

SECTION A: GENERAL CONDITIONS

Chapter-1

1. General Employment Conditions:

Very short Introduction to the organisation followed by its mission.

Agrogoti Sangstha will seek to encourage the potential employees and members to become part of the management structure/team and will ensure that access is fully available to all without regard to their gender, physical ability, religious affiliation, caste and class. However, for some positions, purposive requirements for either male or female will be specified during recruitment. Agrogoti Sangstha would apply these principles in its recruitment and management of employees. It would ensure that the recruitment policy of the organisation is followed.

By accepting employment with Agrogoti Sangstha, the employee agrees to abide by the authority of staff structure and co-operate with his/her colleagues and superiors according to the employee's job description and title classification. Staff members are to exercise the utmost discretion in all matters of organisation's business. They shall not communicate to any person any information known to them by reason of their official position, which has not been made public, without the authorisation of the Management, nor they shall use such information to personal advantage. These obligations of a staff member ceases not even upon separation from Agrogoti Sangstha

Agrogoti Sangstha promotes a culture of participation, openness, autonomy and teamwork. Monitoring and evaluation is primarily seen as a learning instrument. Program implementation, staff productivity and program costs are monitored regularly.

Agrogoti Sangstha has established a senior management team comprising 5 members including the ED and Program Co-ordinators, Chief Accountant and Program Officer to deal with strategic organisational and program issues. The senior management team will provide overall supervision, guidance, strategy management, direction and integration of all components of Agrogoti Sangstha development processes.

1.1 Purpose of the Manual:

This manual presents the standard procedure and policies of personnel management of Agrogoti Sangstha. This is a guiding rule for all staff members of Agrogoti Sangstha, which serves the interest of both the employer and the employees.

Each section of this manual defines the policies and procedures of personnel management, however, not all events can be incorporated/defined. As such, under special cases management shall try to remain true to the intent of welfare of the employees of Agrogoti Sangstha.

1.2 Process of updating:

The personnel procedure and policy of Agrogoti Sangstha is not a static document, it is expected to review and update time to time to be a living and evolving document. Executive Committee of Agrogoti Sangstha, will review the proposals from the Management, to be submitted as and when required or when amendments becomes essential for the interest of the organisation and its staff, and take appropriate decision.

1.3 Organogram:

The Organogram indicates the management and personnel structure of Agrogoti Sangstha. It shows the vertical and horizontal relationship among the staff. The Organogram is set out as Annex-1 which will be reviewed and revised from time to time with the changing requirements of the organisation.

1.4 RESERVE CLAUSE

The Management of Agrogoti Sangstha reserves the right to add, amend or delete issues of this manual from time to time in consultation and with approval from Executive Committee

1.5 Effectiveness:

These new rules come into operation from **1st January' 2012**

Section B: PERSONNEL PROCEDURE AND POLICY

Chapter-2

2.1 Classification of Employees

Employees are classified according to their contractual status. Agrogoti Sangstha has 2 categories of staff as follows:

Regular:

An employee, who has been recruited against a regular position as per approved Organogram and whose service has been confirmed after satisfactory completion of the probationary period.

Temporary/Contract and Part-time:

An employee, who has been hired on temporary basis, for completion of a specific job within a specific time frame and after completion of the contract, whose service contract automatically, expires. Normally the period of contract will be for a maximum of one-year period, which can be renewed on yearly basis.

2.2 Category of Regular and Temporary Employee

Regular Employee

Grade - I	Cleaner
Grade - H	Peon/Night Guard
Grade - G	Cooker/Messenger/
Grade - F	Driver/Head Guard
Grade - E	Field Worker/Organizer
Grade - D	Program Organizer cum- trainer/Supervisor/Advocacy Organizer/Office Assistant
Grade - C	Program Officer/Monitoring Officer/Project Accountant/Admin Officer
Grade - B	Project Coordinator/Chief Accountant/Consultant
Grade - A	Executive Director

Contract and Part-time Employee

Senior Level	: Equivalent to Grade B
Upper Mid-level	: Equivalent to Grade C
Lower Mid- Level	: Equivalent to Grade D
Junior Level	: Equivalent to Grade E
Assistant Level	: Equivalent to Grade F and lower

While the above are the formal positions, all staff must be prepared to do all the tasks involved in the work of Agrogoti Sangstha to the best of their ability when called upon. Agrogoti Sangstha may operate through the temporary hiring of competent professional/person to specific Program works. It may also hire temporary administrative staff from time to time. Their conditions of work are the subject to separate agreements.

2.3 Recruitment:

Recruitment of regular staff shall be made only against the vacant positions as approved by the *Executive Committee or its selected representatives*. The *Departmental/Sectional Heads* must develop a proposal for recruitment against a vacant position. The proposal must be approved by the Executive Director and after that the recruitment process will take place as per recruitment policy narrated under Section - D.

2.4 Appointments and Confirmation:

Every appointment of the staff against a vacant position or a new opening at Agrogoti Sangstha shall be on a probation period of 3 months. The period of probation may be extended by another 3 months, if the staff fails to prove his/her efficiency during the period of probation. On completion of the probation period, the performance of the staff will be evaluated by the immediate supervisor and placed before the Management to take decision about confirmation, which will be communicated to the incumbent. On confirmation of an employee, he/she shall be entitled to all privileges, as per rules laid down. However, in specific cases, the management represented by the ED reserves the right to provide appointment of an incumbent as confirm staff from the date of joining. In such cases, approval will be required from the Executive committee.

2.5 Initial determination of salary:

Salary of newly recruited staff will be fixed at the starting of appropriate grade. However, depending on the qualification and experience of a candidate, the Executive Director will have the discretion to offer higher salary within the scale of pay with due discussion with the concerned Departmental Head. The salary will be composed of the basic salary and fringe benefits.

2.6 Job Description:

All Management employees will be provided with a job description at the time of joining. If an employee does not have one, he/she must inform his/her respective supervisor. Job description must comprise an overall description of the post and list of all the principle accountabilities of the job-holder. The job description may be revised after the probationary period, or may be revised at any time to reflect changing patterns of work.

2.7 Induction:

An induction program (2-3 days depending on the employees' level) will be chalked out for each newcomer, so that he/she is introduced to the existing employees and can become conversant with the systems and values of the organisation. The Coordinator of Administration/ HRD Chief will organise the induction program.

