



Human Resource Policy Manual

State Institute of Health & Family Welfare Jaipur

(An ISO 9001:2008 certified Institution)

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State Institute of Health and Family Welfare

HR Manual

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Message from Director

We believe, “People” are most valued resource of the institute.

Their interests and welfare is the prime concern. We strive to explore their best by creating opportunities for growth and development while maintaining discipline and demeanor in consonance to the culture and values of the institution.

In the process, a set of parameters addressing to all dimensions have been created which shall be automatically revised as the quality threshold shall be raised higher each time.

Welcome to the SHIFW family

Director



About The Manual

The Human Resource Policy and Procedure Manual has been developed to guide the actions and govern the rights of employees at State Institute of Health and Family Welfare, Jaipur. The Manual contains policies approved by the Governing Body and Executive Council of the Institute.

The Manual is for use within the Institute and the information is believed to be reliable and current at the time of publication.

Approval of this Manual and subsequent amendments will be by:

- Governing Body and Executive Council for statements of policy;
- Director and Registrar for statements of procedures.

Background

State Institute of Health & Family Welfare, (SIHFW) Rajasthan, is an apex level autonomous training and research organization in the Health Sector of the state. Established on April 1995 as a Registered Society (Registration No-25/Jaipur/1995-96)

Governance

Governing board chaired by the Hon'ble Minister of Health and Family Welfare. The members to the Board includes:-

- 1 Chief Secretary ,GoR
- 2 Finance Secretary
- 3 Principal Health Secretary
- 4 Secretary (FW)
- 5 Directors of Medical, Health & Family Welfare
- 6 Director, RIPA
- 7 Principal, SMS Medical College
- 8 Director, Indian Institute of Health Management Research (IIHMR).

The Director, SIHFW is the Member Secretary. Besides, three renowned and prominent trainers/ consultants/ social workers in the field of Health and Family Welfare are nominated by the State Government.

Executive Council chaired by the Principal Secretary, Medical Health Govt. of Rajasthan. All the Directors of Medical Health and FW department are the members of the Executive. Dy. Secretary (Finance-Expenditure), GOR, renowned academicians and a faculty member is also member of executive council.

The Director of the institute executes training and operational research work. Registrar of the institute facilitates the day-to-day administration of the institute.



Powers and functions of Executive Council

- 1 Create various posts; prescribe pay scales and qualifications, which may be required for proper administration of the institute from time to time.
- 2 Scrutinize budget estimates of the institute which should reflect all estimated receipts and payments for approval by the Board
- 3 Approve the annual program (Action Plan) of the Institute submitted by the Director
- 4 Approve appointment of the auditor for statutory audit of accounts of the society.
- 5 Review the working /functioning of each committee constituted by the council and lay down norms or guidelines for each of them
- 6 Issue guidelines to the Director of the Institute.
- 7 Approve long term plans for the health ,growth and development of the Institute submitted by the Director
- 8 Take necessary steps to ensure proper execution of the plans /schemes approved by the general Body
- 9 Undertake any other function or liability delegated /entrusted by the governing board from time to time
- 10 Issue necessary directions to the Director of the Institute for proper administration of the Funds of the Society

Mission

The mission of the institute is to enhance the quality of Medical, Health & FW services delivered through a variety of facilities in the State of Rajasthan.

Strategy

SIHFW has adopted the dual strategy to work for the Mission. One is to develop human resources for health (HRH) through training. Other is the organization development (OD) through operations research

