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A Working Report on the Recruitment and Selection Process of WHO-IVD

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A Working Report on the Recruitment and Selection Process of WHO-IVD

by

**Sanzina Rahman
ID: 0430155**

***This Internship Working Report is Prepared in Partial Fulfillment
of the Requirements for the Degree of Bachelor of Business
Administration (BBA)***

**INDEPENDENT UNIVERSITY, BANGLADESH.
December 2008**

A Working Report on the Recruitment and Selection Process of WHO-IVD

by

**Sanzina Rahman
ID: 0430155**

has been approved

December, 2008

**Mr. Hanif Mahtab
Lecturer,
School of Business,
Independent University, Bangladesh
December 01, 2008**

Letter of Transmittal

December 01, 2008

Mr. Hanif Mahtab Sir,
Lecturer,
School of business
Independent University, Bangladesh. (IUB)
Dhaka, Bangladesh.

Subject: Submission of internship report entitled "Recruitment and
Selection Process of WHO-IVD"

Dear Sir,

I am pleased to submit this term paper on the above title as your direction given during the report preparation period. I tried my best to present all the facts that I have recovered through my survey regarding Recruitment and Selection Process of WHO-IVD in this report.

I sincerely hope that you would be kind enough to accept my report.

Sincerely yours,

.....

Sanzina Rahman
ID: 0430155.

ACKNOWLEDGEMENT

The Term Paper titled "Recruitment and Selection Process of WHO-IVD" has been made possible with active support from a number of people.

First of all, I would like to take the opportunity to thank Mr. Kazi Abdul Hamid for his guidance, kind co-operation, and management support to this study.

I am also grateful and thankful to my supervisor Mr. Hanif Mahtab for his guidance and help. It would not have been possible for me to complete this report without his advices and supervision. I would like to express my sincere appreciation to my supervisor.

My heartiest thanks to all WHO-IVD team member for helping me by participating in my survey questionnaire and by providing their valuable suggestions. I have a remarkable cooperation and contribution from all of them.

INITIALS:

SSA: Special Service Agreement

IVD: Immunization Vaccine Development

SMO: Surveillance Medical Officer

MPH: Masters of Public Health

AAMRA: Venue Name

MOH&FW: Ministry of Health & family Welfare

WRO: WHO Representative of Bangladesh

NPO: National Professional Officer

NCD: Non Communicable Disease.

HRH: Human Resource for Health.

MO: Medical Officer.

SEARO: Southeast Asia Regional Office.

DFC: Direct Financial Cooperation.

APW: Agreement Performance Work.

AC: Asset Contribution.

VC: Voluntary Contribution. (Assuming the amount of donation)

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Preface

I have done my internship report on the recruitment and selection process of WHO-IVD. I was in WHO-IVD for the last 3 months as an intern student attending the course BBA 499a of Bachelor of Business Administration.

My joining date in WHO was on 20th August. My posting was given in a project called WHO-IVD. This project is basically related with the Immunization and Vaccination Development in our country. My official supervisor in there was Mr. Kazi Abdul Hamid, the administrative head of “WHO”. The working report is prepared in such a way so that it can give an overview about the recruitment and selection process of this organization. In this report I have tried to describe the basic process of recruitment and selection that WHO follow. I have particularly focused on the recruitment and selection process of the project on that I was assigned (IVD).

In this project there are various kinds of recruitment and selection process based on the various kinds of posts. But among them I have focused my whole report on the SSA (Special Service Agreement) post. Through out this report we will able to know about the R & S process from the planning to the final contract signing.

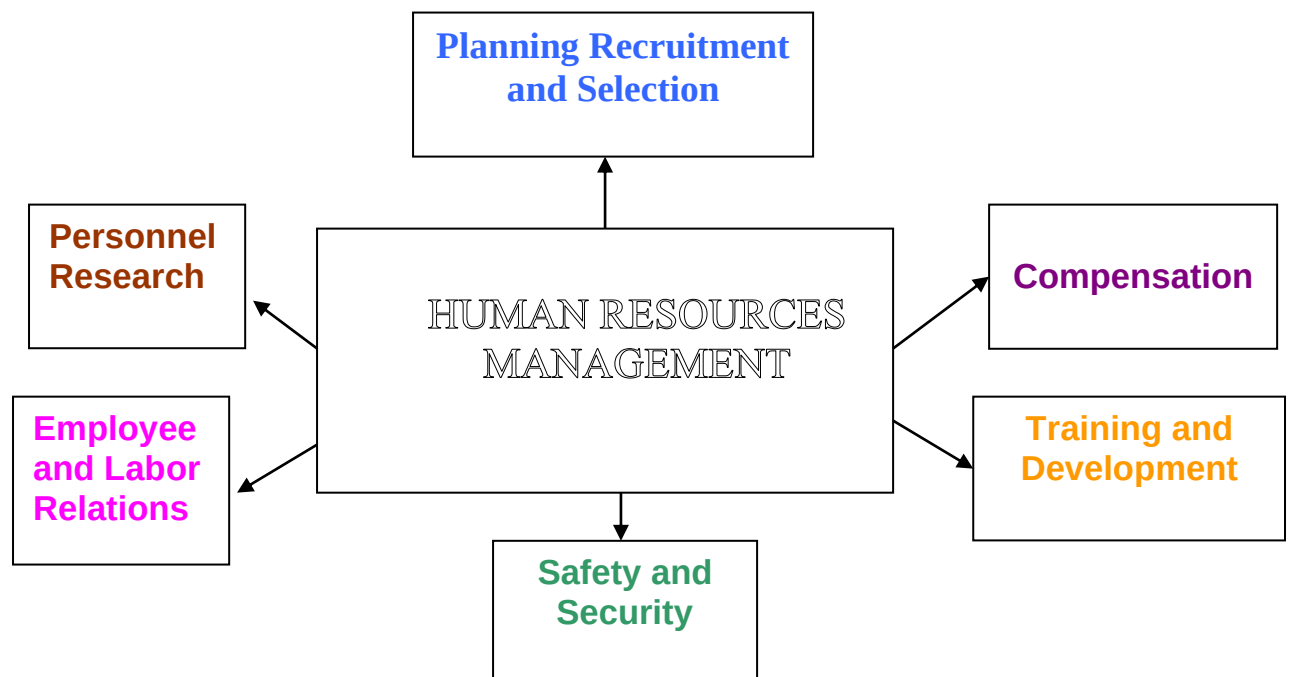
Introduction

People are the most common and valuable element in every organization. They create the innovations for which organizations are noted viewed from the perspective of an organization. People are not intimate resources, like land or capital but Human Resources; so it is a slogan “Assets make things possible, people make things happen”.

Human Resources Management is concerned with the “People” aspect of management of an organization. An organization is amalgam of number of persons, within a delineable boundary whose actions and activities are consciously coordinated and directed to achieve predetermined goals. Management is a process which enables members of an organization to under take and to complete their respective assignment. Human Resources Management is concerned with the effective management of people at work. It examines, what is, what can be and should be done to make people both more productive and more satisfied with their working lives.

Human Resources department in large organizations have a variety of positions. The manager of employment assists other managers with “Recruiting” and “Selection”. The compensation manager establishes fair pay systems. The training and development manager provides guidance for those managers who want to improve their human resources. Other activity managers contribute their expertise and usually report directly to the Head of Personnel. It is the specialists in large organizations who actually do the recruiting, training or other necessary tasks.

The Functions of Human Resources Management in an organization is shown in the following figure:



1.1 Recruitment

Recruitment is to create a large pool of persons who are willing and available for work. Recruiting seeks to attract job applicants with the necessary skills and motivation to off set shortages identified in employment planning. The step following recruitment is initial screening which is basically rapid, rough “Selection” process.

For example, Sixty years ago, line supervisors are supposed to hire factory workers from outside the gates of a plant. They simply looked over the candidates and then pointed to various people, “You, You and You”, the rest of you came back another day”. That’s an example of initial screening and it was probably done only on the basis of physical characteristics. The selection process following initial Screening is more rigorous. For example, physical characteristics alone do not provide many clues about a person’s potential for management or for any other kind of work for that matter.

Screening is very important part in the recruitment process. If screening doesn’t carry out properly than obviously the outcome wouldn’t be any better. Because by the screening the best one is suppose to come out among the goods. If there is any problem in the screening sector than it is sure that you are not going to get the best one. Because you have already missed out some best one from you sorted primary list.

1.2 Selection

Selection is the process by which managers choose from a pool of applicants the person or persons who are most likely to meet the criteria of the job opening given the external and organizational conditions. Designing a selection system depends upon the context in which selection decisions are to be made. Selection process is initiated when the personnel department receives a formal requisition from another department for additional or replacement of personnel. Such requisitions are made by the departmental head or by the authorized officer. In the time of select an employee the authority at first try to see that whether there is any existing employee who is eligible for the post, If that’s not possible than they decide to go beyond the organization for the selection process. From the various applicants they choose the one that matches with their requirement most.

1.3 Importance of the Study

Among the five major factor of management (Man, Material, Method, Machines, and Money) man is the most important one. Man is the factor that affects most in any job. Men carry out the job. Without man an organization can't be imagine.

Recruitment is the first step to collect Man for an organization. This is very important step because if the very important element man is not selected properly than it's not possible to have the expected outcomes.

There are some problems present in the Recruitment and Selection process in our country. Those are:

- (i) Bureaucracy is the main problem in our country for recruitment and selection in an organization.
- (ii) Recruitment and selection rules does not maintain properly.
- (iii) Recruitment or selection committee does not formed properly.
- (iv) Sometimes recruitment or selection committee does not play there role impartially. They are inclined their relatives or friends.
- (v) Maximum organization collects their man power from their internal source. This process is not correct because from advertisement we collected the right man for right post. From the advertisement lots of various kinds of candidates can be collected. Through the advertisement a great amount of options can be available. But if they choose from their internal source than it's difficult to get various type of eligible candidates.

1.4 Objective of the Study:

General Objective:

- General objective of this study is to know the recruitment and selection process of "WHO-IVD".

Specific Objectives:

- To identify the existing recruitment and selection process of WHO-IVD, Bangladesh.

1.5 Methodology of the Study

a) Basic Technique of Data Collection: Data and information were collected both from the primary and secondary sources. Case Study, survey, and interview were used as the basic technique of data collection for this study.

b) Area of the Study: The study area was cover only WHO program office WHO-IVD, Gulshan-1, Dhaka, Bangladesh.

c) Data Collection Tools: Information is collected through discussion and providing question paper with the officers of WHO-IVD of Bangladesh.

d) Data processing: After collection of all data the work of tabulation, editing and final interpretation has been done both manually as well as with computer application.

e) Report Submission: All the necessary measures were taken for process the data, and after that the report was submitted to the supervisor for his final approval.

1.6 Limitations of the Study

While preparing this report, following were the limitations:

- Time allocated to prepare the study is very short. The topic like this requires plenty of time and effort.
- Related documents, journals & research paper on recruitment and selection were not available in WHO-IVD.

Background of WHO-Bangladesh

2.1 The Organization

WHO has been working in Bangladesh since 1972 under an agreement signed with the Government of Bangladesh (GoB). Their objective is the achievement of highest possible level of health for all people. The programs that WHO carry out are:

1. Health education
2. Food, food safety, and nutrition
3. Safe water and basic sanitation
4. Immunizations
5. Prevention and control of local endemic diseases
6. Treatment of common diseases and injuries
7. Provision of essential drugs.

World Health Organizations (WHO) is a specialized agency of the UNO. The essential focus of “WHO's” work is to provide technical assistance to the government. This includes the development of health-related policies, evidence-based guidelines, norms and standards, capacity building and institutional strengthening, and research. Currently WHO collaboration is grouped under six clusters:

- Communicable Diseases and Surveillance (CDS);
- Emergency and Humanitarian Action (EHA);
- Family and Community Health (FCH);
- Health Systems Development (HSD);
- Non-communicable diseases and Mental Health (NMH);
- And Sustainable Development and Healthy Environments (SDE).

Over the last decade funding for “WHO's” biennial budget has increased from US\$ 7.6 million in 1998-1999 to a projected US\$ 53.7 million in 2008-2009. The

increase has mostly come from a substantial flow of voluntary contributions from bilateral agencies and international fund and foundations. But “WHO” mainly got its financial help from various international agencies. Like: World Bank, Norac, JICA, DFID etc. If any country wants to donate big amount of money they can give it to this organisation to send it in a particular way. Like if any country wants to spend some money in the development of people’s knowledge about computer than they can donate money in those projects which are related to that concept. WHO commits to providing high-quality technical support to the government to attain the goal of ‘Health for All’ in Bangladesh.

2.2 WHO-IVD (Immunization and Vaccines Development)

Under the banner for Family and Community Health, Immunization and Vaccines Development (IVD) is one of the programs. The main challenges of this program is to increase access for safe immunization for all eligible age group, introduce new vaccines, expand Vaccine preventable diseases surveillance and sustain polio free status.

The immunization program in Bangladesh has been recognized for its contribution to the reduction in childhood morbidity and mortality rates. The immunization coverage shows that the national Expanded Program of Immunization (EPI) initiative has a strong capacity to reach children with BCG (98%) and OPV3 (92%). Nearly 71% of infants are fully immunized (Coverage Evaluation Survey 2006), which indicates an improvement in coverage.

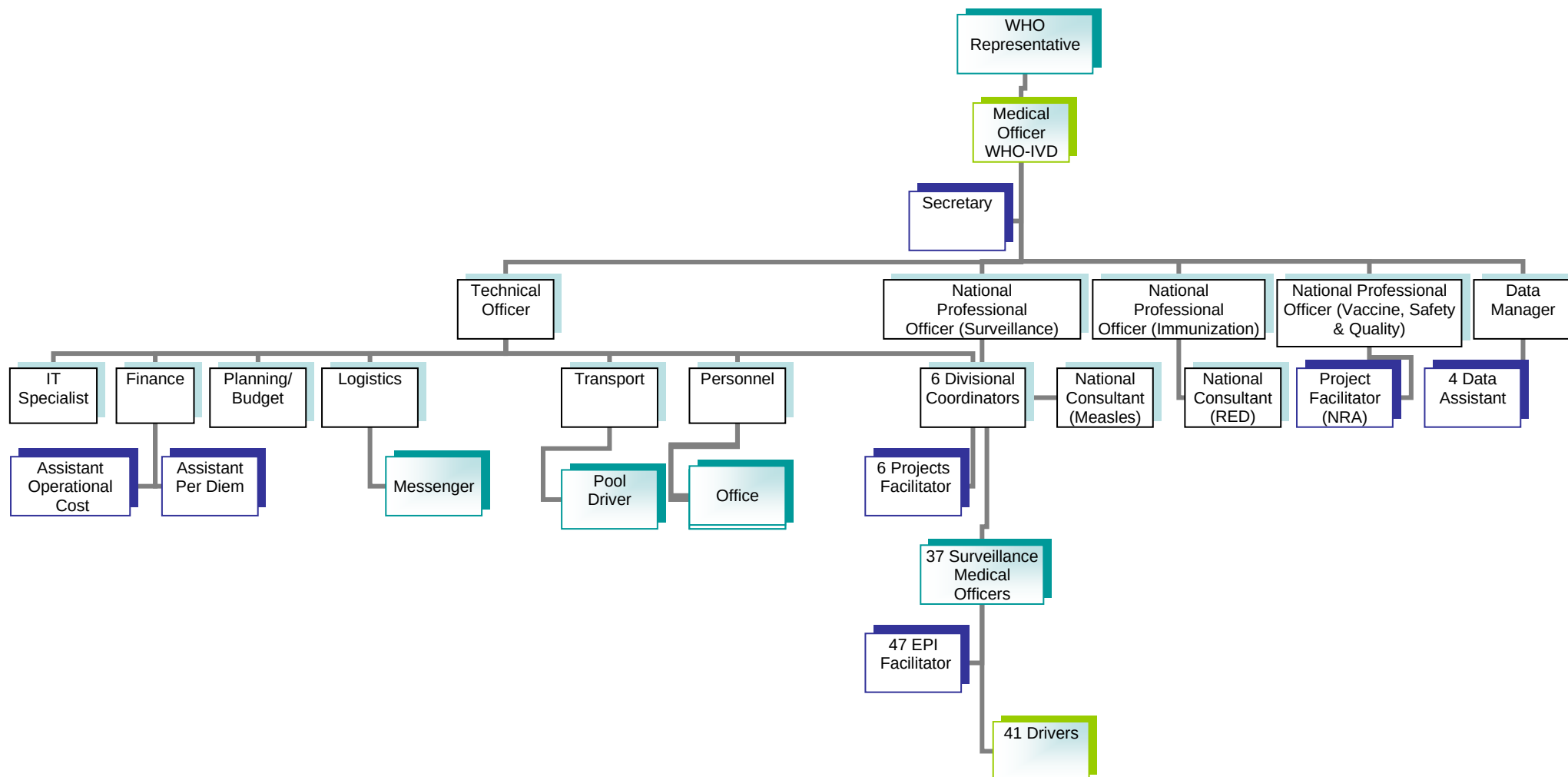
Bangladesh had been free from poliomyelitis since 2000, until it experienced polio importation from neighboring country in 2006. This importation let to a recurrence of polio virus transmission in Bangladesh and to date the total case count stands at 18 with the last case detected 22 November 2006. The immediate challenge for the country is to return to a polio-free status and maintain the same till the South-East Asia Region is certified as polio-free.

Reducing measles mortality and morbidity is another challenge for Bangladesh as an estimated 20 000 children die every year due to measles and related complications. The ‘measles catch-up campaign’, conducted in 2006, has substantially improved the situation (DGHS 2007). The country needs to sustain this feat by increasing routine immunization coverage against measles, provide second

opportunities through periodic follow-up campaigns and add a second dose of measles vaccination in routine EPI in the future.

With the expansion of the national immunization program, deaths due to 'neonatal tetanus' have substantially decreased from 6/1000 live births in 1994 to 2.3/1000 in 2000. The Government of Bangladesh (GoB) is committed to achieving the Millennium Development Goals (MDGs) and is fully aware.

2.3 WHO-IVD Organogram



Recruitment and Selection process of WHO - IVD

3.0 Recruitment in WHO-IVD

In January 2007, the Executive Board confirmed the amendments to the WHO Staff Rules relating to the review of the framework of contractual arrangements. By way of this framework and related amendments to the Staff Rules, with effect from 1 July 2007 WHO will have four types of staff appointments, as follows:

- a. Continuing Appointment
- b. Fixed-term Appointment
- c. Temporary Appointment
- d. Special Services Agreement

3.1 Continuing Appointment

A continuing appointment is an appointment without a specified time-limit. It will be granted after a minimum of five year's uninterrupted, active service on fixed-term appointments and certified satisfactory performance. For the purpose of conversion from a fixed-term appointment to a continuing appointment, a staff member will be considered to meet the criteria of satisfactory performance when he/she has two (2) annual performance evaluation reports with at least a rating of "meeting most expectations" in the three (3) most recent annual performance evaluation periods. There is no restriction on the number of staff who can be granted for continuous appointment. The staffs holding service appointment will get an automatic conversion. Staffs those are under fixed term appointment for last 5 years, their conversion will be initiated by RPO. And the supervisor will give the recommendation. A continuing appointment may be terminated in accordance with the relevant provisions of the Staff Rules.

3.2 Fixed-term Appointment

Fixed term post is limited in every UN agency. Each office may have 8-10 fixed term post. Fixed term post required very high experienced people. The fixed term employees usually get lots of facility from UN. For example, the fixed term employee doesn't have to pay any TAX for their income. A fixed-term appointment is a time-limited appointment of one year or more. A fixed-term appointment may be extended, provided that the total duration of service under consecutive fixed-term appointments. But it does not exceed more than five years. In fixed-term appointment there is at least one year probation period. It expires if there is no other offer of extension to the employees. When there is no extension of the contract then the employee will be given a notice before three months of expire date of the appointment. For the fixed term employee the interview question comes directly from Delhi. The approval for the fixed term employee acceptance has to come from Delhi main office. The question as well as the result also comes from the Delhi office. Whenever the preliminary selection is finished, all the CV of the selected employees will be sent to Delhi office, explaining why these employees are selected for the post. If Delhi office approve those selected employees then they will send the appointment letter from there. The fixed term employee will get their salary every month from UN Headquarter (Geneva). Their pension fund will also be handled from Geneva.

3.3 Temporary Appointment

A temporary appointments, is a time-limited appointment of up to two years. Such appointments are normally issued to individuals employed to carry out functions which are not expected to be needed in the longer term (e.g. for more than two years). If the temporary appointment is for less than two years, it may be extended, provided that the total duration of uninterrupted service under consecutive temporary appointments does not exceed two years.

A staff member who has completed uninterrupted service on one or more temporary appointments may not be re-employed unless that employee has completed more than 30 calendar days after the separation from the past service.

The temporary appointment will expire if there is no letter of extension issued by the office. In this case, the staff member will be given notice of this decision no less than one month before the expiry date of the appointment. Such notice will not be required in the case of a staff member holding a temporary appointment who has reached the maximum duration of uninterrupted service under consecutive temporary appointment.

3.4 Special Services Agreement

Special service agreement is a contract that made for the special kind of project. This is basically project based job. AS long as the project run the employees have the job, whenever the project got stopped the employees will loose their job.

A special services agreement is mainly among the nationals of a host country for the use of their services on either short-term or long-term assignments. Their rights and obligations are strictly limited by the terms and conditions of the special services agreement to which they are signatories. Either party may rescind this Agreement at any time by giving the other party at least (For agreements of less than six months, up to 15 calendar days; for agreements of six months to one year, 30 calendar days, 60 calendar days where the Signatory has served on the program or other activity for a continuous period of at least two years) calendar days notice in writing of its intention to do so.

There are also other special contract jobs present in “WHO”. Those are,

- **TIP:** Temporary International Profession.
- **TGS:** Term Limited Contract (Temporary General Service). The validity of this system is maximum 2 years.
- **Service Contract:** This is another special type of contract.

3.5 Things Decided Before the Recruitment & Selection Process in

WHO-IVD:

Before making the advertisement for such recruitment the following actions should be taken by the employment department or by the personnel management division:

- a. Type of employment– permanent or temporary
- b. Level of posts – higher or lower
- c. Qualifications –
 1. Educational Qualification: Minimum level of educational qualification needed for the post.
 2. Other qualification: Any other knowledge like, computer skills, communication skills or any other extra curriculum activities.
 3. Experience and other requirements for the post
- d. IQ level
- e. Physical conditions
- f. Job specifications for the post
- g. Working place
- h. Sources of supply
- i. Necessity for the post immediate or sufficient time in hand

After completion of the above mentioned steps, selection committee will investigate about the cost involvement and time requirement for the post as well as the job.

Procedures of selection differ from one organization to another depending on the requirement but the purpose is same. In our country the Govt. Department, Corporations, Banks and other organizations including NGOs have in different selection & recruitment procedures. In the Govt. Department almost a rigid process is followed. In the Corporation/Semi-Government Department flexible process are followed and in the private firms they follow their own self devised process. No department has got unique process of recruitment except few multinational foreign

firms and International NGOs located in our country.

There is a standard pattern for processing applicant or selection in WHO-IVD. But in some cases their selection process can be customized to adjust the situation as well as the requirement too. For example, if there is any case where it's been difficult for the interview committee to measure any candidate with the existing scales than they can include some more scales beside the basic ones. so that they can screen out the best deserving one from others. Again if there is any case that most of the applicant has all most the same qualification than it can be difficult for the committee to choose. In that case they add some other category and measure the candidates based on those category. There is a selection pattern which is prepared some years ago, and has been widely used to illustrate the various steps that may be involved in the selection process. Those steps are:

a) Vacancy Notice:

Employment Department announces the vacancy notice for the employment. In the notice they ask for application from the interested parties.

b) Primary Screening:

In here the organization screens out the unqualified and illegible candidates.

c) Application form:

Some organization provides a blank application to the applicant. They ask the applicant to write data or information such as name, address, qualification, experience, marital status, previous working experience, aptitude test etc in the application. According to that application form the employer will do the screening as well as the selection.

d) Employment test:

If the application blank reveals no information so as to disqualify or screen out the candidate he may be then taken for different test as per example In the employment test part the organization test a particular employees intelligence (IQ), personality, emotional and tactfulness etc.

e) Interview:

The candidate who passes the test called for interview. The purpose of interview is to verify the information given by the applicants and also for obtaining additional information that may be found useful is assessing the potentialities of the candidate.

f) Investigation of previous history:

If the interviewer is satisfied that the applicant is suitable, his previous employment and educational carrier history may be put into investigation.

g) Preliminary selection by the employment department:

After the interview result the authority selects qualified candidates, who in the next level sent for medical testing.

h) Physical examination:

The physical examination often comes at this point in the selection process, to ascertain the physical fitness and mental conditions of the candidate who is going to be appointed.

i) Placement:

After completion of all the above processes of selection, recruitment order is issued. Before assigning the responsibilities for which a fresh man is recruited; he must be inducted from where orientation and training starts.

3.6 Steps of Recruitment and Selection in WHO-IVD (SSA):

In my Internship period I was assign to the work which was based on the recruitment and selection process of SSA appointment. Here is the brief discussion about the procedure of R & S in the SSA appointment in WHO-IVD.

Steps of Recruitment and Selection in SSA are:

1. Work Planning
2. Allocation of Fund
3. Set Grade
4. Requirement list for the post
5. Application to news paper for the circulation
6. News paper circulation
7. Selection of the members of interview committee
8. Resume' collection
9. Resume on the organization file
10. Short listing the candidates
11. Computer exam
12. Invitation to the government officials to attend the interview board
13. Call for interview
14. Interview
15. Final result sheet
16. Inform the "WHO" representative about the result
17. Asking for ministry approval
18. Appointment letter
19. Medical testing
20. Final recruitment
21. Effective Date of Appointment
22. Probation period

3.7 Special Service Agreement (SSA) in Technical Position:

The procedure of SSA:

1. Planning: At first the department consults with the following project members and according to their advice they made the whole planning for the project. In the planning period the planning team fix out the time limit of the project, the budget of the project and also the requirement of the new post as well as the need of new employees for the project. And also the procedure to carry out the selection processes. In the planning period they also decide that, under which contract and clauses the new employees are going to be appointed. Planning in “WHO” usually happens after every two years (by annum).

Then begins the procedure between project and government. Before starting any project WHO has to get the government approval. And for that they have to compile the entire WHO project planning paper and send it to the ministry. Whenever ministry send the approval letter WHO send this letter to SEARO for their approval. After receiving the final approval from SEARO (Delhi), WHO-BAN starts their final work. In a short form planning has 6 steps to carry. Those are,

- 1) Planning with the project members.
- 2) Project VS. Government counters part.
- 3) Compile the “WHO” project file together and send it to the ministry.
- 4) Ministry approval and after that send it to “WHO” office.
- 5) “WHO” send it to SEARO for further approval.
- 6) Delhi office sends the approval and after that the final work of requisition started.

Post Descriptions: Any post in the Organization cannot take place until the post has been duly established and classified. The decision on classification is taken on the basis of information supplied in the post description/generic post description. Posts are normally classified at the time they are established.

2. Allocation of fund: Project head and the higher level authority of the project along with the HR personnel calculate the approximate budget. And get checked it by the accounts department. And after the budget got finalize they allocate the money as they are going to be needed. This budget must have to approve by the WHO representative as well as by the Southeast Asian regional office in Delhi.

3. Setting Grade: Before the requirement list is made, the project manager have to fix the grade of the post. This means that they have to decide that for which post they are going to appoint the employee. And also they had to decide that what will be the grade of that post. Here in the case of SSA (special service assignment), there are 9 level of this post. Each grade is different by the term of their salary scale.

4. Requirement list for the post: Requirement list is the list where the needed or expected qualification for the post is listed. In the requirement list the objective of the program, the expected outcomes, core competencies and selection criteria of the post is mentioned. In WHO-BAN this list is usually made by the technical officer from the related department. Than he/she give it to the department manager to get it checked by him. Selection criteria is been made by the technical officer with the help of human resource officer in the office. After the selection criteria procedure and the requirement list is checked by the department manager than he send it to the WHO representative for the final approval.

▪A format of requirement list is attached in the [appendix \(C\)](#), given below.

5. Application to news paper for the circulation: After the requirement list is being fixed. Than they go to the next step, the next step is inviting the candidates for the job application. And for that they choose any famous daily news paper. And the advertisement usually goes on the paper for 2 to 3 days. In this step HR department send a letter to the news papers with the advertisement written by them. And ask the newspaper to publish it in the following day.

6. News paper circulation: News papers publish the advertisement. In where WHO announce their vacancy notice and ask for the eligible and interested candidates. And also ask them to visit their site www.whoban.com for the further details. In the web site they put all the clauses and list of requirements in details.

Vacancy notices:

In WHO there are two categories of posts **1) Professional** **2) General Services**

Professional Posts:

Vacancy notices for professional posts normally have a closing date of not less than six weeks from the date of issue. Vacant posts are announced in accordance with Staff Rule 410.4. Paper copies of vacancy notice announcements for professional posts are sent to the regional and WHO representatives' offices, UN agencies and other specialized institutions.

Selection panels should pay the greatest attention to the necessity of implementing the decisions of World Health Assembly on gender balance and geographical distribution.

An electronic version is sent to regional personnel officers. Objectives and statistics concerning the employment of women in the Organization are regularly reviewed by the Director-General, the Executive Board and the World Health Assembly.

For professional project posts, "WHO" does not normally assign staffs which are nationals. It is recognized that certain circumstances may call for an exception to this general rule. Such cases should be submitted to the Executive Director or Regional Director concerned for consideration.

General Service Posts:

Vacancy notices for general service posts are issued by the office in which the vacancy will occur. The staff of other United Nations agencies in the local commuting area may also compete. Exceptionally, general service vacancies may be announced internationally. Regional offices considering the recruitment of general service staff from other regions should consult HRS/Central Services for advice. General Service vacancy notices normally have a closing date of three to four weeks after the date of issue.

▪ A format of vacancy notice is attached in the [appendix \(D\)](#).

7. Selection of the members of interview committee: usually the HR department made the interview committee. Interview committee will be consist of one committee chairman, one member from staff association committee, one female member, one neutral member from any other department. And at last, there will be one member from the related department. Usually in the interview board there are

five members but if the post is for outdoor job than there will be another member from the government office as a representative in the interview board. In the case of female member there is a particular rule about the presence of the female member that the presence of female member in the board is must. After the selection of the interview members, they are being informed that they are in the interview board and also confirm it that they are going to be free in that particular day.

Interview Committee:

Chairperson:	From non interested party
Interested Party:	The first-level Supervisor of the post
Neutral Party:	A Professional staff member from outside the Department.
Staff Association:	From the staff association.
Women Panel:	From the Women team members
Convener:	Administrative Officer

In the committee except the Secretary, the Chairperson and all members have equal voting rights.

- A list of selecting Interview Committee member is attached in the [appendix \(E\)](#).

8. Resume' collection: Resume is usually collected by the department called "receive and dispatch department". The register receive the applications come in to the office and give a serial number to this application. This serial number called application no. After this the register transfers all this application to the particular department.

9. Resume on the organization file: After the register sends all the application to the department, the department put all of the resumes in the organizations history file.

10. Short listing the candidates: From all the application it's difficult to find out the best one. Sometimes it occurs that some candidates have same qualification, same educational background. In such cases it's very difficult to find out the best out of the bests. That's why they at first do the short listing of the applicant before they call up them for the interview. Usually the HR assistant does this short listing job. The candidates are being sorted regarding their experience, age, educational progress, computer skills, language skills, and also sometimes by their job status.

Sometimes it's difficult to measure the candidates with the existing parameters than the interview board creates some new criteria or new parameters for the selection process. After short listing the candidates the HR assistant put a new serial number against every sorted candidate's name. Than this list has been send to the committee members for approval. After the committee member approve the list they send it to the WHO representative explaining the criteria based on which the selection has been done. After receiving the approval letter from the representative, the HR department sends the invitation letter to the every individual selected candidate.

- See the [appendix \(F\)](#) given below.

11. Computer exam: Written test in WHO is usually taken by computer. That's why it's called computer exam. Written test questions should be based on the requirements indicated in the VN. To give equal opportunity to all candidates, written tests should evaluate the generic skills and competencies required for the post, e.g. computer literacy, drafting, text analysis, etc. The written test will be administered by the committee and each question will be blindly scored by at least two members of the Panel. In the exam the candidates have to open a folder in the computer naming it by their ID no. On that folder they have to write down the answer of questions. After the exam has been finished the convenor ask all the candidates to save and close the folder. And after that the convenor makes sure that two set of every exam paper got printed out. In one sheet candidates code number and initials are added. And this sheet is stored separately in a confidential file. The other copy of the exam sheet is given to the examiner to check. In this second copy there can't be any code number or any initial present. An authorized person will give a different code number on this second script. After checking the exam paper it goes to that person who knows the real code of the applicants. Than he/she convert the new code in to the old code. And announce the result of the exam. "WHO" carry this long procedure of secrecy to avoid all kind of controversy regarding the recruitment process. Computer exam is usually for all kind of middle level post. But for the higher level post they mainly go for interview only. The highest scorers are asked latter to face the interview board.

- *An example of coding process is given below in the [Appendix \(G\)](#).*

12. Invitation to the government officials to attend the interview board:

The Presence of a government official in the interview board is mandatory if the

job is based for **field work**. Because according to Bangladesh government rule and WHO rule, if they are appointing any employee for field work than they have to get approval from the government. And that's why "WHO" invite the government official to attend the interview board, so that they can select the candidate by them self or can monitor the interview process. As a result in the time of giving approval they won't disapprove the selected candidates.

HR department send the invitation letter to the ministry. And confirm their presence.

▪ *An example of this process is given below in the [Appendix \(H\)](#).*

13. Call for interview: HR department issue the invitation letter for the interview to the candidates. In this letter the listed candidates are asked to be present in a particular place within a certain time limit. Candidates are supposed to be in there just in time for the interview.

The process of interview: Interview process in "WHO" is usually very uniform. They ask all the candidates same question in a different pattern. They follow this pattern so that they can measure each of the candidates' performance in a same level of scale. In the interview they don't ask any question that is irrelevant to the job. They also don't ask any general knowledge question. The knowledge that counts as important to the interview board is, the candidates have enough knowledge about the work.

For every kind of post "WHO-IVD" look for 3 core competencies:

1. Communicating in a credible and effective way: It means that the ability of one to expresses him self clearly in conversation and interaction with others. Listen to others carefully and also having a very good writing skill too.

For example: He/she may be asked that "Tell me about a time when you successfully communicated to a resistant audience?"

2. Knowing and managing your self: This is the second core competencies that the interview board looks in the candidates. It is basically managing ambiguity and pressure in a self reflective way, using criticism as a development opportunity. And also seeks opportunities for continuous learning and professional growth.

For example: There can be question like that "Tell me a time when you learned a valuable lesson from an experience?"

3. Producing results: The ability to produce and deliver quality results. Interviewer will check that is the candidate action oriented? And also is he/she committed to achieve the expected outcomes.

For example: There can be question that “Tell me about a time when you had to go above and beyond the call of duty in order to get a job done?”

These above 3 are the core competencies. These are fixed for every kind of candidates. But there are also some other skills those are checked beside these 3 core competencies depending on the type of work or post. Those are,

- **Management Competency-**
 - a. creating an empowering and motivating environment.
 - b. Ensuring the effective use of resources

- **Leadership Competency-**
 - a. Driving WHO to a successful future
 - B.Promoting innovation and organizational learning

▪ See [Appendix \(I\)](#)

14. Interview: Eligible candidates face the interview board.

15. Final result sheet: Whenever the interview is finished each of the members of the interview board will fill up the marking sheet individually and hand it over to the convenor. The convenor will collect the paper and will put all the given marks in a single new result sheet. After the calculation of the total marks, the calculation will be rechecked by all the interviewers and signed it.

The marking box is already given to the result sheet by the higher authority. The interviewers just have to put the obtained number in the given box.

▪ Here is a demo of the final result sheet: [Appendix \(J\)](#).

16. Inform the “WHO” representative about the result: After the final result sheet is done, the authorized department sends a letter to the WHO-BAN representative mentioning about each and every step, from the vacancy notice to the final selection process that they follows for this recruitment. In here they give the names of the members who were in the selection committee. After that they inform him about the final result as well as the name of the finally selected candidates.

▪ See [Appendix \(K\)](#)

17. Asking ministry for approval: As we know about the rule that for every kind of field job “WHO” have to get the government approval. Normally government never disapproves any candidates, as they were present in the interview board for the selection purpose. But sometimes the selected candidates have to get a lien

order from the concerned section of the Ministry of Health & Family Welfare.

- [See Appendix \(L\)](#)

Clearance of Candidates by the Host Government:

For country project staff, the government of the country to which it is planned to assign the selected candidate must also be informed of the projected appointment and asked to signify its acceptance of the candidate; curriculum vita should normally be attached to this clearance request. If the appointment is to an inter-regional project for which the host country has no financial obligation, the announcement to the government is made as a matter of courtesy and information only.

Release of Candidates by their own Governments (Lien Order):

What is lien order? --- If any candidate is currently working in any government agency, and want to join in WHO. Than that employee can join in “WHO” as a transferring employee. That means he/she can keep his/her existing job by taking a lien order from the government. According to that contract the government employee can work in any UN agency for uninterrupted 5 years. But after 5 years he/she must have to return to the government job. There is a part of this contract that says that the employee can again go back to the UN agency job, they can take the lien order again, after doing there previous job for a while.

- [See Appendix \(M\)](#)

18. Appointment letter: Admin officer issued this appointment letter. And latter on from the HR department this letter got send on to the particular candidate. Alongside with this letter there is a TOR (terms or Reference) attached. This is very important. Candidates are requested to go though this TOR sheet carefully before signing it.

- [See Appendix \(N\)](#)

19. Medical testing: UN approved clinic do all the medical testing. After the test all the reports are put in to a confidential file and send it to the WHO office. Then WHO offices send it to the Southeast Asian regional head office in Delhi for the further approval. And from Delhi the final clearance comes in to here.

From Delhi medical report come in 3 ways: The candidates report can be fall under 3 category like, **1(a),1(b)** or like **2(a),2(b)**.

- **1(a):** Normally that candidate who doesn't have any medical problem falls under this category. The rules of this 1(a) is, for age up to 40 years, they are valid for 3years. After 3years they have to do medical check up again. For age 40-55

years, their validity is 2years. For years 55 and above, the validity is 1 year.

- In the case of **1(b)**: The validity is for 1 year, irrespective of age.
- **2(a)**: It means temporarily unfit.
- **2(b)**: It means permanent unfit.

See [Appendix \(O\)](#)

20. Final recruitment: Finally an agreement is given to the selected candidates.

This agreement is very important. Because this agreement is the single evidence that contains all the clause and rules regarding the job. Each and every single matter is written and described in this agreement. Such as: duration of the agreement, remuneration information as well as other benefit information is present in this agreement. This agreement can be use as legal paper in terms of any problem.

21. Effective Date of Appointment: The effective date of an appointment is the date on which an appointee reports for duty. The effective date of appointment of appointees who report for duty on the first working day of a month is the 1st of the month (or earlier if their travel time begins before the 1st of the month) even if this should fall during a weekend or on an official holiday.

22. Probation period: The minimum probationary period for all staff members is one year. This may be extended in accordance with the provisions of Staff Rule 420.4. Persons appointed for periods of one year are considered as being in a continuous probationary period.

- Staff members promoted or reassigned to another post while still on probation are normally required to begin a new probationary period from the date of the promotion or reassignment provided that the total probationary period does not exceed two years.
- Staff members promoted or reassigned from a post in the general service grades to one in the professional grades are normally required to begin a new probationary period of one year from the date of promotion or transfer.
- Staff members placed on appointment in training status for more than three months are normally required to begin a new probationary period from the date of their assignment to effective duty, provided that the total probationary period does not exceed two years.

OBSERVATIONS, FINDINGS & RECOMMENDATIONS

Observations and Findings:

4.1 Interpretation of the Observation & findings from the perspective of WHO-IVD employees:

In here I have put some of the questions that I ask to the employees of WHO-IVD. These questions are just to fulfill some of my queries regarding the recruitment process of this organization. Questions are basically related to the recruitment and selection process of WHO-IVD. Even though I have already talked about the recruitment process in this report, but with this questionnaire I have tried to solve some of my queries which was not clear through the above report part.

The population of the survey was 8 persons. I have tried to interview two kinds of employees. Those are, the employee who have conducted the recruitment system. These are mainly the senior employees. Like the divisional coordinator of this project. And after that I have also interviewed those employees who have gone through the system. These are mainly middle level employees. Like, surveillance medical officer, data manager ICD coordinator. I use this part of this report to find out the opinion of the people who has gone through the system.

Here my focused group was top to mid level employees and also there related questions. The whole interview was based on the project 'WHO-IVD'. It doesn't reflect any other part of "WHO" or any other project of "WHO". Primary data has been collected conducting face-to-face interview.

Here is the information that I collect through this part:

- **Vacancy Notice Announcement:**

As I observe in the recruitment process of WHO-IVD that, they mainly announce the vacancy notice through the newspaper, web site, and notices board as well.

But from the existing employees I found that among these sources news paper is the most used source in WHO-IVD. Almost 36% of employees informed that they got to know about the vacancy notice from newspaper. Nearby 29% said that they got the vacancy information from WHO notice board and also from the website.

■ **Methods for selecting an employee:**

The method for selecting an employee in WHO-IVD is mainly the written, computer, and interview system. For the middle and higher middle level post WHO-IVD mainly go for the written, computer, and interview process. Almost 60% of the employees responded in a same way. But also there are few who think that only interview taking system is also very much popular in this project. Usually only interview taking recruitment process is mainly for the higher level posts.

Almost 67% of the employees said that they attend written, computer & interview test, 33% of them attend only interview test exam.

■ **Frequently done recruitments:**

The existing authority confirms that approximately 67% of recruitments in WHO-IVD are done usually after 6 months gap. The posts that usually fallen vacant are surveillance medical officer post and consultant post. The surveillance medical officers are not stable comparing to others. One of the main reasons is the posting of these employees. Usually they have to work in any backward place around the village. Sometimes this posting factor becomes difficult for them. Again sometimes the reason is the lien order too.

On the other hand, 33% of recruitment is done approximately after one year gap. All the employees of SSA agreement fall under this procedure. They have to renew their contract in every year.

■ **Reasons behind attracting the female candidates in UN agencies:**

There is a rule in “WHO” that they must have to give preference to the female candidates. During the selection procedure, the selection committee must choose the female candidates if there is any among the short listed candidates pool regardless the level of qualification does she have.

Being an enlisted project this UN agency “WHO-IVD also has to follow this rule. The existing employees and the authority also support this rule. 67% of the employees feel that gender equity is the main reason behind attracting the female candidate and

33% of the employee’s opinion is that, this rule ensures the women’s participation in job sector in UN agencies.

4.2 Problems and limitations regarding the Recruiting and Selection process of

WHO-IVD:

Obviously the selection and recruitment process of WHO-IVD is good. But still there are some limitations present in there too. Those are:

1. very time consuming process
2. vacancy notice doesn't disclose much about the job
3. Closing time is very short. (usually 3 weeks)
4. The collaboration of the interview committee members timing is very difficult. Because most of them have busy schedule.
5. For General Service Staff and Professional Service Staff final approval will be given from Regional Office. In Regional Office there are also one committee which takes at least one months time some times more.
6. In the case of selecting candidates for field work, they need to get approval from government, which take minimum of 3 months, in some cases 6 months too.

Beside the recruitment system there is some problem regarding the recruitment policy:

Like, "WHO" follows different policy for the both contractual and permanent employees. In the case of medical benefit it differs between the various kinds of employee contract. For example, if any female contractual employee got pregnant during the continuation of her contract than that female employee have to resign from the job or otherwise terminated. But in the case of permanent employee, she will get the maternity leave as well as the medical alliances too.

4.3 Suggestions and Recommendations:

1. Vacancy notice period can be extended.
2. Advertisement can be made more elaborated.
3. In some cases minimum number of committee members can perform the recruitment activities with the permission of Committee Chairperson.
4. The approval formality from the regional office can be made optional.
5. The terms and conditions of the permanent and temporary employees should be same. No forms of discrimination should be present in there.

5.0 Conclusion:

Human is the captain who carries out any organization from the lowest to the higher position. Human is the important element who make the decision to start a business, design a policy to carry the job, and also they are the one who take the decision in favor of their business. Without human business is like a ship without a captain. Again if the captain is not qualified to control the ship than it is expected that the ship will never be able to reach its destination. That's why it is very important to select the human resource carefully. It should give the highest priority in terms of achieving business success. Therefore, every organization should have a balanced personnel policy in terms of selection & recruitment of employees. A balanced, sound and clearly defined personnel policy motivates the human personalities to work.

Human Resources development is the vital organizational management aspects in any organization to have the systematic manpower planning. But there are some problems in the recruitment system practiced in our country. Those problems should be solved in an urgent manner so that these problems don't affect the success of any organization. Unnecessary delay in taking decision creates problem in the recruitment process. Sometimes, partiality of the senior executives of the personnel department, hamper the fair recruitment process. As a result it is affecting the performance of any organization. And also it's ultimately failed to achieve the expected goal of the organization.

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7.0 APPENDIX: (A)

7.1 Filling System of WHO-IVD:

Personnel Files:

Personnel files are maintained at Headquarters for all fixed-term staff in the Organization. Regional offices maintain Personnel files for staff administered by the regional office and for any staff administered by Headquarters who are stationed in the region. When a staff member is reassigned, the releasing office sends the staff member's Personnel files to the receiving office.

The Personnel files contain two general categories of material: **(I)** official and **(ii)** confidential.

(I) Official: It includes the personal history form, letters of offer and of appointment, copies of personnel actions, medical clearance notifications (WHO 164) etc.

(II) Confidential Material: Confidential material is of two kinds:

1. privileged: which includes papers concerned with pre-recruitment references, reports of pre-employment interviews, references sought by outside potential employers and confidential communications from governments; it is classified "privileged" as it is received or originated by the Organization under terms of confidentiality;

2. Non-privileged: This is sub-divided into "service" and "private" as follows:

- (i) "Service" includes performance appraisal reports (WHO 66) and any other document related to the staff member's performance and conduct;
- (ii) "private" includes annual declarations of personal status, dependant's recognition and health insurance (WHO 90.1), birth and other certificates concerning marital status and any other correspondence about the staff member's private life or outside activities.

Access to Files

Staff members are entitled to know of, and have access to, any non-privileged material in their Personnel files. Staff members wishing to have access to documents in their Personnel files should address a written request to HRS/Personnel administration (regional personnel officer).

7.2 The IT system of "WHO-IVD":

The IT system of WHO is mainly controlled from Delhi office. The main server of WHO is in there. Recently the main server is shifting to Malaysia. Whenever it will shift in there all the contract papers and other papers will be issued from Malaysia office. Now the "WHO" doesn't have any information saving or storing system. Every employee stores their work review or any other data in a CD at the end of every month. But from the month July all the information can be stored in the main server because from July they are starting the GSM (Global Management Server) system. But the work and financial related information will be stored in Delhi server.

8.0 APPENDIX: (B)

8.1 Special Service Agreement

Special Service Agreement changes depending on the position of the post.

In the special service agreement, the following items are put in to there:

1. Reference number, Name of the Applicant, Date of issuing the contract.

2. Information about the applicant: Address in details.

3. Terms of Reference: >The assigned posting of the applicant: The place of the posting, as well as the responsibility and duty of the post.

>Level of job grade: The job grade, under which the applicant is appointed, will be mentioned in here.

4. Duration of Agreement: The validity of the contract will be mentioned in here.

5. Remuneration: > Basic salary of the applicant.

> Travel Cost

> Health Insurance

> Accident and illness Insurance

6. Other Entitlements:

>**Annual Leave:** One and a half day per month. Annual leave must be taken within the period of the agreement. Only 50% of unused leave is commutable to cash payment.

>**Sick Leave:** One day for each full month of continuous service. Any absence more than three consecutive working days must need a medical certificate to support. Unused sick leave can be converted in to cash payment.

>**Maternity Leave:** SSA holder will only be able to have the maternity leave if the delivery occurs after nine month. If the delivery occurs before ninths month of pregnancy than the employee will not have the approval of the maternity leave.

>Holidays: SSA holders who work in the government holidays too, will have compensation for this.

>Working Hours: SSA holders who work in the field will follow the GOB working hours. Those who work in the WR office will follow the working hours from 08.00 to 16.30 hours (Sunday - Thursday).

7. Status of the Signatory: Contract based employee not a fixed employee.

8. Rights and Obligations of the Signatory: The rights and obligations of the signatory are strictly limited to the terms and conditioned of this agreement.

9. Rescission: Any party can rescind this agreement by giving at least 30 calendar days notice. If the rescission is by "WHO", than the signatory will receive compensation for the rest of the days left according to the contract.

10. Termination: "WHO" can terminate any employee. No compensation shall be payable in such case.

11. Designation of Beneficiary: In here employee have to give a name of his/her beneficiary. The beneficiary will be the nominee to handle all the credits under the terms of this agreement in the event of the signatory's death.

12. Intellectual Property:

13. Unpublished Information: confidentiality of the information.

14. Disclosure: The signatory shall disclose any business or profession in which s/he may be engaged to before this job.

15. Performance of Duties and Standards of conduct: Under this agreement the signatory is exclusively responsible to "WHO" only. S/he is not bound to accept instructions from any other authority external to "WHO".

16. Communications:

Address of communication:

- In the case of "WHO".
- In the case of the Signatory.

➤ Bank details.

17. Settlement of disputes: Signature of the WHO representative. And also the signature of the approved employee, if s/he agreed with all the clauses mentioned in the agreement.

A Format of SSA Agreement is Given Below:

Figure (I):

19

 **World Health Organization**
Country Office for Bangladesh

SPECIAL SERVICES AGREEMENT

Ref: SO-01/SSA Date: 21 OCTOBER 2008
Name: Dr Sharifa Akter

MEMORANDUM OF AGREEMENT MADE THIS 21ST DAY OF OCTOBER 2008, between the World Health Organization, hereinafter referred to as **WHO** and **Dr Sharifa Akter** hereinafter referred to as the **Signatory**, whose address is:

Appt #2C, House #115, Road #11 (Ext.)
64, North Dhamal Coat, Dhaka Cantonment, Dhaka - 1206

WHEREAS WHO desires to engage the services of the **Signatory** on the terms and conditions hereinafter set forth; and

WHEREAS the Signatory is ready and willing to accept this engagement of service with WHO on the said terms and conditions;

NOW, THEREFORE, the parties hereto agree as follows:

1. TERMS OF REFERENCE

(a) The **Signatory** will be assigned to **SO-01, FARIDPUR** and will have the following terms of reference:

1. To guide for District Health Authorities in planning and implementation of vaccine preventable diseases accelerated control activities as per WHO quality standards and best practices;
2. To provide technical assistance for capacity building of Divisional and District Health staff to ensure quality implementation of vaccine preventable diseases control activities;
3. To monitor the quality of polio eradication activities including Acute Flaccid Paralysis (AFP) surveillance and National Immunization Days (NIDs) to ensure any importation of wild Polio virus is timely notified and contained and advise on corrective actions;
4. To advise to Divisional health staff in establishment of integrated vaccine preventable diseases surveillance activities based on platform of AFP surveillance activities;
5. To provide technical assistance in training for District health staff on Routine EPI and vaccine preventable diseases activities to ensure the implementation of the program as per quality standards;
6. To develop capacity of district health staff collect timely and completely data on program performance and their analysis to ensure timely correction in the program implementation;
7. To guide and assist mid-level managers in the appropriate response to vaccine preventable diseases outbreaks, including further investigation, disease control, and feedback to all levels involved in data collection;
8. To guide and provide technical assistance in the education and social mobilization of health, family planning, NGO and lay persons regarding Polio, Measles, Maternal and Neonatal Tetanus (MNT) and other vaccine preventable diseases eradication, elimination, control and surveillance activities;
9. To undertake extensive travel, including remote communities, in order to assist EPI in surveillance activities, monitoring, surveys or other EPI activities;
10. Provide technical support to District Health Authorities during emergency situations like flood, cyclones and other natural disasters, and also for investigation of emerging and re-emerging diseases outbreaks;
11. Provide technical assistance to District Health authorities and partners in planning and monitoring of health relief activities in cyclone SIDR affected areas";
12. To work within the norms of WHO regulations maintaining a cooperative relationship with all concerned;
13. To submit monthly activity report to MO-IVD, WHO Bangladesh;
14. To perform any other relevant task assigned by the Supervisor.

(b) The **Signatory** will work as a contractor at **SSA -Z Step I** and his/her functional title would be **Surveillance Medical Officer**. Under the overall guidance of WHO Medical Officer – IVD, the **Signatory** will perform day-to-day work under the supervision of the designated supervisor. The **Signatory** will report to WHO Representative to Bangladesh through WHO Medical Officer - IVD.

2. DURATION OF AGREEMENT

This Agreement will come into effect on the **26TH DAY OF OCTOBER 2008**, and shall expire on the **31ST DAY OF DECEMBER 2008**, subject to the provisions of Articles 7 and 8 of this Agreement.

This Agreement carries no expectation of renewal.

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SM

8.2 APPENDIX: (C)

Requirement list for the post



World Health Organization

Country Office for Bangladesh

House No. 12, Road No. 7, Dhanmondi R/A, Dhaka 1205, Bangladesh www.whoban.org
Tel.: (880-2) 861 4653-5, 861 6097-98 Fax: (880-2) 8613247 E-Mail: registryban@searo.who.int

Reference:	BAN/IVD/SSA
Date of Issue:	4 March 2008
Title:	Surveillance Medical Officer – Immunization Vaccine Development
Location:	District Headquarters
Appointment Type:	Special Services Agreement (SSA), Level - 07
Duration:	Up to 31 December 2008 (may be extended)
Closing Date:	31 March 2008

OBJECTIVES OF THE PROGRAMME:

To provide technical assistance to the government of Bangladesh in building capacity for routine immunization activities and surveillance for vaccine preventable diseases, aiming to increase access for safe immunization for all eligible age group, introduce new cost effective vaccines, respond public health emergencies, expand Vaccine preventable diseases surveillance and sustain polio free status.

EXPECTED OUTCOMES:

Under the overall guidance of WHO Representative to Bangladesh and the direct supervision of WHO Medical Officer (IVD), Surveillance Medical Officer (SMO) will be responsible for each of the following activities:

- To guide for District Health Authorities in planning and implementation of vaccine preventable diseases accelerated control activities as per WHO quality standards and best practices;
- To provide technical assistance for capacity building of Divisional and District Health staff to ensure quality implementation of vaccine preventable diseases control activities;
- To monitor the quality of polio eradication activities including Acute Flaccid Paralysis (AFP) surveillance and National Immunization Days (NIDs) to ensure any importation of wild Polio virus is timely notified and contained and advise on corrective actions;
- To advise to Divisional health staff in establishment of integrated vaccine preventable diseases surveillance activities based on platform of AFP surveillance activities;
- To provide technical assistance in training for District health staff on Routine EPI and vaccine preventable diseases activities to ensure the implementation of the program as per quality standards;
- To develop capacity of district health staff collect timely and completely data on program performance and their analysis to ensure timely correction in the program implementation;
- To guide and assist mid-level managers in the appropriate response to vaccine preventable diseases outbreaks, including further investigation, disease control, and feedback to all levels involved in data collection;
- To guide and provide technical assistance in the education and social mobilization of health, family planning, NGO and lay persons regarding Polio, Measles, Maternal and Neonatal Tetanus (MNT) and other vaccine preventable diseases eradication, elimination, control and surveillance activities;
- To undertake extensive travel, including remote communities, in order to assist EPI in surveillance activities, monitoring, surveys or other EPI activities;
- Provide technical support to District Health Authorities during emergency situations like flood, cyclones and other natural disasters, and also for investigation of emerging and re-emerging diseases outbreaks;
- Provide technical assistance to District Health authorities and partners in planning and monitoring of health relief activities in cyclone SIDR affected areas*;
- To work within the norms of WHO regulations maintaining a cooperative relationship with all concerned;
- To submit monthly activity report to MO-IVD, WHO Bangladesh;
- Perform any other related duties assigned by the Supervisor.

CORE COMPETENCIES:

- Communicating in a credible and effective way
- Producing results
- Knowing and managing yourself

SELECTION CRITERIA:

- Medical Graduate from a recognized College/University – MBBS and MPH or Post Graduate Degree;
- At least 5 years experience in Public Health or Preventive Medicine and EPI experience is desirable;
- Ability to collaborate with different institutions, organizations and personalities from the Government, NGO and private sectors, ability to work independently and creatively, willingness to travel 80% of the time;
- Ability to work in cross-cultural environment and in a team;
- High level of proficiency in English and Bengali;
- Proficient in using computer software applications (MS-Office) to produce reports, prepare correspondences, composing e-mails and create multi-media presentations and working knowledge of descriptive epidemiological data analysis.

8.3 APPENDIX: (D)**Vacancy Notice**

	World Health Organization Country Office For Bangladesh	<i>The Daily Star</i>	DHAKA SATURDAY MARCH 8, 2008
House No. 12, Road No. 7, Dhanmondi R/A, Dhaka 1205, Bangladesh www.whoban.org Tel.: (880-2) 861 4653-5, 861 6097-98 Fax: (880-2) 8613247 E-Mail: registryban@searo.who.int			
Grade: SSA Level - 7 Duration: Initial contract up to 31 December 2008 Current Annual Salary: Taka 674,300 per annum		Vacancy Notice No. BAN/IVD/SSA Date of issue : 4 March 2008 Closing date : 31 March 2008	
<u>VACANCY ANNOUNCEMENT</u>			
World Health Organization, Country Office for Bangladesh invites application from the eligible candidates for the following position to be engaged under Special Services Agreement.			
1) Surveillance Medical Officer - under BAN IVD Project			
For details of the vacancy announcement please visit our Web Site at www.whoban.org or collect detailed information sheet from the Reception Desk of The World Health Organization, Country Office for Bangladesh, House No. 12, Road No. 7, Dhanmondi Residential Area, Dhaka. WHO has a smoke free environment and does not recruit smokers or other tobacco users.			

8.4 APPENDIX: (E)

Selection Committee

MEMORANDUM

From: WHO Representative, Bangladesh **To:** *Those listed below **Date:** 10 April 2008
Our Ref. : **Attention:**
Your Ref. :
Originator: MO, IVD **Subject:** Selection Committee for recruitment of Surveillance Medical Officer (SMO)

A Selection Committee has been constituted consisting of the following members for the position of Surveillance Medical Officer (SMO), BAN-IVD programme, administering the examination on computer. Based on the examination the Committee shall shortlist the candidates and conduct the interview on the dates and time to be decided by the Committee;

- | | |
|--|---|
| 1. Dr Khaled Hassan, Medical Officer, HRH | - Chairperson |
| 2. Dr Serguei Diorditsa, Medical Officer, IVD | - Member (interested party). |
| 3. Dr Md. Tajul Islam, Deputy Director, EPI & Surveillance, PM, CH&LCC and PM, IVD | - Member |
| 4. Representative from MOH&FW | - Member |
| 5. Ms. Sarah Sullivan, Nurse Administrator, HRH | - Member (Neutral party and women's panel represent.) |
| 6. WHO Staff Association
(Representative to be nominated by Coordinator) | - Member |
| 7. Administrative Officer or Representative, WRO | - Convenor |

After completion of all process and procedures of the selection, the committee shall make necessary recommendation for recruitment of Surveillance Medical Officer for BAN IVD Programme.

D. Sungkhobol

Dr Duangvadee Sungkhobol

8.5 APPENDIX: (F)
Sorted Out Employee

WHO-BAN MEMORANDUM

From: Medical Officer, IVD **To:** WHO Representative **Date:** 27 May 2008
Our Ref. : **Through:** Chairperson *[Signature]*
Your Ref. : Selection Committee
Originator: MO, IVD **Subject:** Selection Committee for recruitment of
 Surveillance Medical Officer (SMO) – BAN IVD

Reference to your Memo dated 10 April 2008 on the above subject.

... In this connection, please find enclosed short-list for the candidates for Surveillance Medical Officers (SMOs) position. Out of 70 applicants 34 applicants have no MPH, 13 applicants have less than 5 years experience and 3 applicants do not have relevant experience. The remaining 20 applicants will be invited for written test and examination. The proposed date for written test and examination is schedule on 5 June 2008 at 10:00hrs at "AAMRA Management Solution", Safura Tower, 20, Kamal Ataturk Avenue, Banani, Dhaka.

Submitted for your kind approval.

Thank you,

[Signature]
 Dr Serguei Diorditsa

... Encl: As stated above.

Approved

DS.

1/6/08

8.6 APPENDIX: (G)

Coding and Decoding

SMO WRITTEN TEST INDIVIDUAL CODE NUMBER				
Sl. No.	Appl. No.	Name	Code	Remarks
1	2	Dr AKM Abdul Kayum 904/A, Shahidbag, 3rd floor Mosjider Goli Dhaka-1217 Mob:01552 407720 Phone: 9337645 kayum63@yahoo.com	S002	S001
2	4	Dr Shamsun Naher 21 (Kha)/13, Housing Quarters Mirpur-14 Dhaka-1206 Mob:01715052792 drnaher@yahoo.com	S004	S002
3	8	Dr Gautam Sadhya Flat No.B-2 114, Central Road Dhanmondi, Dhaka-1205 Mob:01712175372 gautamsadhya@yahoo.com	S008	S003
4	17	Dr Manoshi Islam Roman Tower 3, Flat No. A2 House No. 363, Road No. 5 Baitul Aman Housing Society Mohammadpur, Dhaka-1207 Mob: 01712819623 manoshidoc@yahoo.com	S017	S004
5	18	Dr Muhibbul Hasan Roman Tower 3, Flat No. A2 House No. 363, Road No. 5 Baitul Aman Housing Society Mohammadpur, Dhaka-1207 Mob: 01816169249 muhibdoc@yahoo.com	S018	S005
6	22	Dr Quazi Mamun Hossain Lecturer Community Medicine Khulna Medical College Khulna Mob:01911218531 drqmamun@yahoo.com	S022	S006
7	23	Dr Md. Abdul Alim House No.1, Road #9/3 Block-A, Section-11 Mirpur, Dhaka-1216 Mob:01711463533 Phone: 8054838 mralim2000@yahoo.com	S023	S007

8.7 APPENDIX: (H)

Call Government Officer to Attend the Interview board.



**World Health
Organization**

Country Office for Bangladesh

House No. 12, Road No. 7, Dhanmondi R/A, Dhaka 1205, Bangladesh
Tel.: (880-2) 861 4653-5, 861 6097-98 Fax: (880-2) 8613247 E-Mail: registryban@searo.who.int Web Site: www.whoiban.org

In reply please

refer to :

BAN/IVD/SSA/08

Your reference:

The Secretary
Ministry of Health and Family Welfare
People's Republic of Bangladesh
Bangladesh Secretariat
Dhaka 1000

25 June 2008

Dear Sir,

Subject: Nomination of one Member for MoH&FW to the Interview Board for
Selection of Surveillance Medical Officer under BAN IVD

There is a SSA provision in the biennium work plan for 2007-2008 for the position of Surveillance Medical Officer – under PAN IVD Programme.

As per consent of Programme Manager VN was circulated in three widely circulated dailies "The Daily Star", "The Daily Ittefaq" for two days 7 and 8 March 2008 and "The Prothom Alo" one day on 7 March 2008. The WHO Representative to Bangladesh formed a Selection Committee including one Representative from the Ministry of Health and Family Welfare (for interview), Programme Manager and WHO Staff to conduct written test and interview.

The Selection Committee will conduct the interview on 1 July 2008 at WHO Conference Room at 10:00hrs but it will be convenient if attend at 9:30hrs to make the preparation within Committee Members.

As agreed earlier by the Secretary, Ministry of Health and Family Welfare, Senior Assistant Secretary, WHO Sec-2, would represent the Ministry in the interview Board as a Member. In case Senior Assistant Secretary, WHO Sec-2 is not available, Deputy Secretary (WHO) would represent the Ministry in the interview Board.

We would appreciate if you could kindly advise Senior Assistant Secretary/Deputy Secretary to attend the interview Board as a Member on 1 July 2008 at 9:30hrs at WHO Conference Room.

Thank you for your kind cooperation and continuous support to GOB/WHO Collaborative programme in Bangladesh.

Yours sincerely,

Dr Duangvadee Sungkhobol
WHO Representative to Bangladesh

cc: The Joint Secretary (PH & WHO), MOHFW, Bangladesh Secretariat, Dhaka
cc: Deputy Secretary (WHO), MOHFW, Bangladesh Secretariat, Dhaka
cc: Senior Assistant Secretary, WHO Section-2, MOHFW, Bangladesh Secretariat, Dhaka
cc: Programme Manager, CH&LCC and Programme Manager, IVD
cc: Medical Officer, WHO, IVD
cc: Office Copy

8.8 APPENDIX: (I)
Call for Interview

WHO-BAN MEMORANDUM

From: Administrative Officer, WRO To: *Those listed below Date: 29 June 2008
 Our Ref. : Attention:
 Your Ref. : Through:
 Originator: Subject: Interview for recruitment of Surveillance Medical Officer (SMO)

In reference to WR Memorandum dated 10 April 2008 (copy attached) SMO examination on computer already held on 11 June 2008. Based on the examination short listed candidates were called for interview on 1 July 2008 at WHO Conference Room at 10:00hours. So you are all requested to make available in WRO Conference Room at 9:30hours to make necessary preparation.

Thank you,

Rose Johnson
 Imelin Rose Johnson

Encl: as stated above

cc: Dr Khaled Hassan, Medical Officer, HRH, WHO
 cc: Dr Md. Tajul Islam, Deputy Director, EPI & Surveillance, PM, CH&LCC & PM, IVD
 cc: Dr Serguei Diorditsa, Medical Officer, IVD, WHO
 cc: Ms Sarah Sullivan, Nurse Administrator, HRH, WHO
 cc: Representative from MOH&FW
 cc: WHO Staff Association (representative to be nominated by Coordinator)
 cc: Office copy

8.9 APPENDIX: (J)**Interview Result****CONFIDENTIAL COMPETENCY BASED INTERVIEW REPORT**

Vacancy Notice No.	Title, Level	Location:
	Surveillance Medical Officer Level-07	WHO, Dhaka, Bangladesh

<u>Name of the Candidate:</u> Dr Chiranjit Das	<u>Date of Interview:</u> 1 July 2008
--	--

	Poor (1)	Acceptable (2-3)	Excellent (4)
General first impression	☐	☒ 3	☐
Self-confidence	☐	☒ 3	☐
Has the candidate done "home work" on WHO?	☐	☐	☒ 4
Does the candidate show initiative (evaluation based on responses to questions)	☐	☐	☒ 4
Inspires confidence	☐	☒ 3	☐

Max: 20 Marks 17

8.10 APPENDIX: (K)

Report to "WHO" representative about the selected employee

WHO-BAN MEMORANDUM

From: Medical Officer, IVD To: WHO Representative Date: 2 July 2008

Our Ref. : Attention: 

Your Ref. : Through Chairperson
Selection Committee

Originator: Subject: Recruitment of Surveillance Medical Officer,
BAN IVD

Reference to your Memo dated 10 April 2008 according to which the selection committee has been constituted for the selection of Surveillance Medical Officers of IVD programme, including the following members:

- | | |
|---|---------------|
| 1. Dr Khaled Hassan
Medical Officer, HRH | - Chairperson |
| 2. Dr Serguei Diorditsa
Medical Officer, IVD | - Member |
| 3. Dr Md. Tazul Islam
Deputy Director, EPI & Surveillance,
PM, CH&LCC and PM, IVD | - Member |
| 4. Representative from MOH&FW
(for interview only) | - Member |
| 5. Dr Sarah Sullivan
Nurse Administrator | - Member |
| 6. WHO Staff Association
(Representative to be nominated by
Coordinator) | - Member |
| 7. Administrative Officer or
Representative, WRO | - Convener |

Based on that, and as indicated in the enclosed notes for the record, out of 70 applicants the Committee shortlisted 19 applicants, who were invited for written test. Out of them eight scored above 60% and they were invited for the interview. Based on the results of the written test and the Interview, the following five were found suitable for the recruitment:

1. Dr Md. Salequzzaman (78%)
2. Dr Md. Shahidul Basher (76%)
3. Dr Chiranjit Das (73.5%)
4. Dr Md. Alomgir Hossain (73%)
5. Dr Sharifa Akter (72%)

The committee would like to recommend for your approval the processing of the recruitment of the above mentioned candidates for five SMOs position.

Best regards,



Dr Serguei Diorditsa

Enclo: 1. Note for the records
supporting documents

8.11 APPENDIX: (L)

Request to ministry for approval



**World Health
Organization**

Country Office for Bangladesh

House No. 12, Road No. 7, Dhanmondi R/A, Dhaka 1205, Bangladesh
Tel.: (880-2) 861 4653-5, 861 6097-98 Fax: (880-2) 8613247 E-Mail: registryban@searo.who.int Web Site: www.whoiban.org

In reply please

refer to :

BAN IVD/SMO

Your reference:

The Secretary
Ministry of Health and Family Welfare
Government of the People's Republic
of Bangladesh
Bangladesh Secretariat
Dhaka

7 July 2008

Dear Sir,

Subject: Request for clearance of Surveillance Medical Officer under SO-1, BAN IVD Programme

Under SO-1, BAN IVD approved work plan for 2008-2009, there are provisions of Surveillance Medical Officers for providing technical assistance to the Government for eradication of polio. At the request of the Programme Manager, CH&LCC, WHO Medical Officer-IVD initiated a process for selection of five Surveillance Medical Officers to be engaged under Special Services Agreement (SSA). Accordingly, a Selection Committee was formed by the WHO Representative to Bangladesh (WR).

A vacancy notice was circulated 7 and 8 March 2008 through two widely circulated newspapers (The Daily Star and the Daily Ittefaq), and on 8 March 2008 in Prothom Alo, WHO web site, DGHS, UN Agencies in Dhaka, WHO notice board, etc. The last date of submission was 31 March 2008.

Altogether, there were 70 applicants. The WHO Medical Officer-IVD, in consultation with the Programme Manager, CH&LCC, reviewed all the applications and 19 were short listed for written test. The short-listed applicants were reviewed and endorsed by the Chairperson of the Selection Committee and then approved by the WR.

Computer-based written test was held on 11 June 2008. Out of 19 invited candidates, 11 candidates appeared in the written test. Answer sheets were reviewed following blind scoring system. Based on written test result, 8 qualified candidates were interviewed on 1 July 2008 at WHO by the Selection Committee comprising Dr Md. Tazul Islam, Programme Manager, CH&LCC and WHO staff. Representative of MoHFW could not participate in the interview due to unavoidable circumstances. However, in consultation with the Joint Secretary (PH&WHO), and with his consent, the interview was conducted by the Selection Committee.

Cont'd...P/2

Encl: as stated

cc: The Joint Secretary (PH&WHO), MoHFW, Bangladesh Secretariat, Dhaka
The Deputy Secretary (WHO), MoHFW, Bangladesh Secretariat, Dhaka
The Senior Assistant Secretary, WHO Section-1, MoHFW, Bangladesh Secretariat, Dhaka
The Programme Manager, CH&LCC, DGHS, Mohakhali, Dhaka
Dr Serguei Diorditsa, MO-EPI, WHO

Cont...2

8.12 APPENDIX: (M)

Clearance Letter form Ministry:

Government of the People's Republic of Bangladesh
Ministry of Health and Family Welfare
WHO-2 Section

No: MOH&FW/WHO-2/Pro-5/06/ 445

Date: 01 September 2008

From: Md. Amin Ul Ahsan
Senior Assistant Secretary
Tel: 7160255

To: Dr. Duangvadee Sungkhobol
The WHO Representative in Bangladesh
House No. 12, Road No. 7, Dhanmondi
Dhaka, Bangladesh.

Sub: Clearance of Surveillance Medical Officer under SO-1, BAN IVD Programme.

Ref: WHO's letter No. BAN IVD/SMO, Dated 7 July, 2008.

Dear Dr. Sungkhobol,

Please refer to your letter dated 7 July 2008 on the above subject. I am pleased to inform that the Ministry of Health & Family Welfare, Government of the People's Republic of Bangladesh has given clearance of the following officials as Surveillance Medical Officer (SMO) under BAN IVD Programme:

1. Dr. Md Salequzzaman
2. Dr. Md. Shahidul Basher
3. Dr. Chiranjit Das
4. Dr. Md. Alomgir Hossain
5. Dr. Sharifa Akter

The Incumbents have to take Lien order from the concerned section of the Ministry of Health & Family Welfare.

You are, therefore, requested to take necessary action at your end.

With best regards,

Sincerely,

Amin
01-09-08
(Md. Amin Ul Ahsan)

Copy for kind information & necessary action:

1. Director-General of Health Services, Mohakhali, Dhaka..
2. Senior Assistant Secretary (Lien), Ministry of Health & Family Welfare.
3. Program Manager, CH&LCC, DGHS, Mohakhali, Dhaka.

D:\My Documents\LETTER- (WHO-2) 445

ACT	INF	W.H.O DHAKA RECEIVED		ACT	INF
WR		10 SEP 2008	3	FIN	
AO				FEL	
QA				S&E	
AA				T&T	
WR's Secy		File No.		D.U	
ICT				REG	
				LIB	

cc: MO-IVD

8.13 APPENDIX: (N)

Preliminary Offer to the Candidates



House No. 12, Road No. 7, Dhanmondi R/A, Dhaka 1205, Bangladesh
Tel.: (880-2) 861 4653-5, 861 6097-98 Fax: (880-2) 8613247 E-Mail: registryban@searo.who.int Web Site: www.whoban.org

In reply please

refer to :

BAN IVD/SSA/SMO

Your reference:

Dr Sharifa Akter
House - 68/G
Shaheed Moinul Road
Officers' Quarters
Dhaka Cantonment
Dhaka-1206
Mob: 01711367625

15 September 2008

Dear Dr Akter,

Subject: : Preliminary offer for Surveillance Medical Officer under
Special Services Agreement (SSA)

On behalf of Dr Duangvadee Sungkhobol, WHO Representative to Bangladesh, it is my pleasure to offer you an SSA contract with the World Health Organization, subject to completion of all administrative formalities and medical clearance.

Your contract will be concluded under a Special Services Agreement (SSA), initially given for three months and after evaluation the contract may be extended up to 31 December 2009. We expect you to commence the proposed assignment on 1 October 2008. WHO Country Office for Bangladesh shall pay you remuneration at SSA – 7, step I level and other admissible allowances.

If you choose to accept this offer of contractual employment as per the attached TOR, please acknowledge acceptance below. Please note that this offer is subject to completion of all administrative formalities and there is no commitment on either side at this stage.

With best regards,

Yours sincerely,


Irmelin Rose Johnsen
Administrative Officer

Encl: As stated above.

I accepted the above offer of contractual employment. I shall undergo medical examination prior to my joining with WHO. After medical clearance and release from my present office, the joining date will be fixed.


Dr Sharifa Akter
Date: 17.09.08

8.14 APPENDIX: (O)
Medical Report to SEARO

o/c: TOL Adm. 7 / AG
 MK
 13/10

Recd # 67
 13/10/08

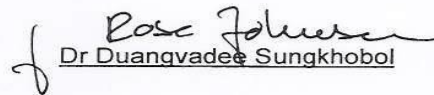
WHO-BAN MEMORANDUM

From: WR-BAN	To: RD-SEARO	Date: 13 October 2008
Our Ref. : PER-ADM/RMS	Attention: RSP	
Your Ref. :	Through:	
Originator:	Subject: Medical Examination Reports/X-ray films of (i) Dr Syed Mahfuzul Huq (TO) & (ii) Dr Md. Salequzzaman Selim.	

... We are forwarding herewith the medical examination reports/x-ray films received from the Physician-in-Charge, UN Staff Dispensary, Dhaka along with sealed confidential envelopes with their letter of 7 & 8 October 2008 in respect of-

1. Dr Syed Mahfuzul Huq selected as a Technical Officer (Grant Management for Tobacco Control) under SO-06, BAN TOB Programme for TNP assignment.
2. Dr Md. Salequzzaman Selim

We would appreciate receiving your clearance as soon as possible.


 Dr Duangvadee Sungkhobol

... Encl: As stated above.