

JUSTICE VIKRAMAJIT SEN

Office: Administrator, DDCA, Feroz Shah Kotla Stadium

E-mail: justicesen.ddca@gmail.com, Tele: 26317274

Dated: 30.06.2018

DIRECTION NO. 36

The Human Resource Policy – Employee Handbook (Service Rules 2018) of Delhi & District Cricket Association is hereby notified in order to ensure that proper procedures are put in place for the betterment of employees thereby leading to overall welfare of the Association.



Justice Mr. Vikramajit Sen (Retd.)
Administrator, DDCA

JUSTICE VIKRAMAJIT SEN

Office: Administrator, DDCA, Feroz Shah Kotla Stadium

E-mail: justicesen.ddca@gmail.com, Tele: 26317274



Delhi & District *Cricket Association*

Human Resource Policy – Employee Handbook

(Service Rules 2018)

INDEX

Chapter No.	Topic	Page No.
1	Introduction	3
2	Organogram	4
3	Working hours – Attendance and punctuality	5 - 6
4	Leave	7 - 9
5	Drug Use & Abuse, No Smoking	10
6	Policies against sexual harassment at workplace	11 – 17
7	Electronic Mail and Computer Use	18 - 19
8	Uniform Dress Code Policy	20
9	Performance Appraisals & Salary increases	21
10	Grievance Redressal Mechanism	22 – 24
11	Local Conveyance Reimbursement	25
12	Gratuities and Gifts	26
13	Demonstration and Strikes by unions.	27 – 28
14	Disciplinary action policy.	29 – 42
15	Advance and loan policy.	Pending
16	Termination (voluntarily and involuntarily) policy.	Pending
17	Short term disability and long term disability	Pending

Chapter 1.

Introduction

The Delhi & District Cricket Association (DDCA) is the Governing Body of Cricket activities in the State of Delhi and the Delhi Cricket Team. It is affiliated to the Board of Control for Cricket in India. The Delhi Cricket Team is the team for Delhi & District Cricket Association in the Ranji Trophy. The Delhi & District Cricket Association also plays with the name of DDCA President's XI, and participates in premier tournaments abroad and in India.

These Service Rules have been designed to provide the Employees with information about the conditions of their service; policies and benefits at Delhi & District Cricket Association (hereinafter referred to as "DDCA" or "Association").

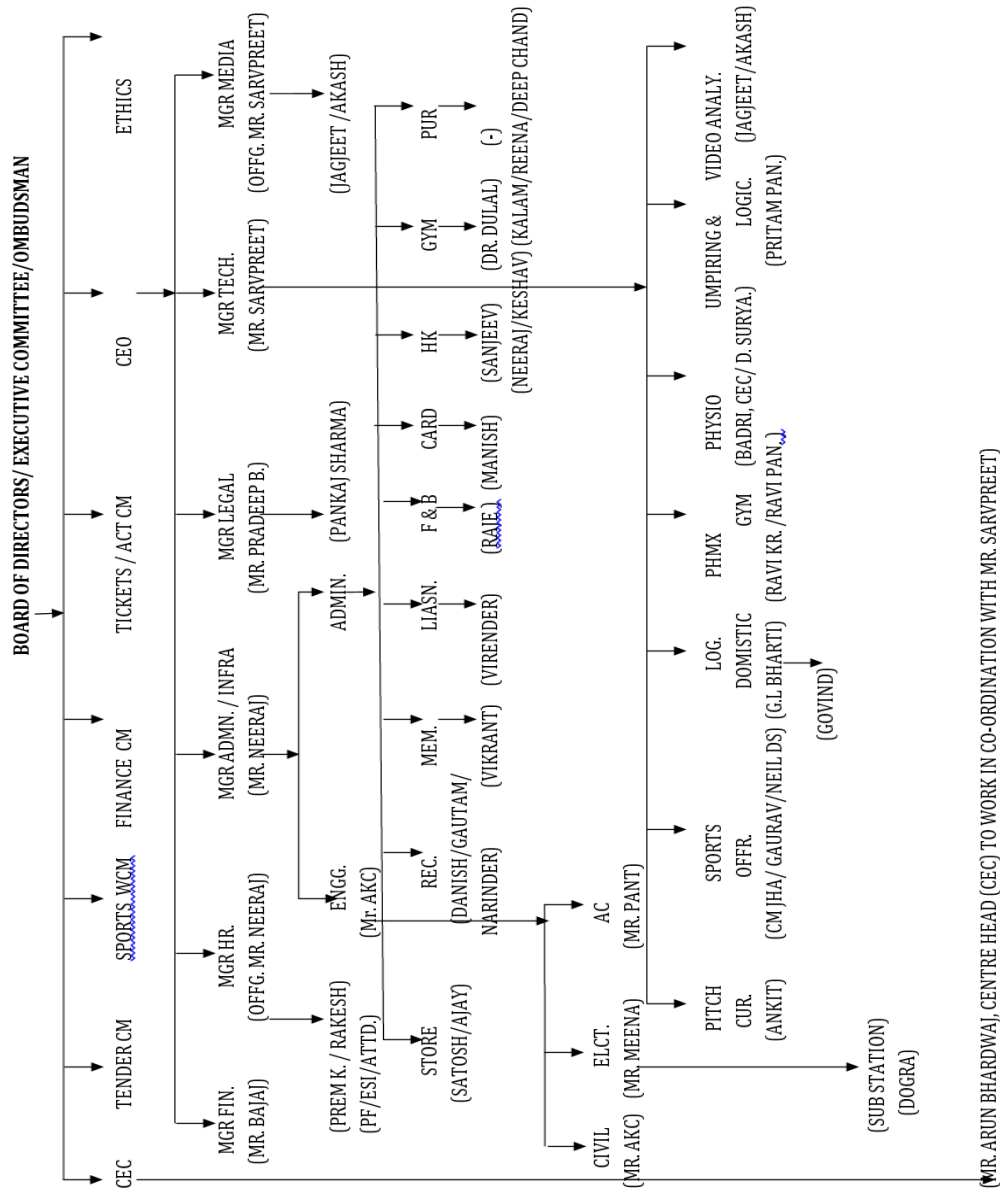
The services of the Employees will be governed by these terms and conditions, as also by their respective Appointment Letter/Contract of Employment, in case of any conflict, the provisions of the Appointment Letter shall prevail.

DDCA reserves the right to revise, add to, or amend the provisions of these Service Rules which may be in the best interest of the Association, as also the Employees and our other stakeholders viz. players, cricket enthusiasts and the like.

