



Chinthareddypalem, Nellore - 524003, A.P.  
Ph No: 0861-2317969 | Fax: 0861-2311968.  
Recognized by Indian Nursing Council and A.P. Nurses & Midwives Council  
Affiliated to NTR University of Health Sciences, A.P. Vijayawada.  
Accredited by "International Accreditation Organization (IAO)"  
website: www.narayanannursingcollege.com || e-mail: narayana\_nursing@yahoo.co.in

## 6.2.1

### Organization Structure

The organizational structure of Narayana College of Nursing is at various levels, and certain key responsibility areas have been identified and delegated by the Head of the Institution to the Heads of the departments and the Chairpersons of academic and administrative committees. The Curriculum Committee is the highest authority on all academic issues. Internal Quality Assessment Cell, through various committee activities, regular meetings, and follow-ups, ensures that teaching and learning quality and governance are maintained to the highest standards that are reasonably practicable. The Nursing education unit ensures continuous faculty development and implementation of updated teaching learning strategies. Research advisory committee facilitates research promotion. Maintenance committee ensures infrastructure maintenance. Student council serves as a platform for implementation of student support activities. Students representations are in various committees. Members of the teaching staff, non-teaching staff, and students make up the Participatory Management-subcommittee for the various functional activities. It entails the staff's participation in the planning of the college's various programmes. There is a system in place for performance evaluation.

*A. Indira*

**PRINCIPAL**

Principal

NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003

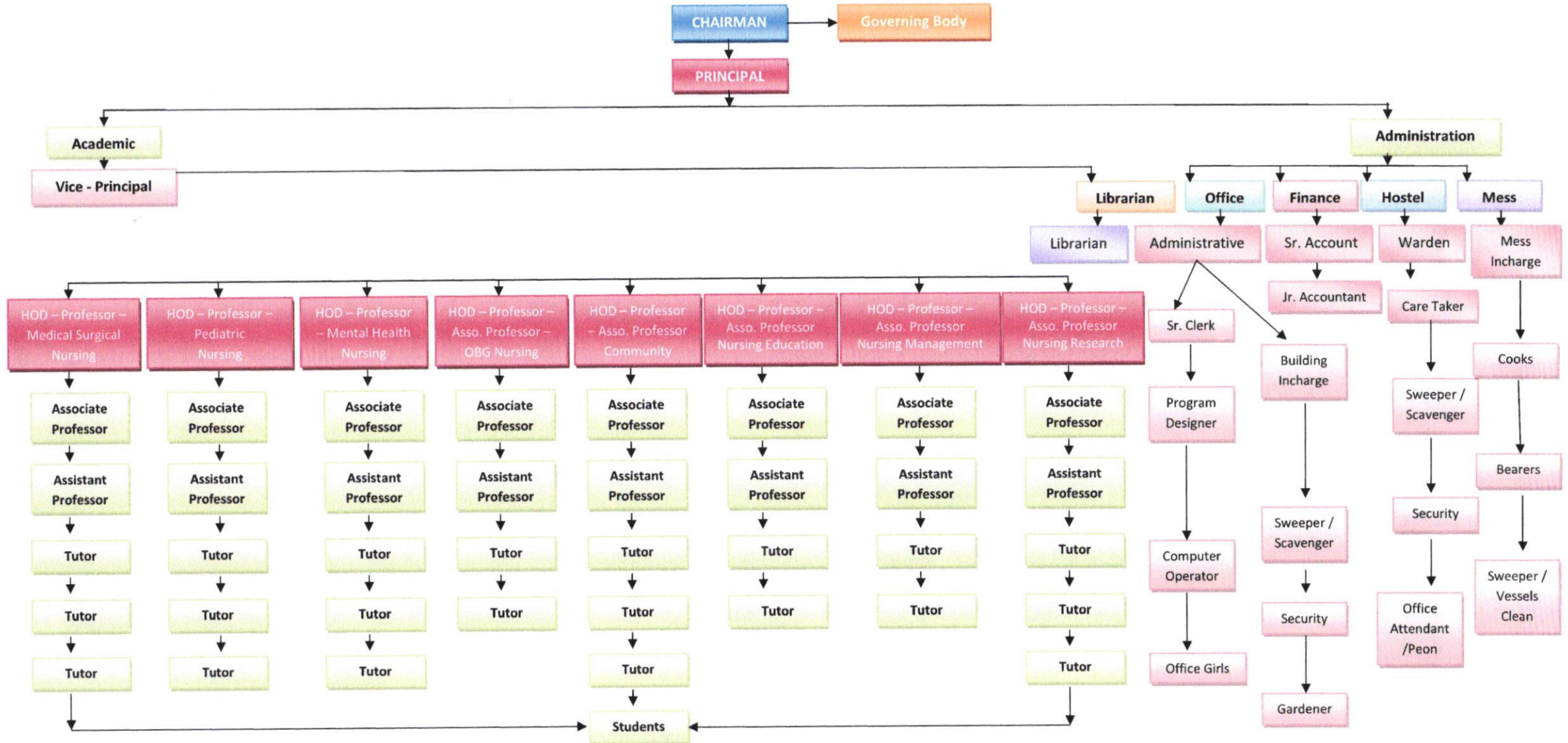
*B. Anuj*

Principal

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## Organogram of Narayana College of Nursing, Nellore.



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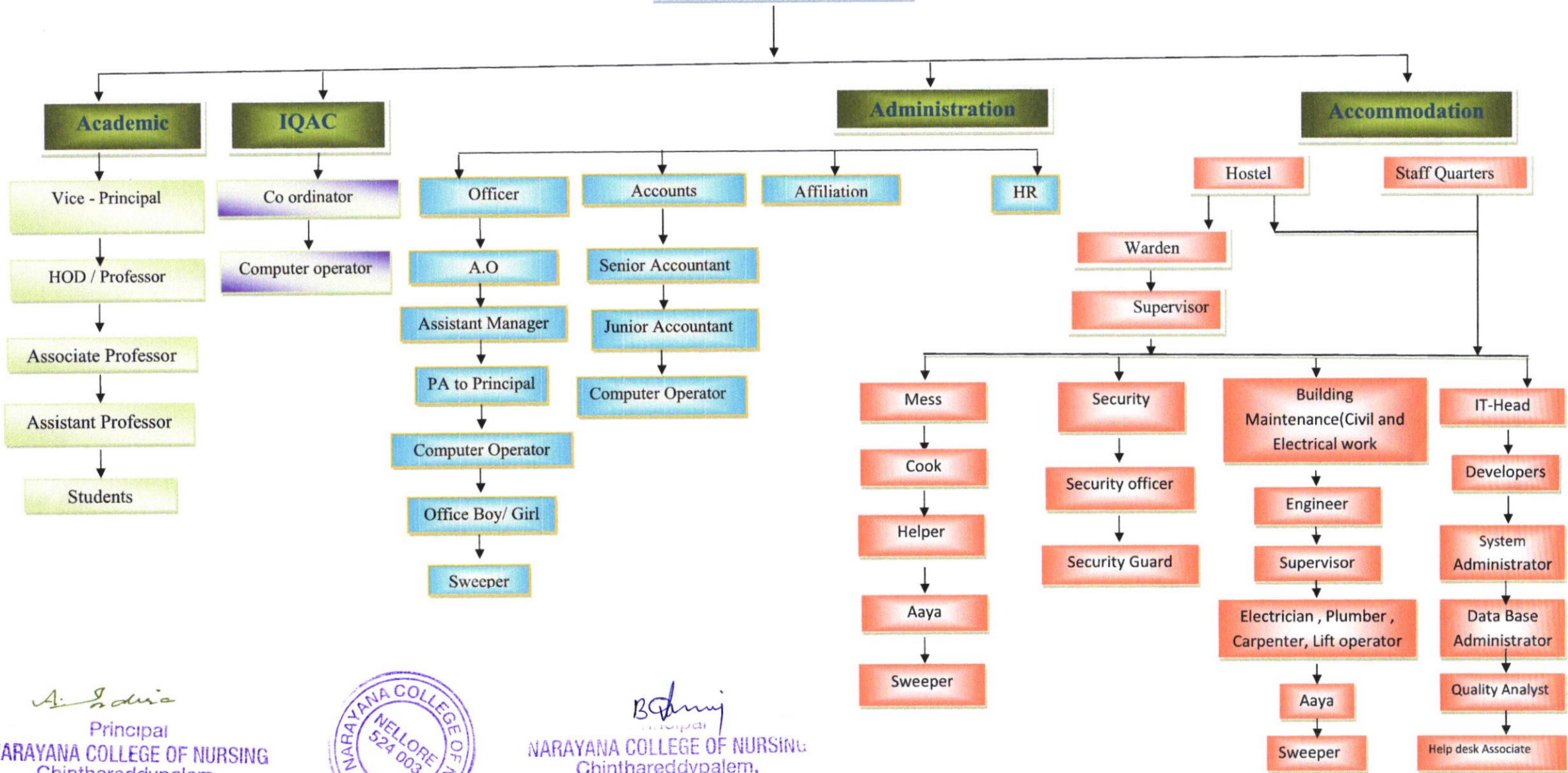


*A. Indira*  
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Chairman Managing Trust  
Governing Council

PRINCIPAL

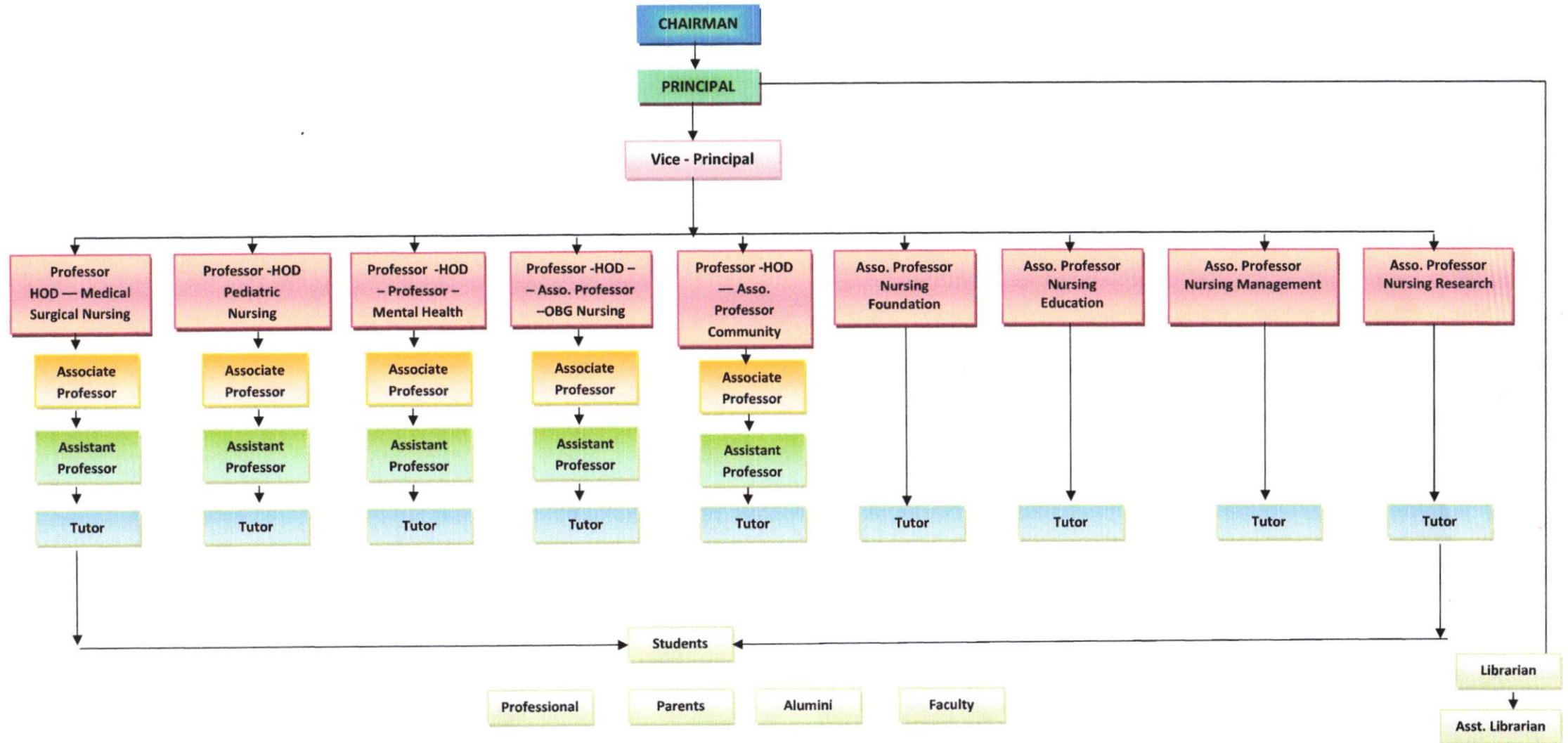


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*B. Chinnij*  
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## Decentralized and Participatory Management – ACADEMIC – Narayana College of Nursing, Nellore



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### STRATEGY DEVELOPMENT AND DEPLOYMENT 2021-2022

CRITERIA	PLAN OF ACTION	IMPLEMENTATION
Teaching-learning	To conduct Value-added and Add on courses	Value-added course-5 Add on courses-2
	To plan and conduct 4 <sup>th</sup> international Conference	Clinical Sequelae of COVID-19 'Womb to Tomb. 1 <sup>st</sup> webinar(16 &17 <sup>th</sup> June-2021) 2 <sup>nd</sup> webinar( 14&15 <sup>th</sup> July-2021) 3 <sup>rd</sup> webinar (18 &19 <sup>th</sup> August-2021)
Research & Innovation	To Publish book for question bank.	Question bank for first year Bsc (N) -2021 ISBN-978-93-91538-80-4 Mechanical Ventilator-2021 ISBN-978-620-4-21397-2
	To increase Publication in high impact factor journals.	Completed publication -6 (Scopus)
Faculty empowerment	To conduct FDPs on recent advances in nursing education	<b>Completed-5</b> 1. Palliative Care. 2. Behavior change communication. 3.Chromosomal abbreviation 4.Online learning and assessment for nursing faculty 5. Respectful Maternity care.

