

# **PRINCIPLES, POLICIES** **and** **STANDARD OPERATING PROCEDURES** **of** **COMMUNITY DEVELOPMENT SOCIETY**

A book governing the  
daily affairs and  
management of the CDS

**EXPLORE-ENCOURAGE-ENABLE**



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# EXECUTIVE SUMMARY

**COMMUNITY DEVELOPMENT SOCIETY** is a Non-Profit Organization Registered on 31st January 2013 under the Manipur Societies Registration Act, 1989, dedicated towards the upliftment and empowerment of the economically weaker sections of the society. Highly concerned about the poor economic situations of Manipur, a group of five-member youths took the initiative to address the age-old economic challenges facing the rural community of Manipur in the 21st Century.

The Organization aims to address the issues of low farmer incomes, inadequate social infrastructure development, women empowerment, unemployment, unsustainable economic & livelihood conditions, health & education as well as ecological sustainability.

The Organization is highly concerned about the deprivation of rural community from their potential aspirations due to economic and political setbacks. Till late, it has been observed that the issues of subsistence farming vis-à-vis the impact of climate change, unprotected environment, poorly-developed health infrastructure and rampant unemployment has resulted in widespread social catastrophe among the rural communities in Manipur, which has led to the necessity of handholding, capacity building, awareness and sensitization.

We are passionate and committed towards creating sustainable development among the rural communities through:

- promotion of entrepreneurs;
  - promotion of farm and non-farm sector;
  - effective participation of women in the overall social development processes; promotion of IT and ensuring digital and financial literacy in rural areas;
  - ensure better health centre facilities with protected environment in rural areas.
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## COMMUNITY DEVELOPMENT SOCIETY

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# VISION

**COMMUNITY DEVELOPMENT SOCIETY** envisions “the creation of a healthy, hard-working society characterized by economic growth which is in harmony with sustainable environment development”

# MISSION

**THE ORGANISATION MISSION** is

“to encourage and promote entrepreneurship and self-reliance in the society so as to wean away people from dependency syndrome by creating opportunities for rural areas and often weaker sections of the society in their respective lines of interests and capacitate them to build themselves up; create sensitivity towards the preservation and protection of the ecological, social and economic environment”

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**COMMUNITY DEVELOPMENT SOCIETY (CDS)** HAS A STRUCTURED APPROACH TO GOVERNANCE AND OPERATIONAL PROCEDURES, WHICH IS ESSENTIAL FOR MAINTAINING ORDER, ACCOUNTABILITY, AND TRANSPARENCY WITHIN THE ORGANIZATION. THE ESTABLISHMENT OF A CODE OF CONDUCT AND ACCOMPANYING POLICIES IS CRUCIAL FOR GUIDING THE BEHAVIOUR OF MEMBERS AND ENSURING THAT ALL ACTIVITIES ALIGN WITH THE SOCIETY'S MISSION.

ON OCTOBER 2, 2016, CDS ADOPTED ITS INITIAL CODE OF CONDUCT ALONG WITH VARIOUS POLICIES, PRINCIPLES, AND STANDARD PROCEDURES. THIS FOUNDATIONAL DOCUMENT SERVED AS A FRAMEWORK FOR THE SOCIETY'S OPERATIONS AND MEMBER INTERACTIONS. IT OUTLINED EXPECTED BEHAVIOURS, ETHICAL STANDARDS, AND OPERATIONAL GUIDELINES THAT MEMBERS WERE REQUIRED TO FOLLOW.

RECOGNIZING THE NEED FOR UPDATES TO REFLECT CHANGING CIRCUMSTANCES OR IMPROVE CLARITY, CDS UNDERTOOK ITS FIRST AMENDMENT ON DECEMBER 15, 2023. AMENDMENTS ARE VITAL IN ANY ORGANIZATIONAL CONTEXT AS THEY ALLOW FOR ADJUSTMENTS BASED ON FEEDBACK OR EVOLVING BEST PRACTICES.

FOLLOWING THE FIRST AMENDMENT, IT BECAME EVIDENT THAT ADDITIONAL CHANGES WERE NECESSARY. THE MANAGEMENT COMMITTEE OBSERVED AREAS WHERE FURTHER REFINEMENT COULD ENHANCE THE EFFECTIVENESS OF THE CODE OF CONDUCT AND ASSOCIATED POLICIES. THIS RECOGNITION LED TO DISCUSSIONS ABOUT UNDERTAKING A SECOND AMENDMENT.

ON SEPTEMBER 5, 2024, THE MANAGEMENT COMMITTEE FORMED A SUB-COMMITTEE CONSISTING OF FIVE MEMBERS TASKED WITH DRAFTING THE SECOND AMENDMENT TO THE CODE OF CONDUCT AND POLICIES. THIS STEP DEMONSTRATES AN ORGANIZED APPROACH TO GOVERNANCE BY INVOLVING DEDICATED INDIVIDUALS WHO CAN FOCUS ON THIS CRITICAL TASK.

A SPECIAL GENERAL BODY MEETING WAS CONVENED ON SEPTEMBER 12, 2024. DURING THIS MEETING, MEMBERS REVIEWED THE PROPOSED AMENDMENTS PUT FORTH BY THE SUB-COMMITTEE AND IS APPROVED. THE APPROVAL IN THIS MEETING SIGNIFIES COLLECTIVE AGREEMENT AMONG MEMBERS REGARDING NECESSARY CHANGES TO ENHANCE GOVERNANCE STRUCTURES.

ONE SIGNIFICANT RESOLUTION FROM THIS MEETING WAS TO CHANGE THE TERMINOLOGY FROM "CODE OF CONDUCT AND POLICIES, PRINCIPLES AND STANDARD PROCEDURES" TO "**PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES**" THIS CHANGE REFLECTS A MORE STANDARDIZED APPROACH TO DOCUMENTING OPERATIONAL GUIDELINES WHILE MAINTAINING CLARITY ABOUT CONDUCT EXPECTATIONS.

**MY GOD BLESS COMMUNITY DEVELOPMENT SOCIETY**

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# 1 Purpose

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The primary purpose of **PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES (PPSOP)** is to guide the behavior of employees and other stakeholders in the society and its subsidiaries, ensuring that all actions are taken with integrity, transparency, and accountability. **PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES** are essential for conducting business with the highest standards of ethics and values, ensuring compliance with applicable laws, regulations, and rules. The SOPs and Conduct Policies cover a wide range of matters, including but not limited to, business conduct, ethics, conflicts of interest, confidentiality, intellectual property, and compliance with laws and regulations. PPSOP is a crucial instrument for maintaining the reputation and credibility of the society and its subsidiaries, as well as for ensuring the trust and confidence of stakeholders, including employees, customers, and investors.

# 2 Scope of Application

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The scope of application of PPSOP in the Community Development Society (CDS) is to encompass all aspects of the organization's operations, including but not limited to Program Implementation, Financial Management, Human Resource Management, Governance and Compliance, Risk Management, & Quality Assurance.

# 3 Effective Date

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The **PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES** of the Community Development Society (CDS) are set to become effective on 12th September 2024. This means that from this date onward, all outlined procedures and policies will be in force. These SOPs and Conduct Policies apply to a wide range of individuals associated with the CDS.

# 4 Coverage

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All the stakeholders involved/associated with **COMMUNITY DEVELOPMENT SOCIETY** (Managing Committee Members, Administrative Staff, Project Beneficiaries and Other Stakeholders) shall be duty-bound to follow the **PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES** in letter and spirit. Any instance of non-compliance of any of the provisions shall be a breach of ethical conduct and shall be viewed seriously by the Society.





## 5 Applicability

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Accordingly, the employees are expected to read and understand the PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES and uphold these standards in their business dealings and activities. Provision has been made for employees to be able to report in confidence and make any protected disclosure under the Society's Whistle Blower Policy arising out of unethical behavior, actual or suspected, fraud or violation of the society's PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES.

**Managing Committee Members:** These are the members of the society elected after every 3 years among the members/promoters to oversee the operations and strategic direction of the CDS in decision-making processes and ensuring that the organization adheres to its mission.

**Members:** These are the members/promoters of the society. They can become Managing Committee Members if they are elected during Managing Committee Members Election which is held after the end of every 3 years.

**Administrative Staff:** The staff responsible for day-to-day operations, administrative tasks, and support functions within the CDS will also be governed by these PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES. Their adherence is essential for maintaining organizational integrity and efficiency.

**Project Beneficiaries:** Individuals or groups who benefit from projects initiated by the CDS fall under this category. It is important for them to understand their rights and responsibilities as beneficiaries of community development initiatives.

**Other Stakeholders:** This broad category encompasses anyone else who has an interest or involvement with the CDS, including partners, donors, volunteers, and community members at large.

## 6 Principles

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Employees are expected to work to exceed the PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES, i.e., a commitment to going above and beyond the minimum requirements. They should seek the commitment of their supervisor/manager in implementing the code and should seek to achieve widespread acceptance of the code amongst fellow employees. Employees should raise any matter of concern of an ethical nature with their immediate supervisor/manager or another senior colleague, irrespective of whether it is explicitly mentioned in the code.



## 7 Professionalism

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Employees should act professionally by:

1. Conducting all their dealings/ interactions in a manner that will protect and enhance COMMUNITY DEVELOPMENT SOCIETY name and reputation at all times.
2. Seeking to uphold and enhance the standing of the profession within and outside the organization.
3. Maintaining the highest possible standards of integrity in their internal & external business relationships.
4. Complying with contractual obligations.

## 8 Personal Interest

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Employees must avoid situations where their private interests conflict or might reasonably be thought to conflict with their societal duties. This means that employees have a responsibility to ensure that their personal interests do not influence their decision-making or actions in a way that could compromise their impartiality. Any personal interest that may affect or be seen by others to affect their impartiality should be declared to their immediate supervisor and Head of the Department. This declaration is crucial in maintaining transparency and ensuring that employees are not placed in situations where their personal interests could compromise their objectivity. If an employee fails to declare a personal interest that could affect their impartiality, they will be directed not to perform a specific duty.

## 9 Confidentiality

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Confidentiality of all information received from the client etc be respected and should never be used for personal gain. Any information given should be in a clear & honest way that is not deliberately misleading. Society information on strategic plans, business models, investment decisions, database, etc should not be given to third parties. Confidential information received from clients on strategic plans, investment decisions, expansion plans, product pricing, etc should not be given to other clients.

## 10 Competition

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When working with clients, it is important to treat all competitive clients fairly and equally, as long as the rules of society allow it. This means that every client should have the same opportunities and be given the same level of attention. The type and duration of contracts or business relationships can differ based on specific situations.



For example, some contracts may be short-term while others could last for many years. It is essential to create these agreements in a way that benefits not just the business but also society as a whole. Agreement should be designed to ensure that what is delivered (the products or services) brings advantages to society providing quality services, fair and equal treatment to everyone or contributing positively to the community. Intervention should aim to treat all clients equally, structure contracts thoughtfully, ensure societal benefits from their deliverables, and avoid practices that could harm fair competition

## 11 Business Gifts

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Employees must not solicit or accept from any person any remuneration, benefit, advantage or promise of further advantage whether for themselves, their immediate family, or any business concern or trust with which they are associated. Business gifts, other than items of a very small intrinsic value (not more than the cost of a normal business lunch) such as diaries, pens, calendars, etc should not be accepted. Any gifts should be able to be used at the normal place of work of the employee concerned and should contain the name/logo of the society providing the gift.

## 12 Hospitality

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An employee should not allow him or herself to be influenced or be perceived by others to be influenced as the result of hospitality. The frequency and scale of hospitality should be managed openly and with care. The value of any hospitality should not be greater than the employee's society can reciprocate.

## 13 Meetings, Documentation and Information Dissemination

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All meetings and significant telephone conversations with clients/donor/potential/donor/funding agency/registrar of the society/government authority should be documented and circulated via the established communication channels (e-mail, documents, etc). It is the responsibility of the Managing Committee/Administrative Staff to intimate the sender to send via email or written letter delivered at the administrative office. This should be entered in the receipt register as and when received. Similarly, any outbound file should be dispatched through email and hard copy delivered to recipient office. This dispatch file should contain OUTBOUND file number and it is mandatory to keep office copy in the relevant file.



## 14 Transparency/Traceability

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All salient points concerning the society business decision must be recorded in a document that is kept on file as per society policy. A comprehensive document detailing all salient points concerning the society business decision must encompass technical and financial factors, stakeholder opinions, authorizations, and adherence to procedural guidelines in place at that time. This thorough documentation is vital for transparency, accountability, and future reference within an organization.

## 15 Decisions & Advice

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- When it is not easy to decide what is and is not acceptable, advice should be sought from the employee's supervisor/manager, the Head of Department or other senior colleague.
- This code of Ethics has been written for the employees, but should be cascaded to and should be followed by all society personnel in contact with employees.

