



Welcome to our Policy Manual

UPAY HR POLICY

Revision: 8

To ensure the organization's success in accomplishing its mission, this Manual has been prepared to provide you with a basic understanding of the Vision, Mission, Policies and your Responsibilities as a Volunteer or Member.

We hope your experience here will be challenging and enjoyable. The organization makes available to all its associated members and volunteers the HR Policy at the website. Any question regarding the content should be addressed to the Human Resources.

Many Thanks!

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Prepared by Director (Public Relation)

Approved by Chairman



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SECTION-1: PURPOSE AND CATEGORIES OF PERSONNEL

1.1 Purpose

The purpose of the Personnel Policy is to set down policies, conditions, rights and obligations for UPAY's (**Under Privileged Advancement by Youth**) volunteers/ Fellow/ members/ associate/ trainee, subject to their performing duties and responsibilities in their respective job descriptions.

From the time of joining UPAY, each volunteers/ Fellow/ members/ associate/ trainee will have access to this policy, so that he/she can adhere to it with full knowledge and information.

The policies described below may at any time be subject to modification if governing and executive body of UPAY (UNDER PRIVILEGED ADVANCEMENT BY YOUTH SOCIETY) deems it necessary. In such cases, employees will be fully informed of the changes made.

1.2 Categories of Personnel

All the personnel working/volunteering for/with UPAY (UNDER PRIVILEGED ADVANCEMENT BY YOUTH SOCIETY) are classified into following types:

1.2.1 Volunteer/ Fellow/ Member/ Associate/ Trainee

Volunteers/ Fellow/ members/ associate/ trainee designate honorarium paid to the individuals who are given ongoing assignments, either part-time or full-time, and honorarium given on periodical basis. They will be contracted on long-term basis subject to periodic evaluations and performance assessments. They will have the responsibility towards the day to day functioning and/or in any one of more ongoing/prospective projects of the UPAY's (Under Privileged Advancement by Youth society).

All the employees of the organization are classified into categories. These categories are as follows:

- i.** Volunteers- Who joins UPAY as volunteer. (Honorarium may/ may not be given)
- ii.** Fellow- Who joins UPAY as fellow- Part time or Full time (Honorarium may/ may not be given)
- iii.** Members- UPAY's General members/ Life time members/ Honorarium paid members
- iv.** Associate- Associated with UPAY for part time or full time.
- v.** Trainee or Intern- Who joins UPAY for training purpose.



1.2.2 Consultants

Consultants are professional experts hired by UPAY (UNDER PRIVILEGED ADVANCEMENT BY YOUTH SOCIETY) on short-term basis only for the completion of specific tasks and assignments related to UPAY (UNDER PRIVILEGED ADVANCEMENT BY YOUTH SOCIETY) or one or more of its projects. Separate and limited contracts, defining their job description, timeline, deliverables, reporting procedures and payment details will be issued to consultants. They will be paid on daily/monthly/weekly basis depending upon the nature of their assignment. They will not be considered as full-time or part-time employees of the organization.

1.3 Body structure and Responsibilities

UPAY has a four-tier structure:

1.3.1 Advisory Body: A body that provides non-binding strategic advice to UPAY. The advisory board does not have authority to vote on operational matters or bear legal fiduciary responsibilities. Persons, who make substantial contributions to the funds of the Society or render distinguished service to the Society, and other eminent persons by virtue of their knowledge or contribution to science, art or literature, may be nominated as Advisory board members. Such nominations may be made by the governing body on the recommendation of executive body members. Governing body can also nominate advisory board member without the consent of executive body. Advisory board members will not participate in day-to-day decision-making process also they shall not be required to pay any fees or subscriptions.

A) Tenure: The tenure of the Advisory Board member will be of 3 years from the date of induction. Tenure of an advisory board member can be extended by governing body. Governing body reserves the right to discontinue the membership of advisory board member if it feels that he/she is not able to give time, support and guidance to the UPAY.

B) Roles & responsibility: The role of an advisory board is to offer advice to the governing and executive body, they shall perform following responsibilities.

- i. Developing an understanding of the social need
- ii. Provide “wise counsel” on issues raised by governing /executive body
- iii. Provide unbiased insights and ideas from a third point-of-view (not involved in the operation of the UPAY)
- iv. Encourage and support the exploration of new ideas
- v. Act as a resource for executives
- vi. Provide social networking platform for UPAY
- vii. Encourage the development of a governance framework that enable sustainable growth of the society



- viii. Monitor performance & impose challenges to governing/executive body that could improve the operations

1.3.2 Governing Body: Governing body of the UPAY shall be the Apex decision-making body. Governing body member will be known as the “Trustees”. Governing body will consist of total 7 members. Three trustees will always be the founder trustees, who have founded the organization as they may deem fit in the interest of organization & they will be part of governing body of organization till their death. Remaining 4 trustees shall be elected by General body meeting. Trustees must have served UPAY at least for minimum 2 year as a Lifetime-member. Decision taken by 2/3 majority of governing body will be final and supersede the general body mandate.

A) Tenure: Tenure of Governing body shall be of 3 years.

B) Power and Duties of Governing Body: following power and duties are assigned to governing body

- i. The governing body shall consist of not less than seven and not more than eleven members.
- ii. Any decision taken in general body meeting shall be approved by 2/3 majority of governing body.
- iii. The superintendence, control and direction of the affairs of the society, its income and property (both movable and immovable) shall be entrusted to the governing body.
- iv. There shall be a Chairman and Vice-chairman of the governing body, who shall not be in the same capacity for the society. However, if necessary, for any of its function of the governing body may identify any member and give him appropriate designation and allowances if necessary.
- v. The members of the governing body shall unanimously elect a Chairman and Vice chairman from amongst themselves and in case unanimity is not possible by a majority of votes. The period of the Chairman shall be in accordance with terms of his membership or three years, whichever is less. If the Chairman/Vice chairman devotes his full time to work for the society, he will be entitled to draw an appropriate honorarium or allowance as sanctioned by governing body.
- vi. The governing body will be competent to raise funds and purchase property (movable or immovable) as decided by it.
- vii. The governing body shall have full charge of all immovable property(ies) belonging to or vested in the society in such a manner as it thinks fit and these will be handled through the Director (Administration) or as decided by The governing body.
- viii. The governing body shall be competent to invest the funds in the manner it likes and it shall be competent to borrow or mortgage or hypothecate the property(ies) on behalf of the society and these too shall be handled through the Director (Administration) or as decided by the governing body.



- ix. If any Executive Body member is found doing any activity to jeopardize the existence of the Society or he/she does not discharge his duties as per UPAY rules and regulation, he/she may be removed from his responsibility by the governing body with immediate effect and matter to be communicated to executive body.

C) Responsibilities of the Governing body members: followings are the responsibility of governing body members.

- i. **Chairman & Vice chairman:** Appointment of Zonal Directors in consultation with Executive body, Coordination with Advisory Board, Coordination with CMC, Resources arrangements, expansion of UPAY in another zones, taking up the new initiative in consultation with trustees, collaboration for Fund raising, can remove and change the Executive body after consulting with Governing body and shall chair the Executive body, General Body and Governing body meeting. To exercise such powers of functions as are provided by the regulation and such other powers as are delegated by the Executive Body from time to time. The chairman shall preside over all meetings of the Society.
All documents and records of the Society shall be in the name of the chairman. Vice chairman will execute Chairman's duties in his/her absence
- ii. **Founder Trustees & Trustees:** They shall be responsible to make rules and regulations and will be part of the apex decision making body.

1.3.3 Executive body: Executive body has to be nominated by the Governing body in general body meeting. To become eligible for Executive body, a member **must** have served UPAY for minimum 1 year as a life time member. Directors or Chairman can be an honorary worker also. If he is a full time worker, he will be entitled to an appropriate amount or honorarium as decided by the governing body in HR policy of UPAY. Structure of the executive body will be as follows:

- A) Chief Executive Officer (CEO)
- B) Director (Operations)
- C) Director (Finance)
- D) Director (Administration)
- E) Director (Public Relation)
- F) Director (Center Monitoring committee)
- G) Director (Technical)
- H) Director (Disciplinary action committee)
- I) Zonal Director (from each zone)



A) Tenure: Tenure of executive body shall be of 3 years.

B) Power and Duties of Executive Body: following power and duties are assigned to Executive body

- i. Executive body nominated by the Governing Body in General Body Meeting from amongst the eligible members of the Society shall administer the Society.
- ii. To appoint paid fellows/operating officer for the work of organization
- iii. To run the daily work of the organization for maintaining essential rule, sub rules & miscellaneous rules to create and to put in front of general meeting for grant.
- iv. To appoint sub-committees or to give special power for work to some member
- v. To watch all the Branches which are running in different areas.
- vi. To keep credit and debit accounts and the auditing to put in front of General meetings
- vii. For the benefit of organization and helpful of laws to work or to make plan and implement.
- viii. If Change happens in organization of Executive Body or property, such application must be sent towards Divisional sub-Charity Commissioner's office. To submit the copy of resolution of the organization of the executives body list towards the Assistant Registrar of Societies office. This information is every year sent towards Assistant Registrar of societies.
- ix. The Office Bearers of the Society shall be the board of directors and Zonal Directors.
- x. The Executive body shall have the power to manage the affairs of the Society according to the Rules and Regulations of the Society.
- xi. The office bearers shall hold office for three years and shall be eligible for re-election if provided.
- xii. The standing Executive body shall be in charge until the new Executive body takes over the charge after the election.
- xiii. List of Executive body shall be filed at the Office of District Registrar in the Annual Report.
- xiv. Governing Body has the power to nominate members to the Executive body in the event of an interim vacancy.
- xv. Executive body member shall be removed from the Executive body if the member is absent for three consecutive Executive Body meetings without proper reason. If there is a valid reason for absence and same has been convinced by the Executive body in advance, the member shall be allowed to continue.
- xvi. In any case, if majority of the Executive body member resigns; Director (Administration) shall convene a Special Requisition General Body Meeting for the election of new Executive body.
- xvii. All the receipts and expenditure, vouchers and receipts of the Society from the date of last Executive body shall be checked by the Executive body and approve it only if it is found correct.



C) Responsibilities of the executive body members: followings are the responsibility of executive body members.

- i. Chief Executive Officer(CEO):** Coordination with Zonal Team, Executive body and Governing body , Coordination with CMC, publicity , volunteers recruitment, fellows, training, internships management, Resources arrangements, taking up the new initiative in consultation with trustees, collaboration for Fund raising. To exercise such powers of functions as are provided by the regulation and such other powers as are delegated by the Executive Body from time to time. The CEO shall preside over meetings of the executive body.
All documents and records of the Society shall be in the name of the Chairman. Vice chairman will execute Chairman's duties in his/her absence.
- ii. Director (Center Operations):** Reach & Teach and Footpath Shala operations, Coordination with Zonal Director, Coordination with Center Heads, Coordination With Center Monitoring Committees, Coordination with Zonal Secretary(Operations) , I-cards of Children, Resources arrangements, Parents meeting, coordination with local Govt authorities, schools, center expansions in the existing zones, center related issues. Center expansions in the existing zones in consultation with Zonal Directors, Child development related initiative.
- iii. Director (Finance) :** Managing Accounts and Financial Transitions, Managing stipend/honorarium of fellows, operating officers, Funds/ Advance/allowances for the zonal Directors, Resources coordination at centers, Charity commissioner's works, preparation of budget, vehicle management. To write Auditing or to take written. To put audit with secretary after completion. To prepare Annual Budget after reviewing the Audit book. To make the fulfillment of disability in Auditing found by the Auditor find. To exchange the Amount to make arrangement of the servicemen stipend and To keep watch on financial condition of the organization.
- iv. Director (Administration):** Statutory Works, Auditing, Managing UPAY mails
Coordination for donations/ donors, Fund raising, Annual Report Preparation, CSR proposals, to foresee the work of organization. Impact analysis, Coordination with Director (Administration) coordination and conduct the executive body, general body and governing and advisory body, Research work for new ideas, Coordination to work of court according to the organization. To put Annual Budget letters in General Meeting. To keep a watch on the service person and checking their difficulties. To watch on the property of the organization, implementation according to resolution of General meetings or Executives Body, to work in favor of the organization. To look all types of work run by organization, to dispatch letter with the Government and in other places of Organization. To organize/conduct



Executive body meeting after putting up notice. To arrange the meeting. To accept fund for the organization by the Government. To organize Urgent executive body meeting and special meeting and finalize date, place and time by guidance of executive body members.

- v. **Director (Public Relation):** Coordination with Zonal Secretary(PR)s, Print, electronic and Social-media coordination, Internship, fellowships coordination, Volunteers Certificates, I card, Funds, Event organization, Magazine, Newsletter, Volunteers recruitment drives, Graphic and Creative Team coordination, Communications with external sources.
- vi. **Director (Center Monitoring committee):** to critically and independently evaluate the performance of UPAY centers. put up the center exception reports in executive body meeting., Coordination with zonal secretary (CMC) who will be responsible for the monitoring of Zonal centers, Prepare the consolidate report and share in Board Meeting. All CMC visits shall be done in the presence of concerned zonal Directors and Zonal Secretary center operations.
- vii. **Director (Disciplinary action committee):** Coordination with zonal presiding officers and Director (PR) for any disciplinary related complaint. He will be responsible for implementation of UPAY disciplinary rules and sexual harassment prevention policy.
- viii. **Director (Technical):** Carrying out all Technical activities for the organization, Website management, Application development and management, support to Operations, Administration and PR teams.
- ix. **Zonal Director (from each zone):** Day to day Center coordination, Center Heads Coordination, Zonal Bank Account operations, Funds arrangements, Monthly volunteers meeting, Stipend of the volunteers, Center funds distribution, Center expansions in zone Resources coordination at centers, volunteer's induction and orientation, appointment of center heads, will distribute new volunteers at different centers in consultation with Zonal secretary(operations).

In new zones where the charge of Zonal Director has not been given upon, a three-member Steering Committee would be appointed by the Governing Body. Decisions pertaining to any matter of the zone will be taken collectively with positive approval by at least two of the three members.

1.3.4 Zonal body



Zonal Team shall be headed by the Zonal director, who will be an Executive body member and will be coordinating directly with CEO. Zonal Director will be assisted by Zonal coordinator, who will work as deputy Zonal Director.

A. Role and power of Zonal Body

Zonal team will have 6 number of secretaries in the team who will be coordinating with respective directors in executive body. Zonal team will operate zonal account. Zonal team shall be nominated by executive body or elected by the centre heads of respective zones. Zonal Director shall be nominated by the Governing body in consultation with executive body and respective zonal team. A member **must** have served UPAY at least for minimum 1 year as a member to become eligible for Zonal Director and zonal secretary. Zonal team will be as follows

- i. Zonal Director
- ii. Zonal Coordinator, (Deputy zonal Director)
- iii. Zonal secretary (Finance)
- iv. Zonal Secretary (centre Operations)
- v. Zonal Secretary (Public relation)
- vi. Zonal Secretary (Administration)
- vii. Zonal Secretary (CMC)
- viii. Zonal Secretary (DAC)/presiding officer

Zonal Team Responsibility:

Zonal Director & Zonal Coordinator (Sub-Head)	<ul style="list-style-type: none"> -Day to day Center coordination -Center Heads Coordination -Zonal Bank Account operations -Funds arrangements -Resources arrangement -Will chair Monthly volunteers meeting -Distribution of Stipend of the volunteers -Center funds distribution -Center expansions in their respective zones, volunteer's induction and orientation -Appointment of center heads. -Will distribute new volunteers at different centers in consultation with zonal secretary(operations) -Zonal sub head Will work in Zonal Director's absence
Zonal Secretary (PR)	<ul style="list-style-type: none"> -Zonal personal relation coordination -Coordination with Director (PR) -Print, electronic and social media coordination -Internship, fellowships coordination -Event organization, -Magazine, Newsletters



	<ul style="list-style-type: none"> -Volunteers recruitment drives -Social awareness programs -Publicity -Information about UPAY -Meeting with external stake holders
Zonal Secretary (Finance)	<ul style="list-style-type: none"> -Managing allowances of volunteers -Will operate the zonal bank account -Will keep the records of all receipt donation and expenditure -Funds/ Advance/allowances for the volunteers in consultation with Zonal Directors
Zonal Secretary (Administration)	<ul style="list-style-type: none"> -Will release the monthly meeting MOMs -Coordination for monthly meeting -Resource arrangement -College Units coordination and meetings -Asset management -Office & Vehicle management -Documentation -Banners/ pamphlets/ certificates/ I-cards/ stationary -Managing UPAY mails and -Statutory Works , Auditing ,at zonal level , coordination with Dir(Admin) will operate zonal account
Zonal Secretary (Center Operations)	<ul style="list-style-type: none"> -Reach & Teach and Footpath Shala operations -Will operate the zonal account -Coordination with Center Heads -Coordination with Center Monitoring Committees. -I card of Children -Resources requirements and convey to Zonal Directors -Parents meeting -Coordination with local Govt authorities , schools center related issues at zonal level, coordination with Dir(Operation) & zonal Directors -Assigning the centers to the mentors in consultation with Zonal Directors
Center Heads & Sub Center Heads	<ul style="list-style-type: none"> -In charge of center -Responsible for center operations -Coordination with volunteers at centers -Syllabus completion -Activities at center, Bal sabha, Center diary, Center tests -Over all developments of students -Will chair the parents meeting -Will chair the any functions at the center -Will be free to take new initiative in consultation with zonal Directors -Financial coordination with secretary(Finance) -Resources arrangements at center by taking advance



	<p>-I-cards of Children, Parents meeting coordination center related issues authorities, schools, coordination with secretary (Operation) & Zonal Directors</p> <p>-Will choose the Centre Heads with the approval of Zonal Coordinator.</p>
Zonal CMC	<p>-Responsible for independent monitoring of centers</p> <p>-Will visit every center once in a month along with Zonal Director and secretary (center Operations)</p> <p>-Will submit it report to executive body and core committee</p> <p>-Will review not only operations but audit the financial system as well</p> <p>-Will share the report during monthly meeting</p> <p>-Will be responsible for new volunteers induction and training program</p>
Mentors	<p>-Will be responsible for teaching and taking up new initiatives at the center</p> <p>-Will choose the center head with the approval of Zonal Directors</p> <p>-Back bone of UPAY and will attend every monthly meeting</p>
Zonal presiding officer (Sexual Harassment Committee)	<p>Zonal Presiding officers shall be appointed by Governing body and executive body who will work as a nodal point for receiving the complaint and coordinating the further investigations.</p> <p>Presiding officers will inform the governing body about the complaint and in consultation with governing body Presiding officer will appoint a complaint committee.</p>
College Coordinator	<p>To be formed with at least 10 volunteers at the college Colleges with hostels</p> <p>Work: every month raddi collection, Rally/ nukkad natak on social issues</p> <p>Monthly meeting by college coordinators</p> <p>Celebrations of important day related to social cause like I-day, women's day, children's day, teacher's day</p> <p>Team from every Semester/Year should be created.</p> <p>Will coordinate with secretary (Administration) , Secretary (PR)</p>

- Zonal Director will appoint centre Heads in consultation with Director (Operation) based on the recommendation of Mentors of respective centers.
- Governing body will appoint the Zonal Directors in consultation with the centre heads and zonal team.
- Executive body and Governing body will be free to assign additional responsibility to any volunteer as per need.



- Executive body will be responsible for funds and resources arrangements.
- In case of dispute, Chairman will be the final decisive authority.

B. Centre Heads and Sub-Center Heads

Centre Heads and Sub-Center Heads are to be nominated by the zonal Director in consultation with Zonal Team & volunteers. Centre Head and Sub-Center head must be at least a registered volunteer.

Role and Power of Center Heads and Sub Center Head

Center head will be responsible for center operations and shall be in charge UPAY center. Center Head shall be nominated by Zonal team. Center head will get allowances and center fund for center operations. He must complete the registration process and shall have a bank account.

Sub Center Head will have role and power similar to that of the Center Head and would work as a lead in absence of the Center Head.

SECTION-2: VOLUNTEER AND PERSONNEL RECRUITMENT



2.1 Volunteers/Trainee/fellow-

Volunteers/Trainee/fellows are individuals who work at NGO UPAY (UNDER PRIVILEGED ADVANCEMENT BY YOUTH SOCIETY) out of their own choice or have been deputed at NGO UPAY (UNDER PRIVILEGED ADVANCEMENT BY YOUTH SOCIETY) by other organizations/NGO's. They will be assigned tasks from time to time as deemed necessary by UPAY. UPAY will have a limited contract with Volunteers/Trainee/fellows/members and will not provide any compensation except under special conditions. They will not be considered as full-time or part-time employees of the organization.

2.2 Personnel Recruitment

UPAY believes in equal fellow/volunteering opportunity to each individual, regardless of race, color, gender, religion, age, sexual orientation, national or ethnic origin, disability, marital status, veteran status, or any other occupationally irrelevant condition. This policy applies to recruitment/association and advertising; hiring and job assignment; promotion, demotion and transfer; layoff or termination; rates of pay and benefits; selection for training; and the provision of any other human resources service.

2.3 Notice of Vacant or New Position

It is the responsibility of the founder Trustee/ Board of Members to fill vacant positions as well as new regular positions and new temporary positions of a duration exceeding more than six months. The Board must make sure that the positions can be filled under the organizational budget.

For all new positions, a fellow/volunteering description shall be established and include the following elements:

- Position summary
- Description of duties and responsibilities
- Conditions of work
- Qualifications

Notice of a new or vacant position must be approved by the founder trustee before it is released publicly.

Association with UPAY in the form of Fellow/volunteer for a new or vacant position can be opened to internal and external competition. For external recruitment, positions in the professional category



can be advertised publicly through newspapers/social media if they are regular positions, or if there is a limited tendering process for consultation.

2.4 Interview and selection

As a general rule, a selection committee comprising of, at least two members shall be assembled for filling all positions. Selection committee will be formed by Founder trustee.

The committee will go through the applications received, retaining those that show the best qualifications. It will evaluate each candidate's application with the help of an evaluation form created beforehand, containing well-defined criteria.

A list of the candidates chosen to be interviewed will be shortlisted by the Selection Committee. The interviews will serve to make a final choice and also to establish a database of potential future candidates.

2.5 Membership & Registration Process

A) Eligibility: Any person irrespective of cast, race, sex and economical background, having attained the age of 18 years, not convicted in court of law and desirous of betterment of the Society shall be eligible to be a member of the society.

B) Steps of granting membership:

- i. An eligible person shall apply for the membership.
- ii. The eligible person shall complete the registration process which may include induction/training program as decided by executive body.
- iii. After the approval of respective zonal body and the payment of one-time Membership fees the person shall be granted membership.
- iv. After granting the membership, the member shall be provided UPAY identity cards, badge etc. after one month from the date of Induction.
- v. Volunteer ID of UPAY shall start as (Year of joining)_(Zonal code)_(joining serial number/total number of volunteers joined till date in that zone) for example 16MDA05.
- vi. The ID card will be Valid for the period of three months from the date of Issue, after which it shall be renewed. The renewal of the ID cards will be done by Zonal Director or Director (PR) with proper seal and signature.
- vii. The volunteers, members, fellows, interns have to sign a legal undertaking at the time of Registration.

Type of Members:- The two types of members in the organization are as follows:



1) **General Members:** - This membership shall be valid for two financial years, in the year he/she was granted membership and in the consecutive next financial year. One time membership fees of minimum Rs. 1000 shall be paid by the General members to UPAY at the time of registration and annual subscription of min Rs 1500 shall be paid before 31st March every year.

2) **Life time Members:** This membership shall be valid for lifetime of the member. It will start from the financial year in which the membership was granted. One time membership fees of minimum Rs 5000 shall be paid by the member to UPAY at the time of registration and min Rs 2000 shall be paid before 31st March every year.

3) **Volunteers:** Volunteer will be the back bone of the operations and will provide voluntary services to the organization. They will not take part in the voting and decision making process, however they will be entitled of conveyance allowances/honorarium as per UPAY HR policy.

C) To Dismiss Membership:-

The Governing body has the right to dismiss any member from UPAY membership. The Executive Body has right to expel/dismiss any member except Governing body member from the membership of UPAY and zonal body has right to expel/dismiss any volunteer from their zone from UPAY on the following grounds: -

- i. on his/her death
- ii. If the member fails to pay the yearly subscription within three months from the due date of paying the subscription.
- iii. If the member works against the aims and objects of the association and does not follow the Operational guidelines of UPAY.
- iv. If the member tenders his/ her resignation.
- v. If the member fails to attend three consecutive meetings of General Body without any information.
- vi. If any member is declared Mad, Bankrupt at that time
- vii. If any disciplinary action is/was taken against the member by UPAY DAC,
- viii. If any member is/was convicted by the court of law.

The reasons of expulsion shall be communicated to the concerned members or volunteer.

D) Appeal

The expelled member shall have a right to appeal before the Governing Body and expelled volunteer shall have a right to appeal before the executive body, which may or may not be accepted. If required, any



matter under consideration of executive body may also be referred to governing body. The decision of the Governing Body shall be final and binding. The decision shall be communicated to the member concerned (If right of appeal is to be incorporated or not)

E) Re-Admission

Re-admission of expelled member/volunteer may take place subject to the decision of the Governing Body.

F) Rights & privilege of member

Every member shall have right to participate in the General Body meetings, and shall also be entitled to inspect the records of the association with prior approval of Governing Body. Besides this, "Members of the Society" will have also right to vote in the meetings/ election of the Association. Every member will be entitled to participate in the functions and get together programs organized by the association. He shall also inform the association pertaining to any matter / grievances. They will be entitled of allowances and financial power as per UPAY HR policy and Financial Policy.

G) Declaration for Confidentiality and Breach of Information

The purpose of this policy is to provide security to all the confidential and personal information that has been entrusted to the members as a part of their nature of work and safeguards any unauthorized access, use, disclosure to inappropriate individuals or to report such theft involving data breaches or exposure.

All the members of the Organization must sign a Declaration for Breach of Information and Confidentiality after his/her registration with the NGO. Failure to follow this policy may result in Disciplinary action or termination or as provided in the Disciplinary Action Policy of the Organization.

H) Statement of Undertaking

All the volunteers, members, interns, fellow registering with the organization must sign a statement of undertaking mentioning his responsibility as a volunteer towards the organization and that he/she will abide by the policies and Law governing Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, Indian Penal Code (IPC), The Code of Criminal Procedure (CrPC) The Prevention of Corruption Act-1988, Protection of Women from Domestic Violence Act 2005, The Immoral Traffic (Prevention) Act-1956. The Narcotic Drugs and Psychotropic Substances Act-1985. The volunteers must understand their responsibility towards individual conduct in and around UPAY premises. Immediate and proper actions would be taken against the individuals in case of Violation of the Policies.



SECTION-3: APPOINTMENT AND STAFF ORIENTATION

3.1 Appointment Letter



Any personnel volunteer/fellow/ honorarium paid member , associate with NGO-UPAY will be issued an appointment letter prior to his/her association with NGO-UPAY . The appointment letter will officially announce his/her position within the organization, the place of assignment and the effective date of association. The appointment letter will carry annexes, specifying the volunteer/fellow/ honorarium paid member's job description, terms of reference, honorarium and benefits and other relevant terms of association with UPAY.

3.2 Probationary Period

A probation period of three months shall apply to all new associate members from the date of association. Exceptionally, the probation period may be extended to six months. In case, if a new member/volunteer/fellow fails to perform in accordance to expectations of NGO staff/board, he/she will be given a notice, terminating the contract at the end of the probationary period.

3.3 Staff orientation/ Induction

All new Volunteers/Fellow/members/associate/trainee will get an orientation about the organization's mission and strategies, its structure and the staff within it, the policies and conditions of association, the internal rules and regulations, etc.

A newly joined volunteer will be briefed about the organization, its work culture, duties and responsibilities at the time of joining. However, such volunteers will have to undergo compulsory one day of training program at Zonal level within 1 month of joining and One day of training at Central level within 12 months of joining. A declaration form and Know Your Volunteer (KYV) form must be duly signed by the volunteer supported by photograph and valid ID-proof along with Registration Fees.

3.4 Honorarium

NGO believes in attracting and retaining a qualified and effective workforce through a system of payment that is both appealing and fair. Volunteers/Fellow/members/associate of NGO are entitled to an honorarium, depending upon their skills, qualification, and experience. The honorarium will be mentioned in the appointment letter.

3.5 Honorarium Increment

Honorarium increment is subject to an individual performance and position. Increment may be provided to an individual on annual basis after their performance evaluation.



SECTION-4: CODE OF CONDUCT AND WORKPLACE ETHICS

4.1 Professionalism

The personal and professional behavior of the volunteers and members shall confirm to the standards expected of persons in their positions, which includes:



- A commitment to and adherence to professional standards in their work and in their interactions with other Employees of the Company
- A commitment to maintaining the highest standards of integrity and honesty in their work
- An adherence to ethical and legal standards to be maintained in business
- A responsibility to support the Company in its efforts to create an open and mutually supportive environment
- A responsibility to share information and give willing assistance in furthering the goals and objectives of the Company
- A responsibility to ensure that there is no misrepresentation of facts. Wherever a misunderstanding is thought to have taken place through unclear communications, this should be corrected promptly.

4.2 Conflict of Interest

The Volunteers and members are expected to avoid situations in which his or her financial or other personal interests or dealings are, or may be, in conflict with the interests of the Organization. Accordingly, the Organization expects all individuals to act in the Organization's interest at all times. They must also not engage in any other activity which could reasonably conflict with the Organization's interests and inculcate teaching including but not limited to religion, caste, creed, and politics in and around the premises of the organization or its counterparts. He/ She must not use any Organization's property, information or position, or opportunities arising from Code of Conduct & Workplace Ethics these for personal gains or to compete with or to tarnish the image of the Organization. Every volunteer must avoid situations in which their personal interest could conflict with the interest of the Organization.

4.3 Confidentiality of Information

As a result of association with UPAY, Volunteers and Members may be entrusted with confidential information; with regard to the Organization and/or its affiliates, its supporters and stakeholders. Upon joining, Volunteers are required to separately read, acknowledge and sign the 'Declaration of Confidentiality and Breach of Information' that shall explicitly mention the terms and conditions of the confidentiality obligation and treatment of confidential information of the Organization. Integrity of Financial Information Stakeholders, management and other interested parties must have complete and accurate financial information in order to make informed decisions.

4.4 Protection and Use of Company Property

All the Volunteers of the Organization are responsible for protecting and taking reasonable steps to prevent the theft or misuse of, or damage to Organization's assets, including all kinds of physical assets, movable, immovable and tangible property. All Volunteers must use all equipments, tools, materials, supplies, and



time only for Organization's legitimate interests. Organization's property must not be borrowed, loaned, or disposed of, except in accordance with appropriate approval.

4.5 Acceptance of Gifts and Other Benefits

Volunteers/Fellow/Members/Associate cannot solicit or accept tips, gifts, favors or other forms of gratuities for services rendered or required to be rendered in performing their duties within the organization.

4.6 Harassment

The Organization is committed to provide a work environment that is free of inappropriate behavior of all kinds and harassment on account of age, physical disability, marital status, race, religion, caste, sex, sexual orientation or gender identity. Volunteers/ Members/ Fellows/ Interns are responsible for supporting the organization in its endeavour to protect others from any form of such harassments. In the course of volunteering with UPAY, conduct of any person, wherever harassment occurs to any such Volunteers, member, fellow, intern, or student as a result of an act or omission by any third party or outsider, the Organization shall take all steps necessary and reasonable action as per the "Prevention of Workplace Harassment Policy". Any volunteer, member, intern, fellow found guilty or attempt made to harass someone will be treated appropriately and necessary action will be taken in this regard.

4.7 Alcohol & Substance Abuse

The use or possession of alcohol, illegal drugs, and other controlled substances in the workplace and being under the influence of these substances during working hours is strictly prohibited. However, possession of prescription medication for medical treatment is permitted.

4.8 Fraud

Fraud or the act or intent to cheat, trick, steal, deceive, or lie is both dishonest and, in most cases, criminal. Intentional acts of fraud are subject to strict disciplinary action, including dismissal and possible action against the concerned person. The cases of Fraud include but are not limited to Submitting false expense reports; Forging or altering checks; Misappropriating assets or misusing Organization's property; Unauthorized handling or reporting of transactions; Making any entry or financial statements that is not accurate and in accordance with proper accounting standards, etc.

4.9 Compliance with Policies and Agreements

All volunteers, members, interns, fellows shall work in compliance with all applicable policies and regulations. Non-observance of this Policy shall be construed as misconduct that could warrant disciplinary



action, including dismissal or termination in deserving cases. The decision in this regard will lie with the Governing body.

4.10 Conflict Resolution

Whenever a dispute arises among the Volunteers/Fellow/Members/Associate of the organization, it shall be resolved in a constructive manner, i.e. the solutions shall lead to positive changes. Volunteers/Fellow/Members/Associate who feel unfairly treated or who have complaints about a situation or about working conditions should notify the Director (PR/Administration) immediately.

4.11 Overall Behavior of the Volunteers

The Members, volunteers, fellow and interns are expected to maintain and promote discipline at the workplace. The individuals must be motivated and dedicatedly work for betterment of the society. He/ She must accept situations, individuals and difficulties and should be committed to the cause. He/ She must be patient and communicate with colleagues and help each other to derive positive solutions.

The volunteers, members, interns, fellows must not indulge in any inappropriate activity, violate policies, abuse, perform illegal actions, or produce a negative image at any time; which be may addressed seriously and appropriate disciplinary action may be taken.

SECTION-5: VOLUNTEER BENEFITS AT THE NGO

5.1 Benefits

Selected Volunteers/Fellow/Members/Associate shall receive a mutually agreed honorarium on periodical interval. No Bonus or PF will be given to any Volunteers/Fellow/Members/Associate.



However, Volunteer can have denied accepting honorarium as this is charity work for the society.

5.1.1 Working Days and Hours

5.1.1.1 Working Days

The Organization follows six days a week working schedule where Saturdays and Sundays are intended to be working days. A day off can be taken in the week, depending upon the convenience of the Volunteer/ Member/ Fellow/ Office/ Site or the similar ones.

Unless otherwise specified, NGO will observe the same public holidays as those prescribed by the Government not exceeding 8 days a year. Director (administration) will prepare a calendar of public holidays not exceeding 8 calendar days at the beginning of each fiscal year and circulate it to all Volunteers/Fellow/Members/Associate.

5.1.1.2 Office Hours

NGO working is slightly different from other office/ factories. However, the office shall open from 09.30 am in the morning till 05.30 in the evening. A Fellow/Associate is expected to complete 8 working hours daily. There will be one-hour lunch-break. UPAY- NGO field works are normally done on evening time. Volunteers/Fellow/Members/Associate are engaged in UPAY's Field work; they have to fulfill the field requirements.

5.1.1.3 Overtime

Various factors, such as workloads, operational efficiency, and staffing needs, may require variations in a Volunteers/Fellow/Members/Associate's total hours worked each day. In such circumstances, the Volunteers/Fellow/Members/Associate may have to work beyond the scheduled office hours.

However, no overtime compensation will be provided to Volunteers/Fellow/Members/Associate.

5.1.1.4 Rewards/ Appreciation/ Certificates

The Volunteers/ Member/ Fellow/ Associates/ Interns/ Trainees are eligible to receive Reward/Certificates/ Letter of Appreciation on behalf of UPAY.

- A. Rewards-** Rewards are given to the Volunteers/ Member/ Associates/ Fellow on the basis of their overall performance for the year.



- B. Letter of Appreciation-** Volunteers/ Member/ Associates/ Fellow are eligible to get letter of appreciation for their Nobel work towards society.
- C. Donor's Appreciation:** Donors are anyone donating money/articles to the organization. Every zone must maintain a donor's list and should send acknowledgement to the donors. Major donors to be felicitated with a Donor's Certificate or a token of Appreciation annually, in order to thank them for their valuable contribution to the organization.
A thank-you mail/letter to be sent to the donors from time to time.
Person donating articles at UPAY centers to be presented with thank you cards immediately. Greetings/ wishes/ e-Cards to be sent through e-mail/text messages/post on festivals/ special occasions such as Birthdays/Anniversaries/ Diwali/ New Year/ etc.
- D. Volunteer/ Change-maker Appreciation-** Any volunteer / member, who has contributed dedicatedly in the process of bringing change in the society, will be accredited by the title "Star Change-maker". On the basis of their performance and time spent with the organization as well as completion of mandatory training man days, they will be rated as follows:
- 3-star: volunteer who has attended 2 annual planning meet and 4 man days training,
2-star: volunteer who has attended 1 annual planning meet and 2 man days training,
1-star: volunteer who has attended 2 man days training.
- E. Certificates-** Volunteers/ Member/ Associates/ Fellow are eligible to get certificate only after their contribution on behalf of UPAY for a period of at least three months. College Interns are eligible for certificate only after they have worked at UPAY for minimum one Month.

5.1.1.4.1 Certificate Issuance Guidelines

A. Guidelines for Certificate issuance:

1. Interns are eligible to get a certificate if they have worked at UPAY for minimum one Month.
(in case of college interns)
2. Volunteers/members/ fellows/operating officers are eligible to get a certificate if they have worked at UPAY for minimum three months.



3. Only Zonal Directors/ Director (Administration) are authorized to issue the certificate. Zonal Directors will issue the certificate for the applicants working at zonal level. Director (Administration) will issue the certificate for the applicants working at central level.

4. No certificate shall be issued without a noting of number of working days by centre heads/ zonal secretaries/ executive body members/ mentors.

5. In case of interns/fellows, Center Head /zonal secretary/executive body members to certify only after receiving the work report and feedback form from the interns (As per internship/fellowship guidelines)

6. To maintain the credibility of organization, members are requested to issue the genuine certificate only after receiving the Certificate Requisition form.

7. A unique number shall be written in the certificate issued and a separate record to be maintained by Zonal Director /Director(Admin) for the issued certificate and shall be shared in the executive body meeting so that based on the work done by the interns, tie up with colleges can be explored.

B. Process for Certificate issuance:

Step-1: Volunteer to fill the certificate requisition form.

Step 2: Form to be certified by Center head/Zonal Secretary /Executive body member/ Mentor.

Step 3: Applicant to submit certified form to zonal director/Director admin for issuance of certificate.

Step 4: After receiving the duly signed certificate requisition form, Zonal Director /Director (Admin) to issue the certificate along with an unique serial number and stamp of Zonal office on the certificate and file the requisition form for future records.

5.1.1.5 Conveyance Allowance

A. Purpose

To reimburse the cost of travelling by volunteer/member of UPAY, incurred by him/her for travelling from his/her residence to UPAY centre/ site of work.

B. Conveyance Allowance Guidelines



1. Applicable for Volunteers and members who joined UPAY by registering themselves.
2. No allowance would be payable at the first month.
3. Volunteer can only claim for reimbursement at the end of the month through the claim form for petrol allowance which after having been approved by Zonal director would be processed further by Zonal finance secretary. The attendance sheet certified by centre head would be attached with each claim form.
4. Conveyance allowance will be decided on the basis of attendance of the applicant-
 - o If present for only 7 days in a month, no allowances payable.
 - o If present for 8-14 days, one-third allowance would be payable.
 - o If present for 15-21 days, two-third allowance would be payable.
 - o If present for more than 21 days, full allowance payable
5. The rate* of allowance as per financial policy for volunteers and Zonal members is set to:

For Metro Cities	Rs. 5/km/day
For Non-Metro Cities	Rs. 2/km/day

*The rate of Allowances is subject to change and Governing Body Members Reserve the right to amend the rates from time to time.

6. The Zonal Secretaries may claim the petrol allowances for their visit to different centers in their zone in a month. The amount of allowance shall be calculated on the basis of number of visit to the centers. The distance will be calculated as the average of the farthest and nearest distance between place of residence and UPAY center/ Site of work.
7. Zonal director will be the final authority along with the Zonal secretary (Finance) and centre head to decide the amount to be paid to the applicant.

SECTION-6: MEETING AND MEETING GUIDELINES

6.1 General Guidelines

- i. Zonal Director along with respective section head will attend all the zonal meetings, if Zonal Director or section secretary is absent, they will nominate one of the Secretary to chair the meeting, Sections: Public Relation, Center operation, Finance, CMC, Administration.
- ii. CMC visit shall be done by secretary CMC in presence of Zonal Director and



- iii. Secretary Center operation.
- iv. PR meetings shall be done by secretary (PR) in presence of Zonal Director.
- v. Meeting with external stake holders likely to be done by secretary (PR) in presence of Zonal Director.
- vi. Meeting with bank official, charity office, auditors and donors shall be done by
- vii. Secretary Finance in presence of Zonal Director.
- viii. Meeting related to center operation, like sports meet, centralized tests, etc to be chaired by Secretary (centre operation) in presence of Zonal Directors.
- ix. Venue of meeting will be either UPAY offices, or park (to be decided by the zonal team)
- x. Meetings related to center will be done at respective centers like center volunteers meet, parents meet, balsabha etc to be taken by center head in presence of Secretary (centre operation), MoM's of every meeting shall be released by respective meeting coordinators.

6.2 Monthly Zonal planning meeting:

- Monthly meetings shall be coordinated by secretary (PR), Every volunteer must attend the meeting. Failing to attend 2 consecutive meetings without prior information, a show cause notice to be issued by secretary (PR) and if failing to attend 3 consecutive meeting volunteers can be debarred from UPAY.
- Meeting shall take place in UPAY office, or park only, Zonal Director to update volunteers of other zones about the major highlights.
- Center heads should submit last month's activities and next month plan, that is monthly report in prescribed format along with expenditures, Secretary operation to distribute and collect all the monthly formats from center heads prior to meeting, Secretary finance or Zonal Directors to take advance for center funds and collect the expenditure details, Zonal Director or Zonal PR to release monthly Zonal calendar within 5 days of meeting.

6.3 Volunteers Induction meeting

- a) To be organized by Zonal PR in presence of Zonal Director and Secretary (center operation).
- b) Volunteers must submit duly signed declaration form and know your volunteer form along with Photograph and valid ID-Proof.
- c) Zonal PR should inform new volunteers through mail or call.
- d) One man day training will be provided to the new volunteers by Zonal Secretaries and Zonal Director followed by a written test and Formal interview.
- e) Zonal PR in consultation with Zonal Director and Secretary Centre Operations will decide upon allotment of the center and the role to be assigned to the new volunteer.

6.4 Annual planning meeting



To be organized annually by Director (Administration) & shall be chaired by Chairman/Vice chairman. Executive body members, zonal body members and all the life time and general members must attend the meeting. Annual planning, Budget Planning and approval, Annual report approval review must be done in the executive body meeting. Agenda of the meeting shall be circulated 15 days prior to the meeting. Date and venue of the next meeting shall be finalized during every Annual planning body meeting itself.

6.5 Executive body meeting

To be organized quarterly at different zones by Director (Administration) & shall be chaired by Chairman/Vice chairman. Every executive body member must attend the meeting. Quarterly review must be done in the executive body meeting. Agenda of the meeting shall be circulated 10 days prior to the meeting. Date and venue of the next meeting shall be finalized during every executive body meeting itself. If Executive Body members demand meeting by one-third majority, then a demanding meeting shall be called by Director (Administration). For demanding Meeting 50% member's presence should be compulsory. MOMs to be released by Director (Administration). Every month directors must submit a brief action taken report regarding executive body meeting discussion to executive body.

6.6 Advisory Board Meeting

To be organized quarterly by Director (Administration) & shall be chaired by Chairman/Vice-chairman of Advisory Board. Every executive body member must attend the meeting. Agenda of the meeting shall be circulated 15 days prior to the meeting. Date and venue of the next meeting shall be finalized during every advisory body meeting itself.

6.7 Notice of meeting and quorum

Notice of the Meeting should be given 10 days in advance to the members. Attachment of subject letter with the Notice book, is compulsory. Notice should be given to the concerned members by the regd. Post/ Email/Message. Meeting may be adjourned on same day, same place. To fulfill the quorum of meeting 50% member's presence will be compulsory.

SECTION-7: INTERNSHIP PROGRAMME AT THE NGO

Internship at UPAY-NGO can be done by college students with due consent from their respective educational institution for the period of 15 days and can be extended up to six months. The internship will be held under the able guidance of a mentor (to be decided at Zonal level) and the interns will be provided with proper certificate from the organization after completion of internship.



7.1 Guidelines for Internship

1. The interns will have to work full time i.e. 6 hours per day for 6 days a week, including 2 hours of teaching at the allotted centers compulsorily.
2. The intern should meet the mentor at least twice a week, in-person.
3. The intern should meet the Director, in-person, at least once a week.
4. A daily report regarding work done for the day, to be sent to the mentors and director via mail or SMS. (Format to be provided)
5. A weekly project report to be submitted to the mentor and director via mail or hard copy.
6. The intern has to work in favour of the interest of the organization. Any type of malpractices will not be tolerated and will result in expulsion of the individual from the internship programme.
7. Views on personal belief, including but not limited to religion, caste, political issues, language and other controversial topic is strictly prohibited to be discussed and imparted to children.
8. Decent behavior and conduct should be maintained at all the times by the intern.
9. The intern must submit a letter from the institution, identity proof and photograph along with Resume at the beginning of the programme.
10. The intern must sign a letter of undertaking at the time of reporting to the organization.

7.2 Duties of the Interns

The interns will have to teach at the centers along with other volunteers for two hours per day. Also, the intern may choose the tasks, depending upon their area of interest, from the following:

- A. Education
- B. Operation In charge
- C. Fundraising
- D. Publicity and Digital Marketing
- E. Photography/ videography
- F. Graphic designing
- G. Content writing
- H. Website/ App development

7.3 Certification

The final Certificate of Internship completion will be handed over only after submission of project reports to Mentor and Director and a certificate requisition form, after the completion of internship programme.



7.4 Duties of the Mentors

- i. The mentor must call the candidate on receiving online application through Website and finalize the period of Internship.
- ii. A formal interview must be scheduled before the start of the internship and following documents should be collected:
 - o Letter of recommendation on Institute's letterhead
 - o Resume
 - o 2 passport size Photographs
 - o Photocopy of Valid ID Proof (Self-attested with Date)
 - o Undertaking from the candidate
- iii. The candidate should be provided with detailed guideline and task-list along with the timeline.
- iv. The Mentor must visit, monitor, guide, and assess the work done by the Intern periodically.
- v. The mentor should collect attendance record and weekly work projects in hard/soft-copy.
- vi. By the end of the Internship the mentor must sign the certificate requisition form and send to the competent authority for issuance.

SECTION-8: HOLIDAYS AND LEAVES IN NGO

8.1 Leave

All Volunteers/Fellow/Members/Associate are entitled to the following leave.

1. Annual Leave



All employees of the NGO are entitled for 18 working days off per year. This leave is accrued monthly at the rate of 1.5 working days.

2. Sick Leave

Employees are entitled for 12 working days of sick leave per calendar year. Sick leave is accumulated at the rate of 1 day for every full month worked. Volunteers/Fellow/Members/Associate has to present a medical certificate to substantiate claims for sick leave for absence exceeding two successive days.

3. Maternity Leave

All female Volunteers/Fellow/Members/Associate are entitled for maternity leave of 90 calendar days twice.

4. Paternity Leave

Male Volunteers/Fellow/Members/Associates are entitled for paternity leave of 11 calendar days twice.

5. Emergency Leave

Emergency leave is granted to employees for any serious illness of a parent, child or spouse and/or personal emergencies. A total of 7 days per year can be allowed for emergency leave.

SECTION-9: TRAVEL AND ACCOMODATION COMPENSATION AND GUIDELINES

9.1 Travel

Following guidelines to be followed for travel claim and reimbursement-



- I) For Local conveyance, volunteers /members/fellows are entitled for monthly/ one- time conveyance allowance as decided by the executive body and the same shall be claimed by the volunteer/member.
- II) Volunteers/Fellow/Members/Associate/UPAY Guests may be asked to travel away from their usual workplaces on authorized missions. The policy on payment of travel allowances adopted UPAY applies to all Volunteers/ Fellow/ Members/ Associate regardless of association category or status. It also applies to the consultants, when mentioned in their agreement.
- III) UPAY Guests are one who will be invited for any UPAY function, seminars, meetings, and lectures by the executive body.
- IV) Policy applicable only on travel outside the city, and limited to such travels which are made with proper approval from the competent authority. The reimbursable expenses will be adjudged by the competent authority of UPAY as per the set Financial Policy.
- V) The expenses will not be reimbursed if proper justifying documents (original receipts) are not attached. Eligible expenses may include: Accommodation, Mode of Transport. Reimbursement ceiling will be finalized by competent authority (Executive body) of UPAY.
- VI) UPAY will pay only surface transport as far as possible, i.e. bus, train, auto etc. In case of train journey, Fares of 3 Tier-AC class for Members or non-AC sleeper class tickets for Operating Officers and Volunteers shall be reimbursed. For Tatkal booking, approval shall be taken from Executive body. If any individual is using personal vehicle for NGO related work, it can be reimbursed by competent authority based on actual fuel cost and the mileage. However, the private transport must be shared by more than one NGO member or employee.
- VII) In case of Emergency, Air fare for members can be reimbursed only with prior approval from the Governing body or Chairman.
- VIII) Accommodation shall be reimbursed, if not arranged by the UPAY. All the members/volunteers/ fellows / associates shall be reimbursed maximum of Rs.1500/day for accommodation in Metro cities and Rs.1000/day accommodation in Non-metro cities. NGO guest's accommodation shall be arranged by executive body, for more than Rs.5000/day accommodation charges, prior approval from Chairman must be taken. Accommodation reimbursement amount can be revised by UPAY executive body from time to time.



- IX) Dearness Allowances will be provided to the volunteers, members and associates at the standard rate of Rs. 400 per day per person.

- IX) All the reimbursement related rules can be revised time to time by the UPAY Executive body and shall be communicated to all members.

SECTION-10: PERFORMANCE EVALUATION SYSTEM AT THE NGO

10.1 Performance Evaluation and Skill Training



10.1.1 Performance Evaluation System

The performance evaluation system is a means by which NGO can increase its efficiency and that of its Volunteers/Fellow/ Members/ Associate. The purpose of the system is for the organization to fulfill its mission by attaining its objectives and for Volunteers/Fellow/Members/Associate to grow and feel fulfilled through proactive performance supervision.

The system enables, among other things, the harmonizing of individual Volunteers/Fellow/ Members/ Associate objectives with those of the organization, the measuring of Volunteers/Fellow/Members/Associate potential and work performance and the support of Volunteers/Fellow/ Members/ Associate improvement by working with them on their development needs.

The annual performance evaluation seeks specifically to:

- clarify expectations concerning objectives and performance;
- improve Volunteers/Fellow/Members/Associate performance through on-going monitoring and feedback;
- assess and reward individual performance;
- allow Volunteers/Fellow/Members/Associate to express their career aspirations.

The performance evaluation focuses on the individual Volunteers/Fellow/Members/Associate in relation to the tasks and responsibilities assigned to him/her. It is not necessarily a comparison of one Volunteers/Fellow/Members/Associate's performance with that of another. Thus, the Volunteers/Fellow/Members/Associate's work performance is to be assessed in relation to absolute procedures, that is, according to the evaluator's performance criteria and not according to relative procedures.

The performance evaluation also allows NGO to assess the quality of human resources in their department or organization, note important information concerning expectations and needs and clarify decisions concerning transfers or work assignments.

