



Human Resource Policy

(Personnel Service Conditions)

**Manipur State Power Distribution
Company Ltd.**

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ANNEXURE-I

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VISION

To rank amongst the top distribution utilities in the country by 2020 and offer quality, reliable, efficient and prompt services to all our stakeholders ensuring transparent and sustained commercial viability in all operations.

MISSION

Our mission is to emerge as a best in class distribution utility by achieving highest levels of service standards, consumer satisfaction combined with sustainable operations and simultaneously ensuring proper growth & development of our personnel.

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FOREWORD

Manipur State Power Distribution Corporation Limited (MSPDCL) aims to ensure fair employment practices, which recognize and uphold human resources as an important asset. The Company shall work within the legal labour framework to foster a good working environment conducive to meeting organizational objectives and helping people excel in their respective roles.

The purpose of this manual is to lay down effective Service rules within the Company and do away with individual differences and consequent discrepancies in management so as to guide decision-making. These rules have been designed to provide the Personnel information on the HR policies and practices and shall serve as a guideline for successful management of Human Resources. The purpose of these policies is also to ensure fairness, transparency, consistency and nurture the relationship between the Company and its Personnel. This Manual shall not be applicable for EDM personnel deputed to the Company.

In today's competitive environment the key indicator of an organization's strength is the quality of its Human Resources. The Company recognizes Human Resource as a significant resource for contributing to the growth of the organization. All Personnel engaged in decision making in the HR area shall be required to adhere to the policies and procedures laid down in this manual. One of the primary objectives of the Company has been to develop well-defined transparent policies which are updated from time to time in conformity with the procedural fairness and adoption to change. However, as part of our commitment for continual improvement, each reader and follower of this manual is encouraged to identify improvement opportunities and bring them to the attention of the appropriate authority for evaluation and subsequent incorporation in the manual. In addition, every reader is also encouraged to identify changes to the manual that need to be effected on account of a change in actual practice.

**From the desk of
Chairman**

**E.D. (HR/Admin/IT/Legal)
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CHAPTER I

INTRODUCTION

The Government of Manipur vide order dated 31st December, 2013 has incorporated Manipur State Power Distribution Company Limited (MSPDCL) (hereinafter referred as the "Company") as a wholly owned Government of Manipur Corporation under the Companies Act, 1956 to undertake activities of intrastate Distribution for and on behalf of the erstwhile Electricity Department, Manipur (EDM) in state of Manipur. Vide the above order dtd 31st December 2013, GoM has notified that the functions of (i) distribution of electricity, (ii) trading of electricity and (iii) operation and maintenance of existing distribution and generation assets, shall be carried out by MSPDCL as its own business and not as an agent of or on behalf of EDM.

An ideal business organization combines the entrepreneurial excitement of the Personnel with rectitude. The engagement of a Personnel in a business setting is governed by a set of well articulated service conditions which provide directives and lay guidelines for the Personnel to achieve effective management.

1. Short Title and Commencement

This document shall be called the "MSPDCL Human Resource Policy" (hereinafter referred as the "Service Conditions").

2. Layout of this document

These Service Conditions have been presented under the following sections:

- (1) **Code of Conduct:** The Code of Conduct describes the behavior MSPDCL expects from its Personnel. It shall be viewed as an essential guide and the Personnel shall strive to meet the spirit of the principles in the code.
- (2) **HR Policy Manual:** The HR Policy Manual details the HR policies relating to Recruitment and Onboarding, Learning and Development, Leave rules, Career progression, Wages and benefits, Personnel Feedback and Separation.
- (3) **Misconduct and Disciplinary action:** This describes the acts of misconduct and the subsequent disciplinary procedures which shall be followed by the Company.

3. Applicability

These Rules shall be applicable to all Regular Personnel (Refer Section 5 Classification of Personnel) of the Company except any Personnel excluded by the management.

Note: This Manual shall not be applicable for EDM personnel transferred/ deputed to the Company.

4. Terms & Definitions

For the purpose of this document, the expressions mentioned hereunder shall have the meaning respectively assigned against them unless there is anything repugnant in the subject or context:

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(1) Appellate Authority	shall mean the authority to which the Personnel can take his/ her appeals to in reference to the official decision given.
(2) Appointing Authority	shall mean the authority empowered by the management to make appointment to the category or grade of post in which the Personnel for the time being is included or to the post which the Personnel for the time being holds
(3) Basic Pay	shall mean the pay drawn in the prescribed pay band plus the applicable grade pay but does not include any other type of pay like special pay etc.
(4) Board	shall mean the Board of Directors and if authorised by the Board, the Managing Director or any other Executive of the Company so authorised.
(5) Casual Leave (CL)	shall mean the leave intended to cover unforeseen and casual absence of a Personnel for personal reasons.
(6) Censure	shall mean a process by which a formal reprimand is issued to the Personnel due to Misconduct on part of the Personnel.
(7) Managing Director	shall mean Managing Director (hereinafter referred as "MD") of the Company.
(8) Charge-sheet	shall mean a memorandum of charges or allegations leveled against the Personnel which are acts of Misconduct as defined by "Acts of Misconduct".
(9) Company	shall mean Manipur State Power Distribution Company Limited.
(10) Company Cadre	shall mean a person who is employed by the Company post its conception against a sanctioned post.
(11) Competent Authority	shall mean with reference to the exercise of any powers under the Rules, the Executive or Authority to whom such powers are delegated by the management either in general or in particular.
(12) Complaint	shall mean a clear, sequential narration of the facts of incidence of indiscipline by the complainant in the form of a written report to his/ her superior.
(13) Contractual Workforce	shall mean hired to work for a specific period of time on a contracted amount as per approved terms of contract.
(14) Corporate Office	shall mean the head office of the Company where the MD and the respective Head of Departments operate from.
(15) Disciplinary	shall mean the authority who is specified by the management of the



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Authority	Company as competent to impose penalties and to take decisions on behalf of the Company with regard to actions against misconduct / violation of Code of Conduct by Personnel.
(16) Dismissal	shall mean termination of services of the Personnel with the Company and it disqualifies him from re-employment within the same Company.
(17) Domestic Enquiry	shall mean the enquiry which initiates with the issue of charge sheet.
(18) Earned Leave (EL)	shall mean the leave earned by the Personnel for every year of service rendered to the Company and it can be encashed if not availed as a terminal benefit subject to a maximum number of days.
(19) Personnel	shall mean a person in the employment of the Company other than the temporary staff, but includes a person on deputation to the Company except for those on deputation from erstwhile EDM.
(20) Feeder Cadres	shall mean all entry level cadres –Managers, Deputy Managers, Assistant Managers, Jr. Technical Assistants, Bill Assistant, Meter Reader cum Bill Distributor, Personal Assistant, Computer Operators, Accounts Assistant, Jr. Estt. Asstt., Driver, Office Asstt., Watchman cum Cleaning Asstt., System Administrator, Legal Assistant etc
(21) Gift	shall mean and include free transport, boarding, lodging or other service or any other pecuniary advantage when provided by any person other than a near relative or personal friend having no official dealings with the Personnel.
(22) Grade Pay	Shall mean the fixed amount corresponding to the pre-revised pay scales/ posts.
(23) Growth	shall mean reassignment to a job with higher responsibilities, higher authority and consequently with better compensation. (hereinafter also referred as "Promotion")
(24) Human Resource Policy	shall refer to this document which is a compilation of Code of Conduct, Service Rules and Misconduct and their penalties (herein after also referred as "Service Condition").
(25) Leave Without Pay (LWP)	shall mean leave granted to the Personnel when no other type of leave is left and the Personnel shall not be entitled for Pay.
(26) Maternity Leave (ML)	shall mean leave availed by female Personnel on maternity who have less than 2 surviving children
(27) Misconduct	shall mean improper conduct or wrongful behavior in reference to the rule



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and regulations applicable to the various categories of Personnel working in the organization.

(28) Month	shall mean calendar month.
(29) Paternity Leave	shall mean leave availed by male Personnel on paternity who have less than 2 surviving children.
(30) Pay	shall mean the wage package that is corresponding with the job and its complexity assigned to a Personnel.
Pay in Pay (31) Band	Shall mean the pay drawn in the running pay bands specified in Table 1 of the Wages & Allowances Manual.
(32) Penalty or Penalties	shall mean the consequences which shall be faced by the Personnel due to Misconduct on the part of the Personnel.
(33) Preliminary Enquiry	shall mean the enquiry to be done to decide whether there is adequate material for proceeding with a domestic enquiry.
(34) Reduction to a lower Pay grade	shall mean downgrading to a lower Pay grade.
(35) Removal	shall mean termination of services of the Personnel with the Company but it does not disqualify him from re-employment in the Company.
(36) Seniority	shall mean the precedence achieved by a Personnel through period of Service rendered in the Company.
(37) Sick Leave (SL)	shall mean leave availed by the Personnel only for medical reasons.
(38) Special Disability Leave	shall mean leave granted to an Personnel who is temporary disabled by injury while performing his/ her duty.
(39) State Government	shall refer to the Government of Manipur (herein after also referred as "GoM")
(40) Study leave	shall mean leave granted to the Personnel for the purpose of attaining higher education.
(41) Withholding of increments	shall mean holding back increment of a Personnel as per the prescribed timelines.

5. Classification of Personnel

The Personnel of the Company shall be classified as:

- (1) **Regular Personnel** shall mean a Personnel who carries out and occupies a continuing function in the Company.

- (2) **Probationer** shall mean a Personnel on probation. During the period of probation, continuous evaluation of the Personnel is done by his/ her supervisor.
- (3) **Trainee** shall mean a learner who is paid a stipend during the period of his/ her training excluding apprentices taken under Apprentices Act, 1961.
- (4) **Note :** *The terms and conditions of employment and the period of training of all trainees shall be governed by the contract of employment and service bond and shall be subject to the rules or orders framed by the management from time to time.*

6. Jurisdiction

All matters relating to the service matters of the Personnel of the Company shall be adjudicated by the courts situated at the headquarters of the Company only.

7. Interpretation

In the event of any doubts arising with respect to the provisions of the rules and inadequacy in the scope of its coverage, the final authority of interpretation shall vest with the Board whose decision shall be final.

8. Cases not covered by these rules

All cases not covered in these rules shall be decided by the Board of the Company.

9. Revision Control

Any changes made to this document shall be approved by the Board of Directors (BoD). All amendments and changes to this document will be recorded in the revision history and the same will be communicated as and when required.



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SECTION I - CODE OF CONDUCT

A handwritten signature in black ink, appearing to be 'T. Khan', is written above the text.

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A handwritten signature in black ink, appearing to be 'W. J.', is written above the text.

Managing Director
for MSPDCL

The MSPDCL logo is located at the bottom right of the page, below the signature.

CHAPTER 2

CODE OF CONDUCT

10. Purpose

The code of conduct lays down the behavior expected from the Personnel of the Company and the standards by way of which it conducts its affairs.

11. Duties and Responsibilities of Personnel

- (1) The Personnel shall act in his/ her best judgment while performing his/ her official duties or while exercising the powers conferred on him. However, if s/he is required to act otherwise by the direction of his/ her superiors, s/he is required to obtain the same in writing. This exception shall not be misused to evade responsibilities by seeking / obtaining directions / approval from superiors where such directions approvals are not necessary.
- (2) The Personnel shall act courteously while performing his/ her duties and responsibilities.
- (3) The Personnel at all instances shall uphold the interests of the Company and the Government (Central and State).

12. Integrity

- (1) The Personnel shall at all times maintain absolute integrity, be responsible, committed to his/ her work and shall not do anything that is unbecoming of an Personnel.
- (2) A Personnel holding a supervisory post shall take all possible steps to ensure the integrity and performance of all personnel directly or indirectly reporting to him/ her.

13. Dress Code

- (1) The choice of dress is a matter of personal discretion. However it is the responsibility of the Personnel to take into account the requirements for any protective clothing, customer/supplier interaction(s).
- (2) The Personnel shall strive to maintain a professional environment in the Company. Each Personnel shall need to be aware that the work attire will have an impact upon the Company's image as well as his/her work colleagues.
- (3) As a minimum standard, the Personnel's work attire shall be clean, neat and professionally appropriate. Ripped or torn clothing shall not be acceptable.
- (4) The Company reserves the right to direct a Personnel to dress to an appropriate standard as a condition of employment.
- (5) If a Personnel is found inappropriately dressed at work, he/she shall be sent home to change to appropriate clothing, before returning to work.

14. Representation

- (1) No Personnel shall indulge in any form of communication that creates or is likely to create a negative opinion about GoM or the Company or any of its Personnel. This includes spreading rumours, making false allegations, writing or discussing in a public forum about any policy or action taken by the Company, GoM or Central Government.
- (2) No personnel shall indulge in lobbying for transfers, postings or any such issues through improper channel and in case of any such instance, it shall be constituted as misconduct.
- (3) The Personnel shall be required to obtain prior written / email approval from the Competent Authority of the Company for interfacing with the media in any form or for representing himself or the Company in a public forum. However, such permission is not required if the work is purely literary, artistic or scientific in nature.
- (4) The Personnel shall be required to obtain prior written / email approval from the Competent Authority for holding any meeting(s) and/or displaying any newspapers, collaterals in the office premises.
- (5) The Personnel shall be required to obtain prior written / email approval from the Competent Authority before giving evidence in connection with an enquiry conducted by any person, committee or authority. In the course of such evidence, no Personnel shall criticize the policy or any action of the Company.
- (6) The above policies shall not be applicable in the following cases:
 - (i) Evidence given at an enquiry before an authority appointed by the Government, Parliament or a State legislature; or
 - (ii) Evidence given in any judicial enquiry; or
 - (iii) Evidence given at any departmental enquiry ordered by authorities subordinate to the Government.

15. Confidentiality of Information

- (1) It is the responsibility of each Personnel to ensure that any official document / information is communicated only to such personnel that he/she is authorised to communicate to. This also implies that the Personnel shall also have access to such official documents / information only to the extent that s/he is authorised to have.
- (2) The Personnel shall observe utmost confidentiality and secrecy of any and all information received by him or entrusted to him during the course of his/ her employment with the Company.
- (3) The Personnel shall use confidential information only to perform the services in the Company. Serious action shall be taken against Personnel who have breached the confidentiality requirements of the Company which shall include termination of employment and legal action.

16. Usage of Company Assets

- (1) The Personnel shall not be permitted to sublet, lease, allow occupation or use of Company accommodation if any, allotted to him
- (2) The Personnel shall be liable to Pay compensation for any damage to any assets / properties of the Company in addition to any disciplinary action taken in this regard
- (3) The Company asset should not be used for any other purpose except for the the purpose it was assigned for.

17. Dishonesty

Strict disciplinary action, to the extent of even permanent termination of employment, shall be taken against a Personnel if,

- (1) It has been found that any false information has been furnished by the Personnel in the Personnel's records or if,
- (2) The Personnel has committed theft, fraud or dishonesty in connection with the business or property of the Company or of property of another person within the premises of the Company

18. Conflict of Interest

- (1) No Personnel shall use his/ her position or influence directly or indirectly to secure employment for any member of his/ her family in the Company.
- (2) No Personnel shall act in a manner that is prejudicial to the interests of the Company.
- (3) No Personnel shall take up employment directly or indirectly or on contract with any other organisation during the period of his/ her service with the Company.
- (4) No Personnel shall operate / manage / work as a proprietor or partner of a business or for a business that exists as a legal entity during his/ her period of service with the Company.
- (5) The Personnel is required to obtain the permission of the Competent Authority in order to hold any post in a body (corporate or non corporate).
- (6) The Personnel is permitted to participate in activities that are of social, charitable, literary, artistic or scientific in nature as an individual during non working hours or on availing casual or Earned Leave. If the Personnel is representing the Company, the same requires prior permission of the Competent Authority. This rule shall apply for participation in sports activities as well.
- (7) The Personnel shall ensure that s/he or any of his/ her family members do not participate or abet directly or indirectly any activity that may be subversive of the Company as per law and where s/he is unable to prevent the same, s/he shall make a report to that effect to the Company.



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19. Disclosure Requirement

- (1) Personnel shall be required to disclose to the Company if any of his/ her family members are employed in any organisation with which the Company has official transactions. Following the disclosure, the Competent Authority shall be required to ensure that the Personnel does not deal directly with such organisation(s) and take necessary steps to shift the responsibility to another Personnel of similar capacity and /or handle the responsibility directly.
- (2) Personnel shall be required to disclose to the Company if any of his/ her family members are posted under him and the Competent Authority shall raise the matter to the concerned personnel to ensure that either the Personnel or the family member is transferred to a post so that there is no direct or indirect reporting relationship between the two persons.
- (3) The Personnel shall be required to (as and when specified by the Company/) submit a return of his/ her assets and liabilities in a format specified by the Company from time to time, providing all information including movable and immovable property with market values greater than 3 months of current basic.
- (4) Personnel shall be required to disclose to the Competent Authority any transaction involving an immovable property that s/he is involved in, including lease, mortgage, purchase, sale, Gift, construction, renovation (including repairs) of value greater than three months current basic or otherwise in his/ her own name or in the name of any member of his/ her family. In addition of this disclosure, the Personnel shall also be required to disclose the source of funds for the above transaction. This disclosure is required to be made either before the transaction or within 30 days of such transaction.
- (5) If the Personnel fails to disclose any of the above or provides incorrect / inaccurate / incomplete information (including the value of such disclosures and the source of funds for the same) with respect to the above disclosures or about the assets and liabilities during a financial year, it shall be deemed to be an act of Misconduct. This act shall also imply that the asset or liability was incurred through illegitimate means and suitable action shall be taken by the Company. The burden of proving otherwise shall lie with the Personnel.
- (6) Possession of pecuniary resources or property disproportionate to the known sources of income by the Personnel or on his/ her behalf by another person which the Personnel cannot satisfactorily account for shall be deemed to be an act of Misconduct.
- (7) Purchasing properties, machinery, stores, etc. from or selling properties, machinery stores, etc. to the Company without expressed permission in writing from the Competent Authority shall be deemed to be an act of Misconduct.

20. Prohibition of Sexual Harassment

- (1) As per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company is committed to ensure that the Personnel are treated fairly and equitably in an environment free of intimidation and sexual harassment. Sexual harassment is an unacceptable form of behaviour which shall not be tolerated under any


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circumstances. All Complaints of sexual harassment shall be treated seriously and promptly, with due regard to confidentiality. Disciplinary action shall be taken against any Personnel who breaches the policy.

- (2) A Personnel who feels s/he is being harassed shall be required to submit a Complaint to Complaint Redressal Committee as constituted by the Management. The Committee shall inquire the Complaint and recommend the disciplinary action to the Competent Authority. The Disciplinary Authority shall pass an appropriate order, taking into cognizance the recommendation of the Committee.

21. Prohibition of Corruption / Obligations for materialistic returns / Gifting policy

- (1) All forms of bribe / corruption are strictly prohibited and strict action shall be taken by the Company against any Complaint received for a Personnel in this regard. Even in the absence of a formal Complaint, the Company shall be authorised to or shall authorise person(s) to investigate the activities of any Personnel under suspicion of corruption.
- (2) No Personnel shall accept or permit any member of his/ her family or any other person acting on his/ her behalf to accept any Gift.
- (3) **Notes:**
 - (i) A casual meal, lift or other social hospitality shall not be deemed to be a Gift
 - (ii) A Personnel shall avoid accepting hospitality or frequent hospitality from any individual having official dealings with him or from industrial or commercial firms, organizations etc
 - (iii) On occasions, such as weddings, anniversaries, funerals or religious functions, when the making of a Gift is in conformity with the prevailing religious or social practice, a Personnel (Group A or B) may accept Gifts from his/ her near relatives but s/he shall be required to make a report within a period of one month from the date of receipt of the Gift to the Company, if the value of such Gift exceeds Rs. 1500/-
- (4) No Personnel shall accept or permit any member of his/ her family or any person acting on his/ her behalf or on behalf of any member of his/ her family to accept, any Gift in cash exceeding Rs. 2000/- except through a Payee account cheque

22. Prohibition of Child Labour

In line with the Child Labour (Prohibition and Regulation) Act, 1986, the Company prohibits direct or indirect employment of children below the age of 14 years.

23. Participation in political activities, associations, demonstration and strikes

- (1) No Personnel shall be permitted to be a member of or be associated with any political party or any organization which takes part in politics.
- (2) No Personnel shall be permitted to take part in or assist in any manner any political activity.

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- (3) No Personnel shall be permitted to canvass / interfere / use his/ her influence in any election at a local, state or national level. The display of any electoral symbol by a Personnel on himself, his/ her vehicle or his/ her residence shall amount to using his/ her influence in connection with an election within the meaning of this section.
- (4) However, a Personnel, qualified to vote at such election shall exercise his/ her right to vote, but where s/he does so, s/he shall give no indication of the manner in which s/he proposes to vote or has voted.
- (5) A Personnel shall not be deemed to have contravened the provisions of this section if s/he assists in the conduct of any election in the due performance of a duty imposed on him or under any prevalent law.
- (6) No official shall engage himself or participate in any demonstration which is prejudicial to the interests of the sovereignty and integrity of the country, the security of the State, friendly relations with foreign states, public order, decency or morality, or which involves contempt of court, defamation or incitement to an offence.
- (7) No official shall report to or in any way abet any form of strike in connection with any matter pertaining to his/ her service or the service of any other Personnel.
- (8) No Personnel shall join, or continue to be a member of any Association or Union, the objectives or activities of which are prejudicial to the interests of the sovereignty and integrity of the country, Company or to the public.
- (9) Participation by Personnel in the activities of bodies which have been banned / blacklisted by the Government of India or GoM shall lead to strict disciplinary action.

24. Public representation in honour of Personnel

- (1) No Personnel shall, except with the previous sanction of the Company, receive any complimentary or valedictory address or accept any testimonial or attend any meeting or entertainment held in his/ her honour, or in the honour of any other Personnel.
- (2) Provided that nothing in this rule shall apply to:
 - (i) A farewell entertainment of a substantially private and informal character held in honor of the Personnel or any other Personnel on the occasion of his/ her retirement or transfer or any person who has recently quit the service of any Company; or the acceptance of simple and inexpensive entertainment arranged by public bodies or institutions.
 - (ii) Exercise of pressure or influence of any sort on any Personnel to induce him to subscribe towards any farewell entertainment even if it is of a substantially private or informal character, and the collection of subscriptions from Group C or D Personnel under any circumstances for the entertainment of any Personnel not belonging to Group C or D, is forbidden.

- (iii) Receive any public address or accept any felicitation or entertainment in his/ her honor.

25 Vindication of Acts and Character of Personnel

- (1) No Personnel shall, except with the previous sanction of the Company, have recourse to any court or to the press for the vindication of any official act which has been the subject matter of adverse criticism or an attack of a defamatory character.
- (2) Nothing in this rule shall be deemed to prohibit a Personnel from vindicating his/ her Private character or any act done by him in his/ her private capacity. The Personnel shall submit a report to the Competent Authority regarding such action.
- (3) A Personnel shall manage his/ her private affairs so as to avoid habitual indebtedness or insolvency. A Personnel against whom any legal proceedings is instituted for the recovery of any debt due from him or for adjudging him as an insolvent shall forthwith report the full facts of the legal proceedings to the Company.
- (4) *Note: The burden of proving that the insolvency or indebtedness was the result of the circumstances which the Personnel could not have foreseen (by the exercise of ordinary diligence) or over which s/he had no control, and had not proceeded from extravagant or dissipated habits, shall be upon the Personnel.*

26. Miscellaneous

In addition to the above mentioned points, personnel are expected to abide by the following provisions:

- (1) Collection without the permission of the Competent Authority of any money within the premises of the Company except as sanctioned by any law of the land for the time-being in force or rules of the Company is prohibited.
- (2) No Personnel shall, except with the previous sanction of the Company or of the Competent Authority, ask for or accept contribution or pecuniary assistance in pursuance of any object whatsoever, or otherwise associate himself with the raising of any funds or other collections in cash or in kind in pursuance of any subject whatsoever.
- (3) To have recourse to any court or to the press for the vindication of his/ her official acts.
- (4) Conviction in any court of law for any criminal offence involving moral turpitude.
- (5) Commission of any act which amounts to a criminal offence involving moral turpitude.
- (6) Commission of any act subversive of discipline or of good behaviour.
- (7) No Personnel shall bring or attempt to bring any political or other influence to bear upon any superior authority, to further his/ her interest in respect of matters pertaining to his/ her service under the Company.



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- (8) A Personnel shall act in accordance with the Company's policies regarding age of marriage, prevention of crimes against women, preservation of environment, protection of wildlife and cultural heritage. The Personnel shall not interfere or tamper with any safety devices installed in or about the premises of the Company.

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SECTION II - HR POLICY MANUAL

A handwritten signature in black ink, appearing to be 'J. J. J.', is positioned above the official designation.

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MSPDCL

CHAPTER 3

SERVICE RULES

27. Identity Card

- (1) Every Personnel shall be provided with an identity card with unique Personnel Identification No. (hereinafter also referred as "ID Card"). The Personnel shall be required to carry the ID Card at all times within the Company premises. The Personnel shall show his/ her identity card when required to do so by the representative(s) of the Company who are authorized and regulate the entry of persons in the premises of the Company.
- (2) The first issue of the card shall be free of charge. Loss of the card shall immediately be reported by the Personnel to the Company alongwith a copy of Public Notice declaring the loss and the FIR No. thereof. A new card shall be issued by the Company on Payment of a nominal fee by the Personnel.
- (3) The Personnel shall be required to surrender their ID Cards to the Company at the time of leaving the services.

28. Personal Details

- (1) The Personnel shall be required to notify the Company immediately on any change or modification in the personal details of the Personnel such as residential address, phone number, marital status, number of children etc. as recorded and get it uploaded in the Personnel Information System of the Company.
- (2) The same shall be entered in the respective service book / service record and validated by the Competent Authority.

29. Visiting Card

The Personnel may have visiting cards, which shall be obtained through their respective

- (1) Head of Departments. .
- (2) A request shall be required to be sent to the Administration Department for the same.

