# ARPAN SEVA SANSTHAN

# ARPAN MANUAL

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# INTRODUCTION

# OF

# ARPAN

## A.1. INTRODUCTION

### 1.1 ORGANIZATIONAL OVERVIEW

**ARPAN SEVA SANSTHAN** (ARPAN) IS A NON-PROFIT ORGANIZATION REGISTERED UNDER THE RAJASTHAN SOCIETIES REGISTRATION ACT, 1958. ESTABLISHED ON 29TH MARCH 1996, THE ORGANIZATION WAS FOUNDED BY A GROUP OF COMMITTED YOUNG PROFESSIONALS WITH THE VISION OF DRIVING SUSTAINABLE DEVELOPMENT AND POSITIVE SOCIAL TRANSFORMATION IN RURAL AND MARGINALIZED COMMUNITIES.

ARPAN WAS ESTABLISHED WITH THE CORE OBJECTIVE OF ENHANCING ACCESS TO SECURE AND SUSTAINABLE LIVELIHOOD OPPORTUNITIES FOR UNDERSERVED POPULATIONS. OVER THE YEARS, THE ORGANIZATION HAS EVOLVED INTO A MULTI-SECTORAL DEVELOPMENT INSTITUTION IMPLEMENTING INTEGRATED PROGRAMS ACROSS VARIOUS THEMATIC AREAS.

THE ORGANIZATION ADOPTS A COMMUNITY-BASED PARTICIPATORY APPROACH, POSITIONING ITSELF AS A FACILITATOR THAT EMPOWERS COMMUNITIES TO TAKE OWNERSHIP OF DEVELOPMENT INITIATIVES. ARPAN BELIEVES THAT SUSTAINABLE CHANGE CAN ONLY BE ACHIEVED WHEN COMMUNITIES ARE ACTIVELY INVOLVED IN PLANNING, IMPLEMENTATION, AND MONITORING PROCESSES.

### 1.2 VISION AND MISSION

**VISION:** TO EXPEDITE SYNERGY FOR SUSTAINABLE DEVELOPMENT.

**MISSION:** TO PROMOTE SUSTAINABLE AND SOCIALLY INCLUSIVE DEVELOPMENT PROCESSES BY STRENGTHENING THE RESOURCES, KNOWLEDGE AND CAPABILITIES OF COMMUNITIES, THEREBY ENHANCING THEIR QUALITY OF LIFE.

### 1.3 THEMATIC FOCUS AREAS

ARPAN WORKS ACROSS THE FOLLOWING KEY SECTORS:

- NATURAL RESOURCE MANAGEMENT (LAND, WATER, AGRICULTURE, LIVESTOCK, AFFORESTATION)
- LIVELIHOOD ENHANCEMENT
- DRINKING WATER AND SANITATION (WASH)
- HEALTH AND NUTRITION
- SKILL DEVELOPMENT AND EDUCATION
- PROMOTION AND STRENGTHENING OF COMMUNITY INSTITUTIONS
- MONITORING, EVALUATION, LEARNING, AND DOCUMENTATION (MELD)

- RESEARCH, STUDIES, TRAINING, AND CAPACITY BUILDING

**1.4 GEOGRAPHICAL PRESENCE AND OUTREACH**

ARPAN HAS A PAN-INDIA PRESENCE, WITH PROGRAMS IMPLEMENTED ACROSS MULTIPLE STATES, TAILORED TO LOCAL SOCIO-ECONOMIC AND ENVIRONMENTAL CONDITIONS.

- OUTREACH: IMPACTING OVER 12 LAKH+ INDIVIDUALS ACROSS RURAL AND MARGINALIZED COMMUNITIES
- STRONG PRESENCE IN TRIBAL AND RESOURCE POOR GEOGRAPHIES
- EXPERIENCE IN IMPLEMENTING LARGE SCALE, MULTI STAKEHOLDER DEVELOPMENT PROGRAMS

**1.5 ORGANIZATIONAL STRENGTHS**

ARPAN'S INSTITUTIONAL STRENGTHS INCLUDE:

- EXTENSIVE EXPERIENCE IN RURAL DEVELOPMENT, PARTICULARLY IN NATURAL RESOURCE MANAGEMENT, LIVELIHOODS, FOOD SECURITY, CLIMATE RESILIENCE, AND PUBLIC HEALTH
- STRONG GRASSROOTS ENGAGEMENT THROUGH COMMUNITY MOBILIZATION AND INSTITUTION BUILDING
- A MULTIDISCIPLINARY TEAM WITH EXPERTISE IN MANAGEMENT, ENGINEERING, AGRICULTURE, SOCIAL SCIENCES, COMMERCE, AND INFORMATION TECHNOLOGY
- ROBUST INFRASTRUCTURE AND INSTITUTIONAL CAPACITY FOR TRAINING AND CAPACITY BUILDING PROGRAMS
- INTEGRATED APPROACH COMBINING MULTIPLE INTERVENTIONS FOR HOLISTIC DEVELOPMENT
- PROVEN TRACK RECORD OF DELIVERING HIGH-QUALITY PROGRAMS WITHIN STIPULATED TIMELINES
- WELL-DEFINED PERFORMANCE MANAGEMENT SYSTEMS TO SUPPORT EMPLOYEE MOTIVATION AND RETENTION
- OPEN DOOR ORGANIZATIONAL CULTURE THAT ENCOURAGES BOTTOM-UP FEEDBACK AND INNOVATION
- STRONG COMMUNITY RAPPORT ENSURING PARTICIPATION, OWNERSHIP AND SUSTAINABILITY OF INTERVENTIONS

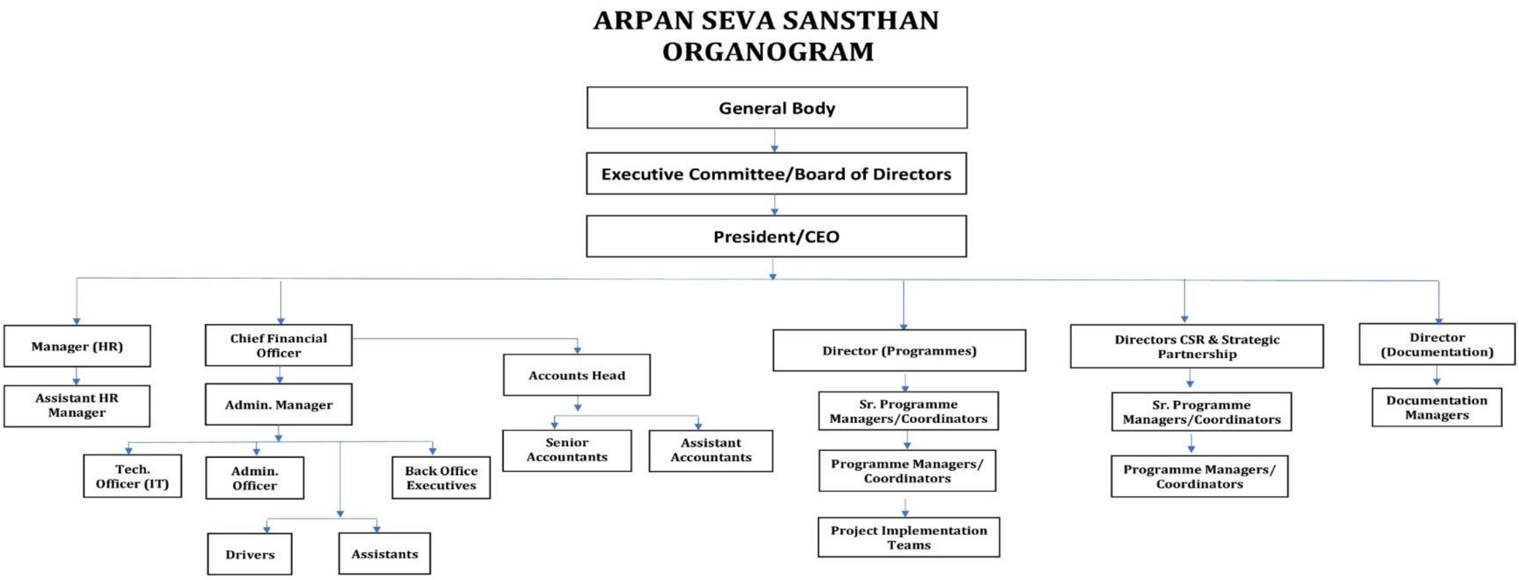
### 1.6 HUMAN RESOURCE PHILOSOPHY

ARPAN RECOGNIZES THAT ITS PEOPLE ARE ITS MOST VALUABLE ASSET AND THE DRIVING FORCE BEHIND ITS IMPACT. THE ORGANIZATION IS COMMITTED TO:

- CREATING A PROFESSIONAL, INCLUSIVE AND SAFE WORK ENVIRONMENT
- PROMOTING CONTINUOUS LEARNING AND CAPACITY BUILDING
- ENCOURAGING INNOVATION, ACCOUNTABILITY, AND COLLABORATION
- ENSURING FAIRNESS, TRANSPARENCY, AND EQUAL OPPORTUNITY IN ALL HR PRACTICES
- STRENGTHENING EMPLOYEE ENGAGEMENT TO ENHANCE PROGRAM EFFECTIVENESS

THE HUMAN RESOURCE POLICIES OUTLINED IN THIS MANUAL ARE DESIGNED TO ALIGN INDIVIDUAL PERFORMANCE WITH ORGANIZATIONAL GOALS, ENSURING BOTH EMPLOYEE GROWTH AND COMMUNITY IMPACT.

## ARPAN'S ORGANIZATION CHART



# A-2

# EMPLOYMENT

# PROCEDURE

## A-2: EMPLOYMENT PROCEDURE

2.1 **PURPOSE:** THE PURPOSE OF THIS POLICY IS TO ESTABLISH A SYSTEMATIC, TRANSPARENT AND EFFICIENT FRAMEWORK FOR MANPOWER PLANNING, RECRUITMENT, SELECTION AND ONBOARDING OF HUMAN RESOURCES WITHIN ARPAN. THIS POLICY ENSURES THAT THE ORGANIZATION RECRUITS COMPETENT, COMMITTED AND VALUES ALIGNED PERSONNEL TO EFFECTIVELY IMPLEMENT ITS PROGRAMS WHILE MAINTAINING FAIRNESS, EQUAL OPPORTUNITY AND COMPLIANCE WITH APPLICABLE LAWS AND DONOR EXPECTATIONS.

THE POLICY ALSO AIMS TO ENSURE THAT HUMAN RESOURCE REQUIREMENTS ARE IDENTIFIED IN A TIMELY MANNER AND FULFILLED THROUGH A STRUCTURED PROCESS THAT BALANCES ORGANIZATIONAL NEEDS WITH EMPLOYEE SATISFACTION AND PROFESSIONAL GROWTH.

2.2 **INTRODUCTION:** ARPAN RECOGNIZES THAT HUMAN RESOURCES ARE ITS MOST VALUABLE ASSET IN ACHIEVING ITS MISSION OF SUSTAINABLE DEVELOPMENT AND COMMUNITY EMPOWERMENT. THEREFORE, THE ORGANIZATION SHALL UNDERTAKE PERIODIC ASSESSMENT OF CURRENT AND FUTURE HUMAN RESOURCE REQUIREMENTS TO ENSURE THAT THE RIGHT NUMBER OF QUALIFIED INDIVIDUALS ARE AVAILABLE AT THE APPROPRIATE TIME.

THE ORGANIZATION SHALL ANALYSE WORKFORCE NEEDS BASED ON PROJECT REQUIREMENTS, EXPANSION PLANS AND OPERATIONAL DEMANDS AND SHALL FORMULATE APPROPRIATE STRATEGIES TO MEET THESE NEEDS EFFECTIVELY.

ARPAN SHALL RESPOND PROMPTLY TO MANPOWER REQUISITIONS RAISED BY RESPECTIVE HEADS OF DEPARTMENTS (HODS), ENSURING THAT VACANCIES ARE FILLED WITHOUT UNDUE DELAY SO THAT PROGRAM IMPLEMENTATION IS NOT AFFECTED.

AS A PRINCIPLE, ARPAN SHALL ENCOURAGE INTERNAL GROWTH AND DEVELOPMENT OF EMPLOYEES. VACANCIES, PARTICULARLY AT NON-ENTRY AND SUPERVISORY LEVELS, SHALL PREFERABLY BE FILLED THROUGH INTERNAL PROMOTIONS, PROVIDED SUITABLE CANDIDATES ARE AVAILABLE WITHIN THE ORGANIZATION. HOWEVER, IN CASES WHERE THE REQUIRED COMPETENCIES ARE NOT AVAILABLE INTERNALLY, EXTERNAL RECRUITMENT SHALL BE UNDERTAKEN.

THE ORGANIZATION IS COMMITTED TO MAINTAINING A WORKFORCE THAT IS COMPETENT, MOTIVATED AND ALIGNED WITH ITS VALUES. IT SHALL ALSO ENSURE THAT EMPLOYMENT PRACTICES PROVIDE SATISFACTION, GROWTH OPPORTUNITIES AND A CONDUCIVE WORKING ENVIRONMENT FOR ALL EMPLOYEES.

**EQUAL OPPORTUNITY AND NON-DISCRIMINATION:** ARPAN IS AN EQUAL OPPORTUNITY EMPLOYER. ALL RECRUITMENT AND EMPLOYMENT DECISIONS SHALL BE MADE WITHOUT DISCRIMINATION ON THE BASIS OF GENDER, CASTE, RELIGION, ETHNICITY, DISABILITY, AGE, MARITAL STATUS, OR ANY OTHER STATUS PROTECTED UNDER APPLICABLE LAWS. THE ORGANIZATION SHALL PROMOTE DIVERSITY AND INCLUSION ACROSS ALL LEVELS.

2.3 **EMPLOYEE CLASSIFICATION:** FOR THE PURPOSE OF THIS POLICY, INDIVIDUALS ASSOCIATED WITH ARPAN SHALL BE CLASSIFIED AS FOLLOWS:

**A. EMPLOYEES**

i. **MANAGEMENT EMPLOYEES:** THIS CATEGORY INCLUDES ALL MANAGERIAL, SUPERVISORY, TECHNICAL AND PROFESSIONAL PERSONNEL ENGAGED BY THE ORGANIZATION FOR PROJECT IMPLEMENTATION OR ADMINISTRATIVE FUNCTIONS. THESE EMPLOYEES ARE TYPICALLY RESPONSIBLE FOR PLANNING, DECISION-MAKING, SUPERVISION AND EXECUTION OF PROGRAMMATIC AND OPERATIONAL ACTIVITIES. THEIR ENGAGEMENT IS GENERALLY PROJECT-LINKED AND MAY BE CO-TERMINUS WITH THE PROJECT DURATION.

**ii.** **NON-MANAGEMENT EMPLOYEES:** THIS CATEGORY INCLUDES CLERICAL STAFF, FIELD ASSISTANTS, SUPPORT STAFF AND OTHER OPERATIONAL PERSONNEL WHO ASSIST IN THE EXECUTION OF ORGANIZATIONAL ACTIVITIES. THEIR ROLES ARE PRIMARILY SUPPORTIVE IN NATURE AND ESSENTIAL FOR SMOOTH FUNCTIONING OF DAY-TO-DAY OPERATIONS.

**B. NON-EMPLOYEES**

i. **RETAINERS/CONSULTANTS:** ARPAN MAY ENGAGE EXTERNAL PROFESSIONALS SUCH AS DOCTORS, LAWYERS, SUBJECT MATTER EXPERTS, AUDITORS, OR CONSULTANTS ON A RETAINER OR CONTRACTUAL BASIS FOR SPECIFIC ASSIGNMENTS. THESE INDIVIDUALS ARE NOT CONSIDERED EMPLOYEES OF THE ORGANIZATION AND ARE GOVERNED BY SEPARATE CONTRACTUAL AGREEMENTS.

**ii.** **TRAINEES/INTERNS:** INDIVIDUALS UNDERGOING TRAINING FOR A SPECIFIED DURATION AS PART OF THEIR ACADEMIC OR PROFESSIONAL CURRICULUM (SUCH AS STUDENTS, MANAGEMENT TRAINEES, OR ARTICLES) MAY BE ENGAGED BY ARPAN. THESE ENGAGEMENTS ARE TEMPORARY AND PRIMARILY FOR LEARNING AND CAPACITY-BUILDING PURPOSES.

2.4 **TYPES OF EMPLOYMENT:** ARPAN ENGAGES PERSONNEL UNDER DIFFERENT TYPES OF EMPLOYMENT ARRANGEMENTS DEPENDING ON THE NATURE AND DURATION OF WORK:

**TIME-BASED CONTRACT EMPLOYMENT:** UNDER THIS CATEGORY, EMPLOYEES ARE ENGAGED FOR SPECIFIC PROJECTS OR ASSIGNMENTS WITH A DEFINED DURATION. SUCH CONTRACTS ARE GENERALLY CO-TERMINUS WITH THE PROJECT AND ARE GOVERNED BY PROJECT GUIDELINES AND FUNDING AVAILABILITY.

**TEMPORARY EMPLOYMENT:** TEMPORARY EMPLOYMENT IS INTENDED FOR SHORT-TERM ASSIGNMENTS OR TASKS THAT ARE REQUIRED TO BE COMPLETED WITHIN A LIMITED PERIOD, TYPICALLY NOT EXCEEDING THREE MONTHS. SUCH APPOINTMENTS ARE MADE TO ADDRESS IMMEDIATE OR URGENT REQUIREMENTS.

ALL EMPLOYMENT ENGAGEMENTS SHALL BE SUBJECT TO APPROVAL BY THE COMPETENT AUTHORITY. THE PRESIDENT/CEO OF ARPAN SHALL BE THE FINAL SANCTIONING AUTHORITY FOR ALL TYPES OF EMPLOYMENT UNLESS DELEGATED OTHERWISE.

**2.5 RECRUITMENT & SELECTION PROCEDURE**

**REQUISITION:** WHENEVER A VACANCY ARISES DUE TO NEW PROJECTS, RESIGNATIONS, RETIREMENTS, TERMINATIONS, OR ANY OTHER REASON, THE CONCERNED HEAD OF DEPARTMENT SHALL RAISE A FORMAL REQUISITION TO THE HR DEPARTMENT. THE REQUISITION SHALL INCLUDE DETAILS SUCH AS JOB DESCRIPTION, REQUIRED QUALIFICATIONS, EXPERIENCE, BUDGET ALLOCATION AND JUSTIFICATION FOR HIRING.

THE HR DEPARTMENT SHALL INITIATE RECRUITMENT ONLY AFTER OBTAINING APPROVAL FROM THE COMPETENT AUTHORITY.

**JOB SPECIFICATION:** THE HR DEPARTMENT SHALL CLEARLY DEFINE THE JOB SPECIFICATIONS FOR THE VACANT POSITION, INCLUDING MINIMUM EDUCATIONAL QUALIFICATIONS, RELEVANT EXPERIENCE, REQUIRED COMPETENCIES AND BEHAVIORAL ATTRIBUTES. ANY SPECIAL REQUIREMENTS ESSENTIAL FOR EFFECTIVE JOB PERFORMANCE SHALL ALSO BE IDENTIFIED IN ADVANCE.

**SOURCING OF CANDIDATES:** ARPAN SHALL ADOPT MULTIPLE SOURCING STRATEGIES TO ATTRACT SUITABLE CANDIDATES. THESE MAY INCLUDE:

- INTERNAL DATABASE AND EMPLOYEE REFERRALS
- ADVERTISEMENTS IN NEWSPAPERS, JOB PORTALS, AND SOCIAL MEDIA PLATFORMS
- ENGAGEMENT WITH PLACEMENT AGENCIES
- CAMPUS RECRUITMENT INITIATIVES
- PROFESSIONAL NETWORKS AND SECTORAL PLATFORMS

EFFORTS SHALL BE MADE TO ENSURE DIVERSITY AND INCLUSION WHILE SOURCING CANDIDATES.

**SCREENING OF APPLICATIONS:** ALL RECEIVED APPLICATIONS SHALL BE SCREENED BY THE HR DEPARTMENT AGAINST THE DEFINED JOB SPECIFICATIONS. SHORTLISTING SHALL BE BASED ON MERIT, RELEVANCE OF EXPERIENCE AND ALIGNMENT WITH JOB REQUIREMENTS.

BACKGROUND VERIFICATION SHALL BE A MANDATORY PART OF THE RECRUITMENT PROCESS. VERIFICATION OF PREVIOUS EMPLOYMENT, QUALIFICATIONS AND REFERENCES SHALL BE CONDUCTED USING THE PRESCRIBED FORMAT (ANNEXURE 2).

**SELECTION PROCESS:** SHORTLISTED CANDIDATES SHALL BE INVITED FOR THE SELECTION PROCESS, WHICH MAY INCLUDE:

- TELEPHONIC OR VIRTUAL SCREENING
- WRITTEN OR TECHNICAL TESTS, WHERE APPLICABLE
- PRELIMINARY INTERVIEW
- FINAL PANEL INTERVIEW

THE SELECTION PANEL SHALL PREFERABLY INCLUDE REPRESENTATIVES FROM HR, THE CONCERNED DEPARTMENT AND AT LEAST ONE SENIOR MEMBER TO ENSURE OBJECTIVITY.

CANDIDATES SHALL BE INFORMED IN ADVANCE ABOUT THE INTERVIEW SCHEDULE AND REQUIRED TO BRING ORIGINAL DOCUMENTS FOR VERIFICATION. IT IS CONSIDERED GOOD PRACTICE TO INFORM NON-SELECTED CANDIDATES ABOUT THE OUTCOME OF THE SELECTION PROCESS. THE SELECTION PROCESS MAY BE MODIFIED DEPENDING ON THE URGENCY OF THE POSITION.

**DOCUMENTATION:** ALL CANDIDATES APPEARING FOR INTERVIEWS SHALL BE REQUIRED TO SUBMIT A DULY FILLED APPLICATION FORM (ANNEXURE 1). THE HR DEPARTMENT SHALL VERIFY ALL ORIGINAL DOCUMENTS, INCLUDING EDUCATIONAL CERTIFICATES, EXPERIENCE LETTERS, AND IDENTITY PROOF BEFORE ISSUING AN OFFER LETTER.

2.6 **OFFER LETTER AND PROBATION:** AN OFFER LETTER (ANNEXURE 3) SHALL BE ISSUED TO THE SELECTED CANDIDATE UPON COMPLETION OF THE SELECTION PROCESS. THE OFFER LETTER WILL CLEARLY OUTLINE THE TERMS AND CONDITIONS OF EMPLOYMENT, INCLUDING DESIGNATION, PLACE OF POSTING, SALARY STRUCTURE AND OTHER APPLICABLE TERMS.

THE OFFER LETTER SHALL BE SHARED WITH THE SELECTED CANDIDATE VIA EMAIL, ALONG WITH A COPY OF THE ARPAN HR MANUAL, WHICH THE CANDIDATE IS EXPECTED TO READ AND UNDERSTAND PRIOR TO JOINING. THE ORIGINAL OFFER LETTER SHALL BE RETAINED BY THE EMPLOYEE, AND ONE DULY SIGNED COPY MUST BE RETURNED TO THE ORGANIZATION AS A FORMAL ACCEPTANCE OF THE OFFER.

SUBMISSION OF THE SIGNED COPY OF THE OFFER LETTER SHALL BE TREATED AS CONFIRMATION THAT THE CANDIDATE:

- ACCEPTS ALL TERMS AND CONDITIONS OF EMPLOYMENT
- HAS UNDERSTOOD THE POLICIES OUTLINED IN THE ARPAN HR MANUAL
- AGREES TO ABIDE BY THE RULES AND REGULATIONS OF THE ORGANIZATION

**PROBATION PERIOD:** ALL NEWLY APPOINTED EMPLOYEES SHALL BE PLACED ON A PROBATION PERIOD OF THREE (3) MONTHS FROM THE DATE OF JOINING. THE PROBATION PERIOD IS INTENDED TO ASSESS THE EMPLOYEE'S:

- JOB PERFORMANCE AND ABILITY TO MEET ROLE EXPECTATIONS
- PROFESSIONAL CONDUCT AND DISCIPLINE
- ALIGNMENT WITH ORGANIZATIONAL VALUES AND CULTURE
- ABILITY TO WORK EFFECTIVELY WITHIN THE TEAM AND ORGANIZATIONAL SYSTEMS

DURING THIS PERIOD, THE EMPLOYEE'S PERFORMANCE SHALL BE CLOSELY MONITORED BY THE REPORTING MANAGER IN COORDINATION WITH THE HR DEPARTMENT.

**PERFORMANCE ASSESSMENT DURING PROBATION:** REGULAR FEEDBACK SHALL BE PROVIDED TO THE EMPLOYEE DURING THE PROBATION PERIOD TO SUPPORT THEIR LEARNING AND ADJUSTMENT WITHIN THE ORGANIZATION. ANY GAPS IN PERFORMANCE OR CONDUCT SHALL BE COMMUNICATED CLEARLY, ALONG WITH GUIDANCE FOR IMPROVEMENT.

**UNSATISFACTORY PERFORMANCE AND TERMINATION:** IF, DURING OR AT THE END OF THE PROBATION PERIOD, THE EMPLOYEE IS FOUND NOT MEETING THE EXPECTATIONS OF ARPAN, THE ORGANIZATION MAY TAKE APPROPRIATE ACTION AS PER THE FOLLOWING:

- THE EMPLOYEE MAY BE ISSUED A NOTICE REGARDING NON-SATISFACTORY PERFORMANCE
- THE ORGANIZATION MAY DECIDE TO DISCONTINUE THE EMPLOYMENT AT THE END OF THE PROBATION PERIOD
- TERMINATION SHALL BE COMMUNICATED FORMALLY IN WRITING

THIS DECISION SHALL BE BASED ON:

- PERFORMANCE EVALUATION BY THE REPORTING MANAGER
- FEEDBACK FROM THE CONCERNED DEPARTMENT
- REVIEW AND RECOMMENDATION BY HR
- FINAL APPROVAL BY THE PRESIDENT/CEO

**EXTENSION OF PROBATION:** IN CASES WHERE THE EMPLOYEE SHOWS PARTIAL IMPROVEMENT BUT DOES NOT FULLY MEET EXPECTATIONS, THE ORGANIZATION MAY, AT ITS

DISCRETION, EXTEND THE PROBATION PERIOD FOR A LIMITED DURATION BEFORE TAKING A FINAL DECISION.

**DOCUMENTATION AND RECORD KEEPING:** ALL RECORDS RELATED TO PROBATION, INCLUDING PERFORMANCE FEEDBACK, REVIEW NOTES, AND COMMUNICATION REGARDING CONFIRMATION OR TERMINATION, SHALL BE MAINTAINED IN THE EMPLOYEE'S PERSONAL FILE FOR FUTURE REFERENCE AND COMPLIANCE.

**2.7 JOINING AND ONBOARDING PROCESS**

**JOINING PROCESS OF NEW EMPLOYEE:** THE HUMAN RESOURCE DEPARTMENT (HRD) SHALL ENSURE A STRUCTURED AND SMOOTH ONBOARDING PROCESS FOR ALL NEWLY APPOINTED EMPLOYEES. THE OBJECTIVE OF THIS PROCESS IS TO FORMALLY INTEGRATE THE EMPLOYEE INTO THE ORGANIZATION AND ENABLE THEM TO UNDERSTAND THEIR ROLE, RESPONSIBILITIES, AND THE ORGANIZATIONAL ENVIRONMENT.

THE FOLLOWING STEPS SHALL BE FOLLOWED FOR ALL NEW ENTRANTS:

**I.** **ORGANIZATIONAL COMMUNICATION:** ALL STAFF MEMBERS SHALL BE INFORMED THROUGH AN OFFICIAL CIRCULAR, EMAIL, OR NOTICE REGARDING THE JOINING OF THE NEW EMPLOYEE. THE COMMUNICATION SHALL INCLUDE A BRIEF OVERVIEW OF THE EMPLOYEE'S QUALIFICATIONS, EXPERIENCE, AND ROLE. A FORMAL WELCOME SHALL BE EXTENDED, AND ALL TEAM MEMBERS SHALL BE ENCOURAGED TO PROVIDE NECESSARY SUPPORT AND COOPERATION TO FACILITATE SMOOTH INTEGRATION.

II. **JOINING REPORT:** THE NEW EMPLOYEE SHALL BE REQUIRED TO SUBMIT A FORMAL JOINING REPORT ON THE DATE OF JOINING. THE HR DEPARTMENT SHALL RECORD THE OFFICIAL DATE OF JOINING FOR ADMINISTRATIVE, ATTENDANCE, AND PAYROLL PURPOSES.

III. **EMPLOYEE RECORD CREATION:** THE HR DEPARTMENT SHALL DOCUMENT THE PERSONAL AND PROFESSIONAL DETAILS OF THE NEW EMPLOYEE AT THE TIME OF JOINING. THIS RECORD SHALL BE MAINTAINED SYSTEMATICALLY AND UPDATED PERIODICALLY TO REFLECT ANY CHANGES DURING THE COURSE OF EMPLOYMENT.

IV. **ORIENTATION AND FAMILIARIZATION:** THE HR DEPARTMENT SHALL ENSURE THAT THE NEW EMPLOYEE IS ADEQUATELY FAMILIARIZED WITH THE ORGANIZATION'S PHILOSOPHY, POLICIES, PROCEDURES, AND WORK CULTURE. THIS PROCESS SHALL INCLUDE:

- PROVIDING CLARITY ON THE EMPLOYEE'S ROLE, RESPONSIBILITIES, AND REPORTING STRUCTURE

- SUPPORTING THE EMPLOYEE IN ADJUSTING TO THE WORK ENVIRONMENT AND ORGANIZATIONAL EXPECTATIONS
- FACILITATING INTERACTION WITH PEERS, SENIORS, AND OTHER DEPARTMENTS
- CREATING A SENSE OF BELONGING AND ENCOURAGING CONFIDENCE AND COMMITMENT
- ESTABLISHING MUTUAL UNDERSTANDING BETWEEN THE EMPLOYEE AND THE ORGANIZATION

V. **STANDARDIZATION OF PERSONNEL RECORDS:** A UNIFORM SYSTEM SHALL BE FOLLOWED FOR DOCUMENTING AND REPORTING ALL PERSONNEL-RELATED INFORMATION. THIS SHALL ENSURE PROPER RECORD-KEEPING, EASE OF REFERENCE, AND ACCURACY IN PAYROLL PROCESSING AND STATUTORY COMPLIANCE.

VI. **SUBMISSION OF JOINING DOCUMENTS:** THE EMPLOYEE SHALL SUBMIT THE DULY FILLED JOINING FORM ALONG WITH THE PERSONAL INFORMATION FORM AND ALL REQUIRED DOCUMENTS AS SPECIFIED UNDER (ANNEXURE 4). HR SHALL VERIFY AND MAINTAIN THESE RECORDS IN THE EMPLOYEE'S PERSONAL FILE.

**DETAILED JOINING PROCEDURE:** ON THE FIRST DAY OF JOINING, THE EMPLOYEE SHALL REPORT TO THE HR DEPARTMENT AND COMPLETE ALL REQUIRED FORMALITIES. AN OFFICIAL ANNOUNCEMENT WELCOMING THE EMPLOYEE SHALL BE MADE THROUGH NOTICE BOARDS OR EMAIL COMMUNICATION.

THE EMPLOYEE SHALL SUBMIT THE FOLLOWING DOCUMENTS AT THE TIME OF JOINING:

- RELIEVING LETTER AND SALARY PROOF FROM THE PREVIOUS EMPLOYER
- DETAILS OF EPF OR ANY RECOGNIZED PROVIDENT FUND, IF APPLICABLE
- TWO PASSPORT-SIZE COLOR PHOTOGRAPHS (INCLUDING DETAILS SUCH AS BLOOD GROUP, IF AVAILABLE)
- BANK ACCOUNT DETAILS/STATEMENT FOR SALARY PROCESSING
- ATTESTED COPIES OF EDUCATIONAL AND PROFESSIONAL CERTIFICATES (ORIGINALS TO BE VERIFIED IF NOT DONE EARLIER)
- COPY OF DRIVING LICENSE OR ANY VALID IDENTITY PROOF

THE HR DEPARTMENT SHALL VERIFY ALL SUBMITTED DOCUMENTS AND ENSURE COMPLETENESS BEFORE PROCEEDING FURTHER.

**EMPLOYEE CODE AND PAYROLL INTEGRATION:** UPON SUCCESSFUL COMPLETION OF JOINING FORMALITIES, THE HR DEPARTMENT SHALL:

- ASSIGN A UNIQUE EMPLOYEE CODE TO THE NEW ENTRANT
- CREATE AND MAINTAIN A PERSONAL FILE FOR THE EMPLOYEE
- SHARE RELEVANT JOINING DETAILS WITH THE ACCOUNTS DEPARTMENT FOR PAYROLL PROCESSING
- ENSURE THAT ALL RECORDS ARE ALIGNED WITH STATUTORY AND ORGANIZATIONAL REQUIREMENTS

**MAINTENANCE OF EMPLOYEE RECORD:** THE HR DEPARTMENT SHALL MAINTAIN A COMPREHENSIVE PERSONAL FILE FOR EACH EMPLOYEE, WHICH SHALL INCLUDE:

- COPY OF OFFER LETTER AND APPOINTMENT LETTER
- INTERVIEW APPLICATION FORM, JOINING FORM, AND SELECTION DOCUMENTS
- ALL STATUTORY AND COMPLIANCE-RELATED DOCUMENTS
- RECORDS OF INCREMENTS, PROMOTIONS, CONTRACT RENEWALS, AND ROLE CHANGES
- DISCIPLINARY RECORDS AND CONFIDENTIAL CORRESPONDENCE, IF ANY
- RESIGNATION LETTERS AND EXIT-RELATED DOCUMENTS (ANNEXURE 8), WHERE APPLICABLE

ALL RECORDS SHALL BE MAINTAINED CONFIDENTIALLY AND UPDATED PERIODICALLY.

**INDUCTION PROGRAM:** AFTER COMPLETION OF JOINING FORMALITIES, THE EMPLOYEE SHALL UNDERGO A STRUCTURED INDUCTION PROGRAM DESIGNED BY THE HR DEPARTMENT IN COORDINATION WITH THE REPORTING OFFICER.

THE INDUCTION PROGRAM SHALL AIM TO PROVIDE A COMPREHENSIVE UNDERSTANDING OF:

- THE ROLE AND RESPONSIBILITIES OF THE EMPLOYEE AND ITS LINKAGE TO ORGANIZATIONAL OBJECTIVES
- DEPARTMENTAL GOALS AND EXPECTED INDIVIDUAL CONTRIBUTIONS
- ARPAN'S DEVELOPMENT APPROACH, VALUES, AND WORK CULTURE
- INTER-DEPARTMENTAL COORDINATION AND FUNCTIONAL LINKAGES

THE HR DEPARTMENT SHALL FACILITATE INTRODUCTIONS ACROSS DEPARTMENTS TO ENSURE FAMILIARITY WITH KEY PERSONNEL.

**INDUCTION SCHEDULE AND PROCESS:** THE INDUCTION PROGRAM SHALL NORMALLY COMMENCE FROM THE SECOND DAY OF JOINING AND MAY BE SPREAD OVER MULTIPLE SESSIONS. THE EMPLOYEE SHALL BE ENCOURAGED TO ACTIVELY PARTICIPATE AND TAKE INITIATIVE IN UNDERSTANDING ORGANIZATIONAL PROCESSES.

THE PROGRAM MAY INCLUDE:

- MEETINGS WITH KEY PERSONNEL ACROSS DEPARTMENTS
- BRIEFINGS ON ONGOING PROJECTS AND OPERATIONAL SYSTEMS
- EXPOSURE TO FIELD OR PROJECT ACTIVITIES, WHERE APPLICABLE

AT THE END OF THE INDUCTION PROGRAM, A REVIEW DISCUSSION SHALL BE CONDUCTED INVOLVING:

- THE NEW EMPLOYEE
- THE REPORTING MANAGER
- THE HR REPRESENTATIVE (CO-INDUCTOR)

FEEDBACK RECEIVED DURING THIS PROCESS SHALL BE DOCUMENTED AND SHARED WITH RELEVANT STAKEHOLDERS FOR FURTHER IMPROVEMENT.

**POST-INDUCTION WORK ALLOCATION:** UPON COMPLETION OF THE INDUCTION PROGRAM, THE EMPLOYEE SHALL FORMALLY TAKE CHARGE OF ASSIGNED RESPONSIBILITIES.

FOR EMPLOYEES UNDER CONTRACT, THE INITIAL THREE-MONTH PROBATION PERIOD SHALL SERVE AS A CRITICAL PHASE OF LEARNING AND PERFORMANCE ASSESSMENT. DURING THIS PERIOD:

- CONTINUOUS GUIDANCE AND FEEDBACK SHALL BE PROVIDED
- REGULAR INTERACTION WITH SUPERVISORS SHALL BE ENSURED
- THE EMPLOYEE SHALL BE ENCOURAGED TO DEVELOP COMPETENCIES REQUIRED FOR THE ROLE

2.8 **FEEDBAK & APPRAISAL:** A FORMAL PERFORMANCE APPRAISAL PROCESS SHALL BE CONDUCTED FOR ALL NEWLY RECRUITED EMPLOYEES DURING THEIR PROBATIONARY PERIOD. THE PURPOSE OF THIS PROCESS IS TO ASSESS THE EMPLOYEE’S PERFORMANCE, PROFESSIONAL CONDUCT, ADAPTABILITY AND ALIGNMENT WITH THE VALUES AND OBJECTIVES OF ARPAN.

DURING THE PROBATION PERIOD, THE REPORTING OFFICER SHALL PROVIDE REGULAR GUIDANCE AND FEEDBACK TO THE NEW ENTRANT AND MONITOR PROGRESS AGAINST THE ASSIGNED RESPONSIBILITIES AND EXPECTED OUTCOMES. A FORMAL REVIEW OF PERFORMANCE SHALL BE

CONDUCTED ON A MONTHLY BASIS TO ASSESS ACHIEVEMENTS, IDENTIFY CHALLENGES AND PROVIDE SUPPORT WHEREVER REQUIRED.

AT THE COMPLETION OF THE THREE-MONTH PROBATION PERIOD, THE APPRAISER SHALL CONDUCT A COMPREHENSIVE REVIEW AND DISCUSSION WITH THE EMPLOYEE REGARDING THEIR OVERALL PERFORMANCE, STRENGTHS, AREAS REQUIRING IMPROVEMENT AND FUTURE EXPECTATIONS. THE REVIEW SHALL BE BASED ON THE EMPLOYEE'S PERFORMANCE RECORDS, FEEDBACK FROM SUPERVISORS, WORK QUALITY, ADHERENCE TO ORGANIZATIONAL POLICIES, AND ALIGNMENT WITH ARPAN'S VALUES AND WORK CULTURE.

BASED ON THE RECOMMENDATIONS OF THE REPORTING OFFICER AND THE APPRAISER, THE PRESIDENT/CEO SHALL REVIEW THE EMPLOYEE'S OVERALL PERFORMANCE AND DETERMINE WHETHER THE EMPLOYEE IS SUITABLE FOR CONFIRMATION. GIVEN THE SIGNIFICANCE OF THIS DECISION, THE PRESIDENT/CEO SHALL ENSURE THAT THE ASSESSMENT IS OBJECTIVE, TIMELY AND SUPPORTED BY APPROPRIATE DOCUMENTATION.

SINCE EMPLOYMENT UNDER ARPAN IS PERFORMANCE-ORIENTED, CONTINUATION OF SERVICE AND CONTRACT RENEWAL SHALL BE SUBJECT TO SATISFACTORY PERFORMANCE AND ORGANIZATIONAL REQUIREMENTS.

WHERE THE PERFORMANCE OF THE EMPLOYEE IS FOUND TO BE BELOW THE EXPECTED STANDARD, THE PROBATION PERIOD MAY BE EXTENDED FOR AN ADDITIONAL PERIOD OF UP TO THREE MONTHS TO PROVIDE THE EMPLOYEE WITH AN OPPORTUNITY TO DEMONSTRATE IMPROVEMENT. ALTERNATIVELY, THE ORGANIZATION MAY DISCONTINUE THE EMPLOYMENT BY ISSUING A FORMAL COMMUNICATION, IF DEEMED APPROPRIATE.

THE PROBATION PERIOD MAY BE EXTENDED OR EMPLOYMENT DISCONTINUED UNDER THE FOLLOWING CIRCUMSTANCES:

- THE PERFORMANCE OF THE PROBATIONER IS NOT AT THE EXPECTED LEVEL DESPITE GUIDANCE AND SUPPORT PROVIDED DURING THE PROBATION PERIOD.
- THERE IS A SIGNIFICANT MISMATCH BETWEEN THE PROBATIONER'S CONDUCT, VALUES, OR PROFESSIONAL BEHAVIOR AND THE VALUES, PRINCIPLES, AND CULTURE OF THE ORGANIZATION.
- THERE IS AN INABILITY TO ESTABLISH EFFECTIVE WORKING RELATIONSHIPS OR MUTUAL ADJUSTMENT BETWEEN THE PROBATIONER AND TEAM MEMBERS, RESULTING IN OPERATIONAL DIFFICULTIES OR DISRUPTION OF WORK.

WHERE THE EMPLOYEE SUCCESSFULLY COMPLETES THE PROBATION PERIOD AND IS RECOMMENDED FOR CONFIRMATION, A CONFIRMATION LETTER SHALL BE ISSUED. AS A

MATTER OF ORGANIZATIONAL PRACTICE, THE CONFIRMATION LETTER MAY BE FORMALLY HANDED OVER BY THE PRESIDENT/CEO IN THE PRESENCE OF THE EMPLOYEE’S IMMEDIATE SUPERVISOR OR REPORTING OFFICER.

2.9 **ISSUANCE OF APPOINTMENT LETTER:** ANY PERSONNEL EMPLOYED WITH ARPAN SHALL BE ISSUED AN APPOINTMENT LETTER UPON SUCCESSFUL COMPLETION OF THE PRESCRIBED PROBATION PERIOD OF THREE MONTHS AND CONFIRMATION BY THE COMPETENT AUTHORITY.

THE APPOINTMENT LETTER SHALL FORMALLY COMMUNICATE THE EMPLOYEE’S POSITION WITHIN THE ORGANIZATION, PLACE OF POSTING, REPORTING RELATIONSHIP, AND EFFECTIVE DATE OF APPOINTMENT. THE LETTER SHALL ALSO INCLUDE, EITHER WITHIN THE MAIN DOCUMENT OR THROUGH ANNEXURES, DETAILS RELATING TO THE EMPLOYEE’S JOB DESCRIPTION (JD), TERMS OF REFERENCE (TOR), COMPENSATION STRUCTURE, BENEFITS, RESPONSIBILITIES, AND OTHER RELEVANT TERMS AND CONDITIONS OF EMPLOYMENT.

THE APPOINTMENT LETTER SHALL SERVE AS THE OFFICIAL RECORD OF EMPLOYMENT BETWEEN ARPAN AND THE EMPLOYEE AND SHALL CLEARLY DEFINE THE RIGHTS, RESPONSIBILITIES AND EXPECTATIONS OF BOTH PARTIES.

UNLESS OTHERWISE SPECIFIED, THE APPOINTMENT LETTER SHALL REMAIN VALID FOR A PERIOD OF ONE YEAR AND MAY BE RENEWED ANNUALLY BASED ON THE EMPLOYEE’S PERFORMANCE, PROJECT REQUIREMENTS, AVAILABILITY OF FUNDS, AND ORGANIZATIONAL NEEDS.

EITHER THE EMPLOYEE OR ARPAN MAY TERMINATE THE APPOINTMENT BY PROVIDING ONE MONTH'S WRITTEN NOTICE OR SALARY IN LIEU OF NOTICE, SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED IN THE APPOINTMENT LETTER AND APPLICABLE ORGANIZATIONAL POLICIES.

THE ORIGINAL APPOINTMENT LETTER SHALL BE RETAINED BY THE EMPLOYEE FOR FUTURE REFERENCE, WHILE A DULY SIGNED COPY SHALL BE SUBMITTED TO THE HR DEPARTMENT AND MAINTAINED IN THE EMPLOYEE'S PERSONAL FILE AS AN OFFICIAL EMPLOYMENT RECORD.

A SPECIMEN FORMAT OF THE APPOINTMENT LETTER IS ENCLOSED AS ANNEXURE – 5.

2.10 **ANNUAL PERFORMANCE EVALUATION:** ARPAN SHALL CONDUCT AN ANNUAL PERFORMANCE EVALUATION FOR ALL ELIGIBLE EMPLOYEES TO ASSESS INDIVIDUAL CONTRIBUTIONS, WORK PERFORMANCE, PROFESSIONAL DEVELOPMENT AND OVERALL EFFECTIVENESS IN ACHIEVING ASSIGNED RESPONSIBILITIES AND ORGANIZATIONAL OBJECTIVES.

THE EVALUATION PROCESS SHALL BE COORDINATED BY THE HEAD OFFICE AND SHALL INVOLVE A COMPREHENSIVE REVIEW OF THE EMPLOYEE’S PERFORMANCE RECORDS, ACHIEVEMENTS, RESPONSIBILITIES AND PROGRESS DURING THE ASSESSMENT PERIOD. THE EVALUATION SHALL

CONSIDER BOTH QUALITATIVE AND QUANTITATIVE ASPECTS OF PERFORMANCE AND SHALL ENCOURAGE CONTINUOUS LEARNING AND IMPROVEMENT.

THE ANNUAL PERFORMANCE EVALUATION SHALL SPECIFICALLY FOCUS ON:

- ACHIEVEMENT OF ASSIGNED OBJECTIVES AND RESPONSIBILITIES;
- QUALITY AND TIMELINESS OF WORK DELIVERED;
- TECHNICAL AND PROFESSIONAL COMPETENCIES;
- TEAMWORK, COMMUNICATION AND INTERPERSONAL SKILLS;
- ADHERENCE TO ORGANIZATIONAL VALUES, POLICIES, AND PROCEDURES;
- INITIATIVE, INNOVATION AND PROBLEM-SOLVING ABILITIES;
- CONTRIBUTION TO PROJECT AND ORGANIZATIONAL GOALS.

THE PERFORMANCE EVALUATION FORM (ANNEXURE – 7) SHALL INCLUDE PROVISIONS FOR:

- ASSESSMENT AGAINST AGREED OBJECTIVES AND KEY RESPONSIBILITIES;
- IDENTIFICATION OF STRENGTHS AND AREAS FOR IMPROVEMENT;
- DEVELOPMENT GOALS AND CAPACITY-BUILDING REQUIREMENTS;
- COMMENTS FROM BOTH THE EMPLOYEE AND THE EVALUATOR;
- SIGNATURES OF THE EMPLOYEE, EVALUATOR AND REVIEWING AUTHORITY;
- PERFORMANCE RATING CATEGORIES AND DEFINITIONS FOR EACH RATING LEVEL.

THE PRIMARY PURPOSE OF THE ANNUAL PERFORMANCE EVALUATION IS TO ASSESS EMPLOYEE PERFORMANCE, IDENTIFY DEVELOPMENTAL NEEDS AND FACILITATE PROFESSIONAL GROWTH. THE EVALUATION PROCESS SHALL ALSO PROVIDE AN OPPORTUNITY FOR CONSTRUCTIVE DIALOGUE BETWEEN EMPLOYEES AND SUPERVISORS REGARDING FUTURE EXPECTATIONS AND CAREER PROGRESSION.

THE ANNUAL PERFORMANCE EVALUATION, BY ITSELF, SHALL NOT AUTOMATICALLY RESULT IN SALARY REVISIONS OR FINANCIAL BENEFITS. HOWEVER, THE FINDINGS OF THE EVALUATION MAY BE CONSIDERED BY THE ORGANIZATION WHILE MAKING DECISIONS RELATED TO PROMOTIONS, CONTRACT RENEWALS, ROLE ENHANCEMENTS AND PROFESSIONAL DEVELOPMENT OPPORTUNITIES.

