



# INDIAN DEVELOPMENT ORGANISATION TRUST Perambalur, Tamilnadu

## HUMAN RESOURCE POLICY 2021

(Approved by Board resolution number 122 dated 22.06.2021)

Renewal: Every 3 years once



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## HUMAN RESOURCE POLICY AND PROCEDURES

The Human Resource Policy is a narrative guideline to the Organization, Board of Trustees, Staff members and Volunteers to effectively function and accomplish their responsibilities in the assigned roles assigned and activities diligently and perform to their maximum potential.

This document shall govern the functions of Human Resource Management of INDO Trust and it guides, how to handle all human resources and their related activities.

### SUMMARY

HR policies are the guidelines to execute and administrate the HR functions of the organization. This policy helps the management in being concurrent with the existing policies of the organization. These policies are to help in case of legal challenges as they are set of protocols defining the terms, concepts and clarity.

These policies help the Management to justify the decisions of the departments during employee recruitment, wage fixation, trainings, induction, promotion, transfer, welfare, separation, resignation/termination etc.

HR Policies regulate the practices, procedures and systems. They formalize the activities of the human resource management of the organization.

This guide should be adopted and used by each and every staff of INDO Trust who is responsible for human resource management, including those who are part of organizational project activities.

### INTRODUCTION

Indian Development Organisation Trust was register under the Indian Trust Act, in 1990 with the registration number of 193/90. It is registered under FCRA Act, u/s 12AA and 80G of Income Tax Act.

INDO Trust implemented projects like, Family Counselling Centre, Creches, Child line 1098, Link Workers Scheme, Environment Programme, EIC for HI, Supplementary Educational Centre and Water and Sanitation Programme. INDO Trust working areas are Perambalur, Ariyalur, Pudukkottai and Trichy. INDO TRUST is a registered civil society organization works for the protection and promotion of rights of multiply marginalized women, historically marginalized Dalit Communities, and vulnerable and most marginalized children in Perambalur District.

INDO Trust working areas are Perambalur, Ariyalur, Pudukkottai and Trichy.

#### **Vision:**

Enhancing Sustainable development, empowering and equal access to vulnerable communities.



## INDO TRUST HUMAN RESOURCE POLICY

### **Mission:**

For attaining sustainable development, INDO Trust empower and mainstream the vulnerable communities for their livelihood through education, skill trainings, enlightening right based awareness creation, environment awareness , benefits and opportunities available, resource engagement with community involvement and social participation in working areas

### **Objectives:**

- To run Rural Health Centre, Hospitals, Health Education centres or Institutions for the reception and treatment of persons who suffering from illness and create awareness among the people about social evils, STD, HIV/AIDS and also give the support and care for PLHA.
- To Prevent the exploitation of children and do enforce the rights of children and also to work towards abolition of child labor.
- To help the women in all possible ways in order to make them self-reliant and self-supportive and form self help groups and a federation of Self help groups of the Poor women and men.
- To Manage and make better use of natural resources and to protect and improve the environment also to develop sustainable agriculture, horticulture, forestry, wild animals, Birds, water management, animal husbandry access to land, water, forest, local resource, herbal plantation etc and other related urban and rural activities.
- To assist in developing the target community of those affected by poverty, Oppressions or gender, in social, development of the economic status, legal, human rights, health, medical, educational, environmental, access to resources, natural resources development, Panchayat raj and other field of work directed at people in need and to empower them.
- To run non-formal education centers or other educational institutions for the downtrodden people of INDIA

### **PURPOSE OF THE DOCUMENT**

The purpose of this document is to outline the principles, systems and procedures to ensure smooth running of the organisation. The organisation reserves the right to modify any of these policies and procedures at any point of time and inform all the staff members to follow accordingly. This guidelines were intended to be used for the following purposes:

- The HR policies provide guidelines on Management-employee interaction, relationship, work behaviours, work schedules, employment laws, conflict resolution, disciplinary measures and health and safety measures.
- This policy ensure uniformity in standards of employment and service conditions with INDO Trust and provide guidelines for staff recruitment, compensation and employment.
- This will act as reference tool for use in induction and orientation sessions of new staff.
- This policy aims for an organizational environment that may result in organisational and individual learning and development and continually improve performance and working relationship within the organisation.



### ORGANOGRAM 2021

|                                   |                   |                             |            |                                    |                             |                                      |
|-----------------------------------|-------------------|-----------------------------|------------|------------------------------------|-----------------------------|--------------------------------------|
| <b>BOARD OF TRUSTEES</b>          |                   |                             |            |                                    |                             |                                      |
| <b>MANAGING DIRECTOR</b>          |                   |                             |            |                                    |                             |                                      |
| <b>Administration</b>             |                   |                             |            |                                    | <b>Fund Raising Manager</b> |                                      |
| <b>Compliance Finance Manager</b> |                   |                             |            |                                    |                             |                                      |
| <b>Accountant</b>                 |                   |                             |            |                                    |                             |                                      |
| <b>Projects</b>                   |                   |                             |            |                                    |                             |                                      |
| <b>Child Line 1098</b>            | <b>EIC for HI</b> | <b>Water Testing Centre</b> | <b>FCC</b> | <b>NGC / Environment Programme</b> | <b>NULM / Shelter Home</b>  | <b>Village Development Programme</b> |
| PCO                               | Special teacher   | Chemist                     | Counsellor | District Coordinator               | Care Taker                  | Volunteers                           |
| Team Members                      | Aaya              | Computer operator           | Clerk      | Teacher Coordinator                |                             |                                      |
| Counsellor                        |                   | Water Collector             |            |                                    |                             |                                      |
| Volunteers                        |                   |                             |            |                                    |                             |                                      |

### EQUAL OPPURTUNITY POLICY

- INDO Trust is committed to provide **diversity and equality** in recruitment, training and selection of staff.
- This would cover equality in gender, religion, community, disability, health status, age mix etc.
- We will not tolerate any unlawful acts of discrimination, any form of harassment, any unjustifiable acts of discrimination on any grounds including: colour, race, nationality, ethnic or national origin, sex, marital or parental status, disability, religious beliefs, social class or age.
- Any breach of this policy will be subject to INDO Trust's disciplinary and grievance procedures.

### EMPLOYMENT CATEGORIES:

INDO Trust has the following employment categories:

**a. Regular employment Staffs:**

Recruited by the board or management for a fixed period or for specific job profile.

**b. Project Oriented Staffs:**

Recruited at the time of implementation of the project and will be lay off once the project period is completed or cancellation/withdraw of the concern project.



**c. Contract Staffs**

Recruited for a stipulated time or for a specific task for the contract period - on the completion of which the contract shall stand terminated. The duration and extension of the contract period will be completely based upon the project supporting agency or organisation. However, it may be renewed on the same or such other terms mutually agreed upon depending on the needs of the organisation.

**d. Volunteers**

Individuals who wish to contribute towards the various causes of the organisation by assisting with or without any remuneration.

**e. Consultants**

The one who is hired externally for a specific task which requires professional competence and specialization when the organization requires external assistance / guidance.

## RECRUITMENTS

The recruitment of candidates is the mutual responsibility of the Head of the organization and Board of Trustees.

Recruitment will be made against the Opening of Job Opportunities depending on the project need and the budget provision available.

Recruitment will ensure a uniform selection process that is unbiased, transparent and based on the principle of open competition on merit.

Absence of discrimination—selections made impartially under processes that will not discriminate on the basis of caste, religion, gender etc.

Recruitment will be made by Internal Job Posting by promoting of existing staff and / or absorption of new staff for the position.

Selection will be on the basis of the highest standards of efficiency, competence, integrity, professional qualifications, and appropriate experience to carry out organization's objectives.

Job aspirants and social workers can send their resume to Indo Trust either in person or through post or through email throughout the year. Candidates will be invited for a Written Test cum Personal Interview at INDO TRUST office.

The Recruitment process includes the following steps:

### Inviting Applications:



## INDO TRUST HUMAN RESOURCE POLICY

Job Descriptions clearly mentions the number of positions, the required qualifications, scope of work, role and responsibilities, the competencies and skills required to fulfil the job. It can be advertised on websites, social media, newspapers, Job seeking websites, other NGOs through networks, etc.

### Selection:

Applied candidates will be shortlisted based on requirements and the nearest match. Interview date, time and place will be finalised and inform to the shortlisted candidates. On the date of interviews, the interview panel will verify the certificates and documents required for the job and keep a copy of the same for organisation record. The candidate will be interviewed by the panel for his/her professional requirement, competency and skills required for the job position.