30. Holidays

- (1) Except in exigencies of service, each Personnel shall be eligible to avail weekly holiday on Sunday and every second Saturday of the month. In addition, the Company shall announce holidays for various festivals and Central / State Government holidays through a list which shall be declared at the beginning of each Calendar year. Changes in the same shall be notified by the Company as and when required.
- (2) It shall be noted that Personnel shall be required to report for work on non working hours or holidays based on certain exigencies.
- (3) **Note:** The holidays of the technical staff in the company and the personnel working in shift hours shall be determined as per the company policies as permissible by the Statutory Rules

31. Working Hours

- (1) The office working hours and lunch break for Personnel shall be as notified by the Company from time to time. However the Company shall prescribe different hours of working for different categories as it may consider necessary based on nature of duties to be performed which may be modified by the Competent Authority.
- (2) **Note:** *The working hours of the technical staff in the company and the personnel working in shift hours shall be determined as per the company policies as permissible by the Statutory Rules.*

32. Attendance

- (1) All Personnel of the Company shall adhere to the prescribed office timings and shall maintain punctuality in coming to office regularly.
- (2) All Personnel shall mark their attendance in the attendance register as well as the Biometric Attendance Machine (if installed) at their location at the beginning of the shift. Grace period of 5 minutes shall be provided to accommodate any unforeseen circumstances.
- (3) Further if a Personnel absents himself or overstays beyond the period of sanctioned leave without notice or applies for leave which is refused in the exigencies of service and still happens to be absent, it shall be treated as absence and such period shall be called as absence period. Late coming, habitual absence shall also be treated as unauthorized absence and the prescribed disciplinary action shall be applicable.
- (4) Personnel on travel duty shall be required to regularize their attendance by the 15th of each month. The request for the approval for regularization of attendance due to travel shall be required to be sent to the Competent Authority responsible for maintaining records.

33. Absence from Duty

- (1) No leave shall be granted for a period of more than 2 years.
- (2) If a Personnel remains absent from duty after expiry of sanctioned leave, except on Foreign Service, for more than five years, s/he shall be deemed to have resigned from service unless the Company orders otherwise.
- (3) Any Personnel, while working within the Company or on deputation from the Company, shall be allowed maximum fifteen days time to join the new location/office (at a different location) from the date of his/ her transfer/deputation. In the event of a Personnel failing to join duty within the stipulated time, it shall lead to forfeiting all rights, both present and future, for such posts.

34. Age of Retirement

- (1) The age of retirement on superannuation for all Company cadre Personnel shall be 60 years



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- (2) When a Personnel is under suspension on the date of superannuation, s/he shall be permitted to retire on that date but the disciplinary proceedings shall be continued till final order is issued by the Competent Authority.

35. Service Book/ Record

- (1) The Appointing Authority shall maintain the service record with respect to each Group A and B Personnel and a service book in the name of each Group C and D Personnel. Attested entries of details with respect to age, qualification etc of each Personnel shall be made therein.
- (2) The service records and service books shall be verified each year on 31st March with reference to the Payrolls and they shall be attested by an authorized Personnel. Thereafter the entries shall be construed as authenticated for all purposes without any further checks or modifications.
- (3) Representation to the Competent Authority in regard to change of date of birth after an entry is made in the Service Book shall not be entertained. However it shall be ascertained that if the personnel is not at fault in submitting the correct documents i.e. Entries were made incorrectly, then such a representation to the Competent Authority in regard to change in the entries shall be taken into consideration.
- (4) The maintenance and safe custody of the service records/service books shall be entrusted to the Competent Authority who shall be responsible for recording any alteration/correction in the service records/ service books.

36. Regularization of Pay due to cancellation or withdrawal of punishment

- (1) In the event of withdrawal and/or cancellation of punishment awarded to a Personnel, the Pay and benefits thereof shall be regularized. The regularization shall include the following:
- (2) If the order is set aside, the Personnel shall be paid the difference between the Pay to which s/he would have been entitled had the order not been passed and the Pay s/he had actually drawn
- (3) If the order is modified, the Pay shall be so regulated as the modified order was issued in the first instance

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CHAPTER 4

RECRUITMENT AND ON BOARDING

37. Purpose

It is the objective of the Company to ensure that the best people are hired to the extent feasible, with the ultimate objective of ensuring optimum utilization of human resources in a climate of satisfaction, development and Growth and that the new recruits get integrated with the organization in a manner that is consistent with the people's approach. In pursuance of the above objectives, the Company hereby makes the following statement to govern recruitment of personnel in the Offices of the Company and facilitate efficient on-boarding.

38. Recruitment Policy

- (1) It is the policy of the Company to ensure that selection of Personnel for all positions within the Company shall be based on merit, and through an objective evaluation of the proposed candidate for the position.
- (2) Specific sanction for each new post from the Competent Authority shall be necessary before initiation of action for filling the posts and the Competent Authority shall issue the necessary sanction depending on the requirements from time to time during the year within the approved budget sanctioned and manpower plans.
- (3) Post recruitment, Personnel in the Company shall be classified as per the classification of the Personnel in the Company. Refer to section 5. Classifications of Personnel

39. Recruitment Procedures

(1) Job specifications

- (i) For each position, job specification in terms of academic education and/or professional qualifications, length, nature and quality of experience, upper age limit etc. and a general outline of the roles and responsibilities shall be laid down in respect of each job title.
- (ii) No appointment shall be made to any post in the Company unless the person fulfils the minimum eligibility requirements and conforms to the specifications prescribed for the post except where general relaxations are made by the Company in the case of reserved vacancies for candidates belonging to Scheduled Castes (SC), Scheduled Tribes (ST), Ex-servicemen and other special categories.
- (iii) Provided, however, that in special and exceptional cases appointments shall be made subject to the approval of the Board in relaxation of the prescribed specifications where the Competent Authority is satisfied that such relaxation is essential in the interest of the Company.

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(2) Age of Appointment

- (i) The minimum age of appointment into the Company shall be as per the sourcing advertisement for the specified position
- (ii) As part of the documents to be submitted by the Personnel at the time of joining, the proof of date of birth is a mandatory requirement which can be produced in the form of Birth Certificate or HSLC mark sheet.
- (iii) The maximum age prescribed for purposes of direct recruitment in the case of candidates belonging to schedule cast, schedule tribe and other backward classes (OBC) shall be relaxed as per the statutory provisions and reservation rules of the Company/GoM.

(3) Qualifications/ Certifications

- (i) The minimum qualification / certification requirement shall be set to meet the requirements of the job. In addition, preferable qualifications and certifications shall be identified which can enhance job knowledge and performance.
- (ii) The following are the entry/Feeder Cadres and the requisite qualification is identified:

Table 1 Entry Cadres and the requisite qualification needed

Classification	Cadre	Qualification
Group A	Manager (Technical)	3 yrs Diploma(Engineering) (with minimum 5 yrs experience as Dy.Manager)or B.E., B.Tech., in Electrical / Civil or any other equivalent degree
Group A	Manager (Finance & Accounts)	Chartered Accountant/ICWA/ M.Com/ MEA - Finance or any other equivalent degree
Group A	Manager (HR)	MBA – HR/PGDBM (HR) or any other equivalent degree
Group A	Manager (IT)	3 yrs Diploma (Engineering) (with minimum 5 yrs experience as Dy.Manager) or BE/B.Tech/ M.Tech in Computer Science/ Information Technology/ Electronics & Telecommunication/ Telecommunication from a recognized University/ Institution
Group A	Company Secretary	Company secretary Certified course or any other equivalent degree
Group C	Legal Assistant (DM level)	BA- LLB, 5 year course from a recognized university or any other equivalent degree. LLM Preferred.
Group C	Dy.Manager (Technical)	3 yrs Diploma/Degree in Electrical / Civil engineering or any other equivalent degree

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Group C	Dy.Manager (HR)	Graduate with MBA/ Management Studies (MMS)/ Personnel Management (MPM) with specialization in Human Resources Management/ Development/ Personnel Management or Master of Social Work (MSW)/ Master in Labour Studies (MLS)/ equivalent Management qualification in H.R/ Personnel Management from a University recognized by UGC or Institute approved by AICTE. Minimum Computer Literacy: Must, be proficient in M.S. Office.
Group C	Dy.Manager (Finance & Accounts)	Graduate with Chartered Accountancy or B. Com with Accountancy and Auditing from any recognized University
Group C	Dy.Manager(IT)	3 yrs Diploma/ Degree in Computer Science Engineering/ Information Technology Engineering / Electronics & Telecommunication Engineering/ Telecommunication Engineering from a recognized University/ Institution.
Group C	Asstt.Manager (Technical)	3 yrs Diploma/ Degree in Electrical / Civil engineering or any other equivalent degree
Group C	Asstt.Manager (Estt.)	Graduate or its equivalent.
Group C	Asstt.Manager (Fin.& Accounts)	Graduate with Chartered Accountancy or B. Com with Accountancy and Auditing from any recognized University
Group C	Asstt.Manager(IT)	3 yrs Diploma /Degree in Computer Science Engineering/ Information Technology Engineering/ Electronics & Telecommunication Engineering/ Telecommunication Engineering from a recognized University/ Institution.
Group C	System Administrator	Certificate/Diploma in Computer Science Engineering/ IT Engineering
Group C	Technical Asstt.(Stores)	XIIth passed or equivalent with mathematics as a subject in HSLC/Matriculation with knowledge of Manipuri and Hindi.
Group C	Bill Asstt.	XIIth passed or equivalent with mathematics as a subject in matriculation/HSLC
Group C	MR cum BD	XIIth passed or equivalent
Group C	Personal Asstt.	Graduate possessing speed of 120 word per minute in shorthand(English) and 50 word per minute in typing (English) (Relaxable for SC/ST candidate upto 100 words per minute in a shorthand and 40 words per minute in typing)
Group C	Computer Operator	Graduate with min. 6 months certificate course in Computer Applications with 50 word per minute in typing (English) (Relaxable for SC/ST candidate upto 40 words per minute in typing)
Group C	Accounts Asstt.	Graduate with Chartered Accountancy or B. Com with Accountancy and Auditing from any recognized University
Group C	Jr.Esstt.Asstt.	XIIth passed or equivalent from a recognized University/Board.

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Typing with a minimum speed of 30 words per minute in English relaxable upto 25 words per minute in case of SC/ST candidate. Typing may be exempted in respect of physically handicapped persons

Group C	Driver	Xth passed or equivalent with driving experience of 5 years
Group D	Office Asstt.	Matriculate/ HSLC or its equivalent
Group D	Watchman cum Cleaning Asstt.	Matriculate/ HSLC or its equivalent
Group D	Jr.Technical Asstt.	Matriculate/HSLC or its equivalent

*addition to this list can be made as per Company's discretion and need

- (iii) No person shall be eligible for appointment to any group of service category or grade or any post borne on the cadre unless he possess such qualifications or passed such special tests prescribed in above. However, relaxation to the above qualifications may be provided at the discretion of the Company in case of serving Workcharged and Muster Roll employees of erstwhile Electricity Department, Manipur who are on deputation to the Company at the time of recruitment against vacant sanctioned posts.
- (iv) Non Entry Cadres in HR, Finance and IT can be also filled by lateral hire. The experience for the open position shall be determined as per the minimum experience required to be promoted to that cadre. Also the selection shall depend on the performance in personal interview.
- (v) Additional qualification: The Company may prescribe any additional qualifications or tests to be passed by a personnel either during the period of probation or before promotion to a higher post such as official language tests, departmental test, accounts test etc. as the case be. In case a personnel has already possessed such qualification prescribed by the Company, such personnel need not necessary acquire such qualifications or pass such departmental test as prescribed by the Company.

(4) Reservation Criterion

The Appointing Authority shall be responsible for maintaining a roster in respect of implementation of rules of reservation as per Govt. of Manipur norms.

(5) Selection Criteria and Sourcing Methods

The Company shall adopt one or more of the following methods while recruiting:

- (i) Sourcing from Company's internal resources.
- (ii) Open campus presentation .
- (iii) Sourcing through advertisements in newspapers/website


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(iv) Sourcing through Manipur Public Service Commission.

(6) Sourcing from Company's internal resources

- (i) The Human Resource (HR) department shall make efforts to recruit person from the internal resources within the Company in the non Entry Cadres. Existing competitive and qualified staff shall be encouraged to fill vacancies against the advertised post. Staff members fulfilling the eligibility criteria in their current positions shall be eligible for consideration as per Company's policy. In non Feeder Cadres only when the department is convinced that the requisite skill is not available within the Company, then the person shall be recruited from outside.
- (ii) In the event of a recruitment is made against the advertisement from the Company's internal resources then the Personnel is transferred from his/ her original department to the department where the vacancy exists. The vacancy created due to the transfer has to be replaced with justification from HOD.

(7) Open Campus presentation

- (i) The HR Department may make campus presentation in the local engineering colleges in their final year. The presentation can be made in all major cities/towns in Manipur State and shall be held at one of the engineering college inviting all other local engineering college students.
- (ii) The presentation shall brief them about the Company profile, career opportunity the recruitment process, dates for written test and eligibility criterion.

(8) Sourcing through advertisements in Newspapers/Website

- (i) For all recruitments, newspaper and web-based medium shall be used.
- (ii) The advertisement shall incorporate the following from the position specification:
 - (a) Educational qualifications (Minimum & preferable)
 - (b) Experience (years & nature)
 - (c) Age range
 - (c) Essential knowledge, skills and attributes
 - (e) Brief summary of job responsibilities
 - (f) Key selection criteria
 - (g) Time limit for applying for the position
 - (h) Address on which the applications shall be received.

