

Human Resource Policy



Technology Resource Communication & Service Centre

Welfare Tower, Flat # 105, Dimna Road, P.O.: Mango
Jamshedpur, Jharkhand – 831 012, India

Human Resource Policy

I. PREFACE

TRCSC's Human Resource Policy has been amended in accordance to the mandate and provisions of the existing laws of the land, other organizational policies, and approved by the Board of Trustees of TRCSC with effect from 1st April 2024. It aims at organizing and directing the human beings for attaining pre-determined organizational goal and objectives through concerted efforts employed in the Organization. In other terms, it is guidelines for hiring, work processes, compensation, leave, training, work environments, termination and other important functions. It also outlines how an organization will treat its people.

II. Objectives

The objectives of this Human Resource Policy are to ensure transparency in the overall operation and to ensure a healthy employee-employer relationship. It is mandatory for all employees to bring in clarity of understanding of this policy clubbed with the Service Rules and strictly follow the same.

III. TITLE

This Policy shall be called the Human Resource Policy of TRCSC and shall be applicable to all staff working for the Trust – Technology Resource Communication & Service Centre (TRCSC).

IV. DEFINITIONS

- a) 'Human Resource' means the personnel of the organization, regarded as significant assets in terms of skills and abilities.
- b) 'Secretary' means the person to whom the executive powers have been delegated by the Board of Trustees and by virtue of this power he/she acts as the Executive Director.
- c) 'Managing Committee' means the group which includes President, Secretary, Treasurer and any one other Board member.
- d) 'Trust' means Technology Resource Communication & Service Centre, having its Registered Office at Welfare Tower, Flat # 105, Dimna Road, P.O.: Mango, Jamshedpur, Jharkhand – 831 012, India.
- e) 'Staff' or 'Employee' means any person engaged by Trust in any work in any capacity, full time/part-time whether skilled or unskilled, technical or clerical, Managerial or Supervisory in any Project/Program for whose service a remuneration is paid periodically.

V. SCOPE OF THE HR POLICY

This Policy and its procedures apply to all employees of the organization, except as otherwise specified in this document without regard to race, colour, creed, religion, national origin, gender, age, disability.

VI. ETHICS

This HR Policy of TRCSC, besides setting the directives for the human beings for attaining pre-determined organizational goal and objectives through concerted efforts employed in the Organization, also aims to establish a high degree of understanding, co-operation, work efficiency and unity among its employees on the firm ground of ethics.

Each of the employees of this organization is expected to understand –

- a) The Organization run on the principle of fair and uniform norms for all employees without any prejudice to caste, creed, colour, religion, gender, age, and disability;
- b) The Organization's goal, objectives, and activities.
- c) The Organization's expectation from its employees and vise-versa;
- d) The Service Rules of the Organization and the implications of the provisions therein;
- e) The much-required integrity of the employees at all level and time;
- f) Obligation for adherence to the code of conduct and norms of the organization set under different Policies and Service Rules; and
- g) The Organization has the policy of 'Zero Tolerance' against any case of child abuse and sexual harassment against women.

As a non-profit social development organization TRCSC believes in the importance of employees and it strives to promote a fair enabling work environment where employees are treated with dignity and respect and expects from its employee to reciprocate.

VII. CAREER GROWTH OPPORTUNITY

Any staff of TRCSC may inform the Management of his/her desire to get higher qualification that will help and contribute to the overall development of the organization. After approval of the Management, he/she may enroll for higher education or attend any specific course.

VIII. CAPACITY BUILDING

The Organization shall prepare the yearly training calendar for capacity building for desired growth of its employees. The designated committee will conduct the exercise every year in March to assess the training need and accordingly prepare the annual training plan.

IX. PERFORMANCE APPRAISAL

Periodic Performance Appraisal shall be done of all project staff. There shall be a minimum grade/percentage for satisfactory performance. If any staff fails to score the minimum marks in consecutive two (2) appraisal test, his/her service may liable for termination, as decided by the Management. However, the process of Performance Appraisal process may differ from project to project as those may belong to different thematic area.