2.8 Performance review and increment:

Performance of each employee will be reviewed annually. Performance Appraisal will be done by the immediate supervisor and reviewed by the Departmental Head before placing to the Senior Management Team for final decision. For satisfactory performance, normally one increment will be granted, at the same time, increment of an employee may be suspended by the Management, if his / her performance is found unsatisfactory.

In case of exceptional service by an employee, as recommended by the concerned supervisor, additional increment(s) may be awarded to an employee with prior approval of the ED. The number of additional increment should not be more than 1 in every 1 years of service.

2.9 Promotion :

Promotion, or the advancement of a staff member to a post of higher grade, results either from reclassification of post or reassignment to another post with greater or different responsibilities. In that case, the salary of the promotee staff will be readjusted with the higher grade.

Promotion cannot be claimed as a matter of right. It must be based on merit, performance, qualification, ability, as well as availability of a suitable vacant position.

If a position becomes vacant or a new position is created, Agrogoti Sangstha employees may apply for reassignment and/or promotion. Their application will be treated like that of any outside applicant.

All reassignments must be done in consultation with the immediate superior and Departmental Head and approved by the ED.

2.10 Transfer:

Any employee may at any time be transferred from one department to another, or from one location to another location depending on the requirement of Agrogoti Sangstha. In such case advance notice will be served to the concerned staff giving minimum 30 days time. However for female and pregnant staff, organization will consider the length of notice period differently.

CHAPTER –3

EMPLOYEE SALARY, OTHER SERVICE BENEFITS AND RESPONSIBILITIES

3.1 Fixation of Salary:

During the probation period, every employee will receive consolidated salary as negotiated. After confirmation of service, every employee shall be paid salary in accordance with the Grades, and as per the following salary and allowances package(Following Salary rang is not allowed for project Staffs):

Basic salary of Regular EMPLOYEE:

Grade	Basic Range in Taka
A	40000 - 60000
B	30000 - 35000
C	12000-20000
D	8000-10000
E	7000 -9000
F	6000-8000
G	5000-7000
H	4000-6000
I	3500-5000

Salary range of temporary/contract and Part-time Employee (monthly rate/yearly):

Grade-I: Senior Level	: Taka: 40000/
Grade-II: Upper Mid-level	: Taka: 30000/
Grade-III: Lower Mid- Level	: Taka: 15000/
Grade-IV: Junior Level	: Taka: 8000/
Grade-V: Assistant Level	: Taka: 5000/

Daily Rate: Applicable for an assignment of maximum 29 days duration.

Grade-I: Senior Level	: Taka: 2000/
Grade-II: Upper Mid-level	: Taka: 1000/
Grade-III: Lower Mid- Level	: Taka: 800/
Grade-IV: Junior Level	: Taka: 350/
Grade-V: Assistant Level	: Taka: 300/

3.2 House Rent Allowance:

House rent allowance will be given to Agrogoti Sangstha regular employees at the rate 40% of basic salary for all Grades of regular staff.

3.3 Medical Facilities:

Regular staff members will be provided with fixed medical allowance of Tk. 500 (Two hundred) per month payable with the monthly salary to cover day to day medical treatment cost of the employee and her/his family member. In case of hospitalization, only the expenses incurred for an employee will be reimbursed at actual. In such case, the employee should abide by the Agrogoti Sangstha nominated doctors' advice for selecting hospitals or clinic (except in an emergency situation). Treatment will be taken preferably from government / NGO hospitals as far as possible. In the cases Executive Director will consider on the economical condition of the staff.

3.4 ENTERTAINMENT/SUBSISTENCE ALLOWANCE

All regular staff members will be provided with a fixed allowance of Tk. 500.-(Taka Three hundred) per month as entertainment/food/subsistence allowance payable at the time of monthly salary. Staff taking lunch inside the office may enjoy service of common staff cook, firewood and utensils will be provided by the organization. In addition, office will provide only tea, two times a day for every staff member free of charge. (It will be granted after donor acceptance).

3.5 Overtime/Extra duty allowance:

All staff below Grade E to lower will be entitled to get overtime at a rate of 1% of basic salary for each hour of overtime.

Or

Agrogoti Sangstha will not provide overtime except the support staff. Support staff will be paid an extra duty allowance of Taka ---- per month provided she/he must make available her/himself for emergency duty for 20 hours beyond regular office hour. Management can provide extra duty allowance to any category of staff under grade –C depending on the organisational need but in any case, such allowance can not exceed Taka 1000 (One thousand) per month.

OTHER BENEFITS:

In addition to monthly salary and allowances, each employee of AGROGOTI SANGSTHA will be entitled to the following benefits as per rule laid down:

3.6 Cost of Living Adjustment (COLA):

Agrogoti Sangstha will review the Cost of Living Index at the end of every year and allow COLA to regular employees. The calculation of COLA will be based on 'Labour News' published by Bangladesh Employers' Association but, in any case, not exceeding !!!% of basic salary in any year. Every year, the COLA will be effective from 1st January on the basis of 31st December of the previous year.

COLA recognises the cost of living increase over time and the same need to be recognised in salaries paid to staff. All employees are eligible to COLA, after confirmation in the job. This is separate from the annual increment. COLA will be calculated on December's basic salary and paid on pro-rata basis.

or

Period salary review. A committee will be formed by the EC to review the salary scale and suggest new salary scale for the organisation. EC will approve the revised salary scale and period of implementation. It will be allowed by donor acceptance.

3.7 Festival Allowance:

Each year Festival Allowance equivalent of 1 month's gross salary will be paid to all regular employees. The allowance will be paid approximately 10 days prior to the employees' respective religious festivals i.e. Eid-ul-fitre, Durga Puja, Christmas or Buddha Purnima.

3.8 Provident Fund:

a) Membership of the Fund:

Every employee whose service has been confirmed shall be eligible for Membership in the Fund. Membership in the fund is voluntary and no staff is forced to join if they do not want to.

b) Contribution:

Each Member shall contribute to the Provident fund 10% per cent of his basic salary in a month. The member's contribution shall be deducted from the monthly salary, and Agrogoti Sangstha shall contribute 10% amount on yearly basis which will be paid by Agrogoti Sangstha to the Fund, and be credited to the account of such Member in the Fund.

c) Administration of Provident Fund:

Provident Fund of Agrogoti Sangstha may be recognised by the National Board of Revenue (NBR). It will enable the employees of the organisation to get maximum tax benefit out of the fund. The fund shall be managed by the Provident Fund Trustees Board to be selected by the Management and be administered in accordance with the rules of that fund.

or

The fund shall be managed by the Provident Fund committee to be selected by the Management and be administered in accordance with the rules of that

3.9 Gratuity:

On being honourably discharged from Agrogoti Sangstha, confirmed staff will be entitled to receive gratuity. Gratuity will be paid at the rate of one month's basic salary for each completed year of service plus the pro-rated months, calculated on the pay drawn in the last month of the employee's service. An outgoing employee will not be entitled to receive such benefit at the time of separation, if he/she has not served at least for 24 months (two years) including probation period.

In case of retirement, gratuity benefit will be equivalent to **1** Months' basic salary for each year's service put in.

3.10 Acting Charge Allowance:

The ED may appoint a regular employee to act on higher position for a temporary period only as per following rules:

The "Acting Position" shall be considered only for officiating in a position from Grade –C and lower.

An acting allowance may be granted which is equivalent to 10% of the present basic salary of the incumbent only for the period the employee has been officially acting in that position. The employee is expected to perform the higher function in addition to his normal duty unless the appointment letter expresses otherwise.

3.11 Long Service Award:

On completion of each 10 years of uninterrupted service, an employee shall be entitled to an award equivalent to one month's salary.

3.12 Group Insurance:

All regular staff will be covered under a group insurance policy to be maintained with American Life Insurance Company (ALICO). This will be considered as the compensation scheme of the organisation. Agrogoti Sangstha will pay yearly premium of group insurance for all staff. The sum assured will be equivalent to !!! (!!! f) months' basic salary for each employee. (It will consider at 2010 session)

3.12.1 Accidental Policy

Agrogoti Sangstha will bear 50% necessary cost of treatment in case any staff commits any form of accident while on duty.

3.13 Special benefit to Senior/Management level staff

In addition to other service benefits, the senior staff (mention category- may be chief executive) shall receive the following benefits:

Residential telephone: If already exists, Agrogoti Sangstha shall pay the monthly rent plus cost up to 100 local calls (including VAT) per month. Official NWD and ISD calls will also be paid by

Agrogoti Sangstha upon submission of bill. In addition, one mobile (post paid) will be provided by Agrogoti Sangstha with a limit of maximum payable bill Tk. 300 per month or actual (including monthly rental and VAT) whichever is lower.

Personal use of office vehicle: The ED shall be allowed to use the office vehicle for personal use up to 100 km per month with. This mileage can not be made cumulative. In such case, mileage calculation will start from Organisation's head office.

3.14 Staff Uniform

Uniform will be provided by Agoroti Sangstha to the following category of staff as stated below:

Staff position	:	Uniform description per year
Driver, Guard and Cleaner	:	2 (Half yearly) sets of shirts, trousers and one set footwear (including socks). Rubber footwear for cleaner

3.15 Loans/Advances to Employees:

No personal loan or advance will be given to any employee of AGROGOTI SANGSTHA. In case of emergency, loan may be taken from other fund (e.g. provident Fund) to meet any extreme crises.

3.16 Income Tax:

As per prevailing law, income tax will be deducted at source from the monthly salary of the staff, whose salary income exceeds the non-taxable limit.

The deducted amount shall be deposited to the bank by AGROGOTI SANGSTHA as per rule of NBR (within 15 days of deduction).

An organisation can also play income tax on behalf of an employee. However, assessment of tax shall lie with the individual employee.

3.17 Travels On Official Business:

If an employee is required to travel on official business, per-diem and accommodation will be paid in the form of Daily Allowance. There will be two different rates for per-diem – one for 'High Cost Area' and another for 'Normal Cost Area'. The High Cost Areas include divisional head quarters, Cox's Bazaar and Rangamati. All areas other than those are categorised as Normal Cost Areas.

Employees in any Grades shall be entitled to receive per-diem on submission of a Travel Expense Report (TER) provided that travel times are recorded and validated.

3.18 Per-diem

a) Per-diem for High Cost Area:

Grade	Breakfast	Lunch	Dinner	Incidental	Total
H-I	40	125	125	30	320
D-G	50	150	150	40	430
B-C	60	200	200	50	510
A	80	200	200	70	550

b) Per-diem for Normal Cost Area:

Grade	Breakfast	Lunch	Dinner	Incidental	Total
H-I	35	85	85	30	235
D-G	40	100	100	30	270
B-C	50	125	125	40	390
A	60	150	150	60	420

General Conditions:

- A. When office will provide food, staff members will receive the amount mentioned under 'Incidental Expenses'. Staff members shall be obliged to avail themselves of the arrangements, if for any personal reason, any staff member fails to do so, he/she will not receive any payment for food expenses

- B. When office will arrange/provide food, the cost must not exceed the amount equivalent to the total cost of breakfast, lunch and dinner as stated above.
- C. Staff members are entitled to receive cash payment for per-diem, only when the office makes no arrangement.

The following timing will be considered for calculation of per-diem:

- Breakfast : Departure at or before 7:00 A.M
- Lunch : Return after 2:00 P.M
- Dinner : Return at or after 7:00 P.M

3.19 Accommodation:

Entitlement for accommodation under High Cost and Normal Cost Area will be as follows:

Grade	High Cost Area	Normal Cost Area
H-I	300	200
D-G	400	300
B-C	800	500
A	1000	700

General Conditions:

- A. Only in case of overnight stay during approved official trip, staff members will be entitled to receive accommodation charges. In case the office does not provide accommodation, the staff members will receive accommodation charges at the rate shown above.
- B. If accommodation is not provided by the office, the charges will be reimbursed to staff members as per above limits of rates shown against each Grade, on presentation of hotel bill i.e. actual or the rate against each whichever is lower.
- C. In any unavoidable circumstances, on a case-by-case basis, the Executive Director may waive the condition laid down under 4.20 above and the actual hotel bill will be reimbursed.
- D. Accommodation should be pre-planned where female staff is involved in field trip

3.20 Travel expenses:

- A. For travels outside the designated area, employees will normally utilise the cheapest and most economic transport.
- B. The employees of Grade A, B and C for outstation travelling can use official transport, if more than two members are travelling together and with the permission of respective line manager. In other cases public transport should be used.

- C. Air travel may be allowed to the employees of Grade A and B with the prior approval of the Executive Director. Employees of Grade A and B are allowed to travel by first class train/steamer and air-condition bus.
- D. Organization may keep provision for paying additional travel expenses for female staff

3.21 Overseas Travel Expenses:

a) For travelling abroad on official work other than on training, an employee of AGROGOTI SANGSTHA will gets per-diem including boarding and incidental expenses at the following rates:

- i) For SAARC countries
- ii) For all countries in Asia, Africa and Latin America except Japan
- iii) For all countries of Europe, America, Australia, Canada and Japan

Area Name	Perdiem	Lodging	Total
SAARC countries	\$45	Actual	
Asia, Africa and latin America except Japan	\$60	Actual	
Europe, America Australia, Canada and Japan	\$80	Actual	

- No per-diem will be paid during air travel time.
- While an employee attending any training and the training fee includes boarding and lodging cost, in that case the incumbent will receive 10 – 15% of the above per-diem rate as incidental expenses depending on the situation as decided by the Management.
- The local transport expense for movement on official business will be reimbursed at actual, on submission of voucher.

3.22 Office Hours:

The minimum net working hour for AGROGOTI SANGSTHA staff will be 42 hours per week considering 6 working days from Saturday through Thursday.

Head Office : 9.00 hrs to 01.00 hrs – break – 02:00 hrs to 05:00 hrs
 Field Office : 9.00 hrs to 01.00 hrs – break – 02:00 hrs to 05:00 hrs
 : 08:00hrs to 08.00 hrs (Night Gourd) Only for Night gourd
 : 08:00hrs to 08.00 hrs Only for Peon –cum security gourd.

These working hours may be adjusted during the period of Ramadan and at other times due to unusual events. The above timings do not apply to those employees, whose

conditions of employment, job description or other statement of work responsibilities noted otherwise. As AGROGOTI SANGSTHA is a service oriented organization, the working hour can be changed for a particular position and /or section provided minimum working hour per week remains 42 hours. However, in case of lactating mother, organization may provide flexible working hour.

3.23 Daily Attendance:

- Every employee should make entry of his/her arrival and departure time in the attendance register kept for this purpose at the Administration Building
- Attendance after 10 minutes from the office time will be considered as 'Late' and the latecomers' attendance will be marked. For every 3 day's late attendance in a month, one day's earned leave will automatically be deducted. If have earned leave finished the option will be follow from

3.24 Holidays and involuntary leave:

All public/national holidays will be observed by the organisation and staff will enjoy public holidays. A list of such holidays will be notified to the staff at the beginning of the calendar year. Friday shall be treated a designated weekend. Hartals and General Strikes are not to be considered as leave. Time lost due to this needs to be compensated by working extra hours.

3.25. Transfer Allowance:

Agrogoti Sangstha will bear related cost of transfer of an employee at actual. The transfer cost will include cost of transfer of family members and associated bag and baggies . For unmarried female employees. Agrogoti Sangstha may provide additional support during shipment.

CHAPTER – 4

LEAVE

4.1 Leave Benefit

Both the permanent and project employee will be entitled to enjoy the following approved leave:

- a) Earned/Annual Leave
- b) Special Leave
 - i Casual Leave
 - ii Medical Leave
 - iii Maternity Leave
 - iv Paternity Leave
 - v Study Leave

4.2 Earned Leave:

- A. Every employee shall be entitled to 1 day earned leave for every 30 days, in other word 12 days for each completed year of service.
- B. Earned/Annual leave can be taken at best for 7 days at a stretch.
- C. Normally, staff's must take leave during the year in which it is earned. If a staff cannot be released, they may carry forward 30% of the leave i.e. 4 days of each year and accumulate up to a maximum of 5 days. Leave accumulated more than the limit shall automatically lapse.
- D. Normally the employee shall give 1 week's advance notice before availing earned leave.
- E. Leave accumulated during service period (maximum 40 days) will be paid only at the time of separation. In such case daily payments will be calculated as one month's gross salary divided by 30.

4.3 Casual Leave

- A. Every employee shall be entitled to avail 12 days casual leave for each calendar year.
- B. No employee is entitled to enjoy more than 3 days leave at a time.
- C. Casual leave can be taken for attending examination, sickness of dependants, personal business etc.
- D. The unutilised leave of a year will not be carried over.
- E. Casual leave cannot be combined with any other leave.

- F. In case an employee remains absent for more than half of a day, with-out prior approval, will be considered as one-day casual leave.
- G. Normally prior approval to be taken for availing casual leaves. However, if any employee fails to attend the office for emergency cause, that is to be intimated to the office.

4.4 Medical Leave

- A. Sick leave for 12 days with full pay shall be allowed per year, which cannot be accumulated.
- B. Sickness must be certified by the nominated Agrogoti Sangstha doctor.
- C. According to the following procedures, the competent authority may grant additional sick leave to an employee in case of prolonged serious sickness supported by Agrogoti Sangstha doctor's certificate:
- D. Sick leave for the year will be used up first.
- E. The annual leave to the credit of the employee will be adjusted with full pay.
- F. Next 15 days leave with full pay. Beyond which the Executive Director will take decision on the basis of the merit of the case but it will be considered by doctor's prescribed.

4.5 Maternity Leave

- A. A female employee may be granted maternity leave for 365 (1 year) days with full pay for 2 times during her service life for a period not exceeding three months each time, provided that she has completed 4 (120) months of service in Agrogoti Sangstha. Those who already have 2 children will not be entitled to such a benefit. If one child among 2 accidentally is died or disabled, Agrogoti Sangstha might approve only a another maternity leave for any female staff.
- B. Maternity leave may be combined with earned/medical leave subject to prior approval of competent authority and may be split to avail both during prenatal and postnatal stage.

4.6 Paternity Leave

A male employee may be granted paternity leave on full pay for a period of 10 days. This leave will not be more than twice in his service life in Agrogoti Sangstha. Those who already have two children will not be entitled to such a benefit. If one child among 2

accidentally is died or disabled, Agrogoti Sangstha might approve only a another paternity leave for any male staff.

