

# **Christian Service Agency**

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## **WORK PLACE POLICY**

**2016**

**[As received and forwarded by the Managing Committee Ref. No. MC:2015:26(5) and approved by the General Body of CSA Ref. No. AGM: 2015:08(b)1 and finalized by the General Body of CSA Ref. No. AGM: 2016: 07(2)]**

## SECTION - I

### 1. Introduction

- a. Christian Service Agency (CSA) is the Service Wing of the National Council of Churches in India (NCCI.) It is registered under Section 8 of the Companies Act 2013 [earlier Section 3 (1) (iii) / 25 of the Companies Act, 1956 ( No. 5463 of 1970-71) New Delhi] and under the Foreign Contribution (Regulation) Act, 1976 (No. 083870016 of 23-1-1985). It's registered office is at Mythri House, M-5A, Connaught Place, New Delhi- 110 001. It's Administrative/ Head Office is at National Council of Churches in India, near C. P. Club, Civil Lines, Nagpur- 440 001, Maharashtra State.
- b. The CSA facilitates the NCCI in it's commitment to just and inclusive communities which enable the full realization of the human potential individually and collectively, and which live together in harmony, justice and peace. It is committed to serve all of creation by giving democratic expression to all, thus being called to bear witness in the Society and the World, sharing a common task with all creation, participating in efforts towards realizing societies based on principles of justice and inclusion.
- c. Thus through the NCCI, the CSA affirms solidarity with the social, economic and political initiatives of the communities such as dalits, tribals, women, children, youth, migrants, persons with disabilities, persons with different sexual orientations, religious and linguistic minorities, and PLWHA who have been historically disadvantaged and excluded.
- d. Equality, dignity, justice, love, peace, inclusion, transparency and accountability, are the core values of CSA and they will be practiced in all dimensions of our life together. CSA commits itself to a Church of the poor and for the poor.
- e. CSA conforms itself to the complementarities of cultures, and affirms the uniqueness of all faiths, ideologies, traditions and belief that respect all people and do not discriminate while serving the community at large irrespective of caste, creed, color, religion or language having strategic objectives – Unity, Witness, Service and Practice .

### 2. Preamble

- a. The **Work Place Policy** shall be called **CSA Work Place Policy** and shall be applicable to all the Administrative and Secretariat staff and all others working in the CSA.
- b. This shall come into force with effect from 1<sup>st</sup> July, 2016 and shall supersede all or any previous rules or practices which have been in operation on matters covered by those **Service Rules of Staff**. It may be modified and amended by a competent authority as and when found necessary.
- c. Staff recruited to the CSA are welcomed with a confidence that they will appreciate the unique mission and goal of the CSA/NCCI and will contribute significantly in achieving these objectives. They are required to adhere to this **Work Place Policy** and any other **Work Place Policy** that may be added on from time to time.

### 3. Definitions

- a. "**CSA**" means **Christian Service Agency**, the Service Wing of the National Council of Churches in India (NCCI), registered under Section 8 of the Companies Act 2013 [earlier Section 3 (1) (iii) / 25 of the Companies Act, 1956 ( No. 5463 of 1970-71) New Delhi] and under the Foreign Contribution (Regulation) Act, 1976 (No. 083870016 of 23-1-1985).
- b. "**NCCI**" means the **National Council of Churches in India**, registered under the Societies Registration Act XXI of 1860 [Regn. No. 13 of 1933-34] and under the Bombay Public Trusts Act 1950 (Regn. No. F/715 (N)).
- c. "**Council**" means the National Council of Churches in India.
- d. "**Society or Trust**" means National Council of Churches in India.
- e. "**Policy**" means Work Place Policy 2016 of Christian Service Agency.

- f. **"Secretary"** means the Secretary of Christian Service Agency.
- g. **"General Secretary"** means the General Secretary of National Council of Churches in India.
- h. **"Executive Secretaries"** shall mean the Secretaries of the NCCI Commissions or such Units / Branches / Departments/Ministries of NCCI including the General Secretary.
- i. **"Secretaries"** shall mean both Executive Secretaries and General Secretary of the NCCI.
- j. **"Staff"** means any person Male or Female employed by the CSA under any classification of appointment or employment
- k. **"Employees"** means both Secretaries and Staff of the NCCI and Staff of the CSA.
- l. **"Executive Committee"** means the General Body of CSA. It also serves as Executive Committee of National Council of Churches in India.
- m. **"Managing Committee"** is the Management Committee of CSA. It also serves as the Working Committee of National Council of Churches in India.
- n. **"Complaints Committee/Cell"** means the Committee or a cell duly constituted for the purpose of examining, finding and reporting the facts on sexual harassment, gender injustice, discrimination on disability and sexual minorities, or such other grievances by the secretaries and staff for disciplinary action.

#### 4. Classification of Employees

Following is the classification of employees, considered for appointment and same shall be subject to the individual appointment letter issued in their favor in writing together with the terms and conditions thereon and the work place policy.

