

## Operational Manual

### Daang Vikas Sansthan, Karauli

For the smooth functioning of the organisation, the provision of the Management Committee has been kept in the byelaws of the organisation. As per the recommendation of the committee, an operational manual is being prepared in the form of a document for the implementation of the day-to-day functions of the organisation. However, since 2005, the organisation has been following more than 50 percent of the rules based on a minimum common understanding of the people working with each other.

This document covers mainly the rules regarding appointment of human resources working in the organization, their control, their monitoring, regularization of their service, their salary and annual increment, appointment of personnel and release of any personnel, of creation of various posts of personnel, their qualification etc. In this document, service rules regarding provision of travel allowance, lodging and boarding expenses, local and outbound travel, general leave, government holiday, festivals, casual leave, medical leave etc. will also be kept in this document.

Provision has also been made to make general instructions regarding hiring of consultants, contracting, buying vehicles, hiring vehicles for carrying out the work of the organisation. Regarding the welfare of the employees, direction will also be made on creating insurance welfare fund and guidelines will also be provided for the employees regarding advance payment for official work.

Initially, the draft manual will be shared and discussed with the current staff and if any rule regulations have to be removed or added it will be considered as per consensus. After this the final document will be approved by the Managing Committee and the decision of the Committee will be final.

#### **1. Process of Recruitment of Personnel(s) in the Organisation**

After studying the bio-data available for the recruitment of its workers, the organisation can invite the person according to the suitable qualification for the interview for appointment. The post can also be advertised if required

#### **2. Organogram**

The highest post in the organisation will be the Management Committee. The secretary will act as a bridge between the committee and the staff. There will also be one **Chief Executive Officer**. The Secretary will serve as CEO till the time of his resignation or end of the term whichever is earlier. After that, the senior employee of the organisation, who has worked for at least five years, or the Assistant Chief Executive Officer can be appointed to this post. The permission of the Managing Committee will be required for this. It will oversee all the work of the organisation including pass the bills of appointment of all the personnel, salary allowances, etc.

**Assistant Chief Executive Officer**: Will assist the CEO and primarily responsible for key operations of the organisation in the absence of the Chief Executive Officer. He will be

entitled to take reports from all program officers and will be responsible for their monitoring. This post will be absorbed from amongst the senior employees.

After the post of Assistant Chief Executive Officer, there will be **Program Officer**. For this the required qualification would be post graduate in sociology and minimum 8 years experience in rural development. In addition, computer experience in hindi and english will also be necessary. Report writing proficiency in English and Hindi is also required. These posts will be as per the ongoing programs and availability of resources in the organisation. The Program Officer will report to the Assistant Chief Executive.

**Project Officer:** - The posts of Project Officer can be created for the implementation of different projects in the institute. Its qualification will be 3 years experience in the field of graduate education and rural development. Knowledge of basic computer and clear knowledge of Hindi and knowledge of English will also be necessary. The Project Officer will report to the Program Officer. On availability, priority will be given in filling these posts from amongst the already working staff.

**Community Mobilizer/Monitor:**- Posts of Community Monitor will be created for direct implementation in the field. Their minimum qualifications will be 12th pass and practical linguistic knowledge with computer knowledge as per the requirement of rural development experience. The Community Monitor will report to the Assistant Chief Officer.

**Accountant:**- The posts of accountant can be created for the maintenance of the accounts of the institute. According to the need, the accountant can also be kept on contract. Its qualification will be post graduate in commerce and complete knowledge of manual cash book maintenance and tele will be necessary. At least three years experience in Accounts Maintenance will be required. Accountants will first report to the Assistant Chief Officer/Program Officer.

**Volunteers:**- Volunteers will be selected unanimously at the community level from amongst the community with which the institute will work. This post will be free of honorarium but will be authorized to provide traveling allowance, incentive etc. as per the requirement. The volunteers will report to the project officer.

**Office Assistant:**- Office Assistant will be appointed if there is complete need. Whose minimum qualification will be graduation and knowledge of office typing will be necessary.

**support staff:** - Auxiliary/support staff can be appointed permanent and temporary for the cleanliness of the office.

Apart from the above posts, other posts can also be created if the need is felt.

Discharge from duty: - If someone resigns in the institute, then it will be necessary to give a written notice to the Chief Executive Officer of the institution one month in advance. If the Institute will relieve any of the personnel, then it will be informed by the Institute in writing to him one month in advance.

The Institute can discharge any employee on verification of any character offence. But for this it will be necessary to have a clear basis for the report of the inquiry committee made by the institute.

Permanent and Temporary Period:- The institute is dependent on grants for its resources, so the permanent and temporary availability of the personnel is also dependent on the availability of resources. It is the common duty of all the personnel to serve the community as well as have a feeling for the stability of the institution and work accordingly. Nevertheless, the institute makes provision for its service personnel in this regard – the employee will be considered as temporary for one year from the date of appointment in the institute. On completion of one year, it will be made permanent by the Chief Executive Officer on the report of the concerned Program Officer. And he will be provided with the facilities being given to the permanent employees.

If a worker leaves the job while working in a permanent position and starts working in the institute again after a gap, then the circumstances of his resignation will be declared permanent and temporary after considering by the Chief Executive and Assistant Chief Executive.

The ratio of posts of men and women in the institute will be kept as far as possible at 50 percent each.

Relaxation will be given in the qualification of the posts of women personnel as per the requirement.

Holiday Provision and Office Timings:- The working day of the Institute will normally be from 10 am to 5.30 pm and every Sunday will be a weekly holiday. All the personnel will be required to put their signature in the attendance register as soon as they are present in the office. It will be a moral obligation to inform while leaving the office.

Apart from the weekly holidays, the institute will have holidays on state holidays and other festivals. The institute will prepare its annual holiday calendar every year and put it on the notice board.

Apart from this, every temporary employee will earn one casual leave and one medical salary leave per month.

And the permanent employees will get paid two casual and two medical leave every month. Medical leave will be valid only on the suggestion given in the treatment form of the registered medical doctor.

Prior notice will be required to be given in writing for casual leave. In addition, the vacation pay will be unpaid, which will be analyzed at the end of the year. Leave file will be maintained separately which is be the responsibility of the office assistant and if he/she is not available it will be the responsibility of the accountant. Apart from this, in case of serious or surgical related disease of the permanent employee, he will be provided paid leave as per the

requirement. Paid leave will be provided to all types of personnel in case of injury or illness during field trip. The salary for those days will be deducted in case of absence in the office without giving any prior notice. This is a punishable offence. It is the moral obligation of all personnel to give written notice before going on leave and in case of emergency, by telephone to the Chief Executive Officer or Assistant Officer of the organization. Failure to do so will result in strict action being taken against them.

Maternity leave will be provided to the women employees. Apart from this, the leave taken for all the exams will be paid leave. Maximum 15 days preparatory leave can be availed in a year.(Only for permanent employees)

Social Security Facility: - Since the organisation is committed towards community development and empowerment, this is possible only when the backbone i.e human resource of the organisation is protected by the personnel safety shield. The organization will get accident insurance of all the employees every year from its own. Apart from this, an employee welfare fund will be created in which an amount equal to the deduction of contribution will also be provided from the organization. Implementation of the Contributory Pension Scheme to the permanent employees will also be the priority of the organisation.

**Salary Structure:- The pay range of the above mentioned pay posts will be applicable as per the following:**

- Chief Executive Officer: - Rs.30000 to Rs.55000. every month.
- Assistant Chief Executive Officer:- Rs.25000 to Rs.30000. every month.
- Program Officer :- 20000 Rs. per month for one year. After that 20000 to 25000 rupees.
- Project Officer:- Rs.15000 per month for one year. 15000 to 20000 rupees per month after that.
- Community Trainer :- Rs.7000/- Rs. per month for one year.10000-15000 per month thereafter
- Accountant:- Rs.8000 Rs. per month for one year. 8000-15000 per month thereafter
- Office Assistant:-Rs.8000 Rs. per month for one year. 8000-13000 per month thereafter
- Support Staff:- 2500 to 5000 Rs. On monthly or part time basis.

Traveling Allowance:- Traveling will be reimbursed on the basis of actual ticket to the personnel working in the Institute while traveling by public transport. Maintenance of logbook will be mandatory if done by vehicle of organization. Rs 3 per km will be reimbursed for travelling via own vehicle on the basis of logbook maintenance.Chief Executive Officer, Assistant Executive Officer will be entitled to travel by first class rail

travel, air travel and taxi. The Program Officer will be entitled to travel by Deluxe AC., Bus. III A.C. train

Apart from this, all personnel will be able to get reimbursement by attaching the original ticket for traveling by second class sleeper, semideluxe bus, etc. If necessary, one can travel by taxi with prior permission from any authorized person.

Food and Accommodation: - food and refreshment expenses for each employee of the organization while traveling outside is Rs.450. The maximum accommodation expenses is Rs 450 per person per day. It will be mandatory to attach the original bill along with it.

The two senior most office bearers will be reimbursed Rs 1000 as accommodation expenses per day. The cost of food / breakfast / water is Rs.450 payable per person per day. Allowance will be payable only on production of original bill.

Promotion: Annual salary increment and promotion will be decided by a committee of two or three senior members of the organisation after evaluating work efficiency, dedication, discipline, character, work progress and knowledge test.

Advance Policy:- Those permanent employees who have completed five year or more of duty can be eligible for an advance loan if required to meet their urgent personal needs. It will depend on the discretionary decision of the Secretary on the service period of the person, character characteristics, emergency of work etc. If the secretary wants, he can get the loan amount sanctioned on the recommendation of the president or other members of the committee. It will be necessary to repay this amount on time.

Sale -Purchase - In order to purchase any property or to take goods on rent in the organisation, a written process will be adopted by forming a sub-committee and the justification of the item purchased or taken on rent will be justified.

Quotation will be mandatory for purchasing above Rs 5000. It will be mandatory to register the purchased item in stock. While making payment on the bill of the commodity, its entry in the stock register is required along with tagging the asset.

Accounting and Financial Policy:- In addition to the entry in tally software, the accounts of the organization will also be maintained manually. Main voucher and travel voucher will be maintained separately and it is verified by atleast three officers. It will be mandatory to take a bill of every consumed item. In unavoidable circumstances, cash memo can be taken.

Amount greater than Rs 2000. (Rupees two thousand) will be paid only by cheque on account.

For the work of the organization, any employee can pay take advance amount up to thirty thousand rupees. But it will be necessary to get it approved by the Program Coordinator and Director/Secretary along with its details. The second advance can be granted only after one advance is settled. It will be mandatory for the accountant to maintain the Advance Register.

For the reimbursement of any kind of expenses, it will be duly checked by accountant for total, project, relevancy of payment, head etc. it will then be sent to the program coordinator to pass. It will be thoroughly examined and sent to the Chief Executive of the organisation for final approval.

The expenses of more than five thousand in cash by the Chief Executive, will be passed by the President and Treasurer of the organization.

Cash will be maintained jointly by the accountant and the program coordinator by maintaining the cash box, which will be physically verified once in a month. On the same day, the demand for cash will be made according to the planning of the whole month and the accountant will bring the cash out of the bank by cheque. The accounts and cash can be checked by the Chief Executive and any officer of the Board by giving prior notice.

While making payment of any fee, consultancy, etc. by the organisation, the Income Tax Acts as amended by the Government of India will be followed.

In case of excess amount lying unutilized in the bank account of the Organisation for a long time, the organisation will have the right to make the fixed deposit and to invest such accumulated interest in respect of employees' provident fund deposits.

It will be necessary to make monthly bank reconciliation by the Accounts Department. Maintenance of cheque register will also be mandatory.

The organization will link its employees with insurance and will also deposit provident fund for the security of their future. Provident fund will be applicable only to the employees working for more than one year.

The organization will also conduct its internal audit once a year by an accounting expert to promote transparency, accountability and follow up on the suggestions received.

For the smooth functioning of the organization, the Program Officer/Assistant Chief Executive of the organisation will have the right to reimburse the bill up to Rs.3000 as per the rules of the organisation.

While depositing cash in the bank or while bringing money from the bank, if there is an accident or theft happened, then the person should first report it to the office and then file an FIR with the police. The organization will also constitute a committee at its level and get the matter investigated at its level. Two members from the board will also be included in this committee. The decision of this committee will be unanimous.

In case of any damage or breakage of any asset of the organisation by the personnel/employee an investigation will be done in the same manner as above by forming a committee. In case of negligent, the first responsibility lies with the carrier. The decision taken by the committee in this regard is final.

**By Order**

**Management Committee, Daang Vikas Sansthan**