4.7 Leave Approval Process

The following matrix depicts the leave approval process for different category of Agrogoti Sangshta staff:

Applicant's designation	Recommending Authority	Approving Authority
Cleaner	Admin Officer	Executive Director
Peon/Night Guard	do	do
Cooker/Messenger/	do	do
Driver/Head Guard	Do	do
Field Worker/Organizer	Program Officer	do
Supervisor/Advocacy Organizer/Office Assistant	Program Officer	do
Program Officer/ Monitoring Officer/Project Accountant/Admin Officer	Project Coordinator/ Chief Accountant	Do
Project Coordinator/Chief Accountant	Executive Director	Executive Director
Executive Director		Executive committee

4.8 Entitlement of Benefits:

Employees of Agrogoti Sangstha will be entitled to above benefits as follows:

- a) COLA/Salary review - From 1st October'07 to confirmed employees on pro-rata basis from the date of confirmation
- b) Festival Allowance - On pro-rata basis from the date of appointment
- c) Provident Fund - From the date of confirmation
- d) Gratuity - From the date of joining
- e) Compensation Scheme (Group Insurance) - From the date of confirmation
- f) Earned leave - From the date of confirmation
- g) Sick Leave - From the date of joining
- h) Casual Leave - From the date of Joining
- i) Maternity Leave - From the date of joining
- j) Paternity Leave - From the date of joining
- K) Sp. Benefit for the Sr. member - From the date of confirmation

Chapter - 5

TERMINATION, RESIGNATION, DISMISSAL & RETIREMENT

5.1 Termination:

- A. During the probation period or at the end of the probation period of a regular employee, the service of an employee may be terminated by the Employer or the Employee at any time without any notice.
- B. The service of an employee who has been confirmed may be terminated by AGROGOTI SANGSTHA by a written notice of not less than two months or on payment of two months salary in lieu of notice. No notice or notice pay is necessary to terminate a staff on probation.
- C. Notice of termination cannot be given to a female employee while on maternity leave.

Under the following reasons, service of an employee can be terminated:

- A. Dissolution of the position.
- B. Service of the employee is no longer required for the interest of AGROGOTI SANGSTHA
- C. Convicted by any court of law for an offence involving moral turpitude.
- D. Convicted for misconduct or break of organisational discipline

5.2 Redundancy:

Post(s) will automatically cease to exist in case of changes in the organogram due to changes in the activities of AGROGOTI SANGSTHA and the incumbent(s) occupying the post(s) will get terminated. Existing procedure of issuance of notice will follow. In addition to other benefits as per rule, the incumbent(s) will receive 2 month's gross salary.

5.3 Temporary Employment:

Staff can be employed on temporary/contractual basis, which is essentially of a temporary nature, to complete a particular job within a specific time. In that case, the service of the employee will be automatically terminated at the end of the period or job. Temporary staff is not entitled to receive any other organisational benefit other than consolidated salary or mentioned otherwise in the agreement.

5.4 Resignation and notice period:

An employee who is confirmed and desirous to leave AGROGOTI SANGSTHA shall do so by giving not less 2 month's notice in writing to the ED for grade A, B and C and to the competent authority for other grade of employees (in relevant cases, through his/her Supervisor) of AGROGOTI SANGSTHA or on payment of 2 month's gross salary in lieu of notice.

Management may not accept a resignation letter of an employee, against whom specific allegation for theft or misconduct has already lodged or a departmental enquiry is in process and in other case, where the period of service not yet completed as per agreement between the employee and AGROGOTI SANGSTHA. Employee under probation period needs not to submit notice.

An employee, who have submitted resignation letter, shall be treated as staff member of AGROGOTI SANGSTHA and continue to discharge his/her duties and responsibilities until acceptance of his/her resignation and issuance of clearance certificate.

5.5 Dismissal:

For the reason of serious morale turpitude or any act, which will be treated as a threat to the discipline of AGROGOTI SANGSTHA, the concerned employee will be suspended immediately. Afterwards, the departmental head will nominate one staff (not below the position under grade C) for investigation. On the basis of the investigation report, Administration shall bring specific allegation against the concerned employee with due approval of the ED. If the employee is proved guilty, his/her service shall be dismissed, otherwise, he/she will be reinstated with due respect. All this process to be completed within 60 days. The Executive Director, if thinks necessary may extend the time in writing.

In case of any other act of an employee, which tantamount to disciplinary action, a show cause/Explanation letter will be issued giving not less than five days to respond to the written allegation. Afterwards the process as above will follow. Any type of sexual harassment will lead to immediate dismissal from the job for the concern employee.

5.6 Retirement:

Every regular employee of AGROGOTI SANGSTHA shall retire at the age of 57 years or after 30 years of service whichever is earlier. However, if the organisation desires, and the retiring employee is found fit, under a separate contract the service may be renewed for maximum of 3 annual extensions at the discretion of the Executive Committee,

AGROGOTI SANGSTHA, provided sufficient justification is found on the following grounds:

- a) Efficient work
- b) Good health
- c) Difficult to find a similar efficient worker.
- d) You can add more qualities

During the period of extension, the employee will not be governed by the pay and service rule of AGROGOTI SANGSTHA, but all terms and conditions shall be on contractual basis mutually agreed.

5.7 Payment of Final Settlement:

Normal termination of a confirmed staff:

When the service of a confirmed employee is terminated, she/he shall be given the following benefits:

- a) Two month's notice or two month's salary in lieu of notices.
- b) Gratuity as per rule.
- c) Provident Fund as per rule.
- d) Salary for un-availed earn leave.

Dismissal :

When a confirmed employee is dismissed from service on account of misconduct he/she shall be given only the following benefits:

- a) Provident Fund as per rule.
- b) Salary for unavailed earned leave.

Redundancy:

In case of redundancy, the concerned staff will be given the following benefits :

- a) Two month's notice or two month's salaries in lieu of notice.
- b) One month's additional gross salary
- c) Gratuity as per rule
- d) Provident Fund as per rule.
- e) Salary for un-availed earn leave.

Retirement:

In case of retirement, the concerned staff will be given the following benefits:

- a) Gratuity as per rule
- b) Provident Fund as per rule.
- c) Salary for un-availed earn leave.

CHAPTER – 6:

DISCIPLINARY ACTIONS AND GRIEVANCE PROCEDURE

6.1 General Conduct and Practices

- A. All employees are obliged to follow the office orders, service policies of Agrogoti Sangstha and also the orders of the higher authorities.
- B. All employees shall perform honestly and sincerely and maintain secrecy of the official matters.
- C. No employee shall absent from duties or leave workplace without prior approval of competent authority.
- D. No employee shall take part in any activities detrimental to the interest of Agrogoti Sangstha.
- E. No employee shall engage directly or indirectly in any business contact with Agrogoti Sangstha.
- F. Shall not receive or give bribe to/from any body.
- G. Shall not be involved in any acts and omissions liable for disciplinary action.