### Reference Checks

INDO TRUST will do **TELEPHONIC REFERENCE CHECK from two or three previous employers/ activists** who have closed worked with the candidate **personally as well as professionally** to understand better about the candidate's past track record, credentials. It is to understand the **candidate's vision, values, passion, perspectives, mission, and ideological mooring but not to be considered as policing and trusting activists is the core driven values.**

### Letter of Appointment

The terms and conditions of employment including pay, designation and allowances of the employees, leave, etc. on initial employment, and shall be stated in the letter of appointment to be prepared in duplicate. The letter will be signed in duplicate by the selected employee in token of his/her acceptance of the terms and conditions of employment.

### Job Description

All staffs will be given and assigned with detailed Job Description (JD) on recruitment. JD will clearly spell out the key roles and responsibilities of the categories for which the person is recruited.

### Contractual Appointments

Contractual appointments will be made for a specified period according to the needs of Projects/Programs. A consolidated salary will be paid for the appointees.

### Promotions

Promotions from one position to a higher position within the specified categories may be given against the vacancies available and depending on the need. Promotions will be on the basis of seniority- cum-merit, performance, achievements made, innovations proactively taken up and work beyond the framework and templates.

### Increment to Regular Staff



## INDO TRUST HUMAN RESOURCE POLICY

Increment in the pay scales will be sanctioned based on satisfactory performance of the staff as assessed annually or based on the project scope and requirement.

### **Trainees / Interns**

INDO TRUST will also accept interns from other organizations/Institutions for a specific period as per the organization need and request of the external organizations.

### **Termination of Services**

When a staff is found, any dereliction of assigned duty and responsibility, acting against the aims and objectives, rules and regulations of the organization, will be enquired with a chance to be heard reasons from that particular staff and due process will be adopted and based on that enquiry done by Management Committee of 3 persons, if found guilty of the charges, his or her services will be suspended for a month with reformative plan to amend his/herself and after that based on reformative plan, review would be conducted after 3 months and even then if he or she found guilty, then his or her services will be terminated.

## **ORIENTATION & INDUCTION**

As part of the joining process, each employee must submit the following documents:

- Copies of qualification certificates (obtained in the process)
- Photographs & Reference letter (if any)

Candidates who have been selected will necessarily have to undergo a field-based Induction process and exposure orientation program of a minimum of three to seven days in any village or target area of INDO TRUST. This is done in order to give them an overview of the organization's approach and functioning. There shall be debriefing with Director, Program Managers, and Finance Department with allocated time. Orientation will be part of the probationary period. Without orientation he or she will not be considered for regular appointment

Induction regarding the project, in which the selected candidate is about to join will be given to him/her by the senior or experienced member of the project

### **Staff appraisal:**

Appraising of the performance of the staff can consider not only the job outputs of the staff but also his/her personal qualities and behaviour. The staff appraisal of both qualitative and quantitative aspects of job performances.

Although the performance appraisal can be different for different categories of personal, below is a standard form which can be adapted to various situations. The parameter of the staff appraisal, overall performance of the of the employee, the strengths and weaknesses of the staff, knowledge of job given, sense of responsibility, methodology of work, level of commitment, Team work, improvements made during the year, potential area of growth and recommendations.





## PROBATION, CONFIRMATION AND RESIGNATION

### **Probation:**

All newly recruited employees of the organisation are on probationary status for the first three months of their employment. This is an opportunity for the staff member and supervisor to evaluate the suitability of the placement. During this period, the supervisor should train and orient the employee in such a manner as to promote satisfactory performance.

### **Confirmation:**

A joint review will be held between the Supervisor / project in charge and the employee at the end of the three month of employment. When this review satisfies the organization, employee will be confirmed and a letter will be given and contract will be signed with respective terms and conditions. If both parties agree that the expected performance has not been witnessed, the employee's probation will be extended to further period which will mutually agree based on the need and situations.

### **Resignation / Termination:**

If an employee willing to resign from the organisation, is supposed to provide 30 days of notice from the date of acceptance of his/her resignation from the management. In his/her notice period, they are not eligible to take any leave other than weekly holidays. In the notice period, they are supposed to hand over all their responsibilities to the assigned person from the organisation.

The organisation has full rights to terminate any staff over any period of time, in case of any disciplinary issues, any kind of harassment, any activity that create a bad name for the organisation.

