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Introduction

The Government of India has launched NRHM on 12th April 2005; with objective to provide integrated comprehensive and effective primary health care to the under privileged and vulnerable sections of the society especially women and children by improving access, availability and quality of public health services. The Vision of the Mission is to address inter State and inter district disparities and also to improve access to rural people, especially poor women and children to equitable, affordable, accountable and effective primary health care. Maharashtra is considered to be one of the better-developed States of India. However, in absolute terms there is still a large gap in health status of Maharashtra as compared to some other States. There are considerable variations across districts, necessitating setting up of district specific targets. Mission has provided the opportunity to address these issues.

The State Health Society has been constituted under the Chairmanship of the Chief Secretary; Government of Maharashtra as per the Govt. Resolution dated 24th October 2005. Guidelines have been issued to all concerned vide Government Circular dated 5-12-2005 and 22-12-2005 for constitution of the District Health Mission and District Health Societies. Accordingly, District Health Missions and District Health Societies have been constituted in all districts. All the vertical societies at State and district level have been merged into the State Health Society and District Health Societies respectively. The Union Cabinet vide its decision dated 1st May 2013 has approved the launch of National Urban Health Mission (NUHM) as a Sub-mission of an over-arching National Health Mission (NHM), with National Rural Health Mission (NRHM) being the other Sub-mission of National Health Mission.

In order to address this health care need of the State large contractual Human Resource has been deployed in the NHM, Maharashtra. This Human Resource Policy document shall provide a set of guidelines for acquiring, developing and retaining competent people towards facilitating achievement of Mission objectives. Human Resource policy contains strategy and employee policies for the smooth functioning of National Health Mission. Recruitment of contractual employees, staff leave policy, wages and salary administration, performance management, prevention of sexual harassment at workplace, grievance redressal policy, social security are some of the important chapters covered under this policy document with a view to ensure successful implementation of various programmes under National Health Mission.

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Abbreviation

- "NHM" means, National Health Mission, Maharashtra
- "NRHM" means, National Rural Health Mission, Maharashtra
- "NUHM" means, National Urban Health Mission, Maharashtra
- "Government." means, Government of Maharashtra
- "MD, NHM" means, Mission Director, National Health Mission, Maharashtra
- "CEO, ZP" means, the Chief Executive Officer, Zilla Parishad
- "HR Policy" means, Human Resource Policy under NHM, Maharashtra
- "Competent authority" means, the officer who is responsible for carrying out the task
- "Appointing authority" means, the officer who is competent to appoint the employees.
- "PIP" means, Program Implementation Plan, National Health Mission, Maharashtra
- "Head of office" means the officer who has been declared as head of office

DISCLAMAIR

1. **Normative Guidelines:** This HR Policy document is intended to provide guidance for HR practices within NHM, Maharashtra and it is normative document.
2. **Authority for Changes:** Executive Committee (EC), SHS reserve the authority to make changes/addition/deletion/modification as per requirement of any part of this HR Policy document at their discretion and without prior notice
3. **Not a Contract:** This HR Policy document is not intended to create a contractual relationship between NHM, Maharashtra and its employees. Terms and conditions of employment are subject to change and may be outlined in separate agreements or contracts.
4. **Compliance:** Employees are expected to comply with any changes or directives issued by the MD, NHM and EC, SHS regarding HR policies.
5. **Review:** Employees are encouraged to review the most current circular/ letters/ guidelines related HR Policy document regularly, as changes may occur at any point of time.



Chapter 1 - Engagement of Staff under NHM

The engagements under NHM are contractual. They are essentially to make the deficient skills and human resources available to the government system.

The recruitment of staff in NHM at the State/District level, in general, is on a fixed tenure (contract) basis. The primary agency in such cases is the State Health Society (SHS) or the District Health Society (DHS). Year-to-year continuation would be based on the performance of the individual and availability of the funding under NHM.

National Health Mission encourages the engagement of HR for support services (such as data entry, cleaning, security etc. where the staff is either semi-skilled or unskilled) on outsourcing basis. This helps in reducing the burden of recruitment of personnel for such services. The SHS however must ensure that the staff engaged through outsourcing are as per the extant laws. The selection of the agency should be based on the efficiency of services, quality of people, and lower service charges for the agency but not at the cost of salaries of the outsourced staff engaged.

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Chapter -2 : HR Recruitment, Appointment and commencement of service

As the National Health Mission is expected to help the States supplement their existing Human Resources for Health, the recruitment by SHS/DHS should ensure transparency, speed, and quality. Recruitment must be based on merit and should take into consideration the required skill, knowledge, qualifications and demonstrated experience. While making recruitment concerned authorities would follow the principles of equal opportunity without discriminating on caste, creed and gender.

Recruitment should be the responsibility of the Human Resource Cell. The necessity of the position, budget availability and approval from the competent authority should be ensured before the recruitment process is initiated. In the NHM, all posts and budget approved are mentioned in the Record of Proceedings (RoP) of the meeting of National Programme Co-ordination Committee (NPCC). The HR Cell should ensure that all recruitment and overall number of personnel are within the prevailing budgetary norms, structure and ratios. The time taken from the identification of vacancy to the announcement of results should not be more than 45-60 days. About 2 rounds of recruitment drive in a year can be conducted and not more than 10% of vacancy should be there at any given point of time.

2.1. Vacancy Assessment and administrative approval:

- (a) HR cell at NHM, Mumbai will identify vacant posts from concerned Programme Management Cell against PIP approval on quarterly basis.
- (b) After ascertaining the vacancies, HR cell should undertake recruitment drive for the positions recruited at state level as per NHM norm and for positions to be recruited at regional, district or corporation level appropriate instruction to be given from HR cell
- (c) key positions identified by competent authority. For same approval from EC will be mandatory. Positions to be recruited from SHS, Mumbai or SHS, Pune under chairmanship of Hon' Commissioner (HS) & MD (NHM). Separate circular will be issued from time to time
- (D) After receipt of approval from the Commissioner, NHM/Competent authority, the HR cell/concerned appointing authority will complete the recruitment process within a period of 2 months (From identification of vacancy till providing offer letter).

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2.2. Bodies Conducting Recruitment:

- (a) NHM gives flexibility for decentralization of recruitment. Any recruitment, as per the district's requirement and capacity could be conducted at the district level following the laid down processes. Local decentralized recruitment are faster and better in the cases of specialists through walk-in Interviews and support staff (such as cooks, cleaners, etc., mostly hired through an agency).
- (b) Positions to be filled at state level, regional, district or corporation level will be as per prevailing NHM norms or requirement from district but only after Hon MD (NHM) approval. (Annexure I- 1.NHM Circular dated 26.04.2023)
- (c) While the responsibility of recruitment can be delegated, the accountability remains with the State HR cell.
- (d) Recruitment Committee at each level will be as follow: Annexure I- 1.NHM Circular dated 26.04.2023)

Sr No		State	Circle	District	Municipal Corporation	Municipal Council
1	Chairperson	MD, NHM	Deputy Director	CEO	Commissioner, Municipal Corporation	CEO
2	Member Secretary	Joint Director (NT)	Circle Program Manager	DHO	MOH	THO
3	Member	Joint Director (T)	Principle HFWTC/ Director SIHFW	CS	DRCH officer	District Administrative Officer (DM Office)
4	Member	Concern Official	Assistant Director, Circle	DRCH officer	City Program Manager	Chief Officer, Municipal Council
5	Member	-	Program Representatives/ Subject Experts	DPM	Program Representatives/ Subject Experts	DPM
6	Member	-	-	Program Representatives/ Subject Experts	-	-

2.3. Reservation Roster:

Reservation roster for posts to be filled in at Circle/District/Corporation/Council level will be prepared by competent authority at Circle/District/Corporation/Council level and approved by Deputy Director Health Service of concern Circle. Similarly, Reservation roster for posts to be filled in at state level will be prepared by HR Cell at state level and approved by MD, NHM.

Guidelines regarding post to be filled at Circle/District/Corporation/Council level will be issued from time to time by state HR cell.

2.4 Eligibility:

The calculation of age for the contractual year shall be on date of publishing of advertisement.

(a) **Minimum Age:** No person shall be eligible for employment under National Health Mission, Maharashtra unless he/she has completed 18 years of age. (Annexure I- 2 & 3 NHM Circular dated 29.9.2018 & 28.05.2019)

(b) **Maximum Age for entry:** Maximum age for entry shall be (1) 69 years for MO MBBS and specialists (2) 64 years for Nursing and Paramedical Staff and (3) For remaining posts 38 years for open category and 43 years for reserved category candidates.

(c) No age bar for the employees already working under NHM and wish to apply for another post within NHM

(d) Applicants above 60 years are mandated to produce physical fitness certificate certified by civil surgeon (Annexure I- 2.NHM Circular dated 29.9.2018).

(e) All NHM employees should not have any administrative or financial proceedings, penal proceedings, criminal or any other type of serious crime against him during previous government service period. (Annexure I- 2.NHM Circular dated 29.9.2018).

2.5 Age limit for end of contractual service:

(f) The age limit for end of contractual service shall be (1) 70 years for MO MBBS and specialists (2) 65 years for Nursing and Paramedical Staff and (3) 60 years for remaining posts. (Annexure I- 3.NHM Circular dated 28.05.2019)

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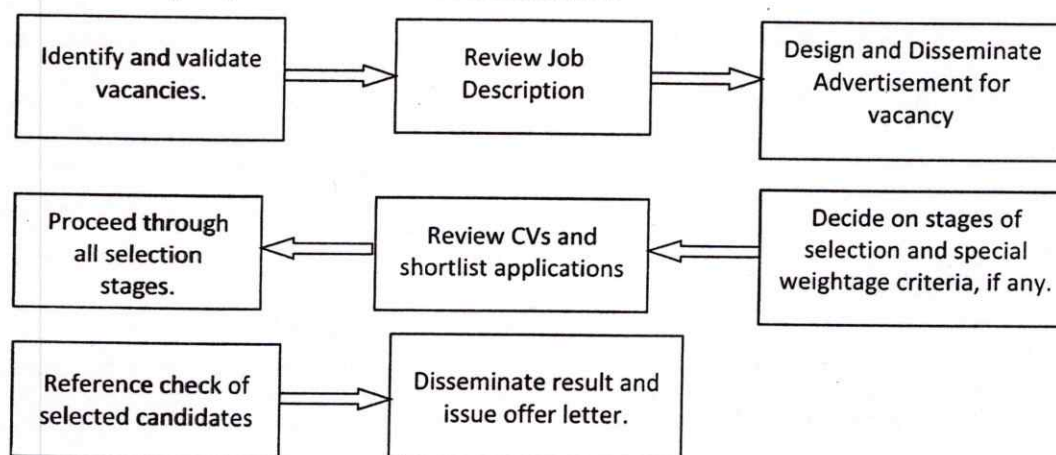
2.6 Mode of Recruitment:

- (a) The recruitment will be carried out from open market either directly by advertisement or through service provider empaneled under SHS or through campus interviews.
- (b) Experts / Subject Specialist / Retired Government Officers may also be appointed as per Government Norms or directly on consultancy service basis for better implementation of NHM with prior approval from MD NHM.(Relevant Pay minus pension GR for Retired Government Officers will be applicable from time to time)

2.7 Recruitment Process:

The key steps in the process of recruitment is explained below:

Exhibit 1: Key steps in the Process of Recruitment



2.7.1 Identification and Validation of Vacancies:

- (a) A systematic process to identify vacancies and requirement of HRH should be periodically undertaken, ideally once in every quarter. Potential transfers, promotions, retirements and attrition are some of the reasons that lead to vacancies. A utilization of fully functional Human Resource Management

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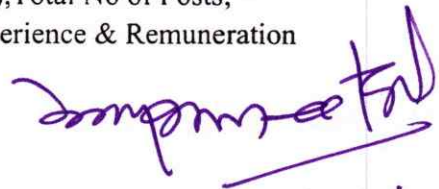
Information System (HRMIS) and an HRH strategic plan make the process of identification of posts evidence based and smooth.

2.7.2 Review Job Description (JD) / Terms of Reference (ToR):

- (a) Any position created under National Health Mission should have clearly defined roles and responsibilities along with measurable deliverables. A job description or ToR defines the key responsibilities, requirement and qualifications for a specific position and creates a benchmark for performance review.
- (b) JD/ TOR/qualification/experience/ remuneration of respective post along with minimum performance benchmark should be prepared by respective state program cell /bureau, verify by HR Cell & obtain approval from EC
- (c) HR cell will verify and finalize and compile all posts JD/TOR/ qualification/experience/remuneration Performance benchmark for further reference
- (d) However, prior to any recruitment, the JD/ ToR should be reviewed by the HR Cell and the programme division as the specific requirements of the same position may change over time. The most recent guidelines of the programme should be referred. In case of any confusion, the State should get in touch with the Division in MoHFW or HRH team in NHSRC.
- (e) Any preferential qualifications or experience required for a certain position may be added to the ToR. This is to be done where some specific qualification or relevant experience is expected to equip the candidates to do a better job in that specific role.
- (f) The reviewed JD/ToR should then be again approved by the competent authority as per the HR Policy of the State. At this stage, the approved ToR can be handed over to the recruitment agency, in case the State is engaging any, to carry out the recruitment.

2.7.3 Advertisement:

- (a) HR cell / concerned appointing authority shall float a short advertisement in one National English and two leading local newspapers (Marathi Language) with the details of the website and its links. The detailed online version of the advertisement should be put on NHM National / State / District and Health Department website along with other relevant job portals. The State may also circulate the digital advertisement and the web link on social media. The advertisement must remain in public domain for at least 15 days or more for its proper dissemination and give adequate time for the applicants to apply.(Annexure II- 1. Advertisement Format)
- (b) While floating the advertisement by appointing authority, details of vacant post like Cadre , Place of Posting, Age (Upper Limit),Total No of Posts, Category, Essential qualification , Essential Experience & Remuneration



should be as per NHM guidelines. If any deviation from guidelines, approval from MD, NHM will be mandatory before publishing advertisement.

- (C) Advertisement will be floated in such a way that candidates will have minimum 15 working days to apply for the post from the date of advertisement.
- (d) Applications shall be invited in the prescribed format by post or in person or by any other means as decided by MD, NHM. (Annexure II- 2. Application Format)
- (e) The HR Cell or the agency (as is the case) should be responsible for coordinating the process of receiving, collecting, and managing the applications. It must be ensured that the applications are date-stamped, numbered and filed properly- both in physical format and online database.

2.7.4 Stages of Selection

Depending on the job position, multiple stages of selection may ensue, ranging from written test, skill test, computer proficiency test to personal interview. Different weightage may be given to different selection stages as per the skills and competencies required for the job.

Following two methods (I & II) are the suggestive stages of selection.

Suggestive stages of Selection Method-I

Stages	Service Delivery	Programme Management	Technical Experts/ Master Trainers/
Written Test	✓	✓	✓
Skill Test	✓		
Computer Proficiency		✓	
Group Discussion		✓	
Presentation		✓	✓
Personal/ Interview	✓	✓	✓

The Stage of Written examination may not be required in case of specialists where the number of candidates are less and available posts/ vacancies are more.

Sanjay K. Talwar

Suggestive stages of Selection Method-II

A) Direct Interview system

B) Scoring System

<u>Method</u>	<u>Cadre</u>	<u>Marking</u>
A) Direct Interview System	Super Specialist, Specialist, Medical Officer (MBBS)	1. Subject Knowledge - 10 marks 2. Research & Academic Knowledge- 10 marks 3. Leadership Quality- 10 marks 4. Administrative Abilities- 10 marks 5. Experience- 10 marks (a) For Gov experience- 2 marks for one year (b) For Private experience- 1 marks for 1 year

B) Scoring System

Other than above (A) mentioned posts direct interview system will be applicable

Description	Details	Maximum Marks
Marks obtained in qualifying exam (Final Year of course)	Proportion of obtained marks out of 50 marks (For eg- if candidate scores 60% in qualifying exam then he will get $60 \times 50 / 100 = 30$ marks)	50 marks

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If educational qualification is higher than minimum qualification required for the post (relevant subject only) should be considered	Maximum 20 marks should be awarded. Proportion of obtained marks out of 20 marks [For eg- If candidate has additional educational qualification (BSc Nursing) apart from minimum required qualification for staff nurse post. Candidate has scored 60% in BSc Nursing exam then he/she will get $60 \times 20 / 100 = 12$ marks]	20 marks
Experience relevant to the post	For every one year 6 marks may be given . Maximum 30 marks can be awarded	30 marks
Total		100 marks

Above mentioned methods are suggestive and not mandatory. The stages of selection will be as per NHM prevailing norm which may change from time to time.

2.7.5 Applications Scrutiny Process and recruitment team nomination:

- Appointing Authority/Head of Office shall nominate office bearers/Sub-ordinate officers to carry out scrutiny of documents and selection of candidate for written examination/interview/skill test.
- The Officer who has been entrusted the task will finalize the list of candidates eligible for interview and the list will be displayed on the Department website.
- Appointing Authority/Head of Office shall address the grievances of non-eligible candidates promptly.
- After considering the objections on shortlisted list, final list of shortlisted candidates shall be published on website and candidates shall be informed about interview date and process through mail/telephone.

Important

- (e) The appointing authority will constitute a committee for conducting the interview. This committee comprises of representatives from Bureau Chief at respective level, Administration wing, and subject specialists etc.
- (f) All the recruitment process shall be conducted by committee comprising of 3 or more members as per the circular dated 26.04.2023

2.7.6 Document verification:

- (a) Document verification will be carried out as per the details mentioned in the application form before starting the interview process.
- (b) The candidate has to produce the relevant self attested documents along with original documents for verification purposes at the time of interview.
- (c) Any discrepancies observed by the authority at the time of document verification, the candidate will be barred from attending interview.
- (d) In case of non-availability of candidates on the ground of reservation rules, available and eligible candidate from any other category will be recruited temporarily for 6 months and thereafter again advertisement will be published.
- (e) Recruitment of the same will be continued till the availability of reservation candidate as per the provisions contained in NHM Circular dated 20.07.2016.
- (f) Results shall be displayed on official web-site of NHM and through mail to the selected candidates as early as possible

2.7.7 Proficiency Tests & Interview process:

Applicability of proficiency test is subject to the requirement of skill and knowledge of the relevant post. The pattern and test questions will be setup by the committee members with due precautions and confidentiality

- (a) The decision of proficiency test will be taken by the recruitment committee based on the skill requirement for the position advertised. The pattern and test questions will be prepared by the committee members and precautions will be taken to keep it strictly confidential
- (b) Interview committee will carry out interview process.
- (c) Results will be announced as early as possible after approval of the competent authority, but should not exceed beyond 15 days.
- (d) Candidate will be intimated about selection through mail and appointment letter will be issued along with selection intimation.

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2.7.8. Proceed through the Selection Stages

Candidates should be selected on the basis of the pre-determined criteria. The core team of recruiters and interviewers should be well trained in transparent selection procedures.

The final candidature should be established based on cumulative assessment score as per the weightage from all the stages of selection. As the last step in selection, the documents and certificates submitted by the candidate as proof of the qualifications and experience should be verified. It can also be done by an outsourced agency, which should co-ordinate with the university /institutions to get it verified. However, selection result could be declared even if document verification is pending with the condition that selection will remain valid only if the documents are found correct during the verification.

2.7.9. Reference Check

Once the final list of candidates is prepared, a reference check may be carried out before the final job offer is made. All candidates at the final stage of selection should be asked to provide contact details of one or two professional references.

These references should be contacted by the HR Cell to enquire about factors such as workplace behaviour, reasons for leaving, health matters, any disciplinary proceedings etc. regarding the selected candidates. A reference check ensures that the selected candidates are competent enough and can adjust well in their new workplace.

2.7.10. Final Result and its Dissemination

After necessary referral checks, the final results should be submitted to the competent authority to seek approval for its public release. The results should be published in the SHS/ DHS website and health department portals in which the advertisement had been published.

All selected candidates should also be sent an official email, requesting them to complete the joining formalities and convey their joining date along with a copy of the offer letter for conveying acceptance of the same. If required, they also could be contacted on phone after the final results have been published and put on the website.

Waiting List: A Waiting lists should be kept which should remain valid for a period of one year after the result has been declared. Waiting lists are useful in finding substitutes and avoiding delays/ additional costs in case the successful candidate is not able to join.

Important

Chapter 3 - Appointment and On-boarding

3.1. Joining Formalities

The formalities and the processes of appointment and on boarding should be simple and make the incumbent feel welcome. The aim should be to provide adequate information to make their work and assimilation in the team easy.

3.1.1 Letter of appointment:

- (a) Each selected candidates shall be issued an appointment letter though mail or by Post indicating the details of designation, fixed monthly remuneration, place of posting, joining period, execution of bond if any etc. (Annexure II- 3. Appointment Letter Format)
- (b) The appointment letter shall be signed by competent authority.
- (c) The original copy of the letter should be handed over to the employee and a copy should remain with the employer.
- (d) Joining kit (*Joining Report, personal information Form, Information of ID Card format, Salary account detail form*) developed by state HR cell to be used at the time of appointment of new employee. (Annexure II- 4. Joining Kit)
- (e) Bank Account and Email Id
The employee details should preferably be uploaded on the Human Resource Management Information System. The bank account details etc. should be taken, and the employee may be registered on PFMS for salary purposes.

An official email id should be created for each employee for the purpose of all official communication (if applicable and in use).

The new employee should be introduced by someone from the HR cell to her/his immediate team members. The new employee should also be shown the designated workstation.

3.1.2 Joining procedure:

- (a) Selected candidates shall join on designated post within 7 days or specific time frame prescribed in the appointment order.
- (b) If the selected candidate fails to join the post within the stipulated time as per prevailing NHM norm, the selection will be cancelled. On justifiable ground

Sanjay Kumar

candidate can extend period of joining with prior permission from competent authority, however such extension will be maximum for one month only.

- (c) If the selected candidate fails to join within the stipulated period, it will be considered as a refusal/denial and waitlisted candidate will be considered for an appointment.
- (d) Candidate has to submit duly signed contract document within fifteen days from his joining date to the reporting officer.
- (e) Waiting list of all eligible candidates shall be prepared along with selected candidates as per the prevailing norms and will be valid for the period one year.

3.1.3 Issuance of Identity Card:

An Identity Card should be issued to the new employee. Along with name, designation, photograph, it should also have blood group and emergency contact number.

In case of misplaced or stolen I-card, information should be registered at Police Station and such information should also be shared with the issuing office. (Annexure II- 5. ID card Format)

3.1.4 Attendance:

The new employee should be registered on the biometric-based attendance system (or the manual system). The attendance should be linked with the monthly salary preparation of the employee.

3.1.5 Contract rule and regulation:

On getting the appointment order, the contract should be signed between the contracted employee and the appointing authority on a Rs. 100/- non-judicial stamp paper as prescribed under the Stamp Registration Act.

- (a) The contract will be executed between the employee and competent authority as prescribed by the Health Society under National Health Mission. (Annexure II- 6.A & B Contract Format)
- (b) The Contractual employee shall not be entitled to any travel / transportation allowance for joining duties.

3.1.6 Contract Management and Contract period:

- (a) Contract Management is crucial for smooth management of Human Resources in any organization. Contract Management has to be done from the moment an employee joins the NHM till the time she/he leaves as per the NHM Policy of extension/termination or voluntary basis. It should aim at protecting the rights of the organization as well as the employee and make the conditions of the job and job responsibilities clear. Contracts

need to be altered and signed afresh if any clause or job responsibility is changed during engagement.

- (b) Under National Health Mission, Maharashtra, the contract period will be for 11 months and 29 days along with yearly performance appraisal .

3.1.7 Commencement of service:

- (a) The period of contract of the contractual employee shall be commencing from the date of joining the duties.
- (b) The contract period shall be for 11 months and 29 days particularly from 1st July to 29th June. For fresh employee, first contract will be given till 29th June irrespective of his/her joining date.
- (c) The contract of the contractual employee will be renewed subject to satisfactory performance after appraisal of the work as framed by Health Society.
- (d) Under National Health Mission, Maharashtra, the employees are engaged purely on contract basis for a maximum period of 11 months and 29 days. Therefore, the contractual employees shall have no claim for regularization of services on the basis of contractual engagement.

3.1.8 Service Records:

All concerned authorities at State, Regional and District level shall maintain service records of employees at their respective level.

3.1.9 Additional Charge:

- a) Contractual employee can hold additional charge of vacant post under NHM, provided he/she should possess similar educational qualifications and capable to discharge the duties and responsibilities of the vacant post.
- b) One contractual employee can hold additional charge up to two posts at a time
- c) The remuneration for holding the additional charge shall be as per NHM norm. Amendment in the additional charge amount will vary from time to time and will be communicated through circular. (Annexure 1- 5.NHM, Circular dated 03.01.2022)

3.2. Orientation

- (a) New recruits should get a brief orientation to their new workplace and the organization. This helps in acclimatizing them to the new team, the work being done at the new organization and the expectations to be met.
- (b) A peer-mentor or a buddy may be provided to the new recruits for a specific time-period to get them settled in their new role.

- (c) A structured induction or orientation programme of half a day or one day must be provided to the new employee within a first week of joining. Induction should cover all three aspects: 1. Administrative rules and processes, 2. Overall induction to NHM and SHS/DHS 3. Programme or role specific induction.

3.3. Probation

- (a) All employees engaged with the SHS/DHS remain on probation for a period of three months, which may be further extended for another three months, if needed. The same should be conveyed to the new employees on their day of joining (along with the written intimation on the appointment/offer letter).
- (b) Confirmation after the probation period remains at the discretion of the SHS/DHS, based on the performance review done by the immediate supervisor and verified by the Concern head of department /HR cell. The Concern head of department /HR Cell must ensure that all probationers get a letter of confirmation or of extension of probation (as the case may be) at the end of the probation period.

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Chapter - 4: Staff Leave policy

4.1 Leave:

Under National Health Mission, Maharashtra contractual employees are eligible for availing lumpsum total 30 days paid leave. Leave is not right of the employee.

- (a) Prior approval for leave must be taken from respective authority. (Annexure II-7. Leave application format)
- (b) Total period of leave and holidays availed in conjunction at a time should not exceed 10 days. Only in exceptional circumstances leave can be extended to 15 days, if it is due.
- (c) Any number of Sundays and/or public holidays are permitted to be prefixed and/or suffixed so also a holiday or a series of holidays are permitted to interpose between the periods of leave. However, the total period of leave and holidays, availed in continuation at one time should not exceed 10 days, however, only in exceptional circumstances it may be extended up to 15 days.
- (d) As per necessity, an employee may avail half-day leave starting 9.45 A.M to 1.30 P.M during the morning session and 2.00 P.M to 6.15 P.M during the after-noon session.
- (e) Leave lapses at the end of each year and cannot be carried forward or en-cashed.

4.2 Maternity Leave:

Maternity Benefit Act-1961 (Amended in 2017) is applicable for Maternity Leave. All women employees are eligible to avail 180 days paid Maternity Leave upon submission of medical certificate. (Annexure I- 6. NHM, circular dated 23/4/2018). (Annexure II-8 Bond for maternity leave)

4.3 Abortion Leave:

All women employees are eligible to avail 45 days paid abortion Leave irrespective of number of live children as per GR dated 28.07.1995. Submission of medical certificate will be mandatory.

4.4 Paternity Leave:

Men employees are eligible to avail Paternity Leave of 15 days on production of medical certificate of legal wife. Leave would be taken only within the period of upto 6 months from the date of delivery.



It shall be limited to two occasions subjected to maximum number of two living/ surviving children for the same. Prior approval must be taken from concern authority.

For availing paternity leave employee has to produce medical certificate confirming maternity of his wife with valid proof (marriage certificate or any certificate approved by government)

4.5 Extraordinary Leave (Unpaid):

Extraordinary leave may be granted in case of emergency or unavoidable circumstances (self-medical emergency, Family medical emergency etc.) and with the approval of competent authority. This will be applicable only when the employees have exhausted his / her leave. It will be treated as leave without pay. Extraordinary leave shall be granted by the competent authority for a maximum period of 3 months. In case of extension of this leave for more than 3 months approval from MD, NHM will be essential.

4.6 leave for serious illnesses of employee (Paid):

Paid leave up to 3 months shall be granted if any employee is suffering from TB which can be extended up to 1 year. (Annexure I- 8. NHM, Circular dated 23.10.2020).

Paid leave for hospitalization for major surgery/major accident as per actual hospitalization maximum up to one month. Medical certificate along relevant test report submission will be mandatory.

4.7. Weekend holiday/ Public Holidays

Weekend holiday / Public Holiday will be given as per prevailing norm.

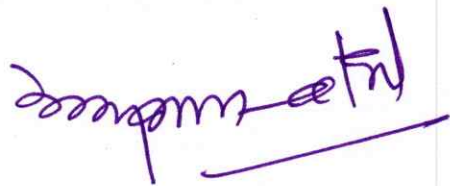
4.8 Compensatory Leave:

NHM employees who have worked on Holidays/Saturdays or Sundays may be eligible for availing Compensatory holidays. Compensatory holidays should be admissible maximum upto 3 days in a one contract period and should not be allowed to be carried forward to the next contract. This leave will be applicable to all Program Management staff and not to service delivery. Compensatory holidays cannot be prefixed or suffixed to holidays and leave. Prior approval from the leave sanctioning authority will be mandatory.

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4.9 General Conditions of Admissibility of Leave:

- (a) Leave is to be regarded as a privilege, and not as a right. It is allowed both in the interest of the staff member and that of the organization. The employees cannot claim leave as an unqualified right.
- (b) Leave already granted may be curtailed or cancelled at any time by the authority granting the leave to meet official exigency.
- (c) An application for leave must normally reach the office of the authority granting leave at least three working days before the date from which the leave is to be commenced. However, when the employee is unable to report to work due to illness or due to unforeseen urgent circumstances, he/ she may convey a message over the telephone or any other mean to his/her supervisor and receiver of such message should record it in a register maintained for such calls. Once the employee returns to work, she/he should submit a leave application to cover her/his absence. In such cases, leave applications should be submitted and approved within two days of joining.
- (d) Extension of leave already granted shall not be normally allowed. However, the leave sanctioning authority at her/his discretion may grant extension in the event of any emergency.
- (e) Any kind of leave not covered under this policy shall be decided by the Mission Director, NHM, Mumbai.
- (f) If any official nominated for any kind of official workshop / training, the period of absence from headquarters shall be treated as pay days.
- (g) If the employee is applying for leave to go out of country for official purpose, prior permission from the MD, NHM must be obtained.
- (h) As per policy of National Health Mission, Maharashtra, employees must strictly follow the small family norm.



Chapter- 5' : Remuneration, Allowances, Incentives and other Benefits

5.1 Remuneration disbursement:

- (a) Administration Cell at each office shall be responsible to compile muster / Biometric record of staff on which monthly remuneration statements will be prepared.
- (b) A monthly statement showing attendance and leave shall be prepared and maintained by concerned office.
- (c) The Remuneration statement will be prepared by DAM/ Finance wing. Biometric and other mode of attendance will be used to prepare remuneration statements. The information will include number of days present, with pay, without pay and unauthorized absent. Designated Accounts Officer will carry out all the procedures of remuneration disbursement.
- (d) The DAM/ Finance wing shall deduct applicable taxes from remuneration every month.
- (e) Remuneration will be deposited directly into the account of the employee. Salary will be deposited on 1st of every month in ADHAR linked bank account of the employee. If 1st day of the month is happened to be a holiday, then salary to be disbursed on the next day.

5.2. Annual Increment:

- (a) Rise in remuneration is subject to approval of PIP and performance appraisal by concerned authority.
- (b) Resigned/terminated employees will not be eligible for Rise in remuneration.
- (c) The Rise in remuneration will be applicable to employees as described in performance appraisal section.
- (d) Rise in remuneration is only payable to existing employees those completed 11 month and 29 Days contract period.
- (e) Annual increment will be applicable to eligible employee after they receives continuation approval from competent authority.

5.3 Tax Deduction at Source from salary:

Accounts Officer will deduct the appropriate Tax from monthly remuneration of the employee and issue the TDS certificate to the employees.

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5.4 Experience Bonus:

Experience bonus to NHM employees may be allowed subject to availability of funds, approval in PIP and approval from EC. Rate will be decided by EC, SHS. Separate circular will be issued by HR cell regarding the same from time to time based on terms and conditions.



Chapter- 6: Performance management & Contract Renewal

6.1 Performance appraisal:

- (a) Performance appraisal process is an essential part of Human Resource Management in terms of assessing the improvement in skill, knowledge, ability and overall performance of the staff.
- (b) The performance appraisal of all contractual employees at State, Division and at District level shall be done as per the Annual Appraisal Formats on indicators of individual programme developed by the State HQ/ Competent Authority as per norms decided by the State. (Annexure II-9. Performance Appraisal Format)
- (c) For every post reporting officer and reviewing officer will be designated as per NHM guideline. Reporting officer will be monitoring officer for supervising day to day work of employee & reviewing officer will be performance appraisal approval authority. Reporting officer will fill the performance appraisal format and based on this reviewing officer will approve/disapprove continuation. (Annexure NHM circular dated 19.05.2017)
- (d) Performance appraisal will be conducted on the basis of individual performance set out in job profile. Post wise minimum performance benchmarks are set out by NHM and based on that periodic performance monitoring would be done for each NHM employee. Minimum Performance Benchmarks are specific indicators for systematic review of program management staff.
- (e) Contractual employee will be entitled for annual rise in remuneration based on performance appraisal remark as follow.

Performance Appraisal Remark	Annual Increment Rate
Outstanding	5%
Excellent	4%
Good	2%

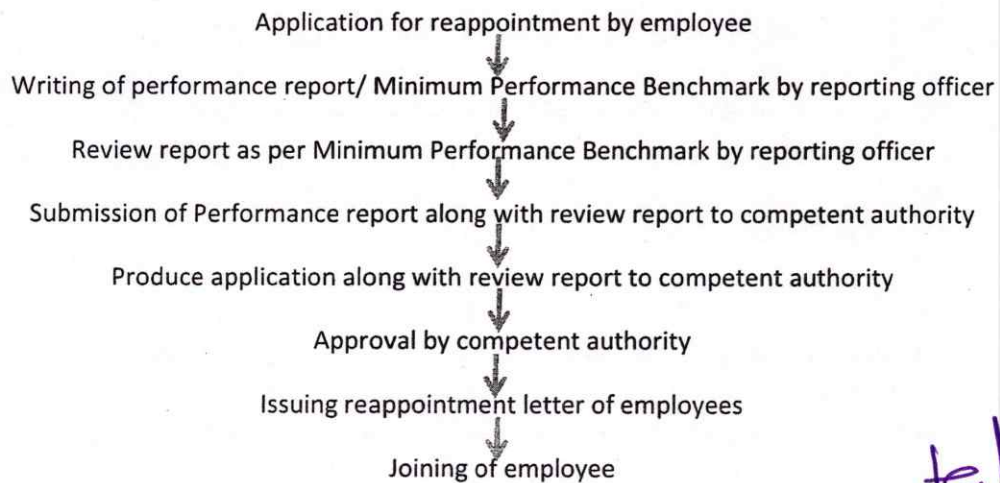
- (f) If performance of the employee not found up to the mark, employee shall be given a chance for improvement. Those who do not reach the minimum benchmarks/improvement in performance should be asked for explanation and if in next 6 months their performance does not improve, their contract may not be extended.

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- (g) Annual rise in the remuneration shall be applicable from the month of 1st July. For newly recruited contractual employees shall be eligible for the rise only after completing service of contract period.

6.2 Contract Renewal Procedure:

(Annexure I- 11. NHM Circular dated 20.05.2023)



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Chapter- 7 : Prevention, Prohibition and Redressal of Sexual Harassment at Workplace

7.1 Sexual harassment:

National Health Mission, Maharashtra promotes a culture of transparent and open communication and offers equal opportunity for all. Any form of sexual harassment can be taken up as a grievance if lodged by the affected party and addressed as per the provisions laid down under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Sexual harassment will include but is not limited to the following:

- (a) Unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of sexual nature affecting an individual's employment status. Such advances constitute sexual harassment when (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment (ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual (iii) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment (iv) threats or suggestions are made that the individual's job, future promotions, wages, etc., depend on whether or not he/she submits to sexual demands or tolerates harassment.
- (c) Unwelcome sex-oriented comments (kidding, teasing, jokes, etc.)
- (d) Subtle pressure or requests for sexual activity;
- (e) Unnecessary touching of an individual (e.g., patting, pinching, hugging, repeated brushing against another person's body, etc.);
- (f) Demand for sexual favours.

In case of sexual harassment;

- (a) All offices under NHM fall under the jurisdiction of THE SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013).
- (b) As per the Act every workplace shall, by an order in writing, constitute a Committee to be known as the "Internal Complaints Committee" at all levels of administrative units or offices.
- (c) It is the duty of the State to ensure the formation of the committee is as guidelines of Vishakha Samiti GR and follow the procedure laid out by the Act for resolution of complaints of sexual harassment at the workplace.
- (d) In case of any incident of harassment, the staff members should be encouraged to report such incidents at the earliest.

Sanjay K. Patil

7.2 Grievance Redressal:

- (a) As per guidelines given in Vishakha judgment by Hon. Supreme Court of India and also as per provisions contained in the Sexual Harassment of Women at workplace (Prevention, prohibition and Redressal) Act, 2013, a committee has been constituted at each office. One or two contractual women employees should be inducted in the said committee. This committee will take cognizance of the complaint and submit its report in time bound manner within 2 months to the competent authority for further necessary action.
- (b) If the allegations found valid by the Committee, action will be taken against the employee which may be reprimand suspension or termination from service.

7.3 False allegations:

False allegations can damage the image of accused staff and thus intention of misuse of the policy results in strict disciplinary/punitive actions against the concerned complainant employee who made false allegations.

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Chapter- 8 : Grievance Redressal at workplace

NHM 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 etc. that might arise between the management and the employees. Grievance Redressal provides an easily accessible mechanism for settlement of their individual grievances.

