



National Health Systems Resource Centre
Ministry of Health & Family Welfare, Govt. of India

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<u>Date of Release:</u>	<u>Date of Implementation:</u>	<u>Page No.:</u> 1 to 33

Policy Overview

An initiative for the formation of HR Policies & Procedures has been taken to create clear and transparent rules & regulations and an equal platform to resolve issues for all the Consultants working with the Organization.

The Policies & Procedures of HR sets forth personnel policy guidelines to assist Consultants with their operational responsibilities and to make them informed about the working of the Organization. The contents of this manual apply to all the Consultants across all levels of NHSRC. The magnitude of the HR Policies & Procedures will make the Organization grow manifolds and enhance the efficiency & effectiveness of the working of the Organization.

I hope that the implementation of the Policies would take the Organization towards the next level of achievement of our goals.

Maj Gen (Prof.) Atul Kotwal, SM, VSM (Retd.)



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HR POLICIES & PROCEDURES

SUBJECT	ELABORATION
<u>Induction policy</u>	Induction is a formal welcoming process that is designed to make the new consultant feel comfortable, informed about NHSRC and prepared for the role in his/her new position. It is also to give him/her an overview of the organization's history, its core values, vision, mission, goals, objectives rules & regulations etc. In addition, the new consultant is given an overview of Divisions, Manpower, facilities and key personnel of the Organization. The Induction is conducted by a representative from HR Division along the inputs provided by other divisions viz. Accounts, Admin and IT.
<u>Accommodation Assistance at the time of Joining / Relocation</u>	<p><u>Consultants Recruited for NHSRC Office:</u> NHSRC may provide accommodation for upto 7 days for selected candidates residing outside Delhi and are joining NHSRC New Delhi office. NHSRC shall give preference to booking accommodation in NIHFW, in case, the accommodation is not available in NIHFW campus, NHSRC shall then book the accommodation in one of the empanelled accommodation, as per their entitlement. A written request (via e-mail) regarding booking of accommodation is to be provided by the prospective joiner well in advance to make the necessary arrangements.</p> <p><u>Consultants Recruited for States:</u> Consultants/Fellows who are recruited for the States and are currently residing outside Delhi shall be entitled for accommodation for upto 7 days at Rs. 1000/- per day in the States allotted to them. If the State consultants are required to attend an orientation program at NHSRC Office, New Delhi, before they are posted in States, they shall be provided an accommodation for upto 7 days at Rs. 1000/- per day.</p>
<u>Office Timings</u>	The working hours of the NHSRC Office, New Delhi as well as those of its branches will be the same as observed by the Ministry of Health & Family Welfare, Government of India i.e. from 09:00 AM to 05:30 PM, Monday to Friday. The lunch break is of normally 30 minutes from 01:00 PM to 01:30 PM. The NHSRC Office, New Delhi and branch (es) of the Society, shall remain closed on all national and other holidays declared as such by Government of India. Punctuality is of utmost importance. Consultant/ staff should maintain the time of arrival but in case of contingency, a 15 minutes grace time period is given.
<u>Issuance of ID Cards</u>	All consultants and contractual staff working in NHSRC shall be issued a valid Identity Card. The validity of the Identity Card shall be upto the last date of the Contract. The HR Division issues the ID card to the Consultants at the time of joining and the Consultant is expected to return the ID card at the time of leaving the Organization.



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<u>Probation Clause</u>	<p>The probation period of a consultant will be of three (3) months beginning upon the commencement date of consultancy.</p> <ul style="list-style-type: none">• During the period of probation, in case, if the consultant or the Organization is not satisfied with the work technique/ performance, a 15 days' notice can be given on either side or payment in lieu thereof.• During the probation period, the performance of the consultant will be assessed as to his/her ability to perform the job requirements to the required standard as specified in the key deliverables/ ToR. In case, if the consultant fails to deliver as per the desired expectation, the Division In-charge must give adequate counseling to the consultant.• In case of non-performance of the Consultant post counseling session, Advisor. Sr. Consultant may recommend discontinuation of the services of the consultant mentioning the reason for the same.
<u>Monthly Attendance</u>	<p>1. <u>Monthly Attendance of consultants:</u> The monthly attendance of the consultants shall be processed in the “Monthly Attendance Format” and shall be submitted to HR Division by 12 noon of every last working day of the month. The details of designated signing authorities are as under;</p> <ul style="list-style-type: none">• For Advisors : ED, NHSRC, shall approve and sign the Monthly Attendance Sheet for the Advisors, PAO and consultants (if any) directly reporting in to him/her.• For Sr. Consultants & Consultants: The concerned Advisor / Div. Head shall approve and sign the Monthly Attendance Sheet for the Sr. Consultants & Consultants. <p>2. <u>Monthly Attendance of Contractual Staff:</u> An Attendance Register is maintained at reception to record the daily attendance and leave of the Contractual Staff. This is periodically reviewed by HR division for leave record and monthly fee purposes. All absences from the duty should be supported with leave application form, if availed.</p>
<u>Flexible Timing Policy</u>	<p>A provision for opting flexible work timings has been made to promote a healthy work-life balance for consultants/staff & above. A consultant may obtain an approval from Executive Director through Reporting Head and PAO for availing flexible work timing. Procedure described below will be followed:</p> <ul style="list-style-type: none">• Advisor/ Divisional Head has to ensure that the consultant works for man-hours of 8 hrs 30 mns on all days.• The approval shall be communicated by the Advisor / Divisional Head to HR Division in advance for record keeping purpose.• The flexible work timing option is initially approved for 1 (one) month and can be extended, if deemed appropriate. For short-term duration of flexible timing i.e. upto 5 days, approval of Divisional Head may be taken and intimation is given to the HR Division.• The flexi timing shall be such that the consultant is, on all days, available from 10:00 AM to 04:00 PM in the office.