Each Employee is required at the time of joining the Association to receive a copy of these Service Rules and submit a signed acknowledgment to the Human Resources Department confirming that she/he has read and understood its contents; and undertakes to faithfully comply with the same, in the discharge of one's duties. The 'Acknowledgment Form' is attached to this Handbook as **Appendix - A**. Further, all existing Employees shall be provided a copy of these Service Rules once they are duly adopted and approved by the Governing Body.

Chapter 2.

Organogram



(MR. ARUN BHARDWAJ), CENTRE HEAD (CEC) TO WORK IN CO-ORDINATION WITH MR. SARVPREET

Chapter 3.

Working hours – Attendance and punctuality

Our ability to work together smoothly and effectively as a team, to meet the objectives of the Association depends on all Employees attending and arriving promptly at the beginning of each work day, and following the completion of all breaks and lunches.

The Association expects its Employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other Employees and on the Association. Hence, will not be tolerated and will invite necessary disciplinary action.

Office Timings:

The official working hours of the Association offices will be 10:00 hrs to 19:30 hrs, Monday through Saturday. However, due to the exigencies of work, an Employee may be required to discharge his/her duties based entirely on the requirements of the work. Therefore; Employees may be required to work on a Sunday or on a National / Festival Holiday for which the Employee shall be suitably compensated.

Punctuality in the discharge of duties is mandatory, habitual late attendance will amount to dereliction of duties on the part of the Employee. Habitual late attendance means reporting late on more than three (3) occasions in a month. Hence, all Employees are expected to strictly adhere to the prescribed working hours, which may vary based on the exigencies of the work of the Association.

The Association may allow late coming by not more than fifteen (15) minutes on three (3) occasions in a month. However, in case the Employee exceeds the three (3) occasions, thereafter, for any late coming, the Employee shall lose half day's leave.

The recording of Attendance shall be per Biometrics. However, if for some reason, the system is not functioning on that particular date, the Attendance may be recorded on a sheet of paper by signing against one's name and timing.

The prevailing practice that the Employee records his/her Attendance in the concerned Department manually whereat he/she is posted, shall continue as hitherto.

Absence from Work:

We recognize that unforeseen situations may arise and it may become necessary for an Employee to be absent from work. This may be for a variety of reasons, such as an unexpected illness or a personal emergency.

If you have an unscheduled absence, it is expected that you will call in personally unless you are in a situation that renders you incapable of doing so. In that case, please have a relative or friend call in for you. If you are planning to be absent, you are expected to call your immediate Supervisor as soon as possible after you determine that you cannot attend but definitely within a reasonable time following the beginning of your scheduled work in the office.

If you must leave the premises at times other than your scheduled breaks or lunch, please obtain authorization to do so in writing from your immediate supervisor.

Failure to meet these requirements may result in your absence not being paid, in disciplinary action or termination, or in any other response DDCA deems appropriate.

Chapter 4.

Leave

The Association recognizes leave as a benefit that will enable Employees to apply to attend to personal exigencies. The purpose of the Leave Policy is to define the leave eligibilities and facilitate planning and availing of leave in a systematic manner by the Employee and the Association. It is expected that Employees will take leave by informing their Supervisors well in advance, except in case of an emergency. All Employees have to ensure that their work and that of others does not suffer on such account.

1. Leave cannot be claimed as a matter of right.
2. The leave sanctioning authority may refuse or revoke leave of any kind; subject to valid cause for such action.
3. Casual leave at the maximum should not be applied for more than 2 days in one instance.

Leave records shall be administered and maintained by the appointed functionary of the office who would also maintain leave records in accordance with relevant provisions as well as guidelines issued from time to time.

A. Eligibility

An Employee is eligible to the following leaves each year:

Earned Leave	-	30 days
Casual – Cum – Sick Leave	-	15 days

Guidelines with regard to availing of leaves:

- i) Leave year for accrual purposes would be from 01st January of a given year to 31st December of that year
- ii) Leave eligibility would be calculated on a pro-rated basis for Employees joining in the middle of the year based on the applicable accrual cycle for the type of leave.

- iii) No leave is granted unless accrued.
- iv) The responsibility of obtaining sanction for leave lies on the Employees.
- v) The Employee wanting to apply for leave will submit the leave request to his/her immediate Superior. The Supervisor in all cases is the competent authority to sanction/refuse or revoke leave.
- vi) While on leave of any kind, no Employee shall take up any employment or any other vocation, whatsoever. Association reserves the right to take appropriate action in such a situation.
- vii) Association encourages Employees to plan leave. Leave without pay is not encouraged.
- viii) Leave shall not be presumed till the competent authority sanctions leave. However exigencies can be considered.
- ix) The Association is the sole and final authority for interpreting the above rules and its decision shall be binding on the Employees.
- x) Sick leave applied/availed would be subject to the submission of Medical and Fitness Certificate (at the time of joining back after recovery from illness) from Registered Medical Practitioner.
- xi) Willful absence from duty/absence without intimation or absence without leave shall invite action as deemed fit by the Association.

B. Earned Leave (EL)

- i) Employees are entitled for 30 days Earned Leave per annum.
- ii) The purpose of Earned Leave is to provide Employees with planned leave for a long duration, for personal exigencies and during times of illness.
- iii) Earned leave has to be applied for by an Employee at least 15 days prior to proceeding on leave. Hence, it is not permissible for an Employee to proceed on Earned Leave without prior approval and sanction of the concerned Authority.
- iv) Earned Leaves are eligible for encashment/carry over upto a maximum limit of 60 days only at the time of retirement / resignation. Whereas, Medical leaves are eligible for carry over upto maximum limit of 30 days only and no encashment attached to it.
- v) Accumulation: Earned Leave can be accumulated upto 60 days only.
- vi) Encashment of Earned Leave up to a limit of 60 days is admissible only at the time of Retirement. The encashment will be calculated based on the last drawn salary (basic) on that day.

- vii) Any holiday(s) / weekly off(s) preceding or succeeding the Earned Leave will not be included for the purpose of calculation of Earned Leave but weekly off/holidays falling in between the period of Earned leave and Medical leave will be counted/reckoned for purposes of leave.
- viii) Earned Leave encashment will be paid through the payroll that is taxable.
- ix) Earned Leave accrued or carried over (up to a limit of 60days) will get Encashed in the Full and Final Settlement of the Employee in case of a Resignation.
- x) The Association may allow the individual to set off such accrued or carried over Earned leaves against notice period due to the Association as per the terms of appointment.
- xi) While affording credit, fractions of a day should be rounded off to the nearest higher day i.e. 7½ days to be rounded as 8 days.
- xii) Earned Leave can be availed up to 30 days at a time. However, in case of exigencies from individual to individual case, the Association may relax up to 45 days.

