

People's Action for Social Service

Non-Governmental Organization-NGO

ADMINISTRATION HR POLICY&SERVICE RULES

PEOPLE'S ACTION FOR SOCIAL SERVICE (PASS)

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HUMAN RESOURCE POLICY AND SERVICE RULES OF PASS

PASS: People's Action for Social Service

Calendar year: 12 months period from January 1st to December 31st

Financial Year: 12 months period from April 1st to March 31st

Employee: Full time appointed and employed for the specific position in the organization program /

project

Contract / Part time employee: Appointed to a designated position for a defined period under the contract for full time appointment.

OVERVIEW OF PASS:

People's Action for Social Service (PASS) is a secular multi developmental organization established in 1990 in Temple town Tirupathi district, Andhra Pradesh for the upliftment of marginalized, vulnerable sections of the society with a special focus on women, sex workers, tribals and children, elderly person, sex workers and intellectual disabled children. Three decades back nine likeminded people together folded their hands in establishing PASS as multi developmental organization. PASS began its journey from 1991 with passion, determination, commitment and dedication for supporting the needy to make a positive impact with little resources thriving its roots towards the marginalized sections upliftment, over the period of three decades PASS tree has developed into cluster roots in Chittoor, Kadapa, Anantapur and Tirupathi districts of Andhra Pradesh with extravagant milestones, challenges, exhilarated warm moments that PASS has shaped into what targeted area eyes see today by facilitating and supporting empowerment, psycho social, economic and emotional support through sensitization/awareness programs at the targeted communities. It is working for strengthening of E-Governance system, protection and avail rights for different actors in the marginalized sections. PASS is heading towards developmental progress by intervening with some of the key woven programs like Family Counseling centre, Shakti sadan (Swadhar Greh), Intellectually disabled school, Old Age Home, Mobile Medicare Unit for senior citizen's, Drug de Addiction center, Targeted Intervention for Female sex workers, Empowerment education trainings for Self Help Groups, Agriculture development through dissemination of knowledge on new techniques through training programs, Health and Hygiene education to communities, promotion of swatch Bharath activities to the beneficiary families.

Grounding Principles

PASS was founded and established on a reflective principle: To extend the supportive hand to the marginalised downtrodden vulnerable sections of the society, PASS founder Mr. Balakrishna Moorthy conceptualised vision of the organization that it would serve as a sparkle star light of hope for the needy advocating for their benefits, rights and resources for their socio-economic, health development with strong dedication, commitment, social justice, making specific sustainable difference by setting out vision turn into reality.

Vision:

The vision of PASS is to obtain sustainable, self - reliant Holistic well being communities for the marginalised sections by uplifting socio-economic, health empowerment.

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Mission:

Promoting and facilitating to improve the socio-economic health needs through good governance, internal sharing, collectivisation and capacity building.

Objectives:

- 1. To Assist, empower the people make them understand self reliance and equip them to work for themselves for their own human dignity and destiny.
- 2. To assist in the process of social integration and personal realisation of underprivileged children, young people, adults and families to attain Conscientisation.
- 3. Promoting awareness, capacity building training programs to the targeted communities to upgrade their knowledge levels and skills
- 4. To promote all types of socio- economic, health activities those are aimed at the integral development of persons and communities.
- 5. To devise and mediate the schemes and projects, help them to implement and attain self-
- To encourage, popularise voluntary work and Internship.

Core Values and Work Ethics:

- Honesty Integrity, Truthfulness, Equity
- Respect, Honour, Care and give
- Confidentiality, Accountability and Transparency
- Create enabling environment for forging partnerships with all the stakeholders

PASS GOVERNANCE:

Governance is required to ensure the appropriate execution of programs on par with vision, mission and objectives aiming at self - sustainability by applying best practices, adherence to the policies of the organization. The Governance process of PASS is in compliance with the principles of the

PASS Policies:

PASS incorporated policies in the management process from the inception itself. PASS adopted and following HR, Finance, Gender, Children, High risk people policies. Policies and decisions are made collectively by the Executive committee and the staff, executed accordingly.

