



Manovikas Charitable Society

Compliance Policy

The policy statement

This policy applies to all employees of Manovikas Charitable Society. All employees are expected to familiarize themselves with the policy and to act in accordance therewith at all times.

Principle of Reporting:

If a Manovikas Charitable Society employee believes in good faith that a rule or one of the principles laid down in Manovikas Code of Ethics and policies has been or is about to be violated, he or she should inform his or her superior or the Compliance Department of his or her concerns regarding possible illegal act or ethical violation.

The policy aims to:-

- Ensure all compliance supports provide the Society's overall operational objectives.
- Provide accurate and clear, efficient and impartial, consistent and timely and transparent compliance procedure from and in the organisation.
- Respond effectively and efficiently to all complaints.
- Give as much importance to all types of complaints.
- Ensure any complaint registered in complaint register that must be informing the concern person in 12 hrs. The complaint should be address in 18 hrs and should be rectified as per complaint designated priority hrs.
- Complaints need to be indicated and bifurcate in three categories A, B and C.
- Category A complaints should be rectified in 24 hrs, Category B complaints rectify in 48 hrs and Category C complaints should be rectify in 72 hrs
- Ensure the Society's target groups feel adequately informed, that the channels, style, form and language used for communication meet their needs and that they are confident that their feedback is appropriately taken into account in the Society's work.
- Apply an effective monitoring and evaluation framework to ensure the requirements of this policy are being met across the Society and the success of this Policy.