##### a. **'Permanent':**

This means that the tenure of the Post is permanent, the term of probation has been satisfactorily completed and the confirmation of the staff in the Post has been communicated in writing.

##### b. **'On Probation':**

Refers to a mandatory period of probation that an employee is required to fulfill before being confirmed in a permanent or term/contract post to which he or she has been appointed.

##### c. **'Term/Contract' appointment:**

Refers to an appointment to a **Post or Project or Unit / Commission / Department/Ministry of CSA/NCCI** whose tenure is limited to a specified period of time during which the employee is entitled only to the benefits specified in the contract of that appointment.

##### d. **'Temporary Post':**

Is a post that is specifically for a fixed or limited period of time to fill a temporary vacancy in a permanent or term/contract post, on terms and conditions specified in the letter of appointment and is not entitled to claim any other rights or benefits which are not specified therein.

##### e. **'Casual' :**

A Casual appointment refers to staff engaged on day to day basis to attend to work of an occasional or casual nature. In such cases the wages are fixed on a daily basis, without any Leave entitlements or any other benefits of any kind applicable to permanent staff.

##### f. **'Part-time' :**

Refers to the Staff employed to work for less than the normal period of working hours. Part-time staff is not ordinarily entitled to the benefits provided to Full-time staff. They are entitled to such benefits that are determined by the Managing Committee and communicated to them in writing at the time of appointment.

g. **'Internship / Fellowship':**

The CSA encourages Internship/ Fellowship in various Branches/ Commissions/ Units/ Departments/Ministries of CSA to promote and provide persons an in-house working exposure in the form of Internship/ Fellowship program on an ecumenical basis depending upon the openings available in such branches/ commissions/ units/ departments/ministries of CSA on a consolidated financial support by way of honorarium/stipend.

**5. Appointment / Employment**

- a. On recruitment the new appointee shall be furnished with a letter of appointment along with the copy of this **"Work Place Policy"** specifying the nature, terms and conditions of appointment that shall include designation of employee, grade, scale of pay, payment on the scale and other terms of appointment.
- b. Newly recruited employees shall sign the duplicate copy of the appointment letter/order and return the same to the Secretary to indicate acceptance of the appointment and the Rules and Regulations of Work Place Policy governing the employment.
- c. All appointments, except that of the Secretary shall be in accordance with the following procedure: calling of applications/ nominations through circulars/ advertisements, short listing applicants, and conducting tests (if required). Thereafter interactions/ discussions and personal interviews shall be conducted to suitably identify the person required for the position and on the recommendation of the Managing Committee, General Body shall complete the appointment proceedings.

In the case of casual, temporary and part-time staff, the appointment shall be carried out by the Secretary and he/she shall report the same to the Managing Committee.

- d. The appointment of the Secretary shall be done following the process decided upon by the General Body.
- e. No person shall be considered by the CSA for appointment as an employee in any form or position, if such a person is having any criminal proceedings/ matter/ case pending against him/her or has been convicted of any crime of any nature including moral turpitude. No person shall also be considered for appointment if such a person has a history of misappropriation of funds or money or benefits in any nature, or has committed any fraud, any crime against women, children or any other person and having a background of immoral activities or being a habitual defaulter in the welfare of the society at large. Further, CSA being a fully secular and democratic institution, it shall not promote for employment any person considered to be an active politician holding any political post or affiliated to any political party.
- f. Any employee in any position can be transferred considering his/her skills and requirement of the CSA to other Branches/ Commissions/ Units/ Departments/Ministries or offices of the CSA/NCCI if required and such staff should unconditionally accept such transfer.

**6. Probation**

On appointment, each employee, excepting the Secretary, will be placed on probation for a year. However services may be terminated on either side with one month's clear notice or by forfeiture of one month's pay. Basic Pay, Dearness allowance, Medical and Educational allowance will be paid during Probation. However the CSA through its General Body reserves the right to extend the probation for another appropriate period if required.

**7. Confirmation**

- a. A person on probation will be confirmed in the permanent post after satisfactory completion of the probation period and on the recommendation of the Managing Committee of the CSA to the General Body.
- b. All such persons on probation shall be required to undergo a self performance appraisal and at the management level by the Secretary for the consideration of the Managing Committee of the CSA.

- c. The performance appraisal of a person on probation has to be done well in advance, and if by any unavoidable circumstances the confirmation is delayed by no fault of the employee, the confirmation will be with retrospective effect i.e. from the end of the stipulated period of probation. The confirmation shall be communicated in writing.
- d. In the event of a person being denied confirmation, he or she should be informed of the same in writing well in advance so that the probationer is not put to any hardship and can plan for an alternative employment.

## **8. Annual Appraisal**

Annual Appraisals shall be carried out by the Managing Committee for assessing the performance of the Secretaries, and the findings will be discussed with the incumbent. Such appraisals shall be made with reference to the personality, professionalism, achievements, rapport with other Secretaries, with the Constituencies of the CSA/NCCI and subordinates including the performance of the designated responsibility. Interventional appraisal shall also be done in the case of other staff for the purpose of augmenting their skills and placements including the review of their performance.