FOR THE PURPOSE OF REVIEWING APPRAISAL OUTCOMES AND RECOMMENDATIONS RELATING TO INCREMENTS AND PROMOTIONS, ARPAN MAY CONSTITUTE AN APPRAISAL AND REVIEW COMMITTEE COMPRISING REPRESENTATIVES FROM SENIOR MANAGEMENT, PROJECT LEADS, MANAGERS, COORDINATORS, DIRECTORS AND THE HUMAN RESOURCES DEPARTMENT.

UPON COMPLETION OF THE APPRAISAL PROCESS AND APPROVAL BY THE COMPETENT AUTHORITY, EMPLOYEES SHALL BE INFORMED OF THE OUTCOME THROUGH AN APPRAISAL LETTER INDICATING ANY APPROVED CHANGES IN SALARY, DESIGNATION, RESPONSIBILITIES, OR EMPLOYMENT STATUS.

2.11 **SKILL TRAINING AND PROFESSIONAL DEVELOPMENT (ENHANCED):** DEPENDING UPON THE AVAILABILITY OF FUNDS AND ORGANIZATIONAL PRIORITIES, ARPAN SHALL SUPPORT THE PROFESSIONAL GROWTH AND CAPACITY BUILDING OF ITS EMPLOYEES TO ENHANCE THEIR EFFECTIVENESS AND EFFICIENCY IN CARRYING OUT ORGANIZATIONAL RESPONSIBILITIES. THE ORGANIZATION RECOGNIZES THAT CONTINUOUS LEARNING IS ESSENTIAL FOR MAINTAINING HIGH STANDARDS OF PERFORMANCE AND ACHIEVING SUSTAINABLE DEVELOPMENT OUTCOMES.

TRAINING AND PROFESSIONAL DEVELOPMENT INITIATIVES MAY INCLUDE INTERNAL TRAINING PROGRAMMES, WORKSHOPS, SEMINARS, EXPOSURE VISITS, CONFERENCES, ONLINE LEARNING PROGRAMMES, MENTORING SUPPORT, AND SPECIALIZED TECHNICAL TRAINING RELEVANT TO THE EMPLOYEE’S ROLE.

TRAINING NEEDS SHALL BE IDENTIFIED THROUGH PERFORMANCE APPRAISAL DISCUSSIONS, SUPERVISORY FEEDBACK, PROJECT REQUIREMENTS, EMERGING SECTORAL TRENDS AND ORGANIZATIONAL PRIORITIES. EMPLOYEES MAY ALSO RECOMMEND TRAINING PROGRAMMES THAT CONTRIBUTE TO THEIR PROFESSIONAL GROWTH AND ORGANIZATIONAL EFFECTIVENESS.

WHEREVER FEASIBLE, EMPLOYEES WHO ATTEND EXTERNAL TRAINING PROGRAMMES MAY BE ENCOURAGED TO SHARE KEY LEARNINGS WITH COLLEAGUES TO PROMOTE KNOWLEDGE DISSEMINATION WITHIN THE ORGANIZATION.

THE HUMAN RESOURCES DEPARTMENT SHALL MAINTAIN RECORDS OF TRAINING PROGRAMMES ATTENDED BY EMPLOYEES AND MAY PREPARE AN ANNUAL TRAINING AND PROFESSIONAL DEVELOPMENT PLAN BASED ON IDENTIFIED NEEDS AND AVAILABLE RESOURCES.

# A-3

# LEAVE POLICY

**A-3: LEAVE POLICY**

ARPAN RECOGNIZES THE IMPORTANCE OF PROVIDING EMPLOYEES WITH ADEQUATE LEAVE TO ATTEND TO PERSONAL NEEDS, HEALTH REQUIREMENTS, FAMILY RESPONSIBILITIES AND UNFORESEEN CIRCUMSTANCES WHILE ENSURING CONTINUITY OF ORGANIZATIONAL OPERATIONS. THE LEAVE POLICY IS DESIGNED TO PROMOTE EMPLOYEE WELL-BEING, WORK-LIFE BALANCE AND EFFECTIVE WORKFORCE MANAGEMENT.

LEAVE IS GRANTED IN ACCORDANCE WITH ORGANIZATIONAL POLICIES AND PROCEDURES AND IS SUBJECT TO APPROVAL BY THE COMPETENT AUTHORITY. EMPLOYEES ARE EXPECTED TO PLAN THEIR LEAVE RESPONSIBLY AND ENSURE THAT THEIR ABSENCE DOES NOT ADVERSELY AFFECT PROJECT IMPLEMENTATION OR ORGANIZATIONAL COMMITMENTS.

ALL LEAVE ENTITLEMENTS SHALL BE ADMINISTERED ON A CALENDAR YEAR BASIS UNLESS OTHERWISE SPECIFIED. THE HUMAN RESOURCES DEPARTMENT SHALL MAINTAIN RECORDS OF ALL LEAVE AVAILED BY EMPLOYEES AND ENSURE COMPLIANCE WITH THE PROVISIONS OUTLINED IN THIS POLICY.

3.1 **TYPES OF LEAVES:** ARPAN PROVIDES THE FOLLOWING CATEGORIES OF LEAVE TO ITS EMPLOYEES IN ORDER TO SUPPORT THEIR PERSONAL, FAMILY, HEALTH, AND PROFESSIONAL NEEDS:

- **a. CASUAL LEAVE (CL):** CASUAL LEAVE IS GRANTED TO EMPLOYEES TO ATTEND TO EMERGENT, SPECIAL, OR UNFORESEEN PERSONAL MATTERS THAT REQUIRE SHORT-TERM ABSENCE FROM DUTY.
- **b. SICK LEAVE (SL):** SICK LEAVE IS GRANTED TO EMPLOYEES WHO ARE UNABLE TO ATTEND WORK DUE TO ILLNESS, INJURY, MEDICAL TREATMENT, OR OTHER HEALTH-RELATED CONDITIONS.
- **c. EMERGENCY LEAVE:** EMERGENCY LEAVE IS GRANTED IN SITUATIONS INVOLVING URGENT PERSONAL MATTERS OR UNFORESEEN CIRCUMSTANCES THAT REQUIRE THE IMMEDIATE ATTENTION OF THE EMPLOYEE AND PREVENT THEM FROM REPORTING TO WORK.
- **d. COMPENSATORY OFF (CO):** COMPENSATORY OFF IS GRANTED TO EMPLOYEES WHO ARE REQUIRED TO WORK ON WEEKLY OFFS, PUBLIC HOLIDAYS, OR DURING FESTIVE PERIODS DUE TO PROJECT REQUIREMENTS OR ORGANIZATIONAL EXIGENCIES.
- **e. MATERNITY LEAVE (ML):** MATERNITY LEAVE IS GRANTED TO ELIGIBLE FEMALE EMPLOYEES TO PROVIDE ADEQUATE TIME AND SUPPORT BEFORE AND AFTER CHILDBIRTH AND TO ENSURE CONTINUITY OF EMPLOYMENT DURING MATERNITY.
- **f. PATERNITY LEAVE (PL):** PATERNITY LEAVE IS GRANTED TO ELIGIBLE MALE EMPLOYEES TO ENABLE THEM TO CARE FOR AND SUPPORT THEIR SPOUSE AND NEWBORN CHILD DURING THE INITIAL PERIOD FOLLOWING CHILDBIRTH.

g. **GENDER EQUALITY LEAVE (GEL):** GENDER EQUALITY LEAVE IS PROVIDED TO FEMALE EMPLOYEES TO SUPPORT THEIR HEALTH, DIGNITY, AND WELL-BEING DURING MENSTRUATION AND RELATED HEALTH CONCERNS.

3.1.1 **CASUAL LEAVE (CL) POLICY:** CASUAL LEAVE (CL) IS INTENDED TO ENABLE EMPLOYEES TO ATTEND TO URGENT PERSONAL MATTERS, UNFORESEEN CIRCUMSTANCES, OR SHORT-DURATION COMMITMENTS THAT REQUIRE ABSENCE FROM WORK. THE ORGANIZATION RECOGNIZES THAT EMPLOYEES MAY OCCASIONALLY NEED TIME AWAY FROM WORK FOR PERSONAL REASONS AND THEREFORE PROVIDES CASUAL LEAVE AS PART OF ITS LEAVE ENTITLEMENT FRAMEWORK.

EMPLOYEES SHALL BE ELIGIBLE FOR FIFTEEN (15) DAYS OF CASUAL LEAVE DURING EACH CALENDAR YEAR. CASUAL LEAVE IS GENERALLY INTENDED FOR SHORT DURATIONS AND SHALL NOT ORDINARILY BE AVAILED FOR MORE THAN TWO CONSECUTIVE DAYS AT A TIME. HOWEVER, EMPLOYEES MAY COMBINE CASUAL LEAVE WITH WEEKLY OFFS OR PUBLIC HOLIDAYS, SUBJECT TO PRIOR APPROVAL FROM THE COMPETENT AUTHORITY. CASUAL LEAVE CANNOT BE COMBINED WITH ANY OTHER CATEGORY OF LEAVE UNLESS SPECIFICALLY APPROVED BY THE PRESIDENT/CEO UNDER EXCEPTIONAL CIRCUMSTANCES.

EMPLOYEES ARE EXPECTED TO APPLY FOR CASUAL LEAVE IN ADVANCE THROUGH THE PRESCRIBED LEAVE APPLICATION PROCESS OR HRMS PLATFORM. LEAVE SHALL BE CONSIDERED SANCTIONED ONLY AFTER APPROVAL BY THE REPORTING MANAGER, PROGRAM HEAD, OR OTHER AUTHORIZED AUTHORITY. UNUSED CASUAL LEAVE SHALL AUTOMATICALLY LAPSE AT THE END OF THE CALENDAR YEAR AND SHALL NEITHER BE CARRIED FORWARD NOR ENCASHED.

3.1.2 **SICK LEAVE (SL) POLICY:** ARPAN RECOGNIZES THE IMPORTANCE OF EMPLOYEE HEALTH AND WELL-BEING AND PROVIDES SICK LEAVE TO EMPLOYEES WHO ARE UNABLE TO PERFORM THEIR DUTIES DUE TO ILLNESS, INJURY, MEDICAL TREATMENT, OR HEALTH-RELATED CONDITIONS.

AN EMPLOYEE WHO IS UNABLE TO ATTEND WORK DUE TO ILLNESS SHALL INFORM THE REPORTING MANAGER, DEPARTMENT HEAD, PROGRAM HEAD, OR HUMAN RESOURCES DEPARTMENT AT THE EARLIEST POSSIBLE OPPORTUNITY REGARDING THEIR INABILITY TO REPORT FOR DUTY. EMPLOYEES SHALL BE ENTITLED TO FIFTEEN (15) DAYS OF SICK LEAVE DURING EACH CALENDAR YEAR.

WHERE THE PERIOD OF ILLNESS EXTENDS BEYOND THREE CONSECUTIVE DAYS, THE EMPLOYEE SHALL BE REQUIRED TO SUBMIT A VALID MEDICAL CERTIFICATE, DOCTOR'S

PRESCRIPTION, HOSPITAL RECORD, OR ANY OTHER ACCEPTABLE MEDICAL DOCUMENT IN SUPPORT OF THE LEAVE APPLICATION.

EMPLOYEES SUFFERING FROM PROLONGED ILLNESS SHALL KEEP THEIR REPORTING MANAGER AND HR DEPARTMENT INFORMED REGARDING THEIR EXPECTED DATE OF RETURN TO WORK. UNUSED SICK LEAVE SHALL LAPSE AT THE END OF THE CALENDAR YEAR AND SHALL NOT BE CARRIED FORWARD OR ENCASHED UNLESS OTHERWISE APPROVED BY THE COMPETENT AUTHORITY.

3.1.3 **EMERGENCY LEAVE POLICY:** ARPAN UNDERSTANDS THAT EMPLOYEES MAY OCCASIONALLY FACE UNFORESEEN SITUATIONS OR EMERGENCIES THAT REQUIRE THEIR IMMEDIATE ATTENTION AND PREVENT THEM FROM ATTENDING WORK. TO ADDRESS SUCH CIRCUMSTANCES, EMERGENCY LEAVE MAY BE GRANTED ON A CASE-BY-CASE BASIS.

EMERGENCY LEAVE MAY BE AVAILED IN SITUATIONS INVOLVING URGENT FAMILY MATTERS, MEDICAL EMERGENCIES, ACCIDENTS, BEREAVEMENT, NATURAL CALAMITIES, OR OTHER CIRCUMSTANCES CONSIDERED GENUINE BY THE ORGANIZATION. SUCH LEAVE SHALL ORDINARILY BE ADJUSTED AGAINST THE EMPLOYEE'S AVAILABLE CASUAL LEAVE (CL) OR SICK LEAVE (SL) BALANCE, AS APPLICABLE.

THE EMPLOYEE SHALL COMMUNICATE THE NATURE OF THE EMERGENCY AND THEIR INABILITY TO REPORT FOR DUTY TO THE PROGRAM HEAD AND HUMAN RESOURCES DEPARTMENT AT THE EARLIEST POSSIBLE OPPORTUNITY THROUGH TELEPHONE, EMAIL, MESSAGE, OR ANY OTHER AVAILABLE MEANS OF COMMUNICATION.

UPON RESUMING DUTY, THE EMPLOYEE SHALL SUBMIT THE PRESCRIBED LEAVE APPLICATION FORM ALONG WITH SUPPORTING DOCUMENTS, IF REQUIRED, FOR REGULARIZATION OF THE ABSENCE. APPROVAL OF EMERGENCY LEAVE SHALL BE SUBJECT TO VERIFICATION OF CIRCUMSTANCES AND APPROVAL BY THE COMPETENT AUTHORITY.

3.1.4 **COMPENSATORY OFF (COMP OFF) POLICY:** ARPAN RECOGNIZES THAT CERTAIN PROJECT REQUIREMENTS, FIELD ACTIVITIES, TRAININGS, WORKSHOPS, EVENTS, DONOR VISITS, COMMUNITY MOBILIZATION ACTIVITIES, OR ORGANIZATIONAL COMMITMENTS MAY OCCASIONALLY REQUIRE EMPLOYEES TO WORK ON DESIGNATED WEEKLY OFFS, PUBLIC HOLIDAYS, OR OTHER NON-WORKING DAYS. IN SUCH CIRCUMSTANCES, EMPLOYEES SHALL BE ELIGIBLE FOR COMPENSATORY OFF (COMP OFF) AS A MEASURE

TO ENSURE A FAIR BALANCE BETWEEN ORGANIZATIONAL REQUIREMENTS AND EMPLOYEE WELL-BEING.

EMPLOYEES WHO ARE REQUIRED TO WORK ON A WEEKLY OFF, PUBLIC HOLIDAY, OR ANY OFFICIALLY DECLARED HOLIDAY DUE TO ORGANIZATIONAL OR PROJECT-RELATED REQUIREMENTS MAY AVAIL COMPENSATORY OFF SUBJECT TO PRIOR APPROVAL OF THE REPORTING MANAGER, PROGRAM HEAD, OR OTHER COMPETENT AUTHORITY.

THE EMPLOYEE SHALL OBTAIN APPROVAL FOR WORKING ON THE NON-WORKING DAY AND SUBSEQUENTLY SEEK APPROVAL FOR AVAILING THE COMPENSATORY OFF. APPROPRIATE RECORDS OF SUCH APPROVAL SHALL BE MAINTAINED BY THE CONCERNED DEPARTMENT AND THE HR DEPARTMENT.

COMPENSATORY OFF SHALL ORDINARILY BE UTILIZED WITHIN THIRTY (30) DAYS FROM THE DATE ON WHICH THE ADDITIONAL DUTY WAS PERFORMED. ANY UNUTILIZED COMPENSATORY OFF BEYOND THE PRESCRIBED PERIOD SHALL AUTOMATICALLY LAPSE UNLESS OTHERWISE APPROVED BY THE PRESIDENT/CEO UNDER EXCEPTIONAL CIRCUMSTANCES.

THE HR DEPARTMENT SHALL MAINTAIN RECORDS OF ALL COMPENSATORY OFF EARNED AND AVAILED BY EMPLOYEES TO ENSURE TRANSPARENCY AND PROPER MONITORING.

3.1.5 **MATERNITY LEAVE PLOICY (ML):** ARPAN IS COMMITTED TO PROVIDING A SUPPORTIVE AND INCLUSIVE WORK ENVIRONMENT FOR WOMEN EMPLOYEES AND RECOGNIZES THE IMPORTANCE OF MATERNITY PROTECTION, MATERNAL HEALTH, AND CHILD CARE. THE ORGANIZATION SHALL PROVIDE MATERNITY BENEFITS IN ACCORDANCE WITH THE PROVISIONS OF THE MATERNITY BENEFIT ACT, 1961, AS AMENDED FROM TIME TO TIME, AND ANY OTHER APPLICABLE LAWS IN FORCE.

ELIGIBLE FEMALE EMPLOYEES SHALL BE ENTITLED TO MATERNITY LEAVE AND RELATED BENEFITS AS PRESCRIBED UNDER THE APPLICABLE STATUTORY PROVISIONS. THE DURATION, ELIGIBILITY CRITERIA, CONDITIONS, AND BENEFITS APPLICABLE TO MATERNITY LEAVE SHALL BE GOVERNED BY THE MATERNITY BENEFIT ACT AND ANY SUBSEQUENT AMENDMENTS THERETO.

EMPLOYEES INTENDING TO AVAIL MATERNITY LEAVE ARE ENCOURAGED TO INFORM THEIR REPORTING MANAGER AND THE HUMAN RESOURCES DEPARTMENT AS EARLY AS POSSIBLE TO FACILITATE WORK PLANNING, HANDOVER OF RESPONSIBILITIES, AND CONTINUITY OF PROJECT ACTIVITIES.

IN CASES OF MISCARRIAGE, MEDICAL TERMINATION OF PREGNANCY, OR OTHER MATERNITY-RELATED MEDICAL CONDITIONS, LEAVE MAY BE GRANTED IN

ACCORDANCE WITH THE PROVISIONS OF THE APPLICABLE LAW AND UPON SUBMISSION OF SUPPORTING MEDICAL DOCUMENTS ISSUED BY A REGISTERED MEDICAL PRACTITIONER.

MATERNITY LEAVE SHALL BE TREATED AS PAID LEAVE IN ACCORDANCE WITH STATUTORY PROVISIONS AND SHALL NOT ADVERSELY AFFECT THE EMPLOYEE'S CONTINUITY OF SERVICE, SENIORITY, OR OTHER EMPLOYMENT BENEFITS AS PROVIDED UNDER APPLICABLE LAWS.

MATERNITY LEAVE CANNOT BE ACCUMULATED, CARRIED FORWARD, OR ENCASHED.

THE ORGANIZATION SHALL ENSURE THAT NO EMPLOYEE IS SUBJECTED TO DISCRIMINATION, ADVERSE EMPLOYMENT ACTION, OR DENIAL OF BENEFITS ON ACCOUNT OF PREGNANCY, MATERNITY, CHILDBIRTH, OR RELATED MEDICAL CONDITIONS.

WHEREVER APPLICABLE, ARPAN SHALL ALSO EXTEND OTHER MATERNITY-RELATED BENEFITS AND FACILITIES AS PRESCRIBED UNDER THE MATERNITY BENEFIT ACT, 1961, AND RELATED GOVERNMENT NOTIFICATIONS ISSUED FROM TIME TO TIME.

3.1.6 **PATERNITY LEAVE POLICY:** ARPAN RECOGNIZES THE IMPORTANT ROLE OF FATHERS IN SUPPORTING THEIR SPOUSE AND CARING FOR THEIR NEWBORN CHILD DURING THE INITIAL STAGES FOLLOWING CHILDBIRTH. ACCORDINGLY, ELIGIBLE MALE EMPLOYEES SHALL BE GRANTED PATERNITY LEAVE TO SUPPORT FAMILY WELL-BEING AND SHARED PARENTAL RESPONSIBILITIES.

MALE EMPLOYEES WHO HAVE COMPLETED A MINIMUM OF ONE YEAR OF CONTINUOUS SERVICE WITH THE ORGANIZATION SHALL BE ENTITLED TO PATERNITY LEAVE WITH FULL PAY FOR A PERIOD OF TWO (2) WEEKS.

EMPLOYEES INTENDING TO AVAIL PATERNITY LEAVE SHOULD, WHEREVER POSSIBLE, INFORM THEIR REPORTING MANAGER AND HUMAN RESOURCES DEPARTMENT IN ADVANCE TO ENABLE APPROPRIATE WORK PLANNING AND CONTINUITY OF OPERATIONS.

PATERNITY LEAVE SHALL BE AVAILED WITHIN A REASONABLE PERIOD IN CONNECTION WITH THE BIRTH OF THE CHILD AND SHALL NOT BE ACCUMULATED, CARRIED FORWARD, OR ENCASHED.

THE ORGANIZATION MAY REQUIRE SUPPORTING DOCUMENTATION, WHEREVER DEEMED NECESSARY, FOR ADMINISTRATIVE PURPOSES.

**3.2 AUTHORIZED AND UNAUTHORIZED ABSENCE:** ARPAN EXPECTS ALL EMPLOYEES TO MAINTAIN REGULAR ATTENDANCE AND ADHERE TO APPROVED LEAVE PROCEDURES. ANY ABSENCE FROM

DUTY SHALL BE APPROPRIATELY AUTHORIZED AND RECORDED IN ACCORDANCE WITH ORGANIZATIONAL POLICIES.

3.2.1 **AUTHORIZED ABSENCE WITHOUT PAY:** AN EMPLOYEE WHO HAS EXHAUSTED ALL AVAILABLE LEAVE BALANCES AND IS UNABLE TO ATTEND WORK DUE TO CIRCUMSTANCES BEYOND THEIR CONTROL, INCLUDING PROLONGED ILLNESS OR OTHER GENUINE REASONS SUPPORTED BY APPROPRIATE DOCUMENTATION, MAY BE GRANTED LEAVE WITHOUT PAY (LWP).

SUCH ABSENCE, WHEN APPROVED BY THE COMPETENT AUTHORITY, SHALL BE TREATED AS AN AUTHORIZED ABSENCE FOR ADMINISTRATIVE PURPOSES.

**3.2.2 UNAUTHORIZED ABSENCE:** EMPLOYEES REMAINING ABSENT FROM DUTY WITHOUT PRIOR APPROVAL OR WITHOUT INFORMING THE CONCERNED AUTHORITY SHALL BE CONSIDERED UNAUTHORIZED ABSENTEES AND MAY BE SUBJECT TO DISCIPLINARY ACTION AS PER ORGANIZATIONAL RULES.

**3.2.3 EXCESSIVE UNAUTHORIZED ABSENCE:** UNAUTHORIZED ABSENCE EXCEEDING SEVEN (7) DAYS IN A CALENDAR YEAR MAY BE CONSIDERED AN INDICATOR OF POOR PERFORMANCE, LACK OF DISCIPLINE, OR NON-COMPLIANCE WITH ORGANIZATIONAL PROCEDURES AND MAY BE TAKEN INTO CONSIDERATION DURING PERFORMANCE EVALUATIONS.

3.2.4 **ABSENCE WITHOUT APPROVAL:** EMPLOYEES SHALL NOT ABSENT THEMSELVES FROM DUTY WITHOUT OBTAINING PRIOR APPROVAL FROM THE COMPETENT AUTHORITY, EXCEPT IN GENUINE EMERGENCY SITUATIONS.

EMPLOYEES WHO REMAIN ABSENT WITHOUT APPROVAL AND FAIL TO PROVIDE SATISFACTORY JUSTIFICATION MAY BE TREATED AS UNAUTHORIZED ABSENTEES AND MAY BE SUBJECT TO DISCIPLINARY ACTION, INCLUDING PROCEEDINGS RELATING TO ABANDONMENT OF EMPLOYMENT, AS PER ORGANIZATIONAL POLICY AND APPLICABLE RULES.

THE PRESCRIBED LEAVE APPLICATION FORM IS ATTACHED AS ANNEXURE – 6.

3.3 **ATTENDANCE PROCEDURE:** REGULAR ATTENDANCE IS ESSENTIAL FOR ENSURING SMOOTH FUNCTIONING OF ORGANIZATIONAL ACTIVITIES AND EFFECTIVE IMPLEMENTATION OF PROJECTS. ALL EMPLOYEES ARE REQUIRED TO ACCURATELY RECORD THEIR ATTENDANCE ON EACH WORKING DAY.

EMPLOYEES STATIONED AT THE HEAD OFFICE AND BRANCH OFFICES SHALL MARK THEIR ATTENDANCE THROUGH THE PRESCRIBED ATTENDANCE MECHANISM, INCLUDING ATTENDANCE REGISTERS, BIOMETRIC SYSTEMS, OR HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS), AS APPLICABLE.

WHERE AN EMPLOYEE IS ON APPROVED LEAVE, OFFICIAL TOUR, TRAINING, FIELD ASSIGNMENT, OR ANY OTHER AUTHORIZED DUTY, THE SAME SHALL BE APPROPRIATELY RECORDED BY THE CONCERNED ADMINISTRATIVE AUTHORITY.

BRANCH OFFICES SHALL ENSURE THAT ATTENDANCE RECORDS, LEAVE APPLICATIONS, TOUR DETAILS, AND SUPPORTING DOCUMENTS ARE MAINTAINED PROPERLY AND SUBMITTED TO THE HEAD OFFICE ON A MONTHLY BASIS FOR VERIFICATION AND RECORD MAINTENANCE.

ARPAN HAS IMPLEMENTED A HUMAN RESOURCE MANAGEMENT SYSTEM (HRMS) TO STRENGTHEN ATTENDANCE MANAGEMENT, IMPROVE ACCURACY OF RECORDS, AND FACILITATE EFFICIENT MONITORING OF EMPLOYEE ATTENDANCE ACROSS LOCATIONS.

THE HRMS ENABLES ONLINE ATTENDANCE TRACKING, LEAVE MANAGEMENT, AND LOCATION-BASED ATTENDANCE MONITORING, WHEREVER APPLICABLE. EMPLOYEES MAY ACCESS THE SYSTEM TO VIEW ATTENDANCE RECORDS, LEAVE BALANCES, AND LEAVE STATUS AT ANY TIME.

THE ATTENDANCE RECORDS MAINTAINED THROUGH THE HRMS SHALL BE TREATED AS THE OFFICIAL ATTENDANCE RECORD OF THE ORGANIZATION.

3.4 **LEAVE PROCEDURE:** ALL LEAVE APPLICATIONS SHALL BE SUBMITTED THROUGH THE PRESCRIBED LEAVE APPLICATION FORM OR THROUGH THE HRMS PLATFORM, AS APPLICABLE.

EMPLOYEES ARE EXPECTED TO SUBMIT LEAVE REQUESTS SUFFICIENTLY IN ADVANCE, EXCEPT IN CASES OF EMERGENCY OR UNFORESEEN CIRCUMSTANCES. LEAVE SHALL BE DEEMED SANCTIONED ONLY AFTER APPROVAL BY THE REPORTING MANAGER, PROGRAM HEAD, OR OTHER COMPETENT AUTHORITY.

THE HUMAN RESOURCES DEPARTMENT SHALL MAINTAIN COMPLETE AND UPDATED RECORDS OF ALL LEAVE AVAILED BY EMPLOYEES. THESE RECORDS SHALL BE CONSOLIDATED ON A MONTHLY BASIS AND SHARED WITH THE ACCOUNTS DEPARTMENT FOR SALARY PROCESSING, PREPARATION OF SALARY SLIPS, AND MAINTENANCE OF PAYROLL RECORDS.

EMPLOYEES SHALL HAVE ACCESS TO THEIR LEAVE BALANCES AND ATTENDANCE RECORDS THROUGH THE HRMS PLATFORM AND ARE ENCOURAGED TO REVIEW SUCH RECORDS PERIODICALLY TO ENSURE ACCURACY.

ANY DISCREPANCIES IN ATTENDANCE OR LEAVE RECORDS SHOULD BE IMMEDIATELY BROUGHT TO THE NOTICE OF THE HUMAN RESOURCES DEPARTMENT FOR CORRECTION AND VERIFICATION.

3.5 **GENDER EQUALITY LEAVE (GEL):** ARPAN IS COMMITTED TO PROMOTING GENDER EQUALITY, EMPLOYEE WELL-BEING, AND A SUPPORTIVE WORKPLACE ENVIRONMENT. IN RECOGNITION OF THE HEALTH NEEDS OF FEMALE EMPLOYEES DURING MENSTRUATION, THE ORGANIZATION PROVIDES GENDER EQUALITY LEAVE (GEL).

FEMALE EMPLOYEES SHALL BE ELIGIBLE FOR TEN (10) DAYS OF GENDER EQUALITY LEAVE DURING EACH CALENDAR YEAR.

GEL MAY BE AVAILED FOR A MAXIMUM OF ONE DAY AT A TIME BASED ON THE EMPLOYEE'S REQUIREMENT AND HEALTH CONDITION.

WHERE NECESSARY, GEL MAY BE COMBINED WITH SICK LEAVE (SL). HOWEVER, IT SHALL NOT ORDINARILY BE COMBINED WITH ANY OTHER CATEGORY OF LEAVE.

UNUSED GEL SHALL LAPSE AT THE END OF THE CALENDAR YEAR AND SHALL NEITHER BE CARRIED FORWARD NOR ENCASHED.

EMPLOYEES ARE EXPECTED TO INFORM THEIR REPORTING MANAGER OR DEPARTMENT HEAD PRIOR TO AVAILING GEL, EXCEPT IN UNAVOIDABLE CIRCUMSTANCES WHERE ADVANCE INTIMATION MAY NOT BE POSSIBLE.

GEL SHALL BE TREATED AS PAID LEAVE AND SHALL NOT AFFECT ANY OTHER LEAVE ENTITLEMENT AVAILABLE TO THE EMPLOYEE.

THE ORGANIZATION SHALL MAINTAIN CONFIDENTIALITY, DIGNITY, AND SENSITIVITY WHILE PROCESSING REQUESTS RELATING TO GENDER EQUALITY LEAVE.

3.6 **SPECIAL NOTE ON COMPENSATORY LEAVE (WEEKLY OFFS / HOLIDAYS):** EMPLOYEES WHO ARE REQUIRED TO WORK ON DESIGNATED WEEKLY OFFS, PUBLIC HOLIDAYS, OR OFFICIALLY DECLARED HOLIDAYS DUE TO PROJECT REQUIREMENTS, FIELD ACTIVITIES, ORGANIZATIONAL COMMITMENTS, DONOR VISITS, TRAININGS, WORKSHOPS, OR EMERGENCY SITUATIONS SHALL BE ELIGIBLE FOR COMPENSATORY LEAVE IN ACCORDANCE WITH ORGANIZATIONAL POLICY.

SUCH COMPENSATORY LEAVE MAY BE AVAILED INDEPENDENTLY OR IN CONTINUATION WITH REGULAR LEAVE, SUBJECT TO PRIOR APPROVAL FROM THE REPORTING MANAGER AND CONSIDERATION OF WORK REQUIREMENTS.

EMPLOYEES SHALL OBTAIN APPROVAL FOR WORKING ON THE HOLIDAY AND SUBSEQUENTLY SEEK APPROVAL BEFORE AVAILING THE COMPENSATORY LEAVE BENEFIT.

ALL COMPENSATORY LEAVE SHALL BE UTILIZED WITHIN THE PRESCRIBED PERIOD SPECIFIED BY THE ORGANIZATION. ANY UNUTILIZED BALANCE BEYOND THE APPROVED PERIOD MAY LAPSE UNLESS OTHERWISE APPROVED BY THE COMPETENT AUTHORITY.

THE HR DEPARTMENT SHALL MAINTAIN APPROPRIATE RECORDS OF COMPENSATORY LEAVE EARNED AND UTILIZED BY EMPLOYEES. THESE RECORDS SHALL BE VERIFIED BY THE CONCERNED SUPERVISOR AND MAINTAINED FOR ADMINISTRATIVE AND AUDIT PURPOSES.

THIS PROVISION SEEKS TO ENSURE OPERATIONAL CONTINUITY WHILE MAINTAINING A FAIR BALANCE BETWEEN ORGANIZATIONAL REQUIREMENTS AND EMPLOYEE WELFARE.

# A-4

# PROVISION OF EPF, ESI & INSURANCE

**A-4: PROVISION OF EPF, ESIC AND INSURANCE**

**4.1 EMPLOYEES' PROVIDENT FUND (EPF)**

**PURPOSE -** ARPAN IS COMMITTED TO ENSURING SOCIAL SECURITY AND LONG-TERM FINANCIAL WELL-BEING OF ITS EMPLOYEES. IN ACCORDANCE WITH THE EMPLOYEES' PROVIDENT FUNDS AND MISCELLANEOUS PROVISIONS ACT, 1952 AND THE SCHEMES FRAMED THEREUNDER, THE ORGANIZATION FACILITATES PROVIDENT FUND, PENSION, AND INSURANCE BENEFITS FOR ELIGIBLE EMPLOYEES.

THE OBJECTIVE OF THE EMPLOYEES' PROVIDENT FUND (EPF) SCHEME IS TO PROVIDE RETIREMENT BENEFITS AND FINANCIAL SECURITY TO EMPLOYEES AND THEIR DEPENDENTS THROUGH SYSTEMATIC CONTRIBUTIONS MADE BY BOTH THE EMPLOYEE AND EMPLOYER DURING THE PERIOD OF EMPLOYMENT.

ELIGIBLE EMPLOYEES SHALL BE COVERED UNDER THE FOLLOWING STATUTORY SCHEMES, AS AMENDED FROM TIME TO TIME:

1. EMPLOYEES' PROVIDENT FUND SCHEME, 1952
2. EMPLOYEES' PENSION SCHEME (EPS), 1995
3. EMPLOYEES' DEPOSIT LINKED INSURANCE SCHEME (EDLI), 1976

THE ORGANIZATION SHALL COMPLY WITH ALL APPLICABLE PROVISIONS, NOTIFICATIONS, CIRCULARS, AND AMENDMENTS ISSUED BY THE EMPLOYEES' PROVIDENT FUND ORGANISATION (EPFO) FROM TIME TO TIME.

4.1.1 **POLICY AND PROCEDURE OF EPF:** ARPAN SHALL ENROL ALL ELIGIBLE EMPLOYEES UNDER THE EMPLOYEES' PROVIDENT FUND SCHEME IN ACCORDANCE WITH THE PROVISIONS OF THE EMPLOYEES' PROVIDENT FUNDS AND MISCELLANEOUS PROVISIONS ACT, 1952 AND APPLICABLE EPFO GUIDELINES.

BOTH THE EMPLOYER AND EMPLOYEE SHALL CONTRIBUTE TOWARDS THE PROVIDENT FUND AT RATES PRESCRIBED UNDER THE ACT AND AS AMENDED FROM TIME TO TIME BY THE GOVERNMENT OF INDIA.

THE EMPLOYER'S CONTRIBUTION SHALL BE ALLOCATED BETWEEN THE EMPLOYEES' PROVIDENT FUND AND EMPLOYEES' PENSION SCHEME AS PER PREVAILING STATUTORY PROVISIONS. ANY CHANGES IN CONTRIBUTION RATES, WAGE CEILINGS, PENSION ALLOCATION, OR OTHER STATUTORY PROVISIONS NOTIFIED BY THE GOVERNMENT SHALL AUTOMATICALLY BECOME APPLICABLE WITHOUT REQUIRING AMENDMENT TO THIS POLICY.

UPON JOINING THE ORGANIZATION, EMPLOYEES SHALL BE REQUIRED TO:

- SUBMIT ALL INFORMATION REQUIRED FOR EPF REGISTRATION.

- PROVIDE UNIVERSAL ACCOUNT NUMBER (UAN), IF ALREADY AVAILABLE.
- COMPLETE NOMINATION DETAILS THROUGH THE EPFO PORTAL OR PRESCRIBED FORMS.
- SUBMIT KYC DOCUMENTS AS REQUIRED UNDER EPFO REGULATIONS.

EMPLOYEES ARE RESPONSIBLE FOR ENSURING THAT THEIR NOMINATION DETAILS REMAIN UPDATED. ANY CHANGE IN MARITAL STATUS, FAMILY COMPOSITION, OR NOMINEE DETAILS SHOULD BE PROMPTLY UPDATED THROUGH THE PRESCRIBED PROCESS.

THE EPF ACCOUNT IS A STATUTORY BENEFIT AND THE AMOUNT STANDING TO THE CREDIT OF A MEMBER SHALL BE PROTECTED IN ACCORDANCE WITH THE PROVISIONS OF THE ACT.

THE ORGANIZATION SHALL FACILITATE COMPLIANCE AND SUBMISSION OF STATUTORY RETURNS AND CONTRIBUTIONS WITHIN PRESCRIBED TIMELINES.

EMPLOYEES MAY ACCESS THEIR EPF ACCOUNT DETAILS, PASSBOOK, NOMINATION STATUS, AND CLAIM INFORMATION THROUGH THE EPFO ONLINE PORTAL AND OTHER FACILITIES PROVIDED BY EPFO.

THE ORGANIZATION SHALL COMPLY WITH ALL AMENDMENTS, NOTIFICATIONS, AND DIRECTIONS ISSUED BY EPFO AND THE GOVERNMENT OF INDIA FROM TIME TO TIME.

4.1.2 **WITHDRAWAL / ADVANCE FROM EPF:** EMPLOYEES MAY APPLY FOR PARTIAL WITHDRAWAL, ADVANCE, TRANSFER, PENSION BENEFITS, OR FINAL SETTLEMENT OF PROVIDENT FUND ACCUMULATIONS IN ACCORDANCE WITH THE PROVISIONS OF THE EMPLOYEES' PROVIDENT FUND SCHEME, EMPLOYEES' PENSION SCHEME, AND GUIDELINES ISSUED BY EPFO FROM TIME TO TIME.

WITHDRAWALS MAY BE PERMITTED FOR PURPOSES SUCH AS EDUCATION, MARRIAGE, MEDICAL TREATMENT, HOUSING, HOME LOAN REPAYMENT, PERMANENT DISABILITY, UNEMPLOYMENT, RETIREMENT, AND OTHER PURPOSES PRESCRIBED UNDER EPFO RULES.

ALL APPLICATIONS FOR WITHDRAWAL, TRANSFER, ADVANCE, PENSION BENEFITS, OR FINAL SETTLEMENT SHALL BE PROCESSED THROUGH THE PRESCRIBED EPFO ONLINE OR OFFLINE PROCEDURES AS APPLICABLE AT THE RELEVANT TIME.

THE ELIGIBILITY CRITERIA, QUALIFYING SERVICE, WITHDRAWAL LIMITS, DOCUMENTATION REQUIREMENTS, AND APPROVAL PROCESSES SHALL BE GOVERNED ENTIRELY BY EPFO RULES PREVAILING ON THE DATE OF APPLICATION.

THE HUMAN RESOURCES DEPARTMENT SHALL PROVIDE NECESSARY GUIDANCE AND ADMINISTRATIVE SUPPORT TO EMPLOYEES IN COMPLETING STATUTORY FORMALITIES; HOWEVER, FINAL APPROVAL OF CLAIMS SHALL REST WITH THE EMPLOYEES' PROVIDENT FUND ORGANISATION (EPFO).

EMPLOYEES ARE ADVISED TO REFER TO THE LATEST EPFO GUIDELINES BEFORE INITIATING ANY CLAIM, AS ELIGIBILITY CONDITIONS AND WITHDRAWAL LIMITS MAY BE REVISED BY STATUTORY AUTHORITIES FROM TIME TO TIME.

4.1.3 **WITHDRAWAL OF EPF ON SEPARATION:** UPON RESIGNATION, RETIREMENT, PERMANENT DISABLEMENT, DEATH, OR CESSATION OF EMPLOYMENT, EMPLOYEES OR THEIR ELIGIBLE NOMINEES/LEGAL HEIRS MAY CLAIM PROVIDENT FUND, PENSION, AND INSURANCE BENEFITS IN ACCORDANCE WITH THE PROVISIONS OF THE EMPLOYEES' PROVIDENT FUNDS AND MISCELLANEOUS PROVISIONS ACT, 1952 AND RELATED SCHEMES.

IN CASE OF RESIGNATION OR TRANSFER OF EMPLOYMENT, EMPLOYEES ARE ENCOURAGED TO TRANSFER THEIR EPF ACCUMULATIONS TO THE NEW EMPLOYER THROUGH THE PRESCRIBED EPFO PROCESS.

IN CASE OF RETIREMENT, PERMANENT DISABLEMENT, OR OTHER ELIGIBLE CIRCUMSTANCES, EMPLOYEES MAY APPLY FOR WITHDRAWAL AND PENSION BENEFITS AS PER APPLICABLE EPFO RULES.

IN THE EVENT OF THE DEATH OF AN EMPLOYEE, THE NOMINEE(S) OR LEGAL HEIR(S) SHALL BE ENTITLED TO RECEIVE THE APPLICABLE EPF, EPS, AND EDLI BENEFITS SUBJECT TO SUBMISSION OF PRESCRIBED DOCUMENTS AND COMPLIANCE WITH STATUTORY PROCEDURES.

THE HUMAN RESOURCES DEPARTMENT SHALL PROVIDE NECESSARY ASSISTANCE IN COMPLETING CLAIM FORMALITIES; HOWEVER, SETTLEMENT OF CLAIMS SHALL BE SUBJECT TO APPROVAL BY EPFO AND APPLICABLE STATUTORY PROVISIONS.

### 4.2 EMPLOYEES' STATE INSURANCE (ESI) SCHEME

**PURPOSE -** ARPAN IS COMMITTED TO ENSURING THE HEALTH, WELFARE AND SOCIAL SECURITY OF ITS EMPLOYEES. ACCORDINGLY, ELIGIBLE EMPLOYEES SHALL BE COVERED UNDER THE EMPLOYEES' STATE INSURANCE (ESI) SCHEME IN ACCORDANCE WITH THE PROVISIONS OF THE EMPLOYEES' STATE INSURANCE ACT, 1948 AND THE RULES, REGULATIONS, AND NOTIFICATIONS ISSUED THEREUNDER FROM TIME TO TIME.

THE ESI SCHEME PROVIDES COMPREHENSIVE MEDICAL CARE AND FINANCIAL PROTECTION TO EMPLOYEES AND THEIR ELIGIBLE DEPENDENTS DURING PERIODS OF SICKNESS, MATERNITY, EMPLOYMENT INJURY, DISABILITY, OR OTHER CONTINGENCIES COVERED UNDER THE ACT.

**POLICY -** COVERAGE UNDER THE ESI SCHEME SHALL BE GOVERNED BY THE WAGE LIMITS, ELIGIBILITY CRITERIA, AND OTHER PROVISIONS PRESCRIBED UNDER THE EMPLOYEES' STATE INSURANCE ACT, 1948 AND SUBSEQUENT AMENDMENTS.

THE ORGANIZATION SHALL REGISTER ALL ELIGIBLE EMPLOYEES UNDER THE ESI SCHEME AND

SHALL MAKE STATUTORY CONTRIBUTIONS AS PRESCRIBED BY THE GOVERNMENT FROM TIME TO TIME.

EMPLOYEES COVERED UNDER THE ESI SCHEME SHALL BE ENTITLED TO BENEFITS INCLUDING, BUT NOT LIMITED *TO:*

- *MEDICAL TREATMENT FOR SELF AND ELIGIBLE DEPENDENTS.*
- *SICKNESS BENEFITS AS PER ESI PROVISIONS.*
- *MATERNITY BENEFITS.*
- TEMPORARY OR PERMANENT DISABLEMENT BENEFITS.
- DEPENDENTS' BENEFITS IN CASE OF EMPLOYMENT-RELATED DEATH.
- FUNERAL EXPENSES AND OTHER BENEFITS AS PRESCRIBED UNDER THE ACT.

EMPLOYEES SHALL PROVIDE ALL NECESSARY INFORMATION AND DOCUMENTATION REQUIRED FOR ESI REGISTRATION AND MAINTENANCE OF RECORDS.

THE HUMAN RESOURCES DEPARTMENT SHALL FACILITATE EMPLOYEE REGISTRATION, UPDATING OF RECORDS, AND GUIDANCE REGARDING AVAILMENT OF ESI BENEFITS. HOWEVER, ALL BENEFITS SHALL BE SUBJECT TO ELIGIBILITY AND APPROVAL UNDER THE ESI ACT AND THE EMPLOYEES' STATE INSURANCE CORPORATION (ESIC).

THE ORGANIZATION SHALL COMPLY WITH ALL STATUTORY PROVISIONS, AMENDMENTS, NOTIFICATIONS, AND DIRECTIONS ISSUED BY ESIC FROM TIME TO TIME.

4.3 **GROUP PERSONAL ACCIDENT INSURANCE POLICY: PURPOSE** - ARPAN RECOGNIZES THAT EMPLOYEES MAY BE EXPOSED TO VARIOUS OCCUPATIONAL, TRAVEL-RELATED, FIELD-BASED, AND PROJECT-RELATED RISKS WHILE PERFORMING THEIR DUTIES. TO PROVIDE ADDITIONAL FINANCIAL PROTECTION AND SECURITY, THE ORGANIZATION MAY OBTAIN A GROUP PERSONAL ACCIDENT INSURANCE POLICY FOR ITS EMPLOYEES.

**POLICY -** ALL EMPLOYEES MAY BE COVERED UNDER THE GROUP PERSONAL ACCIDENT INSURANCE POLICY MAINTAINED BY THE ORGANIZATION, SUBJECT TO THE TERMS AND CONDITIONS OF THE INSURANCE POLICY IN FORCE.

THE PURPOSE OF THE POLICY IS TO PROVIDE FINANCIAL ASSISTANCE TO EMPLOYEES OR THEIR NOMINEES IN THE EVENT OF ACCIDENTAL DEATH, PERMANENT DISABILITY, PARTIAL DISABILITY, OR OTHER COVERED CONTINGENCIES ARISING FROM AN ACCIDENT.

THE SCOPE OF BENEFITS, INSURED AMOUNT, EXCLUSIONS, CLAIM PROCEDURES, AND COMPENSATION PAYABLE SHALL BE GOVERNED BY THE TERMS AND CONDITIONS OF THE INSURANCE POLICY ISSUED BY THE INSURER AND RENEWED BY THE ORGANIZATION FROM TIME TO TIME.

THE POLICY MAY INCLUDE COVERAGE FOR:

- ACCIDENTAL DEATH.
- PERMANENT TOTAL DISABILITY.
- PERMANENT PARTIAL DISABILITY.
- ACCIDENTAL DISMEMBERMENT.
- TEMPORARY TOTAL DISABILITY.
- MEDICAL EXPENSES ARISING OUT OF ACCIDENTS.
- AMBULANCE CHARGES.
- ANY OTHER BENEFITS INCLUDED UNDER THE POLICY SCHEDULE.

EMPLOYEES AND THEIR NOMINEES SHALL PROMPTLY REPORT ANY ACCIDENT TO THE REPORTING MANAGER, PROJECT HEAD, AND HUMAN RESOURCES DEPARTMENT TO FACILITATE TIMELY SUBMISSION OF INSURANCE CLAIMS.

THE ORGANIZATION SHALL PROVIDE ADMINISTRATIVE SUPPORT IN PROCESSING INSURANCE CLAIMS; HOWEVER, FINAL APPROVAL AND SETTLEMENT OF CLAIMS SHALL BE SUBJECT TO THE INSURER'S ASSESSMENT AND POLICY CONDITIONS.

DETAILS REGARDING THE SUM INSURED, COVERAGE LIMITS, AND BENEFITS SHALL BE COMMUNICATED SEPARATELY WHENEVER THE POLICY IS RENEWED OR MODIFIED.