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<u>Leave Policy</u>	<u>For Consultants:</u> <ul style="list-style-type: none">• The Leave policy has been rolled out to the existing consultants of NHSRC. For the joiners, it will be provided to them at the time of their joining. (Ref: Annexure-1)• Leave is credited in advance to the leave account of the consultants – 15 leaves on 1st January of the year and 15 leaves on 1st July of the year. For consultants joining in the mid of the year, it will be calculated on pro-rata basis and will be credited to their account.• The monthly leave data of consultants are captured by HR Division when the Monthly Attendance Sheets are received from the respective divisions. Overall leave record will be maintained by HR Division after reconciliation with the Secretarial Assistants of the concerned divisions. <u>For Contractual Staff:</u> <ul style="list-style-type: none">• The Leave policy has been rolled out to the existing Contractual Staff of NHSRC. For the joiners, it will be provided to them at the time of their joining. (Ref: Annexure-II)• Each individual is responsible for submitting the leave details in the approved “Leave Application Form” to HR division to make sure the correct amount of leave balance is maintained in HR Division.• No leave shall be en-cashed or carried forward to next year except sick leave. (Ref: Para 3rd of Annex II) If the leave exceeds 5 working days, the consultant needs to submit a note “ When I am Away ”, mentioning all possible alternate contact details and persons’ name holding charge of work for that time period, to the Reporting Head well in advance.
<u>Consultancy Fee disbursement</u>	On the basis of timely submission of attendance, the Monthly Consultancy Fee is disbursed on the last date of every month after deducting TDS.
<u>Seating Arrangements</u>	Seating arrangement is done by the HR Division in consultation with concerned Divisional Head, prior to the joining of an individual.
<u>Performance Appraisal</u>	NHSRC carries out a two-level annual performance appraisal review in a calendar year. This process is carried out in two stages i.e in January and in July. The first performance review is done in July and on the basis of mid-year review, the final appraisal is done in January after one year of the completion of service. The appraisal form is filled by the consultant in the standard format, which is reviewed and appraised by the Supervisor & Executive Director. (Ref: Annexure III)
<u>Staff Learning & Development Policy</u>	NHSRC believes in enhancing learning and development skills of its staff members. A standing Staff Learning Committee is in place for this purpose. Learning & Development needs of the staff members are analyzed during regular interactions and appraisal meetings by the Divisional Head and details are shared with Staff Learning Committee. As per the need analysis, training/learning sessions are organized within the Organization or outside.
<u>MoH&FW Pass</u>	All Advisors, PAO and the Senior consultants who are nominated by the ED / Advisor shall be eligible to a Ministry Pass. Procedure described below is to be followed: <ul style="list-style-type: none">• Advisor would need to take necessary approval from ED through PAO for issuance of the Ministry Pass.



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	<ul style="list-style-type: none">• Once the necessary approvals are in place, Consultant Admin shall process the request with concerned department in the Ministry.• Utmost care is to be taken for safeguarding the issued pass. On the loss of the Pass, an FIR is to be registered at nearest Police Station and the same is to be informed to PAO in writing immediately.• Appropriate action shall be taken by the competent authority against the individual found misusing the MoH&FW Pass.
<u>Confidentiality and Non-disclosure Policy</u>	As part of your normal duties you will obtain, or have access to, confidential information concerning the Organization. Under no circumstances is any use to be made of this information except for purposes directly related to furthering the work objectives of the Organization, as provided within the terms of your delegated authority. In the event of your leaving the Organization, all confidential information and material in your possession must be returned to the Organization and continued confidentiality maintained. If you have any doubt as to whether information is confidential, please obtain your Divisional Head's approval prior to disclosure.
<u>Travel Entitlement Details</u>	Please Ref: Annex-IV
<u>Foreign Travel Policy</u>	<p>Consultant, who receives invitation from foreign University / organization, for presenting papers, attending meeting / workshops / seminars and wishes to travel abroad, would require to submit the following documents as soon as possible to take necessary approval on the file from the Executive Director through concerned Advisor / Reporting Head and PAO.</p> <ol style="list-style-type: none">1. Copy of Invitation Letter2. Travel Itinerary3. Leave Application4. Request letter for issuance of NOC for Visa purposes, if required.5. Source of Funding. <p>NHSRC shall not bear or reimburse any expenses incurred towards the foreign travel.</p> <p>In case, if the consultant/ Divisional Head is receiving repeated invitation letter personally, the consultants need to take the approval of the Reporting Head and Executive Director prior to any further intimation, confirmation or correspondence made with the organizers.</p>
<u>Extension/ Cessation of Contract</u>	A consultant's contract may be renewed / extended, subject to satisfactory performance (as reflected in Annual Appraisal Review form) and recommendation from the concerned Advisor / Reporting Head. The HR Division shall initiate the process for Extension/ Cessation of the contract 60 days prior to the date of ending of the Contract.
<u>Issuance of Miscellaneous Certificates</u>	<p>A. NHSRC may issue letters for the purposes of opening of Bank Account in SBI, NIHFV Campus, for out station candidates joining NHSRC.</p> <p>B. NHSRC shall not issue any letters for the purpose of applying for Passport / Driving License / Voter ID card / Mobile-Land Line phone Connections / Adhaar Card/ Gas Connections / Bank Loan / Credit Card Purposes, etc.</p>



