

Shimla Jal Prabandhan Nigam Limited
(SJPNL)

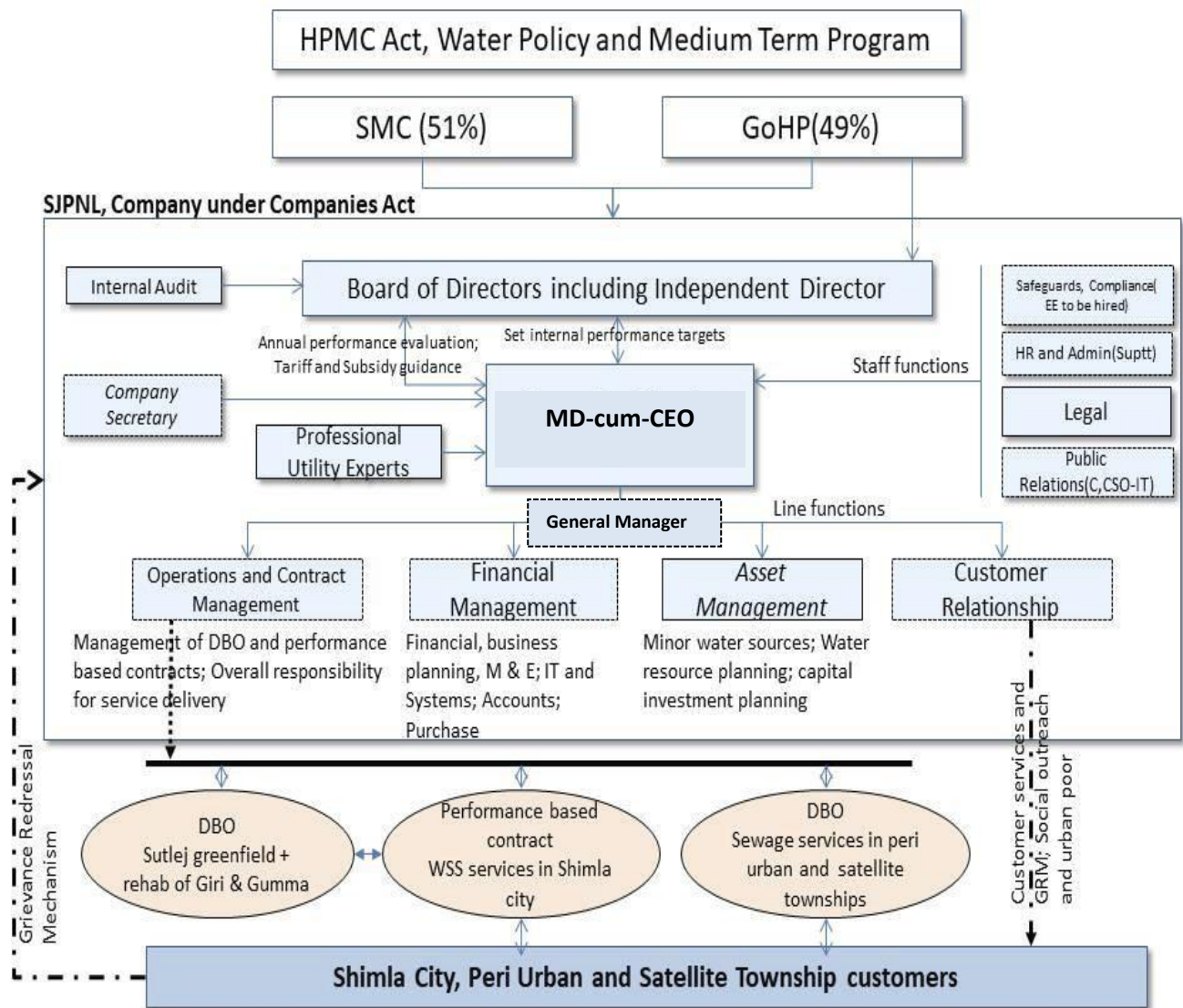
Human Resource Policy

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1 Organization

SJPNL is entrusted with the responsibility of the providing water and sewerage services to the population of Greater Shimla Area. The implementation of the Medium Term Program (2018-2025) prepared by SJPNL and approved by Government of Himachal Pradesh is first of its kind in water sector in India. This program will involve many institutional, policy level changes to achieve 24x7 Shimla Water Supply and Sewerage Services (WSS). To achieve the objectives of the WSS program, following organization structure may be adopted by SJPNL.



Positions in italics already filled

Will be hired from market

1.1 Role Definition of key Managers

Contract Manager

1) Overall contract management responsibilities

External professional assistance: Identify external assistance such as third party audits required and procure such assistance

- Create a budget for contract management: Develop budget for contract management including third party quality monitoring, temporary experts, staff allowances, project site office expenses, dispute resolution & arbitration expenses etc.
- Identify experts and arbitrator Set up team for contract management including technical staff (for site level monitoring, supervisory/quality control staff, managerial level officer), legal and finance officers
- Setting organisation responsibilities: Identify responsibilities of various officers of SJPNL, SMC and other GoHP stakeholders, communicate the requirements and ensure close co-ordination of stakeholder responsibilities
- Set up Decision making systems to resolve variations and disputes take decisions and obtain administrative approvals. Identify various agencies in hierarchy of dispute resolution. Budget for, and when feasible, set aside the anticipated costs. Carryout routine contract adjustments and escalations.
- Prepare a calendar of activities that are required to support the project.
- Financial planning and cash flow forecasting: Estimate payouts under the project, co-ordinate with Director Finance; prepare contract values and payment schedules. This prepares the local body for legitimate price variations.
- Matching channels of communication: Establish smooth lines of communication with operators at various levels.
- Regular reporting from the operator: Set up regular reporting schedule with the operators
- Review timetable and adherence: set up three levels of reviews - a) a joint progress review between the contract management team and the operator's operating team (normally on a fortnightly or a monthly basis), b) internal review of contract between the contract management team and higher management of SJPNL and c) status review between the business managers of the operator and the higher management of the local body (normally one review for every three operational level reviews).
- Variation in scope: Approve variations in scope and accordingly revise contract deliverables and payments
- Operator's claims: Process and resolve operator's claims
- Unforeseen events: Prepare contingency plans for managing Force Majeure events Operator default: Prepare contingency plans for operator defaults/ delays

2) Design and construction period

- Review and suggest modifications as necessary, to the draft designs, project reports and investment estimates submitted by the Operator and assess its suitability assess the overall project implementation plan in terms of completeness, prioritization, realism of allocated timings, and identification of critical path items to achieve the Contract Milestones; critically assess the risks to achieving the project objectives and determine whether proposed risk mitigation activities are adequate, including undertaking activities that can better inform and/or reduce risks
- Assess, monitor and review the achievement of Performance Standards as per the Contract. monitor, assess and report achievement of obligations of stakeholders in accordance with the Operations Agreement; set out a mechanism in consultation with the Operator for assessment of achievement by the Operator of the Performance Standards.
- Review matters related to supervision of safety and environment management measures in respect of Construction Works review and report progress on implementation of Capital Works including the implementation of the Environmental Management Plans;
- Assess the validity of any adjustments, cost overruns and time extensions related to the nature and value of works proposed by the Operator

3) Operations Period

- Monitor the operations and maintenance activities undertaken by the Operator so as to ensure compliance.
- Inspect and review the hydraulic isolation of each DMA and all other obligations of the Operator set out in the Operations Agreement;
- Review the expenditure in respect of operation and maintenance, assess and report to the Corporation, any cost overruns indicated by Operator;
- Monitor the compliance of the Operator with respect to all Performance Standards and the Environmental Code of Practice and advice regarding the failure of the Operator Carry out spot-checks on the quality of the works undertaken by the Operator and the Operator's sub-contractors
- Monitor, assess and report achievement of obligations of stakeholders as per the Operations Agreement;
- Scrutinize invoices raised by the Operator and make recommendations to Director Finance for payments;
- Review report submitted by Operator on infrastructure and operational data under the Agreement;
- Review reports on project operational data submitted by Operator under the Agreement;
- Periodically review the O&M Manual for adequacy; Advise on any claims or disagreements;
- Review Monthly Progress Reports and the Final Report submitted by the Operator;
- Conduct the Annual Audit and review of performance of the Operator;
- Undertake a quarterly review of the various records and registers to be maintained by the Operator and suggest suitable remedial measures/ procedures, where necessary.

- Carry out random checks at the Critical Measurement Points and at any Customer premises to verify the reasonableness of achievement of Performance Standards by the Operator.
- Set out a mechanism for satisfactory hand back of the Project facilities

Manager Finance

1) Design of financial management systems

- i) Develop receipts and payment processes, bookkeeping processes, accounting policies, financial management policies, audit, reporting, budgeting for SJPNL.
- ii) Develop guidelines and provide training to other departments of GWSSC to make them familiar with new financial management systems
- iii) Establish a system for robust financial management including a) tracking and reporting of revenue collection, b) monitoring of expenditure, c) liquidity management
- iv) Work with counterparts from the professional operator to develop and implement long term financial management systems for SJPNL

2) Complete transition

- v) Prepare asset register with an inventory of all assets transferred to SJPNL by IPH and SMC; prepare an inventory of all contracts and commercial agreements
- vi) Consolidate the financial reports for the last five years for the three erstwhile units of SJPNL - IPH unit serving Shimla municipal limits, IPH unit serving peri urban areas, WSS department of SMC; and prepare income and expenditure statements for the last five years
- vii) Prepare balance sheet as on 31st March 2019 and identify the gaps to be completed with additional valuation, documentation etc.

3) Supervise accounting and financial management function

- viii) Supervise the accounting; financial management and interface with SMC and GoHP
- ix) Establish systems for budgeting; prepare income and expenditure forecast for SJPNL for 2018-19
- x) Track financial position on day to day basis and report to Managing Director - SJPNL
- xi) Prepare financial reports

xii) Co-ordinate with other departments of SJPNL to complete the transition and to facilitate overall functioning of SJPNL

4) IT and systems

xiii) Review the existing status of use of information technology

xiv) Prepare an IT asset register

xv) Develop a short term IT policy and requirement focusing on the needs of the next twelve months

xvi) Manage routine maintenance of IT assets, licenses and services

xvii) Identify immediate requirement such as use of IT in financial management, complaint redressal, compliance management , revenue collection and implement short term solutions to cope with the requirements

xviii) Procure immediate IT needs

xix) Work with counterparts from the operator to embed IT and systems in SJPNL

xx) Work closely with other departments to meet their immediate IT requirements

5) Planning & MIS

a) Work closely with Managing Director - SJPNL to quickly set up a planning, performance monitoring and reporting system; the system should enable SJPNL to fulfill its operating as well as reporting responsibilities

b) Establish a system of data collection

c) Prepare and distribute regular performance monitoring reports

d) Establish a system for internal performance measurements, taking into account department level and individual job responsibilities, and the data that is available

e) Identify key gaps in data and set up short term measures to cope with data gaps

f) Work closely with the consultants preparing technical reports and the finance counterparts in SJPNL; develop robust financial analysis of the proposed projects and its impact on the operations of SJPNL

g) Work closely with the commercial department of SJPNL to develop tariff forecasts and proposals for SJPNL

h) Work closely with the professional operator partner to develop and implement long term plan for planning, target setting and performance monitoring; and reporting.

6) Purchase

a) Develop procurement policy for SJPNL

b) Carryout purchase required for the functioning of SJPNL in line with the procurement policy and with prior approvals as required under the policy

c) Procure new office space for SJPNL

d) Oversee furnishing of new office space of SJPNL

e) Carryout regular procurement activities like transport, security, stationery, communication material, office supplies etc

Commercial Management

1) Customer interaction during project stage

- a) Build broad support and consensus for the project
- b) Identify and address the genuine concerns of stakeholders, both at the design and implementation stage of the Project;
- c) facilitate behaviour change in users needed to optimize benefits from a 24/7 water supply

2) Customer relation

- a) Provide a forum of continued interaction and feedback response for both residents and floating tourist population
- b) Outline processes and institutional arrangements for meaningful inclusion and participation of local communities in planning, implementation and subsequent O&M phase to ensure sustainability.
- c) Provide support for redressal of grievances
- d) Provide information on request or at regular intervals (e.g. through bills, public meetings, mass media) relates to one-way communication from SJPNL to individual consumers, the public and communities at large
- e) Two-way dialogue between SJPNL and consumers, in order to channel and respond to feedback from the grassroots level to SJPNL
- f) Involve consumer representatives in decision making, implementation and monitoring
- g) Recourse/redress mechanisms ensure that consumers obtain an appropriate response to/resolution of their complaints
- h) Provide a forum for redressal of grievances and processes to record and redress within specified timelines
- i) Develop a 24/7 Toll free helpline for redressal of grievances (issuing complaint no. generated by computerized customer database) and duly informing to the complainant for tracking redressal.
- j) Periodic review of the grievance redressal system and submit findings to SJPNL for correction, modification, if any.

3) Pro poor initiatives

- a) Conduct regular poverty and social analysis to identify vulnerable customers
- a) Conduct special outreach programs to understand the concerns of urban poor and advise Managing Director on solutions
- b) Develop pro poor specific policies to improve access, shared connections, affordable lifeline tariff, special service delivery mechanisms, proactive grievance redressal methods etc
- c) Monitor service delivery and affordability levels for the poor and share information within SJPNL and in public domain to inform pro poor policies

Public Relations

1) Support during project implementation

- a) Conduct site visits for the media and any other stakeholders of the Project
- b) Conduct issue specific camps (such as defaulters, high bill complainants, poor water quality and sewerage services etc.)
- a) Manage relationships with key external stakeholder constituencies to enhance the overall effectiveness of the project
- c) Establish link between proposed project activities and long term benefits (higher service level including reliability and safety) due to better resource position of SJPNL etc.
- d) Identify stakeholders who benefit and thus create a demand for the improved service delivery
- e) Create allies for reforms among decision makers (ULB political representatives and bureaucracy), opinion makers, Non -Governmental organisations, community based organisations, associations of interest groups, media, etc.
- f) Create a shared concern and values for change and induce behaviour change in stakeholders.
- g) Win commitment to the project from substantial proportion of all segments of related stakeholders
- h) Inform stakeholders on results/outcomes achieved in three Demo Zones and facilitate articulation and expression of stakeholder support for project initiatives

2) Support during operations

- b) Develop materials such as leaflets, poster, stickers and other devices to ensure maximum impact to the targeted customers.
- c) Prepare questionnaires/surveys, pamphlets, instruments needed to carry out the information and awareness campaigns.
- d) Conduct training and workshops as needed (for stakeholders such as the media)
- e) Develop messages for SJPNL that are to be issued to public via different communication media
- f) Motivate unconnected consumers to take household connections
- g) Handhold/support households from the poorer communities about new connection formalities, metering and billing, payment of water tariff, etc.
- h) Liaise with elected representatives and other opinion-leaders
- i) Organizer for all field level FGDs, Meetings Workshops
- j) Set up institutional forums for interaction and consultation with stakeholders and for conflict resolution.
- k) Build consensus on service levels, tariff, mutual responsibility and obligations through transparently negotiated process with stakeholders.

- l) Facilitate transparent monitoring and dissemination of outcomes
- m) Identify the need to conduct independent surveys periodically and facilitate the exercise

Asset Management

- a) Oversee bulk production from sources not assigned to private operators
- b) Co-ordinate bulk production and transmission requirements with contract manager and private operators
- c) Oversee water and sewerage responsibilities not assigned to private operators
- d) Oversee water resources management and planning for the Greater Shimla region
- e) Oversee long term service improvement and capital expenditure planning beyond the horizon of performance based contracts

2 Recruitment Policy

2.1 Policy Statement of Human Resource Recruitment

Human Resources would be the most valuable resource of SJPNL. SJPNL would, therefore, strive to pick-up talented manpower from Government organization or Open market, nurture and develop them to its fullest capabilities and potential to ensure efficiency, effectiveness and success of the Organization. SJPNL also resolves to ensure manpower availability at the right time, in right number and with the objective of ensuring their optimum and effective utilization. SJPNL further resolve to create conducive environment where each individual develops to its maximum potential and contributes to the organizational development.

Keeping the above objective in view, SJPNL hereby makes the following policy statements to be called “SJPNL Recruitment Policy and Procedure” to govern, regulate and facilitate recruitment of Personnel in the Corporation.

2.2 Preliminary:

This policy statement and the rules and procedure made hereunder will be applicable to recruitment and selection of employees of all classes and categories irrespective of whether they are against regular, temporary or contractual posts, unless specifically stated otherwise.

In accordance with the decision of the Government, employees will be taken from Irrigation and Public Health Department (IPH), Public Works Department (PWD) and Shimla Municipal Corporation (SMC) or other organizations if candidates with required qualifications and experience are identified and made available to SJPNL within two months of request being made. Recruitments from open market to plan and implement the world wide best practices in the sector will be considered if personnel are not available or forth coming from IPH, PWD and SMC within two months from the request.

2.3 Human Resources Planning:

- a) In line with the targets, activities and tasks laid down for the Company and with reference to the individual targets of the different divisions and projects of the Company, each division will review the manpower requirement for the following financial year to determine the requirement of manpower both in qualitative and quantitative terms.
- b) Based on the requirement of the additional manpower of the individual department, the detailed manpower plan for the financial year will be prepared by the Human Resource Development Department, in the HR Division of the Company as a whole giving specific details of each new post other than the casual posts with justification thereof and its manpower plan will form a part of the overall Human Resource Budget of the Company. While drawing up the Human Resource Budget, each division will indicate the cost of additional manpower required.
- c) Annual Human Resource Budget including the additional manpower requirement or repatriation / discontinuation of redundant posts/manpower along with all relevant details and estimated cost involved for all the divisions will form a part of the Annual Human Resource Budget to be submitted for approval of the Board of Directors.
- d) On approval by the Board, the Human Resource Plan will constitute sanction for creation for posts including post of trainees and form the general basis of manpower recruitment during the financial period.

2.4 Training and Capacity Building

SJPNL aspire to become a professional water utility, the contribution of manpower in making SJPNL as a professional and successful utility is paramount. SJPNL as organization is committed for long term orientation and commitment do develop its staff into valuable assets by way of job training and specific identified training programs. SJPNL being a new organization may have gaps in the required and available competencies therefore need for training and capacity building is supreme for SJPNL. H R Department of the SJPNL shall be responsible for the identifying of the competency gaps and assessment of capacity building needs. The following areas will of focus in the short term and medium term capacity building program;

1. Utility Management
2. Financial Management as per Company Act 2013
3. NRW reduction and Operational Efficiency improvement
4. Contract Management and Performance Monitoring
5. Customer Orientation and Grievance Redressal

2.5 Creation of Posts:

- a) Specific sanction for each new post from the Board of Directors will be necessary for initiation of action for filling the post and the competent authority will issue the necessary sanction depending on the requirement from time to time during the year within the approved budget sanction and manpower plans subject, however, to policies and directives that will be issued by the Board of Directors.
- b) The competent authority for creation of posts and approving appointments within the approved budget to such post will be as follows. The competent authority will be referred to hereinafter as the appointing authority.

S.No.	Posts	Appointment Authority
1.	Assistant General Manager AGM and above	Board of Directors
2.	All posts except as specified in Sr.No.1	MD cum CEO

- c) The appointing authority will have the flexibility to re-appropriate posts as between various functions under his control subject to overall provisions in the budget

2.6 Recruitment on Contract

i. Sources of recruitment

Recruitment to various posts on contract shall normally be made from the following sources:

- From employment exchanges as per the provisions of Employment Exchange (Compulsory Notification of Vacancies) Act, 1959.
- From open market through advertisement in Press/ SJPNL website etc.
- Any other source as approved by the Board of Directors.

ii. **Procedure:**

- Requirements from the Concerned Division where the vacancy for the particular post exists are approved by the Board of Directors and sent to the HR Department.
- The advertisement draft copy is prepared to be placed on the website as well as in the newspapers. The advertisement is released in at least two Newspapers
- Advertisement for inviting applications for that particular post is placed on the SJPNL website/ giving the General eligibility and job specific description. The Application format, if any, in which applications should come for the required job vacancies is also made available on the website.
- SJPNL is equal opportunity employer and always encourage and give preference to Women Candidates.
- The preference will be given to female candidate in case of there is a tie between candidature ship of male and female candidates.
- After the applications are received, a databank of the Candidates applied for that post is made by the HR Department and the list is forwarded to the concerned division for initial screening of the Candidates according to requirement.
- Then, the Candidates shortlisted and duly approved are called for the final selection process and a panel of the selection committee is decided who are involved in taking the Interview of the shortlisted candidates.
- The interview is conducted for the candidates and the final selection shall be made by the designated committee. The selection committee can recommend the salary structure above the already approved salary structure in case of extraordinary capabilities and experience of the candidate to ensure engagement of the best professionals in the Company. Such cases shall be subject to the approval of the Board of Directors of the Company.
- Appointment letters are issued to the candidates for joining, appointment letter will mention the date by which candidate can join, failing which appointment letter issued is deemed to be withdrawn.
- The candidate is required to join the company finally and requisite joining formalities are completed.

iii. Engagements of Advisors/Consultants

Applications are either invited through website or directly after approval of Board of Directors. The Consultants / advisors shall preferably be engaged from open market to engage professionals with experience of worldwide best practices in the water and waste water sector. Detailed procedure for engagement shall be worked out on case to case basis.

iv. Eligibility Criteria for Recruitment to various posts:

The Eligibility Criteria for recruitment to various posts on contract viz-Maximum age limit, Minimum qualifications, Experience required and other matters concerned therewith are to be specified and approved by competent authority /management before inviting applications in line with the general recruitment policy of GoHP .

v. Selection:

Selection Committee may be constituted by the appointing authority to conduct tests/ interviews and recommend candidates for appointment to any posts in the company from amongst the candidates called for such tests/ interviews. The select panel, duly approved will be operative and valid for six months.

vi. Pay, Allowance & Benefits

Pay:

For fixation of pay to be communicated in the Appointment letter, each post on contract shall be equated with a regular/permanent post in the organization. The offered pay will be called Consolidated Pay, which shall be the sum of Basic Pay, Dearness Pay, Dearness Allowance and HRA at the minimum of the pay scale as on 1st January of the year. Higher pay may be given in the letter of appointment in accordance with the recommendation of selection committee and approval of Board of Directors.

Annual Increment:

Employee shall be eligible for Annual Increment every year on 1st April of the year. The annual increment shall be performance based and minimum percentage annual increment will be inflation rate in the previous year or the percentage fixed as fixed by the Company for specific posts. The minimum percentage annual increment shall be admissible to only those employees whose performance is satisfactory as viewed by the appointing authority.

Provident Fund:

SJPNL will contribute towards Provident Fund as per the provisions of Employee Provident Fund Act for eligible employees.

TA/DA for Journey on duty:

Employee shall be eligible for Traveling Allowance and Daily Allowance by the SJPNL for the journey undertaken in connection with the official work and with prior approval of the reporting officer / competent authority. The entitlement of TA/DA shall be the same as admissible to equivalent regular/permanent post.

Expenditure towards Telephone / Internet:

He/She shall be eligible to draw reimbursement of expenditure towards Telephone/Internet as admissible to equivalent regular/permanent post.

vii. Terms and Conditions of Contract Employment**Contract Term:**

The contractual appointment shall be in force, unless revoked by either party, for a period as specified in the appointment letter /award letter from the date of joining.

Upon expiry, the contract may or may not be renewed either on same terms & conditions or on mutually agreed terms, which may be decided at the time of renewal.

Termination:

The services with SJPNL may be terminated at any time in the event of

- Any incorrect background information furnished by selected candidate, such as information relating to his/her education qualification or past employment or any other specific requirement in the eligibility requirements specified in the advertisement for the post.
- Suppression of any material information
- Any breach of the rules and regulations of SJPNL as applicable/ may be made applicable from time to time.
- By giving a notice for a period as defined in the letter of appointment or pay in lieu of.

Upon the expiry of contract, services will come to an end automatically unless the same has been renewed in writing by the SJPNL.

Professional Ethics & Confidentiality:

While in the services of SJPNL, employee is not permitted to carry on any business or profession or enter into any agreement, either oral or written, in any capacity, or be engaged with or employed by any other firm, company or person. Employee shall not divulge to any person or utilize any of SJPNL's confidential information (which he may possess during his association with SJPNL) with any external agencies, press etc. outside SJPNL. Any act in breach of this term would entail initiation of appropriate action as deemed fit by SJPNL.

Employee shall perform the duties assigned to him from time to time diligently and earnestly.

Employee shall show utmost honesty and integrity in all his dealings and conduct himself in a manner not detrimental to the interests of SJPNL and shall also maintain absolute secrecy regarding the affairs of SJPNL. Employee shall be punctual in attendance and shall also maintain cordial relations with all his colleagues.

Notice Period:

Employee shall not leave or discontinue his service in SJPNL without first giving a notice in writing of his intention to leave or discontinue his service or resign. The period of notice required shall be one month unless otherwise defined in letter of appointment and notice shall be submitted to the competent authority. Provided further that the competent authority may reduce the period. Similarly, SJPNL may also serve the above mentioned notice period or make payment in lieu of notice period and terminate the service of the employee before the completion of contractual period.

Transfer:

SJPNL shall have the right to transfer the employee to any of its offices or locations.

Leave:

Leave rules of GoHP rules will apply to employees being appointed on secondment basis from other dept. of GoHP.

For contractual engagements employees in SJPNL, following leaves will be permissible.

- a) **Casual Leave** – 12 per calendar year for regular employees and for those who join govt. Service during the currency of a calendar year, remaining months of that calendar year are to be calculated. They will be 10 entitled to casual leave @ 1 day for each such remaining month.

Casual Leave can be combined with Sundays and other holidays. These can be prefixed, suffixed or intermixed with casual leave. Casual Leave can also be combined with Restricted Holidays, Special Casual Leave and Compensatory leave. It can't be clubbed with Earned Leave.

The un utilized leave will lapse with end of calendar year i.e. on 31st Dec.,2023.

- b) **Compensatory Leave** – If due to some exigencies of work, an employee has to come and work on Holidays or Weekly Off. He/She may be given extra leave accordingly for number of days ,he/she has worked. This leave to be availed within 1 month after the day, he has worked. If he/she is unable to take this leave in this time period, the leave will have lapsed or can be given as especial case after due approval of Management.

- c) **Earned Leave** –An employee will be given 15 days EL in an calendar year. He /she will be eligible for these leaves after completion of 1 year of continues service in organization. If an employee joins in between of year, he/she shall be eligible for leave in next calendar year after completion of 1 year of continues service. These leaves will be credited in 2 equal installments i.e. on 1st Jan,2023 and 1st July,2023.

Out of 15 leaves, only 8 leaves can be carried forward to next year. Maximum allocation would be 40 leaves. These leaves can be encashed only in case of resignation, Death or any other reason of separation. The calculation formula for leave would be

$\text{Last Basic} + \text{DA} / 30 * \text{No of leaves left.}$

General Rules for Leaves

-Please note that Earned Leave can not be clubbed with Casual Leave or Compensatory leaves.

-Holidays and weekly off can be clubbed with Earned Leave, Casual Leave and Compensatory Leave i.e. if a Holiday or leave falling in start or middle of leave

- The Earned Leave can't be taken less than 2.5 days

- Only GM(Operations) and M.D cum CEO can make changes in the policy as per their discretion.

2.7 Recruitment on Secondment

SJPN will initially take most of the manpower on secondment basis from the IPH, PWD and SMC. The broader rules for the secondment based employment shall be governed as under:

1) Terms and Conditions

- a) **Period of Secondment:** Secondment shall be for a period of not less than Ten (10) years. If the secondment employee gets promoted during this period then his/her post shall be upgraded to accommodate his/ her career progression

- b) The SJPNL will request applications from the interested candidates from IPH and other relevant Government departments and agencies, if no applications or requisite candidature is received from these departments or agencies within two months of requisition request, SJPNL may go for open market /direct recruitment process to fill the posts in the interest of SJPNL.
- c) Pay and Salary: Shall be governed by GoHP rules applicable in the parent organisation.
- d) Other Allowances, Perks & Benefits: He will continue to draw other Allowances, Perks & Benefits as per his entitlement in the parent organization.
- e) Transfer T.A/Joining Time: He will be entitled to TA and Joining Time both on joining the post on secondment and on reversion under the rules of SJPNL which shall be governed by GoHP rules applicable in the parent department. The expenditure on this account will be borne by the SJPNL.
- f) TA/DA for journey on duty: He will be paid Traveling Allowance and Daily Allowance by the SJPNL under its own rule for the journey undertaken in connection with the official work, which shall be governed by GoHP rules applicable in his/her parent organisation.
- g) Medical facilities: SJPNL shall afford to an employee on secondment medical facilities as per the GoHP rules applicable in his/her parent organisation.
- h) Performance Incentive: He will be paid Performance Incentive as per the scheme framed by SJPNL for its own employees.
- i) Leave : During the period of secondment, He will continue to be governed by the leave rules of his parent organisation. The entire expenditure in respect of leave taken during and at the end of secondment shall be borne by the SJPNL.
- j) Provident Fund: During the period of secondment, he will continue to subscribe to the Provident Fund Scheme to which he was subscribing in his parent organisation at the time of proceeding on secondment.
- k) Conduct, Discipline and Appeal Rules: He shall continue to be governed by the GoHP rules as applicable in his/her parent organisation.
- l) Disability Leave: The borrowing organization will be liable to pay leave emoluments in respect of disability leave, if any, granted on account of any disability incurred while on secondment.
- m) Leave Salary/Pension Contributions: SJPNL will pay to his parent organisation the leave salary and pension contributions at the rates in force from time to time in accordance with F.R. 116 or any other rule applicable in GoHP. The payment of these contributions shall

be paid annually within 15 days from the end of each financial year or at the end of secondment if the secondment expires before the end of a financial year.

- n) **Group Insurance:** The contribution to the applicable Group Insurance Scheme in his parent organisation shall be deducted from his salary as per prescribed rates as subscription towards the Insurance Scheme and shall be remitted to the parent organisation.
- o) **Assignment of responsibility and transfer within SJPNL:** It will be at the sole discretion of SJPNL to assign responsibility and transfer seconded employees within SJPNL as per the need of SJPNL.
- p) **Residuary Matters:** In all matters relating the conditions of service and benefits / facilities and perquisites in the SJPNL not covered by above, he shall be governed by the existing rules, regulations and orders of the SJPNL.

2) Performance Appraisal

An employee on secondment will continue to be governed by the Performance Appraisal System as applicable to him in his parent organisation. The employee, however, shall have option to be governed by the appraisal process of SJPNL, he/She will have to give his option at the time of joining SJPNL. In case employee chose later an no objection certificate (NoC) may be obtained from his parent department to give effect to the option he has opted for.

The annual increment will be done on financial year basis (April 1st to March 31st) and appraisal payouts will be made no later than 3 months after the Financial Year that represents the Performance Period. The Company may use /finalize appraisal system as per decision taken by Managing Board.

3) Promotion

An employee on secondment shall be eligible for promotion in his parent organisation as per the applicable rules of parent organisation. In case of his promotion in his parent organisation, SJPNL will upgrade his/her post to accommodate his/ her career progression. However, employee, if want may go back to his parent department / organisation with the permission of SJPNL. This clause is applicable only if employee chooses to follow the Performance Appraisal Proses of his parent organisation as described in section 4.6.2.

4) Repatriation

SJPNL shall repatriate the seconded employee to parent organisation on the following grounds;

- In case of any misconduct leading to disciplinary proceedings
- In case of performance being unsatisfactory with reference to performance benchmark for two consecutive years
- Non availability of post to adjust him in SJPNL on his promotion by the parent organisation
- On employee request and approval of competent authority with a minimum notice period of six months

- Six months before the superannuation of employee.

SJPNL will issue repatriation order after due consultation with his/her parent organisation. During the process of repatriation, SJPNL will seek from the parent organisation the names of eligible and willing employees for consideration for selection as per the selection process for secondment as a substitute to the repatriated employee.

In case, parent organisation is unable to provide names of employees for consideration for selection in SJPNL for secondment, the parent organisation will lose right to provide manpower against this post and SJPNL will be at liberty to fill this post through other sources including open market.

5) Selection of Employee

SJPNL will define a process for selection of employee on secondment in SJPNL. The terms and conditions including minimum qualification, experience, skills etc shall be communicated to IPH department recommend candidates for selection on secondment.

6) Competent Authority

Competent authority to interpret and implement these provisions shall be MD cum CEO.

2.8 Recruitment on Regular Basis

1) Job Title, Job Description, Role outline and Pay Scale

- a) Job description indicating the eligibility requirement /criteria in terms of minimum educational and/or professional qualifications, length, nature, quality of experience, upper age limit etc. and a general outline of the role and responsibility will be laid down in respect of each job title along with pay scales. These will be issued by the Human Resource Division from time to time with the approval of the Managing Director cum CEO.
- b) No appointment shall be made to any post in the Company unless the person fulfills the minimum eligibility requirement/criteria and conforms to the job descriptions prescribed for the post except where general relaxations are made in the cases of reserved vacancies for the candidates belonging to SC, ST, Ex-servicemen and other special categories. MD cum CEO will be authorized in special and exceptional cases, to grant relaxation in the prescribed descriptions where the appointing authority is satisfied that such relaxation is in the interest of the Company.

2) Agencies for Recruitment

- a) SJPNL may manage the entire recruitment themselves or may assign the work to any other agency like the H.P. Public Service Commission or H.P. Subordinate Selection Board or any institute or specialized agency with the approval of the competent authority or Board of Directors.

3) Recruitment Sources

- a) For executive cadre selection will be made on „All India Basis“ and for that purpose, the posts will be notified through press advertisements, company notice boards / website and/or circulars issued to Government departments and Public Sector Undertakings where suitable candidates of the required expertise are expected to be available or through internal recruitment i.e. by issuing circular in IPH, PWD, SMC and SJPNL if suitable candidates are available.
- b) In respect of recruitment to non-executive posts all vacancies will be notified to the Employment Exchanges of the state as per the terms of Employment Exchange (Compulsory Notification of vacancies) Act, 195. In case suitable candidates are not found through the Employment exchanges, SJPNL shall hire requisite manpower through open market.
- c) In addition to the above, induction of executives and specialist non-executives may be made as deemed necessary and appropriate by the appointing authority from one or more of the following sources: -

- Secondment from Central/State Governments/Jal Boards and Public Sector Organizations where suitable personnel on terms offered by the company may be

available. Detailed policy on secondment is as discussed in Section 3.6 above. • Campus interview and recruitment to the posts at the induction level of executive trainees from reputed Engineering/ Management Institutions.

- Candidates located through personal contacts and talent survey only in respect of posts requiring specialist knowledge and expertise and/or exceptional qualification and merit subject to the approval by the MD cum CEO.

d) Selection from within: Provided further that internal candidate employees will be eligible for consideration to the higher grade subject to fulfillment of minimum eligibility requirement and other criteria prescribed from time to time and subject further to the condition that no vigilance and/or disciplinary case is pending against him.

4) SC/ST/Ex-Servicemen and other reserve categories.

As per rules/ policies issued by the GoHP from time to time.

5) Application formalities:

- a) No appointment will be made in the company except on the basis of an application giving details and particulars as may be prescribed from time to time.
- b) For all recruitment, application should be in the prescribed form. However, applications on plain paper may also be resorted to whenever necessary, keeping in view the urgency for manning the post and the lead time involved. In such cases, the candidate will be required to submit an application on the prescribed form at the time of interview.
- c) SJPNL will accept application only if they are forwarded through proper channel in respect of persons employed in Central and State Governments and in those Public Undertaking whose rules provide for carry-forward of gratuity, PF, Leave and other benefits of transfer on movement to another organization/Public Sector with the consent of both the Organizations concerned.

6) Requisition for Manpower

Head of the Division will forward their manpower requirement to the concerned HR Division through the respective competent authority competent to sanction creation of posts indicating there in the last date by which placement of personnel is desired for different posts keeping in view the normal lead time for recruitment.

The requirement will be examined with reference to the sanctioned manpower. HR Division with the consent of competent authority will decide whether the post(s) can be filled:

- a) Out of personnel from other Divisions/Approved Selection Panels already available.
- b) Inter-functional adjustment of posts.
- c) Redeployment of surplus staff.
- d) Trainees recruited through various training schemes.

7) Processing of applications

- a) All applications received against a specific notification/advertisement will be subject to a preliminary scrutiny by the HR Department, who will ensure that:
 - All applications are duly completed and accompanied by the prescribed application fee if any.
 - Age of the applicant is within the prescribed limit.
 - In case of applications from reserved categories, application is accompanied by certificate to that effect from the Competent Authority.
- b) HR Division will list applications and forward them to the concerned department for scrutiny with a view to selecting for test/interview. Only those candidates who are considered suitable in terms of qualification, experience, nature and quality of technical knowledge, professional expertise required for each specific post.
- c) On completion of the screening by the concerned department, the Head of the Department will forward to the HR Division a list of candidates considered eligible for test/interview, spelling out clearly the criteria adopted for screening and the basis of rejection of application in each case.
- d) The applications will be screened by a duly authorized Officer nominated by the Head of the Division.
- e) After the applications are finally screened, HR Division will prepare a final list of eligible

candidates indicating levels for which the candidate should be called for interview, keeping in view the reserved vacancies and special relaxation for candidates belonging to SC/ST etc. and this shortlist after approval by the competent authority or the officer to whom powers are delegated will form the basis for candidates to be called for selection interview.