X. CLASSIFICATION OF STAFF

There shall be different categories of staff/employee in the Organization. These categories include a) Core Staff; b) Regular Staff; c) Temporary Staff; d) Contractual Staff; e) Casual Staff; f) Substitute Staff; and g) Part-time Staff. (*Ref. TRCSC Service Rules*)

XI. VOLUNTEER

Volunteer is an individual who works for the Trust or to support any particular program or project activities for no compensation or remuneration of any kind.

XII. EMPLOYMENT

All employment applications are received at the office. The Secretary-cum-Executive Director is responsible for properly selecting and appointing staff. The Trust does not discriminate on the basis of caste, creed, colour, gender, religion, national origin, and disability. *(Ref. TRCSC Service Rules)*

XIII. SELECTION OF STAFF

Selection for appointment shall be made through written examination and/or verbal interview by the Secretary-cum-Executive Director of the Trust. For this purpose, he/she may form a selection committee with nominated individuals and/or external experts.

XIV. EXCLUSIVE SERVICE

No employee shall seek or accept any part-time employment either for financial consideration or otherwise. Staff members may accept a position in an honorary capacity in a Trust with prior written permission from the Secretary-cum-Executive Director that there is no conflict of interests and the holding of such position does not interfere into their work with the said project/program.

XV. EXCLUSIVE PROPERTY

All information data, documents and research materials collected by employees while in the service shall be the exclusive property of the Trust and no employee shall have any claim to any such property. Staff desirous of having these materials may get copies with prior approval of the Secretary-cu-Executive Director.

XVI. WORKING HOURS

- a. The office will function from Monday through Saturday except on holidays from 9.30 a.m. to 5.30 p.m. with half hour break for lunch between 02.00 p.m. to 2.30 p.m.
- b. All employees shall be required to attend any emergency or other urgent duties outside their regular hours of work including Sundays and Holidays.

XVII. HOLIDAYS

A list of Holidays to be observed during the year will be prepared before the end of the preceding calendar year and will be displayed on the office notice board.

XVIII. CONFIDENTIALITY

All employees of the Project / Program including staff trainees shall maintain confidentiality of all information pertaining to the internal and external functioning of the Trust. The

divulging of information gained while in service which is likely to harm the good reputation of any individual or project will attract disciplinary action.

XIX. PAYMENT OF SALARIES/WAGES/REMUNERATION

- a. Salaries will be paid directly only to the bank account of staff.
- b. Permissible deductions from Salaries are –
 - i. Income Tax Payable (TDS) by employees.
 - ii. Any other, as per the law and rules.
- c. Salary is normally paid on the first week of month for the preceding month for which salary is due only after clearance by the Secretary-cum-Executive Director.

XX. FACILITIES

The following facilities of staff benefits shall be available to the employees of TRCSC except to the staff on probation.

- a) Employees' Provident Fund (EPF);
- b) Employees' State Insurance Corporation (ESIC); and
- c) Group Accidental Insurance

XXI. CHANGE OF JOB ASSIGNMENT

In the overall interest of the Trust all staff members are required at any time to assist in any work and to accept any change of job assignment to act according to the needs of the projects/ programs.

Posting and transfer regardless of the post to which staff is initially appointed the management reserves the right to transfer from one project to another, in the same remuneration.

XXII. CESSATION OF SERVICE

Any employee desirous of leaving the service of the Trust shall submit a letter of resignation to the appointing authority by giving one working months' notice. If convenient to the management resignation can be accepted with immediate effect if the employee deposits salary in lieu of notices or for the short fall therein. Core staff shall have to give 3 months' notice.

The management reserves the right to refuse or to accept the Resignation of the employee against whom disciplinary proceedings are pending, or for breach of contract, or whose service is liable to be terminated for indiscipline.

XXIII. SETTLEMENT OF ACCOUNTS

On completion of the service period or in case of resignation or termination, the employee shall settle all outstanding/dues and handover all the documents, files, records, equipment and other property of the Trust which may be currently in his/her custody to the project/program in-charge/Executive Director and shall obtain clearance to that effect.

Failure to do so shall entitle the management to recover all such amounts or properties in any manner considered appropriate.

The outgoing employees shall get NoC and Experience Certificate from the Organization.

XXIV. CODE OF CONDUCT

In addition to normal code of behavior, the ethics and code of conduct will specifically include the following that every staff shall follow.

- a) Refuse large or otherwise inappropriate gifts for personal use;
- b) Should commit to follow the organization's written standard of conduct mentioned in this document and other Policies, e.g. Prevention of Sexual Harassment Policy, Child Protection Policy, Gender Policy, etc.;
- c) Oppose and not act as a willing party to wrongdoing, corruption, bribery, other financial impropriety, or illegal acts in any of its activities;
- d) Take prompt and firm corrective action whenever and wherever wrongdoing of any kind is found among his/her team and associates;
- e) Maintain confidentiality to fellow team members desiring to present evidence of misconduct or other irregularities in the conduct of anyone associated with the organization;
- f) Not to use disgraceful language toward anybody within the organization, in implementation area and beyond;
- g) Not to use official position for personal advantage.;
- h) Not to steal, destruct, or damage organizational property;
- i) Not to abuse leave privileges;
- j) Not to violate order or direction made or given by superiors;
- k) Not to falsify a statement of fact on or omitting material information from, his or her employment application;
- l) Maintain punctuality in joining duty, submission of reports and other documents;
- m) Maintain proper dress code (Formal or Semi-Formal) while on duty; and
- n) Remain abstain from using any type of narcotics/drugs/liquor within the premises of the organization or in its operational field.
- o) Violation of the above will be considered as misconduct and serious in discipline.

XXV. MISCONDUCT

The term 'misconduct' shall denote any offense or act of commission or omission on the part of the employee against these services rules or any other regulations and or policies or practices of the Trust. The following acts of omission or commission shall constitute misconduct.

- a) Willful insubordination or disobedience.;
- b) Going on any type of strike or inciting others to strike.;
- c) Theft, fraud, sabotage, dishonesty or impersonation in connection with the work or property of the Trust;

- d) Demanding, accepting or offering bribes in cash or any kind in illegal gratification whatsoever in respect of the activities/goods of the Trust;
- e) Accepting commission in connection with the sale or purchase of goods/property of the Trust;
- f) Habitual late attendance or leaving work place before time;
- g) Habitual unauthorized absence;
- h) Negligence in duty;
- i) Breach of rules and regulations applicable to the project;
- j) Drunkenness, drug addiction or riotous, disorderly and for indecent behavior within the institutional premises.
- k) Assaulting, threatening, abusing or intimidating any other employees of the Trust, conduct likely to cause breach of peace or endanger life and /or safety of others and acts involving moral turpitude;
- l) Misbehaving with anyone within the organization or otherwise, which affect the Trust's goodwill;
- m) Conviction by any court of law for an offense involving moral turpitude;
- n) Gambling within Institution premise;
- o) Undertaking any other employment /trade while in service of the Trust without prior written permission;
- p) Giving false information regarding age, qualifications, experience residential address etc. at the time of initial induction or thereafter;
- q) Tampering the official records or documents;
- r) Making false, malicious or derogatory statements against the Trust or any of its employees;
- s) Malingering, Loitering, idling or wasting time during working hours;
- t) Misusing the manpower and property of the Trust for personal gain or benefit, misappropriation of money;
- u) Causing damage to the property of the Trust;
- v) Refusing to obey an order of transfer; and
- w) Behaviour contrary to the organizational policies.

XXVI. PENALTIES FOR MISCONDUCT

Following is a list of penalties for misconduct.

- a) Suspension without any payment for a period not exceeding seven (7) days;
- b) Recovery from pay of any financial loss caused to the Trust by negligence or breach of orders; and
- c) Dismissal from service with bar on future employment with the Trust.

XXVII. ENQUIRY

- a) In case of any incident or complaint for misconduct against any employee of this Trust, the Secretary-cum-Executive Director may appoint any body of individuals for

- investigation of the allegation/s. The investigation shall be completed within seven (7) days and a charge sheet shall be prepared on basis of which final decision shall be taken.
- b) An employee may also be placed under suspension if a case against him in respect to any criminal offense is under investigation.
 - c) If after the enquiry, an employee is acquitted of the charges brought against him/her, he/she shall be paid full wages for the period of suspension as if he was on duty.

However, nothing shall prevent the Management from terminating the services of an employee by giving notice, notwithstanding the fact that an enquiry into alleged misconduct of the employee is pending.

XXVIII. LEAVE

Leave shall be granted in accordance with the following rules which shall be applicable to all employees of the Trust, except Temporary, Casual, Substitute, and Part-time staff.

- 1) The leave is calculated from 1st April of a year to 31st March of the subsequent year.
- 2) The leave application in the prescribed format shall be submitted to the Project Coordinator / Program Manager / Unit In-charge / Secretary-cum-Executive Director.
- 3) The leave of their subordinates shall be sanctioned by the Project Coordinator / Program Manager / Unit In-charge up to two (2) days. Leave Applications for more than two (2) days shall be forwarded to the Secretary-cum-Executive Director for his/her approval.
- 4) The Project Coordinator / Program Manager / Unit In-charge / Secretary-cum-Executive Director may refuse, revoke, and revise leave of any description if exigencies of the work make it necessary.
- 5) Leave for Project Coordinator, Program Manager, and Unit In-charge shall only be sanctioned by the Secretary-cum-Executive Director.
- 6) Absence from duty without proper sanction will be deemed to be misconduct and will render the employee concerned liable to disciplinary action.
- 7) If any employee is absent without leave for more than 15 consecutive days, he/she shall be deemed to have abandoned service voluntarily without notice.
- 8) Temporary, Casual, Substitute, and Part-time staff are not eligible for leave of any kind.
- 9) No leave can be en-cashed.
- 10) An employee under suspension will not be eligible for any leave
- 11) A record of all sanctioned leaves shall be maintained in a register prescribed for the purpose.

XXIX. TYPES OF LEAVE & DURATION

There shall be four (4) types of Leave. There are a) Casual Leave (CL); b) Sick Leave (SL); c) Maternity Leave (ML); and d) Leave on Loss of Pay (LLP). (*Ref. TRCSC Service Rules*)

XXX. USE OF VEHICLE

All staff who are receiving Travelling Allowance or Travel Expenses Reimbursement for field movement shall maintain Log Book in the prescribed format along with the Movement

Register at his/her office of duty. Employees who drive must have a valid Driving License and who drive two-wheeler vehicle must have/use helmet.

XXXI. Outstation Travelling

For outstation travel, prior approval by the Secretary-cum-Executive Director is mandatory. All the expenses should be incurred as per the pre-approved rate for travel, boarding, and lodging. The original tickets/bills/vouchers should be produced along with a Report for getting reimbursement of the expenses within three (3) days of returning to the base office.

XXXII. USE OF MOBILE PHONE

All staff who are receiving full or a part of his/her mobile/data recurring expenses for official use should keep the instrument open 24x7, so that post office hours he/she may be contacted in case of official emergency. Failing to do so, disciplinary action may be taken against the staff by this Trust.

XXXIII. AMENDMENT & INTERPRETATIONS

- a) The Borad of Trustees of TRCSC is the sole authority, to amend, modify, or in any other way to alter this Policy from time to time.
 - b) In the event of any doubt or conflict in the interpretation of these rules, the interpretation given by the Borad of Trustees of TRCSC shall be final.
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