

HUMAN RESOURCE POLICY



BSK

Touching Lives for Better Future

BOSCO SEVA KENDRA

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1. OVERVIEW OF BOSCO SEVA KENDRA (BSK)

BSK is the official organization for Social Concerns and Development. It is a voluntary, non-profit, non-political organization established in the year 1993 and registered under the Societies Registration Act, it has always been a trend setter in the field of Development in Andhra and Telangana and Orissa. BSK also exists to advance the development of Salesians Institutions within the Province and the implementing partners by engaging with benefactors. The organization exists to advance the development of institutions that provides vital social services to those who lack access to good education, after school programs, community programs, safe houses for girls and women, healthcare and skill training programs. The values of charity, upholding the dignity of the human person.

As per the changing socio-cultural, economic and political scenario of the States of Andhra, Telangana, Orissa and the world at large, BSK and its partners have changed as per the signs of the times without deviating from its Vision and Mission to focus on the empowerment of the poor and the most marginalized, and restore to them their human dignity.

BSK with its 32 member's organizations renders various kinds of services, reaching to more than 60,000 households and 11,000 women are empowered through microcredit programmer, in the districts of Andhra, Telangana and southern Orissa and many others indirectly on the basis of no caste, creed, gender and religious with a clear option for the most marginalization, to help them claim their rights through various programs.

Values of BSK: Transparency, Integrity, Honesty, Community Leadership and concern for the Common Good

1.1 Trust areas of Intervention

- a. Education and nutritional Support for the street Children
- b. Safe Water and Sanitation
- c. Afterschool tuition support for the urban slum children.
- d. Health and Medical Care Support for children
- e. Promote Alternative/traditional farming with practicing Organic methods
- f. Promote awareness on Environment Education
- g. Skill Enhancement for the livelihood
- h. Skill development programme for the Youth.
- i. Empowerment on Political/ Social Rights among Dalit and Tribals
- j. Relief and Rehabilitation in times of Disaster/ Natural Calamities
- k. All working areas of the organization are flexible and are based on primarily the needs of the target group

1.2 Target Group

- | | |
|-------------------------------------|---------------------------------------|
| a. Children | e. Underprivileged Youth |
| b. Women | f. HIV/AIDs infected & affected Youth |
| c. Economically back ward community | g. Dalit & Tribal communities |
| d. Community prone with diseases | |

2. OBJECTIVE

- 2.1 The HR manual is a guide for organization policies, systems and procedure. It has been designed to help the Human Resources (HR) in taking decisions and to guide them on rules and regulations governing the team
- 2.2 The manual is designed to reach effectively to the most marginalized communities with the commitment and passion of team members by ensuring rights and entitlements
- 2.3 These Rules shall be subject to such clarification, interpretations, modifications, substitutions and/or detailed instructions as may be issued by the Management Committee of BSK from time to time

3. CLASSIFICATION OF STAFF/ EMPLOYEES

According to need of the organization the managing committee constitutes the recruitment team to appoint Full Time, Part Time and consultants

- 3.1 Permanent/Full time team members** is one who is confirmed in service in writing for a permanent vacancy that involves work throughout the year, He/she work full days as per the official timings on all the working days, they may require to work for additional hours or during holidays in case required by the organization for which they will be duly compensated.
- 3.2 Probationer team members** is one who has been appointed provisionally on probation to fill up a permanent vacancy
- 3.3 Part time team members** work for specific hours as per requirements. Their pay and benefits will be proportionate to the number of hours of work put in.
- 3.4 Consultants** work for a pre-defined period of time with a specific task as per the requirements of organization due to some extraordinary circumstances.