## **9. Working Hours and Duties**

- a. All staff shall be at work at the appointed time and place as may be decided from time to time. In the event of staff being required to work beyond working hours if the exigencies of work so demand, it is requested that such instructions be complied with, except in unavoidable circumstances.
- b. All staff shall sign the Attendance Register or any instrument / machine of attendance at the time of entry to the Office while reporting on duty. They shall also make appropriate entry in the register or in the instrument / machine provided for the purpose while going out and re-enter the same while reporting back.
- c. All employees are required to dispose their duties with due diligence and responsibility at their best by maintaining proper timings to give greater result of team work and discipline.
- d. All employees are required to take permission from the Secretary or a Person in-charge at that time for obtaining leave of absence temporarily from the Office.
- e. Employees are not allowed to render external service or work either part time or on contract or any such assignment while in service of CSA; if so it will be considered as a serious disciplinary matter.
- f. If any of the employees require advancing their education for any purpose, they shall obtain appropriate permission from the CSA for such educational activities whether part time, full time or otherwise.
- g. If any employee is unable to complete the work assigned for a period or for a time, they should complete the same by devoting over time for which no special allowance will be permitted.
- h. If any employee applies for a job or any assignment outside CSA, appropriate prior approval shall be obtained in writing from the Secretary, or they should apply through the Secretary of the CSA.
- i. For every employee there will be a self performance appraisal which shall be conducted at appropriate intervals as determined by the CSA, which shall be considered for their up-gradation/promotion if it arises or for their sustenance in employment with the CSA.
- j. No employee shall accept any honorary post or honorary service to any other organization whether private, public or charitable without the consent or permission in writing from the CSA and such person if so permitted shall not accept any benefit directly or indirectly from such position held.

## **10 (i). Leave - General**

- (a) Leave is a privilege generally granted to employees. However, it cannot be claimed as a matter of right. All leave of absence will be granted with the prior approval of the Secretary subject to exigencies of work.

- (b) Except Earned/Annual Leave, Leave shall be calculated as per the Calendar year that is from 1<sup>st</sup> January to 31<sup>st</sup> December.
- (c) Except in emergencies, no employee will be permitted to proceed on leave without prior approval of the Secretary.
- (d) All applications for leave must be addressed to the Secretary in writing and permission must be recorded in writing on the leave application given. Full records of leave are to be maintained by the administration in the Service Book of each individual. These leave accounts shall be checked periodically and attested by competent authority specially assigned for the purpose.
- (e) In the case of emergencies where an employee cannot attend to his or her duties, intimation shall be made over phone / SMS/ Email to the Secretary or to the Person in-charge in his/her absence, in the Office. In such cases leave shall be applied for immediately after return from leave, stating specific reasons.
- (f) If any employee absents himself/herself from duty for more than five days without prior permission or any intimation of any kind, and continues to be on leave without any information, he/she shall automatically be liable for disciplinary action.
- (g) Pay and allowances during leave, except leave without pay, will be equal to what was drawn before proceeding on leave. Increments that fall within the leave period will be drawn with retrospective effect after return from leave.
- (h) Except annual / earned leave no other leave shall be accumulated or allowed to be carried forward to the next year; it will lapse at the end of the year.

#### **10 (ii) Kinds of Leave**

Every Staff is eligible for the following kinds of leave.

- (a) Annual Leave / Earned Leave
- (b) Casual Leave for 12 days per calendar year.
- (c) Sick Leave
- (d) Maternity Leave
- (e) Paternity Leave
- (f) Special Medical Leave
- (g) Leave without pay
- (h) National and Festival Holidays

#### **10(iii) Annual / Earned Leave**

##### **A. Secretary**

- (a) The Secretary shall be entitled for one month's Annual Leave per year. The first such leave can be availed only after completion of 11 (eleven) months of continuous service.
- (b) Annual Leave of the Secretary cannot be accumulated.
- (c) If the Secretary is unable to go on leave during the year due to work constraints and requirements of the CSA, then he/she will be allowed to accumulate the un-availed leave up to a maximum of two months.

##### **B. Staff**

- (a) 30 days of Annual / Earned leave shall be given every year for those who completed 3 years and above of confirmed service.
- (b) All other Staff who are confirmed and have service up to 3 years shall be given 21 days of earned leave per year.
- (c) All other remaining Staff till confirmation shall be entitled to earned leave of 14 days after completion of 11 months of service.
- (d) Earned leave can be accumulated up to a maximum of 300 days. Earned Leave on credit can be surrendered and encashed at the time of retirement on superannuation or when leaving the Organization duly complying with the provisions thereon. On such surrender, he or she shall be entitled for proportionate basic salary plus dearness allowance only. This will not be permitted if the services of the employee are terminated due to indiscipline and improper behavior or for any other reason.