### **Compensation**

INDO Trust will not provide any compensation to the employees. In case of any compensation allotted in the guidelines of the funding organisation or supporting agency will be provided to the concern project staffs.

## PERFORMANCE PLANNING AND MANAGEMENT

INDO Trust appraises the performance of employees to determine and recognize individual performance in contributing to the growth of the organization.

INDO Trust's performance management system comprises of performance planning, capacity enhancement mechanism, feedback system, assessment and recognition in concurrence with its Vision and Mission. In totality it measures performance against set of objectives and value-based behaviour in job management.

### **EXPOSURE / LEARNING TOURS / CAPACITY BUILDING**

Whenever possible and practical, the Organisation will endeavour to broaden the vision of its staff-for knowledge / Skill / Perspectives building by arranging exposure trips to other projects and internships / Capacity Building



## OFFICE WORKING HOURS

### Office Working Hours:

- The office works between 9.45 am to 6.00 pm with one-hour lunch break from 1 pm to 2 pm.
- Office Attendance: Office starts at 9.30 AM every working day. Attendance Register is to be signed by the staff.
- In-case of late beyond 9.30 AM up-to 10 AM with 5 such late entries in a month will be considered half day leave.
- Late beyond 10 AM will be considered as half a-day absent [without pay and perks].
- Similarly, one-hour permission in a day may be allowed 4 times in a month (2 permissions in one day is not allowed)
- Project offices will be work according to the project requirement times.
- **Working Days:** All employees were supposed to work six days in a week according to the requirement. They are eligible for one day holiday in any day of the week.

## LEAVE POLICY

**Leave:** INDO Trust provides different kinds of leave to meet with the various eventualities. Availing of leave must be informed in advance so that the work of the organization does not suffer.

**Public Holidays:** The number of holidays excluding weekly holidays will be minimum **12 days or as per Tamilnadu state Government Holiday Calendar (including National holidays) in each calendar year.**

**Casual Leave:** We provide 12 days casual leave for the employee in the calendar year.

**SICK Leave:** We provide sick leave based on the ailment of the employee and with the assessment /certificate by medical officer.

**Maternity and Paternity Leave:** All women staffs are entitled to a minimum of 12 weeks maternity leave (only for 2 children). It may be availed at any time during pregnancy (in case of health problem during pregnancy) and/or at any time from one month prior to due date.

All Male staffs are entitled to a maximum of 5 days paternity leave (only for 2 children).

Indo trust implementing different projects in particular areas as per donor / agency/ financial supporting organization leave policy followed the particular projects.

## OFFICE EQUIPEMENTS AND PROPERTIES

All the staff members will be responsible for office equipment's issued to them. It will be their responsibility to ensure the safety and good maintenance of such materials / equipment's. During the time of vacation or absence from office, the equipment's should be handed over to the administration if necessary, for safe custody.



## INDO TRUST HUMAN RESOURCE POLICY

**Vehicles:** The use of vehicle is restricted to official purposes only. No vehicle is to be used by staff members (other than authorized staff) for personal purposes. All the vehicles shall be parked in authorized areas each night and in safe places while on tour.

Every vehicle should have a record of its use shall be submitted to the Director, by the concerned staff in possession of the vehicles on monthly basis.

The safety measures such as wearing helmet and fastening seat belt are to be followed during the office hours.

Vehicles allotted or provided to respective staff shall be under the custody of the respective staff in the organisation.

Vehicle logbook should be maintained for all vehicles.

Two wheelers shall be used for field work and should not be used for long distance and outside the jurisdiction, except with prior permission from the Managing Trustee/Director after explaining the needs.

All expenses on vehicle maintenance will be borne by the Organisation. This will also include vehicle taxes / insurance / repairs / service and spare-part replacement. All bills of vehicle expenses incurred by the staff should be made in the name of the Organisation and presented to the Accountants for reimbursement.

Vehicles are provided to the staff for official use. However, in emergencies, the vehicles can be used for private purpose by obtaining permission from the Managing Trustee and required fuel cost shall be borne by the user.

The staff are expected to use the vehicles allotted to them carefully and ensure that the vehicles are kept in good working condition.

All staff using office vehicles should hold a valid driving license. Staff allotted with a vehicle will not permit any other person (friends/relations) to use the vehicle.

When a project staff leaves, the vehicle will be handed over to the Managing Trustee / Director before leaving the station.

Vehicle original documents should be kept under safe custody with the Managing Trustee of INDO TRUST and an attested/authorized copy of the document shall be with the concerned staff

### **Other Equipment:**



## INDO TRUST HUMAN RESOURCE POLICY

Pertaining to the Laptop if there is any software or hardware related issues staff, needs to inform the Administrative staff. Depending on the nature of the issue, these may be resolved by INDO Trust through its authorized vendors.

### DISCIPLINE AND ACTION

The procedures exist to help and encourage all employees of INDO Trust to maintain high standards of conduct, attendance and performance. They apply equally to all staff and at all levels.

Any violation of the Rules & Regulations of the organisation is a misconduct, which needs to be corrected through disciplinary action by the management or the committee of following members

1. Managing Director/ Board of Trustees
2. Project Manager
3. Concern Project Head

The position which the staff occupies in the Organisation makes it obligatory on his / her part to conduct himself / herself in such a manner that the Organizations' fair name and image in all spheres of life, and in the community at large, are maintained. The Organisation expects that the staff will serve the Organisation with zeal and diligence to promote the mutual interest of the Organisation and the staff.

It shall, therefore, be the endeavour of the staff to ensure that his conduct and behaviour even outside the Organisation are such that they do not affect adversely his / her or the Organisation's reputation. Any act of misbehaviour involving moral turpitude on the part the staff, even outside the Organisation, will have bearing on the organization's standing with the community. Women and child protection and safety will be accorded a topmost priority. Treat women staff with respect. Any ill-treatment or harassment to women staff shall be reported to management. Action will be taken against those who abuse [physically, sexually or emotionally] women. A safeguarding Committee will be handling these issues.

No data about the project beneficiaries should be shared and only the management has the right to sanction Staff are also responsible for the maintenance of the office. The staff should shut down their computer when they leave the office. Office computer should not be used for personal purposes like taking print outs or getting resume done or seeing unauthorized sites. Such erring staff will be debarred from using the computer. Similarly, they should take initiatives to keep the entire premises clean and tidy and curtail waste of materials, electricity and water.

The following acts of misconduct are illustrative and not exhaustive and are to be considered as misconduct for which the employee will be liable for disciplinary action as per rules.

- Wilful insubordination or disobedience, whether alone or in combination with others, to any lawful and reasonable order of a superior.
- Theft, fraud or dishonesty in connection with the Organisation's work or property.
- Wilful damage to or loss of Organisation's goods or property.
- Assault.
- Taking, or giving bribes, or any illegal gratification.
- Habitual absence without leave, or absence without leave for more than three days.



## INDO TRUST HUMAN RESOURCE POLICY

- Habitual breach of any law applicable to the Organisation. Habitual late attendance.
- Riotous or disorderly behaviour during working hours at the Organisation.
- Habitual negligence or neglect of work.
- Striking work, or inciting others to strike work.
- Incapacity through alcohol or illegal drugs
- Serious insubordination
- Seriously damaging the Association's reputation
- Any person convicted in any court of law for criminal offence.
- Any act subversive of discipline or good behaviour either on the premises of the organisation or elsewhere, including at residential premises if provided by the management.

### **Procedure for Inquiry**

- If an order of suspension is rescinded the employee shall be deemed to be on duty during the period of suspension and will be entitled to the same remuneration as he/she would have received if he/she had not been suspended.
- In the case of a major misconduct, there shall be a recorded enquiry, provided however, that no such enquiry will be necessary if the employee concerned admits the charges in writing.
- If an employee refuses to accept a charge sheet or any other communication, then he/she may be verbally informed about the charges in the presence of two witnesses.
- The management shall appoint an enquiry officer if it decides to proceed with the enquiry.
- If an employee refuses to accept any communication issued by the enquiry officer, then he/she may be verbally informed in the presence of two witnesses and the enquiry officer may then proceed ex part against the employee.
- The employee shall be permitted to have a co-worker assist him/her during the enquiry.
- The employee shall be permitted to produce witnesses for his/her defence and to cross examine witnesses against him/her.
- The enquiry officer shall submit his/her findings to the management along with a record of the evidence led on either side.
- After the receipt of the findings of the enquiry officer, the management may drop the case or issue a show cause notice to the employee along with the findings of the enquiry officer and indicate the proposed disciplinary action and ask the employee to explain why the proposed action should not be taken.
- After considering the employee's reply, the management may take such disciplinary action as it thinks fit.

### **Action's based on the inquiry**

- On receipt of a report in writing the appointing authority may suspend an employee for any act of alleged misconduct, pending enquiry.
- The order of suspension shall take effect immediately on its communication to the employee.
- Oral warning (and note on personal file)
- Written warning
- Final written warning



## INDO TRUST HUMAN RESOURCE POLICY

- Suspension pending enquiry
- Dismissal

### Penalties for indiscipline can be the following

- a) Warning or censure
- b) Suspension without pay and allowances for a maximum period of seven days.
- c) Withholding of annual increment
- d) Termination

## SALARY ALLOWANCES AND REMUNERATION/ BENEFITS

**Salary:** Salary to the Staffs will be provided on or before 5<sup>th</sup> of every month. Project staffs, contract staffs, consultants will be paid on the basis of the pre-agreed terms during the appointments and based on the concern funding agency guidance.

**Allowances and Other Benefits:** Allowances and Other Benefits to the Staffs will be provided on or before 5<sup>th</sup> of every month. Project staffs, contract staffs, consultants will be paid on the basis of the pre-agreed terms during the appointments and based on the concern funding agency guidance.

### Standardization of categories of staff:

INDO Trust has two category standardisation for the staffs.

1. Management Staff
2. Programme Staff

### Managerial Staffs

- Managerial staff includes the Chief Executive Officer or Director and Programme Manager
- Administrative staff which includes office and finance assistant.
- Support staff such as drivers, attenders etc.

### Programme Staffs

Programmatically once again the following categories are being practiced in terms of appointments.

- Program Managers and Project Coordinators, Consultants, Experts
- Cluster Coordinators and Cluster Organizers
- Community Organizers and health Workers
- Field Organizers

## Salary Structure

Even though in the voluntary sector Resource / Finance mobilization is mainly based on a) Institutional Funding b) Local Contributions and Donations c) CSR funds and d) Government Project Grants , INDO TRUST is wishing to offer dignified and a decent honorarium that is fair and reasonable.

**Note:** salary increment of the staff every year based on projects grants. INDO Trust staff will be considering every year increment.

### Resignation:



## INDO TRUST HUMAN RESOURCE POLICY

An employee who is confirmed and desirous of leaving the organization may do so by giving not less than one-month notice in writing to the Project Director and the resignation shall become effective only when it is accepted by the appropriate authority. The employee's account shall be settled within two days from the date of relief from the service.

### **Experience Certificate:**

An employee who was employed by Indo Trust may be provided with an Experience Certificate at the time of his/her leaving by the Project Director, should he/she make a request for the same.

### **Exit Interview**

The management will also conduct an exit interview with the staff who is resigning in addition to his / her resignation letter for documentation and future reference and also to understand his / her feedback to the Organization and peer staff.

## **TRAVEL POLICY**

All major journeys must be agreed in advance with the Director, including the means of travel, dates, duration and estimated cost. Short journeys within the city can be agreed with the head of the project.

All travel and other claims must be supported by bills/tickets etc. If money is provided in advance it must be accounted for fully, and any balance returned immediately after the journey, and before taking another journey.

The Director / Managing Trustee must approve all expense claims, before being processed by the Account Dept.

In all cases, actual costs only, of travel, meals and accommodation will be paid, provided the claims are supported by proof of expenditure

All project related travel will be paid based on the travel allowance that is being provided plus number of trips and cost of each trip. Certain projects give us the flexibility to give provide it as an allowance. In that case a signature is enough to certify. But as a routine staff needs to give a detailed travel claim based on the field movement register and their diary. In special situations, the management would request staff to travel for reason other than their project work. In such a case the project director has the right to approve such a travel.

INDO Trust Employee are not allowed to use his/her personal vehicle for any official use. If required, can be used upon prior approval or based on project requirements.

Travel Safety: Staff of INDO Trust can use Government approved transport vehicle for official uses

**Accommodation and per diem;** are decided as per the actuals based on supporting.

## **REPORTING**



## INDO TRUST HUMAN RESOURCE POLICY

All staffs working at INDO TRUST have to maintain a detailed daily diary of the work done apart from the respective project specific documentation. Each project holder will hold monthly reviews at their project level and will send the minutes and action plans to Project Director. Monthly review with every project and with management team members will be conducted by the Project Director.

### GRIEVANCES

Any employee who feels that he/she is unjustly treated; in the discharge of his/her duties by a colleague or a subordinate may submit such grievance in writing to the Project Director. Such grievance shall be duly considered by him. If the employee who has lodged the grievance is not satisfied with the decision of the Project Director thereafter, he/she may approach the Board.

### REVISION OF REGULATIONS

These regulations will continue to be in force until they are duly revised by the Board and notified as amendments to these service regulations. Anything stated in any notification or directive shall be null and void to the extent it is opposed to or in infringement of the provisions stated herein.

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

This policy will be reviewed at least once in three years.

**Managing Trustee**  
**INDO Trust,**  
**No. 151, Opstairs,**  
**Venkatesapuram,**  
**PERAMBALUR-621 212**





**INDO TRUST – Perambalur  
Hand out: Induction Check List**

| <b>Areas</b>  | <b>Pre-employment</b> | <b>Day 1</b> | <b>By 2 weeks</b> | <b>By Whom</b> |
|---|-----------------------|--------------|-------------------|----------------|
| Reception<br>New employee Received<br>Introduction to Colleagues<br>Certificates Collected<br>Photos Collected<br>Professional<br>Membership/ESI/ General<br>Insurance    |                       |              |                   |                |
| Condition of Service<br>Contract<br>Salary Package<br>Travel Regulation<br>Disciplinary Procedures<br>Grievance Procedures  |                       |              |                   |                |
| Welfare/ Benefit ETC<br>HR Benefit/ Schemes<br>Staff Welfare Scheme   |                       |              |                   |                |
| Knowledge of Organisation<br>Visit to all departments<br>History of the Organisation<br>Mission statement<br>Disability Basis Orientation<br>Link to network organisation |                       |              |                   |                |
| Layout/ Facilities<br>Cloakroom, Parking<br>Phone availability<br>Internet, computers<br>Photocopying   |                       |              |                   |                |
| The unit/ Department<br>Unit Purpose and Functions<br>Job description<br>Monitoring/ Supervising<br>Appraisals<br>Unit Procedures/ Meeting<br>Individual Training needs   |                       |              |                   |                |
| Health & Safety   |                       |              |                   |                |



|                         |  |  |  |  |
|-------------------------|--|--|--|--|
| Accident Reports        |  |  |  |  |
| Other Health Issues     |  |  |  |  |
| Reaction to emergencies |  |  |  |  |

Candidate Signature

Rating Measure: Outstanding, Exceeds, Meets Expectations, Needs Improvement, Needs Significant Improvement

| Section B: Review of Skills & Behaviours  |      |     |       |                                    |
|---|------|-----|-------|------------------------------------|
| Skills & Behaviours   | Self | Mgr | Final | Observations / Discussion Comments |
| <b>1. Personal Characteristics:</b> Understanding and Adherence to organisation policies & practices Demonstrates professional demeanor   |      |     |       |                                    |
| <b>2. Work Planning &amp; Team – Work:</b> Ability to Plan, Prioritize and co-ordinate within a team, Listens effectively, is sensitive and skillfully Handles conflict. Actively confronts barriers to Team effectiveness.         |      |     |       |                                    |
| <b>3. Communication: written &amp; Verbal:</b> Expresses ideas and concerns clearly, proficient And confident in presentation, communication, and Written skills.   |      |     |       |                                    |
| <b>4. Resourcefulness/ Initiative:</b> Adapts to rapidly Changing conditions, shows high level of initiatives, Drive, and persistence. Seizes opportunities Whenever they arise. Manages adverse situations With positive approach. |      |     |       |                                    |
| <b>5. Work Proficiency:</b> Understands complex Operational issues quickly and takes appropriate Action; executes well. Develops review Mechanisms to measure efficiency and Effectiveness.   |      |     |       |                                    |
| <b>6. Integrity:</b> Acts with unyielding integrity in All transactions- personal and professional. Maintains confidentiality of sensitive information.   |      |     |       |                                    |
| Overall comments by Appraiser:  |      |     |       |                                    |





**INDO TRUST HUMAN RESOURCE POLICY**

Rating Measure:

Signature of Appraisee  
Date:

Signature of Appraiser  
Date:

Signature of Organization Head  
Date:

**Section C Qualitative Feedback – Recommendation for Training / Skill Development**

| Skills / Behaviours | Recommended Action (Build /Restrain) |
|---------------------|--------------------------------------|
|                     |                                      |
|                     |                                      |
|                     |                                      |
|                     |                                      |
|                     |                                      |
|                     |                                      |