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<u>Candidate Referral Policy</u>	NHSRC welcomes the staff members referring candidates for the open vacant positions. The staff member may ask the prospective candidate to follow the interview process and apply for the vacancy as per the procedure. Selection will be on merit basis. No reward of any kind will be given to the staff member referring the candidates.
<u>Internal Transfer</u>	NHSRC gives preference to internal transfers to and from its branches. <ul style="list-style-type: none">• The internal movements will be possible for Consultants fulfilling the eligibility criteria.• For internal movement against a vacancy at NHSRC or RRC-NE, the consultant must have completed at least 2 years in the organization, subject to the consent of the Reporting Officer/Divisional Head and the Director of the Organization.
<u>Personal Information Update Form</u>	In case of any change in the personal profile of the staff member, a form is to be filled by the individual and submit the same to the HR Division immediately, to keep the personal record updated. (Ref: Annexure V)
<u>Policy against Sexual Harassment</u>	NHSRC believes in a positive work environment centered on its values and requires the effort of all to create a culture where consultants can work together without fear of sexual harassment. The policy aims at ensuring that The entire workforce maintains appropriate standards of business and personal conduct with colleagues, clients and with the public at large. It is the intention of the Organization to take all necessary actions required to prevent, correct and if necessary, discipline behavior which violates this policy. This policy has been enforced to make the work environment free from sexual harassment. <ul style="list-style-type: none">• Sexual harassment may be one or a series of incidents involving unsolicited and unwelcome sexual advances, requests for sexual favours, or any other verbal or physical conduct of sexual nature.• An individual has a personal responsibility to ensure that his/her behavior is not contrary to this policy.• The organization has constituted a Sexual Harassment Complaint Committee for redressal of sexual harassment complaint (made by the victim) and for ensuring time bound resolution of such complaints. The Committee will consist of:<ul style="list-style-type: none">• One Advisor• One Sr. Consultant• An independent representative (woman) At least two committee members should be women. <ul style="list-style-type: none">• Corrective measures, as decided by the Committee, shall be taken if the allegations are proved to be bonafide. Such action(s) may include written or verbal warnings, suspension, and termination.• False accusation of sexual harassment or other unlawful behavior can be damaging to an accused staff member and disruptive to NHSRC's operations. Thus, intentional misuse / abuse of this policy will also result in strict disciplinary action against the staff member misusing / abusing the policy.



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<p><u>Work From Home Policy</u></p>	<ul style="list-style-type: none"> • Advisors/ Sr. Consultants can be allowed to work from home normally for 2-3 working days in a month. In case, the requirement is for more than 3 days, then the individual needs to take an approval of Reporting Head and Executive Director. • Advisors/ Sr. Consultants would need to inform and take approval from the Reporting Head at least 1 day in advance. The request and the approval will be communicated by the Reporting Head to HR Division on the same day for record keeping purpose. • The approval has to be in the form of e-mail. • The approval on the request is purely on the discretion of Reporting Head. • The Reporting Head will inform the HR Division about the individual's working from home. • Working from home by an individual will be considered as working day. <p style="text-align: right;"><i>Contd..</i></p> <ul style="list-style-type: none"> • Reporting Head will ensure that fixed deliverables will be given to the individual and the output of the assigned task will be assessed the following day. • Advisor/ Sr. Consultant can be called to report in office at any point of time even after the approval on working from home is granted.
<p><u>Grievance Redressal Policy</u></p>	<p>The objective of the Grievance resolution procedure is to provide consultants of the NHSRC with an easily accessible mechanism for settlement of their individual grievances and adopt measures for expeditious settlement of the grievances. This would in turn lead to increased satisfaction, resulting in improved productivity and efficiency.</p> <ul style="list-style-type: none"> • Consultants are expected to discuss their grievance with their Reporting Head. In case, if they fail to reach a satisfactory solution, the staff member wants to take his grievance to the Grievance Committee, he/she is required to forward his grievance to PAO in writing which should include account of efforts made to resolve the grievance at the level of Reporting Head. The PAO shall forward the matter to Grievance Resolution Committee (GRC). • NHSRC has constituted a Grievance Resolution Committee which consists of the following members: <ul style="list-style-type: none"> • One Advisor • One Sr. Consultant • HRM <p>At least one of the committee members should be woman.</p> <ul style="list-style-type: none"> • Grievance Resolution Committee will communicate their recommendation to the Executive Director within reasonable timelines. • All complaints will be treated with utmost confidentiality and sensitivity. The 'Principles of Natural Justice' would be followed during the procedures. • The decision of the Executive Director would be final.
<p><u>Zero Tolerance Policy</u></p>	<p>To establish an atmosphere which promotes a congenial and healthy environment, NHSRC has adopted a policy of courteous behavior. In view of this the organization has nil tolerance to certain misbehaviors'. Please report conduct that is unacceptable while keeping in mind that we must be tolerant of other people in general. Also, conduct that is especially outstanding or refreshing should be reported.</p>



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	<p><u>Commendable</u></p> <ul style="list-style-type: none"> • Courteous behavior towards peers • Use of gentle language • Being helpful • Fulfillment of commitments • Provide best efforts in generating quality of work • Work in the interest of the Organization <p><u>Unacceptable</u></p> <ul style="list-style-type: none"> • Submission of false personal details • Theft, fraud, dishonesty • Involvement in criminal offence • Acting in any manner prejudicial to the interest of the Organization • Breach of any provisions of Terms & Conditions of Contract • Misbehavior with Colleagues or Seniors <p><u>Zero Tolerance</u></p> <ul style="list-style-type: none"> • Any sexual Misdemeanor • Any sort of physical violence at place of work.
<p><u>Exit Policy</u></p>	<p><u>Resignation:</u></p> <ul style="list-style-type: none"> • A consultant, who wishes to submit his /her resignation, has to submit the same in hard copy, addressed to Reporting Authority/ Advisor/ Executive Director, NHSRC. It is mandatory to serve a notice period of 30 days. • On the last working day of the Consultant, an Exit form is to be filled and clearance is to be taken from various deptts. which is to be submitted to HR Division for calculation of the full & final amount. Resignation letter submitted on an email shall not be considered. <p><u>Notice Period Waive Off :</u></p> <p>It is solely discretion of the Executive Director to waive off the Notice Period fully or Partially.</p> <p>Similar action is to be taken if the Consultant is leaving the organization due to cessation of Contract.</p>
<p><u>Release of Full & Final amount and Issuance of Reliving Certificate</u></p>	<ul style="list-style-type: none"> • The Full & Final settlement of the consultant, leaving the organization, will be disbursed by cheque within 15 days of consultant leaving the organization (subject to completion of exit formalities). • Reliving Letter shall be issued to the individual along with the release of Full & Final settlement amount by the HR Division.
<p><u>Administration Policies</u></p>	<ol style="list-style-type: none"> <u>1. STATIONERY PROCUREMENT</u> <ul style="list-style-type: none"> • Consultant needs to co-ordinate with Deptt. Coordinator/ Assistant for procurement of stationery. The request can be raised weekly or whenever required urgently. <u>2. VISITING CARDS</u> <ul style="list-style-type: none"> • All consultants and above, working in the Technical & Admin division, shall be provided with Visiting Cards. The Secretarial Assistant of the concerned division shall forward the request for printing of visiting cards to the Consultant-Admin for printing in writing with desired information.



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3. LOST & FOUND POLICY

- Any unclaimed item found by an individual, inside or outside the office premises of NHSRC but within the premises of NIHFV campus, he/she needs to intimate the Admin division about the unclaimed article found.
- All the lost & found items data is entered in the log book and the lost items are kept in safe custody of PAO.
- The Administration division will circulate an internal e-mail informing about the unclaimed object found. If the object is found outside the premises of NHSRC, the administration shall copy the e-mail to Director NIHFV as well.
- If the ownership of the unclaimed object is established, all efforts shall be made by the Admin Division, to hand-over the article to the individual. The article shall remain in the custody of Admin division for a maximum period of 3 months, if the article is not claimed by the owner within the specified time frame; NHSRC shall reserve the right to dispose of the article without citing any explanation.
- In order to claim a lost item, the owner must describe as closely as possible the lost item. If the ownership of Lost & Found article has been established, the article shall be handed-over to the owner and he will be required to sign for the receipt of the same.

4. VEHICLE BOOKING

- The consultants may avail the facility of using office vehicles for official use only.
- The consultant may request for an office vehicle by filling up Vehicle Request Form, duly signed and approved by Reporting Officer (**Ref: Annex V**).
- In normal circumstance, a minimum of 24 hrs advance intimation is to be given to Admin division to arrange the vehicle. But if the vehicle is required on urgent basis, a minimum of one hour advance intimation needs to be given to Admin division to arrange the vehicle.
- In case if the notice is shorter than one hour, then, the Consultant may hire a taxi, as per the entitlement.
- If the destination and time of two requisitions is same, then, they can be clubbed on one vehicle.
- A vehicle will be provided from office and the individual will be dropped at office after the completion of office work.

5. DAMAGE TO OFFICE PROPERTY

- Staff members are required to take due care of the assets provided to them for office use.
- Damage due to willful negligence or willful carelessness to property or to any asset of the establishment, would make NHSRC to take action against such act performed by the individual.
- To resolve the issues related to the damage to office property, PAO takes the final decision after consulting with the concerned Advisors/Sr. Consultants.
- The individual needs to give an explanation, with all possible references, about the occurrence of incidence to PAO.
- PAO, then, will share the outcome with the Executive Director for his concurrence.



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<u>IT POLICIES</u>	<p>1. <u>IT EQUIPMENTS</u></p> <ul style="list-style-type: none">• The consultant is required to carry his/ her own laptop, data card etc for official use. The reimbursement for data card usage is done on monthly basis, on timely submission of bills and as per the entitlement. <p>2. <u>USE OF INTERNET</u></p> <ul style="list-style-type: none">• When the asset is provided by NHSRC, the installation of any additional software is strictly prohibited. The generally used softwares like pdf, free antivirus etc. can be installed but with full involvement of IT Executive.• Access to sites that contain obscene, hateful, unlawful, violent or otherwise illegal material is prohibited.• Stealing, using, or disclosing someone else's password without authorization is strictly prohibited.• Downloading, copying or pirating software and electronic files that are copyrighted or without authorization is not allowed.
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Inclusions



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POLICY ON LATERAL MOVEMENT

In order to provide equal opportunity to all, Recruitment & Selection decisions at NHSRC are based on merit, qualification and abilities. The NHSRC does not discriminate in opportunities or practices because of race, color, religion, sex, age or disability.

Purpose:

The purpose of this policy is to provide an opportunity to internal consultants of NHSRC to apply for a vacant position to enhance career growth opportunities. It is also the objective of the organization to assign each Consultant to a position that effectively utilizes the Consultant's skills consistent with the overall organization's requirements.

Scope:

The Policy on Lateral Movement is applicable to NHSRC's vacant positions.

Recruitment Process:

1. All positions including replacement and new will be first circulated internally and if no applications are received within time frame or no suitable candidates are found during the interviews, the post then will be advertised for open recruitment.
2. The HR requirement will be raised by the Advisor / Head of concerned division on file to HR Section along with the Terms of Reference (ToR).
3. The necessary approval of Principal Administrative Officer and Executive Director on ToR and advertisement process for recruitment through Lateral Movement will be obtained on file.
4. After receiving the approval from Executive Director, the HR Section will initiate the recruitment process by circulating the Vacancies (TOR, Eligibility Criteria and vacancy details) on the internal email group of NHSRC & RRC-NE.
5. The time frame for receiving of applications from interested candidates is 07 working days.
6. The candidates interested in the concerned position should submit a hard copy application along with the updated resume & NOC from the respective Advisor / Head of the division in which the Consultant is currently working.

Eligibility Criteria:

Consultants may apply for a Lateral Movement opportunity provided they meet the following eligibility Criteria:

Candidates who are on same level can only apply for the vacant post

Working continuously with NHSRC from at least last one year on a full time Consultancy Contract

Meet the minimum educational qualifications, experience and skill requirement for the open position.

Job performance at a satisfactory level and there is no disciplinary case against him / her.



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Shortlisting Process:

After initial scrutiny of the applications & resumes, the HR section shall handover the same to the Advisor / Head of the recruiting division for final shortlisting of candidates for interview.

After receiving the final list of short listed candidates, date of interview is finalized. The Interview is conducted by a Panel which consists of minimum of 3 members.

Interview Panel:

The details of interview panel composition are as under;

For NHSRC:

Executive Director, NHSRC

Advisor / Head of the recruiting Division, NHSRC

PAO / HRM, NHSRC

For RRC-NE:

Director, RRC-NE

One of the Senior Consultants from RRC-NE

PAO / HRM, NHSRC

The interview panel will be responsible to submit a duly filed and signed scoring sheet to HR Section for preparing the merit list.

Approval Process:

HR Section will initiate a file note on selection / no-selection of candidates and send it to Executive Director through Principal Administrative Officer.

On receipt of approval on file from Executive Director, the HR Section will intimate the Selected Candidate & his/her current Reporting Head about the selection through email.

It will be responsibility of the Advisor / Reporting Head to relieve the Selected Consultant in around 15 days of receiving the intimation.

Other Terms & Conditions:

The Consultant's Monthly consultancy fee and other entitlements will not change due to Lateral Movement.

The appraisal will be done by the reporting head under whom the Consultant has worked most in that calendar year with inputs from recent Advisor / Reporting Head if the consultant has worked for more than 90 days under him / her.

There will be no change in the leave balance available to the consultant.



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The date of joining the organization will remain same, but the details of change of division will be amended in the records.



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POLICY ON FAMILIES OF PERSONNEL OF NHSRC JOINING AS PERSONNEL AT NHSRC OR ON SHORT TERM CONSULTANCY

Whenever a person who is immediate family member i.e. children or spouse of a personnel working in NHSRC wants to apply for a post on long term consultancy or is considered for a short term consultancy, the same will be brought to the notice of Executive Director. The family member if selected can be engaged as personnel (Long term) or on short term consultancy provided the person being engaged is going to work in a different division and the Advisor/Sr Consultant at NHSRC is not the Reporter/ Supervisor of the person joining.



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SABBATICAL LEAVE POLICY

INTRODUCTION:

This policy is designed to give staff the opportunity to have a break from their assignment for a pre-determined time period to develop their careers.

DEFINITION:

Sabbatical leave provides a facility where an individual can undergo specialist training/further education or for enhancement of skill/knowledge.

ELIGIBILITY:

Applications will be considered from the consultants who:

- a) Are working in NHSRC for a minimum period of three years.
- b) Have valid reason or need for the leave and have discussed & has consent of division head.
- d) Apply at least 3 months in advance and undertake a commitment to remain engaged with NHSRC for at least 1 year following their return from sabbatical leave.
- e) Has not exceeded the limit of sabbatical leave.
- f) Is willing to abide by the terms & condition of sabbatical leave.

ENTITLEMENT TO SABBATICAL LEAVE

- a) Consultant may be entitled to unpaid sabbatical leave where the leave has been identified as having specific benefits to the organization. The costs of providing cover during the period of absence will also be a major factor in the decision-making process.
- b) Consultant may undertake a maximum of 2 sabbaticals in his tenure with NHSRC. Each sabbatical will be for a period of up to 3 months only. In exceptional cases one time sabbatical may be allowed for 6 months subject to approval of Executive Director NHSRC.
- c) Consultant should have a valid contract for at least one year post completion of sabbatical leave.
- c) There should be a gap of at least one year in each sabbatical leave.
- d) Sabbatical leave will be unpaid leave. No allowance / reimbursements will be paid during sabbatical leave.
- e) Eligible leave will not be adjusted against Sabbatical leave.

TERMS AND CONDITIONS

- a) A sabbatical will not result in a break in existing contract. However, provisions dependent upon length of service i.e., annual leave, sick leave, and maternity leave will be deemed to be suspended during the period of the sabbatical.
- b) Consultant must discuss sabbatical leave with their reporting heads and should be authorized at



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least 3 months in advance.

- c) Consultant may be permitted to take up paid assignment during the sabbatical.
- d) Consultant should be sent any information that the reporting heads considers relevant in relation to developments within their division in order to keep the consultant up to date. This is the responsibility of the reporting manager.
- e) Consultant will remain on their current terms and conditions of assignment although not at work.
- f) If Performance appraisal is due during the sabbatical leave, the individual will have complete his appraisals before commencement of sabbatical leave.
- g) On joining the individual will be required to submit a report.

ON RETURN FROM SABBATICAL

- a) Consultant must confirm date of their return to work in writing to their reporting head and copy to PAO & HRM prior to taking the sabbatical.
- b) The individual is entitled to return to their original designation but may be assigned to another task within the same division.

WHERE CONSULTANT DECIDES NOT TO RETURN TO WORK

- a) If the consultant decides not to return to work, they should give written request to Executive Director NHSRC and copy to Reporting Head, PAO & HRM, at least 4 weeks before the sabbatical is due to end.
- b) Individual would be required to return back to work and serve one month of notice period or pay one month of consultancy fee to NHSRC.
- c) The necessary exit formalities would need to be completed by the individual and return all asset / documents to NHSRC.
- d) Failing to comply with the above NHSRC will not give any reference check for the individual and no relieving order will be issued.



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AMENDMENT TO MATERNITY LEAVE

The provisions of Maternity Benefit Act 1961 along with Maternity Benefit (amendment), Act 2017 is being extended to NHSRC personnel and MoHFW consultants on NHSRC contract w.e.f. Year 2020-21 starting 01st April 2020.

- The maternity leave can be for a maximum of 26 weeks or till completion of contract period whichever is earlier. The leave will be continuous including weekends and holidays, which will also count towards continuous 26 or less calendar weeks as the case may be.
- The maternity leave can start earliest 6 weeks prior to expected date of delivery and latest on date of Delivery. At the time of preceding on maternity leave, the staff/consultants must have worked for 80 days in last 12 months on NHSRC contract failing which the leave will not be entitled.
- All maternity leaves will be approved by Executive Director, NHSRC after recommendation of Advisor/Sr. Consultant IC/PAO, NHSRC/Programme Division/Director RO/Head MoHFW/Reporting officer MOHFW prior to proceeding to leave.
- Copy of supporting medical documents required along with maternity leave application i.e., Antenatal card/prescription or medical certificate from Obstetrics & Gynaec specialist should be attached with the application.
- Consultants/staff during the period will not take up any consultancy or job with remuneration with any other agency during the period but utilize it for recovery and recuperation.
- The Maternity leave will be fully paid leave, which will be in addition to one month paid leave being provided to consultants.

***Annexure(s) Overleaf**

1. Annexure I – Leave Rules (Consultants)
2. Annexure II – Leave Rules (Contractual Staff)
3. Annexure III – Performance Appraisal Form
4. Annexure IV – Travel Entitlement
5. Annexure V – Personal Information Update Form
6. Annexure VI – Vehicle Requisition Form



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ANNEXURES



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Annexure-1

LEAVE RULES (Consultants)

1 Consultants (which is used to denote all technical staff) have considerable flexibility in work timings and days as per their Assignment / Task Framework. The respective Heads / Advisors are to ensure that the conduct of work and its execution allows for sufficient freedom for Work-Life balance. In that

- a) Ordinarily on an average 20 days of working per month is available and required for each consultant
- b) Consultant has flexible timings provided work is delivered on time

Job deliverables within time frames are to be fixed.

Ordinarily therefore no leave shall be admissible for consultants and cannot be claimed as a right. However, deriving from the 20 days of working principle, work allocation and assignments must be given such that a maximum of 30 days leave in a calendar year may be considered for each consultant to cater for personal needs including medical, maternity or paternity related, and other family or personal reasons. In case, the Consultant wishes to undertake any Assignment on remunerative basis with Organization other than NHSRC, prior permission needs to be taken.

1.2 Proportionate reductions in Consultancy Fee Payment: In addition, the experts / staff of the NHSRC headquarters and its branch offices may avail of proportionate reduction in consultancy fee (in exceptional circumstances. This could include consultancies with external agencies where the consultancy is deemed to be of value to building of skills and work experience of the concerned staff member. This can be sanctioned after recording reasons in writing by:

- the concerned Director in case of experts / staff in a branch office
- Executive Director in respect of staff of NHSRC headquarters, New Delhi and Director of a Branch office, and
- Chairperson of the Executive Committee in case of Executive Director.

Permission for attending workshops / seminars and other programmes for skill development or improving qualifications would be sanctioned as part of the assignment if it is needed. If not proportionate reductions in consultancy fee would apply.



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Annexure-II

LEAVE RULES (Contractual Staff)

- Earned Leave:** Those on Contractual appointments shall be entitled to one month's leave in a year. This Leave is earned on a monthly basis, 2.5 days per month and accumulates to 30 days in a year. A weekend or a holiday may be added at both ends while availing this leave. However, Weekends and Holidays falling during a period of Earned Leave are counted as part of Earned Leave. Any leave outstanding at the end of the calendar year / tenure / contract period cannot be carried forward to the subsequent year nor can be en-cashed.
- Casual Leave:** Casual leave of up to a maximum of 08 working days per year may be available to all on Contractual appointments. Casual leave may be availed in half days but cannot be availed for more than 2 days at a time. Also, a weekend or a holiday may be added at both ends while availing casual leave, but such period shall be limited to a maximum of 4 days at a stretch. Weekends and Holidays falling during a period of Casual Leave are not counted as part of Casual Leave.
Such leave also cannot be carried forward to the subsequent year nor can be en-cashed.
- Sick Leave:** Ten days per year calculated from the date of joining. Sick leave may be availed in half days if needed but sick leave in excess of 3 days shall have to be supported by a certificate from a registered medical practitioner. Sick leave cannot be en-cashed. It can be carried over for upto maximum 20 days, but such carried over leave is only applicable only for hospitalization.
- Special Leave:** Where essential, women staff can avail 6 additional days of special leave per annum, one day at a time and not exceeding one day per month. Such leave can be availed by either pre-fixing or suffixing with any holiday/s or weekends. However, such leave cannot be carried forward to the subsequent year nor can be en-cashed.
- Maternity / Paternity leave:** Married persons working with NHSRC or its branch offices may be allowed to avail up to three month's maternity leave or one month's paternity leave, as the case may be, provided that this facility will be available only to those persons who have completed at least one year in the NHSRC headquarters, New Delhi or the branch office of the Society, as the case may be. The paternity leave has to be utilized at the time of birth (where no further permission is requires) or at a period agreed to with the reporting officer at the time of birth.
****All the above leave (Except Maternity / Paternity Leave) are calculated on a prorata basis for Individuals joining duty during the middle of a year and may avail Leave proportionately.***



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Annexure-III

(ANNUAL PERFORMANCE APPRAISAL) (FOR YEAR 2020-21)

Staff Member's Particular

Name :
Designation :
Date of Joining the Organization :
Date of joining the Current Designation :
Validity of Current Contract :

Activity

Distribution of APA forms
Self Evaluation
Appraiser's evaluation
Final review by the Reviewer
Feedback to the personnel



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GENERAL GUIDELINES

PURPOSE:

- To assess the performance of a personnel against the Key Deliverables
- To identify personnel's strength and areas of improvement
- To serve as one among various inputs for career development planning
- To provide inputs for compensation decisions

PROCEDURE FOR EVALUATION:

Self evaluation: Each personnel will receive the Appraisal forms through his immediate senior officer. After filling Part A of the form, it is to be returned to the appraiser.

Performance Evaluation Dialogue: The superior, who is the appraiser, is required to schedule a discussion with the appraisee for performance evaluation. Performance of the entire period to be reviewed against agreed deliverables.

Superior evaluation: After the dialogue, the evaluator will assess the performance of the personnel and put his views in Part B of the form.

Where a personnel has worked under two or more superiors in the appraisal year, the appraisal will be done by the reporting officer subject to the minimum service under the appraiser being Three months (excluding period of long leave by appraisee and or reporting officer).

Otherwise, the appraisal will be done by the earlier reporting officer. Where the earlier reporting officer has left the service of the organization and the Evaluator - appraiser relationship is less than Three months, the appraisal will be jointly done by the current reporting manager and his functional head.

Final review by the Reviewer- The appraiser and the reviewer will fill the performance ratings in Part C.

Feedback to the Personnel : This is a very important step of the cycle whereby the appraisee is given feedback by his appraiser on his annual performance and also about his strength and areas of improvement. This is to be done after the whole process is over i.e. after appraiser evaluation and Moderation of scores.

Appraisee comments: The personnel, after receiving the feedback, writes his comments in Part D and signs the APA forms.



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PART – A

SELF EVALUATION

- Please list your Key deliverables for the year as specified in the annual work plan initiatives. Against each deliverable, mention your actual achievements (and constraints, if any).
- Also, mention other deliverables that were assigned / taken up during the course of the year.
- The below mention format is to be used, but as space would be inadequate, take as many sheets as required.

S. No.	Key Deliverables	Achievements

Additional Responsibilities & Other Areas of Contribution (Area which are not covered above)
Please mention constraints in your work during the review period

DELIVERABLES FOR FINANCIAL YEAR 2021-22

Key Deliverables:

S. No	Deliverables

Signature of the Appraise:

Date:

[Type text]

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PART – B

(TO BE FILLED IN BY APPRAISER)

I. PERFORMANCE SUMMARY AND TREND

(Summarize your view of appraisee's accomplishments and comment on performance trend during the past year)

II. STRENGTHS

(Describe appraisee's strengths and how they have contributed to the current assignments)

III. ACTION FOR PERFORMANCE ENHANCEMENT

(Identity specific areas needing improvement and development actions you feel would enhance the appraisee's current or further performance)



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PART – C

(TO BE FILLED IN BY APPRAISER)

- Please read the Guidelines for Performance Rating
- Please tick on the rating (whichever and corresponding to the score applicable)

S. No.		Part- A (by Reporting Officer)	Part - B (by Reviewer)
		(Each Attribute is to be marked; Max. Marks – 10 for each Attribute)	
1	Quality of Deliverables		
2.	Application of Professional Knowledge		
3.	Timeliness of Deliverables		
4.	Initiative		
5.	Willingness to shoulder extra responsibility		
6.	Attitude		
7.	Interpersonal Relations & Team work, Co-operation with Supervisors & Colleagues, Peer support.		
8.	Communication Skills (Written & spoken)		
9.	Punctuality & Contribution to other tasks (beyond Division's work).		
10.	Efforts undertaken to improve knowledge(papers, presentations, conferences etc.)		
	Aggregate Marks (Max. 100)		
	Average of Marks		
Signature of Reporting Officer		Signature of Reviewing Officer	Signature of Consultant/Staff



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Grade	Overall Marks	(Please Tick)
A	More than 79	
B	More than 64	
C	50 to 64	Repeat Assessment (Mid-Year Review).
D	Less than 50	Served notice

Reviewer's Comments on overall performance & Potential



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PAO SECTION:

Integrity / Disciplinary Action / Propriety: (Tick the relevant Choice)

Conduct:

Above Board	Questionable
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Disciplinary:

Initiated	In Progress	Completed	Findings	No Guilty / Guilty
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		Signature of PAO Name: Date :
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FINAL RATING OF THE APPRAISEE BY REVIEWER / ED, NHSRC:

The rating, score and its terminology is as Corresponding under:-

Did not meet performance under most of the counts.	D
Met required performance on few counts	C
Met required performance level	B
Exceeded required performance level (Excellent)	A

Note:

1. The appraiser in all cases will be the immediate supervisor
2. The reviewer in all cases will be Functional / Organizational Head of Appraiser
3. In case of difference of opinion between Appraiser and Reviewer in score, the average of the two will be considered.



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PART - D
(FEEDBACK FORM)

1. Part 'A' has been taken into consideration while evaluating the Appraise.
2. Part 'B' and 'C' have been shown to Appraise.

Comments of the Appraise:

(Signature of the Appraisee)

(Signature of the Appraiser)



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Annexure IV

TRAVEL ENTITLEMENT DETAILS

Travel within India

The NHSRC & its branch(es) shall follow the existing government rules/norms in respect of TA/DA Reimbursements.

A. Local Travel for official work (Travel within the limits of NCR)

i. Mode of local conveyance and payments thereof are as under:

Positions	Approved Mode of Conveyance
ED	Office Vehicle / AC Indigo or equivalent
Advisors / Director - RRC-NE / PAO / Sr. Consultants	AC Indica or equivalent
Consultants	Non-AC Indica or equivalent
State Facilitators / Research Associates	Non-AC taxi
Fellow / Intern	Public Bus / Metro/Auto

ii. When own/hired transport is used, payment/reimbursement would be on actual or as per the approved rates by the Ministry of Transport, NCR Delhi.

B. Outstation Travel (Domestic)

I. Reimbursement of Accommodation & Per Diem (Domestic Travel):

Positions	Reimbursement for Accommodation/per day	Per diem*
Executive Director / Advisor / Director - RRC-NE / PAO	uptoRs7,500/-	Rs900/-
Lead Consultants	uptoRs6,000/-	Rs900/-
Sr. Consultants	uptoRs5,000/-	Rs900/-
Consultants / State Facilitators	uptoRs4,500/-	Rs700/-
Research Associates	uptoRs2,250/-	Rs600/-
Fellow	uptoRs2,250/-	Rs600/-



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II. Reimbursement of Mode of Journey (Domestic Travel):

– By Air

Positions	Approved class
ED / Advisor / Director - RRC-NE	Economy class
PAO / Sr. Consultants	Economy class
Consultants	Economy class
State Facilitators / Research Associates	Economy class

– By Rail

Positions	Approved class
ED / Advisor / Director - RRC-NE	1AC
PAO / Sr. Consultants	1AC
Consultants	2AC
State Facilitators / Research Associates	2AC
Fellow / Intern	3AC

– By Road

Position	Approved class
ED / Advisor / Director - RRC-NE	AC bus/ AC taxi
PAO / Sr. Consultants	AC bus/ AC taxi
Consultants	AC bus/ non AC taxi
State Facilitators / Research Associates	AC bus/ non AC taxi
Fellow	AC bus/ non AC taxi
Intern	Public bus/ shared taxi



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Annexure V

PERSONAL INFORMATION UPDATE FORM

NAME: _____ DESIGNATION & DIVISION: _____

Change in Address (if applicable):

Permanent Address	Present Address (mentioned earlier in HR records)	Change in Address

Change in Marital Status (if applicable):

Full Name post marriage (only for female consultants)	
Date of Marriage	
Name of the Spouse	

Change in contact number: (Mobile/ Landline)

Old: _____ New: _____

EMERGENCY CONTACT

Name (IN BOLD LETTERS): _____ Relationship to You: _____

Address: _____

Contact Number: _____.

Signature:

Date: