

For Devotees in Executive Committee or Acting as Dept head/asst heads

**If you are acting in the role of Dept head/asst head or EC member
(note : a dept head/asst head can be from either 'Temple Council' or
'Exec Committee') :**

1. In order to assign service to a particular devotee 'x' in your department, you should first contact the counsellor of 'x' and make sure that 'x' is not already over-booked with his service assignment hours. Only if the counsellor gives approval then only you can assign the services. Otherwise no dept head should assign a regular service to any volunteer or devotee. A one-off service assignment on urgent basis without consulting devotee's counsellor is allowed on exceptional basis. If you can not find any one for service, you should approach the 'Volunteer Department' for arranging some one for that service.

2. You do not have authority to assign services to any devotee or to take managerial decision in other departments which you are not in-charge of. Please respect the respective department in-charges authority. In case of disputes, please contact a TC member, or VP, or your counsellor.

3. If you (dept head/asst head) see a service in your department is not done properly by a devotee 'x' (the devotee 'x' can be a volunteer or junior or peer or senior to you) and if you think you need to correct some action of the devotee 'x' or if you think you should give some feedback to the devotee 'x' about the service which is not properly done in your department, the following has to be followed : a) Discuss this with the VP in charge of this department (NKD) before taking any action. The VP is supposed to discuss this (when/if required) with Exec Dir (VRKD) and you - the dept head, to decide what to be conveyed to devotee 'x' or the dept head who brought up this issue. If the devotee 'x' in question is NKD, then you should bring this up with the Exec Director (VRKD) to resolve it. If the devotee 'x' in question is VRKD, you should try to amicably resolve it with him. And if things don't work out, you should bring it up with the Governing Body Representative (CPP) to resolve it.

4. Any department in-charge are strongly advised to be cautious before they introduce anything new to the system or their department. The standard way is to discuss it within TC for approval. But if the decision can't wait so long, it is strongly encouraged to approach your next level of hierarchy (typically VP or EC) for approving your decision. VP or ED can decide if it needs approval from wider audience like TC and/or EC. If VP or ED is not available, at the least one other TC member has to be informed and the TC member will follow the TC guidelines for approving this.

5. If a volunteer or devotee approaches you with a grievance or feedback about a department which you don't own or another department head or any thing personal in nature about some other devotee, please direct them to the proper dept in-charge or ask them to approach a TC member. However, if the grievance or feedback is against your own dept, please take the feedback carefully and discuss with your next hierarchy (VP) about what can be done to improve the situation.

6. For issues about how to deal with other dept heads or any other feedback about another devotee/volunteer, or about some thing you notice in temple which is not proper, please contact your counsellor and find out how to address that situation. Or simply approach a TC member.

7. Please be open to feedback when given by a TC member or VP or ED. We represent Srila Prabhupada as best as we can and there is no personal motive behind any communication. Any decision is made by management keeping the overall spiritual health of the society.

8. You are strongly recommended to fill sadhana chart and your counsellor will have the authority to monitor your chart and have conversation with you on a regular basis. You are encouraged to be openly express your doubts/concerns/issues with your counsellor.