- (iii) Copies of the advertisements shall be circulated internally and put up in all notice boards throughout the Company.
- (iv) The selection shall be made by a selection committee constituted for the purpose. The selection shall be based on the written examination, performance in the interview or both, as the case shall be. All appointments shall be made from the list prepared by the selection committee constituted either by the Company or the Appointing Authority. Refer 41(2) on constitution of Selection Committee

(9) **Sourcing through Manipur Public Service Commission** : The Company may recruit candidates upto Assistant Manager through the Manipur Public Service Commission notwithstanding Section II Clauses 6,7&8 above if there is exigency of services or otherwise on approval by the Board and after amending the MPSC Act by the Govt.

40. Selection Process

(1) Screening of applications

At least three applications must be received for each job position. Applications shall be scrutinized and short-listed based on pre-determined selection criteria (job specifications) applicable for the position in question. The short-listed candidates shall be called upon to undergo the prescribed selection process consisting of :

- (i) An elimination test and/or group discussion followed by an interview before the Selection committee of only those who qualify in the test and/or group discussion or
- (ii) A test and/or group discussion followed by an interview of all candidates before the selection committee , or
- (iii) An interview before the Selection committee

The selection process shall depend on the number of candidates.

(2) Constitution of Selection Committee

- (i) All appointments to every post in the Company, whether regular or trainee except appointments on deputation from Government organizations and public sector undertakings, shall be made only on recommendation of a duly constituted Selection Committee. The Selection Committee shall be constituted by the HR Department in each case with the approval of the Competent Authority.
- (ii) All appointments to the executive and managerial cadres of the Company including Executive Trainees shall be made on the recommendations of the Selection Committee constituted for the purpose, which must include representatives from the following sources at the appropriate executive level depending on the posts :
 - (a) Concerned Department/Function

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- (b) HR Department
- (iii) The HR Department shall make available to the members of the Selection Board the following documents and particulars regarding the candidates called for interview:
 - (a) A copy of the advertisement/notification together with the specific requirements and duties and responsibilities of the posts.
 - (b) Bio-data of each candidate.
 - (c) Applications in original.
 - (d) Performance Appraisal reports and comments of forwarding authority in the case of internal candidates.
 - (e) Results of Tests/Group Discussions held prior to interview, if any.
 - (f) Special information, if any, relevant to Selection regarding any candidate.

(3) Interviews / Tests

- (i) The short-listed candidates shall be invited for the interview/test at a scheduled date and time. Written tests, interviews or practical demonstrations shall be conducted as necessary to test the technical ability and subject knowledge of the candidates.
- (ii) The candidates shall be ranked based on the marks obtained in the test and accordingly short listing shall be done for the panel interview.

41. Appointment Formalities

- (1) All appointments to various posts shall be made by the Company and/or any other authority to which the Company delegates its powers of appointment.
- (2) All appointments shall be made from the list of candidates approved by the selection committee constituted for the purpose either by the Company or by the Competent Authority.
- (3) The HR Department shall issue the offers of appointment stating the job title, applicable emoluments and terms and conditions of employment and the contract of appointment shall be complete on receipt of the letter of acceptance along with the copy of offer duly signed by the candidate and appropriate appointment orders issued thereof.
- (4) Based on the length of notice period, for release from the present employment as indicated in the application form or during interview and depending on the urgency of filling the vacant post, the offer of appointment shall state the latest date by which the candidate must join the Company failing which the offer of appointment shall be deemed to have been


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withdrawn unless an extension of the last date has been granted by the Competent Authority prior to the expiry of the joining time as indicated in the offer of appointment.

- (5) In the event that the most suitable candidate fails to confirm his/ her decision to join, the Company shall repeat the sourcing and/ or selection process.

(6) Medical Fitness

Nobody shall be appointed to any post in the Company unless he/she is declared medically fit as per the prescribed fitness standards after a medical examination by the authorised medical officer(s) at the time of appointment in the Company's services. In this connection, the Company shall request the State Medical Directorate to constitute a Medical Board for examination of the candidates.

(6-A) Character and Antecedents

Nobody shall be appointed to any post in the Company unless the Character and antecedents of the candidate is duly verified by the Competent Authority at the time of appointment in the Company's services.

(7) Joining Formalities

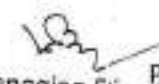
- (i) The selected candidate shall be required to produce the following certificates in original to the Competent Authority.
- (a) Certificate of date of birth
 - (b) Certificates in respect of academic qualifications
 - (c) Certificates in respect of experience, if any, required
- (ii) Two conduct certificates attested from designated government officers (other than direct relatives of the applicant).
- (iii) Police verification check would be done for all recruited personnel and the forms and documents for the same are required to be filled and submitted at the time of joining
- (8) The Competent Authority and/or any other authorized Personnel shall be responsible for verifying the above mentioned certificates. Any discrepancies observed during the verification shall be reported to the Competent Authority immediately for further action.

(9) Acceptance of offer

On receipt of offer letter the selected candidate needs to confirm his/ her candidature on or before the intimation date mentioned in the offer letter. Non receipt of acceptance shall lead to cancellation of selection for the defined post.



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(10) Failure to join

The selected candidate shall be required to join the Company on or before the defined date. Failure to do so shall lead to nullification of the candidature. The Company shall appoint another set of candidates for the unconfirmed positions.

(11) Revision of list of Approved Candidates for Appointments

The Company reserves the right to revise any list of approved candidates prepared by the Competent Authority and/or the Selection Committee in any manner, if deemed necessary, for the appointment or promotion to any post, indicating the reasons in writing.

(12) Pay during Joining Time

A Personnel on joining time shall be treated as on duty and shall be entitled to be paid as per the terms and condition of appointment. During probation i.e. after completion of training the personnel shall be entitled to the defined Pay of the subsequent grade.

42. Appointments through Contract

The Company shall appoint any person(s) on contractual and/or agreement basis on specific terms and conditions, as deemed necessary, and in such cases the terms of employment shall be limited to the terms and conditions mentioned in the contract/agreement.

43. On-boarding Procedures**(1) On-boarding Formalities**

- (i) All selected candidates shall be appointed as Trainees for a minimum period as specified by the Company at the time of joining.
- (ii) During this period the Trainee shall undergo training as per the Company's training policy.
- (iii) Each module of the training shall be evaluated followed by a final appraisal.
- (iv) The appointment shall be deemed to be cancelled in case the Trainee does not get the minimum marks required for successful completion of the training.

44. Induction Training

On joining the Company, the Personnel shall undergo class room training and during this time he/she shall be allocated their respective posting and departments for their training period. On completion of class room training every Personnel shall be assigned a mentor or supervisor who shall guide and evaluate them during their training period. (Refer Company training policy for details on training content and duration)

45. Performance Review

The performance review on completion of the first year of service shall be as per the appointment rules.

46. Probation

After the successful completion of the training period the Trainee shall be appointed for the particular post on probation. During this period his/her performance shall be monitored as per the Company's rules.

47. Confirmation

- (1) Personnel shall be confirmed in the particular post, subject to the following criteria:
 - (i) Performance review report with a minimum rating of B
 - (ii) Successful completion of training and probation period
 - (iii) Police Verification
 - (iv) Caste certification (if required)
- (2) In case a Personnel fails to score satisfactorily in their performance review, then he/she shall not be confirmed and their confirmation shall be deferred as per the recommendations of the Review Committee. The probationer shall be informed of the extension of the probationary period together with the reasons so that s/he can make special efforts for self-improvement.
- (3) However if the Personnel's performance remains unsatisfactory, the services of the probationer shall be terminated.
- (4) The decision to confirm or extend the probation period shall depend on the probationer's performance review report, which should have minimum two 'B' grading during probation period.
- (5) Unless a specific order is issued confirming that the probation period has been successfully completed, the probationer shall be deemed to be on probation.

48. Deputation of personnel

The Company may send or obtain the services of any personnel or personnel on deputation either to or from a government or any corporate body subject to terms and conditions to be specified which will cover among the following

- (1) Pay and joining time
- (2) Duration of deputation


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- (3) Promotional avenues during deputation
- (4) Payment of contributions during deputation
- (5) National Pension Scheme
- (6) Leave Salary
- (7) Fixation of Pay on return or promotion
- (8) Reversion

CHAPTER 5

WAGES AND BENEFITS

49. Purpose

The purpose of this policy is to provide a competitive remuneration package to the Personnel of the Company that is commensurate with the complexity of the job and the knowledge & skill necessary for satisfactory discharge of the responsibilities.

50. Wage Structure & Allowances

The wages and other allowances shall be applicable as defined in the Company policy.

Please refer to the Company's Wages and Allowance Manual for details on the same.

51. Increment

- (1) The increment shall be as per Govt. of Manipur norms. All permanent Personnel shall be eligible for annual increment.
- (2) While withholding an increment of any Personnel, the authority shall clearly state in the order
 - (i) Period for which the increment is to be withheld
 - (ii) Whether the withholding shall have effect of postponing future increment (cumulative)
 - (iii) If the withholding is not cumulative, whether the increment withheld can be released and if so, then from what date
 - (iv) If withholding of increment shall have effect in his/ her pension and if so, to what extent



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- (3) If a Personnel is suspended due to Misconduct, the suspension period shall not count towards the period necessary for earning an increment, if any of the charges are proved and any punishment is awarded
- (4) In cases of suspension on account of imprisonment for a debt or for any reason other than Misconduct, the service rendered prior to suspension shall count for increment but not the actual period of suspension, if found guilty. If not guilty, for the period of suspension, the performance rating of the personnel shall be averaged out based on the past ratings attained by the personnel for the purpose of increment.

52. Travel Policy

The travel entitlements for the personnel of the Company shall be applicable as defined in the company policy. Please refer to the Company's Wages and Allowance Manual for details on the same.

53. Relocation Assistance

- (1) All Personnel shall be entitled for reimbursement of one way fare based on rates as per the Company's Wages and Allowance Manual (within Manipur) for the Personnel and dependents of the Personnel for relocation at the time of joining or on transfer within the Company.
- (2) Relocation of household articles, vehicle etc shall be reimbursable to all Personnel at the rates applicable as defined in the company policy.
- (3) Will not be reimbursed for transfer on own request.

54. Residential Accommodation

- (1) For residential accommodation, HRA shall be Payable as per rules of the Company subject to non availability of official accommodation.
- (2) **Note:**
- (i) *In case the Personnel does not accept the allotment of official accommodation, then s/he shall not be eligible for house rent allowance. Also, only one person in the family (for eg: in case husband and spouse working in the same Company) shall be allotted official accommodation.*
- (ii) *No allottee shall lease or rent out the official accommodation provided by the Company.*
- (iii) *In case of termination or discharge from service the Company shall serve a notice of one month to the Personnel to vacate the official accommodation.*

55. Medical Benefits

Medical Benefits to every Personnel shall be applicable as defined in the company policy

**56. Terminal Benefits**

The Personnel shall be eligible for the retirement benefits as the Company shall notify from time to time. The retirement benefits include

- (1) Pension as per the New Pension Scheme to be adopted by the Company
- (2) Earned Leave encashment subject to a maximum limit of 300 days and shall be applicable to only those personnel who superannuate with the company or complete minimum 20 years of service.
- (3) Retired Personnel Medical Benefits shall be as per insurance policy and shall be applicable to only those personnel who superannuate with the company or complete minimum 20 years of service.

CHAPTER 6**LEAVE POLICY****57. Purpose**

The purpose of this policy is to define the various types of leaves and their entitlements rules for the Personnel of the Company.

58. Types of leave**(1) Earned Leave**

- (i) Earned Leave (EL) shall be availed by the Personnel 30 days per calendar year. EL is credited into the Personnel's EL account as 15 days on January 1 and 15 days on July 1 each year.
- (ii) A Maximum of 120 days EL can be availed at a time by the Personnel. A Maximum of 300 days can be accumulated into the Personnel's leave balance as on June 30 or as on December 31 in any Calendar year. Surplus if any, shall lapse on the two dates mentioned.
- (iii) Earned Leave can be combined with other types of leave except Casual Leave.
- (iv) The Personnel can encash the entire EL at the time of retirement (includes voluntary or compulsory) / superannuation / death subject to a maximum of 300 days.

(2) Casual Leave

- (i) Casual Leave (CL) can be availed by the Personnel 12 days per calendar year. This leave can be granted for even half a day.

- (ii) This leave is credited on a pro rata basis at start of each quarter and a maximum of 5 days can be availed at a time
- (iii) Unlike other types of leave where substitution arrangements are required to be made, in case of CL no substitute arrangements shall be made
- (iv) CL in case available shall lapse at the end of each year. The Competent Authority is to ensure that work is not hampered when the Personnel has availed CL.

(3) Sick Leave

- (i) Sick Leave can be availed by the Personnel 10 days per calendar year. This leave is credited on a pro rata basis at start of each quarter.
- (ii) If Sick Leave is taken for more than 2 days at a time, a medical certificate from an authorised Medical practitioner needs to be submitted.
- (iii) The Sick Leave shall be accumulated to a maximum of 60 days. Sick Leave cannot be availed for reasons other than above.

(4) Leave without Pay

Leave without Pay shall be sanctioned to a confirmed personnel up to a maximum of 2 years during their entire tenure with the Company. This leave requires prior approval from Competent Authority.

Note: *This leave shall not be granted to probationers or trainees.*

(5) Study leave

- (i) Study leave can be availed by a confirmed Personnel who have served the Company for minimum of 3 years and has performance rating of A and above in the last two performance reviews.
- (ii) This leave shall be sanctioned as per the Company's Higher Education policy. This is an exclusive leave and subject to approval from Competent Authority

(6) Maternity Leave

- (i) A female personnel with less than two surviving children may be granted maternity leave
- (ii) Maternity Leave can be availed by female Personnel for 135 days from the date of commencement for each instance of maternity. It can be combined with all other types of leave except CL.
- (iii) In case of a miscarriage or abortion, leave may be granted to a female personnel with less than two surviving children up to a maximum of 45 days and such a case does

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not count towards an instance of maternity leave.

- (iv) Medical certificate shall be required for availing this leave. Sick Leave in continuation of Maternity leave can be availed in case of illness of new born child that requires mother's attention (subject to provision of relevant medical certificate). This leave needs prior approval from the Competent Authority.

(7) Paternity Leave

- (i) Paternity leave can be availed by male Personnel, who have less than 2 surviving children, for a period of 15 days during the period of child birth. It can be combined with any other kind of leave other than Casual Leave.
- (ii) It can be availed up to 15 days before or up to 6 months from date of delivery of child
- (iii) Medical certificate shall not be required for availing this leave. This leave needs prior approval from the Competent Authority

(8) Optional Holiday

- (i) A personnel shall be entitled for 3 optional holiday of his/ her choice from the list of optional holidays as declared for the calendar year.
- (ii) Optional Holiday prefixed or suffixed to earned leave, sick leave and casual leave.

(9) Special Disability Leave (SDL)

- (i) As SDL, number of days granted shall be to the extent certified by a medical authority. This leave can be combined with any other leave and may be sanctioned more than once (if required)
- (ii) This leave is applicable if disability manifests itself within 3 months of occurrence of injury to which it is attributed and the individual promptly brings it to the notice of the Competent Authority. If the disability manifests itself after 3 months, Competent Authority approval is required.
- (iii) The special disability leave period shall be counted as duty for calculation purposes for terminal benefits.

(10) Special Casual Leave (SCL)

Special Casual Leave shall be admissible to the Personnel of the Company as per Govt. of Manipur norms.

5). Conditions for granting leave

The Competent Authority shall observe the following rules while granting leaves:

- (1) The Competent Authority shall ascertain the eligibility of the Personnel for the leave


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applied by him before sanction.

- (2) Leave cannot be claimed as a matter of right. If the exigencies of public service require, the leave of any kind can be refused or the leave already sanctioned can be revoked.
- (3) No leave shall be sanctioned to a Personnel who is likely to be dismissed, removed or compulsorily retired from the Company service or unlikely to be fit to return to duty.
- (4) A Personnel, who is dismissed, removed from service and is reinstated to service on an appeal or revision shall be entitled to count his/ her service prior to such dismissal or removal for purpose of leave.
- (5) A Personnel, who has been retired on compensation or invalid pension and is reinstated to service and allowed to count his/ her past service for pension, shall be entitled to count his/ her past service for purpose of leave.

60. Salary during leave period

- (1) In case of leave excluding leave without Pay, study leave and special disability leave, the Personnel shall draw salary equal to the salary drawn immediately before commencement of leave.
- (2) In case of leave without Pay, Personnel shall be treated as inactive in the system and on joining they shall rejoin at the salary equal to the salary drawn immediately before LWP in case decided otherwise. The Personnel shall not be given rating for the LWP period and the duration of LWP shall be deducted from the Personnel's Seniority.
- (3) In case of study leave, the Personnel shall be entitled for a education allowance equal to Basic Pay as per the Higher education policy. No salary will be paid during this leave.
- (4) In case of Special Disability Leave, leave salary shall be equal to the average Pay for first 120 days of leave and 50 % of average Pay for the remaining period after 120 days

CHAPTER 7**CAREER PROGRESSION****61. Purpose**

The purpose of this policy is to provide the Personnel of the Company adequate Growth opportunities consistent with merit and suitability, keeping in view the organisational requirement. In pursuance of the above objective, the Company hereby makes the following statement to govern and monitor the Growth of personnel in the Offices of the Company.

62. Performance Appraisal System

- (1) Performance Appraisal System (PAS) shall effectively evaluate and measure current performance levels of a Personnel in a way that shall encourage quality improvement and

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promote organizational Growth and development.

(2) The PAS of the Company seeks to fulfil the following objectives:

- (i) **Creating Accountability:** The Performance Appraisal System shall cascade accountability which ensures creating ownership of business processes across all levels in the Company.
- (ii) **Ensuring Objectivity:** The system is based on measurement of performance on selected parameters against a target set in the beginning of the year which ensures objectivity in performance measurement in the Company.
- (iii) **Creating Transparency:** The Performance Appraisal System is designed to ensure visible and transparent linkage of actual performance to ratings.

Table 2 Rating wise merit points in the Performance Appraisal System (PAS)

Rating	Points
A+	4
A	3
B	2
C	1
D	0

(3) At the end of each appraisal the performance appraisal report shall be shared with the Personnel to address to Personnel's further professional development and enhance motivation. The Personnel can revert back if not satisfied within 60 days of receiving the performance appraisal report and the Competent Authority shall take appropriate action. However, this will come into effect after finalization of PAS.

(4) The Personnel shall be considered for promotion opportunities based on the rating and subsequent merit points gained by the Personnel against the vacant sanctioned posts.

63. Performance Enhancement Program

(1) Performance Enhancement Program (PEP) is a tool to bridge the gap between Personnel's performance and Company's expectation. It is designed to identify areas of improvement and closely monitor the performance of an underperforming Personnel.


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- (2) PEP shall be initiated and monitored by the corporate HR team through periodic reviews and guidelines shall be published on Company's expected performance standard and PEP. It can be revised as per the changing needs by the Corporate HR Team.
- (3) The duration of PEP shall be 3 months. The Personnel who are identified under PEP shall be communicated of the process and his/ her goals and expectations. A Personnel's progress during the PEP shall be monitored and the same shall be communicated to Personnel.
- (4) At the end of 3 months under PEP the Personnel's performance shall be measured. This performance report shall decide the further course of action for the Personnel. If the Personnel's performance report is above set expectation and Company's expected performance standards, the Personnel is retained with the Company. In case of unsuccessful completion of PEP one of the following actions shall be taken:
 - (i) Demotion of the Personnel to the lower cadre, not less than the one they were recruited on.
 - (ii) Exit process shall be initiated for the Personnel

(5) PEP for New Joinees (Probationers)

The terms and conditions of performance review of new joinees -probationers shall be governed by their appointment terms and conditions.

(6) PEP for Permanent Personnel

- (i) The performance of permanent Personnel shall be captured through the Performance Appraisal System.
- (ii) In the end of the performance appraisal cycle a list of below average performers shall be created and shared with the senior management. In case a Personnel's name appears in this list for consecutively 2 years the same shall be highlighted for inclusion in PEP.
- (iii) A final list of Personnel to be covered under PEP shall be created post management decision.

64. Growth Opportunities

- (1) In the engineering and managerial Cadres, intermediary grades shall result in an increase in levels of promotion and hence enhance the Growth opportunities for a Personnel. Refer to Annexure I
- (2) In the Group C and D (Technical and Non technical cadres) the Growth opportunities are well defined by effecting the promotions through the laid down channel. Refer to Annexure I

65. Growth Procedures


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(1) Eligibility Criterion

- (i) Eligibility criterion for providing Growth opportunities in the managerial and engineering cadres in the Company are defined below:

Table 3 Eligibility criterion for promotions in the managerial cadres (technical)

Pay Band/ Cadre Scale	Minimum years of experience in the particular cadre required for promotion to the next higher grade (X)	Rating required in the promotion year (Y) Not less than	Minimum Merit points in the minimum years of experience in the particular cadre (latest years) (Z)
PB-1 Assistant Manager and their equivalent	Degree-3 Diploma-5 Certificate-8	B	8
PB-2 Deputy Manager and their equivalent	Degree-3 Diploma-8 Diploma with AMIE-3 from the date of passing of AMIE or 4 Certificate-12	B	6
PI-2 Manager and their equivalent	Degree-6 Diploma-9 Diploma with AMIE- 6 from passing AMIE or 7	B	4
PI-3 DGM and their equivalent	Degree - 6	B	4
PI-3 GM and their equivalent	Degree- 5	B	8
PI-4 Executive Director and their equivalent	Degree- 3 as ED or 7 as GM and ED put together	B	6

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~All conditions X, Y and Z needs to be met for eligibility

Table 3A Eligibility criterion for promotions in the managerial cadres (non-technical)

Pay Band/ Scale	Cadre	Minimum years of experience in the particular cadre required for promotion to the next higher grade (X)	Rating required in the promotion year (Y) Not less than	Minimum Merit points in the minimum years of experience in the particular cadre (latest years) (Z)
PB-1	Assistant Manager and their equivalent	3	B	8
PB-2	Deputy Manager and their equivalent	3	B	6
PB-2	Manager and their equivalent	6	B	4
PB-3	DGM and their equivalent	6	B	4
PB-3	GM and their equivalent	5	B	8
PB-4	Executive Director and their equivalent	3 as ED or 7 as GM and ED put together	B	6

~All conditions X, Y and Z needs to be met for eligibility



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- (ii) Eligibility criterion for providing Growth opportunities for Grade III & IV (Technical, Commercial and non Technical) in the Company is defined below:

Table 4 Eligibility criterion for promotions of the Technical(O&M)) Staff

Pay Band/ Scale	Cadre – Technical(O&M)	Min years of experience in the corresponding position required for promotion to the next higher grade (X)	Minimum Merit points required for promotion (Y)
-1S	Jr.Technical Assistant	3	8
PB-1	Technical Assistant	6	8
PB-1	Hd.Technical Assistant	7	8

~Both conditions X and Y need to be met for eligibility

Table 4-A Eligibility criterion for promotions of the Technical(Stores)) Staff

Pay Band/ Scale	Cadre – Technical(Stores)	Min years of experience in the corresponding Position required for prom (X)	Minimum Merit points required for promotion (Y)
PB-1	Technical Assistant	3	8
PB-1	Hd.Technical Assistant	7	8

~Both conditions X and Y need to be met for eligibility



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Table 4-C Eligibility criterion for promotions of the Commercial Staff

Pay band/ Scale	Cadre – Commercial	Min years of experience in the corresponding Position required for promotion to the next higher grade (X)	Minimum Merit points required for promotion (Y)
PB-1	Bill Assistant	7	8
PB-1	Meter Reader cum BD	5	8
PB-1	Collection Assistant	7	8

~Both conditions X and Y need to be met for eligibility

Table 4-D Eligibility criterion for promotions of the Non-Technical (Estt.) Staff

Pay Band/ Scale	Cadre – Non Technical	Min years of experience in the corresponding Position required for promotion to the next higher grade(X)	Minimum Merit points required for promotion (Y)
-1S	Office Asstt./ Watchman cum Cleaning Asstt	5	8
PB-1	Jr.Estt.Asstt.	3	8
PB-1	Estt.Asstt.	7	8

~Both conditions X and Y need to be met for eligibility



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Table 4-E Eligibility criterion for promotions of the Non-Technical (F&A)Staff

Pay band/ Scale	Cadre – Non Technical	Min years of experience in the corresponding Position required for promotion to the next higher grade(X)	Minimum Merit points required for promotion (Y)
PB-1	Accounts.Asstt,	7	8
~Both conditions X and Y need to be met for eligibility			

Table 4-F Eligibility criterion for promotions of the Technical (IT)Staff

Pay band/ Scale	Cadre – Non Technical	Min years of experience in the corresponding Position required for promotion to the next higher grade(X)	Minimum Merit points required for promotion (Y)
PB-1	System Administrator	7	8
~Both conditions X and Y need to be met for eligibility			

(iii) In addition, consideration for providing Growth opportunities to an Personnel shall be subject to the fulfillment of the following:

- The Personnel is not under Performance Enhancement Program at that particular time.
- The Personnel does not have any pending disciplinary procedures

(2) Filling up of vacancies

- A common gradation list/ Seniority List shall be made for the promotions from Assistant Manager to General Manager. Also, for a Diploma holder joining as Assistant Manager, the promotional avenues shall be only up to Dy.General Manager.
- All promotions from General Manager to Executive Director to be eligibility based.