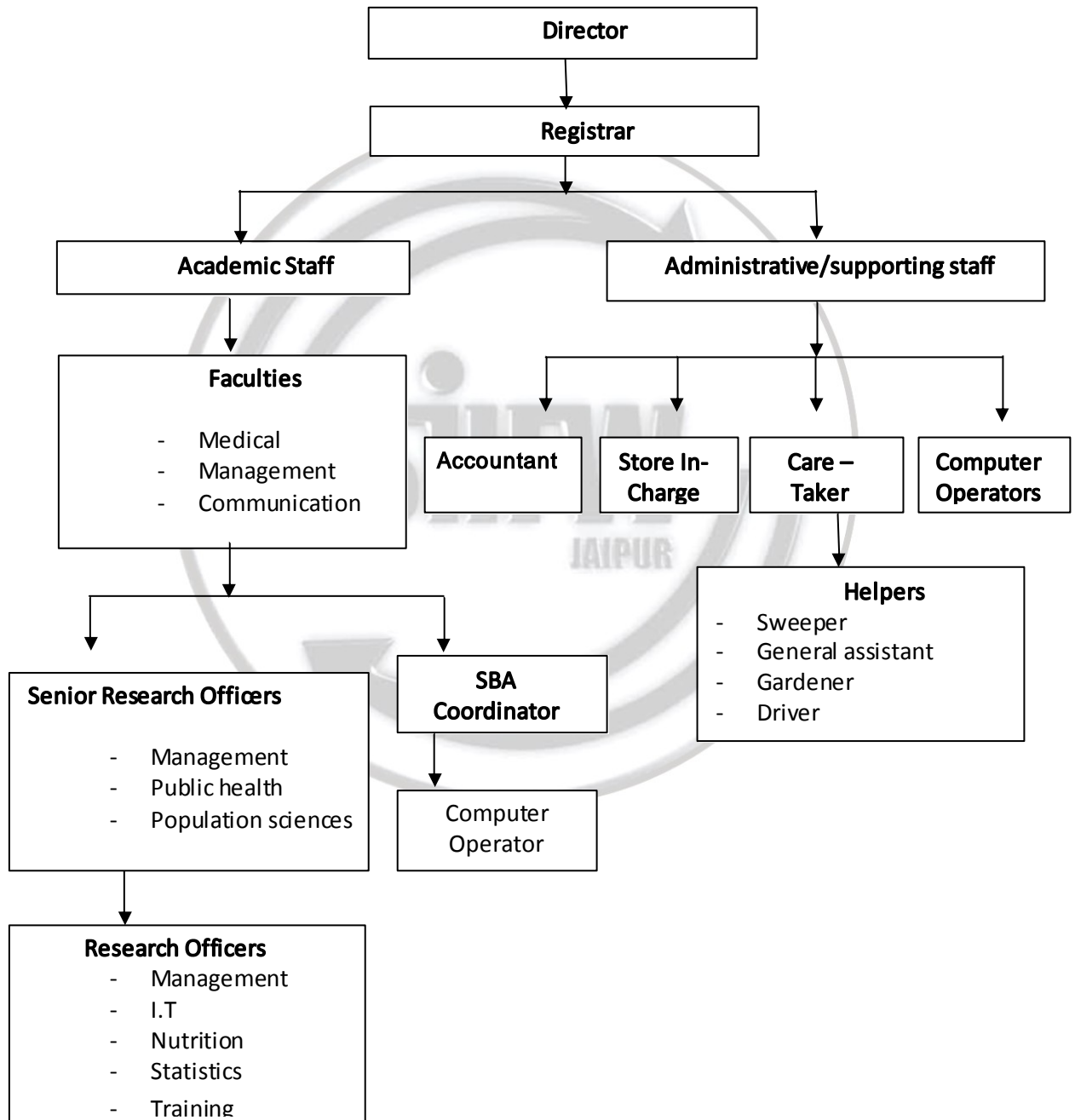
Goals

The process of developing human resources for health is being augmented by SIHFW by:

- a. Enhancing the capacity of the HFWTCs
- b. Enhancing the capacity of ANM training centers located in different district and use them concurrently for in -service training of health functionaries.
- c. Conduct Training of Trainers (TOT) for different programs.
- d. Developing Training Program and modules on the basis of Training Need Assessment of the health staff at various level.

- e. Contributing to organization development of Medical, Health and Family Welfare of the State Government through operational research.
- f. Providing consultancy on issues related to health.

Organizational Structure of SIHFW-Rajasthan





Human Resource Policy

For sustainable growth, institutional effectiveness, and employee satisfaction, it is imperative to have personnel policies that are dynamic and accommodative to create conducive working environment where employees can exploit their best in conformance to the objectives of the institution.

The institution encourages its employees to think, express and share their views and concerns with the management to facilitate decisions and operations through collective wisdom; and follows a prudent approach recognizing their contribution through recognition and rewards.

The HR Policy encourages the institution's staff to be proud of 'who we are' and 'what we do' within the broad framework of institutional culture, where motivation, ownership, involvement and development are the keys.

With focus on human resource, the policy aims at:

- 1 Capacity building of staff through repeated exposures in refining their technical skills
- 2 Opportunity for career development
- 3 Sharing personal and professional problems
- 4 Group dynamics and team spirit
- 5 Discipline and devotion

The Policy stays committed to support the overall development of its human resource.

Non – Discloser Policy

Broadly maintaining the “open” culture, the institution in order to serve and behold its interest, restricts the disclosure of classified information related to-

- 1 Personnel compensation
- 2 Research information
- 3 Training material developed
- 4 Personnel data
- 5 Certain kind of financial information

All employees are required to sign a non-discloser agreement as a precondition of employment. Employees who improperly use or disclose secrets or confidential institutional information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Recruitment

The process is dictated by requirement which at times is project based, and follows a fair procedure through open advertisement, interaction on personal basis, putting the potentials on a scale and matching it with the job functions, and ends with negotiation before induction in the Institute.



Manpower planning-

Process steps in recruitment followed at SIHFW:

Approval

- Approval of posts-(nature and number)by executive council and governing Board/Chairman EC
- Requisition prepared by Nodal officer for HR and submitted to the Director along with job description / job profile, the competencies/ skills required with minimum academic qualification and experience required for the post and name of the project/department where s/he will be absorbed and for what period, and package.
- First preference is given to internal candidates by giving them opportunities of promotion.

Advertisement

- Advertisement through local/ national news papers and or uploading information on website (www.sihfwrajasthan.com , www.rajswasthya.nic.in) and circulation through job portals i.e. www.devnetjobsindia.org.

Selection

The recruitment process will be conducted at SIHFW Office, Jaipur only. After the manpower requisition, duly approved by the Chairman of EC, is received by HR Department the following process is adopted:

1. Advertisement
2. Receiving applications
3. Short listing suitable candidates as per our requirements and parameters
4. Interview
5. Written test (If required)
6. Selection and issue of offer Letter
7. Joining, completion of personal file, issue of Appointment Letter and Induction

Interviews: The short-listed candidates are informed through Email and call letters under postal certificate to appear for the interview. The interview panel is decided at the level of competent authority. However, the names of board members are disclosed to the member concerned a day before only. The final selection bears the approval of the chairman of EC.

Proficiency Tests: Depending on nature of work (for Computer, Finance and accounts) proficiency tests are conducted for assessing the potentiality before final personal interaction. At times these tests are outsourced.

References: at the time of applying, the potential aspirant is required to give two references one of whom has to be from the organization the applicant has worked in past. However, these references should not be related to the applicant. HR Department checks the authenticity of references and may verify if need be.