Credibility Norms:

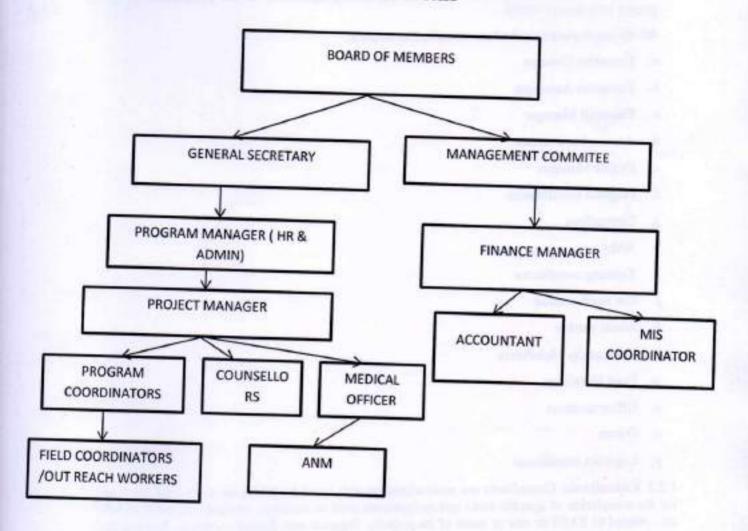
PASS follows all the rules and regulations, Norms designed during the time of registration. The Executive and advisory body ensures good governance internally and externally. PASS envisages that good governance is established and executed at the targeted communities. The Governance credibility systems are executed, administered and monitored by the PASS highly qualified experienced professional General Secretary

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General Secretary

ORGANOGRAM OF PASS



PASS delivers services, manages staff personnel, oversees administration and maintains cash funds. PASS upholds principles of accountability and transparency. One of the strong indicators of these principles is keeping policies and manuals in place, based on which the day-to- day operations of PASS are to be carried out. In this regard, we have come up with the Management and Administrative policies for PASS as follows:

1. Purpose and Categories of Personnel:

- 1.1 The purpose of the Personnel Policy is to set down the policies, conditions, rights and obligations of PASS employees subject to their performing of the duties and responsibilities in their respective job descriptions. From the time of hiring, each employee will have access to this policy, so that he/she can adhere to it with full knowledge and information. The policies described below may at any time be subject to modification if the Board of Members of PASS deems it necessary. In such cases, employees will be fully informed of the changes made.
- 1.2 Categories of Personnel: All the professional, experienced resourceful persons recruited and working for PASS are categorized into following:
- 1.2.1. Employee: Are the salaried persons recruited and assigned ongoing project assignment in the Organization either full time or part time paid on monthly basis. Depending upon their performance assessment subject to periodical evaluations external and internal They are

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President

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General Secretary

contracted. They are responsible towards day to day operations of the perspective on going project activities of PASS.

All the employees recruited are classified as follows:

- Executive Director
- b. Executive Associate
- c. Financial Manager
- d. Assistant accountant
- e. Project Manager
- f. Program coordinators
- g. Counsellors
- h. ANM
- i. Training coordinator
- Out reach worker
- k. Social worker
- Community Mobilizers
- m. Fund Mobilizer
- n. Office assistant
- o. Driver
- Logistics coordinator

L.KRISHNAMA NAIDU

President

- 1.2.2. Consultants: Consultants are professional experts hired by PASS on short-term basis only for the completion of specific tasks and assignments such as trainings, evaluations, research work etc.. related to PASS or one or more of its projects. Separate and limited contracts, defining their job description, timeline, deliverables, reporting procedures and payment details will be issued to consultants. They will be paid on daily/monthly/weekly basis depending upon the nature of their assignment. They will not be considered as full-time or part-time employees of PASS.
- 1.2.3. Volunteers: Volunteers are individuals who work at PASS out of their own choice or have been deputed at their educational institutions or by other organizations. They will be assigned tasks from time to time as deemed necessary by PASS. PASS will have a limited contract with volunteers and will not provide any compensation except under special conditions. They will not be considered as full-time or part-time employees of PASS.
- 2. Personnel Recruitment: PASS believes in equal employment opportunity to each individual, regardless of race, color, gender, religion, age, sexual orientation, national or ethnic origin, disability, marital status, veteran status, or any other occupationally irrelevant condition. This policy applies to recruitment and advertising; hiring and job assignment; promotion, demotion and transfer, layoff or termination; rates of pay and benefits; selection for training; and the provision of any other human resources service.
- 3. Notice/ Advertisement for vacancy; The Management of PASS notifies the vacancy in the news paper, Employment opportunities App such as Devnetjobsindia, Netra, Naukri.com with clear description of the roles and responsibilities, requirement of the position, education qualification, experience and references with the approval of the Board of Directors / Management committee.

4. Interview and Selection process: The top management personnel and the top management employee of PASS are assembled to fill the positions. The committee will go through the propie's Action for Social Service (1997)

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applications received, retaining those that show the best qualifications. It will evaluate each candidate's application with the help of an evaluation form created beforehand, containing well-defined criteria. A list of the candidates chosen to be interviewed will be shortlisted by the Selection Committee. The selected candidates will be informed before hand, written exam will be organized depending upon the post for recruitment followed by personal interview. All the interview scorings will be consolidated, contacts the references, avail the experience performance of the person, chooses the best as per the scoring and recruite the individual. The recruiters shall be approved by the Management Committee

- 5. Appointment Order: The persons employed with PASS will be issued an appointment letter prior to his/her employment by PASS. The appointment letter will officially announce his/her position within PASS, the place of assignment and the effective date of employment. The appointment letter will carry annexes, specifying the employee's job description, terms of reference, salary and benefits and other relevant terms of employment.
- 6. Staff Joining procedure: The employees are designated by Management committee as per the project specified. The new employee will be equipped with all the relevant manuals, journals relevant to the specified project to enable them to streamline and adhere to work. Joining formalities includes offer letter, joining letter from the employee duly signed by the PASS General Secretary and employee, Bio-data, Adhar and pan card, Photograph, bank details, education certificates,
- 7. Orientation to the staff: The employees newly appointed and old employees will be oriented on PASS policies, PASS vision, Mission, project goals, objectives interventions and their roles and responsibilities in execution of the project for which they are recruited, conditions of employment and internal rules and regulations.
- 8. Probationary Period: Probation period of three months shall be applicable to all the new employees from the date of their recruitment. Exceptionally, the probation period may be extended to six months. In case, if a new employee fails to perform in accordance to expectations of PASS staff.
- 9. Remuneration: Salary is payable to the employee as per the appointment letter. Salaries for each month will be paid in the first week of the subsequent month. Depending upon their experience, qualification, effective work force and project specific salaries will be paid through a system of appealing fair payment. All employees of PASS are entitled to a basic salary, The basic salary will be mentioned in the appointment letter.
- 10. Salary Increment: Increment of the staff is based upon their performance and position of the employee. Performance assessment will be done annually based on the score increment will be calculated against basic salary and given to the employee
- 11. Advances: The Managing Committee is authorized to pay salary one month advance, recovery will be in three equal monthly installments or on termination of contract as applicable which ever is earlier.
- Staff Loans: Subjected to the availability of funds as decided by the Management Committee.
- 13. Income Tax: The PASS accountant deducts the income tax source in accordance with Income tax Act 1961. It is the responsibility of the employee to finalize tax assessments.
- 14. Compensation against accidents: Any employee who succumbs to an accident while working for PASS, i.e. during the office hours or during field trips, he/she is entitled to receive compensation to cover the medical expenses.

15. Working days and Timings: PASS follows 6 days a week working schedule from Monday to



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(K. BALAKRISHNA MOORTHY)

Saturday, where as Sunday is considered as non working day. If require on emergency PASS employees need to work on Sundays also. PASS will observe some important public holidays as those prescribed by the Government holidays, National festivals and traditional festivals. The Executive Director will prepare a calendar of public holidays at the beginning of each fiscal year and circulate it to all staff. The office shall open from 10:00 am in the morning till 06.00pm in the evening. All employees are expected to complete 8 working hours daily. There will be one hour lunch-break from 1;00pm to 2:00pm.

