



MOB EMPLOYEE HANDBOOK /HR MANUAL 2018

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I. Preamble

MOB Rural Health Centre is a Non Governmental Organization run by a group of committed women. It had a simple beginning at Srirangapatna in 1992 following the request of Dr. Hema Reddy, then Joint Director of Health and Leprosy in Karnataka State. It is a society registered under Karnataka Society Registration Act 1960, whose founding director was Sr. Leela Cheenothuvattukulam who dedicated her life for the cause of poor and marginalized of the society. The main office of MOB RHC is situated in the premises of the Government Medical College, Mandya. It was started for the leprosy eradication program, understanding the felt needs of the society, from 1998 MOB RHC expanded its services to other areas like awareness program on HIV/AIDS, empowerment of Women, Children, Community Based Rehabilitation of the differently able, Ulcer care centre and destitute home.

Organization Vision, Mission:

- A) Vision: Our vision is to promote equal opportunities for women, differently abled and destitute men that will enable them to be self-reliant and to be integral part of main stream society.
- B) Mission:
- To enhance livelihood opportunities for women from marginalized society
 - To protect marginalized women from social, cultural and economic exploitation
 - To empower persons with disability to enjoy their rights and entitlements
 - Promote leadership and federations of persons with disabilities
 - To ensure dignified and respectful ending of life for destitute at their end of life
 - To provide homely atmosphere to destitute for their holistic development.

II. RECRUITMENT PROCESS:

MOB RHC HR recruitment process is as follows below:

1. JOB REQUISITION:

When an Administrator/ Project Head finds there is a need to hire a new employee, whether to replace a terminating employee or because of an increase or change in workload or for a new project, the first step will be to complete a **Job Requisition form** and forward it to the Executive Director for approval. The purpose of this form is to establish a valid need for the new position, indicate that



funding and space are available, and provide a source document for posting the position. A job description, detailing all essential position functions, required education and experience, should be written clearly.

Upon approval by the Executive Director, the Position Requisition will be forwarded to Human Resource Manager to assess that:

- The special duties described are consistent with the position description and grade;
- The education and experience specified are consistent with the position description and level.

2. JOB SPECIFICATION:

Then a statement of employee characteristics and qualifications required for satisfactory performance which defines duties and tasks comprising a specific job or function is filled in Specification form and submitted to the Executive Director along with Job Requisition form for approval. It includes Education & Training, Special Skills, Experience, Physical Requirement, Attitudes/Personal Attributes, Personal Circumstances.

3. RESUME SHORT LISTING:

Short listing process will be done at higher management level by Executive Director, Chief Accounts Manager, Program Officer, and concerned Project Coordinator. Job Specification form is referred for short listing the resumes. Once the process is completed, we decide the interview schedule according to the work calendar of the Organization.

4. INTERVIEW PROCESS:

After the finalization of short listing of resumes, we contact the candidates via call/ email for informing them about interview schedule.

Interview usually scheduled in week days except office Holidays at our office building/ training centre. Interview schedule is of 2 steps that are: **Group Discussion and Personal Interview**. Every individual candidate has to go through both the steps.



5. INTERVIEW SCORING SYSTEM:

A scoring sheet is used while conducting the interview for every individual. The sources for scoring are the Job Specification form, Candidate resume and their performance.

Second level short listing is done by evaluating the interview scoring sheets. Higher management of SCODWES will decide the final list and it will be given to the concerned department for next procedure.

6. OFFER LETTER:

Selected candidates are informed via call/ email with their appointment date and time to collect their offer letter.

If the candidate accepts the offer letter and joins the organization on time mentioned in the offer letter then an official copy of appointment letter will be issued to the new joiner.

7. JOB DESCRIPTION:

Job description copy will be issued to the new employee which describes their work nature and responsibilities. 2 copies are mutually agreed and signed by the employee and employer. One copy will be given to the employee for their reference and another to their personal file for the Organization.

III. CONDITIONS OF SERVICE:

- Working hours is 9.00 AM to 5.30 PM IST
- Working days are Monday to Saturday
- Sunday is Weekly Off for all employees
- Lunch time is 1.30 PM to 2.30 PM (1 Hour break)
- One has to login to their respective Computer System and use their User login only.
- Once leaving the Office at Afternoon/ Evening he/she must turn off the systems properly and close the windows, doors if they are the last person leaving the office.
- MOB RHC Holiday Calendar is displayed on the notice board for all employees' reference.



IV. HEALTH AT WORK

- First aid medical kit is installed in the office for office employees.
- Every staff should know about First Aid treatment.
- Adequate ventilation by the circulation of fresh air.
- Purify water system should be adopted in organisation.
- Sweepers shall be employed whose primary duty would be to keep clean all latrines, urinals and washing places.
- Every department shall be kept clean and free from effluvia arising from any drain, privy or other nuisance.

V. SAFETY AT WORK

- Talk regularly with our employee.
- Every Department should make sure that below 18 years are not appointed to the work.
- MOB shall provide sufficient number of spittoons in convenient places and they shall be maintained in a clean and hygienic condition.
- Separate enclosed accommodation shall be provided for male and female workers in the destitute homes.
- In destitute centre there shall be maintained sufficient and suitable lightning natural or artificial or both.
- Traffic rules should be strictly followed by the employees.
- Prohibited areas should be enclosed to the employees/vendors and visitors.

VI. LEAVE SYSTEMS AND POLICY

- MOB RHC has a Leave policy approved by its Board and every employee is required to adhere the same.
- The Leaves Approved are as follows below:



Sl. No.	Type of Leave	No of Leaves
1	Earned Leave	1 Day for each 20 days worked.
2	Casual Leave	8 Days/ Year
3	Medical Leave	8 Days/ Year
4	Leave without pay	As Decided by Higher Authorities
5	Maternity Leave	160 Working Days Including Before & After Delivery
6	Compensatory off	As Decided by Higher Authorities

VII. LATENESS MONITORING & ABSENTISUM

- Late login and Early Logout will be monitored by Register installed in the office and necessary action will be taken if repeated frequently.
- One has to report to their respective reporting managers before any sudden changes in login or logout timings.
- If the employee is absent to work more than 3 days without informing the Reporting Manager/ Higher Authority he/she will be considered as absconded. Continuous contact will be made in possible ways to make sure about their absence if no response found then he/she will be terminated immediately from the job.
- Employees if they need leave, it has to be inform 3 days before. Except emergency Situation.

VIII. TRAVEL AND OTHER ALLOWANCES

- MOB RHC has its Travel policy in place and every employee should adhere to the same.
- Travels allowances are paid to the employee according to the project/ program they are assigned to.
- Proper bill proof with signature and seal is must for applying the travel allowance.
- Before 2nd week of every month it should be submitted to the accounts department by completing the Travel allowance format with required receipts.

If the records provided are not sufficient then Account department can ask for more proofs before releasing the TA amount.



IX. DISCIPLINARY AND GRIEVANCE PROCEDURES

- Management will call for one to one meeting to discuss on the Complaint received on the employee to let them confess on the same.
- If the mistake repeats even after confession a strict notice will be sent thrice till they adhere to the rules.
- And finally if they are on the same mistake then the employee will be terminated from the Organization on the same day without prior notice.

X. GUIDELINES ON THE USE OF THE ORGANIZATION'S FACILITIES

- Computer and Hardware's assigned to the employees are to be maintained as per Organization norms.
- One should login to their own Computer system with their own user login assigned to them.
- If a Laptop is assigned to an employee then they should inform the Organization Head and get the permission in the form of Asset letter on Letter Head for carrying the laptop with them for office work.
- Office Storage Devices/ Disks are to be maintained and used only for office purposes. It should not be misplaced and handed over to any other person without informing the Stock Manager/ Section Head.
- Chargers and cables are to be connected and maintained without messing up with the Sitting arrangements and should maintain the quality of them properly.
- Every employee are given a set of writing materials which should be maintained and used without losing them for no reason and if lost Stock Manager is not held responsible for it hence they have to buy their own for further requirement.
- Other Office Assets like Projector, Camera and Meeting/ Training essentials can be used by taking permission from Stock Manager and has to hand it over by maintaining the same state of it. Lost/ damage caused will be directly responsible on the employee him/herself.
- MOB RHC Badge and ID card will be given to every employee of the Organization and if it is lost/ damaged then the employee should inform the Stock Manager for new set by paying the respective charge.



- Landline phone are fixed in office employees should be used for Office communications only.
- Colour and black & white printers are utilized properly according to the requirement.
- Should use dust bin for dry waste dumping at their sitting arrangement and wet waste at kitchen dustbin.
- Shoes/ Slippers should be kept in the shoe stand only.

XI. INDUCTION OF NEW STAFF

- We have a defined induction system for newly appointed employees.
- Induction will be conducted on up to 12 days in the office.
- All the rules, regulation and facilities are explained to them.
- Reception process for starting two days (like New Employee Received, Introduction to colleagues, Certificates collected, Photos collected,)
- Explain about conditions of services 3rd and 4th day(Contract, Salary package, Leave regulations, Travel regulations, Disciplinary Procedures and Grievance procedures)
- End of the first week explained about welfare benefits (Like HR benefits, welfare benefits,) and To explain about NGO (mission, vision, Objectives, and Visits departments and layout)
- By second week explain about **Layout facilities, Departments, Health & Safety.**
- Work nature and responsibilities are explained and let them involve by 2nd week of their joining.

XII. SALARY GRADES

- Salary grades are assigned as per their appointed Project/ Program structure.
- August of every year appraisal will takes place according to the Organization norms.
- Appraisal and hike will be based on the Organogram of the Organization.

XIII. EXIT INTERVIEW AND SYSTEM

- Employee serving in probationary period if he/she is decided to quit the job then they will relieved without 1 month notice period.



- A personal meeting will be arranged for the employee who is willing to quit the job by submitting the resignation letter.
- Once the reason is clear and he/she is willing to just quit the job for their own reason then they need to serve 30days notice period from the day of resignation accepted by the higher authority.
- If the resignation is given by the senior Management Employee then Organization Board will review the resignation letter and take the decision on it.
- If the Board member is resigning the job then they have follow the Board norms defined in the Governance.

XIV. MOB RHC HOLIDAY CALENDER - 2019

Sl No	Date	Day	Festival/ Celebration
1	15/01/2019	Tuesday	Makara Sankranthi
2	26/01/2019	Saturday	Republic Day
3	13/04/2019	Tuesday	Mahashivaratri
4	06/04/2019	Saturday	Yugadi
5	19/04/2019	Friday	GoodFriday
6	01/05/2019	Wednesday	May Day
7	15/08/2019	Thursday	Independence Day
8	02/09/2019	Monday	Ganesha Chaturthi
9	28/09/2019	Saturday	Mahalaya Amavase
9	02/10/2019	Wednesday	Gandhi Jayanti
10	08/10/2019	Tuesday	Vijayadashami
11	08/10/2019	Tuesday	Dasara
12	29/10/2019	Tuesday	Deepavali
13	01/11/2019	Friday	Kannada Rajyothsava
14	25/12/2019	Wednesday	Christmas



Signature of the Board Members:

Date: 29/12/2019

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Employee's Signature:

Name:

Designation:

Date: