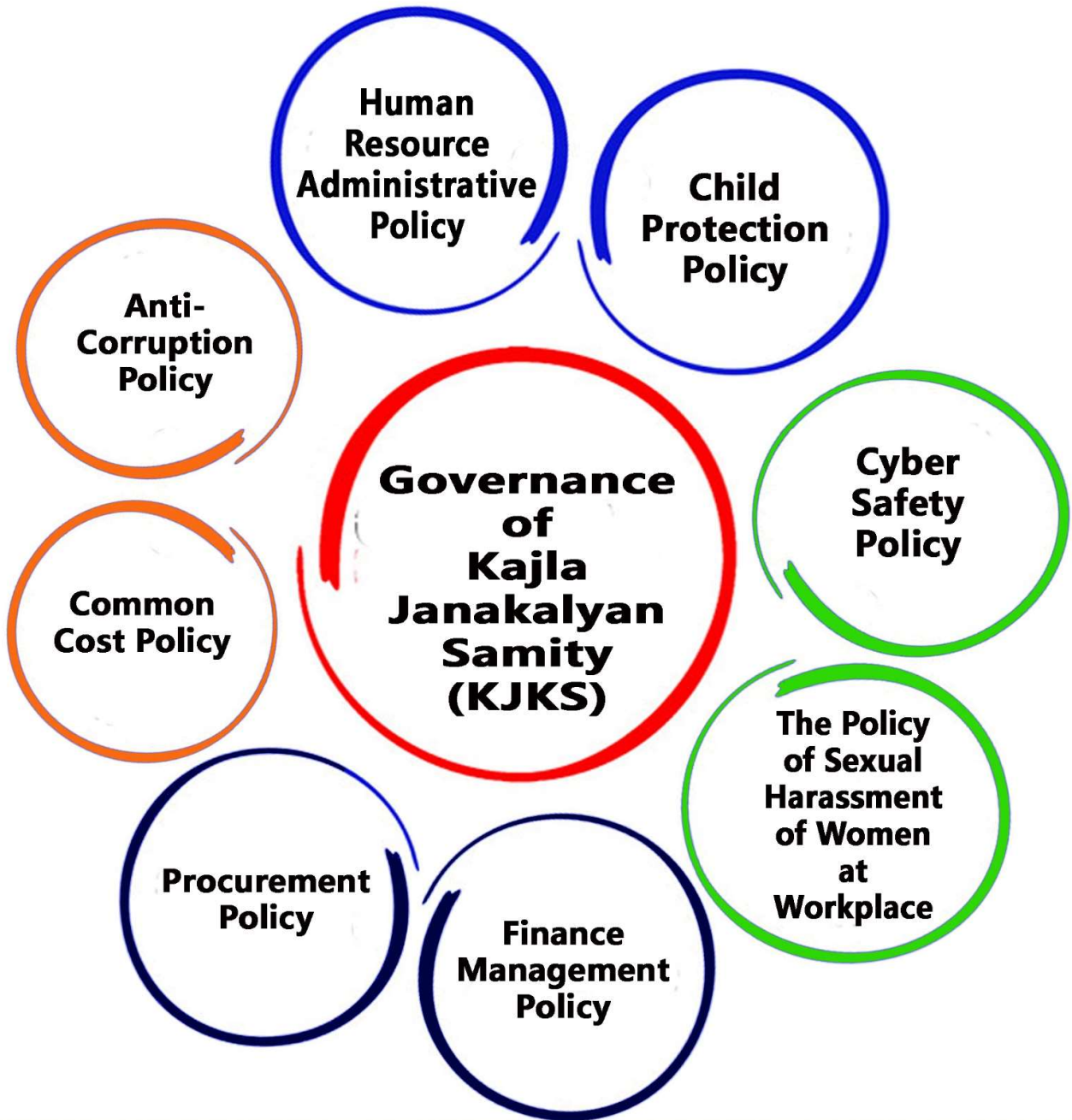




Last Edition- 2022



Kajla Janakalyan Samity

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Preamble

At Kajla Janakalyan Samity (KJKS), we are steadfast in our commitment to fostering transformative change and enhancing community welfare. Rooted in our core values of transparency, integrity, and compassion, we strive to create a sustainable and equitable society. Our governance framework is designed to uphold the highest standards of ethical conduct and accountability, guiding every aspect of our operations.

Our comprehensive policies encompass Human Resource Management, Sexual Harassment Prevention, Financial Management, Anti-Corruption, Procurement, Child Protection, and Cyber Safety. These policies are meticulously crafted to ensure that our organization operates with utmost integrity and effectiveness. We believe that sound governance is the bedrock of our efforts to empower marginalized communities, promoting their holistic development and prosperity.

KJKS is dedicated to creating an environment where every individual is respected, protected, and given the opportunity to thrive. Through our governance principles, we aim to build a resilient and inclusive community, fostering awareness and empowerment at every level. Our commitment to these ideals drives us to continually improve and adapt, ensuring that our initiatives are impactful and sustainable.

In our journey towards social transformation, we remain guided by the principles of good governance, upholding the trust placed in us by the communities we serve. Together, we work towards a brighter future, where equity, justice, and human dignity are the cornerstones of our collective progress.

Preface

Welcome to Kajla Janakalyan Samity, a beacon of hope and progress in the realm of social sector organizations. Established with a commitment to transformative change and community welfare, our organisation upholds a steadfast dedication to transparency, integrity, and compassion in all facets of our operations. At the heart of our ethos lie robust policies meticulously crafted to ensure the highest standards of governance, accountability, and ethical conduct.

Our Human Resource Administrative Policy sets forth guidelines that prioritize the well-being and professional growth of our team members, fostering an inclusive and supportive workplace culture. We believe that nurturing talent and upholding fairness are fundamental to achieving our mission. The Policy of Sexual Harassment of Women at Workplace underscores our unwavering commitment to providing a safe and respectful environment for all. We stand resolutely against any form of harassment and are committed to creating mechanisms that empower individuals to report incidents without fear of reprisal.

The Common Cost Policy and Finance Policy outline our responsible stewardship of resources, ensuring accountability in financial management and optimizing cost-effectiveness in our operations. In adherence to our Anti-Corruption Policy, we maintain a zero-tolerance stance towards corruption in all its forms. Upholding ethical behaviour and transparency in financial transactions and operational dealings ensures that every resource entrusted to us is used effectively to benefit the communities we serve.

Our Procurement Policy ensures that our resources are utilized efficiently and ethically, promoting fair and transparent practices in sourcing goods and services. This ensures that every contribution to our cause is maximized for the greatest impact.

The Child Protection Policy reflects our utmost commitment to safeguarding the rights and well-being of children. We adhere strictly to legal and ethical standards, ensuring that our programs and initiatives prioritize the protection and development of children in all circumstances.

Embracing the digital age responsibly, our Cyber Safety Policy safeguards our data and operations from digital threats, ensuring confidentiality, integrity, and availability of information critical to our mission.

Together, these policies form the foundation of our organizational integrity and effectiveness. They guide our actions, decisions, and relationships, underscoring our commitment to transparency, accountability, and ethical conduct in all our endeavours.

As we continue on our journey to create positive social change, we invite you to join us in our mission and witness the impact of collective action in building a more equitable and compassionate world.



Swapan Panda
General Secretary
Kajla Janakalyan Samity

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Human Resource Administrative Policy

Introduction:

Creating a detailed Human Resource (HR) policy for Kajla Janakalyan Samity involves addressing its unique needs and goals while ensuring legal compliance and fostering a positive, inclusive work environment. Before delving into the HR specifics, it's important to understand the organization's history and current activities.

Kajla Janakalyan Samity (KJKS) originated as a local club named “**Milita Bandhab**” in the village of Sarada in 1943, focusing on health and education services and addressing local issues informally. By 1945, the club began systematic and organized operations in education, health, and livelihood, and established a village library. In 1956, the club officially became KJKS, embracing a vision of building a sustainable, self-sufficient, non-discriminatory, and equitable society.

Since 1990, KJKS has focused on the holistic development and prosperity of the poorest communities by motivating and strengthening various stakeholders, including marginalized communities, government bodies, legal entities, and the media. Now, the organization emphasizes awareness and ensuring the dignity of children and all individuals.

Below is a comprehensive outline for an HR policy tailored for a social sector organization:

Purpose:

Vision of KJKS - To build a discrimination-free society & ensure sustainable habitable life for the future.

Mission of KJKS - To empower the community, especially the tribals, fishing communities, slum dwellers, children, women, senior citizens and disabled persons in an integrated sustainable holistic way and develop a self-resilient community by ensuring their full participation.

Values of Kajla Janakalyan Samity

- **Respect for Human Dignity:** Upholding and promoting the inherent dignity of all individuals, with a particular focus on children.
- **Inclusivity:** Fostering a non-discriminatory environment that embraces diversity and ensures equal opportunities for all.
- **Sustainability:** Committing to practices and programs that promote long-term, self-sufficient development for communities.
- **Equity:** Striving for fairness and justice in all initiatives, ensuring that marginalized and vulnerable groups receive the support they need.
- **Community Empowerment:** Strengthening and motivating stakeholders, including marginalized communities, to actively participate in their own development.
- **Holistic Development:** Addressing education, health, and livelihood needs comprehensively to ensure the overall well-being and progress of the poorest communities.

- **Transparency and Accountability:** Maintaining open and honest communication, and holding ourselves accountable to the communities we serve and our partners.
- **Collaboration:** Working in partnership with government bodies, legal entities, the media, and other stakeholders to achieve common goals.
- **Awareness and Advocacy:** Raising awareness about rights and social issues, and advocating for policies and practices that protect and empower individuals and communities.

Scope: Human Resource Policy Applicability:

The Human Resource (HR) policy of Kajla Janakalyan Samity (KJKS) applies to all employees, volunteers, and interns. This ensures a consistent, fair, and inclusive approach across the organization, aligning with our core values and mission.

Scope of Applicability:

1. **Employees:**
 - All full-time, part-time, and contractual staff members.
 - Includes administrative, operational, and field staff.
 - Covers all aspects of employment from recruitment to termination.
2. **Volunteers:**
 - Individuals who offer their time and skills voluntarily without monetary compensation.
 - Includes short-term and long-term volunteers engaged in various organizational activities.
2. **Interns:**
 - Individuals undertaking internships for professional experience, academic credit, or career development.
 - Applies to all interns, irrespective of the duration of their engagement.

The Policy covers the areas -

1. Recruitment and Selection
2. Onboarding and Orientation
3. Employment Terms and Conditions
4. Compensation and Benefits
5. Performance Management
6. Employee Conduct and Disciplinary Actions
7. Workplace Safety and Health
8. Diversity and Inclusion
9. Communication and Confidentiality
10. Volunteers and Interns
11. Exit Procedures
12. Compliance and Legal Issues
13. Policy Acknowledgment
14. Appendices

- **Review:** To ensure the Human Resource (HR) policy of Kajla Janakalyan Samity (KJKS) remains relevant, effective, and in compliance with legal standards, regular reviews and updates are essential.

Frequency of Review

- **Annual Review:** The HR policy shall be reviewed once a year to ensure it aligns with the current organizational needs, legal requirements, and best practices.
- **Additional Reviews:** Reviews may also be conducted in response to significant changes in labour laws, organizational restructuring, or major incidents that highlight the need for policy adjustments.

Responsible Personnel

- **HR Department:** The HR department is primarily responsible for conducting the policy review. This includes gathering feedback, analysing current practices, and proposing necessary changes.
- **Management Team:** The management team, including the Director, Additional Director, Joint Director, Asst. Directors and senior skilled staff will review the proposed changes and provide strategic input.
- **Executive Committee:** Final approval of the updated policy rests with the Executive Committee to ensure alignment with the organization's mission and values.

Review Process:

1. **Feedback Collection:** Solicit input from employees, volunteers, interns, and other stakeholders to identify areas for improvement.
2. **Analysis:** Assess the feedback and evaluate the current policy's effectiveness in meeting organizational goals and compliance requirements.
3. **Drafting Revisions:** Develop a draft of proposed changes, incorporating stakeholder feedback and best practices.
4. **Review and Approval:** Present the draft to the management team and Executive Committee for review and approval.
5. **Communication:** Communicate the updated policy to all employees, volunteers, and interns, ensuring understanding and compliance.

By adhering to this review process, KJKS ensures that its HR policy remains dynamic and responsive to the evolving needs of the organization and its stakeholders.

1. Recruitment and Selection Process

1.1 Recruitment Committee Composition

The recruitment committee is formed by the executive committee. In exceptional circumstances, the president and general secretary will approve its formation. The committee will consist of:

- Two representatives from the Executive Committee

- Director and a representative from the director's team
- Departmental Head
- Representative of the donor agency/individual donor (if needed and require approval from Executive Committee)
- An expert on the specific subject (if required)

1. 2 Job Postings

Internal and External Postings:

- Conducted according to procedures in the recruitment notice.
- External postings are circulated among district-level supervisors, coordinators, documentation officers, finance personnel, and other relevant positions as determined by the Executive Committee.

External Job Transfers:

- Occur every 3 years with a 60-day advance notice.
- Responsibilities must be transferred within 7 days.
- The Administrative Committee prepares a report on transfers, and the General Secretary makes the final decision.

1. 3 Promotion

Promotion Interval and Eligibility:

- Promotion opportunities are available every 3-5 years.
- Eligible staff may apply based on their qualifications, skills, and performance evaluations.

Promotion Pathway:

- Field staff → Supervisor
- Supervisors → District Coordinators/Coordinators
- District Coordinators/Coordinators → Assistant Directors
- Assistant Directors → Additional/Joint Directors
- Additional/Joint Directors → Directors
- Other staff (DO, finance personnel, office staff) may be promoted to supervisor and coordinator roles.
- Exceptional promotions for skill full and high-performing staff as decided by the Executive Committee.

Application and Evaluation:

- Staff must submit a written application, undergo a personal interview, and present subjectively.
- Promotion decisions are based on a comprehensive assessment of the applicant's work over the preceding 3-5 years.
- Opinions from various staff members are gathered regarding the applicant's suitability.
- The promotion process is overseen by the administrative committee and approved by the Executive Committee.

1.4 Equal Opportunity Employment

KJKS is committed to non-discriminatory hiring practices, ensuring equal opportunities regardless of race, gender, ethnicity, religion, disability, or other characteristics.

1.5 Job Vacancy Notification

The Executive Committee or Recruitment Committee is responsible for advertising job vacancies through newspapers, notice boards, and the internet. Notifications will include:

- Detailed job descriptions
- Required qualifications
- Application procedures
- Deadlines

1.6 Identifying and Attracting Candidates

Organizational Overview:

- Description of Kajla Janakalyan Samity's mission and vision.
- Key roles and responsibilities.
- Realistic job overview including potential challenges.
- Crucial competencies required.
- Minimum requirements.
- Diversity statement.
- Salary range.
- Application and selection process.

1.7 Candidate Specification

Minimum Requirements and Diversity:

- **Language skills:** English, Hindi, Bengali (written and spoken).
- **Age:** 19-40 years.
- Computer knowledge and basic intellectual ability.
- **Academic qualifications:**
 - ❖ Field staff: Minimum Higher Secondary (10+2)
 - ❖ Supervisor: Minimum Graduate
 - ❖ Coordinator: Minimum Graduate
 - ❖ Accounts person: Minimum Commerce/Science Graduate
 - ❖ Office Assistant: Minimum Higher Secondary
 - ❖ Documentation Officer: Minimum Graduate

1.8 Application Submission

Applicants should submit their applications with:

- Detailed information
- Recent photographs
- ID proof
- Age proof
- Qualification proof

1.9 Application Review

A designated recruitment committee will:

- Shortlist candidates based on predefined criteria.
- Conduct interviews using various methods.
- Finalize a panel of suitable candidates.

1.10 Selection Process

The recruitment process includes:

- Written test or group discussion
- Personal interview

- 10 days of fieldwork to assess practical skills and understanding
- Final selection based on comprehensive evaluation
- Preference for local applicants to support community development

1.11 Panel Approval

The Executive Committee reviews the selection process to ensure compliance with recruitment guidelines. If non-compliance is found, the panel may be rejected, and the process reassessed or restarted.

1.12 Contract Renewal

Employment contracts are reviewed and renewed annually based on performance appraisals and organizational needs.

1.13 Background Checks

- Verify past employment details.
- Contact professional references.
- Secure written consent from the candidate before conducting background checks.

1.14 No Objection

Applicants must submit a self-declaration or no objection certificate from competent authorities as suggested by the Recruitment Committee.

1.15 Pre-start Arrangements

Before the new employee starts, the line manager should arrange:

- Workspace and materials
- Workspace adjustments for special needs
- Inform finance department for payroll inclusion
- Inform HR for employee file registration
- Plan an induction program and schedule meetings with key people

2. Onboarding and Orientation

2.1: Orientation Programme

Structure of Initial Training and Orientation Sessions:

- 1. Welcome Session:**
 - Introduction to the organization's mission, vision, and values.
- 2. Organizational Overview:**
 - Overview of KJKS's structure, departments, and key personnel.
- 3. Role-specific Training:**
 - Detailed training on specific job roles, responsibilities, and expectations.
- 4. Compliance Training:**
 - Information on organizational policies, code of conduct, safety procedures, and confidentiality agreements.
- 5. Technical Training:**
 - Training on any necessary software, tools, or equipment required for the job.
- 6. Mentorship Program:**
 - Assignment of a mentor for guidance and support during the initial phase.

2.2 : Program Orientation Options:

- Field visits with peers or line manager
- Introduction to community leaders in target populations
- Village stays
- Feedback from assessment process and development planning with line manager

- Performance coaching skills course
- Performance appraisal and objective setting course

2.3: Documentation

Required Documents from New Employees:

- Proof of Identity (e.g., passport, driver's license, Aadhaar Card)
- Proof of Address (e.g., utility bill or rental agreement or GP/ ward level certificate - if required)
- Academic Certificates and Transcripts
- Professional Certifications (if applicable)
- Previous Employment Records (e.g., reference letters, work experience certificates - if required)
- Medical Fitness Certificate
- Recent Photographs
- Completed Tax and Social Security Forms (If available)
- Signed Employment Contract and Confidentiality Agreement
- Experience Certificate (if required)

2.4: Probation Period

Duration:

- Each new staff member will undergo a probation period of at least three months.

Probation Agreement:

- During the probation period, employees will be required to sign a probation agreement that outlines:
 - ❖ Performance expectations
 - ❖ Key responsibilities and deliverables
 - ❖ Evaluation criteria and methods
 - ❖ Feedback mechanisms and review timelines
 - ❖ Potential outcomes post-probation (confirmation, extension, or termination)

This structured approach to onboarding and orientation ensures that new employees are well-integrated into the organization and fully understand their roles, responsibilities, and the expectations placed upon them.

3. Employment Terms and Conditions:

3.1: Employment Contracts:

- **Types of Contracts:**
 - **Full-time:** Employees working the standard hours per week as defined by KJKS in the Administrative Policy.
 - **Part-time:** Employees working fewer than the standard hours per week.
 - **Contractual:** Employees hired for a specific project or duration, with defined start and end dates.
- **Key Terms:**
 - **Duration:** The length of employment, including start and end dates for contractual.

- **Compensation:** Details on salary or hourly rates, payment schedules, and any additional compensation.
- **Benefits:** Eligibility for ESI, EPF and other benefits.
- **Roles and Responsibilities:** A clear outline of job duties and performance expectations.
- **Termination:** Conditions under which the contract can be terminated by either party.
- **Confidentiality:** Obligations regarding the protection of sensitive information.
- **Non-compete and Non-disclosure Clauses:** Restrictions on employment with competitors and disclosure of proprietary information.

3.2: Work Hours:

- **Standard Working Hours:**
 - Employees are expected to work 8 hours per day, 6 days a week, totalling 48 hours per week.
 - Standard office hours are from 10:30 AM to 6:30 PM, with a 30 -minutes lunch break.
 - We shall not consider Sundays to be holidays if there is an urgent requirement or if there are external field visit plans.
- **Flexitime Arrangements:**
 - Flexitime may be offered based on the needs of the department and the employee's performance.
 - Offering flexitime based on the employee's performance needs allows for customized work schedules, enhancing productivity by aligning work hours with peak efficiency periods and personal commitments. This approach promotes work-life balance, reduces stress, and increases job satisfaction, while clear performance metrics ensure that work quality and quantity are maintained.
 - Employees can adjust their start and end times within a specified range as per the needs of the programme.
 - Flexitime arrangements must be approved by the administrative committee and documented.
- **Late Coming:**
 - Staff may come late or leave early for 02 days for 15 minutes each in a month.
 - In exceptional cases, more grace may also be given, but the decision will be taken by the Director.

3.3: Job Descriptions:

Success depends on discipline. An employee shall maintain discipline while on duty whether in the office or outside the office. An employee is deputed in the job and expected to accomplish his official job duties and responsibilities as prescribed by the direct report and according to the agreed performance plan.

Job description will be defined as below but it is addition and alteration from time to time by the administrative committee with approval of the Executive Committee.

- **Detailed Job Roles and Responsibilities:**

Field Staff:

- Conduct field activities and engage with local communities.
- Collect data and report findings to the supervisor.
- Maintain liaison with stakeholders and build relationships with resource persons.

Supervisor:

- Conduct specific field activities and engage with local communities.
- Monitor and handholding support field staff.
- Prepare and submit monthly plans and reports.
- Maintain liaison with government line departments and NGOs.

Coordinator:

- Oversee departmental activities & records and ensure alignment with organizational goals.
- Prepare departmental plans and reports.
- Advocate and coordinate with various government and non-government bodies.

Accounts Person:

- Manage financial transactions and maintain accurate records.
- Submit monthly financial reports to the Director.
- Ensure compliance with financial regulations and organizational policies.
- Submit the Finance report to the donor with the approval of the responsible Director.

Office Assistant:

- Maintain office records and handle administrative tasks.
- Manage communication via telephone, email, and post.
- Provide initial hospitality to visitors and maintain liaison between head office and branch offices.

Documentation Officer:

- Manage and maintain organizational documents and records.
- Ensure proper documentation of training, workshops, and other events.
- Assist in the preparation of annual reports and other official documents.

Director

Role: The Director is the highest-ranking executive responsible for the overall strategic direction, vision, and leadership of the organization. Responsibilities:

- **Strategic Planning and Vision:** Develop and implement the organization's strategic plan.
- **Leadership:** Guide senior management and staff.

- **Governance:** Ensure effective governance and compliance with the Board of Directors.
- **Fundraising:** Lead efforts to secure funding.
- **Stakeholder Engagement:** Maintain relationships with key stakeholders.
- **Financial Management:** Oversee budgeting, financial planning, and reporting.
- **Program Oversight:** Ensure effective program implementation and evaluation.
- **Public Relations:** Represent the organization in public forums and media.

Joint Director

Role: The Joint Director supports the Director and may oversee specific areas of the organization's operations or strategy, often acting as a second-in-command.

Responsibilities:

- **Operational Oversight:** Manage day-to-day operations.
- **Program Management:** Oversee specific programs or departments.
- **Policy Development:** Assist in policy creation and implementation.
- **Stakeholder Relations:** Support stakeholder and partner management.
- **Resource Management:** Ensure effective allocation and utilization of resources.
- **Monitoring and Evaluation:** Oversee program effectiveness.
- **Reporting:** Report organizational performance to the Director and Board.

Additional Director (Addl. Director)

Role: The Additional Director oversees specific projects, departments, or areas within the organization, providing senior-level management and expertise.

Responsibilities:

- **Project Leadership:** Manage projects, ensuring timely and budget-compliant delivery.
- **Team Management:** Supervise and mentor project teams.
- **Strategic Input:** Contribute to strategic planning and development.
- **Quality Assurance:** Ensure program and service quality.
- **Partnership Development:** Maintain partnerships with stakeholders.
- **Compliance:** Ensure policy and regulatory compliance.
- **Innovation:** Implement innovative approaches for program effectiveness.

Assistant Director (Asst. Director)

Role: The Assistant Director supports higher-level directors and managers, handling specific tasks or projects and ensuring smooth operational functioning.

Responsibilities:

- **Project Support:** Assist in project planning, implementation, and monitoring.
- **Administrative Duties:** Handle scheduling, communication and documentation.
- **Data Management:** Collect and analyse data for program evaluation.
- **Coordination:** Coordinate with departments and external partners.
- **Capacity Building:** Support staff and volunteer development and training.
- **Reporting:** Prepare reports for internal and external stakeholders.
- **Budget Management:** Assist in budgeting and financial tracking.

These roles and responsibilities ensure the organization functions efficiently, aligns with its mission, and achieves its strategic objectives.

This structured approach ensures clarity in employment terms and conditions, helping employees to understand their roles, responsibilities, and expectations within KJKS.

4. Compensation and Benefits

4.1: Salary Structure:

- **Salary Grades:**
 - Salaries are structured into different grades based on the position, fund availability and level of responsibility.
 - Each grade has a defined salary range, with entry and maximum levels.
- **Payment Schedule:**
 - Salaries are paid on a monthly basis.
 - Payment is processed on the last working day of each month.
- **Increments:**
 - Annual salary increments are based on performance evaluations and the financial condition of the organization.
 - Increments are reviewed and approved by the executive committee.

Salary & Annual Increments:

Salary will be paid by the 7th of each month. However, in circumstances beyond control, the salary payments may be delayed, and all such cases should be informed to the Staff members/employees at least 72 hours in advance.

The Accounts Officer prepares the salary statement and after the approval of the General Secretary/ Director.

All statutory deductions will be made by the organization from the employee's salary. Salary scales may be reviewed and enhanced from time to time at the discretion of the Governing Body.

The simple fact that pay has been set in a specific scale does not grant the right to the Annual Increment as indicated in the pay scale. The conduct and aptitude of the employee as determined by the annual performance appraisal findings are among the factors taken into consideration when awarding an increment. All efforts must be made, however, to ensure that a worker receives at least one rise per year. Should a pay scale have an efficiency bar, the Executive Director's express approval is required to award the increments adjacent to and above the bar.

4.2: Benefits:

4.2.1 Health Insurance:

- All eligible employees are covered under the organization's ESI Policy
- Employees are enrolled in the Employees' Provident Fund (EPF) or Public Provident Fund (PPF) schemes.
- Contributions are made by both the employee and the organization.

4.2.2 House Rent Allowance

House Rent Allowance will be 40% of the basic salary, which will be given to all regular employees from the date of being made regular employees.

4.2.3 Medical Allowance

The medical allowance will be 20% of the basic salary, which will be given to all regular employees from the date of their confirmation.

4.2.4 Leave Travel Allowance

Every alternate year all regular employees will be paid a Leave Allowance of Rs. 1500/. But on the availability of unrestricted funds for this purpose.

4.2.5 Gratuity

Subject to the fund availability - All regular employees will be entitled to Gratuity pay on termination of service, except when termination is by dismissal on disciplinary grounds.

Gratuity pay will be calculated at the rate of half a calendar month's salary for each year of continuous service, six months or more being counted as a full year in the final year of service. Salary, for this purpose, will be 50% of the total monthly emoluments drawn in the final year of service.

For determining the number of years of service for which Gratuity is calculated, the probationary period of an employee will be taken into consideration.

4.2.6 Employees Provident Fund

The Organization is operating a Contributory Provident Scheme with the Employees Provident Fund department of the government of India which will be governed by the regulations of the EPF department.

The salient features of the Fund are:

- All employees who have completed their probationary periods are eligible to join and
- payments will be made as per provident Fund rules.
- Membership in the Fund is statutory and will therefore be granted only on receipt of an application from the employee. However, the application form will be given to the
- employee on confirmation.
- The nomination form will be submitted in the prescribed form as given in Appendix I.
- The percent of the Basic Salary will be deducted from the employee's salary every month by the Organization and paid to the Fund as the employee's contribution. The employer will also pay an equal amount as the employer's contribution to the provident Fund Account of each member. (The percentage will be guided as per the norms of the EPF Act).

4.2.7 Emergency Salary Advance:

If an employee has worked for a year, they are eligible for an emergency wage advance. Employees will be obliged to pay the amount, which may not exceed one month's salary, through mutually agreed-upon monthly salary deductions beginning no later than two months after obtaining the loan. Either the contract time or a 12-month period, whichever comes first, must be used to pay off the debt.

4.2.8 Other Benefits:

- **Tour Allowance:** Employees are given the opportunity for an annual tour with special honorarium.
- **Cycle/Motorcycle Purchase:** Employees can take an advance to purchase a cycle or motorcycle, to be repaid within 2-3 years.
- **Maintenance Allowance:** Annual maintenance allowance for cycles or motorcycles; if budget allocation is there.
- **Mobile Recharge:** Reimbursement for mobile recharge costs.
- **Accident Treatment:** Coverage for treatment in case of accidents during duty hours.
- **Special Honorarium:** For serious illness or disability.
- **Ambulance Services:** Free ambulance services in emergencies.
- **Disaster Assistance:** Financial or material assistance for property damage due to disasters.
- **Housing and Health Honorarium:** Provided in special cases.
- **Long-term Attachment Benefits:** Additional benefits for employees with over 10 years of service if budget is there.
- **Educational Assistance:** Partial assistance for the education of up to two children.

4.2.9 Allowances:

- **Travel Allowance (TA):**
 - Provided for official travel, covering transportation, food, and lodging.
- **Accommodation Allowance:**
 - Provided when employees are required to stay overnight for work-related activities.
- **Other Allowances:**
 - Special allowances based on specific job requirements and conditions.

4.2.10 Performance Bonuses:

- **Criteria:**
 - Performance bonuses or Ex-Gratia are awarded based on annual performance evaluations.
 - Criteria include meeting or exceeding job performance goals, contribution to team success, and demonstration of organizational values.
- **Process:**
 - Performance evaluations are conducted at the end of the financial year.
 - Supervisors and coordinators provide assessments, which are reviewed by the director.
 - The executive committee makes the final decision on bonus distribution based on evaluation results and the organization's financial health.

This comprehensive approach to compensation and benefits ensures that KJKS employees are fairly rewarded for their contributions and have access to essential support and resources.

4.2.11 Leave Policies:

4.2.11.1 Guidelines Related to Leave Policy

Employees should get all their planned leaves approved in advance and notify it to the Committee or Director. If it is found that an employee has not sent the leave application, it can amount to misconduct and may lead to disciplinary action

- Absenteeism without informing the concerned person will result in disciplinary action.
- The leave calendar for a year is from April to March.
- The concerned person can also cancel the once-sanctioned leave on a situational / need basis.
- If an employee to be relieved has availed more leaves against the number of months he has worked, then the salary pertaining to his excess leaves will be deducted during his final settlement.

4.2.11.2 Process Description

For all leave calculations, the calendar year will be from 1st of April to 31st March. New joinees' leave eligibility will be prorated till March 31st, from the date of joining. Leaves will be calculated on working days only and will not include intervening weekly offs and holidays.

4.2.11.3 Roles and Responsibilities

Post/Group	Details
Management level staff	<ul style="list-style-type: none">• Ensuring that employees take leave appropriately and at reasonable intervals• Considering all leave requests in a fair and consistent manner (including religious/cultural considerations)
Others employee	<ul style="list-style-type: none">• Ensuring leave is requested with reasonable notice and in accordance with any departmental procedures.• Ensuring all leave is appropriately authorised in advance.• Working with management level staff to ensure that their own needs for leave are balanced with their responsibilities within the organisation

4.2.11.4 Casual Leave

- **Decision Authority:**
 - The General Secretary/ Director/ Responsible persons hold the final authority to approve casual leave.
- **Entitlement:**
 - All staff are entitled to 14 days of casual leave annually.
- **Application Process:**
 - Leave must be applied for at least 2 days in advance.
 - For emergency leave, inform the departmental head via phone and follow up with a formal application upon return. Coordinators must inform the Director.
 - Field staff need approval from their supervisor and coordinator.
 - Supervisors need approval from the coordinator.
 - Coordinators need approval from the Director.

- Directors must inform and obtain permission from the Secretary or President.
- **Conditions:**
 - In emergencies, failure to submit a leave application upon return results in the leave being treated as an absence.
 - Unused leave from a year can be carried over for up to two years. After this period, unused leave is forfeited.
 - A maximum of 3 days of casual leave can be taken at once without special permission.

4.2.11.5 Medical Leave

- **Decision Authority:**
 - The General Secretary/ Director/ Responsible persons hold the final authority to approve medical leave.
- **Entitlement:**
 - All staff are entitled to 14 days of medical leave annually.
- **Conditions:**
 - Unused medical leave can be carried over for up to two years.
 - Medical leave requires the submission of Annexure-6 along with a medical certificate from a recognized doctor and a fitness certificate upon return.

4.2.11.6 Maternity & Paternity Leave

- **Decision Authority:**
 - The General Secretary/ Director/ Responsible persons hold the final authority to approve Maternity & Paternity leave.
- **Entitlement:**
 - Female staff are entitled to 6 months of maternity leave for up to two children.
 - Male staff are entitled to 15 days of Parental leave for up to two children.
- **Conditions:**
 - The application process for maternity leave follows the same procedure as casual leave.
 - Additional leave beyond 6 months requires special permission from the administrative committee and may be granted without remuneration.

4.2.11.7 Special Leave Rules

- **Special Leave:**
 - Employees consistently working beyond standard hours or on holidays may be granted special leave at the discretion of the Director or office bearer.
 - If an employee exceeds their casual and medical leave entitlement, their pay will be adjusted on a daily basis for the excess leave.
 - Special leave for qualification enhancement, training, research, or petting children will be treated as leave without pay.
- **Conflict Resolution:**
 - If a conflict arises, leading to an employee's absence, the period of absence will be treated as leave without pay once the issue is resolved and the employee returns.

- **Leave Without Pay:**
 - There are cases when an employee has exhausted all leave balance but still requires time-off for some exigency. In such situations, companies allow them to go on leave without pay (LWP). Since there is a loss of income (LOP) when an employee avails this type of leave, it's also called LOP leave.

Calculation of salary deduction: - Salary x Number of days absent /26 days

4.2.11.8 Process of Record-Keeping on Leave:

Human Resource Department is responsible for maintaining all leave records and consolidating these into a report for submission to the Director.

This systematic leave policy ensures clarity, consistency, and fairness in managing staff leave at KJKS, while also accommodating special circumstances and promoting employee well-being.

Holidays' List:

SL No.	List of Propose Leaves	Days of Leave
1	Poush Parban	1 Day
2	Shibratri	1 Day
3	Holly	1 Day
4	Good Friday	1 Day
5	May Day	1 Day
6	Id-UI-Fetar	1 Day
7	Id-Ud-Joha	1 Day
8	Biswakarmma Puja	1 Day
9	Maharam	1 Day
10	Mahalaya	1 Day
11	Puja Vacation	9 Days
12	Kali Puja	1 Day
13	Bhatridwitiya	1 Day
14	Fateha Dohaj Daham	1 Day
15	X-Mass Day	1 Day
16	Special Leave (Area wise local festival)	2 Days
	Total Leave	25 Days

Observation Days' List:

Selected days' must be observed with honour and all staff must attend the ceremony. The list is prepared by keeping in mind the education institution, work area, inhabitation of various caste and creed and religious festivals. Holidays and observation days' list will be prepared by the committee within the 1st week of December and that will be passed in the Executive council meeting. The list with the signature of the General Secretary will be circulated at all offices of the working area within the 1st week of January.

- A different observation days' list will be prepared by the committee for education institutions run by the organisation and must be recognised by the administrative committee.

- If any staff is not able to attend observation day, then it will be treated as leave.

Expected Observation Days:

SL No.	Name of Observation Day	No. of Day
1	Establishment Day of KJKS	1 Day
2	Saraswati Puja	1 Day
3	Netaji Birth Day	1 Day
4	Republic Day	1 Day
5	Basanto Utsav	1 Day
6	International Women's Day	1 Day
7	Bengali New Year	1 Day
8	Rabindra Jayanti	1 Day
9	World Environment Day	1 Day
10	International Yoga Day	1 Day
11	Plantation week	7 Days
12	Independence Day	1 Day
13	Raksha Bandhan	1 Day
14	Teacher's Day	1 Day
15	World Literacy Day	1 Day
16	Education Rights Day	1 Day
17	Children Day	1 Day
18	International Child Protection Day	1 Day
19	International Child Rights Day	1 Day
20	Adibasi Dibas	1 Day
21	Girl Child Day	1 Day
22	Menstruation hygiene Day	1 Day
23	World TB Day	1 Day
24	International day DRR	1 Day
25	Human Right Day	1 Day

5. Performance Management

5.1: Performance Reviews

Frequency:

- Performance evaluations will be conducted on a [specific frequency, e.g., annual, bi-annual] basis.

Process:

- Performance reviews will involve [describe the process, e.g., a structured meeting between the employee and supervisor to discuss achievements, areas for improvement, and goal alignment].

5.2: Goal Setting:

Procedure:

- Employees will participate in goal-setting sessions to establish [specific, measurable, achievable, relevant, time-bound (SMART)] objectives aligned with organizational goals.
- Goals will be periodically reviewed and adjusted as needed to ensure relevance and progress.

5.3: Feedback Mechanisms:

Channels:

- Regular feedback will be facilitated through [describe the channels, e.g., one-on-one meetings, quarterly check-ins, feedback forms].
- Open communication between employees and supervisors will be encouraged to address concerns, provide support, and foster continuous improvement.

5.4: Professional Development

Opportunities:

- Employees will have access to various professional development opportunities, including:
 - Training sessions.
 - Workshops.
 - Continuing education programs.
- These initiatives aim to enhance skills, knowledge, and competencies aligned with job responsibilities and career growth aspirations.

By implementing these performance management practices, KJS aims to promote accountability, foster employee development, and optimize organizational performance.

5.5 Performance Appraisal & Promotion

Every year, the outputs and performance of the staff will be evaluated. Their supervisors will carry out this task in front of the director. In order to start a discussion with the other members of the assessment team, employees who are being appraised will fill out a performance appraisal form. The eleventh month of an employee's work year is when the appraisal process takes place.

There may be a pay increase and/or increased responsibility based on the appraisal, as appropriate. The Director will notify the staff in writing of these changes, which will take effect in the first month of the following working year.

Promotion decisions will be made by the Director following review of the Supervisor's recommendations, the performance appraisal's justifications, and the conclusion of the director's promotion interview. All aspects of the promotion process will be documented in writing and kept private.

5.6 Performance Review

The performance review policy applies to all employees unless otherwise mentioned. The outcome of such a review will help organisation reward optimally, give constructive feedback, set encouraging goals and offer our employees development opportunities.

5.7 Optimal Performance

Kajla Janakalyan Samity has set minimum performance requirements that every employee is expected to adhere to:

- Complete all job responsibilities.
- Regularly meet your targets and progressively outperform your previous performance.
- Support your team efficiently
- Be open to new opportunities and learning.
- Follow the company’s code of conduct.

5.8 Performance Review Process

Employees’ performances will be reviewed on a quarterly basis. The review process will include self-assessment and assessment by the immediate manager/ supervisor or both.

Self-review includes reviewing one’s own performance based on the facilities and resources provided by the Organisation.

Tool	Use	Process Elements
Employee Performance Plan	Developed at the start of employment. Updated periodically after the supervisor ‘s assessment and the employee’s self-evaluation have been jointly reviewed and discussed.	<ul style="list-style-type: none"> • Attach revised final job description. • Set and document performance goals for the upcoming year. • List professional development activities (fulfilment of activities are based on organizational priorities and available funding).
Employee Self-Evaluation	Completed by employee first and given to the supervisor to incorporate into his/ her evaluation.	<ul style="list-style-type: none"> • Review job description. • List achievements and constraints in meeting goals set in the Employee Performance Plan. • Rate performance according to key criteria. • List performance objectives for coming period. • List desired professional development. • Give feedback on supervision and support received.
Supervisor’s Evaluation of Employee	Completed by supervisor after receiving the employee’s self-evaluation.	<ul style="list-style-type: none"> • Review job description. • Assess achievement of performance goals set for the period under review. • Summarize findings from 360° review (if appropriate). • Include comments on overall performance.

Performance Improvement Plan	Used when an employee's performance does not meet the expectations of the position.	<ul style="list-style-type: none"> • Identify the job duties or responsibilities that are not being performed at the expected level. • Outline specific, work-related examples of performance (poor, acceptable). • Indicate acceptable work performance standards and expectations that must be completed on a consistent basis. • Specify clear timeline for follow-up. • Identify the measurements to evaluate progress.
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5.8 Performance Feedback Mechanism

Regular feedback is critical to maintain motivation and improve performance. Regularly reviewing own performance and getting feedback from manager or other colleagues should be common practice.

Performance Feedback Form has been designed to help everyone review his/her performance and over time build a body of evidence that can be used to assess annual performance as part of the appraisal process.

In Feedback Process, you discuss about:

- Development / initiative with your personality
- Growth of individual
- Challenges – when doing your job
- Interpersonal relationship
- Communicate to improve effectiveness of the organization

Objectives of Performance Feedback:

- To increase our understanding of the behaviours required to improve personal and organizational effectiveness
- To Increase communication within the organization
- To developing people to improve performance
- To assist each individual to understand his or her strengths and weaknesses, and to contribute insights into aspects of his or her work needing professional development

6. Employee Conduct and Disciplinary Actions

6.1: Code of Conduct

Expected Behaviour:

- Employees are expected to adhere to a professional code of conduct that encompasses:
 - Respectful behaviour towards colleagues, stakeholders, and the community.
 - Compliance with organizational policies and procedures.
 - Adherence to ethical standards in all interactions.

Dress Code:

- A specified dress code may be enforced to maintain a professional appearance in the workplace.

6.2: Conflict Resolution

Steps for Addressing Grievances and Conflicts:

- Conflict resolution procedures include:
 - Encouraging open communication to address concerns at the earliest stage possible.
 - Facilitating mediation or intervention by HR or management to resolve conflicts impartially.
 - Providing access to grievance mechanisms for employees to escalate unresolved issues.

6.3: Disciplinary Procedures

Steps for Addressing Misconduct:

- Disciplinary actions will be taken in cases of misconduct, following a structured process:
 - Verbal Warning: Initial communication to address the issue and provide guidance on corrective measures.
 - Written Warning: Formal documentation of the misconduct and consequences of further violations.
 - Suspension: Temporary removal from duties pending investigation or resolution of serious misconduct.
 - Termination: Final disciplinary action resulting in the termination of employment, following due process and consideration of relevant factors.

By implementing these employee conduct and disciplinary procedures, KJKS aims to maintain a positive work environment, foster respectful interactions, and address misconduct effectively.

7. Workplace Safety and Health

7.1: Safety Policies

Procedures for Ensuring a Safe Working Environment:

- KJKS prioritizes the safety and well-being of its employees by implementing the following safety measures:
 - Regular inspections of the workplace to identify and mitigate hazards.
 - Provision of necessary safety equipment and training to employees.
 - Implementation of safety protocols and guidelines to prevent accidents and injuries.

7.2: Emergency Procedures

Protocols for Emergencies:

- KJKS has established comprehensive emergency procedures to ensure a prompt and organized response in case of emergencies, including:
 - Clear guidelines for employees on emergency evacuation procedures.
 - Designated emergency exits and assembly points.
 - Emergency contact information readily accessible to all staff.
 - Regular emergency drills and training sessions to prepare employees for various emergency scenarios.

7.3: Health and Wellness Programs

Initiatives to Promote Employee Well-being:

- KJKS is committed to promoting the health and well-being of its employees through the following initiatives:
 - Wellness programs focusing on physical and mental health promotion, including fitness activities, stress management workshops, and counselling services.
 - Provision of health resources and information to encourage healthy lifestyle choices.
 - Access to medical facilities and resources to address any health-related concerns or issues.

By adhering to these workplace safety and health policies, KJKS aims to create a secure and supportive work environment where employees can thrive and contribute effectively.

8. Diversity and Inclusion

8.1: Inclusivity Policy

Commitment to Diversity and Inclusion in the Workplace:

- KJKS is dedicated to fostering a diverse and inclusive work environment where all individuals are respected, valued, and provided with equal opportunities for growth and success.
- We celebrate the unique backgrounds, perspectives, and talents of our employees and strive to create a workplace culture that embraces diversity in all its forms.

8.2: Cultural Sensitivity Training

Programs to Educate Staff on Cultural Competency and Sensitivity:

- KJKS offers comprehensive cultural sensitivity training programs designed to:
 - Increase awareness and understanding of diverse cultures, traditions, and customs.
 - Enhance communication and collaboration among employees from different cultural backgrounds.
 - Promote empathy, respect, and inclusivity in all interactions within the workplace.

8.3: Accommodation Policies

Policies for Accommodating Employees with Disabilities and Other Needs:

- KJKS is committed to providing reasonable accommodations to ensure that employees with disabilities and other specific needs can fully participate and contribute in the workplace.
- We adhere to legal requirements and best practices in accommodating employees with disabilities, including:
 - Providing accessible facilities and equipment.
 - Offering flexible work arrangements or job modifications as needed.
 - Implementing supportive measures to address individual requirements and ensure equal opportunities for all employees.

Through our inclusive policies and initiatives, KJKS aims to create a welcoming and supportive environment where diversity is celebrated, and every individual is empowered to thrive and succeed.

9. Communication and Confidentiality

Every employee at Kajla Janakalyan Samity will act in a non-discriminatory manner towards coworkers, kids, stakeholders, and the general public. PWDs, LGBT individuals, PLWHAs, and those impacted by substance abuse—some of whom may also be Kajla Janakalyan Samity employees—will all be covered by this.

It is anticipated that all Kajla Janakalyan Samity workers will abstain from alcohol and tobacco use during office and field work, as well as while they are representing the company in various forums. Tobacco products include Paan, gutkha, bidi, cigarettes, and the like. Individuals who disregard this may face disciplinary measures.

Behaviour

This will call for certain of the following personal qualities of appearance, behaviour and relationship on the days of attendance:

- Every employee should ensure pleasing external appearance and hygienic habits.
- Personnel will honour the terms of employment and other norms herein detailed.
- Person to person will behave in an Objective rational manner and not risk display of temper or unsocial practices.
- Interpersonal behaviour will be dictated by role expectation thus avoiding personal or personality conflicts outside the purview of the job relationship.

Causes of Misconduct

- Refusal to accept any official communication served in accordance with the Personnel Policy/ Procedure.
- Knowingly and wrongfully interfering with record of attendance or attempting to record attendance by forgery for any other employees.
- Making false, vicious or malicious statements (public or otherwise) against the organisation or its project or any other colleague in the organisation.
- Wilful desecration, defacement or falsification of official records.
- Loitering, idling and wasting time of self and others during working hours or being within the premises after working hours without prior permission.
- Accompanying unauthorized persons while on duty.
- Failure to perform normal duties as interpreted from the Job Description and/ or responsibilities or sudden stoppage without assigning reason.
- Being under the influence of alcohol or drugs while at work.
- Insubordination, including late comings.
- Using the services of the office assistants for any personal errands except official errands
- Any other offence mentioned in this Manual or in other policy documents of the organisation.

All warnings will be issued in writing by the Director.

10. Volunteers and Interns

10.1: Recruitment and Onboarding

Procedures for Bringing on Volunteers and Interns:

- KJKS follows structured processes for recruiting and onboarding volunteers and interns to ensure a smooth transition and integration into the organization.
- **Recruitment Channels:** Volunteers and interns are recruited through various channels such as online platforms, universities, and community networks.
- **Application and Selection:** Applicants are required to submit their resumes and undergo an interview process to assess their suitability for the roles.
- **Onboarding:** Upon selection, volunteers and interns receive orientation sessions to familiarize them with KJKS's mission, values, policies, and work culture.

10.2: Supervision and Mentorship

Structure of Oversight and Support:

- **Supervision:** Volunteers and interns are assigned dedicated supervisors who provide guidance, support, and feedback throughout their tenure.
- **Mentorship:** Mentors are assigned to volunteers and interns to facilitate their professional development and growth within the organization.
- **Regular Check-ins:** Supervisors conduct regular check-in meetings to monitor progress, address challenges, and provide mentorship and support as needed.

10.3: Recognition

Programs for Acknowledging Contributions:

KJKS values the contributions of volunteers and interns and acknowledges their efforts through various recognition programs, including:

- **Appreciation Events:** Regular events and gatherings are organized to recognize and appreciate the contributions of volunteers and interns.
- **Certificates of Recognition:** Volunteers and interns receive certificates acknowledging their dedication and service to the organization.
- **Social Media Recognition:** KJKS highlights the work and achievements of volunteers and interns on its social media platforms to showcase their impact and inspire others.

By implementing these recruitment, supervision, mentorship, and recognition practices, KJKS ensures a positive and fulfilling experience for volunteers and interns, fostering their growth and engagement within the organization

11. Exit Procedures

11.1: Resignation and Termination

Process for Voluntary and Involuntary Termination:

- **Resignation:** Employees wishing to resign are required to submit a formal resignation letter to the HR department.
- **Termination:** In cases of involuntary termination, such as performance issues or misconduct, the HR department follows established procedures, including conducting investigations and providing employees with due process.

11.2: Exit Interviews

Conducting Interviews to Gather Feedback:

- Exit interviews are conducted with departing employees to gather valuable feedback about their experiences with KJKS.
- The HR department or designated personnel conducts these interviews to understand the reasons for the employee's departure, gather insights into their overall satisfaction, and identify areas for improvement within the organization.

11.3: Final Settlement

Clearing Dues and Providing Necessary Documentation:

- Upon resignation or termination, the HR department ensures that all outstanding dues, including salary, benefits, and reimbursements, are cleared.
- Employees are provided with necessary documentation, including experience certificates and any other relevant paperwork required for their transition.

By following these exit procedures, KJKS aims to facilitate a smooth transition for departing employees while also gathering valuable feedback to enhance the employee experience and organizational effectiveness.

12. Compliance and Legal Issues

12.1: Regulatory Compliance

Adherence to Labour Laws and Regulations:

- KJKS is committed to complying with all relevant labour laws, regulations, and statutory requirements at local, regional, and national levels.
- HR personnel are responsible for staying updated on changes to labour laws and ensuring that all policies and practices are in alignment with legal standards.

12.2: Ethical Standards

Upholding Ethical Practices:

- KJKS upholds the highest ethical standards in all organizational activities, including interactions with stakeholders, financial transactions, and decision-making processes.
- Employees are expected to conduct themselves ethically and with integrity at all times, reflecting the organization's values of honesty, fairness, and transparency.

12.3: Whistle-blower Policy

Protection for Reporting Misconduct:

- KJKS has established a whistle-blower policy to encourage employees to report any instances of misconduct, fraud, or unethical behaviour without fear of retaliation.
- Employees who observe or suspect violations of policies or laws are encouraged to report them through designated channels, such as HR or an anonymous reporting system.
- KJKS is committed to protecting the confidentiality and anonymity of whistle-blowers and ensuring that appropriate investigations are conducted to address reported concerns.

By prioritizing regulatory compliance, ethical conduct, and whistle-blower protection, KJKS aims to maintain a culture of integrity, transparency, and accountability across all aspects of its operations.

13. Policy Acknowledgment

13.1: Employee Acknowledgment

Process for Acknowledging HRA Policy:

- Upon joining KJKS, all employees are required to review and acknowledge their understanding and acceptance of the HRA policies.
- HRA personnel will provide new employees with a copy of the HRA policy handbook or access to the online portal where the policies are documented.
- Employees must carefully read through the policies and signify their acknowledgment by signing a formal document or electronically confirming their acceptance.
- The acknowledgment process ensures that employees are aware of their rights, responsibilities, and obligations as outlined in the HRA policies of KJKS.

By formalizing the acknowledgment process, KJKS aims to ensure that employees are well-informed about the organization's policies and commit to upholding them in their professional conduct.

14. Appendices

- **Forms and Templates:** Standardized forms for various HRA processes.
- **Contact Information:** HRAA department contact details and relevant personnel.

This outline serves as a foundation for developing a detailed HR policy. Each section should be customized to fit the specific needs, values, and legal requirements of the organization.

Appendix: ADMINISTRATIVE COMMITTEE

Formation:

- The Administrative Committee will consist of thirteen members, including five members from the Executive Committee among them one should be a woman. Members will include the Director, Joint Director, Additional Director, and Assistant Directors, as well as three senior women staff members from KJKS.
- Experts may be included in the committee with prior approval from the Executive Committee.
- The committee will be established during the Executive Committee's meeting, which will occur within two to three months after the Executive Committee's formation.

Leadership:

- The General Secretary/Director will head the committee.
- The Additional/Joint Director of KJKS will manage the duties and responsibilities of the committee and maintain liaison with the staff for implementation.

Term:

- The committee will serve for three years and will be reconstituted every three years.
- The current committee will continue its work until a new committee is formed.

Powers:

- The committee has the authority to take necessary actions, identify rule violations, and issue show-cause notices, salary stoppages, transfers, suspensions, demotions, and terminations.

Roles & Responsibilities (with EC approval):

- Organize at least three meetings per year under the leadership of the head of the committee.
- Conduct urgent meetings in emergency cases.
- Annually review, supervise, and modify all policies.
- Oversee the implementation of all organizational policies.
- Review policies and recommend amendments to the EC.
- Collaborate with various committees and senior staff to implement all policies.
- Respond to views, complaints, or advice from staff within 15 days of submission.
- Adhere to all organizational policies.
- Prepare a list of holidays and observation days by the first week of December each year, to be approved by the Executive Committee and circulated to all offices by the first week of January.
- Monitor the opening and closing times of all branch offices and ensure they are displayed on the board.

Complaint Redressal Mechanism:

Who Can Complain:

- Stakeholders of the organization.
- General Members of the Organization.
- Members of the Administrative Committee.
- Staff and volunteers of the organization.

How to Mitigate Complaints:

- The Administrative Head or a designated representative will verify the validity of the complaint.
- The responsible person will submit an investigation report to the Administrative Head within three days.
- The Administrative Committee will resolve the complaint within five days, allowing the accused person to present their case, and will inform the complainant of the decision.
- Privacy will be maintained throughout the process.

Appendix: Recruitment and Selection Process Formats

1. Recruitment Committee Composition Approval Format

Approval for Formation of Recruitment Committee

Date: [Date]

To: [President/General Secretary]

Subject: Approval for Formation of Recruitment Committee

Dear [President/General Secretary],

In accordance with the policy, we seek your approval for the formation of the Recruitment Committee. The proposed members are:

1. Representatives from the Executive Committee (2 members):
 - [Name], [Position]
 - [Name], [Position]
2. Director and Representative from the Director's Team (2 representatives)
 - [Name], Director
 - [Name], [Position]
3. Departmental Head: (As per need department applicable)
 - [Name], [Department]

If needed then they will be treated as invited members of the committee.

- a. Representative of the Donor Agency/Individual Donor (if needed):
 - [Name], [Agency/Individual]
- b. Expert on the Specific Subject (if required) (1-2 persons):
 - [Name], [Expertise]

Please review and approve the committee composition.

Sincerely, [Your Name] [Your Position]

2. Job Vacancy Notification Format

Job Vacancy Notification

Kajla Janakalyan Samity

Date: [Date]

Position: [**Job Title**]

We are currently seeking qualified candidates for the position of [**Job Title**] at Kajla Janakalyan Samity. Below are the details:

Job Description:

- [Detailed job description]

Required Qualifications:

- [Required qualifications]

Application Procedure:

- [Application procedures]

Deadline:

- [Application deadline]

Interested candidates should submit their applications including detailed information, recent photographs, ID proof, age proof, and qualification proof to [email/physical address] by [application deadline].

Sincerely, [Your Name] [Your Position]

3. Application Submission Checklist

Application Submission Checklist

To: [Applicant's Name]

Thank you for your interest in the position of [Job Title] at Kajla Janakalyan Samity. Please ensure you have included the following documents with your application:

- Detailed information
- Recent photographs
- ID proof
- Age proof
- Qualification proof

Please submit your complete application to [email/physical address] by [application deadline].

Sincerely, [Your Name] [Your Position]

4. Promotion Application Form

Promotion Application Form

Date: [Date]

To: [Promotion Committee]

Subject: Application for Promotion

Dear [Promotion Committee],

I am writing to formally apply for the promotion to [Desired Position]. Below are my details:

Current Position: [Current Position] **Duration in Current Position:** [Years/Months]

Qualifications: [List qualifications] **Skills and Experience:** [Describe relevant skills and experience] **Performance Evaluations:** [Summarize performance evaluations over the past 3-5 years]

I am confident that my qualifications, skills, and experience make me a suitable candidate for this promotion. I am available for a personal interview at your convenience.

Sincerely, [Your Name] [Your Current Position]

5. Background Check Consent Form

Background Check Consent Form

Date: [Date]

To: [Recruitment Committee]

Subject: Consent for Background Check

Dear [Recruitment Committee],

I, [Applicant's Name], hereby give my consent for Kajla Janakalyan Samity to conduct a background check on me as part of the recruitment process. I understand that this may include verification of past employment details and contacting professional references.

Please find below my contact information and professional references:

Contact Information:

- Phone: [Phone Number]
- Email: [Email Address]

Professional References:

1. [Reference Name], [Position], [Company], [Contact Details]
2. [Reference Name], [Position], [Company], [Contact Details]
3. [Reference Name], [Position], [Company], [Contact Details]

Sincerely, [Applicant's Signature] [Applicant's Name] [Date]

6. Pre-start Arrangements Checklist

Pre-start Arrangements Checklist

To: [Line Manager]

Subject: Pre-start Arrangements for [New Employee's Name]

Dear [Line Manager],

Please ensure the following arrangements are made before the start date of [New Employee's Name], who will join us as [Job Title] on [Start Date]:

- Workspace and materials setup
- Workspace adjustments for special needs (if any)
- Inform finance department for payroll inclusion
- Inform HR for employee file registration
- Plan an induction program and schedule meetings with key people

Sincerely, [Your Name] [Your Position]

These formats will help streamline the recruitment and selection process, ensuring clarity and consistency across all stages.

Appendix: Onboarding and Orientation Formats

1. Orientation Program Schedule

Orientation Program Schedule

Welcome Session: Date: [Date] Time: [Time] Venue: [Venue]

- Introduction to the organization's mission, vision, and values.

Organizational Overview: Date: [Date] Time: [Time] Venue: [Venue]

- Overview of KJKS's structure, departments, and key personnel.

Role-specific Training: Date: [Date] Time: [Time] Venue: [Venue]

- Detailed training on specific job roles, responsibilities, and expectations.

Compliance Training: Date: [Date] Time: [Time] Venue: [Venue]

- Information on organizational policies, code of conduct, safety procedures, and confidentiality agreements.

Technical Training: Date: [Date] Time: [Time] Venue: [Venue]

- Training on necessary software, tools, or equipment required for the job.

Mentorship Program: Date: [Date] Time: [Time] Venue: [Venue]

- Assignment of a mentor for guidance and support during the initial phase.

Program Orientation Options:

- Field visits with peers or line manager
- Introduction to community leaders in target populations
- Village stays
- Feedback from assessment process and development planning with line manager
- Performance coaching skills course
- Performance appraisal and objective setting course

2. New Employee Document Checklist

New Employee Document Checklist

To: [New Employee's Name]

Welcome to Kajla Janakalyan Samity! Please ensure you submit the following documents to HR by [Submission Deadline]:

- Proof of Identity (e.g., passport, driver's license, Aadhaar Card)
- Proof of Address (e.g., utility bill, rental agreement)
- Academic Certificates and Transcripts
- Professional Certifications (if applicable)
- Previous Employment Records (e.g., reference letters, work experience certificates)
- Medical Fitness Certificate
- Recent Photographs
- Completed Tax and Social Security Forms
- Signed Employment Contract and Confidentiality Agreement
- Experience Certificate (if required)

Sincerely, [HR Representative's Name] [HR Representative's Position]

3. Probation Agreement

Probation Agreement

Date: [Date]

To: [New Employee's Name]

Subject: Probation Agreement for [Job Title]

Dear [New Employee's Name],

Welcome to Kajla Janakalyan Samity. As part of your onboarding process, you will undergo a probation period of three months. Please find the details of the probation agreement below:

Performance Expectations:

- [List performance expectations]

Key Responsibilities and Deliverables:

- [List key responsibilities and deliverables]

Evaluation Criteria and Methods:

- [Describe evaluation criteria and methods]

Feedback Mechanisms and Review Timelines:

- [Describe feedback mechanisms and review timelines]

Potential Outcomes Post-Probation:

- Confirmation
- Extension
- Termination

Please sign below to acknowledge your understanding and acceptance of the probation agreement.

Sincerely, [Your Name] [Your Position]

Acknowledgment:

I, [New Employee's Name], acknowledge and accept the terms outlined in this probation agreement.

Signature: _____ Date: _____

4. Induction Feedback Form

Induction Feedback Form

Date: [Date]

Name: [New Employee's Name]

Position: [Job Title]

Please provide your feedback on the following aspects of the induction program:

1. Welcome Session:

- Comments:

2. Organizational Overview:

- Comments:

2. Role-specific Training:

- Comments:

2. Compliance Training:

- Comments:

2. Technical Training:

- Comments:

2. Mentorship Program:

- Comments:

2. Overall Experience:

- Comments:

Suggestions for Improvement:

- ---
- ---

Thank you for your feedback!

5. Performance Review Form (Probation Period)

Performance Review Form (Probation Period)

Date: [Review Date]

Employee Name: [New Employee's Name]

Job Title: [Job Title]

Reviewer Name: [Reviewer's Name]

Performance Criteria:

1. **Job Knowledge:**

- Rating: [Rating]
 - Comments:
-

2. **Quality of Work:**

- Rating: [Rating]
 - Comments:
-

2. **Productivity:**

- Rating: [Rating]
 - Comments:
-

2. **Dependability:**

- Rating: [Rating]
 - Comments:
-

2. **Initiative:**

- Rating: [Rating]
 - Comments:
-

2. **Teamwork:**

- Rating: [Rating]
 - Comments:
-

Overall Performance:

- Rating: [Rating]
 - Comments:
-

Recommendations:

- Confirmation of employment
- Extension of probation period
- Termination of employment

Reviewer Signature: _____ Date: _____

Employee Signature: _____ Date: _____

These formats provide a structured approach to onboarding and orientation, ensuring all necessary steps and documents are clearly outlined and easily accessible for both new employees and the organization.

Appendix: Employment Terms and Conditions Formats

1. Employment Contract Template

Employment Contract

This Employment Contract is made on [Date], between:

Employer: Kajla Janakalyan Samity (KJKS) Address: [KJKS Address]

Employee: Name: [Employee Name] Address: [Employee Address]

Type of Contract: Full-time Part-time Contractual

Key Terms:

Duration:

- Start Date: [Start Date]
- End Date (for contractual): [End Date]

Compensation:

- Salary/Hourly Rate: [Salary/Rate]
- Payment Schedule: [Payment Schedule]
- Additional Compensation: [Details]

Benefits:

- Eligibility for ESI, EPF, and other benefits as per organizational policies.

Roles and Responsibilities:

- Detailed job duties and performance expectations are attached as Exhibit A.

Termination:

- Conditions under which the contract can be terminated by either party are attached as Exhibit B.

Confidentiality:

- Employee obligations regarding the protection of sensitive information are attached as Exhibit C.

Non-compete and Non-disclosure Clauses:

- Restrictions on employment with competitors and disclosure of proprietary information are attached as Exhibit D.

Signatures:

[Employer's Name]
Kajla Janakalyan Samity

[Employee's Name]
[Employee's Position]

Date: _____

Date: _____

2. Flexitime Arrangement Request Form

Flexitime Arrangement Request Form

Employee Information:

Name: [Employee Name]

Position: [Job Title]

Department: [Department]

Requested Flexitime Schedule:

Current Schedule: [Current Schedule]

Requested Schedule: [Requested Schedule]

Reason for Request:

Approval:

Line Manager:

Approved Denied

Comments: _____

Signature: _____

Date: _____

Administrative Committee:

Approved Denied

Comments: _____

Signature: _____

Date: _____

3. Job Description Template

Job Description

Position Title: [Job Title]

Department: [Department]

Reports to: [Supervisor's Title]

Location: [Location]

Job Purpose:

[Brief description of the job purpose]

Key Responsibilities and Duties:

- **Field Staff:**
 - Conduct field activities and engage with local communities.
 - Collect data and report findings to the supervisor.
 - Maintain liaison with stakeholders and build relationships with resource persons.
- **Supervisor:**
 - Conduct specific field activities and engage with local communities.
 - Monitor and provide support to field staff.
 - Prepare and submit monthly plans and reports.
 - Maintain liaison with government line departments and NGOs.
- **Coordinator:**
 - Oversee departmental activities and records, ensuring alignment with organizational goals.
 - Prepare departmental plans and reports.
 - Advocate and coordinate with various government and non-government bodies.
- **Accounts Person:**
 - Manage financial transactions and maintain accurate records.
 - Submit monthly financial reports to the Director.
 - Ensure compliance with financial regulations and organizational policies.

- Submit the finance report to the donor with the approval of the responsible Director.
- **Office Assistant:**
 - Maintain office records and handle administrative tasks.
 - Manage communication via telephone, email, and post.
 - Provide initial hospitality to visitors and maintain liaison between head office and branch offices.
- **Documentation Officer:**
 - Manage and maintain organizational documents and records.
 - Ensure proper documentation of training, workshops, and other events.
 - Assist in the preparation of annual reports and other official documents.
- **Director:**
 - Develop and implement the organization's strategic plan.
 - Guide senior management and staff.
 - Ensure effective governance and compliance with the Board of Directors.
 - Lead efforts to secure funding.
 - Maintain relationships with key stakeholders.
 - Oversee budgeting, financial planning, and reporting.
 - Ensure effective program implementation and evaluation.
 - Represent the organization in public forums and media.
- **Joint Director:**
 - Manage day-to-day operations.
 - Oversee specific programs or departments.
 - Assist in policy creation and implementation.
 - Support stakeholder and partner management.
 - Ensure effective allocation and utilization of resources.
 - Oversee program effectiveness.
 - Report organizational performance to the Director and Board.
- **Additional Director (Addl. Director):**
 - Manage projects, ensuring timely and budget-compliant delivery.

- Supervise and mentor project teams.
- Contribute to strategic planning and development.
- Ensure program and service quality.
- Maintain partnerships with stakeholders.
- Ensure policy and regulatory compliance.
- Implement innovative approaches for program effectiveness.
- **Assistant Director (Asst. Director):**
 - Assist in project planning, implementation, and monitoring.
 - Handle scheduling, communication, and documentation.
 - Collect and analyze data for program evaluation.
 - Coordinate with departments and external partners.
 - Support staff and volunteer development and training.
 - Prepare reports for internal and external stakeholders.
 - Assist in budgeting and financial tracking.

Signatures:

Employee:

[Employee's Name]

Date: _____

Supervisor:

[Supervisor's Name]

Date: _____

4. Standard Working Hours and Late Coming Agreement

Standard Working Hours and Late Coming Agreement

Employee Information:

Name: [Employee Name]

Position: [Job Title]

Department: [Department]

Standard Working Hours:

- Employees are expected to work 8 hours per day, 6 days a week, totalling 48 hours per week.
- Standard office hours are from 10:30 AM to 6:30 PM, with a 30-minute lunch break.
- Sundays are not considered holidays if there is an urgent requirement or external field visit plans.

Late Coming Policy:

- Staff may come late or leave early for 2 days for 15 minutes each in a month.
- In exceptional cases, more grace may also be given, but the decision will be taken by the Director.

Acknowledgment:

I, [Employee Name], acknowledge and accept the terms outlined in the Standard Working Hours and Late Coming Policy.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

5. Confidentiality and Non-compete Agreement

Confidentiality and Non-compete Agreement

Employee Information:

Name: [Employee Name]

Position: [Job Title]

Department: [Department]

Confidentiality Obligations:

- Employee agrees to protect and not disclose any sensitive information of KJKS.
- Obligations extend beyond the termination of employment.

Non-compete Clause:

- Employee agrees not to engage in any employment or business that competes with KJKS during the term of employment and for [duration] after termination.
- Employee agrees not to disclose proprietary information to any third party.

Acknowledgment:

I, [Employee Name], acknowledge and accept the terms outlined in the Confidentiality and Non-compete Agreement.

Employee Signature: _____

Date: _____

Employer Signature: _____

Date: _____

These formats ensure that employment terms and conditions are clearly documented and communicated, helping employees understand their roles, responsibilities, and expectations within KJKS.

Appendix: Policy Acknowledgment

1. Employee Acknowledgment

- **Process for Acknowledging HR Policy:**
 - **Review of HR Policies:**
 - Upon joining KJKS, all employees are required to review and acknowledge their understanding and acceptance of the HRA policies.
 - **Provision of Policy Documentation:**
 - HRA personnel will provide new employees with a copy of the HRA policy handbook or access to the online portal where the policies are documented.
 - **Acknowledgment:**
 - Employees must carefully read through the policies and signify their acknowledgment by signing a formal document or electronically confirming their acceptance.
 - **Ensuring Awareness:**
 - The acknowledgment process ensures that employees are aware of their rights, responsibilities, and obligations as outlined in the HRA policies of KJKS.

Employee Acknowledgment Form

I, _____ (employee name), hereby acknowledge that I have received, reviewed, and understood the HR policy handbook provided by KJKS. I understand that it is my responsibility to familiarize myself with the policies and to adhere to the guidelines and procedures outlined within them.

By signing below, I confirm my acceptance and commitment to comply with the HR policies of KJKS.

Employee Signature: _____

Date: _____

Electronic Acknowledgment

If you are acknowledging electronically, please follow these steps:

1. **Access the Online Portal:**
 - Log in to the KJKS HR portal using your employee credentials.
2. **Review HR Policies:**
 - Navigate to the "HR Policies" section and read through the document thoroughly.
2. **Acknowledge Policies:**
 - After reviewing the policies, click on the acknowledgment checkbox and submit your electronic signature.

By completing this process, you confirm your understanding and acceptance of the HR policies of KJKS.

Daily Monitoring Report

Date: [Date of Report]

Monitoring Period: [Start Date] - [End Date]

Summary of Key Observations:

- **Policy Adherence:**

[Brief description of any observed instances of policy adherence or non-adherence, including specific areas of concern or improvement]

- **Incident Reporting:**

[Summary of any incidents or concerns reported during the monitoring period, including nature of incidents and actions taken]

- **Training and Capacity Building:**

[Overview of staff participation in HRA training programs or workshops, feedback received, and any identified training needs]

- **Community Engagement:**

[Highlights of community engagement activities conducted, attendance rates, and key outcomes or discussions]

- **Communication and Awareness:**

[Summary of communication efforts related to HRA, including announcements, updates, and feedback received from staff]

- **Resource Allocation:**

[Review of resource allocation for HRA activities, including budget expenditures and any resource requests or needs identified]

- **Documentation and Record-keeping:**

[Assessment of documentation practices, including completeness, accuracy, and maintenance of records]

- **Incident Summary:**

Incident 1:[Brief description of incident, including date, location, and individuals involved]

Action Taken: [Summary of actions taken in response to the incident]

Incident 2:[Brief description of incident, including date, location, and individuals involved]

Action Taken: [Summary of actions taken in response to the incident]

- **Compliance Status:**

Policy Adherence: [Assessment of overall compliance with HRA policy requirements, highlighting any areas of concern or improvement]

Training Compliance: [Summary of staff participation in training programs and compliance with training requirements]

Resource Allocation: [Evaluation of resource allocation and adherence to budgetary allocations for HRA activities]

- **Recommendations:**

Based on the observations and incidents reported during the monitoring period, the following recommendations are proposed for improving HRA policy implementation and compliance:

[Specific recommendation 1, including rationale]

[Specific recommendation 2, including rationale]

[Specific recommendation 3, including rationale]

- **Action Plan:**

Responsibility: [Designate individual or department responsible for implementing each recommendation]

Timeline: [Specify timeline for implementing each recommendation]

Follow-up: [Indicate plans for follow-up monitoring to assess progress and effectiveness of actions taken]

Reviewed By: [Name of reviewer]

Date Reviewed: [Date of review]

Approval Signature: _____

Date Approved: [Date of approval]

Comments: [Any additional comments or notes]

This daily monitoring report provides a snapshot of HRA policy implementation, incident management, and compliance status, along with recommendations for improvement and an action plan for addressing identified issues.

Appendix: Violation of Human Resource Administration (HRA) Incident Mitigation Plan

Incident Details:

- **Date of Incident:** [Date]
- **Nature of Violation:** [Brief description of the human rights violation]
- **Location:** [Where the incident occurred]
- **Persons Involved:** [Names or roles of individuals involved]

Immediate Response:

1. **Ensure Safety and Support:**
 - Ensure the safety and well-being of any individuals affected by the incident.
 - Provide immediate support and assistance as needed, including medical attention or counselling.
2. **Documentation:**
 - Document details of the incident, including date, time, location, individuals involved, and any relevant information or evidence.
3. **Reporting:**
 - Report the incident to the designated authorities or responsible parties within the organization, following established reporting procedures.

Investigation and Analysis:

1. **Conduct Investigation:**
 - Initiate a thorough investigation into the circumstances surrounding the incident, gathering information from all relevant sources and individuals.
2. **Root Cause Analysis:**
 - Identify the underlying factors contributing to the human rights violation, including systemic issues, policy gaps, or individual misconduct.
3. **Impact Assessment:**
 - Assess the impact of the violation on affected individuals, the organization, and any other stakeholders involved.

Mitigation Strategies:

1. **Corrective Actions:**
 - Implement immediate corrective actions to address the root causes of the violation and prevent recurrence.
 - Examples may include revising policies, providing additional training, or strengthening supervision and oversight mechanisms.
2. **Restorative Measures:**
 - Offer restorative measures to affected individuals, including apologies, compensation, or access to support services such as counselling or legal assistance.

3. Preventive Measures:

- Develop and implement preventive measures to mitigate similar incidents in the future, such as improved monitoring, reporting, and accountability mechanisms.

Communication and Transparency:

1. Internal Communication:

- Communicate transparently with staff, volunteers, and other stakeholders about the incident, its causes, and the steps being taken to address it.

2. External Communication:

- If necessary, communicate with external stakeholders, such as partners, donors, or regulatory authorities, about the incident and the organization's response.

Monitoring and Follow-up:

1. Monitoring Plan:

- Develop a monitoring plan to track the implementation of corrective and preventive actions, ensuring they are effectively addressing the root causes of the incident.

2. Follow-up Mechanisms:

- Establish mechanisms for ongoing follow-up and review to assess the effectiveness of mitigation strategies and make any necessary adjustments.

Evaluation and Lessons Learned:

1. Evaluation Process:

- Conduct a comprehensive evaluation of the incident response process, including the effectiveness of mitigation strategies and any lessons learned.

2. Continuous Improvement:

- Use the findings from the evaluation to inform continuous improvement efforts, including updates to policies, procedures, and training programs.

Approval and Sign-off:

This Incident Mitigation Plan has been reviewed and approved by:

Signature: _____ **Date:** [Date]

Name: [Name of responsible party]

Position: [Position title]

Cyber Safety Policy

Introduction

This Cyber Safety Policy outlines the guidelines and procedures to ensure the protection of digital information, the security of online interactions, and the prevention of cyber threats within the organization. The policy applies to all employees, volunteers, partners, and stakeholders involved in the organization's activities.

Objectives

- Protect sensitive and personal information from unauthorized access and cyber threats.
- Ensure safe and responsible use of the internet and digital tools.
- Promote awareness and education about cyber safety and best practices.
- Comply with relevant legal and regulatory requirements.

Scope

This policy applies to:

- All organizational personnel, including employees, volunteers, and contractors.
- All digital and electronic communications and data handled by the organization.
- All devices, networks, and information systems used within the organization.

Key Principles

1. **Confidentiality:**
 - Protect sensitive information from unauthorized access.
 - Ensure that personal data is handled responsibly and ethically.
2. **Integrity:**
 - Maintain the accuracy and reliability of information.
 - Prevent unauthorized alteration of data.
2. **Availability:**
 - Ensure that information and resources are available to authorized users when needed.
 - Protect systems and data from disruptions.

Responsibilities

- **Executive Committee:**
 - Oversee the implementation and compliance of the Cyber Safety Policy.
 - Allocate resources for cyber safety measures and training.
- **IT Department:**
 - Implement and maintain security measures and protocols.
 - Monitor networks and systems for potential threats.
 - Provide technical support and guidance on cyber safety.
- **Employees and Volunteers:**
 - Adhere to the guidelines and procedures outlined in this policy.
 - Report any suspicious activities or security breaches to the IT department.

Cyber Safety Guidelines

1. **Password Management:**
 - Use strong, unique passwords for all accounts.
 - Change passwords regularly and avoid sharing them with others.

- Enable multi-factor authentication (MFA) where possible.
- 2. Email and Communication:**
 - Be cautious of phishing emails and suspicious links.
 - Verify the authenticity of email senders before sharing sensitive information.
 - Use encryption for sensitive communications.
- 3. Data Protection:**
 - Store sensitive information securely, using encryption where appropriate.
 - Regularly back up important data and store backups securely.
 - Dispose of electronic data securely when no longer needed.
- 4. Use of Devices:**
 - Keep software and operating systems up to date with the latest security patches.
 - Use antivirus and anti-malware software on all devices.
 - Avoid using public Wi-Fi for accessing sensitive information.
- 5. Social Media and Online Presence:**
 - Be mindful of the information shared on social media platforms.
 - Do not post confidential or sensitive information online.
 - Report any incidents of cyberbullying or inappropriate behavior.

Incident Response

- 1. Reporting:**
 - Immediately report any suspected cyber incidents or breaches to the IT department.
 - Provide detailed information about the nature and scope of the incident.
- 2. Investigation:**
 - The IT department will investigate reported incidents promptly.
 - Assess the impact and determine the cause of the incident.
- 3. Mitigation:**
 - Implement measures to contain and mitigate the impact of the incident.
 - Restore affected systems and data to normal operation.
- 4. Review and Learn:**
 - Conduct a post-incident review to identify lessons learned.
 - Update policies and procedures to prevent future incidents.

Training and Awareness

- Conduct regular training sessions on cyber safety best practices.
- Provide resources and materials to educate staff on emerging cyber threats.
- Encourage a culture of vigilance and proactive security within the organization.

Compliance and Monitoring

- Regularly review and update the Cyber Safety Policy to ensure its effectiveness.
- Conduct audits and assessments to monitor compliance with the policy.
- Take corrective actions for any violations of the policy.

Conclusion

The Cyber Safety Policy is essential for protecting the organization's digital assets and ensuring a secure online environment. By adhering to these guidelines, all members of the organization can contribute to a safer and more secure digital presence.

Appendix: Cyber Safety Policy

Appendix A: Definitions

1. **Confidential Information:** Information that is private or sensitive in nature and should not be disclosed to unauthorized individuals.
2. **Cyber Threat:** Any potential malicious attack that seeks to unlawfully access data, disrupt digital operations, or damage information.
3. **Multi-Factor Authentication (MFA):** A security system that requires more than one method of authentication to verify the user's identity for a login or other transaction.
4. **Phishing:** A type of online scam where attackers send fraudulent messages designed to trick a person into revealing sensitive information.

Appendix B: Password Management

- **Guidelines for Creating Strong Passwords:**
 - Use a minimum of 12 characters.
 - Include a mix of uppercase letters, lowercase letters, numbers, and special characters.
 - Avoid using easily guessable information such as birthdays, names, or common words.
- **Password Change Frequency:**
 - Change passwords at least every 90 days.
 - Immediately change passwords if a breach is suspected.
- **Password Storage:**
 - Use password managers to store and manage passwords securely.
 - Do not write down passwords or store them in plain text files.

Appendix C: Email and Communication Security

- **Identifying Phishing Emails:**
 - Look for generic greetings such as "Dear User."
 - Check the sender's email address for inconsistencies.
 - Be cautious of urgent or threatening language in the subject line.
- **Best Practices for Secure Email Communication:**
 - Use encrypted email services for sensitive information.
 - Verify the sender's identity before opening attachments or clicking on links.
 - Regularly update email client software and security settings.

Appendix D: Data Protection Measures

- **Data Encryption:**
 - Use encryption tools for storing and transmitting sensitive data.
 - Ensure encryption keys are managed securely and only accessible to authorized personnel.
- **Data Backup Procedures:**
 - Schedule regular backups of critical data.

- Store backups in secure, offsite locations.
- Test backup restoration procedures periodically.
- **Secure Data Disposal:**
 - Use data wiping software to securely delete electronic files.
 - Physically destroy storage devices that are no longer needed.

Appendix E: Device Security

- **Software Updates:**
 - Enable automatic updates for all operating systems and applications.
 - Regularly check for and install security patches manually if automatic updates are not available.
- **Antivirus and Anti-Malware:**
 - Install reputable antivirus and anti-malware software on all devices.
 - Schedule regular scans and keep the software updated.
- **Public Wi-Fi Use:**
 - Avoid accessing sensitive information over public Wi-Fi.
 - Use Virtual Private Networks (VPNs) to secure connections when public Wi-Fi is necessary.

Appendix F: Social Media and Online Presence

- **Responsible Use:**
 - Be aware of privacy settings and configure them to restrict access to personal information.
 - Do not share confidential or sensitive information on social media platforms.
 - Be cautious when clicking on links or downloading content from social media sites.
- **Reporting Inappropriate Content:**
 - Report any incidents of cyberbullying, harassment, or inappropriate behavior to the platform and the organization's IT department.
 - Document incidents with screenshots and detailed descriptions for further investigation.

Appendix G: Incident Response Procedures

- **Incident Reporting Template:**
 - Date and time of the incident.
 - Description of the incident and its impact.
 - Actions taken prior to reporting.
 - Contact information of the person reporting the incident.
- **Investigation Checklist:**
 - Identify the scope and nature of the incident.
 - Gather and preserve evidence.
 - Assess the impact on systems and data.
 - Determine the cause and entry point of the breach.

- **Post-Incident Review:**
 - Summarize findings and identify lessons learned.
 - Recommend changes to policies and procedures to prevent recurrence.
 - Update the incident response plan based on the review.

Appendix H: Training and Awareness Programs

- **Training Modules:**
 - Cyber hygiene basics.
 - Recognizing and avoiding phishing attacks.
 - Safe use of social media and online communication tools.
 - Data protection and privacy best practices.
- **Educational Resources:**
 - Guides and manuals on cyber safety.
 - Online courses and webinars on security topics.
 - Regular newsletters with updates on new threats and security tips.
- **Evaluation and Feedback:**
 - Conduct regular assessments to gauge the effectiveness of training programs.
 - Gather feedback from participants to improve future training sessions.

Appendix I: Compliance and Monitoring

- **Audit Checklist:**
 - Verify compliance with password policies.
 - Check for regular updates and patch management.
 - Review data encryption and backup procedures.
 - Assess adherence to email and communication security guidelines.
- **Monitoring Tools:**
 - Use network monitoring software to detect unusual activities.
 - Implement intrusion detection and prevention systems (IDPS).
 - Regularly review access logs and audit trails.

Appendix J: Contact Information

- **Cyber Safety Officer:**
 - Name: [Name]
 - Email: [Email]
 - Phone: [Phone Number]
- **IT Support Team:**
 - Email: [Support Email]
 - Phone: [Support Phone Number]
- **Emergency Contact:**
 - Name: [Name]
 - Email: [Email]
 - Phone: [Phone Number]

By adhering to the guidelines and procedures outlined in this Cyber Safety Policy and its appendices, the organization will create a secure digital environment that protects its assets, ensures compliance with legal requirements, and promotes a culture of cybersecurity awareness.

The Policy of Sexual Harassment of Women at Workplace

Introduction

In the Vedic Age, men and women were regarded as equals, sharing rights and responsibilities. Today, women face numerous social evils and are often subjected to various forms of harassment. Recognizing the vital roles women play as mothers, sisters, wives, and more, it is crucial to address and prevent the harassment they face. To tackle this issue, Kajla Janakalyan Samity has developed a policy of Sexual Harassment of women at workplace.

Objective

- Ensure the rights and dignity of all employees at the workplace.
- Create a safe and respectful work environment free from tension and fear.
- Prevent the incidence of sexual harassment.
- Provide support and a clear process for reporting and addressing complaints.

Origin of the Policy

The Woman and Child Welfare Department of the Government of India published a gazette notification on December 9, 2013, establishing guidelines to combat workplace harassment. This policy is based on those guidelines.

Definition of Sexual Harassment

Sexual harassment includes any unwelcome physical, verbal, or non-verbal conduct of a sexual nature that creates an intimidating, hostile, or offensive work environment. This includes, but is not limited to:

- Unwanted physical contact
- Demands or requests for sexual favours
- Making sexually coloured remarks
- Showing pornography
- Any other unwelcome physical, verbal, or non-verbal conduct of a sexual nature

Types of Harassment

Physical Harassment

- Unwanted physical advances or assault
- Pinching, beating, or kissing
- Touching body parts to direct work
- Creating fear or offering benefits for sexual favours
- Circulating explicit photos to intimidate

Verbal, Non-Verbal, or Cyber Harassment

- Comments on dress, personal life, or physique
- Sexually explicit stories or comments
- Inappropriate gestures or remarks
- False accusations
- Unwanted calls or messages
- Showing pornography or explicit material
- Pressuring to work in isolation

Complaint Process/Mechanism

Timeline

Complaints should be filed within three months from the date of the incident by the victim or a representative.

Confidentiality

All complaints will be kept confidential. Information may be disclosed only for security and protection purposes as determined by the Internal Complaints Committee.

Process of Complaint

- Complaints can be submitted in writing to the Internal Complaints Committee
- Complaints can be made through friends, relatives, doctors, or kind-hearted persons if the victim is unable to do so.

Post-Complaint Process

- If the complaint is verbal, the committee will attempt to resolve it verbally if both parties agree.
- For written complaints, mutual resolution will be sought before further action.
- If unresolved, the committee will investigate individually and take necessary steps.
- A report will be prepared and sent to the Executive Council (EC) for action.
- If the EC's steps are not implemented, legal action will be pursued.

Internal Complaints Committee – Structure, Qualification, and Duration

Structure

The committee will consist of five members:

- Three staff members (one male and two females)
- One external expert on women's empowerment
- One female member from the Executive Council
- The senior female member will head the committee.

Qualifications

Members must have a clear understanding and knowledge of women's empowerment and protection.

Duration

The committee's tenure aligns with the Executive Committee's term (three years). Members can resign or be suspended for cause by a 3/4th majority vote.

Vacancy

Vacancies will be filled within two months with EC approval.

Activities of the Internal Complaints Committee

- Investigations will begin within seven days of complaint receipt.
- A copy of the complaint will be sent to the accused within seven days.
- The accused must respond within ten days.
- The committee must take action within 90 days.

Committee Powers

- Issue verbal or written warnings
- Salary/honorarium cuts
- Transfers
- Pay for treatment if required
- Demotion
- Suspension or termination

Punishment for False Complaints

False complaints will result in:

- Salary/honorarium cuts
- Transfers
- Demotion
- Suspension or termination

Benefits for Harassment Victims

- Reimbursement of primary treatment costs
- Transfer to a safer location
- Three months' leave with salary

Implementation Process

- Policy approval and discussion by the Executive Committee.
- Staff will be informed and workshops conducted.
- Policy displayed at all branches and units.
- Complaint forms and boxes will be made available.
- New employees will receive the policy and must consent in writing.

This policy ensures a respectful and safe work environment for all employees, fostering equality and protection from sexual harassment.

Do's and Don'ts for Members of the Internal Complaints Committee

Do's

1. **Listen Attentively:** Hear the complaint by the complainant attentively and with respect.
2. **Maintain Respect:** Ensure all interactions are respectful and do not insult or demean women.
3. **Follow Policy:** Strictly adhere to the Sexual Harassment Policy without suppressing any facts.
4. **Prioritize Issues:** Address the problems of female staff with the utmost importance.
5. **Sensitive Handling:** Handle cases to ensure the complainant is not hurt physically or mentally.
6. **Maintain Confidentiality:** Keep all details of complaints and proceedings confidential.
7. **Support Victims:** Provide appropriate support to victims throughout the complaint process.

Don'ts

1. **Insulting Remarks:** Avoid making any remarks that could insult or demean women.
2. **Provoke with Benefits:** Do not provoke female staff by offering extra or illegal benefits.
3. **Discrimination:** Do not discriminate against anyone in terms of benefits or treatment.
4. **False Calls:** Do not harass by making false and repeated calls at the workplace.
5. **Inappropriate Communication:** Avoid sending inappropriate emails or messages.
6. **Pornographic Material:** Do not show pornography, bad pictures, or cartoons.
7. **Isolation Pressure:** Do not pressure staff to work in isolated or lonely places.

Monitoring System

1. **Activity Review:** The Internal Complaints Committee will review their activities regularly and prepare a plan of action.
2. **Bi-Annual Reports:** Prepare and submit a report to the Executive Council every six months.
3. **Performance Review:** The Executive Committee will review the performance of the Internal Complaints Committee members, with the authority to terminate inactive members and recruit new ones.

Assessment

1. **Annual Review:** The policy will be reviewed and discussed annually among the members of the committee, the Executive Committee, and staff for potential amendments.
2. **Approval of Amendments:** Any amendments to the policy must be approved by the Executive Council.

Do's & Don'ts by Employees on the basis of the Policy of Sexual Harassment of Women at Workplace

Do's

1. **Respect Boundaries:**
 - Always respect the personal space and boundaries of your colleagues.
 - Be mindful of body language and verbal cues that indicate discomfort.
2. **Report Harassment Promptly:**
 - File complaints within three months from the date of the incident.
 - Use the appropriate channels (Internal Complaints Committee) for filing complaints.
3. **Maintain Confidentiality:**
 - Keep all complaint details confidential unless disclosure is necessary for protection and security purposes.
4. **Follow Proper Channels:**
 - Submit complaints in writing to the Internal Complaints Committee.
 - Ensure complaints are detailed and specific.
5. **Support Victims:**
 - Offer support to victims of harassment.
 - Encourage them to report the incident if they are hesitant.

6. **Participate in Policy Implementation:**
 - Attend workshops and discussions on the policy.
 - Acknowledge receipt and understanding of the policy upon joining the organization.
7. **Cooperate with Investigations:**
 - Respond promptly if you are involved in an investigation.
 - Provide truthful information and cooperate fully with the Internal Complaints Committee.

Don'ts

1. **Engage in Harassment:**
 - Do not engage in any unwelcome physical, verbal, or non-verbal conduct of a sexual nature.
 - Avoid making sexually coloured remarks or showing explicit material.
2. **Ignore Complaints:**
 - Do not ignore or dismiss complaints of harassment.
 - Avoid creating an environment where victims feel unable to report incidents.
3. **Retaliate Against Complainants:**
 - Do not retaliate against individuals who file complaints or support victims.
 - Ensure that no victimization occurs post-complaint.
4. **Spread Rumours:**
 - Do not spread rumours or false accusations about colleagues.
 - Avoid discussing ongoing investigations or complaints with uninvolved parties.
5. **Misuse the Policy:**
 - Do not file false complaints as it undermines the seriousness of genuine claims.
 - Understand that false complaints will result in disciplinary action.
6. **Obstruct the Complaint Process:**
 - Do not obstruct the complaint or investigation process in any way.
 - Ensure that all actions during the process are transparent and fair.
7. **Ignore the Policy:**
 - Do not neglect to read and understand the policy.
 - Ensure compliance with all aspects of the policy and encourage others to do the same.

The Policy of Sexual Harassment of women at Workplace is designed to create a safe, respectful, and dignified environment for all employees. It outlines clear definitions, types of harassment, the complaint process, the structure of the Internal Complaints Committee, and the powers and responsibilities associated with the committee. Following these do's and don'ts ensures adherence to the policy and promotes a harassment-free workplace.

Appendix - The Policy of Sexual Harassment of Women at Workplace

A. Complaint Form

Date: _____

Complainant's Details:

Name: _____

Contact Number: _____

Email: _____

Details of Incident:

Date of Incident: _____

Time of Incident: _____

Location: _____

Description of Incident:

Details of Alleged Harasser:

Name: _____

Position/Department: _____

Witnesses (if any):

Name: _____

Contact Number: _____

Supporting Evidence (if any):

[Attach documents/photos, if applicable]

Preferred Resolution/Outcome:

Signature of Complainant: _____

[Note: This form will be treated confidentially, and retaliation against the complainant is strictly prohibited.]

B. Investigation Report

Date: _____

Incident Details:

Date of Incident: _____

Time of Incident: _____

Location: _____

Description of Incident: _____

Steps Taken:

1. Interview with Complainant: _____

2. Interview with Alleged Harasser: _____

3. Interviews with Witnesses: _____

Evidence Collected:

- Statements
- Emails
- Photos/Videos

Findings:

[Summary of investigation findings]

Recommendations:

[Recommendations for resolution or disciplinary action]

Signature of Investigator: _____

C. Resolution Outcome Form

Date: _____

Incident Details:

Date of Incident: _____

Time of Incident: _____

Location: _____

Description of Incident: _____

Actions Taken:

[Details of actions taken, sanctions imposed, etc.]

Measures to Prevent Recurrence:

[Steps taken to prevent similar incidents in the future]

Signature of Responsible Party: _____

D. Training Attendance Register

Date: _____

Employee Name	Date of Training	Signature/Acknowledgment
[Employee 1]	[Date]	[Signature/Acknowledgment]
[Employee 1]	[Date]	[Signature/Acknowledgment]
[Employee 1]	[Date]	[Signature/Acknowledgment]

E. Policy Acknowledgment Form

I, [Employee Name], acknowledge that I have received, read, and understand the Sexual Harassment of Women at Workplace - Protection Policy of [Organization Name]. I agree to comply with the policy's provisions and understand that violations may result in disciplinary action, up to and including termination of employment.

Employee Name: _____

Date: _____

Signature: _____

F. Confidentiality Agreement

I, [Employee Name], understand and agree to maintain strict confidentiality regarding all information and details related to investigations of sexual harassment complaints within [Organization Name]. I understand that any breach of confidentiality may result in disciplinary action, up to and including termination of employment.

Employee Name: _____

Date: _____

Signature: _____

G. Policy Review Checklist

Date of Review: _____

- **Legal Updates:** [Yes/No]
- **Feedback from Employees:** [Summary of feedback]
- **Complaint Data Analysis:** [Summary of complaint data]
- **Recommendations for Policy Enhancements:** [List of recommendations]

Child Protection Policy

Glossary

Definition of Terms Used in the Policy

Child: Any person below the age of 18 years.

Child Protection: Safeguarding children from any form of violence, exploitation, discrimination, and abuse.

Child Abuse: Physical, mental, sexual, or emotional maltreatment of a child, especially by caregivers.

- **Physical Abuse:** Deliberately causing physical harm to a child, including slapping, kicking, poisoning, etc.
- **Sexual Abuse:** Engaging in sexual activities with children or using children for sexual stimulation. This includes intercourse, touching, exposure of genitals, producing child pornography, and grooming.
- **Emotional Abuse:** Behaviours and attitudes that harm a child's emotional wellbeing, such as neglect, deliberate humiliation, threats, and withholding affection.
- **Neglect:** Failure to meet a child's basic needs, including nutrition, healthcare, housing, education, and emotional support.

Vulnerable Children: Children at a high probability of experiencing negative outcomes or loss of well-being due to risky or uncertain events and lack of appropriate means to deal with them. Categories include:

- Children in conflict with or contact with the law
- Orphaned and abandoned children
- Migrating children
- Child laborers
- Child beggars
- Children in prostitution
- Street and runaway children
- Drug-addicted children
- Children affected by disasters
- Children with chronic and infectious diseases
- Children with special educational needs and/or disabilities
- Children with mental health difficulties
- Children with physical health issues
- Children in non-intact families
- Transgender children or those exhibiting non-normative gender behavior
- Children of women in prostitution
- Children from Scheduled Caste (S.C.) and Scheduled Tribe (S.T.) families

- Trafficked children
- School dropouts
- Children affected by early marriage
- Children of single parents

Child Protection: As defined by the Integrated Child Protection Scheme, it involves protecting children from any perceived or real danger or risk to their life, personhood, and childhood. It aims to reduce their vulnerability to harm and ensure that no child falls out of the social safety net. Special attention is given to children in difficult circumstances.

Risk: The chance of a difficult situation happening directly or indirectly related to the school, leading to negative outcomes for students. Risk includes:

- Experiencing a difficult/troublesome situation
- Being sexually, physically, mentally, or cyber-abused
- The organization's inability to help children in a difficult situation
- Adverse experiences having long-term or short-term negative impacts on student well-being

Life Skills: Positive skills enabling people to deal with everyday life challenges, such as conflict resolution, communication, and active listening.

Bullying: Physical, mental, or sexual aggression used to dominate or intimidate a person.

Child Pornography: Any form of media depicting the exploitation of children through sexually suggestive activities.

Child Marriage: The practice of marrying children before they reach legal adulthood; the legal age in India is 18 for girls and 21 for boys.

Child Labour: Employment of children in any business or industry, generally considered illegal and exploitative as it usually takes children away from school and home environments.

Gender Bias: The socio-cultural perception of one gender being superior to others, often resulting in preferential treatment towards males.

Emergency: A sudden situation posing a serious threat to life, environment, safety, or property, requiring immediate action to avoid further damage. Emergencies include natural disasters like earthquakes and tsunamis, and man-made disasters like wars.

Pre-disaster Preparedness: Steps taken to prepare for disasters and reduce their effects on people as much as possible.

Psychosocial (Aid): A holistic approach to wellbeing, including psychological as well as environmental and social effects on physical and mental health.

Code of Conduct: A set of regulations governing the behaviour of members of an institution.

IEC (Materials): Information, Education, and Communication materials printed, broadcast, and circulated to create awareness on specific issues. Examples include posters, radio messages, flyers, and pamphlets.

Child Participation: The right of children to form their own views, express opinions, be heard, seek, receive, and impart ideas, be informed, seek information, associate freely, assemble peacefully, and have their views taken into account in settings like family, schools, and other institutions. It also includes participating in planning, implementing, monitoring, and evaluating.

Cyber Grooming: The act of building an emotional connection with a child online to exploit them.

Cyber Bullying: The use of digital platforms to harass, threaten, or humiliate a child.

Online Transaction Fraud: Fraudulent activities aimed at stealing money through online transactions.

Online Gaming: Playing games over the internet, which can expose children to various risks.

Email Fraud: Sending malicious emails to steal information or harm the recipient's device.

Introduction

Aim of the Policy

The aim of this policy is to introduce child protection within the context of the organization and equip the staff to implement, monitor, and evaluate it regularly. It provides clear direction to staff and others regarding their roles and responsibilities in dealing with child protection issues. The authority of Kajla Janakalyan Samity (KJKS) is explicitly expressed in the policy to address child protection issues with utmost sensitivity, keeping the best interest of the child in mind.

Target Audience

This policy applies to all personnel and individuals associated with Kajla Janakalyan Samity who come into direct or indirect contact with children within the organization or any constituent directly or indirectly engaged in the organization system.

- **Direct Contact with Children:** Involves being physically present with a child or children as part of their work, whether regular, occasional, temporary, or long-term. This includes visitors, vendors, and other service providers.
- **Indirect Contact with Children:** Involves work that does not require physical presence with a child but includes access to personal details and information, such as photographs and case files.

Part I: Introduction

Preamble:

Children are the future of society and civilization. However, they are often the most vulnerable, especially in third-world countries, due to negligence, abuse, torture, or exploitation. While the family is meant to be a safe place, it can become harmful due to domestic violence, greed, and meanness. Childhood often turns into a period of pressure and deprivation, with children lacking the right to express their opinions and suffering from insufficient nutritious food, shelter, and clothing.

Frequent issues such as child labour, early marriage, child domestic workers, and female feticide plague society. Children often fall victim to trafficking under the guise of early marriage and unsafe migration.

Children are often treated as puppets by adults, with no right to express their opinions and no child-centric behaviour from adults, which hampers the creation of a child-centered environment.

Kajla Janakalyan Samity has long been committed to working for, by, and with children. The organization has decided to frame a rectified 'Child Protection Policy' to create a safety net and child-friendly environment within and outside the organization.

The organization honours and believes in a child-centric environment, emphasizing the importance of constructive opinions from children. It believes every child deserves equal rights, regardless of caste, creed, religion, sex, or socioeconomic status. The organization is accountable for preventing the exploitation, abuse, maltreatment, and torture of children. Employees, well-wishers, partner agencies, experts, members, and volunteers of the organization are accountable for protecting children, creating a child-friendly environment, and ensuring freedom from any form of child-centric violence.

Policy Statement

The Child Protection Policy is a statement of intent that defines KJKS's commitment to safeguard children from harm and abuse. It helps create a safe and positive environment for children, demonstrates that the organization takes its duty of care and protection seriously, and specifies stakeholders' responsibilities and roles in protecting children.

Basic Principles

The Child Protection Policy of Kajla Janakalyan Samity is based on the following principles, standards, and guidelines:

- All persons and organizations associated with Kajla Janakalyan Samity, whether directly or indirectly, must follow the principles, standards, and guidelines of Child Protection and Child Rights.
- All employees and associated organizations must strictly adhere to the Child Protection Policy.

Objective of the Policy

- To create a child-friendly atmosphere and safety net for protecting children from violence.
- To ensure a child-friendly attitude and behaviour among employees, well-wishers, partner agencies, experts, members, volunteers, visitors, and others.

- To provide a platform for children to express their opinions within and outside the organization.
- To define roles, responsibilities, and accountability of the organization's authorities and other stakeholders.
- To enable staff and others to recognize signs of abuse or situations where a child may require protection and help, and to report such incidents to the concerned authority for immediate action.
- To establish mechanisms for monitoring and reviewing the implementation of child protection standards.

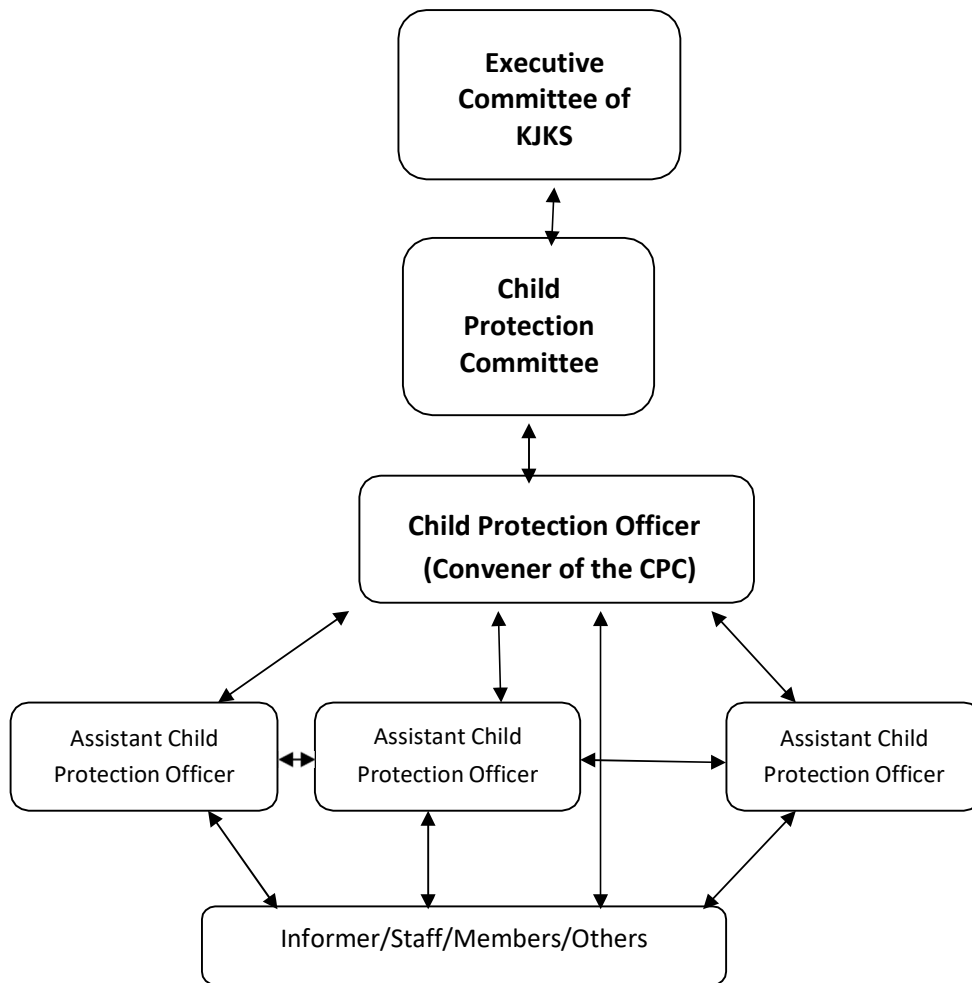
Guiding Principles

The Child Protection Policy is guided by the following non-negotiable fundamental principles for realizing the rights of all children:

- **Principle of Best Interest of the Child:** The child's best interest is a primary consideration, encompassing a substantive right, a fundamental interpretative legal principle, and a procedural rule. Institutions, services, and facilities responsible for the care or protection of children must conform to standards established by competent authorities, particularly in safety, health, and supervision, and reaffirm the rights and duties of parents, guardians, and other legally responsible individuals.
- **Principle of Safety:** Ensuring that the child is safe and not subjected to any harm, abuse, or maltreatment while in contact with care providers and caregivers.
- **Principle of Presumption of Innocence:** Any child shall be presumed innocent of any malafide or criminal intent up to the age of eighteen years.
- **Principle of Non-Stigmatizing Semantics:** Avoid using adversarial or accusatory language in processes pertaining to a child.
- **Principle of Fresh Start:** All past records of any child under the Juvenile Justice system should be erased except in special circumstances.

Children, especially the most vulnerable, deserve the highest standards of care and protection. Building a safe environment within the organization where children's rights are respected and they are protected from harm is crucial. Staff and other stakeholders of the organization have an important role to play. This involves being aware of their protection roles and responsibilities and behaving with utmost professionalism and integrity at all times. The organization must honour and believe in the principle of a child-centric environment, emphasizing the importance of children's opinions and participation.

Structure of Child Protection Committee:



The Child Protection Committee will consist of 15 members. At least six (6) seats will be reserved for female members, including one girl serving as child representatives. The tenure of the committee will be three years, after which it will be reconstituted with due notification from the Executive Board of Kajla Janakalyan Samity.

SL No.	Suggested Member	Total Number	Male	Female	Name of Member	Designation
1	Representative of Board Member	1	0	1		
2	Representatives from children club/CCI	2	1	1		
3	Representative of Directors Team/ Coordinator	1	1	0		
4	Representative of	4	2	2		

	District Management staff					
5	Representative of Field supervisor	2	1	1		
6	Child Protection Officer	1	1	0		
7	Director	1	1	0		
8	Representative of beneficiaries and general members and field staff	3	2	1		

Committee Responsibilities Meetings and Policy Review

- **Frequency:** Conduct quarterly meetings to review the Child Protection Policy.
- **Resolution of Cases:** Resolve all cases within the stipulated time frame.
- **Coordination with Executive Body:** Inform and coordinate with the executive body of the organization on different cases or incidents.

Reporting and Decision Making

- **Report Analysis:** Analyse the reports from the Child Protection Officer (CPO) and make recommendations or decisions on legal and non-legal aspects.
- **Information, Education, and Communication (IEC):** Develop and disseminate IEC materials on Child Protection Policy at the office and operational areas.

Awareness and Capacity Building

- **Awareness Programs:** Organize awareness generation and capacity building programs on child protection policy and related acts for staff, members, stakeholders, and others to build a child safety net within and outside the organization.
- **Government Relations:** Develop better relations with government structures like DCPU, DSWO, CWPO, CWC, Police, GP, BLCPC, VLCPC, etc.

Implementation and Evaluation

- **Policy Implementation:** Implement the Child Protection Policy within the organization and influence others in the operational area.
- **Monitoring and Evaluation:** Monitor and evaluate the policy's implementation quarterly and annually and publish a brief annual report.
- **Annual Review:** Conduct an annual review meeting on the status of the policy's implementation.

Roles and Responsibilities

Role of Child Protection Committee (CPC) Members

- Follow the organization's Child Protection Policy.
- Act as informers at the field level.
- Participate in committee meetings.
- Raise awareness among the general public and stakeholders about the Child Protection Policy.
- Communicate effectively with the CPO, ACPO, and informers.
- Discuss the basic points of the Child Protection Policy in all capacity-building programs.
- Stay informed on issues of child rights and the Child Protection Policy.

Role of Child Protection Officer (CPO)

- Act as the focal point for receiving all complaints of child abuse and inform the CPC.
- Maintain records of complaints.
- Ensure mandatory reporting of child sexual offenses and coordinate with the police and local authorities.
- Follow procedures for allegations of child safety violations.
- Facilitate training on child rights and the Child Protection Policy.
- Guide the CPC and Executive Committee (EC) in taking appropriate and timely actions.
- Formulate action plans for implementing the Child Protection Policy.
- Maintain liaison with children's organizations, EC, VLCPC, BLCPC, DCPU, CWC, and CWPO.
- Assess risks.
- Refer cases as decided by the CPC.
- Report to appropriate authorities on the implementation, assessment, and evaluation of the policy.
- Ensure confidentiality.

Role of the Executive Committee of Kaja Janakalyan Samity

- Act as the focal point for receiving complaints of child abuse from the concerning district and inform the CPO.
- Maintain records of complaints for the concerning district.
- Follow procedures for allegations of child safety violations.
- Facilitate training on child rights and the Child Protection Policy in the concerning district.
- Formulate action plans for implementing the Child Protection Policy in the concerning district.
- Maintain liaison with children's organizations and relevant authorities in the concerning district.
- Assess risks.
- Refer cases as decided by the CPC.
- Report to appropriate authorities on the implementation, assessment, and evaluation of the policy.
- Ensure confidentiality.
- Formation of CPC.

- Monitor, review, and evaluate the CPC function.
- Review, monitor, and evaluate the implementation and impact of the Child Protection Policy within the organization.
- Make decisions on critical cases referred by the CPC.
- Build capacity on the Child Protection Policy for CPC members.
- Amend the Child Protection Policy as needed.
- Guide the CPC for proper functioning.

Personal Safety and Life Skills for Children

- **Safe Spaces:** Build the organization as a safe space by informing children about personal boundaries.
- **Policy Awareness:** Inform children about the highlights of the policy in simplified language and whom to approach if their personal safety is violated.
- **Life Skills:** Encourage ongoing learning about life skills and personal safety to empower children to act for themselves and others.
- **Dialogue:** Engage in age-appropriate dialogues with children that evolve based on their needs and surroundings, including safeguarding against cyber-bullying, child pornography, and online abuse

Part II: Preventive Strategy Within School

A. Engaging / Recruiting / Selecting / Nominating Human Resources

Procedures for Appointment

References:

- Applicants (staff, consultants, EC & CPC members, evaluators, and experts) must provide a minimum of three references with their application.
- The authority must verify these references, specifically questioning child protection sensitivity.

Background Verification:

- The authority should conduct a detailed background check using established indicators to assess reliability concerning child protection.
- Verify the applicant's behaviour and attitude through friends or colleagues from previous engagements.

Interview Process:

- Include specific questions that draw out candidates' attitudes and values concerning child protection.

Declaration:

- All staff, EC & CPC members, experts, consultants, and evaluators must sign a declaration to abide by the Child Protection Policy.

Self-Audit:

- All personnel must complete an annual self-audit based on the Child Protection Policy, submitted for performance appraisal with feedback from children.

Integration:

- Integrate the Child Protection Policy into the standing orders or service rules of employees, prioritizing the "best interests of the child."

B. Code of Conduct**General Guiding Principles**

1. **Awareness:** Be aware of vulnerable conditions, risk factors, and mitigation strategies within the local context.
2. **Planning:** Organize work and workplaces to reduce risk factors.
3. **Visibility:** Perform activities with children openly and visibly.
4. **Atmosphere:** Create a fearless and friendly atmosphere where children can express their opinions and emotions.
5. **Cooperation:** Work with children in a spirit of cooperation and mutual respect.
6. **Respect:** Treat children with respect, recognizing them as individuals with specific needs and rights.
7. **Education:** Provide education that helps children understand and access their rights and solve their problems.
8. **Communication:** Encourage children to voice their problems, grievances, and demands.
9. **Listening:** Listen to children and take appropriate action.
10. **Participation:** Involve children in developing plans related to their development.
11. **Information:** Provide age-appropriate information to children.
12. **Advocacy:** Advocate against violations of children's rights, such as child labour and early marriage.
13. **Accountability:** Be accountable for ensuring good behaviour and child protection, adhering to the Child Protection Policy.

Unacceptable Behaviours

1. **Isolation:** Do not spend prolonged time alone with one child away from others.
2. **Inappropriate Touch:** Avoid unnecessary physical contact except in medical emergencies.
3. **Personal Errands:** Do not use children for personal errands.
4. **Favouritism:** Do not show favouritism or buy gifts for specific children only.
5. **Suppression:** Do not suppress children from expressing their opinions.

6. **Falsehood:** Do not speak falsely about or rebuke children unfairly.
7. **Discrimination:** Avoid language or actions that are offensive or discriminatory based on physical traits, caste, profession, creed, or religion.

C. Code of Conduct for Visitors

1. **Interactions:** Converse with children in the presence of others.
2. **Non-Discrimination:** Avoid discriminatory behaviour or attitudes.
3. **Permission:** Do not serve food or take photographs of children without permission from the competent authority.
4. **Conduct:** Use appropriate language and behaviour, respecting the dignity of children.
5. **Boundaries:** Do not take children outside or to private spaces without permission from the authority.
6. **Engagement:** Do not provoke children to engage in inappropriate activities or use them for personal work.
7. **Confidentiality:** Do not publish information that could harm the dignity of the child.

D. Code of Conduct for Children

1. **Respect:** Children should honour and respect elders and maintain dignity.
2. **Rules:** Follow the rules of the organization, school, and CCI.
3. **Collaboration:** Engage in group activities such as group play, table sharing, food sharing, and classroom decoration.
4. **Communication:** Inform appropriate authorities about personal problems.
5. **Behaviour:** Avoid illegal activities, exploitation, and the use of dishonourable or filthy words.
6. **Leadership:** Obey child leaders and support weaker peers in different subjects.
7. **Non-Violence:** Avoid quarrels, violence, and unnecessary grouping.
8. **Self-Improvement:** Strive to improve knowledge, efficiency, and consciousness, and earn dignity through actions.

Personal Safety and Life Skills for Children

1. **Safe Spaces:** Create safe spaces by informing children about personal boundaries.
2. **Policy Awareness:** Simplify policy highlights for children and provide guidance on whom to approach if safety is violated.
3. **Ongoing Education:** Continuously educate children on life skills and personal safety.
4. **Dialogue:** Engage in age-appropriate dialogues about personal safety, adapting to evolving needs such as cyber safety.

This list is not all-inclusive and may be modified to suit local needs and contexts. Schools are required to finalize and notarize the conduct guidelines by competent authorities

Capacity Building for Child Protection Policy Implementation

Capacity Building of Students

To ensure proper implementation of the Child Protection Policy within the organization, schools, and CCIs, it is crucial to build the capacity of all stakeholders. This includes students, teachers, parents, employees, members, and beneficiaries. DCPU, BLCPC, and VLCPC should assist in this effort, and the organization should allocate budget for these activities. The following strategies can be employed:

1. Special Classes:

- Regularly conduct special classes on topics such as handwashing, primary treatment, hygiene, emotional control, protection against mental and physical violations, how to lodge complaints against violators, and distinguishing between good and bad touch.

2. Workshops:

- Organize quarterly workshops on child rights, the Child Protection Policy, and the roles of VLCPC, CWC, and Child Line.

3. Engagement Activities:

- Involve children and students in monitoring classes, managing libraries, publishing wall magazines, organizing events, and participating in decision-making processes and CPC implementation assessments. This helps build self-confidence and prevents violations.

4. Annual Meets:

- Conduct annual meetings to review student performance and organizational safety. These events, led by the children and students, will include awards for best performers and encourage collectivization for ensuring safety.

Capacity Building of Employees, EC Members, CPC Members, and Committee Members

1. Special Training:

- The organization or CPC should provide special training on child rights, child protection laws, policies, and the Child Protection Policy. Teachers should be trained on positive disciplining and non-violent communication.

2. Quarterly Workshops:

- Organize quarterly workshops on monitoring various sectors of the organization, CCI, and school to ensure child protection and prevent violations.

Capacity Building of Parents, Beneficiaries, and Others

1. Awareness Meetings:

- Discuss child protection issues and the Child Protection Policy in scheduled meetings and special awareness generation sessions for better policy implementation.

2. Monitoring Engagement:

- Involve parents and beneficiaries in monitoring the implementation of the Child Protection Policy.

Capacity Building of Other Staff (Clerks, Cooking Team, Gardeners, Cleaners, Drivers, etc.)

1. Biannual Workshops:

- Conduct workshops every six months on the Child Protection Policy and proper interaction with children, including communication skills.

2. Monitoring Representation:

- Engage representatives from these staff groups in monitoring the implementation of the Child Protection Policy.

Opportunities for Easy Access to Documents

1. Distribution of Policy Documents:

- Ensure all stakeholders, including children, inmates, students, employees, EC and CPC members, and parents, have access to the Child Protection Policy and other relevant documents.

2. Staff Copies:

- Provide a copy of the policy to every staff member, whether permanent or contractual.

3. Child-Friendly Versions:

- Create and distribute child-friendly versions of the policy, explained in simple language appropriate for different age groups.

4. Vendor Agreements:

- Include the policy highlights in vendor agreements and brief all vendors.

5. Annual General Meetings:

- Discuss the policies during annual general meetings to raise awareness among members.

6. Display of Important Clauses:

- Use various avenues for mandatory disclosure of important policy clauses:
 - Display boards in common areas.
 - Print and publish the policy in book form for easy access.
 - Use posters, boards, and wall writings to highlight key points.
 - Display the policy on the organization's website.
 - Develop handouts for dissemination among staff, members, visitors, and other associates.

By systematically implementing these capacity-building strategies, the organization can create a robust safety net for children and ensure the effective enforcement of the Child Protection Policy.

Part III: Standards for Communication and Use of Visual Images of Children

General Standards for Protecting Children in Communication Processes

The general standards for communications within the organization, school, and CCI will adhere to the following principles:

- 1. Best Interests of the Child:**
 - Prioritize the best interests of the child in all communication steps.
 - Avoid actions or procedures that could degrade, victimize, or shame any child to preserve their dignity.
- 2. Privacy and Confidentiality:**
 - Maintain the privacy and confidentiality of the child's identity and personal details.
 - Ensure that no personal information is publicly revealed that could enable the child to be physically located.
- 3. Non-Stigmatizing Semantics:**
 - Avoid using adversarial or accusatory words in processes involving a child.
- 4. Informed Consent:**
 - Obtain informed consent from children and their caregivers before sharing any information.
 - Allow children the right to refuse external communication, such as with the media or other organizations.
- 5. Right to Participation:**
 - Ensure children have the right to participate and express their opinions on matters concerning them.
 - Listen to children's accounts rather than having adult figures speak on their behalf.
- 6. Sensitive Matters:**
 - Keep data on sensitive matters, such as incidents of abuse or bullying, on a need-to-know basis.
 - Limit data sharing to stakeholders who are legally mandated to know, including concerned teachers, heads of institutions, guardians, and law enforcement.
 - Store all data securely and maintain confidentiality.

Standards for the Use of Visual Images

To uphold the dignity of children, Kajla Janakalyan Samity adheres to the following standards:

- 1. Permission for Photography:**
 - Obtain permission from the child before taking photos or videos.
 - Obtain permission from both the child and parents before using photographs in case studies. If the child cannot understand, permission must be obtained from the parents.
- 2. Depiction of Special Needs and Affected Children:**
 - Maintain the dignity of children when depicting and describing photographs of children with special needs, disaster-affected children, or refugee children.
 - Provide explanations where possible when using images.

- 3. Respect for Children's Wishes:**
 - Do not pressure any child who does not want their photograph taken.
- 4. Use of Images for Organizational Interests:**
 - Do not use children's images for the sole benefit of Kajla Janakalyan Samity.
 - Do not manipulate children to misrepresent the truth, such as enforcing them to cry for a photograph.
- 5. Privacy and Anonymity:**
 - Never publish the full name of the child and their family. Change the name and address of the child if needed for privacy.
- 6. Balanced Representation:**
 - Avoid traditional presentations that elicit sympathy by showing extreme conditions.
 - Highlight balanced facts that help the poor without showing them as victims.
- 7. Visual Representation of Incidents:**
 - Avoid over-colouring or fine-tuning images to preserve the dignity of the child and their family.
 - Do not use children's images to generate interest or influence others for personal gain.
 - Use general photographs with clear captions without misinterpreting the image.
- 8. Standards of Taste and Decency:**
 - Avoid using images related to love affairs, ugly or vulgar photos, photos of dead, naked, or dishonoured children.
 - Do not use photos of poor, wretched, or downtrodden children unnecessarily.
 - Avoid publishing pictures where children are victims of dishonour or have lost their dignity.
 - Do not publish children's words that could be harmful in the future.

Other Related Rules for Using Visual Images

- 1. Compliance by External Partners:**
 - Foreign friends, donors, and partners must follow and abide by the visual image policy of Kajla Janakalyan Samity.
- 2. Visual Materials During Disasters and Emergencies:**
 - Follow the visual image policy norms when publishing different visual materials during disasters and emergencies.
- 3. Quality and Ethical Standards:**
 - Maintain high quality in photographs where child-related photos are used.
 - Avoid manipulating children's images to collect money.
 - Ensure that the marketing of a child's image does not compromise their dignity.

By adhering to these standards, Kajla Janakalyan Samity ensures the protection and dignity of children in all communications and use of visual images.

Part III: Standards for Communication and Use of Visual Images of Children

General Standards for Protecting Children in Communication Processes

The general standards for communications within the organization, school, and CCI will adhere to the following principles:

- 1. Best Interests of the Child:**
 - Prioritize the best interests of the child in all communication steps.
 - Avoid actions or procedures that could degrade, victimize, or shame any child to preserve their dignity.
- 2. Privacy and Confidentiality:**
 - Maintain the privacy and confidentiality of the child's identity and personal details.
 - Ensure that no personal information is publicly revealed that could enable the child to be physically located.
- 3. Non-Stigmatizing Semantics:**
 - Avoid using adversarial or accusatory words in processes involving a child.
- 4. Informed Consent:**
 - Obtain informed consent from children and their caregivers before sharing any information.
 - Allow children the right to refuse external communication, such as with the media or other organizations.
- 5. Right to Participation:**
 - Ensure children have the right to participate and express their opinions on matters concerning them.
 - Listen to children's accounts rather than having adult figures speak on their behalf.
- 6. Sensitive Matters:**
 - Keep data on sensitive matters, such as incidents of abuse or bullying, on a need-to-know basis.
 - Limit data sharing to stakeholders who are legally mandated to know, including concerned teachers, heads of institutions, guardians, and law enforcement.
 - Store all data securely and maintain confidentiality.

Standards for the Use of Visual Images

To uphold the dignity of children, Kajla Janakalyan Samity adheres to the following standards:

- 1. Permission for Photography:**
 - Obtain permission from the child before taking photos or videos.
 - Obtain permission from both the child and parents before using photographs in case studies. If the child cannot understand, permission must be obtained from the parents.
- 2. Depiction of Special Needs and Affected Children:**
 - Maintain the dignity of children when depicting and describing photographs of children with special needs, disaster-affected children, or refugee children.
 - Provide explanations where possible when using images.

- 3. Respect for Children's Wishes:**
 - Do not pressure any child who does not want their photograph taken.
- 4. Use of Images for Organizational Interests:**
 - Do not use children's images for the sole benefit of Kajla Janakalyan Samity.
 - Do not manipulate children to misrepresent the truth, such as enforcing them to cry for a photograph.
- 5. Privacy and Anonymity:**
 - Never publish the full name of the child and their family. Change the name and address of the child if needed for privacy.
- 6. Balanced Representation:**
 - Avoid traditional presentations that elicit sympathy by showing extreme conditions.
 - Highlight balanced facts that help the poor without showing them as victims.
- 7. Visual Representation of Incidents:**
 - Avoid over-colouring or fine-tuning images to preserve the dignity of the child and their family.
 - Do not use children's images to generate interest or influence others for personal gain.
 - Use general photographs with clear captions without misinterpreting the image.
- 8. Standards of Taste and Decency:**
 - Avoid using images related to love affairs, ugly or vulgar photos, photos of dead, naked, or dishonoured children.
 - Do not use photos of poor, wretched, or downtrodden children unnecessarily.
 - Avoid publishing pictures where children are victims of dishonour or have lost their dignity.
 - Do not publish children's words that could be harmful in the future.

Other Related Rules for Using Visual Images

- 1. Compliance by External Partners:**
 - Foreign friends, donors, and partners must follow and abide by the visual image policy of Kajla Janakalyan Samity.
- 2. Visual Materials During Disasters and Emergencies:**
 - Follow the visual image policy norms when publishing different visual materials during disasters and emergencies.
- 3. Quality and Ethical Standards:**
 - Maintain high quality in photographs where child-related photos are used.
 - Avoid manipulating children's images to collect money.
 - Ensure that the marketing of a child's image does not compromise their dignity.

By adhering to these standards, Kajla Janakalyan Samity ensures the protection and dignity of children in all communications and use of visual images.

Part IV: Data Protection and Storage

Data Protection of Child Protection Policy (CPP)

- 1. Confidentiality in Reporting:**
 - No report of any inquiry regarding a juvenile or child under this Act shall disclose the child's name, address, school, or any other particulars that could lead to identification.
 - No picture of such a child shall be published without permission from the appropriate authority.
- 2. Non-Disclosure of Identity:**
 - The identity of a child victim or child witness should not be disclosed under any circumstances.
- 3. CCTV Data Protection:**
 - CCTV recordings must be protected and securely stored to be handed over to the appropriate authority when needed.
- 4. Confidentiality of Child's Details:**
 - Details of the child, as mentioned in admission registers, ID cards, etc., should not be disclosed.
- 5. Data Retention:**
 - All relevant data should be securely stored for a minimum of 2 years, even after the completion of an investigation.

Part V: Child Protection in Emergency / Difficult Circumstances

Pre-Disaster Preparedness

- 1. Review of Legal Framework:**
 - Review and document the existing legal framework for child protection, including issues, concerns, available provisions, article numbers, reporting authorities, and modes of report.
- 2. Identification of Nodal Persons:**
 - Identify nodal persons for each administrative unit to ensure they understand child rights, the necessity for child protection, and their roles and responsibilities, especially in emergencies.
- 3. Convergence of Systems:**
 - Ensure convergence between related departments to work together effectively in the post-disaster phase.
- 4. Capacity Building on Legal Framework:**
 - Provide training on the legal framework and the use of legal instruments to prepare for any violations of child protection norms.
- 5. Dissemination of Actionable Points:**
 - Develop and distribute IEC (Information, Education, and Communication) materials with simple, actionable points, including audio-visual content, tailored to different age groups and targets.
- 6. Repository of IEC Materials:**
 - Create a repository of IEC materials from organizations working in child protection, which can be used by any organization to understand and take action on child rights and protection issues.
- 7. Child Rights and Risk Analysis (CRRSA):**
 - Conduct CRRSA with technical support to understand the context, current status of child rights, inherent risks, and measures to mitigate these risks and ensure resilience during disasters.
- 8. Hazard Profile and Context Analysis:**
 - Understand the hazard profile of the state and disaster management mechanisms in different contexts (rural, peri-urban, urban) and plan preparedness actions accordingly.
- 9. Emergency Impact on Child Protection Indicators:**
 - Analyse how emergencies can exacerbate child protection indicators, which are already suboptimal in normal conditions.
- 10. Continuous Monitoring and Data Collection:**
 - Maintain constant monitoring and data collection systems, even during emergencies, to analyse trends and respond appropriately to child protection issues.

11. School Retention as a Protective Measure:

- Promote school retention to prevent child labour and other exploitative practices, as schools provide a monitoring framework to identify child protection issues.

12. Training for Emergency Relief Workers and Police:

- Train emergency relief workers and police on child rights and protection issues to ensure they can respond appropriately in the aftermath of an emergency.

13. Child Protection Committees (CPCs) in Emergencies:

- Educate CPCs about the state's hazard profile, child protection issues, and safety protocols to integrate child protection safeguards into the disaster management system.

14. Institutionalizing Child Safeguarding Policies:

- Institutionalize child safeguarding policies to ensure all stakeholders are aware of safety protocols when working with or responding to children.

15. Building Guidelines:

- Follow NDMA (National Disaster Management Authority) building guidelines when constructing buildings and related structures to address disaster preparedness and response.

Post-Disaster Response Management

Intensive Situation Monitoring

- **Degree of Intensity:**
 - Unlike development mode, humanitarian mode requires close work with the target population, strict adherence to safety protocols, and maintenance of tight timelines. Survival is the top priority post-disaster.
 - Continuous, gap-free monitoring is essential to ensure children's safety and placement with trusted caregivers.

Data Collection Without Gaps

- **Continuous Monitoring:**
 - Essential to prevent unnoticed violations.
- **Targeted Registration:**
 - Specific data on the number of children, age groups, and categories (unaccompanied, orphaned, child-headed households, separated) in camps.
 - Detailed registration aids family tracing, reunification, and tailored interventions.

Monitoring Formal and Informal Camps

- **Equal Attention:**
 - Both types of camps need monitoring, as child protection (CP) and rights violations can be higher when authorities focus on life-saving issues post-disaster.

- Needs remain consistent across camp types, though risks are higher in informal camps.

Coordination Among Emergency Workers, VLCPC, and Police

- **Protection Standards:**
 - Emergency relief workers, VLCPC, and police must function cohesively, be aware of safety protocols, and have strong systemic support for monitoring and action on child protection issues.

Immediate Action for Child Safety

- **Prompt Response:**
 - Immediate action is crucial to prevent irreparable harm to children in post-disaster scenarios.

Establishing Child-Friendly Spaces

- **Security and Support:**
 - Provide security and an outlet for traumatic experiences through peer support and psychosocial support by trained facilitators, with parents' and caregivers' full knowledge.

Psychosocial First Aid

- **Specialized Help:**
 - Identify and provide immediate assistance to severely traumatized children to help them regain normalcy quickly.

Integrating CP Concerns in Other Sectors

- **Sanitation and Safety:**
 - Integrate child protection concerns in sectors like sanitation to safeguard children. Examples include lighting in temporary settlements and covered toilets with light and water for girls and women.

Encouraging Confidential Reporting

- **Assuring Confidentiality:**
 - Ensure children and stakeholders can report violations confidentially to prevent further harm.

Activating Child Safeguarding Policy

- **Policy Implementation:**
 - Once institutionalized, activate the child safeguarding policy to ensure children's safety in both camp and non-camp scenarios post-emergency.
 - All stakeholders must know how to address safety violations and monitor the situation.

Establishing Temporary Learning Centres

- **Uninterrupted Education:**
 - Ensure continuous education services to help children regain normalcy and catch up on lost curriculum time.

Family Tracing and Reunification

- **Critical Protocol:**
 - Trace and reunite children with their families or caregivers using camp volunteers and registration data, ensuring their safety.

Involving State-Level Networks

- **Data Dissemination and Support:**
 - State-level networks can rapidly disseminate critical data and provide specialized external aid as needed for children's safety.

Part- VI: Review, Monitoring, and Evaluation Structure

Monitoring and Review Process Levels

- **Level 1: CP Committee**
 - Internal monitoring and review process.
 - Role: Ensure effective implementation of the child protection policy within and outside the organization.

Internal Monitoring and Review Process

- **Self-Audit of CPP Compliance**
 - Members of the Committee conduct a self-audit using a Safety Checklist to assess compliance with the Child Protection Policy (CPP).
- **Review and Monitoring Meeting**
 - Conducted quarterly by the CPC to:
 - Discuss reports of child safety incidents and actions taken.
 - Assess imminent safety issues and plan pre-emptive measures.
 - Ensure adherence to CPP procedures.
 - Address queries from children, inmates, students, and parents.
 - Submit a report with recommendations to the Executive Council/Annual General Meeting.

Role of the CPO/Head of the Organization

The quarterly review of the Child Protection Policy (CPP) will be conducted under the supervision of the Chief Protection Officer (CPO) and the Executive Committee (EC) of the organization. Their responsibilities include:

- 1. Operationalization and Compliance:**
 - Ensure the overall implementation and adherence to the child protection policy within the organization.
- 2. Review and Monitoring:**
 - Oversee the review and monitoring processes conducted by the committee.
 - Convene emergency sessions if necessary.

3. Children's Participation:

- Ensure complete participation of children in the monitoring and review process.

4. Liaison Role:

- Act as the intermediary between the Committee and the Executive Committee.

5. Implementation of Recommendations:

- Ensure that the recommendations of the Committee are followed through and forwarded to the Executive Committee for incorporation.

Children's Participation in the Review and Monitoring Process

Children's participation in the review and monitoring process is essential and non-negotiable. The involvement of children's clubs, children's panchayats, and child cabinets is critical. The following steps should be taken:

1. Open Discussions:

- Prior to the quarterly review, an open discussion should take place among the child Cabinet/Parliament, children's clubs, children's panchayats, and children's committees within the organization.
- These discussions should be primarily led by children's representatives to understand their opinions on the status of safety in the organization, Child Care Institutions (CCI), schools, and other relevant settings.

2. Awareness Generation:

- The child Cabinet/Parliament, children's clubs, children's panchayats, and children's committees should play a role in generating awareness.

Beneficiaries and General Members' Interface in the Review Process

The representatives of general members and beneficiaries on the Committee are responsible for ensuring that their opinions and perspectives are considered during the review and monitoring process. Steps include:

1. Pre-Review Discussions:

- Prior to the quarterly review, representatives of general members and beneficiaries should conduct open discussions with their respective teams.
- These discussions should aim to gather recommendations and address any grievances from general members and beneficiaries.

By following these systematic processes, the organization can ensure comprehensive participation and thorough review of the Child Protection Policy, involving all relevant stakeholders.

Part- VII: CASE MANAGEMENT

What is Case Management?

Case management is the structured process of assessment, planning, implementation, monitoring, and review of the Child Protection Policy (CPP). Its primary aim is to enhance the outcomes of the CPP. This involves managing the helping process by addressing cases until the situation improves or the issues are resolved. It coordinates and tracks services, ensuring the organization assesses the needs with children, obtains necessary services, and monitors their delivery. Case management establishes procedures and responsibilities at different service delivery levels and serves as a method for providing secondary prevention to avoid further harm to children.

Key Points of Case Management:

- 1. Child-Centric Focus:**
 - Emphasize individual children's needs, ensuring concerns are addressed systematically with the child's best interests in mind.
- 2. Structured Process:**
 - Follow an established case management process, involving meaningful participation from children, families, and students.
- 3. Service Coordination:**
 - Coordinate services and supports within an interlinked or referral system.
- 4. Accountability:**
 - Ensure the case management team/committee/agency is accountable within formal or statutory systems where they exist.

Elements of Case Management:

The process of case management is interactive and dynamic, emphasizing:

- 1. Building Relationships:**
 - Develop strong relationships with children or young persons and their families.
- 2. Planning for Well-being:**
 - Create plans focusing on the child's well-being.
- 3. Ongoing Analysis and Record Keeping:**
 - Continuously analyse, make decisions, and keep records to ensure the child's identified needs are met.

Principles Driving Case Management:

Case management should:

- 1. Proximity:**
 - Occur as close as possible to where the issue arises for the child or young person.
- 2. Active Involvement:**
 - Include active participation from children, young people, and their caregivers.
- 3. Support Self-Determination:**
 - Encourage children and young people to make their own decisions.

4. Cultural Responsiveness:

- Be responsive to the cultural beliefs and needs of the child, their family, and community.

5. Continuity of Support:

- Ensure ongoing support is provided.

Systems for Lodging Complaints Against CPP Violations:

1. Drop Box:

- Install and maintain a drop box under the leadership of the CPO. The CPO will open the drop box at least once a week.

2. Direct Reporting:

- Complaints can be reported verbally or in writing to the CPO and other CPP members.

3. Email/Telephone:

- Complaints can be sent via email or telephone to the CPO and CPP members.

4. During Events:

- Complaints can be reported during classes, sports, or other events.

5. Direct Complaints from Children:

- Children can directly report issues to the CPO or CPP members.

6. Third-Party Reports:

- If someone other than the CPO receives a complaint, it must be forwarded to the CPO.

7. Primary Responsibility:

- The CPO is primarily responsible for receiving complaints and initiating primary actions.

8. Investigation:

- The CPO will investigate or nominate others for investigation. The CPC will appoint an investigation team if necessary.

9. Witnesses and Evidence:

- Collect witnesses' testimonies, other evidence, and the child's opinion during the investigation.

10. Report and Review:

- The investigation report will be reviewed by the child protection committee (CPC). If the inquiry is impartial, the CPC will be responsible for further action.

11. Discussion and Submission:

- The CPO will discuss the investigation report with the CPC and submit it for final decision-making.

12. Defending Accused:

- The accused will have the opportunity to defend themselves.

13. Legal Actions:

- If the matter violates the law, appropriate legal actions will be taken with approval from the Executive Committee.

14. Privacy:

- Maintain the child's privacy if disclosing the report could harm them.

15. Timely Resolution:

- Address complaints at the CPC level within two weeks of receipt.

Rehabilitations & Response:

1. Psychosocial support
2. Medical support
3. Physical separation of offenders
4. Follow-up visits
5. Engagement in joyful activities and events
6. Counselling for family members

Miscellaneous:

1. Handling Violations by Staff:

- If the CPO or other office bearers violate CPP & CP, the investigation will be conducted by other CPC members or the Executive Committee. Complaints must be addressed within 30 days.

2. Government Bodies Involvement:

- VLCPC or WLCPC (government-recognized bodies) can be involved in investigating violation cases in their respective areas.

3. Identifying Gaps:

- After investigation, identify gaps in CPP implementation and recommend improvements to reduce risks and enhance monitoring and evaluation.

Appellate Authority:

In cases beyond the CPC's jurisdiction, forward the case to statutory legal authorities as per existing laws. Refer cases within 7 days from receipt of the complaint.

Part-VII: Understanding Child Protection

I. Understanding Child Protection

The right to protection of children is one of the indivisible rights guaranteed by the UNCRC. The realization of other rights such as the right to survival, participation and development is dependent on the child's right to protection being upheld.

UNICEF uses the term 'child protection' to refer to preventing and responding to violence, exploitation and abuse against children – including commercial sexual exploitation, trafficking, child labour and harmful traditional practices, such as female genital mutilation/cutting and child marriage.

The Integrated Child Protection Scheme defines 'Child Protection' protecting children from or against any perceived or real danger or risk to their life, their personhood and childhood. It is about reducing their vulnerability to any kind of harm and ensuring that no child falls out of the social safety net and that those who do, receive necessary care, protection and support so as to bring them back into the safety net. While protection is a right of every child, some children are more vulnerable than others and need special attention. The Government recognizes these children as 'children in difficult circumstances', characterized by their specific social, economic and geo-political situations. In addition to providing a safe environment for these children, it is imperative to ensure that all other children also remain protected. This is because Child protection is integrally linked to every other right of the child.

Within the Child Protection framework, specific roles and responsibilities are assigned to all stakeholders to ensure that all the rights of a child rights are met. In case of violations of rights, the perpetrator may be brought to justice through mechanisms within this framework and the child be rehabilitated with strong provisions to ensure s/he does not get victimized again. This framework therefore looks at child protection along a continuum of prevention, response and rehabilitation. Risk assessment and mitigation is thus an important component of ensuring child protection.

II. Relevant policies, law, Constitutional provision and international declarations

- a. United Nations Convention on the Rights of the Child, 1989
- b. ILO Convention 138 on Minimum Age for Admission into Employment and Work, 1973
- c. ILO Convention 182 on Worst Forms of Child Labour, 1999
- d. National Policy for Children 2013
- e. National Plan of Action on Children 2016

- f. National Health Policy 2017
- g. National Nutrition Policy
- h. National AIDS policy 2000
- i. Right of Children to Free and Compulsory Education Act, 2009
- j. Juvenile Justice (Care and Protection of the children) Act, 2015
- k. Child & Adolescent Labour (Prohibition and Regulation) Act, 2016
- l. Bonded Labour System Abolition Act, 1976
- m. The Prevention of Child Marriage Act 2006
- n. The Motor Vehicle Amendment Bill
- o. Immoral Trafficking Prevention Act, 1956
- p. The Guardian and Wards Act, 1890.
- q. The Pre Conception and Pre Natal Diagnostic Techniques (Prohibition of Sex Selection) Act, 1994.
- r. The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995.
- s. The Commission for Protection of Child Rights Act, 2005.
 - i. There are several provisions in Indian Constitution for protection of children. These include;
 - ii. Article 14 providing equality before the law or the equal protection of the laws.
 - iii. Article 15(3) encourages state for making any special provision for women and children.
 - iv. Article 21A directs the State to provide free and compulsory education to all children of the age of six to fourteen years.
 - v. Article 23 prohibiting trafficking of human beings and forced labor.
 - vi. Article 24 prohibiting employment of children below the age of fourteen years in factories, mines or any other hazardous occupation.
 - vii. Article 39(e) and (f), and Article 45 envisaging that the State shall endeavor to provide early childhood care and education for all children until they complete the age of six years.
- t. Further, India acceded to the UN Convention on the Rights of the Child on 11th Dec., 1992 to reiterate its commitment to the cause of children.
- u. India is bound to implement 'Sustainable Development Goal' because they were part of decision.

III. NCPCR and SCPCR in relation to CPP

The National Commission for Protection of Child Rights (NCPCR) formed under the Commissions for Protection of Child Rights Act, 2005, is the apex government body responsible for promoting and protecting rights of children. It is mandated to receive complaints of any nature of child rights violations. The Commission has powers to take

suo moto cognizance of offences against children as well as powers of a civil court to accordingly direct government to redress the complaints received.

Under the provisions of the RTE Act, the NCPCR has been mandated to examine and review safeguards for rights provided by this Act and recommend measures for effective implementation. It is also empowered to inquire into complaints relating to the RTE Act.

Similarly, the role of the NCPCR has been carved out under the Protection of Children against Sexual Offences (POCSO) Act, 2012. Over and above monitoring the implementation of the Act, it is also mandated to monitor the following-

1. To monitor the designation of Special Courts by State Governments;
2. To monitor the appointment of Public Prosecutors by State Governments;
To monitor the formulation of the guidelines described in section 39 of the Act by the State Governments, for the use of non-governmental organisations, professionals and experts or persons having knowledge of psychology, social work, physical health, mental health and child development to be associated with the pre-trial and trial stage to assist the child, and to monitor the application of these guidelines;
3. To monitor the designing and implementation of modules for training police personnel and other concerned persons, including officers of the Central and State Governments, for the effective discharge of their functions under the Act;
4. To monitor and support the Central Government and State Governments for the dissemination of information relating to the provisions of the Act so as to make the general public, children as well as their parents and guardians aware of the provisions of the Act;
5. To call for a report on any specific case of child sexual abuse falling within the jurisdiction of a CWC
6. To collect information and data on its own or from the relevant agencies regarding reported cases of sexual abuse and their disposal under the processes established under the Act
7. To assess the implementation of the provisions of the Act and to include a report in a separate chapter in its Annual Report to the Parliament.

In addition, the NCPCR has issued several guidelines / recommendations vis-a-vis child protection in schools such as-

1. Manual on safety and security of children in schools- this document is a collation of all existing guidelines, policy documents and Court orders concerning various aspects of school safety and the role of concerned authorities under each
2. Regulatory guideline for hostel of educational institutions for children – The

Juvenile Justice Act lays norms and standards for child care institutions for children in need of care and protection. However, schools and hostels do not fall under the purview of the JJ Act, leading to disparities in living and safety conditions of children living in hostels across both government as well as the private schools. Since children live in hostels away from their families, the schools must take responsibility for their safety. These guidelines discuss ways to mitigate risks and prevent child protection violations in residential institutions or hostels

3. Guidelines on eliminating corporal punishment in schools – this provides the definition of corporal punishment, methods of positive discipline and affirmative action that can be adopted by schools, the legal basis for abolishing corporal punishment as included in national and international commitments and the role of Child Rights Commissions in redressal of complaints.
4. Regulatory guidelines for private play schools- These guidelines came in light of the National ECCE policy, 2013. These guidelines suggest bringing private play schools under a single umbrella for standardization of functioning of private play schools including physical infrastructure, pedagogy, teaching quality and roles & responsibilities of all stakeholders with the objective of preventing child rights violations.
5. Guidelines on grievance redress mechanism available under various child protection legislations including POCSO Act, 2012, Juvenile Justice Act, 2015, Child Labour Act, 2015, Prohibition of Child Marriage Act 2006, the Indian Penal Code 1860.

The State Commissions for Protection of Child Rights (SCPCs) are State Level bodies created by the CPCRA Act, 2005, to protect and promote children's rights. They have similar powers at the State level as that of the NCPCR and may function independently or in conjunction with it, depending on the nature of action required. SCPCs exist in all 35 States and UTs in India.

Cyber Safety Policy for Children

1. Introduction

This Cyber Safety Policy is designed to protect children from various online threats. It outlines guidelines and procedures to ensure the safe use of the internet and digital tools, promote awareness about cyber threats, and provide a safe online environment for children.

2. Objectives

- Protect children from cyber threats and online exploitation.
- Promote safe and responsible use of the internet.
- Raise awareness about cyber safety among children, parents, and guardians.
- Provide clear guidelines for identifying and reporting cyber threats.

3. Scope

This policy applies to:

- All children use the internet and digital tools within the organization's environment.
- Parents, guardians, and staff members responsible for children's online activities.
- All digital platforms and communication channels used by children.

4. Key Threats

4.1 Cyber Grooming

Cyber grooming involves individuals attempting to build emotional connections with children online to exploit them. This can occur through social media, online gaming, or other platforms where individuals pretend to be peers to gain children's trust.

4.2 Cyber Bullying

Cyber bullying uses the internet to harass, threaten, or humiliate children. This includes sending hurtful messages, sharing embarrassing content, and using abusive language, severely impacting a child's mental and emotional well-being.

4.3 Online Transaction Fraud

Children may use their parents' accounts for online transactions. Fraudsters use tactics like phishing and fake offers to steal money from these accounts.

4.4 Online Gaming

Online gaming exposes children to risks such as cyber bullying, privacy infringement, and inappropriate content. Children may also encounter spam, viruses, and fraudulent schemes while gaming.

4.5 Email Fraud

Children's email addresses can be compromised through data breaches, leading to malicious emails containing viruses, malware, or phishing attempts.

5. Cyber Safety Guidelines

5.1 General Guidelines

- Educate children about online safety and potential internet risks.
- Encourage open communication between children and trusted adults about online activities.
- Ensure children understand the importance of not sharing personal information online.

5.2 Cyber Grooming Prevention

- Teach children to recognize suspicious behavior and avoid interacting with strangers online.
- Encourage children to report uncomfortable or suspicious interactions to a trusted adult immediately.

5.3 Cyberbullying Prevention

- Educate children about the impact of cyber bullying and encourage kindness and respect online.
- Provide a safe and confidential way for children to report cyber bullying incidents.

5.4 Online Transaction Safety

- Ensure children do not access parents' bank details without supervision.
- Educate children about the dangers of sharing financial information and fraudsters' tactics.

5.5 Safe Online Gaming

- Monitor the games children play to ensure they are age-appropriate.
- Teach children to use privacy settings and report inappropriate behavior or content.
- Advise children to avoid sharing personal information while gaming.

5.6 Email Safety

- Educate children on recognizing phishing emails and suspicious attachments.
- Encourage children to use strong, unique passwords for email accounts and change them regularly.

6. Reporting and Responding to Cyber Threats

6.1 Reporting Procedures

- Children should report cyber threats or uncomfortable online experiences to a trusted adult or designated cyber safety officer immediately.
- Parents and guardians should monitor their children's online activities and report concerns to the appropriate authorities.

6.2 Response Measures

- The organization will promptly investigate all reported cyber threats and take appropriate action to ensure the child's safety.
- Provide support and counseling to children affected by cyber threats.
- Work with law enforcement agencies if necessary to address severe cyber threats.

7. Training and Awareness

- Conduct regular training sessions for children, parents, and staff on cyber safety best practices.
- Provide resources and materials to educate the community about emerging cyber threats and safe online behavior.
- Encourage a culture of vigilance and proactive security among all stakeholders.

8. Compliance and Monitoring

- Regularly review and update the Cyber Safety Policy to address new threats and challenges.
- Conduct audits and assessments to ensure compliance with the policy.
- Take corrective actions for any policy violations to prevent future incidents.

9. Online and Social Media Guidelines

With the advent of social media, Kajla Janakalyan Samity (KJKS) has established guidelines to guide staff behavior on social media, protect children's rights, and uphold KJKS's interests. KJKS will install filtering software on its internet connection to block access to inappropriate materials for children, particularly pornography.

9.1: Online/Social Media Behaviour Guidelines for Staff

- **Reporting Concerns:** Staff must report any online child protection concerns to the social media platform immediately.
- **Prohibited Content:** Staff must refrain from sharing, uploading, or linking to pornographic, hateful, violent, discriminatory, false, misleading, spam, sexualized, or controversial content.
- **Controversial Posts:** Include a disclaimer stating that views expressed do not necessarily reflect those of KJKS when sharing or uploading controversial posts.
- **Professional Representation:** Staff should exercise caution with their online activities as these reflect back on the organization.
- **Interaction with Children Beneficiaries:** Staff should not add child beneficiaries as social media friends. If they already have child beneficiaries as friends, they should move them to the restricted friends list.
- **Internal Matters:** Do not post about internal organizational issues on social media.

- **Work-Related Content:** Protect the confidentiality of children’s information and the image of KJKS when sharing work-related content.
- **Grievances:** Resolve dissatisfaction with work or co-workers through official channels, not online.
- **Confidential Information:** Do not post confidential information about any child beneficiary, including single photos, on social media.
- **Privacy and Security:** Ensure the privacy and security of social media accounts.
- **Prohibited Behaviors:** Do not engage in cyberbullying, cyber trolling, online fights, or multi-level marketing schemes.
- **Online Meetings:** Ensure webcam/audio feed is child-safe and appropriate during online meetings.

9.2 : Online Engagement of Staff with Children Beneficiaries

- **Communication Platform:** Staff are prohibited from communicating with child beneficiaries outside of a closed Facebook group, administered by the program coordinator and at least one program staff member.
- **Respectful Interaction:** Enforce rules on respectful online interaction and sharing of non-abusive content and language.
- **Private Messages:** Private messaging with child beneficiaries is prohibited unless confidentiality must be maintained. In such cases, a temporary Google Classroom with the child, program coordinator, and staff will be created.

9.3: Management of KJKS’s Social Media Presence

- **Confidentiality:** Protect children's confidentiality online. Do not post individual photos of children unless necessary, and only provide non-identifying information.
- **Dignity and Consent:** Maintain the dignity of children in all portrayals. Use pseudonyms and acquire children’s consent before posting their images.
- **Official Accounts:** Maintain one main official social media presence with additional pages for individual programs. These pages must follow the child protection policy guidelines.
- **Social Media Team:** A team of at least four persons will manage the organization’s social media accounts, with at least two persons safeguarding the account details at any given time.
- **Case Management:** Link child protection concerns reported on social media accounts to KJKS’s case management system. No admin shall delete any private message sent to any KJKS Facebook page.

By adhering to these systematic guidelines, KJKS ensures appropriate online conduct by its staff, protecting children and upholding the organization’s values and reputation.

Appendix: Cyber Safety Policy for Children

Contact Information:

Cyber Safety Officer:

- Name: [Name]
- Email: [Email]
- Phone: [Phone Number]

Support Team:

- Email: [Support Email]
- Phone: [Support Phone Number]

By implementing this Cyber Safety Policy, the organization aims to create a safe and secure online environment for children, protecting them from various cyber threats and promoting responsible internet use.

Appendix: Child Protection Policy Incident Report Form

Date of Incident: [Date]

Time of Incident: [Time]

Location of Incident: [Specific location where the incident occurred]

Description of Incident: [Brief description of the incident, including what happened, who was involved, and any relevant details]

Details of Individuals Involved:

Child's Name: [Name of the child involved, if applicable]

- **Age:** [Age of the child]
- **Gender:** [Gender of the child]
- **Relationship to Organization:** [e.g., beneficiary, participant, student]

Person Reporting Incident:

- **Name:** [Name of the person reporting the incident]
- **Position/Role:** [Position or role within the organization]
- **Contact Information:** [Phone number, email address]

Witnesses (if any):

- **Name:** [Name of witness]
- **Position/Role:** [Position or role within the organization]
- **Contact Information:** [Phone number, email address]

Nature of Incident: [Select all that apply]

- [] Physical abuse
- [] Emotional/psychological abuse
- [] Sexual abuse
- [] Neglect
- [] Bullying/harassment
- [] Inappropriate behaviour
- [] Other (please specify): [Description]

Action Taken:

1. Immediate Actions (if any):

- [] Emergency medical assistance provided
- [] Law enforcement notified
- [] Child removed from immediate danger
- [] Other (please specify): [Description]

2. Follow-up Actions:

- [] Incident reported to designated Child Protection Officer
- [] Written documentation of incident completed
- [] Follow-up investigation initiated
- [] Support services offered to child and/or family
- [] Other (please specify): [Description]

Additional Comments/Notes: [Any additional information or observations relevant to the incident]

Signature of Person Reporting Incident: _____

Date: [Date]

Instructions:

- Complete this form as soon as possible after the incident occurs.
- Provide as much detail as possible to aid in the investigation and response process.
- Submit the completed form to the designated Child Protection Officer or relevant authority within the organization.
- Ensure confidentiality and privacy when handling incident reports, following organizational policies and legal requirements.

Appendix: Child Protection Policy Case Intake Form

Date of Intake: [Date]

Referral Source: [Who referred this case? (e.g., staff member, external agency, parent)]

Child Information:

- **Child's Name:** [Name of the child involved]
- **Date of Birth:** [Child's date of birth]
- **Gender:** [Child's gender]
- **Age:** [Child's age]
- **Ethnicity:** [Child's ethnicity, if known]
- **Language Spoken:** [Primary language spoken by the child]

Guardian/Caregiver Information:

- **Name(s) of Guardian/Caregiver(s):** [Name(s) of individuals responsible for the child]
- **Relationship to Child:** [Relationship of guardian/caregiver to the child]
- **Contact Information:** [Phone number, email address, and/or address]

Nature of Allegations/Concerns:

Please provide a brief summary of the concerns or allegations regarding the child's safety or well-being: [Description of concerns or allegations]

Immediate Safety Concerns:

- [] Child is currently in immediate danger
- [] Child's safety needs urgent attention

If there are immediate safety concerns, please describe: [Description of immediate safety concerns]

Previous Involvement:

Has this child or family been involved with child protection services or other agencies in the past? If yes, please provide details: [Details of previous involvement, if any]

Additional Information:

Please provide any additional information that may be relevant to this case: [Additional information or context]

Signature of Person Completing Form: _____

Date: [Date]

Instructions:

- Complete this form accurately and thoroughly upon intake of a new child protection case.
- Ensure confidentiality and privacy when handling sensitive information.
- Submit the completed form to the designated Child Protection Officer or relevant authority within the organization for further action.
- Follow organizational protocols and legal requirements for reporting and responding to child protection concerns.

Appendix: Child Protection Policy Code of Conduct

Introduction:

[Organization Name] is committed to creating a safe and nurturing environment for all children and young people with whom we engage. This Code of Conduct outlines the expected standards of behaviour and ethical conduct for all staff, volunteers, and representatives involved in our programs and activities. Adherence to this Code is essential to uphold the principles of our Child Protection Policy and safeguard the well-being of children.

Principles:

1. **Child-Centered Approach:** Our actions and decisions prioritize the best interests of children, ensuring their safety, dignity, and rights are respected at all times.
2. **Respect and Dignity:** We treat all children with respect, dignity, and kindness, valuing their individuality, cultural backgrounds, and perspectives.
3. **Safety and Well-being:** We are committed to creating and maintaining safe environments that protect children from harm, abuse, exploitation, and neglect.
4. **Transparency and Accountability:** We uphold transparency in our interactions and operations, taking responsibility for our actions and adhering to ethical standards.
5. **Confidentiality:** We maintain confidentiality and privacy regarding sensitive information about children and families, sharing information only on a need-to-know basis and in accordance with legal requirements.

Guidelines:

1. **Boundaries:** Maintain appropriate physical, emotional, and social boundaries with children, refraining from behaviour that could be perceived as invasive, exploitative, or inappropriate.
2. **Supervision:** Ensure adequate supervision of children during program activities, providing a safe and secure environment at all times.
3. **Communication:** Use respectful and age-appropriate communication with children, avoiding language or behaviour that is intimidating, derogatory, or offensive.
4. **Physical Contact:** Exercise caution and sensitivity when engaging in physical contact with children, ensuring it is appropriate, consensual, and necessary for their well-being.
5. **Prohibited Conduct:** Refrain from any form of abuse, harassment, discrimination, or exploitation of children, including physical, emotional, sexual, or neglectful behaviour.
6. **Reporting Obligations:** Report any concerns, suspicions, or allegations of child abuse or neglect to the designated Child Protection Officer or relevant authority promptly and in accordance with organizational procedures.
7. **Professional Conduct:** Conduct oneself with professionalism, integrity, and honesty in all interactions with children, colleagues, partners, and the community.

Consequences of Non-Compliance:

Violation of this Code of Conduct may result in disciplinary action, up to and including termination of employment or termination of volunteer status, in addition to legal consequences as applicable.

Acknowledgment:

I acknowledge that I have read, understood, and agree to abide by the Child Protection Policy Code of Conduct. I understand the importance of upholding these standards to ensure the safety and well-being of children.

Signature: _____

Name: _____

Date: _____

Review and Updates:

This Code of Conduct will be reviewed regularly and updated as necessary to ensure its alignment with organizational policies, legal requirements, and best practices in child protection.

Appendix: Child Protection Policy Interagency Collaboration Agreement

Parties:

This Interagency Collaboration Agreement ("Agreement") is entered into on [date] between: [Your Organization Name], located at [organization address], represented by [name and position], hereinafter referred to as "Organization A".

And

[Partner Organization Name], located at [organization address], represented by [name and position], hereinafter referred to as "Organization B".

Purpose:

The purpose of this Agreement is to establish a framework for collaboration between Organization A and Organization B in the interest of promoting child protection and welfare within the community.

Scope:

This Agreement pertains to collaborative efforts aimed at:

1. **Information Sharing:** Sharing relevant information, data, and resources related to child protection initiatives, including but not limited to reports of child abuse or neglect, best practices, and training materials.
2. **Referral Mechanisms:** Establishing clear protocols for referring cases or individuals between organizations for appropriate services and interventions, ensuring timely and coordinated support for children and families in need.
3. **Joint Initiatives:** Collaborating on joint projects, programs, or campaigns aimed at raising awareness of child protection issues, advocating for policy changes, or implementing preventive measures within the community.

Roles and Responsibilities:

1. Organization A Responsibilities:

- [List specific responsibilities or commitments Organization A will undertake under this Agreement]

2. Organization B Responsibilities:

- [List specific responsibilities or commitments Organization B will undertake under this Agreement]

Confidentiality:

Both parties agree to maintain the confidentiality and privacy of any shared information or data, including but not limited to case details, personal information, and organizational strategies, in accordance with applicable laws and regulations.

Duration and Termination:

This Agreement shall commence on the date of signature by both parties and remain in effect for a period of [duration]. Either party may terminate this Agreement with [number] days' written notice to the other party.

Amendments:

Any amendments or modifications to this Agreement must be made in writing and signed by authorized representatives of both parties.

Governing Law:

This Agreement shall be governed by and construed in accordance with the laws of [jurisdiction].

Signatures:

This Agreement is executed in duplicate on the date first above written.

[Signature of Organization A Representative] [Signature of Organization B Representative]

Appendix: Child Protection Policy Interviewing Guidelines Document

Purpose:

These Interviewing Guidelines are designed to provide a framework for conducting interviews with children who may have experienced abuse, neglect, or other traumatic events. The primary goal is to ensure interviews are conducted in a manner that is sensitive, ethical, and supportive of the child's well-being, while also gathering accurate and reliable information for investigative or support purposes.

Interviewer: [Name of interviewer]

Date: [Date of interview]

Time: [Time of interview]

Location: [Location of interview]

Participants:

- Interviewer: [Name]
- Support Person (if any): [Name]
- Child: [Name]

Key Principles:

1. **Child-Centered Approach:** Prioritize the needs and well-being of the child throughout the interview process, ensuring their safety, comfort, and dignity are upheld at all times.
2. **Trauma-Informed Practice:** Recognize the potential impact of trauma on children's behaviour and responses during interviews, employing techniques that minimize re-traumatization and promote a sense of safety and empowerment.
3. **Unbiased and Non-Leading:** Avoid asking leading questions or making assumptions during interviews, allowing the child to provide their account of events in their own words without undue influence.
4. **Cultural Sensitivity:** Respect the cultural backgrounds, beliefs, and practices of the child and their family, adapting interview techniques and language to ensure cultural competence and understanding.
5. **Confidentiality and Privacy:** Maintain confidentiality and privacy throughout the interview process, ensuring information shared by the child is handled securely and only disclosed on a need-to-know basis in accordance with legal requirements.

Pre-Interview Preparation:

1. **Establish Rapport:** Build trust and rapport with the child before beginning the interview, taking time to introduce yourself, explain the purpose of the interview, and address any questions or concerns they may have.
2. **Ensure Comfort and Safety:** Provide a safe and comfortable environment for the interview, free from distractions and conducive to open communication. Offer the child support persons or comfort items as needed.
3. **Explain Ground Rules:** Clearly explain the ground rules for the interview, including expectations for honesty, confidentiality, and respectful behaviour. Encourage the child to take breaks or stop the interview at any time if they feel uncomfortable.

CONSENT FORM FOR PARTICIPATION IN ANY EVENT /MEET: FOR PARENTS

Would you like to be attending this event? Yes No

If you are happy with this, please fill in the form below:

Are you Happy Yes No.

Do you take any medicine, or any illness, please mention?
If Yes..... No

Do you have any allergy and any food restriction please specify Yes No

Name of young person (capitals)..... Age -----Years

Nationality /state (optional)..... Tel. No (optional)

Address.....

Signature of child -----Being parent/ guardian of the child hereby I give my consent to my child to participate in the event Signature of Parent/Care-Giver/Guardian

Name (caps) Tel. no. (optional).....

All information will be kept securely

Date: -----

Consent form for using photographs and interviews

[Insert date and location of event]

The words and photos of children and young people are very important to us.

You don't have to tell us anything you don't want to, and if necessary, we can change your name. We are also always careful not to publish too much information about you, for instance, if we use your real name, we won't say where you live.

We might use your words and your photo in:

- Posters, videos, press, school magazines, display board and other publications
- Website of the school, where people from all over the world will be able to see them.

If we do take any pictures of you, we'll keep them safely in School's photo library and we'll use them from time to time.

If you are happy with this, please fill in the form below.

I am happy for my first name (only), and age to be used next to photographs of me and my words. I understand these will only be used by the School. We prefer to use real names, but if you do NOT want us to, please tick here.

If you do not want your words or photo used in large direct mailings sent out in the post, please tick here

Name of the child (capitals)..... Age.....

Nationality /state(optional)..... Tel. No (optional)

Address.....

Signature of the child.....

Signature of Parent/caregiver/guardian -----

Name (caps) Tel. no. (optional).....

Date: / /

All information will be kept securely by the Organization.

Finance Management Policy

Introduction

Kajla Janakalyan Samity is registered as a charitable society under the West Bengal Societies Registration Act, 1961, vide Registration No. S/2626 of 1956-1957 dated 26.10.1956. The Organization is also registered under Section 12AB of Income Tax Act 1961 vide Registration No. AAAAK6035EE20214 dated 28.05.2021 and thus is exempt from income tax.

Kajla Janakalyan Samity (KJKS) traces its roots back to 1943 when it began as a local club named "Milita Bandhab" in the village of Sarada. Initially, the club's efforts were directed towards addressing local issues informally, focusing primarily on health and education services. By 1945, the club had begun to take a more systematic and organized approach, expanding its operations in education, health, and livelihood. It also established a village library during this period.

In 1956, the club transitioned into an official organization known as KJKS. This transformation marked the beginning of a new era, guided by a vision to build a sustainable, self-sufficient, non-discriminatory, and equitable society.

Since 1990, KJKS has intensified its efforts towards the holistic development and prosperity of the poorest communities. The organization has been dedicated to motivating and empowering various stakeholders, including marginalized communities, government bodies, legal entities, and the media. Presently, KJKS places a strong emphasis on raising awareness and ensuring the dignity of children and all individuals, continuing its mission to foster a just and equitable society.

Organizational Mandate

Kajla Janakalyan Samity is governed by an Executive Committee, which consists of the General Secretary & Director who meets at least 8 times a year to make all major policy decisions and review the work of the organisation. The General Secretary has to make all the policy-level decisions under the direction of the governing board.

The General Secretary plays the role of Chief Functionary to take day-to-day functional decisions. Treasurer is the responsible person in the governing board to manage finances of the organisation.

The General Secretary, Treasurer, Programme Head and Accountant and others authorised persons of the organisation together control the financial transactions of the organisation.

Financial Management Policy

This policy document explains the standards that are necessary for maintenance of financial records and reporting. It considers the accounting structure and transaction formalities of the organisation, which explains the inflow and outflow of funds and reporting procedure.

1. Financial Year

The financial year of the organisation shall commence on the 1st day of April of each year and end on the 31st day of March of the following year. The reporting period of different projects as agreed with the donors may be different from the accounting year of the organization.

The financial period for the projects / Programme/ Director shall be in accordance with the approval of the concerned funding agency or as per the decision of the Executive Committee.

2. Digitalization of Accounting:

The accounts to be maintained according to the double entry system of accounting in accounting software such as Tally, ACE, SAP or any other ERP based Software, whichever seems preferable to the management.

Method of Accounting:

The Accrual system of accounting has to be followed. Generally, income is accounted for on a conservative basis but all known expenditures are adequately booked in accounts.

Depreciation has to be provided based on useful life.

Accounting Heads:

This will be maintained based on accounting heads as approved by the organization. It is therefore recommended that the expenditure should be linked to the activity. It needs to be sub-grouped based on expenses. Here are some examples (this list is indicative only and non-exhaustive).

Current Assets	Indirect Expenses	Project Expenses
Cash and Bank Balances	Rent	1. Salary, Honorarium, Staff Benefits
Any Receivables	Salary	1.1 Director
Any Advances given	Maintenance	1.2 Program Managers
Income (Direct/Indirect)	Current Liabilities	Organisation Administration Cost
Donation & Contribution	Duties & Taxes	2.1 Office Maintenance & Rent
Bank Interest	Advance from other	2.2 Communication, Stationery & Printing

3. Statutory Framework:

Kajla Janakalyan Samity has been registered under various statutes as required in India. The following table provides the information with regard to the Statutes under which KJKS has been registered.

Statute	Section number	Registration Number	Date of Registration
Societies Registration Act		S/2626 of 1956	26.10.1956
Income Tax Act, 1961	12AB	AAAAK6035EE20214	28.05.2021
Income Tax Act, 1961	80G	AAAAK6035EF20099	01.10.2021

CSR1 Registration		CSR00007287	01-06-2021
Foreign Contribution Regulation Act, 2010		147040111	03.06.1988
Employee Provident Fund and Miscellaneous Act, 1952		WBCAL1874422000	19.02.2019
Employee State Insurance Scheme, 1950		41000730860000999	19.02.2019
West Bengal Professional Tax Act		191004265872	14.07.2015

In addition to the above, other following statutory registrations/certifications have also been obtained by **KAJLA JANAKALYAN SAMITY**:

- a) Permanent Account Number (PAN) under the Income Tax Act, 1961 - AAAAK6035E
- b) Tax Deduction Number (TAN) for deduction of TDS on eligible payments - CALK07691F

Income Tax Act, 1961

The privilege of being registered under section 12AB of the Income Tax, 1961 is that the funds received by NGOs and the incidental income earned up to 20% of the total receipts shall also be exempt under the relevant sections. However, in order to continue availing of this exemption, there are a lot of compliances to be made by NGOs. These requirements have been divided into the following subsections for ease of reference:

Utilization of Funds:

Section 11(1) of the Income Tax Act prescribes the following conditions for availing the exemption:

- a) The property should be held under trust wholly for charitable or religious purposes;
- b) Income from such property should be applied to charitable or religious purposes (Exemption is available to the extent of such application);
- c) Income should be applied in India;
- d) At least 85% of the income derived from property held under trust, should be applied to charitable or religious purposes in the relevant previous year in order to claim full exemption.

Accumulation of Fund:

It may be noted that under the existing provisions, three types of accumulation are possible:

1. **Accumulation up to 15% of income under section 11(1)**: Such accumulations are not subject to application within a maximum permissible period of 5 years. In other

words, 15% of income can be retained by a Charitable Organization without applying it for charitable purposes in the year in which the income was accrued.

This 15% accumulation is an indefinite accumulation and the organization does not have to apply it for charitable purposes in subsequent years. It can be retained as a part of its corpus fund.

2. **Option exercised as per Clause 2 to Explanation to Section 11(1)** - According to explanation 2 to section 11(1), if in the previous year, a charitable organization is not able to utilize 85% of its income, due to the fact that such income has not been received in the previous year or for any other reason, then the organization has an option to apply such income in the year of the receipt or in the year, immediately following the year of accrual of income. Following is the procedure in this regard:
 - The NGO has to give a notice to the assessing officer in Form No. 9A within the timeline specified (as on the date of Policy the due date for filing the same is 31st August).
 - Pass a resolution in the governing body regarding such option exercised.

Note: No specific purpose has to be mentioned while opting for this Section.

3. **Accumulation beyond 15% of income under section 11(2):** Such accumulations are subject to application within a maximum permissible period of 5 years. In other words, income in excess of 15% cannot be retained by a Charitable or Religious Organizations. If the income is not spent in the current year, then the assesses is permitted to spend it within the next 5 years.
 - The NGO has to give a notice to the assessing officer in Form No. 10 within the timeline specified (as on the date of Policy the due date for filing the same is 31st August).
 - This resolution should specify the purpose and the period for which the income is accumulated. **The period of accumulation cannot exceed five years under any circumstances.**
 - The amount so accumulated should be invested in any one or more forms specified in section 11(5) within six months from the end of each of the previous year in which such accumulations are done.

Investment of Fund:

- Investment in government Saving Certificates, Unit of UTI, CG/SG securities, debentures of any company which is guaranteed by Government, Units of Mutual Funds, Equity shares of a 'Depository', Stock certificate as defined in sovereign Gold Bonds Scheme 2015, Shares of NSDC, Shares of stock exchange or subsidiary of stock exchange.
- Deposits with post office savings Banks, Schedule Banks or Co. op Banks or Industrial Development Bank.
- Investment or deposits in any public sector company.
- Investment in bonds of approved financial corporations/public companies providing long term finance.
- Investment in immovable property.

- Other investments as laid out in Section 11(5) of the Income Tax Act, 1961.

Note: Even the balances in savings or current accounts of the organization are sufficient in compliance with Section 11(5) as stated above.

Accounts, Audit and Filing of Returns:

Accounts & Audits:

The organization has to undergo an audit every year.

The Income Tax Act requires the accounts of the NGO to be audited. In cases where the total income of the NGO before giving effect to Section 11 and Section 12 exceeds the maximum amount not chargeable to income tax (as on the date of the policy, such amount is Rs. 2,50,000), its compulsory for the organization to get the accounts audited from a certified chartered accountant. The auditor needs to issue a report as prescribed under Rule 17B which is called Form 10B or Form 10BB as applicable.

Also, since the organization is a registered society, the audit is also compulsory under the West Bengal Societies Registration Act, 1961, irrespective of the amount of the receipts or expenditure.

Income Tax Filing:

The Organization shall file its Income Tax return in Form ITR7 and shall be in accordance with Section 139(4A). It shall be filed on or before the due dates mentioned under Section 139(1) which on the date of Policy is 31st October of the Assessment year relevant to the previous year for which the filing is being done.

Documents to accompany the return of income:

- a) Audited Balance Sheet
- b) Audited Income and Expenditure Account
- c) Audit report in Form 10B or Form 10BB, as applicable
- d) Form 10 or Form 9A, as may be applicable

Deduction of Tax:

TDS on receipts:

Where the organization avails tax exemption under Section 11 or under Section 12 on its income, it shall obtain a certificate of non-deduction of tax from the assessing officer by applying in Form 13. The organization should also ask for TDS certificates in Form 16A from its deductors, in order to claim refund of TDS.

TDS on payments:

Irrespective of the fact that the organization avails tax exemption under Section 11 or under Section 12 on its income, it is liable to deduct TDS on payments, if the amount exceeds the limit specified under the relevant sections of the Act. For the deduction of tax, it shall obtain TAN registration number and do the following compliances as and when applicable:

Deposit of TDS:

Deposit within the due date which is within 7 days from the end of the month in which deduction has been made. However, for the month of March, the tax amount can be deposited within 30 days i.e. by 30th April of the following year.

Filing of returns:

The organizations shall also be required to submit to the prescribed income tax authority, returns in Form 24Q and 26Q as may be applicable within the specified timelines as per the Act.

Issuing TDS certificate:

Under section 203 the organization deducting TDS is required to issue a certificate to the person from whose income, tax has been deducted. This certificate will enable the person to claim credit for such tax deducted in his/her return of income. Usually, after filing of the returns, the certificate is auto-generated and can be downloaded from Traces Portal. The prescribed form is Form No.16 for deduction of tax from salary, for all other cases it is Form No. 16A.

Foreign Contribution (Regulation) Act, 2010

It is an act passed for regulating and prohibiting the acceptance and utilization of foreign contribution or foreign hospitality by organization, associations or individuals for such activities that could prove to be detrimental to the national interest and for matters connected therewith or incidental thereto.

As on the date of Policy, the organization is already registered under FCRA and have been successfully implementing the projects funded by the foreign donors from past

Some important do's and don'ts from FCRA regulations which needs to be remembered by the management as well as the accounts team has been listed below:

- No sub-granting to other NGOs – whether registered or unregistered under FCRA – should be done
- All FCRA funds should be received exclusively in SBI, NDMB Account and no funds should be directly received in any other FCRA Bank Accounts
- The administrative expenditures should not exceed 20% for FCRA projects in total.
- Separate utilization accounts can be opened, if required or mandated by the donor, in any other bank. The accounts team should be vigilant enough to file the required form for approval of the FCRA Department against such opening of new accounts.
- Regular filing of FCRA Returns as mandated by the Act – whether quarterly or annually – should be filed within the specified due date i.e. 31st December of the succeeding year.
- All the key functionaries should hold a valid Aadhar and PAN, which should also be linked to each other.
- The FCRA Website should be regularly visited, at least once in a fortnight to check for latest updates, notifications and circulars.

- The FCRA Funds should not be mixed with local funds under any circumstances and any default in this should be immediately brought to the notice of Director/Secretary/President and Auditor, who shall take and suggest corrective measures.
- For change in Executive committee members, the same needs to be intimated to the FCRA Department while filing the Forms.
- The FCRA financials and annual report should be uploaded every year on the organization's website

Budgeting and Framework

I. Project Budgets

At the time of documentation of this manual, Kajla Janakalyan Samiti has been largely a program-oriented organization. Therefore, the process of preparation of the budget is also program or project-based exercise.

The key feature of preparation of project budgets is that these are prepared based on the time required for implementation of the project. Therefore, the project budgets are ranged from a period of 3 months to 5 years. In some instances, the budgets are also required to be prepared specifically for an activity, which is funded under a larger project being carried on by other organizations.

It is to be noted that the budget towards the office administration expenses are prepared by the finance staff members to meet the deficit in the overall organizational budget and incorporated in the project budget, which will then be presented to the funding agency for approval.

Hence, the project budget preparation activity is undertaken in close coordination with the finance staff members to ensure that all the financial components required for implementation of the project are incorporated.

II. Administrative Expenses Budget

For any organization to implement the project, it requires an office base and human resource (which may not be designated for project work). This in turns leads to additional cost, which is required to be shared amongst all the projects.

The exercise of preparation of the administrative budget involves allocation of expenses to different funding agencies before commencement of the financial year. Therefore, at the time of making payment / entry in the books of account, the budget becomes the guiding factor for charging such expenses to different projects.

III. Monitoring and Reporting

The exercise of preparation of the budgets is fruitful only when the budgets as prepared are being followed up and monitored.

At Kajla Janakalyan Samity, the budget monitoring and internal reporting process involves:

- Monthly staff meetings wherein activities (including the anticipated expenses for the same) for the fourth-coming month are proposed for implementation by the Focal persons of the project.
- Based on this, monthly indents are prepared by concerned Focal persons of the project. which is reviewed and approved by the Director/ General Secretary.
- Based on the approved activities and budgets, a weekly/monthly/ quarterly plan of action is prepared.
- The finance staff members released the advance for expenses only when such advance is within the budget as per the monthly indent which is duly approved by the Director/ General Secretary.
- During such monthly meetings, the finance staff members also report project/ program wise utilizations which are referred to as Monthly Finance Statement (MFS). They also report on the outstanding advances and liabilities.
- Based on such reporting, informed decisions and corrective actions regarding gaps in performance and under / over spending are taken. This could include revising / relooking at the strategies for achieving the budgeted targets.
- The Focal person of the program/project has to obtain prior written approval of the Director/ General Secretary and the concerned funding agencies for any deviations from the budgets, in excess of permissible limits. Such deviations / overspending is undertaken only upon receipt of approval from the funding agency.
- Responsible Finance persons will provide quarterly financial reports to the General Secretary for review and comments and information of the Executive Committee.

IV. Project Management

Project management is a distinct area of management that helps in handling projects. It has three key features to distinguish it from other forms of management and they include: a project report, the project team and the project budget/contract entered into with the donor.

V. Reporting:

- a) Monthly Project wise Receipt and Payment A/C;
- b) Project wise periodical budget variance analysis;
- c) Statement of Project balances reflecting the financial status of each and every project.
- d) Impact Assessment Report annually.
- e) Quarterly overall finance report of the organization for the EC.

Income:

Receipt Grant through cheque: Grant/Donation should be received in the name of organization. The grant should be received by the head of the organization or by any person

authorized and pre numbered receipt to be issued for every grant received. A photocopy of the cheque should be kept and attached with the receipt for future reference.

Receipt Grant through cash: In case donations/Grant are received in cash it should be received by the head of the organization or by any authorized person. A pre numbered receipt to be issued for every donation and the same amount should be handed over to the finance head or the person authorised in the accounts team.

Receipt Grant through direct bank transfer: In case donation / grant is received by an automatic transfer, a pre numbered receipt can be issued (if required by the donor). However, a copy of the bank's credit advice should be kept in records from bank transfers.

Receipt Budget for project: Whenever Kajla Janakalyan Samity receives a project from another organization or from any donor, the budget of the project should be approved in mail or there should be a signed hardcopy of the same. The contribution amount can be received at once or in instalment as per the terms of the project contract finalized between the General Secretary of KJKS and the donor.

In the case of an Institutional donor a letter of the grant should be arranged and in case of an individual donor PAN/Aadhaar should be arranged in a file and should be digitized.

Receipt of Bank Interest: The Organization should try its best to open a savings account with the bank so that it can earn interest on the unutilized balance from the Bank. The organization can also opt for investing the surplus in Fixed Deposit of the approved bank. The Fixed deposit should be in the name of the Organization. The interest should be accounted for separately in the books of accounts.

The organization can also opt for investing the surplus fund in government Saving Certificates, Unit of UTI, CG/SG securities, debentures of any company which is guaranteed by Government, Units of Mutual Funds, Equity shares of a 'Depository', Shares of NSDC, Shares of stock exchange or subsidiary of stock exchange through the approval of the Executive Committee of the organization. The additional income should be accounted separately in the books of accounts.

Opening of Bank Account and Banking Operations:

Kajla Janakalyan Samity needs to open a bank account. The procedure for opening of bank account shall be as follows:

- The resolution needs to be passed by the Executive Committee approving the opening of such an account stating the reason for its need.
- The account should be opened in the banks, preferably closest to the location of the organization and providing net banking services.
- The bank should of course be the one regulated and monitored by the RBI.
- As per Rules & regulation of the organization the President and General Secretary & Treasurer (any of two will act for bank function) shall be authorized to carry out the banking operations or in their absence, the person authorized by the Executive (vide resolution in the meeting so held), shall execute the banking operations.

- In the case of FCRA, project utilization accounts can be opened in any bank for specific projects as per their needs or as mandated by the donor, after taking due approval from the Executive Committee.

Note: The cash withdrawal cheque shall be supported with the pre-requisite form for the amount of cash withdrawn. In the case of FCRA, it should be tagged to each project expense for which cash is being withdrawn and should be maintained separately.

Payments:

Indian Contribution/ Foreign Contribution/ Project Management:

- The Treasurer/ Accountant handling the fund would make all the payments after due approval by the General Secretary/ Designated persons authorised by the Executive Committee. At any particular time, the cash balance with the Treasurer /Accountant should not exceed Rs. 10000/- (Ten thousand).
- Any type of expenses should be made after approval of the General Secretary & Treasurer. The expenses will be made jointly.
- All payments must be supported by vouchers in the prescribed form and bills/receipts must be obtained for all payments (Cash/Bank) at the time of payment.
- Any payment exceeding Rs. 2,000.00 (Two thousand) generally will not be paid in cash and its payments with approval of authorised persons. For payments above Rs. 2,000.00 and up to Rs. 50,000/-, the approval of the General Secretary/ authorised person should be taken. Any payments exceeding Rs. 300,000/- need approval of the Finance Committee.
- TDS will be deducted as applicable and will be deposited in the Government Account as per Income Tax Rules. For any confusion, the accounts team shall contact the internal auditor or the legal consultant to understand the applicability.
- The cash will be physically verified by the Secretary /Treasurer/ authorised person at least once a month and will affix their signature after verification.
- The limit of Cash payments should also adhere to the provisions of the Income Tax Act and FCRA.

Vouchers and Supporting:

Indian Contribution

- In the case of manual vouchers, it should have the Name, Address, contact number of the organisation and the required fields pre-printed. Alternatively, the vouchers can be printed directly from the accounting software.
- Vouchers should be prepared for all the payments and bills/receipts must be attached with the vouchers. If a cash memo/bill/invoice is not found there must be a bill on white paper with a seal & signature and a contact number should be produced.
- The voucher should contain the expenses head, date and a broad narration relating to expenses incurred.
- All covering vouchers will be serially numbered and will be entered in the cash book. Expenses bill should be submitted within 10 days from the activities that took place.

- In case of cash payment, each covering voucher will be signed by the recipient who is providing services or goods and is not able to provide an invoice/bill (such as – Cleaning charges paid, labour charges paid to person etc.)
- Each and every covering voucher must have the countersignature of the General Secretary and treasurer as approval of the transaction and the countersignature should be in the voucher of the Chief Finance person and checking person as authentication of the voucher.
- All expenses must be related to the activities mentioned in the work plan.
- All expenses must have adequate original documentation. In the case of training programs, workshops, meetings, etc. there should be a registration sheet of participants / a register for registration of the participants, a detailed proceeding of the training program. The register / registration sheet must be signed by all the participants.
- Before purchasing a capital item, preferably 3 quotations will be obtained from different parties (Refer to procurement policy for details). The purchasing committee constituted by the organization should take decisions regarding the item to be purchased and will give approval.
- Where it's not possible to get a bill, the details should be written on a page and must be attached to the voucher along with the signature of the relevant person or mentioned details behind bills with the signature of the relevant person.
- All supporting bills/documents should have the signatures of concerned field staff, program in charge/ project Focal persons and other concerned persons.
- All the supporting documents should contain the paid stamp, once the payment has been done.

Foreign Contribution

- The voucher should have the Name, Address and Contact number of the organisation at the top.
- **'Foreign Contribution'** should be mentioned in the voucher.
- Expenses amount should not cross the limit prescribed by the donor, agreement with the donor or special approval of the donor may be considered in this case.
- Vouchers should be prepared for all the payments and bills/receipts must be attached with the vouchers. If a cash memo/bill/invoice is not found there must be a bill on white paper with seal & signature and a contact number should be produced.
- The voucher should contain the expenses head, date and a broad narration relating to expenses incurred.
- All covering vouchers will be serially numbered and will be entered in cash books. Expenses bill should be submitted within 10 days of the activities that took place.
- In case of cash payment, each covering voucher will be signed by the recipient who is providing services or goods and is not able to provide an invoice/bill (such as – Cleaning charges paid, labour charges paid to person etc.)
- Each and every covering voucher must have the countersignature of the General Secretary and treasurer as approval of the transaction and the countersignature should be in the voucher of the Chief Finance person and checking person as authentication of the voucher.

- All expenses must be related to the activities mentioned in the work plan.
- All expenses must have adequate original documentation. In case of training programs, workshops, meetings, etc. there should be a registration sheet of participants / a register for registration of the participants, a detailed proceeding of the training program. The attendance register or registration sheet must be signed by all participants
- Before purchasing a capital item, preferably 3 quotations will be obtained from different parties (**Refer procurement policy for detail**). The purchasing committee constituted by the organization should take decisions regarding the item to be purchased and will give approval.
- Where it's not possible to get a bill, the details should be written on a page and must be attached to the voucher along with the signature of the relevant person or mentioned details behind bills with the signature of the relevant person.
- All supporting bills/documents should have the signatures of concerned field staff, program in charge/ project Focal persons and other concerned persons.
- All the supporting documents should contain the paid stamp, once the payment has been done.

Project Management

- Voucher should have the Name, Address and Contact number of the organisation at the top.
- Vouchers should be prepared for all the payments and bills/receipts must be attached with the vouchers. If cash memo/bill/invoice is not found there must be a bill on white paper with seal & signature and contact number should be produced.
- Voucher should contain the expenses head mentioned in budget, date and a broad narration relating to expenses incurred.
- Voucher should have a project code mentioned on top of it.
- All covering vouchers will be serially numbered and will be entered in cash books. Expenses bill should be submitted within 10 days from the activities that took place.
- In case of cash payment, each covering voucher will be signed by the recipient who is providing services or goods and is not able to provide an invoice/bill (such as – Cleaning charges paid, labour charges paid to person etc.)
- Each and every covering voucher must have the countersignature of the General Secretary and treasurer as approval of the transaction and the countersignature should be in the voucher of the Chief Finance person and checking person as authentication of the voucher.
- All expenses must be relating to the activities mentioned in the Budget.
- All expenses must have adequate original documentation. In case of training programs, workshops, meetings, etc. there should be a registration sheet of participants / a register for registration of the participants, a detailed proceeding of

the training program. The attendance register or registration sheet must be signed by all participants.

- Before purchasing a capital item, preferably 3 quotations will be obtained from different parties (Refer procurement policy for detail). The purchasing committee constituted by the organization should take decisions regarding the item to be purchased and will give approval.
- Where it's not possible to get a bill, the details should be written on a page and must be attached to the voucher along with the signature of the relevant person or mentioned details behind the bills/ invoice with the signature of the relevant person.
- All supporting bills/documents should have the signatures of concerned field staff, program in-charge/ project Focal persons and other concerned persons.
- All the supporting documents should contain the paid stamp, once the payment has been done.

Contributions in cash / kind / services:

- Cash contributions to a project/ organization should be made preferably in the form of a cheque, demand draft etc. or any other banking channel and should be reflected in books of accounts.
- Contributions in kind / services to a project should be recorded separately in a manual register containing details of the items received. Recording of in-kind contributions in the accounts is not necessary.
- An official acknowledgement will be issued for any receipt of cash / kind / services.
- Cash Contribution is accepted up to Rs.2000/- (Two thousand)

Correction of Vouchers

Indian Contribution/ Foreign Contribution/ Project Management

In case of any correction to a voucher, a new rectification voucher will be entered. However, the original voucher should not be changed / erased and an entry to be made into the cash book, ledger and supporting records accordingly. Original voucher should also be maintained in the file, along with the rectified voucher.

Salary / Honorarium

Indian Contribution

- Each employee / staff must have a signed work contract / agreement of work stating a brief on their work profile and other relevant details (Refer HR Policy for details)
- Appointment letter and resignation letter of staff should be maintained in a file.
- The organization should specify the monthly salary for each position. Salary should not be paid above the specific limit, but if required, the reason and approval from the General Secretary/ other authorised person must be taken.

- The component of salary may be divided into basic salary, house rent, conveyance, medical, special allowance etc. (Any component needs to be added or to be reduced by the EC).
- Staff salary will be made mandatorily through bank transfer after deductions of salary advance, TDS, EPF, ESIC, Professional Tax etc. In case of cash payments in exceptional circumstances, approval from the General Secretary/ authorised person shall be required.
- In case of deviation from the normal salary, a detailed explanation will be there in a separate sheet, which has to be reported on a monthly basis with the approval of the General Secretary/ authorised person.
- Salary/Honorarium register will be maintained. Register and sheet should have the signature of every employee.
- If payment to staff is above Rs. 5,000 then a revenue stamp should be attached in the register.
- Increase of salary of any particular staff group at any point of time, prior approval of the General Secretary/ authorised person will be necessary to implement the same for any group or particular staff.
- TDS should be deducted on payment of honorariums/ fees above Rs. 30,000 to any person in a financial year.
- In the case of a Project, the Salary Payment and budget of each project should specify the staff cost. Salary should not be paid above the specific limit, but if it happens the reason and approval from the donor must be taken.
- If the above-mentioned points are not followed, then the accountant and location head officer will be responsible.

Advances:

Indian Contribution/ Foreign Contribution/Project Management

- Travel advances made to staff will be settled within 15 days of completion of the travel / task.
- Program advances to staff and/ or vendors will be settled within 15 days of completion of the program.
- No further advances should be given without settlement of previous advance, unless in emergency cases duly approved by the Director/Secretary/President.
- More than three months' salary should not be given as a salary advance except special circumstances duly approved by the General Secretary/President/Director.
- Project advance per employee should not exceed Rs. 20,000/- except special circumstances duly approved by the General Secretary/President/Director

- Salary paid in advance must be settled within the year or if it has been provided at the end of the year then it should be settled within 2 months from the end of year.
- There will not be any advance at the end of a project period.
- At the end of the financial year, i.e., 31st March, the advance position should be nominal and only to accommodate exceptional cases.

Registers:

Stock Register

Indian Contribution/Foreign Contribution/Project Management

- ❖ Stock registers would be maintained at each location of the organization for the procurement and distribution of stationery, materials, etc.
- ❖ Description of item, number of items, place and date of purchase, distribution to projects and numbers, etc. must be specified in the register with the signature of the responsible person.
- ❖ It should be maintained by the Finance or Administrative person of each location and submitted to the organization quarterly.

Assets Register:

- ❖ Assets Register would be maintained for all the assets as recorded in the books of accounts. This register will reflect the nature of the asset, identification number, cost of purchase, incidental costs, name of the project, date of purchase, location of the asset etc.... and, if sold, the date of sale and price will be recorded in the register.
- ❖ The register will be updated every month at field office level and consolidated quarterly at head office level.
- ❖ The assets spent from FCRA funds should be specifically tagged to the related project or donor.
- ❖ Approval needs to be obtained from the Director/ General Secretary/ President for disposal of any assets.
- ❖ Depreciation and written down value (WDV) will be calculated for the organization as on 31st March as per Income Tax Act.

Reconciliation:

Following are various reconciliation statements prepared at different time intervals to ensure control is exercised on the resources and possible errors are avoided. Reconciliation must be prepared by an accountant/ designated person in the finance section. Each of the following subsections is divided into three parts such as:

- a) Purpose and advantage of preparation of reconciliations
- b) Designated person to prepare these reconciliations
- c) Periodicity of preparation of these reconciliation

Cash Reconciliation

Indian Contribution/Foreign Contribution/ Project Management

a) Purpose and Advantages: Cash reconciliation refers to the physical verification of cash against manual cash books and balances as per Tally. Cash reconciliation is done to ensure that:

- All cash receipts and payments are correctly entered in the books of account (Manual cash book and Tally);
- Cash on hand is in accordance with the balances as reflected in the cash book and Tally;

b) Authority: Designated authority as mentioned earlier cash is kept under the custody of the designated Accounts personnel and the same is verified by the designated Accounts personnel and treasurer with signed.

c) Periodicity: Cash reconciliation is conducted at the end of every day. The manual cash book is signed for the conduction of physical verification of cash by the designated Accounts person

Bank Reconciliation

Indian Contribution/Foreign Contribution/Project Management

Purpose and Advantages:

- Bank reconciliation refers to the verification of the transactions as entered in the books of account against the bank statements. Bank reconciliation is prepared to ensure that:
 - All bank receipts and payments are correctly entered in the books of account;
 - Planning for fund management (withdrawal of funds from fixed deposits);
 - Verifying that the bank has correctly processed the receipt and payment;
 - Verifying that the bank has not charged some other account's payment or accounted for deposit erroneously;
 - Account for bank charges and interest in the books of account based on the reconciliation statement.
- Bank reconciliation statement for all bank accounts is prepared by the Accounts Associate which is then verified by the designated Accounts Personnel.
- **Periodicity:** The bank reconciliation statement is prepared by the 5th of the succeeding month

Assets Reconciliation:

Indian Contribution/ Foreign Contribution/Project Management

Purpose and Advantages:

- Assets reconciliation refers to the verification of the entries made in the fixed assets/consumables register against physical assets and books of account. Fixed assets reconciliation is prepared to ensure that:

- All the assets are correctly entered into the fixed assets/consumables register;
- Project name is correctly mentioned in the respective register;
- Conducting physical verification of the assets against the entries made in the respective registers;
- Computing depreciation for the purpose of preparation of audited financial statements.
- The fixed assets register is maintained by the designated Accounts person and the same is verified by the Internal Auditor /Statutory Auditor/ authorised person from management.
- Periodicity: During the course of its internal audit and statutory audit. Can be also done by the management on an annual basis.

Advances Reconciliation:

Indian Contribution/Foreign Contribution/Project Management

Purpose and Advantages:

- Advance reconciliation refers to the statement of outstanding advances not being settled before the end of the month. Advance reconciliation process ensures:
 - Timely closure of advances;
 - Processing of further advance only upon closure of the previous advance;
 - Circulating statements of outstanding advances to the concerned staff members.
- Designated authority & Accounts person Associate prepares a statement on outstanding advances which is then circulated to the concerned staff members.
- **Periodicity:** Advance outstanding statement is prepared on a monthly basis 30th of every month).

Fund Reconciliation:

Indian Contribution/Foreign Contribution/ Project Management

Purpose and Advantages:

- Fund reconciliation refers to verification of the project fund balances against physical cash / bank balances, advances and outstanding expenses. Funds reconciliation is prepared to ensure:
 - The fund balance matches with the physical funds available;
 - This will also reassure that the expenditure has been properly charged to the project;
 - Submit funds requisition to the funding agency well in advance to avoid inter project loans.
- The designated authority and Accounts personnel prepare the funds reconciliation which is then verified by the treasurer/ General Secretary/ other designated person from the management to take necessary action.
- Periodicity: Funds reconciliation statement is prepared on a monthly basis (5th of every month).

Composition of Finance Committee

The Finance committee will be constituted by the executive committee, in exceptional circumstances, the president and general secretary will approve the formation of the committee.

The committee will consist of: -

1. The General Secretary and Treasurer will be ex-officio member
2. Two representatives from the Executive Committee.
3. The director and a representative from the directors' team
4. Two designated persons in the Finance department
5. A representative from the General members
6. Women's representatives should be in the committee

Anti-Corruption Policy

Creating an anti-corruption policy for a social sector organization is essential to maintaining integrity, transparency, and trust with stakeholders, including beneficiaries, donors, members, staff, and the public. Kajla Janakalyan Samity is no exception to this. Here's a comprehensive anti-corruption policy framework is prepared by KJKS:

1. Purpose

This policy aims to ensure that the organization operates with the highest standards of integrity and transparency, prohibiting all forms of corruption and unethical behaviour.

2. Scope

This policy applies to all employees, volunteers, E.C members, contractors, Suppliers, consultants, and any other parties associated with the organization.

3. Definitions

- **Corruption:** The abuse of entrusted power for private gain.
- **Bribery:** Offering, giving, receiving, or soliciting something of value to influence a decision or action.
- **Fraud:** Wrongful or criminal deception intended to result in financial or personal gain.
- **Conflict of Interest:** A situation where personal interests could improperly influence professional decisions.

4. Policy Statements

1. **Zero Tolerance:** The organization maintains a zero-tolerance stance towards all forms of corruption and bribery.
2. **Compliance with Laws:** Adherence to all applicable anti-corruption laws and regulations is mandatory.
3. **Ethical Conduct:** All individuals must perform their duties with integrity and impartiality.
4. **Transparency:** All financial transactions and organizational processes must be transparent and documented accurately.

5. Preventive Measures

1. **Due Diligence:** Conduct thorough background checks on employees, partners, contractors, vendors, consultants & donors.
2. **Training and Awareness:** Regular training sessions on anti-corruption laws, ethical conduct, and reporting mechanisms.
3. **Internal Controls:** Implement robust internal controls to monitor and review financial transactions and decision-making processes (Refer to Financial Management Policy).

4. **Whistle-blower Protection:** Establish a secure and confidential reporting system for individuals to report suspected corruption without fear of retaliation.

6. Reporting and Investigation

1. **Investigation & reporting:** The organization shall have a mechanism for verbally or written reporting information to the administrative committee regarding suspected corruption or corrupt practices to any level of staff, members and well-wishers. An internal investigation led by the committee will be initiated based on the information.
2. **Reporting Mechanism:** A clear and accessible process for reporting suspected corruption, including a confidential hotline and an online reporting tool shall be maintained under the Administrative Committee with the close supervision of the Executive Committee of Kajla Janakalyan Samity.
3. **Investigation Process:** All reports of suspected corruption will be investigated promptly and thoroughly by an independent team constituted by the executive committee or Administrative Committee and it should be completed within 2 months from received of complain.
4. **Disciplinary Actions:** Appropriate disciplinary action, including termination and legal proceedings, will be taken against individuals found guilty of corruption by the administrative committee under the close supervision of the Executive Committee of Kajla Janakalyan Samity.

7. Monitoring and Review

1. **Regular Audits:** Conduct annual audits to ensure compliance with this policy by the administrative committee.
2. **Continuous Improvement:** The administrative committee shall review and update the policy periodically to address emerging risks and incorporate best practices.
3. **Feedback Mechanism:** Encourage feedback from employees and stakeholders to improve the effectiveness of the policy.

8. Roles and Responsibilities

1. **Board of Directors:** Oversee the implementation and effectiveness of the anti-corruption policy.
2. **Management:** Ensure the policy is communicated, understood, and enforced throughout the organization.
3. **Employees and Volunteers:** Comply with the policy and report any suspected violations.

9. Communication

1. **Policy Distribution:** Distribute the policy to all employees, volunteers, and relevant stakeholders.
2. **Public Disclosure:** Make the policy publicly available on the organization's website and through other communication channels.

Appendix: Anti-Corruption Policy

A. Example of Conflict-of-Interest Declaration

I, [Name], declare that I have no conflict of interest that would impair my ability to perform my duties impartially and in the best interest of the organization. If any potential conflict arises, I will disclose it immediately.

B. Reporting Form Template

- **Name (optional):**
- **Date:**
- **Details of the suspected corruption:**
- **Evidence (if any):**

All reports will be handled confidentially.

By implementing this anti-corruption policy, the organization commits to upholding the highest ethical standards and fostering a culture of integrity and accountability.

Internal Procedure

1. Reporting Mechanism:

- Employees must report any suspected corruption or unethical behaviour.
- Reports can be made through:
 - Anonymous email to the Internal Audit Committee (IAC).
 - Confidential hotline number.
 - In-person report to the Ethics Officer.

2. Complaint Submission:

- Complaints must include detailed information:
 - Date, time, and location of the incident.
 - Names of individuals involved.
 - Description of the corrupt act.
 - Any supporting evidence (documents, emails, etc.).
- Use the Complaint Form (Appendix A) for formal submissions.

3. Investigation Process:

- Upon receipt of a complaint, the IAC will:
 - Acknowledge the complaint within three business days.
 - Initiate a preliminary review to determine the validity of the complaint.
 - Conduct a detailed investigation if the complaint is deemed valid.
- Investigations will be completed within 30 business days.
- Confidentiality will be maintained throughout the investigation process.

4. Disciplinary Actions:

- Based on investigation findings, the following actions may be taken:
 - Verbal or written warnings.
 - Demotion or transfer.
 - Suspension or termination.
 - Legal action if necessary.

External Procedure

1. **Third-Party Reporting:**
 - Vendors, clients, and other external parties must report any suspected corruption.
 - Reports can be submitted through:
 - Company's external whistle-blower portal.
 - Confidential email to the Compliance Office.
2. **External Audit:**
 - Annual audits will be conducted by an independent external auditor to ensure compliance with anti-corruption policies.
 - Audit findings will be reported to the Executive Committee and made available to relevant stakeholders.
3. **Engagement with Law Enforcement:**
 - Serious cases of corruption will be reported to law enforcement authorities.
 - The company will cooperate fully with external investigations and provide necessary documentation and support.

Follow-Up and Control System

1. **Monitoring and Review:**
 - The IAC will monitor the implementation of the Anti-Corruption Policy.
 - Quarterly reviews will be conducted to assess the effectiveness of the policy and procedures.
 - An annual report on anti-corruption measures and incidents will be presented to the Executive Council.
2. **Continuous Improvement:**
 - Feedback from internal and external audits will be used to improve anti-corruption measures.
 - Regular training sessions will be conducted to update employees on policy changes and best practices.
3. **Documentation:**
 - All reports, investigation documents, and disciplinary actions will be securely stored.
 - Access to these documents will be restricted to authorized personnel only.
4. **Risk Assessment:**
 - Periodic risk assessments will be conducted to identify potential areas of corruption.
 - Mitigation strategies will be developed based on assessment findings.

**Format for Reporting and Documentation
Complaint Form (Appendix A):**

Field	Description
Name of Complainant	
Anonymous (Yes/No)	
Date of Incident	
Time of Incident	
Location	
Names of Involved	
Description of Act	
Supporting Evidence	(Attach documents, emails, etc.)
Signature	(If not anonymous)
Date of Report	

Investigation Report Template:

Field	Description
Case ID	
Date of Report	
Investigating Officer	
Summary of Complaint	
Details of Investigation	
Findings	
Actions Taken	
Follow-Up Required	
Date of Closure	

Annual Anti-Corruption Report:

Section	Description
Introduction	Overview of anti-corruption policy and objectives
Summary of Activities	Key activities and initiatives undertaken
Incident Statistics	Number and types of reported incidents
Investigation Outcomes	Summary of findings and actions taken
Audit Findings	Summary of internal and external audit results
Improvements Implemented	Enhancements made to the policy and procedures
Future Plans	Planned activities and initiatives for the coming year

By adhering to these procedures and controls, we aim to create a transparent and corruption-free environment within the organization.

Procurement Policy

Purpose

The Procurement Policy establishes the principles governing the procurement of supplies, equipment, and services for Kajla Janakalyan Samity. It ensures all purchases conform to the specified quantity, quality, prices, and timelines within the budget. This policy framework guides decision-making and is subject to approval by the Procurement Committee, which includes the General Secretary, Finance Personnel, and Program Manager.

Scope & Application

This Policy applies to all employees, consultants, officers, Board members, and agents of Kajla Janakalyan Samity involved in procurement activities.

Code of Conduct

A Code of Conduct governs the behaviour of all individuals involved in procurement:

1. **Conflict of Interest:**
 - No participation in procurement activities where a conflict of interest, real or apparent, exists.
 - Conflict arises if there's a personal financial interest, a related party, or any beneficial interest in the vendor firm.
 - No business with or favouritism towards family members' firms or entities employing family members.
 - Compliance with Federal, State, and local procurement laws to ensure open competition.
 - No solicitation or acceptance of gifts, fees, trips, or favours that compromise independence.
2. **Replacement in Case of Conflict:**
 - If committee members have close relatives involved in procurement, they are replaced for that case by the Executive Committee.
3. **Legal and Disciplinary Actions:**
 - Legal, administrative, or disciplinary actions will be pursued against anyone involved in procurement infractions.
4. **Value for Money:**
 - Strive for the best price, considering quality, suitability, availability, reliability of the supplier, and terms.

Purchase Authorizations

1. **Delegation of Authority:**
 - Certain individuals are delegated the supervision of procurement activities, storage, and record maintenance.
2. **Availability of Funds:**
 - Mutual consultation with the Finance Team and Procurement Committee ensures the availability of funds.
3. **Request for Permission:**
 - Programme heads send requisitions to the Director for authentication and to the General Secretary for approval.

Methodology

1. **Competitive Bidding:**
 - Priority is given to competitive bidding. The lowest bid is preferred unless other criteria such as service/product quality, time, and vendor experience warrant otherwise.
2. **Price Quotation:**
 - Obtain at least three quotations for goods/services exceeding Rs. 20,000/-.
 - Document quotations in a file or send e-versions to the organization and the procurement committee.
3. **Direct Order:**
 - Used under specific circumstances like standardized equipment, sole source availability, expert consultancy, or disaster response, with procurement committee approval.
4. **Purchases without Quotations:**
 - Goods up to Rs. 20,000/- may be procured without quotations, ensuring quality and timely procurement.
5. **Employee Purchases:**
 - Follow a structured process involving request forms, finance division approval, and documentation.

Details of Goods/Services to be Procured

1. **Assets/Equipment:**
 - For costs exceeding Rs. 20,000/-, follow the competitive bidding process.
2. **Office Stationeries:**
 - Acquire locally as needed, with quotations for costs exceeding Rs. 20,000/-.
3. **Hiring of Travel Agency:**
 - Obtain and compare a minimum of three quotations to select the cheapest.
4. **Printing Materials:**
 - Request quotations for printing costs exceeding Rs. 20,000/-.
5. **Hiring Consultants:**
 - Engage consultants based on competence without formalities, authorized by the General Secretary.

Payment Process

1. **Payment Procedures:**
 - Payments made only upon receipt of goods.
 - Payments above Rs. 3,000/- through bank or online; mandatory for amounts above Rs. 5,000/-.
 - Payment within 30 days of invoice receipt.
 - Advance payment requires committee approval.
2. **Approval Requirements:**
 - Payments over Rs. 20,000/- to Rs. 1,00,000/- need General Secretary and Director approval.
 - Payments above Rs. 1,00,000/- need approval from the General Secretary, Director, Finance Head, and Program Manager/Coordinator.

- Emergency approvals by the General Secretary/Director up to Rs. 25,000/- for procurement and Rs. 50,000/- for cash payments.

Procurement Committee

1. Composition:

- Consists of **nine** members, including the General Secretary, Treasurer, EC members, general members, Finance Head, and Directors Team.
- Ensures women's participation.

2. Tenure:

- Aligns with the Executive Committee's term, with performance reviews and the right to dissolve and reconstitute by the Executive Committee.

Annual Procurement Plan

1. Planning:

- The Procurement Committee develops an annual procurement plan, setting out purchase activities, milestones, and contract reviews.

2. Continuous Improvement:

- Regular reviews and updates to align with legislation and organizational needs.

Monitoring and Review

1. Compliance and Efficiency:

- Regular audits to ensure compliance with organizational goals, legal requirements, and best practices.

2. Performance Review:

- Evaluation of procurement processes, cost-effectiveness, and stakeholder feedback.

3. Recommendations and Implementation:

- Document findings, provide actionable recommendations, and develop an action plan for continuous improvement.

4. Tools and Techniques:

- Use checklists, surveys, flowcharts, and benchmarking tools for thorough evaluation.

By following this structured Procurement Policy, Kajla Janakalyan Samity ensures transparency, efficiency, and accountability in all procurement activities.

Appendix: Procurement Policy

1. Implementation Plan

1.1. Policy Approval and Dissemination

- **Approval Date:**
 - Date when the policy was approved by the Executive Committee.
- **Dissemination Method:**
 - Staff meeting
 - Email communication
 - Workshops
 - Display at all branches and units
- **Responsible Parties:**
 - General Secretary
 - Program Managers
 - HR Department

1.2. Training and Awareness

- **Training Sessions:**
 - Dates and locations of training sessions for staff.
- **Materials Provided:**
 - Copies of the Procurement Policy
 - Training manuals
 - FAQs
- **Responsible Parties:**
 - HR Department
 - Training Coordinators

1.3. Setting Up Procurement Committee

- **Committee Formation Date:** Date when the procurement committee was constituted.
- **Members:** List of committee members with roles.
- **Tenure:** Start and end dates of the committee's term.

1.4. Procurement Documentation and Processes

- **Documentation Templates:**
 - Purchase Requisition Forms
 - Quotation Request Templates
 - Purchase Order Forms
 - Vendor Evaluation Forms
- **Process Guidelines:**
 - Detailed steps for procurement processes including competitive bidding, direct orders, and emergency procurements.
- **Responsible Parties:**
 - Procurement Committee
 - Finance Department

1.5. Tools and Systems

- **Software and Systems Used:**
 - List of procurement management software or systems in use.

- **Access and Training:**
 - Training schedules for using procurement software.
 - List of users with access permissions.

2. Monitoring & Review Plan

2.1. Preliminary Assessment

- **Documentation Review:**
 - Gather current procurement policy documents, procedures, and related guidelines.
- **Scope and Objectives:**
 - Define the scope of the review and audit.
 - Set objectives for what the review aims to achieve.

2.2. Compliance Check

- **Legal and Regulatory Compliance:**
 - Check alignment with local, national, and international procurement laws.
- **Internal Policies Alignment:**
 - Ensure coherence with other organizational policies.

2.3. Policy Review

- **Clarity and Completeness:**
 - Assess the clarity and comprehensiveness of the policy.
- **Roles and Responsibilities:**
 - Verify that roles are well-defined.
- **Approval and Review Process:**
 - Check processes for procurement activity approvals and policy review.

2.4. Procedural Review

- **Procurement Processes:**
 - Evaluate the effectiveness of sourcing, vendor selection, and contract management processes.
- **Documentation and Record-Keeping:**
 - Review procedures for documentation and record-keeping.
- **Risk Management:**
 - Assess risk identification, assessment, and mitigation mechanisms.

2.5. Performance and Efficiency

- **Key Performance Indicators (KPIs):**
 - Review KPIs for measuring procurement performance.
- **Cost-Effectiveness:**
 - Evaluate cost-effectiveness of procurement practices.

2.6. Stakeholder Feedback

- **Internal Stakeholders:**
 - Gather feedback from employees involved in procurement.
- **External Stakeholders:**
 - Collect input from suppliers and vendors.

2.7. Benchmarking

- **Industry Standards:**
 - Compare the policy with industry standards.

- **Peer Comparison:**
 - Benchmark against similar organizations.

2.8. Audit Findings and Recommendations

- **Document Findings:**
 - Record all findings from the review and audit.
- **Actionable Recommendations:**
 - Provide recommendations for improvement.

2.9. Implementation and Follow-Up

- **Action Plan:**
 - Develop an action plan to implement recommendations.
- **Monitor Progress:**
 - Regularly monitor the implementation progress.
- **Continuous Improvement:**
 - Establish a framework for ongoing monitoring and periodic review.

3. Reporting & Documentation

3.1. Regular Reporting

- **Frequency:**
 - Monthly
 - Quarterly
 - Annually
- **Report Contents:**
 - Summary of procurement activities
 - Compliance status
 - Issues and resolutions
 - Performance against KPIs
- **Responsible Parties:**
 - Procurement Committee
 - Finance Department

3.2. Documentation and Archiving

- **Retention Period:**
 - Specify the duration for retaining procurement documents.
- **Archiving Method:**
 - Digital archiving
 - Physical archiving
- **Responsible Parties:**
 - Documentation Officer
 - IT Department

Signature:

General Secretary, Kajla Janakalyan Samity

Date:

This structured format ensures systematic implementation and review of the Procurement Policy, promoting transparency, efficiency, and accountability in procurement activities at Kajla Janakalyan Samity.

Common Cost Policy

Introduction

The purpose of this cost allocation plan is to outline the methods and procedures that Kajla Janakalyan Samity will use to allocate costs to various programs, grants, contracts, and agreements. Kajla Janakalyan Samity incurs various costs, including both direct and indirect expenses, to achieve its objectives. Allocating common costs demands both financial precision and strategic decision-making.

Importance of Cost Allocation

Cost allocation is crucial for enhancing financial transparency and accountability within the organization. It ensures that the true cost of delivering programs and services is accurately reflected, impacting both accounting and budgeting processes.

Cost Allocation Methodology

1. Salaries to Project Personnel:

- **Direct Charging:** Salaries and wages are charged directly to the respective program.
- **Allocation:** If employees work on multiple projects, costs are allocated based on:
 - Time allocated to each project (tracked by approved timesheets)
 - Size/revenue of each project relative to the organization's total receipts.

2. Fringe Benefits:

- Allocated in the same manner as salaries and wages, covering FICA, UC, Worker's Compensation, health insurance, dental insurance, life & disability insurance, and other fringe benefits.

3. Travel Costs:

- **Direct Charging:** Costs are charged directly to the benefiting program.
- **Allocation:** If travel benefits multiple programs, costs are allocated based on the ratio of expenses incurred by each program.

4. Professional Services:

- Costs are charged based on whether the service benefits all programs or specific programs.
- **Indirect Costs:** External audit fees are recorded as indirect costs and charged based on the ratio of each program's expenses to the total expenses.

5. Office Expense and Supplies:

- **Direct Charging:** Expenses for specific programs are charged directly.
- **Allocation:** Shared costs are allocated based on the ratio of each program's expenses to the total expenses.

6. Capital Items:

- **Direct Charging:** Authorized purchases are charged directly to programs.
- **Allocation:** Common use items and depreciation are allocated based on usage in each project.

7. **Photocopying/Printing:**
 - **Direct Charging:** Costs are allocated based on the volume logged to each program using pre-assigned codes.
8. **Communications:**
 - **Internet:** Costs are allocated based on the number of employees with internet access and the allocation ratio of their salaries.
 - **Telephone:** Charges are identifiable to individual phone lines and allocated similarly to the staff assigned to the lines.
9. **Facilities Expenses:**
 - Allocated based on usable square footage, calculating the ratio of total square footage used by all personnel to the total square footage.
10. **Training/Conferences/Seminars:**
 - **Direct Charging:** Costs identifiable to one program are charged directly.
 - **Allocation:** Shared costs are allocated based on the ratio of time spent on each program.
11. **Occupancy Expenses:**
 - **Indirect Costs:** General maintenance and repair costs are recorded as indirect costs and allocated based on square footage.
 - **Allocation:** Rental costs are allocated based on square footage, charged as direct or indirect costs depending on the space occupancy by staff.
12. **Unallowable Costs:**
 - Internal controls are in place to ensure unallowable costs (e.g., advertising, alcoholic beverages) are not charged to grant awards.

Example of Allocation Methodology

- **Expense Amount:** 10,000
- **Allocation Based on Personnel Costs:**

Grant	Personnel Costs	%	Amount Allocated
A	20,000	20%	2,000
H	30,000	30%	3,000
F	50,000	50%	5,000
Total	100,000	100%	10,000

Alternatively, a table defining the percentage of allocation for each expense across various projects is created also.

Allocation Table for Various Expenses

Expense Category	Basis of Allocation	Allocation Method
Salaries to Project Personnel	Time allocation or project revenue size	Timesheets or financial ratios
Fringe Benefits	Same as salaries	Timesheets or financial ratios
Travel Costs	Purpose of travel	Direct charging or expense ratio

Expense Category	Basis of Allocation	Allocation Method
Professional Services	Benefit to programs	Direct charging or expense ratio
Office Expense and Supplies	Usage or program benefit	Direct charging or expense ratio
Capital Items	Authorized purchases or usage	Direct charging or depreciation ratio
Photocopying/Printing	Volume of usage	Pre-assigned program codes
Communications	Internet: number of users; Telephone: line assignment	User ratio or direct charging
Facilities Expenses	Usable square footage	Square footage ratio
Training/Conferences/Seminars	Identifiable benefit or time spent	Direct charging or time ratio
Occupancy Expenses	Square footage	Direct or indirect based on usage
Unallowable Costs	Internal controls	Not applicable

**Detailed Example for Multiple Expenses
Allocation Table**

Expense Category	Total Expense	Allocation Basis	Allocation Method	A	H	F	Total
Salaries to Project Personnel	50,000	Personnel costs	Timesheets or financial ratios	10,000	15,000	25,000	50,000
Fringe Benefits	10,000	Same as salaries	Timesheets or financial ratios	2,000	3,000	5,000	10,000
Travel Costs	5,000	Expense ratio	Direct charging or expense ratio	1,000	1,500	2,500	5,000
Professional Services	8,000	Expense ratio	Direct charging or expense ratio	1,600	2,400	4,000	8,000
Office Expense and Supplies	6,000	Expense ratio	Direct charging or expense ratio	1,200	1,800	3,000	6,000
Capital Items	20,000	Usage ratio	Direct charging or	4,000	6,000	10,000	20,000

Expense Category	Total Expense	Allocation Basis	Allocation Method	A	H	F	Total
			depreciation ratio				
Photocopying/Printing	2,000	Volume of usage	Pre-assigned program codes	400	600	1,000	2,000
Communications	3,000	User ratio	User ratio or direct charging	600	900	1,500	3,000
Facilities Expenses	15,000	Square footage ratio	Square footage ratio	3,000	4,500	7,500	15,000
Training/Conferences/Seminars	5,000	Time ratio	Direct charging or time ratio	1,000	1,500	2,500	5,000
Occupancy Expenses	12,000	Square footage ratio	Direct or indirect based on usage	2,400	3,600	6,000	12,000
Total	156,000			27,200	40,800	88,000	156,000

This table defines the allocation percentage and the amount allocated against each expense for the various projects.

Management of Policies

A comprehensive framework for managing complaints, policy violations, complaint redressal, monitoring policy implementation, and gathering feedback from staff and stakeholders are developed to make the use of policies in fruitful and effective implementation.

Complaint Lodging Procedure

1. Channels for Lodging Complaints

- **Email:** [dedicated mail ID]
- **Phone:** [Specify phone number]
- **In-Person:** [Specify office or location]
- **Online Form:** [Provide URL if applicable]

2. Forms and Documentation

- **Complaint Form:** Use the standardized complaint form provided by [organization].
 - Include fields for:
 - **Complainant Information:** Name, contact details, department, position.
 - **Nature of Complaint:** Brief description of the issue.
 - **Details of Incident:** Date, time, location, persons involved.
 - **Evidence:** Attach supporting documents if available.

3. Scope and Criteria of Valid Complaints

- **Scope:** Complaints may relate to:
 - Violation of organizational policies or procedures.
 - Misconduct, harassment, discrimination.
 - Unsafe working conditions.
 - Other relevant issues affecting the organization.
- **Criteria for Valid Complaints:**
 - **Factual Basis:** Complaints must be based on factual information, not mere speculation or hearsay.
 - **Relevance:** The issue raised should directly impact the organization's operations, environment, or stakeholders.
 - **Timeliness:** Complaints should be lodged within a reasonable timeframe from the incident or discovery, typically within [specify timeframe, e.g., 30 days].

4. Confidentiality and Protection

- All complaints will be handled with strict confidentiality to protect the privacy of the complainant and individuals involved.
- **Non-retaliation policy:** Employees lodging complaints should not fear reprisal or adverse consequences for raising concerns in good faith.

Instructions for Lodging a Complaint

1. **Choose a Channel:** Select the most convenient channel (email, phone, in-person, online form) to lodge your complaint.
2. **Complete the Complaint Form:** Fill out the complaint form accurately and provide as much detail as possible.

3. **Submit the Complaint:** Send the completed form via email, submit online, or deliver it in-person to the designated contact.

Conclusion

By clearly defining how complaints should be lodged and specifying the criteria for a valid complaint, organizations can ensure that issues are addressed promptly, fairly, and effectively. This structured approach helps maintain transparency and accountability in handling complaints within the organization. Adjust the details as per your organization's specific policies and procedures.

Procedure for Lodging Complaints

Step 1: Understand the Complaint Lodging Process

- **Purpose:** The complaint lodging process provides a formal mechanism for addressing concerns and issues within the organization.
- **Confidentiality:** All complaints will be handled with strict confidentiality to protect the privacy of the complainant and individuals involved.

Step 2: Identify the Channel for Lodging Complaints

- **Channels Available:** Choose from the following options:
 - **Email:** Send your complaint to complaints@organization.com
 - **Phone:** Call [Specify phone number] during office hours.
 - **In-Person:** Visit the HR department (Location: [Specify location]) during working hours.
 - **Online Form:** Fill out the complaint form available at [Provide URL if applicable].

Step 3: Prepare Necessary Information

- **Complaint Form:** If applicable, use the standardized complaint form provided by the organization.
 - Include the following information:
 - **Complainant Information:** Name, contact details, department, position.
 - **Nature of Complaint:** Brief description of the issue.
 - **Details of Incident:** Date, time, location, persons involved.
 - **Evidence:** Attach supporting documents if available.

Step 4: Submit the Complaint

- **Email Submission:**
 - Compose an email detailing your complaint.
 - Attach the completed complaint form and any supporting documents.
 - Send it to complaints@organization.com
- **Phone Submission:**
 - Call [Specify phone number] and provide your complaint details to the designated personnel.
 - Request confirmation of receipt and any further instructions.
- **In-Person Submission:**
 - Visit the HR department (Location: [Specify location]).
 - Request to meet with the HR representative or designated complaint handler.
 - Complete the complaint form and submit it in person.
- **Online Form Submission:**
 - Access the complaint form at [Provide URL].
 - Fill out all required fields with accurate information.
 - Submit the form electronically.

Step 5: Acknowledgment of Receipt

- **Confirmation:** Upon submission, you will receive acknowledgment of receipt of your complaint within [Specify timeframe, e.g., 1-2 business days].

Step 6: Follow-Up and Resolution

- **Investigation:** The organization will conduct a thorough investigation into the complaint.
- **Communication:** You will be informed of the investigation progress and the outcome within [Specify timeframe].
- **Resolution:** Appropriate actions will be taken to address and resolve the complaint based on the investigation findings.

Additional Information

- **Support:** For any questions or assistance regarding the complaint lodging process, contact [Specify contact information].
- **Documentation:** Maintain a copy of your complaint submission and any communication received for your records.

This step-by-step guide ensures that individuals understand how to lodge complaints effectively and confidently within the organization, promoting transparency and accountability in handling grievances. Adjust the details and channels based on your organization's specific policies and procedures.

Complaint Format on Violation of Policies

Date of Complaint: [Date]

Complainant Name: [Name]

Contact Information: [Phone number / Email]

Department / Position: [Department / Position]

1. Details of Violation

Nature of Violation:

[Describe the specific policy or policies that have been violated. Provide details of the incident, including what occurred, where and when it happened, and any individuals involved.]

Evidence (if any):

[Attach any supporting documentation or evidence related to the violation, such as emails, photos, witness statements, etc.]

2. Impact of Violation

Impact on Operations or Individuals:

[Explain the consequences or potential consequences of the violation on the organization, its operations, or individuals affected.]

3. Action Requested

Desired Outcome:

[Specify what action or resolution you are seeking as a result of reporting this violation.]

4. Additional Information

Witnesses (if any):

[List any witnesses who observed the violation and provide their contact information if available.]

Previous Incidents (if relevant):

[If there have been previous incidents related to the same policy violation, briefly describe them.]

Declaration

By submitting this complaint, I affirm that the information provided is accurate and complete to the best of my knowledge. I understand that any falsification or misrepresentation may result in disciplinary action.

Signature: [Your Signature]

Date: [Date]

Submission Instructions

Please submit this completed form to [Designated Contact Person/Department] via [Preferred Submission Method: email, physical copy, online form, etc.].

This format allows for structured reporting of policy violations, ensuring that all necessary information is provided for thorough investigation and appropriate action. Adjust the sections and details as per your organization's specific policies and reporting procedures.

Timelines for Acknowledgment, Investigation, and Resolution of Complaints

1. Acknowledgment Timeline

- **Objective:** To acknowledge receipt of the complaint and inform the complainant that their concern is being addressed.
- **Timeline:** Within [**Specify timeframe, e.g., 1-2 business days**] of receiving the complaint.
- **Actions:**
 - Send an initial acknowledgment to the complainant via [**preferred communication method, e.g., email, phone call**].
 - Include a brief outline of the next steps and expected timelines for investigation.

2. Investigation Timeline

- **Objective:** To thoroughly investigate the complaint, gather relevant information, and assess the validity and severity of the issue.
- **Timeline:** Within [**Specify timeframe, e.g., 5-10 business days**] from the date of acknowledgment.
- **Actions:**
 - Assign the complaint to an appropriate investigator or team.
 - Conduct interviews with involved parties and gather evidence as necessary.
 - Analyse the information to determine the facts surrounding the complaint.

3. Resolution Timeline

- **Objective:** To resolve the complaint by taking appropriate actions based on the findings of the investigation.
- **Timeline:** Within [**Specify timeframe, e.g., 15-20 business days**] from the date of acknowledgment.
- **Actions:**
 - Evaluate the investigation findings and determine the appropriate course of action (e.g., corrective measures, disciplinary actions, policy revisions).
 - Communicate the outcome to the complainant and any relevant stakeholders.
 - Implement any necessary changes or improvements to prevent similar issues in the future.

Additional Considerations

- **Complex Cases:** For more complex complaints that require additional time for investigation or involve multiple parties, consider extending the timelines accordingly and communicate updates to the complainant.
- **Legal and Regulatory Requirements:** Ensure that the timelines adhere to any legal or regulatory requirements specific to your industry or jurisdiction.
- **Feedback and Follow-up:** After resolution, solicit feedback from the complainant on their satisfaction with the process and outcome. Follow up as needed to ensure any corrective actions are effective.

Conclusion

Adopting clear and reasonable timelines for acknowledging, investigating, and resolving complaints not only demonstrates organizational efficiency but also enhances trust and satisfaction among stakeholders. Customize these timelines based on your organization's specific needs and the nature of the complaints you typically handle.

Format for Key Performance Indicators (KPIs) to Assess Policy Adherence

1. Policy Adherence KPIs

Objective:

To monitor and evaluate the extent to which organizational policies are being adhered to across different departments or areas.

2. Key Performance Indicators (KPIs)

1. Compliance Rate:

- **Definition:** Percentage of employees or units adhering to specified policies within a given period.
- **Measurement:** Calculate based on audits, assessments, or compliance checks conducted regularly.
- **Target:** Achieve [specify target percentage] compliance rate by [end of quarter/year].

2. Training Completion:

- **Definition:** Percentage of employees who have completed mandatory policy training within the designated timeframe.
- **Measurement:** Track completion rates through learning management systems or training records.
- **Target:** Ensure [specify target percentage] of employees complete policy training annually.

3. Incident Reporting Rate:

- **Definition:** Number of reported policy violations or incidents per [timeframe].
- **Measurement:** Count the incidents reported through official channels or incident reporting systems.
- **Target:** Maintain incident reporting at [specify number or rate] per month/quarter.

4. Policy Review Cycle:

- **Definition:** Frequency of policy reviews and updates as per organizational policy review schedule.
- **Measurement:** Track the adherence to scheduled policy reviews and updates.
- **Target:** Complete reviews and updates of all policies according to [specify timeframe].

5. Corrective Actions Timeliness:

- **Definition:** Average time taken to implement corrective actions in response to policy violations.
- **Measurement:** Calculate the time from incident reporting to closure of corrective actions.
- **Target:** Achieve an average corrective action timeliness of [specify timeframe].

3. Data Collection and Reporting

- **Data Sources:**
 - Utilize [list data sources such as incident reports, training records, compliance audits, etc.].

- **Reporting Frequency:**
 - Report KPIs on policy adherence [e.g., monthly, quarterly] to [designated stakeholders or departments].

4. Continuous Improvement Strategies

- **Analysis and Action:**
 - Analyse KPI results to identify trends, areas of improvement, or emerging issues.
 - Implement corrective actions or enhancements to policies and procedures based on findings.

Conclusion:

By defining and measuring these KPIs, organizations can systematically assess their policy adherence and take proactive measures to improve compliance and mitigate risks. Customize the KPIs and targets according to your organization's specific policies, industry standards, and strategic objectives for effective monitoring and evaluation.

Feedback Form

Date: [Date of Feedback Submission]

Name: [Name of Respondent]

Department/Position: [Department or Position]

Contact Information: [Email/Phone Number]

Section 1: General Feedback

Overall Satisfaction:

How satisfied are you with the current policies and procedures in our organization? (Tick your Satisfaction Level)

- [] Very Satisfied
- [] Satisfied
- [] Neutral
- [] Dissatisfied
- [] Very Dissatisfied

Comments or Suggestions:

Please provide any comments, suggestions, or concerns you have regarding our policies and procedures.

Section 2: Specific Policies and Procedures

Please rate the following aspects of our policies and procedures:

Clarity and Accessibility:

How clear and accessible are our policies and procedures?

- [] Very Clear and Accessible
- [] Clear and Accessible
- [] Neutral
- [] Unclear and Inaccessible
- [] Very Unclear and Inaccessible

Effectiveness:

To what extent do you think our policies and procedures are effective in achieving their intended goals?

- [] Very Effective
- [] Effective
- [] Neutral
- [] Ineffective
- [] Very Ineffective

Implementation:

How well are our policies and procedures implemented in practice?

- [] Very Well Implemented
- [] Well Implemented
- [] Neutral
- [] Poorly Implemented
- [] Very Poorly Implemented

Section 3: Additional Feedback

Areas for Improvement:

In your opinion, what are the key areas where our organization can improve its policies and procedures?

Suggestions for Change:

Do you have any specific suggestions or recommendations for changes to our current policies and procedures?

Section 4: Demographic Information (Optional)

Demographic Information:

I am a:

- Employee
- Manager/Supervisor
- Stakeholder/Partner
- Other (please specify: _____)

Section 5: Declaration

I confirm that the information provided in this feedback form is accurate and reflects my honest opinions and feedback.

Signature: _____

Date: _____

Submission Instructions

Please submit this completed feedback form to [Designated Contact Person or Department] via [Preferred Submission Method: email, online form, physical submission, etc.].

This structured feedback form allows for systematic gathering of feedback on policies and procedures, ensuring that you capture both qualitative insights and quantitative ratings. Adapt and customize the form as per your organization's specific requirements and the nature of feedback you wish to collect.

Reporting Format for Policy Violations

Date of Report: [Date]

Reported By: [Name of Reporting Person]

Department/Position: [Department or Position]

Contact Information: [Email/Phone Number]

Section 1: Incident Details

1. **Nature of Policy Violation:**
 - Describe the specific policy or policies that have been violated.
2. **Date and Time of Incident:**
 - Provide the date and time when the violation occurred.
3. **Location of Incident:**
 - Specify where the incident took place (if applicable).
4. **Persons Involved:**
 - List individuals directly involved in the incident, including witnesses if any.
5. **Description of Incident:**
 - Provide a detailed description of what happened during the incident.
6. **Evidence (if any):**
 - Attach any supporting documentation or evidence related to the violation (e.g., emails, photos, witness statements).

Section 2: Impact and Consequences

7. **Impact of Violation:**
 - Describe the consequences or potential consequences of the violation on the organization, its operations, or individuals affected.
8. **Risk Assessment:**
 - Assess the risk posed by the violation (low, moderate, high) and potential implications if not addressed.

Section 3: Investigation and Actions Taken

9. **Investigation Details:**
 - Outline the steps taken during the investigation, including interviews conducted, evidence reviewed, and findings.
10. **Findings:**
 - Summarize the findings of the investigation, including any root causes identified.
11. **Actions Taken:**
 - Describe the actions taken or proposed to address the violation (e.g., corrective measures, disciplinary actions).
12. **Preventive Measures:**
 - Recommend any preventive measures to avoid similar incidents in the future.

Section 4: Approval and Follow-Up

13. **Approval:**
 - Approver's Name: [Name]
 - Approval Date: [Date]

14. Follow-Up Actions:

- Specify any follow-up actions required and their timelines.

Section 5: Declaration

I confirm that the information provided in this report is accurate and reflects the findings of the investigation to the best of my knowledge.

Signature: _____

Date: _____

Submission Instructions

Please submit this completed report to [Designated Contact Person or Department] via [Preferred Submission Method: email, online form, physical submission, etc.].

This reporting format ensures that all necessary information is captured systematically, allowing for effective analysis, decision-making, and implementation of corrective actions in response to policy violations. Adjust the sections and details as per your organization's specific policies and reporting requirements.

Additional Considerations: Training, Continuous Improvement, and Compliance

1. Training and Awareness

- **Objective:** To ensure all employees and stakeholders understand and adhere to organizational policies and procedures for lodging complaints.
- **Actions:**
 - **Training Sessions:**
 - Conduct regular training sessions to educate staff on:
 - Importance of policies and procedures.
 - How to recognize and report policy violations.
 - Procedures for lodging complaints.
 - **Awareness Campaigns:**
 - Raise awareness among stakeholders (employees, managers, partners) through:
 - Internal communications (emails, newsletters, intranet).
 - Workshops or seminars addressing policy adherence and complaint procedures.

2. Continuous Improvement

- **Objective:** To continually enhance policies and procedures based on feedback and evolving organizational needs.
- **Actions:**
 - **Policy Review:**
 - Regularly review and update policies:
 - Schedule periodic reviews (e.g., annually) to ensure relevance and effectiveness.
 - Incorporate feedback from stakeholders and lessons learned from past incidents.
 - **Feedback Mechanisms:**
 - Establish structured feedback channels:
 - Solicit feedback from employees and stakeholders on policies and complaint procedures.
 - Analyse feedback to identify areas for improvement and implement necessary changes.
 - **Culture of Transparency:**
 - Foster a culture that values transparency and accountability:
 - Encourage open communication and reporting of issues without fear of reprisal.
 - Recognize and reward transparency and adherence to policies.

3. Legal and Regulatory Compliance

- **Objective:** Ensure all organizational policies comply with applicable laws and regulations.
- **Actions:**
 - **Compliance Checks:**
 - Regularly audit policies to ensure alignment with legal requirements:

- Review policies against relevant laws and regulations (e.g., labour laws, data protection).
 - Identify any gaps or areas needing clarification and address them promptly.
 - **Legal Consultation:**
 - Seek legal advice when necessary:
 - Consult legal experts for complex policy issues or sensitive matters.
 - Ensure policies mitigate legal risks and uphold ethical standards.
-

Conclusion

By implementing these additional considerations, organizations can strengthen their policies and procedures related to complaint lodging, ensuring compliance, fostering a culture of continuous improvement, and enhancing awareness among stakeholders. Customize these actions based on your organization's specific needs and industry requirements for effective policy management.

Code of Conduct for Employee

Introduction:

Kajla Janakalyan Samity (KJKS) is dedicated to upholding non-discriminatory practices towards colleagues, children, stakeholders, and the general public. This includes individuals such as Persons with Disabilities (PWDs), Lesbian, Gay, Bisexual and Transgender (LGBT) individuals, People Living with HIV/AIDS (PLWHAs), and those affected by substance abuse who may also be part of our organization. Our Code of Conduct, aligned with our Child Protection Policy & with all other policies - Human Resource Administrative, Finance Management Policy and Sexual Harassment of Women at Workplace ensures that all individuals associated with our organization uphold the best interests of children.

General Conduct:

- Act in a non-discriminatory manner towards co-workers, children, stakeholders, and the general public, including PWDs, LGBT individuals, PLWHAs, and those impacted by substance abuse.
- Advocate for every individual's right to survival, protection, development, and participation.
- Be aware of vulnerable conditions, risk factors and their mitigation, preparing and organizing plans to reduce these factors.
- Engage in activities for all individuals that are open and visible to all, preventing and stopping child abuse.
- Create a fearless and friendly atmosphere for any individual related with organisation to express their opinions, views, and mental states - to create an environment where all individuals can present their problems, grievances, and demands directly to employees and members.
- Initiate protests against violations of children's rights, such as child labor, child marriage, human trafficking, female feticide and domestic violence, while ensuring good behavior and manners towards all abiding by Human Rights and refraining own from any direct or indirect involvement in such practices.
- Do not capture or share any photos that may harm someone's dignity.

Social Media Conduct:

- Abstain from sharing, uploading, and linking content that is pornographic, hateful, violent, false, or sexualized.
- Do not post internal organizational issues on social media.
- Do not add child beneficiaries as social media friends or post confidential information about any child beneficiary on social media.
- Ensure the privacy and security of social media accounts, refraining from engaging in cyberbullying, cyber trolling, or online fights.

Workplace Conduct:

- Refuse to accept any official communication served in accordance with the Personnel Policy/Procedure.
- Do not interfere with or forge attendance records, or make false, vicious, or malicious statements against the organization or colleagues.
- Do not deface or falsify official records.
- Avoid loitering, idling, or wasting time during working hours, and do not accompany unauthorized persons while on duty.
- Perform duties as per the Job Description and responsibilities, avoiding being under the influence of alcohol or drugs at work.

- Avoid insubordination, including late arrivals, and do not use office assistants for personal errands.
- Avoid offenses mentioned in the organization's policy documents.
- Do not engage in conflicts of interest, such as participating in the selection, award, or administration of a bid if there is a possibility of conflict.
- Avoid doing business with or showing favoritism toward immediate family members or related parties.
- Do not solicit or accept gifts, consulting fees, trips, or favors that might question the organization's independence or objectivity.

Non-Acceptable Behaviour

- Avoid spending long periods alone with one child away from others.
- Do not take children home or spend time alone with them there.
- Avoid showing favouritism or buying materials for particular children, suppressing children's opinions, or lying about or rebuking children unjustly.
- Refrain from using derogatory words relating to a child's physique, caste, profession, creed, or religion.
- Do not hit, assault, or abuse children physically or mentally, or develop physical/sexual relationships with children.
- Avoid creating emotionally exploitative relationships with children or blackmailing them emotionally.
- Do not act in ways that may cause pain or keep children in vulnerable situations, or drink or smoke in front of children.
- Do not engage by own or any individuals in buying addictive substances, or encourage them to drink, smoke, or use addictive substances.
- Avoid any behaviours that can create a negative impact on society.

Professional Conduct

- Conduct oneself with professionalism, integrity, and honesty in all interactions with children, colleagues, partners, and the community.
- Respect and uphold the integrity of official records such as Monthly plan & Monthly reporting, Outcome and achievement etc.

Guidelines for Ethical Behavior:

- Foster a Positive Attitude Towards Environmental Conservation and Avoid Harm to Nature.

Reporting Violations

Any violation of these policies should be reported without delay to the designated authorities within the organization.

Acknowledgement from Employees

I hereby declare that I have read and understood the above Code of Conduct and commit to fulfilling all points to the best of my knowledge and abilities.

Full Signature with Date: _____

Printed Name: _____

Date: _____

Witness signature with Date: _____

Reporting Violations

Any violation of these policies should be reported without delay or suppression of any fact. Please share your grievances via WhatsApp at [\[+91 7908572438\]](tel:+917908572438) or email at [\[kjks.grievancecell@gmail.com\]](mailto:kjks.grievancecell@gmail.com) or both.

This systematic approach to our Code of Conduct ensures a safe, respectful, and nurturing environment for children, employees, stakeholders and members of committees while upholding ethical standards at Kajla Janakalyan Samity.

Conclusion

Kajla Janakalyan Samity stands as a beacon of hope and progress within the social sector, driven by a profound commitment to transformative change and community welfare. Our organization's steadfast dedication to transparency, integrity, and compassion is enshrined in robust policies that uphold the highest standards of governance, accountability, and ethical conduct.

The Human Resource Administrative Policy underscores our commitment to nurturing talent and fostering an inclusive workplace culture that prioritizes the well-being and professional growth of our team members. Similarly, our steadfast adherence to the Sexual Harassment of Women at Workplace Policy ensures a safe and respectful environment for all, with mechanisms in place to empower individuals to report incidents without fear of reprisal.

Our rigorous Common Cost Policy, Finance Policy, and Anti-Corruption Policy exemplify our responsible stewardship of resources, promoting accountability, efficiency, and ethical conduct in all financial and operational dealings. These policies are complemented by our Procurement Policy, which ensures fair and transparent practices in sourcing goods and services, maximizing the impact of every contribution to our cause.

The Child Protection Policy reflects our unwavering commitment to safeguarding the rights and well-being of children, adhering strictly to legal and ethical standards in all our programs and initiatives. Embracing the digital age responsibly, our Cyber Safety Policy ensures the security and integrity of our data and operations, vital for maintaining confidentiality and availability in our mission-critical information.

Together, these policies form the bedrock of our organizational integrity and effectiveness, guiding our actions, decisions, and relationships. As we continue our journey towards positive social change, we invite others to join us in building a more equitable and compassionate world through collective action. Together, we can witness the profound impact of our shared commitment to transparency, accountability, and ethical conduct in creating lasting change and fostering community welfare.

Gratitude

Dear Members, Employees and Supporters of Kajla Janakalyan Samity,

On behalf of Kajla Janakalyan Samity, we extend our heartfelt gratitude for your unwavering support and dedication to our mission of transformative change and community welfare. Your commitment to our organization has been instrumental in our journey to uphold transparency, integrity, and compassion in all facets of our operations.

The policies we have meticulously crafted, from our Human Resource Administrative Policy to our Cyber Safety Policy, are not just guidelines but reflections of our profound commitment to governance, accountability, and ethical conduct. These policies underscore our dedication to nurturing a workplace culture **that** prioritizes the well-being and professional growth of our team members while ensuring a safe and respectful environment for all.

Our Common Cost Policy, Finance Policy, and Anti-Corruption Policy exemplify our responsible stewardship of resources, promoting efficiency and ethical conduct in all financial and operational dealings. Similarly, our Procurement Policy ensures fairness and transparency in sourcing goods and services, maximizing the impact of every contribution to our cause.

At the core of our efforts lies the Child Protection Policy, a testament to our steadfast commitment to safeguarding the rights and well-being of children. Embracing the digital age responsibly through our Cyber Safety Policy further ensures the security and integrity of our operations, crucial for maintaining confidentiality in our mission-critical information.

As we continue on our journey towards positive social change, we invite each of you to join us in building a more equitable and compassionate world. Together, we can amplify the impact of our shared commitment to transparency, accountability, and ethical conduct, fostering lasting change and advancing community welfare.

Once again, thank you for your invaluable support and dedication to Kajla Janakalyan Samity. Together, let us continue to be a beacon of hope and progress in the social sector.

Warm regards,



Swapn Panda
General Secretary
Kajla Janakalyan Samity