- 16. PASS Travel Rules and Regulations: External training programs, work shops, seminars, exposure visits will be organized for the staff members for strengthening their capacities in executing the interventions of their respective projects. The policy on payment of travel allowances adopted PASS applies to all employees regardless of job category or status. It also applies to the consultants, when mentioned in their agreement. After reimbursable expenses are made, the person making an expense claim shall use the appropriate forms available. The expenses will not be reimbursed if proper justifying documents (original receipts) are not attached except for per diem. Eligible expenses include:
- 16.1. Per Diem: All employees and volunteers are provided per diem of to cover the cost of food for each night spent outside the office as approved by PASS.
- 16.2. Accommodation: All employees and volunteers are entitled to claim expenses incurred for accommodation for official trips outside their office. Maximum claims for accommodation shall not exceed 1500 per night. Claim for accommodation will be reimbursed upon submission of bills/receipts.
- 16.3. Mode of Transport: PASS will pay only surface transport as far as possible, i.e. bus, taxi car and motor bike. If any individual is using personal vehicle for PASS related work, they can be reimbursed the actual fuel cost based upon the kilometers. However, the private transport must be shared by more than one PASS member or employee.
- 17. .Leave and Holidays: All employees are entitled to the following leave with pay.
- 17.1.Annual Leave : All employees of PASS are entitled to avail 12 working days off as paid leave per year. Every month they can avail one leave and every six months leaves will be calculated and salary disbursement will be done accordingly.
- 17.2.Sick Leave: Employees are entitled to 12 working days of sick leave with pay per calendar year. Sick leave is accumulated at the rate of 1 day for every full month worked. Employees have to present a medical certificate to substantiate claims for sick leave with pay for absences exceeding two successive days.
- 17.3. Maternity Leave: All female employees are entitled to maternity leave of 90 calendar days.
- 17.4. Mourning Leave: In case of death of a parent, child or spouse, employees be given mourning leave of 15 days each.
- 17.5. Emergency Leave: Emergency leave is granted to employees for any serious illness of a parent, child or spouse and/or personal emergencies. A total of 7 days per year can be allowed for emergency leave.
- 17.6. Leave without Pay: Leave without pay may be granted to employees up to 36 days per year. Leave without pay that is taken for a month or more shall not be counted as time worked, hence no benefits shall accrue to the employees during such period. Employees on probation are not entitled to leave with or without pay but can accrue such leave during the probationary period. Leave without pay is applicable when the employee has exhausted all his annual and sick leave.

18. Absences: An employee who is unable to come to the office is required to notify the office of the reason for his/her absence. Unauthorized absences are grounds for disciplinary action. The

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following procedures shall apply: An employee that has been absent for two consecutive working days without notice nor explanation shall be personally sought of by the Executive Director. He/she shall be asked to put in writing the reason for his/her absence. If, after seven consecutive days of absence, the employee continues to fail to give any explanation of the cause of his/her absence, the employee will be considered to have resigned from his/her position. In cases where the employee cannot give any satisfactory answer to the cause of his/her absences, in the judgment of the Executive Director, the employee may be subjected to disciplinary action.

19. Staff Movement:

Assignments and Transfers: Any employee can be transferred to other project location where PASS activities are under progress as per the need. The transfer may be the result of a promotion, a change in role due to service requirements or other reasons. A permanent transfer to a new place of work that includes a new job mandate shall result in a contract renewal. In addition, the employee concerned shall be notified one month in advance of his change in situation.

20. Interim positions and Promotions:

An employee may be called on to temporarily perform a job in a higher category. That does not automatically give him the right to the salary and benefits of this position. However, after a reasonable amount of time, PASS shall reclassify the employee in the category of the new job or return him/her to his/her former duties. An employee who receives a promotion can be required to complete a trial period in the new position. If the trial period is successfully concluded, the employee will be reclassified in the new job category and at a salary scale level higher than his former position. If the trial period is not satisfactorily completed, the employee will be reinstated in a position at the same level as his former position.

- Employee Termination Rules in PASS: Regular salaried employees of PASS are not allowed to undertake any work outside PASS employment.
- 21.1. Termination of Employment: Employees may be terminated at any time with or without prior notice under any of the following conditions:
- 21.1. Voluntary Resignation: If a person wants to resign voluntarily from the employment may do so by submitting resignation with appropriate reasons for resignation with two months prior notice period. The date in which the resignation letter is received at the PASS office is considered. If after seven consecutive days of absence without intimation to the Head office, if the employee fail to give reasons/ justification for the absence is treated as resigned from the employment. If the employee cannot give proper satisfactory reasons to the cause of absence, in the judgment of Management, the employee may be subjected to disciplinary action. The date in which the resignation letter is received at the PASS head office is considered the date on which notice of resignation is given. Failure to provide sufficient notice may be ground for forfeiture of all accrued employee benefits.
- 21.2. Redundancy of the position: Sometimes over burden of the nature and volume of operation PASS may declare certain positions redundant. Employee in that opposition maybe forced to remove from PASS with two months prior notice.

