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SMART HEALTH AND EDUCATION CARE FOUNDATION

Administrative Office- 2nd Floor, Mehra Estate,
CTS Number 68, L.B.S. Marg Vikhroli (West) Mumbai Maharashtra-400079

Work and Discipline Instructions for Workers and Volunteers

Date: August 16, 2026

All workers, volunteers, coordinators, and other members of the organization must adhere to the following instructions:

1. Punctuality and Discipline
All workers and volunteers must report to their workplace/area on time and complete their assigned tasks responsibly.

2. Work in accordance with the organization's objectives
Each worker will work in accordance with the organization's objectives related to health, education, social service, and public welfare.

3. Field Work and Public Relations
Disseminate information about the organization's schemes and programs while treating people respectfully at the village, block, tehsil, and district levels.

4. Treatment of Beneficiaries
No beneficiary will be subjected to abuse, abusive language, pressure, or discrimination.

5. Organization Permission
Do not make any financial promises, claim government/legal rights, or make any declaration on behalf of the organization without written permission from the organization.

6. Money and Documents
Keep proper records of any funds, receipts, forms, or documents received in the organization's name and do not use them for personal use without permission.

7. Identification Card and Attire
Carry your organization-issued identification card with you while working and dress decently, in keeping with the organization's dignity.

8. Daily Report
Each worker/volunteer should provide a daily report of their work to the relevant coordinator at the designated time.

9. Photos and Work Proof
If field work is required, provide photos/other proof of work as directed by the organization. Do not misuse any individual's personal information or photos.

10. Confidentiality
Do not share confidential information related to beneficiaries, organization documents, employees, members, or internal work with any outsider or on social media without permission.

11. Social Media
Do not publish any official announcement, advertisement, or controversial post using the organization's name, logo, position, or authority without the permission of the competent authority.

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12. Prohibition of False Information
Providing false or misleading information regarding any scheme, assistance, benefit, insurance/security program, or organization's services is strictly prohibited.

13. Instructions from Senior Officials
All workers and volunteers will follow the legal and organization-related instructions given by their respective coordinator/officer.

14. Indiscipline
Misuse of the organization's name, irregularities in funds, forged documents, false reports, mistreatment of beneficiaries, or actions that harm the organization's image may result in action as per the organization's rules.

15. Organization Property
Use the organization's materials, documents, identification cards, equipment, and other resources safely and return them as needed upon completion of the work.

16. Spirit of Public Service
All workers and volunteers must work with a spirit of service, honesty, transparency, and responsibility, and maintain the organization's reputation.

17. No Representation Without Permission
No worker/volunteer will claim to be the organization's director, trustee, officer, or authorized representative and make decisions for which they have not been authorized.

18. Compliance with Instructions is Mandatory
The above instructions apply to all workers and volunteers of the organization. Each worker is expected to work in accordance with the rules and regulations of the organization.

By order

Director
Smart Health and Education Care Foundation