4. RECRUITMENT AND SELECTION/APPOINTMENT

4.1 Appointment

The required post in BSK will be based on the need assessment of the work in the organisation. HR will work out the required number of employees in each department. As per BSK requirements a vacant position or a new position is advertised/posted within BSK specifying clear eligibility criteria. Only in the event that there are no suitable internal applications for the post, would the position be advertised externally. Every eligible employee can apply for the position. The shortlisting for interviews would be made as per the profile and requirements of the job. Any interested candidate should forward his/her application for the same in the prescribed format to the appointing authority with a copy to the Department in Charge. The Department in Charge will give an assessment of the candidate with special reference to the requirements of the job applied for and keeping in mind the performance of the candidate over the previous two years. Employees competing for Higher Positions shall generally be considered on the following criteria:

- a. Requisite qualification and experience
- b. Job knowledge
- c. Skill requirements/competencies of the job
- d. Performance history of past 3 - 5 years
- e. Value-based job-related behavior in the past. In order to avoid stagnation of the competent employees and encourage further growth,
- f. HR/Management should develop mechanism for creating avenues for growth.

The selection of the candidate from among the internal candidates will follow the process for external appointments as detailed below

4.2 Employment Application Form

BSK would develop a standard format for prospective candidates to apply with relevant details. This form captures the basic information about the candidate.

4.2.1 Criteria of Appointment: For any post other than consultant;

- a. The person recruited should be below 58 years.
- b. The minimum age for recruitment is 18 years.
- c. The basic minimum educational qualifications should be matriculate for support staff.
- d. For others the minimum is graduation.
- e. Any person recruited should not have any criminal background.
- f. The candidates should have sound physical / mental health
- g. The number of permanent and contractual posts in the organization, the minimum qualification, technical or general, needed for such posts and the salaries/allowances payable for each of them shall be as prescribed from time to time in the respective schedules.

4.2.2 Sources of recruitment

- | | |
|--------------------------|-----------------------|
| a. Job Website | c. Personal reference |
| b. Employment news paper | d. Any other |

Every applicant should apply in the specified format provided by BSK with a minimum of two references. There should be at least a minimum of 15 days gap between the date of publication of the advertisement and interview.

4.2.3 Process of Selection

4.2.3.1 Shortlisting

- a. Necessary advertisement through a viable media may be published.
- b. CVs are short-listed as per job description and position call letters for interview are sent thereafter. Wherever appropriate during the short listing process the HR may be asked to screen the CVs.
- c. For a single post, from the suitable applications received, an appropriate number should be called for the interview process. The call letter for interview should be sent to the candidates both by email and telephone at least 7 days in advance from the date of interview.

4.2.3.2 The Interviews: Conducting necessary written or Oral interview;

- a. The interview will be conducted by the committee of the organization appointed and approved by the Governing Board for this purpose, from time to time.
- b. Recruitment process will be facilitated by HR Manager and final decision will be done by recruitment board which comprises of the Vice Chairman Director, Executive Director and Asst. Director and in consultation with the Governing board.
- c. Provided further that all appointments to service in the organization are made on the assumption that the particulars mentioned in the application for employment by the applicant and any other particulars / information that might have been provided by him/her to secure employment are / is true and correct and therefore, if at any later stage of his/her service the said particulars are/ information is found to be false, then the appointment secured on their basis is liable to be withdrawn as null and void at the discretion of the Appointing Authority and the appointee discharged from service without any

compensation. Exercise of discretion by the Appointing Authority in this regard is without partiality to process of disciplinary action that could be resorted to against the employee concerned.

All appointments of BSK should be done in accordance with project base and the need of the organization.

4.2.3.3 Checking of References

The HR & Admin Unit shall make reference checks with the referees given/ obtained from the candidate.

4.2.3.4 The Offer Letter

Upon finding the references to be satisfactory, the Offer Letter for selected candidate is prepared by HR and sent to the selected candidate. Applicants should confirm their acceptance in writing within 3days after receiving the offer letter.

4.2.3.5 Letter of Appointment

An appointment letter is issued to the applicant subject to the results of reference check. The applicant is required to sign this letter and return a copy to the organization.

