



Code of Ethics

1. Personal Conduct

All GCSRA employees have the obligation to conduct themselves in an honest and ethical manner and act in the best interest of the organization at all times. They are expected to demonstrate exemplary personal conduct through adherence to this code.

2. Behavior towards stakeholders and partner organizations

The behavior of GCSRA employees with all stakeholders shall not be authoritative and rude but it shall be polite in nature utmost, whether it is personal talk, email correspondence, telephonic conversation, formal or informal correspondence, etc. GCSRA employees shall always be impartial when giving independent advice about any of the stakeholders. GCSRA employees shall ensure that while dealings with partner organizations, the organization's interests are never compromised.

3. Dealing with people in the organization

In dealing with each other, GCSRA employees shall uphold the values which are at the core of HR philosophy viz. trust, teamwork, mutuality and collaboration, meritocracy, objectivity, self respect and human dignity. GCSRA employees shall set examples for subordinates through own work and performance, through leadership and by taking account of the needs and problems of subordinates.

GCSRA employees shall develop people working under them to make them qualified for higher duties. GCSRA shall focus on meritocracy, equity and upholding of organization values in all people processes including performance management system, appraisals, remuneration and rewards.

4. Gender friendly workplace

GCSRA is committed to a gender friendly workplace. It seeks to enhance equal opportunities for men and women, prevent, stop and redress mental and sexual harassment at the workplace and institute good employment practices.

5. Reporting of harassment concerns

GCSRA maintains an open door for reportees, encourage employees to report any harassment concerns and is responsive to employee's complaints about harassment or other unwelcome and offensive conduct. A committee shall be constituted to enquire into complaints and to recommend appropriate action, wherever required. Employees are also encouraged to bring such complaints to the notice of the Chairperson directly.

GCSRA demands, demonstrates and promotes professional behavior and respectful treatment of all team members.

6. Consistency in decision making

There shall be consistency in the decision making process, thus decision once taken shall not be contradicted at later stages. It's the role of GCSRA employees to remind decision making authorities in very polite and professional manner about the decisions taken earlier, so that further decisions shall be in consistency with the decisions taken previously. In case, such incidents occur, the concerned proposal will be re-submitted to the decision making authorities along with detailed description of the case. Whatever decision is finally arrived at by the concerned authorities, will be abided by all GCSRA employees and other concerned.

7. Transparency and Auditability

All GCSRA employees shall ensure that their action is totally transparent. Such transparency shall be brought about through appropriate policies, systems and processes, including as appropriate, segregation of duties, tiered approval mechanism and involvement of more than one person or authority in key decisions and maintaining supporting records. It shall be necessary to voluntarily ensure that the conduct of activities is totally auditable. GCSRA employees shall try to keep the document in hard or soft copies as per the practice and make them accessible to all employees. Such files and documents of common use shall be shared among all concerned. Major decisions shall be uploaded on the website of GCSRA, until and unless it harms any organization commercially.

8. Protection of confidential information

GCSRA employees shall fully respect the confidentiality of information which comes to them in the course of their duties, employment and association with the organization and not use confidential information for personal gain or for the advantage of any other person or in a manner which may be detrimental to the organization or its stakeholders. No information either formally or informally shall be provided to the press, other publicity media or any other external agency or person except in accordance with approved policies.

9. Canvassing

Project partners shall ensure that there is no canvassing or inducement for the projects.

10. Corruption

Members of GCSRA shall always oppose corrupt practices and take no part in any wrong doing, corruption, bribery, other financial impropriety or illegal acts.

11. Avoidance of conflict of interest

All GCSRA employees must avoid situations in which their personal interest could conflict with the interest of the organization and must always analyze situations in impartial manner. The guiding principle is that conflict, if any, or potential conflict must be disclosed to higher authorities for guidance and action as appropriate.

12. Humanity and professionalism

GCSRA employees shall keep in mind personal integrity and humanity in dealing with other people and when called to give an opinion in their professional capacity, shall to the best of their ability, give an opinion that is objective and reliable.

13. Leading by example

The organization's higher authorities shall set the professional tone for the organization. Through both their words and their actions, the organization's leaderships convey what is acceptable and unacceptable behavior. GCSRA authorities and employees shall constantly reinforce through their action and behavior so that it can be reflected and rooted in individual conviction and personal integrity.

14. Proper use of organizational facilities

No member shall misuse organizational facilities. In the use of organizational facilities, care shall be exercised to ensure that costs are reasonable and there is no wastage of paper or any other office asset.

15. Legal Compliance

It is the organization's policy to comply fully with all applicable laws and regulations. Ensuring legal and regulatory compliance is the responsibility of the Secretary of GCSRA. The organization cannot accept practices which are unlawful or potentially damaging to its reputation. Secretary of GCSRA shall ensure that sound and adequate arrangements exist to ensure that GCSRA's practices comply with the legal and regulatory requirement as prescribed by Government. In the event the implication of any law is not clear, GCSRA shall seek appropriate legal opinion.

16. Respect to the dignity

GCSRA employees shall always respect the dignity, values, history, religion, culture and social background of the people and communities they serve. Use of derogatory words will not be allowed specifically against women and children.

17. Non Adherence

Any instance of non-adherence to the code of Ethics, following steps will be followed:

Step-I (Non-penal, only advisory)

In case of slight violation of the code of ethics, the immediate reporting authority will issue a formal advisory or office memorandum, which will be kept in the personal file of the concerned. At the time of his/her performance appraisal, the evaluation committee will take a note of the same. The official handling HR and Administration related matters in GCSRA will keep custody of such documents and from time to time, she/he will inform about such instances to the reporting authority.

Step-II (Infringements of minor nature)

In case of minor violations, a committee will be constituted by GCSRA to examine the case. The committee will recommend what action to be taken against the violation keeping in view

the nature, seriousness and future consequences of the violation. Committee will give opportunity to the concerned to express his/her views about the case but the decision taken by the appropriate authority on the basis of Committee's report will be final and binding for all concerned. Such cases of minor violations may result into reduction into the year's fee/salary enhancement and reduction upto 10% of total monthly remuneration. Appropriate authority will not be required to personally hear the concerned employee.

Procedure for hearing the cases of minor violations will be as follows -

1. There shall be a committee constituted by CEO for examining the cases of violation of code of ethics. The committee shall necessarily have at least one woman officer who can even be an external person.
2. Members of the committee shall show absolute transparency and unbiased attitude while recommending action on the violation of Code of Ethics.
3. Under no circumstances shall any attempt be made by anyone to coersively or emotionally influence the opinion of the complainant or committee and such incidences shall be brought to the notice of the Chairperson of the Society.
4. Any case of violation of Code of Ethics shall be treated as seriously as any other work treated in GCSRA. The complainant shall submit a letter in writing regarding his or her grievances and the person(s) causing it. The letter shall be processed in a file. The Committee's meeting shall be called within 15 days from filing of letter.
5. The procedure of punishment shall be processed both in the concerned office file and the personal file of the accused and final decision shall be referred clearly in the experience certificate given to him or her at the time of leaving GCSRA.
6. In the event that no recommendation is made by the Committee or if the complainant is not satisfied by the decision, he/she can make an appeal to the Chairperson of GCSRA.

Step-III (Infringements of serious nature)

In case of major, repeated or serious violations of Code of Ethics, unprofessional conduct, immoral behavior, negligence, sexual harassment, financial corruption, a written explanation will be called from the concerned employee and the Committee will give opportunity to the concerned for personal hearing to present his or her case. After analyzing the case and hearing all the concerned, the committee will give its opinion in writing and it will be a speaking opinion.

Based on the recommendations and opinion of the committee, the appropriate authority will take final decision in such cases and that decision will be binding for all concerned. The decision making authority has power for immediate termination of the concerned or may take any other action.