Alternatively Earned leave for a maximum of 15 days can be surrendered and encashed each year after a staff has been in confirmed service for three years. However the total amount of such encashed leave in service including accumulated leave will be permissible only for a maximum of 300 days.

- (e) Employees are encouraged to plan holidays in rotation so that the work in the office does not get interrupted.
- (f) Holidays that fall during the period of Earned Leave and Medical leave will be counted as leave. Earned leave cannot be clubbed with any other leave.
- (g) A minimum 15 days notice is required for availing of earned leave.

#### **10(iv) Casual Leave**

- (a) Casual leave shall be granted up to 12 days in a year and not more than 3 days at a time.
- (b) Casual leave lapses at the end of the year and cannot be accumulated.

#### **10(v) Sick Leave**

- (a) Sick Leave of 12 days without Medical Certificate can be availed of in a Calendar Year.
- (b) Sick Leave can be availed when one is indisposed and unable to do normal work.
- (c) Sick Leave cannot be availed when one is going for a routine medical check-up.
- (d) Sick Leave cannot be accumulated and lapses at the end of the Calendar Year.

#### **10(vi) Maternity Leave**

- (a) Female employees shall be entitled to six months of Maternity leave on full Salary as far as practicable. (Government provisions for maternity leave will be sought to be implemented when the Council is in a position to do so.)
- (b) This may be granted up to two children only. Maternity leave may commence from one month before the delivery of the child or later.
- (c) Maternity leave for 1 month is admissible to female employees in the event of miscarriages, and abortions subject to production of Medical Certificate.
- (d) Maternity leave for 2 months is admissible for female employees in the case of adoption.
- (e) An extended Maternity benefit of flexi-working hours may be allowed on post return from maternity for child care with mutual consent of the CSA for a further period of one month.

#### **10(vii) Paternity Leave**

Paternity leave for a period of 15 days on full pay is permissible to male employees within 3 months of the birth of the child.

#### **10(viii) Special Medical Leave**

In extraordinary circumstances a special Medical Leave will be granted to all employees on completion of minimum one year of continuous service. The Managing Committee of the CSA shall decide the length of such leave and its terms and conditions if it exceeds one month. Special Medical leave can be availed on production of a Medical certificate from a Registered Medical Practitioner, failing which it shall be considered as earned leave.

#### **10(ix) Leave without Pay**

When no other leave is available, employees can avail of leave without pay. Requests for leave without pay must be made in writing to the Secretary well in advance of at least 30 days. Such leave may be granted depending upon the need, situation and circumstances. It should be obtained in writing prior to proceeding on leave. Such leave cannot be more than 90 days at a time.

#### **10(x) National and Festival Holidays**

The CSA will grant National and Festival Holidays as would be notified every year.



## **11. Termination of Services**

- a. After confirmation, in case the CSA wishes to terminate the services of a permanent employee or employee on contract or on any nature, casual, part time, temporary, probation, the CSA shall give three months notice in writing or shall pay three months' salary in lieu of such notice on the recommendation of Managing Committee / General Body as the case may be of the appointment / employment after giving an opportunity of being heard to such a person. For the purposes of such an action the term 'Salary' means Basic Salary plus D.A. All such termination notices shall be issued by the Secretary on behalf of the CSA. This is an exceptional provision to be exercised considering the annual performance appraisal reports which are submitted every year.
- b. Any permanent employee or employee on contract or of any nature, casual, part time, temporary, probation, who wishes to resign from service, can do so by giving three months' notice in writing to the CSA or Three Months' Salary in lieu thereof. (Salary will include Basic Salary plus DA). However, in exceptional cases, the CSA may at its discretion and on the recommendation of the Managing Committee, accept the resignation of the employee forthwith without insisting on payment of notice pay.
- c. The employee will be required to duly discharge his/her duties during the notice period. Earned leave on credit, cannot be adjusted against the three months notice period. However in exceptional circumstances the CSA may, on the recommendation of the Managing Committee, permit the employee to do so.
- d. The service of a probationer will stand terminated if not confirmed on the completion of probationary period. He/She would, however, be intimated of the termination of service, prior, to the expiry of the probationary period.
- e. On termination of services or resignation, emoluments due to the person whose services are terminated shall be paid after adjusting all amounts due to the CSA and on handing over all documents and equipments in his/her charge. Such payment will be made on the effective date of termination as soon as it is convenient. An employee occupying Residential Quarters belonging to the CSA, must vacate the residence and hand over the keys to the Office immediately or not later than one month after leaving service on retirement or otherwise with special written permission of the Secretary.
- f. In the case of an employee on contract or of any nature, casual, part time, or temporary, the Secretary shall give appropriate notice for the termination of service.
- g. If for any reasons a Project/Program is either discontinued or terminated, the services of the employee of the said Project/ Program shall automatically come to an end and no further salary, compensation, allowances of any nature shall be paid.
- h. The employee on contract or of any nature, casual, part time, or temporary, will be required to duly discharge his/her duties during the notice period. All dues will have to be cleared and CSA properties will have to be handed over to the Secretary by the concerned persons on or before the date of termination of service.