Joining Formalities:

The HR Department initially issues the offer Letter and on acceptance by the selected candidate Appointment Letters for the selected candidates duly signed by the Director.

The candidates at the time of joining are required to submit-

1. Agreement/Contract letter provided by the HR Department
2. Certificates/ marks sheets of educational qualifications
3. Experience Certificates
4. Proof of age
5. Blood group
6. Certificate of fitness from the competent medical Authority
7. Police verification certificate(exempted for passport holders)
8. 2 photographs
9. Last Pay Slip
10. No Dues Certificate from previous employer
11. PAN card
12. Non Judicial stamp paper of Rs 100/- or 500/- as the case may be for entering into a contract with SIHFW

New recruits are required to sign and submit a relevant undertaking at the time of joining. All the employee's information is then entered into the employee database by the HR Department for timely executing the periodical appraisals and contract renewal.

Categories in which recruitment or engagement can be done

1. Core Staff-
 - Director
 - Registrar
 - Faculties
 - Senior Research Officer
 - Research Officer
 - Consultants
 - Administrative Staff
2. Project Staff- As per project requirement



Job Descriptions

Director

- Director, SIHFW is the CEO of the Institute and is responsible for the day-to-day affairs of the Institute.
- All the activities of the Institute viz. research, training, education, consultancy, specialized services etc. are carried out under his guidance and supervision.
- He is also the administrative and financial head of the Institute.
- As Member-Secretary of the Governing Body and EC ,
- The Director is also responsible for organizing the meeting of these bodies and maintaining records of the proceedings.

Registrar

- To support Director in :-
 - All administrative and establishment matters concerning the Institute,
 - Recruitment, promotion, vigilance etc.
 - Financial and budgetary control of funds, etc.
 - Matters relating to the meeting of the Governing Body/Executive Committee, etc.

Faculty

- He/she is responsible for organizing training programs as well as conduct research and evaluation studies in the concerned discipline.
- His/her Responsibilities include teaching, research, consultancy and advisory services etc
- Support Director on various academic activities of the Institute.

SRO/RO

Assist in carrying out research and evaluation studies and training program. Their primary engagement areas are:

1. Designing of schedules/questionnaire and pre-testing
2. Collection of primary and secondary data.
3. Analysis, preparation of coding plan and tabulation of data.
4. Preparation of draft research report
5. Developing resource material for Trainings
6. Updating information on web site of Institute

The RO-IT in addition, shall ensure

- Development of software for studies, hostel, HR, stocks and ilk
- Electronic data processing of various research studies
- Assisting faculty and staff of the Institute in using standard software packages.
- Maintenance of all computers in consultation with AMC vendor
- Assist the Director in other related technical aspects of computerization.



Hierarchy and Reporting System- As per the organogram at page no.- 5

Category	Reporting To
Director	PHS
Registrar	Director
Faculties	Registrar/Director
Consultants	Faculties /Registrar/Director
SRO/RO	Faculties/ /Registrar/Director

Administrative Procedures

Personnel Records

Basic information of staff will be collected and maintained by the Establishment Section in separate staff personal files.

Following documents will need to be maintained in personal files of each staff:

- Application form for appointment filled by the concerned staff.
- Contract agreement.
- Original Certificates of academic qualification
- Proof of date of birth.
- Personal data form to be filled by the concerned staff at the time of joining his/her duties)

Subsequently the following will be added to the employee personal file

- Copy of the contract renewal.
- Copy of reports on training programs attended by the staff.
- Leave Records
- Personal data update form to be filled by concerned staff as and when changes occur in his/her personal data)

Working Hours and Days

- There will be six full working days in a week (i.e. Monday to Saturday).



- Working hours for SIHFV employees are from 9.30 A.M. to 05:30 P.M. with lunch break for half an hour from 1.30 p.m. to 2.00 p.m
- For all positions the working hours may vary to a certain extent depending on the training going on at any point in time. The nature of work may occasionally demand extra time for which no extra incentive is provisioned.
- Office will remain closed on Sundays if there is no scheduled activity in the institute.

Attendance

- Attendance record is maintained in a manner that the record remains authenticated and unquestionable.
- Attendance registers is maintained at the establishment section.
- Every member of the staff should, on arrival, enter in ink clearly his initials against his name in the relevant dated column'. At 9.40 a.m. the register should be sent to the Director. Any person arriving thereafter should mark his/her attendance in the register in the Director's room
- Every member of the staff is expected to be in his seat and to start work by 9.30 a.m., unless he has previously obtained special permission for late attendance.
- Similarly leaving the office early will be only with the due permission of the Director and will be allowed in exceptional cases of emergencies only.

Recording of non-attendance

The following abbreviations will be used by the Establishment Section to denote the reasons of non-attendance-

- C.H. – Compensatory Holiday in lieu of attendance on a holiday, at the discretion of Director
- C.L. – Casual Leave.
- A – Absence without leave or permission.

Maintenance of attendance register

The register will be maintained under the personal supervision of the HR-Head who will see that entries are made correctly.