C. Maternity Leave (ML)

Maternity benefit shall be granted strictly in accordance with the Maternity Benefit Act and Rules. In case the female Employee is covered by Employees State Insurance Act, then the provisions of the same shall take effect.

Chapter 5.

Drug Use & Abuse, No Smoking

Alcohol and drugs in the work environment affect performance and endanger the safety and health of Employees as well as increases the risk of property damage or loss to the Association, its vendors or its associates. The use of alcohol and/or drugs at any time on the premises of DDCA, or in a DDCA vehicle, or the vehicle of a vendor/associate, violates the Standards of Conduct of DDCA and amounts to a misconduct.

The Association reserves the right to take all appropriate and lawful action where there is reasonable suspicion that an Employee is under the influence of drugs and/or alcohol. Reasonable suspicion may come from noticeable change in behavior, appearance, speech or odor indicative of the use of alcohol, drugs that may impair the safety or job performance of the Employee. He/she may be suspended without pay pending an investigation. Such Employee may be requested to undergo a physical examination including blood, urine or breathe analyzer testing at a designated medical facility. Refusal by the Employee to submit to such testing or examination will be viewed as sufficient ground for immediate dismissal from service.

To control the possession, distribution and use of illegal drugs and alcohol, Management may, with or without announcement or probable cause, conduct periodic comprehensive search and/or inspection of the premises. All desks and other containers on the premises are for Employee use, but are the property of DDCA and remain its property even though allocated temporarily to an Employee.

No Smoking

The DDCA office is declared Tobacco Free Zones and use of tobacco in any form is strictly prohibited. This policy is to be strictly observed at all times.

Chapter 6.

POLICY AGAINST SEXUAL HARASSMENT AT THE WORK PLACE

DDCA stands for zero tolerance to sexual harassment at the work place. This Policy applies to all persons employed at the DDCA for any work of regular, temporary, ad hoc or daily wage basis, directly or through an agent / contractor, including persons working on a voluntary basis and also apprentices, trainees, probationers, agent, including consultants of the Association.

Any woman who alleges to have been subjected to any act of sexual harassment by another person at the workplace, shall be referred to as the "Aggrieved Woman". Any person against whom the Aggrieved Woman makes a Complaint of sexual harassment, shall be referred to as the "Respondent".

1. OBJECTIVE:

DDCA firmly believes that every Employee has a right to work in an environment free from harassment, intimidation or offensive behaviour and issues of harassment will be resolved without fear of reprisal. The Policy is designed to take effective measures to prevent and prohibit sexual harassment, and have a mechanism to redress cases of sexual harassment and impose punishment for those responsible for sexual harassment.

Harassment in any form will not be permitted, tolerated or condoned whether it is based on a person's race, colour, ethnic or national origin, gender, real or suspected sexual orientation, religion or perceived religious affiliation, disability or other personal characteristics. The use of the Association's property including e-mail, bulletin boards or any document as a vehicle for harassment is prohibited.

2. MEANING OF SEXUAL HARASSMENT AND SEXUALLY ORIENTED BEHAVIOUR:

'Sexual Harassment', includes any unwelcome sexually determined behaviour, direct or by implication, and includes physical contact and advances, a demand or request for sexual favours, sexually coloured remarks, showing pornography, any other unwelcome physical, verbal or non verbal conduct of a sexual nature. Sexually Oriented behaviour shall mean and include but is not limited to the following:

- a) Material that is sexual in nature, sexist, sexually explicit and so on and is displayed in the workplace, circulated, or put in someone's workspace or belongings, or device such as computer, mobile phone, etc. or on any other machine or on the internet or any other public display system or public place in the work premises.
- b) Verbal abuse or comments that put down people because of their sex.
- c) Comments about people's (women/men) bodies.
- d) Tales of sexual exploits
- e) Graphic descriptions pornography
- f) Pressure for dates
- g) Sexually explicit gestures
- h) Unwelcome touching and hugging
- i) Sexist and insulting remarks
- j) Sexist jokes and cartoons
- k) Displaying pornography in the workplace
- l) Insisting that workers wear revealing clothing
- m) Inappropriate gifts
- n) Discussion of one's partner's sexual life
- o) Lewd and threatening letters
- p) Pressing or rubbing up against an aggrieved person
- q) Indecent exposure
- r) Subtle or overt pressure for sexual favours
- s) Soliciting sexual services
- t) Demanding sexual services
- u) Sexual or physical contact, such as kissing or touching
- v) Intrusive questions about sexual activity
- w) Sexual assault
- x) Repeated sexual invitations when the person invited has refused/ignored similar invitations
- y) Coerced sexual intercourse (e.g., as a condition of employment or promotion and the like)

"Sexual Harassment" should not be confused with simple friendly behaviour, if these are mutually desired and accepted. The difference between friendly behaviour and sexual harassment is that sexual harassment is an unwelcome act as per the version of the Aggrieved Woman.

3. PREVENTION OF SEXUAL HARASSMENT

No person shall indulge in sexual harassment and No person shall be subjected to sexual harassment at any work place.

The following circumstances among other circumstances if they occur or are present in relation to or connected with any act or behaviour of sexual harassment may amount to sexual harassment.

- (i) *implied or explicit promise of **preferential** treatment in the persons employment/promotion; or*
- (ii) *implied or explicit threat of **detrimental** treatment in the persons employment/promotion; or*
- (iii) *implied or explicit threat about the persons **present or future** employment/promotion status; or*
- (iv) *interference with work or creating **an intimidating or offensive or hostile** work environment for the persons; or*
- (v) ***humiliating treatment likely to affect** the persons **health or safety**.*

4. RIGHTS AND RESPONSIBILITIES OF EMPLOYEES

(1) Every Employee is entitled to a work environment with dignity and free from sexual harassment.

(2) Every Aggrieved Woman is entitled to complain in writing against sexually oriented behaviour to which she is subjected to or which was targeted at her. Further, she shall promptly report in writing any incident of Sexual Harassment that comes to her knowledge to the Internal Complaints Committee or to the Chairperson or any other Member of the Internal Complaints Committee established under this Policy, as the case may be.

(3) The Internal Complaints Committee may, before initiating an Enquiry, at the written request of the Aggrieved Woman, take steps to settle the matter between her and the Respondent through the mechanism of Conciliation/Mediation. However, no monetary Settlement shall be made as a basis of such Conciliation/Mediation.

Where a Settlement has been arrived at, the Internal Complaints Committee shall record the Settlement so arrived and forward the same to the Management. Further, it shall provide the copies of the Settlement as recorded to both the Aggrieved Woman and the Respondent, subject to a written request to that effect.

5. THE INTERNAL COMPLAINTS COMMITTEE

The names and contact details of the members of the Internal Complaints Committee (ICC) is given in **Annexure One**. The same are also available with the HR Department. The term of office of the Internal Complaints Committee is for a period of 3 years from the date of appointment. On the expiry of the three years period, the existing members of the Internal Complaints Committee (ICC) will continue to hold office, till the new Internal Complaints Committee is constituted. If a member of the Internal Complaints Committee who is an Employee of the DDCA, ceases to be an employee, then such person will automatically cease to be a member of the Internal Complaints Committee.

6. POWERS AND DUTIES OF THE INTERNAL COMPLAINTS COMMITTEE

The Internal Complaints Committee will receive the Complaint on sexual harassment from the Aggrieved Woman in writing (four copies). It is required to investigate into the Complaint after receiving a written response from the Respondent and satisfying itself that a *prima facie* case is made out and that the Aggrieved Woman is not agreeable to any Mediation or Conciliation initiative by the ICC as is stipulated in the law and this Policy. The Committee will conduct its proceedings strictly in accordance with principles of natural justice. Thereby giving both parties full, fair and sufficient opportunities to present their respective version before the Committee. Finally, the ICC is required to submit its findings on the Complaint of the Aggrieved Woman.

7. COMPLAINTS PROCEDURE

- (1) Every Aggrieved Woman has the right to lodge a Complaint concerning sexual harassment at the workplace against a person.
- (2) Such a Complaint needs to be in writing and the Respondent needs to submit his Reply/Explanation in response; on receiving a copy of the Complaint, within a reasonable time period.
- (3) The Aggrieved Woman will be afforded confidentiality in respect of the Complaint before the Internal Complaints Committee members.
- (4) The Chairperson shall convene a meeting of the Internal Complaints Committee at the earliest convenience possible.

- (5) The Internal Complaints Committee shall examine the Complaint and shall undertake investigation of the Complaint after giving sufficient opportunities to the Aggrieved Woman to present her case and the Respondent to give his/her version. The Internal Complaints Committee may examine witness from both the sides and also give opportunity of cross-examination of the witness to both parties. The proceedings shall be conducted in the presence of both Aggrieved Woman and Respondent. Documents if any produced by the parties may be taken on record and duly exchanged to enable both parties to effectively present their respective version. Neither the Aggrieved Woman nor the Respondent is allowed to bring in any Outsider or legal practitioner to represent them in their case before the Internal Complaints Committee. However, they may be represented by a Co – Employee of their choice. On completion of the inquiry, the Committee will submit a copy of its Report to the Aggrieved Woman, the Respondent and the Management of the Association.
- (6) The Internal Complaints Committee will inquire into the Complaint as prescribed under the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules made thereunder.

8. PROTECTION AGAINST VICTIMISATION:

In the event the Aggrieved Woman being an Employee and the Respondent being her Superior, then during the pendency of the investigation and even after such investigation if the Respondent is found to be guilty, the Respondent shall not act as the Superior of the Aggrieved Woman.

9. CONSEQUENCE OF COMPLAINT BEING PROVED:

If as per the findings of the Committee, the allegations made in the Complaint by the Aggrieved Woman against the Respondent, are proved, then it will be considered as a proved misconduct and the Competent Authority may impose any punishment as envisaged in the policy on disciplinary process including dismissal.

10. CONSEQUENCE OF FALSE COMPLAINT:

If as per the findings of the said Committee, the allegations made by the Aggrieved Woman against the Respondent, are proved to be false, then the Competent Authority may impose any of the punishment as envisaged in the policy on disciplinary process including dismissal.

11.OBLIGATIONS OF THE MANAGEMENT:

The Association shall provide all necessary assistance for the purpose of ensuring full effective and speedy implementation of this Internal Complaints Committee constituted as above and shall implement the decisions in an expeditious manner.

12.THIRD PARTY HARASSMENT:

In case of third party Sexual Harassment the Internal Complaints Committee will actively assist and provide all its resources to the Aggrieved Woman in pursuing the Complaint.

13.SAVINGS:

The proceedings under this policy shall not be stalled or postponed merely because the Aggrieved Woman is proceeding against the Respondent under any other provision of civil or criminal law.

Annexure One

Name and Details of the Internal Complaints Committee Members

Srl.No	Name	Designation	Company Employee / External Person	Contact Address & E-Mail	Tel. Number & Mobile Number
1	Ms	Presiding Officer	Company Employee		
2	Ms	Member	Company Employee		
3	Mr./Ms.	Member	Company Employee		
4	Mr./Ms.	Member	External Person		

N.B. This Policy is in line with The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules made thereunder.

Chapter 7.

Electronic Mail and Computer Use

DDCA utilizes electronic mail in order to conduct its business in a quick and efficient manner. As a benefit, Employees are allowed to send limited personal e-mail messages to friends and family. These messages will be treated no differently than written business messages and may be accessed by DDCA for a variety of reasons. In other words, anything that is sent, received, or stored on any system owned by DDCA may be read, listened to, or copied by DDCA.

Every DDCA Employee with access to electronic mail is responsible for ensuring that she/he uses the e-mail system properly and in accordance with policy laid down in this Handbook. The e-mail system is part of the business equipment and technology platform and is to be used for business purposes. Personal use of the e-mail system is to be limited to the time an Employee is on meal breaks.

Information and messages regarding DDCA activities sent or received by e-mail are to be disclosed only to authorized persons. Messages sent during working hours must be sent only with good business reason for doing so.

No e-mail that contains offensive material may be created, sent or knowingly received. No hits/visit to any site which contains offensive material is allowed by DDCA. Offensive material includes but is not limited to any website which contains sexually suggestive material, such as pornographic sites as well as any website which contains material degrading to individuals on the basis of the individual's race, religion, national origin, gender, age, physical or mental disability, medical condition, sexual orientation, or any other classification protected by law.

Employees must take every precaution to protect proprietary and confidential information about DDCA, its associates and its activities.

All computers purchased and used by DDCA are supplied with licensed packages of software programs. Employees must not make any copies of this software other than for backup purposes or give software to any other person. Employees may not use pirated software from other sources on the system and must obtain permission from DDCA before using any software that is not provided to the Employee by DDCA. Employees violating this policy may be liable for criminal copyright infringement and imprisonment. Employees who discover illegal copying of software at the office must notify their supervisor immediately.

Chapter 8.

Uniform Dress Code Policy

The purpose of this policy is to ensure that all Employees are clear on the standard of appearance and their association with DDCA to maintain the decorum and enhance professionalism while on official duties. Hence, wearing official uniform should be strictly adhered to. Non-compliance will be amounts to indiscipline and attracts action.

- (i) The guidelines are applicable to all regular Employees of the DDCA.
- (ii) DDCA sanctions summer uniform twice in a year and winter uniform once in 3 years.
- (iii) Washing allowance is admissible.

DDCA reserves the right to modify, amend or terminate this policy without prior notice.

Chapter 9.

Performance Appraisals & Salary increases

ELIGIBILITY: All Employees who have put in at least six (6) months of continuous service during the year under appraisal.

Your salary increase is based upon your job performance, skills, experience and value to DDCA. DDCA has implemented a performance appraisal system that is designed to enhance the Employee's understanding of the job responsibilities. It is intended to provide an objective method for measuring performance, reviewing results since the last review, appraising potential for greater responsibilities and discussing suggested development goals that will encourage the Employee to strive toward increased effectiveness. Your supervisor's appraisal of your job performance provides a systematic way for you to measure your development and to know how well you are meeting the requirements of the job.

Performance appraisals are considered in making compensation decisions, but the results of a performance appraisal will not necessarily result in a salary increase.

Your salary and compensation as well as that of other Employees are private and personal matters between the Employee and DDCA management. To discuss these matters with anyone else is against DDCA policy.

For annual pay revisions to be effective from 1st April every year, DDCA follows the following mechanism:

- Self-appraisal by the Employee
- Appraisals by relevant Unit Head/Supervisor
- Final rating after taking into account both the above is given by the Management, classifying each Employee into any of the following four categories:
 - a. Superb
 - b. Very Good
 - c. Good
 - d. Satisfactory
 - e. Needs Improvement
- Appropriate salary adjustments at each of these ratings will be decided by the Management each year and communicated to all Employees.

Chapter 10.

Grievance Redressal Mechanism

Whenever the grievance procedure is being followed, it is important that issues are dealt with fairly. The following elements shall be considered in doing so:

- All Employees should always try to resolve problems in the work place at the earliest possible opportunity and usually with the least possible formality.
- All efforts shall be put to address matters before they reach the stage of becoming a formal grievance issue.
- All Employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
- All Employees should act consistently.

DDCA recognizes the right of its Employees to express their grievances and seek solutions concerning disagreements arising from working relationships, working conditions, employment practices or differences of interpretation of policy which might arise between the management and the Employees.

Grievance redressal at Local Level

1. Any Employee with a grievance of above nature will first approach his / her supervisor with the grievance, who will, as far as possible give a patient hearing to the aggrieved Employee and try to resolve the matter through proper counseling or by taking suitable remedial action.
2. If the grievance is not resolved at the supervisory level for any reason or is beyond the mandate of the supervisor or is against some action of the supervisor, the Employee / the supervisor (as the case may be) may refer the grievance to the next level namely the Head of Department (HoD) at DDCA.
3. If the grievance relates to a local issue, the Head of Department at DDCA would resolve the grievance at his / her level through appropriate counseling to the Employee or taking

remedial action. The HoD may, at his / her discretion, refer the grievance to the Internal Grievance Redressal Committee of DDCA for examining the complaint and making recommendations to the HoD.

4. For this purpose, the HoD may constitute a Internal Grievance Redressal Committee with provision to co- opt additional members as per requirement.
5. The HoD may resolve the grievance taking into consideration the recommendations of the Internal Grievance Redressal Committee.
6. The action by the HoD will be communicated to all concerned parties.
7. It is anticipated that most grievances will be resolved at the local level.

Grievance redressal at higher levels

1. If the grievance relates to some action / non action / decision of the DDCA or if a grievance remains unresolved at the local level, the HoD may forward such grievances to the President at DDCA with his / her recommendations /observations/comments.
2. A Internal Grievance Redressal Committee will be constituted with the approval of the President. Additional members may be co-opted to the committee on need basis from time to time.
3. The President will also nominate one of the members of the Internal Grievance Redressal Committee as the Nodal Officer who will also act as the Member – Convener of the Committee.
4. All grievances received from the staff of DDCA or those referred to by the HoD will be placed before the Internal Grievance Redressal Committee by the Nodal Officer periodically.
5. The decision of the Internal Grievance Redressal Committee will be communicated to all concerned parties. The Committee, wherever necessary, may seek the advice of the President.

Grievance Redressal procedures

1. All grievances should be attended to promptly in a time bound manner and dealt with utmost empathy and consideration.
2. As far as possible, a written (email) response should be given to the grievance received in writing / email.
3. The HoD will review all the pending grievances periodically (Monthly/fortnightly/weekly) basis.

Complaints

1. No cognizance will be taken of the anonymous or pseudonymous complaints. However, complaints could be considered as grievances. Allegations proven false upon enquiry by relevant authorities will result in appropriate action by the authorities.
2. If the grievance is of confidential nature and the aggrieved requests so, the identity of the complainant will be kept confidential.
3. All complaints /grievances relating to harassment of women Employees will be dealt in accordance with Supreme Court Guidelines incorporated in Sexual harassment section of this policy.

Appeal

For any appeal against redressal of a grievance of any nature pertaining to DDCA Employees, the final authority will be the **President, DDCA** whose decision will be final and binding.

Chapter 11

Local Conveyance Reimbursement

A. Conveyance Rates

The following conveyance rates can be claimed for the official travel on DDCA's work.

- i) Executives and HOD at Rs.9 per km when they use their own car.
- ii) Junior staff members like helpers, peons etc. Rs. 6 per km as per distance travelled and shown in google map.

Travelers should use the most direct or usually traveled route. Additional, transportation costs incurred by an Employee who elects for personal reasons to travel by an indirect route are the Employee's responsibility.

Staff can submit their conveyance bills and TA/ DA bills in the prescribed format (**Annexure A**) as per the following rates

B. TA / DA to Ground, Casual and other Regular Staff

Following TA/DA rates are being paid to the regular junior, casual and grounds staff for coming in early hours during matches around 7 am as per past practice and in effect:

S. No	Duty	2016-17
1	Electrician (DDCA Staff)	600
2	Electrician (DDCA Staff) - Off Day	1,200
3	Helper (DDCA Staff)	500
4	Helper (DDCA Staff) - Off Day	800
5	Casual Staff	300
6	Casual Staff - Off Day	500
7	Grounds men Staff	600
8	Grounds men Staff - Off Day	1,500
9	Others (DDCA junior Staff)-Off Days	1000/1500

The conveyance and TA/DA bills shall be submitted at the above rates within 7 days after duly verified by the concerned HOD of the department in the prescribed format (**Annexure B**).

If prior approval has not been granted, the Finance may deny the reimbursement to the staff.

Chapter 13

Gratuities and Gifts

Employees are not to accept gratuities or gifts from suppliers, or other parties who conduct business with DDCA.

Employees must not directly or indirectly give, offer, or promise anything of value to anyone doing or seeking to do business with DDCA in order to influence that person. Employees also should not pay, agree to pay, receive, or agree to receive any money, service or other valuable consideration in exchange for and including any matter as part of any work pertaining to DDCA.

Chapter 13.

Demonstration and Strikes

No Association Employee shall:-

- (a) Engage himself or participate in any demonstration inside Association area.
- (b) Resort to or in any way abet any form of strike or coercion or physical duress in connection with any matter pertaining to his service or any other Employee (Unless a notice thereof has been given to the Management as per rules under the law in force).
- (c) The staff above the Supervisor level shall not join Labour union / association, however, they can form association to put their grievances as per the code of conduct. And they shall not meet directly CEO/General Managers and HoD in connection to the union matters.

EXPLANATION I

It is clarified that "strike" means refusal to work or stoppage or slowing down of work by a group of Employees acting in combination, and includes:-

- (i) mass absenteeism from work without permission.
- (ii) refusal to work overtime where such overtime work is necessary in the Association interest;
- (iii) resort to practices or conduct which is likely to result in or substantial retardation of work in the Association. Such practices would include, what are called 'go slow', 'sit down', 'pendown', 'stay-in', 'token', 'sympathetic' or any other similar trike as also absence from work for participation in a bandh or similar movements.
- (iv) The practice of the Employees staging what is called "Gherao", involving forcible confinement of officer within office premises by surrounding their place of duty and held demonstration/meetings both within office premises during office hours tending to forcible confinement within office premises is prohibited.

EXPLANATION II

A peaceful demonstration may be held outside the Association premises main gate i.e. beyond 100 meters in support of their legitimate demands, during non-working hours.

EXPLANATION III

The Management hereby want to make it clear that the holding of meetings/demonstrations by any Association Employee without permission within his/their office premise is strictly prohibited and any violation of these instructions will be taken serious note of and those concerned will be dealt with suitably under the disciplinary rules.

Chapter 14.

Disciplinary action policy

1. Disciplinary Authority

Disciplinary Committee shall be the authority competent to impose any of the penalties.

2. Suspension

The Management is competent authority to suspend any Employee of the Association. The Executive Committee shall also be the competent authority to suspend any Employee of the Association, except the CEO. The CEO may, however, suspend any Employee of the Association, except the General Manager / Manager / HoD.

An Employee may be suspended:-

- (a) Where disciplinary proceedings against him are contemplated or are pending.
- (b) Where a case against him in respect of any criminal offence is under investigation, inquiry or trial.

Order of suspension shall be in writing and will take effect immediately.

An order of suspension made shall continue to remain in force until it is modified or revoked by the authority making such order or any superior authority.

- i) An Employee who has been suspended shall be entitled to subsistence allowance @ 50% of his basic salary and dearness allowance. He shall not be entitled to any other allowance. Such Employees will mark their attendance in the prescribed register on daily basis in HR Manager's Office and will not roam around unnecessarily.
- ii) When suspension of an Employee is held to have been unjustifiable or not wholly justifiable or when Employee who has been demised, revoked or

suspended, is reinstated the authority revoking the suspension or ordering reinstatement may grant to him for the period of absence from duty period of suspension the whole or part of the salary as may be deemed fit and necessary.

3. Penalties.

The following penalties may good and sufficient reasons and as hereinafter provided be imposed on an Employee, namely:-

(a) **Minor Penalties**

- (i) Fine
- (ii) Censure
- (iii) Withholding of promotion or increment of pay.
- (iv) Recovery from pay of the whole or part of any pecuniary loss caused to the Association by gross misconduct, negligence, or breach of orders.

(b) **Major Penalties**

- (i) Reduction to lower stage in the time scale for a specified period, with further directions as to whether or not the Employee will earn increments of pay during the period of such reduction and whether on expiry of such period the reduction or will or will not have the effect of postponing the future increment of his pay.
- (ii) Reduction to a lower time scale of pay, grade post which shall ordinarily be a bar to the promotion of an Employee to the time scale of pay, grade or post from which he was reduced with or without further directions regarding conditions of restoration to the grade or

post from which he was reduced and his seniority and pay on such restoration to that grade or post.

- (iii) Compulsory retirement.
- (iv) Dismissal from service.

4. The following shall not amount to penalty within the meaning of above rule:-

- (a) Stoppage of an Employee at the efficiency bar in the time scale of pay on grounds of his unfitness to cross the bar.
- (b) Non-promotion of an Employee whether in substantive or officiating capacity, after consideration of his case to a higher post to which he is otherwise eligible for promotion.
- (c) Reversion of an Employee officiating in higher post on any administrative ground unconnected with his conduct.
- (d) Termination of the services of an Employee appointed on probation during or at the end of the period of his promotion in accordance with the terms of his probation or the rules and orders governing such probations.

5. Authorities competent to impose penalties:-

- (a) Executive Committee may impose any of the penalties specified in rule 28 on any Employee of the DDCA.
- (b) The Executive Committee may impose any of the penalties specified in rules 27 (b) i on all Employees of the Association except the CEO.
- (c) Without prejudice to the generality provisions in sub rule (a) & (b)
- (d) Above, the General Manager / Manager / HoD may exercise the power of imposing any penalties in respect of Employees of Group IV & V and minor

penalties on any Employee of Group I to III, the CEO may exercise the power of imposing any penalties as prescribed.

6. Authorities Empowered to Institute Disciplinary Proceedings.

The Executive Committee, Disciplinary Sub Committee shall be competent authorities to institute disciplinary proceedings against any Employee.

7. Procedure for Imposing Major Penalties

No order imposing any of the penalties specified in rule 27 a & b shall be made unless an Inquiry is held as far as may be in the manner provided in these rules except that those provisions will not apply to an Employee;

- (a) Where he is dismissed on the ground of conduct which has led to his conviction on a criminal charge;
- (b) Where the disciplinary authority is satisfied that for reasons to be recorded in writing, such as, that he has absconded or where it is for other reasons impracticable to communicate with him, it is not reasonably practicable to give the Employee an opportunity of showing cause or being heard.

8. Holding of Inquiry

- (a) Whenever the disciplinary authority is of the opinion that there are grounds for inquiring into the circumstances leading to alleged misconduct or misbehavior of an Employee, it may either itself inquire or appoint, under these rules an authority to inquire into the circumstances.
- (b) Where it is proposed to hold an inquiry against an Employee under this rule, the disciplinary authority shall draw up or cause to be drawn up the substance of the

imputations of misconduct or misbehavior into definite and distinct articles of charge.

- (c) The disciplinary authority shall deliver or cause to be delivered to the Employees and copy of the articles of charge, the statement of the imputations or misconduct or misbehavior and a list of documents and witnesses by which article or charge is proposed to be sustained and shall require the Employee to submit, within such time as may be specified, which will not be less than 7 days, a written statement of his defence and to state whether he desires to be heard in person.
- (d) On receipt of the written statement of defence, the disciplinary authority may itself inquire into such of the articles of charge as are not admitted or if it considers necessary to do, appoint, an inquiring authority for the purpose and where all the articles of charge have been admitted by the Employee in his written statement of defence, the disciplinary authority record the findings on each article of charge after taking such evidence as it may think fit and shall act in the manner laid down in rule 33.
- (e) If no written statement of defence is submitted by the Employee, the disciplinary authority may itself inquire into the articles of charges or may if it considers it necessary to do so, appoint an inquiring authority for the purpose.
- (f) Where the disciplinary authority itself desires to inquiry into articles of charge or appoints an inquiring authority for holding an inquiry into such charge, it may be an order, appoint a 'Presenting Officer' to present on its behalf the case in support of the articles of charge.

- (g) The disciplinary authority shall, where it is not the inquiring authority, forward to the inquiring authority:-
 - (i) A copy of the articles of charge
 - (ii) A copy of the written statement of defence, if any submitted by the Employee.
 - (iii) A copy of the statement of witnesses, if any.
 - (iv) A copy of the order appointing the 'Presenting Officer'.

- (h) The Employee shall appear in person before the inquiring authority on such day and in such time as the inquiring authority may, by a notice in writing, specify in this behalf or within such further time as the inquiring authority may allow.

- (i) The Employee may take the assistance of any other Employee of the Association to present the case on his behalf, but may not engage a legal practitioner for the purpose unless the presenting officer appointed by the disciplinary authority is a legal practitioner, or the disciplinary authority having regard to the circumstances of the case, so permits.

- (j) If the Employee who has not admitted any of the articles of charge in his written statement of defence or has not submitted any written statement of defence, appears before the inquiring authority, such authority shall ask him whether he accepts his guilt or has any defence to make and if he pleads guilty to any of the articles of charge, the inquiring authority shall record the plea and sign the record.

- (k) The inquiring authority shall write a finding of guilt in respect of those articles of charge to which the Employee pleads guilty.

- (l) The inquiring authority shall, if the Employee fails to appear within the specified time or refuses or omits to plead, require the Presenting Officer to produce the evidence by which he proposes to prove the articles of charge.
- (m) On the day fixed for the inquiry, the oral and documentary evidence by which the articles of charge are proposed to be proved shall be produced by or on behalf of the Management. The witnesses shall be examined by or on behalf of the Presenting Officer and may be cross examined by or on behalf of the Employee. The Presenting Officer shall be entitled to re-examine the witnesses on any points on which they have been cross-examined. The inquiring authority may also put such questions to the witness as it thinks fit.
- (n) If it shall appear necessary before the close of the case on behalf of the Management, the inquiring authority may at its discretion, allow the presenting officer to produce additional evidence or may itself call for new evidence or recall and re-examine any witness.
- (o) When the case for the disciplinary authority is closed, the Employee shall be required to state his defence, orally or in writing as he may prefer. If the defence is made orally it shall be recorded and the Employee shall be required to sign the record.
- (p) The evidence on behalf of the Employee shall then be produced. The Employee may examine himself on his own behalf, if so prefers. The witnesses produced by the Employee shall then be examined and shall be liable to cross-examination by the Presenting Officer/ Presiding Officer, in accordance with the provisions applicable to the witnesses for the Management.

- (q) The inquiry authority may ask any question from the Employee or the witnesses at any stage.
- (r) The Inquiry authority may, after the completion of the production of evidence, hear the presenting officer, if any appointed, and the Employee or permit them to file written briefs of their respective cases, if they so desire.
- (s) If the Employee, to whom a copy of the articles of charge has been delivered, does not submit the written statement of defence on or before the date specified for the purpose or does not appear in person before the inquiring authority or otherwise fails or refuses to comply with the provisions of this rule, the inquiring authority may hold the inquiry ex-parte.
- (t) Whenever any inquiring authority after having heard and recorded whole or any part of the evidence in any inquiry ceases to exercise jurisdiction therein and is succeeded by another inquiring authority which has and which exercises such jurisdiction the inquiring authority so succeeding may act on the evidence so recorded by his predecessor, or partly recorded by itself. If the succeeding inquiring authority is, however, of the opinion that further examination of any of the witnesses whose evidence has already been recorded is necessary in the interest of justice, it may recall, examine, cross-examine and re-examine any such witnesses.
- (u) (i) After the conclusion of the inquiry, a report shall be prepared and it shall contain finding on each articles of charge and an assessment of the evidence.
(ii) The inquiring authority, where it is not itself the disciplinary authority, shall forward to the disciplinary authority the records of inquiry including:-

- (aa) The report prepared by it under clause (i)
- (bb) The written statement of defence, if any, submitted by the Employee,
- (cc) the oral and documentary evidence produced in the course of the inquiry;
- (dd) Written briefs, if any, filed by the Presenting Officer or the Employee or both during the course of the inquiry; and
- (ee) The orders, if any, made by the disciplinary authority and the inquiring authority in regard to the inquiry.

9. Action on the Inquiry Report

(a) The disciplinary authority, if it is not itself the inquiring authority, may for reasons to be recorded by it in writing, remit the case to the inquiring authority for further inquiry and report, and the inquiring authority shall thereupon proceed to hold the further inquiry according to the provisions of rule 32 as applicable.

(b) The disciplinary authority shall, if it disagrees with the findings of the inquiring authority on any articles of charge, record its reasons for such disagreement and record its own findings on such charge of the evidence on record is sufficient for the purpose.

(c) If the disciplinary authority having regard to its findings all or any of the articles of charge is of the opinion that any of the penalties specified in clauses (i) to (iv) of rule 27 (a) should be imposed on the Employee it shall not withstanding anything contained in rule 34 make an order imposing such penalty (s).

(d) If the disciplinary authority having regard to its findings on all or any of the articles of charge is of the opinion that any of the penalties specified in clause (i) to (iv) of rule 9 (b) should be imposed on the Employee, it shall;

(i) Furnish to the Employee a copy of the report of the inquiry held by it and its findings on each articles of charge, or where the inquiry has been held by an inquiring authority appointed by it, a copy of the report of such authority and a statement of its findings on each articles of charge together with brief reason for its disagreement if any, with the findings of the inquiring authority;

(ii) After taking into consideration submissions made by the Employee in response by the inquiry report, if any, make an order imposing such penalty and it shall not be necessary to give the Employee any opportunity of making representation on the penalty proposed to be imposed.

10.Procedure for imposing Minor Penalties

Subject to the provision of rule 14 (c), no order imposing on the Employee any of the penalties specified in clauses (i) to (iv) of rule 19 (a) shall be made except after;

- (a) Informing the Employee in writing of the proposal to take action against him and of the imputations of misconduct or misbehavior on which it is proposed to be taken, and giving him a reasonable opportunity of making such representation as he may wish to make against the proposal;
- (b) Taking the representation, if any, submitted by the Employee under sub rule(a) into consideration;
- (c) Recording a finding on each imputation of misconduct or misbehavior.

11. The record of the proceeding in such cases shall include

- (a) Copy of the intimation to the Employee of the proposal to take action against him;
- (b) A copy of the statement of imputations of misconduct or misbehavior delivered to him;
- (c) His representation, if any, and
- (d) The orders on the case together with the reasons thereof;

12. Notwithstanding anything contained in rules 36 to 42, no appeal shall lie against:

- (a) Any order made by the Executive committee;
- (b) Any order of an interlocutory nature or of the nature of step-in-aid or the final disposal of a step-in-aid.
- (c) Any order passed by an inquiring authority in the course of an inquiry under rule 32.

13. Subject to the provision of Rule 16, an Employee may prefer an appeal against all or any of the following orders, namely;

- (a) An order or suspension made under Rules 17 to 23.
- (b) An order imposing any of the penalties specified in Rule 27 by the disciplinary authority.
- (c) An order enhancing any of the penalties imposed under Rule 27 & 28
- (d) An order which:
 - (i) Denies or varies to his disadvantage his pay, allowances or other conditions of service as regulated by terms of agreements or Rule of the Association.
 - (ii) Interpret to his disadvantage provisions of any such rule or agreement.

- (e) An order :
 - (i) Stopping him at the efficiency bar in the time scale of pay on the ground of unfitness to cross the bar.
 - (ii) Reverting him while officiating in a higher post, otherwise than as a penalty;
 - (iii) Determining the subsistence and other allowances to be paid to him for the period of suspension or for any portion thereof:
 - (iv) Determining his pay and allowances:-
 - (aa) for the period of his suspension; or
 - (bb) for the period from the date of his dismissal from service to the date of his re-instatement.

- 14. An Employee including a person who has ceased to be an Employee may prefer an appeal against all or any of the orders specified in Rule 37 to the authority specified below;
 - (i) Management against all order passed by the Disciplinary Committee.
 - (ii) The Disciplinary Committee against all orders passed by the Management.

- 15. No appeal preferred under Rule 38 shall be entertained unless it is preferred within a period of forty five days from the date on which a copy of the order appealed against is delivered to the appellant:
provided that the appellate authority may entertain the appeal after the expiry of the said period if it is satisfied that the appellant had sufficient cause for not preferring the appeal in time.

- 16. Every person preferring an appeal shall do so separately and in his own name.

17. Every appeal shall be presented to the authority to whom the appeal lies, a copy being forwarded by the appellant to the authority which made the order appealed against. The appeal shall contain all material statement and argument on which the appellant relies and shall not contain any disrespectful or improper language and shall be complete in itself.

18. DISPOSAL OF APPEALS

- a) In the case of an appeal against an order of suspension, the appellate authority shall consider whether in the light of the provision of rules, 17 to 23 and having regard to the circumstances of the case, the order or suspension is justified or not and confirm or revoke or vary the order accordingly.
- b) In the case of an appeal against an order imposing any of the penalties specified in Rule 19, the appellate authority shall consider;
- (i) Whether the procedure laid down in these rules has been complied with, if not, whether such non-compliance has resulted in the failure of justice to the Employee concerned;
- (ii) Whether the findings of the disciplinary authority are warranted by the evidence on record; and
- (iii) Whether the penalty imposed is adequate, inadequate or severe,
- c) Having taken all factors into consideration, the appellate authority shall pass orders;
- (i) Confirming, enhancing, reducing or setting aside the penalty; or

- (ii) Remitting the case to the authority which imposed the penalty with such directions as it may deem fit provided that;
 - i. In case the appellate authority proposes to enhance the penalty and propose to impose any of the penalties specified in clauses (i) to (iv) of Rule 19(b) and an inquiry under rule 23 has not already been held, the appellate authority shall itself hold an inquiry or direct that such inquiry be held in accordance with the provisions of Rule 23 and thereafter, on a consideration of the proceedings of such inquiry and make such orders as it deems fit;
 - ii. In case an inquiry has already been held under these Rules, the appellate authority shall after giving the Employees a reasonable opportunity as per provision of Rule 25 (d) of making a representation against the enhanced penalty proposed on the basis of the evidence adduced during the enquiry, make such orders as it deems fit.

- d) In an appeal against any other order specified in Rule 41 the appellate authority shall consider all the circumstances of the case and make such orders as it may deem just and equitable.

Chapter 15

ADVANCE AND LOAN POLICY

Chapter 16

TERMINATION (VOLUNTARILY AND INVOLUNTARILY) POLICY

Chapter 17

SHORT TERM DISABILITY AND LONG TERM DISABILITY

Chapter 18

ENGAGEMENT / EMPLOYMENT AT DDCA – WILL DEAL WITH REGULAR / PERMANENT EMPLOYMENT AS WELL AS CONTRACTUAL ENGAGEMENT – TEMPORARY AND CASUAL