium of Rs.42 per member an amount of Rs.14/- will be appropriated towards premium for the life assurance benefit and the amount of Rs.28/- will be credited to the running account to be maintained under the policy as said in para.6 of Part II of the schedule.

Beneficiary: The person or persons appointed by the Member to receive the benefits under the policy in the event of his death while being a member.

Upon the death of the member before the terminal date while being member covered under this policy, the membership shall terminate and an amount equal to the sum of (i) Rs. 40,000/- as life assurance benefits and (ii) the total amount standing to his credit in the running account of this policy will become payable to the grantees for the benefit of the beneficiary.

14. SAFETY, HOUSE KEEPING AND ADMINISTRATION

14.1 SAFETY:

Every employee has the responsibility to himself and the Sangam for his own safety and the safety of other employees, particularly those who are under his own charge. In the performance of his duties, therefore, he should observe all the Sangam rules and instructions relating to the efficient and safe performance of his work and safekeeping of his work place. He is also responsible for the safety of equipment, property, information and documents under his charge.

Sangam should promptly attend to situations/operations that cause or might cause problems of safety to life or property. Whenever immediate danger is anticipated, managers should use their discretion and take prompt action without waiting for instructions from their superiors could result in delay leading to loss.

14.2 HOUSE KEEPING:

Every employee is expected to keep the premises of the Sangam clean. Campus Section is solely responsible to the clean maintenance and upkeep of the premises. Campus Supervisor to organize for daily cleaning and maintenance of entire premises.

14.3 PERSONAL CONDUCT:

Every employee of the sangam is expected to have an orderly behaviour causing no disturbance to any/all the other members of the sangam and its visitors. Good conduct of the employees would be periodically reviewed by HRD and it would be one of the criteria of considering rewards/awards.

14.4 Smoking & Drinking:

Smoking and drinking of alcohol by employees and visitors is strictly prohibited within the premises of the sangam.

14.5 TELEPHONE CALLS:

While there is no specific rule prohibiting personal calls, every employee should remember that the telephone in office is essentially for business use and blocking a line with personal business might result in an unhappy customer who could not get through.

No calls whether personal or official will be made or answered to at the reception.

A telephone should be answered within 2 to 3 rings. Any calls on unattended telephones, should be picked, if it is in the vicinity. It is the duty of all employees to deliver messages received by him /her for others immediately and follow up on any critical or urgent message requiring action.

Any STD/ISD calls – whether official or personal should have written approval from the S/D head. The receptionist will connect the call to the respective extension only if the Approval Slip has been submitted. All such calls will be recorded in the **Local/STD Telephone Register** kept at the Front office by the Receptionist.

14.6 OFFICE STATIONARY:

As a matter of policy, Sangam's Letterheads and stationery are not to be used for personal correspondence. For any stationery required by him/her for office use, he/she is requested to put up a requisition to the Administration –in Charge / Front Office, duly approved by his/her Department Head. These requisitions will be processed on a fortnightly basis (say, 1st and 15th of every month). Any requisition made in between will have to wait till the next processing date.

14.7 VISITING CARDS:

The employee will be required to make a requisition for Visiting Cards in the form provided for this purpose. This form is available with the Administration –in – charge / Front Office. The format is self – explanatory, however the functional head must approve it.

14.8 VISITORS:

Family and friends of an employee are welcome to the Sangam. Any employee bringing a visitor to the office will not be allowed beyond the reception area unless the immediate superior grants permission. In case the employee wants to go out with the visitor during office hours, he / she should take the required permission from the immediate superior failing, which the Sangam would presume that he / she is pursuing personal or private business unconnected with the employment and would be forced to face strict actions.