6.2 PUNISHABLE ACTS AND OMISSIONS

The following acts and omission shall be treated as misconduct and liable for disciplinary action:

- A. Wilful insubordination or disobedience, whether alone or in combination with others, of any lawful or reasonable order of a superior.
- B. Theft, fraud or dishonesty in connection with the employer's business or property.
- C. Taking or giving bribes or any illegal gratification in connection with his/her or other employees of the organisation.
- D. Habitual late attendance.
- E. Habitual absence or/and absence without leave for more than ten days.
- F. Falsifying, tempering with, damaging or causing loss of Agrogoti Sangstha's official records.
- G. Divulgence of confidential and/or serious business matters of the organisation to outsiders, which can/has adversely affect the organisation.
- H. Poor annual performance report for consecutive 2 years.

- I. Negligence in maintenance of office assets, viz. vehicles, equipment, and causing damage.
- J. Creating public nuisance in the office.
- K. Sexual harassment or denying any clauses of gender policy, financial policy, management policy and any indecent behaviour including comments towards colleagues.
- L. Any other act or omission considered being subversive of discipline by the Management.

6.3 Types of disciplinary action:

The types of disciplinary action to be taken depend on the nature, frequency and severity of the misconduct.

a) Minor disciplinary action may include:

- i) Verbal Warning
- ii) Warning letter,
- iii) Withholding increment for a specific time,
- iv) Withholding promotion,
- v) If money or property damage is involved, recovery from the concerned employee's salary of all or part of the amount.

b) Major disciplinary action may involve any of the following:

- i) Suspension
- ii) Dismissal from service

6.4 SUSPENSION

The following procedures to be followed in case of suspension:

- A. The employee is given a written suspension order outlining the reasons for the suspension.
- B. In any case, the period of suspension cannot exceed 90 days, within which period the whole procedure to be completed and decision to be taken.
- C. During the period of suspension, only 50% of the basic salary without any allowance will be paid to the employee. The payment is not reimbursable to Agrogoti Sangstha even if dismissal occurs.

- D. The suspended employee is to hand over all keys, documents and other Agrogoti Sangstha properties to his/her superior after the issuance of suspension letter.
- E. The competent authority will appoint an enquiry team/officer immediately.
- F. The enquiry team/officer will investigate the charges and the employee's defence
- G. The employee is to submit a written reply on the charges, to the enquiry team/officer within 15 days
- H. The enquiry team/officer shall submit a written report (containing information on circumstances, evidence, facts witnesses, defence etc and a judgement on guilt or innocence) to the authority as soon as possible, but at the latest within 30 days from the start of the suspension
- I. On the basis of this report, the authority will decide if and which disciplinary action is to be taken.
- J. If the suspended employee is found not guilty, he/she will be reinstated immediately and the employee will be given all the pending salary and benefits for the period of suspension.

6.5 DISMISSAL FROM SERVICE

- A. If warranted by circumstances and if the charge can easily be proved, the authority, with the knowledge of Executive Committee, can summary dismiss an employee.
- B. Dismissal will be in writing, detailing the reasons for this and stating how to appeal against the decision. The appeal must be submitted in writing within 15 working days on receipt of the dismissal letter and addressed to the President/Chairperson of EC.

6.6 DISCIPLINARY PROCEDURE

Before any disciplinary action is taken, the following procedures to be followed:

- A. The employee to be informed in writing of the intention and reasons for the action
- B. The allegation should be specific and written
- C. The employee is to be given sufficient opportunity of being heard and of defending him/herself
- D. If the employee's explanation does not adequately exonerate him/herself, a definite charge will be made
- E. An inquiry team or officer to be engaged to prove the allegation brought against the employee. The competent authority should engage such an inquiry team or officer.

- F. The inquiry team/officer shall make recommendation on the type of punishment (light or heavy), depending on the nature, frequency and severity of the offence.
- G. Before giving any punishment to any employee he/she should be issued a 'Show cause notice' to explain, why punishable action will not be taken against him/her

6.7 Grievance procedure

Any employee who has a grievance in respect to any matter and wishes to seek redress thereof, must observe the following procedure:

- A. A written complaint should be given to their immediate supervisor
- B. If the staff member is not satisfied with the response from their Supervisor, the employee should write to the next level of Supervisor and a copy to the relevant higher authority.
- C. The notice must be submitted within 15 days of occurrence of the cause of such grievance and the employer must within 30 days of receipt of such grievance, inquire into the matter and give the concerned employee an opportunity of being heard and communicate the decision, in writing, to the employee.
- D. All complaints must be in writing, signed and dated by the employee(s), if they are to receive consideration. No anonymous grievances or allegations will be considered under any circumstances. Writing, disseminating or assisting in the spreading of anonymous allegations will result in severe disciplinary action for all employees involved.

SECTION – C

Chapter -7
ADMINISTRATIVE RULES AND REGULATIONS

7.1 Care and Custody of Keys to the office:

There should be one full set of keys (except the keys for cash and Store) in the office keyboard for use by the employees on all working days. Key of the keyboard will be under the Administration department.

Accounts/Finance Chief will keep the key for his/her safe for cheque books, and the petty cash. Keys for stationery will remain with the Administrator and also duplicate keys for the stationery will remain with Accounts department.

7.2 Office Security:

The security guards will be solely responsible for security of the campus during office time, after office hour and weekends/holidays.

7.3 Authority:

The level of authority will be determined as per the following table of authority:

Sl. No	Item	Recommending authority		Approving authority
i	Recruiting proposal	Departmental Head		Executive Director
ii	Promotion	Departmental Head		Executive Director
iii	Leave	Related Officer	Program	Executive Director
iv	Local Travel	Related Officer	Program	Executive Director
v	International Travel	Departmental Head		Executive Director

7.4 CONFLICT OF INTEREST

During the employment with Agrogoti Sangstha, an employee is fully committed and responsible to the organisation, which will contribute towards enhancing Agrogoti Sangstha's image. As such, during the tenure of employment, all employees' responsibility is to uphold the interest of the organisation over any personal interest. All employees shall be free of any personal interest, which could influence his/her judgement or action in terms of delivering agency's services to others.

7.5 DECLARATION OF RELATIONSHIP

- A. Other than spouse of an existing staff, no immediate relative of any staff member can be employed, even in any junior position. Here, immediate relative shall include

brother, sister, children, parents or other blood relations of the employee or his/her spouse.

- B. During the period of employment, if Management discovers any such relationship, the senior staff member will be terminated on disciplinary ground.
- C. Staff members already in employment shall have to give such declaration within (mention time period)

7.6 CONFIDENTIALITY

This policy applies to the Executive Director and all other employees, regular or temporary. It relates to spoken, written and computerised information.

7.7 Double Employment/Consultancy:

No employees of Agrogoti Sangstha should be engaged in Double Employment either on full time or part time basis, except in exceptional circumstances, each employee has to Agrogoti Sangstha working time.

7.8 Staff use of Agrogoti Sangstha facilities:

Agrogoti Sangstha staff can use the following facilities on payment:

- Telephone (nation-wide dialling), Fax and e-mail
- Photo-Copying
- Office Vehicle

These facilities are for the use of the Agrogoti Sangstha program, and must not be used for any other purpose. Staff may use these facilities for personal purposes on payment with the specific approval of the management.

7.9 Use of telephone, Fax and e-mail:

Staffs who want to use the phone, fax and e-mail for personal purpose should take permission from their respective supervisor. The telephonic time consumed for the purpose will be recorded and will be asked to pay on the basis of the bills provided by the service provider.

7.10 Photo-Copy :

The concerned employee must make an entry in the register for personal photocopy. For such personal use, the concerned employee will be billed as per rates fixed from time to time.

7.11 Use of office Vehicle

Under certain emergency situation staff may use office vehicle at the discretion of competent authority. For such use, Tk 2 .50 per KM to be paid to Agrogoti Sangstha. Only for Motor cycle

7.12 HOUSEKEEPING

It is the responsibility of each employee to keep a neat and clean office area with the help of the Office Support Staffs.

7.13 Meetings:

The Management meeting in participation of the Head of each department will be held on monthly basis. Management concerns, policy issues, important decisions and reporting by each department will be dealt in that meeting. The Executive Director will chair the meeting. Person from administration will record the proceedings of the meeting.

7.14 PERSONNEL DOCUMENTS

Administration shall maintain separate file for each employee of Agrogoti Sangstha.

The following information/documents will be stored in that file:

- I. Curriculum vitae
- II. Appointment and joining letter
- III. Confirmation, promotion or transfer
- IV. Termination, discharge, dismissal or redundancy
- V. Annual performance review report
- VI. Suspension order
- VII. Letter of advice/Letter of warning
- VIII. Show cause/Explanation
- IX. Notice of enquiry
- X. Other private matters
- XI. Acceptance of resignation
- XII. Summary Leave records
- XIII. Nominee Declaration.

SECTION – D

Chapter-8

RECRUITMENT POLICY

8.1 APPROVAL FOR RECRUITMENT

The recruitment of staff can be made on the basis of budgetary allocation or extra budgetary options. In all cases Executive Director will approve recruitment in all positions in Agrogoti Sangstha. The concerned Section Chief/Head can forward proposal for recruitment as per budgetary provision. The Executive Director may seek guidance from the Board, to fill certain positions in Agrogoti Sangstha.. However in recruiting staff, Agrogoti Sangstha will prefer female candidate unless there is a particular need for male staff.

8.2 Developing the vacancy Announcement/Advertisement

- A. For newly created positions, the concerned Departmental Head/ chief will formulate job description For exiting positions, previously developed job descriptions can be used. If necessary those can be reformulated in the light of new requirements. Based on the job description administration department will develop the advertisement to publish in newspapers and other media.
- B. The advertisement should contain brief description about Agrogoti Sangstha, required educational qualification, work experience, indicative compensation package, and the job requirements i.e. what is expected from the suitable candidate/incumbent for the position.
- C. Minimum information required in the application- brief information on the candidate's education and experience, her/his special achievements, and preferably a note on why s/he thinks s/he is suitable for the position (Only for professional positions)
- D. The candidates should be given at least 10 days time to respond to the advertisement.
- E. The Executive Director will approve the advertisement before publication.

8.3 Announcement of Vacancies.

- A. For Positions requiring Professional Background, announcements will be made in two major national dailies (one in Bangla and the other one in English newspaper) and bulletin boards of some relevant national and international development organisations in Dhaka. The advertisement should be made, preferably on weekly holidays or on those days when the newspapers have a special feature on Employment Advertisements. Junior positions may be advertised internally or locally. It will be considered staffs' position and fund availability by AGROGOTI SANGSTHA.
- B. The administration department will perform the responsibility of publishing the advertisement wherever necessary.

8.4 Screening/Short Listing.

The Management will formulate criteria for screening/short listing of candidates if too many of them meet the minimum requirements advertised.

Some screening/short listing criteria may be:

- Academic Achievements;
- Relevance of experience to the position advertised;
- Present organisation and position of the applicant;
- Potential to take additional responsibility;
- Social and cultural background;
- Salary expectations;

8.5 Issuance of Interview/written test card

The short listed candidates will be communicated in writing about the date, place and time of written test and/or interview. The written test/interview date will be fixed at least after 10 days of delivery of interview card to ensure that everybody receives the card and can take minimum preparation.

8.6 Recruitment Test

At least according to size/number of employees candidates should be short-listed for a single position in the professional category. The interview process may include both written and viva.

8.7 Composition of Interview Board

The Interview Board will consist of not exceeding four persons- at least two from Agrogoti Sangstha and one from out side of Agrogoti Sangstha. Agrogoti Sangstha's BOARD CHAIR OR his/her nominee will chair the interview board.

8.8 INVITING INTERVIEW

The management will prepare interview schedule and the candidates will be informed through letters/telephone or fax.

8.9 INTERVIEW RESULT

The result of interview will not be published. The successful candidate/s will be contacted over telephone.

8.10 Selection for Recruitment

The Interview Board will prepare list of two to three alternative candidate for each position so that detailed queries can be made about their background, previous experiences and performance. Negotiations may be made with them. Final recruitment will be done from the list of alternative candidates.

8.11 NEGOTIATION

The Board/ED or her/his nominee will negotiate for Agrogoti Sangstha with the candidates/s found suitable in order of merit, on the terms of appointment, particularly on joining period or time, salary and other benefits etc, through face-to-face discussion.

8.12 APPOINTMENT

- A. Before issuing appointment letter to any employee under grade – A to E, satisfactory reference must be received from present employer. ED/Director or her/his nominee shall write or call over telephone to the previous and present employer and to the referees (if necessary) to enquire about the selected candidate(s).
- B. Agrogoti Sangstha may decide to ask the finally selected candidate to take medical tests. In that case Agrogoti Sangstha will bear the medical examination cost.
- C. ED/Director or the competent authority will issue the appointment letter after being satisfied with Agrogoti Sangstha requirements. Agrogoti Sangstha will also give a deadline for two weeks to the selected candidates/s to accept or reject the terms of appointment.

8.13 Joining procedure

Administration department will receive the joining report from the newly recruited incumbent. The new incumbent's supervisor will verify joining report. Administration will introduce the newly recruited person/s to the employees of Agrogoti Sangstha

8.14 INDUCTION

Every new incumbent will, during the first six months, under go systematic induction orientation to enable her/him to adopt Agrogoti Sangstha norms and environment. However, the newly employed incumbent should be put in her/his designated job as soon as possible.

List of Annexes

- 10.1 Organogram:**
- 10.2 Sample of Advertisement:**
- 10.3 Sample of written test/interview card:**
- 10.4 Sample of written test/interview result :**
- 10.5 Sample of Appointment letter of regular staff:**
- 10.6 Sample of Appointment letter of contract/temporary staff:**
- 10.7 Sample of service confirmation letter:**
 - 1. Salary Structure of XXX**
 - 2. Leave form**

Chapter –10

ANNEX

Sample of Advertisement:

Formatted:

Vacancy Announcement

Deleted: ¶

Agrogoti Sangstha, an NGO (you can add you mission), is looking for suitable candidates for immediate appointment.

Position Name:

This is a level position with the overall responsibility of efficient and effective manner. S/he must have a in relevant discipline with strong skills. years plus experience with responsibility is a prerequisite for the position. The incumbent must also have strong skill in English, awareness and sensitivity towards gender, and the ability to communicate effectively with various levels.

We offer an enabling and supportive work environment, competitive compensation and benefit package for the incumbents.

If you subscribe to the organizational mission, posses required competencies, feel confident, please apply with your detailed CV and a passport size photograph to Box # , C/O- The Daily Dhaka on or before..... Only short-listed candidates will be contacted for recruitment processes.

Women are strongly encouraged to apply

Formatted:
Bullets and

Sample of written test/interview card:

To : Mr./Ms.....
From :
Re : Written test and/or interview for the position of
Date :

Agrogoti Sangstha is pleased to inform you that, you have been short-listed for the selection test/interview for the above-mentioned position. You are requested to attend the selection test/interview at..... on Should you have any query, please feel free to contact Mr./Ms. Between 8:30 am to 16:30 pm, Sunday through Thursday.

With best wishes,

Regards.

Administration

Formatted:

Sample of written test/interview result:

Date

Name
Address

Ref : Result of Written test/interview for the position of in XXX

Dear Mr./Ms.

Please refer to your interview with us on date This is to inform you that we have finalised our selection. This is, however, no reflection of your merit and competence; and we wish you all success in your future career.

We appreciate your interest in Agrogoti Sangstha and thank you for your cooperation.

Sincerely,

Administration

Formatted:

Sample of Appointment letter of regular staff:

Name and Address

Date.....

Subject : **Letter of Appointment**

Dear Mr./Ms.

With reference to your application for employment in Agrogoti Sangstha and your subsequent involvement in different stages of recruitment process, we are pleased to offer you the position of.....

The terms and condition of the appointment are as follows:

1. During the probation period, you will receive consolidated salary Tk.0,000.00 (Taka =====) only per month. Income tax will be deducted at source from your monthly salary as per prevailing law.
2. You will be governed by the rules and regulations of the Personnel and Administration manual of Agrogoti Sangstha.
3. Your appointment will be initially on probation for six months from the date of your joining. On successful completion of probation, your services will be confirmed in the XXX service.
4. Management will formulate your role description in consultation with your supervisor.
5. We will like you to join us from the.....In case this is inconvenient; please get in touch with the undersigned to decide on another date.

If the above terms are acceptable to you, please sign your name in the space provided below as a token of your acceptance of the appointment and return the signed copy to XXX.

We look forward to having a long, mutually satisfying working relationship.

Sincerely yours,

Competent Authority

I accept the above terms and condition of appointment.

Sample of Appointment letter of contract/temporary staff:

Formatted:

Mr./Ms.
Address

Subject : Contractual employment as 'Position'

Dear Mr./Ms.,

With reference to our discussion on your application and subsequent test/interview, XXX is pleased to appoint you as ===== on temporary basis/contract under the following terms and condition:

- a) **Contract period:** This contract is for a period of ===== months/years from =====.
- b) **Location:** Your place of posting will be at =====.
- c) Your major work area will be, =====. A job description outlining your responsibilities will be provided to you in due course.
- d) **Financial benefits:** During the period of service, you will be paid Tk.===== per month. You will also be entitled to receive other admissible benefits as per Personnel and Administration Manual of XXX.
- e) You will be governed by the relevant clause of the Personnel and Administration Manual of XXX applicable for the contract employees.
- f) The contract may be terminated by either party without assigning any reason by giving 30 days notice, Otherwise, the contract will automatically lapse, if not extended or otherwise at the end of the contract period.

If the above terms and conditions are acceptable to you, please sign a copy of this letter and return to XXX.

Sincerely yours,

Competent Authority

Name
Date :

c.c. :

Formatted:

Sample of service confirmation letter:

Date ---

Name-----
Designation----
XXX
Dhaka.

Subject : CONFIRMATION OF SERVICE

Dear Mr. -----,

On successful completion of your probation period of six months on month—date--, year--
Management of XXX is pleased to confirm your appointment with XXX with effect from
month—date--, year-- under same designation and grade.

Your monthly salary and allowance with effect from the date of confirmation will be
Tk. 00,000.00 (Taka =====) only; break up of the same is as follows:

Basic Salary	Tk. 00,000.00
House Rent Allowance (!!!% of basic)	Tk. 0,000.00
Other allowances.....	
Total	Tk. 00,000.00

In addition to your monthly salary and allowance, you will also be entitled to other benefits
admissible under XXX Personnel and Administration Manual.

While congratulating you on confirmation of your service, Management of XXX expects that you will
continue to serve the organisation with the same spirit and enthusiasm as rendered during your
probation period.

Thanking you for your kind cooperation.

With best wishes.

Competent Authority