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- (iii) 10% of the vacancies for Company Cadre Personnel shall be awarded to the absolute performers (as defined by the Company from year to year) in that particular year, however in case the vacancies are not filled up, these vacancies shall be considered for regular promotion
- (iv) The remaining 90% of vacancies shall be awarded to the remaining eligible candidates on merit basis, however in case of conflict and clashes in merit points, promotions shall be awarded based on Seniority subject to their fulfillment of the eligibility criterion both in terms of minimum number of years and merit points.
- (v) **Zone of consideration:** The number of candidates to be considered for promotion shall be as per Govt. of Manipur norms
- (vi) For Group C and D, selection committee shall be formed for promotions with the MD as chairman and consisting of at least three members of ED/GM level and its decision shall be considered final. For Group A, in addition to eligibility, promotions shall be interview based. A selection committee shall be formed at the beginning of each year for promotions to the posts of Manager, DGM, GM and ED; the selection committee shall consist of 2 members of the BoD and MD.
- (vii) Temporary Appointments shall be defined as giving the Personnel the responsibilities of the next promotional position while remaining at the same position. I: shall be explained as a Manager shall be eligible to take the current charge of a DGM after completion of the eligibility criteria both in terms of years of service and merit points. Post current charge the Personnel shall be evaluated against the norms of the same position at which s/he is posted.
- (viii) Company shall decide to conduct internal written test for promotion at any cadre and the same shall be communicated to the personnel from time to time

66. Probation period for promotional cadres

Whenever a promotion is provided to a Personnel, s/he shall be termed on probation for two years on that particular position and to complete the probation period successfully, s/he has to earn a minimum number of merit points each year, which is as defined, failing which, s/he shall be considered under PEP (Performance Enhancement Program)


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Table 5 Probation period for promotional cadres

Scale	Cadre (and their equivalent)	Min years of probation in the corresponding position for successful completion of probation	Minimum Merit points required
PB-1	Assistant Manager	2	2
PB-2	Deputy Manager	2	2
PB-2	Manager	2	2
PB-3	DGM	2	2
PB-3	GM	2	2
PB-1	Technical Assistant(O&M)	2	2
PB-1	Hd.Technical Assistant(O&M)	2	2
PB-1	Hd.Technical Assistant (Stores)	2	2
PB-1	Collection Assistant	2	2
PB-1	Jr.Estt.Asstt.	2	2
PB-1	Estt.Asstt.	2	2



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CHAPTER 8

LEARNING AND DEVELOPMENT

67. Purpose

The purpose of this policy is to lay down the learning and development opportunities for a Personnel in the Company.

68. Training Policy and Procedures

All Personnel shall be governed by the Training Policy of the Company. Personnel shall be provided opportunities for learning and development through workshops and training programs. The training programs shall cover both functional and management / supervisory areas. Personnel shall be sponsored for both in-house and external training programmes, subject to the fulfilment of the eligibility criteria, to enhance their skill and competencies. All Personnel are expected to utilise these opportunities that would enrich their career and also reflect on their performance to the Company.

69. Types of Training

The areas of training shall be classified into the following categories:

(1) Inhouse Training**(i) Induction training**

- (a) Induction training primarily involves introducing the new entrant by the departmental head to the various departments and the staff concerned. The administration and HR systems and procedures shall be clearly explained to the new entrant, specifically relating to his/ her entitlements. This shall enable a new entrant to settle down over a period of a week.
- (b) In addition to the basic introduction, an induction program has to be drawn up for all new entrants. This program shall be based on acquainting the new staff to the systems/operations of all the functional areas, as these shall have a bearing on his/ her own area of work. Thus, all new entrants shall go through an induction program, aimed at acquainting him on the Company's activities/systems and specifically, on each functional area.
- (c) The HR department formulates the induction program for the new staff in consultation with the concerned EDs/GMs and after discussions with the EDs/GMs of other departments based on the time they can allot for training the new staff. The induction program shall commence within a week of a new entrant joining the services. The duration of the program shall vary, depending on the job position, grade, Seniority, qualifications and work experience of the new staff. For a senior staff, 1 – 2 weeks induction (on a part time basis) may well serve the purpose, while in the case of a campus trainee, a 6- month classroom induction



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program (on a full time basis) shall be the required time for briefly acquainting him on various functional areas.

(d) Induction training shall be given to all new recruits in the Company.

(i) On the job training

Induction training shall be followed by "on the job" training.

(ii) In house courses

The Company shall train its Personnel also through in-house courses.

(2) External Training

To improve technical, professional, managerial / supervisory and language skills, external trainings can be provided to the Personnel in the form of:

(i) Courses within the country at local institutes.

(i) Overseas courses

Training needs analysis to be part of yearly performance appraisal report of a personnel and the same needs to be separated and shared with training department.

The ultimate goal of training is to improve Personnel's levels of efficiency and accountability which would result in enhanced customer satisfaction through reduction in cost of delivered power, supply of reliable and quality power.

70. Training Calendar

A training calendar consisting of schedules of in-house and external trainings shall be issued by the Corporate Office at the start of each year.

71. Mentoring

Mentoring links an experienced Personnel with a non-experienced Personnel to facilitate the

(1) personal and professional Growth of the latter

Mentoring shall be used in special conjunction with the training, special assignments, cross

(2) trainings, and other learning opportunities to integrate the Personnel into the workforce.

72. Higher Education Policy

(1) Personnel are encouraged to enhance their professional qualifications to meet their aspirations. The organisation stands benefited by the knowledge acquired by its Personnel. The Personnel should have worked in the Company for a minimum of three consecutive years with a performance rating of minimum B to become eligible.

(2) Interested Personnel need to send in their nominations to the corporate HR office with the following details:

- (a) Name of the Institute and its list of credentials and affiliation
- (b) Name of the degree/ diploma/ Certification
- (c) Duration of the course
- (d) Course fees
- (e) Personnel Funded/ Company Funded
- (f) Copy of admission letter of the applied college

(3) Company Funded

- (i) On receiving Personnel nominations for a course the mentioned details need to be vetted. The college and course discussed needs to be among the list of recognized colleges and courses by the Company. Once all the details are vetted the Company can decide and approve the application for Company funded course based on the following
- (ii) The provisions for Higher Education in the year's training budget is not utilized completely and the same can accommodate the course cost
- (iii) Personnel's absence from duty during the tenure of the course shall not affect the working i.e. a replacement can be arranged to the defined post
- (iv) Personnel is not under PEP or does not have any pending Disciplinary Process
- (v) Personnel have been a above average performer for the past 3 years
- (vi) In case the application is been approved the Personnel shall be requested to sign a service bond including following clauses
 - (a) Personnel shall be required to serve the Company for a defined period of 5 years.
 - (b) In case the Personnel wants to cancel the bond s/he shall be required to Pay a defined amount to the Company, so that the expenses the Company has incurred can be adjusted

(4) Personnel Funded

- (i) In case the Personnel wishes to fund the course on their own they need to mention the same in the application. The application shall be scrutinized by the HR team. In case the application is approved the Personnel shall be intimated of the same.


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- (ii) In case the application has been approved, the Personnel shall be requested to sign a service bond including following clauses
- (iii) Personnel shall be required to serve the Company for a defined period of 5 years
- (iv) In case the Personnel wants to cancel the bond s/he shall be required to Pay a defined amount to the Company, so that the expenses the Company has incurred can be adjusted
- (v) During the course tenure the Personnel shall be entitled to education allowance which shall be kept at 50% of the last basic drawn by the Personnel.
- (5) **Progress Report:** The personnel on higher education is required to share their performance scores or grades to the company on a periodic basis (atleast twice a year). The Competent Authority shall review and record the academic progress report and take any necessary actions if required
- (6) The Company shall sponsor correspondence or part time courses for its Personnel in case it is deemed necessary by the Management.
- (7) **Note:** *During the tenure of higher education the Personnel's Seniority shall be maintained however he/she shall be given a rating for this period which shall be averaged out as per his previous year's ratings in the Company. The Personnel shall be eligible to apply for study leave during the course tenure as per the Company's "Leave Policy"*

7.1. Job Rotation

- (1) Personnel shall be required to work under various functions or locations to provide them with an all round exposure so that they would be technically equipped to occupy higher positions in the Company. The various roles or positions held by the Personnel shall be a significant determinant for his/ her promotion opportunities.
- (2) Personnel shall also be encouraged to take up tasks in the interest of the Company in addition to their normal duties and responsibilities which would play a significant role in determining their future roles.
- (3) During the first 5 years of service with the Company at the entry level, a Personnel shall be required to work across locations and functions.

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CHAPTER 9

TRANSFER POLICY

74. Provisions

NOTE:

The provisions of the transfer policy under these Human resource policy shall be notified separately.

CHAPTER 10

PERSONNEL FEEDBACK

75. Purpose

The purpose of this policy is to lay down the redressal mechanisms for the Personnel of the Company so that the Personnel are an integral part in the efficient functioning of the Company.

76. Suggestion Scheme

- (1) The scheme aims at utilizing the creativity and innovative thinking of the Personnel who aspire to improve existing practices and suggest practical solutions and ways to implement the same.
- (2) Any Personnel, individually or in a group of up to 5 members, can participate in the scheme. Suggestions for improvements are required to be emailed or submitted in Hard Copy (2 copies) to the HR department in Corporate Office. The participant shall be provided an acknowledgement of the same (1 hard copy shall be stamped and signed as acknowledgement and returned).
- (3) The suggestions shall be evaluated by a committee and the acceptance or rejection shall be communicated to the Personnel.
- (4) A reward shall be announced by the management for any suggestions that are implemented.

77. Whistle Blower

(1) Policy

- (i) The company has devised this policy to cover the disclosure of the genuine concerns that any of the Company's personnel may have about suspected shortcomings, malpractices or corruptions within the company. The malpractices, corruptions or shortcomings may


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be related to breach/disregard to the Company's rules and regulation in the matter of

- (a) Procurement of materials
- (b) Pilferage of equipments and materials
- (c) Accounting irregularities
- (d) Jeopardizing/endangering the safety, health and life of men and equipments

(ii) **Note:** The matters, subjects and issues being dealt and decided at the corporate level of the Company shall not be covered.

(iii) The disclosure is to be made in the interest of the company only and to prevent the name or the image or the esteem of the Company being lowered in the public eye. Genuine disclosure shall be the one where it is the reasonable belief of the person making the disclosure that malpractice, corruption or breach of the rules and regulation has been or is taking or is likely to take place.

(iv) The person making disclosure shall be protected against victimization in any form. But such shall have to satisfy the conditions of good faith ie,

- (a) The disclosure is made only in the interest of the company and to prevent the name or the image or the esteem of the Company being lowered in the public eye and not with the purpose of seeking vengeance or malice or settle score
- (b) The person reasonably believes that he would be victimized if he raises the matter with his immediate superiors
- (c) The person reasonably believes that the evidence is likely to be concealed or destroyed.
- (d) The matter is of an exceptionally serious nature

(v) The person making disclosure if he thinks that he is in need of advice before making disclosure, shall contact the competent authority in the office of the Ombudsman.

(vi) It shall be assured that the officers making investigation only shall know the identity of the person making the disclosure. There shall be circumstances however in which it may be necessary to reveal the identity but in such circumstances all the reasonable steps shall be taken to protect such person from victimization or harassment.

(2) Procedure

- (i) Disciplinary action shall be taken against anyone deliberately making false and malicious allegations or if it is established that the disclosure were made to seek vengeance or settle scores or with malice.
- (ii) A disclosure shall be made to the competent authority who shall forward it to the

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Ombudsman provided that he is satisfied that the disclosure be prima facie correct and that it has been raised in the interest of the company and that the disclosure is not to seek vengeance or to settle score.

- (a) If the disclosure related to the General Manager then it shall be made to the competent authority in the office of Ombudsman
 - (b) If the disclosure relates to Executive Director then it shall be to the competent authority in the office of the MD.
 - (c) If the person intending to make disclosure does not want to make the disclosure to any of the designated officers for reasons to be stated then the matter to be raised directly with the competent authority in the office of Ombudsman
- (iii) The competent authority in the office of the ombudsman shall make the investigation. The ombudsman shall inform the administrative head of the office affected. The officer shall contact the officer against whom the disclosure has been made and obtain his comments. The officer shall also obtain all the necessary information from any office relating to matter under investigation.
- (iv) If absolutely necessary the person making disclosure shall be asked by the competent authority to accompany him to places or the offices as shall be decided.
- (v) The competent authority shall submit his report within two months of the case being registered in the office of the ombudsman. He shall clearly state in the report whether any or all allegations made in the disclosure are established and whether there is need to make changes in the existing system, practice or procedures so as to avoid the possibility of reoccurrence of shortcomings, lapses, irregularities or malpractices as may have emerged in the investigation
- (vi) The competent authority shall not make any recommendations based on his investigation with regard to action to be taken by any defaulting officer/ official. The gist of the report shall be conveyed by the office of the ombudsman to the person making disclosure. The report of the competent authority along with the recommendations of their ombudsman shall be forwarded to the MD for further action as shall be considered necessary by the MD
- (vii) The ombudsman shall be informed of the action taken on the report in a reasonable period.

78. Grievance Redressal

(1) Personnel grievances can be clubbed in to following categories:

- (i) Administration
- (ii) Appraisal
- (iii) Communication

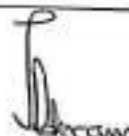

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- (iv) Wages
 - (v) Finance
 - (vi) Policy matters
 - (vii) Transfers and Postings
 - (viii) Rewards
- (2) Any grievance raised should be in one of the above categories. Grievances can be raised in any of the two formats:
- (i) Oral
 - (ii) Written

Table 6 Grievance redressal mechanism in the Company

Grievance Steps	Grievance Resolution Levels	Grievance Format
I	Reporting Personnel	Grievance can be raised orally and the reply shall be given • by the supervisor orally
II	Reviewing Personnel	Grievance can be raised in format specified <u>Refer to Annexure II</u> specifying the relief sought. The reviewing • Personnel shall reply to this in writing
III	Accepting Personnel	• In case the Personnel is not satisfied with step 2, s/he can seek relief from the Accepting Personnel. The Accepting Personnel shall give a written reply to this grievance
IV	Grievance Cell	• In case the Personnel is not satisfied under step 3, the Personnel can make a request in the format specified <u>Refer to Annexure II</u> and submit to the Grievance Cell. The grievance cell shall take a decision and communicate it to the Personnel.