## 16 Management Policy

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Community Development Society (CDS) categorized its management policy into nine distinct categories, each serving a specific purpose within the organization. Below is a detailed breakdown of these categories along with their responsibilities:

**Top Management :** The Top Management Policy (the managing committee) is primarily focused on the overarching vision and mission of the organization. It involves setting long-term goals, defining the organization's core values, and ensuring that all other policies align with these strategic objectives. This category is responsible for making high-level decisions that affect the entire organization and its stakeholders. The committee is required to hold meetings at least once every quarter. These meetings serve as a platform for discussing progress on various initiatives, addressing any challenges faced by the society, and making strategic decisions. Additionally, if urgent administrative decisions are necessary, the committee has the flexibility to convene meetings as needed outside of the quarterly schedule. The Management Committee must oversee change control processes within projects. It is the responsibility of the management committee to address if any grievance s or complaints is received from members or stakeholders. They should investigate, take necessary action or respond appropriately.

**Operational:** The operational policy focuses on the day-to-day operations and timely implementation of projects and activities of the organization. The operational team should ensure that the daily function



and implementation of project/activities with the society PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES and are executed timely. Any delay or that can cause delay should be intimated to the top management (Managing Committee) without any delay.

**Formation of Sub-committee:** The management committee have the right to form sub-committee to look into any specific task or assignment for a specific duration. On completion of the assignment/task, the Managing Committee will dissolved this sub-committee. This sub-committee will serve as the extended arm of the Managing Committee.

**Formation of Project Monitoring and Review Committee:** The formation of project monitoring and review committee policy is aimed for overseeing and evaluating the progress of projects. This policy outlines the procedures for establishing a project monitoring and review committee, its roles and responsibilities, and how it will report to the top management.

**Formation of Inquiry Committee:** The formation of inquiry committee policy is responsible for investigating and resolving conflicts or issues within the organization. This committee will be form by the management committee to investigate if any grievances/complaint is received within the organization and their findings should be reported to the Management Committee. The members of this committee will should be outside the members of the society to ensure the needful inquiry or investigation is undertake independently and no one is deprived of their right and entitlement.

**Risk Management:** All assets (movable properties and immovable properties of the society), Staffs and Goods procured for supplies should be insured. Staff Movement is restricted not earlier than 5:00 AM 08:00 PM. If any staff movement is required, this has to be approved by the Executive Director of the society.

**Strategic Policies:** Any decision to be taken should prioritize the planning are sustainable, impact on environment, align with government policy, SDGs and align with the organization objectives, goals, and priorities, and provides guidance on how to achieve them.

**Administrative Policies:** The administrative policies are responsible for managing the organization's administrative functions. This policy outlines the procedures for managing the organization's finances, human resources, and infrastructure. Finances, human resources, and infrastructure policies are presented in separate sections of PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES.

**Situational or Contingency Policies:** The situational or contingency policies are responsible for responding to unexpected events or crises. This policy outlines the procedures for responding to emergencies, crises, or unexpected events, and provides guidance on how to manage them effectively. If situation arises, this policies will be headed by the Managing Committee.

# 17 HR Policy

Community Development Society adopted the principle to treat all individuals as equal regardless of caste, creed, sex, religion, knowledge, and socio-economic status reflects a commitment to promoting inclusive, diversity, and social justice within communities. This principle underscores the importance of recognizing and respecting the inherent worth and dignity of every individual, irrespective of their background or characteristics.

## **Human Recruitment procedures**

- 1.If any requirement of staff (tech, non-tech, managerial, administrative, non administrative) arises, the President/Executive Director shall report the requirement to the Managing Committee.
- 2.On approval of this requirement by the Managing Committee, advertisement should be published in Local NEWS paper, social media and society website. This advertisement should include nature of job to be assigned and salary/remuneration to be paid.
- 3.Interested persons must apply for the post/job as per the application process mentioned in the advertisement.
- 4.Following the application, candidates will undergo a series of evaluations including skill tests, written tests, and interviews.
- 5.The performance of applicants in the skill test, written test, and interview will be the primary factors considered in the selection process.
- 6.It is worthwhile to note that, No specific qualifications are set as mandatory for any position within CDS.
- 7.The management committee should form sub-committee for this specific recruitment process and remunerate the sub-committee members according. This committee should comprises of 2 representative from Managing Committee, HR Manager and 2 from external representative. These external persons can bankers/ district level officers/educationist or other related persons who have expertise / experience in the relevant field for the post that is sought for.
- 8.A staff contract agreement will be signed. This agreement should contain the terms and conditions of his service.
- 9.The recruited staff have to undergo orientation and training.

## **Transfer and Posting Policy**

- 1.Any employee of Community Development Society is transferable to any location where CDS operates or has ongoing projects. Transfer, reallocation and posting is solely the discretion of management committee.
- 2.External influences will not be entertained or considered under any circumstances in matters related to transfer and posting of CDS administrative/operational staff.

## **Orientation and Annual Mandatory Training**

Orientation and Annual Mandatory Training involves sensitizing staff and support staff about various policies and conduct of the society.



This training program emphasizes on the PRINCIPLES, POLICIES AND STANDARD OPERATING PROCEDURES of Community Development Society. Annual orientation and training on SOPCP should be organized for all the staff, sub-staff and managing committee of the society. This training also have to prioritize issues related to sexual harassment, gender sensitivity, and cultural awareness that have become increasingly prevalent. These sessions aim to educate employees about different gender identities, sexual orientations, and other related issues to promote respectful behavior towards colleagues from diverse backgrounds.

In matters specific to project, before the implementation new project, the project staff are required to undergo project orientation and training programme with special reference to the project objectives, implementation plan, latest trends, best practices, and regulatory requirements related project thematic area.

In matters specific to finance, the accountant/finance director have to undergo annual financial training/refresher training on finance and taxation related matters. programme from an agency with expertise in that particular area. Technical training may also be conducted for the staff member on need based.

Mandatory training plays a vital role in creating a safe, inclusive, and productive workplace environment by ensuring that all employees are aware of organizational policies and procedures and have the necessary skills and knowledge to carry out their duties effectively. Sexual and gender sensitization modules are particularly important in today's diverse workplaces where respectful behavior towards colleagues from diverse backgrounds is essential. Orientation programs from external agencies with expertise in specific areas can provide valuable insights into best practice and regulatory requirements related to new projects or interventions. Technical training may also be necessary for staff members to effectively use specialized tools or software applications required for their work.

## 18 Anti- Discrimination Policy

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Community Development Society adheres to a strict non-discrimination policy, ensuring that all individuals are treated equally and with respect, regardless of their personal attributes. The organization does not discriminate based on race, religion, age, national origin, language, sex, sexual orientation, or mental or physical handicap. These protected attributes are enshrined in law, and the Community Development Society is committed to upholding them in all its interactions and dealings. The organization may take affirmative action to redress individual or social handicaps, where necessary to address specific disparities or inequalities, in order to promote greater equality and inclusion. The organization will make all reasonable accommodations to

allow people who experience difficulties in their dealings with the organization to benefit equally from its work. This commitment to accessibility and inclusivity ensures that everyone has an equal opportunity to engage with the Community Development Society, regardless of any challenges they may face.

## 19 Compliance Policy

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CDS (Community Development Society) has classified its compliance policy into five categories to ensure effective communication and decision making within the organization:

- 1. Subordinate Reporting Structure:** In this category, any subordinate staff member is required to report to their coordinator for any updates on project implementation/challenges faced. The coordinator, in turn, is responsible for reporting the progress, development, grievances, or any decision-making requirements to the Managing Committee.
- 2. Compliance with Funders/Registrar:** The President/Executive Director is mandated to report and comply with all the requirements set forth by the funders or the registrar of the society. This ensures transparency and accountability in financial and operational matters.
- 3. Decision-Making Authority:** If there are decisions that the Chief Functionary/President cannot make independently based on the authority delegated to him/her, such matters must be escalated to the Managing Committee for collective decision-making.
- 4. Issue Resolution Protocol:** Any staff member, client, or member of the general public facing difficulties or concerns related to CDS functionalities is encouraged to inform the chief functionary/president promptly without delay. This proactive approach helps in addressing issues promptly and maintaining a positive organizational culture.
- 5. External Factors:** If any staff or the people it serves has faced sexual harassment/abuse, this has to be reported to the Chief Functionary immediately. On the other hand, the Chief Functionary has to strictly monitor all the functionaries of the organization to ensure no such report/incidents happened. If need be, he/she should initiate for the formation of inquiry committee.

## 20 Assistance and Referrals

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**Legal Assistance Process at New Lamka Legal Aid Clinic:** At the New Lamka Legal Aid Clinic operated by CDS, any form of legal assistance sought from the community is addressed. If the severity of the incident is beyond the capacity of the clinic, referrals are made to organizations like Sakhi, Childline, and AWCA, which specialize in addressing the grievances of women and children.





**Handling Difficulties within Society:** Difficulties arising in any form within society are to be referred to the managing committee. If the issue surpasses the purview of the managing committee, advice from the office of the registrar of the society will be sought. In cases where necessary, these difficulties will be escalated to the District Court for a final and binding decision that applies to all involved parties.

**Investigations:** Community Development Society dedicated to advancing the profession of community development, recognizes the importance of maintaining a safe and ethical work environment. To ensure accountability and transparency in addressing any allegations of misconduct, including SEA, the Society has incorporated investigation processes into its governing documents.

## 21 Corrective Action

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The primary goal of this corrective action plan is to identify the root cause of problems and implement measures to prevent their recurrence, thereby improving overall business performance

### **1. Purpose of the Corrective Action Plan**

The purpose of this Corrective Action Plan (CAP) is to establish a structured approach for identifying, addressing, and preventing issues that may hinder the effectiveness and efficiency of the Community Development Society (CDS). This plan aims to enhance organizational performance, ensure compliance with relevant regulations, and foster a culture of continuous improvement.

### **2. Scope**

This CAP applies to all members, staff, volunteers, and stakeholders involved in the operations of the CDS. It encompasses all activities related to community development initiatives, project management, and stakeholder engagement.

### **3. Identification of Issues**

To identify potential issues requiring corrective action, the following methods will be employed:

- **Performance Metrics:** Regularly review key performance indicators (KPIs) related to community development projects.
- **Feedback Mechanisms:** Conduct surveys and gather feedback from community members, stakeholders, and employees.
- **Incident Reporting:** Implement a system for reporting incidents or nonconformities that arise during project execution.

### **4. Root Cause Analysis**

Once an issue is identified, a thorough root cause analysis will be conducted using tools such as:

- **5 Whys Technique:** Ask "Why?" repeatedly until the underlying cause is determined.
- **Fishbone Diagram:** Categorize potential causes into groups such as people, processes, equipment, and materials.



## **5. Development of Corrective Actions**

After identifying the root cause(s), corrective actions will be developed through collaborative brainstorming sessions involving cross-functional teams. The following steps will guide this process:

- **Brainstorm Solutions:** Generate a list of possible solutions based on identified root causes.
- **Evaluate Feasibility:** Assess each solution's feasibility in terms of resources required, potential risks involved, and alignment with organizational goals.
- **Select Best Actions:** Choose the most effective corrective actions based on evaluation criteria.

## **6. Action Plan Creation**

A detailed action plan will be created that includes:

- **Specific Tasks:** Clearly defined tasks necessary for implementing corrective actions.
- **Responsibilities:** Assign specific responsibilities to team members for each task.
- **Timeline:** Establish achievable deadlines for task completion.

## **7. Implementation**

The implementation phase involves executing the action plan while ensuring clear communication among all stakeholders. Regular progress updates will be provided to maintain accountability.

## **8. Monitoring and Follow-Up**

Monitoring the effectiveness of implemented corrective actions is crucial. This will involve:

- **Regular Reviews:** Schedule periodic reviews to assess whether corrective actions are achieving desired outcomes.
- **Adjustments as Needed:** Make necessary adjustments based on feedback and monitoring results.

## **9. Documentation**

All steps taken during the CAP process must be documented thoroughly. This includes maintaining records of identified issues, root cause analyses conducted, selected corrective actions, implementation details, and follow-up evaluations.

## **10. Training and Awareness**

To ensure successful implementation of this CAP:

- Provide training sessions for staff and volunteers on the importance of corrective actions.
- Foster awareness about reporting mechanisms and encourage proactive participation in identifying issues.

By adhering to this Corrective Action Plan framework, Community Development Society will be able to effectively address issues that arise within its operations while promoting continuous improvement in its community development efforts.



Handling Difficulties within Society: Difficulties arising in any form within society are to be referred to the managing committee. If the issue surpasses the purview of the managing committee, advice from the office of the registrar of the society will be sought. In cases where necessary, these difficulties will be escalated to the District Court for a final and binding decision that applies to all involved parties.

Investigations: Community Development Society dedicated to advancing the profession of community development, recognizes the importance of maintaining a safe and ethical work environment. To ensure accountability and transparency in addressing any allegations of misconduct, including SEA, the Society has incorporated investigation processes into its governing documents.

## 22 Sexual Harassment policy

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Community Development Society (CDS) is committed to providing a safe and respectful environment for all its members, employees, volunteers, and stakeholders. This policy outlines the definition of sexual harassment, the procedures for reporting incidents, and the measures taken to prevent and address such behavior within the organization.