## **12. Retirement and Voluntary Retirement**

- a. The retirement age of regular staff will be at the age of 65 years and no further extension shall be granted under any circumstances.
- b. However, if the employee desires to retire early, the option of retiring after completion of 25 years of service with retirement benefits is open to employees.

## **13. Provident Fund and Retirement Benefits**

All employees of CSA shall be eligible to join the Employees Provident Fund Scheme, 1952 of the Government of India, since the CSA has voluntarily registered with the Government EPF Scheme. All employees are eligible for the benefits thereon including pension as per the Government Scheme, Rules and Regulations as applicable to the employees joined thereon.

The employees who were in services of CSA prior to the registration under the Government EPF Scheme and those who opted for withdrawal of their past accumulation and those who are not eligible for the pension benefits of EPF Scheme shall be governed by the NCCI Pension Rules

prevailing at their time. Consequently all those employees who have joined the Government EPF Scheme together with the past accumulation shall be eligible for the benefits as per the EPF Scheme.

## **SECTION - II**

### **14. Policy on HIV/AIDS**

- a. CSA respects HIV and AIDS infected or affected persons as equally as it does other persons among its Employees and in the society. It does not discriminate them under any circumstances, as it identifies HIV and AIDS as a critical health issue and strives to support initiatives for HIV and AIDS prevention and control, while it protects the human rights and dignity of HIV infected or affected persons.
- b. There will be no separate screening or identification or disclosure requirement for any person infected by HIV and AIDS or otherwise. Such persons will not be discriminated when they are given employment. If the condition of HIV and AIDS is identified at a later stage, the same shall be kept under strict confidence so that the person's life is not adversely affected, nor is the person subject to unjust stigmatization or discrimination.
- c. The person shall not be put to any harassment directly or indirectly in this respect. At the same time disciplinary action shall be initiated against any employee if he or she shows any discrimination or harassment, directly or indirectly, towards an HIV and AIDS infected employee. Likewise disciplinary action also will be taken against employees who harass, and resort to any form of verbal or non-verbal expression or action against, HIV and AIDS affected persons so as to dehumanize them.
- d. No employee will be isolated or segregated by the CSA on the grounds of being infected with HIV. Such a person will be treated in the same manner as in the case of any other disease. Moreover special leave may be granted in case such a person is required to undergo treatment. So also arrangements for counseling will also be made if required. In case an HIV and AIDS infected employee is unfit to carry out the assigned duties and there are no grounds to indicate that improvement is likely in the foreseeable future, then after seeking expert medical opinion, his/her services shall be terminated with all eligible benefits as apply to termination due to other serious illnesses.

### **15. Policy on Gender**

- a. CSA upholds Gender equality and Gender justice as the core principles of all programs and activities and shall uphold and ensure the dignity of women, irrespective of age, caste, ethnicity, religion, class, disability, and sexual orientation.
- b. No person shall be discriminated on the basis of gender at the time of recruitment. All persons irrespective of gender shall be given equal pay for the same job, and equal opportunity for career growth. Gender based leave will also be granted.
- c. CSA shall create and promote a gender sensitive work environment within the organization, free from discrimination and against harassment of women, including sexual harassment and shall provide suitable facilities that contribute towards the security and comfort of women at all work sites and work related travel.

### **16. Policy on Sexual Harassment**

- a. CSA is totally against sexual harassment in any form; it is unacceptable and will not be tolerated in any manner. It shall be the duty of the CSA or the responsible person at the work place to prevent or deter the commission of acts of sexual harassment and to provide procedure for resolution, settlement or prosecution of acts of sexual harassment by taking all steps required. Sexual harassment includes such unwelcome sexually determined behavior whether directly or indirectly by implication, such as :
  - physical contact and advancing of such behavior,
  - a demand or request for sexual favors,
  - sexually colored remarks,
  - showing pornography,

- any other unwelcome / unwarranted physical, verbal or non-verbal conduct of sexual nature with an intention to abuse the authority by any person towards women colleagues or others in any manner :
  - in respect to promotion, wage increase, transfer, training opportunities, or for the job itself or for any purpose relating thereon.
- b. CSA shall strongly address instances where any of the above-mentioned acts are committed wherein the victim has a reasonable apprehension that her employment, health and safety are at stake. For example, a woman may have reasonable grounds to believe that her objection to the sexual harassment would disadvantage her in connection with her employment or work including recruiting or promotion or when it creates a hostile work environment. Different kinds of adverse consequences might be encountered if the victim does not consent to the conduct in question or raises any objection thereto.
- c. CSA identifies appropriate steps to prevent sexual harassment without prejudice to the generality of this obligation and shall administer the following steps:
  - Express prohibition of sexual harassment, as defined above, at the work place, shall be notified, published and circulated in appropriate ways.
  - The Rules/Regulations of Government in as much as applicable to the Council relating to conduct and discipline shall include rules/regulations prohibiting sexual harassment and provide for appropriate penalties against the offender.
  - Appropriate work conditions shall be provided in respect of work, leisure, health and hygiene to further ensure that there is no sexual harassment of women at work places and no employee woman should have reasonable grounds to believe that she is disadvantaged in connection with her employment.
- d. All complaints of sexual harassment made by a male/female employee shall be treated very seriously and the same shall be referred to a Committee specially formed for the purpose under the complaints mechanism and disciplinary action process as envisaged in Vishaka Guidelines and norms laid down by the Hon'ble Supreme Court. Such a committee shall be an autonomous body independent of the management headed by a woman and properly represented by the Council, and not less than half of its members shall be women, with a woman legal expert/advisor. All such complaints shall be addressed to the Chairperson of the Committee. This Committee should work to prevent the possibility of any undue pressure or influence from senior levels, and should involve such persons familiar with the issue of sexual harassment.
- e. The committee shall formulate proper proceedings of investigation and shall provide fair hearing to all concerned. Reasonable time and opportunity will be provided to all concerned to present their positions without fear or favor, while maintaining confidentiality of the entire proceedings. The final recommendations / findings of Committee shall be presented to the General Body of the CSA for final action/ implementation.
- f. Whenever required, CSA shall explore criminal proceedings, where such conduct amounts to a specific offence under the Indian Penal Code or under any other law. The CSA shall initiate appropriate action in accordance with the law by making a complaint with the appropriate authority or to the committee specially formed for the purpose as applicable for appropriate action. In particular, it shall ensure that victims or witnesses are not victimized or discriminated against while dealing with complaints of sexual harassment.
- g. The CSA shall also facilitate an appropriate Platform for its employees. They shall be allowed to raise issues of sexual harassment at such meetings and in other appropriate forums and it should be affirmatively discussed in such Meetings.
- h. The CSA shall create awareness of the rights of female employees in this regard. It shall be created in particular by prominently notifying the guidelines (and appropriate legislation when enacted on the subject) in a suitable manner.
- i. CSA also equally identifies the Third Party harassment, where sexual harassment occurs as a result of an act or omission by any third party or outsider. The CSA and person in charge will take all steps necessary and reasonable to assist the affected person in terms of support and preventive action.

## **17. Policy on People with Disabilities**

- a. CSA asserts that disabled persons shall be welcomed, appointed and treated in the same manner as able persons. Making jokes or offensive comments is not tolerated, as is publicly discussing a person's disability or inquiring about it unless necessary to determine what accommodations the employee requires. Employers also cannot limit the kinds of assignments or opportunities given to an employee with a disability if he/she is otherwise capable of performing them. While recruiting disabled persons without any discrimination for a suitable placement, they should be provided specially designed work time and nature of work to augment their ability to the best. So also effort must be made for promoting the characteristics of such persons within the framework of the CSA. There should be no discrimination, harassment and victimization of any kind against such persons among the staff.
- b. In other words, CSA's Policy on People with Disabilities will ensure:

*Right to self-representation:* People with Disabilities have the right to self-representation in processes and structures of decision-making on issues that affect them. In situations where they cannot represent themselves, they have the right to choose/nominate an office colleague to represent themselves.

*Self-respect and self-sufficiency:* It is critical that all assistance and support provided to People with Disabilities is done with their full consent and inclusion (self-representation as described above) and that the purpose and outcome of the assistance and support is that of self-respect and self-sufficiency.

*Access to appropriate services:* There are various types or categories of disability, each of which results in special needs. Services and facilities, which are appropriate and relevant to the type or category of disability that one is addressing, will have to be provided.

*Social Integration:* Social integration is the key measure by which one can assess whether People with Disabilities are being accorded all their full rights and treated with the same equality accorded to all other citizens. The principle speaks to the need for integration of People with Disabilities into the mainstream of society as well as the need for an integrated package of services that facilitate full social inclusion.

## **18. Policy on Sexual Minorities:**

The CSA is equally responsible for gender justice among sexual minorities at the work place and provides respect to sexual minorities as human beings with dignity of labor and assures non-discrimination on the basis of gender diversity. It shall not tolerate homophobic, socio-cultural, religious and other prejudices and actions against sexual minorities. It shall facilitate the just inclusion of sexual minorities in the social mainstream by cultivating institutionalized respect, providing employment opportunities for suitable work, and ensuring appropriate opportunities by considering their individual situations for employment or promotion.

In other words, no persons will be excluded for a job appointment or fired because of their sexual orientation or different gender identity. No persons will be given a negative performance evaluation or be passed over for a promotion because they are lesbian, gay, bisexual, or transgender. No persons with different sexual orientations will be verbally or physically abused or have their workplace vandalized.

Any adverse activity against them shall be addressed by the Grievance Redressal Cell and appropriate action shall be taken. At the same time sexually diverse persons will have to abide by work place policies and general codes of conduct, failing which they will be subject to disciplinary action.

