

Administrative Policy & Procedures Manual (BBAPPM)

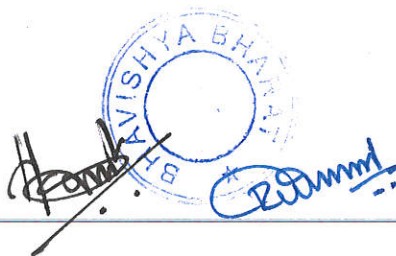
Bhavishya Bharat

(A Public Charitable Trust)

7th Floor, B-Block, Roxana Towers,
Greenlands, Begumpet, Hyderabad,
Telangana – 500016

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About Us

Bhavishya Bharat is a not-for-profit organisation headquartered in Hyderabad, India; providing quality health, education, livelihood and social development service to the most disadvantaged population in remote locations of Sikkim, Arunachal Pradesh, Chhattisgarh, Andhra Pradesh and Telangana since last 10 Years. The organisation has the privilege of reaching out to 3,00,000 most disadvantaged people for improving their quality of life. This has been possible due to the financial support received from SBI Foundation and The Hans Foundation for our ongoing project in Sikkim known as Sanjeevani Primary Health Care (Mobile Wellness Unit); Teesta Swashakti Samrudhi – Integrated Community Development Programme (ICDP) for CSR activities, Primary Health Care, Education- e-Learning Centre, Knowledge Centre, Tuition Centres, Granny Story Time and Livelihood Promotion, Large Cardamom Nursery, Promotion of SHG, Vocational Training for Micro Enterprise and Social Development, Support-An-Aged, and Community Infrastructure Development.

VISION

“Improve quality of life of communities impacted by infrastructure development, thereby enabling them to be self-reliant and in the process promote progress, peace and all-round development”.

MISSION

“Provide sustainable opportunities to improve livelihoods, health education and promote wellbeing of communities.”

CORE VALUES

- To carry out, run, establish, sponsor and maintain all kinds of charitable work and activities, Livelihoods and educational work and activities social work and activities, thrift programs, saving programs and credit activities.
- To establish, maintain, assist, improve and otherwise support both directly and indirectly educational institutions and programmes to provide academic and technical and vocational education and trainings at all levels and to provide assistance to needy students.
- To run sponsor or assist in literacy numeracy and other educational and training programmes for people of all ages. Including setting up of libraries and computer centers and other facilities for education, training and development of knowledge and capabilities.
- To undertake all kinds of rescue, relief, resettlement and rehabilitation programmes at the time of natural and other calamities as well as to attend to the needs of those affected by industrialization and infrastructure development activities undertaken by both Governments and Private parties.

1. Title

- 1.1 This manual can be cited as "Bhavishya Bharat Administrative Policy and Procedures Manual" (BBAPPM)

2. Definition

- 2.1 "Employee" shall mean any person who undertakes for wages to render Trust services of a intellectual nature as stated in the Indian labor law.
- 2.2 "BHAV" shall mean Bhavishya Bharat
- 2.3 "Employment contract" shall mean the contract of employment entered between the Bhav and individual employees.

3. Application

- 3.1 This manual is applicable in all Locations of the Trust but does not include the Managing Trustee.

4. Responsibility

- 4.1 It is the responsibility of the Bhavishya Bharat Management Team and the Chairman/Managing Trustee for the application of the manual. The implication of the manual shall be followed and made practical by the Administrator.

5. General Administration

5.1 Communication

- 5.1.1 BHAV seeks to provide all employees with current information on activities and developments affecting the Organization. Staff are strongly encouraged to ask questions, maintain an active interest in Bhav's activities, and offer suggestions. To promote staff involvement in Bhav's work, periodic retreats will be arranged by the Head Office.
- 5.1.2 Staff use of photocopying, long distance telephone, telex and fax equipment for personal needs are to be recorded and reimbursed on a monthly basis. Staff should limit personal telephone calls and other communications to essential matters. When absent from the office, staff should provide information as to where they can be contacted if necessary.

- 5.1.3 The Front Desk Officer handles incoming and outgoing mail under the supervision of the Administrative Officer/Assistant who arranges for its distribution. All incoming and outgoing mail is registered in the Mail Register by the Front Desk Officer. A Fax Register is also maintained by the Front Desk Officer. However, any employee who picks a fax memo must record its particulars in the Fax Register.

5.2 Office Security

- 5.2.1 Access to the offices will be strictly controlled, and visitors will be permitted access through the Front Desk. The front door will remain locked outside office hours, and suitable security measures taken through the use of alarms and intruder detection systems. Movement of equipment will be controlled by procedures operating under the Fixed Assets procedure.
- 5.2.2 All visitors to the premises will be issued with visitors' badges at the reception. Badges must always be displayed on the premises. Employees should escort any person on the premises who is not displaying an identification badge back to the reception. Visitors will remain at the reception until the appropriate member of staff is available to escort them in and out of the office area.
- 5.2.3 To assist in maintaining office security, the last employee to leave the office should ensure that all entrances are locked. No money or valuable property should be left unattended as Bhav insurance coverage does not extend to personal property.
- 5.2.4 In the event of a fire or emergency, staff should leave their workstations immediately and not stop to clear papers or collect personal belongings. Staff should note the location of fire exits and extinguishers. In the event of fire, lifts must not be used.
- 5.2.5 Staff should ensure that all Bhav materials and correspondence are properly secured and not accessible to unauthorized persons.
- 5.2.6 Bhav will not accept liability for loss of employee's belongings on the premises. The Head, HR will discourage employees from bringing valuables to the workplace. Where this is unavoidable, employees will be encouraged to safeguard their belongings.

5.3 Information

- 5.3.1 The confidentiality of the Head Office's Information is always to be maintained. All letterheads, forms, and other stationery bearing the logo of Bhav are kept under lock and key. Back-up copies of computer data files are regularly updated to ensure security of documentation. Hard disks of computers being loaned to other departments or for use at meetings are to be cleared of data. External visitors are not permitted the use of office computers.

- 5.3.2 Backups of all important documents and records, including computerized information essential to the basic operation of the Head Office 's records, are maintained outside the offices. This ensures Bhav's ability to continue unimpeded in the event of major disruptions, such as earthquake, fire, or prolonged civil disorder. Typically, such records include those pertaining to the training, publications, the accounts, personnel, contracts, and any other record of a commitment by Bhavishya Bharat.

5.4 Travel

- 5.4.1 Travelers for official meetings and functions shall be informed in a letter of invitation of:
- The subject, venue and dates of the meeting;
 - Their manner of participation
 - Travel arrangements with details of the itinerary, accommodation;
 - Insurance coverage details, if any.

5.5 Office Cleaning

- 5.5.1 The office shall be cleaned between 7am and 8am before staff officially arrive and again during the lunch hour (01.30pm--2.00pm). The Administrative Officer/Assistant will be the person responsible for coordinating all cleaning activities. At his/her discretion and after consultation with the Executive Director and/or Head, HR, he or she may opt to employ cleaning personnel or engage the services of a cleaning Organization.

6. HEALTH AND SAFETY

6.1 Safety

- 6.1.1 It is Bhav's intention to provide a safe and healthy working environment. The health, safety and welfare of employees at work are Bhav's responsibility. To meet this obligation, the Administrative Officer/Assistant will conduct periodic workplace inspections.
- 6.1.2 A checklist has been developed to ensure a systematic approach for carrying out the inspections.
- 6.1.3 Once completed, the workplace inspection form will be held by the person responsible for coordinating health and safety matters so that a record of the inspections carried out can be produced when required. Additionally, if certain remedial work needs to be carried out, a copy should be forwarded to the Head, HR for authorization and action. Corrective action should be taken within a specified and reasonable period. Failure to take action by the responsible Bhavishya Bharat representative may result in disciplinary action.

6.2 First Aid

- 6.2.1 First aid will only be administered either by qualified medical practitioners or trained first aiders within Bhavishya Bharat.
- 6.2.2 A first aider record form has been developed to note when first aiders require refresher courses and further training.
- 6.2.3 In the event of an accident, first aid boxes are installed at clearly identified locations for emergency treatment.

6.3 Accidents at Work---Place

- 6.3.1 Should an employee be injured in the workplace during office hours, it will be the responsibility of the Admin Officer / Assistant together with the Accounting Officer, to make appropriate arrangements for medical attention.

6.4 Accident Reporting Procedure

- 6.4.1 All incidents involving injury must be reported to the Administrative Officer / Assistant.
- 6.4.2 The Administrative Officer / Assistant is responsible for keeping full and accurate records and investigating the incident as soon as possible.
- 6.4.3 Every employee who is injured at work and employees assisting the injured individual must report the accident as soon as reasonably practical.
- 6.4.4 Accident log forms are available for recording all incidents and actions taken to prevent occurrence of similar incidents.

6.5 Fire Procedures

- 6.5.1 All members of staff shall be trained in procedures concerning fire incidences, including new employees. Diagrams of the office layout indicating fire exits, location of fire extinguishers and location at which all employees and visitors will assemble prior to evacuation of the building shall be on display at prominent locations. Keys to the emergency exits will also be prominently displayed.
- 6.5.2 The procedures to be followed in the event of fire will be displayed in prominent areas in the corridor/s. It is the responsibility of the Administrative Officer / Assistant to ensure how to use fire extinguishers and how they should be applied.
- 6.5.3 Emergency exits will be clearly identified and prominently displayed. Employees are required to familiarize themselves with the best escape route in event of an emergency.
- 6.5.4 The Front Desk Officer will be responsible for notifying the emergency services.
- 6.5.5 All employees must be accounted for before employees are permitted to return to the building or disperse.

- 6.5.6 No employee will be permitted to return to the building until emergency services provide clearance.
- 6.5.7 Emergency evacuation exercises will be organized and carried out on a regular basis by the Administrative unit.
- 6.5.8 Fire alarms will be tested periodically by the Admin Officer.

6.6 Fire Precautions

- 6.6.1 Although some computers need to be left on occasionally, it will be the responsibility of each member of staff to ensure that all other electrical appliances are switched off at main wall sockets prior to leaving the office at the end of the working day.
- 6.6.2 Particular attention will be given, and periodic inspection will be carried out to ensure that flammable materials (paper, liquids) are not being stored on or in close proximity to electrical equipment transformers, UPS, voltage regulators, etc. Any loose switches, faulty plugs or other defective apparatus must be reported immediately to the Admin department or the person responsible for coordinating health and safety matters in Bhav. Unauthorized personnel should not correct such faults.
- 6.6.3 Any suspicion of burning or smoldering must be reported to the Administrative Officer/Assistant and the Concierge, who will be responsible for its investigation.

7. Travel Related

7.1 Official Travel

- 7.1.1 An employee intending to travel on official travel shall inform the Accounts Department after prior approval from Managing Trustee or Director Operations of the intended trip, the destination, travelling itinerary, purpose and duration. This should be done in writing by filling out the travel requisition form or by email.
- 7.1.2 The Managing Trustee in the absence of the Director Operations should approve the Travel Requisition Form.
- 7.1.3 Upon receipt of the approved memo, the Accounting Officer will then liaise with the Administrative Officer / Assistant to make reservations with the appropriate carriers, hotel and car agencies. This process will be greatly facilitated by using an appointed travel agency.
- 7.1.4 It should be noted that:
 - (i) Tickets are provided one day prior to the date of departure unless otherwise requested for.
 - (ii) Unauthorized routings and stopovers will be at the traveler's personal expense.

7.2 Travel Policy

- 7.2.1 Employees and project advisors of Bhav shall normally travel on the basis of the most direct route.
- 7.2.2 All employees will be encouraged to travel using the economy class.

7.3 Travel Industry Promotions

- 7.3.1 Promotional activities in the travel industry are aimed at attracting official travelers. Benefits such as vouchers, discount coupons and free trips are offered to travelers as well as to those responsible for making bookings on carriers and in commercial accommodation.
- 7.3.2 Employees shall not accept, directly or indirectly, for themselves or on behalf of any person or Organisation with whom they are in close social, family or economic relationship, any gift, hospitality or other benefit from any person, Organization having dealings with Bhav where such gift, hospitality or other benefit could possibly influence employees in the exercise of their duties and responsibilities. All such offers must be reported to the Managing Trustee and /or the Director Operations who will determine whether they can be accepted or not.

7.4 Travel Advance

- 7.4.1 Travel advances will be requested for on the Travel Requisition Form and must be approved together with the authorization to travel. Normally, this advance will be provided as Bank Transfer either in local or foreign currency. No travel advances shall be authorized until prior travel advances have been settled.
- 7.4.2 Employees and project advisors are responsible for acquiring the necessary foreign currency or travelers' cheques and may include exchange and normal bank service charges in their expense claims.

7.5 Cancellation or Amendment of Travel

- 7.5.1 The traveler is responsible for canceling flight and hotel reservations when changes occur during the course of travel. Otherwise the Admin Department should be informed within a reasonable timeframe of intended cancellations so that they may execute them.
- 7.5.2 Amendments to the form should be made in time with reasons for such amendments being given.

7.6 Permissible Travel

- 7.6.1 Bhav shall pay reasonable travel and living expenses of employees, advisors and consultants traveling on Bhav official travel, according to the expenses reimbursement process maintained by the Accounts Department.

7.6.2 For Bhav employees using the meals / incidentals per diem rates, all other expenses including hotel charges are to be accounted for on an actual and reasonable basis. Petty cash vouchers shall be filled out for taxi fares.

7.6.3 Bhav employees will be reimbursed the costs incurred for necessary communications on Bhav Official purpose. Such expenses should be supported by details as to the purpose of the call.

7.7 Completion of Expense Reports

7.7.1 On completion of official duty travel, an employee or project advisor shall submit an expense statement to the Accounting Officer with supporting receipts within ten (10) working days.

7.7.2 After verification by the Accounting Officer, the expense statement shall be forwarded to Finance Manager for entry into the accounts and for settlement of any reimbursements.

7.8 Insurance Coverage

7.8.1 Employees and project advisors who travel on behalf of Bhav according to an approved Travel Authority are covered by a Bhav insurance policy.

7.8.2 A claim should be made immediately in writing with a copy of the first-hand report given to the local applicable authority i.e. police, hotel, airport etc.

7.9 Medical Emergencies

7.9.1 Bhav shall assist staff members with deferring some of the costs associated with medical emergencies incurred in the course of Bhav outstation travel where such costs are not covered by the staff member's medical scheme or any additional travel insurance purchased by Bhav. This would be at the discretion of the Managing Trustee. When a Bhav traveler combines personal travel with official travel, Bhav will assume no responsibility for the costs associated with medical emergencies which occur during the personal portion of the trip or involving Organizing dependents who are not traveling on Bhav Official Travel.

8. Office Motor Vehicle Related

8.1 Registration of Vehicles

8.1.1 For new vehicles, an ownership certificate shall be issued under the title of the Organization.

8.1.2 The Organization shall open a file for each vehicle including type of vehicles, plate number, price of the vehicles and the date when the car was bought.

8.2 Control and Usage of Hired Cars

- 8.2.1 It is possible to use the Organization's car during working hours by asking permission from the concerned department or section head. Working hours are said to include night duty and extra time used for meetings and workshops permitted by the authorized person.
- 8.2.2 If there is enough evidence and information for the authorized staff to be assigned an official vehicle by the Managing Trustee based on work character and type of movements, fueling allowance shall be determined by management. However, the authorized staff must have a valid driver's license and vehicle must be used for the assigned purposes only.
- 8.2.3 An official vehicle shall be placed on a carpool system to enable any staff utilize same for transactions or official engagements outside the office environment.
- 8.2.4 The Organization's car shall provide service only to the Organization work and the movement shall be controlled by the log-book.
- 8.2.5 All the cars of the Organization have to be driven by a permanent driver for the safety of the cars. However, if there is a shortage of drivers and emergencies occur, the Organization can assign someone who has a formal driver's license to drive the cars.
- 8.2.6 A log-book shall be prepared and kept in each vehicle that will be driven by a driver.
- 8.2.7 If many staff ask for transport services, decision will be made according to priority and urgency of the matter.
- 8.2.8 A weekly report on the movement of official vehicles has to be prepared by the Administrative Officer / Assistant to know the Kilometers traveled, payments made for maintenance, how much has been paid for fuel and lubricants etc. By the same token, prepare monthly and yearly usage of fuel and lubricants.
- 8.2.9 The Organization's vehicle will be used in coordination with the work schedule of different departments and sections. The said departments and sector have to cooperate on the matter.
- 8.2.10 During working hours, the vehicle should be available to the assigned places.
- 8.2.11 The vehicle allocated should not be driven by any other party other than the employee to whom the vehicle is allocated or by employees of the Organization without the employer's authority.
- 8.2.12 Individual employees to whom vehicles are allocated must make sure that details in the log book are properly entered and up to date.
- 8.2.13 Service bookings must be anticipated in advance and requisition for work to be carried out made in writing to the Administrative Officer / Assistant who will arrange for the booking.

8.3 Motor Vehicle Safety and Maintenance

8.3.1 The Administrative Officer / Assistant will ensure that:

- All vehicles have valid insurance, road licenses and other stickers as required by law.
- All vehicles are in good working condition.
- Any dents or other damages on any vehicle are identified in good time for the appropriate action to be taken.
- All vehicles are taken for service on a regular basis.

8.3.2 When vehicles are at a standstill, general cleanliness is the responsibility of each driver.

8.3.3 Every car has to be serviced according to the manual given from the manufacturer of the vehicle.

8.3.4 The maintenance or repair of the vehicles has to be done with the request form from the Admin and Finance units.

8.3.5 The Administrative Officer / Assistant after inspecting shall present to the GMs for the maintenance of the vehicle.

8.4 Usage of Fuel and Lubricants

8.4.1 When fuel and lubricants are given for a car, it has to be registered on petrol control form.

8.4.2 The fuel consumption of a car should be calculated according to the distance traveled or as assigned by the concerned head to go to a particular place.

8.4.3 The Organization shall give cash to buy fuel. However, it is necessary to produce legal receipts.

8.5 Permission to Drive a Car and Obligation

8.5.1 Those who are permitted to drive a car are:-

- Title of their position should be a driver bearing a legal and up to date driver's license.
- When there is shortage of drivers a staff who has got a legal driver's license for more than a year can be asked to drive.
- Due to their work character, those who have a letter to drive a car from the Director Operations and/or Managers or concerned body.

Those who are permitted to drive the Organization cars have to fulfill the following: ---

- A driver before driving the car has to check the oil, water, tyres and the general condition of the car and receive it.
- Drivers are not allowed to load the car beyond the car's capacity.
- Except an order is given drivers are not allowed to take other people except staff of the Organization.

- In case of a car accident, traffic police and insurance Organization have to see the situation before making any agreement.
- The Organization car cannot be used for private hiring.
- The driver must use the car for permitted purpose only and keep the condition of the car in good order.
- If an accident occurs with the Organization vehicle, it has to be reported to the Administration of the Organization immediately.

8.6 Handing over of the Organisation Vehicles and Legal Aspects

- 8.6.1 Three copies of handing over forms shall be prepared and one shall be given to Admin Officer / Assistant, one copy to the driver of the vehicle and one copy to the person who hands over the vehicle.
- 8.6.2 The driver who receives the vehicle has to inspect the whole body of the vehicle and if a complaint comes after receiving the vehicle, the one that receives the vehicle is responsible.
- 8.6.3 Anyone who drives the Organization vehicle is responsible for knowing the laws of driving and at the same time is responsible for any traffic offenses.

9. Authorisation

9.1 Delegation on Behalf of the Organisation

- 9.1.1 For legal issues concerning the Organization in the court and other institutions the following shall be delegated: Director (Operations) or Director (Finance).

9.2 Delegation for the Bank

- 9.2.1 The Organization shall give delegation to withdraw money from banks by two signatures.
- 9.2.2 The delegation shall be according to the financial manual of the Organization.

9.3 Delegation of salary in relation to staff expressly or explicitly excluded from being paid through personal bank accounts.

- 9.3.1 An employee can delegate someone to take his / her salary in case of difficulty beyond his / her control.
- 9.3.2 When delegating someone the employee must write an application letter with his/her signature. If the delegate is the Organization staff, he / she can show his/her identity card and receive the salary. If the delegate is outside of the Organization, the staff and the delegate must come to Administration and confirm the delegate in person.
- 9.3.3 If the employee cannot get a delegate, the Organization staff has to go and pay the salary to the staff.

10. Work Relation

- 10.1 Any written communication with the Government, NGO's, Regions, Zones and other institutions shall be done by the Director (Operations) or through his / her delegates. Letters concerning staff of the Organization shall be dealt with by the Administrator.
- 10.2 In case of technical matters, the concerned departments or sector can make communications. Official media communication shall be done by the nominated employee.

11. Main Activity of Archive

- 11.1 Receive letters, give protocol numbers, date and send out as well as keep proper filing. Send the letter to the concerned body with the file.
- 11.2 Written documents, files should be fully kept and upon request should be presented while secret and confidential documents should be carefully kept.
- 11.3 Confidential or personal attention mail is unopened and passed by the registry unit to the addressee. If opened by accident, the registry unit puts it back in the envelope, staples it and sends it to the addressee with a note of apology. Action may be necessary to ensure senders label envelopes appropriately. Correspondence may be filed in the classified file, with an optional cross reference to the subject file, or declassified and filed in the regular files. Personal correspondence may be copied to the addressee's personal file. The receiver of confidential/personal correspondence is responsible for assigning a file number (if appropriate).
- 11.4 Regular mail is opened by the registry unit, passed to the addressee and ultimately filed by the filing unit according to appropriate file codes.

12. Type of Archive and Handling

- 12.1 Personnel files contain staff agreement, personal records, evaluation form and general information about the staff.
- 12.2 At any time, staff file should be under the Admin Officer and the Head, Human Resource. If a file is required by the other committees or departments, the Admin officer can be asked for utilization.
- 12.3 Work file of the Organization contains different correspondence made between different institutions, document etc, the file shall be kept as archive.
- 12.4 Any file for the purpose of control and handling has to have the following information.
- 12.5 The Organization emblem
- 12.6 File number
- 12.7 Subject or Name
- 12.8 Opening date of the file
- 12.9 Number of volumes
- 12.10 Record and file contain:

13. Incoming Letters

- 13.1 Receive incoming letters by checking the address, dates, numbers, signatures and seals, Annexes attached, etc.
- 13.2 Referred letters should get answers within not more than two (2) days and returned to record section. However, if the referred letter needs more than three (3) days, the referred section should notify the record room.
- 13.3 If the referred file is not finished within five days and the file is wanted by the other section it should be recorded and passed to the next sections.

14. Outgoing Letters

- 14.1 Outgoing letters shall be checked for having enough copies, correct addresses, signature(s), attached annexes, protocol number, dates and Organization seal before being sent out.
- 14.2 Remaining letters should be attached to the proper record and file.
- 14.3 Check if the letters are received by the address.
- 14.4 Letter communication in the Organization should be made by internal memo.
- 14.5 If the outgoing letter concerns the Organization staff and if the staff refuses to accept the letter, the letter will be posted on the notice board for a period of ten days.

15. Mysterious Matters / Documents

- 15.1 Before opening mysterious letters, it should be presented to Head, HR unit or given to the concerned person.
The
Head, HR after seeing the letter will forward to the Managing Trustee.

16. Utilization of the Organization Seal

- 16.1 The mail seal of the Organization shall be kept with the Admin Department
- 16.2 The main seal of the Organization shall be kept with the authorized staff of the Organization
- 16.3 Except for internal memos, written communication made in the Organization shall be stamped.

17. Record handling, utilization and Control

- 17.1 Keep active files together and watch if answers were given in time.
- 17.2 Keep the dead files separately so that it does not occupy space.
- 17.3 Accounts document should be kept at the Finance Department file.
- 17.4 Active files should be checked every six months
- 17.5 Give numbers on the back of each page on the letters, documents and justifications that are filled.
- 17.6 Register the department or section to whom the letter is directed.
- 17.7 Letters addressed to the Organization should be received by the registry and opened.

18. Utilization of Telephone

- 18.1 As much as possible to reduce expenses, telephone calls should be minimal and short messages should be controlled by each department or section.
- 18.2 Telephone calls should be only for work purposes.
- 18.3 Long distance call should be done with permission from the relevant's authority.
- 18.4 Do not use telephone for private purposes and if the staff wants to call to make private calls it must be with permission from the Admin Department.
- 18.5 If telephones are not working, it has to be reported to the operator or receptionist.
- 18.6 Direct telephone lines will be installed only for those officials who have high communication internally and externally.

19. Amendment of the Manual

- 19.1 This Administrative Manual can be amended or modified when deemed necessary by the Management Committee.

20. Effective Date

- 20.1 This Administrative Manual shall enter into force from the date of approval of the manual by the Management Committee.

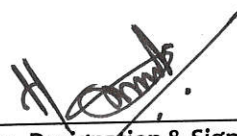
DECLARATION

It is hereby declared and agreed that this document shall be binding on the Management Team and Project Employees of the Bhavishya Bharat, at present and in the future.



Name, Designation & Signature:
Raveendra Chintha
Manager Finance
Emp Code: 1003-7319

Date: 12 Dec 2015
Place: Hyderabad



Name, Designation & Signature:
Hemant Kumar Jha
Deputy Director (Operations)
Emp Code: 1002-0202