21.3. Causes for Termination of the Employee:

a. Inefficiency / Negligence of the duty

b. Absence to the duty for more than 7 days with out any proper leave letter or justification for absence

c. Misutilization / misappropriation of funds

d. Misuse of office equipment or properties

e. Disclosure of office confidential matters

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- 21.4. Death: All the benefits will be automatically paid / transferred to the legal heir of the employee when expired during working in PASS.
- 21.5. Disciplinary Action: The employee need to provide written explanation for misappropriation of the funds or damaging the PASS property on the offense deemed committed by the concerned staff. Charges will be framed asking the employee to provide explanation within 3 days. Depending upon the explanation and evidences provide the management committee may decide on the charges or insist for further investigation as required. PASS can suspend the employee for
- 22. Conflict Management: When ever a dispute arises among the employees, it should be brought to the notice of GS, should be resolved in a constructive manner with positive solutions.
- 22.1. Staff Behaviour: The employees have to adopt positive attitude, behaviour to maintain the mirror image of PASS where they represent role model for professionalism, integrity, respect,
- 22.2. Political Participation: PASS is a non political voluntary organization where employees shall not participate the political activities during office working hours.
- 22.3. Discrimination and Harassment: Principles of PASS are, no employee, man or woman, has the right to put pressure on another, make intimate advances, give preferential treatment or
- 22.4. Conflict of Interest: The employees shall follow the guidelines to avoid conflict of interest. PASS properties are prohibited to use for illegal activities. Without authorization from General Secretary of PASS they should not disclose the confidential information of the NGO to other. During the employment tenure the employee should not work for another institution. Employees cannot solicit or accept the gifts, favours or other gratuities of services during their employment
- 23. Grievances Policy: The employee has to discuss the situation with his/her immediate project in charge if they feel unfairly treated by circumstances that infringe on his / her rights where corrective measures will be taken employee feels it has not been satisfactorily settled, he/she can submit a grievance to the General Secretary, who will discuss and provide appropriate solution. All grievances shall be handled internally because there is no recourse to external
- 24. Performance Evaluation Policy; The policy adopted in PASS improves the efficiency of the employees by enhancing their proactive performance. The system enables harmonizing of individual employee objectives with those of PASS, the measuring of Employee potential, work performance, support for employee improvement on their developmental needs. The
 - To improve the employee efficacy performance through feedback and monitoring
 - b. To assess the performance and objectives of the concerned project reached
 - c. Enhances the communication between employee and Management
 - d. To assess the impact performance and reward the employee
 - e. Allows the employees to express their career aspirations and expectations

Thus, the employee's work performance is to be assessed in relation to absolute procedures, that is, according to the evaluator's performance criteria and not according to relative procedures. The performance evaluation also allows PASS to assess the quality of human resources in their

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department or organization, note important information concerning expectations and needs and clarify decisions concerning transfers or work assignments.

- 24.1. Elements of performance evaluation: In annual phase there are three stages for evaluating performance of Employee.
- 24.2. Performance Planning: This stage enables the employees to come to an agreement, what to be accomplished during the year, action plan for execution. To facilitate this procedure the following tools/ mechanism is used and followed:
- a. Job description and list of duties: All the employees of the PASS need to be up dated on job descriptions, purpose of work and their roles and responsibilities.
- b. Setting of Objectives: The job responsibility of the employee is associated with objectives and established for particular period. The objectives should be clear and quantifiable along with assessment criteria.
- c. Individual action plan: Individual action plan need to be prepared to achieve the objectives set before hand which involves new initiatives facilitating personal capacity development.
- 24.3. Performance Monitoring: It will be managed by On going supervision, Regular communication, Periodic evaluation with periodical review meetings with hand hold support to enhance the performance for obtaining satisfactory results.
- 24.4.Annual Performance Evaluation: Annual evaluation will be performed to verify and accomplish qualitative and quantitative achievements of the objectives during the current year based on the documentation from the employee work record. The performance evaluation form includes a section relating to performance evaluation in relation to the objectives established at the outset and in relation to the responsibilities of the position, a section that specifies or targets what is needed for the employee's development and finally a section allowing the employee and the evaluator to express their comments and affix their respective signatures. The form should also include a performance level classification and a definition of each of these levels.

The annual performance evaluation does not have any financial impact on salaries. It is first and foremost a tool to evaluate the employee's performance and take remedial action if necessary such as providing skill and professional development training specific to the project either internal, national or international level for which PASS will bear full / partial training cost. The designated staff sponsored for trainings / studies abroad requires to sign a bond with PASS that requires him/her to complete the full tenure of working with PASS.

- 25. Communication Policy for Management: To control and reduce the communication cost mobile or landline telephones are effective mode of communication. Apart from this other modes of communication are E-Mails, courier, Fax, Copies of all in-coming and out-going official communications (fax, letters sent or received) should be filed. The employees sending / receiving important e-mails should be responsible to print and file such e-mails. A copy should go in the central file system. Staff using photo copying, long distance call, telex, fax equipment for the personal need to be recorded and reimbursed on monthly basis, Staff should limit personal calls and other communication to essential matters. When absent from office, the staffs should provide appropriate information to contact on necessary and emergency basis.
- 25.1. Computer Policy: Employees are responsible for ensuring the maitainence and effective management for usage and security of the equipment. Employees will be provided training in minor repairs and management on emergency basis, anti virus software has been installed in the computers to safe guard from the virus threat and loss of data. It is the responsibility of the assigned employee to check for virus threats and update the antivirus software. There will be two back ups for the important documents and correspondence. One copy should be on the hard disk of the computer assigned to the concerned employee and a second copy on a pen

L.KRISHNAMA NAIDU

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drive kept in the office. Consultants and volunteers should seek prior permission of PASS employee before using his/her computer in the office.

- 25.2. Document Saving; To streamline the office documentation procedure in the system the employee has to back up the important documents, each employee should have a c:/my documents directory in his/her computer. This directory should be broken down into sub-directories to facilitate retrieval of important documents. Each employee will include a copy of all their important documents to be backed up on a directory entitled backup. In order to safe guard the important documents the employee will back up the document in the pen drive every week and stored.
- 26. General Administration :
- 26.1. Provision of Infrastructure: All the employees are provided with comfortable seating with table chair and desktop depending upon the level of the employee
- 26.2. ID cards: All the employees are provided with PASS cards with the employee contact details.
- 26.3. Visiting cards: Visiting cards will be provided to the project managing in chargers, who are in management position for executive meetings with allied departments, for representing PASS and for all other activities related to PASS. The content of the visiting card will be prescribed layout with logo of PASS.
- 26.4. Stationery: The employee has to forward the request for all the stationery required well in advance one month before, The admin department will procure all the necessary stationery as per the requirement and approved by the Management committee and disburse the stationery as per the requirement of the employee.
- 26.5. Personnel data Updation: The personal data of the employees such as contact address, contact number shall be updated if there are any changes immediately for smooth correspondence and contact
- 26.6. Mobile phone: The mobile phones will issued to the employee depending on the nature and requirement of the project as approved by the Managing committee. The authority has ensure the genuinity of usage as per the need of the work.
- 26.7. Issue of Laptops: Employees will be provided laptops as per the requirement of the project with the approval of Management Committee. The employees are eligible for laptops based on their designation and job requirement. The employee has to give declaration for the laptop before handling for sole responsibility, maitainence, security and safety of the equipment. Any loss or damage is the responsibility of the employee.
- 27. Gender Policy: To promote gender equality and sensitization among the staff in PASS this policy is framed. Work place sexual harassment experienced by the women employee including sexual abuse, threats, manhandling where it effects the congenial working environment, where it creates stress and effects the job duties. A complaint box will be placed in the confidential place for the victims to post complaints, every week the project in charge will open the box and resolves the issue. During monthly review meeting gender sensitization will be promoted.

Grievances will be addressed in the monthly meetings. If the staff has a complaint against any employment related issuesthey shall be first reported and discussed with the person in managerial capacity. In case the problem has emerged from the managerial cadre person, the staff member may discuss the issue with the next in line of authority. However, any complaint made with a malicious intent or in bad faith is regarded as ascrious offence and subject to disciplinary action — including potentially dismissal for gross misconduct

28. Code of conduct: It aims to encourage all the temployees including contractual employees of

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PASS to maintain disciplinary standards to coordinate with each other as a joint family for achieving highest standard of out put from their work and shall strive to provide fair and equitable treatment irrespective of caste, creed, sex, religion and race. PASS working environment is Smoking free zone where consumption of alcohol, drugs and cigarettes are not recommendable, violation will be subject to action.

29. HIV/AIDS policy: The employees are protected from stigma and discrimination, periodical trainings will be incorporated along with counselling therapies as one of the core activity of PASS is HIV/AIDS, to prevent prejudice against HIV positive employees, to ensure stability and productivity in the work place, encouraging safe healthy sexual practices and reduce spread of HIV by educating the employees through trainings. Employees refusing to work with HIV positive employee will be enforced disciplinary action. PASS respects and safe guards the dignity, rights and safety of HIV/AIDS employee. PASS provides an equal opportunity in the employment of the organization for the HIV positive persons irrespective of gender.

Amendments to 'Hr Policy and Service Rules' of PASS

PASS reserves the right to amend the Administrative "HR policy "rules and regulations and shall effect from the date it is notified to the employees with the prior approval from the MANAGEMENT COMMITTEE.

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