Sexual harassment is defined as any unwelcome act of a sexual nature that creates an intimidating, hostile, or offensive environment. According to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 in India, sexual harassment includes:

- Physical contact and advances.
- A demand or request for sexual favors.
- Making sexually colored remarks.
- Showing pornography.
- Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature.

### **Scope of the Policy**

This policy applies to all members of CDS including employees, volunteers, clients, and visitors. It covers incidents occurring within the workplace as well as during any work-related activities outside the workplace.

### **Responsibilities**

All members of CDS are responsible for maintaining a workplace free from sexual harassment. The management has a duty to:

- Promote awareness about this policy.
- Provide training on recognizing and preventing sexual harassment.
- Ensure that appropriate measures are taken when complaints are made.



## **Reporting Mechanism**

Any individual who believes they have been subjected to sexual harassment should report the incident promptly. The following steps should be followed:

1. **Informal Resolution:** If comfortable, the complainant may directly inform the harasser that their behavior is unwelcome.
2. **Formal Complaint:** If informal resolution is not possible or effective, a formal written complaint should be submitted to the Internal Complaints Committee (ICC) within three months of the incident.
3. **Confidentiality:** All complaints will be treated with confidentiality to protect both the complainant and the accused.

## **Internal Complaints Committee (ICC)**

The ICC will consist of:

- A chairperson who is a woman.
- Two members from among employees committed to the cause of women or who have experience in social work or have legal knowledge.
- One external member from an NGO or other relevant organization.

The ICC will investigate complaints thoroughly and impartially within 90 days from receiving a formal complaint.

## **Investigation Process**

Upon receiving a complaint:

1. The ICC will acknowledge receipt of the complaint within seven days.
2. An investigation will be conducted which may include interviews with witnesses and reviewing evidence.
3. Both parties will have an opportunity to present their case.

## **Outcomes**

After completing its investigation, the ICC will submit its findings along with recommendations to management which may include:

- Dismissal of charges if found unsubstantiated.
- Disciplinary action against the harasser if found guilty which could range from warnings to termination based on severity.

## **Protection Against Retaliation**

Retaliation against individuals who report incidents of sexual harassment or participate in investigations is strictly prohibited and will result in disciplinary action.

## **Training and Awareness Programs**

CDS commits to conducting regular training sessions on this policy for all employees and stakeholders to ensure understanding and compliance with anti-harassment laws.

## **Review of Policy**

This policy shall be reviewed annually or as necessary based on changes in legislation or organizational needs.



# 23 General Standard of Operations of CDS

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## **Mission and Objectives**

The mission of the Community Development Society is to empower and uplift marginalized communities by providing access to resources, education, and opportunities for growth and development. The broad objectives of the society are to:

- Promote community engagement and participation in development initiatives
- Provide access to education, healthcare, and economic opportunities
- Foster community cohesion and social inclusion
- Advocate for policy changes that benefit marginalized communities

## **Organizational Structure**

Community Development Society shall have the following organizational structure:

- **Managing Committee:** responsible for strategic planning, decision-making, and oversight
- **Executive Director:** responsible for day-to-day operations, management, and implementation of programs
- **Program Managers:** responsible for managing specific programs and projects
- **Volunteers and Staff:** responsible for supporting program implementation and community engagement.

## **Program Development and Implementation**

The Community Development Society shall develop and implement programs that align with its mission and objectives. The program development process shall involve:

- **Needs assessment:** identifying community needs and priorities
- **Program design:** designing programs that address identified needs
- **Program implementation:** implementing programs with community participation and engagement
- **Monitoring and evaluation:** monitoring and evaluating program impact and effectiveness

## **Community Engagement and Participation**

Community Development Society shall engage with the community through:

- **Community meetings and forums:** regular meetings and forums to engage with community members and stakeholders
- **Volunteer opportunities:** providing opportunities for community members to volunteer and participate in program implementation
- **Partnerships and collaborations:** partnering with local organizations, businesses, and government agencies to leverage resources and expertise



### **Financial Management**

Community Development Society shall manage its finances in a transparent and accountable manner. The financial management process shall involve:

- **Budgeting:** developing and approving annual budgets
- **Fundraising:** soliciting and securing funding from donors, grants, and other sources
- **Financial reporting:** providing regular financial reports to stakeholders
- **Auditing:** conducting annual audits to ensure financial transparency and accountability

### **Human Resource Management**

Community Development Society shall manage its human resources in a fair and equitable manner. The human resource management process shall involve:

- **Recruitment and hiring:** recruiting and hiring staff and volunteers
- **Training and development:** providing training and development opportunities for staff and volunteers
- **Performance management:** managing staff and volunteer performance
- **Conflict resolution:** resolving conflicts and grievances in a fair and timely manner

### **Risk Management**

Community Development Society identify and manage risks that may impact its operations and reputation. The risk management process involve:

- **Risk assessment:** identifying and assessing risks
- **Risk mitigation:** developing and implementing strategies to mitigate risks
- **Risk monitoring:** monitoring and reviewing risk management strategies

### **Communication and Reporting**

Community Development Society shall communicate and report to stakeholders in a transparent and timely manner. The communication and reporting process shall involve:

- **Annual reports:** providing annual reports to stakeholders and registrar of the society.
- **Quarterly updates:** providing quarterly updates to stakeholders
- **Social media and website:** using social media and the website to communicate with stakeholders
- **Stakeholder engagement:** engaging with stakeholders through meetings, forums, and other means



# 24 Attendance and Punctuality

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## **Attendance and Punctuality**

A full work day is considered only when you work for 7 hours starting from your stipulated time and half day will be considered only when you work for 4 hours/ less (excluding the lunch/food break) starting from your stipulated time. Saturday's full day working will be considered on completion of 7 hours.

In an event of absence or tardiness from an assigned work schedule, the employee is required to report the absence to the organization. When reporting absence, the employee must E-mail / Telephone/ SMS/ WhatsApp his or her supervisor or administrator only. The employee must call within two hours of scheduled start time.

An employee's absence will be deemed unexcused when an employee fails to call in, gives a late notice, fails to give advance notice for an absence which could be anticipated, exceeds the number of length of absences as defined by policy or authorized in advance by the administrator. Unexcused/ uninformed absentees are subject to corrective disciplinary action.

Following are some points and measures that are taken and we would like every employee to remember them categorically and take a note of this:

## **Attendance Entry**

For any attendance (IN time or OUT time) not registered on a given day, the first work e-mail (IN Time) and the last work e-mail (OUT Time) for the day will be considered along with a notification sent to the THE MANAGING COMMITTEE Team. This is applicable for all instances like (Forgot to Clock In or Clock out – online or biometric) For any biometric registration, not happening/ reflecting there is a backend file which captures your attendance for the day irrespective if it does not get synced with the Online System. The same shall be referred for the correction and time reference. Anyone having any issues or challenges regarding their biometric registrations have to be immediately brought to the notice Late marks

- Any extra minute above the stipulated Office timings will be considered to be a 'late mark'.
- Any late coming, informed or uninformed will be marked under 'late mark' and deductions will be made wherever applicable as per the rules and guidelines defined.
- If an employee reports to work after 12.00 p.m. it will be considered as Half Day leave/salary deduction.
- Group of the Managing Committee 'late marks' will result in a deduction of one half day from your balance leaves/salary.
- Working home/ Official Tour



### **Working home/ Official Tour**

- If any employee is on 'official tour' or on 'work from home/ outdoor duty' he/she must have a mail approval from his highest reporting authority of his Department in charge and submit it to the administrator for his attendance registration.
- Absence of any official intimation will be deemed as 'un-authorized absent' and would be adjusted from your balance leaves/salary.
- Work from home is approved only once a month. More than once will be deemed as Leave taken and will be adjusted from the leave balance / salary.
- Work from home employee should be available online (E-mail/Hangout/Skype/WhatsApp/SMS) and accessible/ responsive at all time during the 7 hours of duty.

### **Leave early**

- In case any employee has to move out of the office for any personal reason except during lunch hours, he/she is required to get prior approval from his/her immediate administrator and keep President/Executive Director is informed.
- Employee can leave early only once a month for an hour's time except for Saturdays.
- Early leave request on working Saturday's will not be approved or accepted.

## **25 Organization Sick Leave Policy**

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Community Development Society recognizes that employees may require time off from work to address their medical needs or those of their family members. This policy outlines the accrual, use, and management of sick leave.

### **Accrual**

- All regular full-time employees will accrue sick leave from the date of hire at a rate of 10 days per year.
- Regular part-time employees will accrue sick leave on a prorated basis, calculated using the full-time total of 10 days per year and the average number of hours worked per week.
- Sick leave can be accrued up to a maximum of 120 hours.

### **Use of Sick Leave**

Sick leave may be utilized under the following conditions:

- Sick leave cannot be used before it has been accrued.
- If an employee exhausts their sick leave, annual leave will be utilized in its place.
- Sick leave can be used for personal illness, well-care, and medical or dental appointments. It may also be used for the illness and well-care of immediate family members (spouse, children, parents).





- Employees on Family and Medical Leave Act (FMLA) leave must initially use paid sick leave or paid annual/vacation leave as part of their FMLA entitlement.
- Employees who are absent due to sickness for more than three consecutive workdays must provide medical documentation to justify their absence.

In cases of unexpected illness affecting either the employee or a family member, notification should be given to the supervisor or human resources as soon as reasonably possible.

### **Sick Leave for Family Care or Bereavement Purposes**

Employees are entitled to use sick leave for:

- Caring for a family member incapacitated due to physical or mental illness, injury, pregnancy, or childbirth.
- Attending medical appointments with a family member.
- Caring for a family member whose presence could jeopardize public health due to exposure to communicable diseases.
- Arranging matters necessitated by the death of a family member or attending their funeral.

Employees can utilize up to 104 hours (13 days) of sick leave each year for these purposes.

### **Definition of Family Member**

For this policy, "family member" includes:

- Spouse
- Parents
- Parents-in-law
- Children
- Siblings
- Grandparents
- Grandchildren
- Step-relatives and foster relationships.

Documentation may be required when requesting sick leave for family care.

### **Advanced Sick Leave**

At management's discretion, employees may receive up to 104 hours (13 days) of advanced sick leave in exigent circumstances related to family care or bereavement.

### **Requesting Sick Leave**

Employees must request sick leave within specified time limits set by management. Advanced approval is required when possible. Compliance with notification and documentation requirements is necessary for approval.



### **Supporting Evidence for Sick Leave Use**

Sick leaves must be supported by acceptable evidence. For absences exceeding three days, medical certification may be required. Self-certification is acceptable in some cases. Documentation must be provided within 15 days upon request; otherwise, entitlement may lapse.

### **Sick Leave Related to Communicable Diseases**

Employees can use sick leave if health authorities determine that caring for a family member exposed to serious communicable diseases is necessary. The employee must actively provide care during this period.

### **School Closures and Other Considerations**

School closures alone do not justify sick leave unless specific conditions regarding exposure or illness are met. Various other forms of workplace flexibility exist alongside this policy.

This policy aims to ensure that employees have access to necessary time off while maintaining operational efficiency within the Community Development Society.

## **26 Dress Code Policy**

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The purpose of this dress code policy is to establish a standard of attire that reflects professionalism, respect, and inclusivity within the Community Development Society (CDS). This policy aims to create an environment where all members feel comfortable and valued, while also promoting a positive image to the community we serve.

### **General Guidelines**

- All members are expected to dress in a manner that is appropriate for their role within the organization.
- Clothing should be clean, neat, and free from offensive graphics or language.
- Attire should not distract from the work being performed or create discomfort for others.

### **Acceptable Attire**

- **Business Casual:** Members and staff/volunteers are encouraged to wear business casual attire during regular working hours. This includes slacks, khakis, skirts, dresses, collared shirts, blouses, and closed-toe shoes.
- **Casual Days:** On designated casual days (e.g., Fridays), members may wear jeans and casual tops as long as they remain respectful and appropriate.
- **Community Events:** For events representing CDS in the community, members should wear CDS-branded clothing or professional attire that aligns with the organization's values.



### **Unacceptable Attire**

- Clothing that is overly revealing or provocative.
- Items with offensive graphics or language.
- Athletic wear (e.g., sweatpants, gym shorts) unless specifically permitted for certain activities.
- Flip-flops or excessively casual footwear during formal events.

### **Cultural Sensitivity and Inclusivity**

The CDS recognizes and respects cultural diversity among its members. Therefore:

- Members are encouraged to express their cultural identity through their attire as long as it adheres to the general guidelines of professionalism and respect.
- Head coverings (e.g., hijabs, turbans) and traditional garments are welcomed as part of our commitment to inclusivity.

### **Enforcement of Dress Code Policy**

All members are responsible for adhering to this dress code policy. Supervisors will address any violations in a constructive manner:

- First-time violations will result in a verbal reminder of the policy.
- Repeated violations may lead to further discussions regarding appropriate attire.

## **27 Cell Phone Policy**

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The purpose of this Cell Phone Policy is to establish guidelines for the appropriate use of cell phones and other mobile devices by employees, volunteers, and stakeholders within the Community Development Society (CDS). This policy aims to ensure that cell phone usage does not interfere with work responsibilities, productivity, or the overall mission of the organization. This policy applies to all employees, volunteers, and stakeholders who utilize cell phones or mobile devices while engaged in activities related to CDS.

### **Acceptable Use**

- **Work-Related Communication:** Employees are encouraged to use their cell phones for work-related communication during business hours as necessary.
- **Personal Use:** Limited personal use of cell phones is permitted during breaks or non-work hours. Employees should ensure that personal calls do not disrupt work activities or the workplace environment.
- **Emergency Situations:** In case of emergencies, employees may use their cell phones at any time to communicate urgent matters.



### **Prohibited Use**

- **Distraction During Work Hours:** Employees must refrain from using their cell phones for non-work-related activities (e.g., social media, gaming) during working hours unless on breaks.
- **Confidential Information:** Employees must not use their personal devices to discuss or share confidential information related to CDS.

**Inappropriate Content:** The use of cell phones for accessing inappropriate content (e.g., adult material, hate speech) is strictly prohibited.

### **Device Management**

- **College-Owned Devices:** If applicable, employees issued a company-owned device must adhere to all guidelines regarding its usage and maintenance.
- **Bring Your Own Device (BYOD):** Employees who choose to use personal devices for work purposes must enroll their devices in the organization's device management system and comply with security protocols.

### **Responsibilities**

- **Employee Responsibilities:** Employees are responsible for monitoring their own usage and ensuring it aligns with this policy. They should report any loss or theft of devices immediately.
- **Management Responsibilities:** Supervisors are responsible for ensuring that employees understand this policy and comply with its provisions. They should address any violations promptly.

Violations of this policy may result in disciplinary action up to and including termination of employment or volunteer status. The severity of the action will depend on the nature and frequency of the violation. This policy will be reviewed annually and amended as necessary based on changes in technology, organizational needs, or legal requirements.

## 28 Conflict of Interest Policy

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The purpose of this policy is to protect the interests of the Community Development Society by preventing the personal interests of Board Members, Employees, and volunteers from interfering with their duties to the organization. This policy aims to avoid any unethical financial, professional, or political gain on the part of such individuals. It is intended to supplement, not replace, any applicable federal, state, or local laws regarding conflicts of interest.

### **Persons Concerned**

This policy applies to all Board Members, Employees, Volunteers and any other individuals who can influence the governance and actions of the Community Development Society. This includes anyone who makes financial decisions or has proprietary information regarding the organization.



## **Procedures**

### **Duty to Disclose**

Each Member, Director, Officer, Employee, and any other Interested Person is under an obligation to disclose the existence or potential existence of a Conflict of Interest as it arises.

### **Investigating Conflicts**

When a potential Conflict of Interest is disclosed, the Governing Board will provide the individual with an opportunity to disclose all material facts. The Board will collect all pertinent information and question involved parties. If it turns out that a conflict does not exist, the inquiry will be documented but no further action will be taken.

### **Addressing a Conflict of Interest**

If the Board determines that a conflict of interest exists, they will take appropriate actions to address it. This may include prohibiting any Interested Parties from voting on matters related to said Conflict of Interest or terminating employment with the Community Development Society. Affected parties both within and outside of the organization will be notified.

### **Disciplinary Action**

All conflicts of interest will be reviewed on a case-by-case basis. The board has full discretion to determine what disciplinary action is appropriate for disclosed conflicts of interest. If governing officers reasonably believe that a member or staff member failed to disclose an existing or possible Conflict of Interest, they shall inform the individual and grant them an opportunity to explain their failure to disclose.

### **Notice of Annual Statements**

Every Member, Director, Officer, Employee, and any other Interested Person must sign a Conflict of Interest Disclosure Statement upon their term's commencement and annually thereafter. Failure to sign does not nullify this policy.

### **Acknowledgment**

By signing conflict of interest disclosure statement, each individual understands what constitutes a Conflict of Interest and acknowledges their duty to disclose any known or potential conflicts in accordance with this policy.

# 29 Fraud Policy

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The purpose of this policy is to establish a framework for preventing, detecting, and responding to fraud within the Community Development Society. It applies to all employees, volunteers, and managing committee of the Community Development Society, as well as any third-party individuals or organizations that interact with the Society.

## **Definitions**

Fraud is defined as the intentional deception or misrepresentation of facts, with the intent to obtain an unfair or unlawful advantage. This includes, but is not limited to, financial fraud, theft, embezzlement, and other forms of fraudulent activity.

## **Responsibilities**

The Managing Committee is responsible for overseeing the implementation and enforcement of this fraud policy. The Executive Director is responsible for ensuring that all employees and volunteers are aware of and comply with this policy.

## **Prevention and Detection**

Community Development Society will implement the following measures to prevent and detect fraud:

- Conduct regular audits and reviews of financial transactions and records
- Implement internal controls and segregation of duties to prevent fraudulent activity
- Provide training and education to employees and volunteers on fraud prevention and detection
- Establish a confidential reporting mechanism for reporting suspected fraud

## **Reporting Suspected Fraud**

Any employee, volunteer, or managing committee who suspects fraud is required to report it immediately to the Executive Director or the Managing Committee. Reports can be made in person, by phone, or in writing.

## **Investigation and Response**

Upon receipt of a report of suspected fraud, the Executive Director or Managing Committee will conduct a thorough investigation. If fraud is confirmed, the Society will take appropriate disciplinary action, up to and including termination of employment or contract. The Society will also report the fraud to the appropriate authorities and take steps to prevent future occurrences.

## **Confidentiality**

All reports of suspected fraud will be treated confidentially and with discretion. The identity of the person reporting the suspected fraud will be kept confidential, unless required by law or necessary for the investigation.



# 30 Employee Code of Conduct

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This policy outlines the expectations regarding employee behavior towards colleagues, community members, and the organization. It emphasizes professionalism, respect, integrity, and adherence to laws while detailing potential disciplinary actions for violations. It applies to all employees of the Community Development Society, regardless of their role or employment agreement.

## **Policy Elements**

### **1. Compliance with Laws**

All employees must adhere to local, state, and federal laws relevant to community development activities. Employees are expected to act ethically and responsibly in all dealings that affect the organization's reputation and operations.

### **2. Respect in the Workplace**

Employees should treat each other with respect and dignity. Discriminatory behavior, harassment, or victimization will not be tolerated. The organization is committed to fostering an inclusive environment where diversity is valued.

### **3. Professionalism**

Employees are expected to maintain a high level of professionalism in their interactions with colleagues and community members. This includes adhering to dress codes appropriate for community events and meetings.

### **4. Conflict of Interest**

Employees must avoid any personal interests that could conflict with their responsibilities within the organization. Any potential conflicts should be disclosed to management immediately.

### **5. Use of Company Property**

All employees should use company resources responsibly and only for purposes related to their job duties. Misuse or frivolous use of company property is prohibited.

### **6. Communication Standards**

Open communication is encouraged among employees; however, it must be conducted respectfully and constructively. Employees should refrain from engaging in gossip or negative discussions about colleagues or community members.

### **7. Collaboration and Teamwork**

Employees are expected to work collaboratively with one another and contribute positively to team efforts aimed at community development initiatives.



## 8. Confidentiality and Privacy

Employees must respect the confidentiality of sensitive information related to the organization's operations as well as personal information about colleagues and community it serve for.

## 9. Disciplinary Actions

Violations of this code may result in disciplinary action ranging from reprimands to termination depending on the severity of the offense. Possible consequences include:

- Verbal or written warnings
- Suspension
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All employees are required to read this policy thoroughly upon hiring and acknowledge their understanding by signing a copy that will be kept on file by Human Resources.

# 31 Anti-corruption policy

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The Community Development Society (CDS) is committed to promoting transparency, accountability, and integrity in all its operations. This Anti-Corruption Policy aims to establish clear guidelines for preventing corruption and ensuring ethical conduct among all members, employees, volunteers, and stakeholders associated with the CDS. This policy applies to all members, employees, volunteers, contractors, and any third parties acting on behalf of the CDS. It covers all activities related to community development projects funded by government bodies, international organizations, or private donations.

### The purpose of this policy is to:

- Prevent corrupt practices within the organization.
- Promote a culture of integrity and ethical behavior.
- Establish procedures for reporting and addressing corruption-related issues.
- Ensure compliance with relevant laws and regulations concerning anti-corruption in India.

### Corruption includes but is not limited to:

- **Bribery:** Offering, giving, receiving, or soliciting anything of value as an inducement for action.
- **Fraud:** Wrongful or criminal deception intended to result in financial or personal gain.
- **Embezzlement:** Misappropriation of funds placed in one's trust or belonging to one's employer.
- **Nepotism:** Favoring relatives or friends when making decisions regarding employment or contracts.





### **Legal Framework**

CDS will adhere to the legal framework established by Indian laws such as:

- The Prevention of Corruption Act, 1988
- The Right to Information Act, 2005

### **Responsibilities**

All members and employees are responsible for:

- Understanding and complying with this policy.
- Reporting any suspected corruption or unethical behavior immediately.

### **Management has additional responsibilities including:**

- Providing training on anti-corruption measures.
- Ensuring that adequate resources are allocated for implementing this policy.

### **Reporting Mechanisms**

Everyone (Every members, staff, volunteers or responsible citizen of India) is welcome anytime to report any suspicious or potential corrupt practices to any members or managing committee of the society to prevent from any unwanted happenings. Reports will be investigated promptly and thoroughly while maintaining confidentiality

### **Whistleblower Protection**

To encourage reporting of corrupt activities, the CDS will implement protections for whistleblowers against retaliation or discrimination based on their reports. This includes safeguarding their identity unless disclosure is required by law.

### **Training and Awareness Programs**

Regular training sessions will be conducted for all staff members on recognizing and preventing corruption. Awareness programs will also be organized within the community to educate stakeholders about the importance of integrity in community development efforts.

### **Monitoring and Evaluation**

The effectiveness of this Anti-Corruption Policy will be monitored through regular audits and evaluations conducted by an independent committee within the CDS. Feedback from stakeholders will also be considered in assessing the policy's impact.

**This policy shall be reviewed annually or as necessary based on changes in legislation or organizational needs. Amendments will be made as required to ensure continued relevance and effectiveness.**



## 32 Exit Interview Policy

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The purpose of this policy is to identify administrative, organizational or human resource factors that have contributed to an employee's decision to leave the employment. This also helps to enable the management to identify any trends requiring attention or any opportunities for improving the management's ability to respond to employee issues. It enables the Society to improve and continue to develop recruitment and retention strategies aimed at proper talent nurturing/management.

This policy covers the procedures to be adopted when any employee of the Society leave employment for whatever reason

This policy applies in the case where in the employees who resign and get relived after serving or getting the notice period served. The President, HR Director and Program Director should conduct the exit interview after the confirmed leaving date has been received by THE MANAGING COMMITTEE. The employee will be asked a standard set of question and given a chance to discuss additional information they feel would be beneficial for the society working.

Employees are responsible for participating in the exit interview process on a voluntary basis. If an employee chooses to participate in an exit interview, he/ she will be encouraged to be honest, candid, and contractive in their responses. The information received the Managing Committee through Exit Interviews will be confidential. No specific information that could possibly be traced back to an ex-employee will be disseminated or discussed.

### **REPORTING**

The information will be analyzed regularly by administrator to identify areas or determine trends that may need to be addressed. Periodically, HR Director will share their analysis and recommendations with designated members of the Chief Functionary.

#### **The analysis and review will include**

- 1.Appropriate statistical information regarding the number and distribution of employee departures during the preceding year and her/his reasons for leaving;
- 2.An analysis and discussion of any trends or common themes which are suggested by the exit interview feedback.
- 3.A summary of any actions or interventions taken during the year on the basis of exit interview information.



# 33 Information Technology Policy

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The purpose of this Information Technology (IT) policy is to ensure the effective and efficient use of IT resources within the Community Development Society, while maintaining the security, integrity, and confidentiality of its data and systems. It applies to all employees, volunteers, and contractors of the Community Development Society who have access to its IT resources, including computers, networks, and data.

## IT Governance & Security

The IT governance structure of the Community Development Society will be responsible for overseeing the implementation and maintenance of this policy. The IT governance structure will consist of the IT Manager, who will be responsible for the day-to-day management of IT resources. Community Development Society will implement appropriate security measures to protect its IT resources from unauthorized access, use, disclosure, modification, or destruction. These measures will include:

- Firewalls and intrusion detection systems to prevent unauthorized access to the network
- Encryption of sensitive data both in transit and at rest
- Strong passwords and authentication mechanisms
- Regular software updates and patch management
- Employee education and awareness programs

## Data Management

The Community Development Society will implement appropriate data management practices to ensure the integrity, confidentiality, and availability of its data. These practices will include:

- Data classification and categorization
- Data backup and recovery procedures : Google Drive
- Data retention and disposal policies : Data have to be retained for 5 years
- Access controls and authorization mechanisms

## IT Asset Management

Community Development Society will implement an IT asset management system to track and manage its IT assets, including hardware, software, and licenses. This system will ensure that all IT assets are properly inventoried, tracked, and disposed of in accordance with organizational policies and procedures.

## Incident Response

The user of the IT System of Community Development Society is responsible to report IT security incidents, including data breaches, system failures, and other IT-related incidents to the Executive Director.



# 34 Employee Confidentiality Policy

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Community Development Society (CDS) is committed to protecting the confidentiality of sensitive information related to our employees, clients, and stakeholders. This policy outlines the expectations and responsibilities of all employees regarding the handling of confidential information. The purpose of this policy is to ensure that all employees understand their obligation to protect confidential information and to establish guidelines for maintaining confidentiality in all aspects of our operations. This policy applies to all employees, volunteers, contractors, and third parties who may have access to confidential information in any form, including electronic, written, verbal, or visual information.

## **Definition of Confidential Information**

Confidential information includes but is not limited to:

- Personal employee data (e.g., names, addresses, social security numbers)
- Client data and records
- Financial information
- Proprietary business processes and strategies
- Any other non-public information that could harm the organization or individuals if disclosed

## **Responsibilities**

All employees are responsible for maintaining the confidentiality of CDS's information as well as that of our clients and partners. Managers are tasked with ensuring their teams understand and comply with this policy.

## **Access to Confidential Information**

Access to confidential information should be limited to those who need it for their job responsibilities. Employees must not access or disclose confidential information for personal gain or benefit others outside their work duties.

## **Confidentiality Agreements**

All employees and relevant third parties must sign a confidentiality agreement upon joining CDS. This agreement will outline their obligations regarding the protection of confidential information.

## **Data Security Measures**

Employees must take appropriate measures to secure confidential information:

- Store physical documents in locked cabinets.
- Use password protection and encryption for electronic files.
- Avoid unauthorized duplication or removal of confidential materials.



### **Reporting Breaches**

Employees must report any suspected or actual breaches of confidentiality immediately to their supervisor or designated personnel responsible for handling such incidents. The organization will investigate all reported breaches thoroughly.

### **Training and Awareness Programs**

CDS will provide regular training on confidentiality practices, data security measures, and the importance of compliance with this policy.

### **Non-Compliance Consequences**

Failure to adhere to this policy may result in disciplinary action up to termination of employment. Unauthorized disclosure may also lead to legal consequences.

### **Review and Modifications**

This policy will be reviewed periodically for effectiveness and compliance with applicable laws and regulations. Any changes will be communicated promptly to all employees.

## **35 Functional Separation**

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The purpose of this Functional Separation Policy is to establish clear guidelines for the separation of functions within the Community Development Society (CDS) to ensure accountability, transparency, and effective governance. This policy aims to delineate responsibilities among various roles within the organization to prevent conflicts of interest and enhance operational efficiency. It applies to all members, officers, committees, and volunteers associated with the Community Development Society. It encompasses all activities related to decision-making, resource allocation, and operational management.

### **Definitions**

- **Functional Separation:** The practice of dividing responsibilities among different individuals or groups within an organization to reduce risk and improve accountability.
- **Roles:** Specific positions held by individuals within the CDS that carry defined responsibilities.

### **Roles and Responsibilities**

- **Managing Committee**
  - Responsible for overall governance and strategic direction.
  - Must not engage in day-to-day operations but oversee management decisions.
- **President/Executive Director:**
  - Responsible for implementing board policies, decisions and managing daily operations.
  - Headed the daily functioning of the office, monitor staff performance and responsible for reporting the functions, progress, challenges to the Managing Committee.



- **Sub-Committee**
  - This committee can be setup by the management committee for any specific task for a specific duration.
- **Project Management and Review Committee**
  - This committee will be formed before implementation of any new project to look after the project. This committee is considered dissolved on completion of the the specific project.
- **Project Committee at Village Level**
  - Before execution of any project, village level project committee will be formed to monitor the progress and challenges of the project. Mobilize beneficiaries, coordinate with village Authority/Chief/Council.

#### **Decision-Making Process**

All significant decisions must involve multiple stakeholders across different functional areas:

- Decisions regarding budget allocations must involve both the Finance Secretary and relevant administrative staff.
- Major programmatic changes should be discussed in joint sessions between the Managing Committee and Administrative Staff/Functional staff.

#### **Conflict of Interest Policy**

To uphold functional separation, any individual who has a vested interest in a decision must recuse themselves from discussions or votes related to that decision. This includes board members, committee chairs, or staff members who may benefit personally from organizational actions.

#### **Documentation and Record-Keeping**

All meetings involving decision-making processes must be documented thoroughly:

- Minutes should reflect attendance, discussions held, decisions made, and any conflicts of interest declared.
- Records should be maintained for a minimum of five years for accountability purposes.

## **36 Data Backup and Password Protected**

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#### **Data Backup**

Community Development Society recognizes the importance of data backup and recovery in ensuring business continuity and minimizing the risk of data loss. Therefore, one office copy of files should be filed in the respective files maintained by the society. The scan copy is uploaded in google drive. The same copy is saved in hard disk of the computer system of CDS.

#### **Password Protected**

It is a good practices to keep all data and files in password protected. This will be implemented in consultation with data security expert in an early date.



# 37 Internet And Email Policy

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The purpose of this Internet and Email Policy is to outline the acceptable use of internet and email resources at the Community Development Society (CDS). This policy aims to protect both the organization and its employees by ensuring that these resources are used responsibly, ethically, and in compliance with applicable laws. It applies to all employees, contractors, and temporary staff who have access to CDS's internet and email systems. It covers all devices owned or operated by CDS as well as personal devices when used for work purposes.

## Acceptable Use of Internet

- **Professional Use:** Employees are encouraged to use the internet for work-related activities such as research, communication with stakeholders, and accessing relevant online resources.
- **Personal Use:** Limited personal use of the internet is permitted during breaks or outside working hours, provided it does not interfere with job performance or violate any other policies.

## Prohibited Activities

The following activities are strictly prohibited:

- Accessing illegal content (e.g., pornography, pirated software).
- Engaging in harassment or bullying through online platforms.
- Downloading unauthorized software or applications.
- Using the internet for personal financial gain or commercial activities unrelated to CDS.

## Email Usage Guidelines

- **Professional Communication:** Employees should use official CDS email accounts for all work-related communications. Personal email accounts should not be used for official business unless absolutely necessary.
- **Confidentiality:** Employees must ensure that sensitive information is not shared via email without proper authorization. Emails containing confidential data should be encrypted where possible.
- **Spam and Phishing Awareness:** Employees should be vigilant about spam emails and phishing attempts. Any suspicious emails should be reported immediately to IT support.
- **Retention of Emails:** Important emails should be archived according to CDS's data retention policy. Employees are responsible for managing their inboxes effectively.

## Monitoring and Privacy

CDS reserves the right to monitor internet usage and email communications to ensure compliance with this policy. Employees should have no expectation of privacy when using company resources. Violations of this policy may result in disciplinary action, up to and including termination of employment. Serious breaches may also lead to legal action if warranted. This policy will be reviewed annually or as needed based on changes in technology or legal requirements. Employees will be notified of any significant changes.



## 38 Principle of Minimum Information

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The principle of minimum information in community development refers to the idea that for effective community engagement and development, it is essential to provide only the necessary and relevant information to stakeholders. This principle aims to avoid overwhelming individuals or groups with excessive data, which can lead to confusion, disengagement, or misinterpretation of the issues at hand. Instead, it emphasizes clarity, focus, and relevance in communication.

## 39 Relationships In the Workplace Policy

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This policy aim to establish guidelines for maintaining professional and respectful relationships among employees within the Community Development Society (CDS). This policy aims to promote a positive work environment that fosters collaboration, respect, and productivity while minimizing conflicts and misunderstandings. It applies to all employees, volunteers, and managing committee associated with the Community Development Society. It encompasses all interactions occurring in the workplace, including but not limited to formal meetings, informal gatherings, and electronic communications. Community Development Society is committed to fostering a workplace culture that values diversity, inclusivity, and mutual respect. All employees are expected to engage in professional conduct that supports a harmonious work environment through Respectful Communication, Conflict Resolution, Harassment-Free Environment, Encouraging Teamwork, Feedback Mechanisms, Disclosure of Relationships and Professional Boundaries. All employees are required to comply with this policy as part of their employment obligations at the Community Development Society. Violations may result in disciplinary action up to and including termination of employment.

## 40 Employee Smoking Policy

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The purpose of this policy is to provide a healthy and safe work environment for all employees, volunteers, and visitors of the Community Development Society by prohibiting smoking in the workplace and promoting a smoke-free culture.

### Scope

This policy applies to all employees, volunteers, managing committee, and visitors of the Community Development Society, including all buildings, grounds, and vehicles owned or leased by the organization.

The Community Development Society prohibits smoking in all forms, including cigarettes, cigars, pipes, and electronic cigarettes, in all areas of the workplace, including but not limited to:

- All buildings, including offices, meeting rooms, and common areas





- All outdoor areas, including parking lots, sidewalks, and grounds
- All vehicles owned or leased by the organization
- All events and activities sponsored by the organization

### **Designated Smoking Areas**

There are no designated smoking areas on the premises of the Community Development Society.

### **Smoking Cessation Support**

The Community Development Society recognizes the challenges of quitting smoking and is committed to supporting employees who wish to quit. The organization will provide access to smoking cessation resources, including counseling and nicotine replacement therapy, to help employees overcome nicotine addiction.

### **Enforcement**

All employees, volunteers, managing committee, and visitors are expected to comply with this policy. Failure to comply may result in disciplinary action, up to and including termination of employment or contract.

### **Responsibility**

The Human Resources Department is responsible for implementing and enforcing this policy. All employees are responsible for reporting any violations of this policy to their supervisor or the Human Resources Department.

## 41 Social Media policy

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This policy aim to provide guidelines for the Community Development Society's (CDS) use of social media platforms to engage with the community, promote our mission, and maintain a positive online presence. This policy applies to all CDS employees, volunteers, and representatives who use social media for official CDS activities.

### **The objectives of CDS's social media presence are to:**

- Raise awareness about CDS's mission, programs, and services
- Engage with the community, stakeholders, and partners
- Share information, news, and updates about CDS's activities
- Promote CDS's events, campaigns, and fundraising initiatives
- Provide a platform for feedback, comments, and suggestions

### **Social Media Platforms**

CDS will maintain an official presence on the following social media platforms:

- Facebook
- Twitter
- Instagram
- LinkedIn



## **Content Guidelines**

All social media content must:

- Be respectful, professional, and courteous
- Align with CDS's mission, values, and brand identity
- Be accurate, up-to-date, and relevant
- Avoid controversial, political, or sensitive topics
- Not disclose confidential or sensitive information
- Not use language that is offensive, discriminatory, or harassing

## **Posting Guidelines**

When posting on social media, employees and representatives must:

- Use official CDS social media accounts and login credentials
- Post content that is consistent with CDS's brand voice and tone
- Use relevant hashtags and tags to increase visibility and engagement
- Monitor and respond to comments and messages in a timely manner
- Avoid posting personal opinions or views that may be misinterpreted as CDS's official stance

## **Confidentiality and Privacy**

Employees and representatives must

- Maintain confidentiality and not disclose sensitive or confidential information
- Respect the privacy of individuals and not share personal information without consent
- Not use social media to solicit or share personal information

## **Crisis Management**

In the event of a crisis or emergency, employees and representatives must

- Not post any information that may exacerbate the situation
- Refer all media inquiries to the designated CDS spokesperson
- Follow CDS's crisis management protocol and procedures

## **Monitoring and Enforcement**

CDS will regularly monitor social media activity and enforce this policy by

- Reviewing social media content for compliance with this policy
- Addressing any violations or concerns with employees and representatives
- Providing training and guidance on social media best practices



## 42 Equal Employment Opportunity Policy

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Community Development Society is committed to providing equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetic information, or any other characteristic protected by law. CDS prohibits discrimination and harassment of any kind, and ensures that all employment decisions are based on business needs, job requirements, and individual qualifications. This policy applies to all aspects of employment, including recruitment, hiring, promotion, transfer, demotion, layoff, termination, compensation, benefits, and training. This policy applies to all employees, including full-time, part-time, temporary, and seasonal employees, as well as applicants for employment, volunteers, and interns.

### Prohibited Conduct

The following conduct is prohibited:

- **Discrimination:** treating an individual unfairly or differently because of their race, color, religion, sex, national origin, age, disability, genetic information, or any other characteristic protected by law.
- **Harassment:** unwelcome conduct that is severe or pervasive enough to create a hostile or intimidating work environment, including but not limited to sexual harassment, racial harassment, and harassment based on any other characteristic protected by law.

Any employee who believes they have experienced or witnessed discrimination or harassment should report the incident to their supervisor or the Human Resources Department. Reports will be investigated promptly and thoroughly, and appropriate action will be taken to prevent future incidents. Community Development Society will maintain the confidentiality of reports and investigations to the extent possible, while still ensuring a thorough and fair investigation. Retaliation against an employee who reports an incident of discrimination or harassment or participates in an investigation is prohibited and will not be tolerated. The Community Development Society will provide training on equal employment opportunity and prevention of discrimination and harassment to all employees, supervisors, and managers.

## 43 Violence in the Workplace

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The purpose of this policy is to provide a safe and healthy work environment for all employees, volunteers, and visitors of the Community Development Society. This policy aims to prevent and respond to incidents of workplace violence, ensuring that all individuals are treated with dignity and respect. It applies to all employees, volunteers, managing committee, internees, and visitors of the Community Development Society, including but not limited to, employees working in offices, community centers, and other facilities.



## **Definitions**

Workplace violence refers to any act or threat of physical violence, harassment, intimidation, or other disruptive behavior that occurs at the workplace or is work-related. This includes but is not limited to, verbal abuse, physical assault, stalking, and domestic violence that spills over into the workplace.

## **Responsibilities**

All employees, volunteers, and contractors are responsible for

- Reporting any incidents of workplace violence to their supervisor or HR representative
- Cooperating with investigations and providing information as required
- Participating in training and education programs on workplace violence prevention
- Respecting the rights and dignity of all individuals in the workplace

## **Supervisors and managers are responsible for**

- Providing a safe and healthy work environment
- Investigating incidents of workplace violence
- Taking appropriate disciplinary action
- Providing support and resources to employees affected by workplace violence

## **HR representatives are responsible for**

- Developing and implementing this policy
- Providing training and education programs on workplace violence prevention
- Maintaining records of incidents and investigations
- Providing support and resources to employees affected by workplace violence

## **Prevention and Intervention**

The Community Development Society will take the following measures to prevent and intervene in workplace violence

- Conducting regular risk assessments and security audits
- Implementing security measures such as CCTV cameras and access control systems
- Providing training and education programs on workplace violence prevention
- Encouraging open communication and reporting of incidents
- Developing and implementing a crisis management plan

## **Reporting and Investigation**

All incidents of workplace violence must be reported to the supervisor or HR representative immediately. The following procedures will be followed:

**Initial report:** The incident will be documented and reported to the supervisor or HR representative.



**Preliminary investigation:** The supervisor or HR representative will conduct a preliminary investigation to determine the facts of the incident

**Full investigation:** A full investigation will be conducted by the HR representative or a designated investigator

**Disciplinary action:** Appropriate disciplinary action will be taken based on the findings of the investigation.

### **Support and Resources**

The Community Development Society will provide support and resources to employees affected by workplace violence, including:

- Counseling services
- Employee assistance programs
- Support from HR representatives and supervisors
- Access to community resources and services

## 44 Anti-Bullying Policy

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Bullying is defined as repeated and intentional behavior that is intended to cause harm, intimidate, or humiliate an individual or group, including but not limited to: verbal, physical, emotional, or cyberbullying. The purpose of this policy is to prevent and address bullying behavior within the Community Development Society, ensuring a safe and respectful environment for all members, volunteers, and staff. This policy applies to all members, volunteers, staff, and visitors of the Community Development Society, including those participating in events, programs, and activities.

### **Responsibilities**

- All members, volunteers, and staff are responsible for:
- Treating others with respect and dignity
- Reporting incidents of bullying to the designated authority
- Cooperating with investigations and resolutions

### **Reporting Incidents**

Incidents of bullying should be reported to Chief Functionary or HR Director

### **Investigation and Resolution**

- Upon receiving a report of bullying, the designated authority will:
- Conduct a thorough and impartial investigation
- Take appropriate action, including but not limited to: counseling, mediation, disciplinary action, or referral to external authorities
- Keep the complainant informed of the progress and outcome

### **Prevention and Education**

The Community Development Society will:

- Provide education and training on bullying prevention and response



- Promote a culture of respect, empathy, and inclusivity
- Encourage open communication and reporting of incidents

#### Consequences

Bullying behavior will not be tolerated and may result in:

- Disciplinary action, including but not limited to: verbal warnings, written warnings, suspension, or termination of membership or employment
- Referral to external authorities, including law enforcement

## 45 Internal Grievance Policy

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The purpose of this grievance policy is to provide a fair and transparent process for addressing complaints and grievances raised by members, staff, volunteers, and stakeholders of the Community Development Society. This policy applies to all members, staff, volunteers, and stakeholders of the Community Development Society, including but not limited to, complaints related to services, programs, policies, and conduct of staff and volunteers.

### Grievance Redressal Procedure

#### Step 1: Informal Resolution

- The complainant should attempt to resolve the grievance informally by discussing the issue with the respondent or their supervisor.
- The respondent or their supervisor should respond to the complainant within 5 working days.

#### Step 2: Formal Grievance

- If the grievance is not resolved informally, the complainant should submit a written grievance to the Grievance Committee.
- The written grievance should include the nature of the grievance, the date of the incident, and the desired outcome.

#### Step 3: Grievance Committee Review

- The Grievance Committee will review the written grievance and conduct an investigation.
- The Grievance Committee will interview the complainant, respondent, and any witnesses.
- The Grievance Committee will review all relevant documents and evidence.

#### Step 4: Decision and Notification

- The Grievance Committee will make a decision on the grievance within 14 working days.
- The decision will be communicated to the complainant and respondent in writing.
- The decision will include the reasons for the decision and any actions to be taken.



### Step 5: Appeal

- The complainant or respondent may appeal the decision of the Grievance Committee to the Managing Committee.
- The appeal must be submitted in writing within 7 working days of the decision.
- The Managing Committee will review the appeal and make a final decision.

### Confidentiality and Non-Retaliation

The Community Development Society will maintain confidentiality throughout the grievance process. CDS will not retaliate against any person who raises a grievance or participates in the grievance process. Record of all grievances, including the nature of the grievance, the outcome, and any actions taken shall be maintained for a period of 5 years or more.

CDS have to maintain grievance register book and ensure all the proceedings are recorded and documented in the register book.

## 46 Diversity Policy

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Community Development Society is committed to fostering an inclusive and diverse environment that values and respects the unique contributions of all individuals. This diversity policy aims to promote equality, fairness, and respect for all members, employees, volunteers, and stakeholders, regardless of their race, ethnicity, gender, age, religion, sexual orientation, disability, or any other characteristic. It recognizes that diversity is essential to achieving its mission and goals. We believe that a diverse and inclusive environment enables us to better serve our community, foster creativity and innovation, and make informed decisions. This policy is designed to ensure that our organization is free from discrimination, harassment, and bias, and that all individuals are treated with dignity and respect.

## 47 Child Labor Policy

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The purpose of this policy is to prevent and eliminate child labour in all aspects of Community Development Society's (CDS) operations, ensuring that children are protected from exploitation and have access to education and other opportunities that promote their overall well-being. This policy applies to all CDS employees, volunteers, partners, and contractors who work with or interact with children in any capacity. It also applies to all CDS programs, projects, and activities that involve children.

### Definitions

- **Child:** A person under the age of 18.
- **Child Labour:** Any work or activity that deprives children of their childhood, their potential, and their dignity, and is harmful to their physical, mental, or emotional well-being.
- **Hazardous Work:** Any work that is likely to harm the health, safety, or morals of children.



## Policy Statement

CDS is committed to preventing and eliminating child labour in all its forms. We believe that children should be protected from exploitation and have access to education, healthcare, and other opportunities that promote their overall well-being. We will not tolerate any form of child labour in our operations, and we will take all necessary steps to prevent it. Community Development Society respect and adhere The National Policy on Child Labour declared in August, 1987 and will uphold in all the initiatives/ activities taken up by the society. Refer: Child Labour (Prohibition & Regulation) Act, 1986

## 48 SDG Policy

Community Development Society is committed to achieving sustainable development and improving the quality of life for all members of the community, while ensuring that no one is left behind.

### SDG Policy Objectives

The Community Development Society aims to achieve the following SDG policy objectives:





# 49 Principle of “four eyes” policy

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The “four eyes” policy, also known as the “four-eyes principle,” is a governance principle that ensures that critical decisions and actions are reviewed and approved by at least two people. This principle is essential in community development societies to prevent errors, fraud, and mismanagement.

## **Rationale Behind the Policy**

The primary objective of the “four eyes” policy is to provide an additional layer of oversight and accountability in decision-making processes. This principle is based on the idea that two people are less likely to make the same mistake or engage in fraudulent activities compared to one individual. By having multiple people involved in decision-making, the risk of errors or malfeasance is significantly reduced.

## **Application in Community Development Societies**

In community development societies, the “four eyes” policy will be applied in various ways, including:

### **Financial Management**

The “four eyes” policy can be applied to financial transactions, such as approving payments, managing budgets, and overseeing investments. This ensures that financial decisions are made with caution and transparency, reducing the risk of mismanagement or fraud.

### **Project Management**

The principle can be applied to project management, where at least two people are involved in decision-making, including project planning, implementation, and monitoring. This ensures that projects are well-planned, executed, and monitored to achieve the desired outcomes.

### **Governance and Oversight**

The “four eyes” policy can be applied to governance and oversight, where at least two people are involved in reviewing and approving decisions made by the management or Managing Committee. This ensures that decisions are made in the best interests of the community development society and its stakeholders.

### **Benefits of the “Four Eyes” Policy**

The “four eyes” policy provides several benefits, including:

- **Improved accountability:** The policy ensures that decisions are made with transparency and accountability, reducing the risk of errors or fraud.
- **Enhanced oversight:** The principle provides an additional layer of oversight, ensuring that decisions are made in the best interests of the community development society and its stakeholders.
- **Better decision-making:** The policy promotes better decision-making, as multiple people are involved in the decision-making process, reducing the risk of impulsive or poorly thought-out decisions.



# 50 Remote Work Policy

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This policy applies to all Community Development Society employees who are eligible to work remotely, including full-time, part-time, and temporary employees if they meet the following criteria:

- Have a job function that can be performed remotely
- Have a suitable workspace at home that is free from distractions and interruptions
- Have a reliable internet connection and necessary technology to perform their job duties
- Have a proven track record of meeting performance expectations and deadlines

## **Expectations**

Employees working remotely are expected to:

- Maintain regular working hours and be available during core hours (e.g., 10:00 am–5:00 pm)
- Meet performance expectations and deadlines
- Respond to emails, phone calls, and messages in a timely manner
- Participate in virtual meetings and team collaborations
- Maintain confidentiality and data security.
- 

## **Technology and Equipment**

The Community Development Society will provide remote employees with:

- A laptop or desktop computer
- A secure virtual private network (VPN) connection/pay for Internet bill.
- Access to necessary software and tools
- A mobile phone or other communication device

## **Performance Management**

Employee performance will be evaluated based on:

- Job performance and productivity
- Meeting deadlines and goals
- Communication and collaboration with colleagues and management
- Adherence to remote work policies and procedures

## **Confidentiality and Data Security**

**Remote employees are responsible for:**

- Maintaining a safe and healthy work environment
- Reporting any work-related injuries or illnesses to management
- Complying with Community Development Society's health and safety policies

## **Monitoring and Evaluation**

The Community Development Society reserves the right to:

- Monitor remote employee activity and productivity
- Conduct regular check-ins and performance evaluations
- Revise or terminate remote work arrangements as needed



## 51 Temporary layoff policy

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Temporary lay off policy is a reduction in workforce due to unforeseen circumstances, ensuring fairness, transparency, and compliance with relevant laws and regulations. This policy applies to all regular full-time and part-time employees of the Community Development Society, excluding temporary, seasonal, or contract workers.

### Procedure for Temporary Layoff

In the event of a temporary layoff, the following procedure will be followed:

- 1. Notification:** The affected employee(s) will receive written notification of the temporary layoff, including the reason, duration, and expected recall date.
- 2. Selection Criteria:** The selection of employees for temporary layoff will be based on seniority, job requirements, and business needs.
- 3. Layoff Period:** The temporary layoff period will be determined by the Society's management, taking into account the circumstances leading to the layoff.
- 4. Employee Benefits:** During the temporary layoff period, employees will continue to receive benefits, including health insurance/esic and other benefits as per the Society's policies.
- 5. Recall Procedure:** When the situation improves, employees will be recalled in the reverse order of their layoff, based on seniority and job requirements.

### Support for Affected Employees

Community Development Society will provide support to affected employees, including:

- 1. Career Counseling:** The Society will offer career counseling and job placement services to assist employees in finding alternative employment during the layoff period.
- 2. Training and Development:** The Society will provide training and development opportunities to enhance employees' skills and employability during the layoff period.
- 3. Financial Assistance:** The Society may provide financial assistance, such as severance pay or outplacement services, to support employees during the layoff period.

## 52 Overtime Policy

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Any employee of the society who perform overtime work will be remunerated hourly 1/5 of the prevailing MGNREGS. Example : If the current MGREGS wage rate is Rs. 250/- daily, employees will be remunerated 1/5 of 250 hourly.



# 53 Vehicle Policy

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This policy establish guidelines for the use of vehicles owned or leased by the Community Development Society (CDS) for official activities. This policy applies to all CDS employees, volunteers, and authorized drivers who operate CDS vehicles. CDS vehicles are to be used solely for official business purposes, including but not limited to:

## **Conducting CDS Activities**

- Attending meetings, conferences, and training sessions
- Transporting clients, volunteers, or staff members for CDS-related activities
- Delivering goods or services related to CDS programs
- Personal use of CDS vehicles is strictly prohibited, except in cases where prior approval has been obtained from the Executive Director or designee.

## **Vehicle Maintenance and Safety**

CDS is responsible for ensuring that all vehicles are properly maintained and safe for operation. This includes:

- Regularly scheduled maintenance and repairs
- Ensuring all vehicles are registered and insured
- Conducting regular vehicle inspections to identify and address any safety concerns
- Drivers are responsible for reporting any vehicle damage or safety concerns to the CDS administration immediately.

## **Driver Eligibility and Requirements**

To be eligible to operate a CDS vehicle, drivers must:

- Be at least 21 years old
- Possess a valid driver's license
- Have a good driving record (no more than two moving violations in the past three years)
- Complete a CDS-approved driver training program
- Sign a CDS Vehicle Use Agreement

Drivers must also comply with all applicable traffic laws and regulations, including but not limited to:

- Wearing seatbelts
- Avoiding the use of mobile devices while driving
- Maintaining a safe following distance
- Avoiding aggressive driving behaviors

## **Vehicle Accidents and Incidents**

In the event of a vehicle accident or incident, drivers must:

- Stop immediately and render aid if necessary
- Call the police and report the incident
- Complete a CDS Vehicle Accident Report form



- Notify the CDS administration immediately
- CDS will investigate all vehicle accidents and incidents to determine the cause and take appropriate action.

#### **Vehicle Insurance and Liability**

- CDS maintains liability insurance coverage for all vehicles. In the event of an accident or incident, CDS will provide coverage up to the policy limits.
- Drivers may be held personally liable for any damages or injuries resulting from their negligence or reckless behavior.

#### **Vehicle Replacement and Disposal**

CDS vehicles will be replaced or disposed of according to the following schedule:

- Vehicles will be replaced every 8 years or when they reach 200000 KM whichever comes first
- Vehicles will be disposed of through a CDS-approved auction or sale process
- The CDS administration will determine the most cost-effective and environmentally responsible method for disposing of vehicles.

## 54 Accounting Policy

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The accounting policy of the Community Development Society outlines the principles and procedures for financial reporting, accounting, and disclosure. It ensures transparency, accountability, and compliance with relevant laws and regulations.

#### **Financial Reporting**

The Community Development Society will undergo annual audit and prepare audited financial statements at the end of every fiscal year by Chartered Accountant in accordance with Accounting Standards (AS) issued by the Institute of Chartered Accountants of India (ICAI). The financial statements will include a receipt and payment, income and expenditure, balance sheet, and cash flow statement, Disclosure of significant transactions and events.

#### **Objectives of Accounting Policy for Community Development Society**

The primary objectives of an accounting policy for a Community Development Society in are:

- 1.To ensure transparency and accountability in financial transactions and reporting
- 2.To comply with applicable laws, regulations, and standards in India
- 3.To provide accurate and reliable financial information to stakeholders
- 4.To facilitate effective decision-making and resource allocation
- 5.To promote good governance and accountability within the organization



### **Three tier audit system**

With an aim to ensure accountability, transparency, compliance with regulations, early detection of issues, improved financial management practices, readiness for funding opportunities, and enhanced board oversight, Community Development Society adopted the concept three-tier audit system typically involves Half Yearly Audit by an internal auditor. The audit period of this half yearly audit will be 1st April to 30th September and 1st October to 31st March of every fiscal year. On completion of fiscal year and internal audit, financial information will be presented to Chartered Accountant for External Audit for the preparation of receipt and payment, income and expenditure, balance sheet, and cash flow statement, Disclosure of significant transactions and events. This 3 tier audit system will be effective from the financial year 2025-2026.

### **Accounting Principles**

The Community Development Society will adopt the following accounting principles:

- **Accrual accounting:** The society will recognize revenues and expenses when earned or incurred, regardless of when cash is received or paid.
- **Going concern:** The society will assume that it will continue to operate for the foreseeable future.
- **Monetary unit:** The society will use the local currency (INR) as its functional currency.
- **Historical cost:** The society will record assets and liabilities at their historical cost, unless otherwise specified by Accounting Standards (AS) issued by the Institute of Chartered Accountants of India (ICAI).

### **Asset Accounting**

Community Development Society will account for its assets as follows:

- **Cash and cash equivalents:** The society will recognize cash and cash equivalents, such as bank accounts and short-term investments, at their face value.
- **Inventory:** The society will value inventory at the lower of cost or net realizable value.
- **Property, plant, and equipment:** The society will record property, plant, and equipment at their historical cost, and depreciate them over their useful lives.

### **Liability Accounting**

The Community Development Society will account for its liabilities as accounts payable when goods or services are received.

## **Disclosure**

Community Development Society will disclose the following information in its financial statements:

- Accounting policies: The society will disclose its accounting policies and changes to those policies.
- Financial performance: The society will disclose its financial performance, including revenue, expenses, and net income.
- Financial position: The society will disclose its financial position, including assets, liabilities, and equity.

## **Assignment of Authority**

- The Managing Committee is responsible for overseeing the financial management of the organization.
- The Treasurer shall act on behalf of the Managing Committee in financial matters as necessary.
- The President/Executive Director is responsible for day-to-day financial operations, including hiring staff, paying bills, receiving funds, and maintaining bank accounts.

## **Financial Management Procedures**

- The Executive Director shall prepare an annual operating budget based on historical data and projected revenue.
- The budget must be approved in the Annual General Meeting before the start of each fiscal year.

## **Financial Reporting**

The Executive Director shall provide monthly financial reports to the Managing Committee detailing income, expenses, and variances from the budget.

## **Internal Controls**

Segregation of Duties:

- Responsibilities for authorizing transactions, recording transactions, and handling cash should be divided among different individuals to reduce risk.

Access Controls:

- Access to financial systems and sensitive information should be limited to authorized personnel only.

## **Conflict of Interest Policy**

All board members and staff must disclose any potential conflicts of interest related to financial transactions or relationships that may affect their impartiality in decision-making processes.



## Accounting Treatment for Specific Transactions

The accounting policy provide guidance on the accounting treatment for specific transactions, that includes:

- Donations and grants
- Membership fees and subscriptions
- Sale of assets and investments
- Purchase of assets and investments
- Depreciation and amortization
- Employee benefits and compensation
- Taxes and duties

**Donations and Grants:** Donations and grants are recognized as revenue when they are received or when there is an unconditional promise to give. These contributions are recorded in the statement of activities as either unrestricted, temporarily restricted, or permanently restricted based on donor stipulations. The accounting treatment involves debiting cash or receivables and crediting contribution revenue.

**Membership Fees and Subscriptions:** Membership fees and subscriptions are generally recognized as revenue over the period that the membership or subscription is active. This means that if a member pays for a year-long membership upfront, the organization would recognize revenue monthly over the twelve months rather than all at once. The journal entry would involve debiting cash and crediting deferred revenue initially, then recognizing revenue monthly.

**Sale of Assets and Investments:** When an asset is sold, the transaction must reflect both the sale proceeds and any gain or loss on disposal. The gain or loss is calculated by comparing the sale price to the book value of the asset at the time of sale. The accounting entry involves debiting cash (or accounts receivable), debiting accumulated depreciation (if applicable), crediting the asset account to remove it from books, and recognizing any gain or loss in a separate account.

**Purchase of Assets and Investments:** The purchase of assets is recorded at cost, which includes not only the purchase price but also any additional costs necessary to prepare the asset for use (e.g., installation costs). The journal entry would involve debiting the asset account (e.g., equipment) and crediting cash or accounts payable.

**Depreciation and Amortization:** Depreciation applies to tangible assets while amortization applies to intangible assets. Both processes allocate the cost of an asset over its useful life. Depreciation will be calculated using methods declining balance, while amortization typically uses straight-line method unless otherwise specified. Each period's expense is recorded by debiting depreciation expense (or amortization expense) and crediting accumulated depreciation (or accumulated amortization).





**Employee Benefits and Compensation:** Employee benefits such as salaries, wages, health insurance, retirement contributions, etc., are recognized as expenses in the period they are incurred. Payroll liabilities must also be recorded for amounts owed but not yet paid at period-end. This involves debiting salary expense and crediting various liability accounts like payroll taxes payable.

**Taxes and Duties:** Taxes are recognized as expenses in accordance with applicable tax laws during each reporting period based on income earned or transactions completed within that period. Deferred tax assets/liabilities may also arise due to timing differences between accounting income and taxable income.

### **Internal Controls and Risk Management**

The accounting policy of Community Development Society has adequate internal controls and risk management systems in place, including:

- Segregation of duties and responsibilities
- Authorization and approval procedures
- Asset management and inventory control
- Cash management and banking procedures
- Risk assessment and mitigation strategies

**Segregation of Duties and Responsibilities:** This principle ensures that no single individual has control over all aspects of a financial transaction to reduce risk of error or fraud. For example, one person should handle cash receipts while another records them in accounting records.

**Authorization and Approval Procedures:** All significant transactions should require authorization from the Executive Director before execution to ensure compliance with policies and prevent unauthorized actions.

**Asset Management and Inventory Control:** Effective management includes maintaining accurate records of inventory levels, conducting regular physical counts, implementing security measures against theft, and ensuring proper valuation methods are applied for financial reporting.

**Cash Management and Banking Procedures:** CDS establish controls around cash handling including reconciliations between bank statements and internal records regularly to detect discrepancies early.

**Risk Assessment and Mitigation Strategies:** Regular assessments (3 tier audit system) is conducted to identify potential risks that could impact operations or financial reporting; strategies should then be developed to mitigate those risks effectively.



# 55 Accounting System

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Community Development Society adopted the following guidelines to ensure that financial transactions are recorded accurately, financial statements are prepared in accordance with applicable accounting standards, and the organization's financial resources are managed effectively.

**1. Use of tally:** Tally is one of the best accounting software that can be use by all establishments. It provide all financial information in real time, particular period, generate statement of fund flow, cash flow, receipt and payment, profit and loss, income and expenditure and balance sheet instantly which can be put up to Managing Committee, Donor, Government or other related party anytime.

**2. Recording of transactions:** Recording of financial transactions should be supported by supporting receipt voucher. NO VOUCHER NO ENTRY is adopted.

**3. Distinction policy:** To ensure misuse of supporting voucher, all the voucher should be sealed/stamp. Example: Sum amounting Rs. 5000 is paid as staff salary which is funded by ABC AGENCY. The payment voucher will be sealed/stamped with "ABC AGENCY PAID" with rubber stamp.

**4. Internal controls:** All payment should be signed and authorised by minimum 2 signature or 2 payment authorizer.

**5. Budgeting and forecasting:** Preparation of budgets, financial forecasts, and variance analysis to assist in planning and controlling the organization's financial resources.

**6. Compliance with laws and regulations:** All payment should compliance with applicable accounting standards, tax regulations, and other financial reporting requirements.

**7. Record retention:** Retention and storage of financial records in accordance with legal and regulatory requirements. We adopted a policy to keep all record for a minimum period of 5 years from the date of transaction.

**8. Asset management:** Acquisition, depreciation, and disposal of fixed assets, as well as inventory management and valuation.



## 56 Relocation Policy

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With the approval from the management committee, employees can be relocated to any department or different locations of the project area where managing committee think his/she will give better results.

## 57 HIV/AIDS in the Workplace

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The objective of this policy section is to explain the rights of the employee living and working with a disability/HIV-AIDS as well as the employer obligations towards employees living and working with a disability. CDS has implemented a rights-based policy that includes HIV or AIDS and other disabilities as defined by the State and Nation. Employee rights and employer obligations are entrenched in the Manipur and India and as such are the same regardless if the disability relates to for example, HIV or AIDS, cancer, hepatitis C, heart disease, epilepsy and/or multiple sclerosis.

### **Support in the Workplace**

CDS is a supportive work environment in which staff can discuss their health status free from discrimination, stigmatization or reprisal. To the extent requested, and to the extent possible, CDS will encourage employees to seek out services and/or resources that are available in the community to assist any employee living and working with a life threatening, chronic or episodic disability.

## 58 Whistle blower policy

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A whistleblower policy is a formalized set of procedures and guidelines designed to encourage employees to report suspected misconduct, unethical behavior, or illegal activities within an organization. The primary goal of a whistleblower policy is to provide a secure and confidential means for employees to raise concerns without fear of retaliation.

### **Key components of a CDS whistleblower policy include:**

1. **Clear Procedures:** No employer/employee is left behind to initiate whistleblowing.
2. **Confidentiality:** The identity of the whistleblower is protected to the extent possible, and that their report will be handled with discretion.
3. **Non-Retaliation:** Whistleblowers will not face reprisals or negative consequences for coming forward with their concerns.
4. Whistleblower policy will help the organizations identify and address internal issues, prevent potential legal and reputational risks, and demonstrate a commitment to ethical conduct and transparency.



## 59 Procurement policy/standard

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Community Development Society adopted its procurement policy and standard as below:

1. For procurement of goods and services for the creation of Assets or Project Supplies, Procurement Committee should be formed.
2. Vendor should have proper registration number under relevant law in India including GST.
3. For procurement value is above Rs. 3,00,000.00 (thirty lakhs), open tender should be sought and the tender should be published in at least 2 local news paper for 5 days.
4. Procurement value Rs. 1,00,000.00–30,00,000.00 will be initiated by obtaining 3 Rate quotation from 3 different vendors.
5. This rate quotation/tender application will be placed before procurement committee for finalization and selection of suppliers/vendors.
6. For procurement items value less Rs. 1,00,000.00, procurement can be initiated to the nearest available vendor/supplies.
7. All the above payment will be made through bank transfer only. No cash transaction will be considered under any circumstances
8. There are times that only one vendor in the operational area of CDS, particularly for supply of plant and machinery, in such cases, procurement committee will decide the condition in case to case basis and confer their opinion to the Managing Committee for approval.

## 60 Gender equality policy

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Gender equality policy refers to a set of guidelines, laws, and initiatives designed to promote fairness and equal treatment for people of all genders. These policies are aimed at addressing and eliminating gender-based discrimination and promoting equitable opportunities in various areas of life such as education, employment, healthcare, and social and political participation.

CDS Adopted the followings as the society gender policy:

1. Equal pay for equal work and address pay gaps between genders.
2. Gender-balanced representation in leadership positions and decision-making roles.
3. Prevent and address gender-based discrimination and harassment in the workplace and society.
4. Provide support for work-life balance and parental leave to both men and women.
5. Improve access to education and training for all genders, particularly in fields where they are underrepresented.
6. Address gender-based violence and support survivors.



## 61 Women protection policy

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**Advocacy:** Advocacy with an aim to prevent and address domestic violence, providing support for victims, and holding perpetrators accountable.

**Sexual Harassment:** CDS admitted zero tolerance to any form of sexual harassment in workplace or public places.

**Equal Pay and Employment Opportunities:** No partiality on the ground of gender, caste, creed or languages. Equal pay and Employment Opportunities will be given priority in times of staff recruitment.

**Reproductive Rights:** CDS uphold the dignity of women and their reproductive health, rights, and access to healthcare services, including family planning and maternity care.

## 62 Reserve Fund Policy

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A reserve fund is an amount of money that is set aside to provide financial stability and security during times of unexpected financial challenges by the society. This will act as a financial cushion, allowing the society to continue its operations without interruption when faced with unforeseen expenses, fluctuations in funding or unexpected costs arise irregularities of fund flow/cash flow without jeopardizing ongoing projects or staff salaries of the society. For all these reasons, Community adopted the creation of reserve fund.

This reserve fund can be utilized in the following head:

**Operating Reserves:** These funds are intended to cover day-to-day operational expenses such as payroll, utilities, and program costs.

**Capital Reserves:** These funds are earmarked for capital expenditures related to physical assets owned by the society such as buildings and equipment. Capital reserves help manage costs associated with repairs and replacements. This fund can also be utilized towards creation of assets (movable or immovable) subject to the approval in the annual general body meeting of the society. Hiring professionals towards project development can also be booked under capital reserve. If project development expenses are covered in the project, the amount paid in advance shall be refunded to capital reserve account on receipt of the cost for project development.

**Project Reserves:** Some projects require advance expenses or project funded based on reimbursement basis. Project reserve will allow us to plan ahead and ensure the availability of financial resources to launch new projects. If this expense is covered on the project component, the fund should be transferred back to reserve fund account.

Reserve for temporary borrowing by staff and Managing Committee: Emergency situation is not foreseen and can neither be forecasted. In case of emergency due to health, accident or death among the family members, there can be urgency of financial resources. The staff/members of the society or of family members of the staff/members of CDS can borrowed the reserve fund for a period not more than 2 weeks. The maximum borrowing is limited to sum total of 6-month gross salary drawn from the society. This borrowing has to be approved by the Chief Functionary of the society.

#### **SOURCES OF RESERVE FUND AND BANK ACCOUNT**

Reserve fund can be sourced/received/accepted from the following sources:

1. Notional cost charged
2. Hiring of internal resources of CDS by external agencies
3. Members contribution and local fund raising
4. Well-wishers' contribution
5. Unspent fund from project or towards organizing activity in collaboration with Government Line Department/NGOs/Any Agency. Transferring unspent fund to reserve fund will be subject to approval from the concerned stakeholders.

**Separate bank account will be opened for maintaining RESERVE FUND.**

## 63 Meeting Policy

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The Memorandum of Association (MoA) of a Community Development Society outlines the fundamental principles and operational guidelines for the organization. It serves as a foundational document that governs how the society operates, including the criteria for meetings. Apart from the criteria for meetings, the Managing Committee is mandated to conduct meetings at least once every three months. This quarterly requirement ensures that the committee remains active and engaged in overseeing the operations and performance of the society. During these quarterly meetings, it is essential for the Managing Committee to review the performance of Chief Functionary, Managerial Staff and Administrative Staff.

Besides the mandatory quarterly meetings, additional meetings can be convened by the Chief Functionary as needed to allow for timely discussions on urgent matters or issues that may arise between scheduled meetings.

Meeting will be held as per the criteria laid down in the Memorandum of Association of Community Development Society. Apart from these criteria, The Managing Committee will have to conduct Managing Committee once in every 3 months. The managing committee should always review the performance of chief functionary, managerial staff and administrative staff in during this quarterly mandatory meeting. Meeting can also be convened anytime by the Chief Functionary as and when required.

All meetings, including minutes that capture discussions, decisions made, and action items assigned shall be documented. This documentation will serves as a record for compliance purposes and referenced in future evaluations or audits.



# 64 Monitoring & Evaluation Policy

This policy is to ensure that the Community Development Society's projects and programs are effective, efficient, and accountable to stakeholders, including beneficiaries, donors, and the community at large. This policy applies to all projects and programs implemented by the Community Development Society, including but not limited to community development, education, health, and economic empowerment initiatives.

## Objectives

The objectives of this monitoring and evaluation policy are to:

- Ensure that projects and programs are aligned with the organization's mission, vision, and strategic objectives
- Track progress towards project and program goals and objectives
- Identify areas for improvement and implement corrective actions
- Enhance accountability and transparency in project and program implementation
- Inform decision-making and resource allocation
- Document lessons learned and best practices

## Monitoring and Evaluation Framework

The monitoring and evaluation framework will consist of the following components:

- **Project/Program Logic Model:** A logical framework that outlines project/program goals, objectives, inputs, activities, outputs, and outcomes
- **Performance Indicators:** Quantifiable and measurable indicators that track progress towards project/program goals and objectives
- **Data Collection and Management:** A system for collecting, storing, and analyzing data on project/program performance
- **Monitoring and Evaluation Schedule:** A schedule for regular monitoring and evaluation activities, including baseline studies, mid-term reviews, and final evaluations
- **Reporting and Dissemination:** A system for reporting and disseminating monitoring and evaluation findings to stakeholders.

## Roles and Responsibilities

The following roles and responsibilities will be assigned:

- **Project/Program Managers:** Responsible for implementing project/program activities and collecting data on performance indicators
- **Monitoring and Evaluation Officer:** Responsible for designing and implementing the monitoring and evaluation framework, collecting and analyzing data, and reporting findings
- **Senior Management:** Responsible for reviewing and approving monitoring and evaluation reports, and making decisions based on findings.

## Appointment of project monitoring and evaluation team

If any project implemented and to be implemented has a third party monitoring and evaluation component, that has to be adhered to. In the absence of such component in the project, external agencies monitoring and evaluation shall be appointed by the management committee for project monitoring and evaluation in final year of any project or within 90 days before the end date of the project.



- **Stakeholders:** Responsible for providing feedback and input on project/program performance and monitoring and evaluation reports

### **Data Management and Analysis**

Data will be managed and analyzed using the following procedures:

- **Data Collection:** Data will be collected using standardized tools and methods, including surveys, focus groups, and observation
- **Data Storage:** Data will be stored in a secure and accessible database
- **Data Analysis:** Data will be analyzed using statistical software and methods, including descriptive statistics and inferential statistics
- **Data Reporting:** Data will be reported in a clear and concise manner, using tables, graphs, and charts

## 65 PSEA Policy

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The purpose of this PSEA (Protection from Sexual Exploitation and Abuse) policy is to ensure that the Community Development Society (CDS) is committed to preventing and responding to sexual exploitation and abuse (SEA) in all its operations and activities. This policy applies to all CDS staff, volunteers, partners, and contractors who work with or on behalf of CDS. It also applies to all CDS operations and activities, including programs, projects, and services.

### **Definitions**

- **Sexual Exploitation:** Any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including but not limited to profiteering by means of the prostitution of others or other forms of sexual exploitation.
- **Sexual Abuse:** The actual or threatened physical intrusion of a sexual nature, including but not limited to unwanted touching, rape, or sexual assault.

### **Principles**

- **Zero Tolerance:** CDS has a zero-tolerance policy towards sexual exploitation and abuse. Any form of sexual exploitation or abuse is unacceptable and will not be tolerated.
- **Respect and Dignity:** CDS is committed to treating all individuals with respect and dignity, regardless of their gender, age, race, religion, or cultural background.
- **Accountability:** CDS is committed to holding its staff, volunteers, partners, and contractors accountable for their actions and behavior.

### **Prevention**

- **Training and Awareness:** CDS will provide regular training and awareness programs on PSEA for all staff, volunteers, partners, and contractors.
- **Code of Conduct:** CDS will develop and disseminate a Code of Conduct that outlines the expected behavior and standards of conduct for all staff, volunteers, partners, and managing committee.





- **Screening and Recruitment:** CDS will conduct thorough screening and recruitment processes to ensure that staff, volunteers, partners, and contractors do not have a history of sexual exploitation or abuse.

#### Reporting and Response

- **Reporting Mechanisms:** CDS will establish clear and confidential reporting mechanisms for reporting incidents of sexual exploitation and abuse.
- **Response Protocol:** CDS will develop and implement a response protocol that outlines the procedures for responding to incidents of sexual exploitation and abuse, including reporting to authorities and providing support to survivors.

#### Support to Survivors

- **Confidentiality and Privacy:** CDS will ensure that all reports of sexual exploitation and abuse are treated with confidentiality and respect for the privacy of the survivor.
- **Support Services:** CDS will provide access to support services, including counseling, medical care, and legal assistance, for survivors of sexual exploitation and abuse.

#### Monitoring and Evaluation

- **Regular Monitoring:** CDS will regularly monitor and review its PSEA policy and procedures to ensure they are effective and up-to-date.
- **Evaluation and Review:** CDS will conduct regular evaluations and reviews of its PSEA policy and procedures to identify areas for improvement.

## 66 External Grievance Policy

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External Grievance Policy here referred to the policy created for Individuals/ community that CDS is working with or served for. There may be a time that individuals/community that CDS is working for/with has some concern to raise on the intervention by the staff/ project staff / volunteer of CDS. If such situation arises, the aggrieved party has the right to reach out the Management Committee in writing or over phone (in case of emergency).

Phone call or messaging will be considered only in case of emergency or for the purpose of damage control. The aggrieved party has to submit his/her/their grievances in writing addressing the Chief Functionary of CDS. Information board regarding CDS will be put-up in all the project villages to for easy accessible the managing committee.

On receipt of the such grievances, the management committee have to attend the case within 14 working days. If the case is beyond the purview of the Management Committee, Special General Body Meeting will be sought within 30 working days. If the case cannot be resolved at the society level, it has to be referred to higher authority (District Magistrate/ District Court for further necessary action and direction.

CDS have to maintain grievance register book and ensure all the proceedings are recorded and documented in the register book.



## 67 Miscellaneous

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The statement provided by the Community Development Society highlights an important aspect of governance and policy-making – the need for flexibility and adaptability in policies, codes of conduct, standards, and principles. It acknowledges that no set of rules can cover all possible scenarios, especially in a world that is constantly evolving due to changes in time, technology, and human development.

### Importance of Regular Review and Amendment:

Regular review and amendment of policies are crucial to ensure that they remain relevant and effective in addressing the needs and challenges of the community or organization they govern. By acknowledging the limitations of existing policies and committing to periodic reviews, the Community Development Society demonstrates a commitment to staying responsive to changing circumstances.

### Managing Committee Meeting Decision-Making:

The provision that anything not covered in the established policies will be decided in the Managing Committee meeting underscores the importance of having a mechanism for addressing unforeseen issues or gaps in existing policies. This ensures that decisions regarding unanticipated situations can be made collectively by a group of stakeholders with diverse perspectives.

### Adaptability to Change:

The recognition that changes in time, technology, and human growth can result in limitations to existing policies reflects an understanding of the dynamic nature of communities and societies. Flexibility and adaptability are essential qualities for policies to remain effective tools for guiding behavior and decision-making within a community.

The willingness of the Community Development Society to review, amend, and adapt its policies over time demonstrates a commitment to ensuring that its governance framework remains responsive to evolving needs and circumstances.

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