**Section D Objectives / Key Result Areas for Next Years**

|   |
|---|
| • |
| • |
| • |
| • |
| • |
| • |

Appraiser  
Date:

Head of Organization  
Date:



Director/ED  
Date:

HR Head  
Date:

Approved by  
Date:

### Employee Exit Interview Checklist

Employee Name:  
Location:  
Date Of Joined:  
Designation:

| Admin Department |  |            |                            |           |
|------------------|--|------------|----------------------------|-----------|
| S.No             | Particulars                                  | Applicable | Responsible Employees Name | Signature |
| 1                | Returned Office key & Cupboards Key          |            |                            |           |
| 2                | Returned ID Cards                            |            |                            |           |
| 3                | E-Mail ID Access Terminated                  |            |                            |           |
| 4                | Removed from Whatsapp & Other Mailing Groups |            |                            |           |
| 5                | Received Laptop /Desktop & its accessories   |            |                            |           |
| HR Department    |  |            |                            |           |
| 1                | All leaves forms Collected & Verified        |            |                            |           |
| 2                | Resignation form Received & filed            |            |                            |           |
| 3                | Feedback received                            |            |                            |           |
| 4                | Relieving Letter issued                      |            |                            |           |
| 5                | Experience Letter Issued                     |            |                            |           |

**Finance Department**

|   |                                |  |  |  |
|---|--------------------------------|--|--|--|
| 1 | Salary & Other advance Settled |  |  |  |
|---|--------------------------------|--|--|--|

**Exit Interview**

|                          |  |              |  |
|--------------------------|--|--------------|--|
| Name of the Organization |  |              |  |
| Employee Name            |  |              |  |
| Date Of Joining          |  | Date of Exit |  |
| Exit Interview Date      |  |              |  |

| Q. No | Question   | Response |
|-------|--|----------|
| 01    | Why have You decide to leave the Organization                              |          |
| 02    | Did any Specific reason trigger your decision to leave                     |          |
| 03    | What has been good/enjoyable/satisfying for you in your time With us?      |          |
| 04    | What has been frustration/difficult/upsetting to you in your time with us? |          |
| 05    | What did you like least about this Organization?                           |          |
| 06    | Did your job duties turn out to be as your expected?                       |          |
| 07    | Did you receive enough training to do your job?                            |          |
| 08    | Did you receive adequate support to do your job?                           |          |
| 09    | Did you receive Sufficient feedback about your performance?                |          |
| 10    | What would you improve to make our workplace better?                       |          |
| 11    | Would you consider working again four us in the future?                    |          |
| 12    | Would you recommend us your family and friends?                            |          |



*Josxxxxxxxxxxxx*

**Managing Trustee**  
**INDO Trust,**  
**No. 151, Opstairs,**  
**Venkatesapuram,**  
**PERAMBALUR-621 212**

## INDO TRUST

### List of Organization Holidays in the year 2022

| Date      | Day       | Festival  |
|-----------|-----------|---|
| 1-1-2022  | Saturday  | English New Year  |
| 14-1-2022 | Friday    | Pongal  |
| 15-1-2022 | Saturday  | Pongal  |
| 17-1-2022 | Monday    | Pongal  |
| 18-1-2022 | Tuesday   | Thai Poosam   |
| 26-1-2022 | Wednesday | Republic Day  |
| 2-4-2022  | Saturday  | Telugu New Year Day   |
| 14-4-2022 | Tuesday   | Tamil New Year Day / Dr. B.R. Ambedkar Birthday / Mahaveer Jayanthi |
| 15-4-2022 | Friday    | Good Friday   |
| 3-5-2022  | Tuesday   | Ramzan (Idul Fitr)  |
| 9-8-2022  | Tuesday   | Muharram  |
| 15-8-2020 | Monday    | Independence Day  |
| 19-8-2022 | Friday    | Krishna Jayanthi  |
| 31-8-2022 | Wednesday | Vinayakar Chathurthi  |
| 4-10-2022 | Tuesday   | Ayutha Pooja  |



INDO TRUST HUMAN RESOURCE POLICY

|            |           |               |
|------------|-----------|---------------|
| 5-10-2022  | Wednesday | Vijaya Dasami |
| 24-10-2022 | Monday    | Deepavali     |

INDO TRUST