Performance evaluation system is composed of three main stages that generally take place over a Period of a year:

1. Performance planning

The performance planning stage enables Volunteers/Fellow/Members/Associate and supervisors to come to an agreement on what are to be accomplished during the year and how it will be carried out. The following procedures and tools are used to facilitate this stage:

**a) Job description or list of duties**

Each Volunteers/Fellow/Members/Associate must have an up-to-date job description defining the purpose of the work and the responsibilities involved.

b) Setting of objectives

For each key responsibility associated with a position, at least one objective should be established for a particular period. The objectives should be clear and quantifiable, and the assessment criteria should be mentioned.

c) Individual action plan

The individual action plan is a planning tool used to specify the steps to be taken to achieve the objectives set beforehand. The action plan should be prepared jointly with the immediate supervisor. It may also involve new initiatives facilitating improved productivity or personal capacity development.

2. Performance Monitoring and Management

Volunteers/Fellow/Members/Associate performance and productivity should be managed on an on-going basis throughout the year. The following elements, among others, are involved:

a) On-going Supervision

This means taking the time to observe, examine sources of difficulty and seek solutions.

b) Regular Communication

This involves regular exchanges so that Volunteers/Fellow/Members/Associate can receive feedback about their performance and receive the necessary supervision.

c) Periodic Evaluation

This involves formal, scheduled meetings between an Volunteers/Fellow/Members/Associate and supervisor to discuss activities carried out, end results and the adjustment of the action plan and objectives, if necessary. A minimum of one meeting every six months is suggested to ensure satisfactory results.

SECTION-11: ASSOCIATE TERMINATION RULES**11.1 Prohibition on Outside Employment and/or Engagement**

Full-time regular Volunteers/Fellow/Members/Associates of NGO are not allowed to undertake outside employment.

11.1.1 Termination of Employment



11.1.2 Conditions for Termination: Volunteers/Fellow/Members/Associate shall lose their association under any of the following conditions:

1. Voluntary Resignation

i. Personnel wishing to resign from their post may do so by giving a resignation letter to the Director (Administration) stating the valid reasons for resignation and effective date of the same. One month of prior notice is required for such resignations.

ii. The date in which the resignation letter is received at the NGO office is considered the date on which notice of resignation is given. Failure to provide sufficient notice may be ground for forfeiture of all accrued.

2. Redundancy of the Position

Depending on the nature and volume of its operation, NGO may declare certain positions redundant. Persons occupying those positions will therefore be forced to be separated from NGO with proper notice. While doing so, NGO will give at least 1 month advance notice.

3. Termination with Cause Grounds for employee termination is the following:

- i. Continuing inefficiency and gross negligence in duty
- ii. Fund Embezzlement
- iii. Misuse of office equipment and other properties
- iv. Repeated unauthorized absence and leaves
- v. Intoxication while on official business or within office premises
- vi. Unauthorized disclosure of official information
- vii. Unlawful act with any associate of UPAY including women and children.

4. Death

In case of death of a volunteer/ member/ fellow/ associate, his/her association will eventually end.

11.1.3 Procedures for Termination and/or Disciplinary Action

Disciplinary action to be taken as per Disciplinary Action (DA) policy of UPAY and the following steps to be taken:

- a. NGO will ask the Volunteers/Fellow/Members/Associate for a written explanation on the offense deemed committed by the Volunteers/Fellow/Members/Associate concerned,



- identifying the charges against him/her and the particulars of the facts relied upon to support it.
- b. The Volunteers/Fellow/Members/Associate is given 3 working days to submit his/her explanations.
 - c. Based on the written explanations submitted by the Volunteers/Fellow/Members/Associate concerned and the strength of evidence presented, NGO may choose to decide on the charges or pursue further investigation of the case as per DA policy.
 - d. NGO can, shall it feel necessary to, suspend the Volunteers/Fellow/Members/Associate in question from duty during the period of investigation subject to the following conditions in line with DA policy:
 - A. should the Volunteers/Fellow/Members/Associate be in a position to tamper with the evidence against him/her.
 - B. should the Volunteers/Fellow/Members/Associate's continuing presence in the organization be deemed inimical to the interest of the organization.

SECTION-12: SETTLING GRIEVANCES AND FEEDBACK SYSTEM AT THE NGO

12.1 Grievances

If a Volunteers/Fellow/Members/Associate feels unfairly treated by circumstances that infringe on his/her rights or change his/her association conditions, he/she should discuss the situation with his/her immediate supervisor. If, after the matter has been discussed and corrective measures taken, a



Volunteers/Fellow/Members/Associate feels it has not been satisfactorily settled, he/she can submit a grievance to the Director (PR) or similar higher authority.

12.2 Grievance Address Mechanism

Any person who feels it necessary to address his/her grievance before the higher authorities may do so by submitting a grievance through Email or Call, directly to the Director (PR) who will discuss with Zonal Secretary (ADMIN/PR) and provide appropriate solution. All grievances shall be handled internally because there is no recourse to external mediation or arbitration.

Any individual can address their grievance to the below mentioned contact information-

Contact	+91-7030735531
Email Address	president.upay@gmail.com

12.3 Feedback

The purpose of Feedback is to ensure there is consistency in the standard of the organization. UPAY is committed to maintain clear and accountable systems to record and support the management processes and protect rights of individuals involved with the organization with regard to privacy and confidentiality. The Director (PR and Administration) must encourage the individuals to submit their feedbacks once in every three months.

12.4 Feedback System

All the volunteers/ members/ fellows/ interns/ supporters are entitled to register feedback periodically. The feedback should be transparent, equitable, valid, and reliable. The volunteers/ members/ fellows/ trainees can submit their feedbacks on the website which shall be accessible only to the Chairman.

NOTE: The individual providing the feedback or grievance has the right to anonymity and the organization respects and protects such right of its associates.

REFERENCES

1. UPAY's Operational Policy
[\[https://drive.google.com/drive/u/2/folders/0ByflgwRwTF17LXpHU2VSVE5IdzQ\]](https://drive.google.com/drive/u/2/folders/0ByflgwRwTF17LXpHU2VSVE5IdzQ)
2. UPAY's Financial Policy
[\[https://drive.google.com/drive/u/2/folders/0ByflgwRwTF17LXpHU2VSVE5IdzQ\]](https://drive.google.com/drive/u/2/folders/0ByflgwRwTF17LXpHU2VSVE5IdzQ)



3. UPAY's Disciplinary Action Policy
[\[https://drive.google.com/drive/u/2/folders/0ByflgwRwTF17LXpHU2VSVE5IdzQ\]](https://drive.google.com/drive/u/2/folders/0ByflgwRwTF17LXpHU2VSVE5IdzQ)
4. UPAY's Prevention of Sexual Harassment at workplace Policy
[\[https://drive.google.com/drive/u/2/folders/0ByflgwRwTF17LXpHU2VSVE5IdzQ\]](https://drive.google.com/drive/u/2/folders/0ByflgwRwTF17LXpHU2VSVE5IdzQ)

NOTE:

All queries and clarifications on the policy and procedures may be referred to the Director (PR) at pr@upay.org.in or +91 7030735531.

AMENDMENTS:

The Governing Body reserves the rights to change/ amend / add /delete/ modify this Policy in whole or in part, at any time without assigning any reason whatsoever. The Volunteers and Members are advised to check for any such change/ amendment / addition /deletion/ modification regularly. The volunteers, members, fellow, interns hereby unconditionally agree to all such changes / amendments / additions / deletions / modifications. Any such amendment will be communicated to all the associated people from time to time.