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### STRATEGY DEVELOPMENT AND DEPLOYMENT

2022-2023	2023-2024	2024-2025	2025-2026	2026-2027
1. Publication per faculty in indexed Journal	Enhance MOU with International nursing Colleges and Universities.	Students exchange with National & International college.	Innovative teaching Technology.	Create corp fund for managing college of Nursing.
2. PhD Scholar in OBG Nursing	Establishment of Speciality Nursing Program in Critical care.	Strategy for admission for foreign students.	PhD faculties appointment.	Admitting foreign students.
3. PhD Center in Mental health Nursing and Child health Nursing.	Collaborative research with funding agency.	New equipment under IIC	Narayana Arogya Chaithanyalaya policy in Community.	Establishing Narayana Arogya Chaithanyalaya in Community.
4. Indexing of NNJ		Policy for OET Center.	Publication of books in collaboration with international authors.	Plan for faculty exchange program.
5. Publication of Books In all Subjects.	Policy for integration of clinical and teaching for faculty.	Plan for Dual role.	Establishment of OET Center.	Excute dual role

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**NARAYANA NURSING INSTITUTIONS**  
**CHINTHAREDDYPALEM, NELLORE**

Date: 05/01/2022

To

Honorable Governing Body Members  
Narayana Group of Institutions  
Nellore

Respected Sir/ Madam

I cordially invite you for the governing body meeting to be held on 19 /01/2022 at 11:00am in council hall, Narayana Nursing Institutions, Nellore to discuss the following agenda

1. Fee fixation for the academic year 2022- 2023 ✓
2. Lift for Sree Narayana Nursing College and Hostel ✓
3. Information Regarding student admission in 2021-2022 & date of relieving after four years ✓
4. Relieving the current 4<sup>th</sup> year students after their course completion if university examination are postponed. ✓
5. Nurses working in hospital has to get NUID as it is mandatory from INC to get affiliation for both nursing colleges. ✓

*Indu's*  
NURSING DEAN

Copy to

1. Dr. S. Vijayakumar, M.D,D.Ch, Coordinator, Narayana Medical Group *for Suresh 7/1/22*
2. Dr. Sambhasiva Rao, M.E, Ph.D, OSD, Narayana Medical Group *K. Pradeep*
3. Dr. Hariprasad Reddy M.B.B.S, M.D,F.A.G.E, Medical Superintendent, Narayana Medical College Hospital *for Suresh 01/01/22*
4. Dr. Rama Rao , Chief Operating Officer, Narayana Medical Group *for Suresh*
5. Mrs. Lalitha, Auditor, Narayana Medical Institutions *for Suresh*
6. Mr. Suresh, Chief Financial Officer, Narayana Medical Institutions *for Suresh*
7. Mrs. V. Jayanthi, M.Sc (N) , Principal, Sree Narayana Nursing College *V. Jayanthi*
8. Dr. <sup>Kumari</sup> Rajeswari.H, M.Sc (N), Vice Principal, Narayana College of Nursing *Rajeswari*
9. Mrs. Varajakumari M.Sc(N) Vice Principal, Narayana College of Nursing *Ching 7/1/22*



Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003

# Narayana College of nursing

Minutes of meeting - Governing council held

05.01.2022

on 05.01.2022 @ 3.00pm / Seminar Hall / Narayana  
College of nursing

## Members present

- 1) Dr S. Vijayakumar. M.D.D.ch. Coordinator narayana medical
- 2) Dr. Sambhastava Rao. M.E. Ph.D. OSD narayana medical Group.
- 3) Dr. Hariprasada Reddy M.B.B.S.M.D.FAGE - Medical Supt / NMCH
- 4) Dr Rama Rao - Chief operating officer, Narayana medical Group.
- 5) Mrs. Lalitha, Auditor, Narayana medical Institutions.
- 6) Mr. Suresh, Chief Financial officer, Narayana Medical Institutions
- 7) Mrs. V Jayanthi, M.Sc(N) Principal Sree Narayana nursing college
- 8) Dr. Rajeswari H. VU principal, narayana college of nursing
- 9) Mrs. Vamsyakumari M.Sc(N) Vice principal, Narayana College  
of nursing.

## Agenda:

- 1) Fee fixation for the academic year 2022-23.
- 2) LIT for Sree narayana nursing college and Hostel
- 3) Information regarding student admission in 2021-22  
and date of relieving after 4 years.
- 4) Relieving the current 4th year students after their  
course completion if university examination is postponed.
- 5) Nurses working in the hospital to get NVID as it  
is mandatory from Govt to get affiliation for both  
nursing colleges.
- 6) Any other matters as accepted by members.

Meeting held at 3.00pm at Seminar  
Hall, Narayana College of nursing. All the committee members  
present and the meeting began with the principal's small  
note on today's meeting.



B. Anuj  
Principal

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## Resolutions

Agenda I Income and Expenditure account - to have Quarterly review as per Mr. Sambhushira Rao - Chief operating officer Narayana Medical Institutions / suggested by Mr. Suresh - Chief Finance officer and the same accepted by Mrs. Lalitha - Auditor.

Agenda II Members accepted as per the projection as Mr. Sambhushira Rao officer on special duty to commence the work this year.

Agenda III + IV - All members accepted as per the projection - To follow the instructions from Inrc, university and APMC and execute the same orders for admission and releasing procedure, from the college and to inform the stakeholders, once information received from the governing authorities.

Agenda V Members accepted as per the projection - To inform all the staff nurses through the nursing superintendent - that to apply for NUILD and update with the administration for the follow-up.

B. Anuj  
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A. Jidra

Principal  
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S.NO	LIST OF COMMITTEES-2021-2022
1	CURRICULUM COMMITTEE
2	ACADEMIC COMMITTEE
3	ANTI RAGGING COMMITTEE
4	GRIEVENCES REDRESSAL COMMITTEE
5	SEXUAL HARASSMENT COMMITTEE
6	PLACEMENT COMMITTEE
7	ALUMNI COMMITTEE
8	LIBRARY COMMITTEE
9	STUDENT WELFARE COMMITTEE
10	STAFF WELFARE COMMITTEE
11	RESEARCH ADVISORY COMMITTEE
12	EXAMINATION CELL COMMITTEE
13	INSTITUTIONAL ETHICS COMMITTEE
14	INSTITUTION INNOVATION COUNCIL
15	EXTENSION AND OUTREACH ACTIVITIES COMMITTEE
16	PUBLICATIONS AND AWARDS COMMITTEE
17	GUIDANCE AND COUNSELING COMMITTEE
18	CAREER COUNSELING COMMITTEE
19	IQAC COMMITTEE
20	SLOW LEARNERS ADVANCED LEARNERS COMMITTEE
21	MENTOR AND MENTEE COMMITTEE
22	NSS COMMITTEE
23	SNA COMMITTEE
24	SPORTS COMMITTEE
25	DISCIPLINE COMMITTEE
26	CULTURAL COMMITTEE
27	REPORT WRITING COMMITTEE
28	HOSTEL MAINTENANCE COMMITTEE
29	PARENTS TEACHERS ASSOCIATION COMMITTEE
30	EXTRACURRICULAR COMMITTEE
31	CO-CURRICULAR COMMITTEE

*B. Anuj*

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NELLORE - 524 003.

*A. Indira*

PRINCIPAL

Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003.







Sno	LIST OF POLICIES
1	CLINICAL POSTING POLICY
2	COURSE OUTCOME POLICY
3	PROGRAMME OUTCOME POLICY
4	PROGRAMME SPECIFIC OUTCOME POLICY
5	CURRICULUM POLICY
6	EXAMINATION POLICY
7	MIDCOURSE IMPROVEMENT POLICY
8	POLICY FOR SLOW LEARNERS AND ADVANCED LEARNERS.
9	MENTOR-MENTEE POLICY
10	IIC POLICY
11	PUBLICATION POLICY
12	RESEARCH POLICY
13	LIBRARY POLICY
14	LAB POLICY
15	FEE WAIVER POLICY
16	SEXUAL HARASSMENT POLICY
17	ANTI RAGGING POLICY
18	GRIEVANCE POLICY
19	HR POLICY
20	CODE OF CONDUCT POLICY
21	POLICY ON PLASTIC USAGES
22	WASTE MANAGEMENT POLICY
23	SIMULATION LAB POLICY
24	INFECTION CONTROL POLICY
25	IMMUNIZATION POLICY
26	FACULTY APPOINTMENT POLICY
27	ADMISSION POLICY
28	HOSTEL ALLOTMENT POLICY
29	IQAC POLICY
30	MATERIAL MANAGEMENT POLICY
31	CO CURRICULAR POLICY
32	EXTRA CURRICULAR POLICY
33	PHYSICAL EDUCATION POLICY

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# NARAYANA MEDICAL INSTITUTIONS


## HUMAN RESOURCES

### POLICY GUIDE



*B. Srinivas*  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003




	<b>NARAYANA MEDICAL INSTITUTIONS</b>	Version : HRM/01
	<b>HUMAN RESOURCE DEPARTMENT</b>	Issue Date : 01-Sep-2016

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 \* Principal  
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 Prepared By (HR Department)		 Approved By (Management)
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Version : HRM/01

HUMAN RESOURCE DEPARTMENT

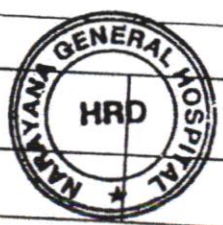
Issue Date : 01-Sep-2016

**GRADE STRUCTURE / CAREER PATH**

Grades	Designations
Wage Grade	
G1	Office Boy , Driver , Tailor , Gardener , helper , Attainders , Ayas , Sweepers, Scavengers , Barber, Carpenter, Cleaner ,Dhobi, Helper ,Lift Operator ,Care Taker,
G2	Nurse Assistant (MPHW) ,Office Assistant , Ophthalmic Assistant , O.T. Assistant ,Record Assistant, Technical assistant, Admin assistant ,Billing Assistant ,Computer Operator, Generator Operator , Messengers, Pharmacy AID ,CCTV Operator, COOK, Lab Attendant, PRO, Dark Room Asst.Personal Assistant, Associate, Security Guard
<b>Executive Cadre</b>	
G3	Jr. Executive , Jr.Staff Nurse , Jr.PRE, Jr.Lab Technician, Audiometric Technician , Jr. Library Asst, Jr. Accountant , Personal secretary, Jr. Assistant, Warden, PRO, Therapist, Perfusionist, Statistician , Jr.Bio Medical Technician, Electrician, AC Technician, CT Technician, CATHLAB Technician ,M.R.I Technician, DIALYSIS Technician ,ECHO/TMT Technician ,Emergency Technician, Laundry In charge, HW Technician, Security Supervisor
G4	Executive , Staff Nurse/In charge , Sr.Technician, Computer Programmer, Billing Executive , Electrician, Sr. Assistant, Accountant, Bio Medical Technician, Supervisor, Electrical Supervisor , H/W In charge, ASO,PRE
<b>Junior Management</b>	
G5	Sr. Staff Nurse/Nursing Supervisor ,Sr. Accountant, Technical Supervisor, Sr.Executive, Asst. Admin Officer,Sr. Lab Technician, Dietician, Front office in charge, Health Educator, In charge Radiographer, MRD In charge, Asst. Librarian, Sr. Bio Medical Technician , Exam I/C, CSO, READER, H/W Engineer, Phy. Asst , Health Inspector, CSO
G6	Asst. Manager , Asst. Nurse Supert, Administrative officer , ,Asst. Bio medical Engineer, Dietician , Electrical Engineer, Tutor, Librarian
<b>Middle Management</b>	
G7	Manager , Addl Nursing Supert , Jr. Resident ,Auditor, Administrative officer ,Chief Electrical Engineer , Bio Medical Engineer, Jr. Registrar, Asst Hospital. Administrator
G8	Sr.Manager , Nursing Superintendent , Sr. Academic Officer, Sr. Resident,Sr. Registrar,Head- Engineering Services, Asst Hospital. Administrator
N9	Asst.Gen. Mgr , Hospital. Administrator , Assistant Professor
G10	Gen. Manager , Medical Administrator, Associate Professor,
<b>Senior Management</b>	
G11	AVP, CFO , Consultant, COO, Professor, Additional Medical Superintendent, CEO, HOD -Clinical, Vice president, Vice Principal,
G12	Principal, Medical Superintendent , Executive Vice president, Academic Coordinator
G13	Director



Prepared By  
(HR Department)



Approved By  
(Management)

Principal  
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	A	B	C	D	E
1	<b>Narayana Medical Institutions</b>				
2	<b>Designation Fixation Chart</b>				
3					
4	Salary Grade	Salary Band	Administration (Accounts, Billing, HR, Stores, Purchase, Marketing, Pharmacy etc..)	Nursing	Technical/Para Medical
5	N-1	Below 8000	Assistant, Driver, Tailor, Gardener, helper, Attainders, Ayas, Sweepers, Scavengers, Barber, Carpenter, Cleaner, Dhobi, Helper, Lift Operator, Care Taker,, Admin assistant, Billing Assistant, Computer Operator, Generator Operator, Messengers, ,CCTV Operator, COOK, Lab Attendant, PRO, .Personal Assistant, Associate, Security Guard,Associate,Jr.PRE,Pharmacy AID, Messenger	Nursing Assistant	Technical assistant, Ophthalmic Assistant, O.T. Assistant, Record Assistant, Dark Room Asst, Jr. Lab Technician, Jr. Electrician, Jr. AC Technician, Jr. Bio Medical Technician, ECG/EEG Technician, HW Assistant
6	N-2	8001 > 12000	Jr. Executive, PRE, Jr. Library Asst, Jr. Accountant, Personal secretary, Jr. Assistant, Warden, PRO, Technician, Laundry In charge, HW Technician, Security Supervisor	Jr. Staff Nurse	Lab Technician, Audiometric Technician Therapist, Jr. Perfusionist, Electrician, AC Technician, X-Ray Technician, Jr. CATHLAB Technician, Jr. M.R.I Technician, Jr. DIALYSIS Technician, ECHO Technician, Emergency Technician, HW Technician, PFT Technician
7	N-3	12001 > 15000	Executive	Staff Nurse, ICN Nurse	Sr. Lab Technician, Perfusionist, CT Technician, CATHLAB Technician, M.R.I Technician, DIALYSIS Technician, TMT Technician, Emergency Technician, Anesthesia Technician, Sr. Bio Medical Engineer, Electrical Supervisor, Technical Supervisor
8	N-4	15001 > 18000	Sr. Executive	Sr. Staff Nurse/In charge	
9	N-5	18001 > 25000		Nursing Supervisor	
10	N-6	25001 > 35000	Assistant Manager	Asst Nursing Superintendent	Jr. Engineer-HW, Electrical, Civil, Projects, Bio Medical
11	N-7	35001 > 50000	Manager, Administrative Officer	Deputy Nursing Superintendent	Engineer-HW, Electrical, Civil, Projects, Bio Medical
12	N-8	50001 > 65000	Sr. Manager, Auditor	Addl Nursing Superintendent	Chief Engineer-HW, Electrical, Civil, Projects, Bio Medical
13	N-9	65001 > 85000	Assistant General Manager	Nursing Superintendent	
14	N-10	85001 > 120000	Deputy General Manager		
15	N-11	120000 > 150000	General Manager		
16	N-12	150000 > 200000	Assistant Vice President		Head -Engineering Services
17	N-13	200000 > 350000	Vice President, " C Level"		

*S. P. S.*  
(HR DEPARTMENT) 7/10/16



*S. H.*  
(MEDICAL SUPERINTENDENT)

*[Signature]* 7/10  
{ K. PUNEET }  
(EXECUTIVE DIRECTOR)

*B. D. S.*  
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Chinthareddypalem,  
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NARAYANA MEDICAL INSTITUTIONS

Version : HRM/01

HUMAN RESOURCE DEPARTMENT

Issue Date : 01-Sep-2016

## 1. RECRUITMENTS POLICY & PROCEDURE

### 1. OBJECTIVE

The Organization recruitment policy aims at attracting and retaining the best talent in the industry so that the right quality of manpower is available to the company at the right time. The company would seek to ensure, as far as possible, that the selection process is fair and reliable.

### 2. ELIGIBILITY & APPLICABILITY

- 2.1 This policy is applicable to all new recruits in all grades of Non-Teaching departments
- 2.2 Provision in approved HR annual operating plan (AOP) will be a pre-requisite for all recruitment in the organization

### 3. RASCI

- 3.1 Responsible : HRD
- 3.2 Approver : PRINCIPAL/MS/ CEO / HOD's /HRD
- 3.3 Support : HRD
- 3.4 Inform : HOD/HRD/A& F Department

### 4. POLICY & PROCEDURE

#### 4.1 Selection of Personnel in Grades / Bands

##### 4.1.1 Vacancy:

When a budgeted vacancy needs to be filled up, the Manpower Requisition form with minimum qualification, experience and salary range, duly approved by the Head of the Department, should be forwarded to the HRD. HRD will obtain management's approval before initiating action. For creation of new post, the Head of Department has to submit the requisition form with justification to HRD. The HRD will review the application for need and financial implication and forward to management for approval.

##### 4.1.2 Internal Selection



*R. S. Reddy*

Prepared By  
(HR Department)



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*P. Srinivas*  
Approved By  
(Management)





**NARAYANA MEDICAL INSTITUTIONS**

Version : HRM/01

**HUMAN RESOURCE DEPARTMENT**

Issue Date : 01-Sep-2016

HR will first examine whether the approved vacancy can be filled up from among the internal candidates, either by way of transfer from the surplus staff or by way of up gradation/ promotion.

#### 4.1.3 Open Market

If no suitable person is available within the organization, HR will proceed to fill up the vacancy from the open market. In case of candidate who attends the interview is rejected, he/she is not eligible to attend the interview with in next 3 months.

#### 4.1.4 Advertisement

HR will, in consultation with the Recruitment Body (Management + HOD), prepare an advertisement for release in the newspapers/browse from job portals. If the decision is to entrust the selection work to a Placement Agency, the advertisement will be forwarded to them.

#### 4.1.5 Scrutiny and Short listing

HR will, on receipt of the applications along with the desired documents and two referrals, screen them so as to draw up a short list of candidates for Preliminary Interview. Technical/functional interviews shall be scheduled after consulting with concerned technical/functional heads.

**Note:** Reimbursement of fares for the candidates attending interviews (Shall be described from time to time by the management)- In general policy of the company is not to pay or reimburse the TA/DA and other expenses to the candidate called for an interview.

#### 4.2 Interview Panel

The Preliminary Interview Panel will be constituted by the HR in consultation with the HOD/Administrators/ Institution Head.



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*R. S. R.*

Prepared By  
(HR Department)



*R. S. R.*

Approved By  
(Management)

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	<b>HUMAN RESOURCE DEPARTMENT</b>	Issue Date : 01-Sep-2016

#### 4.3 Process of Approval

4.3.1 For all cadres, selection will be made by the following chart

Grade (or) Salary band	Manpower Requisition Approval Authority	Interview Panel	Salary Approving Authority
G1-G5 / Up to Rs. 15000 Gross Salary	HOD+HR+CEO/MS (Hospital)	HOD+HR Manager	HR Manager (As per defined guidelines)
	HOD+ HR+ Principal (College)		
G6-G10 / Rs. 15001 Up to Rs. 60000 Gross Salary	HOD+HR+CEO/MS (Hospital)	HOD+HR+CEO/MS (Hospital)	MS + CEO+HR Manager
	HOD+ HR+ Principal (College)	HOD +HR+ Principal (College)	Principal +HR Manager
G11-G13 / Rs. 60001 Up to Rs. 80000 Gross Salary	HOD+ HR+CEO+MS (Hospital)	HOD+HR+CEO/MS (Hospital)	CEO/MS + Central HR
	HOD+ HR+ Principal ( College)	HOD+ HR+ Principal (College)	Principal +Central HR
Rs. 80001 and above Gross Salary	HOD+HR+CEO/MS ( Hospital)	HOD+HR+CEO/MS (Hospital)	Principal +Central HR+ CFO+ Executive Director/Managing Director
	HOD+HR+ Principal	HOD+HR+ Principal (College)	Principal +Central HR+ CFO+ Executive Director/Managing Director

#### 4.4 Appointment

The selection result will be informed to the candidate after ascertaining the antecedence. In any a case it should not take more than 05 working Days. The standard letter of offer of appointment will be issued to the candidate upon selection by panel who will sign the offer of appointment letter. A welcome kit has to be prepared by the HRD including the Appointment Letter, ID, Job Profile, Employee Hand Book, Uniform and others should be handed over to the candidate after obtaining the receipt.

##### 4.4.1 Selection of Personnel in Non - Cadre Grades


As a rule, there will be no direct recruitment of personnel in non-cadre grades. Exceptions will be considered only in respect of highly specialized and skilled personnel. Specific approval of the institution Head will be necessary for initiating the selection.



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**5.0 Induction/Orientation**

5.1 HRD has an induction program, and the new recruits are exposed to various functions and Teams before being placed in their actual jobs. The Induction training will be carried out for a week where the employee will undergo orientation to medical college hospital's history and philosophy, rules and regulations, facilities and policies and procedures, basic etiquettes, HR policies.

5.2 They will then report to their respective HOD's for a detailed introduction to the activities of the department and the people. The employee will be handed over their job description and trained on same. They will be explained about PF, ESIC, Medical Claim rules of the hospital. At the end of the induction week, on HOD's and HR's recommendation the employee is taken on probation.

**6.0 Probation**

**Period of Probation:** All employees will be on probation for a period of 06 months irrespective of the cadre and category. During probation, they can be taken Sick leave and Casual leave only on pro rata basis. The employee can not resign during probation period. However, the management can terminate him/ her without any prior notice at their discretion.

**7.0 Confirmation:**

Employees, whose performance is found to be satisfactory by HOD and HR, will be confirmed in service at the end of the probation period. An employee is deemed as confirmed only after a letter to this effect is issued indicating the satisfactory completion of the probationary period from that day onwards he is entitled for employment benefits.

**8.0 Campus Recruitment**


**(Management Trainees, Nursing Trainees, Technical & Paramedical Trainees)**

8.1.1 To induct fresh Management Trainees, Management Graduates from the Management Institutions. Nursing Care Trainees from Nursing colleges,



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Technical & Paramedical Trainees reputed Training Institutions to impart intensive training and thereby create a pool of talent to meet company's future technical manpower requirements.

Campus Recruitment Body: HR +HOD

- 8.1.2** Requirement with regard to MT and Technical & Paramedical Trainees, Nursing trainees are obtained from the concerned Head of the Departments
- 8.1.3** Communication of organization requirement is sent to reputed institutes and colleges.
- 8.1.4** Visits to the campuses are planned in consultation with the college authorities and the panel of interviewers by the HR.
- 8.1.5** Primary Selection is made on the basis of written test and interview. Finalization relocation will be made after a formal interview by the Recruitment Board. Intimation about the successful candidates is sent to the respective campus. However the letter of appointment will be issued only after declaration of the results.

**9 Annexures:**

- Annexure-1 : Manpower Requisition form
- Annexure-2 : Talent Acquisition form
- Annexure-3 : Interview Assessment form
- Annexure-4 : Joining report
- Annexure-5 : Induction attendance record
- Annexure-6 : Induction feedback form



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# NARAYANA MEDICAL INSTITUTIONS

## TALENT ACQUISITION FORM

SURNAME :			
NAME :			
FATHER NAME :		MOTHER NAME :	
CONTACT NO.:		MOBILE NO	
DOB (DD/MM/YYYY) :		GENDER :	
NATIONALITY:		RELIGION :	
BLOOD GROUP :		MARITAL STATUS :	
LANGUAGES KNOWN			

DATE:

PHOTO
-------

### EDUCATIONAL QUALIFICATIONS

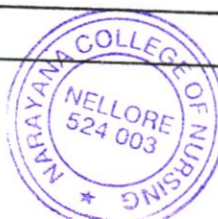
EDUCATION	COLLEGE/SCHOOL	SPECIALIZATION	UNIVERSITY/ BOARD	YEAR OF PASSING	PERCENTAGE OF MARKS

### PREVIOUS EXPERIENCE

WORKED WITH NARAYANA : YES / NO						
PREVIOUS EMP. ID :						
ORGANIZATION	DESIGNATION	FROM DATE	TO DATE	SALARY PM	PLACE	REF. NAME & MOBILE NO.
OTHER DETAILS :						

### PERSONAL DETAILS

BLOOD RELATION	NAME	AGE	IS DEPENDENT	REMARKS



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**NARAYANA MEDICAL INSTITUTIONS**  
**TALENT ACQUISITION FORM**

**PERMANENT ADDRESS**

**ADDRESS FOR CORRESPONDENCE**

H.NO		
STREET / VILLAGE		
MANDAL/AREA		
DISTRICT		
STATE		
COUNTRY		
MOBILE.NO		
AADHAAR NO		
PAN NUMBER		
BANK NAME AND NUMBER		

Signature

**HR OFFICE USE**

EMP. NO	
DEPARTMENT	
DESIGNATION	
DATE OF JOINING	
GROSS SALARY	
PF APPLICABLE: YES /NO	
ESI APPLICABLE: YES /NO	

SIGNATURE OF HR



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## JOINING REPORT

Date: .....

To,  
The HR Department  
Narayana Medical College & Hospital,  
Chinthareddypalem, Nellore.

### HUMAN RESOURCE DEPARTMENT

I Mr/Ms/Mrs ..... joining as .....  
in the department of ..... from ..... at.....AM

Thanking you,

Yours faithfully,


(Name:.....)

(Signature:.....)



*f. Bahini*  
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## 2. ATTENDANCE POLICY

### 1. OBJECTIVE

The objective of this policy is to provide guidelines for managing the Time Office effectively and concerned reports to be generated.

### 2. ELIGIBILITY & APPLICABILITY

This policy applies to all Narayana Medical Institutions regular employees and employees on Contract

### 3. RASCI

- 3.1 Responsible : Individual
- 3.2 Approver : PRINICPAL/ MS/ CEO/HOD/HRD
- 3.3 Support : HRD
- 3.4 Inform : HOD/HRD

### 4. POLICY & PROCEDURE

4.1.0 It is mandatory that the previous day's attendance data of all shifts is captured from the Time Office machine on a daily basis.

4.1.1 In order to prevent the machine from being over loaded the total number of swipes should be closely monitored and maintained within the designed capacity.

4.1.2 Posting of captured data is to be done immediately. On posting, from the sorted attendance data, various reports are to be generated. All the leaves applied in prescribed Leave form and the same to be updated in Attendance software on daily basis.


4.1.3 On receipt of the duty rosters from the respective departments the shifts, week-off's postings should be updated immediately.

4.1.4 On receipt of the inter-office communication regarding official trips, posting on duty should be updated simultaneously.



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**4.2 Procedure for generation of employee's attendance**

4.2.1 Employees attendance has to be generated on a daily basis. This is the base data of an employee's attendance, in order to monitor his/her punctuality and for processing salary.

4.2.2 Attendance of the employees being recorded on the Attendance Register must be restricted. However where it is done then manually updations of Time Office software records needs to be done simultaneously.

**4.3 Procedure for generation of report on late coming employees**

4.3.0 Late comings report of the employees is generated on a daily basis (for previous day). This is the base data for processing the late coming deductions from leave/salary.

4.3.1 The generated report for should be cross verified with duty rosters and the final report to be generated

**4.4 Procedure for generation of early going employees**

Early going report (of previous day) of the employees is to be generated on a daily basis. This is the base data for processing the early going deductions from leave/salary.

**4.5 Procedure for generation of absentees list**

Absenteeism report (of previous day) of the employees should be generated on a daily basis the generated report must be cross verified with duty.

**4.6 Procedure for generation of Weekly / Monthly attendance**

Attendance report of every employee is to be generated on a weekly basis. This data helps to highlight the habitual absentees, employees on unauthorized leave, absconded individuals etc.




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**4.7 Procedure for consolidation of employee leave balances**

The posting of leaves / compensatory off's sanctioned have to be updated on a daily basis. The same should also be updated on the Leave master

**4.8 Procedure for head count**

**4.8.1** The headcount report is generated on 26<sup>th</sup> of every month to have an accurate data of the physical count of employees in the departments. This is a vital mandatory input for processing salary.

**4.8.2** The report has to be generated department wise and the same to be certified by concerned HODs.

**4.9 Procedure for late deductions**

**4.9.0** The late deductions report is generated on 26<sup>th</sup> of every month. The period for calculation is from 26<sup>th</sup> of previous month to 25<sup>th</sup> of current month. Leave will be deducted against late coming. At the initial instance CLs will be deducted; if there is no CLs balance then SLs will be deducted. Leave will be deducted as per the following scale

Late coming	Deduction
Up to 15 mins (03 times in payroll period)	No Deduction (i.e., grace period)
04 <sup>th</sup> to 05 <sup>th</sup> time late	deduction of 01 day
06 <sup>th</sup> time & above for each late coming	deduction of 01 day + Disciplinary action as per rules of Disciplinary Policy


**4.9.1** Deduction for all other late comings/ early goings is worked out on the above mentioned model of calculation.

**4.9.2** If there are no leave balances then salary will be deducted



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**4.10 Procedure for permissions**

**4.10.1** Daily report of the applied permissions in the prescribed format is to be generated.

**4.10.2** Employees are allowed to avail permission for going out up to a maximum of two times in a month for duration of not more than 2 hour on each occasion or one time not more than 4 hours, for extremely important reasons and urgent work. Appropriate deduction will be made for those who avail permission on more than 2 occasions.

**4.11 Procedure for monitoring time office operations**

The employee responsible for time office functions must monitor the swipe of employees and ensure it is correctly done. Proxy swipe and any other form of misuse should not be permitted. The adherence to dress code should also be monitored by the Time HRD. Details of employees who are habitually improperly dressed should be rendered to administrator and appropriate action shall be initiated as per disciplinary policy.

**5.0 Annexure:**

Annexure-7 : Attendance Punch Missing Form

Annexure-8 : On Duty Form



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# NARAYANA MEDICAL COLLEGE & HOSPITAL

Chinthareddypalem, Nellore - 524 003. A. P, INDIA.

## HUMAN RESOURCE DEPARTMENT

### EMPLOYEE ATTENDANCE PUNCH MISSING

To,

Date :

HR Department,

I would inform about attendance punch missing. Kindly consider and update attendance as per following details

Emp Name: ..... Emp ID:.....

Department:..... Designation:.....

Date of Punch Missing: ..... In  Out

Reason of Punch Missing:.....

Signature of the Employee

Approved By HOD

Updated By HR



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# NARAYANA MEDICAL COLLEGE & HOSPITAL

Chinthareddypalem, Nellore - 524 003. A. P, INDIA.

## HUMAN RESOURCE DEPARTMENT

### EMPLOYEE OUT DOOR WORKING FORM

To,

Date:

HR DEPARTMENT

Kindly update attendance as per the following details:

Name \_\_\_\_\_ Emp ID \_\_\_\_\_

Designation \_\_\_\_\_ Department \_\_\_\_\_

Place of visit \_\_\_\_\_

No. of Days \_\_\_\_\_ From \_\_\_\_\_ To \_\_\_\_\_

Signature of the Employee


Approved By - HOD

Updated By HR



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### 3. LEAVE POLICY

#### 1. OBJECTIVE

The objective of this policy is to provide guidelines on availing leave

#### 2. ELIGIBILITY & APPLICABILITY

All employees on regular rolls of Narayana Medical Institutions

#### 3. RASCI

- 3.1 Responsible : Individual
- 3.2 Approver : PRINCIPAL/MS/CEO/HOD
- 3.3 Support : HOD/HRD
- 3.4 Inform : HOD/HRD

#### 4. Policy & Procedure

**4.1 Casual leave :** Every employee will be entitled 12 days Casual Leave in every calendar year of service or proportion thereof.

**4.1.1** Casual leave should be availed as far as possible with prior approval of the HOD. However, in case it is not possible to do so, the employee should inform the HOD and submit the Casual Leave application immediately on resuming duty.

**4.1.2** Casual Leave cannot be accumulated and Un-availed leaves will lapse at the end of the calendar year.

**4.1.3** Casual Leave can be prefixed or suffixed with holiday/weekly off. However such holidays occurring during the period of Casual Leave will be counted as part of Casual Leave.


**4.1.4** All employees will be entitled to Casual Leave from the date of joining. (Calculated proportionally i.e., 1 CL per month to be determined from the date of joining will be credited to the leave account at the beginning of the month)

**4.1.5** Casual leave cannot be permitted more than 03 days on each occasion



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**4.2 Academic Leave:** All the teaching staff is entitled to 15 days privilege Leave in every calendar year (01st January to 31st December) to attend the Examinations, conferences, paper presentations & workshops

**4.2.1** Those who join midway during the year will get leaves on pro rata basis Leave should be availed as far as possible with prior approval of the Medical Superintendent.

**4.2.2** Leave cannot be accumulated. Un-availed leaves will lapse at the end of the calendar year.

**4.2.3** Leave can be prefixed or suffixed with holiday/weekly off. However such holidays occurring during the period on Leave will be counted as part of leave.

**4.2.4** All Teaching Professionals will be entitled to leave from the date of joining. (Calculated proportionally i.e., 1.25 per month to be determined from the date of joining will be credited to the leave account at the end of the month)

**4.3 Sick Leave:** Every employee will be entitled 12 days Sick Leave in a year, on grounds of sickness or accident in case. Trainees however will not be entitled to Sick Leave. Probationers will be entitled to Sick Leave.

**4.3.1** An employee availing Sick Leave due to prolonged illness should give the probable date of resuming duties to consider his / her request for leave by the HOD.

**4.3.2** Sick Leave can be accumulated up to 30 days

**4.3.4** In special circumstances for employees not covered under ESI, management reserves the right to grant additional sick leave in genuine cases of long illness. Such cases have to be referred to the Medical Superintendent for approval.


**4.3.5** On separation from the organization, the employee will not be entitled to any compensation for Sick Leave to his/her credit.



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4.3.6 Sick Leave can be prefixed or suffixed with holidays/weekly offs. However, such holidays occurring during the period of leave will be counted as part of Sick Leave.

4.3.7 The employee has to submit Medical Certificate from a Registered Medical Practitioner if availing sick leave more than 03 days.

4.4 Maternity leave: Maternity Leave for a period of 90 days can be availed of by women employees. The same will not be sanctioned on more than 2 occasions.

4.4.1 Employees covered under ESI will be entitled for maternity leave as per ESI Act.

4.4.2 Before proceeding on Maternity Leave the individual concerned will have to produce a certificate from the doctor indicating the probable date of delivery, based on which she will be sanctioned Maternity Leave as indicated above.

4.4.3 As a general rule 90 days of leave will be availed in two parts i.e. 45 days before and 45 days after the date of delivery. If the period of leave availed before confinement is less than 45 days, the balance leave will be allowed to be utilized in the post confinement period, subject to the total leave not exceeding 90 days.

4.4.4 Any further leave required after the expiry of the Maternity Leave may be adjusted against Sick Leave, in which case the request for extension may be considered subject to furnishing of a Medical Certificate from a Registered Medical Practitioner.

4.4.5 Probationers have to complete six months of service so as to be entitled for Maternity Leave.



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4.5 **Compensatory off** : Compensatory off is granted to those employees who work on their weekly off / holidays/ as well as continuous double shift.

4.5.1 In order to meet exigencies of company work, employees working on their weekly off / fixed holidays will be permitted to avail compensatory off.

4.5.2 The compensatory off has to be availed within 03 months of having worked on the weekly off / fixed holiday/ continuous double shift.

4.5.4 Compensatory off can be availed only with prior permission of HOD.

4.6 **Fixed holidays**: 12 days in a calendar year out of which Republic Day, May Day, Independence Day and Gandhi Jayanthi will be mandatory holidays. The balance eight holidays will be determined by the Management based on recommendations. The State Govt. notification in declaring holidays should be considered while finalizing the same.

4.6.1 The list of holidays will be published by HRD in the month of December for the succeeding year.

4.6.2 Fixed holidays can be prefixed or suffixed with Sick / Casual leave.

#### 5.0 Procedure to avail leave

6.1 An employee shall apply for leave in Leave Application Form mentioning reason. The same will be forwarded to the concerned Reporting Authority for necessary approval.

6.2 Reporting Authority shall approve the leaves of his/her team employees. After getting approved by Reporting Authority the same will be forwarded to HRD.

6.3 In case an employee wants to cancel approved leave he/she should seek the approval of the HOD on an application and submit the same to the HRD. The application should be submitted within 24 hrs of the availing dates and in any case before 20th of the month.

6.4 As payroll is processed from 1st to 30th / 31st of the month and attendance from 26<sup>th</sup> of the preceding month till 25<sup>th</sup> of the present



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*B. Prasad*

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month, therefore leave availed till 25<sup>th</sup> of the present month will be taken into account in order to calculate monthly salary. Leaves availed from 25<sup>th</sup> to 30<sup>th</sup> / 31<sup>st</sup> of the present month will be calculated in the succeeding month payroll.

- 6.5 Leave without pay: In case an employee exhausts all his / her leave, he / she may be granted leave without pay in special cases, at the discretion of the Principal/ Medical Superintendent/CEO.
- 6.7 All Departments and employees should adhere to the leave policy for a proper work schedule. Leave records should be meticulously maintained/ updated by HRD.

7.0 Annexure : Annexure-9 : Leave application



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NELLORE - 524 003

	
Prepared By (HR Department)	





# NARAYANA MEDICAL COLLEGE

Chinthareddypalem, Nellore

## LEAVE APPLICATION FORM

From :  
 Name :  
 Emp ID :  
 Designation :  
 Department :

To :  
 The Humanresource Department  
 Narayana Medical College & Hospital  
 Nellore.

Contact Address During Leaves:  
 Phone :

Type of Leave	From	To	Remarks
Casual			
On Duty			
Day off			
Compensatory off			
Any other / Academic			
Compensatory off for working on			

Reason for leave :

Alternate  
 I accept to carry the jobs of the applicant during leave period

Name : \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_ Signature of applicant \_\_\_\_\_

Recommended / Not recommended

Date: \_\_\_\_\_ HOD Signature \_\_\_\_\_

### For HR Department Use

Type of leave	Leave at Credit	Leave applied for	Balance Leave Credit
Casual			
On Duty			
Day off			
Compensatory off			

Anyother \_\_\_\_\_

Recommended / Not recommended \_\_\_\_\_ Sanctioned / Not Sanctioned \_\_\_\_\_

MEDICAL SUPERINTENDENT \_\_\_\_\_ PRINCIPAL \_\_\_\_\_



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NARAYANA MEDICAL INSTITUTIONS

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HUMAN RESOURCE DEPARTMENT

Issue Date : 01-Sep-2016

#### 4. TOURS & TRAVEL POLICY

##### 1. OBJECTIVE

To provide guidelines to employees for reimbursement of expenditure towards travel, hotel, food & incidentals incurred during travel on business, official work or training.

##### 2. ELIGIBILITY & APPLICABILITY

All employees on regular roll of the organization

##### 3. RASCI

- 3.1 Responsible : Individual
- 3.2 Approver : MS/ CEO / HOD's /HRD
- 3.3 Support : HRD/ A&F Department
- 3.4 Inform : HOD/HRD/A& F Department

##### 4. POLICY & PROCEDURE

- 4.1 Business visit / official work would be treated as "tour", if the visit is to a place outside the city limit from respective location and the distance to the place of visit is more than 80 kms and / or the duration of the travel is more than 04 hours.
- 4.2 It is necessary that every employee before undertakes the journey gets the tour programme approved by approving authority
- 4.3 For the purpose of allowances, a day is considered as 24 hours from the time one leaves home, with 12 hours intervals counted as half-day.
- 4.4 Where tour is for attending a conference , participating for an event, Group booking of hotel should be done to avail negotiated rates. The same should be coordinated with the rest of group people.
- 4.5 Where employees travel on tour together, twin-sharing accommodation shall be utilized.
- 4.6 Tours lasting between 3 and 5 days will be approved by HOD and Tours exceeding five days will be approved by Principal/Medical Superintendent /CEO




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*[Signature]*  
Prepared By  
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*[Signature]*  
Approved By  
(Management)

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**4.7 Classification of Cities/ Towns:**

For the purposes of these instructions cities/ towns will be classified as under

Classification	Cities & Towns
Group A	Chennai, Delhi, Hyderabad, Kolkata, Mumbai and Vijayawada
Group B	All other state capitals other than in A-class and Vizag, Guntur, Tirupati, Warangal, Nellore, Rajamundry, Kakinada, Surat, Aurangabad, Jamshedpur, Patna and Bellary
Group C	All District Head Quarters / Major Towns other than in "B" class
Group D	All other places not described above

**5. Travel expenses:**

5.1 The authorization of travel while within the places that are being toured is as follows

Designations/Grade	Eligibility (mode of travel)
G11-G13	I AC / By Air- Economy class (Distance more than 800 Kms)
G7-G10	II AC Train/ Sleeper Bus
G5-G6	III AC Train/ Semi Sleeper Bus
G1 to G4	Sleeper Class Train /Luxury Bus


5.2 Travel allowance is given to an employee to cover the expenditure normally incurred by him while he is on tour and is not intended to be a source of income.



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**6. Lodging expenses:**

6.1 Employee himself arranges the hotel accommodation; the permissible limits of reimbursements are shown in the table below.

Grade	A Grade Amount (Rs.)	B Grade Amount (Rs.)	C Grade Amount (Rs.)	D Grade Amount (Rs.)
G11-G13	2500/- + Tax	2000/- + Tax	1500/- + Tax	1100/- + Tax
G7-G10	2000/- + Tax	1500/- + Tax	1200/- + Tax	800/- + Tax
G3-G6	1500/- + Tax	1200/- + Tax	800/- + Tax	600/- + Tax

6.2 Where organization guest House /accommodation facility is available, staff will have to stay in the same.

6.3 Employees can stay under own arrangements, In case Employees are staying under own arrangements then tariffs will be paid 50% of Lodging entitlement

**7. Boarding expenses:**

7.1 Boarding expenses shall be payable to the Employees on tour when they are halting at outstations and also when they are in journey. Boarding expenses will be claimed on actual, based on submission of bills, subject to the maximum amount as per entitlement given in below-


Grade	A Grade Amount (Rs.)	B Grade Amount (Rs.)	C Grade Amount (Rs.)	D Grade Amount (Rs.)
G11-G13	1500	1250	1000	800
G7-G10	1250	1000	800	600
G4-G6	1000	800	600	400
G1-G3	800	600	400	300

7.2 Employees preferred to have food other than the hotel where they are put-up, shall only claim 75% (rounded-off) of the eligible amount without submitting any bills for food and lodging expenses.



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7.3 Bills may be waived in case of certain minor items such as tea, mineral water etc. Where bills are not normally provided by vendors, in such cases, self certification will be necessary

### 8. Conveyance

8.1 The authorization of conveyance allowance within places that are being toured is as follows:-

Grade	A Grade Amount (Rs.)	B Grade Amount (Rs.)	C Grade Amount (Rs.)	D Grade Amount (Rs.)
G11-G13	CAB	CAB	CAB	CAB
G6-G10	AUTO	AUTO	AUTO	AUTO
G1-G5	PUBLIC TRANSPORT /AUTO	PUBLIC TRANSPORT /AUTO	PUBLIC TRANSPORT /AUTO	PUBLIC TRANSPORT /AUTO

### 9. Other incidentals:

Any expenditure which is not connected to tours like purchases of gifts, any freight paid etc., shall not be included. All such expenditure shall have to be submitted by the Employees separately after obtaining the approval of the approving authority for taking reimbursement

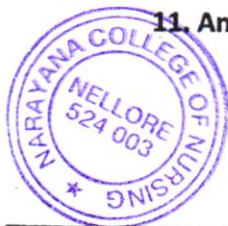
### 10. General guidelines

10.1 Soon after the journey is completed the Employees shall submit the expenses bill in the prescribed form. If any advance is left over, the same shall be remitted to the accounts office within 3 days completing the journey.

10.2 The expense statement with bills shall initially be submitted to their HOD. After the same is bills are certified and approved by the HOD, the Employees shall submit the same to the Accounts Department for adjustment of advance and necessary accounting

### 11. Annexure:

Annexure- 10 : TA &DA format



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# TA & DA Format

Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_ Emp \_\_\_\_\_

Department : \_\_\_\_\_ Designation: \_\_\_\_\_

### Part-A

#### Travel Expenses Convenience Details

S.No	Date	From	To	Mode of Journey (Train/Bus/ Air/Taxi)	Amount (in Rs.)	Convenience Amount (in Rs.)	Reason
1							
2							
3							
4							
5							
Sub Total -(i)							

### Part -B

#### Lodging, Boarding & Other Expenses

S.No	Date	Mode of stay (Hotel, Self arrangements)		Boarding Expenses	others	Remarks
		Details	Amount (in Rs.)	Amount (in Rs.)	Amount (in Rs.)	
1						
2						
3						
4						
5						
Sub Total -(ii)						

Total Expenditure : Rs.  
Net pay : Rs.

Advance Amount : Rs.

Employee Sign


HOD Sign

Accounts Sign

Principal/MS/CEO Sign



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### 5. Local Convenience

#### 1. OBJECTIVE

- 1.1 To provide guidelines to employees for reimbursement of reasonable local conveyance expenses when own vehicle is used for official purposes
- 1.2 To enable employees to travel with comfort, contributing to work effectiveness.