4.3 Probation and Confirmation

All new staff selected and appointed initially will be on a probation period. It will be one year for regular staff and 6 months for contract staff. During this period the services may be terminated from either side by giving one month's notice (wages in lieu of notice period) or forfeit one month's salary. A monthly review on work plan will be done regularly and at the end of probation period. A final review on the basis of monthly reviews shall be carried out and if the performance is found to be up to the expectations of the organization then the staff member's services are confirmed in writing before which HR will initiate the probation review form a fortnight before the 6 months of probation. Managers to share duly filled Probation review forms with the employees, before sending it to HR. In exceptional circumstances, the probation may be extended for one more time depending upon the indications of likely improvement of the staff member. If however after this period the staff member's performance is still not considered satisfactory, then his/her employment will stand terminated. A notice specified to the staff member shall outline reason for non-confirmation, and or extension of probation period.

Temporary or workers on contract basis have to be engaged for certain specific work or projects, the Appointing Authority may employ them on specific terms and conditions including their remunerations, working hours, period of service, conditions of leave etc through a written order. All temporary appointments and appointments on contract basis shall be made for a period of not more than project cycle or as per the need of the organization.

4.4 Induction Process

On the day of joining the new team member will be given orientation, The orientation programme prepared by HR consisting about BSK Vision and Mission and its activities, describe key office norms and policies. Policy documents. She/he will be introduced to all the other team members on the day of joining, every employee will be provided with a job description of his/her specific assignment. The job description may be changed and varied from time to time as per the requirement of organization.

A new employer is required to fill up the “Personal Profile” and attach a passport size photograph and a copy of Resume / Curriculum Vitae / Bio data, and also enclose a photocopy of any of the below-mentioned documents at the time of recruitment.

- a. Proof of age
- b. Proof of qualification (certificates with copy)
- c. Photo
- d. PAN Card
- e. address proof

4.5 Maintaining Employee personal file

A personnel file shall be opened for all employees. The HR will maintain personnel Files at the BSK office for all staff/employees.

- a. Proof of age
- b. Proof of qualification (certificates with copy)
- c. Photo
- d. PAN Card
- e. address proof
- f. Appointment/Contract letter
- g. Joining Report
- h. Job Description
- i. Performance & Development Plan
- j. Letters of annual salary revisions & copies of performance appraisal
- k. Reference of at least two respectable individuals known to the candidate.
- l. Resignation/Contract termination letter/contract renewal

All employees are required to intimate in writing any change in their residential address. In the absence of this intimation, it will be presumed that the last recorded address as the current and permanent address

All appointments are subject to the employee furnishing certificate of fitness by a doctor approved by the organization. Similarly, an employee may be asked during the course of employment, if such a need should arise to be examined for fitness by a doctor approved by the organization.

5. WORKING HOURS AND ASSIGNMENT OF WORK

The working hours, weekly hours, shift timings etc. for different categories of team members shall be set from time to time by the Management at its discretion depending upon the requirements of work.

- a. The official working hours of the organization shall be from 9:00 a.m to 12:30 p.m and 1:30 p.m. to 5:00 p.m with a lunch break of one hour from 12.30 to 1:30 p.m on all working days.
- b. Every employee as soon as he/she enters the office on each working day shall mark the day's attendance by affixing his/her initials in the attendance register as well as the biometric is done by the employee and monitored daily. If an employee is late up to 15 minutes on any such day, his/her attendance will be marked as 'late' and three such late attendances in a week will lead to loss of half a day of casual leave of such employee. An employee who is consistently late will be liable for disciplinary action. However, an employee who attends office late beyond 15 minutes of the office hours shall be treated either as 'absent or on leave' as the case may be at the discretion of his/her superior. When there is no leave to the credit of the employee, it will be considered as loss of pay.
- c. Sunday shall be observed as 'weekly holiday' for employees of the organization and the office will remain closed on days of holidays.

6. DELEGATION OF AUTHORITY AND ATTENDANCE REGISTERS

- a. Attendance registers are maintained for all employees, if so required in each department.
- b. Separate registers are to be maintained for those employed in specific projects, on contract, temporary or casual employment, apprentice and those who are superannuated.
- c. Reporting lines to be followed as per the **Organization(s) Structure** for all attendance related queries/issues of individual Team member

7. HOLIDAYS

- 7.1 Besides the weekly holidays, employees of the organization shall also have 12 other 'general holidays' in common including the optional holidays. This will include national holidays, Festive holidays and holidays proper to the BSK.
- 7.2 The general holidays and festival holidays shall be declared by the management at the beginning of every year.
- 7.3 The following days will be observed as holidays: New Year's Day, Sankranti, Republic Day, Maundy Thursday, Good Friday, May Day, Independence Day, Gandhi Jayanti, Dussehra, Deepawali, before Christmas, Christmas following day. In addition to the above, the employee can choose any four holidays from the list circulated at the beginning of the year
- 7.4 Holidays for the staff of BSK will confirm to the official approved list unless otherwise altered. The list will be circulated in the beginning of the calendar year
- 7.5 The services of an employee are liable to be at the disposal of the organization even outside working hours and on weekly/ general /festival holidays, and employee shall attend to work assigned to him/her by his/her / superior during such outside working hours or on such weekly / general / festival holidays with compensatory holidays as permitted by the superior.

8 LEAVES

Types of leave, their entitlement, procedure for application and sanction / grant and other connected matters are as follows:

8.1 Casual Leave

- a. Every employee is eligible for 12 days of casual leave in a calendar year. Permanent employees will be credited with 12 days at the allowed one day casual leave per month. If an employee on probation wants to accumulate, he/she can avail not more than three days at a time.

Provided, an employee who has not put in a service of one year is entitled for casual leave at the rate of only 1 day for every completed month of service.

Provided further that unavailed casual leave shall not be carried over to the next calendar year.

- b. Casual leave cannot be combined with any other type of leave, including earned leave, nor can an employee avail of more than three days of casual leave continuously at a time.
- c. Casual leave cannot be combined with general or festival holidays immediately succeeding, preceding or occurring during the leave period except on medical grounds.
- d. Half a day for the purpose of casual leave shall be calculated as from 9:30 am to 1:00 pm for the forenoon and from 1:30 pm to 5:00 pm for the afternoon as the case may be.

- e. Prior notice of 3 days is necessary for availing casual leave. In case of emergency, employees should inform the concerned department head or director over phone. Failure to do so will be treated as unauthorized absence and it will be considered loss of pay.
- f. If any situation so warrants, the administrator or the manager may refuse leave or even revoke leave already granted
- g. Weekly or other holidays falling within the leave period will also be counted as part of the leave.
- h. All the staffs, before proceeding on leave, shall give his or her leave address or contact address to the manager or the administrator.

The employees can avail casual leave based on the availability. If they avail casual leave without any credit in their account, the leave will be treated as leave without pay

8.2 Medical/Sick Leave

- a. Employees of the organization are eligible for 12 days of 'Sick Leave' with full pay in a calendar year
- b. Application for Sick Leave for more than 2 days shall be accompanied by a 'medical certificate' from a registered medical practitioner.

8.3 Maternity Leaves

- a. Every married female employee will be entitled for 12 weeks of paid maternity leave. Such leave may be availed of by her even a month earlier to her expected date of delivery provided the total leave period does not exceed 90 days.
- b. A female employee who has miscarriage or termination of pregnancy would be entitled for paid leave of 6 weeks provided that she produces a valid medical certificate.

8.4 Paternity Leave

- a. Male Team member for a period of 15 days. (This can be availed between the period of 3 month before delivery date or 3 month after the delivery in one installment or in two installments of 7 days each.) This is applicable to both permanent and contract employee.

8.5 Compensatory Leave

- a. Employees working on Sunday and on official holidays in case of any emergency work and as per the need of the organization will be entitled for compensatory off

8.6 Compassionate/Mourning Leave

- a. A maximum of 5 days leave with pay and allowances per occasion is permissible to attend the funeral of a member of the employee's family as defined below: Parents of self or spouse Children (including legally adopted children) Siblings of self. Employees are expected to return from Compassionate Leave as scheduled, unless approval of casual or earned leave has been granted in advance to extend the leave.

8.7 Earned Leave/Annual Leave

- a. Employees who have worked for 240 days in the year are eligible for earned leave
- b. Earned leave may be encashed or it may be accumulated up to a maximum of 30 days
- c. Application for earned leave/annual leave should be made at least 10 days in advance. Leave will be sanctioned subject to the exigencies of work and cannot be claimed as a right.

8.8 Leave without Salary

- a. If an employee under unavoidable circumstances force to be absent without any other leave to his/her credit he/she may be granted leave without salary for a total period not exceeding twenty (20) days in a year at the discretion of the Sanctioning Authority

8.9 Procedure for application of leave, sanction of leave and payment of leave salary

- a. All employee shall take written permission of the sanctioning authority
- b. No employee shall avail or extend the leave already granted without written permission of the Sanctioning Authority.
- c. The Appointing Authority shall be the competent authority to grant/sanction, refuse or curtail/ extend leave to all employees, subject to the needs of the organization, and nothing in these rules or otherwise shall limit the discretion of the Sanctioning Authority to grant, refuse, revoke, curtail or extend the leave already applied for or leave already granted. Provided that the powers of the Sanctioning Authority may be delegated to any other person by the Appointing Authority.
- d. All leave shall be calculated for the calendar year. Account of leave will be during the calendar year from 1st January or to December or 31st. March or April 31st
- e. No employee while on leave undertake any service or accept employment from outside sources for financial consideration without prior sanction from the Appointing Authority.
- f. A leave register shall be maintained for all employees Application for leave must be made in writing on the prescribed form and submitted to the departmental head for recommendation prior to forwarding for approval from sanctioning authority.
- g. Leave details to be provided to finance department every month by the HR on 24th of every month
- h. Employee who stays away from work without prior sanction of leave or extension of leave shall be marked absent and his/her pay and allowance shall be deducted for the period of absence and the absence shall be treated as unauthorized absence, disciplinary action will be taken.

9. ABSENCE

Any of the following acts of an employee and circumstances concerning him/her totals to his/her being on unauthorized absence.

- a. When an employee absents from duty without leave or permission.
- b. When an employee, though present in the office or at the place of his/her work does not do the work required of him/her, for any reason, intoxicated.
An employee shall not be entitled for any salary or allowance during his/her unauthorized absence. Such absence will also render an employee to forgo his/her past service for the purpose of increment, seniority, promotion and for terminal benefits, and he/she would be liable for disciplinary action.
- c. If an employee absents himself/herself for ten (10) consecutive working days without getting his/her leave sanctioned, or remains absent for a period of ten (ten) consecutive working days beyond the period of leave originally granted or subsequently extended, he/she shall be deemed to have left and abandoned his/her employment in the organization of his/her own choice.
- d. The employee should give in writing to the Appointing' Authority the reason for his/her so remaining absent or the reason for his/her inability to report to office.
- e. If the explanation so submitted is to the satisfaction of the Appointing Authority, the absence shall be changed into leave with pay to the extent of leave available to his/her credit and the balance, if any will be treated as 'leave without pay or allowance'

- f. If on the other hand the explanation is not satisfactory, an opportunity shall be given to the concerned employee of being heard in person by the Appointing Authority for further action.

10. REMUNERATION

10.1 Salary

BSK will be paying above the minimum wages based on the various government Notifications under the minimum wages. According to the availability of the funds in respective projects the recruitment will be called. At the time of recruitment, the salary/honorarium/consultancies will be mutually negotiated, in the purview of the following grades and fund availability in the respective projects:

- 10.1.1 The basic salaries of different categories of employees shall be in time scale of pay as per the organization norms. The Said pay scales may be revised from time to time by the organization.
- 10.1.2 It shall be open to the organization to grant higher starting salary to a fresh appointee for his/her exceptional merit, qualifications or experience, and or for similar reasons to grant an employee additional increment.

10.2 Payment of Salary

- 10.2.1 All employees should be given salary slip every month.
- 10.2.2 All Salaries will be deposited in the respective account of the employee opened in the bank in which all the organisation accounts are operational or in anyother bank account as per the instruction given by the authority.
- 10.2.3 Salary for each month shall be paid latest by the 5th working day of succeeding month.

10.3 Increments

- 10.3.1 An employee shall be entitled for annual increments in his/her respective time scale of pay provided he/she has put in one completed year of service since the increment at the previous stage of pay
- 10.3.2 Salary and remuneration for each individual employee would be determined in accordance with the letter of appointment given. Increment in salaries may be given to employees from time to time at the sole discretion of the organization depending upon the merits.
- 10.3.3 Increment shall not be claimed as a matter of right and it will be based on the finance available as well as the performance assessment by the designated authority.

11. TRAVEL ACCOMMODATION AND FOOD EXPENSES

- 11.1 For outstation travel involving night's stay out of the city, the actual accommodation expenses for all Team members will be reimbursed. Reimbursement is subject to production of bills.
- 11.2 The per diem food allowance for night/day trip will be fixed by respective platforms of BSK. The entitlement limits are liable to change as per the prevailing market rate
- 11.3 All such travel related expenses should be claimed by Team member within a week from the date of return by filling up the Outstation Travel Expense Form as specified. along with bills and other required proofs.

12. OUTSTATION TRAVEL

12.1 Process of travel authorization

- 12.1.1 All official travel has to be planned in accordance with project time lines the travel plan must intimate to the finance team well in advance.
- 12.1.2 All travel plans should be intimated to the project holders.
- 12.1.3 All official travel can be approved of by staff as per the specified organization's structure.

12.2 Eligibility of modes of travel:

- 12.2.1 Although the Air travel is discouraged, according to the requirements to fulfill the targets/goals of the project will be allowed with prior permission of project management team/ designated authority of respective platform.
- 12.2.2 Air travel implies Economy mode of travel by air while railway travel can imply either Second AC, Third AC or Sleeper Class, however there is a relaxation in mode of the travel while women colleagues' travel.
- 12.2.3 Taxi or travel by office vehicle for trips outside the city should be judged on a case-to-case basis.
- 12.2.4 All exceptions to this have to be sanctioned by the authority.

12.3 Procurement of tickets:

- 12.3.1 All Team member are encouraged to plan for their travel, where possible, sufficiently in advance for the Administration/Finance personnel to procure tickets at the lowest prices and most convenient schedules.
Air ticket procurement should be done from agencies with the lowest commission rates or directly through the web (if feasible). The main considerations while buying tickets should be to
 - a. Plan the ticket as per the schedule requested by the employee
 - b. Procure the lowest cost ticket available
 - c. Ensure that the airline has a good service record
 - d. Tatkal booking of tickets are not encouraged.
 - e. Railway and taxi travel arrangement should be done with the same guiding principle of lowest rates subject to good service and suitability with the schedule of the employee.

13. SOCIAL SECURITY AND STAFF BENEFIT

13.1 Provident fund

- 13.1.1 From the date of his/her confirmation or hiring on contract every employee shall contribute 12% of his/her basic salary, towards the provident fund and the organization shall make an equal contribution towards the said fund. The total savings will be deposited in Provident Fund Commissioner or as permitted under the law. Such account shall be jointly operated by the employee and the Appointing Authority. Such bank account will not be closed until the employee ceases to be in the employment of the organization and dues if any to the organization by the employee are cleared.
- 13.1.2 The amount to the credit of the provident fund account of an employee with interest etc shall be payable in full to the employee concerned when he/she leaves the services of the organization subject to his/her clearing of dues if any to the organization.
- 13.1.3 Notwithstanding anything contained in this term, the employee may be allowed to draw from his/her provident fund account as permitted under the law.

13.2 Gratuity

13.2.1 All permanent as well as contractual employees will be eligible for gratuity as per payment of gratuity act.

14. PROMOTION, AWARDS AND CITATION OF MERIT AND SERVICE

- 14.1 Notwithstanding anything contained in these terms, any vacancy arises in the organization may also be filled up by the promotion of an employee from the immediate lower cadre to that, in which the vacancy arises/lies., provided the incumbent for promotion has:
- 14.2 Put in at least three years of service in the lower post:
- 14.3 Has sufficient minimum qualification for the promotion post, and found suitable by the appointing authority.