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79. Personnel Helpdesk

- (1) The Personnel helpdesk is provided to answer all queries related to Administration, Finance and HR. Personnel can call the nearest HR office to lodge Complaints or queries. The Personnel shall be provided with a reference number for his/ her query.
- (2) These queries shall be directed to the specific departments and the Personnel shall be provided with a suitable response within 10 working days.
- (3) The Personnel can also get the status of the Complaint by calling the specified number.

80. Meet the MD

Any Personnel, who feels that his/ her concerns are not being addressed by the concerned departments, can take up the matter directly with the MD by taking prior appointments from MD's Office.

CHAPTER 11**SEPERATION****81. Purpose**

The purpose of this policy is to lay down the Personnel's separation policies

- (1) Resignation
- (2) Termination
- (3) Suspension

82. Resignation

The resignation of a Personnel from the service of the Company shall be accepted by the Competent Authority and it shall take effect from:

- (1) The date on which s/he is relieved of his/ her duties, in pursuance of acceptance if the Personnel is on duty
- (2) The date of communication of acceptance to the Personnel or from the date of expiry of leave, as per the orders of the Competent Authority if the Personnel is on leave
- (3) The date of communication of acceptance to the Personnel or from other date, as the authority shall specify for all other cases
- (4) No withdrawal of resignation by a Personnel shall be permitted except with the specific sanction of the Competent Authority after the date of its actual acceptance.

- (5) If a Personnel resigns, s/he shall forfeit not only his/ her service rendered in the post held by him at the time of resignation but all his/ her previous service in the Company.
- (6) If an Personnel has resigned and is re-appointed to any service in the Company it shall be treated as first appointment to such service by direct recruitment and on such reappointment s/he shall not be entitled to count any portion of his/ her past service for any benefit under these rules unless the Company directs otherwise.

83. Termination

The Company shall be justified in terminating the services of Personnel, without service benefit and notice Pay, in the following cases:

- (1) Acts of Misconduct
- (2) Violation of the Company's code of conduct
- (3) If a Personnel is imprisoned for any period on being found guilty for any act of Misconduct
- (4) Any act of a Personnel, which resulted in heavy financial loss to the Company.
- (5) If a Personnel divulges official secrets causing damage to the Company.
- (6) In case of termination of Personnel, Company holds the right to stop any Payments – encashment of leave etc towards the Personnel.

84. Suspension

- (1) A personnel of a group or service may be placed under suspension from service where
 - (i) An enquiry into grave charges levelled against him is contemplated
 - (ii) A Complaint against him of any criminal offence is under investigation or trial
 - (iii) A personnel who is determined in police custody whether on a criminal charge or otherwise, for a period longer than forty eight hours
- (2) Where a penalty of dismissal, removal or compulsory retirement from service, imposed upon a personnel is set aside on an appeal or on review but the case is remitted for further inquiry or action.
- (3) **Note:** The Competent Authority to order such fresh enquiry, shall in the order setting aside whether it is necessary to keep the personnel under suspension and if so
 - (i) if the personnel is not reinstated to duty, he shall be deemed to be continuing under suspension till finalization of the case.
 - (ii) If the personnel is reinstated on duty setting aside the punishment, then the authority shall



communicate to the personnel concerned the reasons for ordering further enquiry

- (4) Where a penalty of dismissal, removal or compulsory retirement from service imposed upon an personnel of the Company is set aside or declared or rendered void in consequence of or by a decision of a court of law, the Disciplinary Authority, which imposed the punishment, on the consideration of the circumstances of the case, shall file an appeal on the judgement and till the appeal is disposed off by the court, the personnel shall be deemed to be under suspension until further orders.
- (5) An order of suspension made or deemed to have been made at any time may be revoked by the Competent Authority issuing the order or by any higher authority. However the reasons for revocation shall be recorded.

85. Notice Period in case of resignation or termination of employment

- (1) During the training period, either party can terminate the employment without assigning any reason whatsoever, by giving one month's notice or one month's stipend in lieu of notice, to the other party. The Executive Trainee shall also be liable to Pay the applicable bond amount in case s/he terminates employment during the training period.
- (2) During the probationary period, the personnel can terminate the employment, by giving three months' notice or three months' Pay in lieu of notice, to the Company. In such a case the Personnel and the Surety shall be, jointly or severally, liable to Pay the applicable bond amount as notified in the Service Agreement Bond. The Company can terminate the employment, by giving one month's notice or one month's Pay in lieu of notice, to the Personnel.
- (3) On confirmation, a personnel can terminate the employment, by giving three months' notice or three months' Pay in lieu of notice, to the Company. The Company can terminate the employment, by giving one month's notice or one month's Pay in lieu of notice, to the Personnel.
- (4) In case the terms and conditions of offer letter have different time lines for notice period, service bond etc. the same shall override the aforementioned clauses.
- (5) The Company can ask a Personnel to serve his/ her entire notice period
- (6) Deduction of any outstanding – loan, advances etc. shall be done before relieving the personnel

86. Reinstatement

- (1) A Personnel, terminated on the grounds mentioned above shall be reinstated on receiving satisfactory evidence
- (2) A Personnel who resigned due to unavoidable personal problems or was terminated due to unauthorized absence shall be reinstated provided the previous employment record was averaged at a performance rating of B and a six month period (this period shall not be mandatory and shall be flexible on individual case basis) has elapsed since such

resignation/termination. Reinstatement of Personnel shall be subject to passing the written test/ interview and vacancy for that level. S/He shall have to produce the valid evidence to justify reason for the prior resignation.

- (3) Any re-instatement is subject to MD's approval.
- (4) Where a Personnel is arrested by the Police and later certified as not guilty, the Personnel might be reinstated.

87. Death of a Personnel

In the event of death of a Personnel, the employment automatically becomes null and void. All end of service benefits that are Payable to the Personnel shall be paid to the next of kin or beneficiaries as per the rules and service.

88. Exit Process

- (1) Before leaving the services of the Company, every Personnel shall return all property, equipment, tools belonging to the Company issued or lent to him in connection with his/ her employment in the Company. The cost of such property, equipment or tools not so returned shall be liable to be deducted from his/ her Pay or the amount due to him or recovered otherwise
- (2) A No Objection Certificate (NOC) is to be submitted by the Personnel duly signed by his/ her supervisor, different concerned department and HR to ensure that the Personnel has completed all his/ her responsibilities.
- (3) On submission of no objection certificate to the concerned authority a relieving letter shall be issued to the Personnel on his/ her last working day. On the Last working day (LWD) the Personnel need to submit their permanent residential address, internet mailing address and bank accounts number to the concerned authority for any future correspondence and full and final settlement details
- (4) In case of non submission of NOC before the LWD all Payments and experience certificate of the Personnel can be withheld by the Company
- (5) Experience Certificate and EPF letter shall be sent to the Personnel residential address as mentioned by them within 3 months from their last working day
- (6) **Full and Final settlement:** This amount shall be credited to Personnel's mentioned bank account within 3 months from their last working date. The full and final settlement shall consists of the following
 - (i) Last working month's salary
 - (ii) Leave encashment (in case of pending Earned Leaves)



89. Exit Interview

- (1) The Company shall carry out Exit Interviews for the departing Personnel in order to take their feedback about the Company and tap other valuable inputs, including the reasons for resignation. The exit interview data shall be helpful in taking any corrective or preventive action that shall be necessary to reduce the Personnel turnover.
- (2) Exit interviews shall be carried out by HR Department for Personnel of all other departments. For any departing Personnel of HR Department, exit interview shall be carried out by any other departmental head.

Refer to Annexure III



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**SECTION III - MISCONDUCT, DISCIPLINARY ACTION
AND PENALTIES**

A handwritten signature in black ink, appearing to read 'V. Ram', is positioned above the typed name.

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CHAPTER 12

MISCONDUCT

90. Purpose

The purpose of this policy is to lay down the procedures for Personnel Misconduct and the disciplinary action, code of conduct and the disciplinary procedures in the event of any act of Misconduct.

91. Categories of Misconduct

Misconduct shall be defined under two categories. It constitutes, but shall not be limited to, the following acts:

(a) Category I Misconduct

- (1) To make representation direct to Ministers of State or Central Government or any member of any Legislature or to the Directors of the Company except through proper channel.
- (2) To accept or permit any member of his/ her family to receive from any person any Gift or favor of service which shall keep him under official obligation or embarrassment.
- (3) To receive any public address or accept any felicitation or entertainment in his/ her honor.
- (4) To enjoy the hospitality or receive any Gift from any person or Company having business dealings with the Company.
- (5) To engage himself or through others in the business of money lending or lend or borrow money.
- (6) To engage himself directly or indirectly in any trade or business or undertake any employment for remuneration (Honorary work of social or charitable in nature, work of literary, artistic or scientific character can be taken up provided it does not interfere with his/ her official duties)
- (7) Except with the previous sanction of Competent Authority to give evidence in connection with any enquiry conducted by any person, committee or authority except in the following cases:
 - (i) In an enquiry conducted by an authority appointed by the Company or State or Central Government.
 - (ii) In any judicial enquiry; or
 - (iii) Departmental enquiry
- (8) To take part or associate with any political party or organization including canvassing

- (9) To have recourse to any court or to the press for the vindication of his/ her official acts.
- (10) To bring or attempt to bring any political or other outside influence or through a Director of the Company to bear upon any superior authority to further his/ her interests in respect of any matter pertaining to his/ her service in the Company.
- (11) To deliver or broadcast a speech or talk on any subject without the prior sanction of the Company except on those of literary, artistic or scientific character.
- (12) No Personnel who has a spouse living and whose marriage is subsisting shall contract another marriage notwithstanding that such subsequent marriage is permissible under the personal law for the time being applicable to the Personnel.
- (13) To participate in any strike or other concerted action or incitement thereto intended to hold up the work or put pressure on the management.
- (14) To indulge in any of the following activities:
 - (i) Absence from duty or work without permission.
 - (ii) Deliberate neglect of duty, to go on fast or a hunger strike with the object of compelling any superior authority or the Company to take or withdraw any official action or decision.
 - (iii) To participate in a concerted or organized refusal to receive emoluments.
- (15) Non compliance of rules or orders as shall be specified.
- (16) To participate in any demonstration which is against the sovereignty and integrity of the Nation or against public interest.
- (17) To commit theft, fraud or dishonesty in connection with the business or property of the Company.
- (18) Theft, Fraud or dishonesty with the property of another person within the premises of the Company.
- (19) Fraud, Dishonesty and Offences under Cyber laws leading to misrepresentation, breach of confidentiality and privacy.
- (20) Destroying, cancelling or altering or causing others to destroy, cancel or alter confidential computer programme including computer command, design and layout, computer system and computer network, etc.
- (21) To fight, riot or to behave disorderly or indecently in the premises of the establishment.
- (22) To chit-chat or loiter in the premises of duties during working hours.

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- (23) Holding meetings without prior permission of the concerned authority.
- (24) Gambling within the premises or conducting or participating in or promoting any unauthorized raffle, lottery, and benefit performance.
- (25) Sleeping while on duty in the office or work spot.
- (26) Spreading rumors about the Company or its Personnel.
- (27) Conviction in any court of law for any criminal offence involving moral turpitude .
- (28) Giving false information pertaining to himself or in respect of the following matters:
 - (i) Giving or taking or abetting the giving or taking of dowry.

OR

- (ii) Demanding directly or indirectly from the parents or the guardian of a bride or bridegroom, as the case may be in dowry.
- (29) Breach of rules and regulations of the Company.
- (30) Failure to exercise sufficient control and supervision on the subordinate staff resulting in general inefficiency.
- (31) Failure to exercise the powers delegated
- (32) Any other act or omission which may be considered by the Company for any reason as unbecoming act or omission on the part of a Personnel.
- (33) Un-authorized use or occupation of the Company's quarters/land or other movable or immovable property.
- (34) Refusal to accept any order or notice communicated in writing.