#### 2 ELIGIBILITY & APPLICABILITY

All employees on regular rolls of Narayana Medical Institutions

#### 3 RASCI

- 3.1 Responsible : Individual
- 3.2 Approver : PRINCIPAL/MS/CEO/HOD
- 3.3 Support : Accounts
- 3.4 Inform : HOD/HRD

#### 4 Policy & Procedure

- 4.1 Employees using their own vehicles for official work are entitled to claim reimbursement at the following rates:

Grades of Employees	Rate per Km. (Amount in Rs.)	
	Four Wheeler (4W)	Two Wheeler (2W)
G10-G15	Rs.7.00	Rs.3.00
G6-G9	Not eligible	Rs.3.00
G1-G5	Not eligible	Rs.3.00

- 4.2 Employees using public transport or Autos will be allowed reimbursement at actual.
- 4.3 Reimbursement should be claimed on a weekly basis.
- 4.4 Local conveyance expenses will be claimed in the prescribed format giving due justification

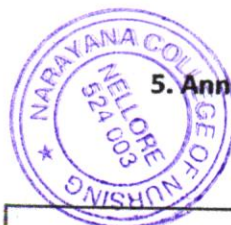
#### 5. Annexure:

Annexure-11

: Local conveyance reimbursement form

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**LOCAL CONVEYANCE REIMBURSEMENT - CLAIM FORM**

Employee Name: \_\_\_\_\_ EMPNo : \_\_\_\_\_  
Designation: \_\_\_\_\_ Department: \_\_\_\_\_

Date	Vehicle No.	From (Origin)	To (Destination)	Kms	2 / 4 Wheeler (Write 2 or 4)	Amount (Rs.)	Purpose
<b>TOTAL:</b>							

(Rupees \_\_\_\_\_ only)

Signature of Employee


Verified by HOD

Accounts

Approved by



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## 6. ADVANCES POLICY

### 1. OBJECTIVE

To assist the employees to tide over the difficulties in day to day / special occasion/ fund requirements

### 2. ELIGIBILITY & APPLICABILITY

All employees on regular rolls of Narayana Medical Institutions

### 3. RASCI

- 3.1 Responsible : Individual
- 3.2 Approver : MS/CEO
- 3.3 Support : Accounts/HRD
- 3.4 Inform : HOD/HRD

### 4. Policy & Procedure

#### 4.1 Purpose for which staff advances can be recommended.

- i. Medical expenses
- ii. Children Education
- iii. Demise of family members
- iv. Self Marriage
- v. Event Management & Tour

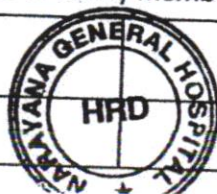
4.2 Employee is eligible for advance equivalent to one-month Gross Pay. Who have put up more than 02 years service in the organization. However in the view of event management the employees may draw reasonable estimated advance for their proposed tour/ Events. While submitting the tour programme/ planning of event the employee shall indicate the amount of advance required and same would approved by approving authority.

4.3 Staff advance shall be paid once in a year not exceeding the eligible Amount in the events of self marriage, medical expenses, children education and demise of family members.



*[Signature]*


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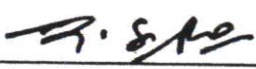


- 4.4 The amount will be recovered in 06 equal monthly installments commencing from 01 month after the advance is given.
- 4.5 This monthly installments advance recovery procedure is not applicable to event management & tour advances. Soon after the event/tour is completed the employees shall submit the expenses/ bill in the prescribed form with approval. If any advance is left over, the same shall be remitted to the accounts office within 3 days completing the event/tour.
- 4.6 Where employee requests for an advance of more than one month's gross pay under special circumstances (self marriage/children's marriage/higher education/medical of family members) and where HOD is convinced about the need. He / She shall forward his recommendations not exceeding two months gross pay that too only in case of employees who have put up more than 04 years service in the organization and as well two Co- employee's surety is required above his/her salary level. This special sanction shall be accorded only by Institution Head. The amount will be recovered in 10 equal monthly installments commencing from 01 month after the advance is given
- 4.7 If any advance is recommended/sanctioned over and above the normal limit, it is the responsibility of the HR/Accounts HOD's to inform the sanctioning authority as to the eligible amount and obtain special sanction but not exceeding 02 months gross pay.
- 4.8 The HRDs shall update the advance details in employee records and payroll.
- 4.9 The HR/Accounts Department be responsible to recover in coordination with the advance in prescribed installments from salary every month as per the sanction


**5 General Guidelines:**

- 5.1 Advance approval should be taken on the requisition form and copies submitted to the HR and Account Department.



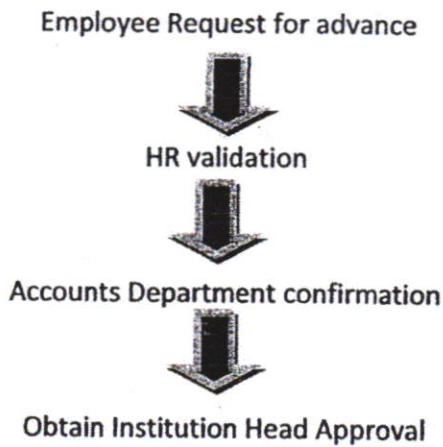
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- 5.2 The Employees advance shall ensure that all the advances previously drawn are fully settled.
- 5.3 The expense statement with bills shall initially be submitted to their HOD. After the same is bills are certified by HOD and forward to Institution head for approval then the employees shall submit the same to the Accounts Department for further proceedings.

**Process Chart**



**5. Annexures:**

Annexure-12 : Salary Advance application



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**NARAYANA MEDICAL INSTITUTIONS**  
**Advance Application Form**

**TO BE FILLED BY APPLICANT**

Employee Name:			
Emp Code:		Designation:	
Department:		Date of Joining:	
Purpose of Advance (Purpose)	Salary Advance	Event/Tour	Purchase
Amount Requested (Rs)			

**For use in HR Department**

No. of Years of Service of Applicant		Attendance record of last one Year (LOP details)	
His/her Disciplinary record	Satisfactory <input type="checkbox"/> Not Satisfactory <input type="checkbox"/>		
Particulars verified and found in order and Eligible for Advance <input type="checkbox"/> Not Eligible for Advance <input type="checkbox"/>			
Advance of Rs. _____ may be granted. To be recovered in _____ installments from the salary from the month of _____.			
<b>Signature of HR Manager with date</b>			

**For Use in Accounts Department**

Type of Advance	Sanctioned	Recovered	Closing
Salary			
Tour / Event			
Purchase/others			
Total			

Passed for payment of Rs. \_\_\_\_\_ . Amount paid by Cash/Cheque number \_\_\_\_\_ dated on \_\_\_\_\_.

**Signature of Accounts with date**

**Approval**

Approved advance of Rs. \_\_\_\_\_ . Events/Tour  Personal  Purchase

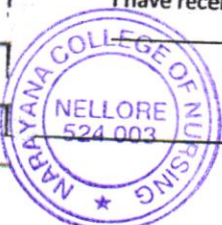
**Signature of HOD with date**

**Signature of Approving Authority with date**

**Undertaking**


1. I have read & understood the Policy / Rules for grant of advance framed by the Company & agree to abide by them.
2. If I can't submit relevant vouchers/bills /supporting documents please recover the same from my salary
3. I will be personally liable for any unrecovered amount

I have received advance of Rupees \_\_\_\_\_ in Cash/Cheque bearing number \_\_\_\_\_ dated \_\_\_\_\_



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**Signature of Applicant with date**

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## 7. PERFORMANCE MANAGEMENT POLICY & PROCEDURE

### 1. OBJECTIVE

To lay down guidelines for implementation of the Performance Management System (PMS).

### 2. ELIGIBILITY & APPLICABILITY

This policy is applicable to all employees of Narayana Medical Institutions Hospital. Except trainees, apprentices and contract staff

### 3. RASCI

- 3.1 Responsible : Individual/HOD/HRD
- 3.2 Approver : PRINCIPAL/MS/ CEO
- 3.3 Support : HRD/ HOD's
- 3.4 Inform : HOD/HRD/A& F Department

### 4. PURPOSE OF PERFORMANCE APPRAISAL

4.1 A performance appraisal serves the following purpose:-

- 4.1.1 Provides feedback to Employees about their performance and encourages enhanced performance
- 4.1.2 Determines who gets increment and promotion
- 4.1.3 Counselling of poor performers
- 4.1.4 Determines training and development needs
- 4.1.5 Confirming that good hiring decisions are being made
- 4.1.6 Facilitates layoff and downsizing decisions
- 4.1.7 Creates an alignment between the expectations of the Management and execution on ground.
- 4.1.8 Reinforces the desired type of behaviour

### 5. POLICY & PROCEDURE

- 5.1 Performance management is a method used to measure and improve effectiveness of Employees at the work place. It is a system composed of several activities including goal setting, tracking changes, coaching,



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motivation and Employee development.

5.2 The performance management cycle begins with KRA's/goal setting. Performance is then tracked against the Employees KRA's/goals and eventually reviewed in a formal one-to-one meeting. An informal midterm appraisal review will also be held. The results of the formal end term meeting will feed into the incentive / increment system.

5.3 The Strategy Based Performance Management System will be followed. The PMS model will have four phases as enumerated in succeeding paragraphs.

**Phase 1 – Performance Planning.** At the beginning of the appraisal period the Appraiser and Appraisee will get together for a performance planning meeting. In this session they discuss as to what the Employee will achieve during the appraisal period. The Key Result Areas, Key Performance Indicators, the competency desired of the appraisee and the individual developmental plans are recorded on the Performance Planning Form and kept in the personal file of the Employee that is maintained in the HRD. A copy of the same is given to the Employee.

**Phase 2 – Performance Execution.** Over the course of the appraisal period the Employee works to achieve the goals, objectives and undertakes to complete key responsibilities. The Appraiser coaches and provides feedback as well as creates conditions that motivates and resolves performance problems that arise. Semi-formal periodic reviews are held to monitor performance and set corrections in order to enable the Appraisee achieve the laid down objectives.

**Phase 3 – Performance Assessment.** This is the assessment system wherein the Supervisor /Appraiser / Reporting Officer has to fill out an Appraisal Form. The blank Appraisal Forms and a copy of the Performance Planning Forms will be sent by the HRD to the Appraiser. The completed Appraisal Form is reviewed by



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the supervisor's senior/ Reviewing Officer and submitted to the HR Dept who in turn will scrutinize the same for its correctness. The performance assessment of the Reporting Officer will be shown to the Appraisee and signed by both. However the remarks/assessment of the Reviewing Officer will not be shown to the Appraisee and will be kept confidential. This is a measure to bring in objectivity, as also avoid a ' one man report ' and even out the inflationary trends that is generally seen in appraisals that have to be shown to the Appraisee.

**Phase 4 – Performance Review.** The Appraiser and the Appraisee meet and discuss the assessment. They will also set a date to hold performance planning discussion for the next appraisal period, at which point performance appraisal starts a fresh.

#### 6.0 Filing and Handling of Appraisal Forms

6.1 The Appraisal Form is a privileged document. It should be treated with confidentiality. Receipt/dispatch of the Forms should be done in a secure/confidential envelope. The Form should finally get filed in the personal file of the individual. HR Dept must ensure the confidentiality of the Appraisal Forms.

#### 7.0 Criteria for initiation of Appraisal Forms

The following will be the norms for initiation of the Appraisals

7.1 The Appraisee should have served for at least 90 days under the Appraiser. In case he/she has not served for 90 days then the previous supervisor/ Reporting Officer will be entitled to initiate the appraisal. In case he/she has served for less than 90 days in the Organization then he/ she will be eligible for an appraisal in the succeeding appraisal period.

7.2 All appraisals will be reviewed and endorsed by the next senior in the line of reporting i.e. Reviewing Officer.




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*[Signature]*  
Approved By  
(Management)



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7.3 In case the Appraiser and Appraisee are of the same designation then the next senior in line should initiate the appraisal.

### 8.0 Performance Rating

Employees will be assessed by the appraiser on various individual qualities as well as their overall performance on ratings as under:-

Rating	Meaning
Performance rating 'A'	Performance exceptional and consistently high level
Performance rating 'B'	Performance superior and consistently exceeds overall performance Requirements
Performance rating 'C'	Performance satisfactory meets most parameters of performance requirements. Weaknesses offset by strong points.
Performance rating 'D'	Below satisfactory performance. However displays progress towards an enhanced performance

### 9.0 Promotion

9.1 Promotions of employees will depend on consistent good performance and existence of vacancies at the higher designations. While policy on promotions will change from time to time, as a general rule the following aspects can be considered:

9.2 Promotions should normally be carried out along with the paying out of performance increment and will follow the same channel of approvals.

Grade	Minimum Period in Present Designation	Grading to be achieved
G1-G3	2/3 Years	'B' ( last 2 years)
G4- G6	3 years	Min 'B' with at least one 'A' ( last 3 years)
G7-G9	3 Years	Min 'B' with 'A' during last 2 years ( for last 3 years)
G10 and Above	3 /4 years	Consistent 'A' Grading Depends on the decision by the Top Management ( for last 3/4 years)

### 10.0 Annexures

- Annexure-14 : PMP Template (G1-G5)
- Annexure-15 : PMP Template (G6-G15)



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**NARAYANA MEDICAL INSTITUTIONS**  
**COMPETENCY ASSESSMENT**  
**(Grades of G6-G15)**

Name:	Appraisal Date:
Designation:	Appraisal Venue:
Department:	Appraiser's Name:
Period covered for this appraisal	From: _____ To: _____

**Rating**

Marginal	Satisfactory	Highly Satisfactory	Exceptional
D	C	B	A

Note: Ratings can be given according to the above mentioned assessment scale and N/A can be mentioned wherever it is required.

S. No	PERFORMANCE CRITERIA	Marks	Comments(Optional)
<b>A. Approach to work:</b>			
1	Follows instruction		
2	Proactive approach		
3	Planning & Organizing		
4	Accepts constructive criticism		
5	Flexible & adaptable		
<b>B. Technical skills:</b>			
6	Job knowledge		
7	Application of skills		
8	Analyzing the problem		
9	Follows proper procedures		
10	Follows Standards		
11	Learning New Skills		
<b>C. Quality of work:</b>			
12	Accuracy		
13	Presentation		
14	Reliability		
15	Errorless work		
16	Follow-through and Follow-up		
<b>D. Handling targets and dead lines:</b>			
17	Completion of work on-time		
18	Ability to work under pressure		
19	Priority setting		
<b>E. Interpersonal skills:</b>			
20	Relationship with colleagues		
21	Cooperation		
22	Coordination		
23	Team work		
24	Problem-solving		
25	Decision-making		



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**NARAYANA MEDICAL INSTITUTIONS  
COMPETENCY ASSESSMENT  
(Grades of G6-G15)**

S. No	Rating Factors	Ratings	Comments(Optional)
<b>F. Willingness to learn and develop skills:</b>			
26	Seeks training and development		
27	Open to ideas		
<b>H. Personality:</b>			
28	Enthusiastic, Fair and mature		
29	Trustworthy		
30	Volunteer in Infronic's Activity		
<b>I. Code of conduct:</b>			
31	Work place etiquette		
32	Attendance		
33	Punctuality		
34	Email & mobile phone etiquette		
35	Dress code		
<b>J. Leadership Skills:</b>			
40	Coach and Develop others		
41	Team Building		
42	Business Acumen		
43	New Strategy and Direction		
44	Client interaction & Coordination		
45	Client Replies		
		<b>Total:</b>	

Sign of Apprise


**OVERALL ASSESSMENT**

Appraiser's Name:	Designation:
Comments and suggestions by the Appraiser:	
Action plans for development:	

Remarks of the Reviewer / Medical Superintendent/CEO	
Final Rating :	Signature with date

Final Comments:	
Rating Recorded:	Signature with date



  
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## Narayana Medical Institutions

### Appraisal Form – for Annual Increment

(Appraisal Format for G1- G6 Grades)

Emp.No.		Designation	
Emp. Name		Date of Joining	
Department		Qualification	

State key job responsibilities handled by the employee during the period and rate the performance.

#### PART-A

A–Outstanding      B– Very Good      C–Good      D – Average


S.NO.	Goals/Key Job Responsibilities	A	B	C	D
1					
2					
3					
4					
5					
6					

#### PART-B

Evaluate the employee on the following factors

Factors	A	B	C	D
<b>Job Knowledge:</b> Grasp of knowledge, technique and procedure in work and related matters.				
<b>Analytical ability:</b> Ability to size up problem, collect and evaluate facts and reach sound conclusions.				
<b>Interest in work:</b> Ability to learn new job quickly and willingness to work together with others.				
<b>Leadership:</b> Ability to inspire others.				
<b>Communication :</b> Ability to effectively convey information and ideas to others; clarity of oral and/or written communications				
<b>Quality of work:</b> Accuracy, Presentation, Reliability, Completion of work on-time, Priority setting , Completion of work on-time				
<b>Code of conduct:</b> Work place etiquette, Punctuality , Attendance, Dress code, Team work				
<b>Overall Rating:</b> Assessment of employee in relation to his/her position.				



  
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**Narayana Medical Institutions**  
**Appraisal Form – for Annual Increment**

**PART-C**

	Major Strengths Consistently Displayed	Area/s That Need Improvement	Required Trainings
1			
2			
3			
4			

**PART-D**

**Declaration:**

I have completed the annual performance appraisal of the appraisee and communicated the outcome of the appraisal to him/her in terms of strengths and areas of improvement and the final performance rating for the year.

Sign of the Employee with date: \_\_\_\_\_ Sig of the HOD with date: \_\_\_\_\_

Remarks of the Reviewer / Medical Superintendent/CEO


Final Rating : \_\_\_\_\_ Signature with date \_\_\_\_\_

HR Comments:

Rating Recorded: \_\_\_\_\_ Signature with date \_\_\_\_\_



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## **8. LEARNING & DEVELOPMENT POLICY**

### **1. OBJECTIVE**

Training is an important part of the Employment in the hospital. Training is the process of imparting necessary knowledge, skills and attitudes to the employees to enrich their existing knowledge, skills and attitudes, and develop newer ones.

This policy reflects the intent of Narayana Medical Institutions to build its workforce capability by supporting and encouraging its people and prepare them for future career opportunities while attaining and maintaining service delivery.

### **2. PURPOSE**

To support continuous learning across all areas and levels of Narayana Medical Institutions with the aim to:

- Create a supportive environment to promote a strong learning culture.
- Align and incorporate learning with priorities across all levels of the Organization;
- Integrate best practice concepts, standards and frameworks into practice.
- Provide and promote appropriate and innovative learning options.
- Lead and manage learning effectively and efficiently.
- Evaluate learning and development.

### **3. RASCI**

- 3.1 Responsible : HOD/Individual/HRD  
 3.2 Approver : PRINCIAPL/MS/CEO  
 3.3 Support : HRD/ HOD's  
 3.4 Inform : HOD/HRD

### **4. PROCEDURE**

- 4.1 Training Programme:




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*R. S. Reddy*  
 Prepared By





	<b>NARAYANA MEDICAL INSTITUTIONS</b>	Version : HRM/01
	<b>HUMAN RESOURCE DEPARTMENT</b>	Issue Date : 01-Sep-2016

A complete Training Programme is developed for each category of employee. The Institutions conducts induction training, regular on job training and mock drills. The HR manager, Respective departmental Head, Quality Coordinator, decides the contents of the Training programmes. This is reviewed once in a year.

#### 4.2 Training Needs Identification:

4.2.1 The Human Resource department will list all the training programs and indicate those training programs that are mandatory for different positions as well as identify standard training programs for all positions across the organization.

4.2.2 Each department head will list out all the possible technical training programs for each position in the department and classify those that are mandatory for different positions within the department.

4.2.3 Need based training programs will be identified through various sources:

- i. Position guidelines
- ii. Confirmation Appraisal Systems
- iii. Performance Appraisal Systems
- iv. Personal Development Goals
- v. Observation of daily performance
- vi. As expressed by the individual
- vii. Organizational Needs

#### 4.3 Induction Training:


4.3.1 This training is provided to all the new recruits at the time of joining.

This training generally introduces the employee to the hospital's philosophy, Vision, Mission, hospital policies and procedures, employees Job Description etc.



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**4.3.2** The objective of the Induction program is to ensure that the new joiners feel a sense of belongingness in the organization, to provide them with the necessary information about the hospital and to help them settle into the organization quickly.

**4.3.3** Human Resource department will update all department heads on the induction schedule and the participants on the day of joining of the new colleagues.

**4.3.4** The Induction schedule will be adhered to, the person responsible for induction and the new joiner will sign the schedule on completion of the department induction.

**4.3.5** Each department will present their department activities and place them in their departments for observation of the process, where applicable.

**4.3.6** New joiners will be trained on Fire Safety standards and Grooming Standards before they start with their on-job induction in departments.

**4.3.7** At the end of the induction programme, HR will administer the induction questionnaire. On completion of the basic induction program, the new joiners will be given a basic induction evaluation/feedback questionnaire, which will be analyzed by HR dept. to improve the induction process.

**4.4 On Job Training**

**4.4.1** The department head/supervisor will provide each new team member a copy of the departmental standards (standard operating procedures) with a training schedule attached.

**4.4.2** They will be introduced to their buddy in the department.




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**4.4.3** The buddy is responsible for:

- A) Answering all queries which may arise in the joiners mind upon joining the department.
- B) Be a guide and counsellor and help to develop values.

**4.4.4** Three months later the HOD will conduct an informal meet to check the settling down process of new entrants and to check their progress.

**4.4.5** On completion of six months a confirmation appraisal will be conducted for all joiners to evaluate performance and feedback shall be given to the job holder.

**4.5 Change of Department/Rotation /Transfer:**

Training is imparted to the employee at the time of Change of Department/Rotation /Transfer to other department in order to make him acquainted with the policies and procedures of the new department, roles and responsibilities of the employee, HIS and equipment etc.

**4.6 Advancement/introduction/change in Technology/equipment:**

The entire concerned employee will be provided training to upgrade them to such situation. In case of installation of new equipment training is also provided by the Service/installation Engineer to all the concerned staff. A record/certificate of such training is to be obtained and filed in the respective employee's Personal File.

**4.7 Mock Drills:**


**4.7.1** Mock drills are conducted twice in a year for different category of employee to provide them practical experience of handling critical situations such as various Emergency Codes like fire, bomb threats, mass casualties, child abduction etc.

**4.7.2** Trainings also given on safety related aspects such as adverse event, spill management, needle stick injury, blood and body fluid exposure, occupational safety aspects, medication error etc to eliminate and minimize the risks.



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**5.0 Training Methodology:**

Training can be done by issuing manuals to the employees. Basic training manual is issued to every class of employee. Training is also imparted by PowerPoint presentations, lectures and drills. The training imparted is documented in training register maintained by HRD. The training is also documented in training formats for each employee, dated and duly signed by the employee and the HR Personnel. This training format is then filed in the employee personal file.

Feedback shall be taken for the assessment of trainings and development programmers, which is to be used to improve training Programme. (Applicable for both internal training Programme and external training Programme).

**6.0 Training Program Categories**

**6.1 Internal Training:** Refers to training imparted by the organization to its employees such as one department to another or within the department to its team.

**6.2 Inter Department Training Procedure:**

- ❖ When the need for internal training arises involving other departments the person imparting the training will co-ordinate with the department head and make the necessary training arrangements and announcements.
- ❖ The agenda, training material and the participants attending the internal training program will be documented.

**6.3 Intra Department Training:**


- ❖ This may be done when staff/s in a particular department needs to take additional knowledge in some other department (or) a particular departmental head/trainer gives training on particular topic/subject OR training on multi skills.



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- ❖ The department head / in-charge is responsible to ensure that adequate training is provided to the concerned staff.
- ❖ The training agenda, contents and handouts if provided is documented within the department.
- ❖ The department head must evaluate the effectiveness of the training program in terms of the objective defined and document the results wherever possible.


#### 6.4 In House Training:

- ❖ Refers to training obtained for a group of employees with similar job profile or training requirement. Such programs are conducted by an external institute or consultant either within the office premise or at any other location. The training program is designed and customized according to the participant profile.
- ❖ The HRD/department manager is responsible for coordinating the in house training program.
- ❖ Once the training need is identified the HRD/concerned department head identifies a suitable institute to conduct the program.
- ❖ The expectation of the department head and participant's nominated for the program must be obtained, collated and forwarded to the institute wherever necessary.
- ❖ The HR responsible/department head must provide the institute with the hospital profile, participant profile and any other detail that is relevant for the training institute to tailor make the program particularly if it is a new training institute.
- ❖ The HR must also archive a copy of the in-house program training material provided by the institute.



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**6.5 External Training:**

- ❖ Refers to open house programs offered by various institutes.
- ❖ Based on the specific training need identified, department Manager together with HRD will identify suitable external training programs that are offered by different institutes.
- ❖ The program content obtained from training institutes will be communicated to the concerned department head and a written approval is obtained.
- ❖ Sign-off by Principal/MS/CEO is required for all External training nominations.
- ❖ The Department Manager must ensure that the training report is submitted to HRD.
- ❖ HR Manager will archive a copy of the training material provided to the participant by the external institute.
- ❖ All the trainees of the level of asst. manager and above, attending external open house training must give a small presentation to all HOD's about their learning within one week of their return from training.
- ❖ All the trainees below the level of asst. manager shall generate a learning and action report which has to be submitted to the HOD/HR.

**7.0 Training Logs:**

Every employee is responsible to update his/her training log in the format provided on a quarterly basis and on a quarterly basis submits a copy of the same to HRD

**7.1 Post Training Evaluation:**

Post training evaluation is made by the HRD after 1 week of training to the employee. This is also filed in the employee personal file. The Post training Evaluation is assessed on the basis of the marks obtained in the Post Evaluation Tests.

**8.0 Annexures**

- Annexure-16 : Employee Training Card
- Annexure-17 : Training Feed Back Form
- Annexure: 20 : Training Needs Identification Form



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## HUMAN RESOURCE DEPARTMENT

### Training Needs Identification Form

1. Broadly list your Major Tasks
  
2. What training and exposure (Including visits to other Hospitals) can help to achieve Excellence in the tasks listed above.
  - A) Competency and skill based training (Functional)
  - B) Knowledgeimprovement(JobResponsibilities)
  - C) Management Related (Soft Skills)
  - D) Any specific training programs you know of that you think will help you

3. Training priorities (to be filled up by HOD in discussion with concerned)

Emp Sign with Date


HOD Sign with Date

HRD Sign with Date



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## 9. EMPLOYEE TRASFER POLICY

### 1. OBJECTIVE

To provide employees career / professional growth, through job assignments in different functional areas, thus providing scope for their lateral movement and development in other functions / operations of the Organization

### 2. ELIGIBILITY & APPLICABILITY

This policy applies to all regular employees of Narayana Medical institutions


### 3. RASCI

- 3.1 Responsible : Individual
- 3.2 Approver : PRINCIPAL/MS/ CEO/ HOD
- 3.3 Support : HRD/HOD
- 3.4 Inform : HOD /HRD


### 4. POLICY & PROCEDURE

- 4.1 This policy is applicable to employees involving Transfer to a new location for an unspecified period of time.
- 4.2 Where an employee requests for transfer to a new location for personal reasons, the organization, if it deems fit, may accept the employee's request.
- 4.3 Expenses like travel, temporary accommodation at the new location and transportation of personal belongings shall be paid based on quotation, bills and it would obtain prior approval
- 4.4 Transfer / relocation will be effective after mutual agreement between transferor and transferee of the organization.
- 4.5 The sanctioning authority for mode of travel and allowances shall be the same as specified in the Domestic travel policy for the respective Grades.



  
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- 4.6 Transfer, as a practice, need not attract promotion or salary revision. However, the respective employee will be eligible for Continuity of Service, Statutory Benefits, carry forward of leave balance, etc.
- 4.7 As far as possible, the employee will be given a minimum of one-month time to plan for her/his relocation, when the transfer involves moving from one city/town to another. However, wherever it is an organization / business exigency, necessary notice time for transfer may not be possible. The discretion about the exigency of such transfers will be with the Head of the Institution.
- 4.8 Upon relocation of employee (arising out of transfer), he/she will be granted not more than 3 working days special leave at a stretch for settling down in new location. Not applicable for new joiners.
- 4.9 Due care should be taken by HOD while deciding on relocating an employee so that the intended relocation does not cause discomfort to the employee in terms of children's education and other domestic commitments.
- 4.10 After finalization of the date of relocation, HOD should inform HRD for issuing the transfer letter.
- 4.11 After the transfer, the employee should adhere to the rules & regulations as applicable of the transferee Company.



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### 10. IMMUNIZATION OF STAFF POLICY

#### 1. OBJECTIVE

This policy applies to all employees who are at the risk of acquiring **Hepatitis-B** while performing duties and the purpose is to immunize them from that risk as a welfare measure.

#### 2. ELIGIBILITY & APPLICABILITY

This policy applies to below category employees of Narayana Medical College Hospital –

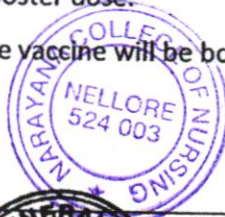
- a. Laboratory technicians performing tests/ Blood Collections
- b. Staff nurses and other nursing staff
- c. Radiology Technicians dealing with CT /MRI, where injections are given
- d. Paramedics and drivers of Ambulance
- e. Housekeeping staff ( on selective basis by H/K HOD)

#### 3. RASCI

- 3.1 Responsible : Individual
- 3.2 Approver : MS/ CEO/RMO
- 3.3 Support : Nursing Superintendent /HRD
- 3.4 Inform : HOD/ Nursing Superintendent /HRD

#### 4. POLICY & PROCEDURE

- 4.1.0 Employees who are at risk to acquire **Hepatitis B** as determined by their departmental heads, will be eligible to receive Hepatitis B vaccine
- 4.1.1 The dose shall give to employee in three times and ensure each dose gap period to be maintained minimum a month and later than arrangement of 01 booster dose.
- 4.1.2 The cost of dose of the vaccine will be borne by the hospital.



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- 4.1.3 Employee unwilling to receive the vaccine may do so but at their risk and responsibility of acquiring diseases in future, in case they produce proof of having taken the dose recently.
- 4.1.4 Employees on probation who receive the vaccine and leave during the probation period or before the medication cycle is completed, shall be charged for the vaccine received.
- 4.4.5 The concerned HOD of the staff shall approach the Nursing Superintendent with the list of names to indent the medicine. The Nursing superintendent will indent the required medicine through the approval of RMO.
- 4.4.6 The medicine for the required staff will be indented by the Nursing Superintendent from the pharmacy. The pharmacy will send the medicine to the RMO through the Nursing Superintendent and the medicine will be administered by the Infection Control department. Infection Control department shall maintain the card/record entering the details of doses of medicine administered with dates in order to track the history of each staff member so immunized.
- 4.4.7 The copy of the vaccination record to be place in employee personal file by HRD

**5. Annexure:**

Annexure-18 : Vaccination Record




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## **11. PERSONAL FILE MANAGEMENT POLICY**

### **1. OBJECTIVE**

Every staff of the hospital shall have a personal file which is started from the day of the staff member is selected. The contents of each file shall define and documented.

Personnel files for each and every staff/employee shall be made on their joining to the Institutions and maintained by HRD.

### **2. PURPOSE**

It is important to have a personnel file management for all the Institutions employees such that it remains to the Institutions authority as a record and which can be kept for references in the Institutions

### **3. RASCI**

- 3.1 Responsible : HRD
- 3.2 Approver : PRINCIPAL/MS/CEO
- 3.3 Support : HRD/ HOD's

### **4. PROCEDURE**

- 4.1 An employee's personal file is opened by the HRD on the first day of reporting on the job.
- 4.2 Employee's personal profile are maintained for all employees as per the format and Personal Records contains:
  - Employee Personal Profile
  - Employee's Photograph (Five copies)
  - Employee Identity/Employment No.
  - Employee's resume as submitted at the time of recruitment.
  - Employee's Documents supporting his/her Educational Qualification in the order-Matriculation, Inter, Degree, Post Graduation, Professional courses, special training, age proof;
  - Experiences Certificates (photocopy), if any



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- Application Forms filled up at the time of Appointment
- Duly filled and signed Offer Letter, Joining Letter and Appointment Letter
- Pre employment health check up Reports
- Relieving letter from previous organization of the employee, if any
- Training log of the employee;
- Post training evaluation form,
- Performance evaluation reports.

- 4.3 The employee can access to his / her Records by a written Request to the HR Manager and only in presence of the HR personnel.
- 4.4 Once an employee leaves the organization or on cessation of his/her employment, the employee's file will be labeled as Ex-employee file.
- 4.5 Every employee must be issued an employment number as per the serial no/ date of joining of the employee.
- 4.6 Employee ID cards are issued within one week of issue of appointment letter to the employee. The ID card must have employee's name, Employee Number, Designation, Blood Group, Signature of Issuing Authority
- 4.7 Every employee shall submit records of in-service training and education prior to the annual appraisal and this shall be documented in the personnel file.
- 4.8 All records of in-service training and education shall be documented in the personal files. Personnel files shall contained Training evaluations and appraisals for all cadres of staff.

## 5.0 Annexure

Annexure-13 : Personal file checklist.(Teaching & Non-Teaching)



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## TEACHING STAFF CHECK LIST

<b>NAME</b>				
<b>DESIGNATION</b>				
<b>DEPARTMENT</b>				
<b>DOJ</b>				
S.No	Details	Availability (please tick)		
		YES	NO	NA
1	Appointment Order			
2	Joining Report			
3	Resume			
4	Recent Passport Size Photos - 2			
5	PAN Card			
6	Address Proof			
7	10 th Class Certificate Copy			
8	Intermediate Certificate Copy			
9	Technical qualifications			
10	UG Qualification Copy			
11	PG Qualification Copy			
12	Other Qualification(s)			
13	Experience Certificates			
14	Pay Slips for last 3 Months			
15	Bank Statement (or) Form - 16			

HR Sign




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## NON-TEACHING STAFF CHECK LIST


<b>NAME</b>				
<b>DESIGNATION</b>				
<b>DEPARTMENT</b>				
<b>DOJ</b>				
S.No	Details	Availability (please tick)		
		YES	NO	NA
1.	Appointment Order			
2.	Joining Report			
3.	Resume			
4.	Recent Passport Size Photos - 2			
5.	PAN Card			
6.	Address Proof			
7.	10 th Class Certificate Copy			
8.	Intermediate Certificate Copy			
9.	Technical qualifications			
10.	UG Qualification Copy			
11.	PG Qualification Copy			
12.	Other Qualification(s)			
13.	Experience Certificates			
14.	Pay Slips for last 3 Months			
15.	Bank Statement (or) Form - 16			

HR Sign



  
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## 12. DISCIPLINARY POLICY & PROCEDURE

### 1. OBJECTIVE

Unsatisfactory job performance, misconduct, habitual lateness, absenteeism, failure to comply with hospital policies and procedures or any other breaches of employer/employee relationship may result in disciplinary action. The Institutions policy is that disciplinary action against employees should:

- Be undertaken only in cases where good reason and clear evidence exist.
- Be appropriate to the nature of the offence.
- Be demonstrably fair and consistent with previous action in similar circumstances.
- Take place only when employees are aware of the standards that are expected of them or the rules with which they are required to conform.
- Allow employees the right to be accompanied by a colleague of their own choice.
- Allow employees the right to appeal against any disciplinary action.

### 2. ELIGIBILITY & APPLICABILITY

All employees of Narayana Medical Institutions

### 3. RASCI

- 3.1 Responsible : Individual
- 3.2 Approver : PRINCIPAL/MS/CEO
- 3.3 Support : COMMITTEE/HRD
- 3.4 Coordination : HRD

### 4. PURPOSE


This Disciplinary Code aims to:

- Promote efficient and safe performance of work.
- Maintain good employee relations within the Hospital.
- Help and encourage staff to achieve and maintain the appropriate standards of conduct that the Hospital expects of its entire staff.



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**5. DEFENISSION :**

**Disciplinary Procedure** -Sequence of activities to be carried out when staff does not confirm to the laid down norms, rules and regulations of the health care organization.

**Discipline** - The Practice of training people to obey rules or code of behavior.

**Misconduct**- Behaving in an unprofessional manner.

**Major misconduct** : Repeated acts of misconduct.

**Gross misconduct** : Gross misconduct is conduct so serious that it effectively breaches the contract of employment.

**6. Policy & Procedure**

6.1 The Departmental Head shall make a recommendation for an appropriate reprimand for the delinquent employee, provided the employee is indeed found to have committed the misconduct.

6.2 The HR Manager shall examine the complaint, consult the Departmental Head, and consider the gravity of the misconduct as well as the past record of the delinquent employee. In case the misconduct is minor in nature and the past record of the employee is unblemished, the HR Manager shall carry out counselling of the employee or warn the delinquent employee, orally or in writing.

6.3 In case the misconduct is major in nature and/or the employee has a blemished past record, the HR manager shall consultation with institution Head and order a preliminary enquiry by appointing an investigating officer or/and to issue show cause notice to the delinquent employee.

6.4 On receipt of the reply to the show cause notice, if the delinquent employee accepts his role in the misconduct and if the institution Head is satisfied with the reply, he shall issue a written warning or suspend the employee for one to four days, as a reprimand.

6.5 In case, the delinquent employee does not accept his role in the misconduct or the institution Head is not satisfied with the reply of the delinquent employee, he shall direct the GCC to further enquiry the delinquent employee.


6.6 Action (or) recommendations by GCC shall be implemented by the institution Head.



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**7. General Discipline:**

All employees are expected to conduct themselves in a manner conducive to efficient and smooth working of the organization. An employee who does not conduct himself/ herself in a proper manner must be corrected through appropriate disciplinary action. An illustrative list of 'misconducts' warranting disciplinary action is given in a section below. The purpose of disciplinary action is to correct rather than to punish the employee. If the offense is of a grave nature or if efforts at correction do not meet with success, severe disciplinary action such as discharge or dismissal may have to be resorted to.

**7.1 Secrecy:**

- No employee will take any paper, books, drawings, photographs, equipment or any other property of the Hospital out of the premises of the Hospital office in which he/ she is engaged provided he/ she is specially authorized by the Management to take such things out of the office premises.
- No employee will be permitted to keep copies of classified official documents with him/ her.
- No employee will write to any person including another employee and/or communicate to newspapers, journals, books, pamphlets or leaflets, or disclose or cause to be disclosed, or discuss at any place or at any time during the service of the Hospital, any information or documents, official or otherwise relating to the Hospital except with the approval of the Management.
- No employee will use the Hospital's name or properties for his/ her personal benefit.
- Except in the official discharge of his/ her duty, no employee will disclose during service or after leaving service of the Hospital, any secret or information


**8.0 Conduct:**

- An employee during the whole tenure of service will devote time and attention to the work of the institution. He/ She will, in all respects act according to the orders and directions issued by the supervisor/s.
- An employee will not directly or indirectly engage in any other whole time or part time profession or business or enter into the service of competitive nature.

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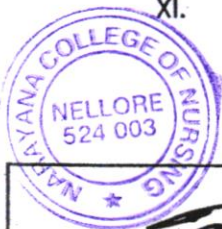
- An employee should at all times conduct himself/ herself soberly and temperately while on duty and will use his/ her best endeavor to promote the interest of the Hospital.
- An employee proceeding on annual leave will hand over charge of all records, papers to the immediate head before he/ she proceeds on leave.

**9.0 MISCONDUCTS:**

**ACTS AND OMISSIONS CONSTITUTING MISCONDUCT**

The following acts and omissions on the part of an employee shall be treated as misconduct: -


- I. Impertinence, willful insubordination to or disobedience of, whether alone or in combination with others, any lawful or reasonable order of the superior.
- II. Theft, fraud or dishonesty, embezzlement, misappropriation or mischief in connection with the patients or Hospital's business or property.
- III. Causing willful breakage, loss or damage to the property of the establishment or of its patients and their relatives inside the hospital.
- IV. Demonstrating within 150 meters of the Hospital / Hospital's premises and / or participation in strike. Or inciting others to participate in strike, which is illegal or unjustified, or against the provisions of any law, agreement or award or settlement.
- V. Slowing down in the performance or work or inciting others to slow down or adopting or inciting others to adopt any tactics to that effect by whatever name called.
- VI. Causing disturbance to the contentment and or comfort of others at work.
- VII. Drunkenness or drug addiction being under the influence of drug or alcohol.
- VIII. Fighting, riotous or disorderly or unruly or indecent behavior or conduct or committing any act which is likely to cause breach of peace.
- IX. Threatening, intimidating, coercing other employees or interfering with the work of other employees or conduct which endangers or likely to endanger the life or safety of another person, and any act involving moral turpitude or conduct which violates common decency or morality.
- X. Commission of any acts subversive of discipline while on duty or off duty within the Hospital premises or precincts.
- XI. Intimidating or threatening or assaulting any employee or employees whether within the duty hours or outside duty hours whether inside the hospital or Hospital premises or outside the establishment whether such act relates to the employment or working of the establishment.



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- XII. Demanding, taking offering or giving bribes or any illegal gratification.
- XIII. Absence from duty without leave or absence from duty without leaves for more than seven consecutive days without sufficient cause or overstaying the sanctioned leave without sufficient grounds or proper satisfactory explanation.
- XIV. Engaging in other employment or business or profession while in services of the hospital
- XV. Habitual late attendance.
- XVI. Habitual absences without leave i.e., absence on more than 3 occasions within a period of 12 calendar months.
- XVII. Habitual absence without leaves on the day preceding or the day succeeding a national and festival holiday or a weekly holiday.
- XVIII. Soliciting and or accepting any tips from the patients and their relatives
- XIX. Using unparliamentarily, abusive or filthy or foul language orally or in writing against any other employee or employees or superiors or patients / guests.
- XX. Soliciting or collection or promoting contributions or pledges for any purpose or function at any time in the hospital premises without the prior written permission of the Management.
- XXI. Obtaining or attempting to obtain leave of absence by false pretence, or abuse of leave facilities or by false representation.
- XXII. Gross negligence of work or habitual negligence or neglect of work.
- XXIII. Breach or violation of service rule or rules or any other rule or rules or instructions of the Hospital / Hospital.
- XXIV. Organizing, holding or attending any meeting within the Hospital / Hospital premises without prior permission in writing of the Head of HRD.
- XXV. Writing / sticking notices, posters on the walls or any portion of the premises of the Hospital / Hospital or wearing badges with words or slogans tending to incriminate co-employees or Management while on duty.
- XXVI. Sleeping or dozing in any posture while on duty.
- XXVII. Possession of any lethal weapon, knife, arms, or ammunition, or explosives in the Hospital / Hospital premises or precincts.
- XXVIII. Arrest or conviction by any court of law for any offence.
- XXIX. Giving false declaration regarding name, age, father's name, qualifications, emoluments or of previous service, or any such personal details or producing fake or bogus certificates or documents at the time of employment, or suppression or concealing of material facts relating to antecedents for the purpose of securing employment in the Hospital/Hospital, which should have prevented employment had they been made known before employment.



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- XXX. Committing any act within the premises of the Hospital/Hospital or outside whether amounting to any offence or which would tend to have effect or result in impairing the reputation, the public confidence, the discipline, or the prestige of the Hospital or is in any way prejudicial to the interest of the Hospital/Hospital.
- XXXI. Refusal to accept a charge sheet or any other communication from the Management.
- XXXII. Refusal to accept or carry out any order of transfer.
- XXXIII. Refusal to accept or carry out any order of deputation.
- XXXIV. Falsifying or refusing to give testimony when an accident or any other matter connected to any incident related to the business or any daily functioning is under investigation.
- XXXV. Doing money lending business or any other monetary transaction by utilizing one's position as an employee of the Hospital for personal gain, irrespective of whether the actual transaction is made inside the Hospital premises or at any other place.
- XXXVI. Making false statements about himself or any other employee or about the Superior or misrepresenting facts.
- XXXVII. Disclosing to any unauthorized person any information with regard to the processes, facts or figures, particulars, details of the work of the Hospital, technical know-how, security arrangements, administrative or organizational matters of confidential or secret nature, which may come into the possession / knowledge of the employee during the course of his work, unless compelled to do so by judicial authority or under law or without written permission from the Management.
- XXXVIII. Wastage or excess usage of Hospital's materials or property either willfully or due to negligence.
- XXXIX. Committing any nuisance in the Hospital or near the outskirts of the Hospital premises thereby disturbing the peace of the Hospital.
- XL. Willful non co-operation with fellow employees for proper discharge of duties.
- XLI. Disobeying any lawful and reasonable order of the Management or superior and refusal to accept any communication or letter from the management or endorse the fact having received any communication or letter on any peon book or on the duplicate copy of the document itself.
- XLII. Refusal to sign any documents forms or registers kept or maintained for the purpose of maintaining daily records.
- XLIII. Failure to deposit any lost article found in the establishment premises with the Security Department (Lost and Found) and obtain a receipt for the same.



