



KRBAAS

EMPLOYEE HANDBOOK/HR MANUAL

Passed by the Board on 19 February 2019

Social Rehabilitation Centre, Opp Taluk Office, BK Road, Magadi Town, Magadi Tq.
Ramanagara Dist-562120

Contact:

Phone number: 8027745135

Email: kssassociation@gmail.com



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1.The Association's Mission: Its purpose and Objectives

MISSION

“Recognizing the capability of the disabled person before his weakness-with this goal, Association will work for the overall development of the disabled persons.”

OBJECTIVES

- To bring awareness in the community regarding spinal cord accidents and thereby to identify such person in the society, organize them and develop self-respect, self –confidence, Unity and self-help in them.
- To enable the person who has suffered the accidents by educating them regarding the reason for spinal cord accidents, problems thereafter, property rejuvenating training, using of equipment's, accessories, and by providing an open atmosphere in the family.
- To Frame such programs to control Spinal Cord accidents by developing cordial relationship with local organizations, various departments of the Government and with the media.
- To work for the overall development of the handicapped who suffered spinal cord accidents.



2. Description of the Association

Karnataka Rajya Benuhuri Apaghatada Angavikalara Sanga (KRBAAS) is a non-profit organization established in 2008 by people affected with Spinal Cord injury. Primary focus of KRBAAS is to support men affected with spinal cord injury. It is one of the four organizations in Karnataka that works in the area of spinal cord injury. KRBAAS has the expertise and experience in providing in-house rehabilitation using specially designed equipment. KRBAAS is located in Magadi, Ramanagara district and is currently working in 5 districts of Karnataka – Ramanagara, Mandya, Mysuru, Haasan and Chamarajanagara .

Major challenges faced by spinal cord injured persons are: Loss of livelihood and sudden financial burdens if the injured is the only bread earner, health issues like bedsores, restricted mobility and Psychological issues. Family of the injured also faces crisis due to lack of earning and societal bias.

In order to support the persons with spinal cord injury (PWSCI) KRBAAS does the following intervention at two levels:

1. **Social Rehabilitation Centre (SRC):** Established in the year 2012, a total of 167 beneficiaries were provided with the following services.
 - a. Medical assessment and Physiotherapy
 - b. Individual and Family counselling
 - c. Develop the Activities of daily living skills (**ADLS**)
 - d. Management of Primary and Secondary complications
 - e. Provide suitable mobility Aids.
 - f. Livelihood training
2. **Community based Rehabilitation Centre (CBR):** Initiated in the year 2010, a total of 1255 beneficiaries have been reached under this program. Major activities carried out are:
 - a. Identification of beneficiaries and conducting assessment
 - b. Referring to SRC if needed
 - c. Regular home visits to PWSCI for supporting them with Government schemes, providing medical aid for bedsores
 - d. Follow up of beneficiaries
 - e. Organize awareness camps and medical intervention camps
 - f. Conducting sensitization trainings for students, NGOs, Integrated Child Development Scheme (ICDS) workers and workers
 - g. Building PWSCI friendly toilets
 - h. Advocacy with government for rights of PWSCI

KRBAAS is a pioneer in distribution of medical kits for spinal cord disabled persons across Karnataka with the Government support. So far, 330 such medical Aids are distributed.



KRBAAS through its director representing in Access audit committee that looks in to issues of convenience for disabled people in Namma metro of Bengaluru.

Association of People with Disability (APD) is the major donor of KRBAAS. Current operation annual budget of KRBAAS is 27 lacks per annum.

KRBAAS's board consists of 7 PWSCI. Mr. Seetaram, President is a prominent sports person represented India in wheel chair tennis.

3. Recruitment, Selection and Appointment

Staff recruitment is the process of hiring staff to carry out various activities in an organization. At KRBAAS staff recruitment is determined by the budget. All employees' opportunities at KRBAAS are posted by on KRBAAS website face book page and linked in.

Notice of vacant or new position it is the responsibility of the top management to fill the vacant position.

- For all new position a job description shell, be maintained.
- Position summary.
- Description of duties and responsibilities.
- Condition of work.
- Qualification.

Applications are invited to submit their application along with the current resume. All applications are screened, and candidates selected for an interview before the closing dates.

Interview and selection: A selection committee comprising of at least two members. The application will be screened and only the most deserving refined it will evaluate. Each application with the help of on form, with will defend criteria.

Appointment Letter: Any personal employed with KRBAAS will be issued an appointment letter to employment by KRBAAS. The appointment letter will officially announce his/her position with the organization, the place of assignment. The appointment letter will carry the job description, terms of reference salary and benefits, and other relevant terms of employment.

Probationary period: A probationary period of threemonths, shell applies to all new employees. In case is a new employee fails to perform in accordance to expectation of the board, he will be given a notice, terminating the contract at the end of the probationary period.



Staff orientation: All staff will get on orientation about the organization mission and strategies structure and the staff- the policies and conditions.

Making the Offer

Once the post has been offered and accepted verbally, then an offer letter must follow immediately

This is formal invitation to accept the post and requires the candidate to respond. Signing the formal acceptance of the terms set out the letter.

The offer letter represents the contract between the employer and the new employee. It must therefore include details of position offered, salary, leave details, place and hours of work, any probationary terms, the length of the contract, and any key disciplinary issues. This should either be included in the letter itself or an attached heading as “Conditions of Service” sheet.

A copy of the offer letter plus the acceptance letter must be kept permanently in the personal file of the new member staff.

It is useful to take up reference at this point of time.

Note

- All papers/pro-forms/letters of unsuccessful candidates should be kept for one year
- All papers /pro-forms/letters of the successful candidates should be kept permanently in his/her personal file
- A brief not on the overall process to be made with the mention of final selection of the candidate and get the organization heads signature and file in HR folder as closure of this recruitment

Termination of Employment

- Termination of an employee based on project status/ funding: In case the funding for a program/project is discontinued, it is Management’s discretion that the probationary/confirmed employee working for that program/project may be taken to other existing program/project if an appropriate vacancy exists.
- In case there are no requirements in other projects/program, the service of the employee shall be discontinued. In such case, the Trust shall give one month’s notice, or one month’s salary in lieu of notice. The reason for termination of service shall be recorded by the Authority and shall be communicated to the employee.
- If an employee remains absent from duty for 10 days without prior sanction of leave or without any prior intimation, his/her services shall stand automatically terminated from the employment with effect from the 11th day.
- If an employee is convicted by any court of Law for reprehensible offences, his/her services will be terminated by the Authority.



4. Conditions of Service – Working Hours, Holidays

KRBAAS will follow their working week schedule Monday to Saturday.

Unless otherwise stated, work hours would be as follows:

Days	Monday – Saturday
Timings	9:30AM To 5:30PM.
Lunch-break	60 minutes

Second Saturday and Sunday will be the holiday.

Holidays:

KRBAAS gives total 14 days National holidays, allowing them to choose which holidays they wish to avail of. These are paid holidays. KRBAAS has a calendar at the beginning of the year, public holidays which will be followed:

Karnataka Rajya Benuhuri Apaghatada Angavikalara Sanga®

Holiday calendar – 2018

SL	Holidays	Date
1	Makara Sankranthi	Jan – 15
2	Shivaratri	Feb -13
3	Good Friday	March – 20
4	Labor Day	May – 01
5	Independence Day	Aug -15
6	Bakrid	Aug – 23
7	Ganesh Chaturti	Sep – 13
8	Gandhi Jayanthi	Oct – 02
9	Vijayadashami	Oct – 19
10	Kannada Rajyostava	Nov-01
11	Dipavali	Nov- 08
12	Eid – milad	Nov – 21
13	Christmas	Dec – 25



5. Health and Safety at Work Place

The Organization believes that consideration of the health, safety and welfare of staff is an integral part of the management process. Many health and safety issues may occur after a spinal cord injury. Safety concerns many involve proper use and care of mobility equipment. Nutritional need is being met and “coping” or adjustment an emotional process, where we provide help through counseling. First aid medical kit is installed in the center.

6. Leave Systems and Policy

Karnataka Rajya Benuhuri Apaghatada Angavikalara Sanga believes that employees should have opportunities to enjoy time away from work to help balance their professional and personal lives. The Company encourages all employees to spend time with family for leisure, taking care of personal work, or rest due to medical reasons.

The Policy has been framed for the purpose of compliances with the applicable Rules and Regulations of the Organization.

Applicability:

This policy is applicable for all permanent employees of KRBAAS.

General Rules:

1. Leave policy should be approved by the Authority.
2. Each organization must clearly define its leave, implementation and monitoring strategy.
3. During the probationary/training period leave is not permitted.
4. Consultants do not come under the preview of these leave policies.
5. No employee has a right to take a leave, unless it is sanctioned/approved by authorized person.
6. Organizations should encourage staff to use their leaves judiciously.
7. Leave implementation is the crucial role of OM and it has serious implications on the staff and organization.
8. Employees can use their annual leave only after confirmation in the services of the Organization.

When an employee serves the Organization for part of a year, he/she is entitled to annual leave on a pro-rata basis calculated for every completed month of service.

9. All employees are entitled to Annual leave from their DOJ on a prorated basis. This can be taken after their confirmation in service. Leaves taken during probationary period will be considered as Leave without pay (LWP) Any deviation should have the approval of concerned Head of Department and HR Head.



10. Only working days to be taken as leave days. Thus, even if a weekly off or holiday is prefixed and suffixed with leave, the weekly off shall not be counted as a leave day. Thus, if one takes leave from Tuesday through to Friday with the Wednesday and Thursday in between being holidays, the number of leaves consumed shall be only two while the employee would be away from work for four days.

The different types of leaves covered under this policy are:

Sl. No	Types of Leave	No of Leave
1	Earned Leave	15days/year
2	Casual Leave	8days/year
3	Sick Leave	8days /year
4	Maternity Leave	160 working days including Before and After Delivery
5	Compensatory Leave	As decided by Higher Authority
6	Leave without pay	As decided by Higher Authority

Leave application process:

KRBAAS follows a strict leave application procedure. Every Employee who wishes to apply for leave is required to follow the following steps:

STEP 1: Collect the leave application form from the HR/OM and fill the form specifying the reason and the type of leave applied for

STEP2: Obtain the approval of your reporting manager for sanctioning the leave application

STEP3: Apart from the written form, you are required to put in the application via e-mail to the HR/OM along with a copy marked to the Reporting Manager.

7. Lateness monitoring & Absenteeism

- Attendance register is a fundamental and compulsory tool.
- KRBAAS maintains a record of attendance Register. All employees must mark in and out. If any employees to late, he must call and informed the coordinator, the coordinator must be giving prior notice. If the employee must go any official work, he must signature in the register.
- If the employee is absent to work more than 5 days without informing the 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.

8. Travel and Other Allowances

KRBAAS has maintain separate Travel policy for their employees



9. Disciplinary and Grievance procedures

If an employee feels unmanly treated by circumstance that infringe his/her right on his employment condition, he/she should discuss immediately with the coordinator. If the matter has been discusses and corrective measures taken and not to the satisfaction of the employee, he/she can submit to higher authority who will discuss provide a solution.

Steps in Grievance Redressal

All employees of the organization could raise their grievance within 5 days of occurrence. All such grievances are handled as per the below procedure:

Step 1: Aggrieved Employee to raise the issue with his / her supervisor verbally. Supervisor to respond within 48 hours (2 working days).

Step 2: When not satisfied employee must provide a written complaint within 3 working days to the Supervisor. A formal meeting with Supervisor to happen within 5 working days. If the grievance is not redressed, within 3 working days the employee must approach the next level for grievance redressal.

Step 3: When supervisor couldn't resolve the issue, employee can move to the next level i.e., Middle management within 3 working days. It must be a written complaint. If organization has a Grievance committee then the matter is referred to them. Still, if the employee is not satisfied, he / she can move to the Top Management of the organization within 3 working days.

Step 4: Top Management (usually CEO / ED / Board) takes confidence of the issue and addresses it within 10 working days. Employee even then not satisfied with the decision of top management of the organization can demand for an arbitrator.

Step 5: Management and employee mutually decide whether to have a single individual or a panel of three as arbitrator(s).

Both the parties have the privilege of presenting their cases with Arbitrator.

Decision of Arbitrator is final and binding on both the parties



10. Guidelines on the use of the Association's facilities

- Computer and Hardware's assigned to the employees are to be maintained as per Organization norms.
- 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 Program manager.
- Chargers and cables are to be connected and maintained without messing up with the Sitting arrangements and should maintain the quality of them properly.
- Printers are utilized properly according to the requirement.
- Should use dust bin for dry waste dumping at their own sitting arrangement and wet waste at kitchen dustbin.
- Every employee is given a set of writing materials which should be maintained and used without losing them for any reason and if lost program Manager is not held responsible for it hence, they must buy their own for further requirement.
- Other Office Assets like Banner, Camera and Meeting/ Training essentials can be used by taking permission from secretary and they must hand over it to the same person and need to take care same state of it. If Lost/ damage caused will be directly responsible on the employee him/herself.

11. Induction of new staff

Once the candidate joins KRBAAS, and becomes an employee, KRBAAS makes sure he/she feels welcome and is ready to start work safely and competently. The Induction is conducted on the first three days from the date of joining. Each KRBAAS team meets the candidate to help him/her gain an understanding about the different verticals and projects underway. All the rules, regulation and facilities are explained to them. Work nature and responsibilities are explained and let them involve by first week of their joining.

12. Salary Grades

Salaries shall be determined by the Director, based on budget considerations and commensurate with the experience of the successful candidate. Salary grades are assigned as per their appointed Project/ Program structure.



13. EXIT INTERVIEW AND SYSTEM

- Employee serving in probationary period if he/she is decided to quit the job then they will be 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 30 days' 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 followed the Board norms defined in the Governance.

EMPLOYEE'S SIGNATURE