## **19. Policy against Casteism, Tribalism and Racism**

The CSA strongly stands for zero tolerance to of casteism, tribalism, and racism, within the Secretariat and among its constituent members. The CSA thus commits itself,

- To put its energies and resources to work to end casteism/ tribalism/ racism, caste/ tribe/ race discrimination and caste/ tribe/ race violence in the CSA Secretariat, churches and society.

- To make churches and ecumenical bodies courageous and exemplary witnesses to the body of Christ free of casteism/tribalism/racism, caste/tribe/race discrimination and caste/tribe/race violence.
- To make churches and ecumenical bodies serve as zero tolerance zones for casteism/tribalism/racism and caste/tribe/race based discrimination, and encourage churches and their institutions/organizations in developing policies on social inclusion.

## **20. Secular Policy**

CSA is an ecumenical Christian organization democratically functioning with secularism at its best while serving the community at large irrespective of caste, creed, color, ethnicity or religion, without discriminating anyone in any form. It shall appoint staff, or make use of the services of persons, belonging to different faiths and ideologies as found suitable for work in the CSA. It shall give due regard to the faith and religious practices of all its employees.

## **21. Capacity Building and Relational Policy**

- CSA shall provide appropriate capacity building opportunities in order to augment and strengthen professional growth and work improvement to its best by the staff and the same shall be afforded to all sectors of staff without any discrimination including appropriate training for the said purpose.
- All the staff of CSA shall work together as a team to optimize their skills towards the aims and objects, vision and mission of the council with due respect to its promotional activities and core values covering the strategic objectives at all times. They shall remain together in the best interest of the council by maintaining utmost care of confidentiality in working together, respecting one another's dignity and work, and caring for one another.
- For the purpose of facilitating better relationships and capacity building, regular staff meetings will be organized in an appropriate time frame by the management. Such meetings will provide space for the staff to express their views with full freedom in a highly secured situation without any antagonization or without framing any individual otherwise during such meetings. These meetings shall be chaired by the Secretary of the CSA. At those meetings equal opportunity will be given to all sectors of staff with equal justice and fair chance.

## **22. Health Policy**

- CSA staff shall be provided medical allowance and health insurance while in service and shall be provided with suitable counseling and medical support. ~~for conducting successfully the medical illness.~~
- All employees shall be required to undergo a full medical checkup after every four years for ascertaining their medical status and to have proper medical treatment according to the opinion of the Doctors / medical reports. The cost for such check ups ~~cost~~ shall be reimbursed to the staff through their medical allowance ~~under the medical cost reimbursement~~ / medi-claim reimbursement from the insurance company as applicable.
- All employees shall ensure their self immunization as per their age factor and as required by medical advice, the cost of which shall also be reimbursed ~~within the medical cost reimbursement.~~ through their medical allowance.
- All employees are required to adopt a life-style and habits that ensure good health and fitness appropriate to their working status.

## **23. Policy on Children**

Children are important members of the human family, and therefore should be related to with dignity, love and care.

Children in particular should be protected from abuse, be it emotional abuse, physical abuse, sexual abuse, abuse of children with additional vulnerabilities, exploitation and violence. They need to be protected from the evils of child trafficking, corporal punishment in schools, female

genital cutting, child marriage, abuse from people who are their acquaintances or people they trust, and hazardous labor, leading to threats in their survival, development and participation in society, families and communities.

A protective environment for children boosts their development and progress, and improves the health, education and well-being of children and their evolving capacities to be parents, citizens and productive members of society. Harmful and abusive practices against children, on the other hand, exacerbate poverty, social exclusion and HIV, and increase the likelihood that successive generations will face similar risks.

CSA Employees will establish an atmosphere conducive for the development of children through their word, deed and demeanor. This includes listening to children and showing respect to them.

CSA Employees will respect the local cultural context and behave appropriately and responsibly with children in communities as per the behavior protocols.

CSA Employees will not employ children as domestic workers in their homes.

CSA Employees will not spend time alone with a child or children. There should always be another adult ("two adults rule" principle) who will be able to see the interaction. The exception to this may be in the event where personnel are employed as professionally recognized trained counselors.

CSA Employees will not touch private parts of the body, or use any touch which will make the child uncomfortable. Any sexually oppressive act shall be dealt with firmly as per the provisions of the Protection of Children from Sexual Offences Act, 2012.

CSA holds on to the vision that all girls and boys live a life free from all forms of violence, are protected in conflicts and disasters, and thrive in a safe, caring, family environment. It calls upon all to ensure that a National Child Protection System is implemented all over the country.