Provided, no promotion under this rule can be claimed, as matter of right but it shall be affected only at the discretion of the Appointing Authority.

15. RETIREMENT/SUPERANNUATION

Every employee shall retire on the date he/she attains the age of 58 years which shall be the age of superannuating

15.1 Service Certificate

An employee who was employed by the organisation may be provided with a Service Certificate at the time of his/her leaving by the Executive Director, should he/she make a request for the same

15.2 Retirement Age

The retirement age for employees is 58 years. This would mean that an employee would retire on completion of 58 years. His/Her last working day would be the last day of the 58th year.

16. RESIGNATION

An employee can resign from his/her post by giving required notice, as stated in the appointment letter. The resignation becomes effective as soon as it is accepted in written by the management. An employee may not be permitted to withdraw his resignation after it is accepted. All payment dues will be made with the approval of Management. The resigned employee shall submit a 'No Due Certificate' and a relieving order will be then issued to them by the management.

17. TERMINATION OF SERVICES

Medical Grounds

During the on-going employment period, management holds the right to terminate the services of an employee by giving three months' notice in writing or three month's pay in lieu, on medical grounds. (e.g. continuous illness of an employee for more than six months in a year or due to physical or mental disability as certified by a medical practitioner appointed by the Organization).

Termination on Disciplinary Grounds: During the on-going employment period, management holds the right to terminate the services of an employee without notice on disciplinary grounds. The matter of terminal benefits shall be decided keeping in view the severity of the charges proven against the employee.

Death: In the event of an employee's death, the final pay settlement will include their Total Monthly Compensation for that month, payment for unused earned leave; PF, Gratuity and any other payment due will be made to the employee's designated nominee after deduction of the applicable income tax.

The following documents are required from the staff to be submitted at the time of leaving BSK

In case of resignation, Letter of resignation

- a. No Due Certificate
- b. I D Card
- c. official documents of BSK both hard and soft copies and list of the pending work as on the date.
- d. Other Properties of BSK in the control of the individual.
- e. BSK provides the following documents to staff as appropriate i.) One month notice in the form of a letter in the event of non-renewal of contract / termination /continuation of contract. iii.) Experience Certificate/ Service Certificate
- f. However, the failure of the staff to return BSK property or settle any outstanding payments failure of the staff to sign the No Due certificate or initiated any legal action against the organization,the organization has the authority to withhold the employee certificates.

18. GRIEVANCE PROCEDURE

- 18.1 Any employee who feels that he/she is unjustly treated, in the discharge of his/her duties either by the Management or by a colleague or a subordinate may submit grievance in writing to the committee members appointed by the Executive Director. Such grievance shall be duly considered by the Grievance Committee which would include the nominee of the Executive Director and a senior member of the staff. which will handle it in a confidential manner.
- 18.2 The first step in grievance redressal shall be, a verbal report by the grieved employee to his/her immediate superior. He/she should listen to the employee, collect the relevant facts and try to settle the grievance. He/she should also seek a verbal explanation from the person against whom the complaint is directed. Thereafter, he/she should in all cases submit a report in writing, particularly where the alleged grievance is not settled. The same is forwarded to the committee.
- 18.3 If the employee who has lodged the grievance is not satisfied with the decision of the Committee; thereafter he/she may approach the Executive Director for redressal. It is only on exhausting this procedure, that an employee may appeal to the higher officials who may consult the Governing Body if it is needed.
- 18.4 This procedure has been specifically provided so that disputes and differences, if any, are mutually and cordially resolved and settled as a family within the organization

19. AMENDMENT OF BSK HUMAN RESOURCE POLICY

BSK Human Resource Policy or any of its schedules or any other subsidiary terms/directions etc., framed/issued under these are liable to be revised by the management at any time is such change if found necessary for better functioning of the organization and the persons connected with its functions/working.