

CUTS Service Rules 1995

(Amended in April 2020)

Table of Contents

Sr. No	Contents	Page
	Introduction	1
1	Chapter I: Definitions	1
2	Chapter II: Employment and Pay Structure	2
	2.1 Employment	2
	2.2 Pay Structure	3
	2.3 Medical Allowance	4
	2.4 Performance Appraisal	4
	2.5 Increment/Decrement	4
	2.6 Employees' Provident Fund Organisation (EPFO)	4
	2.7 Employees State Insurance Corporation (ESIC)	5
	2.8 Gratuity	5
	2.9 Retirement	5
3	Chapter III: Recruitment, Appointment and Regularisation	5
4	Chapter IV: Leave	6-9
5	Chapter V: Transfer, Deputation and Relocation	10
6	Chapter VI: Work Schedule	10
7	Chapter VII: Work Environment and Attitudes	11
8	Chapter VIII: Service Records	11
9	Chapter IX: Resignation or Termination of Employment	12
10	Chapter X: Exit Procedure	12
11	Chapter XI: Discipline	12-15
12	Chapter XII: Miscellaneous	15
13	Annexure 1: CUTS' Code of Conduct	16
14	Annexure 2: HR Operations, Values, Philosophy, Process and Procedures	17-18
15	Annexure 3: Policies	19
16	Annexure 4: Designation Matrix	20

Introduction

WHEREAS it is necessary to define the terms and 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 fulfillment 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 in January 01, 2012 and in April 01, 2020.
2. These service rules shall come into effect from April 01, 2020 and shall apply to 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

2.1 Employment

2.1.1 Regular Employee means a person who is appointed on a gross based salary structure by the Society, who has completed the probation period successfully and has been regularised in writing by the Society. Currently, gross based salary structure followed by Society is:

- a) BASIC: 60% of the gross amount
- b) House Rent Allowance: 25% of the gross amount
- c) Travel Allowance: 15% of the gross amount
- d) Medical Allowance 05% of the gross amount

2.1.2 Part Time Employee means a person who is appointed to work for less than eight hours in a day.

2.1.3 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 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 in writing by the Society. The confirmation will be solely at the Society's discretion, should it find the person suitable or not. During the probation period, the appointment is liable to termination within 24 hours' notice from either side.

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

- a) Consultant
- b) Intern

a) Consultant 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. TDS will be deducted as per income tax rules applicable in India

b) Intern means a person engaged in temporary work in the Society, with or without a payment and/or honorarium. Internship programme at CUTS will be governed by CUTS Internship policy. A non-refundable amount of Rs. 5,000/- (Rs. Five Thousand Only) to be paid along with application. Waiver of the fees can be done by CUTS Senior Management.

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

2.2 The pay structure of employees shall be as follows.

Grade	Classification	Salary Bracket (in Rs.)
A	Secretary General	As decided by the Executive Committee, if increment is more than 10%
	Executive Director, Deputy Executive Director	As decided by Secretary General
B	Associate Director, Associate Fellow, Director, Fellow	71250-130000
C	Senior Programme Officer, Assistant Policy Analyst, Senior Communications Officer, Senior HR Officer, Senior Finance Officer, Assistant Director, Policy Analyst, PS to SG	41500-70250
D	Programme Associate, Research Associate, Communications Associate, HR Associate, Finance Associate, Programme Officer, Senior Research Associate, Communications Officer, HR Officer, Finance Officer	22750-40500
E	Programme Assistant, Research Assistant, Communications Assistant, HR Assistant, Finance Assistant, Office Assistant	14000-21750
F	Support Staff	10000-13500

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.

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

2.3 Medical Allowance: This will be applicable to all regular employees of the Society.

- It is equivalent to 5% of current monthly gross salary and will be reimbursed as part of the monthly salary without submission of any medical bills.
- It will be subject to a tax deduction as per the Income Tax (IT) rules of India.
- Employees covered under ESIC scheme will not be entitled for medical allowance.
- In case of probationers, the allowance will start after successful completion of the probation period.

2.4 Performance Appraisal: Performance appraisal shall be carried out generally in the month of January - February every year for the preceding 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.