### **//SECTION - III**

#### **24. Code of Conduct**

- a. Employees are expected to maintain high standards of integrity and propriety at all times in keeping with the ideals and principles of the CSA.
- b. Employees shall discharge their duties with utmost integrity, honesty, devotion and diligence. They must conduct themselves with dignity and discipline and should at all times be courteous and respectful to all.
- c. Employees should strive to use the provided Office facilities with utmost care and for official purposes only.
- d. Allegations of Sexual Harassment whether by management, secretaries or staff will be dealt with seriously.
- e. CSA Staff members are invited to attend the Worship Service conducted daily in the NCCI Chapel. As the Worship Service is conducted exclusively for the CSA family providing an opportunity for praying together, for fellowship and sharing, all are encouraged to participate in this spiritual exercise.
- f. Employees shall be loyal and devoted to the CSA and maintain confidentiality regarding affairs of the CSA entrusted to them. They shall not divulge directly or indirectly any information of a confidential nature.
- g. No employee shall, except with the prior approval of competent authority, publish or cause to be published any literature on any subject in any form such as books, newsletters, pamphlets etc. especially matters that may directly or indirectly relate to the administration and management of the CSA/NCCI.
- h. Employees shall refrain from participating in any demonstration inside or outside the office premises which may directly or indirectly affect the interest of the CSA.

- i. A service book shall be maintained for each employee in which significant events in the service of the individual will be recorded, like appointment orders, Pay scales, Pay fixation on promotions, increments drawn, and leave taken. The Service Book will be available to the employee for verification.
- j. All employees are prohibited from substance abuse in any nature, including smoking consumption of alcohol, use of drugs in the work place. Any staff found in possession of drugs or found drunk during office hours will be subject to strict disciplinary action.
- k. All employees are expected to use the official NCCI/CSA e-mail for office purpose only. They should not use the official e-mail for any material of offensive or defamatory nature; if found doing so, strict discipline action will be taken.
- l. Mobile phones should be used only for official purposes in the office premises. All personal calls should be made at a ~~place of~~ designated common area or at the reception / lobby area. Mobile cameras are not to be used unless permission is granted ~~for official purpose~~. No F. M. Radio or music will be played during office hours.
- m. All the employees are expected to protect and keep in good condition the equipments and the properties of the CSA while in use for office or otherwise, and should take utmost care to prevent damage and losses on this account.
- n. All are expected to maintain confidentiality in their work. Any information received in the course of official duty shall be used for the purpose of disposing their office work.
- o. CSA follows the policy of zero tolerance to any one acting fraudulently, illegally, undesirably, unethically or activating corruption in any form, whatsoever it may be, and the same shall be taken as a serious issue of misconduct. Everyone is expected to promote a culture of honesty, sincerity and openness in all matters and maintain a high decorum of transparency and accountability while discharging their duties.

## **25. Counselling**

CSA shall maintain a facility for Counselling of its employees and their dependants / family having any consequential distress relating to the working status and of any health related issues which shall be facilitated through an expert counselor engaged for the purpose. CSA also envisages high level moral and spiritual values to its work place and its staff while in work place hence any matter related to their body, mind and spiritual needs shall be attended to with all respect.

## **26. Redressal of Grievances**

- a. Any employee who has a grievance or has been aggrieved by any action may submit a representation in writing to the Secretary for redressal of grievances.
- b. The Secretary upon reviewing the representation may authorize a suitable staff member or a committee or a cell, to enquire into the matter and bring recommendations within a period of 15 days. The Secretary will act on the recommendations within 7 days and take appropriate action.
- c. In the eventuality of the employee not being satisfied with the action taken, he/she may appeal to the Chairperson of the Grievance Redressal Cell.
- d. If the Secretary has any grievance, he or she may submit a representation to the Chairperson of the Managing Committee, who shall dispose the matter within 30 days. If the Secretary is not satisfied with the redressal, he/she may appeal to the General Body through the Chairperson of the Managing Committee.

## **27. Disciplinary Action**

Employees are required to comply with the Rules and Regulations framed by the CSA. Any violation of the Work Place Policy will be viewed seriously. Disciplinary action will be taken based on the enquiry made by the Managing Committee or the Complaints Committee/Cell as appropriately constituted for the purpose.

## **28. Conflict of Interest**

The Employees are expected to maintain all-round discipline and shall not engage in any conduct resulting directly or indirectly, or in real, potential or apparent conflict of interest. In any such cases the concerned person shall voluntarily disclose such situation or interest and refrain from acting or attempting to win over or influence the persons in decision making concerning such matter and shall restrain himself from such participation of activities.

**29. Other Matters of interpretation**

The matters concerning this Work Place Policy or of such policy and such amendments or modifications together with any interpretations arising out of the policy, rules, regulations, terms and conditions if any arises, its meaning thereon, the decision of the General Body of CSA shall be final and binding upon all concerned.

**30. Amendments**

These Rules and Regulations of this Work Place Policy are subject to amendments by the CSA. The employees shall be notified of any changes or amendments to the said Rules and Regulations of this Work Place Policy.

\_\_\_\_\_  
(Signature of the Staff)

Witnesses:

1. \_\_\_\_\_

\_\_\_\_\_  
(Name in Block Capital)

2. \_\_\_\_\_