**4.4 EMPLOYEES' COMPENSATION INSURANCE**

**PURPOSE:** ARPAN UNDERTAKES A VARIETY OF FIELD-BASED DEVELOPMENT INTERVENTIONS, INCLUDING CONSTRUCTION AND MAINTENANCE OF WATER HARVESTING STRUCTURES, WATERSHED WORKS, COMMUNITY INFRASTRUCTURE DEVELOPMENT, AND OTHER ACTIVITIES THAT MAY INVOLVE ENGAGEMENT OF LABOURERS, MASONS, AND PROJECT WORKERS.

IN ORDER TO SAFEGUARD THE INTERESTS OF WORKERS AND ENSURE COMPLIANCE WITH APPLICABLE LAWS, THE ORGANIZATION SHALL MAINTAIN EMPLOYEES' COMPENSATION INSURANCE COVERAGE WHEREVER REQUIRED.

**POLICY:** THE ORGANIZATION SHALL OBTAIN AND MAINTAIN EMPLOYEES' COMPENSATION INSURANCE COVERAGE FOR ELIGIBLE WORKERS, LABOURERS, MASONS, CONTRACTUAL WORKERS, AND OTHER CATEGORIES OF PERSONNEL ENGAGED IN ACTIVITIES INVOLVING OCCUPATIONAL RISKS, AS DEEMED NECESSARY BY THE ORGANIZATION AND APPLICABLE LAW.

THE INSURANCE COVERAGE SHALL PROVIDE COMPENSATION IN CASES OF:

- EMPLOYMENT-RELATED INJURY.
- OCCUPATIONAL ACCIDENTS.
- TEMPORARY DISABLEMENT.
- PERMANENT DISABLEMENT.

- DEATH ARISING OUT OF AND DURING THE COURSE OF EMPLOYMENT.
- OTHER CONTINGENCIES COVERED UNDER THE INSURANCE POLICY AND APPLICABLE LAWS.

THE AMOUNT OF COMPENSATION PAYABLE SHALL BE DETERMINED IN ACCORDANCE WITH THE PROVISIONS OF THE EMPLOYEES' COMPENSATION ACT, 1923, THE INSURANCE POLICY CONDITIONS, AND ANY AMENDMENTS NOTIFIED BY THE GOVERNMENT FROM TIME TO TIME.

ALL ACCIDENTS, INJURIES, OR INCIDENTS OCCURRING DURING THE COURSE OF EMPLOYMENT SHALL BE IMMEDIATELY REPORTED TO THE CONCERNED PROJECT MANAGER, REPORTING OFFICER, AND HUMAN RESOURCES DEPARTMENT TO FACILITATE TIMELY REPORTING AND CLAIM PROCESSING.

THE ORGANIZATION SHALL MAINTAIN RECORDS OF INCIDENTS, INSURANCE POLICIES, CLAIM SUBMISSIONS, AND SETTLEMENTS FOR STATUTORY COMPLIANCE AND AUDIT PURPOSES.

THE HUMAN RESOURCES DEPARTMENT AND CONCERNED PROJECT HEADS SHALL ENSURE THAT WORKERS ARE INFORMED ABOUT SAFETY PRACTICES, REPORTING PROCEDURES, AND INSURANCE COVERAGE APPLICABLE TO THEIR WORK ASSIGNMENTS.

**4.5 NOMINATION AND BENEFICIARY DETAILS**

**PURPOSE:** ARPAN RECOGNIZES THE IMPORTANCE OF MAINTAINING ACCURATE NOMINEE AND BENEFICIARY RECORDS FOR ALL EMPLOYEES TO ENSURE TIMELY SETTLEMENT OF STATUTORY BENEFITS, INSURANCE CLAIMS, AND OTHER EMPLOYEE-RELATED ENTITLEMENTS IN THE EVENT OF DEATH, PERMANENT DISABILITY, OR ANY UNFORESEEN CONTINGENCY.

THE PURPOSE OF THIS POLICY IS TO ESTABLISH A UNIFORM PROCEDURE FOR RECORDING, MAINTAINING, AND UPDATING NOMINEE DETAILS FOR PROVIDENT FUND, INSURANCE, GRATUITY (WHERE APPLICABLE), AND ANY OTHER EMPLOYEE BENEFIT SCHEMES.

**POLICY:** ALL EMPLOYEES SHALL PROVIDE COMPLETE AND ACCURATE NOMINATION DETAILS AT THE TIME OF JOINING THE ORGANIZATION. THE NOMINATION DETAILS SHALL BE MAINTAINED BY THE HUMAN RESOURCES DEPARTMENT AS PART OF THE EMPLOYEE'S PERSONAL RECORDS AND SHALL BE TREATED AS CONFIDENTIAL INFORMATION. THE NOMINEE DETAILS PROVIDED BY THE EMPLOYEE SHALL BE UTILIZED FOR SETTLEMENT OF BENEFITS INCLUDING BUT NOT LIMITED TO:

- EMPLOYEES' PROVIDENT FUND (EPF)
- EMPLOYEES' PENSION SCHEME (EPS)
- EMPLOYEES' DEPOSIT LINKED INSURANCE (EDLI)
- GROUP PERSONAL ACCIDENT INSURANCE
- EMPLOYEES' COMPENSATION INSURANCE
- ANY OTHER STATUTORY OR ORGANIZATIONAL BENEFIT SCHEME

**NOMINATION REQUIREMENTS:** AT THE TIME OF JOINING, EVERY EMPLOYEE SHALL SUBMIT:

- NAME OF NOMINEE(S)
- RELATIONSHIP WITH NOMINEE(S)
- DATE OF BIRTH OF NOMINEE(S)
- PERCENTAGE OF SHARE TO EACH NOMINEE
- ADDRESS AND CONTACT DETAILS OF NOMINEE(S)
- EMERGENCY CONTACT PERSON DETAILS

EMPLOYEES SHALL ENSURE THAT THE INFORMATION PROVIDED IS COMPLETE, ACCURATE, AND UP TO DATE.

**REVISION OF NOMINATION**: EMPLOYEES SHALL PROMPTLY UPDATE NOMINATION RECORDS IN THE EVENT OF:

- MARRIAGE
- DIVORCE
- BIRTH OR ADOPTION OF A CHILD
- DEATH OF A NOMINEE
- CHANGE IN FAMILY COMPOSITION
- CHANGE IN CONTACT INFORMATION
- ANY OTHER CIRCUMSTANCE AFFECTING THE VALIDITY OF THE NOMINATION

WHERE NOMINATION IS GOVERNED BY STATUTORY PROVISIONS, SUCH NOMINATION SHALL BE SUBJECT TO THE APPLICABLE LAW AND RULES.

**RESPONSIBILITY OF HUMAN RESOURCES DEPARTMENT:** THE HUMAN RESOURCES DEPARTMENT SHALL:

- MAINTAIN NOMINATION RECORDS IN EMPLOYEE PERSONAL FILES.
- ENSURE COMPLETION OF NOMINATION FORMALITIES AT THE TIME OF JOINING.
- FACILITATE UPDATING OF NOMINATION DETAILS WHENEVER REQUIRED.
- MAINTAIN CONFIDENTIALITY OF ALL NOMINEE INFORMATION.
- PROVIDE SUPPORT TO LEGAL HEIRS OR NOMINEES IN CLAIM PROCESSING IN CASE OF DEATH OR PERMANENT DISABILITY OF AN EMPLOYEE.

**SETTLEMENT OF BENEFITS:** IN THE EVENT OF THE DEATH OF AN EMPLOYEE, BENEFITS PAYABLE UNDER VARIOUS STATUTORY AND INSURANCE SCHEMES SHALL BE PROCESSED IN FAVOUR OF THE REGISTERED NOMINEE(S) OR LEGAL HEIR(S), SUBJECT TO SUBMISSION OF PRESCRIBED DOCUMENTS AND COMPLIANCE WITH APPLICABLE LAWS AND PROCEDURES. THE ORGANIZATION SHALL PROVIDE ALL REASONABLE ADMINISTRATIVE ASSISTANCE FOR FACILITATING SUCH CLAIMS.

# A-5

# CODE OF CONDUCT DISCIPLINE &

# APPEALS

## A-5: CODE OF CONDUCT, DISCIPLINE & APPEALS

### 5.1 CODE OF CONDUCT

**PURPOSE:** THE PURPOSE OF THIS CODE OF CONDUCT IS TO GUIDE EMPLOYEES IN UNDERSTANDING AND ADHERING TO THE VALUES, PRINCIPLES, AND STANDARDS OF BEHAVIOR EXPECTED BY ARPAN. COMPLIANCE WITH THESE STANDARDS PROMOTES PROFESSIONAL EXCELLENCE, STRENGTHENS ORGANIZATIONAL INTEGRITY, FOSTERS A POSITIVE WORK CULTURE, AND ENHANCES THE REPUTATION OF THE ORGANIZATION AMONG STAKEHOLDERS, DONORS, BENEFICIARIES, PARTNERS, AND THE COMMUNITY.

**APPLICABILITY:** THIS CODE OF CONDUCT SHALL APPLY TO ALL EMPLOYEES, CONSULTANTS, INTERNS, VOLUNTEERS, CONTRACTUAL STAFF, TRAINEES, AND ANY OTHER INDIVIDUALS ASSOCIATED WITH THE ORGANIZATION.

CONDUCT RULES

EVERY EMPLOYEE SHALL:

i. INTEGRITY AND PROFESSIONALISM - MAINTAIN ABSOLUTE INTEGRITY, HONESTY, IMPARTIALITY, AND DEVOTION TO DUTY AT ALL TIMES. EMPLOYEES SHALL CONDUCT THEMSELVES IN A MANNER BEFITTING RESPONSIBLE REPRESENTATIVES OF THE ORGANIZATION AND SHALL AVOID ANY ACT THAT MAY ADVERSELY AFFECT THE REPUTATION OR CREDIBILITY OF ARPAN.

ii. RESPONSIBILITY OF MANAGERS AND SUPERVISORS - EMPLOYEES HOLDING MANAGERIAL OR SUPERVISORY POSITIONS SHALL TAKE ALL REASONABLE STEPS TO ENSURE THAT EMPLOYEES UNDER THEIR SUPERVISION MAINTAIN DISCIPLINE, INTEGRITY, ACCOUNTABILITY, AND COMMITMENT TO ORGANIZATIONAL VALUES AND OBJECTIVES.

iii. OUTSIDE EMPLOYMENT AND BUSINESS INTERESTS - NO EMPLOYEE SHALL, WITHOUT PRIOR WRITTEN APPROVAL FROM THE PRESIDENT/CEO, DIRECTLY OR INDIRECTLY ENGAGE IN ANY TRADE, BUSINESS, CONSULTANCY, EMPLOYMENT, OR OTHER ACTIVITY THAT MAY RESULT IN A CONFLICT OF INTEREST OR INTERFERE WITH THE DISCHARGE OF OFFICIAL DUTIES.

iv. CONFIDENTIALITY – EMPLOYEES SHALL MAINTAIN STRICT CONFIDENTIALITY REGARDING ORGANIZATIONAL AFFAIRS AND SHALL NOT DISCLOSE CONFIDENTIAL, PROPRIETARY, FINANCIAL, OPERATIONAL, PERSONNEL, DONOR-RELATED, OR BENEFICIARY-RELATED INFORMATION TO ANY UNAUTHORIZED PERSON DURING OR AFTER THEIR EMPLOYMENT.

v. RESPECTFUL WORKPLACE CONDUCT - EMPLOYEES SHALL MAINTAIN PROFESSIONAL AND RESPECTFUL BEHAVIOR WITH COLLEAGUES, BENEFICIARIES, COMMUNITY MEMBERS,

DONORS, VENDORS, AND ALL STAKEHOLDERS. DISCRIMINATION, HARASSMENT, INTIMIDATION, BULLYING, OR ABUSIVE BEHAVIOR SHALL NOT BE TOLERATED.

vi. INTELLECTUAL PROPERTY AND INNOVATIONS- NO EMPLOYEE SHALL, WITHOUT PRIOR APPROVAL OF THE COMPETENT AUTHORITY, OBTAIN PATENTS, LICENSES, COPYRIGHTS, TRADEMARKS, OR ANY PROPRIETARY RIGHTS RELATED TO WORK, PROCESSES, METHODOLOGIES, MATERIALS, OR INNOVATIONS DEVELOPED DURING THE COURSE OF EMPLOYMENT WITH THE ORGANIZATION.

vii. PREVENTION OF SEXUAL EXPLOITATION, ABUSE AND HARASSMENT- ALL EMPLOYEES SHALL UPHOLD THE DIGNITY, SAFETY, AND RIGHTS OF EVERY INDIVIDUAL ASSOCIATED WITH THE ORGANIZATION. ANY ACT OF SEXUAL EXPLOITATION, SEXUAL ABUSE, SEXUAL HARASSMENT, GENDER-BASED VIOLENCE, COERCION, INTIMIDATION, OR ABUSE OF AUTHORITY SHALL BE STRICTLY PROHIBITED AND DEALT WITH IN ACCORDANCE WITH THE ORGANIZATION'S PSEA AND POSH POLICIES.

viii. COMPLIANCE WITH LAWS AND ORGANIZATIONAL POLICIES – EMPLOYEES SHALL COMPLY WITH ALL APPLICABLE LAWS, REGULATIONS, ORGANIZATIONAL POLICIES, PROCEDURES, DONOR REQUIREMENTS, AND CONTRACTUAL OBLIGATIONS RELEVANT TO THEIR DUTIES.

**5.2 LIST OF MISCONDUCT:** THE FOLLOWING ACTS AND OMISSIONS SHALL CONSTITUTE MISCONDUCT. THE LIST IS ILLUSTRATIVE AND NOT EXHAUSTIVE.

i. WILFUL INSUBORDINATION OR DISOBEDIENCE OF ANY LAWFUL AND REASONABLE ORDER OF A SUPERIOR.

ii. ACTING IN A MANNER PREJUDICIAL TO THE INTERESTS, REPUTATION, OR OBJECTIVES OF THE ORGANIZATION.

iii. FURNISHING FALSE INFORMATION REGARDING AGE, QUALIFICATIONS, EXPERIENCE, REMUNERATION, IDENTITY, OR ANY OTHER EMPLOYMENT-RELATED MATTER.

iv. UNAUTHORIZED ABSENCE FROM DUTY OR OVERSTAYING SANCTIONED LEAVE BEYOND FOUR CONSECUTIVE DAYS WITHOUT SATISFACTORY EXPLANATION.

v. HABITUAL LATE ATTENDANCE, IRREGULAR ATTENDANCE, OR NEGLIGENCE IN ATTENDANCE REQUIREMENTS.

vi. REPORTING LATE TO DUTY ON FOUR OR MORE OCCASIONS WITHIN A MONTH WITHOUT VALID JUSTIFICATION.

vii. NEGLECT OF WORK, INEFFICIENCY, OR NEGLIGENCE IN THE PERFORMANCE OF ASSIGNED DUTIES.

viii. WILLFUL DAMAGE TO ORGANIZATIONAL PROPERTY, EQUIPMENT, RECORDS, VEHICLES, OR PROJECT ASSETS.

ix. DRUNKENNESS, DISORDERLY CONDUCT, INDECENT BEHAVIOR, OR MISCONDUCT WITHIN ORGANIZATIONAL PREMISES OR DURING OFFICIAL ASSIGNMENTS.
x. GAMBLING WITHIN ORGANIZATIONAL PREMISES.
xi. SMOKING, CHEWING TOBACCO, SPITTING, OR USE OF PROHIBITED SUBSTANCES IN RESTRICTED AREAS.
xii. SLEEPING DURING WORKING HOURS WITHOUT AUTHORIZATION.
xiii. CONSUMPTION OR POSSESSION OF ALCOHOL, NARCOTICS, OR PROHIBITED SUBSTANCES DURING WORKING HOURS OR WHILE ON OFFICIAL DUTY.
xiv. COMMISSION OF ANY ACT DETRIMENTAL TO ORGANIZATIONAL DISCIPLINE OR GOOD CONDUCT.
xv. FAILURE TO OBSERVE PRESCRIBED SAFETY PROCEDURES AND PRECAUTIONS.
xvi. PARTICIPATION IN ILLEGAL STRIKES OR ACTIVITIES DISRUPTING ORGANIZATIONAL OPERATIONS.
xvii. DELIBERATE SLOWING DOWN OF WORK OR INSTIGATION THEREOF.
xviii. THEFT, FRAUD, MISAPPROPRIATION, DISHONESTY, OR MISUSE OF ORGANIZATIONAL FUNDS, ASSETS, OR PROPERTY.
xix. ACCEPTANCE, OFFERING, SOLICITATION, OR FACILITATION OF BRIBES, KICKBACKS, OR ILLEGAL GRATIFICATION.
xx. HABITUAL VIOLATION OF ORGANIZATIONAL RULES, PROCEDURES, OR INSTRUCTIONS.
xxi. UNAUTHORIZED COLLECTION OF MONEY OR FUNDRAISING WITHIN ORGANIZATIONAL PREMISES.
xxii. ENGAGING IN UNAUTHORIZED TRADE OR BUSINESS ACTIVITIES WITHIN THE WORKPLACE.
xxiii. ACTS ADVERSELY AFFECTING DISCIPLINE, HARMONY, OR ORGANIZATIONAL CULTURE.
xxiv. UNAUTHORIZED CANVASSING, SOLICITATION, OR CAMPAIGNING WITHIN ORGANIZATIONAL PREMISES.
xxv. CONDUCTING MEETINGS WITHIN ORGANIZATIONAL PREMISES WITHOUT PRIOR APPROVAL.
xxvi. DISCLOSURE OF CONFIDENTIAL ORGANIZATIONAL INFORMATION TO UNAUTHORIZED PERSONS.
xxvii. TAMPERING WITH, DISABLING, OR INTERFERING WITH SAFETY DEVICES OR EQUIPMENT.
xxviii. DISTRIBUTION OF UNAUTHORIZED PAMPHLETS, POSTERS, NOTICES, OR MATERIALS.

xxix. REFUSAL TO ACCEPT OFFICIAL COMMUNICATIONS, NOTICES, CHARGE SHEETS, OR DIRECTIVES.

xxx. UNAUTHORIZED POSSESSION OF WEAPONS OR DANGEROUS INSTRUMENTS ON ORGANIZATIONAL PREMISES.

xxxi. SEXUAL HARASSMENT, SEXUAL EXPLOITATION, SEXUAL ABUSE, INAPPROPRIATE CONDUCT, OR ANY VIOLATION UNDER THE ORGANIZATION'S PSEA AND POSH POLICIES.

xxxii. ABUSE OF AUTHORITY OR POSITION FOR PERSONAL, FINANCIAL, POLITICAL, OR SEXUAL GAIN.

xxxiii. RETALIATION AGAINST ANY PERSON WHO REPORTS MISCONDUCT OR PARTICIPATES IN AN INVESTIGATION.

xxxiv. FAILURE TO REPORT KNOWN OR SUSPECTED INCIDENTS OF MISCONDUCT, SAFEGUARDING CONCERNS, FRAUD, CORRUPTION, OR VIOLATIONS OF ORGANIZATIONAL POLICIES.

THE ABOVE INSTANCES OF MISCONDUCT ARE ILLUSTRATIVE IN NATURE AND SHALL NOT LIMIT THE ORGANIZATION'S AUTHORITY TO ADDRESS ANY CONDUCT INCONSISTENT WITH ORGANIZATIONAL VALUES, POLICIES, OR APPLICABLE LAWS.

5.3 **DISCIPLINE:** THE ORGANIZATION BELIEVES IN CORRECTIVE AND DEVELOPMENTAL DISCIPLINE. WHENEVER AN EMPLOYEE IS ALLEGED TO HAVE COMMITTED MISCONDUCT, THE PRINCIPLES OF NATURAL JUSTICE SHALL BE FOLLOWED, ENSURING THAT THE EMPLOYEE IS GIVEN A FAIR OPPORTUNITY TO EXPLAIN THEIR ACTIONS BEFORE ANY DISCIPLINARY ACTION IS TAKEN.

WHERE THE MISCONDUCT APPEARS SERIOUS, THE PRESIDENT/CEO MAY PERSONALLY CONDUCT OR APPOINT AN AUTHORIZED OFFICER OR COMMITTEE TO CONDUCT AN INQUIRY INTO THE MATTER.

WHERE AN EMPLOYEE VOLUNTARILY ADMITS GUILT IN WRITING, THE ORGANIZATION MAY DISPENSE WITH A FORMAL INQUIRY TO THE EXTENT PERMISSIBLE UNDER LAW.

UPON COMPLETION OF THE INQUIRY AND AFTER CONSIDERATION OF ALL AVAILABLE EVIDENCE, THE ORGANIZATION MAY IMPOSE DISCIPLINARY ACTION PROPORTIONATE TO THE GRAVITY OF THE MISCONDUCT.

MINOR PENALTIES

- VERBAL COUNSELING
- WRITTEN WARNING OR CENSURE
- ADVERSE REMARKS IN PERSONNEL RECORDS
- WITHHOLDING OF INCREMENT
- RECOVERY OF FINANCIAL LOSS CAUSED TO THE ORGANIZATION

- MANDATORY CORRECTIVE TRAINING

MAJOR PENALTIES

- SUSPENSION PENDING INQUIRY
- DEMOTION TO A LOWER POSITION OR GRADE
- REDUCTION OF RESPONSIBILITIES
- TERMINATION OF EMPLOYMENT
- DISMISSAL FROM SERVICE

CASES RELATING TO SEXUAL HARASSMENT (POSH), SEXUAL EXPLOITATION AND ABUSE (PSEA), CHILD PROTECTION, SAFEGUARDING VIOLATIONS, FRAUD, CORRUPTION, OR CRIMINAL CONDUCT SHALL BE DEALT WITH IN ACCORDANCE WITH THE RELEVANT POLICY AND APPLICABLE LEGAL PROVISIONS.

5.4 **APPEALS:** AN EMPLOYEE WHO IS AGGRIEVED BY A DISCIPLINARY DECISION MAY SUBMIT AN APPEAL IN WRITING TO THE PRESIDENT/CEO WITHIN SEVEN WORKING DAYS FROM THE DATE OF COMMUNICATION OF THE DISCIPLINARY ACTION.

THE APPEAL SHALL CLEARLY STATE THE GROUNDS FOR REVIEW AND MAY INCLUDE ANY SUPPORTING EVIDENCE OR DOCUMENTATION.

THE PRESIDENT/CEO SHALL REVIEW THE APPEAL, CONSULT RELEVANT RECORDS AND AUTHORITIES IF NECESSARY, AND COMMUNICATE THE FINAL DECISION WITHIN FIFTEEN WORKING DAYS.

THE DECISION OF THE PRESIDENT/CEO SHALL BE FINAL AND BINDING WITHIN THE ORGANIZATIONAL FRAMEWORK.

5.5 **DOMESTIC ENQUIRY: WHERE DISCIPLINARY PROCEEDINGS ARE CONSIDERED NECESSARY, THE FOLLOWING** PROCEDURE SHALL BE FOLLOWED:

a. **ISSUE OF CHARGE SHEET -** THE CONCERNED EMPLOYEE SHALL BE ISSUED A CHARGE SHEET CLEARLY STATING THE ALLEGATIONS AND SUPPORTING FACTS. THE CHARGE SHEET SHALL BE PREPARED BY HR IN CONSULTATION WITH THE CONCERNED DEPARTMENT HEAD AND APPROVED BY THE PRESIDENT/CEO.

b. **OPPORTUNITY TO RESPOND**: THE EMPLOYEE SHALL NORMALLY BE GIVEN SEVENTY-TWO (72) HOURS TO SUBMIT A WRITTEN EXPLANATION TO THE CHARGES.

c. **APPOINTMENT OF ENQUIRY OFFICER**: IF THE EXPLANATION IS FOUND UNSATISFACTORY, THE PRESIDENT/CEO MAY APPOINT AN ENQUIRY OFFICER TO CONDUCT AN IMPARTIAL INQUIRY. THE ENQUIRY OFFICER MAY BE AN INTERNAL OFFICER OR AN EXTERNAL PROFESSIONAL.

d. **CONDUCT OF ENQUIRY:** THE EMPLOYEE SHALL BE PROVIDED A FAIR OPPORTUNITY TO:

- PRESENT THEIR DEFENSE.
- PRODUCE DOCUMENTS AND WITNESSES.
- CROSS-EXAMINE WITNESSES PRESENTED AGAINST THEM.
- BE ASSISTED BY A FELLOW EMPLOYEE, WHERE APPROPRIATE.

PROCEEDINGS SHALL BE PROPERLY DOCUMENTED AND SIGNED BY ALL PARTICIPANTS.

e. **FINDINGS AND REPORT:** UPON COMPLETION OF THE INQUIRY, THE ENQUIRY OFFICER SHALL SUBMIT A WRITTEN REPORT CONTAINING FINDINGS, EVIDENCE CONSIDERED, AND CONCLUSIONS.

f. **DECISION AND PENALTY:** THE COMPETENT AUTHORITY SHALL CONSIDER:

- INQUIRY FINDINGS
- GRAVITY OF MISCONDUCT
- PAST SERVICE RECORD
- MITIGATING OR AGGRAVATING CIRCUMSTANCES

BEFORE DECIDING UPON THE APPROPRIATE DISCIPLINARY ACTION.

**5.6 GRIEVANCE REDRESSAL POLICY**

**PURPOSE-** ARPAN IS COMMITTED TO PROVIDING A FAIR, TRANSPARENT, AND ACCESSIBLE MECHANISM THROUGH WHICH EMPLOYEES CAN RAISE CONCERNS, COMPLAINTS, OR GRIEVANCES RELATING TO THEIR EMPLOYMENT, WORKING CONDITIONS, WORKPLACE RELATIONSHIPS, OR ORGANIZATIONAL PRACTICES.

THE GRIEVANCE REDRESSAL MECHANISM SEEKS TO:

- PROMOTE OPEN COMMUNICATION.
- RESOLVE CONCERNS AT THE EARLIEST POSSIBLE STAGE.
- STRENGTHEN TRUST BETWEEN MANAGEMENT AND EMPLOYEES.
- FOSTER A HEALTHY AND PRODUCTIVE WORK ENVIRONMENT.

**GRIEVANCE RESOLUTION PROCEDURE**

**STEP 1: IMMEDIATE SUPERVISOR -** THE EMPLOYEE SHALL FIRST DISCUSS THE GRIEVANCE WITH THEIR IMMEDIATE SUPERVISOR, WHO SHALL ATTEMPT TO RESOLVE THE MATTER WITHIN THREE WORKING DAYS.

**STEP 2: WRITTEN SUBMISSION -** IF THE GRIEVANCE REMAINS UNRESOLVED, THE EMPLOYEE MAY SUBMIT A WRITTEN GRIEVANCE TO THE PRESIDENT/CEO THROUGH HR.

**STEP 3: REVIEW AND DECISION -** THE PRESIDENT/CEO SHALL REVIEW THE GRIEVANCE, CONSULT CONCERNED PARTIES, AND COMMUNICATE A DECISION WITHIN SEVEN WORKING DAYS.

THE DECISION SHALL BE RECORDED AND COMMUNICATED IN WRITING.

### 5.7 CONFLICT OF INTEREST

EMPLOYEES SHALL AVOID SITUATIONS WHERE PERSONAL, FINANCIAL, FAMILY, POLITICAL, OR OTHER INTERESTS MAY CONFLICT WITH THE INTERESTS OF THE ORGANIZATION.

ANY ACTUAL, PERCEIVED, OR POTENTIAL CONFLICT OF INTEREST INVOLVING VENDORS, SUPPLIERS, CONSULTANTS, CONTRACTORS, DONORS, OR BENEFICIARIES MUST BE DISCLOSED IMMEDIATELY TO THE PRESIDENT/CEO.

FAILURE TO DISCLOSE A CONFLICT OF INTEREST MAY RESULT IN DISCIPLINARY ACTION.

### 5.8 PROTECTION OF ORGANIZATIONAL ASSETS

EMPLOYEES ARE RESPONSIBLE FOR SAFEGUARDING ORGANIZATIONAL ASSETS, INCLUDING:

- BUILDINGS AND INFRASTRUCTURE
- VEHICLES AND EQUIPMENT
- COMPUTERS, LAPTOPS, MOBILE DEVICES, AND SOFTWARE
- FINANCIAL RESOURCES
- DOCUMENTS AND RECORDS
- INTELLECTUAL PROPERTY
- DATA AND INFORMATION SYSTEMS

ASSETS SHALL BE ISSUED ONLY WITH PROPER AUTHORIZATION AND SHALL BE USED SOLELY FOR OFFICIAL PURPOSES.

### 5.9 CONFIDENTIALITY POLICY

ALL INFORMATION RELATING TO EMPLOYEES, BENEFICIARIES, DONORS, PROJECTS, FINANCES, ORGANIZATIONAL STRATEGIES, INTELLECTUAL PROPERTY, AND OPERATIONAL ACTIVITIES SHALL BE TREATED AS CONFIDENTIAL.

EMPLOYEES SHALL NOT:

- SHARE CONFIDENTIAL INFORMATION WITHOUT AUTHORIZATION.
- USE CONFIDENTIAL INFORMATION FOR PERSONAL BENEFIT.
- DISCLOSE ORGANIZATIONAL INFORMATION AFTER SEPARATION FROM SERVICE.

VIOLATION OF CONFIDENTIALITY OBLIGATIONS MAY RESULT IN DISCIPLINARY ACTION AND LEGAL PROCEEDINGS.

### 5.10 REPORTING ILLEGAL OR UNETHICAL BEHAVIOUR

EMPLOYEES ARE ENCOURAGED AND EXPECTED TO PROMPTLY REPORT ANY SUSPECTED:

- FRAUD
- CORRUPTION
- FINANCIAL IRREGULARITIES
- POLICY VIOLATIONS

- ABUSE OF AUTHORITY
- SAFEGUARDING CONCERNS
- ILLEGAL OR UNETHICAL CONDUCT

REPORTS MAY BE MADE TO:

- IMMEDIATE SUPERVISOR
- DEPARTMENT HEAD
- HR DEPARTMENT
- PRESIDENT/CEO

NO EMPLOYEE SHALL BE SUBJECTED TO RETALIATION FOR REPORTING CONCERNS IN GOOD FAITH.

**5.11 SOCIAL MEDIA POLICY**

EMPLOYEES SHALL USE SOCIAL MEDIA RESPONSIBLY AND IN A MANNER THAT PROTECTS THE REPUTATION, CREDIBILITY, AND INTERESTS OF THE ORGANIZATION.

ONLY AUTHORIZED PERSONNEL MAY OPERATE OFFICIAL SOCIAL MEDIA ACCOUNTS.

EMPLOYEES SHALL NOT:

- SHARE CONFIDENTIAL INFORMATION.
- MISREPRESENT PERSONAL OPINIONS AS OFFICIAL ORGANIZATIONAL VIEWS.
- POST CONTENT THAT IS DEFAMATORY, DISCRIMINATORY, OFFENSIVE, OR HARMFUL TO BENEFICIARIES AND STAKEHOLDERS.

ALL PHOTOGRAPHS, VIDEOS, AND STORIES INVOLVING BENEFICIARIES OR COMMUNITIES SHALL BE SHARED ONLY WITH APPROPRIATE CONSENT AND IN ACCORDANCE WITH SAFEGUARDING, PRIVACY, AND DIGNITY PRINCIPLES.

MISUSE OF SOCIAL MEDIA THAT ADVERSELY AFFECTS THE ORGANIZATION MAY RESULT IN DISCIPLINARY ACTION.

# A-6

# PREVENTION
# OF
# SEXUAL EXPLOITATION
# AND ABUSE (PSEA)
# &
# POLICY
# OF
# SEXUAL HARRASSMENT
# (POSH)

## A-6: PREVENTION OF SEXUAL EXPLOITATION AND ABUSE (PSEA) & POLICY OF SEXUAL HARASSMENT (POSH)

### 6.1 PREVENTION OF SEXUAL EXPLOITATION AND ABUSE (PSEA) POLICY

**6.1.1 PURPOSE -** ARPAN IS COMMITTED TO MAINTAINING A SAFE, RESPECTFUL, INCLUSIVE, AND DIGNIFIED ENVIRONMENT FOR ALL EMPLOYEES, VOLUNTEERS, CONSULTANTS, INTERNS, PARTNERS, BENEFICIARIES, COMMUNITY MEMBERS, AND STAKEHOLDERS ASSOCIATED WITH THE ORGANIZATION.

THE PURPOSE OF THIS POLICY IS TO PREVENT, PROHIBIT, AND RESPOND EFFECTIVELY TO ALL FORMS OF SEXUAL EXPLOITATION AND ABUSE (SEA) AND TO ESTABLISH CLEAR PROCEDURES FOR REPORTING, INVESTIGATION, AND CORRECTIVE ACTION. ARPAN ADOPTS A **ZERO-TOLERANCE APPROACH** TOWARDS SEXUAL EXPLOITATION AND ABUSE IN ANY FORM.

THIS POLICY SEEKS TO:

- PROTECT EMPLOYEES, BENEFICIARIES, CHILDREN, COMMUNITY MEMBERS, AND STAKEHOLDERS FROM SEXUAL EXPLOITATION AND ABUSE.
- PROMOTE A CULTURE OF DIGNITY, EQUALITY, RESPECT, AND ACCOUNTABILITY.
- ESTABLISH SAFE AND CONFIDENTIAL REPORTING MECHANISMS.
- ENSURE TIMELY INVESTIGATION AND REDRESSAL OF COMPLAINTS.
- COMPLY WITH APPLICABLE LAWS, SAFEGUARDING STANDARDS, DONOR REQUIREMENTS, AND ORGANIZATIONAL VALUES.

6.1.2 **SCOPE -** THIS POLICY APPLIES TO:

- ALL EMPLOYEES OF ARPAN, IRRESPECTIVE OF EMPLOYMENT STATUS.
- CONSULTANTS, INTERNS, VOLUNTEERS, TRAINEES, AND CONTRACTUAL PERSONNEL.
- GOVERNING BOARD MEMBERS AND MANAGEMENT REPRESENTATIVES.
- VENDORS, SUPPLIERS, SERVICE PROVIDERS, AND IMPLEMENTING PARTNERS.
- ANY INDIVIDUAL REPRESENTING ARPAN IN PROFESSIONAL OR COMMUNITY SETTINGS.

THE PROVISIONS OF THIS POLICY APPLY DURING OFFICIAL DUTIES, FIELD VISITS, TRAININGS, MEETINGS, WORKSHOPS, TRAVEL, ONLINE INTERACTIONS, AND ANY ACTIVITY UNDERTAKEN ON BEHALF OF THE ORGANIZATION.

6.1.3 **ZERO TOLERANCE COMMITMENT -** ARPAN STRICTLY PROHIBITS:

- SEXUAL EXPLOITATION OF BENEFICIARIES OR COMMUNITY MEMBERS.
- SEXUAL ABUSE OR COERCION IN ANY FORM.

- EXCHANGE OF MONEY, EMPLOYMENT OPPORTUNITIES, SERVICES, FAVORS, GIFTS, OR BENEFITS FOR SEXUAL ACTIVITY.
- ABUSE OF POWER OR POSITION FOR SEXUAL GAIN.
- ANY CONDUCT THAT VIOLATES THE DIGNITY, RIGHTS, AND SAFETY OF ANOTHER PERSON.

ANY VIOLATION OF THIS POLICY SHALL RESULT IN DISCIPLINARY ACTION, WHICH MAY INCLUDE TERMINATION OF EMPLOYMENT OR ENGAGEMENT AND, WHERE APPROPRIATE, REPORTING TO LAW ENFORCEMENT AUTHORITIES.

6.1.4 **REPORTING AND COMPLAINT MECHANISM-** ANY EMPLOYEE, BENEFICIARY, VOLUNTEER, PARTNER, OR STAKEHOLDER WHO EXPERIENCES, WITNESSES, OR SUSPECTS SEXUAL EXPLOITATION OR ABUSE MUST IMMEDIATELY REPORT THE MATTER TO:

- REPORTING MANAGER/SUPERVISOR;
- HUMAN RESOURCES DEPARTMENT;
- PSEA FOCAL PERSON; OR
- ANY MEMBER OF THE INTERNAL COMMITTEE (IC), WHERE APPLICABLE.

ALL COMPLAINTS SHALL BE TREATED CONFIDENTIALLY AND INVESTIGATED PROMPTLY, FAIRLY, AND WITHOUT RETALIATION AGAINST THE COMPLAINANT OR WITNESS.

6.1.5 **AWARENESS AND CAPACITY BUILDING -** ARPAN SHALL ENSURE THAT:

- ALL EMPLOYEES AND ASSOCIATES RECEIVE ORIENTATION ON PSEA DURING INDUCTION.
- REFRESHER TRAININGS AND AWARENESS SESSIONS ARE CONDUCTED PERIODICALLY.
- SAFEGUARDING RESPONSIBILITIES ARE INTEGRATED INTO ORGANIZATIONAL SYSTEMS AND PRACTICES.
- REGULAR ASSESSMENTS AND REVIEWS ARE CONDUCTED TO STRENGTHEN SAFEGUARDING MEASURES.

6.1.6 **MONITORING AND REVIEW –** THE ORGANIZATION SHALL PERIODICALLY REVIEW THIS POLICY AND UNDERTAKE SAFEGUARDING AUDITS, INCIDENT REVIEWS, AND CAPACITY-BUILDING INITIATIVES TO ENSURE CONTINUOUS IMPROVEMENT AND COMPLIANCE.

### 6.2 POLICY ON PREVENTION OF SEXUAL HARASSMENT (POSH)

6.2.1 **POLICY STATEMENT -** ARPAN IS COMMITTED TO PROVIDING A WORKPLACE FREE FROM SEXUAL HARASSMENT AND ENSURING A SAFE, SECURE, AND RESPECTFUL WORKING ENVIRONMENT FOR ALL EMPLOYEES.

THIS POLICY IS FRAMED IN ACCORDANCE WITH THE PROVISIONS OF THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013, AND ANY AMENDMENTS MADE THERETO FROM TIME TO TIME.

SEXUAL HARASSMENT IN ANY FORM IS STRICTLY PROHIBITED AND SHALL ATTRACT DISCIPLINARY ACTION.

6.2.2 **OBJECTIVES -** THE OBJECTIVES OF THIS POLICY ARE TO:

- PREVENT INCIDENTS OF SEXUAL HARASSMENT AT THE WORKPLACE.
- PROMOTE AWARENESS REGARDING RIGHTS AND RESPONSIBILITIES.
- ESTABLISH AN EFFECTIVE GRIEVANCE REDRESSAL MECHANISM.
- ENSURE FAIR, CONFIDENTIAL, AND TIMELY INQUIRY INTO COMPLAINTS.
- FOSTER A WORK CULTURE BASED ON DIGNITY AND MUTUAL RESPECT.

6.2.3 **INTERNAL COMMITTEE (IC) -** IN COMPLIANCE WITH THE POSH ACT, ARPAN SHALL CONSTITUTE AN INTERNAL COMMITTEE (IC) WHENEVER APPLICABLE UNDER LAW.

THE INTERNAL COMMITTEE SHALL CONSIST OF:

- A PRESIDING OFFICER WHO SHALL BE A SENIOR WOMAN EMPLOYEE.
- AT LEAST TWO EMPLOYEE MEMBERS COMMITTED TO THE CAUSE OF WOMEN OR POSSESSING RELEVANT EXPERIENCE.
- ONE EXTERNAL MEMBER FROM AN NGO, LEGAL BACKGROUND, OR A PERSON FAMILIAR WITH ISSUES RELATING TO SEXUAL HARASSMENT.

AT LEAST FIFTY PERCENT (50%) OF THE MEMBERS OF THE COMMITTEE SHALL BE WOMEN. THE COMPOSITION, TENURE, POWERS, AND FUNCTIONS OF THE INTERNAL COMMITTEE SHALL BE GOVERNED BY THE PROVISIONS OF THE POSH ACT, 2013.

6.2.4 **COMPLAINT AND REDRESSAL PROCESS -** COMPLAINTS OF SEXUAL HARASSMENT SHALL BE RECEIVED, PROCESSED, INVESTIGATED, AND RESOLVED IN ACCORDANCE WITH THE PROVISIONS PRESCRIBED UNDER THE POSH ACT, 2013.

THE INTERNAL COMMITTEE SHALL ENSURE:

- CONFIDENTIALITY OF PROCEEDINGS.
- FAIR AND UNBIASED INQUIRY.
- OPPORTUNITY OF HEARING TO ALL PARTIES.

- TIMELY COMPLETION OF INQUIRY AND RECOMMENDATIONS.

6.2.5 **AWARENESS AND TRAINING -** ARPAN SHALL CONDUCT PERIODIC POSH AWARENESS AND SENSITIZATION PROGRAMS FOR EMPLOYEES, MANAGEMENT, VOLUNTEERS, AND ASSOCIATES TO ENSURE UNDERSTANDING OF ACCEPTABLE WORKPLACE BEHAVIOR AND COMPLAINT PROCEDURES.

**6.3 CHILD PROTECTION POLICY**

6.3.1 **INTRODUCTION -** ARPAN IS COMMITTED TO CREATING AND MAINTAINING A SAFE ENVIRONMENT FOR CHILDREN AND ENSURING THAT ALL CHILDREN PARTICIPATING IN, BENEFITING FROM, OR COMING INTO CONTACT WITH ITS PROGRAMS ARE PROTECTED FROM ABUSE, EXPLOITATION, NEGLECT, VIOLENCE, DISCRIMINATION, AND HARMFUL PRACTICES.

THE ORGANIZATION RECOGNIZES THAT EVERY CHILD HAS THE RIGHT TO PROTECTION, PARTICIPATION, SURVIVAL, AND DEVELOPMENT.

6.3.2 **OBJECTIVES -** THE OBJECTIVES OF THIS POLICY ARE TO:

- PROTECT CHILDREN FROM ALL FORMS OF ABUSE, EXPLOITATION, NEGLECT, AND VIOLENCE.
- PROMOTE CHILD SAFEGUARDING ACROSS ALL PROGRAMS AND ACTIVITIES.
- ESTABLISH PROCEDURES FOR REPORTING AND RESPONDING TO CHILD PROTECTION CONCERNS.
- BUILD AWARENESS AMONG EMPLOYEES, VOLUNTEERS, AND STAKEHOLDERS REGARDING CHILD RIGHTS AND CHILD PROTECTION RESPONSIBILITIES.
- ENSURE COMPLIANCE WITH APPLICABLE CHILD PROTECTION LAWS AND STANDARDS.

6.3.3 **GUIDING PRINCIPLES -** ARPAN BELIEVES THAT:

- EVERY CHILD HAS EQUAL RIGHTS TO PROTECTION AND SAFETY.
- THE BEST INTERESTS OF THE CHILD SHALL BE PARAMOUNT IN ALL DECISIONS.
- EVERY CHILD SHALL BE TREATED WITH DIGNITY, RESPECT, AND SENSITIVITY.
- CHILDREN HAVE THE RIGHT TO PARTICIPATION AND TO EXPRESS THEIR VIEWS.
- ALL CHILD PROTECTION CONCERNS SHALL BE TAKEN SERIOUSLY AND ADDRESSED PROMPTLY.

**6.3.4 RESPONSIBILITIES MANAGEMENT -** MANAGEMENT SHALL:

- ENSURE IMPLEMENTATION OF CHILD PROTECTION MEASURES ACROSS ALL PROGRAMS.
- PROMOTE A CULTURE OF SAFEGUARDING AND ACCOUNTABILITY.

- PROVIDE ADEQUATE RESOURCES FOR POLICY IMPLEMENTATION.
- ENSURE COMPLIANCE WITH APPLICABLE CHILD PROTECTION LAWS.

**6.3.5 HUMAN RESOURCES DEPARTMENT - THE HUMAN RESOURCES DEPARTMENT SHALL:**

- INTEGRATE CHILD SAFEGUARDING REQUIREMENTS INTO RECRUITMENT, INDUCTION, AND TRAINING PROCESSES.
- CONDUCT PERIODIC AWARENESS AND CAPACITY-BUILDING PROGRAMS.
- MAINTAIN RECORDS RELATING TO SAFEGUARDING COMPLIANCE.
- SUPPORT REPORTING AND RESPONSE MECHANISMS.

### 6.4 POCSO – PROTECTION OF CHILDREN FROM SEXUAL OFFENCES

6.4.1 **INTRODUCTION -** THE PROTECTION OF CHILDREN FROM SEXUAL OFFENCES (POCSO) ACT, 2012 PROVIDES PROTECTION TO CHILDREN AGAINST SEXUAL ASSAULT, SEXUAL HARASSMENT, AND EXPLOITATION AND ESTABLISHES CHILD-FRIENDLY PROCEDURES FOR REPORTING, INVESTIGATION, AND TRIAL.

ARPAN IS COMMITTED TO ENSURING COMPLIANCE WITH THE PROVISIONS OF THE POCSO ACT AND PROMOTING AWARENESS AMONG EMPLOYEES AND STAKEHOLDERS.

6.4.2 **RESPONSIBILITIES AND PROCEDURES -** ARPAN SHALL:

- CONDUCT AWARENESS AND ORIENTATION PROGRAMS ON CHILD PROTECTION AND POCSO PROVISIONS.
- ENSURE PROMPT REPORTING OF SUSPECTED CASES OF CHILD SEXUAL ABUSE IN ACCORDANCE WITH LEGAL REQUIREMENTS.
- SUPPORT CHILD-FRIENDLY PROCEDURES DURING REPORTING AND INVESTIGATION.
- COOPERATE WITH CHILD WELFARE COMMITTEES (CWC), LAW ENFORCEMENT AGENCIES, AND RELEVANT AUTHORITIES.
- FACILITATE ACCESS TO MEDICAL CARE, PSYCHOSOCIAL SUPPORT, LEGAL ASSISTANCE, REHABILITATION SERVICES, AND PROTECTION MEASURES FOR AFFECTED CHILDREN.

ANY EMPLOYEE WHO BECOMES AWARE OF A SUSPECTED CASE INVOLVING A CHILD SHALL IMMEDIATELY REPORT THE MATTER TO THE DESIGNATED AUTHORITY AS REQUIRED UNDER LAW.

### 6.5 CHILD LABOUR POLICY

6.5.1 **INTRODUCTION -** ARPAN RECOGNIZES THE RIGHTS OF CHILDREN TO EDUCATION, DEVELOPMENT, PROTECTION, AND PARTICIPATION AND IS COMMITTED TO

PREVENTING CHILD LABOUR IN ALL ITS OPERATIONS, PROJECTS, PARTNERSHIPS, AND SUPPLY CHAINS.

THE ORGANIZATION STRICTLY PROHIBITS CHILD LABOUR AND SHALL COMPLY WITH ALL APPLICABLE LAWS RELATING TO CHILD RIGHTS AND CHILD PROTECTION.

6.5.2 **OBJECTIVES -** THIS POLICY AIMS TO:

- PROHIBIT AND ELIMINATE CHILD LABOUR IN ORGANIZATIONAL ACTIVITIES.
- PROMOTE CHILD RIGHTS AND CHILD WELFARE.
- ENSURE COMPLIANCE WITH NATIONAL AND INTERNATIONAL CHILD PROTECTION STANDARDS.
- ENCOURAGE RESPONSIBLE PRACTICES AMONG PARTNERS, VENDORS, AND CONTRACTORS.

6.5.3 **SCOPE -** THIS POLICY APPLIES TO:

- EMPLOYEES AND VOLUNTEERS.
- CONSULTANTS AND CONTRACTUAL PERSONNEL.
- VENDORS, SUPPLIERS, CONTRACTORS, AND SERVICE PROVIDERS.
- PARTNER ORGANIZATIONS ASSOCIATED WITH ARPAN.

6.5.4 **DEFINITIONS** FOR THE PURPOSE OF THIS POLICY:

**CHILD:** ANY PERSON BELOW THE AGE OF EIGHTEEN (18) YEARS.

**CHILD LABOUR:** ANY WORK THAT DEPRIVES CHILDREN OF THEIR CHILDHOOD, EDUCATION, DIGNITY, POTENTIAL, OR DEVELOPMENT AND IS PROHIBITED UNDER APPLICABLE LAW.

6.5.5 **POLICY STATEMENT -** ARPAN SHALL:

- NOT EMPLOY ANY CHILD IN VIOLATION OF APPLICABLE LAWS.
- VERIFY AGE-RELATED DOCUMENTS DURING RECRUITMENT WHEREVER REQUIRED.
- PROMOTE EDUCATION AND CHILD WELFARE THROUGH ITS PROGRAMS.
- ENGAGE ONLY WITH VENDORS AND PARTNERS WHO COMPLY WITH CHILD LABOUR LAWS.
- TAKE CORRECTIVE ACTION IF ANY INSTANCE OF CHILD LABOUR IS IDENTIFIED IN ORGANIZATIONAL OPERATIONS OR ASSOCIATED ACTIVITIES.

# A-7

# DISABILITY MAINSTREAMING POLICY

## A-7: DISABILITY MAINSTREAMING POLICY

**7.1 INTRODUCTION:** PERSONS WITH DISABILITIES (PWDS) CONSTITUTE A SIGNIFICANT CROSS-CUTTING AND OFTEN MARGINALIZED SECTION OF SOCIETY WHO FREQUENTLY FACE BARRIERS TO EQUAL PARTICIPATION IN SOCIAL, ECONOMIC, CULTURAL, AND POLITICAL LIFE. THESE BARRIERS MAY ARISE DUE TO PHYSICAL, COMMUNICATION, ATTITUDINAL, INSTITUTIONAL, OR ENVIRONMENTAL FACTORS THAT LIMIT ACCESS AND OPPORTUNITIES.

DISABILITY IS A CROSS-CUTTING DEVELOPMENT ISSUE THAT IS OFTEN COMPOUNDED BY FACTORS SUCH AS GENDER, AGE, SOCIO-ECONOMIC STATUS, CASTE, ETHNICITY, AND GEOGRAPHICAL LOCATION. FURTHERMORE, DISABILITY CAN BOTH CONTRIBUTE TO AND RESULT FROM POVERTY AND SOCIAL EXCLUSION.

ARPAN RECOGNIZES THAT SUSTAINABLE AND INCLUSIVE DEVELOPMENT CANNOT BE ACHIEVED UNLESS THE RIGHTS, DIGNITY, PARTICIPATION, AND ASPIRATIONS OF PERSONS WITH DISABILITIES ARE FULLY INTEGRATED INTO ORGANIZATIONAL POLICIES, PROGRAMMES, AND PRACTICES. IN ALIGNMENT WITH ARPAN'S VISION OF *"EXPEDITE SYNERGY FOR SUSTAINABLE DEVELOPMENT,"* THE ORGANIZATION IS COMMITTED TO PROMOTING DISABILITY INCLUSION AND ENSURING THAT PERSONS WITH DISABILITIES ARE ABLE TO PARTICIPATE EQUALLY AND MEANINGFULLY IN ALL ASPECTS OF DEVELOPMENT.

DISABILITY MAINSTREAMING IS A SYSTEMATIC APPROACH THAT PROMOTES INCLUSION BY IDENTIFYING AND ADDRESSING BARRIERS THAT PREVENT PERSONS WITH DISABILITIES FROM ENJOYING EQUAL RIGHTS, OPPORTUNITIES, AND PARTICIPATION IN SOCIETY.

**7.2 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO PROVIDE A FRAMEWORK FOR INTEGRATING DISABILITY INCLUSION AND DISABILITY RIGHTS ACROSS ARPAN'S ORGANIZATIONAL SYSTEMS, WORKPLACE PRACTICES, PROGRAMMES, PARTNERSHIPS, AND ADVOCACY INITIATIVES.

THIS POLICY SEEKS TO:

- PROMOTE EQUAL OPPORTUNITIES AND NON-DISCRIMINATION FOR PERSONS WITH DISABILITIES.
- ENSURE ACCESSIBILITY, PARTICIPATION, AND INCLUSION IN ORGANIZATIONAL PROCESSES AND PROGRAMMES.
- STRENGTHEN AWARENESS AND SENSITIVITY REGARDING DISABILITY RIGHTS AMONG EMPLOYEES AND STAKEHOLDERS.
- GUIDE STAFF, VOLUNTEERS, CONSULTANTS, AND PARTNERS IN INCORPORATING DISABILITY-INCLUSIVE APPROACHES INTO THEIR WORK.

- SUPPORT COMPLIANCE WITH APPLICABLE NATIONAL LAWS, INCLUDING THE RIGHTS OF PERSONS WITH DISABILITIES ACT, 2016.

**7.3 GUIDING PRINCIPLES:** DISABILITY MAINSTREAMING WITHIN ARPAN SHALL BE GUIDED BY THE FOLLOWING PRINCIPLES:

a. **RIGHTS-BASED APPROACH -** ARPAN SHALL ADOPT A RIGHTS-BASED APPROACH TO DISABILITY INCLUSION, RECOGNIZING PERSONS WITH DISABILITIES AS RIGHTS HOLDERS ENTITLED TO EQUALITY, DIGNITY, PARTICIPATION, ACCESSIBILITY, AND NON-DISCRIMINATION UNDER THE CONSTITUTION OF INDIA AND APPLICABLE LAWS.

b. **INCLUSION AND PARTICIPATION:** ARPAN SHALL PROMOTE THE FULL, EFFECTIVE, AND MEANINGFUL PARTICIPATION OF PERSONS WITH DISABILITIES IN ORGANIZATIONAL ACTIVITIES, PROGRAMMES, DECISION-MAKING PROCESSES, CONSULTATIONS, AND COMMUNITY INITIATIVES.

c. **EQUALITY AND NON-DISCRIMINATION -** THE ORGANIZATION SHALL ENSURE THAT NO INDIVIDUAL IS DISCRIMINATED AGAINST ON THE BASIS OF DISABILITY IN RECRUITMENT, EMPLOYMENT, PROGRAMME PARTICIPATION, ACCESS TO SERVICES, OR ANY OTHER ORGANIZATIONAL PROCESS.

d. **ADDRESSING MULTIPLE AND INTERSECTIONAL DISADVANTAGES -** ARPAN RECOGNIZES THAT PERSONS WITH DISABILITIES MAY FACE MULTIPLE FORMS OF DISCRIMINATION DUE TO FACTORS SUCH AS GENDER, AGE, CASTE, ETHNICITY, RELIGION, ECONOMIC STATUS, OR GEOGRAPHIC LOCATION. THE ORGANIZATION SHALL STRIVE TO ADDRESS THESE INTERSECTING BARRIERS THROUGH INCLUSIVE PROGRAMME DESIGN AND IMPLEMENTATION.

e. **ACCESSIBILITY -** ARPAN SHALL MAKE REASONABLE EFFORTS TO IMPROVE PHYSICAL, COMMUNICATION, INFORMATION, AND DIGITAL ACCESSIBILITY WITHIN ITS OFFICES, PROGRAMMES, EVENTS, AND SERVICES.

f. **POSITIVE REPRESENTATION -** ARPAN SHALL PROMOTE POSITIVE REPRESENTATION OF PERSONS WITH DISABILITIES IN ITS COMMUNICATION MATERIALS, PUBLICATIONS, AWARENESS CAMPAIGNS, AND PROGRAMME DOCUMENTATION, ENSURING DIGNITY, RESPECT, AND INCLUSION.

**7.4 ELEMENTS OF DISABILITY MAINSTREAMING**

a. **ORGANIZATIONAL COMMITMENT –** ARPAN IS COMMITTED TO INTEGRATING DISABILITY INCLUSION INTO ITS VISION, VALUES, POLICIES, PROGRAMMES, AND INSTITUTIONAL PRACTICES. THIS COMMITMENT SERVES AS THE FOUNDATION FOR ALL DISABILITY MAINSTREAMING INITIATIVES UNDERTAKEN BY THE ORGANIZATION.

b. **AWARENESS AND SENSITIZATION -** THE ORGANIZATION SHALL UNDERTAKE REGULAR SENSITIZATION AND CAPACITY-BUILDING PROGRAMMES TO ENHANCE AWARENESS, UNDERSTANDING, AND COMMITMENT TOWARDS DISABILITY INCLUSION AMONG EMPLOYEES, VOLUNTEERS, CONSULTANTS, PARTNERS, AND STAKEHOLDERS. SUCH INITIATIVES SHALL PROMOTE POSITIVE ATTITUDES, REDUCE STIGMA, AND ENCOURAGE INCLUSIVE PRACTICES ACROSS ALL LEVELS OF THE ORGANIZATION.

c. **WORKPLACE MAINSTREAMING -** ARPAN SHALL STRIVE TO CREATE AN INCLUSIVE, EQUITABLE, AND NON-DISCRIMINATORY WORKPLACE ENVIRONMENT BY:

- PROMOTING EQUAL EMPLOYMENT OPPORTUNITIES.
- PROVIDING REASONABLE ACCOMMODATION WHEREVER FEASIBLE.
- REMOVING BARRIERS THAT HINDER PARTICIPATION OF PERSONS WITH DISABILITIES.
- ENCOURAGING ACCESSIBLE COMMUNICATION AND WORKPLACE PRACTICES.
- ENSURING DIGNITY, SAFETY, AND RESPECT FOR ALL EMPLOYEES.

PERSONS WITH DISABILITIES SHALL BE ENCOURAGED TO PARTICIPATE FULLY AS EMPLOYEES, VOLUNTEERS, CONSULTANTS, OR INTERNS BASED ON THEIR SKILLS, QUALIFICATIONS, AND CAPABILITIES.

d. **PROGRAMME MAINSTREAMING -** ARPAN SHALL ENSURE THAT ITS PROGRAMMES, PROJECTS, AND SERVICES ARE DESIGNED AND IMPLEMENTED IN A MANNER THAT PROMOTES INCLUSION AND EQUAL PARTICIPATION OF PERSONS WITH DISABILITIES. THIS INCLUDES:

- INTEGRATING DISABILITY CONSIDERATIONS DURING PROGRAMME PLANNING AND DESIGN.
- ENSURING EQUITABLE ACCESS TO PROGRAMME BENEFITS AND SERVICES.
- CONSULTING PERSONS WITH DISABILITIES AND THEIR REPRESENTATIVE ORGANIZATIONS WHEREVER APPROPRIATE.
- MONITORING PARTICIPATION AND INCLUSION OUTCOMES.
- ADDRESSING BARRIERS THAT MAY PREVENT MEANINGFUL PARTICIPATION.

e. **POLICY AND ADVOCACY MAINSTREAMING -** ARPAN SHALL SEEK TO IDENTIFY AND ADDRESS POLICY, INSTITUTIONAL, AND SYSTEMIC BARRIERS THAT LIMIT THE PARTICIPATION AND INCLUSION OF PERSONS WITH DISABILITIES.

WHERE RELEVANT, THE ORGANIZATION SHALL ADVOCATE FOR DISABILITY-INCLUSIVE DEVELOPMENT, ACCESSIBILITY, EQUAL OPPORTUNITIES, AND THE PROTECTION OF

DISABILITY RIGHTS THROUGH ITS PROGRAMMES, PARTNERSHIPS, AND STAKEHOLDER ENGAGEMENT.

f. **PARTNERSHIPS AND COLLABORATION -** ARPAN SHALL ENCOURAGE COLLABORATION WITH GOVERNMENT AGENCIES, CIVIL SOCIETY ORGANIZATIONS, DISABLED PERSONS' ORGANIZATIONS (DPOS), EXPERTS, AND OTHER STAKEHOLDERS TO STRENGTHEN DISABILITY-INCLUSIVE PROGRAMMING AND PROMOTE BEST PRACTICES.

g. **MONITORING AND CONTINUOUS IMPROVEMENT -** THE ORGANIZATION SHALL PERIODICALLY REVIEW ITS POLICIES, PROGRAMMES, INFRASTRUCTURE, AND PRACTICES TO ASSESS PROGRESS IN DISABILITY INCLUSION AND IDENTIFY OPPORTUNITIES FOR IMPROVEMENT.

FEEDBACK FROM PERSONS WITH DISABILITIES, EMPLOYEES, BENEFICIARIES, AND PARTNERS SHALL BE CONSIDERED TO STRENGTHEN ORGANIZATIONAL LEARNING AND ACCOUNTABILITY.

**7.5 RESPONSIBILITY FOR IMPLEMENTATION:** THE SUCCESSFUL IMPLEMENTATION OF THIS POLICY SHALL BE THE COLLECTIVE RESPONSIBILITY OF MANAGEMENT, HUMAN RESOURCES, PROGRAMME TEAMS, EMPLOYEES, VOLUNTEERS, CONSULTANTS, AND PARTNER ORGANIZATIONS.

MANAGEMENT SHALL PROVIDE LEADERSHIP AND RESOURCES FOR DISABILITY INCLUSION, WHILE ALL EMPLOYEES AND STAKEHOLDERS ARE EXPECTED TO UPHOLD THE PRINCIPLES AND COMMITMENTS OUTLINED IN THIS POLICY AND CONTRIBUTE TOWARDS CREATING AN INCLUSIVE AND ACCESSIBLE ENVIRONMENT FOR PERSONS WITH DISABILITIES.

# A-8

# GENDER MAINSTREAMING POLICY


**A-8 GENDER MAINSTREAMING POLICY**

**8.1 INTRODUCTION & STRATEGY:** ARPAN IS COMMITTED TO THE PRINCIPLES OF GENDER JUSTICE, EQUALITY, NON-DISCRIMINATION, AND EQUAL OPPORTUNITY FOR ALL INDIVIDUALS. THE ORGANIZATION BELIEVES THAT SUSTAINABLE DEVELOPMENT CAN ONLY BE ACHIEVED WHEN WOMEN, MEN, GIRLS, AND BOYS HAVE EQUAL OPPORTUNITIES TO PARTICIPATE IN AND BENEFIT FROM SOCIAL, ECONOMIC, AND DEVELOPMENTAL PROCESSES.

ALL PROGRAMMES, POLICIES, AND ORGANIZATIONAL PRACTICES OF ARPAN STRIVE TO CREATE A

GENDER-RESPONSIVE ENVIRONMENT THAT PROMOTES EQUITY, INCLUSION, SHARED DECISION-MAKING, LEADERSHIP, AND PARTICIPATION. THE ORGANIZATION SEEKS TO ENSURE THAT WOMEN AND MEN ARE EQUALLY EMPOWERED TO INFLUENCE AND SHAPE POLICIES, SYSTEMS, STRUCTURES, AND DECISIONS AFFECTING THEIR LIVES BASED ON THEIR OWN INTERESTS, NEEDS, AND PRIORITIES.

ARPAN HAS DEVELOPED AND ADAPTED PROGRAMME MODELS THAT PROMOTE GENDER EQUITY WHILE MAXIMIZING THE PARTICIPATION OF WOMEN AND GIRLS, PARTICULARLY THOSE WHO FACE BARRIERS IN ACCESSING EDUCATION, HEALTHCARE, LIVELIHOOD OPPORTUNITIES, LEADERSHIP ROLES, AND OTHER DEVELOPMENTAL BENEFITS. THE ORGANIZATION RECOGNIZES THAT MEANINGFUL AND SUSTAINABLE DEVELOPMENT REQUIRES THE ACTIVE ENGAGEMENT AND EMPOWERMENT OF WOMEN, MEN, GIRLS, AND BOYS ALIKE.

GENDER MAINSTREAMING REFERS TO THE SYSTEMATIC INTEGRATION OF GENDER PERSPECTIVES INTO ALL STAGES OF PROGRAMME PLANNING, IMPLEMENTATION, MONITORING, EVALUATION, POLICY DEVELOPMENT, ADVOCACY, RESOURCE ALLOCATION, AND ORGANIZATIONAL DECISION-MAKING. IT AIMS TO ENSURE THAT THE EXPERIENCES, CONCERNS, PRIORITIES, AND ASPIRATIONS OF ALL GENDERS ARE CONSIDERED AND ADDRESSED EQUITABLY.

ARPAN IS COMMITTED TO EMBEDDING GENDER EQUALITY PRINCIPLES NOT ONLY WITHIN ITS PROGRAMMES BUT ALSO WITHIN ITS INTERNAL POLICIES, SYSTEMS, WORKPLACE CULTURE, AND INSTITUTIONAL PRACTICES.

**8.2 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO PROVIDE A STRUCTURED FRAMEWORK FOR INTEGRATING GENDER PERSPECTIVES ACROSS ALL ORGANIZATIONAL FUNCTIONS, PROGRAMMES, PROJECTS, POLICIES, AND PARTNERSHIPS.

THE POLICY SEEKS TO:

- PROMOTE GENDER EQUALITY AND NON-DISCRIMINATION IN ALL ORGANIZATIONAL ACTIVITIES.
- ENSURE EQUITABLE PARTICIPATION AND ACCESS TO OPPORTUNITIES FOR ALL GENDERS.
- STRENGTHEN GENDER-RESPONSIVE PROGRAMME DESIGN, IMPLEMENTATION, AND EVALUATION.
- CREATE A SAFE, INCLUSIVE, AND RESPECTFUL WORKPLACE ENVIRONMENT.
- GUIDE STAFF, VOLUNTEERS, CONSULTANTS, AND PARTNERS IN MAINSTREAMING GENDER CONSIDERATIONS INTO THEIR WORK.

THIS POLICY APPLIES TO ALL EMPLOYEES, CONSULTANTS, INTERNS, VOLUNTEERS, GOVERNING

BODY MEMBERS, VENDORS, AND PARTNER ORGANIZATIONS ASSOCIATED WITH ARPAN.

**8.3 KEY PRINCIPLES:** GENDER MAINSTREAMING WITHIN ARPAN SHALL BE GUIDED BY THE FOLLOWING PRINCIPLES:

a. **RIGHTS-BASED APPROACH:** ARPAN ADOPTS A RIGHTS-BASED APPROACH TO GENDER EQUALITY AND WOMEN'S EMPOWERMENT, DRAWING UPON NATIONAL LEGISLATION, CONSTITUTIONAL VALUES, AND INTERNATIONALLY RECOGNIZED HUMAN RIGHTS FRAMEWORKS. THE ORGANIZATION SEEKS TO ADDRESS STRUCTURAL INEQUALITIES AND PROMOTE EQUAL RIGHTS, OPPORTUNITIES, AND PARTICIPATION FOR ALL GENDERS.

b. **INCLUSION AND PARTICIPATION:** ARPAN WILL SUPPORT THE FULL, MEANINGFUL, AND EQUITABLE PARTICIPATION OF WOMEN, MEN, GIRLS, BOYS, AND GENDER-DIVERSE INDIVIDUALS IN ORGANIZATIONAL AND PROGRAMME ACTIVITIES. THEIR VOICES, EXPERIENCES, AND PERSPECTIVES WILL INFORM PROGRAMME PRIORITIES, STRATEGIES, AND INTERVENTIONS.

c. **GENDER LEADERSHIP AND ACCOUNTABILITY:** THE ORGANIZATION SHALL ESTABLISH APPROPRIATE MECHANISMS, INCLUDING GENDER COMMITTEES OR DESIGNATED FOCAL PERSONS, TO ADVOCATE FOR GENDER EQUALITY, MONITOR IMPLEMENTATION, PROMOTE AWARENESS, AND STRENGTHEN INSTITUTIONAL ACCOUNTABILITY ON GENDER-RELATED MATTERS.

d. **ADDRESSING MULTIPLE LAYERS OF DISCRIMINATION:** ARPAN RECOGNIZES THAT GENDER INEQUALITY OFTEN INTERSECTS WITH OTHER FORMS OF DISCRIMINATION, INCLUDING DISABILITY, CASTE, CLASS, AGE, RELIGION, ETHNICITY, GEOGRAPHIC LOCATION, AND SOCIO-ECONOMIC STATUS. SPECIAL ATTENTION SHALL BE GIVEN TO ADDRESSING THESE OVERLAPPING VULNERABILITIES AND BARRIERS.

e. **GENDER-SENSITIVE PLANNING AND DECISION-MAKING:** THE ORGANIZATION SHALL ENSURE THAT THE NEEDS, PRIORITIES, AND PERSPECTIVES OF WOMEN AND MEN ARE ADEQUATELY CONSIDERED THROUGHOUT THE PLANNING, IMPLEMENTATION, MONITORING, AND EVALUATION PROCESSES OF PROGRAMMES AND ORGANIZATIONAL POLICIES.

f. **POSITIVE REPRESENTATION:** ARPAN SHALL PROMOTE THE POSITIVE REPRESENTATION OF WOMEN AND MARGINALIZED GENDERS IN COMMUNICATION MATERIALS, PROGRAMME ACTIVITIES, LEADERSHIP OPPORTUNITIES, AND DECISION-MAKING PROCESSES.

g. **GENDER AUDITS AND CONTINUOUS IMPROVEMENT:** PERIODIC GENDER AUDITS AND REVIEWS SHALL BE UNDERTAKEN TO ASSESS ORGANIZATIONAL PROGRESS, IDENTIFY GAPS

AND CHALLENGES, AND RECOMMEND MEASURES TO STRENGTHEN GENDER-RESPONSIVE POLICIES, SYSTEMS, AND PRACTICES.

**8.4 ACTION PLAN AND ELEMENTS OF THE POLICY:** IN ADDITION TO ADHERING TO THE PRINCIPLES OUTLINED ABOVE, ARPAN SHALL UNDERTAKE THE FOLLOWING MEASURES TO MAINSTREAM GENDER ACROSS THE ORGANIZATION:

a. **GENDER ANALYSIS AND PROGRAMME DESIGN:** ARPAN SHALL ENSURE THAT GENDER CONSIDERATIONS ARE INCORPORATED INTO SITUATIONAL ANALYSES, BASELINE ASSESSMENTS, PROGRAMME PLANNING, AND PROJECT DESIGN. GENDER ANALYSIS SHALL CONSIDER FACTORS SUCH AS POWER RELATIONS, CASTE, CULTURE, RELIGION, SOCIO-ECONOMIC STATUS, DISABILITY, AGE, AND OTHER RELEVANT DIMENSIONS OF EXCLUSION.

b. **GENDER-RESPONSIVE PROGRAMMING:** ALL PROGRAMMES, POLICY RECOMMENDATIONS, ADVOCACY INITIATIVES, AND INFLUENCING STRATEGIES SHALL BE DESIGNED AND IMPLEMENTED IN A MANNER THAT PROMOTES GENDER EQUALITY AND AVOIDS CAUSING HARM, DISCRIMINATION, OR UNINTENDED NEGATIVE IMPACTS ON WOMEN, GIRLS, OR ANY MARGINALIZED GROUP.

c. **GENDER AUDITS AND ASSESSMENTS:** THE ORGANIZATION SHALL PERIODICALLY CONDUCT GENDER AUDITS AND ASSESSMENTS TO UNDERSTAND GENDER DYNAMICS WITHIN ORGANIZATIONAL STRUCTURES, SYSTEMS, WORKPLACE CULTURE, HUMAN RESOURCE PRACTICES, AND PROGRAMME DELIVERY MECHANISMS. FINDINGS SHALL BE USED TO STRENGTHEN GENDER-RESPONSIVE APPROACHES.

d. **CAPACITY BUILDING AND TRAINING:** ARPAN SHALL PROVIDE REGULAR ORIENTATION, TRAINING, AND CAPACITY-BUILDING OPPORTUNITIES TO EMPLOYEES, VOLUNTEERS, CONSULTANTS, AND PARTNERS ON GENDER EQUALITY, GENDER MAINSTREAMING, INCLUSION, DIVERSITY, AND PREVENTION OF DISCRIMINATION AND HARASSMENT.

e. **STRENGTHENING STAFF COMPETENCIES:** RELEVANT PROGRAMME AND MANAGEMENT STAFF SHALL BE ENCOURAGED TO DEVELOP THE KNOWLEDGE, SKILLS, AND COMPETENCIES NECESSARY FOR IMPLEMENTING PRACTICAL GENDER-RESPONSIVE STRATEGIES AND INTERVENTIONS.

f. **INTERNAL DIALOGUE AND ENGAGEMENT:** THE ORGANIZATION SHALL CREATE OPPORTUNITIES AND PLATFORMS, SUCH AS GENDER WORKING GROUPS, CONSULTATIONS, WORKSHOPS, AND STAFF DISCUSSIONS, TO ENCOURAGE DIALOGUE AND LEARNING ON GENDER EQUALITY AND INCLUSION.

g. **GENDER BUDGETING -** WHEREVER FEASIBLE, ARPAN SHALL PROMOTE GENDER-RESPONSIVE BUDGETING PRACTICES TO ENSURE THAT RESOURCES ARE ALLOCATED IN

WAYS THAT CONTRIBUTE TO REDUCING GENDER DISPARITIES AND ADVANCING GENDER EQUALITY OUTCOMES.

h. **SAFE AND INCLUSIVE WORKPLACE:** ARPAN SHALL MAINTAIN A WORKPLACE ENVIRONMENT THAT PROMOTES DIGNITY, RESPECT, DIVERSITY, INCLUSION, AND EQUAL OPPORTUNITY. THE ORGANIZATION SHALL STRICTLY PROHIBIT DISCRIMINATION, HARASSMENT, VICTIMIZATION, OR UNFAIR TREATMENT ON THE BASIS OF GENDER.

i. **MONITORING AND REPORTING:** GENDER EQUALITY INDICATORS SHALL BE INTEGRATED INTO PROGRAMME MONITORING AND REPORTING SYSTEMS TO ASSESS PROGRESS AND STRENGTHEN ACCOUNTABILITY TOWARD GENDER-RESPONSIVE OUTCOMES.

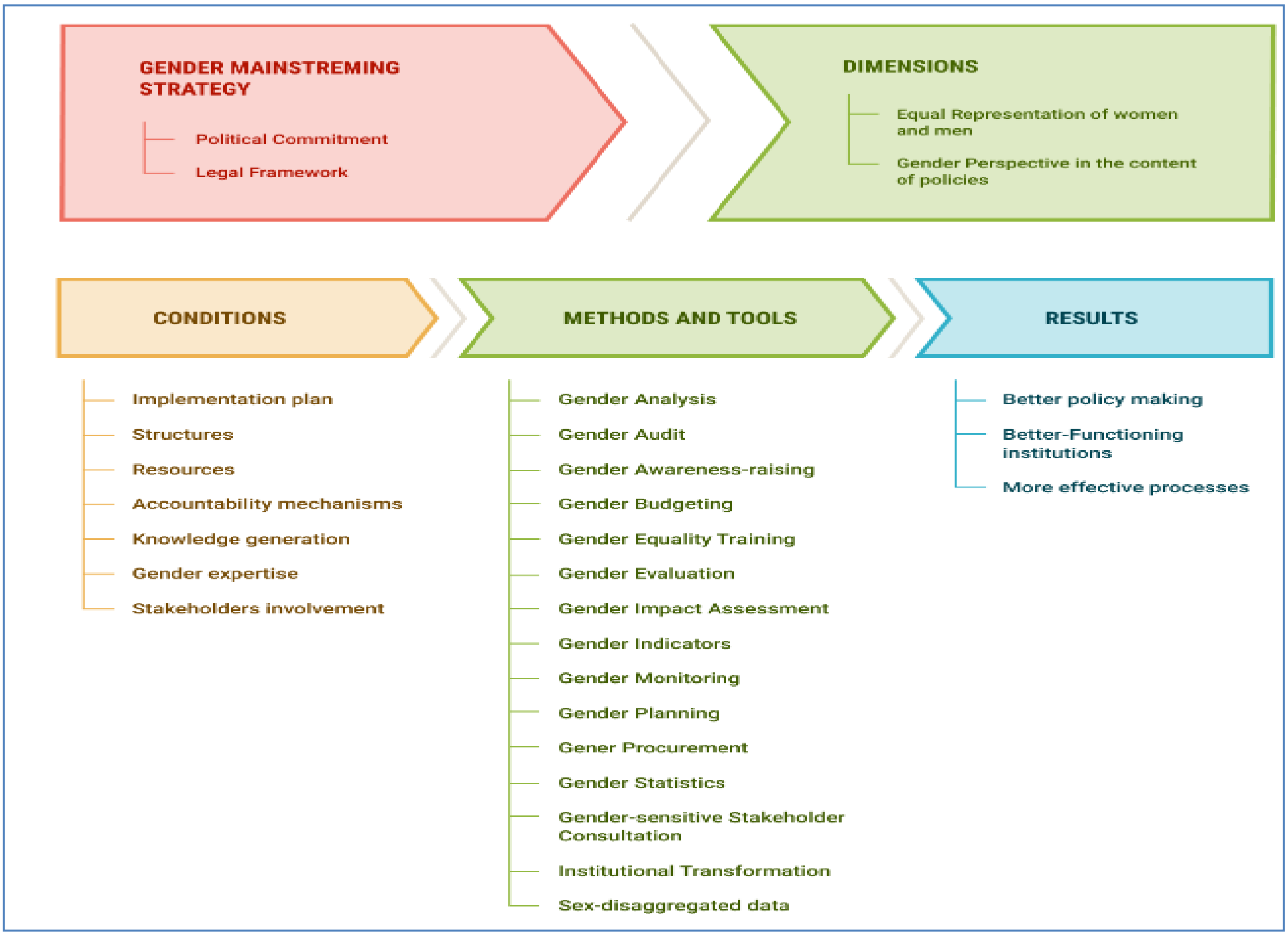
**8.5 ORGANIZATIONAL COMMITMENT:** ARPAN IS COMMITTED TO BECOMING A GENDER-SENSITIVE, GENDER-RESPONSIVE, AND GENDER-TRANSFORMATIVE ORGANIZATION. THROUGH THIS POLICY, THE ORGANIZATION SEEKS TO STRENGTHEN INSTITUTIONAL SYSTEMS, WORKPLACE PRACTICES, PROGRAMME APPROACHES, AND PARTNERSHIPS THAT CONTRIBUTE TO GREATER GENDER EQUALITY, SOCIAL JUSTICE, AND INCLUSIVE DEVELOPMENT.

THE ORGANIZATION SHALL PERIODICALLY REVIEW THIS POLICY TO ENSURE ITS CONTINUED RELEVANCE, EFFECTIVENESS, AND ALIGNMENT WITH APPLICABLE LAWS, ORGANIZATIONAL PRIORITIES, AND EMERGING BEST PRACTICES IN GENDER EQUALITY AND SOCIAL INCLUSION.

**8.6 GENDER MAINSTREAMING FRAMEWORK:** THE SUCCESSFUL IMPLEMENTATION OF GENDER MAINSTREAMING REQUIRES COMMITMENT AT ALL LEVELS OF THE ORGANIZATION. ARPAN RECOGNIZES THAT GENDER EQUALITY IS NOT ACHIEVED THROUGH ISOLATED INTERVENTIONS BUT THROUGH A SYSTEMATIC APPROACH THAT INTEGRATES GENDER CONSIDERATIONS INTO POLICIES, PROGRAMMES, INSTITUTIONAL SYSTEMS, DECISION-MAKING PROCESSES, AND ORGANIZATIONAL CULTURE.

THE FRAMEWORK BELOW ILLUSTRATES HOW ORGANIZATIONAL COMMITMENT, ENABLING CONDITIONS, AND GENDER-RESPONSIVE TOOLS CONTRIBUTE TO STRONGER INSTITUTIONS, IMPROVED PROGRAMME OUTCOMES, AND EQUITABLE DEVELOPMENT RESULTS.

## MAKING ARPAN A MORE GENDER SENSITIVE & RESPONSIVE ORGANISATION & ITS




## PROCEDURES

ARPAN IS COMMITTED TO CREATING AN INCLUSIVE, EQUITABLE, AND GENDER-RESPONSIVE ORGANIZATION WHERE WOMEN, MEN, GIRLS, BOYS, AND PERSONS OF DIVERSE GENDER IDENTITIES CAN PARTICIPATE EQUALLY AND BENEFIT FAIRLY FROM DEVELOPMENT OPPORTUNITIES.

THROUGH LEADERSHIP COMMITMENT, INSTITUTIONAL ACCOUNTABILITY, CAPACITY BUILDING, GENDER-RESPONSIVE PROGRAMMING, AND CONTINUOUS LEARNING, ARPAN WILL STRIVE TO INTEGRATE GENDER CONSIDERATIONS ACROSS ALL ASPECTS OF ITS WORK. THE ORGANIZATION SHALL PERIODICALLY REVIEW ITS POLICIES, SYSTEMS, AND PRACTICES TO ENSURE THAT GENDER EQUALITY REMAINS A CORE COMPONENT OF ITS VISION, MISSION, AND DEVELOPMENT APPROACH.

# A-9

# WORK POLICY

## A-9 WORK POLICY

**9.1 WORKING DAYS AND WEEKLY OFF:** ARPAN FOLLOWS A SIX-DAY WORK WEEK FROM MONDAY TO SATURDAY, WITH SUNDAY AS THE WEEKLY DAY OF REST, UNLESS OTHERWISE REQUIRED BY PROJECT ACTIVITIES OR STATUTORY PROVISIONS.

THE ORGANIZATION SHALL OBSERVE NOTIFIED PUBLIC HOLIDAYS AND FESTIVAL HOLIDAYS AS APPROVED BY MANAGEMENT. THE ANNUAL HOLIDAY LIST SHALL BE PREPARED AT THE BEGINNING OF EACH CALENDAR YEAR AND CIRCULATED TO ALL EMPLOYEES.

EMPLOYEES ENGAGED IN FIELD-BASED ASSIGNMENTS MAY BE REQUIRED TO WORK ON HOLIDAYS, WEEKENDS, OR BEYOND NORMAL WORKING HOURS BASED ON PROJECT REQUIREMENTS. IN SUCH CASES, COMPENSATORY OFF OR OTHER ARRANGEMENTS MAY BE PROVIDED IN ACCORDANCE WITH ORGANIZATIONAL POLICY AND APPLICABLE LAWS.

ALL WORKING HOURS, REST INTERVALS, OVERTIME, WEEKLY OFFS, AND HOLIDAY PROVISIONS SHALL BE GOVERNED BY APPLICABLE LABOUR LAWS AND STATE-SPECIFIC REGULATIONS.

**9.2 OFFICE TIMINGS AND ATTENDANCE:** THE STANDARD OFFICE WORKING HOURS ARE:
**10:00 AM TO 6:00 PM**, INCLUDING A LUNCH BREAK FROM **1:30 PM TO 2:00 PM**.

**FLEXIBLE WORK ARRANGEMENTS**

- FIELD STAFF MAY FOLLOW FLEXIBLE SCHEDULES BASED ON PROJECT NEEDS, FIELD VISITS, COMMUNITY MEETINGS, TRAINING PROGRAMMES, OR STAKEHOLDER CONSULTATIONS.
- DRIVERS, OFFICE ASSISTANTS, TECHNICIANS, AND SUPPORT STAFF MAY FOLLOW STAGGERED WORKING HOURS AS DETERMINED BY THE ADMINISTRATION DEPARTMENT.
- EMPLOYEES MAY BE REQUIRED TO WORK ON HOLIDAYS OR BEYOND REGULAR OFFICE HOURS DURING EMERGENCIES, EVENTS, AUDITS, DONOR VISITS, REPORTING DEADLINES, OR OTHER ORGANIZATIONAL REQUIREMENTS.
- EMPLOYEES ARE EXPECTED TO UTILIZE WORKING HOURS PRODUCTIVELY AND AVOID EXCESSIVE PERSONAL WORK OR NON-WORK-RELATED ACTIVITIES DURING OFFICE HOURS.

ATTENDANCE SHALL BE RECORDED THROUGH THE SYSTEM PRESCRIBED BY THE ORGANIZATION FROM TIME TO TIME.

**9.3 DRESS CODE POLICY:** EMPLOYEES ARE EXPECTED TO MAINTAIN A PROFESSIONAL APPEARANCE THAT REFLECTS THE VALUES AND REPUTATION OF THE ORGANIZATION.

EMPLOYEES SHALL:

- WEAR CLEAN, NEAT, AND APPROPRIATE ATTIRE SUITABLE FOR THEIR ROLE AND WORK ENVIRONMENT.
- DRESS PROFESSIONALLY WHILE INTERACTING WITH COMMUNITIES, GOVERNMENT OFFICIALS, DONORS, PARTNERS, AND OTHER STAKEHOLDERS.
- ENSURE CLOTHING IS RESPECTFUL, NON-OFFENSIVE, AND APPROPRIATE FOR A PROFESSIONAL WORKPLACE.
- MAINTAIN PERSONAL HYGIENE AND GROOMING STANDARDS.

REASONABLE ACCOMMODATIONS SHALL BE MADE FOR CLOTHING, GROOMING, OR APPEARANCE REQUIREMENTS BASED ON RELIGION, CULTURE, DISABILITY, MEDICAL NEEDS, OR OTHER PROTECTED CHARACTERISTICS.

**9.4 NON-COMPLIANCE WITH DRESS CODE:** MANAGERS AND SUPERVISORS MAY COUNSEL EMPLOYEES REGARDING DRESS CODE CONCERNS.

REPEATED OR SERIOUS VIOLATIONS MAY RESULT IN CORRECTIVE ACTION IN ACCORDANCE WITH THE ORGANIZATION'S DISCIPLINARY PROCEDURES. ANY ACTION TAKEN SHALL BE REASONABLE, PROPORTIONATE, AND CONSISTENT WITH ORGANIZATIONAL POLICIES.

**9.5 OCCUPATIONAL HEALTH, SAFETY AND WELL-BEING:** ARPAN IS COMMITTED TO PROVIDING A SAFE, HEALTHY, AND SECURE WORKING ENVIRONMENT FOR ALL EMPLOYEES, VOLUNTEERS, CONSULTANTS, AND VISITORS.

THE ORGANIZATION SHALL:

- COMPLY WITH APPLICABLE OCCUPATIONAL HEALTH AND SAFETY LAWS.
- IDENTIFY AND MITIGATE WORKPLACE RISKS.
- PROMOTE SAFE WORK PRACTICES AND EMPLOYEE WELL-BEING.
- PROVIDE NECESSARY SAFETY EQUIPMENT, TRAINING, AND GUIDANCE WHERE REQUIRED.
- ENCOURAGE REPORTING OF HAZARDS, ACCIDENTS, INJURIES, AND UNSAFE CONDITIONS.
- MAINTAIN EMERGENCY PREPAREDNESS MEASURES APPROPRIATE TO THE WORKPLACE.

EMPLOYEES ARE EXPECTED TO COMPLY WITH ALL SAFETY INSTRUCTIONS AND COOPERATE IN MAINTAINING A SAFE WORKING ENVIRONMENT. GROUP PERSONAL ACCIDENT INSURANCE AND OTHER INSURANCE BENEFITS, AS APPROVED BY THE ORGANIZATION, MAY BE PROVIDED IN ACCORDANCE WITH APPLICABLE POLICIES.

**9.6 DRUGS, ALCOHOL AND SUBSTANCE ABUSE POLICY:** ARPAN MAINTAINS A DRUG-FREE AND ALCOHOL-FREE WORKPLACE. EMPLOYEES SHALL NOT:

- CONSUME ALCOHOL, NARCOTIC SUBSTANCES, OR ILLEGAL DRUGS DURING WORKING HOURS OR AT THE WORKPLACE.
- REPORT FOR DUTY WHILE UNDER THE INFLUENCE OF ALCOHOL, ILLEGAL DRUGS, OR ANY SUBSTANCE THAT MAY IMPAIR PERFORMANCE OR SAFETY.
- POSSESS, DISTRIBUTE, OR SUPPLY ILLEGAL DRUGS WITHIN ORGANIZATIONAL PREMISES OR DURING ORGANIZATIONAL ACTIVITIES.

EMPLOYEES TAKING PRESCRIBED MEDICATION THAT MAY AFFECT WORK PERFORMANCE OR SAFETY SHOULD INFORM THEIR REPORTING MANAGER OR HR DEPARTMENT, WHERE APPROPRIATE.

VIOLATION OF THIS POLICY MAY RESULT IN DISCIPLINARY ACTION, INCLUDING TERMINATION OF EMPLOYMENT, SUBJECT TO DUE PROCESS.

**9.7 NOTICE BOARDS AND INTERNAL COMMUNICATION:** OFFICIAL NOTICES, CIRCULARS, ANNOUNCEMENTS, STATUTORY INFORMATION, AND ORGANIZATIONAL COMMUNICATIONS SHALL BE DISPLAYED THROUGH PHYSICAL NOTICE BOARDS, EMAIL, INTRANET SYSTEMS, MESSAGING PLATFORMS, OR OTHER APPROVED COMMUNICATION CHANNELS. EMPLOYEES ARE RESPONSIBLE FOR REVIEWING OFFICIAL COMMUNICATIONS REGULARLY.

THE HEAD OF OFFICE OR DESIGNATED OFFICIAL SHALL ENSURE THAT NOTICES ARE DISPLAYED AND UPDATED APPROPRIATELY.

**9.8 REPORTING AND COMMUNICATION GUIDELINES:** EMPLOYEES SHALL ADHERE TO THE APPROVED REPORTING HIERARCHY AND COMMUNICATION CHANNELS OF THE ORGANIZATION.

THE FOLLOWING PRINCIPLES SHALL APPLY:

- REPORTS, WORK PLANS, LEAVE REQUESTS, TRAVEL PLANS, EXPENSE CLAIMS, AND OTHER OFFICIAL SUBMISSIONS SHALL BE ROUTED THROUGH THE APPROPRIATE REPORTING STRUCTURE.
- OFFICIAL COMMUNICATION MAY BE UNDERTAKEN THROUGH EMAIL, APPROVED DIGITAL PLATFORMS, AND ORGANIZATIONAL MESSAGING SYSTEMS.
- EMPLOYEES SHALL KEEP THEIR REPORTING OFFICER INFORMED REGARDING SIGNIFICANT WORK-RELATED MATTERS.

- APPROVALS SHALL BE OBTAINED FROM THE DESIGNATED AUTHORITY BEFORE UNDERTAKING ACTIVITIES REQUIRING AUTHORIZATION.
- REPORTING FORMATS AND TIMELINES MAY BE PRESCRIBED BY THE ORGANIZATION FROM TIME TO TIME.

THE PRESIDENT/CEO MAY DELEGATE APPROVAL AUTHORITY TO DESIGNATED HEADS OF DEPARTMENT OR PROJECT HEADS WHERE NECESSARY.

### 9.9 JOB ROTATION AND TRANSFER POLICY

**PURPOSE:** THE JOB ROTATION AND TRANSFER POLICY AIMS TO:

- ENHANCE EMPLOYEE LEARNING AND PROFESSIONAL DEVELOPMENT.
- BUILD MULTI-FUNCTIONAL SKILLS AND ORGANIZATIONAL CAPABILITY.
- IMPROVE EMPLOYEE ENGAGEMENT AND CAREER GROWTH.
- SUPPORT ORGANIZATIONAL REQUIREMENTS AND PROJECT CONTINUITY.

**ORGANIZATIONAL TRANSFERS:** THE ORGANIZATION MAY TRANSFER OR REASSIGN EMPLOYEES BETWEEN PROJECTS, PROGRAMMES, LOCATIONS, DEPARTMENTS, OR FUNCTIONAL AREAS BASED ON:

- PROJECT REQUIREMENTS;
- ORGANIZATIONAL RESTRUCTURING;
- EMPLOYEE DEVELOPMENT NEEDS;
- FUNDING CHANGES;
- OPERATIONAL REQUIREMENTS; OR
- ANY OTHER LEGITIMATE ORGANIZATIONAL REASON.

EMPLOYEES ARE EXPECTED TO COOPERATE WITH REASONABLE TRANSFER AND ROTATION DECISIONS.

**EMPLOYEE-INITIATED ROTATION**

EMPLOYEES MAY SUBMIT A WRITTEN REQUEST FOR ROTATION OR TRANSFER TO THEIR REPORTING MANAGER, INDICATING:

- DESIRED ASSIGNMENT OR ROLE;
- PROPOSED LOCATION;
- DURATION, WHERE APPLICABLE; AND
- EXPECTED DEVELOPMENTAL OR ORGANIZATIONAL BENEFITS.

APPROVAL SHALL BE SUBJECT TO ORGANIZATIONAL REQUIREMENTS AND MANAGEMENT DISCRETION.

**BENEFITS OF JOB ROTATION**

- SKILL ENHANCEMENT AND CROSS-FUNCTIONAL LEARNING;
- IMPROVED PRODUCTIVITY AND ORGANIZATIONAL EFFECTIVENESS;
- CAREER DEVELOPMENT OPPORTUNITIES;
- INCREASED MOTIVATION AND EMPLOYEE ENGAGEMENT;
- BETTER SUCCESSION PLANNING AND WORKFORCE FLEXIBILITY.

FAILURE TO COMPLY WITH APPROVED TRANSFER OR ROTATION DECISIONS WITHOUT VALID JUSTIFICATION MAY RESULT IN APPROPRIATE DISCIPLINARY ACTION IN ACCORDANCE WITH ORGANIZATIONAL POLICIES.

# A-10

# SEPERATION

# &

# TERMINATION

# POLICY

**A-10 SEPARATION & TERMINATION POLICY**

**10.1 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO ESTABLISH A FAIR, TRANSPARENT, AND CONSISTENT PROCESS FOR SEPARATION OF EMPLOYEES FROM THE SERVICES OF ARPAN, WHETHER DUE TO RESIGNATION, RETIREMENT, COMPLETION OF CONTRACT, TERMINATION, DEATH, DISABILITY, OR ANY OTHER LAWFUL REASON. THE POLICY AIMS TO ENSURE COMPLIANCE WITH APPLICABLE LABOUR LAWS, PROPER HANDOVER OF RESPONSIBILITIES, RECOVERY OF ORGANIZATIONAL ASSETS, AND TIMELY SETTLEMENT OF DUES.

**10.2 TYPES OF SEPARATION:** SEPARATION FROM THE SERVICES OF ARPAN MAY OCCUR THROUGH:

1. RESIGNATION BY THE EMPLOYEE.
2. RETIREMENT, WHERE APPLICABLE.
3. EXPIRY OR NON-RENEWAL OF A FIXED-TERM CONTRACT.
4. COMPLETION OR CLOSURE OF A PROJECT/FUNDING ARRANGEMENT.
5. TERMINATION OF EMPLOYMENT BY THE ORGANIZATION.
6. SEPARATION DURING PROBATION.
7. DEATH WHILE IN SERVICE.
8. PERMANENT DISABILITY OR MEDICAL INCAPACITY.
9. ABANDONMENT OF EMPLOYMENT.
10. ANY OTHER REASON PERMISSIBLE UNDER APPLICABLE LAW.

**10.3 SEPARATION DUE TO RESIGNATION:**

**SUBMISSION OF RESIGNATION:** AN EMPLOYEE WISHING TO RESIGN SHALL SUBMIT A WRITTEN RESIGNATION TO THE REPORTING OFFICER, WITH A COPY TO THE HUMAN RESOURCES DEPARTMENT.

**NOTICE PERIOD:** EMPLOYEES SHALL SERVE THE NOTICE PERIOD SPECIFIED IN THEIR APPOINTMENT LETTER OR EMPLOYMENT CONTRACT.

THE ORGANIZATION MAY, AT ITS DISCRETION:

- ACCEPT RESIGNATION WITH A REDUCED NOTICE PERIOD;
- RELIEVE THE EMPLOYEE EARLIER THAN THE EXPIRY OF THE NOTICE PERIOD; OR
- ACCEPT PAYMENT OF SALARY IN LIEU OF THE UNSERVED PORTION OF THE NOTICE PERIOD, SUBJECT TO APPLICABLE TERMS AND CONDITIONS.