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- XLIV. Lending or borrowing money, article from his subordinates or a co-worker or any other person connected with the business of the Hospital.
- XLV. Spreading rumor or giving false information, which tends to disrepute the Hospital or its employees, or spreading panic among the employees.
- XLVI. Leaving work without permission or before being properly relieved at the end of his shift/duty.
- XLVII. Commission of an expressly prohibited act, or willful breach of any instructions or rule as regards the safety and health of patients, employees and safety or property of the Hospital or an act exposing the Management to any penalty under any law.
- XLVIII. Smoking, chewing pans / tobacco or spitting on the Hospital / Hospital premises.
- XLIX. Possession or use of any intoxicating liquors drugs or narcotics while on duty within the premises of the hospital.
- L. Willful damages or damages due to negligence or carelessness caused to the Hospital.


**10. Group Compliance Committee**

- 10.1 In case an anonymous complaint carries references to verifiable facts and figures, these would be verified and if found true, the complaint will be taken up and investigated. If an employee or external person makes an allegation which she/he knows to be untrue or with an intent to defame and is confirmed by subsequent investigation, appropriate action will be taken against the person under the rules of the Institute.
- 10.2 Malpractice, impropriety, abuse and wrongdoing (hereinafter referred to as "Concern") can include a whole variety of issues and some are listed on misconducts. However, those are not a comprehensive list but are intended to illustrate the sort of issues, which may be raised under case to case basis.
- 10.3 The Concern shall be investigated by the Group Compliance Committee
- 10.4 The Group Compliance Committee shall frame and circulate such rules as may be deemed necessary to enable a fair conduct of inquiry and investigation as well as decision.
- 10.5 Once any disclosure of concern has been made by an employee to the HR, The HR will pursue the following steps:



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- ❖ Acknowledgement of the receipt- within 3 working days
- ❖ Obtain full details and clarifications of the complaint.
- ❖ HR will notice to Group Compliance Committee with detailed information about concern
- ❖ Fully investigate into the allegation with the assistance where ever appropriate, of other individuals / bodies.
- ❖ If requires, Consider the involvement of the Institute's Auditors or the Police or any other external investigation agency or person.
- ❖ Closing the matter within 15 working days.
- ❖ Based on the findings after conducting various investigations as it may deem fit and come to a final decision
- ❖ For the purposes of this procedure an adverse personnel action shall include :
  - a disciplinary action
  - a suspension
  - a separation
  - an involuntary demotion
  - an involuntary resignation
  - Recover any loss suffered by it due to violation of the provisions
  - an involuntary reassignment to a position with demonstrably less responsibility or status as compared to the one held prior to the reassignment
  - any other actions (Call for explanation, issue warning letter etc.,)

10.6 All decisions by the Group Compliance Committees shall be by way of a simple majority. In the case of a tie, the matter shall be referred to the Chairmen for a final decision in the matter.

**GROUP GOVERNANCE COMMITTEE**


Members Name	Designation
Dr.G.V.Nagi Reddy	Principal
Dr.S.Vijay Kumar	Academic Coordinator
Dr.Sreeram Sateesh	Medical Superintendent
Dr.C.Vijay Mohan Reddy	CEO
Dr.S.V.K.Subba Rao	Hospital Administrator
Dr. S. Satish	External Member



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Mr.G.Suresh	CFO
Mr.R. Sambasiva Rao	Society Treasurer

## 10. Types of Penalties

Employees governed by Conduct, Discipline and Appeal Rules:

### 10.1 Minor Penalties

- (a) Censure;
- (b) Withholding of Promotion;
- (c) Withholding of increments of pay with or without cumulative effect;
- (d) Recovery from pay or such other amount as may be due to him, of the whole or part of any pecuniary loss, caused to the Hospital by negligence or breach of orders.

(E) Disciplinary action/Memo

### 10.2 Major Penalties

- (a) Reduction to a lower grade or post or to a lower stage in a time scale;
- (b) Dismissal from service;
- (c) Removal from service, which shall not be a disqualification for future employment.
- (d) A suspension
- (e) An involuntary reassignment to a position with demonstrably less responsibility or status as compared to the one held prior to the reassignment

### 10.5 Termination of service:


- ❖ Of an employee appointed on probation during or at the end of the period of probation, in accordance with the, terms of his appointment.
- ❖ Of an employee appointed in a temporary capacity otherwise than under a contract or agreement, on the expiry of the period for which he was appointed earlier in accordance with the terms of his appointment.
- ❖ Of an employee appointed under a contract or agreement, in accordance with the terms of such contract or agreement.
- ❖ Of an employee on reduction of establishment



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### **13. GRIEVANCE REDRESAL MANAGEMENT**

#### **1. OBJECTIVE**

Individual Employee grievances and complaints which are primarily a manifestation of their dissatisfaction about working conditions, managerial decisions, if not promptly attended to may affect morale and productivity

The objectives of the grievances process will be to settle:

- 1.1.1 Grievances of the employees in the shortest possible time
- 1.1.2 At the lowest possible management level
- 1.1.3 With appellate stages so that it is fair, transparent and reasonable.

#### **2. ELIGIBILITY & APPLICABILITY**

All employees on regular roll of the organization

#### **3. RASCI**

- 3.1 Responsible : Individual
- 3.2 Approver : MS/ CEO / HOD's /HRD
- 3.3 Support : HRD
- 3.4 Inform : HOD/HRD

#### **4. POLICY & PROCEDURE**

- 4.1 **Scope & Coverage:** Grievance for the purpose of this policy would mean dissatisfaction arising out of the decision of the HOD/others concerning the employee.
- 4.2 Grievances for the purpose of this policy will cover individual grievances such as:


- Recoveries of dues etc.
- Working conditions/Health & Safety
- Leave
- Medical facilities
- Administration or professional issues
- HR Policy administration
- Compensation & Benefits



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- Related to Appraisals
- Interpersonal Conflicts/Issues with the HOD or team members
- Role fit
- Only grievance affecting an individual employee may be raised.

4.3 The grievance arising out of the following will not come under the purview of the grievance procedure:

- Terms of appointment settled prior to joining
- Matters relating to disciplinary enquiry / action
- Where the grievance does not relate to an individual employee

#### 5.0 Stages of Grievance Redresal

The individual can raise grievance according to this procedure:

##### 5.1 STAGE-I

5.1.1 The aggrieved employee may take up the grievance in writing with the HOD, who must try to resolve the grievance at that level within 5 working days.

5.1.2 In case any grievances needs more than 5 working days to resolve, the respective employee should be informed in writing within 5 working days of the receipt of grievance by the HOD.

5.1.3 In case the employee is not satisfied with the redressal of the grievance he/her may submit the grievance, in writing, to the HRD within 2 working days from end of stage above.


5.1.4 The HR Manager will record comments on the grievance form within 5 working days after making necessary enquiries and discuss with concern(s)

5.1.5 In case of any delay in resolving the grievance, the HR Manager will inform the aggrieved employee of such a delay with reason from 5 working days of receipt of the grievance and commit to a resolution date not exceeding an extension time of 4 working days.



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**5.2 STAGE- II:**

5.2.1 In case the aggrieved employee is not satisfied with the decision communicated to him/her at Stage-I or if she/he fails to receive the reply within the stipulated period, she/he may submit the grievance within a period of 2 working days from the date he/her receives final reply or in stage- I will have an option to appeal to administrator with the detailed reasons for the appeal who must give a personal hearing to the grievance and a brief of same should be documented.

5.2.2 The administrator will examine the grievance in detail including discussions with the aggrieved employee, as necessary. The administrator may consult an expert neutral consultant or committee before taking final decision on the grievance.

5.2.3 The administrator will take a decision and communicate the same within 7 working days from the receipt of the appeal and the decision will be final and binding.

**6.0 GENERAL CONDITIONS:**

6.1 If the grievance is against the HOD then employee can skip one level and escalate her/his grievance to next level.

6.2 The executive shall bring up the grievance immediately within a reasonable period of time not exceeding 3 months.

6.3 Only an aggrieved employee can raise the grievance.

6.4 If the grievance arises out of an order given by the Management, the said order shall be complied with before the executive concerned invokes the procedure laid down for redressal of the grievance.

6.5 The HR should maintain the detailed record of grievance and redressal related aspects.

**Annexure:**

Annexure-19

: Grievance form



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## GRIEVANCE REDRESSAL FORM

<b>Name:</b>	
<b>Emp No:</b>	
<b>Department :</b>	
<b>Designation :</b>	
<b>Name of the HOD</b>	
<b>Date of Initiation</b>	
<b>Nature of Grievance :</b>	
<b>Grievance &amp; Reason in brief :</b>	
<b>HOD Response :</b>	
<b>HR Response:</b>	
<b>Administrator Response</b>	
<b>Dated :</b>	<b>Signature of the employee :</b>



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### 14. CERTIFICATE ALLOWENCE POLICY & PROCEDURE

**1. OBJECTIVE**

To provide Pharmacy and Nursing Certificate Allowance to Employees whose certificate are submitted to the organization

**2. ELIGIBILITY & APPLICABILITY**

This policy is applicable to all employees who are working as Pharmacist and staff nurse and submitted various statutory inspections to the organization.

**3. RASCI**


- 3.1 Responsible : Pharmacist and staff nurse
- 3.2 Approver : MS/ CEO
- 3.3 Support : HRD/ HOD's
- 3.4 Inform : HOD/HRD/A& F Department

**4. POLICY & PROCEDURE**


- 4.1 Eligibility – Employees working in Pharmacy and Nursing who submitted to the Hospital.
- 4.2 An allowance of Rs1500 is paid to Pharmacists and Rs.2000 is paid to staff nurse whose certificates are submitted to the Organization. This may be revised from time to time.
- 4.3 The certificates may or may not be utilized for obtaining licenses and various statutory inspections. However as a standard protocol the registration certificates are retained till the employee is working with the organization.
- 4.4 HRD will prepare the statement based on the whose certificates are kept with the organization and will take the recommendations from Administrator before getting the approval from the Medical Superintendent
- 4.5 All the certificates can be kept in HR Custody



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## **15. EMPLOYEE EXIT POLICY**

**1. OBJECTIVE**

To render fair and equitable treatment to an employee who is leaving the organization

**2. ELIGIBILITY & APPLICABILITY**

This policy is applicable to all employees

**3. RASCI**

- 3.1 Responsible : Individual
- 3.2 Approver : Principal/MS/ CEO / HOD's /HRD
- 3.3 Support : HRD
- 3.4 Inform : HOD/HRD/A& F Department




**4. POLICY & PROCEDURE**


**4.1 Resignation:**

- 4.1.1 Any staff member desirous of resigning from the services of the hospital may do so by a written application stating reason(s).
- 4.1.2 The staff member having once submitted his/her resignation in no event, a resignation once accepted will be allowed to be withdrawn.
- 4.1.3 A staff member will be required to give at least 30 days notice in writing during service or pay in lieu of such notice or as per terms of appointment.
- 4.1.4 Depending upon employee urgency and unavoidable circumstances, The Management at its discretion may waive the notice period and relieve the staff member forthwith.
- 4.1.5 On submission of resignation from services the staff member will hand over to HOD all correspondence, documents, etc. belonging to the hospital or related to its business as they are the property of the hospital. No staff member can take copies of the same.



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**4.2 Retirement:**

As a rule, an employee will retire from the organization on attaining 58 years of age. The effective date of retirement will be the last day of the calendar month in which he/she attains the age of 58 years.

**4.3 Relieving/Clearance Certificate**

4.3.1 A staff member will be required to submit a clearance certificate/No dues certificate to the Human Resources Department for full final settlement of dues. If the staff member fails to return any hospital's property its cost shall be deducted from his wages, or recovered in any manner suitable, to the management.

4.3.2 The HRD will process the Full & final settlement and coordinate for statutory claims related to employee.

**4.4 Certificate of Service:**

Every employee shall be entitled to a service certificate at the time of leaving service, discharge or retirement from service.

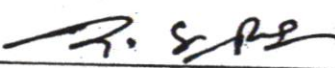


**5.0 Annexure:**

Annexure-22

: Exit interview form



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# Human Resource Department

## Exit Interview Form

Name of the Employee : ..... Emp ID : .....

Department : ..... Designation : .....

HOD / Reporting authority : .....

DOJ : ..... DOR : ..... DOL : .....

### Reasons for leaving - Voluntary

- |   |  |
|---|--|
| <input type="checkbox"/> Better Opportunity (India /Abroad)                                   | <input type="checkbox"/> Higher Education                      |
| <input type="checkbox"/> Family Problems  | <input type="checkbox"/> Marriage                              |
| <input type="checkbox"/> Work Overload  | <input type="checkbox"/> High Responsibility Less Authority    |
| <input type="checkbox"/> Lack of Support from top Management                                  | <input type="checkbox"/> Poor Relations With Peers / Superiors |
| <input type="checkbox"/> Dissatisfied with Organisation Climate/ Nature of Job / Designation: | <input type="checkbox"/> Transfer of Parents / Spouse          |
| <input type="checkbox"/> Other Reasons (Specify)  | <input type="checkbox"/> Leaving Abroad                        |

### Reasons for leaving - In Voluntary

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Attendance Irregularity | <input type="checkbox"/> Ethical Violation | <input type="checkbox"/> Misconduct           |
| <input type="checkbox"/> Reorganisation          | <input type="checkbox"/> Lay-off           | <input type="checkbox"/> Position Elimination |

Other Reasons (To be Specified) by Interviewer .....

1. What was your expectations at the time of joining ? How far your expectations fulfilled?  
.....

2. How would you rate the overall working environment in the organization ?  
A. Very Good      B. Good      C. Satisfactory      D. Unsatisfactory

3. Suggest area which you think requires improvements ?  
.....  
.....

4. Would you consider returning to work for this organization in the future?  
.....

5. Would you recommend this Organisation to a friend, as a good place to work ?  
.....

6. What did you find most satisfying about your job?  
.....

7. What did you find the most frustrating about your job?  
.....

8. Would you like to be in touch with us after you leave us ?      Yes / No

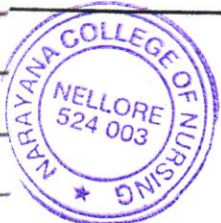
a. Personal E-Mail ID .....      b. Mobile.....

c. Address: .....


Signature of Employee  
Date :

HR Personal Name :  
Signature with date :

HR Manager:  
Signature with date:



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### LIST OF ANNEXURES

- Annexure-1 : Manpower Requisition form
- Annexure-2 : Talent Acquisition form
- Annexure-3 : Interview Assessment form
- Annexure-4 : Joining report
- Annexure-5 : Training attendance record
- Annexure-6 : Induction feedback form
- Annexure-7 : Attendance Punch Missing Form
- Annexure-8 : Employee Out Door Working Form
- Annexure-9 : Leave application
- Annexure- 10 : TA &DA format
- Annexure-11 : Local conveyance reimbursement claim
- Annexure-12 : Advance application
- Annexure-13 : Personal file checklist
- Annexure-14 : PMP Template (G1- G6)
- Annexure-15 : PMP Template (G7- G15)
- Annexure-16 : Employee Training Card
- Annexure-17 : Training Feed Back Form
- Annexure-18 : Vaccination Record
- Annexure-19 : Grievance form
- Annexure: 20 : TNI Form
- Annexure: 21 : No Dues Form
- Annexure: 22 : Exit Interview Form



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