

INDUCTION MANUAL

Dear Colleague,

Welcome to CUTS!

We trust your association with CUTS would be professionally rewarding to you and that the Society would also benefit from your expertise.

As with any job the first few months are critical for settling down in the new environment, work ethos, fellow colleagues, culture of the organisation and its basic rules governing employment, etc. The aim of this brief induction manual is to help you do so in a seamless manner. It is not the intention of this manual to summarise all the guidelines or to substitute the orientation plan, but only to flag those issues that are frequently used and in case of any confusion, the original guidelines shall prevail.

While in the coming days you would be exposed to an orientation programme as you start work, this manual gives an overview of the history of CUTS, its governance structure, CUTS' Code of Conduct, service rules governing leave, PF/Gratuity, medical reimbursement, important systems, etc. Wherever needed, at the end of the section, you shall find a list of important related documents that you should go through over a period of time for greater clarity and understanding. You are encouraged to discuss any issue with your Supervisor/Centre head/Centre Coordinator in case of doubt.

The website of CUTS (www.cuts-international.org) has a wealth of information. All are encouraged to visit the same frequently and be able to navigate within the same for retrieval of information.

Many of us join the Society after having worked in the corporate/commercial world. It is important to always bear in mind that there are significant basic differences between the two. The Society is a not-for-profit non-governmental organisation and is not commercial. Since you have chosen to work for a social cause, it is presumed that you would hold the cause close to your heart.

Welcome, once again!

Jaipur
December, 2011

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About CUTS

1.1 Vision

Consumer sovereignty in the framework of social justice and equality, within and across borders.

1.2 Background

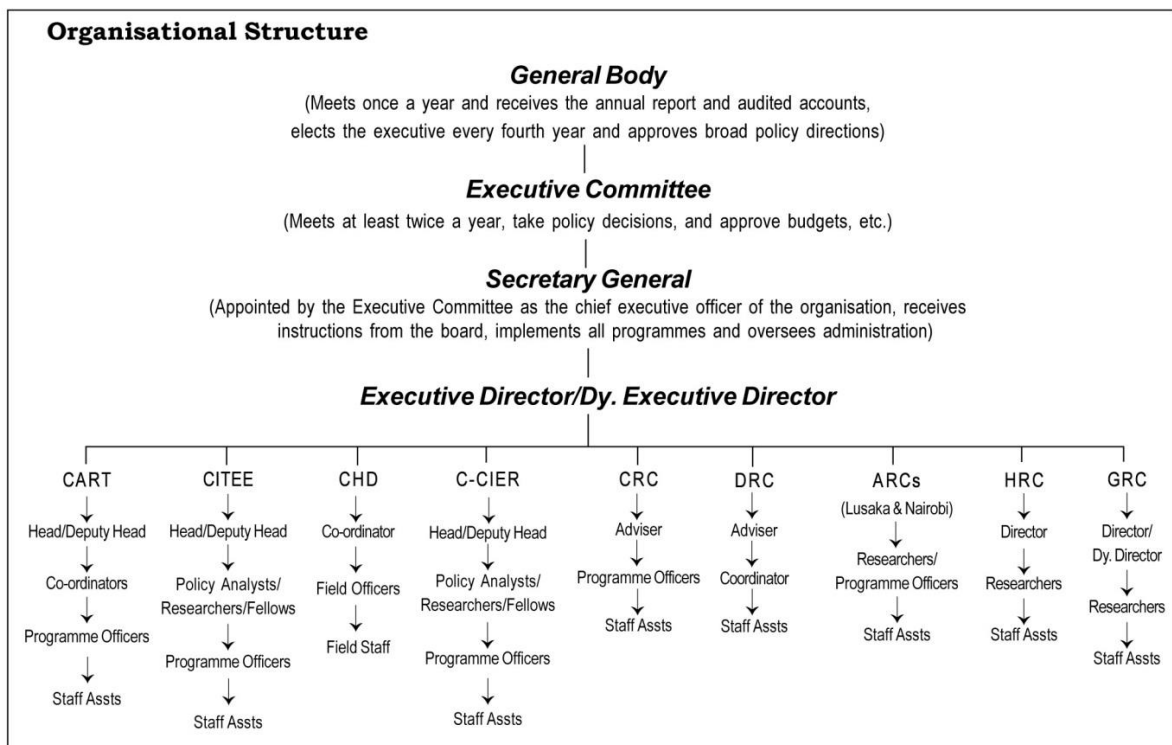
CUTS began in 1983 from a rural development communication initiative, a wall newspaper *Gram Gadar* (Village Revolution). *Gram Gadar* is published regularly and reaches every nook and corner of Rajasthan, even remote villages where radio is the only medium of communication. It has been instrumental in providing a forum for the oppressed classes to get justice.

CUTS was registered with the Registrar of Societies, Jaipur on June 11, 1984. CUTS is also registered with the Ministry of Home Affairs, New Delhi under FCRA.

CUTS' work is divided into five programme areas:

- Consumer Protection
- International Trade and Development
- Competition, Investment & Economic Regulation
- Human Development
- Consumer Safety

1.3 Organisational Structure



1.4 CUTS' Centres

1.4.1 Programme Centres

CUTS CITEE

CUTS Centre for International Trade, Economics & Environment (CUTS CITEE), established in 1996 at Jaipur, India aims to be a high-level global standard institution for research and advocacy on multilateral trade and sustainable development issues.

Email: citee@cuts.org

CUTS CART

CUTS Centre for Consumer Action, Research & Training (CUTS CART) established in 1996 at Jaipur, India works towards enabling people, especially women and other disadvantaged groups of society to assert their rights so that they can achieve the right to basic needs and sustainable development through a strong consumer movement.

Email: cart@cuts.org

CUTS CHD

CUTS Centre for Human Development (CUTS CHD), established in 1990 at village Senti, district Chittorgarh, Rajasthan, India seeks to empower rural people, especially women and disadvantaged groups of society through innovative strategies of social action.

Email: chd@cuts.org

CUTS CCIER

CUTS Centre for Competition, Investment & Economic Regulation (CUTS CCIER) was established in 2003, Jaipur, India to be a centre of excellence on regulatory issues, with focus on competition, investment and economic regulation.

Email: c-cier@cuts.org

CUTS CRC

CUTS Calcutta Resource Centre established in 1987 has a unique feature of working simultaneously on Consumer Safety and Grassroots Economic Development.

Email: calcutta@cuts.org

1.4.2 Resource Centres

CUTS DRC

CUTS Delhi Resource Centre (CUTS DRC) was established in 2003 in New Delhi, India, to act as the focal point for CUTS' advocacy, outreach and external relations. The objective of opening the Centre was to feed the work being done at the national level by other centres of CUTS, particularly at Chittorgarh, Kolkata and Jaipur into policy level interventions.

Email: delhi@cuts.org

CUTS ARC

CUTS Africa Resource Centres at Lusaka, Zambia and Nairobi, Kenya were established in the year 2000 and 2003, respectively to function as resource, coordination as well as networking centres to promote South-South cooperation on trade and development.

Email: lusaka@cuts.org, nairobi@cuts.org

CUTS HRC

CUTS Hanoi Resource Centre (CUTS HRC), established in 2007, functions as a resource coordination and networking centre of CUTS in Vietnam and the Southeast Asian region.

Email: hanoi@cuts.org

CUTS GRC

CUTS Geneva Resource Centre (CUTS GRC) established in Geneva, Switzerland in 2008 with a view to promote a pro-trade, pro-consumer southern NGO voice in the policy making circles working on trade and development in Geneva.

Email: geneva@cuts.org

1.4.3 CUTS Institute for Regulation & Competition

CIRC was established in September 2005 at Jaipur, India, with an aim to enhance knowledge on regulatory issues. It has since moved to New Delhi.

Email: circ@circ.in

Website: www.circ.in

The resource centres at Lusaka, Nairobi and Geneva have been set up according to the laws of the respective countries and the one at Hanoi will shortly be a branch of Geneva. Similarly, CIRC is independently registered as a registered Society at Delhi, India. The other centres are branches of CUTS, India.

1.5 Suggested references for further reading

Sl. No.	Document	Where to find it
1.	Certificate of Registration	http://www.cuts-international.org/CUTS_Important_Documents.htm
2.	Constitution and Rules & Regulations of CUTS	As above
3.	FCRA Certificate	As above
4.	About CUTS	http://www.cuts-international.org/pdf/About_CUTS_2009.pdf
5.	A Decade of CUTS	Editing Department
6.	Walk the Talk: A Brief History of CUTS	http://cuts-international.org/pdf/A_Brief_History_of_CUTS.pdf
7.	25 th Anniversary Brochure	http://cuts-international.org/pdf/25_Anniversary_CUTS_Brochure.pdf
8.	CUTS@Grassroots	www.cuts-international.org/pdf/CUTS_AT_GRASSROOTS.pdf
9.	Small Steps...Giant Leap: CUTS Initiatives in South Asia	www.cuts-international.org/pdf/Brochure-CUTS_SouthAsia.pdf
10.	Pugmarks of CUTS in Africa	www.cuts-international.org/ARC/pdf/Pugmarks-CUTS_in_Africa.pdf
11.	Governance Matters: Glimpses of CUTS Interventions on Good Governance and Social Accountability	www.cuts-international.org/CART/pdf/Brochure_Governance_Matters.pdf
12.	A Vision Document	http://cuts-international.org/pdf/CUTS_IN_2034-

		A_VISION_DOCUMENT.pdf
13.	Annual Reports	http://www.cuts-international.org/Periodicals.htm
14.	Capability	http://cuts-international.org/Capability-December2009.pdf
15.	Milestones	http://www.cuts-international.org/Milestones.htm
16.	Networking Profile	http://cuts-international.org/Netpro.doc
17.	Advocacy	http://www.cuts-international.org/Advocacy.htm

CUTS' Code of Conduct

CUTS' Code of Conduct is a document that has evolved over time and has been drafted by the employees themselves. The Code of Conduct is periodically reviewed – generally at the time of Annual Retreats. The latest version is given below. Every employee of the Society is encouraged to follow the Code of Conduct in letter and spirit and ensure that no violations are made.

The spirit

- ❖ Inculcate a sense of ownership, responsibility, accountability, loyalty, commitment and team spirit.
- ❖ *Show due and proper respect towards all colleagues to receive theirs.*
- ❖ Fusion with the organisation, not confusion or diffusion.
- ❖ *Solve problems, not create, perpetuate or become a part of it.*
- ❖ Don't encourage, tolerate or indulge in gossip.
- ❖ *Aim for excellence in your job and have a positive approach.*
- ❖ Take initiative: set your targets and do your own work without being asked to.
- ❖ *Don't say 'its not my work'; all the tasks of the organization have to be done.*
- ❖ **Enjoy your work.**

Job Preparedness

- ❖ Understand the organisation's goals and its expectations from you.
- ❖ *Understand your job requirements.*
- ❖ Review your performance against expectations.
- ❖ *Be ready to help anyone and everyone.*
- ❖ Use common sense.
- ❖ *Do continuous self-monitoring and carry out self-appraisal regularly i.e. do a periodical SLOT analysis*

Respect for Norms and Rules

- ❖ Meticulously follow the norms and rules laid down.
- ❖ *Punctuality is a must for maintaining good work culture and thus meeting targets.*
- ❖ Inform absence well in advance.
- ❖ *Keep your mobile phones on a silent mode when in office and limit your personal calls to a minimum.*

Resource Utilisation

- ❖ Ensure proper handling and careful use of office resources. If you have personal work to be done, ask your superior's permission. This also applies to all facilities such as telecom, Internet etc.
- ❖ *Prevent damage to property, office equipment etc and handle things with care.*
- ❖ Inform the person concerned of any malfunctioning utility, appliance, gadget etc.

Conservation, Cleanliness and Attire

- ❖ Conserve water/energy; shut a dripping tap, switch off lights/power when not in use.
- ❖ *Adopt your surroundings and keep them clean and things functioning.*
- ❖ Observe personal and general hygiene, and cleanliness.
- ❖ *Be suitably attired for office and other occasions.*

(Revised on 16.07.05 after the Annual Retreat 2005)

Manuals and Policies

3.1 Manuals

3.1.1 *Events Manual*

Organising events is a frequent and intrinsic part of our work and is the single most potent activity that serves two of the three pillars of our work – namely – advocacy and networking (the third pillar being research). All three are collectively referred to as RAN – research, advocacy and networking. Based on the experience gained over the years, an ‘events manual’ is available, which all new staff members should go through. It is entitled ‘Organising an Event – Tips and Traps.’ The manual is divided into three sections: pre event, the event itself and post event activities. It also contains as annexes various formats that have been devised for smooth conduct of the event.

3.1.2 *Style Manual*

Publications form an important area of our day-to-day work and we lay immense importance to the same. A style manual is available and should be referred to before starting any publications-related work.

All regular publications of CUTS conform to the format outlined in the Style Manual. The writers are expected to follow certain guidelines while writing.

Some of the important features of the style manual are:

- Use of British English.
- One page in a newsletter can have 800 words excluding the visual.
- Number of stories should be 6-7 per page. Better to take short and more number of stories.
- Stories should be short, in paragraphs composed of simple sentences.
- There should be at least a visual in every page.
- Titles of the stories should be short and catchy and given in bold.
- Sources of the stories should be given in italics in brackets along with the dates in the DD.MM.YY format. Any two or three important sources should be given.
- After writing, number of words should be checked for being in accordance with the required limit.
- Sources of the visuals should also be given.
- While editing contents should not be changed or edited.

To be acquainted with the process in publishing, please contact the publishing department to learn about:

- Pre-planning
- Planning
-

riting

- Editing
- Proofreading
- Printing

W

- Dispatching

3.1.3 General Accounting Manual

It is important for staff to be aware that a general accounting manual exists. The same is, however, of more relevance to staff recruited for the finance department.

3.2 Service Rules

The Service Rules of the Society were last amended in 2007 and are currently being reviewed. When finalised, the same would be available with the HR department of the Society. Elsewhere in this manual salient features of the same that are most frequently needed by new entrants have been mentioned.

It is envisaged that the following policies (which, too, are under review) would form a part of the Service Rules:

- Designation matrix – policy for job categorisation/job designation
- HR Operations, Values, Philosophy and Procedures
- HR Policies (Equal Opportunity; Safety, etc)
- Code of Conduct
- Grievances Redressal
- Control of Harrasment
- Internship Policy
- Induction Policy
- Conflict of Interest Policy

3.3 Travel Policy and Rules

CUTS has two sets of rules – one for domestic travel and the other for international travel. These cover permissible mode of travel, ceilings for boarding and lodging, outstation ceiling for local travel (no local conveyance is admissible at the place of posting), entertainment expenses, etc. Salient features of the same are highlighted elsewhere in this manual.

3.4 Outreach Policy

Outreach being one of the most important means of dissemination of our work, needs special mention. A separate manual has been developed that should be referred to.

3.5 Procurement Policy

The Society routinely seeks goods and services from the market from various suppliers and contractors in pursuance of its work areas. The Procurement Policy should be borne in mind while initiating action for this purpose.

3.6 Suggested references for further reading

Sl. No.	Document	Where to find it
1.	Events Manual	Centre-head and HR Department
2.	Style Manual	Editing Department
3.	General Accounting Manual	Finance Department
4.	Service Rules	HR Department
5.	Travel Policy and Rules	HR Department
6.	Outreach Policy	Editing Department
7.	Procurement Policy	http://www.cuts-international.org/pdf/CUTS_Procurement_policy.pdf

Other Important Practices

4.1 Salary and Advances

4.1.1 Prior to your joining, your salary would have been mutually agreed upon. Salary is disbursed through a salary account on the seventh of the succeeding month. The HR department would help you to open this account. The salary, as you must have been informed already, is all-inclusive (basic salary, local conveyance and housing). No separate payments should be expected (such as for mobile charges, local conveyance, etc).

4.1.2 Tax would be deducted at source, i.e., prior to disbursement of salary. As soon as you join, please report to the finance department on the prescribed format any approved investments that you would make during the financial year that might have a bearing on your taxable income. Please note that the finance department would need proof of such investments made by you in absence of which it would hold back the salary payable to you for the months of February/March.

4.1.3 Contributory Provident Fund is admissible only for those employees with a basic salary of Rs6500 per month.

4.1.4 Gratuity is applicable to all regular employees of the Society after five years of continuous service. Currently the Society has a Group Gratuity Scheme with the LIC of India.

4.1.5 Medical reimbursement is permissible for all regular employees subject to rules relating thereto, submission of documents and overall ceiling. You can seek details thereof from the HR department.

4.1.5 Seeking advances against salary is discouraged. However, in emergent circumstances, you can apply in writing and through your Centre head, which would be considered on the merits of individual cases. Such advances would be recovered from the next salary without reference to you.

4.1.6 In case you have raised an advance for official purposes such as travel, organizing an event etc., you must adjust the same within two days by submitting relevant bills to the finance department through your centre head (besides a narrative report discussed elsewhere in this manual). Failure to do so would result in recovery of the amount from your next salary or withholding of the salary.

4.2 Working Hours and Job Profile

4.2.1 The office shall work, unless otherwise defined, six days in a week and shall observe one day as weekly off, which will normally be Sunday. 2nd and 4th Saturdays will be non working day for the staff. A full working day will ordinarily have 0830 (eight and a half hours) working hours from 09.30AM to 6.00PM. This includes a lunch break of half-an-hour, from 1.30PM to 2.00PM.

4.2.2 Your job profile will emerge as you work on account of the dynamic situations under which we operate. Your Centre head would be in regular touch with you on this.

4.3 Assessment of Your Performance

Your performance at work would remain under constant assessment. Just prior to completion of your probation period as specified, the HR department would give you a Performance Appraisal Form to fill in and to submit the same to your Centre head. The assessing and the reviewing authorities would take a considered decision on whether to regularise/extend your services or otherwise. The performance appraisal exercise is then carried out annually.

4.4 Reporting and Minuting Mechanism

4.4.1 Recording and maintaining institutional memory has been one of the most important reasons for clarity within the team. You are encouraged to read up the monthly report of your centre/monthly meeting report for the previous three months to help you get in the thick of action.

4.4.2 One of the first reports you would be called upon to write is the orientation report.

4.4.3 For every visit, whether local or outstation, you would be expected to write a back-to-office report (BTOR). These reports should be circulated as soon as possible but no later than two days of your return to office. Ask your centre coordinator to show you a couple of such reports.

4.4.4 You must read up the report of the previous Annual Retreat of your Centre as also the Vision Document. You must be aware of the Mission statement of your centre and how it ties up with the Vision statement of CUTS.

4.5 Official Travel

4.5.1 All official travel must be authorised by your Centre head and if necessary discussed the within the team. Action on activities planned on such visits should be initiated well in time (such as seeking appointments, etc). The date, time, mode of travel, boarding and lodging and return though specifically laid down as mentioned before should also be discussed and should carry the approval of your Centre head.

4.5.2 Please be sure to collect all receipts and vouchers for reimbursement, else these might not be allowed. For expenses such as payment to autos where receipts are generally not available, please note down the registration number of the vehicle.

4.5.3 At places where guesthouse facilities are provided (Jaipur, New Delhi and Chittorgarh), staff is not permitted to stay in hotels. For exceptions, please consult with your Centre head. If you prefer to stay other than at guesthouse, it should carry the consent of your Centre head. In such cases the local conveyance would be restricted to the point of disembarkation (railway station, airport, bus stand etc) to the guesthouse.

4.5.3 While all reasonable expenses are permissible, the Society would not be able to pick up bills for personal expenses such as laundry, cigarettes, alcohol, etc. No *per diem* is permissible. In case while participating in a conference, etc, honorarium/*per diem* is received, it would be treated as an advance.

4.5.4 In cases where your travel is reimbursable by another organisation, it would be your responsibility to submit your claim to it asap (with a copy to the finance department) and to follow up with the reimbursing organisation.

4.5.5 You can raise an advance against official travel by moving on the prescribed format through your centre head to the finance department. It is reiterated that such advances should be adjusted within two days of return to head quarters along with the narrative visit report (BTOR) failing which the finance department would deduct the amount from your subsequent salary.

4.5.6 When traveling abroad, consult with your Centre head on the need for procuring a local sim card.

4.5.7 It is a practice in the organisation to send a message on allstaff (centre-specific) when traveling or proceeding on leave.

4.6 Leave

4.6.1 Leave is not a matter of right of an employee. Leave shall be availed by a person only after informing the Society and taking into consideration on-going and pending work and shall be approved by the Society, subject to the exigencies of work.

4.6.2 Salary will be deducted in case of leaves availed in excess on monthly basis at the time of disbursement of salary.

4.6.3 An employee shall be eligible for the following leave, defined as under.

- (a) Casual leave
- (b) Earned leave
- (c) Maternity leave
- (d) Paternity leave
- (e) Leave without pay

4.6.4 Casual Leave (CL) shall be applicable to regular employees of the Society and shall be granted up to a period of 7 (seven) days during a financial year (1st April to 31st March). An employee shall not be permitted to avail more than 3 (three) days of CL at a time, but the Society may relax this condition if the circumstances so warrant. CL un-availed at the end of a financial year shall lapse. CL for an employee shall be calculated as follows.

- a) Up to 2 (two) days for service of three months or less as the case may be.
- b) Up to 4 (four) days for service of more than three months but less than six months as the case may be.
- c) Up to 7 (seven) days for service of more than six months but less than twelve months as the case may be.

4.6.5 Earned Leave (EL) shall be applicable to regular/contractual employees of the Society, subject to the completion of at least one-year of service. EL shall be credited to an employee in two installments of eleven and half day each for those with up to five years of service and fourteen each for those with more than five years of service on the first day of completion of six months of service in a financial year (1st April to 31st March).

EL shall be treated as duty for all purposes including withdrawal of salary. An employee shall not be entitled to avail more than 15 (Fifteen) days of EL at a time, but the Society may relax this condition, if the circumstances so warrant.

- a) For those with up to five years of service, the maximum number of EL an employee can accumulate is 60 days, beyond which it shall lapse. On accumulation of 45 days of EL, encashment of a maximum of 30 EL's shall be permitted once in three financial years which is subject to income tax.
- b) For those with more than five years of service, the maximum number of EL an employee can accumulate is 75 days, beyond which it shall lapse. On accumulation of 75 days of EL, encashment of a maximum of 45 EL's shall be permitted once in three financial years.

To avail earned leaves for more than five days should be submitted at least 7 days in advance.

All unutilised leave.....

4.6.6 Maternity Leave shall be applicable to regular employees of the Society; subject to an application for leave supported by a proper medical certificate. Maternity leave shall be granted to a regular female employee with full pay for a maximum period of 3 (three) month, i.e. 90 (ninety) days. Maternity leave for period not exceeding 15 (fifteen) days shall be granted to a female employee in case of miscarriage, including abortion, subject to the condition that the application for leave is supported by a proper medical certificate.

4.6.7 Paternity Leave shall be applicable to regular male employees of the Society; subject to an application for leave supported by a proper medical certificate. Paternity leave shall be granted to regular male employees with full pay for a period not exceeding 6 (six) days.

Other guidelines on leaves mentioned at 4.6.6 and 4.6.7 can be perused in the Staff Rules.

4.6.8 Leave without pay: An employee may choose to take leave without pay in case s/he does not have any leave (Casual/Earned) accumulated at that point of time. This would require prior approval from the leave sanctioning authority on a case to case basis. While on leave without pay the Saturdays, Sundays and scheduled holidays which fall within that period shall be considered leave without pay. However, only official work days which fall within that period shall be considered when calculating deductions from salary.

4.6.9 Pro rata leave: When employee does not have any leaves (casual/earned) in his account then pro-rata leaves adjustment can be made once in a year on case to case basis.

Entitlements of Leaves are as follows:

S. No	Types of Leave	Number of Days Eligible	Accumulation
1.	Casual Leave	7 working days	Nil
2.	Earned Leave	23 days for those with up to three years of service	60
		28 days for those with more than three years of service	75

3.	Maternity Leave	90 working days	Not applicable
4.	Paternity Leave	6 working days	Not applicable

4.6.10 The grant of leave shall be governed by the following general conditions.

- When the exigencies of the Society’s work require, the discretion to refuse, postpone, curtail or revoke leave of any description or to recall to duty any employee already on leave is reserved to the Society.
- No employee shall be granted leave of any kind for a continuous period exceeding one-calendar month, i.e. 30 days.
- An employee going out of station, even on holidays, shall be required to provide contact co-ordinates (telephone numbers and email address) to the Society.
- For contractual employee, eligibility for leave would be detailed in his/her service contract.

4.7. Reception Desk

4.7.1 Spend some time with the Receptionist and note the email, FAX and letter formats used in the organisation. Also see the ‘master files’ maintained there for letters/FAX sent and emails received. Enquire from your Centre head whether similar files are maintained at the Centre as well.

4.7.2 A complaint register is kept at the reception desk for staff to note therein malfunctioning of any utilities in the office such as leaking taps, ACs/fans not working, etc.

4.7.3 Services of the receptionist can be used for making phone calls, sending out bulk emails, following up on phone with participants for conferences, etc.

4.8 Record Room

Spend some time in the record room and see the list of files, how papers for filing are marked and filed. This is essential for you to retrieve files and papers.

4.9 Database and Library

4.9.1 The database assistant will explain to you how electronic and mailing lists are maintained. Besides, also observe how visiting cards are filed. These should be noted by you carefully as reference to them would be frequently required.

4.9.2 Have a look at the library and note the rules for issue of books and periodicals.

4.10 Website/Information Technology

4.10.1 Spend time surfing through the website of CUTS as also the Centre for which you work in addition to those of other centres.

4.10.2 Be aware of allstaff mailing and your centre-specific allstaff mailing lists. Ask colleagues/HR department on how and when to use and respond to the same.

4.10.3 Please do not protect your PC/laptop with a password as access to the same might be required for official purposes in your absence.

4.10.4 Consult the IT department for backup of your work. Please refer to detailed guidelines issued thereon through a Memorandum number C.50(4) dated February 24, 2005.

4.10.5 Each computer user in the CUTS domain has a fixed email quota, which, if exceeded can jeopardize the entire domain. Please read carefully guidelines thereon circulated to allstaff on November 11, 2009.

4.10.6 Please do not download any software from the internet without consulting with the IT department and your centre head. Your computer has been provided with all software required in our day-to-day work.

4.11 Editorial

4.11.1 An editorial department edit, proofread, compile publications and provide graphics for the same.

4.11.2 T
The writers review the publications before giving them for editing and ensure that the written text is technically correct and is in accordance with the CUTS format.

4.11.3 S
Since after editing the publication undergoes a series of alterations, so after editing the publication is sent back to respective authors/writers so that they can proof-read the entire text with special attention to the portions where changes have been incorporated.

4.11.4 A
After receiving approval from writers, the publication is sent for layout, i.e. the text is converted into pagemaker into a two or three-column (generally) setting incorporating the visuals, graphs making box stories etc. from the word file format. It should always be taken into account that minimum corrections should be made after the layout of the document.

4.11.5 A
After layout proofs are given which are thoroughly proofread by the editorial department and respective authors before sending it for printing.

4.11.6 A
As soon as the publication is sent for printing it is also uploaded on to the website.

4.11.7 D
During the entire course of action, every concerned person should keep in consideration the quality

aspect. Since CUTS publications have a world-wide recognition, everyone should thereby proceed in the requisite manner.

4.12 Miscellaneous

4.12.1 When an employee of the Society gives talks on radio or participates in TV programmes or writes any paper/report/article etc relating to her/his professional work, the honorarium/per *diem* received for that performance will be deposited by her/him in the office with articles and papers. The honorarium received for her/his work will be shared amongst the organisation and the employee in the proportion of 1/3:2/3 respectively.

4.12.2 When an employee of the Society participates in any sponsored conference/seminar/any other event, the honorarium/per Diem received towards the participation is to be treated as an advance payment while submitting the expense bill.

4.12.3 No employee, shall become a member of another non-government organisation and/or civil society organisation without written permission of the society. If an employee is already a member of another non-government organisation and/or civil society organisation at the time of taking up employment at the Society, s/he shall have to provide the details at the time of joining.

4.12.4 Integrity & commitment: Every employee of CUTS shall at all times maintain absolute integrity and commitment to the duty and shall do nothing, which is unworthy of an employee of CUTS.

4.12.5 Secrecy: No employee of CUTS shall communicate directly or indirectly any secret or confidential official document or part thereof or such information to any person except with the express written permission from Society.

4.12.6 Prohibition of trade, business or employment: No employee shall except with the previous permission in writing of the Society engage directly or indirectly in any part or full time employment or undertake any such activity which is likely to conflict with the interests and activities of CUTS.

4.13 Suggested references for further reading

Sl. No.	Document	Where to find it
1.	Format (Undertaking) in respect of investments for the purpose of computing income-tax	Finance department
2.	Medical reimbursement form	HR department

3.	Format for raising an advance against official travel	Finance department
4.	Format for leave application	HR department
5.	Performance Appraisal Form	As above
6.	Monthly reports, work programme minutes of your centre of the previous three months. Retreat report, BTORs and Vision Document	Your centre coordinator. The Vision Document is also available on the website as mentioned under point 1.5.12
7.	Travel claim/settlement form	Finance department
8.	Formats of email, FAX and letters sent	Reception desk
9.	List of files	Record room
10.	Computer backup guidelines	File number C.50(4), Memorandum dated February 24, 2005 in the record room and IT department
11.	Managing email server quota	Allstaff email dated November 11, 2009 and IT department
12.	<ul style="list-style-type: none"> • Newsletters, E-newsletters, Annual Reports <p><u>Publications on:</u></p> <ul style="list-style-type: none"> • International Trade & Development • Competition, Investment & Economic Regulation • Consumer Safety • Human Development • Consumer Protection & Good Governance 	www.cuts-international.org/Periodicals.htm www.cuts-citee.org www.cuts-ccier.org www.cuts-international.org/crc www.cuts-international.org/chd www.cuts-international.org/cart