- (a) The States should create an online as well as offline facility through the HRMIS for receiving grievances of the employees and ascertain time bound resolution.
- (b) Three members Grievance Redressal Committee at State and District level will be constituted to address the grievances of employees. Committee will assess the complaint/grievance of the employee and communicate the findings to Commissioner, Health Services and Mission Director, National Health Mission, Mumbai at State level and Chief Executive Officer, Zilla Parishad at district level for appropriate action.
- (b) Committee shall appoint one female member and one member from employee organization also.
- (c) Grievance received will be resolved within a stipulated period of 2 months.
- (d) If the grievance itself concerned with any member of the committee, he/she will be replaced with another member decided by the Commissioner, Health Services and Mission Director, National Health Mission, Mumbai at State level and Chief Executive Officer, Zilla Parishad at district level.

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Chapter- 9 : Code of Conduct and Punishment

The Code of Conduct is designed for the guidance and protection of staff. Every office under the State Health Mission should formulate an appropriate Code of Conduct Policy, following the laws and regulations of the land in general and uphold the principles of NHM. A breach of such policy may well result in disciplinary action, even dismissal and, in cases so requiring, criminal prosecution.

9.1. Contents of Code of Conduct Policy

The Code of Conduct Policy of the State should, in detail, underline accepted behaviour in the workplace relating to:

- (a) NHM employee will have cordial and respectful relationship with stakeholders and colleagues.
- (b) Employee will act with integrity and trustworthiness.
- (c) Employees should avoid verbal and physical abuse and man handling amongst them.
- (d) Employee will maintain clean and neat personal appearance along with identity card. Office dress code will be as per GR 08.12.2020 & 16.03.2021
- (e) Employee will maintain security of office equipment, materials, working space, record and also maintain institutional information in strict confidence.
- (f) Every NHM employee shall maintain discipline and Integrity and shall not perform Indescribable behavior during duty.
- (g) NHM employee or his/her family members should not enter into the contract with NHM or its vender appointed on behalf of NHM.
- (h) NHM employee shall not participate in any political party or shall not become the member of any such organization which is participating or involved in political/anti-state activities.
- (i) NHM employee shall not participate or indulge himself/herself in any agitation or movement start over against the NHM policy.
- (j) NHM employee shall not provide/disclose any office material or information to the media without prior approval of the concerned authority.
- (k) Any complaint or grouse relating to office administration or irregularity shall inform firstly to the concerned authority.

- (l) NHM employee shall not accept or acquire any endowment or subscription, donation by whatever means.
- (m) NHM employee must strictly follow the small family norms prevailing in the State.
- (n) NHM employee shall not attend the office in alcoholic or intoxicate situation.
- (o) NHM employee shall assist/support in police cases/court cases/any inquiry even after his/her termination or resignation.
- (p) Non-compliance of code of conduct would attract disciplinary action as per decision of competent authority leads to termination process.
- (q) NHM employee shall not accept gifts and entertainment
- (r) NHM employee shall not be involved in procuring contracts (or any other financial misconduct)
- (s) NHM employee shall not have Conflict of interest
- (t) NHM employee shall not make use of official infrastructure for personal use

9.2. Breach of Code of Conduct

Any employee found guilty in cases such as abuse, fraud, malpractice, or any other breach of the Code of Conduct will be applicable for punishment as per NHM norm.

9.3. Punitive Action:

- (a) NHM employees will be subject to punitive actions for various kinds of breach of rules and regulations put forth by NHM.
- (b) Following is the suggestive list of categories of irregularities/ breach of rules performed for which punitive actions shall be taken.
 - 1) Financial irregularities
 - 2) Unauthorized absence from duty (without prior approval, without intimation, Staying beyond approved leave period) as per contract.
 - 3) non-adherence to code of conduct of office
 - 4) Verbal abuse
 - 5) Physical abuse
 - 6) Substance abuse/ intoxication
 - 7) Sexual harassment
 - 8) Sharing of official data with unauthorized agency/person

- 9) Criminal cases (ACP and other criminal act 48hours in police custody)
- 10) Non- satisfactory Performance
- 11) Any Other misconduct which lead to violation of terms and conditions of contract and unspecified above.

9.3.1 Sentencing and disciplinary proceedings

1) **Compulsory leave-** To the concerned officer/employee for a complaint regarding serious administrative/financial irregularities at the level of Hon. Commissioner (Health Services) and Mission Director (NHM) or the concerned appointing authority,

(a) In cases where disciplinary action is planned to be taken against him/her or if such proceedings are pending, or ,

(b) In the case where the competent authority is of the opinion that the officer/employee is engaged in an act which is detrimental to the security of the State , or,

(c) In cases where the case is being investigated or judicial investigation in connection with any criminal offence against him, the officer/employee concerned shall be sent on compulsory leave.

In the case of an order of compulsory leave issued by an officer of a rank junior to the appointing authority, the authority shall immediately inform the appointing authority the circumstances under which such authority has issued the present order.

Period of Compulsory Leave- The concerned officer/employee will not get any remuneration/allowances during compulsory leave period. The period of compulsory leave will be 03 month. If concerned officer/employee acquitted of the charge, the he/she will get full remuneration for the period. Office would ensure proceedings of the enquiry will get completed during this one month. If not completed employee will join office on a non-functional post or one post lower to his/her existing post.

2) Minor punishment- Misconduct, repeated mistakes during the period of duty, negligence, consumption of alcoholic beverages or narcotic drugs etc.

(a) In case of financial loss due to the negligence of the employee or the violation of the orders recovery from salaries.

(b) Withholding annual increment (for a maximum of two years).

3) Severe punishment- fraud, serious misconduct, illegal things, loss of government money, corruption, providing office data, figures or other confidential information to a

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third party/person, frequent absentism without prior permission, disobedience of government orders, damage to government property, financial irregularities, acts that will tarnish the image of the government/ society, Issues related to Vishakha Committee etc.

(a) Termination of the contract of the officer/employee concerned. Also, in future, the concerned officer/employee will not be given a chance again under the National Health Mission.

(b) Legal action will be taken against the concerned officers/employees if required.

4) Immediate Termination of services.

(a) From the date of detention of an accused under the Prevention of Corruption Act (ACP).

(b) If he/she has been arrested on other criminal charges and kept in police custody for 48 hours

(c) If an employee has been sentenced to imprisonment for a term not exceeding 48 hours and does not terminate his service immediately after such conviction, from the date of his conviction.

5) Punishment and Disciplinary appropriate Authority/ proceedings initiating authority-

Hon. Commissioner (Health Services) and Mission Director (NHM) or the officers authorized by him or the concerned appointing authority shall have the powers of action.

6) Procedure for minor punishment-

(a) To inform in writing the allegations of disciplinary and misconduct to the officer/employee working under the National Health Mission.

(b) To obtain written explanation from the officer/employee.

(c) Decision to be taken by the relevant appropriate authority regarding disciplinary action on the written explanation received by the officer/employee.

7. Procedure for severe punishment-

(a) To appoint an inquiry officer of the concerned department by Hon. Commissioner (Health Services) and Mission Director (NHM) or Officer authorized by him

(b) Completion of summary by the enquiry officer and submission of inquiry report within 15 days. Copy of the enquiry report to be furnished to the concerned officer.

(c) Obtain the explanation & opportunity of hearing of the concerned officers/employees with regard to the inquiry report.

(d) To take a final decision by the disciplinary authority in accordance with the findings of the inquiry report and the explanation received.

8. Appeal-

An appeal against the order can be filed within a period of 30 days after the order of punishment is issued to the concerned employee/ officer.

9) Appellate Officer-

Hon. Commissioner (Health Services) and Mission Director (NHM) or officers authorized by him.

10. Proceedings on appeal:

After receiving the appeal, the Appellate Officer shall take a written explanation/physical hearing from the concerned as required and take a final decision and inform the concerned in writing.

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Chapter-10: Training/Capacity Building and Career Progression

10.1 Training/Capacity building:

Successful implementation of any project by and large depends upon the competency of people handling it. With a large number of staff being recruited across the State having their own skill sets, the need for a robust and effective training plan is of paramount importance. Training and Capacity Building of staff may be designed on the basis of factors such as specific knowledge and desired skill and attitude for effective implementation of various programmes under NHM. NHM will provide adequate opportunity to the employees for their capacity building. NHM will develop a culture of continuous learning through training programs, exposure visits, team meetings, sharing within the project, cross learning and internal training.

10.1.1 Induction training:

Wherever necessary the employees engaged on contract basis under National Health Mission, will be sent for induction training immediately after joining the service for successful implementation of the programme for which the contractual employees appointed. During induction topics like Overview of NHM, Public Health System, Specific program information and expectations from employee can be covered

10.1.2 In-Service Training:

Apart from the knowledge and skills acquired during pre-service training, there should be a systematic programme of in-service training to update/ upgrade the skills of the staff so that they provide quality health services to the public. It also helps to better equip them to deliver their specific roles and responsibilities in their current position. Ideally the skill training should be undertaken after the employee has undergone competency- based skill test. There could be refresher courses or additional training to reorient and revise the set of skills. Wherever possible, this should be accompanied by a mechanism for supportive supervision and mentorship so that employees feel adequately supported.

10.1.3 Need based technical/skilled based training:

Doctors, Specialists, Paramedical staff, Nursing staff etc. will be sent for need based technical training as and when needed.

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10.1.4 Nomination for State and National Workshops:

Employees appointed on contract basis will be nominated for the workshops at State and National level as and when organized.

10.1.5 Programmatic Training

These training programmes will be designed and scheduled by the programme divisions at the State level with the help of SIHFW primarily using the MoHFW guidelines contextualized to suit the State requirements. These training programmes will train the programme managers and service delivery human resources in new programme, as well as to update the knowledge about the existing programmes and any changes in those programmes.

10.1.6 Nodal Agency/Apex Body for Capacity Building

Capacity Building/ training is a continuous process and requires robust mechanisms and institutions for its design and implementation. An apex body for training is PHI/SIHWF, Nagpur. PHI-Nagpur with the help of HFWTCs at regional level will plan and conduct various training programs as per the requirement. PHI should undertake regular assessments of all trainings programmes that have been conducted to evaluate their efficacy (pre and post training assessments) as well as effectiveness (evaluation of actual practice in the field) and review them for any course corrections.

Note: Ideally, the training of primary health care functionaries should be conducted within the district. Residential arrangements and transport facilities for field visits should be provided. Other allowances including TA/DA for training should be provided as per the State norms and policy and, should be similar across all programmes.

10.2 Career progression:

In order to sustain inspiration of work, it is important to have recognition and motivation for the employees. Career progression / promotion would be one such avenues where NHM employees will feel motivated/ recognized. It's important for the state and NHM ensuring that they align with the organization's goals and the career aspirations of its employees. Career progression initiatives can contribute to employee satisfaction, retention, and the overall success of NHM in fulfilling its healthcare mission. Career progression is a crucial aspect of employee development, and state may deliberate ways to support NHM employees in this regard.

Implemented

Chapter-11: Exit/Termination Policy

Exit from organization:

Employment with NHM shall be ceased on (1) Resignation tendered by employee (2) Retirement as per NHM age norm (3) Non-renewal of contract, (4) Dismissal due to compelling reasons and (5) Desertion/absconding

In all these cases settlement of all dues shall be made as early as possible.

11.1. Resignation tendered by employee:

- The employment with NHM may end due to resignation by the employee by giving one month notice or one month's salary (gross) in lieu of notice period during the contract period.
- The resignation notice should be submitted to the appointing authority with a copy marked to the reporting officer 30 days in advance.
- If any employee leaves the organization without giving either month notice or depositing one month's salary, in such cases, the amount will be recovered from the employee.
- If the employee has been selected at the post in another government organization and if it is necessary to join immediately he/she may be relieved even if his/her notice period is not completed.
- Employee should take 'No Dues Certificate' before the last day of his/her duty from all concerned offices/section. The "No dues form" needs to be signed off by all concerned offices/section. This certificate should be finally signed and approved by head of office for payment of all dues. (Annexure II-10 No Dues Certificate)
- Before leaving the office, the employee should hand over all Infrastructure support given to them like Laptops/Tablet PC's, dongle, Mobile Phone, sim card, or any other organization property Etc. to admin cell.

11.2. Retirement as per NHM age norm:

- The employment with NHM shall end due to retirement of employee as per NHM age norms.
- Age of retirement will be as follow: (1) 70 years for MO MBBS and specialists (2) 65 years for Nursing and Paramedical Staff and (3) 60 years for remaining posts. (Annexure I- 3.NHM Circular dated 28.05.2019)
- When an employee reaches the retirement age, their employment will conclude at the end of the month in which their birthday falls.
- Employee should take 'No Dues Certificate' before the last day of his/her duty from all concerned offices/section. The "No dues form" needs to be signed off by all concerned offices/section. This certificate should be finally signed and approved by head of office for payment of all dues. (Annexure II-10 No Dues Certificate)

- Before leaving the office, the employee should hand over all Infrastructure support given to them like Laptops/Tablet PC's, dongle, Mobile Phone, sim card, or any other organization property Etc. to admin cell.

11.3.Non-renewal of contract:

- The employment with NHM may end due to two scenario (i)Non availability of funds and posts abolished in PIP (ii) Contract renewal not approved by reviewing officer in annual performance appraisal process.
- Employee should take 'No Dues Certificate' before the last day of his/her duty from all concerned offices/section. The "No dues form" needs to be signed off by all concerned offices/section. This certificate should be finally signed and approved by head of office for payment of all dues. (Annexure II-10 No Dues Certificate)
- Before leaving the office, the employee should hand over all Infrastructure support given to them like Laptops/Tablet PC's, dongle, Mobile Phone, sim card, or any other organization property Etc. to admin cell.

11.4.Dismissal due to compelling reasons:

- The employment with NHM may end due breach of code of conduct and decision taken by HOD
- Employee should take 'No Dues Certificate' before the last day of his/her duty from all concerned offices/section. The "No dues form" needs to be signed off by all concerned offices/section. This certificate should be finally signed and approved by head of office for payment of all dues. (Annexure II-10 No Dues Certificate)
- Before leaving the office, the employee should hand over all Infrastructure support given to them like Laptops/Tablet PC's, dongle, Mobile Phone, sim card, or any other organization property Etc. to admin cell.

11.5.Desertion/absconding:

If continuous 1month absence from the office without informing reporting officer, it will be considered as absconded. In such cases one letter shall be issued to permanent residential address as per mission records and terminate the contract. Accounts unit shall prepare a final list of recoverable (in case of advances) and dues required legal proceedings (notice through newspaper) may be initiated against the person.

Issuance of Relieving letter/Experience certificate:

Candidate has to apply for Relieving letter/Experience certificate to office and will receive the certificate within 15 days of relieve. (Annexure II-11. Relieving Letter) (Annexure II- 12. Experience Letter)

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Chapter-12: Travel and local conveyance

12.1 Conveyance expenses:

- (a) The Organization shall reimburse any legitimate conveyance expense deemed necessary for the fulfillment of duty. It is expected that employee will produce all the original & genuine bills for claiming their legitimate travel and conveyance expenses.
- (b) A contractual employee travelling on official duty shall be entitled for travel/ per diem allowance/ reimbursements of expenditure incurred in connection with journeys performed for NHM's work as per approved norms by the Executive Committee from time to time.
- (c) The contractual staff will also be entitled for reimbursement of actual conveyance charges for journeys between railway station/ bus stand/ airport/ residence/ place of stay either at Headquarters or place of travel and other official journeys performed by road at tour stations in the interest of official duty.
(Annexure II-13. Transport Requisition Form)

12.2 Claiming TA/DA:

- (a) Prior approval from competent authority for travel is essential.
- (b) Air travel wherever admissible should be undertaken in economy class only, utilizing lowest available fares on any airline by the shortest route available.
- (c) Taxi to be hired from the agency selected by State/Regional/District authority. with prior permission of competent authority.
- (d) Claims for reimbursement of travelling allowance shall be entertained only on completion of the return journey, wherever applicable. Claims for reimbursement of journey fare and baggage, wherever applicable, shall be supported with adequate proof of the amount of expenditure incurred, such as, used ticket/ Boarding pass (in case of air journey). (Annexure II-14. TA/DA Format)
- (e) The reimbursement claims of travel after three months shall not be entertained
- (f) All reimbursement to be settled within 15 days of travel completion.
- (g) Other expenditure incurred during duty travel but not mentioned in NHM travel norms shall be borne by the employee.
- (h) TA/DA will be as per NHM prevailing norm (Annexure I. 13 NHM, Circular dated 05.08.2013)
- (i) EC will have the authority to revise the norms from time to time as per the requirement.

12.3 Submission of bills:

The Organization shall reimburse any legitimate conveyance expense deemed necessary for the fulfillment of duty. It is expected that employee will produce all the original & genuine bills for claiming their legitimate travel and conveyance expenses.

12.4 Reimbursement of Journey Fares:

A contractual employee travelling on official duty shall be entitled for travel/ per diem allowance/ reimbursements of expenditure incurred in connection with journeys performed for NHM's work as per approved norms by the Executive Committee from time to time.

12.5 Reimbursement of Local Conveyance Charges for Journeys:

The contractual staff will also be entitled for reimbursement of actual conveyance charges for journeys between railway station/ bus stand/ airport/ residence/ place of stay either at Headquarters or place of travel and other official journeys performed by road at tour stations in the interest of official duty.

(Annexure II-15. Local Conveyance Format)

Sanjay Kumar

Chapter – 13: Duties and working hours

13.1 Working hours:

The working hours of all offices under National Health Mission shall be as per time mentioned in contract . Half an hour lunch break shall be allowed every working day.

13.2 Attendance process:

- (a) An attendance reader will be kept in every office, in which the time of arrival and departure of staff of NHM should be written, with his/her signature/to do the thumb on biometric. In case staffs are on official tour or leave, the attendance register/biometric device accordingly marked as “T” (Tour) or “L” (Leave) by a person authorized by Head of office.
- (b) Due to unforeseen circumstances, if staffs are unable to fill in the information in tour or movement register, then their attendance information should be sent to Head of office or immediate supervisor either on email or on phone.

13.3 Attendance and absence from office:

- (a) Staff shall report to office as per the prevailing time by signing the attendance register and also making thumb on biometric device. 15 minutes relaxation will be given to every office. Reporting beyond relaxed timed shall be treated as late mark.
- (b) Frequent late coming shall be treated as indiscipline and misconduct. 3 late marks will be treated as 1 day leave. Disciplinary action as deemed fit shall be taken against such erring staff.
- (c) Office hours extension shall be only in case of emergency. There may be requirement of flexible time owing to field requirements. Individual opting flexible working timing must obtain prior permission from his reporting officer.
- (d) Drivers and office attendants are required to work as per the instructions of the official he/she assigned to and they are eligible for overtime allowance. (Annexure II-16. Over Time format)
- (e) Staff shall not leave the office during working hours without prior permission of reporting officer.
- (f) It is mandatory to maintain a “Movement Register” and “Tour Register” at each office

- (g) Any kind of manipulation of attendance register and other register will be considered as indiscipline and misconduct. This will warrant disciplinary action.

13.4 Special provision for women staff:

- (a) Pregnant women and lactating mothers may be allowed for flexible working time with adjustment of their daily working time for a specified period if they request so with prior approval of reporting officer & final approval of Head of department.
- (b) The section head will schedule and monitor work to avoid assigning tasks to women employees requiring to work after office hours/late evenings or in a weekend/holiday, unless there is any special or urgent work. In such cases, adequate care will be taken for safe return of women employee.

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Chapter 14: Employee Welfare

The States should take measures to develop innovative mechanisms to ensure that the employees have a vibrant, motivating, supportive and safe working environment- both physically and mentally- that can help improve employee morale and productivity by reducing stress, job burnout, and absenteeism.

14.1. Occupational Health, Stress Management and Employee Safety

The health and safety of the workforce should be of vital concern to the management. Effective plans have been demonstrated to reduce the number and severity of work-related injuries and illnesses.

Facility In-Charge/ head of the organization should take adequate steps to:

- Identify health and safety risks and ensure that the health and safety plan is relevant to the needs of the facility.
- Develop hazard prevention (including fire, biomedical and chemical hazard) and control to reduce the number of hazards in the facility.
- Ensure supply and availability of appropriate personal protective equipment.
- Records of all staff work-related injuries must be kept.
- Train and educate (new and current personnel) and designate specific staff to undertake responsibility for overseeing work safety and health policies and their implementation.

14.2. Social Security

15.4.1 Employees Provident Fund (EPF):

In order to give social security to the employees engaged on contract basis under National Health Mission, Maharashtra, EPF contribution should be deducted from the monthly salary of employees whose salary is below Rs. 15000/-. Deduction of EPF contribution will as per NHM prevailing norm. (Annexures I-15. NHM Circular dated 16.09.2016)

EPF for employees with monthly salary above Rs. 15000/- will be subject to availability of fund and approval in PIP

Nomination by employee to whom EPF is applicable:

Compulsory Nomination of every employee to be taken by admin department.

If the employee is married, by default the nominee will be his/her spouse only.

In other cases, the nomination will be in following order-

1. Employee children.
2. Employee parents.
3. Any other relative or person nominated by employee.

Sanjay Patel

14.2.2 Employees Welfare fund, Health Insurance, Accident Insurance Scheme for NHM contractual staff:

Under National Health Mission, Maharashtra, contractual employees are working without any social security benefits. As a result many employees and their families face severe financial difficulties in the event of death/disability/critical health condition. Keeping in view the grave situation of contractual employees working under NHM, Maharashtra an Employees Welfare policy will be formulated separately if it receives approval from GOI and subject to availability of funds.

Important

Chapter 15: Tools for HR Management

15.1 . Human Resource Information Management Systems (HRMIS)

HRH, being the most important health systems building block that drives the other blocks, needs a comprehensive, reliable, up to date (preferably real time) and transparent information system. Various studies across the globe have shown that a well-functioning HRMIS could give good evidence base on which host of decisions, ranging from availability to productivity, could be taken. A robust HRMIS can improve the HRH management manifolds and facilitating rational posting decisions is one of the most important areas of support provided through a well-functioning HRMIS.

A comprehensive HRMIS facilitates a linkage among all activities pertaining to HR Management. Ideally, following aspects must be incorporated in the HRMIS:

- **HR Planning-** It includes information that could assist human resource mobilization, career planning, succession planning and inputs for skill development.
- **Hiring of Human Resources-** It includes advertisement module, recruitment sources, applicant's profile, selection procedure, appointment and placement.
- **Personnel Administration-** It includes records of each employee regarding leave, travel, transfer, deputation, promotion and increments.
- **Training and Development-** It provides information for designing course material, training schedule, training module, training methods and appraisal of training programme etc.
- **Appraisal-** It contains information about performance rating of employees, which serves as an input for contract renewal, promotion, increments etc.
- **Pay Roll-** It consists of information concerning salary, incentives, allowances, taxes etc.

The State HR cell should be responsible for the development of HRMIS either through coordination with National Informatics Centre (NIC) or internal NHM resource or by hiring an IT agency. It must be ensured that the HR handling HRMIS at all levels are provided orientation and proper handholding as and when the System is transferred to them for operation.

Signature