

# HUMAN RESOURCE POLICY & PROCEDURES

## Management & Governance



Manipur Network of Positive People

**MANIPUR NETWORK OF POSITIVE PEOPLE (MNP+)**

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## INTRODUCTION - Overview and Purpose:

The Manipur Network of Positive People (MNP+) is a state level Network (SLN) of PLHIV was formed on the 7<sup>th</sup> September 1997, by five ex-Injecting drug users who were living with HIV to response to the situation, faced at the time by IDUs and PLHIV. The first of its kind in the entire North East, the organization is registered under the Society Registration Act 1989 on 14 December 1998 and registered under the FCRA 1976. MNP+ has its registered office at Yaiskul Hiruhanba Leikai, Imphal. It has an Executive Committee to look after the functioning of the organization and its services along with 2500+ members spanning across the 9 districts and a self support group at Sugnu, which has now been bifurcated to 16 Districts.

MNP+ has close linkage with other 22 state level networks and affiliated to NCPI+ (National Coalition of People Living with HIV/ AIDS in India). Locally MNP+ works hand in hand with the Manipur State AIDS Control Society (MSACS), *Meira Paibeas*, CSOs, Department of Health Services, Social Welfare Department, State Legal Services Authority (SLSA), and other relevant Departments, Indian Drug Users Forum (IDUF), All Manipur Drug Users Network, Manipur (ADUM), J.N. Hospital, RIMS Hospital, and other NGOs and CBOs working in the field of HIV/AIDS.

It is a self-support group which intends to overcome the constraints and limitations faced by the infected and affected people with HIV/AIDS for overall improvement in their lives in particular and society in general. MNP+ is tirelessly working on to involve the PLWHA in all spheres for addressing the issue of HIV/AIDS including policy making, designing program and implementation, service delivery and monitoring.

The organization aims to improve the quality of life of people living with HIV in Manipur and the North East India and to provide a sense of belonging and togetherness to all people living with HIV.

**The Manual:** This document has been developed to communicate and manage Policies and Procedures related to Human Resources that come under the purview/scope of MNP+ for the operation of the Project and activities through its offices in Imphal and other districts of Manipur.

Manipur Network of Positive People (MNP+) Operations is managed at a number of locations in the State of Manipur including the North Eastern States. Currently MNP+ is implementing Projects in the following Districts

1. Imphal East District
2. Imphal West District
3. Bishnupur District
4. Thoubal District
5. Kakching District

6. Chandel District
7. Tengnoupal District

Manipur Network of Positive People's main management and administrative activities is carried out from Imphal West (Secretariat) Office.

**Purpose:** The purpose of establishing policies and procedures for Manipur Network of Positive People's Human Resource is as follows:

- To ensure that the best possible controls and procedures of the organization are in place whilst at the same time the Project is properly supported so as to enable in achieving the overall goal of the organization.
- To have consistency with the Laws/ systems and procedures laid down by the State and Central Government for NGOs/ CBOs and Voluntary nonprofit organisations.
- For Effective and efficient management of Project Human Resource.
- To Minimize risk of fraudulent and other criminal behavior.
- To Avoid misunderstanding and misconceptions amongst the staffs in the Organisation.
- To create an office environment free from deception and bias.

#### ***Review and Maintenance:***

- The appointed person for review and maintenance of this manual is the Chief Functionaries/ Executive Board Members who will draw upon other resource within the organization as and when required. The President and the Executive Board will rely solely on the Admin & Account Officer for implementation of policies and procedures and monitoring of security and other environmental conditions relevant to the Project.
- Regular reviews will be undertaken to ensure that our policies are still relevant and any changes will be conveyed to staff in an appropriate manner.

The Master copy of this manual is to be maintained by the Executive Board with a full copy available in each of the project's office and sub-centers.

***Authority:***

The manual is reviewed and approved by the Executive Board and members of the organization in an emergency GBM. Proposal for changes or deviation from the manual cannot be made without the express of the Governing Board of MNP+. The policies and rule stated in this document must be followed by all Manipur Network of Positive People's staff and where applicable consultants and visitors of the organization.

***Policy Compliance:***

The manual will be used for all employees and be considered for all activities undertaken. All employees and all activities (project related or not) must comply with the policies and procedures provided in this document.

***Persons Affected***

All persons and all locations involved in the activities of Manipur Network of Positive People: Project Staff, Consultants, Project Visitors including.

The manual will be used at all Project Offices and be considered for all activities undertaken.

***Policy Compliance***

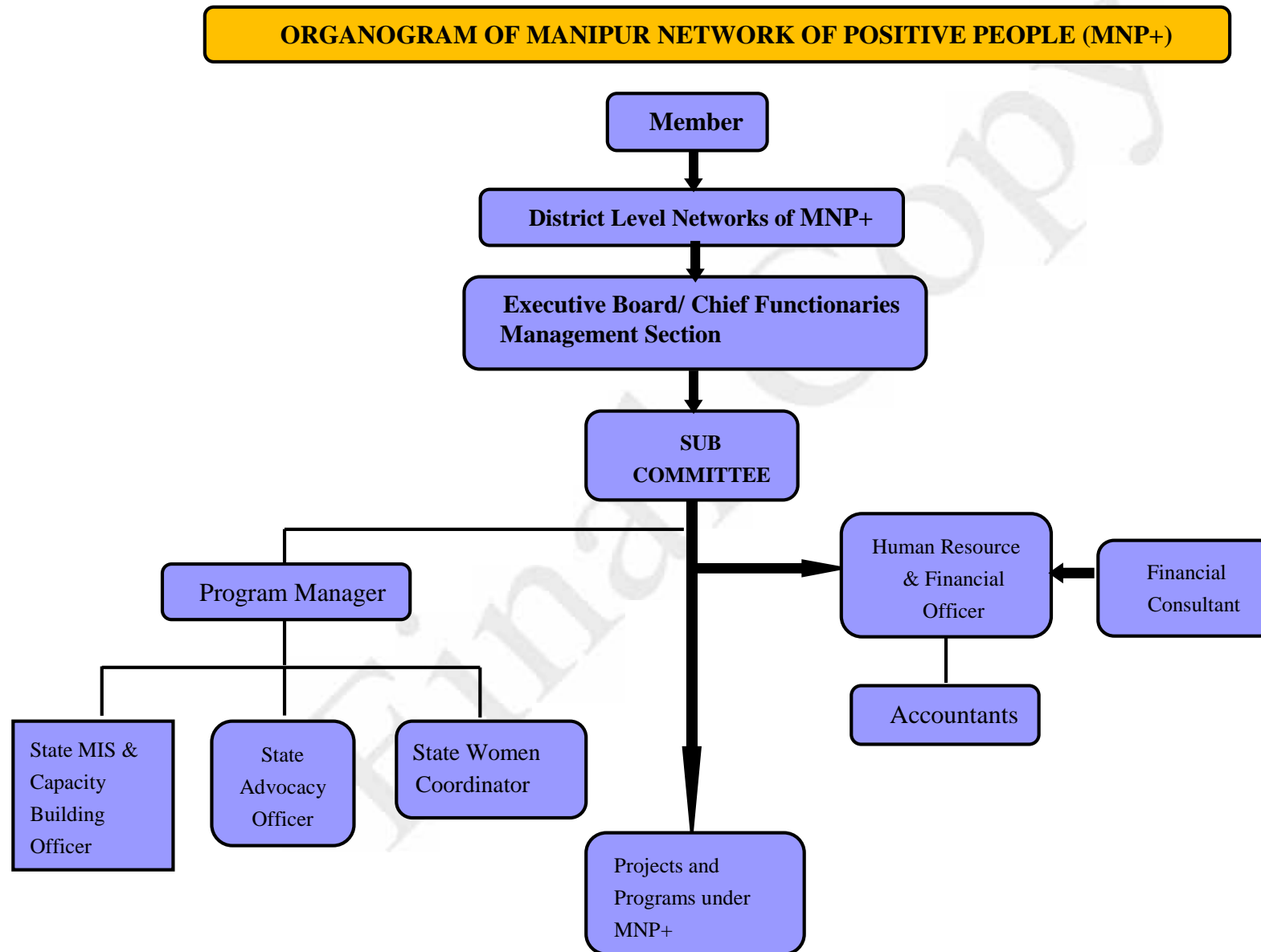
All Project Staff and all Project Activities must comply with the policies and procedures provided in this document.

***Other Manipur Network of Positive People Policy Documents***

Together with this manual, the operations of the Project will be guided by the following Policies & Procedures Manual developed specifically for Manipur Network of Positive People (MNP+):

- Procedures & Policies Manual;
- Finance Manual Procedures & Policies.
- Child Right Protection Policy

## Structure of MNP+



## **SECTION ONE- Human Resources Management**

This Manual is an internal document intended for use by all employees of Manipur Network of Positive People (MNP+) and shall be used both by the existing and all new staff on commencement of employment. It shows that Manipur Network of Positive People has full and proper policies in regard to looking after its workforce and also makes employees aware of their own responsibilities. The purpose of this policy is to apply a code of professional ethics to the workplace, which is consistent with the mission, values, and objectives of the organization.

Manipur Network of Positive People (MNP+) is committed to provide a positive work environment in which employees feel that they are valued, treated fairly and given recognition for their contribution to the organization's success. Manipur Network of Positive People (MNP+) aims to provide an environment that fosters good working relationships at all levels and offers flexible and supportive work practices.

Manipur Network of Positive People (MNP+) is committed to providing employees with working conditions that comply with relevant legislation and which are up to the standards. All MNP+ staff work under the conditions contained in the MNP+ agreement, and covers all standard working conditions such as salaries, superannuation, and leave entitlements.

A copy of the agreement is made available to all prospective employees when they are offered a position at MNP+. In the event of a conflict between the agreement and this manual, the agreement prevails.

### **1.1. State Level Network:**

The Manipur Network of Positive People (MNP+) is a State Level Network governed by an Executive Board with an elected President, Vice President, General Secretary, Treasurer, Joint Secretary and 2 (two) executive members who are representatives and elected by members from District Level Network. The board has Sub-Committees with representatives from every District Level Networks.

### **1.2. District Level Network:**

The Manipur Network of Positive People (MNP+) has 9 (nine) District Level Networks out of the 16 (Sixteen Districts of Manipur), which has been recently bifurcated and a self-support group in Sugnu under Thoubal District. These entire nine district Level Networks are affiliated to MNP+ Secretariat, with its head office at Yaiskul Hiruhanba Leikai, Imphal West, Manipur.



## SECTION TWO

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### 2. Terms & Conditions

#### 2.1. Applicability

These conditions shall be called “*MNP+ Service Rules and Conditions for Employees*” and shall be applicable to all employees of MNP+, except if otherwise provided.

These rules as amended shall come into force with effect from Saturday the 12<sup>th</sup> of March 2022, further to approval by the Executive Board and shall supersede all or any previous conditions or practices, which have been in operation on matters covered by these service conditions.

In the event of any doubts as to the interpretation of these service conditions, the decision of the President and Executive Board will be final.

#### 2.2. Classification of Employees

**Employees shall be classified as:**

- I. Permanent**
- II. Probationer**
- III. Temporary**
- IV. Contract**
- V. Consultant**

##### I. Permanent

“Permanent Employee” means a person appointed in a permanent vacancy in project and whose appointment has been confirmed in writing by the appointing authority. But once the project period has been ended/lapsed then he/she should liable to discontinue his/her services until and unless the Executive Board decides to appoint with any vacancy. However, all the appointment will be decided by the Board and decision of the Board will be final.

##### II. Probationer

- a) “Probationer” means a person who is provisionally employed to fill a permanent vacancy and who has not completed the prescribed period of probation.
- b) An employee will be appointed initially on a probationary period of 3 (three) months. On satisfactory completion of the probationary period the employee will be confirmed in service by a letter of confirmation. During the probationary period the employee’s services may be terminated at any time without notice

and without assigning any reasons. The probationary period may be extended for further period not exceeding six months at the discretion of the President.

- c) A probationer is not entitled for any leave other than Medical Leave and this must be sanctioned only by producing a medical certificate.
- d) Any casual leave request will be at the discretion of the President/General Secretary. If the employee does not satisfactorily complete the probationary period the leave taken will be deducted from any end of service salary due.
- e) The salary of a probationer will be decided by Executive Board. No complain will be entertained.

### III. **Temporary engagement**

- a) Temporary employee is one who is appointed for a fixed/limited period of time for a specified purpose on a work which is essentially temporary in nature, or one who is employed temporarily as an additional staff in connection with temporary increase in work. His employment shall cease with the period of appointment, unless extended for a further specified period by mutual consent
- b) All employees under special projects shall be deemed to be temporary and the appointment shall stand terminated ipso facto (by the fact itself) on completion of the Project without any notice or assigning any reason.

### IV. **Contractual**

- a) Contractual employee is one who is employed due to his experience and expertise on a contract for a stipulated time or for a specific task on the completion of which the contract shall stand terminated. However, it may be renewed on the same or such other terms mutually agreed upon, depending on the needs of the institution.
- b) A contractual employee shall be entitled only to the financial benefits specified in the contract of employment in writing and or to such conditions of service as may be specified in the employment.
- c) If the exigencies/emergency/urgency of work so required, the President in consultation with the Board of the Organization may appoint a person/persons on contract for a maximum period of six month on terms and conditions to be specified in contract of service. This contract may not be extended for more than one term of six months.
- d) If the exigencies of works so require, the President/ Executive Board may appoint a person/persons for a longer period on contract on terms and conditions to be specified in the contract of service.

## V. Consultants

- a) If the exigencies of works so require, the President in consultation with the Executive Board may appoint consultants to undertake assignments. The consultants will be hired on a fixed rated and not be eligible to any of the benefits outlined in this manual.

### Grades and Designations:

- The permanent employees of the Organisation shall be in any one of the following grades:

Designation, Grade / Bands

Designation	Grade	Band
Program Manager/ Project Manager	5A	Band 5
Program Officer/Project Coordinator Medical Officer, Monitoring and Evaluation Officer, Finance Officer, Advocacy Officer	5B	
Accountant, Staff Nurse, Admin Support Staff	4A	
Outreach worker	4B	Band 4

### 2.4. Working Conditions

- I. Employments in the services of the Institution are exclusive in nature. Accordingly, no employee shall work for hire or reward whether for monetary gains, without the permission of the President/General Secretary.
- II. To ensure there is as little disruption to the work programme of the organization, no employee shall apply to any outside Institution / Agency or employer for any job / post without the prior written permission of the President/General Secretary. Failure to do so will warrant strict disciplinary action.
- III. The Organization encourages studies and training provided it does not hamper in any way the regular work in the organization. Therefore, no employee shall get admission for any course/University studies either as private or regular student without the prior written permission of the President/General Secretary.

### 2.5. Working Days/Hours

All employees are generally unless otherwise informed, required to attend office on all working days from 10:00 a.m. to 4:00 p.m. and to observe all week days as working days except 2<sup>nd</sup> Saturday as half holiday, Sunday and approved list of holidays.

## **2.6. Attendance / Late Coming**

- I. All employees are to indicate the time of arrival and departure and initial against their names every day in the Attendance Register.
- II. In case of late coming up to 15 minutes (i.e. after 10:15 am) on any working day, every such three (3) late coming will be adjusted as one day absent. Late coming after fifteen minute will calculate according to the time and will be marked as late. Three permissions are allowed in a month (2 hours) for valid reason.

## **2.7. Records of Attendance**

All staff will submit a monthly report in respect of job assigned even while on tour. Staff should submit a copy of such tour itinerary to the Program Manager/Head of their department by of following month.

## **2.8. Salaries**

Payment of salaries will normally be made on or before the 30<sup>th</sup> of the month by cheque made out to the employee. If any other mode of payment is required this needs to be arranged on commencement of employment but cannot be guaranteed to be accepted.

## **2.9 Salary Increment**

The increment will be depended on budget of the project to project.

But in some cases, the Executive Board can decide to increase the salary. The Executive Board will conduct an annual review of performance of some staff of their performance and commitment which shall form the basis to decide for their salary increment structure. But the final decision shall be the Decision of the Executive Board.

And increments of any kind may be stopped in case of disciplinary action / punishment as outlined in Misconduct Section.

## **2.10. Salary Review & Service Conditions**

The salary fixation, other allowances and perks shall be reviewed as per the Decision of the Executive Board.

## 2.11. Procedure for Leave

- I. All leave applications should be forwarded at least 3 days prior to leave being taken. The request should be submitted through the concerned Head of the Department or Program Manager with his/her comments. All such leaves should necessarily be sanctioned before proceedings on leave save in emergency and / or exigencies of circumstances leave applications be submitted within 48 hours.

Any application for leave by verbal communication will not be entertained until and unless for emergency purposes.

- II. Any employee taking casual leave/medical leave on Saturday or on day previous of holidays, remains absent on a subsequent Monday or working day, then the leave will be considered for the days that fall in between (not including non-working holidays and Sundays)

## 2.12. Classification of Leave

### Purpose of Leave

Leave is granted to employees with the good intention of providing rest, recuperation of health and for fulfilling social obligations. This provides for a healthy and efficient staff for the organisation.

### Leave Year and applicability

1. Leave is not a matter of right.
  2. Sanctioning of leave is at Management discretion based on exigencies of business or seriousness of the case.
  3. The different types of leaves given under the policy are:
    - **Casual Leave (CL)**
    - **Sick Leave (SL)**
    - **Privilege Leave (PL)**
    - **Maternity Leave (ML)/ Paternity Leave**
    - **Compensatory Leave (CCL)**
    - **Special Leave**
- i) The Leave policy is applicable for all permanent employees of the organisation and as well as consultants/contractual employees.
  - ii) Employees who are appointed during the course of the year shall be entitled to the above leaves on pro-rate basis.
  - iii) Employees whose date of joining service falls between 1<sup>st</sup> to the 15<sup>th</sup> of a month are entitled to get the leave credit for that month.
  - iv) Employees whose date of joining service falls between 16<sup>th</sup> to the end of the month are not entitled for the leave credit for that month.

- v) If an employee is relieved on any day between 1<sup>st</sup> to 15<sup>th</sup> of a month, then he / she is not entitled for leaves due for that month.
- vi) If an employee happens to leave on any day between 16<sup>th</sup> to the end of the month then he / she is entitled for leaves due for that month
- vii) Leave without pay can be availed either after Earned Leave has been exhausted or if Earned Leave cannot be availed.
- viii) Any leave application is to be applied at least one week/ 07 days in advance for approvals
- ix) When leave is required for more than 7 days, the leave application should be submitted at least 15 days in advance for approval.
- x) Half-day Casual Leave (CL) would be deducted automatically for every three instances of reporting late to office. In case the employee has exhausted CL, then half-day deduction would be done from Privilege Leave (PL)

#### **I. Casual Leave (CL)**

1. 12 (twelve) days of Casual Leaves will be available per calendar year.
2. Casual leaves will accrue on a pro rata basis at the rate of one leave per month from the date of joining and can be combined with any other leave (PL/CCL) with prior approval
3. Maximum of 3 casual leaves can be taken at a time.
4. Casual leaves will neither been-cashed nor be carried forward to the next calendar year.
5. If CL extends beyond 3 days, then the excess days taken will be treated under LOP or Privilege Leave.
6. It is up to the Management's discretion to sanction more than 3 days of CL at a stretch.
7. National / Festival / Declared / weekly off days can be prefixed and / or suffixed to CL.
8. When leave is taken without prior sanction (under certain unavoidable circumstances), the absence should be notified to the respective HOD's on the same day through phone.
9. Approved leave application should reach the HR department within 3 working days of rejoining.

#### **II. Sick/ Hospitalization Leave:**

- Applicable to all employees
- If an employee is ill for more than 3 days they will be transferred to a Medical leave entitlement not exceeding 10 days in a financial year. A certificate from a competent Medical practitioner is to be produced. Only on the production of such medical Certificate, the employees avail of this leave. For this leave the staff member will be paid normal salary. Normally, the application should

reach the office on the day one wants to avail of it, but not later than three days of rejoining duty. This leave cannot be accumulated.

- Any staff that requires medical leave above 12 days will have their case brought to the President. For PLHIV, the number of days would depend on case to case basis and on the discretion of the management.
- Depending on the severity of the case, the sick leave could be approved as paid leave or even as Leave without Pay (LOP).
- Approved leave application along with relevant medical documents should reach the HR department within 3 working days of rejoining.

### III. **Privilege Leave (PL)**

1. Employees are eligible for 15 days of Privilege leave per year, which accrues, on a monthly basis from the date of joining. They shall be entitled to avail of all such leave or any part thereof only in the subsequent period following the completion of three months of continuous service with the organisation calculated from the date of joining.
2. An employee can avail minimum of 3 days of privilege leave at anytime.
3. If unable to exhaust the privilege leaves, a maximum of 6 days of PL could be carried forward at the end of each calendar year and which needs to be availed by next year June (within 6 months from the end of the calendar year)
4. However, they may also be adjusted against shortfall in notice period or for recovery of dues, on a case to case basis as per management's discretion
5. At the time of resignation / retirement / termination the balance EL will be en-cashed at the basic pay rate as on the day of resignation / retirement.
6. Any absence of more than the number of EL sanctioned will be treated as leave without pay, unless given valid reasons to the management.

### IV. **Compensatory Leaves (CCL)**

1. Employees who are eligible for paid holidays but who may be required to work on a Organizations paid holiday are entitled to compensatory off with a prior approval from reporting manager/authority.
2. It should be noted that the employee is eligible for Compensatory leave only if he/she has worked for at-least 6 hours on the organization paid holiday.
3. Compensatory leave should be availed within 30 days of the leave being generated.
4. Compensatory off when not availed within the stipulated time period will lapse
5. Compensatory leaves cannot be en-cashed.

#### V. **Maternity Leave (ML)**

1. All female employees are entitled for twelve weeks or 84 calendar days provided the employee has worked with Organisation for a minimum period of six months before availing the maternity leave for giving birth or adopting an infant child.
2. Maternity leave can be availed only twice during the entire lifetime by an employee
3. The leave period could start at least 6 weeks prior to expected date of delivery. In case of adopting an infant less than a year, it starts from the date of adoption.
4. Maternity leave is a paid leave and does not affect the Privilege leaves and Casual Leaves.
5. A woman suffering from illness arising out of pregnancy, delivery, premature birth of child, miscarriage, or tubectomy operation shall on production of proof be entitled in additional paid leave for a maximum period of one month.
6. For employees covered under Employee State Insurance (ESI) will be entitled for leave without pay and will need to get in touch with ESI for the compensation.
7. Maternity leave can be pre-fixed or suffixed with annual leave or LWP (leave without Pay) provided it is duly approved and signed off by the Supervisor/HR Manager.
8. Maternity leave cannot be accumulated, carried forward or en-cashed.

#### VI. **Paternity Leave**

1. All male employees are entitled for 5 consecutive days of paternity leave provided the employee has worked with Organisation for a minimum period of six months before availing the paternity leave.
2. Paternity leave can be availed only twice during the entire lifetime by an employee.

#### V. **Special Leave**

1. Employees are eligible for special leave only post minimum 6 months of their joining
2. The special leave can be taken only if all the other leaves are exhausted
3. This leave could be paid leave /without pay on discretion and prior approval from the PRESIDENT/GENERAL SECRETARY
4. The approval should be taken at least 15 days in advance before the leave starts
5. The special leave could be of the following types;



### **Leave without Pay:**

- An employee can apply LWP when no other leave is available. During the period of LWP, the employee is not entitled for any pay or any allowance.
- A maximum of 30 days (1 month) can be availed on the prior approval of the management.
- If the employee fails to report to duty on the specified date after the sanctioned LWP, it is deemed that the employee has abandoned his service with the organisation on his own accord

### **Statutory/Closed Holidays Policy:**

The Organisation operations will be closed on Statutory Holidays in a year.

**The Organisation will prepared the holiday list of the year at the beginning of each calendar year. The details of the list would be available at all branches/ offices of Organisation as an office circular.**

### **Absenteeism:**

1. An employee is considered absent if he/ she is not present for work as scheduled, regardless of cause.
2. An employee is responsible for notifying his reporting manager of his/her absence each day of the absence and advising when he/she will report to work. Excessive absence would attract disciplinary action, which may result in termination. **In addition to the disciplinary action, two day's salary would be deducted for every single day of unauthorized absence.**
3. The organization also reserves the right to terminate any employee who is absent without notification. **After seven days of unauthorized absence the employee will be treated as absconding.** There would be a show cause notice sent to the permanent address for the employee to respond or else it could lead to termination of employment.
4. Employees will not be allowed to apply any leave to regularize their absenteeism.
5. Reporting Managers/authorities should give special attention to absence patterns such as:
  - Absent the day before and/or the day after a scheduled holiday or unscheduled holiday.
  - Absent the day after payday.

- Calling in sick regularly.
6. It is mandatory for an employee to call the reporting manager/authority in advance and communicate if they are going to be absent.

### Procedure

1. Any employee who wishes to avail leave should forward to line HR a Leave Application Form duly signed and sanctioned by the reporting manager/ authority prior to proceeding on leave.
2. When it is not possible to take prior sanction, the reporting manager/ authority may be informed verbally of the duration of absence. The leave note may be forwarded after the date of joining duty.
1. Any leave availed without prior sanction and or verbal consent of the reporting authority shall be treated as unauthorized leave.
2. Normally, the employee's application for leave will be treated favorably. However the organization reserves the rights to curtail/refuse the leave applied for or recall an employee who has already been granted leave, if exigencies of work so grant.

### Authority to Sanction Leave:

<b>Authority to Sanction Leave</b>	
<ul style="list-style-type: none"> <li>• <b><u>Casual Leave (CL)</u></b></li> <li>• ≤ than 2 days</li> <li>• More than 2 days, ≤ than 6days</li> <li>• More than 6 days</li> </ul>	Program Manager Head/PRESIDENT/GENERAL SECRETARY
<ul style="list-style-type: none"> <li>• <b><u>Privilege Leave (PL)</u></b></li> <li>• ≤Less than 2 days</li> <li>• More than 2 days, ≤ than 6 days</li> <li>• More than 6 days</li> </ul>	Program Manager  Head/PRESIDENT/GENERAL SECRETARY
<ul style="list-style-type: none"> <li>• <b><u>Maternity Leave (ML)</u></b></li> </ul>	<u>Department Head and Head HR</u>
<ul style="list-style-type: none"> <li>• <b><u>Special Leave</u></b></li> </ul>	<u>PRESIDENT/GENERAL</u> <u>SECRETARY</u>

### Transfer Policy:

#### General Guidelines

1. As per rules, all employees in the organization are liable to be transferred to any project to another project anywhere in the DLN of **Manipur Network of Positive People**. Employees may be eligible for the provisions mentioned expressly in this policy herein.
- The economical route possible should calculate distance between the existing office and the new office.

- The provisions of the policy are not applicable to the below
- (i) Employees who are transferred on their own request

### **Transfers / Deputations**

- Any employee can be transferred to or from any project to another project anywhere in the DLN of **Manipur Network of Positive People**. The President in consultation with the executive Board shall be the authority on all matters related to such a transfer.
- Due to exigencies of work, the President may depute any employee to any Project/ DLN for the furtherance of the programs and projects of the Institution for short duration on deputation.

### **2.13. Staff Benefits**

MNP+ doesn't not encourage any staff benefits schemes as MNP+ is a non-profitable organization and the staffs are not secured for a longer period to stay in the organization. Staff turnover can happen anytime..

### **2.14. Travel Policy**

#### **Purpose of policy:**

This policy aims at providing reasonable comforts to employees to ensure the effective discharge of their duties while on official travel in and outside the state.

#### **I: Authorization for Travel:**

The appropriate sanctioning authority as given below must approve all tour programs of the staff:

<b>Category</b>	<b>Authorisation By</b>
1. Executive	Board Members
1. Regional Program Manager 2. Regional Finance officer 3. Program Manager	Project Director/Project in charge/Executive Board
1. Program Officer 2. M&E Officer 3. State TB Coordinator 4. Counselor 5. ANM/GNM 6. ORW/Peer Counselor	Program Manager/Line Manager

7. Finance officer/Accountant	
8. Other staff	

## II Guidelines and Procedure:

1. Travel shall be through shortest route and least fare available.

All lodging & boarding expenses are inclusive of taxes (wherever applicable).

If personal vehicles (with prior approvals) are used, the following reimbursement shall be made on actual: -

A. **Four Wheeler Rs. 30/- per km**

B. **Two Wheeler Rs. 15/- per km**

Ñ **(In case of Bandhs and Blockades due to socio-political unrest the cost given above may vary from time to time with prior approval of Executive Board)**

2. Mode of travel may change as per requirement (with enclosed of justification note), wherever required, may be authorized by Executive Board only at all levels.
3. Travel on tour, it is expected, shall be restricted to what is necessary and consistent with Project purpose and requirements. No travel shall be undertaken without proper authorization. Needless to say every employee shall endeavour to economize travel and other project related expenses.
4. The mode of travel and entitlements have been fixed according to the level a person is in, and are Inclusive of luxury and entertainment taxes (even for the purpose of combined boarding and lodging). Spouse/Children are not covered within the travel policy.
5. Reservation charges, sleeper charges, travel agency charges and cancellation charges, if applicable any, up to approved limits shall be reimbursed to the employee.

6. Each employee shall submit his claim through the Travel Expense Reimbursement Form (copy in annexure).
7. For employees who are traveling together, it is advised to choose lodging on a twin-sharing basis. In this case, any one of the employees is eligible to claim for lodging allowance.

### **III: Travel Advance**

1. Employee on tour shall apply for travel advance to the line accounts departments at least 7 days prior to the date of travel in the Travel Advance Form (copy in annexure)

### **IV: Conveyance Allowance**

1. If any journey was made with another employee, only either of the two shall make the claim for reimbursement
2. The NGO shall not reimburse conveyance expenses incurred on personal trips.
3. Payment would be done for To and Fro fare from hotel/residence to railway station/airport/ bus stand- as per the cadre

### **V: Advance/Expenses Settlement:**

1. All employees shall submit Travel Expense Statements for approval **within 5 days** of their return from the tour. The unutilized balance from the advance taken, if any, shall be refunded to the NGO. (copy of annexure)
2. No second advance shall be given unless the first advance taken is settled.
3. Original bills have to be submitted to claim lodging, travel and other expenses. In case of any expenses where original bills are not available shall be allowed only on the approval by the executive board/Line Manager. (annexure- Self Declaration)

## **VI: Per diem**

All employees and volunteers are provided Per Diem as follows:

Area	Total Per Diem (inclusive of breakfast, lunch, Dinner)
Within the State	Not more than Rs. 700
Outside State	Not more than Rs. 1600
Overseas	For any overseas tour the executive board shall decide the Per diem accordingly.

The Per Diem is to cover the cost of food for each night spent inside and outside the state as approved by NGO.

Local Travel within the radius of 10 km. no per diem will entertained.

## **VII Accommodation**

All employees and volunteers are entitled to claim expenses incurred for accommodation for official trips in and outside the state. Claim for accommodation shall be reimbursed upon submission of bills/receipts. The claims for accommodation shall not exceed Rs. 1500/- (within state) & Rs. 3500/- Outside state.

### **2.15 Conflict Management**

#### **Conflict Resolution**

Whenever a dispute arises among the NGO staff, it shall be resolved in a constructive manner, i.e. the solutions shall lead to positive changes. Employees who feel unfairly treated or who have complaints about a situation or about working conditions should notify the Executive Director immediately.

#### **Staff Behavior**

NGO expects its employees to adopt attitudes and behavior that maintain the good image of the organization. NGO employees shall display an exemplary level of professionalism and integrity.

Furthermore, besides the usual rules every good employee needs to follow (respect, courtesy, punctuality), there are particular procedures of conduct for members of the organization which must be observed.

### **(1) Political Activities**

Since NGO is a non-political organization, employees shall not participate in activities of a purely political nature on work premises or during working hours. It is also prohibited to use the organization's materials for these purposes.

### **(2) Discrimination and Harassment**

Under the principles established by NGO, no employee, man or woman, has the right to put pressure on another, make intimate advances, give preferential treatment or show sexual favoritism at work.

### **(3) Conflict of Interest**

To avoid putting themselves in a conflict of interest with the objectives and operations pursued by NGO, employees shall respect the following guidelines:

- It is prohibited to use NGO property for illegal or unauthorized purposes.
- It is prohibited for any NGO employee having confidential information to disclose it without express authorization beforehand.
- Employees cannot at any time accept a job from another employer if this job interferes with their work schedule and their duties and responsibilities.
- Employees shall avoid putting themselves in situations where they may gain profit or derive direct or indirect interest by influencing a contract award.

Employees cannot solicit or accept tips, gifts, favors or other forms of gratuities for services rendered or required to be rendered in performing their duties within the organization.

## **2.16 Discipline Policy:**

### **Policy Statement**

The organisation has a human resources' strategy that recognises the value of its people. Part of this strategy is the fair treatment of all employees.

### **Purpose**

The organisation has adopted a progressive discipline policy to identify and address employee and employment related problems. This policy applies to any and all employee conduct that the organisation, in its sole discretion, determines must be addressed by discipline. Of course, no discipline policy can be expected to address each and every situation requiring corrective action that may arise in the workplace. Therefore, the organisation takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline.

Most often, employee conduct that warrants discipline results from unacceptable behaviour, poor performance or violation of the organisation's policies, practices or procedures. However, discipline may be issued for conduct that falls outside of those identified areas. Equally important, the organisation need not resort to progressive discipline, but may take whatever action it deems necessary to address the issue at hand. This may mean that more or less severe discipline is imposed in a given situation. Likewise, some organisation polices like sexual harassment and attendance, contain specific discipline procedures.

Progressive discipline may be issued on employees even when the conduct that leads to more serious discipline is not the same that resulted in less severe discipline. That is, violations of different rules shall be considered the same as repeated violations of the same rule for purposes of progressive action.

Probationary employees are held to the highest standards for behaviour and job performance. Progressive discipline is the exception rather than the rule for probationary employees.

### **Guidelines**

Discipline should only be engaged with an employee on a performance issue if all other corrective action has failed to achieve the desired result.

- i) Where an employee has deliberately breached a Organisation policy or procedure, or engaged in misconduct, disciplinary procedures should be initiated.



- ii) Employees should be treated fairly and the proper procedures should be followed.
- iii) Employees must be made aware of their responsibilities, counselled and given the opportunity to reach the standards expected of them and the chance to defend them before action is taken.
- iv) It is a requirement to have a third party attend a disciplinary meeting, and notes taken be signed as a true record of discussions.
- v) The expected standard must be clearly defined and the measurement criteria understood. A reasonable date for achievement of standards must be agreed. This should be shown as a minimum time, e.g. within one month.

For serious issues, employees must be advised in writing and such advice should be recorded on the employee's personnel file.

### **Progressive Discipline Process**

The Organisation will normally adhere to the following progressive disciplinary process:

#### **Verbal Warning (1st level):**

An employee will be given a verbal warning when he/she engages in problematic behavior. As the first step in the progressive discipline policy, a verbal warning is meant to alert the employee that a problem may exist or that one has been identified, which must be addressed. Verbal warnings will be given and documented by the respective reporting Managers in consultation with the line HR. The same would be valid for maximum 15 days

#### **Written Warning/Performance Improvement Plan (PIP) (2nd level):**

A written warning is more serious than a verbal warning. A written warning/Performance improvement plan (PIP) will be given when an employee engages in any process lapses/conduct that justifies a written warning or the employee engages in unacceptable behavior during the period that a verbal warning is in effect and also if there is no improvement in his performance. This could also warrant for a financial recovery/ penalty in case of gross process lapses/ misconduct/ fraud. Written warnings will be given and documented by the respective Reporting managers in consultation with the line HR. this would be valid for 15- 30 days from the date of issue. The same would be documented in the employee's personnel file.

### **Suspension (3rd level):**

A suspension without pay/ Half Pay is more serious than a written warning. An employee will be suspended when he or she engages in conduct that justifies a suspension or the employee engages in unacceptable behavior during the period that a written warning is in effect. An employee's suspension will be given and documented by the line HR/ head office HR on getting the information/request from the reporting managers/HOD. The same would be documented in the personal file of the employee and, will remain in effect for specific time ranging from 15 days to a month as well.

- Generally following a suspension, an employee will be reprimanded them, sent home for the day on decision-making leave. This is intended to help the employee decide whether they should continue employment with the organization
- Suspension could be given by;  
Board of Directors: PRESIDENT/GENERAL SECRETARY
- ***The PRESIDENT/GENERAL SECRETARY has the discretion to levy any other penalty as he may deemed fit based on the investigations and the nature of the offence***

### **Termination (4th level):**

An employee will be terminated when he or she engages in conduct that justifies termination or does not correct the matter that resulted in less severe discipline. Again, while the Organisation will generally take disciplinary action in a progressive manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in a given situation.

**Termination could only be given post the approval from the PRESIDENT/GENERAL SECRETARY and Head HR**

## **Disciplinary Procedure**

### **Poor Performance**

Wherever possible the Performance Management System should be used to manage employee performance. However, there may be times when performance, conduct or employee attitude need to be immediately addressed.

1. If employees fall below required performance standards they must be personally counselled and then given written confirmation of their deficiencies in performance and if there is no improvement should be put on a performance improvement plan (PIP) for a **minimum time period of 30days to 60days from the date of issue**
2. The Performance improvement plan/written warnings must clearly define the deficiency, the expected standard, by when it should be achieved, how the organisation will help the employee achieve the improvement required and the consequences of failing to do so.
3. The manager concerned should have documentation showing the conversations taken place, agreed action plans, and other communication with the employee and a copy to HR. The employee should be given the opportunity to appeal or respond to the issues highlighted on each occasion
4. If an employee consistently fails to meet agreed standards, and has been counselled along with appropriate support/training, then the Organisation would look at even dismissing the employee on performance issues

### **Misconduct**

1. Managers are expected to investigate misconduct and proceed through the following steps:
2. A verbal warning should be given to an employee for minor misconduct. A record of the warning must be kept by the manager and should be signed by the employee. The employee must be given the opportunity to respond.
3. If the unacceptable behaviour continues, a written warning will be issued, and signed by the employee as being received and understood, with a copy to HR. The employee must be given the opportunity to respond.
4. Employees who have been disciplined two times are subject to dismissal on the third warning
5. Details of disciplinary actions should be recorded on the employee's personnel file and removed after one (1) calendar year if further disciplinary action is not required

### **Gross or Severe Misconduct**

1. Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved) for the following:

Insubordination, drunkenness, dishonesty, assault, deliberately endangering the safety of others, commission of a criminal offence on our site, and objectionable language

In such cases follow the procedure below:

- Investigate the alleged offence thoroughly, including talking to witnesses, if any

- Ask the employee for his/her response to the allegation (taking notes of this discussion)
  - Consult with the next most senior manager regarding possible action
  - If still appropriate, following a thorough investigation, terminate/dismiss the employee
  - Keep a file on all evidence collected and action taken in these circumstances
1. The Immediate Superior /HOD concerned shall submit a report to the Human Resource Department within Forty Eight (48) Hours of their finding and/or commission of offense, stating the following facts:
    - Name and Department of Staff involved
    - Nature and Date of offense committed
    - Amount of loss or probable loss, if any
  1. Within twenty four (24) hours from receipt thereof, the Immediate Superior shall issue a Memorandum directing the employee/s involved to submit their written explanation within Five (5) Working Calendar Days to refute such alleged offense committed herein.
  2. In all such cases 'procedural fairness' guidelines will apply. This means the warning and dismissal process must allow the employee to offer their view of the events concerned. The employee must have every chance to defend himself/herself and has the right to appeal a decision made. If this process is not followed the dismissal may be overturned by an Industrial Relations authority

### **2.17. Loss of Lien on Employment**

- a) If any employee remains absent without leave or permission for more than ten consecutive days, he/she shall be deemed to have abandoned the employment unless he/she gives an explanation found satisfactory to the President, in which such absence may be treated a leave without pay.
- b) Similarly, should an employee remain absent from duty beyond the period of leave originally granted or subsequently extended he/she will lose lien on his/her appointment from the 11<sup>th</sup> day unless he/she returns within 10 days of expiry of such leave and explains to the satisfaction of the management his/her inability to return before the expiry of his/her leave.

## 2.18. Grievances Procedure

### Grievance Policy:

#### Policy Statement

The Organisation supports the right of every employee to lodge a grievance if the individual believes a decision, behavior or action that affects their employment is unfair. We aim to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at employees grievances committee.

Grievances should be taken action discreetly and promptly dealt with in an objective manner.

#### Purpose and Scope:

Every employee has certain expectations, which he thinks must be fulfilled by the organization he is working for. When the organization failed to do this, he develops a feeling of dissatisfaction. When an employee feels that something is unfair in the organization. He is said to have a grievance.

A majority of workplace problems and complaints can be resolved informally if they are dealt with immediately, and a Grievance Committee would provide a forum to address such problems.

The purpose for the formation of the committee is encourage fair, efficient and equitable solutions for problems arising out of employment relationships, in an informal setting.

The Committee will provide a platform for employees to raise their work related problems and explore their problems, and explore satisfactory solutions.

#### Issues which can be raised before the committee

A grievance is a complaint by an employee about any aspect of his/her employment such as

- a) Terms and conditions of employment;
- b) Health and safety at the work place;
- c) Work relations includes the work relation with the superior and fellow employees:
- d) Bullying and harassment includes the unnecessary harassment by the

immediate supervisor and the departmental heads. Harassment may be both physical as well as mental

e) Working environment includes the environment in which the employee is unable to give his best for the growth of the organization.

f) Discrimination; includes the discrimination on the basis of sex and nature of job which is equal opportunity employment.

g) Pay (except where dealt with under the pay policy) includes delays errors in salary, PF/ESI issues, and non-receipt of salary slips.

h) Promotions include denial of promotion in spite of being eligible.

i) Other employment related issues

#### **Beneficiaries of the committee:**

All employees who are on the organisation roll and who have any grievance can approach the committee.

The committee shall have an address for correspondence, phone No. and the e-mail address, which will be displayed at the notice board of all the branch/hub/regional office.

#### **Suggestion/ Complaint Box:**

To be positioned at all branches/Offices. The most senior officer of the office on 1st and 15th of every calendar month will open the Suggestion/Complaint Box.

In case the grievance has not been responded within 15 days the employee can escalate the grievances to HO at the above-mentioned address. The grievances could also be sent to HO directly in case of sensitive/ personal issues where the employee is not comfortable discussing with the Regional Manager

#### **Committee members:**

The employee's grievances committee shall consist of three designated senior representatives of the organisation as the case requirements. ***The committee would give its recommendation to the PRESIDENT/GENERAL SECRETARY for the final decision to be taken by the PRESIDENT/GENERAL SECRETARY***

A chairman and secretary would be appointed within the committee members

A separate office circular would be sent for giving out the names of the committee on case-to-case requirement

### **Schedule for meetings**

1. The committee shall meet fortnightly to discuss the grievances received during that fortnight. The meeting can be preferably held on every 1<sup>st</sup> Monday and 3<sup>rd</sup> Monday of the month between 02:00 PM to 03:00 PM.
2. All the members of the committee should be available on the designated day & time, unless there is an emergency. However two members personally present shall form the quorum.

### **Procedure**

1. Employees should state their grievance in writing and the basis for it in a prescribed format through its branch/hub office/RO. The complaint should be dated and wherever possible should state the remedies sought. **The grievance can be made through phone for any immediate concern/ grievance.** However this should be followed by the written application.
2. All the grievance/ Complaints should be in written form (format attached for reference) to be submitted or to be put in the suggestion/ complaint box. It would be preferred if all the grievances can be supported by evidence.
3. The Complaint/ Grievance box will be opened on a fortnightly basis by the Regional Manager along with the line HR to resolve the issues or to forward them to the HO grievance committee
4. Employees are encouraged to try and resolve departmental issues with their departmental Heads before approaching the committee.
5. If the complaint/grievance is against the immediate supervisor/departmental head, then the employee can directly write their grievance to committee.
6. If the complaint is not attended to or satisfactorily resolved by the departmental Head within a week, the employee may approach the grievance committee.
7. The committee will review the complaint and try to arrive at a satisfactory solution.
8. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them and should have the opportunity and reasonable time to respond before resolution is attempted.
9. For each of the grievance reported, the minimum time to revert back would be 30 days from the time the complaint was lodged. The committee should convey the recommendation to the management in writing, within reasonable (preferably) time from receipt of the complaint.
10. All the proceedings between the employee and committee will be confidential.
11. The grievance of the employee can be entertained only if the employee has not raised the issue at any other forum (including social networking sites) other than specified above.

12. All employment related the committee shall entertain issues and employees are refrained from raising the personal issues before the committee.

13. Decision taken by the management would be treated as final

14. The records would be maintained with the legal cell till such time the case is closed or for maximum of one calendar year

### **Expected outcomes:**

The expected outcome of the formation of the committee is:

1. Improved employment relationships by creating opportunities to
  - a) Clarify misinterpretation of policies, rules and procedures;
  - b) Resolve conflicts caused due to misunderstanding and gaps in communication
  - c) Provide the environment, which shall be conducive for the working of the employee so that ultimate goal of growth of organization is achieved.
  - d) To reduce the employees turnover ratio.
2. Employee satisfaction resulting in improved morale and productivity.

## **2.19 Sexual Harassment Policy and Procedure**

### **Objectives**

To set forth the expectations of conduct and mutual respect in regard to sexual harassment and the process of complaint if these expectations are not met or violated.

This will help explain what sexual harassment is and how to deal with the conduct if it arises, to articulate the organisation's strong opposition to sexual harassment, and to identify penalties that can be imposed for such prohibited conduct.

To establish clearly that this Organisation is committed to providing a work environment that is free from discrimination and harassment in any form.



## Scope

This policy is applicable to all employees of the organisation.

All contract employees; retainers, trainees and temporary employees are also expected to abide by this policy.

## Definition of sexual harassment

Sexual harassment has many different definitions and it is not the intent of this policy to limit the definition of sexual harassment, but to give employees as much guidance as possible concerning what activities constitute sexual harassment.

The Supreme Court, in the recent guidelines released (Vishaka Guidelines), defines sexual harassment as “any unwanted and unwelcome sexually oriented behavior whether directly or by implication”. Such an act vitiates working environment.

Sexual harassment includes, but will not be confined to the following:

Creation of a hostile work environment through unwelcome sexual advances such as:

- Physical contact or molestation
- Stalking
- Requests for sexual favors, verbal or physical conduct of a sexual nature, either explicitly or implicitly, in return for a term or condition of instruction, employment, participation or evaluation of a person’s engagement in any Organisation activity
- Sexually colored remarks or jokes, letters, phone calls or e-mails, gestures, showing of pornography or other visual displays of degrading sexual images, lurid stares
- Sounds of derogatory nature
- Sexual harassment by one in position of power or influence constituting quid pro quo when submission by an individual is made either in explicit or implicit terms or condition of employment or submission to or rejection of such conduct is used as the basis for employment decisions affecting that employee such as promotion and pay rise.
- The definition of sexual harassment will also apply to any member of a third party or outsider in relation to an employee of the Organisation or vice versa on the premises of Organisation.
- Any of the acts mentioned above, committed in circumstances wherein the victim of such conduct has a reasonable apprehension that in relation to the victim’s employment or work, such conduct can be humiliating or may constitute a health and safety problem, the same will tantamount to sexual harassment.

## **Obligations of the Organisation**

The Organisation shall be responsible, among others, for the following:

1. Prohibit, prevent and deter commission of acts of sexual harassment.
2. Implement the Policy in strict alignment, thus creating a favorable environment.
3. Spread awareness of the Policy amongst its employees by providing easy access to the policy through publication, notification and circulation of the same.
4. Sensitizing employees about sexual harassment issues.
5. Provide fair and impartial procedures for resolution, settlement or prosecution of acts of sexual harassment by taking all necessary steps.
6. Implementation of recommendations of the Complaints Committee (as defined hereinafter)
7. It will be the responsibility of the Human Resource function to get an understanding of the issues raised and counsel the Complaint as well as the accused and make them aware of all implications of filling/ not filling a complaint formally.
8. In a scenario, wherein the Organisation/ Complaint's committee becomes aware of commission of an act(s) of sexual harassment, the Organisation shall have the right to initiate suo moto action, even in the absence of a formal complaint being submitted by any employee.

## **Complaints Committee**

A Complaints Committee will be set up by the Organisation, which will address all cases/ complaints of alleged sexual harassment submitted by the employee(s) to the Organisation, to prevent and deal with sexual harassment within the outlined framework. However this Committee would be formed only in case the need arises, after the HR function has talked to both the parties involved (Complainant and Accused) and ensured that the implications of filling a complaint (or not doing so) has been discussed in detail with them.

## **Composition**

The complaints Committee will consist of the following:

1. Two-three representatives from other functions (not including function of the Complainant and accused)
2. If deemed necessary, one member from a third party such as NGO/ outside counsel or a person or body conversant with dealing with the issue of sexual harassment.

3. It is mandatory that at-least half the members of the Complaints Committee are women and the Complaints Committee is led by a Women member. In case of separation/ death of any of the Complaints Committee member, the designate personnel will cease to be a member of the committee and an alternate member will be appointed for the position thus created.

### **Disqualifications**

A person shall be disqualified for being appointed, elected, nominated or designated, or for continuing as a member of the Complaints Committee, if there is any complaint concerning sexual harassment pending against him/she is found guilty of sexual harassment

### **Submission of a Complaint**

Any employee will have a right to lodge a complaint concerning sexual harassment against an employee or a third party interacting with the Organisation (henceforth referred to as "Complaint") with the Complaints Committee, as outlined below:

1. An employee making a Complaint (henceforth referred to as "Complainant") will be provided full confidentiality.
2. No person against whom a Complaint is made shall be part of the Complaints Committee.
3. Within three (03) working days of the receipt of the Complaint, the Complaints Committee will convene a meeting of which advance written intimation will be given to the Complainant.
4. The complainant will be entitled to remain present personally during the meeting.

During the first meeting of the Complaints Committee, the Complainant shall be heard and the Complaints Committee shall decide whether the Complaint requires to be proceeded with. The Complaint will be dropped only if the complainant does not disclose an offence of sexual harassment.

In case the Complaints Committee decides to proceed with the Complaint, the Complainant's concerns with respect to the issue shall be taken into account and if the Complainant so wishes the accused (henceforth referred to as "Accused") will be called to a meeting of the Complaints Committee, be heard and if necessary, warned about his/her behavior and the matter conducted with a recording to that effect made by the Complaints committee. However, if the complainant wishes to proceed with the complaint beyond a mere warning to the Accused, the same will be proceeded with in the manner prescribed in this policy under the 'proceedings' section.

## **Proceedings of the Complaints Committee**

The following is the redresses process, which will be adopted by the Complaints committee to address any complaints lodged by an employee:

1. The complaints Committee will prepare the statement of allegation and will share the same with the Accused.
2. If the Accused desires to tender any written explanation to the statement of allegation, he/she shall submit the same to the Complaints Committee.
3. The Complaints Committee will give ample opportunity to the Complainant and the Accused, for putting forward and defending their respective case by presenting witnesses and evidence, which may establish their claims.
4. The Complainant and the Accused will have the right to submit supporting evidence.
5. The complaints Committee will complete the enquiry/ investigation and prepare a report of its findings on the charges against the Accused and its decision to the Managing Director and any other such persons as nominated by him (henceforth referred to as the “Management”) within a period of sixty days from the date of filing of the Complaint by the Complainant. The report of the Complaints Committee will also include recommendations to the Management for imposition of penalty along with reasons for such recommendations, as applicable.

## **Implementation of Recommendations of the Complaints Committee**

1. The Management will consider the recommendations and findings of the Complaints Committee and will be required to arrive at a decision with respect to the proposed corrective action against the accused with ten days of the submission of the report by the Complaints Committee.
2. The Management has the right to issue such order and/ or directions as it deems fit. The Management shall also endorse a copy of its order to the Complainant, Accused and to the Complaints Committee.

## **Punishment for Sexual Harassment**

The Management can impose the following penalties, which are indicative and not exhaustive on an employee who is found guilty of sexual harassment. These can be further classified as minor and major penalties, as follow:

- Minor Penalties
- Written Warning
- Major Penalties
- Withholding of performance based pay awards and bonus
- Withholding of promotion
- Termination of service

Further the employee will also be required to give a written apology to the Accused and upon his/her failure to do so, the penalty can be enhanced.

### **Protection against Victimization**

The following will be obligations of the Organisation, during the processing/ investigation of the Complainant:

1. In the event the Accused is the Complainant's Reporting Manager/ senior, the Organisation will review the possibility of relocating the employee within the Organisation and ensure that the Complainant is not being evaluated by the Accused.
2. Ensure that any sort of retaliation against the Complainant or witnesses is strictly prohibited. Any act of reprisal, including internal interference, coercion and restraint, by the Accused, whether directly or indirectly, will result in appropriate action against the Accused by the Complaints committee in consultation with the Management.
3. In case the Accused is a third party interacting with the organisation, such accused shall not be allowed to enter the organisation premises except for the purpose of attending any meeting/ interaction as and when required by the Complaints Committee

Post Conclusion of the Investigations of the Complaint, the Organisation will observe the following:

1. If the Accused is found to be guilty, the Accused shall not write the evaluation/ reports of the Complainant, if she is otherwise authorized to do so.
2. In case the Accused is a third party interacting with the organisation, and found to be guilty, the Accused shall not be allowed to enter the Organisation premises.

In the event, the Complaints Committee after investigation of a Complaint in accordance with the procedure prescribed herein, concludes that the Complaint was false and made with mala fide intention by the Complainant, then the Complaints Committee shall take such appropriate measures, in consultation with the Management, against the complaint, as it may deem necessary.

### **Criminal Proceedings**

In case the act under sexual harassment amounts to a specific offence under the applicable law, the Management shall initiate appropriate action, in accordance with law, by making a complaint with the appropriate authority.

## **2.20. Fair and equitable Work Place Environment**

Duty of the Employer or other responsible persons in work places and other institutions to promote a fair and equitable work environment.

### **MNP+ is bound by relevant anti-discrimination legislation including:**

Disability Discrimination Act 1992,  
Human Rights and Equal Opportunity Commission Act 1986,  
Racial Discrimination Act 1975,  
Sex Discrimination Act 1984 and  
NSW Anti-Discrimination 1977 Act, including “Carers Responsibilities”  
Amendment March 2001

It is the responsibility of all staff to treat their colleagues and members of the public fairly without discrimination.

#### **. Prevention Steps**

The employer or person in charge of work place should take the following steps

- a) If any one is found guilty of the above act the same may be taken into account and the penalty imposed on the offender as per Conduct Rules.
- b) Where such conduct amounts to a specific offence under the India Penal Code or under any other law, the employer shall initiate appropriate action in accordance with law by making complaint with the appropriate authority.

#### **. Complaints Committee**

The Complaints Committee consists of 5 staff (3 women and 2 men) from among the staff. It is a Standing Committee and any woman staff may directly approach the said Committee. The name of the Chairperson and its members are available with the President.

The Complained has the right to ask a colleague or friend to an organisation them to the committee for support purposes.

## **2.21 Termination**

- a) Either party i.e. employee or management may terminate the service/contract of employment by giving 15 (fifteen) days notice in writing.
- b) Any employee found to be medically unfit for further service shall be liable to termination/discharge from service on the recommendation of a medical board constituted by the President and board. Every attempt will be made to redeploy the employee within the organization. However if no suitable positions are available the President's decision will be final in this matter.
- c) An employee may tender his/her resignation from the service of the Institution by giving a notice in writing as is stipulated above. The appointing authority on receipt of such notice may be in its discretion accept the notice of resignation forthwith and pay such employee for the notice period. In the alternative, such an employee would be required to work during the entire period of notice.
- d) Before the employee leaves the organization they shall complete an Exit interview. The purpose of the interview shall be for the organization to be made aware of any issue that should be addressed so that they can improve on best practices.

## **2.22. Service Certificate**

An employee who was employed by the Institution may be provided with a Service Certificate at the time of his/her leaving by the President, should he/she make a request for the same.

## **2.23. Amendments**

These rules and regulations may be amended, altered or rescinded at any time by the Board and shall be superseded by such amendments. Amendments if any shall be communicated to all employees by a notice issued by the President in this regard.

## **2.24 Jurisdiction**

The Institution can use and be used only within the jurisdiction of Courts of State Capital Territory of Manipur. All the disputes arising from Rules & Regulations will be settled only within the limits of Imphal city only.

## **SECTION THREE**

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### **3. Recruitment, Selection & Induction**

#### **3.1. Advertising**

It is the Institutions policy to advertise by whatever means are available including internet posting, email, e-forums, newsletters, notice boards etc. Advertisement of vacant positions shall be published in the relevant newspapers dependent on the post, skills requirement and salary scale. It will ensure the PLHA community is aware of any job vacancies within the organization.

#### **3.2. Eligibility for Employment**

- Relevant qualification to the post sought
- Relevant experience to the post sought
- A person of good report and moral character

#### **3.3. Applications**

- All applications shall be made in writing in the prescribed form. This is to be accompanied with relevant certificates, a photo and references.
- Application for all posts shall be addressed to the President, Manipur Network of Positive People
- All applicants shall be subject to interviews and recruitment process

#### **3.4. Interview & Selection**

- a) People will be chosen to attend interview based on the skills requirement of the job description. The Institution will maintain secrecy and will form neutral selection committee in any recruiting process.
- b) Wherever possible at least 3 candidates will be interviewed for any position.
- c) There will be a prescribed methodology used in conduction interviews.

#### **3.5. Finalization of Appointment of Staff**

- a) Appointment of staff will be made by the appropriate appointing authority under terms and conditions mutually agreed upon by the appointing authority and the concerned persons.
- b) Applicants for any post of Project shall be interviewed and selected by the President with assistance from either senior MNP+ senior Manipur Network of Positive People team.
- c) Applicants thus selected may go through a probation period of generally 3 months. This may be extended for a period not exceeding 6 months.
- d) Renewal of contract will be made on the basis of the reports staff's Performance Appraisal which will be conducted at 3 to 6 months' interval.



### **3.6. Appointment Letter**

- All selected candidates shall be given a letter of appointment. This will state the position to which appointed, salary scales, tenure of appointment, duties and responsibilities and any other terms. They will be given a position description at the time they join.
- On the receipt of the appointment letter, all employees will be required to return to the President/Secretary one copy of the 'Terms and Conditions of Employment' duly signed, and the appointment agreement signed by self and witnesses.
- The appointment letter for all posts shall be signed by the President.
- All employees should get the Manipur Network of Positive People HR manual and read it and familiarize themselves with the rules and regulations of the society. The declaration form should be signed, detached and returned to the President.

### **3.7. Conditions of Service**

- Each employee shall work at least seven hours a day, for six days in a week from Monday to Saturday.
- However, if in the interest of the Project and the nature of its work it shall become necessary for a member of staff to remain a longer time on duty, he/she is expected to do so willingly. Working hours may vary in different units.
- All employees of Manipur Network of Positive People can be transferred according to the requirements of the organization to any project site in other districts of the state. Employees have to be prepared to move to their place of transfer within the stipulated time.

### **3.8. Personnel Planning**

The Institution will undertake personnel planning on a regular basis to assess when new staff will be required and what skills will be needed to fulfill the assignment. There will also be regular assessments of current staff workload and responsibilities to ensure the Institution is operating effectively and efficiently.

### **3.9. Job Descriptions & Responsibilities**

All staff will have a job description outlining their responsibilities on starting employment. The job description will be written at the personnel planning stage so that a proper skills assessment for the post can be undertaken. This will ensure the recruitment process starts correctly.

During the probationary period the job description will be reviewed with the employee and line manager to ensure it is valid and to ascertain if there is need to revise same.

### **3.10. Reference**

It is the policy of MNP+ to always take up references of the person offered a position. The position will not be confirmed as permanent if references are unsatisfactory.

### **3.11. Confirmation of Qualifications**

It is required that original certificates are brought to the office on first day of employment. The certificates will be checked and photocopied and placed on the employee file.

### **3.12. Employee Files**

On commencement of employment the institution will start an employee file which will hold the following minimum information.

- a) C.V. and application form
- b) Satisfactory reference returns
- c) Copies of educational certificates
- d) Job Description
- e) Copy of the offer of employment letter
- f) The employees acceptance of the offer of employment
- g) Signed acceptance of contract of employment
- h) Signed acceptance of completed induction
- i) Date of next appraisal and copies of completed
- j) Details of any trainings undertaken
- k) Details of any disciplinary matters
- l) Details of all leave taken in the current year
- m) Emergency contact details
- n) Any medical information deemed important
- o) Financial information as required by Accounts department
- p) Any other information deemed necessary.

The employee will have the right to view this file at any time

### **3.13. Induction & Orientation**

On commencing employment, DLN will arrange a comprehensive induction to ensure that new members of staff feel they have enough knowledge to ensure productivity quickly. The induction will be guaranteed to be completed within 3 days.

**The induction will include but not be limited to the following:**

- Introduction to staff in institution headquarters.
- Explanation of the organogram and structure of the institution.
- Briefings with project staff on basics of their work.
- Briefings from admin staff on procedures & systems.
- Tour of area around the office.
- Briefing on facilities available within radius of office
- Visit to one of the Institution's local projects.

**The employee will also receive:**

- Contract of employment
- HR Employee Manual
- Staff name list with areas of responsibility
- Any reading materials deemed necessary
- Current year holiday list.

The HR employee handbook requires a signature to be returned to the line manager confirming that it has been read within one week of commencing employment.

**3.14. Communications**

a) To ensure employees are kept up to date with development within the institution there will be regular updates in the form of:

- i. Staff meetings
- ii. Notice board messages
- iii. E-mail updates
- iv. Newsletter

b) It is the responsibility of staff members to make colleagues aware of any important issue in relation to the work of the institution using the most suitable medium, e.g. email, calling staff meetings etc.

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**SECTION FOUR**

**3. Performance Management, Training & Development**

The institution has adopted a performance management framework based around the setting of clear objectives, indicators and targets. In order to assess the performance of an employee an appraisal system has been developed.

#### **4.1. Employees Appraisal System**

- a) Within one month of employment, meetings will be held with the employee and their line manager to agree realistic objectives, indicators and targets for the position.
- b) At the end of month 3, 6 and 12 the employee will be required to complete an appraisal.
- c) Every year thereafter an appraisal of the performance of each confirmed employee will be made using the same process as above.

##### **Ability in Relation to Job**

- Job Knowledge & competence
- Quality of work
- Quantity of work / net results
- Planning & organizing
- Communication Skills
- Management of human resources (if applicable)

##### **Institutional Awareness**

- Commitment and affinity to the field / sense of responsibility
- Cost / Time Management
- Knowledge of regulations and procedures

##### **Personal Attributes**

- Learning
- Interpersonal Relationship
- Attitude towards team working
- Initiative / responsiveness
- Punctuality, promptness & reliability
- Personal bearing and deportment
- Physical capacity

On completion of the appraisal form a meeting will be held within 1 week to discuss performance to date. An agenda for the meeting will be issued including but not limited to the following.

- Progress of employee to date with objectives, indicators and targets
- Standard of work as per appraisal form
- Discussion of strengths and weakness arising as per appraisal form
- Any training required to gain required standard
- Any development trainings required to allow possible future promotion
- Action plan for next 6 months.

#### **4.2. Promotion**

- a) The promotion to the next grade will strictly be based on merit, which will be assessed by appraisal and subject to availability of posts.
- b) There shall be promotion committee comprising of the President and at least two members of the Appointment committee.
- c) The promotion committee shall meet twice a year.
- d) All promotions shall be effective from the commencement of the following financial year.

#### **4.3. Modality of Promotion**

For all promotion, the basic of the present salary will be taken and placed in the appropriate promoted scale (if the basic gets fixed exactly on the promoted scale that will be taken, if the basic does not get fixed on a promoted scale, the nearest incremental scale will be adopted) and an increment will be given and the basic will be fixed.

#### **4.4. Training & Development**

The institution believes in developing its staff in order to under to undertake their work more effectively and efficiently and also for personal career satisfaction. In order for this to be done:

- An annual training budget will be allocated by the institution.
- Within each project bid submitted there will be an allocation for staff training.
- All training must be authorized by the line manager to ensure suitability.
- Any training undertaken must be in line with the budget.
- Training cannot be guaranteed, but it agreed to be in the interests of the institution every effort will be made for the training to take place.
- Institution development 'away days' will be held a minimum of twice annually.

## **SECTION FIVE**

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### **Volunteer Code**

The institution encourages people to assist in its work. A strategy is being developed in relation to volunteers in the organization and throughout the Network.

To enable all volunteers to fully understand their role and responsibilities a Volunteer Code has been adopted.

#### **Special Conditions:**

***For matters/issues not covered in this manual, the decision of the Executive Committee of MNP+ will be final and binding***

Final Copy

**EMPLOYEE CERTIFICATE**

I ..... (Name of the employee) hereby, state that I have been given this copy of the Manipur Network of Positive People(MNP+) Policies and Procedures. Manual on ..... (Date) and that I have read and had explained to me and understand the contents of this Manual.

**Signed**

Employee

President

Manipur Network of Positive People  
(MNP+)

**\* EMPLOYEE TO KEEP MANUAL**  
COPY THIS PAGE AND PLACE IN EMPLOYEES FILE