THE ORGANIZATION MAY WAIVE PART OR FULL NOTICE PERIOD IN EXCEPTIONAL

CIRCUMSTANCES.

**HANDOVER RESPONSIBILITIES:** DURING THE NOTICE PERIOD, THE EMPLOYEE SHALL:

- COMPLETE ASSIGNED RESPONSIBILITIES;
- SUBMIT ALL REPORTS, FILES, RECORDS, PASSWORDS, AND PROJECT DOCUMENTS;
- RETURN ORGANIZATIONAL ASSETS, EQUIPMENT, IDENTITY CARDS, VEHICLES, AND OTHER PROPERTY;
- COOPERATE IN KNOWLEDGE TRANSFER AND TRANSITION ACTIVITIES.

**EXIT CLEARANCE:** BEFORE RELEASE, THE EMPLOYEE SHALL COMPLETE THE PRESCRIBED EXIT CLEARANCE / NO DUES PROCESS.

**FULL AND FINAL SETTLEMENT:** UPON SUCCESSFUL COMPLETION OF CLEARANCE FORMALITIES, THE ORGANIZATION SHALL PROCESS THE EMPLOYEE'S FULL AND FINAL SETTLEMENT, INCLUDING:

- SALARY PAYABLE UP TO THE LAST WORKING DAY;
- APPROVED LEAVE ENCASHMENT, IF APPLICABLE;
- REIMBURSEMENT CLAIMS APPROVED AND PENDING;
- STATUTORY DUES AND RECOVERIES;
- OTHER BENEFITS AS PER ORGANIZATIONAL POLICY AND APPLICABLE LAW.

**PROVIDENT FUND:** EMPLOYEES COVERED UNDER THE EMPLOYEES' PROVIDENT FUND SCHEME SHALL BE ENTITLED TO PROVIDENT FUND, PENSION, AND OTHER STATUTORY BENEFITS AS PER APPLICABLE EPFO RULES.

### 10.4 SEPARATION DUE TO TERMINATION

**GROUNDS FOR TERMINATION:** THE ORGANIZATION MAY TERMINATE EMPLOYMENT FOR REASONS INCLUDING, BUT NOT LIMITED TO:

- MISCONDUCT;
- UNSATISFACTORY PERFORMANCE;
- BREACH OF ORGANIZATIONAL POLICIES;
- FRAUD, DISHONESTY, OR UNETHICAL CONDUCT;
- VIOLATION OF STATUTORY OBLIGATIONS;
- REDUNDANCY, RESTRUCTURING, OR PROJECT CLOSURE;
- ANY OTHER LAWFUL REASON.

**PRINCIPLES OF DUE PROCESS:** EXCEPT WHERE IMMEDIATE ACTION IS LEGALLY PERMISSIBLE, THE ORGANIZATION SHALL ORDINARILY FOLLOW PRINCIPLES OF NATURAL JUSTICE, WHICH MAY INCLUDE:

- COUNSELLING OR WARNING;
- WRITTEN EXPLANATION OR SHOW-CAUSE NOTICE;
- CHARGE SHEET, WHERE APPLICABLE;
- DOMESTIC INQUIRY OR INVESTIGATION, WHERE NECESSARY;
- OPPORTUNITY FOR THE EMPLOYEE TO PRESENT THEIR CASE.

**AUTHORITY:** THE PRESIDENT/CEO OR AN AUTHORIZED MANAGEMENT REPRESENTATIVE SHALL BE THE COMPETENT AUTHORITY FOR APPROVING TERMINATION OF EMPLOYMENT.

**NOTICE PERIOD:** TERMINATION SHALL BE GOVERNED BY THE TERMS OF THE APPOINTMENT LETTER, EMPLOYMENT CONTRACT, ORGANIZATIONAL POLICIES, AND APPLICABLE LAWS.

THE ORGANIZATION MAY PROVIDE NOTICE, SALARY IN LIEU OF NOTICE, OR ANY OTHER LEGALLY PERMISSIBLE ARRANGEMENT.

**EXIT FORMALITIES:** THE EMPLOYEE SHALL COMPLETE ALL CLEARANCE FORMALITIES AND RETURN ORGANIZATIONAL PROPERTY BEFORE FINAL SETTLEMENT.

**STATUTORY BENEFITS:** EMPLOYEES SHALL BE ENTITLED TO STATUTORY BENEFITS, INCLUDING PROVIDENT FUND AND OTHER APPLICABLE DUES, IN ACCORDANCE WITH LAW.

**10.5 SEPARATION DUE TO EXPIRY OR NON-RENEWAL OF CONTRACT:** EMPLOYEES ENGAGED UNDER A FIXED-TERM OR PROJECT-BASED CONTRACT SHALL BE INFORMED OF THE EXPIRY OR NON-RENEWAL OF THEIR CONTRACT WITHIN A REASONABLE PERIOD, WHEREVER PRACTICABLE.

RENEWAL OR EXTENSION OF THE CONTRACT SHALL BE BASED ON:

- PROJECT REQUIREMENTS;
- FUNDING AVAILABILITY;
- PERFORMANCE;
- ORGANIZATIONAL NEEDS; AND
- MANAGEMENT APPROVAL.

EMPLOYEES WHOSE CONTRACTS EXPIRE SHALL COMPLETE EXIT CLEARANCE PROCEDURES AND RETURN ALL ORGANIZATIONAL PROPERTY.

STATUTORY AND CONTRACTUAL BENEFITS SHALL BE SETTLED IN ACCORDANCE WITH APPLICABLE LAWS AND ORGANIZATIONAL POLICIES.

**10.6 SEPARATION DURING PROBATION:** DURING THE PROBATION PERIOD, EITHER THE EMPLOYEE OR THE ORGANIZATION MAY TERMINATE EMPLOYMENT BY PROVIDING NOTICE OR SALARY IN LIEU THEREOF, AS SPECIFIED IN THE APPOINTMENT LETTER.

THE ORGANIZATION RESERVES THE RIGHT TO EXTEND PROBATION, CONFIRM EMPLOYMENT, OR DISCONTINUE EMPLOYMENT BASED ON PERFORMANCE AND SUITABILITY.

**10.7 ABANDONMENT OF EMPLOYMENT:** AN EMPLOYEE WHO REMAINS ABSENT FROM DUTY WITHOUT AUTHORIZATION AND FAILS TO RESPOND TO ORGANIZATIONAL COMMUNICATIONS WITHIN THE PRESCRIBED PERIOD MAY BE TREATED AS HAVING ABANDONED EMPLOYMENT.

BEFORE TAKING SUCH ACTION, THE ORGANIZATION SHALL MAKE REASONABLE EFFORTS TO CONTACT THE EMPLOYEE AND PROVIDE AN OPPORTUNITY TO EXPLAIN THE ABSENCE.

APPROPRIATE ACTION SHALL BE TAKEN IN ACCORDANCE WITH APPLICABLE LAWS AND PRINCIPLES OF NATURAL JUSTICE.

**10.8 SEPARATION DUE TO DEATH WHILE IN SERVICE:** IN THE UNFORTUNATE EVENT OF AN EMPLOYEE'S DEATH DURING SERVICE, THE ORGANIZATION SHALL EXTEND NECESSARY SUPPORT TO THE NOMINEE OR LEGAL HEIR FOR SETTLEMENT OF DUES.

THE NOMINEE/LEGAL HEIR SHALL SUBMIT:

- DEATH CERTIFICATE;
- PROOF OF IDENTITY;
- NOMINATION DETAILS OR LEGAL DOCUMENTS AS APPLICABLE.

THE ORGANIZATION SHALL FACILITATE SETTLEMENT OF:

- SALARY DUES;
- PROVIDENT FUND BENEFITS;
- INSURANCE CLAIMS, WHERE APPLICABLE;
- ANY OTHER ADMISSIBLE BENEFITS.

PAYMENTS SHALL BE MADE TO THE NOMINEE OR LEGAL HEIR IN ACCORDANCE WITH APPLICABLE LAWS AND ORGANIZATIONAL RECORDS.

**10.9 SEPARATION DUE TO PERMANENT DISABILITY OR MEDICAL INCAPACITY:** WHERE AN EMPLOYEE BECOMES PERMANENTLY DISABLED OR MEDICALLY INCAPACITATED AND IS UNABLE TO PERFORM THE ESSENTIAL FUNCTIONS OF THE ROLE, THE ORGANIZATION SHALL REVIEW THE MATTER ON A CASE-BY-CASE BASIS.

REASONABLE ACCOMMODATION, ALTERNATE ASSIGNMENT, REHABILITATION SUPPORT, OR

OTHER SUITABLE OPTIONS MAY BE EXPLORED BEFORE SEPARATION, WHEREVER FEASIBLE.

ANY SEPARATION ARISING FROM PERMANENT DISABILITY SHALL BE UNDERTAKEN IN ACCORDANCE WITH APPLICABLE LAWS AND SUPPORTED BY APPROPRIATE MEDICAL DOCUMENTATION.

EMPLOYEES SHALL REMAIN ELIGIBLE FOR STATUTORY BENEFITS AND INSURANCE BENEFITS, WHERE APPLICABLE.

**10.10 RECOVERY OF ORGANIZATIONAL PROPERTY:** EMPLOYEES SEPARATING FROM THE ORGANIZATION SHALL RETURN ALL ORGANIZATIONAL PROPERTY, INCLUDING BUT NOT LIMITED TO:

- IDENTITY CARDS;
- LAPTOPS, DESKTOPS, MOBILE DEVICES, AND ACCESSORIES;
- DOCUMENTS AND FILES;
- VEHICLES AND EQUIPMENT;
- KEYS, ACCESS CARDS, AND PASSWORDS;
- ANY OTHER ASSET ISSUED BY THE ORGANIZATION.

THE ORGANIZATION RESERVES THE RIGHT TO RECOVER THE COST OF UNRETURNED ASSETS OR OUTSTANDING DUES IN ACCORDANCE WITH APPLICABLE LAWS.

**10.11 EXIT INTERVIEW:** THE ORGANIZATION MAY CONDUCT AN EXIT INTERVIEW TO OBTAIN EMPLOYEE FEEDBACK AND IDENTIFY OPPORTUNITIES FOR ORGANIZATIONAL IMPROVEMENT.

PARTICIPATION IN THE EXIT INTERVIEW IS ENCOURAGED AND INFORMATION SHARED SHALL BE TREATED CONFIDENTIALLY TO THE EXTENT PRACTICABLE.

**10.12 RELIEVING LETTER AND SERVICE CERTIFICATE:** UPON SUCCESSFUL COMPLETION OF ALL EXIT FORMALITIES, THE ORGANIZATION MAY ISSUE:

- RELIEVING LETTER;
- EXPERIENCE CERTIFICATE;
- SERVICE CERTIFICATE; AND
- OTHER EMPLOYMENT RECORDS, AS APPLICABLE.

SUCH DOCUMENTS SHALL NORMALLY BE ISSUED AFTER COMPLETION OF THE FULL AND FINAL SETTLEMENT PROCESS.

# A-11

# WHISTLE BLOWER POLICY

## A-11 WHISTLE BLOWER POLICY

**INTRODUCTION:** ARPAN SEVA SANSTHAN IS COMMITTED TO MAINTAINING THE HIGHEST STANDARDS OF TRANSPARENCY, ACCOUNTABILITY, INTEGRITY, AND ETHICAL CONDUCT IN ALL ITS OPERATIONS. THE WHISTLE BLOWER POLICY PROVIDES A SAFE AND CONFIDENTIAL MECHANISM FOR EMPLOYEES, ASSOCIATES, VOLUNTEERS, CONSULTANTS, PARTNERS, AND STAKEHOLDERS TO REPORT CONCERNS REGARDING UNETHICAL BEHAVIOR, MISCONDUCT, FRAUD, CORRUPTION, MISUSE OF RESOURCES, VIOLATIONS OF ORGANIZATIONAL POLICIES, OR ANY UNLAWFUL ACTIVITY.

THE POLICY AIMS TO FOSTER A CULTURE OF OPENNESS WHERE INDIVIDUALS CAN RAISE GENUINE CONCERNS WITHOUT FEAR OF RETALIATION, VICTIMIZATION, OR DISCRIMINATION.

**11.1 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO:

- ENCOURAGE THE REPORTING OF UNETHICAL, ILLEGAL, OR IMPROPER CONDUCT.
- PROMOTE A CULTURE OF TRANSPARENCY AND ACCOUNTABILITY.
- ESTABLISH SECURE AND CONFIDENTIAL REPORTING MECHANISMS.
- ENSURE FAIR AND TIMELY INVESTIGATION OF REPORTED CONCERNS.
- PROTECT WHISTLE BLOWERS FROM RETALIATION OR ADVERSE CONSEQUENCES FOR REPORTING CONCERNS IN GOOD FAITH.

11.2 **SCOPE:** THIS POLICY APPLIES TO:

- EMPLOYEES (PERMANENT, TEMPORARY, CONTRACTUAL, AND PROBATIONARY)
- CONSULTANTS AND ADVISORS
- VOLUNTEERS AND INTERNS
- BOARD/COMMITTEE MEMBERS
- VENDORS, SUPPLIERS, AND SERVICE PROVIDERS
- PARTNERS AND STAKEHOLDERS ASSOCIATED WITH ARPAN SEVA SANSTHAN

11.3 **GUIDING PRINCIPLES:** THE WHISTLE BLOWER POLICY IS GUIDED BY THE FOLLOWING PRINCIPLES:

**CONFIDENTIALITY:** ALL CONCERNS WILL BE HANDLED WITH THE HIGHEST LEVEL OF CONFIDENTIALITY, SUBJECT TO LEGAL AND INVESTIGATIVE REQUIREMENTS.

**PROTECTION AGAINST RETALIATION:** NO WHISTLE BLOWER SHALL SUFFER HARASSMENT, DISCRIMINATION, INTIMIDATION, OR ADVERSE EMPLOYMENT CONSEQUENCES FOR REPORTING CONCERNS IN GOOD FAITH.

**FAIRNESS AND OBJECTIVITY:** ALL COMPLAINTS WILL BE ASSESSED AND INVESTIGATED IMPARTIALLY, FAIRLY, AND WITHOUT PREJUDICE.

**GOOD FAITH REPORTING:** REPORTS SHOULD BE MADE HONESTLY AND BASED ON REASONABLE BELIEF. DELIBERATELY FALSE OR MALICIOUS ALLEGATIONS MAY RESULT IN DISCIPLINARY ACTION.

11.4 **REPORTABLE CONCERNS:** THE FOLLOWING MATTERS MAY BE REPORTED UNDER THIS POLICY:

- FRAUD, CORRUPTION, BRIBERY, OR FINANCIAL IRREGULARITIES
- MISAPPROPRIATION OF ORGANIZATIONAL FUNDS OR ASSETS
- VIOLATION OF ORGANIZATIONAL POLICIES OR PROCEDURES
- ABUSE OF AUTHORITY OR MISUSE OF OFFICIAL POSITION
- CONFLICT OF INTEREST
- HARASSMENT, DISCRIMINATION, OR UNETHICAL CONDUCT
- BREACH OF CONFIDENTIALITY
- SAFEGUARDING CONCERNS INVOLVING CHILDREN, BENEFICIARIES, OR VULNERABLE INDIVIDUALS
- ANY ACT THAT MAY ADVERSELY AFFECT THE REPUTATION OR OPERATIONS OF ARPAN
- ANY UNLAWFUL OR CRIMINAL ACTIVITY

11.5 **REPORTING MECHANISM:** EMPLOYEES AND STAKEHOLDERS ARE ENCOURAGED TO REPORT CONCERNS THROUGH ANY OF THE FOLLOWING CHANNELS:

**INTERNAL REPORTING**

- IMMEDIATE SUPERVISOR
- HEAD OF DEPARTMENT
- HUMAN RESOURCES DEPARTMENT
- PRESIDENT / CEO
- DESIGNATED WHISTLE BLOWER COMMITTEE (WHERE APPLICABLE)

**DEDICATED REPORTING CHANNEL:** A CONFIDENTIAL EMAIL MECHANISM MAY BE USED FOR REPORTING CONCERNS:

**EMAIL:** CEO@ARPANSEVASANSTHAN.ORG

**EXTERNAL REPORTING:** WHERE INTERNAL MECHANISMS ARE NOT APPROPRIATE OR WHERE CONCERNS REMAIN UNRESOLVED, REPORTS MAY BE MADE TO RELEVANT STATUTORY OR REGULATORY AUTHORITIES IN ACCORDANCE WITH APPLICABLE LAWS.

11.6 **PROTECTION OF WHISTLE BLOWERS:** ARPAN IS COMMITTED TO SAFEGUARDING INDIVIDUALS WHO REPORT CONCERNS IN GOOD FAITH.

THE ORGANIZATION WILL ENSURE:

- PROTECTION FROM RETALIATION, VICTIMIZATION, OR HARASSMENT.
- CONFIDENTIAL HANDLING OF WHISTLE BLOWER IDENTITY.
- EQUAL TREATMENT DURING AND AFTER INVESTIGATION.
- PROTECTION AGAINST ADVERSE EMPLOYMENT ACTIONS LINKED TO REPORTING CONCERNS.

ANY PERSON FOUND RETALIATING AGAINST A WHISTLE BLOWER WILL BE SUBJECT TO DISCIPLINARY ACTION.

**11.7 INVESTIGATION PROCESS**

**RECEIPT OF COMPLAINT:** ALL COMPLAINTS SHALL BE ACKNOWLEDGED AND REVIEWED BY THE DESIGNATED AUTHORITY.

**PRELIMINARY ASSESSMENT:** AN INITIAL ASSESSMENT SHALL DETERMINE WHETHER THE COMPLAINT FALLS WITHIN THE SCOPE OF THIS POLICY.

**INVESTIGATION:** A COMPETENT AND IMPARTIAL AUTHORITY OR COMMITTEE SHALL CONDUCT THE INVESTIGATION.

**FINDINGS AND RECOMMENDATIONS:** THE INVESTIGATION TEAM SHALL SUBMIT FINDINGS ALONG WITH RECOMMENDATIONS FOR CORRECTIVE OR DISCIPLINARY ACTION.

**CLOSURE:** APPROPRIATE ACTION SHALL BE TAKEN BASED ON THE INVESTIGATION OUTCOME AND THE MATTER SHALL BE FORMALLY CLOSED.

WHERE PERMISSIBLE, THE WHISTLE BLOWER SHALL BE INFORMED ABOUT THE STATUS OR OUTCOME OF THE INVESTIGATION.

11.8 **FALSE OR MALICIOUS COMPLAINTS:** THE ORGANIZATION ENCOURAGES GENUINE REPORTING. HOWEVER:

- KNOWINGLY MAKING FALSE ALLEGATIONS,
- PROVIDING MISLEADING INFORMATION, OR
- ACTING WITH MALICIOUS INTENT

MAY RESULT IN DISCIPLINARY ACTION, INCLUDING TERMINATION OF EMPLOYMENT OR ENGAGEMENT.

A REPORT MADE IN GOOD FAITH WILL NOT ATTRACT DISCIPLINARY ACTION MERELY BECAUSE IT IS NOT SUBSTANTIATED AFTER INVESTIGATION.

11.9 **COMMUNICATION AND AWARENESS:** ARPAN SHALL:

- COMMUNICATE THIS POLICY TO ALL EMPLOYEES AND STAKEHOLDERS.
- CONDUCT REGULAR AWARENESS AND ORIENTATION SESSIONS.
- ENCOURAGE A CULTURE OF ETHICAL CONDUCT AND ACCOUNTABILITY.
- PERIODICALLY REVIEW THE EFFECTIVENESS OF THE POLICY.

11.10 **POLICY REVIEW:** THIS POLICY SHALL BE REVIEWED PERIODICALLY BY THE MANAGEMENT TO ENSURE ALIGNMENT WITH APPLICABLE LAWS, ORGANIZATIONAL VALUES, AND BEST PRACTICES IN GOVERNANCE AND ACCOUNTABILITY.

ARPAN SEVA SANSTHAN BELIEVES THAT TRANSPARENCY, INTEGRITY, AND ACCOUNTABILITY ARE ESSENTIAL TO ACHIEVING ITS MISSION. EVERY EMPLOYEE AND STAKEHOLDER HAS A RESPONSIBILITY TO REPORT CONCERNS AND CONTRIBUTE TOWARDS MAINTAINING AN ETHICAL, SAFE, AND RESPONSIBLE WORK ENVIRONMENT. THROUGH THIS WHISTLE BLOWER POLICY, ARPAN REAFFIRMS ITS COMMITMENT TO PROTECTING THOSE WHO SPEAK UP IN GOOD FAITH AND TO ADDRESSING CONCERNS FAIRLY AND PROMPTLY.

# PART B: ADMINISTRATION

# B-1

# ENVIROMENTAL

# &

# SOCIAL

# SAFEGUARDS

# POLICY

**B. 1 ENVIRONMENTAL & SOCIAL SAFEGUARDS POLICY**

**1.1 INTRODUCTION:** ARPAN SEVA SANSTHAN IS COMMITTED TO PROMOTING ENVIRONMENTALLY SUSTAINABLE, SOCIALLY RESPONSIBLE, AND INCLUSIVE DEVELOPMENT PRACTICES ACROSS ALL ITS PROGRAMMES, PROJECTS, OPERATIONS, AND PARTNERSHIPS. THE ORGANIZATION RECOGNIZES THAT DEVELOPMENT INTERVENTIONS CAN HAVE BOTH POSITIVE AND UNINTENDED ENVIRONMENTAL AND SOCIAL IMPACTS. THEREFORE, IT IS ESSENTIAL TO IDENTIFY, PREVENT, MINIMIZE, AND MANAGE POTENTIAL RISKS WHILE MAXIMIZING POSITIVE OUTCOMES FOR COMMUNITIES AND STAKEHOLDERS.

THIS ENVIRONMENTAL AND SOCIAL SAFEGUARDS (E&S) POLICY PROVIDES A FRAMEWORK TO ENSURE THAT ALL ORGANIZATIONAL ACTIVITIES ARE PLANNED AND IMPLEMENTED IN A MANNER THAT PROTECTS HUMAN RIGHTS, PROMOTES SOCIAL INCLUSION, SAFEGUARDS VULNERABLE GROUPS, AND CONSERVES ENVIRONMENTAL RESOURCES.

THE POLICY APPLIES TO ALL EMPLOYEES, CONSULTANTS, VOLUNTEERS, VENDORS, CONTRACTORS, PARTNERS, AND STAKEHOLDERS ASSOCIATED WITH ARPAN SEVA SANSTHAN.

**1.2 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO:

- INTEGRATE ENVIRONMENTAL AND SOCIAL SAFEGUARDS INTO ALL PROGRAMMES, PROJECTS, AND ORGANIZATIONAL OPERATIONS.
- IDENTIFY AND ASSESS POTENTIAL ENVIRONMENTAL AND SOCIAL RISKS BEFORE PROJECT IMPLEMENTATION.
- PREVENT, MINIMIZE, MITIGATE, OR COMPENSATE FOR ADVERSE ENVIRONMENTAL AND SOCIAL IMPACTS.
- PROMOTE SUSTAINABLE RESOURCE UTILIZATION AND ENVIRONMENTAL CONSERVATION.
- ENSURE MEANINGFUL PARTICIPATION OF STAKEHOLDERS IN DECISION-MAKING PROCESSES.
- PROTECT THE RIGHTS, DIGNITY, HEALTH, SAFETY, AND WELL-BEING OF BENEFICIARIES, EMPLOYEES, AND COMMUNITIES.
- STRENGTHEN ACCOUNTABILITY, TRANSPARENCY, AND RESPONSIBLE PROJECT MANAGEMENT PRACTICES.

**1.3 GUIDING PRINCIPLES:** ARPAN SEVA SANSTHAN SHALL BE GUIDED BY THE FOLLOWING PRINCIPLES:

a. **SUSTAINABILITY:** PROJECTS AND PROGRAMMES SHALL PROMOTE ENVIRONMENTALLY SUSTAINABLE AND SOCIALLY RESPONSIBLE DEVELOPMENT PRACTICES.

b. **DO NO HARM:** ACTIVITIES SHALL BE DESIGNED AND IMPLEMENTED IN A MANNER THAT AVOIDS OR MINIMIZES HARM TO PEOPLE, COMMUNITIES, AND THE ENVIRONMENT.

c. **HUMAN RIGHTS AND INCLUSION:** ALL INTERVENTIONS SHALL RESPECT HUMAN RIGHTS AND ENSURE EQUITABLE PARTICIPATION IRRESPECTIVE OF GENDER, AGE, DISABILITY, CASTE, ETHNICITY, RELIGION, SOCIOECONOMIC STATUS, OR ANY OTHER CHARACTERISTIC.

d. **STAKEHOLDER PARTICIPATION:** AFFECTED COMMUNITIES AND STAKEHOLDERS SHALL BE PROVIDED OPPORTUNITIES TO PARTICIPATE IN PROJECT PLANNING, IMPLEMENTATION, MONITORING, AND EVALUATION.

e. **ACCOUNTABILITY AND TRANSPARENCY:** ENVIRONMENTAL AND SOCIAL RISKS, IMPACTS, MITIGATION MEASURES, AND GRIEVANCES SHALL BE MANAGED TRANSPARENTLY AND RESPONSIBLY.

f. **COMPLIANCE:** ALL ORGANIZATIONAL ACTIVITIES SHALL COMPLY WITH APPLICABLE ENVIRONMENTAL, LABOUR, SOCIAL PROTECTION, HEALTH AND SAFETY, AND OTHER STATUTORY REQUIREMENTS.

**1.4 ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT FRAMEWORK:** ARPAN SEVA SANSTHAN SHALL INTEGRATE ENVIRONMENTAL AND SOCIAL CONSIDERATIONS THROUGHOUT THE PROJECT LIFECYCLE.

**RISK IDENTIFICATION:** BEFORE INITIATING ANY PROGRAMME OR PROJECT, POTENTIAL ENVIRONMENTAL AND SOCIAL RISKS SHALL BE IDENTIFIED AND DOCUMENTED.

**RISK ASSESSMENT:** PROJECTS SHALL BE ASSESSED TO DETERMINE:

- ENVIRONMENTAL IMPACTS.
- COMMUNITY AND STAKEHOLDER IMPACTS.
- OCCUPATIONAL HEALTH AND SAFETY RISKS.
- CHILD PROTECTION AND SAFEGUARDING CONCERNS.
- GENDER AND SOCIAL INCLUSION CONSIDERATIONS.
- RISKS TO VULNERABLE AND MARGINALIZED GROUPS.

**RISK MITIGATION:** APPROPRIATE MEASURES SHALL BE DEVELOPED AND IMPLEMENTED TO MANAGE IDENTIFIED RISKS.

**MONITORING AND REVIEW:** ENVIRONMENTAL AND SOCIAL PERFORMANCE SHALL BE MONITORED PERIODICALLY TO ENSURE COMPLIANCE AND EFFECTIVENESS OF MITIGATION MEASURES.

**1.5 MITIGATION HIERARCHY:** ARPAN SEVA SANSTHAN SHALL ADOPT THE FOLLOWING MITIGATION HIERARCHY WHILE ADDRESSING ENVIRONMENTAL AND SOCIAL RISKS:

**AVOID:** IDENTIFY AND AVOID ACTIVITIES LIKELY TO CAUSE SIGNIFICANT ENVIRONMENTAL OR SOCIAL HARM.

**MINIMIZE:** WHERE AVOIDANCE IS NOT FEASIBLE, REDUCE THE LIKELIHOOD AND SEVERITY OF ADVERSE IMPACTS.

**MITIGATE:** IMPLEMENT MEASURES TO CONTROL AND MANAGE IDENTIFIED RISKS AND IMPACTS.

**COMPENSATE OR RESTORE:** WHERE IMPACTS CANNOT BE COMPLETELY ELIMINATED, APPROPRIATE RESTORATION, REHABILITATION, OR COMPENSATORY MEASURES SHALL BE CONSIDERED.

**ENHANCE POSITIVE OUTCOMES:** PROMOTE PRACTICES THAT GENERATE POSITIVE ENVIRONMENTAL AND SOCIAL BENEFITS FOR COMMUNITIES AND STAKEHOLDERS.

**1.6 ENVIRONMENTAL SAFEGUARDS:** THE ORGANIZATION SHALL:

- PROMOTE EFFICIENT USE OF NATURAL RESOURCES.
- ENCOURAGE WASTE REDUCTION, REUSE, RECYCLING, AND RESPONSIBLE DISPOSAL PRACTICES.
- SUPPORT CLIMATE-RESILIENT AND ENVIRONMENTALLY SUSTAINABLE INITIATIVES.
- MINIMIZE POLLUTION AND ENVIRONMENTAL DEGRADATION RESULTING FROM ORGANIZATIONAL ACTIVITIES.
- ENCOURAGE ENVIRONMENTALLY RESPONSIBLE PROCUREMENT AND OPERATIONAL PRACTICES.
- PROMOTE AWARENESS AMONG EMPLOYEES AND STAKEHOLDERS REGARDING ENVIRONMENTAL CONSERVATION.

**1.7 SOCIAL SAFEGUARDS:** THE ORGANIZATION SHALL:

- PROMOTE EQUALITY, INCLUSION, AND NON-DISCRIMINATION.
- PROTECT THE RIGHTS AND DIGNITY OF ALL BENEFICIARIES AND STAKEHOLDERS.
- ENSURE SAFE AND RESPECTFUL ENGAGEMENT WITH COMMUNITIES.
- PREVENT CHILD LABOUR, EXPLOITATION, ABUSE, HARASSMENT, AND DISCRIMINATION.
- PROMOTE GENDER EQUALITY AND DISABILITY INCLUSION.
- RESPECT LOCAL CULTURE, TRADITIONS, AND COMMUNITY VALUES.

- STRENGTHEN PARTICIPATION OF VULNERABLE AND MARGINALIZED GROUPS IN PROGRAMME ACTIVITIES.

**0STAKEHOLDER ENGAGEMENT AND GRIEVANCE REDRESSAL:** ARPAN SEVA SANSTHAN SHALL ESTABLISH APPROPRIATE MECHANISMS FOR STAKEHOLDER ENGAGEMENT AND GRIEVANCE MANAGEMENT.

STAKEHOLDERS SHALL HAVE ACCESS TO CHANNELS FOR RAISING CONCERNS, COMPLAINTS, OR SUGGESTIONS RELATED TO ENVIRONMENTAL AND SOCIAL ISSUES. ALL GRIEVANCES SHALL BE ADDRESSED IN A FAIR, TRANSPARENT, AND TIMELY MANNER.

**1.8 ROLES AND RESPONSIBILITIES**

**MANAGEMENT:** MANAGEMENT SHALL:

- ENSURE IMPLEMENTATION OF THIS POLICY.
- ALLOCATE NECESSARY RESOURCES FOR ENVIRONMENTAL AND SOCIAL SAFEGUARDS.
- REVIEW COMPLIANCE AND PERFORMANCE PERIODICALLY.

**PROGRAMME TEAMS:** PROGRAMME TEAMS SHALL:

- INTEGRATE SAFEGUARDS INTO PROJECT PLANNING AND IMPLEMENTATION.
- MONITOR RISKS AND MITIGATION MEASURES.
- REPORT SAFEGUARD-RELATED ISSUES AND INCIDENTS.

**HUMAN RESOURCES AND ADMINISTRATION:** HR AND ADMINISTRATION SHALL:

- PROMOTE AWARENESS AND CAPACITY BUILDING.
- ENSURE COMPLIANCE WITH WORKPLACE SAFETY AND SAFEGUARDING REQUIREMENTS.

**EMPLOYEES, VOLUNTEERS AND PARTNERS:** ALL PERSONNEL ASSOCIATED WITH THE ORGANIZATION SHALL:

- COMPLY WITH THIS POLICY.
- REPORT SAFEGUARD CONCERNS OR VIOLATIONS.
- SUPPORT ENVIRONMENTALLY AND SOCIALLY RESPONSIBLE PRACTICES.

**1.9 REVIEW AND COMPLIANCE:** THIS POLICY SHALL BE REVIEWED PERIODICALLY TO ENSURE CONTINUED RELEVANCE, EFFECTIVENESS, AND COMPLIANCE WITH APPLICABLE LAWS, REGULATIONS, DONOR REQUIREMENTS, AND ORGANIZATIONAL COMMITMENTS.

ANY VIOLATION OF THIS POLICY MAY RESULT IN CORRECTIVE, DISCIPLINARY, CONTRACTUAL, OR LEGAL ACTION, AS DEEMED APPROPRIATE BY THE ORGANIZATION.

# B-2:
# FIDUCIARY
# &
# MANAGEMENT
# STANDARDS
# POLICY

**B. 2 FIDUCIARY & MANAGEMENT STANDARDS POLICY**

**2.1 INTRODUCTION:** ARPAN SEVA SANSTHAN IS COMMITTED TO MAINTAINING THE HIGHEST STANDARDS OF GOVERNANCE, ACCOUNTABILITY, TRANSPARENCY, INTEGRITY, AND FIDUCIARY RESPONSIBILITY IN ALL ITS OPERATIONS. AS A NOT-FOR-PROFIT ORGANIZATION ENTRUSTED WITH DONOR FUNDS, GRANTS, ASSETS, AND PUBLIC TRUST, ARPAN RECOGNIZES ITS RESPONSIBILITY TO ENSURE THAT ALL RESOURCES ARE MANAGED EFFECTIVELY, ETHICALLY, AND SOLELY FOR THE ACHIEVEMENT OF ITS MISSION AND OBJECTIVES.

THIS FIDUCIARY & MANAGEMENT STANDARDS POLICY ESTABLISHES THE PRINCIPLES AND STANDARDS THAT GUIDE ORGANIZATIONAL LEADERSHIP, FINANCIAL MANAGEMENT, PROGRAMME IMPLEMENTATION, PROCUREMENT, COMPLIANCE, RISK MANAGEMENT, AND DECISION-MAKING PROCESSES. THE POLICY APPLIES TO ALL MEMBERS OF THE GOVERNING BOARD, TRUSTEES, MANAGEMENT, EMPLOYEES, CONSULTANTS, VOLUNTEERS, VENDORS, PARTNERS, AND ANY INDIVIDUAL OR ENTITY ACTING ON BEHALF OF THE ORGANIZATION.

**2.2 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO:

- ENSURE RESPONSIBLE STEWARDSHIP OF ORGANIZATIONAL RESOURCES.
- PROMOTE TRANSPARENCY, ACCOUNTABILITY, AND ETHICAL CONDUCT.
- STRENGTHEN GOVERNANCE AND MANAGEMENT SYSTEMS.
- SAFEGUARD DONOR FUNDS, ORGANIZATIONAL ASSETS, AND STAKEHOLDER INTERESTS.
- PREVENT FRAUD, CORRUPTION, CONFLICT OF INTEREST, AND MISUSE OF RESOURCES.
- ESTABLISH CLEAR ROLES, RESPONSIBILITIES, AND DECISION-MAKING PROCESSES.
- ENSURE COMPLIANCE WITH APPLICABLE LAWS, REGULATIONS, DONOR REQUIREMENTS, AND ORGANIZATIONAL POLICIES.

**2.3 GUIDING PRINCIPLES:** THE ORGANIZATION SHALL BE GUIDED BY THE FOLLOWING FIDUCIARY AND MANAGEMENT PRINCIPLES:

a. **INTEGRITY:** ALL ORGANIZATIONAL ACTIVITIES SHALL BE CONDUCTED HONESTLY, ETHICALLY, AND IN GOOD FAITH.

b. **ACCOUNTABILITY:** INDIVIDUALS ENTRUSTED WITH ORGANIZATIONAL RESPONSIBILITIES SHALL BE ACCOUNTABLE FOR THEIR DECISIONS, ACTIONS, AND USE OF RESOURCES.

c. **TRANSPARENCY:** FINANCIAL, ADMINISTRATIVE, AND PROGRAMME-RELATED PROCESSES SHALL BE TRANSPARENT AND APPROPRIATELY DOCUMENTED.

d. **STEWARDSHIP:** ALL RESOURCES ENTRUSTED TO THE ORGANIZATION SHALL BE UTILIZED EFFICIENTLY, ECONOMICALLY, AND EXCLUSIVELY FOR AUTHORIZED ORGANIZATIONAL PURPOSES.

e. **COMPLIANCE:** THE ORGANIZATION SHALL COMPLY WITH ALL APPLICABLE STATUTORY, REGULATORY, CONTRACTUAL, AND DONOR REQUIREMENTS.

f. **FAIRNESS AND EQUITY:** DECISIONS RELATING TO EMPLOYEES, BENEFICIARIES, VENDORS, AND PARTNERS SHALL BE FAIR, OBJECTIVE, AND FREE FROM DISCRIMINATION.

**2.4 FIDUCIARY RESPONSIBILITIES:** ALL INDIVIDUALS ENTRUSTED WITH AUTHORITY WITHIN THE ORGANIZATION SHALL:

- ACT IN THE BEST INTERESTS OF THE ORGANIZATION AND ITS BENEFICIARIES.
- EXERCISE REASONABLE CARE, DILIGENCE, AND PROFESSIONAL JUDGMENT IN DECISION-MAKING.
- AVOID SITUATIONS THAT MAY CREATE ACTUAL, POTENTIAL, OR PERCEIVED CONFLICTS OF INTEREST.
- PROTECT ORGANIZATIONAL ASSETS FROM LOSS, MISUSE, FRAUD, THEFT, OR UNAUTHORIZED USE.
- ENSURE THAT FINANCIAL TRANSACTIONS ARE PROPERLY AUTHORIZED, DOCUMENTED, AND RECORDED.
- MAINTAIN CONFIDENTIALITY OF SENSITIVE ORGANIZATIONAL INFORMATION.
- REPORT ANY SUSPECTED MISCONDUCT, FRAUD, CORRUPTION, OR FINANCIAL IRREGULARITY.

**2.5 GOVERNANCE STANDARDS:** ARPAN SEVA SANSTHAN SHALL MAINTAIN EFFECTIVE GOVERNANCE SYSTEMS THROUGH:

**GOVERNING BOARD / TRUSTEES:** THE GOVERNING BOARD SHALL:

- PROVIDE STRATEGIC DIRECTION AND OVERSIGHT.
- ENSURE COMPLIANCE WITH LEGAL AND REGULATORY REQUIREMENTS.
- APPROVE MAJOR POLICIES, BUDGETS, AND STRATEGIC PLANS.
- MONITOR ORGANIZATIONAL PERFORMANCE AND RISK MANAGEMENT.
- SAFEGUARD THE MISSION, VISION, AND VALUES OF THE ORGANIZATION.

**MANAGEMENT:** THE MANAGEMENT TEAM SHALL:

- IMPLEMENT POLICIES AND DECISIONS APPROVED BY THE GOVERNING BOARD.

- ENSURE EFFECTIVE ADMINISTRATION AND PROGRAMME EXECUTION.
- MAINTAIN ADEQUATE INTERNAL CONTROLS AND RISK MANAGEMENT SYSTEMS.
- ENSURE EFFICIENT UTILIZATION OF ORGANIZATIONAL RESOURCES.

**2.6 FINANCIAL MANAGEMENT STANDARDS:** THE ORGANIZATION SHALL MAINTAIN SOUND FINANCIAL MANAGEMENT PRACTICES INCLUDING:

- ANNUAL BUDGETING AND FINANCIAL PLANNING.
- ACCURATE ACCOUNTING AND RECORD KEEPING.
- SEGREGATION OF DUTIES AND APPROVAL AUTHORITIES.
- TIMELY FINANCIAL REPORTING AND DISCLOSURES.
- STATUTORY AND DONOR COMPLIANCE.
- PERIODIC INTERNAL REVIEWS AND AUDITS.
- PROPER MANAGEMENT OF GRANTS, CONTRACTS, AND DONOR FUNDS.

FINANCIAL RECORDS SHALL BE MAINTAINED IN ACCORDANCE WITH APPLICABLE ACCOUNTING STANDARDS AND STATUTORY REQUIREMENTS.

**2.7 INTERNAL CONTROLS AND RISK MANAGEMENT:** ARPAN SHALL ESTABLISH APPROPRIATE INTERNAL CONTROL MECHANISMS TO:

- PREVENT FRAUD, CORRUPTION, AND FINANCIAL IRREGULARITIES.
- ENSURE ACCURACY OF FINANCIAL AND OPERATIONAL RECORDS.
- PROTECT ORGANIZATIONAL ASSETS.
- IDENTIFY AND MANAGE OPERATIONAL, FINANCIAL, LEGAL, REPUTATIONAL, AND PROGRAMMATIC RISKS.
- STRENGTHEN ORGANIZATIONAL EFFICIENCY AND ACCOUNTABILITY.

MANAGEMENT SHALL PERIODICALLY REVIEW INTERNAL CONTROLS AND IMPLEMENT CORRECTIVE ACTIONS WHERE NECESSARY.

**2.8 PROCUREMENT AND ASSET MANAGEMENT:** THE ORGANIZATION SHALL ENSURE:

- FAIR, TRANSPARENT, AND COMPETITIVE PROCUREMENT PROCESSES.
- PROPER AUTHORIZATION AND DOCUMENTATION OF PROCUREMENT DECISIONS.
- VALUE-FOR-MONEY CONSIDERATIONS IN ALL PURCHASES.
- ACCURATE INVENTORY AND ASSET RECORDS.
- PERIODIC VERIFICATION OF ORGANIZATIONAL ASSETS.

- PROTECTION AGAINST MISUSE, LOSS, OR UNAUTHORIZED DISPOSAL OF ASSETS.

**2.9 CONFLICT OF INTEREST:** ALL BOARD MEMBERS, TRUSTEES, EMPLOYEES, CONSULTANTS, AND PARTNERS SHALL DISCLOSE ANY ACTUAL, POTENTIAL, OR PERCEIVED CONFLICT OF INTEREST THAT MAY INFLUENCE THEIR DECISIONS OR ACTIONS. INDIVIDUALS INVOLVED IN DECISION-MAKING SHALL RECUSE THEMSELVES FROM MATTERS WHERE A CONFLICT OF INTEREST EXISTS. THE ORGANIZATION SHALL MAINTAIN A CONFLICT-OF-INTEREST REGISTER AND APPROPRIATE DISCLOSURE MECHANISMS.

**2.10 FRAUD, CORRUPTION AND MISCONDUCT:** ARPAN SEVA SANSTHAN ADOPTS A ZERO-TOLERANCE APPROACH TOWARDS:

- FRAUD
- CORRUPTION
- BRIBERY
- EMBEZZLEMENT
- MISAPPROPRIATION OF FUNDS
- FINANCIAL MISCONDUCT
- ABUSE OF AUTHORITY

ANY SUSPECTED VIOLATION SHALL BE INVESTIGATED IN ACCORDANCE WITH ORGANIZATIONAL POLICIES AND MAY RESULT IN DISCIPLINARY, CONTRACTUAL, CIVIL, OR CRIMINAL ACTION.

**2.11 DOCUMENTATION, REPORTING AND DISCLOSURE:** THE ORGANIZATION SHALL MAINTAIN APPROPRIATE RECORDS RELATING TO:

- GOVERNANCE DECISIONS
- FINANCIAL TRANSACTIONS
- PROCUREMENT ACTIVITIES
- HUMAN RESOURCE MANAGEMENT
- PROGRAMME IMPLEMENTATION
- STATUTORY COMPLIANCE

REPORTS SHALL BE PREPARED AND SHARED WITH RELEVANT AUTHORITIES, DONORS, AND STAKEHOLDERS AS REQUIRED BY LAW AND CONTRACTUAL OBLIGATIONS.

**2.12 CAPACITY BUILDING AND AWARENESS:** ARPAN SHALL PERIODICALLY ORIENT AND TRAIN BOARD MEMBERS, MANAGEMENT, EMPLOYEES, AND RELEVANT STAKEHOLDERS ON:

- FIDUCIARY RESPONSIBILITIES
- ETHICAL CONDUCT
- FINANCIAL MANAGEMENT PRACTICES
- RISK MANAGEMENT
- COMPLIANCE REQUIREMENTS
- ORGANIZATIONAL POLICIES AND PROCEDURES

**2.13 REVIEW AND COMPLIANCE:** THIS POLICY SHALL BE REVIEWED PERIODICALLY TO ENSURE CONTINUED EFFECTIVENESS AND ALIGNMENT WITH APPLICABLE LAWS, DONOR EXPECTATIONS, GOVERNANCE STANDARDS, AND ORGANIZATIONAL REQUIREMENTS. ANY VIOLATION OF THIS POLICY MAY RESULT IN DISCIPLINARY ACTION, RECOVERY OF LOSSES, TERMINATION OF ENGAGEMENT, OR LEGAL PROCEEDINGS, AS APPROPRIATE.

# B-3: ANTI BRIBERY & ANTI – CORRUPTION & ANTI-FRAUD POLICIES

**B.3 ANTI-BRIBERY, ANTI-CORRUPTION & ANTI-FRAUD POLICY**

**3.1 INTRODUCTION:** ARPAN SEVA SANSTHAN IS COMMITTED TO CONDUCTING ALL ITS ACTIVITIES WITH THE HIGHEST STANDARDS OF INTEGRITY, HONESTY, TRANSPARENCY, AND ACCOUNTABILITY. THE ORGANIZATION ADOPTS A ZERO-TOLERANCE APPROACH TOWARDS BRIBERY, CORRUPTION, FRAUD, EMBEZZLEMENT, FINANCIAL MISCONDUCT, AND ANY UNETHICAL PRACTICES THAT MAY COMPROMISE ITS MISSION, REPUTATION, OR STAKEHOLDER TRUST.

AS A NOT-FOR-PROFIT ORGANIZATION ENTRUSTED WITH DONOR FUNDS, GRANTS, PUBLIC RESOURCES, AND COMMUNITY TRUST, ARPAN RECOGNIZES ITS RESPONSIBILITY TO ENSURE THAT ALL FINANCIAL AND OPERATIONAL ACTIVITIES ARE CONDUCTED ETHICALLY AND IN COMPLIANCE WITH APPLICABLE LAWS, REGULATIONS, DONOR REQUIREMENTS, AND ORGANIZATIONAL POLICIES.

THIS POLICY ESTABLISHES THE FRAMEWORK FOR PREVENTING, DETECTING, REPORTING, AND RESPONDING TO BRIBERY, CORRUPTION, FRAUD, AND RELATED MISCONDUCT.

**3.2 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO:

- PREVENT BRIBERY, CORRUPTION, FRAUD, AND FINANCIAL IRREGULARITIES.
- PROMOTE ETHICAL CONDUCT AND ACCOUNTABILITY THROUGHOUT THE ORGANIZATION.
- PROTECT ORGANIZATIONAL ASSETS, RESOURCES, AND REPUTATION.
- ESTABLISH CLEAR REPORTING AND INVESTIGATION MECHANISMS.
- ENSURE COMPLIANCE WITH APPLICABLE LAWS, REGULATIONS, DONOR REQUIREMENTS, AND ORGANIZATIONAL STANDARDS.
- FOSTER A CULTURE OF TRANSPARENCY, INTEGRITY, AND RESPONSIBLE STEWARDSHIP.

**3.3 SCOPE:** THIS POLICY APPLIES TO:

- GOVERNING BOARD MEMBERS AND TRUSTEES
- MANAGEMENT AND EMPLOYEES
- CONSULTANTS AND ADVISORS
- VOLUNTEERS AND INTERNS
- VENDORS AND SERVICE PROVIDERS
- CONTRACTORS AND SUPPLIERS
- IMPLEMENTING PARTNERS AND ASSOCIATES
- ANY INDIVIDUAL OR ENTITY ACTING ON BEHALF OF ARPAN SEVA SANSTHAN

**3.4 DEFINITIONS**

**BRIBERY:** THE OFFERING, GIVING, SOLICITING, RECEIVING, OR ACCEPTING OF ANY FINANCIAL OR NON-FINANCIAL BENEFIT INTENDED TO IMPROPERLY INFLUENCE A DECISION, ACTION, OR OUTCOME.

**CORRUPTION:** THE ABUSE OF ENTRUSTED POWER, AUTHORITY, OR POSITION FOR PERSONAL GAIN OR UNDUE ADVANTAGE.

**FRAUD:** ANY INTENTIONAL ACT OR OMISSION DESIGNED TO DECEIVE OTHERS, RESULTING IN FINANCIAL, MATERIAL, REPUTATIONAL, OR OTHER BENEFITS TO THE PERPETRATOR OR LOSS TO THE ORGANIZATION.

**FINANCIAL MISCONDUCT:** ANY UNAUTHORIZED, IMPROPER, OR UNETHICAL USE OF ORGANIZATIONAL FUNDS, ASSETS, RECORDS, OR RESOURCES.

**THIRD PARTY:** ANY VENDOR, SUPPLIER, CONSULTANT, CONTRACTOR, PARTNER ORGANIZATION, GOVERNMENT REPRESENTATIVE, DONOR REPRESENTATIVE, OR OTHER EXTERNAL STAKEHOLDER ENGAGED WITH THE ORGANIZATION.

**3.5 ANTI-BRIBERY STANDARDS:** ARPAN STRICTLY PROHIBITS:

- OFFERING OR ACCEPTING BRIBES IN ANY FORM.
- DIRECT OR INDIRECT PAYMENTS INTENDED TO OBTAIN AN IMPROPER ADVANTAGE.
- INFLUENCING PROCUREMENT, RECRUITMENT, PARTNERSHIP SELECTION, OR GRANT DECISIONS THROUGH PERSONAL BENEFITS.
- PROVIDING BENEFITS TO PUBLIC OFFICIALS OR OTHER STAKEHOLDERS IN EXCHANGE FOR FAVORABLE TREATMENT.
- USING INTERMEDIARIES OR THIRD PARTIES TO UNDERTAKE ACTIVITIES PROHIBITED UNDER THIS POLICY.

NO EMPLOYEE, REPRESENTATIVE, OR PARTNER MAY ENGAGE IN ANY ACTIVITY THAT COULD BE PERCEIVED AS BRIBERY.

**3.6 ANTI-CORRUPTION STANDARDS:** THE ORGANIZATION PROHIBITS ALL FORMS OF CORRUPT PRACTICES, INCLUDING:

- ABUSE OF AUTHORITY OR POSITION.
- FAVORITISM, NEPOTISM, OR UNDUE INFLUENCE.
- MANIPULATION OF PROCUREMENT OR RECRUITMENT PROCESSES.
- MISUSE OF CONFIDENTIAL INFORMATION.
- CONFLICT OF INTEREST RESULTING IN PERSONAL GAIN.

- UNAUTHORIZED DIVERSION OF ORGANIZATIONAL RESOURCES.

ALL ORGANIZATIONAL DECISIONS SHALL BE BASED ON FAIRNESS, TRANSPARENCY, MERIT, AND ORGANIZATIONAL INTEREST.

**3.7 ANTI-FRAUD STANDARDS:** FRAUDULENT ACTIVITIES MAY INCLUDE BUT ARE NOT LIMITED TO:

- MISAPPROPRIATION OF FUNDS OR ASSETS.
- SUBMISSION OF FALSE CLAIMS OR INVOICES.
- FORGERY OR ALTERATION OF DOCUMENTS.
- FALSIFICATION OF FINANCIAL OR PROGRAMME RECORDS.
- PAYROLL FRAUD.
- PROCUREMENT FRAUD.
- THEFT OR UNAUTHORIZED USE OF ORGANIZATIONAL PROPERTY.
- DELIBERATE CONCEALMENT OF MATERIAL INFORMATION.
- CYBER FRAUD AND MISUSE OF DIGITAL SYSTEMS.

ARPAN SHALL MAINTAIN ADEQUATE INTERNAL CONTROLS TO PREVENT AND DETECT FRAUDULENT ACTIVITIES.

**3.8 GIFTS, HOSPITALITY AND BENEFITS:** EMPLOYEES AND REPRESENTATIVES SHALL NOT OFFER, SOLICIT, OR ACCEPT GIFTS, FAVORS, HOSPITALITY, ENTERTAINMENT, OR OTHER BENEFITS THAT MAY:

- INFLUENCE DECISION-MAKING.
- CREATE A CONFLICT OF INTEREST.
- COMPROMISE PROFESSIONAL JUDGMENT.
- DAMAGE THE REPUTATION OF THE ORGANIZATION.

MODEST AND CUSTOMARY TOKENS OF APPRECIATION MAY BE ACCEPTED ONLY WHEN PERMITTED BY ORGANIZATIONAL PROCEDURES AND WHERE NO CONFLICT OF INTEREST EXISTS.

**3.9 CONFLICT OF INTEREST:** ALL PERSONNEL MUST DISCLOSE ANY ACTUAL, POTENTIAL, OR PERCEIVED CONFLICT OF INTEREST. INDIVIDUALS INVOLVED IN DECISION-MAKING SHALL WITHDRAW FROM ANY DISCUSSION, EVALUATION, APPROVAL, OR TRANSACTION WHERE A CONFLICT EXISTS. THE ORGANIZATION SHALL MAINTAIN APPROPRIATE CONFLICT-OF-INTEREST DISCLOSURE AND MANAGEMENT MECHANISMS.

**3.10 DUE DILIGENCE OF THIRD PARTIES:** ARPAN SHALL UNDERTAKE REASONABLE DUE DILIGENCE BEFORE ENTERING INTO RELATIONSHIPS WITH:

- VENDORS
- CONSULTANTS
- CONTRACTORS
- IMPLEMENTING PARTNERS
- SERVICE PROVIDERS
- FUNDING PARTNERS

THE OBJECTIVE SHALL BE TO IDENTIFY AND MITIGATE BRIBERY, CORRUPTION, FRAUD, LEGAL, FINANCIAL, AND REPUTATIONAL RISKS.

**3.11 REPORTING MECHANISM:** ALL EMPLOYEES, VOLUNTEERS, CONSULTANTS, PARTNERS, AND STAKEHOLDERS ARE ENCOURAGED AND OBLIGATED TO REPORT SUSPECTED VIOLATIONS OF THIS POLICY.

REPORTS MAY BE SUBMITTED THROUGH:

- IMMEDIATE SUPERVISOR
- DEPARTMENT HEAD
- HUMAN RESOURCES DEPARTMENT
- CEO/PRESIDENT
- WHISTLEBLOWER REPORTING MECHANISM
- ANY DESIGNATED GRIEVANCE OR ETHICS REPORTING CHANNEL

REPORTS MAY BE SUBMITTED CONFIDENTIALLY AND, WHERE PERMITTED, ANONYMOUSLY.

**3.12 INVESTIGATION PROCEDURE:** UPON RECEIPT OF A COMPLAINT OR ALLEGATION:

- A PRELIMINARY ASSESSMENT SHALL BE CONDUCTED.
- AN AUTHORIZED OFFICER OR COMMITTEE SHALL BE APPOINTED TO INVESTIGATE.
- INVESTIGATIONS SHALL BE FAIR, IMPARTIAL, CONFIDENTIAL, AND TIMELY.
- RELEVANT RECORDS, EVIDENCE, AND STATEMENTS MAY BE REVIEWED.
- FINDINGS SHALL BE DOCUMENTED AND SUBMITTED TO MANAGEMENT FOR APPROPRIATE ACTION.

ALL EMPLOYEES AND STAKEHOLDERS ARE EXPECTED TO COOPERATE FULLY DURING INVESTIGATIONS.

**3.13 PROTECTION AGAINST RETALIATION:** ARPAN SHALL NOT TOLERATE RETALIATION AGAINST ANY INDIVIDUAL WHO REPORTS A CONCERN IN GOOD FAITH.

PROTECTION SHALL APPLY REGARDLESS OF WHETHER THE ALLEGATION IS ULTIMATELY SUBSTANTIATED,

PROVIDED THE REPORT WAS MADE HONESTLY AND WITHOUT MALICIOUS INTENT. ANY RETALIATORY ACTION SHALL BE TREATED AS A SERIOUS VIOLATION OF ORGANIZATIONAL POLICY.

**3.14 ROLES AND RESPONSIBILITIES**

**MANAGEMENT:** MANAGEMENT SHALL:

- PROMOTE ETHICAL CONDUCT.
- ENSURE IMPLEMENTATION OF THIS POLICY.
- ESTABLISH INTERNAL CONTROL SYSTEMS.
- SUPPORT INVESTIGATIONS AND CORRECTIVE ACTIONS.

**EMPLOYEES AND REPRESENTATIVES:** ALL PERSONNEL SHALL:

- COMPLY WITH THIS POLICY.
- REPORT SUSPECTED VIOLATIONS.
- COOPERATE DURING INVESTIGATIONS.
- PROTECT ORGANIZATIONAL RESOURCES AND REPUTATION.

**3.15 NON-COMPLIANCE AND DISCIPLINARY ACTION:** VIOLATIONS OF THIS POLICY MAY RESULT IN:

- DISCIPLINARY ACTION.
- RECOVERY OF FINANCIAL LOSSES.
- SUSPENSION OR TERMINATION OF EMPLOYMENT OR ENGAGEMENT.
- CANCELLATION OF CONTRACTS OR PARTNERSHIPS.
- REFERRAL TO LAW ENFORCEMENT OR REGULATORY AUTHORITIES WHERE APPLICABLE.

**3.16 TRAINING, AWARENESS AND REVIEW:** ARPAN SHALL PROVIDE PERIODIC AWARENESS PROGRAMMES AND CAPACITY-BUILDING INITIATIVES TO ENSURE UNDERSTANDING AND COMPLIANCE WITH THIS POLICY.

THE POLICY SHALL BE REVIEWED PERIODICALLY AND UPDATED, AS REQUIRED, TO REFLECT CHANGES IN LAWS, REGULATIONS, DONOR EXPECTATIONS, AND ORGANIZATIONAL REQUIREMENTS.

# B-4:

# MONITORING AND EVALUATION POLICY

**B.4 MONITORING AND EVALUATION (M&E) POLICY**

**4.1 INTRODUCTION:** ARPAN SEVA SANSTHAN IS COMMITTED TO ENSURING THAT ALL PROGRAMMES, PROJECTS, AND ORGANIZATIONAL ACTIVITIES ARE IMPLEMENTED EFFECTIVELY, EFFICIENTLY, AND IN ALIGNMENT WITH ITS VISION, MISSION, AND STRATEGIC OBJECTIVES. MONITORING AND EVALUATION (M&E) IS AN INTEGRAL PART OF ORGANIZATIONAL MANAGEMENT AND SERVES AS A SYSTEMATIC PROCESS FOR TRACKING PROGRESS, MEASURING RESULTS, ASSESSING IMPACT, AND PROMOTING CONTINUOUS LEARNING AND IMPROVEMENT.

THE M&E SYSTEM ENABLES THE ORGANIZATION TO MAKE INFORMED DECISIONS BASED ON EVIDENCE, STRENGTHEN ACCOUNTABILITY TO STAKEHOLDERS, IMPROVE PROGRAMME QUALITY, AND MAXIMIZE THE UTILIZATION OF AVAILABLE RESOURCES.

**4.2 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO:

- ESTABLISH A SYSTEMATIC FRAMEWORK FOR MONITORING AND EVALUATING PROGRAMMES, PROJECTS, AND ORGANIZATIONAL FUNCTIONS.
- SUPPORT EVIDENCE-BASED DECISION-MAKING AND STRATEGIC PLANNING.
- ENSURE ACCOUNTABILITY, TRANSPARENCY, AND EFFECTIVE UTILIZATION OF RESOURCES.
- IDENTIFY STRENGTHS, CHALLENGES, LESSONS LEARNED, AND OPPORTUNITIES FOR IMPROVEMENT.
- MEASURE PROGRESS AGAINST DEFINED OBJECTIVES, OUTPUTS, OUTCOMES, AND IMPACTS.
- PROMOTE ORGANIZATIONAL LEARNING AND CONTINUOUS IMPROVEMENT.

**4.3 SCOPE:** THIS POLICY APPLIES TO:

- ALL PROGRAMMES AND PROJECTS IMPLEMENTED BY ARPAN SEVA SANSTHAN.
- ALL DEPARTMENTS INCLUDING PROGRAMME, FINANCE, HUMAN RESOURCES, ADMINISTRATION, AND OPERATIONS.
- EMPLOYEES, CONSULTANTS, VOLUNTEERS, INTERNS, AND ASSOCIATES ENGAGED IN PROJECT IMPLEMENTATION AND MANAGEMENT.
- PARTNER ORGANIZATIONS AND AGENCIES WORKING WITH ARPAN SEVA SANSTHAN.

**4.4 GUIDING PRINCIPLES:** THE MONITORING AND EVALUATION SYSTEM SHALL BE GUIDED BY THE FOLLOWING PRINCIPLES:

a. **ACCOUNTABILITY**: ENSURING RESPONSIBLE USE OF RESOURCES AND ACHIEVEMENT OF INTENDED RESULTS.

b. **TRANSPARENCY:** MAINTAINING OPENNESS IN REPORTING, DOCUMENTATION, AND DECISION-MAKING PROCESSES.
c. **PARTICIPATION:** ENCOURAGING ACTIVE INVOLVEMENT OF BENEFICIARIES, STAKEHOLDERS, STAFF, AND PARTNERS IN MONITORING AND EVALUATION ACTIVITIES.
d. **LEARNING AND IMPROVEMENT:** UTILIZING FINDINGS AND LESSONS LEARNED TO IMPROVE PROGRAMME DESIGN AND IMPLEMENTATION.
e. **EVIDENCE-BASED DECISION MAKING:** SUPPORTING ORGANIZATIONAL DECISIONS THROUGH RELIABLE AND ACCURATE DATA.
f. **CONTINUOUS IMPROVEMENT:** PROMOTING REGULAR REVIEW AND ENHANCEMENT OF ORGANIZATIONAL SYSTEMS, PROCESSES, AND PRACTICES.

**4.5 MONITORING FRAMEWORK:** ARPAN SHALL ESTABLISH MONITORING SYSTEMS TO REGULARLY ASSESS THE PROGRESS AND PERFORMANCE OF PROGRAMMES AND ORGANIZATIONAL FUNCTIONS.

MONITORING ACTIVITIES MAY INCLUDE:

- PROJECT PROGRESS REVIEWS.
- ACTIVITY TRACKING AND IMPLEMENTATION MONITORING.
- BUDGET UTILIZATION AND FINANCIAL MONITORING.
- OUTPUT AND OUTCOME TRACKING.
- BENEFICIARY FEEDBACK AND STAKEHOLDER CONSULTATIONS.
- FIELD VISITS AND VERIFICATION EXERCISES.
- COMPLIANCE MONITORING AGAINST DONOR, STATUTORY, AND ORGANIZATIONAL REQUIREMENTS.

THE M&E FRAMEWORK SHALL BE ALIGNED WITH THE OVERALL GOALS, OBJECTIVES, INDICATORS, AND EXPECTED OUTCOMES OF EACH PROGRAMME OR PROJECT.

**4.6 EVALUATION FRAMEWORK:** EVALUATION SHALL BE CONDUCTED PERIODICALLY TO ASSESS THE RELEVANCE, EFFECTIVENESS, EFFICIENCY, SUSTAINABILITY, AND IMPACT OF PROGRAMMES AND PROJECTS.

EVALUATIONS MAY INCLUDE:

- BASELINE ASSESSMENTS
- MID-TERM EVALUATIONS
- END-LINE EVALUATIONS
- IMPACT ASSESSMENTS

- THEMATIC STUDIES
- EXTERNAL OR THIRD-PARTY EVALUATIONS (WHERE REQUIRED)

EVALUATION FINDINGS SHALL BE DOCUMENTED AND USED FOR PROGRAMME IMPROVEMENT AND STRATEGIC PLANNING.

**4.7 INTERNAL AUDIT AND COMPLIANCE MONITORING:** ARPAN SHALL CONSTITUTE AN INTERNAL AUDIT COMMITTEE RESPONSIBLE FOR REVIEWING COMPLIANCE, GOVERNANCE, AND OPERATIONAL EFFECTIVENESS ACROSS THE ORGANIZATION.

THE INTERNAL AUDIT COMMITTEE SHALL:

- CONDUCT REGULAR AUDITS AND COMPLIANCE REVIEWS.
- MONITOR ADHERENCE TO ORGANIZATIONAL POLICIES AND PROCEDURES.
- REVIEW DUE DILIGENCE PROCESSES.
- IDENTIFY OPERATIONAL GAPS AND RECOMMEND CORRECTIVE ACTIONS.
- ENSURE COMPLIANCE IN HUMAN RESOURCES, FINANCE, ADMINISTRATION, PROCUREMENT, AND PROGRAMME MANAGEMENT FUNCTIONS.

REGULAR AUDIT FINDINGS SHALL BE REPORTED TO THE MANAGEMENT FOR APPROPRIATE ACTION AND FOLLOW-UP.

**4.8 DATA MANAGEMENT AND REPORTING:** ARPAN SHALL MAINTAIN APPROPRIATE SYSTEMS FOR COLLECTING, RECORDING, ANALYZING, AND REPORTING PROGRAMME AND ORGANIZATIONAL DATA.

KEY REQUIREMENTS INCLUDE:

- MAINTAINING ACCURATE AND VERIFIABLE RECORDS.
- ENSURING DATA CONFIDENTIALITY AND SECURITY.
- PREPARING PERIODIC PROGRESS REPORTS.
- DOCUMENTING ACHIEVEMENTS, CHALLENGES, AND LESSONS LEARNED.
- SHARING REPORTS WITH RELEVANT STAKEHOLDERS AS REQUIRED.

**4.9 LEARNING, REVIEW AND IMPROVEMENT:** MONITORING AND EVALUATION FINDINGS SHALL BE USED TO:

- IMPROVE PROGRAMME EFFECTIVENESS AND EFFICIENCY.
- STRENGTHEN ORGANIZATIONAL SYSTEMS AND PROCESSES.
- INFORM FUTURE PROGRAMME DESIGN AND RESOURCE ALLOCATION.

- ENHANCE STAKEHOLDER ENGAGEMENT AND ACCOUNTABILITY.
- PROMOTE INNOVATION AND BEST PRACTICES.

EACH CYCLE OF MONITORING AND EVALUATION SHALL CONTRIBUTE TO CONTINUOUS ORGANIZATIONAL LEARNING AND INCREASED SOCIAL IMPACT.

**4.10 POLICY REVIEW:** THIS POLICY SHALL BE REVIEWED PERIODICALLY TO REFLECT CHANGES IN ORGANIZATIONAL PRIORITIES, DONOR REQUIREMENTS, LEGAL AND REGULATORY PROVISIONS, AND EMERGING BEST PRACTICES IN MONITORING, EVALUATION, ACCOUNTABILITY, AND LEARNING (MEAL).

# B-5:

# RISK MANAGEMENT POLICY

## B.5 RISK MANAGEMENT POLICY

**5.1 INTRODUCTION:** ARPAN SEVA SANSTHAN RECOGNIZES THAT EFFECTIVE RISK MANAGEMENT IS ESSENTIAL FOR ACHIEVING ITS MISSION, SAFEGUARDING ORGANIZATIONAL ASSETS, ENSURING COMPLIANCE, PROTECTING STAKEHOLDERS, AND MAINTAINING OPERATIONAL CONTINUITY. RISK MANAGEMENT IS A SYSTEMATIC PROCESS OF IDENTIFYING, ASSESSING, MITIGATING, MONITORING, AND REPORTING RISKS THAT MAY AFFECT THE ACHIEVEMENT OF ORGANIZATIONAL OBJECTIVES.

THIS POLICY ESTABLISHES ARPAN'S APPROACH TO RISK MANAGEMENT BY DEFINING THE ROLES AND RESPONSIBILITIES OF THE GOVERNING BOARD, AUDIT AND FINANCE COMMITTEE, MANAGEMENT TEAM, AND EMPLOYEES IN IDENTIFYING AND MANAGING RISKS. THE POLICY AIMS TO SUPPORT INFORMED DECISION-MAKING, STRENGTHEN INTERNAL CONTROLS, AND PROMOTE A CULTURE OF ACCOUNTABILITY AND PREPAREDNESS.

RISK MAY PRESENT BOTH CHALLENGES AND OPPORTUNITIES. ARPAN SEEKS TO MINIMIZE ADVERSE IMPACTS WHILE LEVERAGING OPPORTUNITIES THAT CONTRIBUTE TO ORGANIZATIONAL GROWTH AND EFFECTIVENESS.

**5.2 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO:

- ESTABLISH A STRUCTURED FRAMEWORK FOR RISK MANAGEMENT ACROSS THE ORGANIZATION.
- IDENTIFY POTENTIAL RISKS THAT MAY IMPACT ORGANIZATIONAL OBJECTIVES.
- STRENGTHEN INTERNAL CONTROLS AND GOVERNANCE SYSTEMS.
- ENSURE TIMELY IDENTIFICATION, ASSESSMENT, AND MITIGATION OF RISKS.
- PROMOTE RISK-INFORMED DECISION-MAKING AT ALL LEVELS.
- PROTECT ORGANIZATIONAL ASSETS, REPUTATION, EMPLOYEES, BENEFICIARIES, AND STAKEHOLDERS.
- ENSURE COMPLIANCE WITH APPLICABLE LAWS, REGULATIONS, DONOR REQUIREMENTS, AND ORGANIZATIONAL POLICIES.

**5.3 SCOPE:** THIS POLICY APPLIES TO:

- ALL PROGRAMMES AND PROJECTS.
- HUMAN RESOURCES AND ADMINISTRATION FUNCTIONS.
- FINANCIAL MANAGEMENT AND PROCUREMENT ACTIVITIES.
- GOVERNANCE AND COMPLIANCE FUNCTIONS.
- FUNDRAISING AND DONOR MANAGEMENT.

- INFORMATION TECHNOLOGY AND DATA MANAGEMENT SYSTEMS.
- PARTNERS, CONSULTANTS, VOLUNTEERS, AND SERVICE PROVIDERS ENGAGED BY ARPAN.

**5.4 RISK MANAGEMENT PRINCIPLES:** ARPAN SHALL ADOPT THE FOLLOWING PRINCIPLES:

- PROACTIVE IDENTIFICATION AND MANAGEMENT OF RISKS.
- ACCOUNTABILITY AND OWNERSHIP OF RISKS AT ALL ORGANIZATIONAL LEVELS.
- TRANSPARENCY IN REPORTING AND DECISION-MAKING.
- CONTINUOUS MONITORING AND REVIEW.
- INTEGRATION OF RISK MANAGEMENT INTO ORGANIZATIONAL PLANNING AND OPERATIONS.
- COMPLIANCE WITH STATUTORY, REGULATORY, AND DONOR REQUIREMENTS.

**5.5 RISK CLASSIFICATION:** RISKS SHALL BE ASSESSED AND CATEGORIZED BASED ON THEIR POTENTIAL IMPACT AND LIKELIHOOD:

- HIGH RISK
- MEDIUM RISK
- LOW RISK

APPROPRIATE MITIGATION AND MONITORING MEASURES SHALL BE ADOPTED ACCORDING TO THE LEVEL OF RISK IDENTIFIED.

**5.6 HUMAN RESOURCE RISKS:** ARPAN SHALL MANAGE HUMAN RESOURCE-RELATED RISKS THROUGH:

- CLEARLY DEFINED ROLES, RESPONSIBILITIES, AND REPORTING STRUCTURES.
- EMPLOYEE INDUCTION, ORIENTATION, AND CONTINUOUS PROFESSIONAL DEVELOPMENT.
- ADEQUATE TRAINING TO ENSURE COMPLIANCE WITH PROJECT AND ORGANIZATIONAL REQUIREMENTS.
- FAIR AND TRANSPARENT GRIEVANCE REDRESSAL MECHANISMS.
- TIMELY EXECUTION AND RENEWAL OF EMPLOYMENT CONTRACTS AND AGREEMENTS.
- PROMOTION OF A POSITIVE, INCLUSIVE, AND NON-DISCRIMINATORY WORKPLACE CULTURE.
- REGULAR PERFORMANCE MONITORING AND APPRAISAL SYSTEMS.
- CAPACITY BUILDING AND STAFF DEVELOPMENT PROGRAMMES.
- EFFECTIVE COMMUNICATION AND TEAM COLLABORATION MECHANISMS.
- SUCCESSION PLANNING FOR KEY POSITIONS.

**5.7 FINANCIAL RISKS:** ARPAN SHALL MITIGATE FINANCIAL RISKS THROUGH:

- STRONG FINANCIAL MANAGEMENT AND INTERNAL CONTROL SYSTEMS.
- ACCURATE FINANCIAL REPORTING AND STATUTORY COMPLIANCE.
- MAINTENANCE OF COMPLETE AND RELIABLE FINANCIAL RECORDS.
- REGULAR BUDGETING, FORECASTING, AND FINANCIAL REVIEW PROCESSES.
- CASH FLOW PLANNING AND MANAGEMENT.
- SEGREGATION OF DUTIES AND AUTHORIZATION CONTROLS.
- FRAUD PREVENTION, DETECTION, AND REPORTING MECHANISMS.
- INTERNAL AND EXTERNAL AUDITS.
- MAINTENANCE OF EMERGENCY RESERVES, WHERE FEASIBLE.
- COMPLIANCE WITH DONOR, REGULATORY, AND TAXATION REQUIREMENTS.

**5.8 OPERATIONAL RISKS:** OPERATIONAL RISKS SHALL BE MANAGED THROUGH:

- STANDARD OPERATING PROCEDURES (SOPS).
- DEFINED APPROVAL AND REPORTING MECHANISMS.
- ADEQUATE RESOURCE PLANNING AND ALLOCATION.
- REGULAR MONITORING OF PROGRAMME IMPLEMENTATION.
- VENDOR AND PARTNER DUE DILIGENCE.
- BUSINESS CONTINUITY PLANNING AND EMERGENCY PREPAREDNESS.

**5.9 LEGAL AND COMPLIANCE RISKS:** ARPAN SHALL ENSURE:

- COMPLIANCE WITH ALL APPLICABLE LAWS AND REGULATIONS.
- TIMELY STATUTORY FILINGS AND REGISTRATIONS.
- MAINTENANCE OF ORGANIZATIONAL LICENSES AND APPROVALS.
- COMPLIANCE WITH DONOR AGREEMENTS AND CONTRACTUAL OBLIGATIONS.
- PERIODIC LEGAL AND COMPLIANCE REVIEWS.

**5.10 REPUTATIONAL RISKS:** TO PROTECT ORGANIZATIONAL CREDIBILITY AND PUBLIC TRUST, ARPAN SHALL:

- PROMOTE ETHICAL CONDUCT AND TRANSPARENCY.
- MAINTAIN EFFECTIVE STAKEHOLDER COMMUNICATION.
- RESPOND PROMPTLY TO GRIEVANCES AND COMPLAINTS.
- ENSURE COMPLIANCE WITH SAFEGUARDING AND ORGANIZATIONAL POLICIES.
- MONITOR ISSUES THAT MAY ADVERSELY AFFECT THE ORGANIZATION'S REPUTATION.

**5.11 SAFEGUARDING RISKS:** ARPAN SHALL MAINTAIN SYSTEMS TO PREVENT AND RESPOND TO:

- SEXUAL EXPLOITATION AND ABUSE.
- SEXUAL HARASSMENT.

- CHILD PROTECTION VIOLATIONS.
- DISCRIMINATION AND WORKPLACE MISCONDUCT.
- ABUSE OR EXPLOITATION OF VULNERABLE INDIVIDUALS.

ALL SAFEGUARDING CONCERNS SHALL BE MANAGED IN ACCORDANCE WITH RELEVANT ORGANIZATIONAL POLICIES.

**5.12 MONITORING AND REPORTING:** RISK MANAGEMENT SHALL BE AN ONGOING PROCESS.

- DEPARTMENT HEADS SHALL REGULARLY REVIEW RISKS WITHIN THEIR FUNCTIONS.
- SIGNIFICANT RISKS SHALL BE REPORTED TO SENIOR MANAGEMENT.
- THE INTERNAL AUDIT COMMITTEE SHALL PERIODICALLY REVIEW ORGANIZATIONAL RISKS AND MITIGATION MEASURES.
- RISK REGISTERS MAY BE MAINTAINED AND UPDATED PERIODICALLY.
- CORRECTIVE AND PREVENTIVE ACTIONS SHALL BE IMPLEMENTED AND MONITORED.

**5.13 ROLES AND RESPONSIBILITIES**

- **GOVERNING BOARD/MANAGEMENT COMMITTEE -** PROVIDE OVERSIGHT ON RISK MANAGEMENT AND GOVERNANCE.
- **FINANCE AND AUDIT COMMITTEE -** REVIEW KEY RISKS, CONTROLS, AND COMPLIANCE MECHANISMS.
- **CEO/EXECUTIVE DIRECTOR-** ENSURE IMPLEMENTATION OF THE RISK MANAGEMENT POLICY.
- **DEPARTMENT HEADS -** IDENTIFY, ASSESS, MONITOR, AND MITIGATE DEPARTMENTAL RISKS.
- **EMPLOYEES AND ASSOCIATES -** COMPLY WITH ORGANIZATIONAL POLICIES AND REPORT EMERGING RISKS PROMPTLY.

**5.14 POLICY REVIEW -** THIS POLICY SHALL BE REVIEWED PERIODICALLY TO ENSURE ITS CONTINUED EFFECTIVENESS, RELEVANCE, AND ALIGNMENT WITH ORGANIZATIONAL PRIORITIES, LEGAL REQUIREMENTS, DONOR EXPECTATIONS, AND EMERGING BEST PRACTICES IN RISK MANAGEMENT.

# B-6

# PROGRAM MANUAL POLICY

**B.6: PROGRAMME MANAGEMENT POLICY**

**6.1 INTRODUCTION:** ARPAN SEVA SANSTHAN IS COMMITTED TO DESIGNING, IMPLEMENTING, MONITORING, AND EVALUATING PROGRAMMES THAT CONTRIBUTE TO SUSTAINABLE DEVELOPMENT AND SOCIAL TRANSFORMATION. THIS PROGRAMME MANAGEMENT POLICY ESTABLISHES A STANDARDIZED FRAMEWORK FOR PLANNING, IMPLEMENTATION, MONITORING, REPORTING, AND CONTINUOUS IMPROVEMENT OF ALL PROGRAMMES AND PROJECTS UNDERTAKEN BY THE ORGANIZATION.

THE POLICY AIMS TO ENSURE THAT PROGRAMMES ARE IMPLEMENTED EFFECTIVELY, EFFICIENTLY, ETHICALLY, AND IN ALIGNMENT WITH THE ORGANIZATION'S VISION, MISSION, VALUES, DONOR COMMITMENTS, AND STATUTORY REQUIREMENTS.

**6.2 PROGRAMME GOAL:** ARPAN SEVA SANSTHAN IS DEDICATED TO UPLIFTING AND EMPOWERING UNDERPRIVILEGED AND MARGINALIZED COMMUNITIES THROUGH SUSTAINABLE DEVELOPMENT INITIATIVES, SOCIAL WELFARE PROGRAMMES, CAPACITY BUILDING, ADVOCACY, AND COMMUNITY PARTICIPATION.

THE ORGANIZATION SEEKS TO CREATE MEASURABLE AND LASTING IMPACT IN THE AREAS OF EDUCATION, HEALTH, LIVELIHOOD, ENVIRONMENT, WOMEN EMPOWERMENT, CHILD PROTECTION, AND COMMUNITY DEVELOPMENT.

**6.3 OBJECTIVES:** THE OBJECTIVES OF THIS POLICY ARE TO:

- ENSURE EFFECTIVE PLANNING, IMPLEMENTATION, AND MANAGEMENT OF PROGRAMMES.
- PROMOTE ACCOUNTABILITY, TRANSPARENCY, AND RESPONSIBLE USE OF RESOURCES.
- ESTABLISH UNIFORM PROCEDURES FOR PROGRAMME EXECUTION.
- IMPROVE PROGRAMME QUALITY AND EFFECTIVENESS THROUGH MONITORING AND EVALUATION.
- ENCOURAGE STAKEHOLDER PARTICIPATION AND COMMUNITY OWNERSHIP.
- ENSURE COMPLIANCE WITH DONOR, LEGAL, AND ORGANIZATIONAL REQUIREMENTS.

**6.4 GUIDING PRINCIPLES:** PROGRAMME MANAGEMENT WITHIN ARPAN SHALL BE GUIDED BY THE FOLLOWING PRINCIPLES:

- COMMUNITY-CENTERED APPROACH
- PARTICIPATION AND INCLUSION
- TRANSPARENCY AND ACCOUNTABILITY
- EQUITY AND NON-DISCRIMINATION

- SUSTAINABILITY
- EVIDENCE-BASED DECISION MAKING
- CONTINUOUS LEARNING AND IMPROVEMENT
- COMPLIANCE WITH LEGAL AND DONOR REQUIREMENTS

**6.5 PROGRAMME PLANNING:** ALL PROGRAMMES SHALL BE DEVELOPED THROUGH A STRUCTURED PLANNING PROCESS.

a. **NEEDS ASSESSMENT**

- CONDUCT COMPREHENSIVE ASSESSMENTS TO IDENTIFY COMMUNITY NEEDS, PRIORITIES, AND GAPS.
- ENGAGE BENEFICIARIES, COMMUNITY LEADERS, AND STAKEHOLDERS DURING ASSESSMENT PROCESSES.

b. **PROGRAMME DESIGN**

- DEFINE CLEAR OBJECTIVES, OUTCOMES, OUTPUTS, AND INDICATORS.
- DEVELOP IMPLEMENTATION STRATEGIES BASED ON IDENTIFIED NEEDS AND AVAILABLE RESOURCES.

c. **RESOURCE ALLOCATION**

- ENSURE ADEQUATE FINANCIAL, HUMAN, TECHNICAL, AND MATERIAL RESOURCES ARE ALLOCATED FOR PROGRAMME IMPLEMENTATION.
- PREPARE REALISTIC BUDGETS ALIGNED WITH PROGRAMME OBJECTIVES.

d. **RISK ASSESSMENT**

- IDENTIFY POTENTIAL OPERATIONAL, FINANCIAL, SAFEGUARDING, ENVIRONMENTAL, AND REPUTATIONAL RISKS.
- DEVELOP MITIGATION MEASURES BEFORE PROGRAMME IMPLEMENTATION.

**6.6 PROGRAMME IMPLEMENTATION:** PROGRAMME IMPLEMENTATION SHALL BE CARRIED OUT ACCORDING TO APPROVED PLANS AND BUDGETS.

I. **ROLES AND RESPONSIBILITIES**

- CLEARLY DEFINE RESPONSIBILITIES OF PROGRAMME STAFF, CONSULTANTS, VOLUNTEERS, AND PARTNERS.
- ESTABLISH REPORTING AND ACCOUNTABILITY MECHANISMS.

II. **ACTIVITY SCHEDULING**

- DEVELOP IMPLEMENTATION PLANS WITH DEFINED TIMELINES AND MILESTONES.
- MONITOR PROGRESS AGAINST APPROVED SCHEDULES.

III. **STAKEHOLDER ENGAGEMENT**

- PROMOTE COLLABORATION WITH GOVERNMENT DEPARTMENTS, COMMUNITY INSTITUTIONS, CIVIL SOCIETY ORGANIZATIONS, DONOR AGENCIES, AND OTHER STAKEHOLDERS.

IV. **QUALITY ASSURANCE**

- ENSURE THAT PROGRAMME ACTIVITIES MEET ORGANIZATIONAL STANDARDS AND DONOR EXPECTATIONS.

**6.7 MONITORING AND EVALUATION:** MONITORING AND EVALUATION (M&E) SHALL BE INTEGRATED INTO ALL PROGRAMMES.

a. **PERFORMANCE MONITORING**

- ESTABLISH MEASURABLE INDICATORS AND PERFORMANCE BENCHMARKS.
- REGULARLY TRACK PROGRESS AGAINST PROGRAMME OBJECTIVES.

b. **DATA COLLECTION**

- MAINTAIN ACCURATE AND RELIABLE PROGRAMME RECORDS AND DOCUMENTATION.
- COLLECT QUANTITATIVE AND QUALITATIVE INFORMATION AS REQUIRED.

c. **BENEFICIARY FEEDBACK**

- ESTABLISH MECHANISMS TO RECEIVE FEEDBACK FROM BENEFICIARIES AND STAKEHOLDERS.
- UTILIZE FEEDBACK FOR PROGRAMME IMPROVEMENT.

d. **REPORTING**

- PREPARE PERIODIC PROGRESS REPORTS, OUTCOME REPORTS, AND IMPACT ASSESSMENTS.
- SUBMIT REPORTS TO MANAGEMENT, DONORS, AND OTHER STAKEHOLDERS AS REQUIRED.

**6.8 FINANCIAL MANAGEMENT:** EFFECTIVE FINANCIAL MANAGEMENT SHALL SUPPORT PROGRAMME IMPLEMENTATION.

**a. BUDGETING:**

- PREPARE ANNUAL AND PROJECT-SPECIFIC BUDGETS.
- ENSURE ALIGNMENT BETWEEN BUDGETS AND PROGRAMME OBJECTIVES.

**b. FINANCIAL MONITORING**

- MONITOR EXPENDITURE AGAINST APPROVED BUDGETS.
- MAINTAIN PROPER FINANCIAL RECORDS AND SUPPORTING DOCUMENTATION.

**c. AUDIT AND COMPLIANCE**

- FACILITATE INTERNAL AND EXTERNAL AUDITS.
- ENSURE COMPLIANCE WITH DONOR CONDITIONS, STATUTORY REQUIREMENTS, AND ORGANIZATIONAL FINANCIAL POLICIES.

**6.9 FUNDRAISING AND DONOR MANAGEMENT** ARPAN SHALL ADOPT ETHICAL AND TRANSPARENT FUNDRAISING PRACTICES.

- MAINTAIN INTEGRITY AND ACCOUNTABILITY IN ALL FUNDRAISING ACTIVITIES.
- ENSURE TRANSPARENT COMMUNICATION WITH DONORS AND FUNDING AGENCIES.
- UTILIZE FUNDS STRICTLY FOR APPROVED PROGRAMME PURPOSES.
- SUBMIT DONOR REPORTS IN ACCORDANCE WITH AGREED TIMELINES AND REQUIREMENTS.

**6.10 HUMAN RESOURCES AND VOLUNTEER MANAGEMENT**

**a. RECRUITMENT AND SELECTION**

- RECRUIT QUALIFIED PERSONNEL BASED ON COMPETENCE, EXPERIENCE, AND ALIGNMENT WITH ORGANIZATIONAL VALUES.

**b. CAPACITY BUILDING**

- PROVIDE ORIENTATION, TRAINING, AND PROFESSIONAL DEVELOPMENT OPPORTUNITIES.

**c. PERFORMANCE MANAGEMENT**

- MONITOR STAFF PERFORMANCE AND PROVIDE CONSTRUCTIVE FEEDBACK.

**d. CODE OF CONDUCT**

- ENSURE COMPLIANCE WITH ORGANIZATIONAL POLICIES, ETHICAL STANDARDS, SAFEGUARDING REQUIREMENTS, AND PROFESSIONAL CONDUCT EXPECTATIONS.

**6.11 HEALTH, SAFETY AND SAFEGUARDING:** ARPAN SHALL ENSURE A SAFE AND SECURE ENVIRONMENT FOR STAFF, VOLUNTEERS, BENEFICIARIES, AND STAKEHOLDERS.

- IMPLEMENT WORKPLACE HEALTH AND SAFETY MEASURES.
- MAINTAIN EMERGENCY RESPONSE PROCEDURES.
- ENSURE COMPLIANCE WITH SAFEGUARDING, CHILD PROTECTION, PSEA, AND POSH POLICIES.
- ADDRESS RISKS AFFECTING VULNERABLE INDIVIDUALS AND COMMUNITIES.

**6.12 DOCUMENTATION AND INFORMATION MANAGEMENT:** ARPAN SHALL MAINTAIN COMPLETE AND ACCURATE PROGRAMME DOCUMENTATION, INCLUDING:

- PROJECT PROPOSALS AND AGREEMENTS.
- WORK PLANS AND BUDGETS.
- MONITORING REPORTS AND EVALUATIONS.
- BENEFICIARY RECORDS.
- TRAINING AND EVENT DOCUMENTATION.
- DONOR CORRESPONDENCE AND COMPLIANCE RECORDS.

ALL SENSITIVE INFORMATION SHALL BE MANAGED IN ACCORDANCE WITH CONFIDENTIALITY AND DATA PROTECTION REQUIREMENTS.

**6.13 COMPLIANCE AND LEGAL REQUIREMENTS:** ALL PROGRAMMES SHALL COMPLY WITH:

- APPLICABLE LAWS AND REGULATIONS.
- DONOR AGREEMENTS AND CONTRACTUAL OBLIGATIONS.
- ORGANIZATIONAL POLICIES AND PROCEDURES.
- ETHICAL AND SAFEGUARDING STANDARDS.

**6.14 LEARNING, REVIEW AND IMPROVEMENT:** ARPAN SHALL ENCOURAGE CONTINUOUS LEARNING THROUGH:

- PERIODIC PROGRAMME REVIEWS.
- DOCUMENTATION OF BEST PRACTICES AND SUCCESS STORIES.
- LESSONS LEARNED WORKSHOPS.
- KNOWLEDGE SHARING AMONG STAFF AND STAKEHOLDERS.
- INCORPORATION OF STAKEHOLDER FEEDBACK INTO PROGRAMME DESIGN AND IMPLEMENTATION.

**6.15 POLICY REVIEW:** THIS POLICY SHALL BE REVIEWED PERIODICALLY TO ENSURE ALIGNMENT WITH ORGANIZATIONAL PRIORITIES, LEGAL REQUIREMENTS, DONOR EXPECTATIONS, AND EMERGING BEST PRACTICES IN PROGRAMME MANAGEMENT.

# B-7:

# OFFICE MANAGEMENT/RECORDS MANAGEMENT POLICY

**B.7 OFFICE MANAGEMENT & RECORDS MANAGEMENT POLICY**

**7.1 INTRODUCTION:** ARPAN SEVA SANSTHAN RECOGNIZES THAT EFFECTIVE OFFICE ADMINISTRATION AND SYSTEMATIC RECORDS MANAGEMENT ARE ESSENTIAL FOR ENSURING ORGANIZATIONAL EFFICIENCY, TRANSPARENCY, ACCOUNTABILITY, LEGAL COMPLIANCE, AND INSTITUTIONAL MEMORY. PROPER MANAGEMENT OF RECORDS ENABLES THE ORGANIZATION TO MAINTAIN ACCURATE INFORMATION, SUPPORT DECISION-MAKING, MEET STATUTORY AND DONOR REQUIREMENTS, AND SAFEGUARD ORGANIZATIONAL ASSETS AND INFORMATION. THIS POLICY ESTABLISHES A FRAMEWORK FOR THE CREATION, MAINTENANCE, STORAGE, RETRIEVAL, RETENTION, AND DISPOSAL OF ORGANIZATIONAL RECORDS AND DOCUMENTS IN BOTH PHYSICAL AND DIGITAL FORMATS.

**7.2 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO:

- ENSURE PROPER MAINTENANCE AND MANAGEMENT OF ORGANIZATIONAL RECORDS AND DOCUMENTS.
- ESTABLISH STANDARDIZED PROCEDURES FOR RECORD CREATION, STORAGE, RETRIEVAL, RETENTION, AND DISPOSAL.
- SAFEGUARD CONFIDENTIAL, SENSITIVE, AND PROPRIETARY INFORMATION.
- PROMOTE TRANSPARENCY, ACCOUNTABILITY, AND OPERATIONAL EFFICIENCY.
- ENSURE COMPLIANCE WITH APPLICABLE LEGAL, STATUTORY, DONOR, AND ORGANIZATIONAL REQUIREMENTS.
- PRESERVE INSTITUTIONAL KNOWLEDGE AND ORGANIZATIONAL HISTORY.

**7.3 SCOPE:** THIS POLICY APPLIES TO:

- ALL EMPLOYEES, CONSULTANTS, INTERNS, VOLUNTEERS, AND ASSOCIATES OF ARPAN SEVA SANSTHAN.
- ALL OFFICES, PROJECT LOCATIONS, AND ADMINISTRATIVE UNITS OF THE ORGANIZATION.
- ALL PHYSICAL AND ELECTRONIC RECORDS GENERATED, RECEIVED, OR MAINTAINED DURING THE COURSE OF ORGANIZATIONAL ACTIVITIES.

**7.4 OFFICE MANAGEMENT STANDARDS:** THE HEAD OFFICE AND PROJECT OFFICES SHALL MAINTAIN PROPER ADMINISTRATIVE RECORDS AND DOCUMENTATION TO ENSURE SMOOTH FUNCTIONING AND ACCOUNTABILITY.

**7.4.1 ATTENDANCE RECORDS:** THE FOLLOWING RECORDS SHALL BE MAINTAINED:

- MONTHLY ATTENDANCE REGISTERS OR ATTENDANCE SHEETS.

- LEAVE RECORDS AND ATTENDANCE SUMMARIES.
- STAFF MOVEMENT RECORDS, WHERE APPLICABLE.

**7.4.2 PROGRAMME AND PROJECT RECORDS:** THE FOLLOWING PROGRAMME-RELATED DOCUMENTS SHALL BE MAINTAINED:

- ANNUAL ACTION PLANS.
- PROJECT PROPOSALS AND APPROVALS.
- DETAILED PROJECT REPORTS (DPRS).
- MONTHLY PROGRESS REPORTS (MPRS).
- QUARTERLY PROGRESS REPORTS (QPRS).
- HALF-YEARLY PROGRESS REPORTS.
- ANNUAL REPORTS.
- PROJECT COMPLETION REPORTS.
- STAFF TRAVEL PLANS AND TRAVEL ITINERARIES.

**7.4.3 UTILITY AND ADMINISTRATIVE RECORDS:** THE ORGANIZATION SHALL MAINTAIN RECORDS RELATED TO:

- TELEPHONE AND INTERNET BILLS.
- ELECTRICITY BILLS.
- WATER BILLS.
- OFFICE RENT AGREEMENTS AND PAYMENT RECORDS.
- BUILDING MAINTENANCE RECORDS.
- OFFICE SERVICE CONTRACTS AND AGREEMENTS.

**7.4.4 COMMUNICATION RECORDS:** THE ORGANIZATION SHALL MAINTAIN RECORDS OF:

- MINUTES OF MEETINGS.
- BOARD AND COMMITTEE MEETING PROCEEDINGS.
- OFFICIAL CORRESPONDENCE.
- COMMUNICATION WITH GOVERNMENT DEPARTMENTS.
- COMMUNICATION WITH DONORS, PARTNERS, NGOS, AND OTHER STAKEHOLDERS.
- CIRCULARS, NOTICES, AND INTERNAL COMMUNICATIONS.

**7.4.5 OPERATIONAL LOGS:** THE FOLLOWING OPERATIONAL RECORDS SHALL BE MAINTAINED:

- VEHICLE LOGBOOKS.
- VISITOR REGISTERS.
- INWARD AND OUTWARD CORRESPONDENCE REGISTERS.
- COURIER AND DISPATCH RECORDS.
- ASSET MOVEMENT REGISTERS, WHERE APPLICABLE.

**7.4.6 INVENTORY AND ASSET RECORDS:** THE ORGANIZATION SHALL MAINTAIN:

- FIXED ASSET REGISTER.
- INVENTORY REGISTER.
- STATIONERY REGISTER.
- CONSUMABLES REGISTER.
- ASSET VERIFICATION RECORDS.
- DISPOSAL RECORDS FOR OBSOLETE ASSETS.

**7.4.7 GENERAL ADMINISTRATIVE RECORDS:** THE ORGANIZATION SHALL MAINTAIN RECORDS RELATING TO:

- INTERNAL CORRESPONDENCE.
- ADMINISTRATIVE APPROVALS.
- OFFICE CIRCULARS AND NOTICES.
- POLICY DOCUMENTS AND AMENDMENTS.
- OTHER RECORDS REQUIRED FOR EFFECTIVE ADMINISTRATION.

**7.5 RECORDS MANAGEMENT FRAMEWORK:** ARPAN SHALL MAINTAIN RECORDS IN A SYSTEMATIC MANNER TO ENSURE:

- ACCURACY AND COMPLETENESS.
- EASY RETRIEVAL AND ACCESSIBILITY BY AUTHORIZED PERSONNEL.
- PROTECTION AGAINST LOSS, DAMAGE, MISUSE, OR UNAUTHORIZED ACCESS.
- COMPLIANCE WITH ORGANIZATIONAL AND STATUTORY REQUIREMENTS.

RECORDS MAY BE MAINTAINED IN:

- PHYSICAL FORMAT.
- ELECTRONIC FORMAT.

- CLOUD-BASED OR DIGITAL DOCUMENT MANAGEMENT SYSTEMS APPROVED BY THE ORGANIZATION.

**7.6 RECORDS SECURITY AND CONFIDENTIALITY:** ARPAN IS COMMITTED TO PROTECTING CONFIDENTIAL AND SENSITIVE INFORMATION. THE ORGANIZATION SHALL:

- STORE RECORDS SECURELY IN DESIGNATED LOCATIONS.
- RESTRICT ACCESS TO AUTHORIZED PERSONNEL ONLY.
- LABEL CONFIDENTIAL RECORDS APPROPRIATELY.
- PROTECT PERSONAL, FINANCIAL, LEGAL, DONOR, AND EMPLOYEE INFORMATION FROM UNAUTHORIZED DISCLOSURE.
- IMPLEMENT PASSWORD PROTECTION AND DIGITAL SECURITY MEASURES FOR ELECTRONIC RECORDS.
- ENSURE BACKUP AND RECOVERY MECHANISMS FOR CRITICAL ORGANIZATIONAL RECORDS.

ANY UNAUTHORIZED ACCESS, DISCLOSURE, ALTERATION, OR DESTRUCTION OF RECORDS SHALL BE TREATED AS A SERIOUS VIOLATION OF ORGANIZATIONAL POLICY.

**7.7 RECORD RETENTION AND DISPOSAL:** ALL RECORDS SHALL BE RETAINED FOR A PERIOD CONSISTENT WITH LEGAL, STATUTORY, DONOR, CONTRACTUAL, AND ORGANIZATIONAL REQUIREMENTS. AS A GENERAL GUIDELINE:

- ADMINISTRATIVE, PROJECT, FINANCIAL, AND GOVERNANCE RECORDS SHALL BE RETAINED FOR A MINIMUM PERIOD OF TEN (10) YEARS UNLESS A LONGER RETENTION PERIOD IS REQUIRED BY LAW, DONOR AGREEMENTS, OR REGULATORY AUTHORITIES.
- RECORDS DUE FOR DISPOSAL SHALL BE REVIEWED AND APPROVED BY THE AUTHORIZED AUTHORITY BEFORE DESTRUCTION.
- CONFIDENTIAL RECORDS SHALL BE DISPOSED OF SECURELY TO PREVENT UNAUTHORIZED ACCESS.

**7.8 ROLES AND RESPONSIBILITIES:**

**MANAGEMENT:** MANAGEMENT SHALL:

- ENSURE IMPLEMENTATION OF THIS POLICY.
- PROVIDE ADEQUATE RESOURCES FOR RECORDS MANAGEMENT.
- MONITOR COMPLIANCE ACROSS OFFICES AND PROJECTS.

**HUMAN RESOURCES AND ADMINISTRATION:** THE HR AND ADMINISTRATION DEPARTMENT SHALL:

- MAINTAIN PERSONNEL AND ADMINISTRATIVE RECORDS.
- ENSURE PROPER FILING AND RECORD RETENTION.
- FACILITATE PERIODIC REVIEW OF RECORDS.

**DEPARTMENT HEADS AND PROJECT MANAGERS:** DEPARTMENT HEADS AND PROJECT MANAGERS SHALL:

- ENSURE PROPER MAINTENANCE OF DEPARTMENTAL RECORDS.
- VERIFY ACCURACY AND COMPLETENESS OF DOCUMENTATION.
- ENSURE TIMELY SUBMISSION AND STORAGE OF RECORDS.

**EMPLOYEES:** ALL EMPLOYEES ARE RESPONSIBLE FOR:

- MAINTAINING ACCURATE RECORDS RELATED TO THEIR WORK.
- PROTECTING CONFIDENTIAL INFORMATION.
- COMPLYING WITH RECORD RETENTION AND SECURITY REQUIREMENTS.

**7.9 REVIEW AND COMPLIANCE:** THIS POLICY SHALL BE REVIEWED PERIODICALLY TO ENSURE ALIGNMENT WITH ORGANIZATIONAL REQUIREMENTS, DONOR EXPECTATIONS, TECHNOLOGICAL ADVANCEMENTS, AND APPLICABLE LEGAL AND REGULATORY REQUIREMENTS. NON-COMPLIANCE WITH THIS POLICY MAY RESULT IN CORRECTIVE OR DISCIPLINARY ACTION AS DEEMED APPROPRIATE BY THE ORGANIZATION.

# B-8:

# IT MANUAL

**B. 8 INFORMATION TECHNOLOGY (IT) POLICY & DATA PROTECTION MANUAL**

**8.1 :** ARPAN SEVA SANSTHAN RECOGNIZES INFORMATION TECHNOLOGY (IT) AS A CRITICAL RESOURCE FOR EFFICIENT ADMINISTRATION, PROGRAMME MANAGEMENT, COMMUNICATION, DATA MANAGEMENT, AND ORGANIZATIONAL GOVERNANCE. THIS POLICY ESTABLISHES STANDARDS FOR THE RESPONSIBLE USE, PROTECTION, MANAGEMENT, AND SECURITY OF INFORMATION TECHNOLOGY RESOURCES, SYSTEMS, DATA, AND DIGITAL ASSETS.

THE POLICY AIMS TO SAFEGUARD ORGANIZATIONAL INFORMATION, ENSURE BUSINESS CONTINUITY, PROTECT STAKEHOLDER DATA, AND PROMOTE ETHICAL AND SECURE USE OF TECHNOLOGY RESOURCES.

**8.2 PURPOSE:** THE PURPOSE OF THIS POLICY IS TO:

- PROTECT ORGANIZATIONAL INFORMATION AND DIGITAL ASSETS.
- ENSURE RESPONSIBLE AND SECURE USE OF IT RESOURCES.
- ESTABLISH CLEAR OWNERSHIP AND ACCOUNTABILITY FOR INFORMATION SYSTEMS.
- PREVENT UNAUTHORIZED ACCESS, MISUSE, LOSS, OR DISCLOSURE OF INFORMATION.
- ENSURE COMPLIANCE WITH APPLICABLE DATA PROTECTION AND CYBERSECURITY REQUIREMENTS.
- SUPPORT BUSINESS CONTINUITY THROUGH DATA BACKUP AND DISASTER RECOVERY MECHANISMS.

**8.3 SCOPE:** THIS POLICY APPLIES TO:

- EMPLOYEES, CONSULTANTS, INTERNS, VOLUNTEERS, AND ASSOCIATES.
- COMPUTERS, LAPTOPS, SERVERS, NETWORKS, SOFTWARE, DATABASES, CLOUD PLATFORMS, AND COMMUNICATION SYSTEMS OWNED OR USED BY ARPAN.
- ALL INFORMATION CREATED, STORED, TRANSMITTED, OR PROCESSED THROUGH ORGANIZATIONAL SYSTEMS.

**8.4 OWNERSHIP OF INFORMATION AND IT ASSETS:**

**ORGANIZATIONAL OWNERSHIP**

- ALL INFORMATION, RECORDS, DOCUMENTS, REPORTS, DATABASES, SOFTWARE, AND DIGITAL CONTENT CREATED, COLLECTED, OR MAINTAINED DURING THE COURSE OF EMPLOYMENT OR ENGAGEMENT SHALL REMAIN THE EXCLUSIVE PROPERTY OF ARPAN SEVA SANSTHAN.
- ORGANIZATIONAL INFORMATION SHALL NOT BE TRANSFERRED, DISCLOSED, SHARED, COPIED, OR DISTRIBUTED WITHOUT PROPER AUTHORIZATION.

- ALL SOFTWARE PURCHASED, LICENSED, DEVELOPED, OR CUSTOMIZED FOR ORGANIZATIONAL USE SHALL REMAIN THE PROPERTY OF ARPAN.

**CONFIDENTIALITY OBLIGATIONS:** EMPLOYEES AND ASSOCIATES SHALL MAINTAIN CONFIDENTIALITY OF ALL ORGANIZATIONAL INFORMATION DURING AND AFTER THEIR ENGAGEMENT WITH THE ORGANIZATION.

**8.5 MANAGEMENT OF OFFICIAL EQUIPMENT:** THE ORGANIZATION MAY PROVIDE LAPTOPS, DESKTOPS, MOBILE DEVICES, STORAGE DEVICES, NETWORKING EQUIPMENT, AND OTHER IT ASSETS FOR OFFICIAL PURPOSES.

**RESPONSIBILITIES OF USERS:** USERS SHALL:

- ENSURE PROPER CARE AND SAFE CUSTODY OF ASSIGNED EQUIPMENT.
- PROTECT DEVICES FROM THEFT, DAMAGE, MISUSE, OR UNAUTHORIZED ACCESS.
- IMMEDIATELY REPORT ANY LOSS, THEFT, MALFUNCTION, OR SECURITY BREACH.
- COOPERATE IN FILING NECESSARY REPORTS, INCLUDING POLICE COMPLAINTS WHERE REQUIRED.

THE ORGANIZATION SHALL MAINTAIN AN INVENTORY OF IT ASSETS AND, WHEREVER FEASIBLE, ENSURE ANNUAL MAINTENANCE AND SERVICING OF EQUIPMENT.

**8.6 ACCEPTABLE USE OF INTERNET AND EMAIL**

**INTERNET USAGE:** INTERNET FACILITIES ARE PROVIDED PRIMARILY FOR OFFICIAL PURPOSES.

USERS SHALL:

- USE INTERNET RESOURCES RESPONSIBLY AND PROFESSIONALLY.
- AVOID ACCESSING WEBSITES THAT MAY COMPROMISE SECURITY, VIOLATE LAWS, OR DAMAGE THE REPUTATION OF THE ORGANIZATION.
- COMPLY WITH ORGANIZATIONAL CYBERSECURITY REQUIREMENTS.

**EMAIL USAGE:**

- OFFICIAL EMAIL ACCOUNTS SHALL BE USED PRIMARILY FOR ORGANIZATIONAL COMMUNICATION.
- USERS SHALL NOT USE OFFICIAL EMAIL ACCOUNTS FOR UNAUTHORIZED PERSONAL, COMMERCIAL, OR UNLAWFUL ACTIVITIES.
- ALL COMMUNICATIONS TRANSMITTED THROUGH ORGANIZATIONAL SYSTEMS MAY BE SUBJECT TO MONITORING IN ACCORDANCE WITH APPLICABLE LAWS AND ORGANIZATIONAL REQUIREMENTS.

**8.7 SOFTWARE MANAGEMENT:** ARPAN IS COMMITTED TO USING LEGALLY LICENSED AND AUTHORIZED SOFTWARE.

**SOFTWARE CONTROLS**

- ONLY APPROVED AND LICENSED SOFTWARE MAY BE INSTALLED ON ORGANIZATIONAL DEVICES.
- EMPLOYEES SHALL NOT INSTALL SOFTWARE WITHOUT PRIOR AUTHORIZATION.
- SOFTWARE PIRACY, UNAUTHORIZED DUPLICATION, OR ILLEGAL DISTRIBUTION OF SOFTWARE IS STRICTLY PROHIBITED.
- REGULAR UPDATES AND SECURITY PATCHES SHALL BE INSTALLED TO MAINTAIN SYSTEM SECURITY AND PERFORMANCE.

**8.8 DATA PROTECTION AND PRIVACY**

**COMMITMENT TO DATA PROTECTION:** ARPAN SHALL ENSURE THAT PERSONAL, ORGANIZATIONAL, DONOR, BENEFICIARY, EMPLOYEE, AND STAKEHOLDER INFORMATION IS HANDLED RESPONSIBLY, SECURELY, AND CONFIDENTIALLY.

**DATA MANAGEMENT PRINCIPLES:** THE ORGANIZATION SHALL:

- COLLECT ONLY NECESSARY INFORMATION.
- MAINTAIN DATA ACCURACY AND INTEGRITY.
- RESTRICT ACCESS TO AUTHORIZED PERSONNEL.
- USE INFORMATION SOLELY FOR LEGITIMATE ORGANIZATIONAL PURPOSES.
- PROTECT PERSONAL INFORMATION FROM UNAUTHORIZED DISCLOSURE, ALTERATION, OR DESTRUCTION.

**ACCESS CONTROL:** ACCESS TO SENSITIVE INFORMATION SHALL BE GRANTED ON A NEED-TO-KNOW BASIS AND REVIEWED PERIODICALLY.

**8.9 DATA BACKUP AND RETENTION:** TO ENSURE CONTINUITY OF OPERATIONS AND PROTECTION OF INFORMATION ASSETS:

- REGULAR BACKUPS OF CRITICAL ORGANIZATIONAL DATA SHALL BE MAINTAINED.
- BACKUPS SHALL INCLUDE DOCUMENTS, EMAILS, DATABASES, FINANCIAL RECORDS, PROJECT RECORDS, AND OTHER CRITICAL INFORMATION.
- BACKUP COPIES SHALL BE SECURELY STORED AT DESIGNATED LOCATIONS OR APPROVED CLOUD-BASED PLATFORMS.
- PERIODIC TESTING OF BACKUP RESTORATION PROCESSES SHALL BE CONDUCTED.

**8.10 INFORMATION SECURITY CONTROLS**

**PHYSICAL SECURITY:** THE ORGANIZATION SHALL:

- SECURE SERVERS, NETWORKING EQUIPMENT, AND CRITICAL SYSTEMS IN CONTROLLED-ACCESS LOCATIONS.
- RESTRICT ACCESS TO AUTHORIZED PERSONNEL ONLY.
- MAINTAIN APPROPRIATE SAFEGUARDS FOR PHYSICAL INFRASTRUCTURE.

**PASSWORD MANAGEMENT:** USERS SHALL:

- USE STRONG PASSWORDS.
- MAINTAIN PASSWORD CONFIDENTIALITY.
- CHANGE PASSWORDS PERIODICALLY.
- AVOID SHARING LOGIN CREDENTIALS WITH OTHERS.

**NETWORK SECURITY:** THE ORGANIZATION SHALL MAINTAIN:

- FIREWALL PROTECTION.
- SECURE NETWORK CONFIGURATIONS.
- ACCESS MONITORING SYSTEMS.
- NETWORK DOCUMENTATION AND ARCHITECTURE RECORDS.

**ANTIVIRUS AND ENDPOINT PROTECTION:** ALL ORGANIZATIONAL SYSTEMS SHALL:

- HAVE APPROVED ANTIVIRUS AND MALWARE PROTECTION SOFTWARE INSTALLED.
- RECEIVE REGULAR SECURITY UPDATES.
- BE PERIODICALLY SCANNED FOR THREATS AND VULNERABILITIES.

**8.11 DISASTER RECOVERY AND BUSINESS CONTINUITY:** ARPAN SHALL MAINTAIN PROCEDURES TO ENSURE CONTINUITY OF OPERATIONS IN THE EVENT OF:

- CYBERSECURITY INCIDENTS.
- DATA LOSS.
- HARDWARE FAILURE.
- NATURAL DISASTERS.
- POWER DISRUPTIONS.
- OTHER OPERATIONAL EMERGENCIES.

THE DISASTER RECOVERY PLAN (DRP) SHALL INCLUDE:

- DATA BACKUP PROCEDURES.
- RECOVERY RESPONSIBILITIES.
- CRITICAL SYSTEM RESTORATION PRIORITIES.
- EMERGENCY COMMUNICATION MECHANISMS.
- PERIODIC TESTING AND REVIEW.

**8.12 ROLES AND RESPONSIBILITIES**

**MANAGEMENT:** MANAGEMENT SHALL:

- PROVIDE OVERSIGHT OF IT GOVERNANCE AND INFORMATION SECURITY.
- APPROVE MAJOR IT SYSTEMS AND SECURITY CONTROLS.
- ENSURE ADEQUATE RESOURCES FOR IMPLEMENTATION OF THIS POLICY.

**IT/ADMINISTRATION TEAM:** THE DESIGNATED IT OR ADMINISTRATION TEAM SHALL:

- MAINTAIN IT INFRASTRUCTURE.
- MONITOR SECURITY CONTROLS.
- CONDUCT BACKUPS AND RECOVERY ACTIVITIES.
- SUPPORT USERS AND ENSURE POLICY COMPLIANCE.

**EMPLOYEES AND USERS:** ALL USERS SHALL:

- FOLLOW ORGANIZATIONAL IT POLICIES.
- PROTECT INFORMATION ASSETS.
- REPORT SECURITY INCIDENTS PROMPTLY.
- USE TECHNOLOGY RESOURCES RESPONSIBLY.

**8.13 COMPLIANCE, MONITORING AND REVIEW:** THE ORGANIZATION SHALL PERIODICALLY REVIEW COMPLIANCE WITH THIS POLICY THROUGH INTERNAL MONITORING, AUDITS, AND RISK ASSESSMENTS. ANY VIOLATION OF THIS POLICY MAY RESULT IN DISCIPLINARY ACTION AND, WHERE APPLICABLE, LEGAL PROCEEDINGS.

THIS POLICY SHALL BE REVIEWED PERIODICALLY AND UPDATED TO REFLECT ORGANIZATIONAL REQUIREMENTS, TECHNOLOGICAL DEVELOPMENTS, AND APPLICABLE LEGAL AND REGULATORY OBLIGATIONS.

# PART - C
# FINANCE MANUAL

**PART-C1: FINANCE MANUAL**

**C-1 : FINANCE MANUAL**

## 1.1 CASH MANAGEMENT PROCEDURES

- PETTY CASH TO COVER DAILY OFFICE EXPENSES AMOUNTS TO RS. 50,000, WHICH WILL BE MAINTAINED IN THE CASH BOX. THE ACCOUNTS TEAM, UNDER THE GUIDANCE OF THE TREASURER/CFO, WILL BE RESPONSIBLE FOR THE DAILY CASH STATUS AND ITS RECONCILIATION. AN INSURANCE POLICY HAS BEEN TAKEN FOR THE PETTY CASH, COVERING TRANSIT AND SAFE/LOCKERS FOR THE AMOUNT OF RS. 50,000. OUR CASH IS SECURED WITH THIS INSURANCE POLICY, ALLOWING US TO RESERVE FUNDS FOR ANY EMERGENCIES OR SHORTFALLS.
- PAYMENTS UP TO RS.10, 000/- CAN BE MADE THROUGH CASH BUT THE PRIORITY MUST BE ALWAYS GIVEN TO CHEQUE PAYMENTS.

## 1.2 PROCEDURE FOR ADVANCE:

- ANY STAFF, WHICH IS IN NEED OF ADVANCE, WHETHER FOR OFFICIAL OR IN CASE OF EMERGENCY, FOR HIS/HER PERSONAL USE, HE/SHE SHOULD FOLLOW THE PROCESS OF THE SUBJECT.
- EACH EMPLOYEE WHO IS IN NEED OF ADVANCE SHOULD GIVE AN ADVANCE APPLICATION FORM ALONG WITH THE PRESCRIBED. (ANNEXURE – 9)
- ADVANCE REQUISITION FORMAT TO THE ACCOUNTS OFFICER WITH PRIOR APPROVAL OF CONCERNED REPORTING OFFICER.
- IN CASE OF PERSONAL ADVANCES, EMPLOYEE SHOULD MAKE IT CLEAR IN HIS/HER APPLICATION REGARDING THE SETTLEMENT OF THE ADVANCE TAKEN.
- BOTH IN CASE OF OFFICIAL/ PERSONAL ADVANCES, THE PURPOSE OF ADVANCE TAKEN SHOULD BE CLEARED.
- OFFICIAL ADVANCE SHOULD BE SETTLED DOWN IMMEDIATELY AFTER THE COMPLETION OF THE TASK FOR WHICH ADVANCE IS TAKEN.
- IN CASE OF DELAY IN SETTLEMENT, AS THE TIME REFERRED IN ADVANCE APPLICATION, THE NEXT ADVANCE WOULD NOT BE FORWARDED TO THE EMPLOYEE BEFORE SETTLEMENT OF PREVIOUS ADVANCES.
- EMPLOYEE, WHO IS IN NEED OF ADVANCE FOR HIS/HER PERSONAL USE, WOULD BE CATEGORIZED FOR ADVANCES ACCORDING TO HIS/HER POSITION & ACTUAL NEED.
- ALL THE FINAL SANCTION AUTHORITY REGARDING ANY ADVANCES / PAYMENTS COMES THROUGH ACCOUNTS DEPT RECOMMENDED BY DIRECTOR- FINANCE/TREASURER RESIDES ON THE END OF PRESIDENT/CEO.

## 1.3 PROCUREMENT POLICY

THE ORGANIZATION WILL ENSURE THAT -

- PURCHASE ACTIVITIES ARE CONDUCTED ADHERING TO SOUND BUSINESS PRACTICES.
- ONLY APPROPRIATE MATERIALS OR SERVICES ARE PURCHASED.
- THE RIGHT QUALITY IS PURCHASED AT AN ADVANTAGEOUS PRICE.
- PURCHASE IS FULLY AND TRANSPARENTLY DOCUMENTED WITH PROPER APPROVAL.
- PROCUREMENT DOCUMENTS ILLUSTRATE EACH STEP OF THE PROCUREMENT PROCESS AND WILL ALLOW EFFECTIVE MANAGEMENT AND TRANSPARENT DOCUMENTATION OF PROCUREMENT ACTIVITIES.

**THEY ARE:**

- PURCHASE REQUISITION FORM TO BE RECEIVED FROM THE PROJECT MANAGER OR DEPARTMENT HEAD.
- COMPARATIVE OF THE QUOTATIONS TO CHECK AND ANALYSIS THE BEST PRICE.
- PURCHASE ORDER TO L1 OR ELIGIBLE FIRM WITH QUALITY MATERIAL.

### 1.3.1 PURCHASE COMMITTEE (PC) & PROCUREMENT PROCESSES:

EACH PROJECT SHOULD BE HEADED BY A COMMITTEE FOR THE DIFFERENT PURCHASES INVOLVED AT DIFFERENT STAGES. THE COMMITTEE AT THE HEAD OFFICE WILL COMPRISE OF PROJECT HEADS/HOD, ACCOUNTS OFFICER & A MANAGEMENT STAFF/CFO. THE PC SHALL BE HEADED BY MANAGEMENT STAFF/CFO AND ALL APPROVAL WILL BE TAKEN BY PRESIDENT/CEO. WHEREAS, FOR FIELD LEVEL PURCHASE THE COMMITTEE WILL BE FORMED AT PROJECT OFFICE LEVEL COMPRISING OF PROJECT HEAD, ASSISTANT PROJECT MANAGER/CO-ORDINATOR/PROJECT ENGINEER AND ACCOUNTS PERSON, IF ANY. THE ROLE OF COMMITTEE WILL BE AS BELOW:

- TO IDENTIFY THE NEED OF ANY PROJECT RELATED ITEM /MATERIAL TO BE PURCHASED.
- REQUIREMENT OF MATERIAL SHOULD COME IN WRITTEN FROM FIELD VIA PROJECT HEAD/HOD TO HO.
- REQUEST VERIFICATION - PROCUREMENT OF GOODS AND SERVICES MUST BE VERIFIED BY THE ACCOUNTS DEPARTMENT TO ENSURE THAT THE GOODS/SERVICES ARE REQUIRED.
- FINANCIAL VERIFICATION - IF COST OF REQUIRED ITEM/SERVICE IS ABOVE THAN RS. 50,000/- THE FINANCE DEPARTMENT WILL NEED TO VERIFY THE REQUIREMENT, BUDGET AVAILABILITY AND POSSIBLE COMPLIANCE ISSUE.
- FORMATION OF PURCHASE COMMITTEE ON ANNUAL BASIS OR PROJECT BASIS/PROJECT OFFICE BASIS.
- FLOAT OF INQUIRY LETTERS TO DIFFERENT SUPPLIERS BY THE PURCHASE COMMITTEE HEAD. OTHER MEDIA MAY ALSO BE USEFUL FOR MAINTAINING TRANSPARENCY SUCH AS POST TENDER ON WEBSITE, NEWSPAPERS, SOCIAL MEDIA, ETC.
- ARPAN HAS ALSO INTRODUCED ONLINE TENDERING THROUGH ITS WEBSITE (WWW.ARPANSEVASANSTHAN.ORG) WHERE FLOATING OF TENDER REFLECTS ON WEBSITE AND THE VENDOR SHALL SUBMIT THE TENDER ON ARPAN'S WEBSITE.
- CLARIFICATION OF THE DIFFERENT PARTIES TO BE INVOLVED IN PURCHASE FOR THE PARTICULAR SEGMENT, FURTHER TO MAKE IT MORE TRANSPARENT IT IS NEEDED THAT LIST OF SUPPLIERS/ TRANSPORTERS/ CONTRACTORS ETC. FROM DIFFERENT PLACES SHOULD BE COLLECTED BY CONCERNED STAFF AT FIELD LEVEL & AT HO LEVEL TO REMOVE THE IMBALANCE AT ANY STAGE.
- COMPARATIVE RATES - ALL PURCHASES UP TO RS. 25,000/- SHALL BE SUPPORTED WITH A SINGLE QUOTATION AND ABOVE RS 25,000/- SHALL BE SUPPORTED WITH MINIMUM OF 3 QUOTATIONS. COST- EFFECTIVENESS AND GOOD QUALITY ARE THE CRITERIA FOR PURCHASE.
- IF IT IS BELOW THAN RS.25, 000/- AND WITHIN THE PRE-APPROVED BUDGET, THE PROJECT HEAD GO AHEAD WITH THE PURCHASES WITH APPROVAL OF PURCHASE COMMITTEE HEAD.
- THE PURCHASE COMMITTEE WILL UNDERTAKE A SURVEY AND OBTAIN MINIMUM OF THREE QUOTATIONS BASED ON COST AND SERVICE OFFERED, THEY WILL SUBMIT A COMMITTEE REPORT AND PC HEAD WILL TAKE DECISION AND APPROVE ON THE BASIS OF THIS REPORT. IN ALL RANGE OF PURCHASE PC HEAD WILL THE AUTHORIZED PERSON FOR APPROVAL AT PROJECT LEVEL FOR PRE-APPROVED ACTIVITIES.
- FOR THE PURCHASING ABOVE OF RS 50,000/- OF NON PRE-APPROVED BUDGETS THE PC

HEAD SHALL TAKE APPROVAL FROM PRESIDENT/CEO THROUGH PC HEAD AT HO.

- PURCHASE ORDER - ALL PURCHASES ABOVE RS. 25,000/- SHALL BE PROCESSED WITH A PURCHASE ORDER
- PREPARE COMPARATIVE STATEMENTS, RELEASE OF WORK / SUPPLY ORDER.
- TIMELY BILLING AND PAYMENTS TO SUPPLIERS/PARTIES.
- STATIONERY/HOUSEKEEPING CONSUMABLES/KITCHEN CONSUMABLES SHALL BE PURCHASED AT THE BEGINNING OF EVERY MONTH. AFTER DOING A COMPARATIVE STUDY, THE ACCOUNTS DEPARTMENT SHALL IDENTIFY A VENDOR FOR THE PURCHASE OF THE ABOVE AS THESE PURCHASES WOULD BE DONE ON A SUBSEQUENT TIMELY BASIS. IN SUCH CASES, QUOTATIONS CAN BE OBTAINED ANNUALLY.
- THE PC HEADS SHALL TAKE ONE TIME APPROVAL OF SUCH SUPPLIERS/PARTIES FROM PRESIDENT/CEO AND RE- APPROVAL IN CASE OF CHANGING OF SUPPLIERS/PARTIES.
- A COPY OF ALL PURCHASE ORDERS SHALL BE RETAINED AT THE ACCOUNTS DEPT AT HEAD OFFICE ALONG WITH BILLS AND VOUCHERS OF PROJECTS.

**1.4 .** PURCHASE/SALE OF FIXED ASSETS (VEHICLES, OFFICE PREMISES, DEMONSTRATION FARMS/LAND, TRAINING CENTERS, ETC.)

- THE NEED OF FIX ASSETS LIKE OFFICE PREMISES, DEMONSTRATION FARMS/LAND, TRAINING CENTERS, VEHICLES, ETC CAN BE DISCUSSED BY HODS AND MANAGEMENT LEVEL WITH PRESIDENT/CEO WHO RECOMMENDED TO PUT THE NEED OF PURCHASE IN BOARD MEETING/EXECUTIVE COMMITTEE MEETING BASED ON THE FOLLOWING CRITERIA-
    - ❖ JUSTIFICATION OF NEED – A NEED ASSESSMENT IS TO BE CARRIED OUT WHETHER THE INITIATIVE WILL BENEFIT BOTH THE COMMUNITY AND THE ORGANIZATION. DOES THE NEED SUPPORT THE IMPACTFUL ACHIEVEMENT OF THE PROJECT AND ORGANIZATIONAL OBJECTIVES?
    - ❖ FINANCIAL PRESSURE – IS THE ORGANIZATION ABLE TO MAKE PAYMENTS EASILY, OR WHAT TYPE OF FINANCIAL SUPPORT IS NEEDED FOR THESE PAYMENTS? THERE SHOULD BE NO FINANCIAL BURDEN ON ARPAN.
- THE BOARD /EXECUTIVE COMMITTEE MEMBERS APPROVE THE PURCHASE OF FIX ASSETS AFTER SATISFACTORY JUSTIFICATION.
- BASED ON THE APPROVAL FROM BOARD /EXECUTIVE COMMITTEE, THE PRESIDENT/CEO HAS DIRECTED TO HO LEVEL PURCHASING COMMITTEE (PC) FOR PURCHASING/PROCUREMENT PROCESS HEADED BY PC HEAD/TREASURER/CFO. THE PC FOLLOWING PROCUREMENT POLICY SHALL SUBMIT THE REPORT TO THE PRESIDENT/CEO FOR APPROVAL OF PURCHASING OF FIX ASSET.
- THE PC CAN INDEPENDENTLY SEARCH FOR THE PARTICULAR BRAND OR PARTICULAR LAND AS PER NEED. THEREFORE, NO NEED OF MULTIPLE QUOTATIONS. HOWEVER, FOR NEGOTIATION THE PC CAN GO FOR OTHER QUOTATIONS.
- THE PRESIDENT/CEO IS AUTHORIZED SIGNATORY FOR PURCHASING AND SELL OUT OF FIX ASSETS.
- IN CASE OF SELL OUT OF FIX ASSETS, THE SAME HO LEVEL PC IS THE AUTHORIZED COMMITTEE FOR PREPARATION OF REPORT BY CONSIDERING FOLLOWING CRITERIA:

- IF IT IS NOT BEING USED BY ARPAN, THEN PREPARE AN ESTIMATION OF COST BASED ON MARKET AND KEEP AN AVERAGE RATE/COST AS BENCH MARK.
- IN CASE OF VEHICLES AND OFFICE ACCESSORIES LIKE PRINTERS, AIR CONDITIONERS, COMPUTERS ALWAYS CHECK THEIR VALIDITY AND IF FOUNDS PROBLEMS ON REGULAR BASIS THEN PREPARE A REPORT FROM EXPERTS AND THEN CALL FOR SELL.
- THE PC HEAD SUBMITTED THE REPORT OF SELL OF FIXED ASSET TO PRESIDENT/CEO AND HE RECOMMENDED AND PUT THE CASE IN BOARD/EXECUTIVE MEETING FOR APPROVAL.

- AFTER APPROVAL, THE PC SEARCHES FOR THE BEST OPTION FOR SELL AND PREPARE THE FORMALITIES AND AGAIN SUBMIT TO PRESIDENT/CEO FOR APPROVAL AND SIGN ON SELL LETTER.
- IN CASE OF SELLING OF VEHICLE, THE PC HEAD CAUTIOUS FOR TAKING AN UNDERTAKING/AFFIDAVIT FROM THE PURCHASER WHICH STATES THAT "FROM NOW ONWARDS ALL RESPONSIBILITIES ARE OF PURCHASER". THE PC ALSO VERIFY FROM THE CONCERN DTO REGARDING TRANSFER OF THE NAME.
- THE INCOME OF SELL OF FIXED ASSETS WOULD BE USED FOR THE BENEFIT OF COMMUNITY OR RE- PURCHASE OF FIXED ASSETS HERE SHOULD NO COMMERCIALLY USE OF ORGANIZATIONAL FIXED ASSETS.
- A SEPARATE FIXED ASSETS REGISTER SHOULD BE MAINTAINED BY ACCOUNTS DEPARTMENT DULY SIGNED BY ACCOUNTS HEAD, TREASURER/CFO AND CEO/PRESIDENT.

### 1.4.1 ASSET RECORD MAINTENANCE

**ANNUAL MAINTENANCE CONTRACTS (AMC)/OTHER CONTRACTS & AGREEMENTS**

1. THE PC HEAD ENSURES ALL CRITICAL OFFICEE QUIPMENT (PRINTERS/ LAPTOPS/ COMPUTERS/ ACS/ SCANNER /WATER PURIFIER/ ELECTRIC INVERTERS, ETC.) TO BE COVERED UNDER AMC LOCALLY IN CONSULTATION WITH THE PRESIDENT/CEO.
2. BASED ON THE RECOMMENDATIONS BY PC, THE PRESIDENT/CEO SHALL SIGN ON BEHALF OF ARPAN FOR ALL AMCS / CONTRACTS/ RENTAL AGREEMENTS AT HO LEVEL AND PROJECT HEADS AT PROJECT OFFICE PREMISES.
3. ALL PAYMENTS SHALL BE PROCESSED BY THE HEAD OFFICE.
4. THE REMOVAL OR USE OF THE ORGANIZATION'S PROPERTY/MATERIALS OUTSIDE ANY OF THE ORGANIZATION PREMISES FOR PURPOSES OTHER THAN OFFICIAL WILL NOT BE ALLOWED WITHOUT PRIOR PERMISSION.
5. EMPLOYEES SHALL BE HELD RESPONSIBLE FOR ANY SHORTFALL, LEAKAGE, ACTS OF FRAUD OR MISAPPROPRIATION OR ANY EVIDENCE OF MALPRACTICE OF ORGANIZATIONAL FUNDS, CONSUMABLES, MOVABLE OR IMMOVABLE ASSETS FOR PURPOSES OTHER THAN TO MEET THE ORGANIZATION'S OBJECTIVES.

### 1.4.2 INSURANCES OF ASSETS

ALL OFFICE ASSETS/ EQUIPMENT (PRINTERS /OFFICE VEHICLES / XEROX MACHINE / COMPUTERS/ LAPTOPS) SHALL BE INSURED BY THE HEAD OFFICE BASED UPON ITS VALUATION AND NEED. ACCOUNTS DEPARTMENT SHALL BE REQUIRED TO MAINTAIN AN INVENTORY LIST OF ALL REQUIRED ASSETS FOR INSURANCE.
THE ACCOUNTS DEPARTMENT SHALL BE RESPONSIBLE FOR FIDELITY/CASH-IN-TRANSIT INSURANCE.

### 1.5 BOOKS OF ACCOUNT & PROCEDURES

- THE HEAD OFFICE SHALL MAINTAIN ITS ACCOUNTS LIKE CASH BOOK, LEDGER AND JOURNALS. ALL VOUCHERS MUST HAVE APPROPRIATE SUPPORTING BILLS WHICH MUST BE DEFACED AND THE VOUCHERS MUST BE AUTHORIZED BY TREASURER/CFO AND VERIFIED BY THE PRESIDENT/CEO.
- BANK RECONCILIATION STATEMENT SHALL BE PREPARED AT THE END OF EACH MONTH AND BE SIGNED OFF BY THE ACCOUNTS OFFICER, PRESIDENT/CEO AND TREASURER/CFO.
- THE FOLLOWING STATEMENTS/DOCUMENTS SHOULD BE PREPARED BY THE ACCOUNTS DEPARTMENT BY 15TH OF THE MONTH:

- ❖ TRIAL BALANCE
- ❖ BANK RECONCILIATION STATEMENT & PHOTOCOPY OF BANK
- ❖ COPIES OF BANK BOOK & CASH BOOK
- ❖ JOURNAL REGISTERS
- ❖ COPY OF TALLY DATA ONCE IN A MONTH

- SALARIES OF SUPPORT STAFF AND RENTALS OF BRANCH OFFICES & HEAD OFFICE SHALL BE PAID BY BEFORE $10^{TH}$ OF THE MONTH.
- TRAVEL ADVANCES SHALL ALSO BE PAID BY THE ACCOUNTS DEPARTMENT AFTER SUBMISSION OF APPROVED ADVANCE REQUISITION IN PROPER SAID FORMAT.
- PAYMENTS UP TO RS.10, 000/- CAN BE MADE THROUGH CASH BUT THE PRIORITY MUST BE ALWAYS GIVEN TO CHEQUE PAYMENTS.
- THE MANAGEMENT COMMITTEE WOULD MAKE APPROPRIATE ARRANGEMENTS FOR INTERNAL AUDIT OF THE BOOKS OF ACCOUNT OF THE HEAD OFFICE. A DEDICATED COMMITTEE WOULD BE RESPONSIBLE FOR THE SAME.

- ACCOUNTS DEPARTMENT MAY ALSO MAINTAIN SOME THE FOLLOWING RECORDS ALONG WITH OTHERS TOO:

- ❖ LOIS/LOAS/MOUS
- ❖ INDIVIDUAL PROJECT FILES
- ❖ PLANS & BUDGET DOCUMENTS
- ❖ AUDIT REPORTS
- ❖ AMCS / CONTRACTS / AGREEMENT / PURCHASE ORDERS
- ❖ RENTAL AGREEMENT

### 1.6 DELEGATION OF FINANCIAL AUTHORITY

DIRECTOR PROGRAMME / STATE HEAD ARE AUTHORIZED TO APPROVE AND PROCESS PROJECT-RELATED PAYMENTS UP TO INR 10,00,000/- (RUPEES TEN LAKHS ONLY), PROVIDED SUCH EXPENDITURES ARE WITHIN THE APPROVED PROJECT BUDGET AND COMPLY WITH THE ORGANIZATION'S PROCUREMENT AND FINANCIAL POLICIES. ANY PAYMENT EXCEEDING INR 10,00,000/- SHALL REQUIRE PRIOR WRITTEN APPROVAL FROM THE CEO BEFORE PROCESSING.

### 1.7 PREPARING FOR THE AUDIT

ACCOUNTS DEPARTMENT IS REQUIRED TO BEGIN PREPARATION FOR AN AUDIT AT THE BEGINNING OF THE FINANCIAL YEAR. IT IS HIGHLY NECESSARY TO COLLECT THE REQUIRED INFORMATION NEEDED FOR THE AUDIT.

ARPAN SHALL MAINTAIN INTERNAL AUDIT BY APPOINTING CFO/TREASURER, GEN. SECRETARY AND ACCOUNTS HEAD OF ARPAN BY ITS EXECUTIVE COMMITTEE/BOARD. EXTERNAL MEMBER MAY ALSO APPOINT FOR THE SAME.

THE STATUTORY AUDIT WILL BE CARRIED BY THE CHARTED ACCOUNTANT FIRM APPOINTED BY EXECUTIVE COMMITTEE/BOARD OF ARPAN WHO SHALL BE RESPONSIBLE FOR THE ANNUAL AUDIT REPORTS, PREPARE & FILE ALL TAXATION RELATED DOCUMENTS AND COMPLIANCE ALL LEGAL FORMALITIES RELATED TO FINANCE/TAXATION DEPARTMENTS.

EXTERNAL AUDITS CAN BE CONDUCTED BY DIFFERENT DONORS FOR DUE DILIGENCE, ETC. AN INTERNAL & EXTERNAL AUDIT IS AN INDEPENDENT REPORT THAT COVERS:

- HOW MUCH MONEY THE ORGANIZATION HAS RECEIVED AND SPENT IN THE FINANCIAL YEAR, AND WHAT THE MONEY WAS USED FOR.
- WHETHER THE MONEY HAS BEEN SPENT IN ACCORDANCE WITH THE CONSTITUTION OF THE ORGANIZATION, BOARD DECISIONS AND DONOR REQUIREMENTS.
- WHETHER THE ACCOUNTS (THE BOOKKEEPING SYSTEM) HAVE BEEN PROPERLY AND HONESTLY KEPT.
- THE VALUE AND DETAILS OF THE ORGANIZATION'S ASSETS.
- HOW THE FINANCIAL/HR/ADMIN RECORD-KEEPING SYSTEM COULD BE IMPROVED?
- IT IS ALSO POSSIBLE TO DO AN INTERNAL AUDIT FOR OUR OWN PURPOSES. THIS CAN BE DONE BY SOMEONE INSIDE THE ORGANIZATION. THE EXTERNAL AUDIT SHOULD USUALLY BE DONE AS SOON AS POSSIBLE OF THE CLOSE OF FINANCIAL YEAR.
- A COPY OF ORGANIZATION'S LEGAL DOCUMENTS
- COPIES OF CONTRACTS, AGREEMENTS, OR LETTERS SETTING OUT THE CONDITIONS OF GRANTS, LEGACIES OR OTHER INCOME RECEIVED FOR SPECIFIC PURPOSES.
- COPIES OF BUDGETS FOR ONGOING WORK OR SPECIAL PROJECTS
- COPIES OF THE MINUTES OF BOARD MEETINGS
- INCOME AND EXPENDITURE RECORDS
- PETTY CASH RECORDS
- BANK STATEMENTS
- BANK RECONCILIATIONS
- CHEQUES COUNTERFOILS FOR ALL CHEQUE BOOKS USED DURING THE YEAR, AS WELL AS THE ONE CURRENTLY IN USE, TO VERIFY WHETHER IF IT WAS UTILIZED DURING THE AUDIT YEAR
- A LIST OF ADVANCES FROM AND TO THE ORGANIZATION AT THE END OF THE FINANCIAL YEAR
- A LIST OF CREDITORS AND DEBTORS FROM THE END OF THE PREVIOUS FINANCIAL YEAR
- DETAILS OF SECURITY DEPOSITS/EMD, ETC AT THE END OF THE FINANCIAL YEAR
- RECORDS OF STATUTORY PAYMENTS MADE, PARTICULARLY ON STAFF SALARIES
- VEHICLE LOG BOOKS
- TAX RECORDS
- PF & ESIC AND STAFF INSURANCE RECORDS

## 1.8 FUND DISBURSEMENT POLICY

### 1.8.1 FUND DISBURSEMENT CLAUSE WITH FUNDING PARTNERS/DONORS:

- **PROJECT-SPECIFIC ACCOUNTS:** SEPARATE BANK ACCOUNTS SHALL BE MAINTAINED AS PER REQUIREMENT OF FUNDING PARTNERS FOR DIFFERENT FUNDING SOURCE (GOVERNMENT, CSR, FCRA) TO ENSURE CLEAR SEGREGATION AND TRACEABILITY OF FUNDS.
- **COMPLIANCE WITH REGULATIONS:** ALL FUND UTILIZATION SHALL COMPLY WITH RELEVANT REGULATIONS, INCLUDING BUT NOT LIMITED TO THE COMPANIES ACT (FOR CSR FUNDS), FCRA REGULATIONS, AND GOVERNMENT PROJECT GUIDELINES.
- **INSTALLMENT-BASED DISBURSEMENT:** FUNDS SHALL BE RELEASED IN INSTALLMENTS AS PER THE PROJECT TIMELINE AND MILESTONES AGREED UPON WITH EACH DONOR/FUNDING AGENCY.
- **UTILIZATION CERTIFICATES**: UTILIZATION CERTIFICATES SHALL BE PROVIDED TO DONORS AS PER THEIR SPECIFIED FORMATS AND TIMELINES BEFORE THE RELEASE OF SUBSEQUENT INSTALLMENTS.
- **REPORTING REQUIREMENTS:** REGULAR TECHNICAL AND FINANCIAL REPORTS SHALL BE SUBMITTED TO RESPECTIVE DONORS AS PER THEIR PRESCRIBED FORMATS AND FREQUENCIES.
- **BUDGET ADHERENCE:** FUNDS SHALL BE UTILIZED STRICTLY AS PER THE APPROVED PROJECT BUDGETS. ANY DEVIATION EXCEEDING 10% IN ANY BUDGET HEAD SHALL REQUIRE PRIOR WRITTEN APPROVAL FROM THE DONOR.

- **PERFORMANCE-BASED DISBURSEMENT:** RELEASE OF SUBSEQUENT INSTALLMENTS SHALL BE CONTINGENT UPON SATISFACTORY ACHIEVEMENT OF AGREED-UPON PROJECT MILESTONES AND KEY PERFORMANCE INDICATORS (KPIS).
- **AUDIT AND TRANSPARENCY:** ANNUAL EXTERNAL AUDITS SHALL BE CONDUCTED, AND AUDIT REPORTS SHALL BE SHARED WITH DONORS. UTILIZATION CERTIFICATES SHALL ALSO BE OBTAINED FROM EXTERNAL AUDITOR FOR THE INDIVIDUAL PROJECTS.
- **FUND UTILIZATION TIMELINE:** ALL FUNDS MUST BE UTILIZED WITHIN THE PROJECT PERIOD SPECIFIED BY EACH DONOR. ANY EXTENSION SHALL REQUIRE PRIOR WRITTEN APPROVAL.
- **PROCUREMENT PROCEDURES:** ALL PROCUREMENTS SHALL FOLLOW A TRANSPARENT BIDDING PROCESS AS PER THE ORGANIZATION'S PROCUREMENT POLICY AND DONOR GUIDELINES.
- **ASSET MANAGEMENT:** ALL ASSETS PROCURED USING PROJECT FUNDS SHALL BE PROPERLY RECORDED, LABELED, AND USED SOLELY FOR PROJECT PURPOSES.
- **INTEREST AND RETURNS:** ANY INTEREST OR RETURNS GENERATED ON UNUTILIZED FUNDS SHALL BE REPORTED AND UTILIZED AS PER DONOR AGREEMENTS.
- **REFUND POLICY:** ANY UNUTILIZED FUNDS AT THE PROJECT END SHALL BE REFUNDED TO THE RESPECTIVE DONORS UNLESS OTHERWISE AGREED IN WRITING.
- **ANTI-CORRUPTION MEASURES:** STRICT ANTI-CORRUPTION AND CONFLICT OF INTEREST POLICIES SHALL BE ADHERED TO IN ALL FINANCIAL TRANSACTIONS.
- **DOCUMENTATION:** ALL FINANCIAL TRANSACTIONS SHALL BE SUPPORTED BY PROPER DOCUMENTATION, WHICH SHALL BE PRESERVED FOR A MINIMUM OF 10 YEARS OR AS SPECIFIED BY DONORS/REGULATORS.
- **CROSS-UTILIZATION PROHIBITION:** FUNDS RECEIVED FOR A SPECIFIC PROJECT SHALL NOT BE UTILIZED FOR ANY OTHER PROJECT OR PURPOSE WITHOUT EXPLICIT WRITTEN PERMISSION FROM THE DONOR.
- **REGULAR RECONCILIATION:** MONTHLY RECONCILIATION OF ALL PROJECT ACCOUNTS SHALL BE CONDUCTED TO ENSURE ACCURACY AND TIMELY DETECTION OF ANY DISCREPANCIES.
- **CAPACITY BUILDING:** REGULAR TRAINING SHALL BE PROVIDED TO FINANCE STAFF ON DONOR-SPECIFIC REQUIREMENTS AND EVOLVING FINANCIAL REGULATIONS.
- **DIGITAL TRANSACTIONS:** PREFERENCE SHALL BE GIVEN TO DIGITAL/BANK TRANSACTIONS FOR ENHANCED TRANSPARENCY AND TRACEABILITY.
- **CONTINGENCY PLANNING:** A CONTINGENCY FUND OF 3% OF THE TOTAL PROJECT BUDGET SHALL BE MAINTAINED FOR UNFORESEEN EXPENSES, SUBJECT TO DONOR APPROVAL.

**1.8.2 FUND DISBURSEMENT TO PARTIES/FIRMS/CONTRACTOR/SUPPLIER:**

1. THE CONCERN PROJECT IN-CHARGES HAVE SUBMITTED THE REQUEST FOR PROCUREMENT PROCESS. ONCE THE PARTIES/FIRMS/CONTRACTOR/SUPPLIER FINALISED, THE CONCERN PROJECT IN-CHARGES SUBMIT PLANNING OF EXPENSES.
2. THE CONCERN PROJECT IN-CHARGES SUBMIT THE BILLS & VOUCHERS WITH THEIR RECOMMENDATIONS FOR THE PAYMENTS. AFTER THE VERIFICATION OF BILLS AND VOUCHERS, ACCOUNTS DEPARTMENT WILL PROCESS ACCORDINGLY.
3. ALL THE PAYMENTS WERE MADE FROM H.O. DIRECTLY TO THE ACCOUNTS OF PARTIES/FIRMS/CONTRACTOR/SUPPLIER.
4. THE UTILIZATION OF FUNDS FOR PERSONAL USE OF TRUSTEE IS STRICTLY PROHIBITED. THE PAYMENT MADE TO THE TRUSTEE AFTER SUBMISSION OF BILLS FOR PROJECT EXPENSES (REIMBURSEMENT).
5. ARPAN SHALL RELEASE THE PAYMENTS IN INSTALLMENTS AS PER THE PROJECT TIMELINE AND MILESTONES AGREED UPON WITH EACH PARTIES/FIRMS/CONTRACTOR/SUPPLIER BASED UPON THE NATURE OF WORK. IF SINGLE PURCHASING/ONE TIME WORK ORDER, FULL PAYMENT WILL BE MADE TO THE CONCERN AND IF THE NATURE OF WORK WILL BE LONG TERM SUCH AS CONSTRUCTION, SUPPLY OF BIG AMOUNT ITEMS, THE PAYMENTS CAN BE MADE IN INSTALLMENT AFTER SATISFACTION DELIVERY.

## 1.9. CRITICAL VENDORS/EMERGENCY CONTACT LISTS

A CRITICAL VENDOR CONTACT LIST ALONG WITH AN EMERGENCY CONTACT LIST WITH THE PRINCIPAL CONTACTS WHO WILL LEAD RECOVERY EFFORTS SHOULD BE MAINTAINED AT ALL TIMES, WITH COPIES KEPT OFF-SITE.

## 1.10. CONTRACT MANAGEMENT POLICY

### 1. PURPOSE

THE PURPOSE OF THIS CONTRACT MANAGEMENT POLICY IS TO ESTABLISH A STANDARDIZED FRAMEWORK FOR THE CREATION, REVIEW, APPROVAL, EXECUTION, MONITORING, AND CLOSURE OF ALL CONTRACTS ENTERED INTO BY ARPAN SEVA SANSTHAN. THIS POLICY AIMS TO ENSURE TRANSPARENCY, ACCOUNTABILITY, LEGAL COMPLIANCE, AND EFFICIENT UTILIZATION OF ORGANIZATIONAL RESOURCES, INCLUDING DONOR FUNDS.

### 2. SCOPE

THIS POLICY APPLIES TO ALL TYPES OF AGREEMENTS ENTERED INTO BY ARPAN SEVA SANSTHAN, INCLUDING BUT NOT LIMITED TO:

- VENDOR AND SERVICE PROVIDER CONTRACTS
- CONSULTANCY AGREEMENTS
- PARTNERSHIP AGREEMENTS (WITH NGOS, GOVERNMENT BODIES, AND INSTITUTIONS)
- DONOR AND GRANT AGREEMENTS
- LEASE AND RENTAL AGREEMENTS

THIS POLICY IS APPLICABLE TO ALL STAFF MEMBERS INVOLVED IN PROCUREMENT, FINANCE, PROGRAM MANAGEMENT, AND ADMINISTRATION.

### 3. DEFINITIONS

- CONTRACT: A LEGALLY BINDING AGREEMENT BETWEEN ARPAN SEVA SANSTHAN AND ANOTHER PARTY.
- VENDOR/SERVICE PROVIDER: AN INDIVIDUAL OR ORGANIZATION PROVIDING GOODS OR SERVICES.
- CONSULTANT: A SUBJECT MATTER EXPERT HIRED FOR SPECIFIC ASSIGNMENTS.
- MOU (MEMORANDUM OF UNDERSTANDING): A FORMAL AGREEMENT OUTLINING MUTUAL ROLES AND RESPONSIBILITIES.

### 4. ROLES AND RESPONSIBILITIES

#### 4.1 PROGRAM TEAM

- IDENTIFY THE NEED FOR GOODS/SERVICES
- DEFINE SCOPE OF WORK AND DELIVERABLES
- MONITOR PERFORMANCE AND OUTPUTS

#### 4.2 PROCUREMENT/OPERATIONS TEAM

- CONDUCT VENDOR SELECTION PROCESS (QUOTATIONS/TENDERING)
- PREPARE AND DRAFT CONTRACTS
- ENSURE COMPLIANCE WITH PROCUREMENT PROCEDURES

#### 4.3 FINANCE TEAM

- VERIFY BUDGET AVAILABILITY
- REVIEW FINANCIAL TERMS AND PAYMENT SCHEDULES
- PROCESS PAYMENTS BASED ON CONTRACT TERMS

#### 4.4 MANAGEMENT (AUTHORIZED SIGNATORY)

- REVIEW AND APPROVE CONTRACTS
- SIGN AGREEMENTS AS PER DELEGATED AUTHORITY

### 5. CONTRACT CREATION PROCESS

ALL CONTRACTS MUST FOLLOW THE STEPS BELOW:

1. NEED IDENTIFICATION – PROGRAM TEAM RAISES REQUIREMENT
2. VENDOR SELECTION – THROUGH QUOTATIONS OR COMPETITIVE BIDDING
3. CONTRACT DRAFTING – PREPARATION OF AGREEMENT DOCUMENT
4. REVIEW – FINANCIAL AND ADMINISTRATIVE REVIEW
5. APPROVAL – AS PER APPROVAL AUTHORITY MATRIX
6. EXECUTION – SIGNING BY AUTHORIZED REPRESENTATIVES

**6. ESSENTIAL ELEMENTS OF A CONTRACT**

EVERY CONTRACT MUST INCLUDE:

- SCOPE OF WORK AND DELIVERABLES
- DURATION AND TIMELINE
- PAYMENT TERMS AND MILESTONES
- ROLES AND RESPONSIBILITIES OF BOTH PARTIES
- TERMINATION CLAUSE
- PENALTY OR NON-PERFORMANCE CLAUSE
- COMPLIANCE WITH APPLICABLE LAWS AND DONOR GUIDELINES
- CONFIDENTIALITY CLAUSE (IF APPLICABLE)

**7. CONTRACT MONITORING AND PERFORMANCE MANAGEMENT**

- REGULAR TRACKING OF DELIVERABLES AGAINST AGREED TIMELINES
- DOCUMENTATION OF PROGRESS AND COMMUNICATION
- PERIODIC REVIEW OF VENDOR/PARTNER PERFORMANCE
- IMMEDIATE REPORTING OF DELAYS OR NON-COMPLIANCE

**8. PAYMENT AND FINANCIAL COMPLIANCE**

- PAYMENTS MUST BE LINKED TO DELIVERABLES OR MILESTONES
- SUPPORTING DOCUMENTS (INVOICES, REPORTS) ARE MANDATORY
- FINANCE TEAM MUST VERIFY COMPLETION BEFORE RELEASING PAYMENTS
- ALL TRANSACTIONS MUST COMPLY WITH DONOR AND STATUTORY REQUIREMENTS

**9. DOCUMENTATION AND RECORD KEEPING**

- MAINTAIN A CENTRALIZED CONTRACT FILE
- STORE ALL AGREEMENTS IN PHYSICAL AND/OR DIGITAL FORM
- RETAIN SUPPORTING DOCUMENTS SUCH AS INVOICES, APPROVALS, AND CORRESPONDENCE
- ENSURE RECORDS ARE AUDIT-READY AT ALL TIMES

**10. RISK MANAGEMENT**

- IDENTIFY POTENTIAL RISKS SUCH AS DELAYS, NON-PERFORMANCE, OR FINANCIAL LOSS
- INCLUDE APPROPRIATE MITIGATION CLAUSES IN CONTRACTS
- SEEK LEGAL REVIEW FOR HIGH-VALUE OR COMPLEX AGREEMENTS

**11. AMENDMENTS AND MODIFICATIONS**

- ANY CHANGES TO THE CONTRACT MUST BE DOCUMENTED THROUGH A WRITTEN AMENDMENT
- AMENDMENTS MUST BE APPROVED BY THE SAME AUTHORITY THAT APPROVED THE ORIGINAL CONTRACT

**12. CONTRACT CLOSURE**

- VERIFY COMPLETION OF ALL DELIVERABLES
- OBTAIN COMPLETION CERTIFICATE OR FINAL REPORT
- ENSURE ALL PAYMENTS ARE SETTLED
- DOCUMENT LESSONS LEARNED, IF APPLICABLE

**13. COMPLIANCE AND REVIEW**

- ALL STAFF MUST ADHERE TO THIS POLICY
- NON-COMPLIANCE MAY RESULT IN DISCIPLINARY ACTION
- THIS POLICY SHALL BE REVIEWED ANNUALLY OR AS REQUIRED

## 1.11 BUDGET AMENDMENT POLICY (DONOR & INTERNAL PROJECTS)

### 1. PURPOSE

THE PURPOSE OF THIS POLICY IS TO DEFINE A CLEAR AND STRUCTURED PROCESS FOR BUDGET AMENDMENTS IN BOTH **DONOR-FUNDED PROJECTS** AND **INTERNAL FUNDS** OF ARPAN SEVA SANSTHAN. THIS ENSURES TRANSPARENCY, ACCOUNTABILITY, AND COMPLIANCE WITH DONOR AND ORGANIZATIONAL GUIDELINES.

### 2. SCOPE

THIS POLICY APPLIES TO:

- ALL ONGOING PROJECTS IMPLEMENTED BY ARPAN SEVA SANSTHAN
- DONOR-FUNDED (CSR, GOVERNMENT, INSTITUTIONAL) PROJECTS
- INTERNAL FUNDS OF ORGANIZATIONAL
- ALL STAFF INVOLVED IN PROGRAM, FINANCE, AND MANAGEMENT FUNCTIONS

### 3. DEFINITION

**BUDGET AMENDMENT** REFERS TO ANY MODIFICATION, REALLOCATION, OR REVISION IN THE APPROVED PROJECT BUDGET DURING THE PROJECT IMPLEMENTATION PERIOD.

### 4. TYPES OF BUDGET AMENDMENT

- DONOR-BASED BUDGET AMENDMENT – APPLICABLE TO PROJECTS FUNDED BY EXTERNAL DONORS
- INTERNAL BUDGET AMENDMENT – APPLICABLE TO PROJECTS FUNDED BY ARPAN SEVA SANSTHAN

### 5. GENERAL PRINCIPLES

- AMENDMENTS MUST BE NEED-BASED AND JUSTIFIED
- MUST NOT DEVIATE FROM PROJECT OBJECTIVES
- PROPER DOCUMENTATION AND APPROVALS ARE MANDATORY
- NO AMENDMENT SHALL BE IMPLEMENTED WITHOUT APPROVAL

### 6. BUDGET AMENDMENT PROCESS

#### 6.1 FOR DONOR-FUNDED PROJECTS

1. **IDENTIFICATION OF NEED**
   - WHILE IMPLEMENTING ACTIVITIES IN THE FIELD, IF ANY REQUIREMENT FOR BUDGET REVISION ARISES, THE **PROJECT HEAD** WILL IDENTIFY THE NEED.

2. **REQUEST SUBMISSION**
   - THE PROJECT HEAD WILL PREPARE A **FORMAL REQUEST LETTER** WITH:
     - JUSTIFICATION FOR AMENDMENT
     - REVISED BUDGET DETAILS
     - IMPACT ON PROJECT OUTCOMES
   - THE REQUEST WILL BE SUBMITTED TO THE **CEO**.
3. **REVIEW BY CEO**
   - THE CEO WILL REVIEW THE REQUEST IN DETAIL.
   - IF SATISFIED, THE CEO WILL **RECOMMEND THE AMENDMENT TO THE DONOR**.

4. **DONOR APPROVAL**
   - THE AMENDMENT WILL BE SENT TO THE DONOR FOR APPROVAL.
   - **NO CHANGES WILL BE IMPLEMENTED WITHOUT WRITTEN DONOR APPROVAL**.

5. **IMPLEMENTATION**
   - AFTER RECEIVING DONOR APPROVAL, THE REVISED BUDGET WILL BE IMPLEMENTED.

- FINANCE TEAM WILL UPDATE RECORDS ACCORDINGLY.

**6.2 FOR INTERNAL (ORGANIZATION-FUNDED) PROJECTS**

1. **IDENTIFICATION OF NEED**
   - PROJECT HEAD IDENTIFIES THE REQUIREMENT DURING IMPLEMENTATION.
2. **REQUEST TO MANAGEMENT**
   - PROJECT HEAD SUBMITS A **BUDGET AMENDMENT REQUEST** TO MANAGEMENT.
3. **REVIEW & APPROVAL**
   - MANAGEMENT REVIEWS THE REQUEST AND PROVIDES APPROVAL BASED ON JUSTIFICATION AND FUND AVAILABILITY.
4. **IMPLEMENTATION**
   - AMENDMENT IS IMPLEMENTED ONLY AFTER **MANAGEMENT APPROVAL.**
   - FINANCE TEAM UPDATES INTERNAL RECORDS.

**7. ROLES AND RESPONSIBILITIES**

**PROJECT HEAD**

- IDENTIFY NEED FOR AMENDMENT
- PREPARE JUSTIFICATION AND REVISED BUDGET
- INITIATE APPROVAL PROCESS

**CEO / MANAGEMENT**

- REVIEW AND APPROVE/RECOMMEND AMENDMENTS
- ENSURE ALIGNMENT WITH ORGANIZATIONAL PRIORITIES

**FINANCE TEAM**

- VALIDATE REVISED BUDGET
- MAINTAIN DOCUMENTATION
- UPDATE FINANCIAL RECORDS POST-APPROVAL

**8. DOCUMENTATION REQUIREMENTS**

- BUDGET AMENDMENT REQUEST LETTER
- ORIGINAL VS REVISED BUDGET COMPARISON
- JUSTIFICATION NOTE
- APPROVAL FROM CEO/MANAGEMENT
- DONOR APPROVAL (FOR DONOR-FUNDED PROJECTS)

**9. RESTRICTIONS**

- NO AMENDMENT WITHOUT PROPER APPROVAL
- NO RETROSPECTIVE AMENDMENTS
- NO DEVIATION FROM DONOR GUIDELINES IN DONOR-FUNDED PROJECTS

**10. COMPLIANCE AND AUDIT**

- ALL AMENDMENTS MUST BE PROPERLY DOCUMENTED
- SUBJECT TO INTERNAL AND EXTERNAL AUDITS
- MUST COMPLY WITH DONOR AGREEMENTS AND FINANCIAL REGULATIONS

## 1.12 SHARED HUMAN RESOURCE COST ALLOCATION POLICY

**1. PURPOSE**

TO ESTABLISH A TRANSPARENT AND CONSISTENT METHOD FOR ALLOCATING SHARED HUMAN RESOURCE (HR) COSTS ACROSS PROJECTS USING A PERCENTAGE-BASED APPROACH.

**2. SCOPE**

THIS POLICY APPLIES TO ALL HEAD OFFICE STAFF WHOSE ROLES SUPPORT MULTIPLE PROJECTS, INCLUDING HR, FINANCE, DOCUMENTATION, M&E, AND ADMINISTRATION.

**3. DEFINITION**

**SHARED HR COST** REFERS TO THE TOTAL COST OF PERSONNEL PROVIDING SUPPORT ACROSS MORE THAN ONE PROJECT AND NOT EXCLUSIVELY ASSIGNED TO A SINGLE PROJECT.

**4. Allocation principle**

SHARED HR COSTS SHALL BE ALLOCATED **ONLY ON A PROPORTIONAL PERCENTAGE BASIS**, LINKED TO EACH PROJECT'S SHARE IN THE TOTAL ORGANIZATIONAL BUDGET.

**5. METHODOLOGY**

- EACH PROJECT WILL BE ALLOCATED THE **SAME PERCENTAGE OF SHARED HR COST** AS ITS SHARE IN THE TOTAL BUDGET POOL.
- **NO FIXED AMOUNTS** OR LUMP-SUM ALLOCATIONS SHALL BE USED.

**6. COMPLIANCE**

- ALLOCATION PERCENTAGES MUST COMPLY WITH:
  - DONOR-APPROVED ADMINISTRATIVE/OVERHEAD LIMITS
  - INTERNAL ORGANIZATIONAL GUIDELINES
- IN CASE OF VARIATION, THE LOWER PERMISSIBLE PERCENTAGE SHALL APPLY.

**7. COVERED POSITIONS**

SHARED HR COST INCLUDES ROLES SUCH AS:

- LEADERSHIP (CEO/DIRECTORS)
- FINANCE & ACCOUNTS TEAM
- HR TEAM
- DOCUMENTATION & M&E STAFF
- ADMINISTRATIVE PERSONNEL

**8. REVIEW & REVISION**

- PERCENTAGES WILL BE CALCULATED AT THE START OF EACH FINANCIAL YEAR OR PROJECT CYCLE.
- REVISIONS MAY BE MADE IN CASE OF:
  - ADDITION/CLOSURE OF PROJECTS
  - SIGNIFICANT CHANGE IN PROJECT BUDGETS

**9. APPROVAL PROCESS**

- **PREPARED BY**: FINANCE DEPARTMENT

REVIEWED & APPROVED BY: **CEO**

# PART- D:
# TRAVEL POLICY

## D-1 TRAVEL POLICY OVERVIEW

THIS TRAVEL POLICY ESTABLISHES UNIFORM GUIDELINES FOR ALL STAFF OF ARPAN SEVA SANSTHAN (HEREINAFTER REFERRED TO AS "ARPAN") REGARDING OFFICIAL TRAVEL. IT GOVERNS EXPENSE MANAGEMENT, TRAVEL BOOKING PROCEDURES, ADVANCES, AND REIMBURSEMENT PROCESSES.

### 1.1 POLICY OBJECTIVES

- ENSURE COST-EFFECTIVE TRAVEL CONSISTENT WITH GOOD BUSINESS PRACTICES.
- ALIGN ALL TRAVEL ACTIVITIES WITH THE ORGANIZATIONAL MISSION.
- MAINTAIN FAIR, TRANSPARENT, AND CONSISTENT REIMBURSEMENT STANDARDS.
- PROVIDE ADEQUATE SUPPORT TO STAFF WHILE MAINTAINING FINANCIAL ACCOUNTABILITY.

### 1.2 SCOPE AND APPLICATION

THIS POLICY APPLIES TO ALL STAFF MEMBERS AND GOVERNING BODY MEMBERS OF ARPAN SEVA SANSTHAN WHO TRAVEL FOR OFFICIAL PURPOSES, INCLUDING FIELD VISITS, EXTERNAL MEETINGS, TRAINING PROGRAMS, AND ANY OTHER ORGANIZATION-SANCTIONED ACTIVITIES.

### 1.3 GENERAL TRAVEL GUIDELINES

- TRAVEL MUST ALWAYS USE THE LOWEST-COST ALTERNATIVE CONSISTENT WITH GOOD BUSINESS PRACTICES.
- TRAVEL EXPENSES WILL BE AUTHORIZED ONLY WHEN CLEARLY CONSISTENT WITH THE MISSION OF THE ORGANIZATION.
- ALL TRAVEL APPROVALS MUST BE REQUESTED USING THE TRAVEL ITINERARY ALONG WITH THE ADVANCE REQUISITION FORMAT (ANNEXURE-9), SUBMITTED THROUGH THE CONCERNED REPORTING OFFICER WITH THEIR COMMENTS.
- NO TRAVEL SHOULD BE UNDERTAKEN WITHOUT AN APPROVED TRAVEL ITINERARY.
- TRAVEL ARRANGEMENTS MAY BE COORDINATED THROUGH APPROPRIATE SUPPORT STAFF AFTER APPROVAL IS OBTAINED.
- ALL EXPENSES MUST BE SUBMITTED IN THE TRAVEL BILL FORMAT (ANNEXURE-10) WITH SUPPORTING DOCUMENTS, VERIFIED BY THE REPORTING OFFICER.
- EXPENSES WITHOUT PROPER ORIGINAL RECEIPTS WILL NOT BE REIMBURSED, EXCEPT FOR PER DIEM ALLOWANCES.
- ANY EXPENSE THAT DOES NOT COMPLY WITH THIS POLICY WILL NOT BE REIMBURSED WITHOUT A VALID WRITTEN EXPLANATION FROM THE CONCERNED STAFF MEMBER.

***NOTE: THE ACCOUNTS DEPARTMENT IS RESPONSIBLE FOR ENSURING ALL TRAVEL MEETS POLICY REQUIREMENTS AND THAT REIMBURSEMENTS ARE MADE ONLY FOR ACTUAL, REASONABLE, AND AUTHORIZED EXPENSES.***

## D-2 TYPES OF TRAVEL

### 2.1 LOCAL TRAVEL

LOCAL TRAVEL REFERS TO TRAVEL WITHIN THE ORGANIZATION'S PROJECT FIELD AREA AS DEFINED BY THE PROJECT MANAGER OR PROJECT COORDINATOR.

- ALL LOCAL TRAVEL FOR OFFICIAL PURPOSES MUST BE PRE-APPROVED IN WRITING BY THE RELEVANT DEPARTMENT HEAD, PROJECT MANAGER, OR PROJECT COORDINATOR.
- A BLANKET APPROVAL MAY BE GIVEN FOR ROUTINE, RECURRING LOCAL TRAVEL (E.G., DAILY BANK VISITS). HOWEVER, A TRAVEL ORDER FORM MUST STILL BE COMPLETED FOR REIMBURSEMENT.

- VEHICLE RENTAL FOR LOCAL TRAVEL IS NOT PERMITTED WITHOUT PRIOR APPROVAL FROM THE APPROPRIATE SUPERIOR.
- COMMUTING EXPENSES (TRAVEL BETWEEN HOME AND THE REGULAR PLACE OF WORK) WILL NOT BE REIMBURSED AS OFFICIAL BUSINESS TRAVEL.

### 2.2 OUTSIDE LOCALITY TRAVEL

TRAVEL OUTSIDE THE ARPAN SERVICE AREA (AS DEFINED BY ARPAN FROM TIME TO TIME) REQUIRES PRIOR APPROVAL FROM THE PROJECT MANAGER OR PROJECT COORDINATOR. A TRAVEL ORDER FORM MUST ALSO BE APPROVED BEFORE TRAVEL IS UNDERTAKEN.

## D-3 TRAVEL EXPENSES

### 3.1 TRAVEL ADVANCE

- COMPLETED TRAVEL ORDERS REQUESTING AN ADVANCE MUST BE SUBMITTED TO THE REPORTING OFFICER FOR REVIEW AND APPROVAL BEFORE TRAVEL BEGINS.
- THE MAXIMUM ADVANCE AUTHORIZED EQUALS THE ESTIMATED TOTAL OF: PER DIEM (MEALS AND LODGING) + MILEAGE COSTS (IF APPLICABLE) + RENTAL VEHICLE COSTS INCLUDING INSURANCE (IF APPROVED).
- IF AN APPROVED TRAVELLER IS UNABLE TO TRAVEL, ANY ADVANCE RECEIVED MUST BE RETURNED TO ARPAN IMMEDIATELY.
- IF THE ADVANCE IS NOT RETURNED WITHIN THE SPECIFIED PERIOD, THE REPORTING OFFICER MAY AUTHORIZE DEDUCTION FROM THE EMPLOYEE'S NEXT PAYCHECK.

***NOTE:*** *UPON RETURN FROM TRAVEL, STAFF MUST SUBMIT ORIGINAL RECEIPTS FOR PARKING, TAXI FARES, AND ANY OTHER TRAVEL EXPENSES INCURRED, ATTACHED TO THE APPROVED TRAVEL ORDER.*

### 3.2 DAILY SUBSISTENCE ALLOWANCE (DSA)

DAILY SUBSISTENCE ALLOWANCE (DSA) IS PAYABLE TO A STAFF MEMBER. DSA COVERS ACCOMMODATION (STAY) AND MEALS (FOOD) AS A FLAT DAILY RATE BASED ON THE STAFF MEMBER'S GRADE AND THE CITY TIER OF THE TRAVEL DESTINATION. DSA SHALL BE REIMBURSED BASED ON ACTUAL EXPENSES INCURRED OR THE APPLICABLE DSA RATE AS PER STAFF MEMBER'S GRADE AND CITY CLASSIFICATION, WHICHEVER IS LOWER. STAFF MEMBERS ARE ENCOURAGED TO MAINTAIN BILLS/RECEIPTS FOR ACTUAL EXPENSES WHEREVER FEASIBLE.

#### CITY TIER CLASSIFICATION

- TIER A: METRO CITIES (DELHI NCR, MUMBAI, BENGALURU, AND OTHER METROS).
- TIER B: TIER 2 CITIES AND MAJOR DISTRICT HEADQUARTERS.
- TIER C: SMALL TOWNS, RURAL AND REMOTE AREAS.

#### DSA RATES AND OUTSTATION TRAVEL ENTITLEMENTS BY GRADE

THE FOLLOWING RATES (IN RS.) APPLY PER DAY OF OFFICIAL OUTSTATION TRAVEL. THE TABLE ALSO SPECIFIES THE TRAVEL CLASS EACH GRADE IS ENTITLED TO USE:

| POSITION | GRADE | STAY TIER A/DAY | STAY TIER B/DAY | STAY TIER C/DAY | DA | OUTSTATION TRAVEL CLASS |
|---|---|---|---|---|---|---|
| PRESIDENT / CEO | **L1** | RS. 7,500 | RS. 5,000 | RS. 4,000 | RS. 2,000 | AIR ECO / 1ST AC |
| CFO | **L1** | RS. 7,500 | RS. 5,000 | RS. 4,000 | RS. 2,000 | AIR ECO / 1ST AC |
| PROGRAMME DIRECTORS | **L2** | RS. 5,000 | RS. 3,500 | RS. 2,500 | RS. 1,500 | AIR ECO / 2ND AC |
| SR. MANAGER (ENG./AGRI)/ SR. ACCOUNTS OFFICER | **L3** | RS. 4,000 | RS. 3,000 | RS. 2,500 | RS. 1,500 | AIR ECO / 2ND AC |
| MANAGER / PROJECT COORDINATOR / HR / ACCOUNTANT | **L4** | RS. 2,500 | RS. 1,500 | RS. 1,200 | RS. 1,000 | 2ND AC / 3RD AC |
| ADMIN / BACK OFFICE | **L5** | RS. 2,000 | RS. 1,500 | RS. 1,200 | RS. 800 | 3RD AC |
| PROJECT IMPLEMENTATION TEAM (FIELD) | **L6** | RS. 1,500 | RS. 1,000 | RS. 800 | RS. 500 | 2ND SLEEPER |
| OFFICE ASSISTANT / DRIVERS | **L7** | RS. 1,000 | RS. 800 | RS. 600 | RS. 500 | 2ND SLEEPER |

***Note:*** *DSA WILL BE REIMBURSED BASED ON ACTUAL EXPENSES INCURRED OR AS PER APPROVED POLICY RATES, WHICHEVER IS LOWER. TRAVEL CLASS ENTITLEMENT IS BASED ON ROLE AND GRADE. ALL DSA RATES AND TRAVEL ENTITLEMENTS ARE SUBJECT TO REVISION BY MANAGEMENT WITH BOARD / EXECUTIVE COMMITTEE APPROVAL.*

### D-4 MILEAGE & MODE OF TRANSPORT

#### 4.1 MILEAGE REIMBURSEMENT

- MILEAGE IS REIMBURSED ON A PER-KILOMETRE BASIS AT THE CURRENT RATES ESTABLISHED BY ARPAN.
- MILEAGE WILL ONLY BE PAID WHEN THE TRAVELLER SUBMITS AN APPROVED TRAVEL ORDER.
- STAFF ARE ENCOURAGED TO USE ORGANIZATION-OWNED VEHICLES WHENEVER FEASIBLE, RATHER THAN PERSONAL VEHICLES.

#### 4.2 MODE OF TRANSPORT

ARPAN WILL REIMBURSE SURFACE TRANSPORT AS THE PRIMARY MODE OF TRAVEL (E.G., BUS/TRAIN). WHEN A STAFF MEMBER USES A PERSONAL VEHICLE FOR OFFICIAL WORK, REIMBURSEMENT WILL BE MADE BASED ON ACTUAL FUEL COSTS CALCULATED AS PER MILEAGE OR ACTUAL FUEL BILLS SUBMITTED, WHICHEVER IS LOWER, INCLUDING ALL RELATED EXPENSES AS PER ORGANIZATIONAL NORMS.

### 4.3 PERSONAL VEHICLE REIMBURSEMENT RATES

THE FOLLOWING PER-KILOMETRE RATES APPLY FOR PERSONAL VEHICLES USED FOR OFFICIAL TRAVEL:

| TYPE OF VEHICLE | RATE PER KM (RS.) |
|---|---|
| TWO WHEELERS | **RS. 4.50** |
| FOUR WHEELERS (UP TO 800 CC) | **RS. 9.00** |
| FOUR WHEELERS (801 CC - 1000 CC) | **RS. 14.50** |
| FOUR WHEELERS (1001 CC - 2500 CC) | **RS. 16.00** |
| FOUR WHEELERS (ABOVE 2500 CC) | **RS. 18.00** |

***NOTE:*** *THE ABOVE RATES ARE SUBJECT TO REVISION FROM TIME TO TIME IN LINE WITH INFLATION IN PETROL/DIESEL PRICES. REVISIONS ARE AUTHORIZED BY THE HO LEVEL PC AND TAKE EFFECT ONLY AFTER APPROVAL BY THE BOARD / EXECUTIVE COMMITTEE.*

# <u>THANK YOU</u>

Reg. No. 91/Udaipur /1995-96
Reg. under Raj. Societies Act No. 28/1958
FCRA No. 125690100
info@arpansevasansthan.org
www.arpansevasansthan.org

**ANNEXURE 1**

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**INTERVIEW APPLICATION FORM**

**PHOTOGRAPH**

**1. POSITION APPLIED (in):**______________________________________________

**2. CANDIDATE NAME (नाम):** ___________________________________________ ___

**3. HUSBAND / FATHER'S NAME (पिता / पति का नाम):** _______________**MOBILE:** _______________

**4. MOTHER'S NAME (माता का नाम):** ____________________ **MOBILE:** ______________________

**5. PRESENT ADDRESS (आवासीय पता):** ______________________________________________

**PERMANENT ADDRESS:** _________________________________________________________

**6. MOBILE NO (संपर्क व्यक्ति नंबर):** _______________**EMERGENCY NUMBER (आपातकालीन):**________

**7. DATE OF BIRTH (जन्म तारीख):** ________________**MAIL ID (मेल) :**_______________ _________

8. **AADHAR CARD (आधार कार्ड):** _______________ **PAN CARD (पैन कार्ड):** ______________________

**9. BLOOD GROUP:** ____________________________________________________

**10. MARTIAL STATUS (वैवाहिक स्थिति):** __________________**(IF MARRIED) DATE**_________________

**11. LANGUAGES: (भाषा)**

| S.NO. | LANGUAGES KNOWN | READ (YES/ NO) | WRITE (YES/ NO) | SPEAK (YES/ NO) |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |

**12. ACADEMIC QUALIFICATION (शैक्षणिक / व्यवसायिक योग्यता):**

| S.NO. | EXAMINATION PASSED | COLLEGE/ UNIVERSITY | SUBJECTS | % OF MARKS | YEAR OF PASSING |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |

**13 WORK EXPERIENCE** (कार्यानुभव)**:** **TOTAL WORK EXPERIENCE: ____________**

| S.NO. | ORGANISATION | DESIGNATION | REPORTING TO | PERIOD<br><br>FROM<br>TO | GROSS SALARY (CTC) |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

**14 PRESENT SALARY** (वर्तमान वेतन)**: ________________________________________________**

**15 EXPECTED SALARY** (अपेक्षित वेतन)**: ______________________________________________**

**16. REFERENCES: [**Please give name of two persons]

| NAME OF PERSON | DESIGNATION | ADDRESS | PHONE | E-MAIL |
|---|---|---|---|---|
| | | | | |
| | | | | |

**17. NOTICE PERIOD** (नोटिस पीरियड)**: ________________________________________________**

ACKNOWLEDGMENT: -

**I HERE BY SOLEMNLY CONFIRM AND DECLARE THAT THE STATEMENT MADE ABOVE IS TRUE. IN CASE ANY OF THE ABOVE STATEMENT IF FOUND TO BE FALSE OR INACCURATE, I WILL BE LIABLE TO DISMISSAL OF SERVICES.**

मैं यहां सत्यनिष्ठा से पुष्टि और घोषणा करती हूं / करता हूं कि ऊपर दिया गया बयान सत्य है। यदि उपरोक्त में से कोई भी कथन गलत या गलत पाया जाता है, तो मैं सेवाओं से बर्खास्तगी के लिए उत्तरदायी होऊंगा / होऊंगी ।

**SIGNATURE OF APPLICANT: ______________________ DATE: _______________**

**Recommendation By HR DEPARTMENT**

**SELECTED ______ NOT SELECTED _____Approved Salary__________ Tentative Date of joining _____________**

**Authorized Signatory**

**Approved By _________________**

Arpan Seva Sansthan
Dedicated to sustainable rural development

Reg. No. 91/Udaipur /1995-96
Reg. under Raj. Societies Act No. 28/1958
FCRA No. 125690100
info@arpansevasansthan.org
www.arpansevasansthan.org

## REFERENCE CHECKING FORM

Date -………………………..                                                  Applicant - ………………………..

Reference Checked By: ………………………..

| | |
|---|---|
| Name of Reference: ……………………….. | Organization: ……………………….. |
| Title: ……………………….. | Phone: ……………………….. |

| |
|---|
| What was your relationship with the applicant? …………………………………………………<br>Did you directly supervise her/him? …………………………………………………………….. |
| What was the applicant's title? ……………………………………………………………….<br>Date of employment? ………………………………………………………………………….<br>Salary? …………………………………………………………………………………………. |
| What were the applicant's major job duties?<br>…………………………………………………………………………………………………. |
| How well did the applicant relate to other on the job?<br>…………………………………………………………………………………………………. |
| How would you evaluate the applicant's work quality and quantity (productivity)?<br>…………………………………………………………………………………………………. |
| What were some of the applicant's strengths?<br>…………………………………………………………………………………………………. |
| Whether the applicant was involved in any sexual misconduct.<br>…………………………………………………………………………………………………. |
| How would you evaluate the applicant's work habits such as attendance, punctuality, dependability, and observance of work rules?<br>…………………………………………………………………………………………………. |
| What was the applicant's reason for leaving?<br>…………………………………………………………………………………………………. |
| Would you rehire the applicant?<br>…………………………………………………………………………………………………. |
| Section to probe further about specific job-related experience, personality traits and conduct at workplace: interpersonal communication & behavior, any case of misconduct related to PSEA, any case or involvement in financial misappropriation etc.<br>…………………………………………………………………………………………………. |

Received from - ………………………..

**Annexure – 3**

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www.arpansevasansthan.org

To,
Mr. …………….
c/o – Mr. ……………
Address…………….

**OFFER LETTER**

Dear Mr. ………………,

With reference to your CV and subsequent interview held**,** we are pleased to offer you the position of **……………………**under the project **……………**with effect from **…………….**

**1. Nature of Employment**
Your appointment is purely contractual and project-based, linked to the duration, scope, and funding of the project.

**2. Place of Posting**
You will be posted at **…………….** However, you may be required to travel or be reassigned based on project requirements.

**3. Probation Period**
You will be on **a probation period of three months**. Your performance will be reviewed during this period, and confirmation will be based on satisfactory performance.
The organization reserves the right to terminate your employment during probation with one month's notice or salary in lieu thereof.

**4. Compensation**
You shall receive a consolidated monthly salary of **Rs. ……………/- (Rupees …………………………Only).**

**5. Reporting**
You shall report to **……………………………….** and adhere to the organization's HR policies, Code of Conduct, and guidelines including POSH (Prevention of Sexual Harassment) and PSEA (Protection from Sexual Exploitation and Abuse).

**6. Roles & Responsibilities**
Your detailed Job Description and responsibilities are enclosed with this letter and shall from an integral part of this appointment

**7. Working Conditions**
You will be required to work six days a week, with Sunday as the weekly off. However, this may vary based on project needs. On occasion, you may be required to work beyond normal working hours.

**8. Leave Policy**
You will be entitled to leave as per Arpan Seva Sansthan's HR policy.

**9. Performance Review**
Your performance will be reviewed periodically. Continuation of your role depends on satisfactory performance.

**10. Termination**
The organization may terminate your employment by providing one month's notice or salary in lieu thereof. Upon termination or on demand, you shall return all organizational property, assets, and documents in your possession.

**11. Document Verification**
This appointment is subject to successful verification of documents submitted at the time of joining.

**12. Documents Required at Joining**
- Aadhaar Card / PAN Card
- Address Proof
- Educational Certificates
- Experience Certificates
- Bank Account Details (Cancelled Cheque/Passbook copy)
- Passport size photographs

To confirm your acceptance of this offer, please sign the enclosed copy of this letter and indicate your joining date.
We look forward to a mutually beneficial and enriching association with you.

With regards,

Dr Subh Karan Singh
President & CEO

Acknowledgment Acceptance: -

I ……………………………………………………have read the above Offer Letter and ARPAN polices of HR, PSEA & Code of Conduct and I understand the importance of creating a safe & respectful workplace environment of all the employees. I accept this offer letter and will join from ……………………………..

Signature: - ……………………………

Annexure – 4

# ARPAN SEVA SANSTHAN

210, F1 Shree Shyam Baba Apartment, Rani Sati Nagar, Ajmer Road, Jaipur 302019

## JOINING FORM

Date of Joining & Time: ____________Project Name ____________________ Location: ______________

| | |
|---|---|
| Employee Code कर्मचारी कोड | |
| Employee Name नाम | |
| Father's / Husband Name पिता / पति का नाम | |
| Date of Birth जन्म तारीख | |
| Marital Status वैवाहिक स्थिती | |
| Designation & Blood Group पद का नाम | |
| E-mail Address मेल | |
| Language भाषा | |
| Residential Address आवासीय पता | |
| Educational / Professional Qualification शैक्षणिक / व्यवसायिक योग्यता | |
| Aadhar Card No आधार कार्ड | |
| Pan Card No पेन कार्ड | |
| Contact Number संपर्क नंबर | |
| Emergency Number आपातकालीन नंबर | |

**DECLARATION BY EMPLOYEE**

I have joined the organization as per the details given above & hereby declare that I have read and will follow the Arpan Manual Policies of HR- Rules & Regulation, Code of Conduct, POSH, PSEA and other terms and conditions. I have also noted that these are subject to change at any time, at the discretion of the Management. I will not break the Policy, rules & regulations and other given guidelines.

मैं ऊपर दिए गए विवरण के अनुसार संस्था में शामिल हुआ और यहां घोषणा करता हूं / करती हूं कि मैंने पारिश्रमिक सहित अर्पण नियमावली के नियम ,विनियमन और अन्य दिशानिर्देशों, प्रणालियों और प्रक्रियाओं का अध्ययन नोट किया है और अनुसार पालन करूंगा। यह भी नोट किया गया है कि ये संस्था के विवेक पर किसी भी समय परिवर्तन के अधीन हैं, मैं समय–समय पर लागू होने वाले एचआर नीतियां ,नियमों, विनियमों, दिशानिर्देशों, प्रणाली और प्रक्रियाओं का पालन करूंगा और उसका उलंघन नहीं करूँगा/करूंगी |

**Date: ________________**

**Employee Signature: ________________ HR Department Signature ______________**

Annexure –5

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Reg. under Raj. Societies Act No. 28/1958
FCRA No. 125690100
info@arpansevasansthan.org
www.arpansevasansthan.org

**Ref No –** Date –

To,
Mr. ………….
c/o – Mr. …………..
Address…………….

## APPOINTMENT LETTER

**Dear Mr. ………………,**

With reference to the Offer Letter regarding the Probation Period dated **29.06.2026** and your subsequent acceptance, we are pleased to appoint you as **…………….** with **Arpan Seva Sansthan** for the **Project ……………**, with effect from **………………..**.

This appointment is purely contractual and shall remain valid up to **……………..**, subject to the project requirements and the availability of funds. You will report to **………………..**. You will be entitled to a consolidated monthly salary of **INR ……………/-** and will be governed by the organization's policies, rules, and guidelines as applicable from time to time.

| Salary Structure (CTC) | Monthly (₹) |
|---|---|
| Basic Salary | |
| House Rent Allowance (HRA) | |
| Conveyance Allowance | |
| Medical Allowance | |
| Other Allowance | |
| Employer/Employee EPF Contribution (if applicable) | |
| Employer/Employee ESI Contribution (if applicable) | |
| **Total CTC** | |

In addition to the above compensation, **Arpan Seva Sansthan provides Group Personal Accidental Insurance coverage to its employees, subject to the organization's insurance policy and applicable terms and conditions. The insurance benefit shall remain valid during the period of employment and in accordance with the policy provisions in force from time to time.**

All other terms and conditions shall remain as specified in the aforementioned Offer Letter. We look forward to your meaningful contribution to the organization and wish you a successful and rewarding tenure with us.

**With Regards,**

Dr Subh Karan Singh
President & CEO

Acknowledgment Acceptance: -
I ……………………………………………….have read the above Appointment Letter and ARPAN polices of HR, PSEA & Code of Conduct and I understand the importance of creating a safe & respectful workplace environment of all the employees. I accept this Appointment letter.

Signature: - ………………………….

Annexure –6

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# Leave Application Form

| | |
|---|---|
| Employee Name: | |
| Designation: | |
| Department: | |
| Contact No. | |

| LEAVES | REQUESTED DATE OF LEAVE | |
|---|---|---|
| CL/SL/CO | From | To |
| | | |
| Total Leave days | | |

| | |
|---|---|
| Reason of Leave | |
| Reporting manager | |

| | |
|---|---|
| Employee Signature | |
| Recommend / Not Recommend | |

| | |
|---|---|
| HR Department Signature | |

| | |
|---|---|
| Approved / Not Approved | |

| | |
|---|---|
| Leave Sanctioning Authority Signature | |

Annexure –7

Arpan Seva Sansthan
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www.arpansevasansthan.org

## GENERAL PERFORMANCE EVALUATION FORM

| | | | |
|---|---|---|---|
| **Employee Name** | ____________ | **Location** | ____________ |
| **Designation** | ____________ | **Evaluation Date** | ____________ |
| **Project Name** | ____________ | **Reporting L** | ____________ |

| | EVALUATION FACTORS | Satisfactory S | Good G | Perfect P | Need Improvement NI |
|---|---|---|---|---|---|
| **DEDICATION** | Report Work on Time. | | | | |
| **CO-OPERATION** | Willingly Accepts Work Assignments. | | | | |
| **INITIATIVE** | Performs assigned duties independently under pressure. | | | | |
| **COMMUNICATION** | Communicates clearly and gently with all team members. | | | | |
| **TEAM WORK** | Work performs Well with all Team Members. | | | | |
| **RESPONSIBILITY** | Handle all the situation with full dedications | | | | |
| **PUNCHUALITY** | Report and submit all work within the period with proper regular reports. | | | | |
| **PERSONALITY** | Deal all the team members and Clients with presentable. | | | | |
| **WORK HABITIS** | Maintain all the Data and Paper works with systematically. | | | | |

Employee Signature …………………………………………………………….….  Submit Date ……………………………………………..

Reporting Manager Views: - Comments & Recommendations

……………………………………………………………………………………………………………………………………………………

HR Signature ……………………………………………………… Authorised Signatory ……………………………………………………

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**EXIT INTERVIEW FORM**

Employee Name____________________________________________

Designation __________ Project Name ______________________

Joining Date ____________________ Date Of Resignation______________________

Date of Relieving as per resignation Letter

Reporting Manager Name

**Exit Interview Questionnaire: -**

What is the reason for leaving the organization ?

How did you find the communication with your team members?

What have you enjoyed most about your work experience?

How would you rate the support and resources provided to you during your working period?

Any Suggestions...?

Employee Signature ______________________

Hand Over Received by ____________________ Reporting Manager Signature ____________________

Comments by HR Department ______________________________________

HR Manager Signature ______________________________________

Approved by ______________________________________

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# Advance Travel Request Form

## Employee Information

- Full Name ----------------------------------------- Designation -------------------------
- Project name ------------------------------------- Location -----------------------------
- Department ------------------------------- Email -----------------------------------------
- Contact Number ---------------------------------------

## Travel Information

- Departure Date --------------------------------- Return Date----------------------------------------
- Travel Destination ------------------------------ Mode of Travel -----------------------------------
- Purpose of Travel ---------------------------- Traveling with Team / Single ---------------------
- Estimated Travel Expenses --------------------------------------
- Requested Advance Amount -------------------------------------
- Please provide a brief explanation of the expenses you anticipate incurring during your trip, including their purpose and estimated cost breakdown (e.g., accommodation, meals, transportation, etc.)
- -----------------------------------------------------------------------------------------------------------
- By signing below, I acknowledge that the travel advance requested is for business-related expenses and will be settled in full upon my return. I understand that any unused portion of the advance will be returned promptly, and any expenses exceeding the advance amount will be my personal responsibility.

- Employee Signature -----------------------------
- Submit Date ---------------------------------------

## Office Use

- Approved By ---------------------------------------Advance Amount -------------------------------
- Authority Signature --------------------------------

**Annexure –10**

# ARPAN SEVA SANSTHAN

## Travel Expenditure Statement

Name of the Employee: ................................................ Designation: ....................................................................

Project Head : ...................................................

| Date | Place | | Purpose of Visit | Mode of Travel | Travel Charges | Local Conveyance | DA | Staying Charges | Misc. Expenses |
|---|---|---|---|---|---|---|---|---|---|
| | From | To | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
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| | | | | | | | | | |
| | | | | | | | | | |
| **Total** | | | | | | | | | |

| | |
|---|---|
| **(1) Total Expenditure** | |
| **(2) Advance (if any)** | |
| **Balance Receivable to me (1-2)** | |

Remark if any ..........................................................................................................

**Rupees in words:**

Submitted by

Checked by (Account Deptt.)

Passed by (Project Incharge)

Approved by

Date: