

Sarvodaya Ashram: Organizational Policy Manual

Sikanderpur, Tandiyawan, District Hardoi, Uttar Pradesh, India

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1. Introduction

1.1 Mission, Vision, and Values

- **Mission:**
 - Socio-economic upliftment of most neglected families as landless agriculture labours, small, marginal farmers & rural artisans.
 - Overall development of women to empower them.
 - To ensure quality education especially to those children who cannot have the access to school due to social and economic reasons.
 - To aware and empower downtrodden families to recognize their surrounding health potential and their right of access to govt. services
 - Sensitize and empower the community to reduce the pain and suffering of the society.

- **Vision:** Together with handful of volunteers, Sarvodaya Ashram an organization, for fulfilment of dreams of Mahatma Gandhi & Sant Vinoba, was setup in 1981 for upliftment of poorest of the poor in the rural society.

- **Values:** The operations and conduct within Sarvodaya Ashram are guided by the following core values:
 - **Seva (Selfless Service):** Dedication to serving others without expectation of reward.
 - **Ahimsa (Non-violence):** Promoting peace, harmony, and respect for all life.
 - **Satya (Truthfulness):** Upholding honesty and integrity in all interactions.
 - **Simplicity:** Embracing a lifestyle of moderation and mindfulness.
 - **Community:** Fostering a sense of belonging, cooperation, and mutual respect.
 - **Discipline:** Adhering to routines and principles for personal and collective growth.
 - **Transparency:** Operating with openness and accountability.

• 1.2 Purpose of the Manual

This Organizational Policy Manual serves as a comprehensive guide for all individuals associated with Sarvodaya Ashram, including employees, volunteers, governing body members, and partners. Its primary purposes are to:

- Clearly define the organization's policies, procedures, and standards of conduct.
- Ensure consistency and fairness in all operational aspects.
- Promote a safe, respectful, and productive environment.
- Ensure compliance with all relevant legal and regulatory requirements.
- Provide a framework for effective governance, management, and program delivery.
- Foster a culture of accountability, transparency, and continuous improvement.

1.3 Scope of the Manual

This manual applies to all activities, programs, staff, volunteers, and governing body members of Sarvodaya Ashram, Tandiyawan, District Hardoi, Uttar Pradesh, regardless of their role, tenure, or location of work related to the Ashram. Any specific departmental or project-based policies will supplement, but not supersede, the general policies outlined herein, unless explicitly stated otherwise with appropriate authorization.

2. Organizational Structure

2.1 Governing Body/Board of Trustees

- **Role:** The Governing Body/Board of Trustees holds ultimate responsibility for the strategic direction, governance, and oversight of Sarvodaya Ashram. This includes ensuring the Ashram's mission is pursued, financial integrity is maintained, and legal compliance is met.
- **Composition:** "Comprises 11 elected/nominated members, including a Chairperson, Secretary, Treasurer, and other members.
- **Responsibilities:**
 - Setting strategic goals and objectives.
 - Approving annual budgets and financial reports.
 - Appointing and overseeing the Director/Manager.
 - Ensuring compliance with legal and regulatory frameworks.
 - Representing the Ashram externally.
 - Reviewing and approving major policies.
 - Fiduciary oversight.

2.2 Director/Secretary

- **Role:** The Director/Secretary is responsible for the day-to-day operations and overall management of Sarvodaya Ashram, working under the guidance and supervision of the Governing Body.
- **Responsibilities:**
 - Implementing strategic plans and policies.
 - Managing staff and volunteers.
 - Overseeing program planning, implementation, and evaluation.
 - Financial management and reporting to the Governing Body.
 - Ensuring operational efficiency and effectiveness.
 - Representing the Ashram at operational levels.
 - Resource mobilization and donor coordination.

2.3 Staff Roles and Responsibilities

- All staff members will have clearly defined job descriptions outlining their duties, responsibilities, reporting lines, and performance expectations.
- Job descriptions will be provided at the time of recruitment and reviewed periodically.

- Staff are expected to perform their duties diligently, adhere to Ashram policies, and contribute to the achievement of the Ashram's mission.

2.4 Volunteer Structure

- **Role:** Volunteers are integral to Sarvodaya Ashram's work, contributing their time, skills, and expertise to support various programs and activities.
- **Recruitment:** Volunteers will be recruited based on the specific needs of the Ashram and their skills/interests.
- **Orientation:** All volunteers will receive proper orientation on the Ashram's mission, values, policies, and their specific roles.
- **Supervision:** Volunteers will work under the supervision of designated staff members and will adhere to all applicable Ashram policies.

2.5 Reporting Hierarchy

- A clear organizational chart will be maintained, illustrating the reporting lines and relationships between different roles and departments within the Ashram.
- All staff and volunteers will be informed of their direct supervisor and reporting structure.
- Communication should generally follow the established reporting lines to ensure clarity and accountability.

3. Human Resources Policies

3.1 Recruitment and Selection:

- **Equal Opportunity Employment:** Sarvodaya Ashram is committed to providing equal employment opportunities to all qualified individuals regardless of caste, creed, religion, gender, age, disability, or any other protected characteristic. Selection will be based solely on merit, qualifications, and the ability to perform the job requirements.
- **Job Descriptions:** Detailed job descriptions outlining responsibilities, qualifications, and reporting lines will be prepared for all positions.
- **Application Process:** All applicants must submit a formal application, which may include a resume/CV and a cover letter.
- **Interview Procedures:** A fair and transparent interview process will be conducted, involving a panel of individuals, where appropriate, to assess candidates' suitability.
- **Background Checks (if applicable):** For roles involving interaction with vulnerable populations (e.g., children, women), necessary background checks may be conducted in accordance with legal provisions.
- **Onboarding and Orientation:** New employees and volunteers will undergo a comprehensive onboarding and orientation program to familiarize them with the Ashram's mission, values, policies, and their specific roles.

3.2 Terms of Employment:

- **Employment Categories:** Employment categories (e.g., permanent, contractual, part-time, volunteer) will be clearly defined in offer letters/agreements.
- **Hours of Work:** Standard working hours will be [Specify hours, e.g., 9:00 AM to 5:00 PM, Monday to Friday], with a specified lunch break. Any deviation requires prior approval.
- **Attendance and Punctuality:** Regular attendance and punctuality are expected. Absences must be reported to the immediate supervisor in advance, or as soon as practically possible in case of emergencies.
- **Leave Policies:**
 - **Casual Leave:** [As per specific project.]
 - **Sick Leave:** [As per specific project.]
 - **Annual Leave:** [As per specific project.]
 - **Maternity/Paternity Leave:** As per prevailing Indian labor laws.
- **Public Holidays:** Ashram will observe all gazetted public holidays as declared by the Government of Uttar Pradesh and/or the Government of India.

3.3 Compensation and Benefits (if applicable):

- **Salary/Stipend Structure:** Salaries/stipends will be determined based on qualifications, experience, and the Ashram's financial capacity. Payment will be made on the last working day of the month.
- **Reimbursement Policies:** Procedures for claiming work-related expenses (e.g., travel, accommodation) will be clearly outlined, requiring proper documentation and prior approval.
- **Provident Fund/Gratuity (if applicable):** Applicable statutory provisions for Provident Fund (PF) and Gratuity will be adhered to for eligible employees.

3.4 Performance Management:

- **Performance Appraisals:** Regular performance appraisals (e.g., annually) will be conducted to review performance, identify areas for improvement, and set future goals.
- **Feedback Mechanisms:** Open and constructive feedback is encouraged. Employees can request feedback from their supervisors at any time.
- **Training and Development:** Sarvodaya Ashram is committed to the professional development of its staff. Training opportunities will be provided based on identified needs and organizational priorities.

3.5 Conduct and Discipline:

- **Code of Conduct and Ethics:** All individuals associated with Sarvodaya Ashram are expected to uphold the highest standards of integrity, professionalism, and ethical conduct. This includes:
 - Acting in the best interest of the Ashram and its beneficiaries.
 - Treating all individuals with respect, dignity, and fairness.
 - Maintaining confidentiality of sensitive information.
 - Avoiding conflicts of interest.
 - Complying with all Ashram policies and procedures.

- **Prohibited Conduct:** The following are strictly prohibited and may lead to disciplinary action, including termination:
 - Harassment (sexual, verbal, physical, psychological).
 - Discrimination based on any protected characteristic.
 - Theft, fraud, or misuse of Ashram funds or property.
 - Violation of confidentiality.
 - Any act that brings disrepute to the Ashram.
 - Consumption of alcohol or illicit drugs on Ashram premises or during work hours.
 - Physical violence or threats of violence.
- **Disciplinary Procedures:** A fair and consistent disciplinary process will be followed for any breach of conduct, ranging from verbal warnings to termination, depending on the severity and frequency of the misconduct. This will involve:
 - Investigation of the alleged misconduct.
 - Opportunity for the employee/volunteer to present their case.
 - Imposition of appropriate disciplinary action.
- **Grievance Redressal Mechanism:** A clear and accessible grievance redressal mechanism will be in place for employees and volunteers to raise concerns or complaints without fear of retaliation. All grievances will be addressed promptly and confidentially.

3.6 Health and Safety:

- **Workplace Safety Procedures:** Sarvodaya Ashram is committed to providing a safe and healthy working environment. All individuals must adhere to safety procedures, report hazards, and use safety equipment as required.
- **Emergency Protocols:** Clear protocols for emergencies (e.g., fire, medical emergencies, natural disasters) will be displayed and regularly reviewed. Staff will be trained on these procedures.
- **First Aid:** Designated first-aid kits will be available at accessible locations, and trained first-aid personnel will be identified.
- **Hygiene Standards:** High standards of hygiene will be maintained throughout the Ashram premises, including restrooms, kitchens, and common areas.

3.7 Termination of Employment:

- **Resignation Procedures:** Employees wishing to resign must provide written notice as per their employment agreement (e.g., one month's notice).
- **Termination by Ashram:** Employment may be terminated by the Ashram for valid reasons, including but not limited to, poor performance, misconduct, redundancy, or violation of Ashram policies. The appropriate notice period or payment in lieu thereof will be provided as per labor laws and employment contracts.
- **Exit Formalities:** A smooth exit process will be followed, including handover of duties, return of Ashram property, and settlement of any dues.

4. Financial Management Policies

4.1 Budgeting and Planning:

- **Annual Budget Preparation:** An annual budget will be prepared, outlining anticipated income and expenditure for the upcoming fiscal year.
- **Budget Approval Process:** The annual budget will be reviewed and approved by the Director/Secretary and subsequently by the Governing Body/Board of Trustees.
- Budgets will be realistic, aligned with program objectives, and regularly monitored against actual expenditure.

4.2 Funding and Fundraising:

- **Donor Relations:** Sarvodaya Ashram will maintain transparent and ethical relationships with all donors.
- **Acceptance of Donations:** Donations (cash or in-kind) will be accepted in accordance with legal requirements (e.g., FCRA regulations if receiving foreign contributions) and Ashram policies. Proper receipts will be issued.
- **Transparency in Fundraising:** All fundraising appeals will accurately represent the Ashram's work and needs.

4.3 Expenditure Procedures:

- **Authorization Matrix for Expenses:** A clear authorization matrix will be established, specifying who can approve expenses up to certain limits.
- **Procurement Policies:**
 - All purchases of goods and services will follow a transparent procurement process.
 - Quotations will be obtained from multiple vendors for significant purchases.
 - Vendor selection will be based on quality, cost-effectiveness, and reliability.
 - For large procurements, a tendering process may be implemented.
- **Petty Cash Management:** A petty cash fund will be maintained for small, day-to-day expenses, with proper record-keeping and regular reconciliation.

4.4 Accounting and Reporting:

- **Bookkeeping Standards:** All financial transactions will be recorded accurately and promptly using generally accepted accounting principles (GAAP) or relevant Indian accounting standards.
- **Financial Record Keeping:** Comprehensive financial records, including vouchers, invoices, receipts, and bank statements, will be maintained systematically for a minimum of 5 years as per legal requirements.
- **Internal Audits:** Regular internal checks and audits will be conducted to ensure financial integrity and compliance with policies.
- **Annual Financial Statements:** Annual financial statements (Income and Expenditure Statement, Balance Sheet, Cash Flow Statement) will be prepared and presented to the Governing Body.
- **External Audits (if legally required or desired):** The Ashram's accounts will be externally audited annually by a qualified Chartered Accountant as required by law (e.g., under the Societies Registration Act, Income Tax Act) or

as deemed necessary by the Governing Body to ensure financial transparency and accountability to donors.

4.5 Asset Management:

- **Asset Register:** A comprehensive asset register will be maintained for all fixed assets (e.g., land, buildings, vehicles, equipment), including details of acquisition cost, date, and depreciation.
- **Maintenance and Depreciation:** Assets will be regularly maintained, and depreciation will be charged as per applicable accounting standards.
- **Disposal:** Procedures for the disposal of old or obsolete assets will be clearly defined and documented.

5. Program and Operations Policies

5.1 Program Planning and Implementation:

- **Needs Assessment:** All programs will be initiated based on thorough needs assessments of the target community to ensure relevance and impact.
- **Program Design and Objectives:** Programs will have clearly defined objectives, activities, and expected outcomes, aligned with the Ashram's mission.
- **Monitoring and Evaluation:** Regular monitoring will be conducted to track progress, and periodic evaluations will assess the effectiveness and impact of programs. Lessons learned will be incorporated into future planning.
- **Beneficiary Selection Criteria:** Clear and transparent criteria for selecting program beneficiaries will be established to ensure fairness and reach to the most deserving individuals/communities.

5.2 Resource Management for Programs:

- **Allocation of Resources:** Resources (human, financial, material) will be allocated efficiently and effectively to maximize program impact.
- **Inventory Management (if applicable):** For programs involving distribution of goods (e.g., food, clothes, educational supplies), a proper inventory management system will be in place to track receipts, distribution, and balances.

5.3 Community Engagement:

- **Local Community Participation:** Sarvodaya Ashram will actively involve local community members in the planning, implementation, and monitoring of programs to foster ownership and sustainability.
- **Partnerships with Other Organizations:** Collaboration with other NGOs, government agencies, and community-based organizations will be sought to enhance program reach and effectiveness.

- **Addressing Community Feedback:** Mechanisms will be in place to receive and respond to feedback, suggestions, and complaints from the community.

5.4 Beneficiary Welfare and Protection:

- **Child Protection Policy (if applicable to programs involving children):** A robust child protection policy will be implemented to ensure the safety, well-being, and protection of all children participating in or interacting with Ashram programs. This will include:
 - Mandatory background checks for staff/volunteers working directly with children.
 - Reporting procedures for suspected child abuse or neglect.
 - Code of conduct for interacting with children.
- **Vulnerable Adult Protection Policy (if applicable):** Similar policies will be in place to protect vulnerable adults from exploitation, abuse, or neglect.
- **Confidentiality and Privacy of Beneficiaries:** All personal information pertaining to beneficiaries will be treated with strict confidentiality and used only for program-related purposes, with informed consent where required.
- **Feedback and Grievance Mechanism for Beneficiaries:** Beneficiaries will have access to a clear and confidential mechanism to provide feedback or raise grievances regarding the Ashram's programs or personnel.

6. Administrative Policies

6.1 Documentation and Record Keeping:

- **Filing System:** A systematic and organized filing system (physical and/or digital) will be maintained for all official documents, correspondence, reports, and records.
- **Data Protection and Privacy:** All data collected by the Ashram, especially personal and sensitive information, will be handled in accordance with data protection principles, ensuring its security, accuracy, and appropriate use.
- **Archiving Policy:** A policy for archiving old records and documents will be in place, specifying retention periods as per legal requirements and organizational needs.

6.2 Communication:

- **Internal Communication Channels:** Effective internal communication channels (e.g., meetings, notice boards, email) will be utilized to ensure staff and volunteers are well-informed.
- **External Communication Policy:** A clear policy will govern external communications, including interactions with media, public statements, and official correspondence, ensuring consistency and accuracy of information.
- **Official Correspondence:** All official letters and communications must be on Ashram letterhead and signed by authorized personnel.

6.3 Use of Ashram Property and Resources:

- **Vehicles, Equipment, and Facilities:** Ashram property and resources (vehicles, computers, equipment, facilities) are to be used solely for official purposes. Any personal use requires explicit prior approval.
- **Internet and IT Resources:** The use of Ashram internet and IT resources must be primarily for work-related activities. Misuse, including accessing inappropriate content, is prohibited.

6.4 Security:

- **Premises Security:** Measures will be in place to ensure the security of Ashram premises, including controlled access, proper locking systems, and surveillance (if any) to protect assets and personnel.
- **Data Security:** Appropriate measures will be taken to protect digital data from unauthorized access, loss, or damage (e.g., strong passwords, regular backups, antivirus software).

6.5 Environmental Policy:

- **Waste Management:** The Ashram will promote responsible waste management practices, including segregation and appropriate disposal or recycling.
- **Resource Conservation:** Efforts will be made to conserve natural resources, such as water and electricity, through mindful consumption and the adoption of energy-efficient practices.
- **Promoting Sustainable Practices:** The Ashram will strive to integrate sustainable practices into its operations and programs wherever possible (e.g., use of eco-friendly materials, promoting organic farming in relevant programs).

7. Legal and Compliance Policies

7.1 Statutory Compliance:

- **Registration and Licensing Requirements:** Sarvodaya Ashram will ensure continuous compliance with all applicable registration and licensing requirements under relevant Indian laws (e.g., Societies Registration Act, 1860 for registration, Income Tax Act, 1961 for tax exemptions like 12A and 80G, and FCRA, 2010 if receiving foreign contributions).
- **Labour Laws:** All provisions of applicable Indian labor laws (e.g., Minimum Wages Act, Payment of Wages Act, Employees' Provident Funds and Miscellaneous Provisions Act, Payment of Gratuity Act) will be strictly adhered to.
- **Local Bylaws:** Compliance with all local government bylaws and regulations applicable in Tandiyawan, Hardoi district, Uttar Pradesh, will be ensured.

7.2 Ethical Conduct:

- **Anti-Corruption and Bribery Policy:** Sarvodaya Ashram has a zero-tolerance policy towards corruption and bribery. No employee, volunteer, or governing body member shall offer, solicit, or accept bribes or engage in any corrupt practices.
- **Conflict of Interest Policy:** Individuals must declare any potential or actual conflicts of interest that may arise between their personal interests and their duties to the Ashram. Such conflicts must be managed transparently to protect the Ashram's integrity.

7.3 Confidentiality:

- All individuals associated with Sarvodaya Ashram are bound by a duty of confidentiality regarding sensitive organizational information, personal data of staff and beneficiaries, and program-specific details, except where disclosure is legally required or authorized by the Director/Governing Body.

7.4 Risk Management:

- **Identification of Risks:** The Ashram will periodically identify and assess potential risks (operational, financial, reputational, legal, safety) that could affect its ability to achieve its mission.
- **Mitigation Strategies:** Strategies will be developed and implemented to mitigate identified risks.
- **Crisis Management Plan:** A basic crisis management plan will be in place to address unforeseen emergencies and minimize their impact.

8. Review and Amendment of Policies

- **Policy Review Schedule:** This Organizational Policy Manual will be reviewed annually or as needed to ensure its continued relevance, effectiveness, and compliance with evolving legal requirements and best practices.
- **Amendment Procedures:** Any amendments or revisions to this manual must be proposed, reviewed, and formally approved by the Governing Body/Board of Trustees.
- **Communication of Changes:** All staff, volunteers, and relevant stakeholders will be informed of any significant changes or updates to this manual in a timely manner. The updated version will be made accessible to all.

9. Appendices

9.1 Key Contact Information:

- **Sarvodaya Ashram Main Office:**
 - Address: Sarvodaya Ashram, Vill- Sikanderpur, Post- Tandiyawan, Hardoi, Uttar Pradesh
 - Phone: 9450941936

- Email: sashram.hardoi@gmail.com
- **Director/Secretary:**
 - Name: Ms. Kusum Jauhari
 - Phone: 9450941936
 - Email: kusum@sashram.org
- **Grievance Officer (if designated):**
 - Name: Ms. Kusum Jauhari
 - Phone: 9450941936
 - Email: kusum@sashram.org

Disclaimer: This manual contains general guidelines and policies of Sarvodaya Ashram. It is not an exhaustive document and may be updated or modified at the discretion of the Governing Body. The policies outlined herein are subject to change without prior notice, although efforts will be made to communicate significant changes promptly. In case of any conflict or ambiguity, the decision of the Governing Body shall be final. This manual does not constitute an employment contract.

