

SERVICE RULES, 1995
(Amended in January 2012)

Introduction

WHEREAS it is necessary to define the terms & conditions of the appointment and service rules for the staff of Consumer Unity & Trust Society (CUTS) and to provide for the duties, leave and the remuneration payable etc, the Executive Committee of CUTS have made the following service rules. The aim of the service rules is to ensure a disciplined working environment in the organisation, which will not only facilitate attainment of the mission and the values for which CUTS strives for but will also ensure a work culture which provides a sense of fulfilment to the employees.

THEREFORE, it expects and values the contribution of the staff in achieving the goals vis-à-vis the mission of CUTS.

1. These rules will be called CUTS Service Rules, 1995, as amended on *January 01, 2012*. The Society shall issue appointment letters/*contracts* to all employees on *after completion of 3 months of probation period*.
2. These service rules shall come into force with effect from *01.01.2012* and shall apply to regular/*contractual* employees of *CUTS* defined as under.

Chapter I: Definitions

1. 'Executive Committee' means the Executive Committee of the Society.
2. 'Secretary General' means the Secretary General of the Society appointed/nominated by the Executive Committee of the Society.
3. 'Competent Authority' in relation to exercise of any power means Secretary General or any other person to whom the power is delegated by the Executive Committee and/or the Secretary General under these rules.
4. 'Society' means the Consumer Unity & Trust Society (*CUTS*) and all its branches/units.
5. 'Appointment' means the appointment of a person by an appropriate authority with an appropriate letter/*contract* who at the time of appointment is not holding any post under the Society even though s/he may have previously held such a post.
6. 'Holiday' means a day on which all or any particular branch/unit of *CUTS* is ordered to be closed or a specified class of employees are allowed a holiday by the Society.
7. 'Honorarium' means a recurring or non-recurring payment granted from funds of the Society to a person as remuneration for her/his work.
8. 'Leave' is earned by duty and includes earned leave.

9. 'Pay' means the amount to which an employee is entitled to and is drawn by her/him monthly in respect of the post held by her/him on a regular basis or in an officiating capacity.

10. 'Probation' means a person employed on probation in or against a vacancy in the Society before her/his appointment substantively.

11. 'Transfer' means movement of any employee from one station in which s/he is employed to another such station to take up the duties of a new post.

12. He shall also mean She and His shall also mean Her wherever used.

13. 'Code of Conduct' means Code of Conduct of *CUTS* applicable to staff. *Annexure 1*

14. Local laws will be applicable in case of mandatory requirements, wherever required.

Words and phrases not defined above will in case of doubt or interpretation, have the same meaning as given to them from time to time by the Society.

Chapter II: Employment and Pay Structure

1. **REGULAR EMPLOYEE** means a person who is appointed on a permanent basis by the Society, who has completed the probation period and has been regularised in writing by the Society.

2. Unless otherwise expressly stated, benefits under these rules shall not apply to the following employees defined as under.

- a) Project (temporary) employee
- b) Part-time employee
- c) Person who is paid honoraria instead of salary
- d) Contract employee
- e) Probationer
- f) Trainee
- g) Intern

PROJECT (TEMPORARY) EMPLOYEE means a person who has been appointed for a particular project and for a specific assignment either on full time or on part-time basis. The terms of the employment will be defined by the Society at the time of such appointment.

PART TIME EMPLOYEE means a person who is appointed to work for less than eight hours in a day.

PERSON WHO IS PAID HONORARIA INSTEAD OF SALARY means a person who is engaged for a particular assignment in the capacity as consultant/advisor or may be referred to by other appropriate name for a recurring or non-recurring payment granted from the funds of the Society as remuneration for her/his work.

CONTRACT EMPLOYEE means a person who is engaged for a specified period of time and having provisions for renewal and/or termination for a recurring or non-recurring payment granted from the funds of the Society as remuneration for her/his work. The terms of the employment will be defined by the Society at the time of such appointment.

PROBATIONER means a person recruited on any post for a period of 3 months from the date of appointment and employees promoted from one post to any higher post and placed on a probation for a period of 3 months from the date of appointment on the higher post, which may be extended by the Society and contingent upon confirmation. The probation shall continue until confirmed by the Society. The confirmation will be at the Society’s discretion, should it find the person suitable. During the probationary period, the appointment is liable to termination within 24 hours notice from *either side*.

TRAINEE means a person recruited on any post for a period of one month. On satisfactory performance the trainee shall become a probationer. The one-month training period shall be considered a part of the probation period. During the training period, the appointment is liable to termination within 24 hours notice from *either side*.

INTERN means a person engaged in temporary work in the Society, with or without any payment and/or honorarium.

3. No person shall be eligible for appointment or continuance in service who has been convicted or declared mentally and/or medically unfit and/or has more than one spouse.

4. The **gross pay structure** of employees shall be as follows.

Grade	Classification	Scale (Based on Gross Salary)
A+	Executive Director / Dy. Executive Director	As decided by the management
A	Director / Senior Managerial	65000-6500-78000-7500-93000 (above 93000 as decided by the management)
B	Associate Director/ Assistant Director / Managerial	42000-4200-50400-5000-65400-6500-78400
C	Middle Managerial / Senior Professional	34000-3400-41000-4000-53000
D	Middle Managerial / Professional	22000-2200-26400-2600-34200
E	Jr. Professional	15000-1500-18000-1800-23400
F	Assistant	8500-850-10200-1000-12200-1200-14600

5. *The salary package shall include basic pay as applicable, and also, house rent allowance and local travel allowance etc., which will be determined by the Society. Presently salary structure followed is:*

- 1) *BASIC:* 60% of the gross amount
- 2) *HRA:* 25% of the gross amount
- 3) *Local Travel:* 15% of the gross amount

6.1. After reaching the maximum of the scale an employee's salary may be fixed in the next higher scale after protecting her/his last pay, which will be determined by the Society.

6.2. Special individual circumstances may, however, warrant minor overlap/deviation between designation and grade.

7. MEDICAL REIMBURSEMENT: Medical expenses will be reimbursed to all regular employees of the society (*depending on the overall financial position of the organisation*), up to a maximum of one month's basic pay as at the beginning of a financial year at question for self and dependent family members limited to spouse, dependent parents and two dependent children on production of original bills, for medicines/tests along with a copy of registered Medical Practitioner's prescription. *Contractual employees will be eligible for medical reimbursement upto a maximum of 50 % of their monthly remuneration or 15000, whichever is lesser, in a contract year.*

7.1 *If during the financial year salary of any employee (by virtue of an increment) increases, benefits of the increased amount on pro-rata basis may be given to the employee for purposes of medical expenses reimbursement.*

7.2 *The claims will be reimbursed on pro-rata basis during the financial year. The unused portion of the medical entitlement for a year shall lapse at the end of the financial year or on termination of the contract whichever is earlier.*

7.3 *In case of contractual employees the year will be reckoned from the date of joining organisation.*

7.4 *In case of probationers, the claim is permissible only after successful completion of the probation period*

7.5 *Any employee who leaves in the middle of financial year but has drawn reimbursement more than proportionate to his working period shall have to refund the excess amount taken.*

7.6 *All claims should be filled on the prescribed form. All such claims should be verified by the employee with prescription etc. before submission.*

7.7 *Similarly, in case of contractual employee changes in medical reimbursement would be effected after completion of one year and only in case remuneration has been revised.*

8. Performance Appraisal: *Performance appraisal shall be carried out generally in the month of December every year for a period of previous preceeding year for each and every*

employee. Employees are evaluated on the basis of his contribution to the Society's growth and progress, his attitude and behaviour, his skills and knowledge about his work, his responsibility, integrity, potential, his adherence to the rules and regulations and his achievements. For new employees performance appraisals are carried out at the end of probation period for regularisation.

9. Increment/decrement: an increment may or may not be granted on completion of one year. No increment shall be granted during the period of probation or during mid-year, unless specially granted by the Society. Likewise, the reverse may also apply at the discretion of the Society based on performance appraisal, if the person does not perform adequately as expected due to any reason whatsoever.

9.1 Annual increments as indicated in the salary scale are only indicative and cannot be claimed as a matter of right.

9.2 All decisions general or specific granting or not granting increments shall be signed by the Executive Director/Dy. Executive Director and the Secretary General.

9.3 Increments shall be given keeping in view primarily the performance appraisal of the employee during the year and the financial position of the organisation.

9.4 Decrements: Decrements shall be attracted for gross indiscipline, apathy towards work etc.

9.5 Promotion: promotion rules of different categories of staff will be based on performance appraisal. *Besides, consideration for promotion would also take into account the attitude/behaviour of the employee concerned which shall be assessed on a continuous basis. An indicative Designation Matrix for growth within the organisation is in place (Annexure II).*

10. Contributory provident fund: in the case of a regular employee with a basic salary ceiling of Rs. 6500 per month, the Society will contribute up to a maximum of 12 percent of her/his basic pay and the employee shall also be required to contribute to the Employees Provident Fund at 12 percent of her/his basic pay or more as s/he may decide. The provisions of the Provident Fund Act of India, 1952 shall apply in this regard.

11. Gratuity: gratuity is applicable to all regular employees of the Society after five years of continuous service. *Currently the organisation has Group Gratuity Scheme with Life Insurance Corporation of India. It is calculated on the basis of 15 days of last drawn basic pay multiplied by the number of completed years of service, subject to Chapter VIII, Clause 5 of these Service Rules. Part of a year in excess of six months will be counted as one year. 15 days of last drawn basic pay will be calculated as last drawn basic pay multiplied by 15 and the whole amount divided by 26. The provisions of the Payment of Gratuity Act of India, 1972 shall apply in this regard.*

12. Retirement:

12.1. The retirement age of regular employees shall normally be 65 (Sixty Five) years.

12.2. A review will be done at the age of 55 years and 60 years and based on health conditions, productivity, performance & Society's requirements etc., the Society may decide to *compulsory retire* the person so reviewed by giving him 3 months' notice in advance.

12.3. The Executive Committee reserves the right to extend the age limit above mentioned under 12.1 for any employee after review of the person's performance, organisation's requirements, his health & willingness and any other factor.

Chapter III: Recruitment, Selection & Appointment

3.1 Recruitment & Selection shall be made as per guidelines on HR processes and procedures.

3.2 The guidelines are for the reference of the organisational working and are liable to be changed. The co-workers have no privilege or right or demand an alteration in terms of service on the ground that such procedure was not followed.

3.3 Appointment: No person shall be deemed to be an employee of the Society until and unless s/he has received a letter of appointment signed by the appointing authority on behalf of CUTS or has entered into a contract of service with the appointing authority on behalf of CUTS. In case a person has concealed or misrepresented any material fact or forged or faked any document at the time of appointment or later, such appointment shall be void ab-initio. The organisation will have no liability to such person and may initiate any action as deemed fit by the Society including legal.

Chapter IV: Regularisation

4.1 All appointees will be on probation for a period of 3 months, which can be further extended. The probation shall continue until regularised by the Society. The regularisation will be at the Society's discretion, should it find the person suitable.

4.2 After successful completion of probation period, an appointment-cum-regularisation letter will be issued to an employee at his residential address as furnished to the Society.

4.3 After regularisation, one month notice or last drawn salary in lieu thereof will be given on either side for termination of employment/contract. However, in the event of misconduct on employee part such as embezzlement or dereliction of duty or wilful disobedience etc. employee's employment is liable to be terminated without any notice.

Chapter V: Leave

1. Leave is not a matter of right of an employee. Leave shall be availed by a person only after getting approval from the Society and taking into consideration the exigencies of work.

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

2. 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*

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. Only working days will be considered for calculating the casual leave. CL shall be treated as duty for all purposes, including withdrawal of pay. 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.

EARNED LEAVE (EL) shall be applicable to regular /*contractual* employees of the Society, subject to the completion of at least six months of service. EL shall be credited to an employee in two instalments 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 or 30 days in case balance is above 45 days but less than 75 days.*

To avail earned leaves the application should be submitted to the supervisor and HRD at least 7 days in advance.

In case, an employee takes an EL before any holiday/weekend and another EL just after the holiday/weekend, the holiday/weekend will be counted as leave also.

All unutilised leaves lapse on the cessation of service in the Society whether as a result of resignation, discharge, dismissed, death or otherwise.

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.

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 and must be availed within 30 days of delivery.

Maternity/Paternity leave shall be applicable on the following conditions:

- a) The employee shall not have more than one living child.*
- b) The employee shall have completed twelve months of service with the organisation prior to the effective date of the maternity/paternity leave requested.*
- c) Maternity/Paternity cases not qualifying for maternity/paternity leave shall be treated as leave without pay after exhausting available earned and causal leave.*
- d) Maternity/Paternity leaves are not applicable to contractual employees.*
- e) Maternity/Paternity leaves cannot be availed in parts.*
- g) Maternity/Paternity leaves are applicable in case of adoption*

LEAVE WITHOUT PAY: An employee may choose to apply for 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.

PRORATA LEAVES: When employee does not have any leaves (casual/earned) in his account, on his request, pro-rata leaves adjustment can be made on case to case basis with management approval.

Entitlements of Leaves are as follows:

S. No	Types of Leave	Number of Days Eligible	Accumulation
1.	<i>Casual Leave</i>	<i>7 working days</i>	<i>Nil</i>
2.	<i>Earned Leave</i>	<i>23 days for those with up to five years of service</i> <i>28 days for those with more than five years of service</i>	<i>60</i> <i>75</i>
3.	<i>Maternity Leave</i>	<i>90 working days</i>	<i>Not applicable</i>
4.	<i>Paternity Leave</i>	<i>6 working days</i>	<i>Not applicable</i>

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

3.1 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.

3.2 No employee shall be granted leave of any kind for a continuous period exceeding one-calendar month, i.e. 30 days normally.

3.4. 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.

4. For contractual employee, eligibility for leave would be detailed in his/her service contract.

5. Some full time regular employees who are permitted to work for half a day for a certain period are allowed half of their leave entitlements for such period. Their leaves will be deducted on the same basis.

Chapter VI: Transfer & Deputation

1. The Society shall have the right to transfer any employee, from one department/centre to another department/centre and/or from one location to another location where the *CUTS* operations are being carried out on the same salary.

2. In case an employee is transferred from her/his original place of employment to any other location outside India where *CUTS* operations are carried out then the last drawn salary of such employees while working in India shall be protected. Apart from the last drawn pay extra allowances as determined by the Society would be payable to the employee. **The employee would be provided cost of relocation by CUTS, as decided by the management.**

3. Any employee can be asked to work at a place away from where he is posted or to perform any task other than what he may be doing. He shall not be paid any additional remuneration for being on deputation.

4. Refusal to accept transfer, order or deputation or unauthorised absence in order to avoid transfer or deputation, not joining within the stipulated time at the place where the employee has been transferred to or deputed to will be an act of misconduct and is punishable as per these rules.

Chapter VII: Work Schedule

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 Saturday and 4th Saturday will be non working day for the staff.*

2. 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.
3. The Society shall notify holidays to be observed during the year. There shall be 10 (ten) holidays in a calendar year, including optional holiday.
4. If an employee wants to avail any other holiday in lieu of the above, s/he can do so subject to prior sanction from the Society. However in such case the person will work on the preceding 2nd/4th Saturday, or the one following the holiday sought.
5. *Employee"s are expected to reach their office premises 05 minutes before and be at their seats by the scheduled starting of mandatory duty hours.*
6. *The Project or Centre in-charge shall maintain an office record clock synchronised with the local standard time for the purpose of recording Arrival and Departure.*
7. *Arrival and departure shall be duly recorded in the attendance register or in the automatic recording device, if installed. The register shall be kept at reception till 5 minutes after the scheduled start of mandatory presence hours and then in the HR Department.*
8. *Any employee coming 30 minutes after the scheduled arrival time will be treated as „late“. More than four such late marks in a month will result in deduction of salary for one day in the wage period.*
9. *Any employee coming 90 minutes after the scheduled arrival time will be treated as „very late“. More than two such very late marks in a month will result in deduction of salary for one day in the wage period.*
10. *A superior in the rank of Director or above can condone maximum 4 late marks in a month or 2 very late marks in a month for an employee working under him.*
11. *Before proceeding on out door duty, an employee shall duly obtain the approval of the supervisor in writing. He shall communicate such movement well in advance to HR department. The supervisor or HR department shall mark entry into the register or recording device.*
12. *The management may permit flexible time schedule to certain employees on the recommendation of their supervisor for a certain defined period. However, an employee will have to complete scheduled number of hours every week.*

Chapter VIII: Work Environment & Attitudes

8.1 All employees are expected to contribute to establishment and maintenance of a healthy work environment.

8.2 Employee shall cultivate professional and positive attitude directed towards achievement of individual as well as organisation's objectives.

8.3 Employee should be co-operative and keen to work in a team

8.4 Employee should avoid an attitude of conflict and confrontation, meddling in affairs unrelated to the work assigned to them.

8.5 Personal earphones for music (I-Pods etc) are not allowed during office hours.

8.6 Attitude shown by an employee shall be assessed as a part of the annual performance appraisal and if translated into unbecoming behaviour which violates CUTS Service Rules, it shall be punished accordingly.

Chapter IX: Service Records

1. The Society shall maintain the service record of all employees. The service record of an employee shall contain the following information and the society shall not disclose them to anybody without prior consent of the concerned employee.

- a) Name
- b) *Date of birth*
- c) *Educational qualifications*
- d) *Curriculum Vitae*
- e) Date of appointment and joining
- f) *Scale of pay and designation*
- g) *Place of work*
- h) *Confidentiality undertaking*
- i) *Referee details*
- j) Permanent and present addresses, including contact telephone and fax numbers and email address
- k) Name and occupation of the spouse
- l) Details of children
- m) *Last pay certificate or proof of salary*
- n) *Copy of Pan Card, if applicable*
- o) *Copy of Passport/Ration Card/Voters ID Card/Driving License*
- p) *Fitness/medical Certificate for contagious disease, if desired*
- q) *Relieving Letter, where possible*
- r) *Promotion Orders*
- s) *Transfer Orders*
- t) *Punishment Orders*

Chapter X: Policies

1. HR Objectives, Values, Philosophy and Procedures -Annexure III

2. HR Policies :

a) Equal Opportunity Policy – Annexure IV

b) Safety Policy – Annexure V

c) Grievance Policy and Procedure – Annexure VI

d) Anti-Harassment Policy and Procedure – Annexure VII

e) Conflict of Interest Policy – Annexure VIII

3. Domestic TA/DA Rules – Annexure IX

Chapter XI: Termination of Employment

1. The employment of an employee, as defined in Chapter II, Clause 1 & 2, may be terminated by 1 (one) month's notice or last drawn pay in lieu of notice unless otherwise specified in the appointment/regularisation letter/*contract*. The order of termination shall be served in writing by the Society.

2. If an employee, as defined in Chapter II, Clause 1 & 2 desires to leave the service of *CUTS*, s/he shall give one month's notice in writing to the Society or last drawn pay in lieu of notice unless otherwise specified in the appointment/regularisation letter. However under this situation the employee desiring to leave the services of the Society should properly hand over his job responsibilities to any other employee as determined by the Society.

3. Management has the right to waive notice period or relieve an employee before completion of notice period on the request of the employee.

4. An employee leaving the services, is required to handover all the data/documents/hardware/software/books/equipments etc. to the concerned persons and obtain the signatures of such persons on Full and Final Settlement Form. He is also required to submit his reflections on the exit interview form.

Chapter XII: Exit Interview

Employees who leave CUTS for whatever reason are expected to go through an Exit Interview. The HR Department will be responsible for implementing the Exit Interview process.

Chapter XIII: Discipline

1. The Society, shall take disciplinary action against an employee on one and/or more than one of the following grounds.

a) Breach of any service regulation or any law applicable to *CUTS* or any rules made thereunder, such that no employee of the Society shall cull and collect any official information and communicate directly or indirectly any official document or part thereof or information to any person except with the express written permission from the Society.

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*.

- b) Wilful insubordination or disobedience of any lawful/reasonable order of a superior.
- c) Going on an illegal strike or abetting, inciting, instigating or acting in furtherance thereof.
- d) Wilful slowing down in performance or work, or abatement in or instigation thereof.
- e) Theft, fraud or dishonesty in connection with the activities of the Society or property or the theft of property of another person or visitor at *CUTS* offices.
- f) Accepting or giving bribes or any illegal gratification or unauthorised dealings or taking any advantage for personal benefit from any person dealing with the Society in connection with the activities of the Society.
- g) Habitual absence without approved leave and without leave for more than *fifteen* consecutive days or overstaying the approved leave without sufficient grounds or proper or satisfactory explanation or abandonment of work and duty.
- h) Drunkenness, riotous, disorderly or indecent behaviour in the premises of the Society or any other place where the employee is posted or present in connection with the activities of the Society.
- i) Commission of any act of indiscipline or misbehaviour on the premises of the Society or at any other place where the employee is posted or present in connection with the activities of the Society.
- j) Wilful neglect of work.
- k) Deliberate breach of any rules or instructions for the maintenance and running of any section of the Society that come in to his/her hands/possession or change by virtue of performance of her/his duties.
- l) Failure to account for or deliver goods, machines, equipment or money or other property of the Society that come into her/his hands/possession or charge by virtue of performing her/his duty.
- m) Wilful damage to property of the Society.
- n) Holding any meeting inside the premises of the Society without the previous permission of the Society.
- o) Disclosing to any unauthorised person any information with regard to the activities of the Society, which may come into the possession of the employees in the course of her/his work or otherwise.
- p) Gambling within the premises of the Society.
- q) Failure to observe safety instruction under any law or rules of the Society or interference with any safety device or equipment installed within the premises of the Society.
- r) Refusal to accept a charge sheet, order or other communication served in accordance with an employee's duty and/or responsibility.
- s) Unauthorised possession of any lethal weapon in the premises of the Society.
- t) Negligence on the part of an employee to take care of equipments, machines, instruments entrusted to an employee in the course of his duty and/or responsibility.
- u) Misuse of equipments, machines, instruments and Internet entrusted to an employee in the course of his duty and/or responsibility.
- v) Conviction in any court of law for any offence.
- w) Habitual late coming i.e. coming late to the office on any *four* consecutive occasions in a month without prior intimation or sufficient ground for late coming.

- x) Barring unforeseen circumstances, to remain absent at will and without applying for and getting leave sanctioned for occasions which are known well in advance.
- y) Any act, which can bring disrepute to the organisation.
- z) Violation of anti harassment

2. The Society, shall take disciplinary action, defined as under, against an employee found guilty of misconduct, as defined below:

Minor Penalties

- a) Censure
- b) Withholding of increments
- c) Withholding of promotion
- d) Deduction of salary
- e) Recovery from pay of the whole or part of any pecuniary loss caused to the Society by negligence or breach of the rules and regulations of the Society or orders or directions of superior authorities.

Suspension

- a) The society shall place an employee under suspension, when a disciplinary proceeding against an employee is contemplated and/or where a case against him/her in respect of a criminal offence is under investigation or trial. An order of suspension may at any time be revoked by the society. The employee shall be entitled for ½ of his/her basic pay for a period of two months during the suspension.

Major Penalties

- a) Reduction to a lower stage in a time scale or to a lower grade or post.
- b) Removal or dismissal from services.

3. The Society shall follow the procedure defined as under before taking disciplinary action against an employee of the Society.

- a) The society, shall inform an employee against whom an action is proposed in writing explaining the reason for taking such action(s). The said employee shall be given an opportunity to make representation and such representation shall be taken into consideration before taking any action(s).
- b) In the case of a major penalty, an employee shall have the right to ask for personal hearing/oral enquiry. The society, shall not make any order for such a penalty, except after the desired enquiry has been held and an opportunity has been given to the employee to make any representation against the penalty proposed to be awarded in the light of the findings of the Enquiry Officer and the society's conclusions thereon.

4. The Society shall have the power to reinstate an employee who has been dismissed or suspended, specifying the following.

- a) whether the period of suspension from duty and/or responsibility may be treated as duty for all or any purposes.
- b) whether the employee may draw the last paid salary for the period of her/his period of suspension.

5. Wherever applicable in the above circumstances, forfeiture of gratuity (wholly or partially) would also be attracted.
2. Every employee of the Society shall at all time maintain absolute integrity and commitment to the duty and/or responsibility and shall not do anything, which is unworthy of an employee of the Society.

Chapter XIV: Miscellaneous

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.*
 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.
 3. No employee, as defined in Chapter II, Clauses 1 and 2, 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. 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*.
 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.
 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*.
 7. *Any deviation from these service rules or otherwise would be considered by a committee consisting of centre/department head and two members of the core management team (Secretary General, Executive Director and Dy. Executive Directors) and the final decision would be recorded.*
-

Authorised representative of *CUTS*
Date:

Annexure 1

CUTS ' Code of Conduct for Staff Members

Discipline and Propriety are of critical importance to both the organisation as well as the individual, which enables a good work culture and adds to the organisation's image and growth. It also helps the employee to be a good citizen and worker and helps her/him to grow. All this will help the nation to grow stronger as well. *Every employee of the Society, as defined in Chapter II, Clauses 1 and 2 shall follow the Code of Conduct in letter and spirit and ensure that no violations are made. The CUTS Code of Conduct is as follows*

The spirit

- ❖ *Inculcate a sense of ownership, responsibility, accountability, loyalty, commitment and team spirit.*
- ❖ *Show due and proper respect toward 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 organizations 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 energy/water; shut a dripping tap, switch off lights/power when not in use.*
- ❖ *Keep your own surroundings clean and things functioning.*
- ❖ *Observe personal and general hygiene and cleanliness.*
- ❖ *Be suitably attired for office and other occasion.*

Annexure II

Designation Matrix
Job Categorisation/Job Designation Matrix
Effective 01st January 2012

	Designation						
Grade	Field/Project Area	Research Area	Publications	IT/DTP	Library/Documentation	Accounts Dept.	Support Functions
Assistant <i>Grade – F</i>	<i>Field Organiser</i>			<i>Computer Operator</i>			<i>Receptionist/ Office Assistant</i>
	<i>Programme/ Project Assistant</i>	<i>Research Assistant</i>	<i>Publications Assistant</i>	<i>IT/DTP/ Assistant</i>	<i>Documentation Assistant</i>	<i>Accounts/ Finance Assistant</i>	<i>Administrative / HR / Office Assistant</i> <i>Executive</i>
Junior Professional <i>Grade – E</i>	<i>Project Associate</i>	<i>Assistant Researcher</i>		<i>Assistant IT/DTP Officer</i>			<i>Personal Assistant/Personal Secretary</i>
	<i>Assistant Programme/ Project Officer</i>	<i>Research Associate</i>	<i>Assistant Publications Officer</i>	<i>Asst. Web Designer</i>	<i>Asst. Librarian/ Documentation Officer</i>	<i>Asst. Accounts Officer</i>	<i>Asst. HR/ Public Affairs Officer/Office Administrator</i>
	<i>Programme/ Project Officer</i>	<i>Junior Researcher/ Economist</i>	<i>Publications Officer</i>	<i>IT/DTP Officer</i>	<i>Librarian/ Documentation Officer</i>	<i>Accounts Officer</i>	<i>Administrative /HR/ Public Affairs Officer</i>

		<i>Junior Fellow</i>	<i>Assistant Editor</i>	<i>Web Developer/ Designer</i>			
<i>Middle Managerial/ Professional</i>	<i>Sr. Field Organiser/ Officer/ Coordinator</i>	<i>Researcher/ Economist/Fellow</i>	<i>Editor</i>	<i>Sr. IT/DTP Officer</i>	<i>Sr. Librarian/ Documentation Officer</i>	<i>Sr. Accounts Officer</i>	<i>Sr. HR/ Public Affairs Officer</i>
<i>Grade – D & C</i>	<i>Sr. Programme/ Project Officer</i>	<i>Sr. Research Associate</i>	<i>Sr. Editor</i>	<i>Sr. Web Developer/ Designer</i>			
	<i>Project Manager</i>	<i>Sr. Economist/ Asst. Policy Analyst</i>					
	<i>Centre Coordinator</i>	<i>Senior Fellow</i>					<i>Office Manager</i>
	<i>Project/Event/ Programme/ Coordinator</i>						
	<i>Sr. Project / Programme Coordinator</i>						
	<i>Centre Coordinator/ Adviser</i>	<i>Research Coordinator/ Policy Analyst/ Sr. Policy Analyst</i>	<i>Publications Coordinator</i>	<i>IT/ DTP Coordinator</i>	<i>Library/ Documentation Coordinator</i>	<i>Finance Coordinator</i>	<i>Coordinator HR & Personnel/ Public Relations</i>
		<i>Policy Adviser</i>					

Managerial Grade - B	<i>Assistant Director</i>	<i>Assistant Director Sr. Policy Analyst</i>	<i>Assistant Director</i>	<i>Assistant Director</i>	<i>Assistant Director</i>	<i>Assistant Director</i>	<i>Assistant Director</i>
	<i>Associate Director</i>	<i>Associate Director</i>	<i>Associate Director</i>	<i>Associate Director</i>	<i>Associate Director</i>	<i>Associate Director</i>	<i>Associate Director</i>
	<i>Adviser</i>	<i>Adviser</i>	<i>Adviser</i>	<i>Adviser</i>	<i>Adviser</i>	<i>Adviser</i>	<i>Adviser</i>
Senior Managerial Grade - A	<i>Director</i>	<i>Director</i>	<i>Director</i>	<i>Director</i>	<i>Director</i>	<i>Director</i>	<i>Director</i>
	<i>Sr. Adviser</i>	<i>Sr. Adviser</i>	<i>Sr. Adviser</i>	<i>Sr. Adviser</i>	<i>Sr. Adviser</i>	<i>Sr. Adviser</i>	<i>Sr. Adviser</i>
Top Management Grade – A+	<i>Deputy Executive Director</i>	<i>Deputy Executive Director</i>	<i>Deputy Executive Director</i>	<i>Deputy Executive Director</i>	<i>Deputy Executive Director</i>	<i>Deputy Executive Director</i>	<i>Deputy Executive Director</i>
	<i>Executive Director</i>	<i>Executive Director</i>	<i>Executive Director</i>	<i>Executive Director</i>	<i>Executive Director</i>	<i>Executive Director</i>	<i>Executive Director</i>
	<i>Secretary General</i>						

Annexure III
HR Operations, Values, Philosophy, Process and Procedures

1. HR OBJECTIVE

Support the organisation by

- *Providing advice and counsel regarding human resources issues.*
- *Establish and improve human resources procedures that will advance the HR agenda for the organisation, for benefit of both the employees as well as the organisation.*

The thrust of the CUTS mission statement is “Social Justice and equality within and across borders”. CUTS HRD will work in support of this mission demonstrated by:

- *Focusing efforts on its most valuable asset, its employees, by promoting the full development and utilization of human resources.*
- *Recognizing employees' contributions to the organization's success and growth.*
- *Providing direction, technical assistance, training, equal employment opportunity and labour relations" services.*
- *Fostering a team oriented approach to the provision of services.*
- *Committing to innovation and change in existing and new issues in human resources.*
- *Embracing and promoting the diversity of our human resources.*

The CUTS HRD will function with a clear-cut vision. The vision will be in tune with the goals of CUTS and will encompass the desire to:

- *Attract and retain the most talented and competent work force possible.*
- *Re-engineer our basic human resource/personnel systems into the most efficient, automated and progressive processes.*
- *Support CUTS in becoming an organization of choice.*

2. VALUES

The values, which will be held sacrosanct by CUTS HRD, will be

- *Excellence in the performance of duties.*
- *Fairness and consistency in the application of HR rules and regulations.*
- *Consider professionalism, ethical practices and integrity as being essential to service delivery.*
- *To maintain the dignity of our employees in all circumstances*
- *Dedication and commitment to raise the level of professionalism.*

3. OPERATING PHILOSOPHY

The operating philosophy of CUTS HRD will be based on:

- *Clearly defined policies and procedures*
- *A fair, unbiased and consistent approach, which will help in maintaining a positive work environment.*
- *Equal employment opportunity.*
- *Promotional opportunities based on individual capabilities and qualifications and experience in the related fields.*

- *Keeping all channels of communication open, within and out of the organisation.*
- *Improving and innovating on the Human resources functions.*
- *Deliver under pressures and constraints.*

4. PROCESSES

CUTS HRD will ensure implementation of processes in a way to optimize the utilization of the available manpower.

- *It will have a proactive approach to the HR requirements, and systematically and continuously analyse organisation "s HR needs and evaluate employees" skill sets.*
- *Have clear and transparent processes in place for recruitments.*
- *Enhance the skills of all employees through periodical trainings so as to improve the chances of their career enhancement in CUTS.*
- *Provide a means of obtaining job satisfaction through growth opportunities and upward mobility.*

HR Policies

CUTS is committed to creating a working and learning environment which is free from any discrimination

These HR policies ensure that no discrimination takes place among employees in terms of racial/sexual discrimination or any other form injustice/discrimination. From time-to-time these policies are revised to keep pace with generally accepted HR practices and to comply with changes in state or federal law.

Annexure IV Equal Opportunity Policy

CUTS is committed to equal employment opportunity as part of its mission to provide equity and social justice. Equal employment opportunity means that merit and equity will form the basis of all decisions that affect the staff of the organisation.

To provide equal employment opportunity CUTS undertakes to:

- *Promote and support equal employment opportunity in all its activities.*
- *Eliminate discrimination on the grounds of race, colour, national or ethnic origin, nationality, sex or gender, marital or parental status, pregnancy, disability, religious or political belief or activity, or industrial activity, age or any other ground specified by CUTS.*
- *Create an environment characterised by respect where staff is able to work free from discrimination or harassment.*
- *Use non-discriminatory, inclusive language in all official documents and encourage its use in the organisation.*
- *Identify groups who have experienced disadvantage in employment and develop policy and programs to remedy that disadvantage.*
- *Ensure the application of the merit principle in recruitment, selection, reclassification and promotion.*
- *Provide equitable career development activities for all staff.*
- *Ensure effective consultation with staff and where requested by staff, in the development and implementation of equal employment opportunity.*
- *Ensure the accountability of managers for the implementation of the organisation's equal employment opportunity policies, practices and programs*

Annexure V

Safety Policy

CUTS safety policy seeks to provide safe and healthy working conditions and enlist the active support of all staff in achieving these ends. The objectives of the Policy are:

- To promote standards of safety, health & welfare in accordance with the relevant statutory provisions as well as approved codes of practices.*
- To maintain safe and healthy work places and safe systems and methods of work.*
- To protect staff and others from foreseeable work hazards on CUTS"s premises*
- To equip the staff with the information, instructions, training and supervision needed for safe working*
- To provide and maintain a safe and healthy working environment for staff with adequate facilities and arrangements for their welfare*
- To develop safety awareness amongst the staff.*
- To make staff aware of their individual responsibility to take all reasonable care for the health and safety of themselves and others who may be affected by their acts of omissions at work, and to cooperate with management and other staff in matters of safety.*

Annexure VI

GRIEVANCE PROCEDURE

CUTS is sincerely concerned to the genuine grievances of the Employees as it believes that employees grievances are manifestation of their dissatisfaction against their working conditions, managerial decisions etc., if not promptly attended to, may cause frustration amongst the employees. Keeping this in view a formal grievance machinery is introduced as under:-

1. OBJECTIVE

The objectives of the grievances procedure will be:

1. to settle grievances of the employees in shortest possible time;
2. at lowest possible level of authority; and
3. to provide for various stages so that the aggrieved employees derive satisfaction of seeking redressal, if required, even from the highest level of the authority.

2. THE ROLE OF THE HUMAN RESOURCES DEPARTMENT

The role of the Human Resources Department in the operation of this procedure is to provide assistance and guidance to Centre Heads in its interpretation and application.

For a grievance raised by an individual at an informal stage, the Centre Head is encouraged to consult a Human Resources Department for advice. A member of the Human Resources Department will, wherever possible, attend meetings held under the formal stages of the Procedure for all matters related to an individual grievance.

3. SCOPE

The definitions of what will be understood to constitute a grievance for the purposes of this procedure are outlined below.

a) Grievance *An employee may raise a complaint under this procedure regarding any matter relating to their employment for example:*

- i) Duties of their post.*
- ii) Locally agreed terms and conditions of employment.*
- iii) Working conditions and environment.*
- iv) Departmental procedures, leave etc.*
- v) Any instance of workplace harassment.*

The grievance arising out of the following issues shall not be come under the purview of the grievance procedure:-

- Terms of appointment settled prior to joining
- Annual Performance Appraisal
- Matters relating to disciplinary enquiry, action and vigilance Cases
- Where the grievance does not relate to an individual executive
- A grievance already settled during last six months

4. PROCEDURE

Informal Stage

The employee should, in the first instance, raise the grievance orally with their Centre/Department Head.

If the employee remains aggrieved following this discussion they should write to the Secretary General or, in his absence, to the Director/Head of Human Resources.

In the case of a Centre Head wishing to raise a grievance he should, if possible in the first instance, do so orally with the person or persons whose action or decision has given rise to the complaint.

Where this is not successful in resolving the grievance, then a Grievance letter should be completed and passed to the Secretary General or in his/her absence to the Director/Head of Human Resources.

Stage 1 - Formal

The Secretary General (or in his/her absence the Director/Head of Human Resources) will pass the Form (or letter of notification, if preferred) to the Centre Head who, with a Designated Officer/Director of the different department, will hear the grievance at this stage.

If the previous involvement of the Centre Head precludes this or if the grievance has been raised by a Centre Head, then the Secretary General (or in his/her absence the Director/Head of Human Resources) will nominate the Centre Head of a different Department (who in all cases will be acceptable to both parties).

The nominated persons will meet the employee, who may choose to be represented, and discuss the grievance.

If there is no resolution of the matter to the satisfaction of both parties, the grievance will progress to Stage 2. The appropriately completed Grievance letter must be returned to the Secretary General (or in his/her absence to the Director/Head of Human Resources) within 7 working days of the matter first being raised at this level.

Stage 2 - Formal

Within 14 days of the grievance/dispute being raised at this level, the Secretary General will arrange for the case to be heard and discuss the grievance. The SG will take a decision and communicate the same within 30 days from the receipt of the appeal and his decision will be final and binding.

5. PRESERVATION OF RIGHTS

Nothing in this procedure will in any way detract from, or impinge upon, an individual's statutory rights or those contained in the CUTS Service Rules 1995 (Amended in January 2012).

Annexure VII

ANTI-HARASSMENT POLICY

It is expected that all members of CUTS, will have an important role to play in creating and maintaining an environment in which all forms of harassment are considered to be unacceptable.

PROCEDURE

1. Purpose

Many cases of alleged harassment could arise from misunderstandings, a personality clash or low self-awareness of the effects of management style. An individual usually just wants the unacceptable behaviour to stop and should, where possible, be empowered to resolve the matter themselves, supported as appropriate. Therefore CUTS will, wherever possible, encourage the use of an informal approach to resolve complaints.

This however, does not preclude complaints from seeking redress through formal procedures if it is inappropriate or not possible to resolve a matter informally.

2. Scope

This policy and its associated procedures covers staff, visitors, contractors and outside agencies involved with CUTS.

3. Definitions

The definition of what will be understood to constitute Harassment or bullying can be of many types, these are:

Bullying is a complex phenomenon of unwanted offensive and malicious behaviour which undermines an *individual or* group through persistently negative attacks. There is typically an unpredictable and irrational abuse of power or position that can manifest itself in physical, verbal and non-verbal forms.

Stalking is pestering an individual, either in person or in writing or electronic formats or on the telephone. Stalking can also involve following an individual or spying on them, alarming the recipient or causing them distress and may involve violence or fear of violence.

Sexual Harassment is unwanted conduct of sexual nature or conduct based on sex which is offensive to the recipient. Such behaviour includes name-calling, stereotyping, assault, verbal abuse, actual or threatened unwanted disclosure of sexuality, derogatory comments, including person's domestic circumstances.

Racial Harassment is conduct based on race, colour, nationality or ethnicity which is offensive to the recipient. It can be racial discrimination and includes hostile or offensive acts or expressions by a person or group against another person or group, or incitement to commit such and act.

Disability harassment can be on the grounds of disability and can undermine the dignity, self-confidence and career opportunities of people with disabilities. It is more likely to occur through ignorance, lack of understanding or impatience than through a calculated abuse of power.

Ageist harassment can be on the grounds of age is based on attitudes, assumptions and stereotyping which are prejudicial to older or younger people.

Religious harassment is unwanted behaviour based on religious beliefs or practices. It can be based on the basis of derogatory remarks, drawing unwelcome attention to an individual's religious beliefs, exclusion from social activities, ridicule and religious jokes.

Confide on Harassment Panel are members of staff who have volunteered and been trained to undertake this role. They will be available to listen to the complaint and advice on possible options to resolve matters. They offer support, advice and assistance in seeking a satisfactory solution to the issues raised. The panel are willing to discuss any incidents or problems, no matter how serious or trivial they may seem.

4. The Role of the Human Resource Department

Human Resource department will take all the necessary action against this offensive deed by providing assistance and guidance to Centre Head in its interpretation and application.

Upon notification of any offence related to Harassment, the Centre Head must always contact the Human Resource Department.

For a complaint against harassment raised by an individual at an informal stage, the Centre Head is encouraged to consult a Human Resource Representative for advice.

A member of Human Resource Department will, wherever possible, attend meetings held under the formal stages of the Procedure for all matters related to an individual harassment.

4. Complaint Procedure

If an individual feels that they are being subjected to harassment in any form there are a variety of ways in which they can choose to deal with the harassment. This procedure provides a flexible mechanism for dealing with the complaint but not preclude someone from using formal procedures in the first instance or subsequently.

Confidentiality

Due to the sensitive nature, complaints of harassment or discrimination will be investigated with particular care and will remain, where possible, confidential.

The purpose of this provision is to protect the confidentiality of the person making the complaint and the reputation of the person being complained about until the matter has been resolved. If it is deemed that the safety of an individual(s) is at risk of serious harm, confidentiality in these circumstances may be overridden by legal obligations to disclosure.

Informal Actions:

Any member or employee of CUTS feel that they are being harassed or bullied, do not feel that it is your fault or that you have to tolerate it. There are a number of people available to help, advice and support you and you should contact one of them as soon as you feel you have a problem.

Informal meetings: If you feel able to, you can approach the individual who is responsible and make clear to them that their actions or comments are unwanted and offensive and that you wish them to stop. **Conciliation** You can do this with the support of Confide Advisor or Harassment advisor or if you wish you can take the help of your another colleague from the organisation

Speak with Centre Head: You may also ask your Centre Head or senior member of staff to intervene on your behalf .Any such discussion will be confidential; in particular the person about whom you are complaining will not be given your name without your permission.

Write a letter: You may feel more comfortable with writing a letter to the individual concerned explaining the behaviour that has upset you, wherever possible giving dates and occasions, and stating that you wish the behaviour to cease. The Confide Adviser can give you advice about the content of such a letter.

Where appropriate it is advised that the informal process be used to seek a resolution. However, there may be situation where this is not appropriate or where protracted attempts to resolve the issue informally have failed. In these circumstances, the only way forward may be to formalize the complaint.

Formal Actions:

Harassment Advisor: Member of Confide panel will be able to give guidance and discuss the matter thoroughly with you. S/he will help you to write your complaint to the Secretary General.

Investigation: An investigation into the circumstances will then take place by a small panel that will include a member of the Confide Panel and other appropriate people chosen by the Secretary General and Confide Advisor (e.g. a representative or member of staff of your department or human resource department). This investigation will be prompt, sensitive, impartial and confidential. The panel will gather information from the individuals concerned or any other relevant people and will make a decision on the basis of the information collected. If the investigation concludes that, on the balance of probabilities, the complaint is substantiated and is sufficiently serious to warrant it, there will be a recommendation that agreed disciplinary procedures be invoked at the appropriate level, up to and including dismissal or exclusion from the Organisation.

Possible Action: In the event of disciplinary action being recommended against a member of staff, the case will be referred to the appropriate Centre Head or Section who will initiate proceedings in accordance with the individual's conditions of service.

If the third party (outsider) is involved in the case, the organisation may postpone its internal investigation until the result of the third party enquiry is known.

Grievances: If you make a complaint of harassment but are not satisfied with the action taken by the organisation, you should write to the Secretary General or in his/her absence to the Director/Head of Human Resources within two weeks of written notification of the action to be taken. The Secretary General will consider any such grievance carefully and endeavour to

resolve the issue as soon as possible. The Secretary General's (or in his/her absence to the Director/Head of Human Resources) decision will be final.

Victimisation: Anyone seeking advice, making a complaint or assisting in an investigation shall be offered support and protection against intimidation, victimisation or discrimination. Retaliation against an individual for complaining about harassment is a disciplinary offence.

False Complaints: The organization takes seriously false accusations of harassment and bullying and if an individual brings a complaint that is found to be mischievous or malicious then appropriate action will be taken. This may include disciplinary proceedings.

Dismissal of case: CUTS will regard any incident of harassment as a serious matter. Where an allegation of harassment has been substantiated, disciplinary action may be taken against the harasser, including dismissal or expulsion.

Annexure VIII Conflict

of Interest Policy

Preamble

It is important that Staff/ Executive Committee Members of CUTS International be seen always to place the interests of the Society above their own interests when engaged in Society's services. The following points are intended to provide guidance for the Executive Committee and for individual staff/committee members in cases where real, apparent, or potential conflicts of interest may arise.

Definition

Conflict of interest can be said to arise if an Executive Committee/staff member could be biased or influenced by their other interests (private, personal or professional), or that a reasonable person would believe that the person could be influenced.

Conflicts of interest include situations where staff/Executive Committee members:

- private or business affairs or financial interests are in conflict with their duties and responsibilities or result in a perception that a conflict exists;
- actions compromise or undermine the trust which the other stakeholders (including donors and government partners) and members place in the Society; and which could impair or appear to impair the staff/Executive Committee members abilities to act in the Society's interest;

Conflicts of interest include both financial and material interests. In addition to actual conflict of interest, there can also be apparent or potential conflict of interest.

An apparent conflict of interest occurs when a person perceive that the performance of the staff/ Executive Committee members' duties and responsibilities could be influenced by their financial or material interest.

Scope

These guidelines extend to include 'associated parties' of the staff/Executive Committee Member. Associated parties are defined as: spouse, parents, brothers, sisters and children of the staff/Executive Committee member as well as persons with whom the staff/Executive Committee member has or has had marital, intimate, significant business, financial or other similar kind of relationship.

Guidelines

The following guidelines direct all actions and decisions regarding potential and actual conflict of interest in activities sponsored or supported by the Society. the staff/ Executive Committee members act in the best interests of the members of CUTS International;

- the staff/ Executive Committee members should not participate in decisions from which they could benefit financially or materially;
- the staff/ Executive Committee members regard benefits accruing to associated parties as if the staff/ Executive Committee member in question were to benefit;

- the staff/Executive Committee members should not use their positions or information obtained there from to provide an unfair advantage to themselves, including cases involving grants for funding and other approvals and appointments.
- the staff/Executive Committee members should be mindful of potential conflicts of interest, and declare a conflict of interest before it arises. Appropriate action can then be taken in consultation with staff/ Executive Committee members.
- the staff/Executive Committee members will usually be expected to withdraw from a particular selection panel or lobbying delegation, or absent him/herself from discussion about particular issues if it presents a conflict of interest. Minutes of the meeting should note the conflict of interest, and the relevant minutes are not to be forwarded to the member who has absented him/herself.

Types of Conflict of Interest

- ***Self-dealing:*** In the staff/Executive Committee member's role, the individual makes decisions that financially or materially affect them as a private citizen or any associated parties.
- ***Accepting benefits:*** In the staff/Executive Committee member's role, the member accepts substantial gifts, bribes, services, or other significant benefits that may be perceived to influence him/her.
- ***Influence peddling:*** The staff/Executive Committee member accepts benefits in exchange for exerting influence or giving preferential treatment to the giver of the benefit.
- ***Using confidential information:*** The staff/Executive Committee member uses confidential information acquired because of the Society for private gain.
- ***Post-appointment:*** Confidential information that has been gained in the staff/Executive Committee member's role is used for private advantage after leaving the Society.

Procedure when a Conflict of Interest arises

1. It is the responsibility of each staff/Executive Committee member to immediately disclose in writing to the President/Secretary General of CUTS International the existence of any conflict of interest at the next Executive Committee meeting or when that person becomes aware of the potential conflict of interest.
2. All declarations of potential conflicts of interest will be recorded in the minutes of each meeting
3. Staff/Executive Committee members must withdraw from participation in any way in decisions in which they have a financial or material interest.
4. Staff/Executive Committee members who are in a conflict of interest shall absent themselves without comment prior to any discussion or voting in respect of the application or other issue.
5. The Executive Committee will grant leave of absence for a person for the times in which the decisions where such an important conflict of interest may influence decisions (positively or negatively) are to be made.

6. Should a staff/Executive Committee member be found to be in conflict of interest that has not be disclosed to the Executive Committee as required in point 1 above, the Executive Committee may:
 - a) require the staff/Executive Committee member to provide full disclosure of the nature of the conflict of interest;
 - b) by special resolution remove member from the Executive Committee or terminate employment of the staff member as the case maybe.
7. Where conflicts of interest are not declared by staff or continued once declared and determined as in appropriate, the President/Secretary General will ensure that the Disciplinary Procedure will be followed.
8. The Executive Committee will examine each potential conflict of interest on its merit and asses the possible risk factors. The Executive Committee may implement contingency plans or arrangements for dealing with each particular circumstance.
9. Where the disciplinary process is implemented to a conflict of interest, the President/Secretary General of the Executive Committee will be advised, consulted and involved as needed.
10. The Executive Committee will respond to any complaints made to the Executive Committee (or President/Secretary in the case of conflict for staff), which assert that they have ignored conflicts of interest. The critics will be informed of the decision and reason in writing within 7 days.

**Annexure IX Domestic
TA/DA Rules 2012**

1. Permissible Mode of Travel - Domestic

Category of Personnel Traveling as mentioned in Job Categorisation/ Job Designation Matrix, 2012	Permissible Mode of Travel
Category I – Grade A+ & A	Air (Economy Class by shortest route), AC I Class, Taxi
Category II – Grade B,C & D	AC II Tier, AC Luxury Bus, Taxi (If a group of 2 and above are traveling to the same destination)
Category III – Grade E	DLX Bus, I Class or AC III Tier, Taxi (If a group of 3 and above are traveling to the same destination)
Category IV – Grade F	Ordinary Bus/ Railway II Tier

Notes:

1. All travel should be through the shortest possible route.
2. Though air travel is permissible for Category I, it is to be availed only in case of a justifiable emergency.
3. Though travel by taxi is permissible for personnel coming under category I, it is preferable to avail only if a minimum of two persons are traveling to the same destination.
4. For any mode of travel undertaken invoice/ bills/ tickets need to be attached as proof of travel for accounts to pass such travel claims.
5. In projects where travel is budgeted for, the Centre Head would approve mode of travel.
6. Please refer to other general guidelines of TA provided in Annexure II

2. Permissible ceilings for Lodging - Domestic

Category of Personnel Traveling as mentioned in Job Categorisation/ Job Designation Matrix, 2012	`A` Category Cities	`B` Category Cities	`C` Category Cities
Category I – Grade A+ & A	7000/-	5000/-	3000/-
Category II – Grade B, C & D	5000/-	3000/-	2000/-
Category III – Grade E	3000/-	2000/-	1500/-
Category IV – Grade F	2000/-	1000/-	800/-

Notes:

1. The rates are maximum permissible room rentals per day and for actual lodging.
2. Room rental bills of the hotel will have to be submitted as proof of stay.

3. Staff will be reimbursed only the maximum permissible amount notwithstanding the actual paid amount, if it exceeds the maximum permissible limits.
4. In cities where guesthouse facilities are available (Delhi, Jaipur and Chittorgarh), staff will not be permitted to stay in hotels, unless in case of non-availability of accommodation in the guest house OR any other justifiable extra-ordinary circumstances.
5. The maximum permissible rates are only for room rents and will not include laundry or any other additional room service facilities availed during the stay.
6. In case any lady staff coming under category III is traveling alone, she may be permitted to stay in hotels permissible for category II employees. This will need a prior sanction from the department head.
7. Cities falling under various categories are in Annexure I of the rules.
8. Please refer to other general guidelines of TA provided in Annexure II.

3. Permissible ceilings for Boarding - Domestic

Category of Personnel Traveling as mentioned in Job Categorisation/ Job Designation Matrix, 2012	`A' Category Cities	`B' Category Cities	`C' Category Cities
Category I – Grade A+ & A	1500/-	1000/-	800/-
Category II – Grade B,C & D	1200/-	800/-	500/-
Category III – Grade E	800/-	500/-	300/-
Category IV – Grade F	500/-	400/-	300/-

Notes:

1. The rates are maximum permissible limits of expenses. Supporting or bills will have to be submitted as a proof of expenditure.
2. In case the expenses incurred exceed the maximum permissible amount, only the permissible amount would be reimbursed unless the expense is justified otherwise.
3. At places where the mess facilities are available (Jaipur and Chittorgarh Guest House), boarding expenses would not be permissible unless justified otherwise (such as closure of mess, entertaining visitors etc)
4. Any expenses of personal nature viz. alcohol, cigarettes/ laundry etc. are not permissible.
5. Cities falling under various categories are listed in Annexure I of the rules.
6. Please refer to other general guidelines of TA provided in Annexure II

4. Permissible ceiling for local conveyance – Outstation

Category of Personnel Traveling as mentioned in Job Categorisation/ Job Designation Matrix, 2012	Permissible Mode of Local Conveyance
Category I – Grade A+ & A	Local Taxi at the maximum of Rs. 1200/- for full day. In cases where own car is used—the reimbursement will be made @ Rs .8.00 per K.M.

Category II – Grade B, C & D	Local Taxi at the maximum of Rs. 1000/- for full day In cases where own car is used – the reimbursement will be made @ Rs. 8.00 per K.M.
Category III – Grade E	Auto rickshaw/ local trains (First class)/ buses
Category IV – Grade F	Ordinary bus or local train (second class)

Notes:

1. All claims for full day hiring of Taxi/Auto will have to be supported with bills or vouchers giving the name of the taxi company (if any), number of the taxi/Auto, opening meter reading, closing meter reading, number of hours of usage of the Taxi/Auto and the places visited. However, this is not applicable where the Taxi/ Auto has been hired for point-to-point services. For e.g. from Residence to Railway Station, In such cases only the registration number of Taxi/Auto would suffice.
2. In cases where own vehicle is used, the claim must be supported by a proper log book showing details of opening/closing meter readings.
3. For own vehicle, the per kilometer rate of Rs. 8/- is all-inclusive.
4. Please refer to other general guidelines of TA provided in Annexure II.

5. Entertainment expenses

- 5.1 Entertainment expenses are permissible, if justified in terms of helping in networking, or entertainment of representatives of funding agency or any other reason, which would benefit the organisation.
- 5.2 Reimbursement for such expenditure will be done only if bills/supporting are attached along with a justification for undertaking such expenditure.

**Annexure I of Domestic TA/DA Rules
Classification of Cities**

Class	Cities
A	Mumbai, Delhi, Chennai, Calcutta, Bangalore, Hyderabad
B	Pune, Jamshedpur, Udaipur, Jodhpur and all capital cities other than mentioned in A above
C	All other cities other than mentioned above

**Annexure II of Domestic TA/DA Rules
General Guidelines**

1. Staff members will seek prior approval from head office to visit outstation irrespective of the fact whether the proposed trip is paid for or not.
2. Traveling expense report should be submitted within two working days after return.
3. If an employee is participating in any conference/seminar/ event, the honorarium/per diem received towards the participation, to be treated as an advance while submitting the expense bill.
4. If two or more persons share a room, the total lodging will be allowed within the permissible limit of each person.

5. All claims will have to be supported with bills/vouchers neatly pasted and numbered on a rough sheet of paper, if not, they would be disallowed.
6. In case of reimbursable travel, staff member will submit the claim (along with necessary supporting documents and our bank details) to the concerned agency immediately after coming back to the office and a copy of it will be submitted to the CUTS Finance & Administration department.
7. Staff member concerned will be responsible for follow-up with the concerned reimbursing agency.
8. In case where there is 12 noon checkout and the employee lands in the morning, if the hotel does not permit the extra 3-4 hours, then the period from say 6 am to 12 noon would be treated as one day. However, the bills supporting this should clearly state this.
9. The maximum permissible allowance would include all applicable taxes and any other additional amount payable such as service charges etc.
10. Any extra-ordinary expenses will have to be suitably justified and will have to be okayed by the department head.
11. Request for travel advance will have to be okayed on the prescribed form by the department head. Heads of the department will also verify travel-related accounts before their submission to Finance & Administration department.
12. All employees belonging to category II and below undertaking inter-centre visits (Jaipur-Chittorgarh/Jaipur – Calcutta/vice versa) will have to seek appointments of the person/s she/he wishes to meet at the concerned centre before undertaking such a visit. However, personnel under category I, are allowed to undertake visits, without prior intimation to the person/s manning other centre.
13. As mentioned earlier, travelling staff must stay at CUTS' guest houses when on official visit to Delhi, Chittorgarh and Jaipur. Should a member of staff prefer to stay with friends/relatives (when accommodation is available in the Guest House), local conveyance would be restricted to point of disembarkation (Railway Station /Airport / Bus Stand) to the Guest House.