Punctuality

- I. Strict measures are taken for the enforcement of punctuality. Estt. Section /HR Officers should be very particular in scrutinizing the attendance register;
- II. Surprise daily checks may be carried out under the direct supervision of the senior officer like Registrar/Director.
- III. The lunch hour must be scrupulously observed.
- IV. In case of a staff that leaves office early without permission before the time for closing of office, he/she is treated as absent. /on Leave

Leave

- I. All leaves shall be calculated from date of joining of the employee.
- II. For initial three months no paid leave will be allowed
- III. The maximum period of casual leave which a staff is allowed to avail is 12 days in calendar year subject to a maximum of 3 days at a time, normally. The limit of 3 days at a time may be relaxed in special circumstances at the discretion of the Director.
- IV. Casual leave may be prefixed and/or suffixed to Holidays and Sundays.
- V. Sundays and Holidays falling during a period of casual leave will not be treated as a part of the casual leave.
- VI. The leave of the concerned staff will have written approval on the leave application form provided in Annex.- In case of leaving the headquarter the candidate will have to seek prior approval and will have to mention the telephone number & leave address.
- VII. The concerned staff will give prior information to his/her supervisor even in case of availing casual leave.
- VIII. Any leave over and above the casual leave will be treated as Leave without Pay.
- IX. Director/Registrar will be the competent authorities for sanctioning/approving leave without pay for any program management staff.
- X. A record of all the leaves and leave without pay availed by the concerned staff member will be maintained in the personnel records of the contractual staff.
- XI. In case any staff remains absent from duty for more than 5 days without any intimation to the concerned authorities his/her contract is liable to be terminated by the concerned authority.



- XII. All leaves will be credited to the concerned staff's account at the beginning of each contract year, and the leaves remaining at the end of the year will automatically lapse. There is no provision of carrying forward leaves to next year or of leave encashment to any SIHFW staff.

Authorities competent to sanction casual leave

- I. Registrar and Director are competent to sanction casual leave to the staff working under them.
- II. Director /Registrar may delegate powers to any officer(s) under him to grant casual leave.
- III. Leave of Director will be sanctioned by Chairman of EC
- IV. All the leave for supporting staff should be sanctioned only by the officer concerned

Public holidays

SIHFW will remain closed on Sundays and all public holidays adopted by the Institute out of the list declared by Govt. of Rajasthan which means that all the GH declared by Govt. Of Rajasthan may not be permissible to SIHFW employees.

Special casual leave

In addition to casual leave, special casual leave may be granted to SIHFW staff, for academic pursuits including attending workshop and conference. This period however, shall not exceed more than 7 days or two conferences/ workshops in a year and shall be subject to production of attendance certificate from organizers.

Office Management

Addresses of staff

A list of the addresses of all staff members, including their contact numbers, working in office/section is maintained in the Office/Section

Office rooms

- I. When leaving office, every member of the staff should see that all files, papers, books, registers, etc in his charge are kept in proper places. (As far as possible in locked



Almirahs) pending paper should be kept together in a separate folder appropriately marked.

- II. It shall be the duty of the every staff member to see that the personal computers, A/Cs, lights, fans etc. are used only when necessary and that they are switched off when not required during office hours and also every evening before leaving the office.
- III. The telephone provided in the Office is used strictly for official calls under no circumstances; the telephone should not be used for private calls except in cases of emergency.

Responsibility of the staff

Each member of the staff is responsible for the work assigned to him. He is also responsible for all official papers and articles belonging to the office which are entrusted to him for custody/ use

Admission of outsiders to the office

The Admission of outsiders or private persons to any part of the office Section, for any purpose whatsoever, is strictly prohibited. Any person calling on business or entitled by position to make enquiry should do so from the Director or the Registrar only. No member of the staff should, under any circumstances, given any information on any subject to any outsider except when permitted by the Director /Registrar. Any improper enquiries made by visitors should be brought to the notice of the Director.

Taking of papers outside the office

Officers, members of staff dealing with case work, may with the prior permission of Registrar, take official papers files to their houses, if absolutely necessary for dealing with any case of an urgent nature.

Maintenance of order in the office

- i. While the Director /Head of Department/Office is responsible for the general discipline of the office, every Officer is responsible for the maintenance of order in office and should refrain from idle talking, loitering reading/of news papers etc by his staff.



- ii. Every staff should attend the office punctually and do the work allotted to him/ her sincerely and honestly during office hours.
- iii. Every staff to carry himself / herself in a dignified way in the prescribed dress code while in the office and maintain the dignity of office.
- iv. He/She should discourage persons from seeing him while at work in the office, except those strictly on official work with the permission of the concerned Officer. He/she should also refrain from indulging in unnecessary talk across the table with his colleagues as well as chatting in groups.
- v. Every staff has the responsibility to ensure that any wrong in the office is immediately brought to the notice of Registrar/ Director
- vi. All staff members need to be vigilant for maintenance of campus and its facilities through the designated staff.

Salary Disbursement

The salary will be prepared positively by 1st of every month for the preceding month. This requires timely submitting all the information to Accounts Department by 30th of every month. If incidentally 30th is falling on Sunday it should be positively provided by 29th.

The information's will include No. of days present, leave with pay, leave without pay and unauthorised absent.

After making calculation of earning portion and deductions (Within authority of accounts department) the salary sheet will be forwarded to Director/Registrar/HR Head for final approval. If any changes are made it should be dully and timely communicated amongst the staff responsible for it.

The accounts department shall deduct applicable taxes besides contribution towards GPF and State Insurance and deposit it with concerned department by 7th of the following month

It is the policy to transfer the fixed amount of remuneration for contractual staff directly in bank account, maintained on a Zero balance basis in a nationalized bank, on/by 1st of every month, and next day if 1st happens to be any holiday.

Performance Management

The objectives of the performance appraisal at SIHFV are as follows:

- Provide feedback to the employees on their performance
- Assessment of training needs
- Compensation (increment) decisions



- Benchmark for promotions
- Personal development of the employee

The HR team is in charge of the performance appraisal process, which will also provide guidance on conducting appraisals and will coordinate timely execution of the same. HR will also impart skills to concerned evaluators for executing appraisals on an objective and impartial basis. All performance evaluations are monitored by the immediate supervisor of the evaluator/ HR Head/HR Department Performance evaluation scores are also used to determine the annual compensation increase.

Periodicity-

Performance appraisals are required to be done for the following purposes with related periodicities.

For **purposes of assessment** of training need, personal development and feedback on performance – Half yearly -July and December.

For **promotion and compensation increase** purposes- annually in March (For financial year April to March basis) or according to their contract

Process-

Performance appraisal at SIHFW is conducted on the basis of individual performance set-out in job profile. Further, Institutional Objectives/Goals /Targets etc. are set at the beginning of the financial year. These are then broken down into departmental level, and then on individual level. The individual objectives are linked to the compensation scheme and the performance on these objectives is the basis for determining the rewards pay outs for individual employees.

For performance appraisal employee level wise formats will be designed and the rating system is inbuilt.

Staff Training & Development

Considering the quality of work and achieving the institutional goals objectively and successfully, SIHFW is committed for imbibing a continuous learning culture within the institution. It will be possible on the basis and support of highly trained, adaptable and effective work force to meet its challenges and achieve the set goals of SIHFW. Accordingly, training and development initiatives are driven from strategic plans and designed to work toward meeting the overall goals and mandate of the SIHFW.

Training programs at SIHFW are designed to:

- Improve the effectiveness of staff members in current roles
- Increase adaptability of staff members for future challenges
- Ease the introduction of new technologies or methodologies
- Standardise work processes to increase overall efficiency
- Reduce costs by decreasing employee turnover
- Help retain employees who understand SIHFW's mission and culture.



Training benefits individual staff members by allowing them to:

- Improve their professional skills and overall productivity
- Increase job satisfaction through a thorough understanding of the task to be performed
- Improve self confidence
- Opportunity for career advancement

Training programmes at SIHFW:

Training programmes for SIHFW staff are of the following types:

- Orientation Training
- On-the-job Training
- Exposure visits
- Trainings outside SIHFW

Orientation/Induction Training

All new recruits to SIHFW receive a comprehensive orientation of

- SIHFW's vision, mission, core values and also the SIHFW's expectations from the new recruits. Such an orientation program serves to build an internal culture of cohesion, clarity and focus.
- Overview of NRHM and RCH-II
- Organizational structure of Medical and health Department
- National Health Programs
- Health Indicators
- Office procedures
- Trainings conducted at the Institute

After the induction training, the staff will go through a formal system of being 'attached' to the concerned key nodal officer respectively for 7-10 days each for on-the-job training. This enables them to understand issues concerned with the day to day implementation of desired functions, identify areas where they could contribute more meaningfully and also to build rapport with the existing staff.

The fledglings in fact need extensive orientation in the concerned issues. However keeping in mind the basic need this has been designed for 7 days wherein they are expected to interact with the senior personnel and understand work. Any further required clarification needed can be taken up later during the service period of the individuals.

On-the-job Training

On-the-job training builds confidence and helps in learning the processes and procedures of the work very effectively. All the new recruits to the SIHFW are provided with on-the-job training for the stipulated period as per terms of their appointment so that their performance during the contract period may be appraised objectively. HR Department will monitor the training. The contents and activities of on-the-job training will be prepared by HR on the basis of job profiles and will seek feedback from the incharge i.e. the person/officer who will appraise the performance of such new joinee.



Exposure Visits

Exposure visits may be organized for employees of the institution to understand the Health Sector. After all such visits, the employees are expected to submit training reports in which they can recommend changes to the existing policies and procedures.

Trainings Outside SIHFW

SIHFW conduct various trainings for various components. SIHFW nominates staff according to their area of specialization to such training courses/ workshops. Employees who attend trainings/exposure visits outside SIHFW should also submit a training report in which they can provide comments on the quality of the training attended and whether they would recommend a similar training for other employees of SIHFW in the future.

Training Evaluation:

Management assess the impact of the training in terms of the expected results and investment made.

Training feedback format will be designed by HR Department along with training modules. Senior management may also attend some of the in-house training sessions and provide their feedback on the content and style of delivery of training separately to the HR Department. The HR Department analyses the feedback and provides a summary to both senior management and the trainers and the recommended changes if any, are incorporated in the training content. This is how the external resource pool at the Institute is decided

Training Planning:

Planning for training towards orientation, on-the-job, refresher and motivational trainings will be done by HR Department before the beginning of the financial year and will seek approval of the Director.

Travel Rules

No travel expenses are entitled for commuting from residence to office and back.

Similarly, this excludes such cases where local travel is a part of performing normal duties and the element of cost of such travel has been considered in the pay-packet.

The employees, for official work, may be required to travel locally as well as out station. Expenses will be reimbursed on the following basis-

Note-

1. The accommodation and meals reimbursement will be reduced proportionately if the accommodation and meals are arranged by the institute or are otherwise available like in training programme etc.



2. While availing local travel facility, if the travelers are more than one to and fro same destination, the conveyance facility should be availed jointly.
3. Day starts from Zero hour. If the travel time is less than 12 hours related entitlement will reduce proportionately.
4. For outstation travel the ticket arrangements will be made by the employee only and services charges of the travel agent will be paid.
5. The bills for reimbursement of expenses must be submitted within 4 days of return from journey otherwise the advance taken if any, will be deducted from the salary of that month. If the journey stands cancelled or deferred due to some exigency and unforeseen circumstances, the advance taken if any, must be deposited back if the journey is not taking place within a day or two.





**Sanctioned modes of travel for SIHFW staff
Travelling/Dearness Allowances (TA/DA) Rules**

Travel of Executive Secretary /Consultants/ within the State shall be governed as per the entitlements given in the table below. (Including those consultants who are employed by the society on deputation)

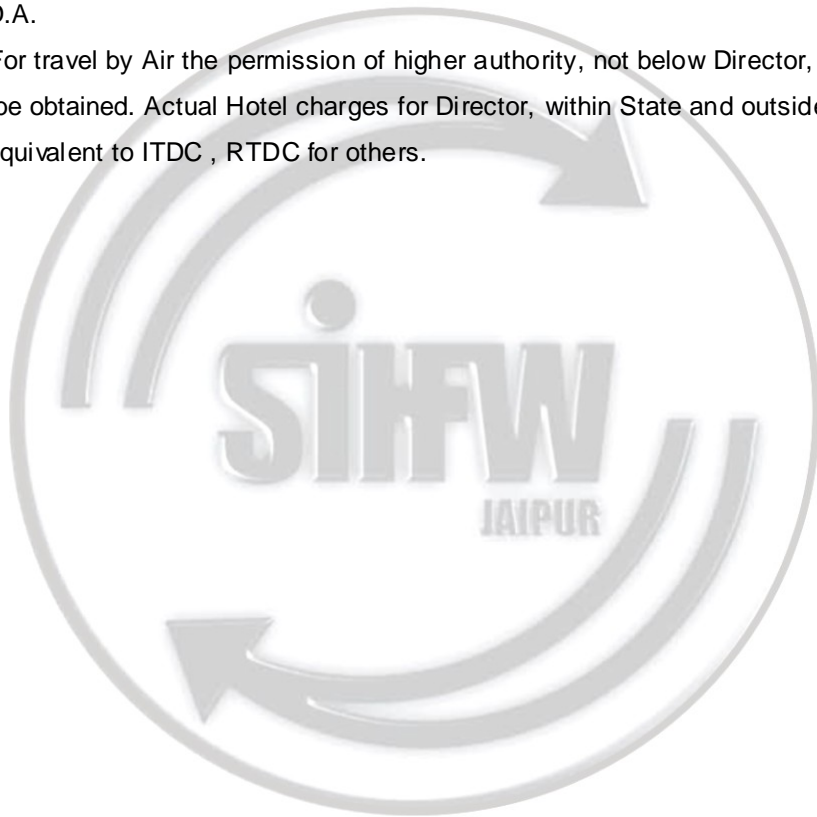
Table "A"

Category	Within State including Jaipur		Outside State except Metropolitan cities		Metropolitan Cities Delhi-Mumbai, Chennai etc.		Stay Facility	Travel Entitlement
	2 Lodging Maximum Limit	3 Boarding (D.A.)	4 Lodging Maximum Limit	5 Boarding (D.A.)	6 Lodging Maximum Limit	7 Boarding (D.A.)		
A. Director	Actual	300	Actual	300	Actual	400	Actual ITDC / RTDC, AC suit or equivalent*	Ist AC, Rail / AC Bus/ Air
B. Officers running is senior scale and above in Govt. (on Deputation)	750	250	750	250	1000	300	Actual RTDC / Circuit House Ac	AC Ist Rail / AC Bus Sleeper
C. SRO s & Consultants (Remuneration exceeding Rs. 15000)	500	200	500	200	750	250	Actual AC Room RTDC / Circuit House	AC II Rail / AC Bus
D. Other officers on deputation	500	200	500	200	750	250	Actual Non AC Room RTDC + Cooler	AC II Rail AC Bus
E. Research Officers (remuneration upto Rs. 15000)	400	200	400	200	600	200	As per limit	AC III / Delux Bus
F. Other staff	300	150	300	150	500	200	As per limit	IInd Sleeper Rail / Bus



Notes :-

- 1 TA/DA is not a Source of Profit.
2. Lodging charges will be paid on production of bill issued by circuit House / Hotel.
3. Fixed Charges will be paid : Actual for A, Rs. 60 for Ajmer, Jodhpur, Udaipur, Kota, Jaipur, Bikaner and Rs. 3 per km. for other places and other categories.
4. Incidental charges@ 0.07Rs. per km for A, 0.05 Rs. per km. for B, C, & D and 0.03 Rs. per km, for E & F categories limited to one DA. 20% of Air ticket limited to one D.A.
5. For travel by Air the permission of higher authority, not below Director, will be obtained. Actual Hotel charges for Director, within State and outside State and equivalent to ITDC , RTDC for others.





Separation

There are several reasons for employee exit. Employees may leave the institution of their own will; alternatively, their employment may be terminated by the institution due to under-performance or misconduct.

The higher attrition rates tell a lot about institution and therefore it is our sincere endeavour to retain employees with highest level of motivation.

However, in case of inevitable reasons, a certain process is followed.

Exit process

Resignation / Termination

- SIHFV employee shall have to take prior permission of the Department for applying for alternative assignments/posts. If a employee did not obtain prior permission from the management and apply or serve his services elsewhere, he will not be relieved, till alternate arrangements are made or till two months, whichever is earlier.
- Employees who wish to resign have to give a mandatory one month advance notice as per terms of the appointment. In certain cases, the notice period may be waived at the discretion of Director in consultation with the HR Head/Registrar.
- The HR will conduct exit interviews to critically assess and analyze the reasons thereof and suggest corrective action if needed in future

Punishment/Termination

The Director has the authority to terminate the services of those whose performance is unsatisfactory/habitual absentee/habitual non-compliance of orders from superiors/feeding wrong information or any other suitable reason.

No dues clearance process:

Employee required taking no dues certificate at the time of leaving the office, it includes-

No dues /clearance certificate

S.No.	Deptt.	Particulars	Dues	No Dues	Sign.
1	Accounts	Advance etc.			
2	Admin.	I Card			
3	Admin.	System ID/Password			
4	Admin.	Kit Bag(Calculator & other stationary items)			
5	Operation	Charge Handover			
6	Admin.	Keys			
7	Concerned Deptt.	Cash & Records			
8	HR	As may be required			



Grievance Procedures

Grievance shall include only the grievances of personal/individual nature i.e. should be concerning one individual employee only which may be relating to job satisfaction, work environment, harassment felt at any level, monetary problem and of similar type effecting one individual personally without any comparison with others and the solution thereof must not affect any other except the individual aggrieved.

Procedure-

- 1 An aggrieved employee shall present his/her grievance in writing in person to the grievance committee designated by the management for this purpose.
- 2 The grievance committee will give his answer within 3 days of the presentation of grievance. If action cannot be taken within that period, the reason for delay should be recorded.
- 3 If the employee is not satisfied with decision of grievance committee or fails to receive an answer within the stipulated period, he shall either in person or accompanied by grievance committee, present his grievances, to the Director.
- 4 The Director shall take necessary decision and implement recommendations of the grievance committee accordingly as per decision taken by it. If the recommendations cannot be made within this time the reason for such delay should be recorded.
- 5 In the event of a difference of opinion among the members of the grievance committee, the views of the members along with the relevant papers shall be placed before the Director for the final decision. The final decision of the Director shall be communicated to the employee concerned by the HR Department within 3 days from the receipt of the grievance committee's recommendations.
- 6 If the grievance arises out of an order given by the management, the said order shall be first complied with before the employee concerned invokes the procedure laid down for redressal of grievance. If, however, there is a time lag between the issue of order and its compliance, the grievance procedure may immediately be invoked but the order must be complied with within the due dates/time, even if all the steps in the grievance procedure have not been exhausted. It may however, be advisable for the management to wait for the findings of the grievance procedure machinery.
- 7 The grievance committee shall have the right to access to any document connected with the enquiry maintained in the department and which may be necessary to understand the merit or otherwise of the employee grievances. The management's representatives shall have the right, however, to refuse to show any document or give any information, which they consider being of a confidential nature.
- 8 In calculating the various time intervals under the above clause, holidays shall not be reckoned.



- 9 The language of the grievance handling will be the language well understood to the employee.
- 10 The grievance committee will include Registrar/HR Head/Consultant/faculty concerned (But not the person against whom the grievance is raised), as may be decided by the management.
- 11 In case of any grievance arising out of termination of engagement of an employee, the above-mentioned procedure shall not apply.

Discipline

The **Code of Conduct** for SIHFW lays down guidelines for general ethical behaviour of staff, professionalism and diligence in performance of work. All employees of SIHFW should adhere to professional behaviour in interactions both within the institution as well as with colleagues and associates.

- SIHFW staff will always be honest, cordial and transparent with associates, fellow employees, and supporting institutions. They will also maintain all the institutional information in the strict confidence.
- SIHFW staff will act with integrity and trustworthiness.
- SIHFW staff will maintain a respectful relationship with all fellow colleagues within the institution and also with the community at large.
- SIHFW staff will maintain clean and neat personal appearances along with dress code and identity card whether in the office, attending to training or while representing the organisation.
- SIHFW staff will maintain proper cleanliness and security of all office equipments, materials, working space, records, vehicles and buildings.
- SIHFW staff will be diligent, hard working, efficient and effective in their working styles.
- SIHFW staff will not use institutional time or privileges for personal work.
- SIHFW staff will act creatively, confidently and courageously to share the best values and ideals they bring to every interaction, whether with staff or other persons.
- SIHFW staff will seek positive solutions and outcomes for all concerned, in any relationship or interaction they undertake.

Violation of the code of conduct would attract disciplinary action, and may even lead to termination. The nature of the disciplinary action will be decided by the disciplinary committee



after due investigation. The disciplinary committee consists of a HR Head and senior management member. The composition of the team is decided by the Director.

Act of omission and commission constituting misconduct

1. Impertinence, insubordination or disobedience, whether alone or in combination with another or other of any lawful and reasonable order of a superior or superiors.
2. Un-lawful suspension of work or refusal to perform normal duties, striking work or adopting go-slow methods or attempting to incite, intimidate, or force other employees to do any of the above.
3. Theft, fraud, misappropriation or dishonesty in connection with the institute's property.
4. Habitual late attendance and habitual absence without sufficient cause.
5. Habitual negligence or neglect of work.
6. Absence from place of work without the permission of superiors.
7. Smoking within the office precincts, and chewing tobacco, Pan Masala, Gutkha etc. on duty.
8. Causing damage to work in process or to any property of the institute.
9. Refusal to work on a job to which the employee is posted.
10. Organizing, attending or holding meetings, within the boundaries/ precincts of the establishment or in any of the premises owned by the institute in its estate, without previous sanction of the management.
11. Threatening, assaulting, intimidating or misbehaving with any officer or employees, whether inside or outside of the institute premises.
12. Gambling within the premises of the establishment or institute's estate and residential accommodation provided to the employee by the institute.
13. Sleeping on duty and sleeping in any part of the institute premises except in designated residential premises.
14. Malingering or willful slowing down on the performance of work or the work reduction or incitement and abetment of the same whether alone or in combination with other/ others
15. Soliciting or Acceptance of gifts from subordinate employees/ guests / associates/ Vendors of the institute.
16. Lending or borrowing money to or from other employees.



17. Habitual indebtedness.
18. Speculation in any investment or commodity within the institute premises.
19. Spreading false rumors or giving false information, which may tend to bring in disrepute to the institute or its employees or spreading panic among the employees.
20. Writing of anonymous letters criticizing the institute or the employees of the institute.
21. Theft of property belonging to other employees inside the premises of the establishment or institute's estate.
22. Refusal to accept charge sheet, suspension order or any other lawful order given by a superior.
23. Giving of false information regarding name, age, father's name, qualification or previous service at the time of employment.
24. Leaving work without permission or before being properly relieved at the end of scheduled working hours/days.
25. Submission of representation except through proper channels.
26. Bringing pressure to bear upon or bringing recommendation to superiors on personal matter.
27. Misbehaving during the pendency of disciplinary action instituted against the employees within or outside office premises.
28. Possession of any weapon or arms within the premises without the written permission of the management.
29. Interference of tempering with computer systems, hardware and software's as well as manual records etc. either pertaining to himself or to any other employee or to work of the institute.
30. Participation in illegal or unjustified strike or work stoppage in any manner whatsoever.
31. Carrying out organized group agitation, political activities or wearing unauthorized badges inside the institute premises and/ or while on duty.
32. Fighting or quarreling with fellow employees.
33. Riotous or disorderly behavior in the establishment or any act subversive of discipline.
34. Refusal/ failure to wear prescribed uniform.



35. Altering, disfiguring, destroying or in any way rendering material put up on the Notice Board either partly or wholly unintelligible or altering the meaning originally intended.
36. Hiding away or attempting to hide any article or material belonging to the institute.
37. Failure to observe safety instructions or interference with any safety device or any other equipment installed within the establishments or in precincts thereof.
38. Refusal of any notice or suspension or warning, or show causes notice or any other communication issued by any senior/ institute.
39. Conviction in any Court of Law for any Criminal offence involving moral turpitude.
40. Sexual harassment with any female employee and/or with any female related to institute which includes such unwelcome sexual determined behavior. (Whether directly or by implication).
41. Abetment or attempt to commit any of the above acts/ omissions constituting misconduct.
42. Violation of any norm of the code of conduct

Punishment for mis-conduct:

Any employee found guilty of misconduct may be given any of the following punishments:

Minor punishments:

- Warning.
- Fine (nor exceeding One third of basic salary)
- Recovery to the full extent of the actual amount of loss caused to the institute or to the employee to the extent of the cost legally advisable.
- Withholding of increments for any-specific period with or without cumulative effect.
- Demotion to a junior post, lower grade, lower pay.

Major punishments:

- Suspension without pay.
- Termination of service.

Procedure for dealing with cases of misconduct:

If a major misconduct is alleged against an employee, the management before taking any action against the employee will hold an enquiry by an officer appointed for the purpose. The employee concerned shall be given a charge sheet, clearly setting forth the circumstances alleged against him/her and requiring explanation within the stipulated time. If charges against him found true a necessary action will be taken by management.



HR Initiatives / Employee Engagement and Development Activities

- HR team Responsible for facilitating employee welfare & team building activities to improve staff retention.
- Initiate Fun at work calendar to enhance morale and spirit of the employees.
- Roll out Motivational activities.
- Carrying out contests/ arranging for employee engagement activities for all categories of personnel.
- Getting the families of staff involved in image building of the institute.
- Token of affection on personal special occasions.
- Birth calendar of the employee
- Skill Development program for staff.
- Monthly evaluation exercise.
- Exit Interviews of candidates leaving the job.
- Identity card and dress code of the employees

Recreational Activities:

- Games
 - Special days celebration
 - Festive celebrations
 - Monthly birthday celebrations
 - Picnic
 - Staff party
-
- **Recognize and Celebrate Excellence** – Design and implement employee Appreciation Scheme.
 - **Know Your Colleagues** – An effort to introduce new employee to the entire institute.
 - Employee Feedback and designing suggestion scheme

Suggestion Scheme

The institute encourages participation and involvement of all the employees in finding innovative ideas in the interest of safe and easy procedures, institutions' growth, profitability, cost saving, associates satisfaction and Image building.

All the employees are expected to contribute their innovative ideas in the above-said areas actively and on regular basis by way of Suggestions.



The employee concern can give his suggestions orally and in writing in a closed envelope mentioning his name and contact number and put the same in suggestion box(if it there) .

Suggestion can be handed over in person to HR Department. The suggestions will be examined by senior management. Any suggestion found useful and worthy of implementation capable of yielding desired results will be considered. The same will be put to publicity in the institute so that others get encouraged.

Feedback

This manual contains policy and procedure relating to overall aspects of Human Resource in the institution. Except the Director/Governing Board, no employee of whatever designation is authorized to make any changes in the same.

If there appears any problem in implementing any condition of this manual it will be brought to the knowledge of Director and Human Resource Department with alternative suggestions. These will be dully considered and appropriate decision will be conveyed.

Human Resource department will continuously monitor implementation of this manual and will seek feedback for progressive development on any provision. Deviation will neither be expected nor permitted.

We are always open to feedback and value your suggestion.

Soliciting cooperation of family members to carry a demeanor that helps in maintaining discipline, determination and dedication.

SIHFW