(b) Category II Misconduct

- (1) To join or continue to be a member of any association or Union, the objects of which are prejudicial to the interests of the Country, Company or to the public.
- (2) To ask for or accept or in any way participate in raising of money.
- (3) To ask for or accept or in any way participate in the raising of any subscriptions or pecuniary assistance in pursuance of any object whatsoever without the prior permission of his/her supervisor
- (4) Securing or causing others to secure unauthorized access to any confidential electronic communication of the Company or misuse of the electronic communication of the Company

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- or the computer system or network which may cause damage to the Company.
- (5) Publishing, transmitting or causing to publish in electronic form any material, which appeals to prurient interest and unauthorized passing of information from electronic media
 - (6) To smoke except in the smoking areas, while on duty.
 - (7) To take intoxication drinks or drugs or to be under the influence of such drinks or drugs while on duty.
 - (8) Habitual late attendance or absenteeism without leave or sufficient reason.
 - (9) To cause willful damage to work-in-progress or to any property of the Company.
 - (10) To display, exhibit, or use in the premises or work spot any newspapers, hand bills, pamphlets, etc. or loud speakers without prior permission of the management.
 - (11) To do anything which shall qualify as sexual harassment. Sexual harassment shall include the following among other, indecent activities:
 - (i) Physical contact and lecherous behavior
 - (ii) Demand or request of sexual consent
 - (iii) Showing pornographic literature.
 - (iv) Any other indecent physical, verbal or gestural conduct or lecherous nature.
 - (12) Viewing obscene material/scene and involving oneself in indecent chatting/communication through the electronic communication/ computer system of the Company.
 - (13) Making allegations against another Personnel/ key officials/ Company's Directors/MD. Use of insolent or impertinent language in any official dealing/correspondence or in any representation including appeal or in any forum/meeting.
 - (14) Failure of the Personnel to comply with the terms and conditions associated with the loan/advance granted to him under the Company's Rules.
 - (15) Violation or non-compliance with the Company's Rules /Policies /Manuals/Circulars/ Notices/ expressed instructions.
 - (16) Writing of anonymous letters, addressing appeals or representations to any person other than the appropriate or Appellate Authority and forwarding advance copies of appeals or representation to any other person outside the Company.
 - (17) Refusal to work on Holidays or on Sundays or beyond working hours when notified/directed to do so in the exigencies of Company's interest

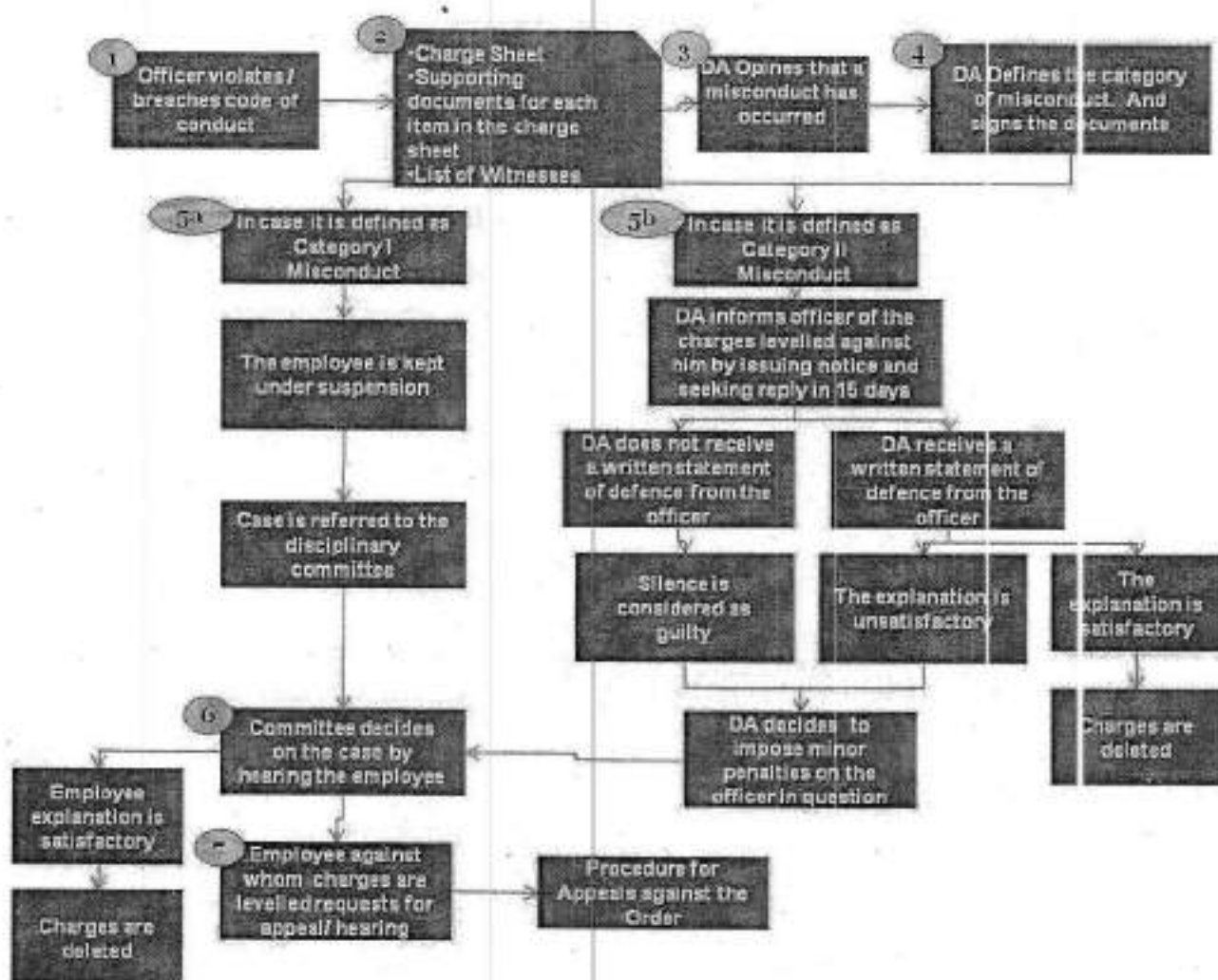
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Note: Central Civil Services (Classification, Control and Appeal) Rules, 1965 shall be applicable to all Company Personnel and any changes in the same shall be incorporated by the Company from time to time.

CHAPTER 13

DISCIPLINARY PROCEDURES

92. Process



(1) Step 1: Misconduct has occurred.

(2) Step 2: Charge sheet is prepared and supporting document and list of witnesses are prepared and their statements are recorded

(3) Step 3: Analyzing the evidences, Disciplinary Authority opines that Misconduct has occurred

(4) Step 4: Disciplinary Authority defines the category of Misconduct and signs the documents

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- (5) **Step 5:** In case of Category I Misconduct, Disciplinary Authority decides it to refer it to the disciplinary committee. For that period of enquiry s/he may be put under suspension if required. In case of Category II Misconduct, s/he issues notice to the Personnel seeking reply within 15 days considering letter delivery time of 3 days.
- (6) **Step 6:** Representation
- (7) **Category I Misconduct:** The case is referred to disciplinary committee and Personnel is given a chance to represent. In case the Personnel fails to be present at the date of hearing suitable punishment is decided by the disciplinary committee and imposed.
- (8) **Category II Misconduct:**
- (i) Representation is not received, silence on the part of the personnel shall make him/her guilty of the charges and suitable punishment is imposed
 - (ii) Representation received is satisfactory, the charges are removed
 - (iii) Representation received is unsatisfactory, suitable punishment is imposed as decided by the Disciplinary Authority.

(9) **Step 6: Disciplinary Committee**

The composition of Disciplinary Committee shall be decided as per the Delegation of Power

- (i) **Category I:** The disciplinary committee reviews the case, evidence, suspect's statement and explanation. In case any evidence is pending or case needs further investigation disciplinary committee shall decide to give a future date for next hearing of the case. In case the evidence is satisfactory and charges levelled on the Personnel are correct suitable punishments are imposed. However in case the charges levelled on the Personnel are false the Personnel is reinstated and all charges levelled are dropped.
- (ii) **Category II:** The charges imposed to the Personnel by Disciplinary Authority are not accepted by them, the Personnel can request the case to be reviewed by Disciplinary Committee. The Disciplinary Committee reviews the case and evidences. It shall ask the suspect to be present for next hearing post review of the case. In either case the disciplinary committee shall decide and impose suitable punishment.

(iii) **Note:**

- (a) *In case of Category I Misconduct, the committee takes the decision in two months.*
- (b) *In case of Category II Misconduct the committee discuss the issue in next scheduled meeting.*

- (10) **Step 7:** Personnel may appeal against the levelled charges within 3 months of imposition of penalties


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- (i) **Note:** *The decision of the Disciplinary Committee is final*
- (ii) The Company shall be justified in terminating the services of Personnel, without service benefit and notice Pay, in the following cases:
- (a) Acts of Misconduct
 - (b) Violation of the Company's code of conduct
 - (c) If a Personnel is imprisoned for any period on being found guilty for any conduct at the place of duty
 - (d) Any act of a Personnel, which resulted in heavy financial loss to the Corporation.
 - (e) If a Personnel divulges official secrets causing damage to the Corporation.
 - (f) In case of termination of Personnel Company holds the right to stop any Payments – encashment of leave, etc towards the Personnel.

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CHAPTER 14

PENALTIES

Penalties would be minor or major in nature depending upon the gravity of Misconduct as decided in the enquiry.

93. Minor Penalties

Reduction in the final points of the Personnel, in the particular year when the enquiry

(1) gets finished.

Recovery from Pay or such other amount as may be due to him, of the whole or part of

(2) any pecuniary loss, caused to the Company by negligence or breach of orders.

Withholding of annual increment in the particular year after the enquiry gets finished

(3) without cumulative effect

94. Major Penalties

(1) Reduction to a lower grade or post or to a lower stage in a time scale: While ordering the punishment of reduction to a lower grade or post, the Disciplinary Authority shall indicate

(i) the stage in the time-scale (in terms of rupees) to which the Personnel is reduced; and

(ii) the date from which it shall take effect.

(iii) Dismissal from service;

(2) Removal from service which shall not be a disqualification for future employment.

(3) Withholding of annual increment in the particular year after the enquiry gets finished with cumulative effect



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ANNEXURES

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Annexure I Growth Opportunities

(1) Engineering and Managerial Cadres

Table 7 Proposed engineering and managerial cadres and their subsequent Vacancy Filling Criterion

Classi- fication	Scale	Engineering Cadres and their equivalent	Vacancy Filling criterion	Managerial Cadres and their equivalent (HR/F&A/IT)	Vacancy Filling criterion
Group A	PB-4	Executive Director (Technical)	Promotion/ Deputation	Executive Director	Promotion/ Deputation/ Lateral Hire
	PB-3	General Manager (Technical)	Promotion/ Deputation	General Manager	Promotion/ Deputation/ Lateral Hire
	PB-3	Dy.General Manager (Technical)	Promotion/ Deputation	Dy. General Manager	Promotion/ Deputation/ Lateral Hire
	PB-2	Manager (Technical)	Promotion/ DR/ Deputation	Manager	Promotion/ Deputation/ Lateral Hire
Group C	PB-2	Deputy Manager (Technical)	Promotion/ DR / Deputation	Dy. Manager	Promotion/ Deputation/ Lateral Hire
	PB-1	Assistant Manager (Technical)	Promotion/ DR/ Deputation	Asstt. Manager	Direct Recruitment/ Promotion

**For IT wing the senior most position shall be that of the General Manager (IT) as and when sanctioned posts exists.*



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(2) Group C & D Technical (non engineering) and Non technical cadres

Table 8 Proposed Group C & D (Technical and Non technical) cadres and their subsequent eligibility criterion

Specialization for Group C & D Technical and Non Technical Staff

Technical (O&M)

Classification	Scale	Cadres	Vacancy filling Criterion
Group C	PB-1	Hd.Technical Assistant (O&M)	Promotion
	PB-1	Technical Assistant(O&M)	Promotion
Group D	-1S	Jr.Technical Assistant(O&M)	Direct Recruitment

Technical (Stores)

Classification	Scale	Cadres	Vacancy filling Criterion
Group C	PB-1	Hd.Technical Assistant (Stores)	Promotion
	PB-1	Technical Assistant(Stores)	Direct Recruitment



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Commercial			
Classification	Scale	Cadres	Vacancy filling Criterion
Group C	PB-1	Collection Asstt.	Promotion
	PB-1	MR cum BD	Direct Recruitment
	PB-1	Bill Asstt.	Direct Recruitment
Non-Technical (Estt.)			
Classification	Scale	Cadres	Vacancy filling Criterion
Group C	PB-1	Establishment Asstt.	Promotion
	PB-1	Jr.Estt.Asstt.	Promotion/ Direct Recruitment
Group D	-IS	Office Asstt./ Watchman cum Cleaning Asstt.	Direct Recruitment



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Annexure III Exit Interview Format

Personnel Name					
Personnel Code					
Designation					
Posting-Location					
Department					
Supervisor					
Assigned HR					
Please rank the reasons (grades 1 to 5) for leaving the Company in the order of significance. (Grade 5 for the most significant reason & 1 for least significant reason)	_____ a)Salary		_____ f)Future Prospects		
	_____ b)Work Pressure		_____ g)Higher Education		
	_____ c)Company Policies		_____ h)Company Culture		
	_____ d)Relationship with immediate Supervisor				
	_____ e)Others (Please Specify)				
Evaluation Elements	Excellent	Good	Fair	Weak	Remarks/ Suggestions
1.Policies of the Corporation in general					
2. Work Environment					
3. Salary Commensurate to the work					
4. Salary as compared to other Cos.					
5. Other benefits					
6. Level of Training					
7. Infrastructure available for work					
8. Performance Evaluation System					
9. Promotion Opportunities					



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10. Opportunities to use skills					
11. Managerial Co-operation					
12. Co-operation from Colleagues					
13. Level of encouragement from Co.					
14. Job Security and comfort level					
15. Fairness in Personnel Treatment					
General Feedback					


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