Performance Appraisal process, forms and formats will be reviewed every three years.

2.5 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.

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

2.5.2 Annual increments of Deputy Executive Director and Executive Director will be approved by Secretary General.

2.5.3 Annual increment of Secretary General, if more than 10% to be approved by Executive Committee.

2.5.4 All decisions general or specific granting or not granting increments shall be signed by the Deputy Executive Director, Executive Director and the Secretary General.

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

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

2.5.7 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 3).

2.6 Employees' Provident Fund Organisation (EPFO): This is governed by Employees' Provident Funds and Miscellaneous Provisions Act, 1952 and its amendments. A regular employee with a basic salary ceiling of Rs. 15,000 per month (as amended in September 01, 2014), the Society will contribute up to a maximum of 12% and the employee shall also be required to contribute at 12% or more as he or she may decide.

2.7 Employees State Insurance Corporation (ESIC): This is governed by Employee State Insurance Act 1948 and its amendments. All regular employees with a gross salary up to Rs. 21,000 per month (as amended in January 01, 2017) will be covered under ESIC and will not be entitled to medical allowance policy of the Society. CUTS will contribute 3.25% and employee will contribute 0.75% of the gross salary (As amended from July 01, 2019).

2.8 Gratuity: This is governed by Payment of Gratuity Act, 1972 and its amendments. Gratuity is applicable to all regular employees of the Society after five years of continuous service. CUTS has New Group Gratuity Cash Accumulation (NGGCA) 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. 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.

2.8.1 Forfeiture of Gratuity: If an employee's services are terminated due to any act, willful omission or negligence causing damage or loss to or destruction of property of the employer, the employee's gratuity shall be forfeited to the extent of damage or loss and the balance will be paid to the employee.

The full amount of gratuity can be forfeited if an employee's services have been terminated due to:

- a) His riotous or disorderly conduct or any other violent act;
- b) Committing an offense involving moral turpitude.

2.9 Retirement:

2.9.1 The retirement age of regular employees shall normally be 65 (Sixty Five) years except Senior Management.

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

2.9.3 The Executive Committee reserves the right to extend the age limit above mentioned under point no. 13.1 for any employee after review of the person's performance, organisation's requirements, his health and willingness and any other factor.

Chapter III: Recruitment, Appointment and Regularisation

Recruitment, Appointment and Regularisation will be governed as per CUTS "Recruitment Policy".

The policy is for the reference of the organisational working and is liable to be changed. Any employees have no privilege or right to demand an alteration in terms of service on the ground that such procedure was not followed.

Chapter IV: Leave

4.1. 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.

4.1.1 Leaves are determined through the financial year i.e., 1st April XXXX to 31st March XXXX.

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

4.1.3 In case leave is availed without prior information or sanction, society reserves the right to deduct payment for such absence.

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

4.2.1 Casual leave

4.2.2 Earned leave

4.2.3 Maternity leave

4.2.4 Paternity leave

4.2.5 Compassionate Off

4.2.6 Leave without pay

4.2.7 Pro Rata Leaves

4.2.8 Work from Home

4.2.1 **CASUAL LEAVE (CL)** will be applicable to all regular employees up to a period of 7 (seven) days during a financial year.

Employees joining in mid of the year, CL will be calculated and credited on pro rata basis from date of joining till end of that financial year.

An employee shall not be permitted to avail more than 3 (three) days of consecutive 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.

4.2.2 **EARNED LEAVE (EL)** shall be applicable to all regular employees of the Society. EL shall be credited to an employee on a monthly basis i.e. 2 EL for those with up to five years of service and 2.5 EL for those with more than five years of service.

To avail earned leaves the leave application should be submitted to the line manager/Centre Head and HRD at least 7 days in advance.

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.

Leave Encashment

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.

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.

Number of EL accumulated	Maximum Encashment limit
75	60
60	45
45	30

Note:

- In case, an employee takes a CL/EL before any holiday/weekend and another CL/EL just after the holiday/weekend, the holiday/weekend will **not** be counted as leave.
- CL and EL cannot be clubbed together for purpose of taking leave
- Encashment of ELs shall be permitted once in three financial years which is subject to income tax.
- All unutilised leaves lapse on the cessation of service in the Society whether as a result of resignation, discharge, dismissed, death or otherwise.

4.2.3 MATERNITY LEAVE is governed by Maternity Benefit Act, 1961 amended in April 1, 2017 shall be applicable to female regular employees of the Society; subject to an application for leave supported by a proper medical certificate.

Maternity leave shall be granted to a female regular employee with full pay for a maximum period of 26 weeks. Under the Maternity Benefit Amendment Act, this benefit could be availed by women for a period extending up to a maximum of 8 weeks before the expected delivery date and the remaining time can be availed post childbirth.

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.

Maternity leave for adoption: Maternity leave of 12 weeks to be available to mothers adopting a child below the age of three months from the date of adoption.

Work from Home option: The Act has also introduced an enabling provision relating to "work from home" for women, which may be exercised after the expiry of the 26 weeks' leave period. Depending upon the nature of work, women employees may be able to avail this benefit on terms that are mutually agreed with the employer.

4.2.4 PATERNITY LEAVE shall be applicable to male regular employees of the Society; subject to an application for leave supported by a proper medical certificate.

Paternity leave shall be granted to male employees with full pay for a period not exceeding 5 (Five) working days and must be availed within 30 days of delivery.

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

- The employee shall not have more than one living child.
- The employee shall have completed twelve months of service with the organisation prior to the effective date of the maternity/paternity leave requested.
- Maternity/Paternity cases not qualifying for maternity/paternity leave shall be treated as leave without pay after exhausting available earned and causal leave.
- Maternity/Paternity leaves cannot be availed in parts.

4.2.5 COMPASSIONATE LEAVE: The organization encourages people to complete their work during the office hours. However in case of exigencies of work, the employee is called upon by his/ her Department Head, then the organization provides Compassionate holiday to employees for extending themselves beyond the defined work week.

- It is applicable to all Indian regular employees below Grade C as per designation matrix.
- Compassionate leave may be granted in the case of employees who would be working on weekends (Saturday and Sunday) or CUTS Holiday(s) for a minimum of four hours.
- Compassionate leave shall be claimed within 15 days of working on a non-working day and will be added to his/her compassionate leave account.
- The process of approval for this type of leave would be that, it should be approved by the Line manager(s) and in advance notified to the HR. This is not applicable to employees of any job classification while on tour. For example, in the event weekend (Saturday/Sunday) or a CUTS holiday falls within the duration of an official tour, the employee shall not claim for a Compassionate leave unless he/she is officially working.
- It should be availed within 3 months of claiming leave otherwise it will lapse.

4.2.6 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.

4.2.7 PRO RATA LEAVES: Pro rata leave and leave adjustment will be allowed only in case of an emergency and for educational/academic purposes within the same financial year.

4.2.8 WORK FROM HOME: Work from Home is a work arrangement that allows employees to work at home who need to focus on work related tasks but due to any emergency are unable to attend the office.

An employee is allowed to work from home for a maximum of 2 days in a month.

Procedure for requesting Work from Home:

- An employee should send a request to all concerned line manager(s) and Centre Head at least one day in advance.
- Line managers may approve the request considering the priority of the work.
- Work report needs to be submitted and verified by the line managers once an employee is back in the office.

Reasons that could demand Work From Home include but are not limited to:

- Bad weather
- Medical reasons
- Any other exigencies

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

4.3.1 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.

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

4.4. An employee going out of station, even on holidays, shall be required to provide contact co-ordinates (telephone numbers and email address) to the HR/line manager.

4.5. Some 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.

Summary of Leave entitlements are as follows:

S. No	Types of Leave	Number of Days Eligible	Accumulation
1.	Casual Leave	7 working days	Not applicable
2.	Earned Leave	Up to Five years of service : 2 leaves on the completion of each month	60
		For more than five years of service: 2.5 leaves on the completion of each month	75
3.	Maternity Leave	26 weeks	Not applicable
4.	Paternity Leave	5 working days	Not applicable
5.	Compassionate Leave	As approved by the Line manager/ Centre Head	Not applicable

Chapter V: Transfer, Deputation and Relocation

- 5.1 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.
- 5.2 In case an employee is transferred from her/his original place of employment to any other location whether in or 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.
- 5.3 The employee would be provided cost of relocation by CUTS, as decided by the management.
- 5.4 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.
- 5.5 Refusal to accept transfer, order or deputation or unauthorized 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 VI: Work Schedule

- 6.1 The office shall work, unless otherwise defined, five days in a week and shall observe two day as weekly off, which will normally be Saturday and Sunday.
- 6.2 A full working day will ordinarily have 9 (Nine hours) working hours from 09.30 AM to 6.30 PM. This includes a lunch break of half-an-hour, from 1.30 PM to 2.00 PM. A half working day will ordinarily have 4 (Four hours) working hours.
- 6.3 The Society will notify holidays to be observed during the calendar year. There shall be 09 (Nine) declared paid holidays and 2 (Two) optional holiday (OH) in a particular calendar year. Unavailed OH will be lapsed at the end of calendar year and will be added to Casual leave for that financial year.
- 6.4 Employees are expected to reach their office premises 05 minutes before and be at their seats by the scheduled starting of mandatory duty hours.
- 6.5 Arrival and departure of an employee will be recorded in the attendance register (muster roll) and in the biometric machine. Any employee coming 30 minutes after the scheduled arrival time will be treated as late.
- 6.6 More than four such late marks in a month will result in deduction of salary for one day in the wage period.
- 6.7 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.
- 6.8 Late arrival after 11:30 AM and early leaving before 4:30 PM will be calculated as a half day.
- 6.9 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.
- 6.10 Before proceeding on outdoor duty, an employee shall duly obtain the approval of the supervisor in writing or over email. He shall communicate such movement well in advance to HR department. The HR department shall mark entry into the register accordingly. 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 VII: Work Environment and Attitudes

- 7.1 All employees are expected to contribute to establishment and maintenance of a healthy work environment.
- 7.2 Employee shall cultivate professional and positive attitude directed towards achievement of individual as well as organisation's objectives.
- 7.3 Employee should be co-operative and keen to work in a team
- 7.4 Employee should avoid an attitude of conflict and confrontation, meddling in affairs unrelated to the work assigned to them.
- 7.5 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 VIII: Service Records

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.

- Interview process documents (Updated Resume/Candidate Application Form/Interview Assessment Sheet/Reference Check/ Interview Checklist/ Approval from Senior Management)
- Offer letter
- Appointment Letter/Contract
- Acceptance of Resignation from current employer, if any
- Joining Documents (Employee Record Form/Confidentiality Undertaking/ Employee Medical Declaration Form/ Declaration of Dependents etc.)
- Educational qualifications Copy of Identity Proof (Pan Card/Passport/Voters Id/Driving License/Aadhar Card)
- Copy of Address Proof (Passport/Ration Card/Voters ID Card/Driving License/Aadhar Card)
- Experience Certificate and proof of salary (Pay Slip/Bank Statement)
- Statutory Compliances Forms (If applicable)
- One passport size photograph
- Salary account bank detail with a cancel cheque
- Promotion Orders
- Transfer Orders
- Punishment Orders

Chapter IX: Resignation or Termination of Employment

- 9.1** If an employee, as defined in Chapter II, Clause 1 and 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/Contract. However, the employee desiring to leave the services of the Society should properly hand over his job responsibilities to any other employee and has to follow the Exit Procedure mentioned below.
- 9.2** The employment of an employee, as defined in Chapter II, Clause 1 and 2, may be terminated by giving 1 (one) months' 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.
- 9.3** Management has the right to waive notice period or relieve an employee before completion of notice period on the request of the employee.

Chapter X: Exit Procedure

The following forms have to be submitted by the exiting employee on the last working day:

a) Exit interview questionnaire: Management would like to hear about experience of an employee of their tenure at CUTS. Employee should be as frank and balanced in sharing their experience. It remains confidential and is submitted to the HR department. An exit interview is also conducted by HR representative.

b) Work Transfer List: This document is meant to capture all the projects/work that an employee/staff is managing or is a part of. All information related to such projects/work needs to be captured and shared with their line managers before they leave. This is the most important document of the exit process and clearance will depend on the successful and meaningful transfer of project related information to line managers.

c) Employee Exit Clearance Checklist: This document needs to get signed by various support units of the organisation. Clearance and full and final settlement will depend on the clearance provided by those units.

d) Full and Final Settlement form: This form is for HR and Accounts sections respectively for computation of full and final amount to be paid to staff/employee.

Chapter XI: Discipline

11.1 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.
- b)** 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.
- c)** Willful insubordination or disobedience of any lawful/reasonable order of a superior.
- d)** Going on an illegal strike or abetting, inciting, instigating or acting in furtherance thereof.

- e) Willful slowing down in performance or work, or abatement in or instigation thereof.
- f) 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.
- g) 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.
- h) 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.
- i) 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.
- j) 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.
- k) Willful neglect of work.
- l) 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.
- m) 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.
- n) Willful damage to property and/or reputation of the Society.
- o) Holding any meeting inside the premises of the Society without the previous permission of the Society.
- p) 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.
- q) Gambling within the premises of the Society.
- r) 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.
- s) Refusal to accept a charge sheet, order or other communication served in accordance with an employee's duty and/or responsibility.
- t) Unauthorised possession of any lethal weapon in the premises of the Society.
- u) Negligence on the part of an employee to take care of equipment's, machines, instruments entrusted to an employee in the course of his duty and/or responsibility.
- v) Misuse of equipment's, machines, instruments and Internet entrusted to an employee in the course of his duty and/or responsibility.
- w) Conviction in any court of law for any offence.
- x) 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.

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

11.2 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.
- f) Suspension: 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 may be entitled for $\frac{1}{2}$ of his/her basic pay for a period of two months during decision of the society and the suspension.

Major Penalties

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

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

- a) The society, shall inform the 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 a 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.

11.4 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.

- 11.5** Wherever applicable in the above circumstances, forfeiture of gratuity (wholly or partially) would also be attracted.
- 11.6** 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 XII: Miscellaneous

- 12.1** When an employee of the Society delivers a talk 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.
- 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.
- 12.3** 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.
- 12.4** Integrity and 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.
- 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.
- 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.
- 12.7** Any deviation from these service rules or otherwise by any employee 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 and communicated to the employee.

Annexure 1: CUTS' Code of Conduct

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 it's 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 2: 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 “Consumer Sovereignty in the Framework of Social Justice, Economic Equality and Environmental Balance, 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 vision, which 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.

1. 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.

2. 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.

3. 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, workshops, seminars etc. 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 3: Policies

- Anti-Harassment Policy and Procedure
- Anti-Corruption Policy
- Child Protection Policy
- Conflict of Interest Policy
- Equal Employment Opportunity Policy
- Gender Policy
- Grievance Redressal Policy
- Health and Safety Policy
- Photo Identity Card Policy
- Prevention of Sexual Harassment Policy
- Privacy Policy
- Procurement Policy
- Recruitment Policy
- Risk Management Policy
- TA/DA Rules and its addendum
- Whistle Blowing Policy

Annexure 4: Designation Matrix

Grade/Level	Programme Centers		Allied Services		
	Programme Management	Research	Communications*	HR	Finance
A Top Management level	Secretary General				
	Executive Director				
	Deputy Executive Director				
B Senior Management Level	Director	Fellow	Director		Director
	Associate Director	Associate Fellow	Associate Director	Associate Director	Associate Director
C Middle Management level	Assistant Director	Policy Analyst	Assistant Director	Assistant Director	Assistant Director
	Senior Programme Officer	Assistant Policy Analyst	Senior Communications Officer	Senior HR Officer	Senior Finance Officer
D Junior Management Level	Programme Officer	Senior Research Associate	Communications Officer	HR Officer	Finance Officer
	Programme Associate	Research Associate	Communications Associate	HR Associate	Finance Associate
E Assistant	Programme Assistant	Research Assistant	Communications Assistant	HR Assistant	Finance Assistant
F	Support Staff				
* Communications includes: Communications, Publications, Editorial, IT, Documentation					