8) Selection Procedure and Constitution of Selection Board:

SJPNL will decide applying various selection techniques like test, written test, group discussions etc. Selection will be made only on recommendation by a duly constituted Selection Board/Committee.

All appointment to posts in various non-executive categories will be made on the basis of recommendations of Selection Committees constituted for the purpose, which must include representatives from the following sources at the appropriate executive level depending on the post.

- a. Chairman- to be nominated by MD cum CEO
- b. HOD /Division representative - Member
- c. Subject Matter Specialist - Member
- d. HR Division Representative - Member

The Selection Board/Committees will be constituted by the HR Department in each case with the approval of the competent authority.

Honorarium may be made to members of Selection Board/Committee from outside the organization, as per rules framed by the HR Department from time to time.

9) Selection Board:

The short listed candidates will be called upon to undergo selection process which may consist of:

- a) An interview by the Selection Board or
- b) A test and/or group discussion followed by an interview by the Selection Board.

The call letters to the candidates for appearing for the interview will be mailed at least 7 days before the date of interview through by post or email or other reliable medium.

HR Division will make following documents available to the Selection Board:

- a) a copy of the advertisement/notification.
- b) a copy of the Bio-data of each candidate.
- c) applications in original.
- d) wherever available, appraisal reports of the candidates.
- e) results of test held prior to interview.

The HR Division apart from participating in the Selection Board will have the following specific responsibilities: -

a) Briefing the members of the Selection Board on the specific requirements, responsibilities and remuneration for each post, approximate number of suitable candidates to be selected and any other matter connected with the selection.

b) While the technical members will judge the suitability of the candidates in terms of knowledge, skill, expertise and professional competence, the HR representative will be responsible to call the attention of the Board to the attitudinal, motivational and personality aspects relating to the job requirement.

The Selection Board, after taking into account qualification, experience, result of test/group discussion, if any, and performance at the interview relating to skill, professional competence and overall personality factors, will assign the final ranking based on consensus to each candidate considered suitable and recommend a panel of names of candidates in order of merit on the basis of ranking so assigned. For reserved categories, separate panels will be drawn.

The Selection Board while making its recommendations, may also indicate remarks regarding accelerated promotion to the next higher grade in exceptional candidates, who are too senior to start afresh, in the grade selected and not senior enough for selection to the higher grade for reasons of internal company policy, area/areas of specialization where the candidate would be best suited and any other recommendations/remarks considered relevant in respect of any candidate.

10) Operation of Selection Panel

The panel of candidates as recommended by the Selection Board will be approved by the appointing/competent authority.

Based on the approved panel, the HR Department will issue offer of appointment in the order given in the panel depending on the number of posts sanctioned by the appointing authority from time to time. However, the candidates belonging to SC/ST etc. and other reserved categories will be given priority in appointment, as per the instructions of the GoHP from time to time.

11) Appointment Letter:

Personnel Department will issue appointment letters in the prescribed format in duplicate along with requisite proforma such as Attestation Form, Declaration, Character Certificate, SC/ST certificate etc. and the candidate will be expected to return one copy of the contract of appointment duly accepted and signed by him. The appointment letter will indicate the last date by which the candidate must join the company failing which the offer of appointment will be deemed to have been withdrawn, unless extension of the last date has been granted by the appointing/competent authority.

All new appointments in the organization will be on the basis of a probation period of 6 months. The candidate will be confirmed after successfully completing this period and after being assessed for suitability. During probation period any candidate can be removed/ dismissed immediately without assigning reason thereof. He can also resign immediately without assigning any reason thereof.

Until the written confirmation is given; the employee will be treated as **“on probation employee”**.

After confirmation all candidates whether regular or on contract can be removed or dismissed only after giving 3 months notice. They can also resign by giving 3 months notice.

12) Health Standards:

All appointment will be subject to the medical examination by the Company's authorized Medical Officer, as per medical fitness standard prescribed by the Company from time to time. However, candidates joining from other Public Sector Undertakings and Government Department who have been examined and declared fit at the time of appointment will be exempted from Company's medical examination.

13) Formalities at the time of joining:

At the time of joining, the candidate will be required to give following documents to the Personnel Department:-

- a) Joining Report.
- b) A written undertaking regarding his marital status, immovable property and home town and employment of spouse.
- c) Medical fitness certificate.
- d) Bio-data on the prescribed application form.
- e) Attested copies of certificates and testimonials.
- f) A character certificate from a Gazetted Officer.
- g) Release and pay certificate in case of employees from Government/Public Sector undertakings.

On appointment of a person, the District authorities concerned will be requested to verify and report on the antecedent of the person in the prescribed attestation form, as per directives issued by the Government from time to time, provided, however, that such verification may not be insisted in the case of persons coming from Govt./Semi - Govt./Public Sector Undertakings immediately after prior to appointment in HPPCL subject to production of evidence in support of the fact that due verification of the antecedent was made at the time of their appointment.

14) Interpretation and Amendments:

In case of any doubt arising with regard to any of the above provisions and in the cases uncovered by these rules, the final authority of interpretation will vest in the MD cum CEO / Director (personnel) whose decision will be final.

15) Pay, Allowances and Benefits

This section will be governed by the GoHP rules on the subject unless defined explicitly defined under this policy.

However, the positions which require specific skills and experience in managing and developing SJPNL in to a professional water utility, average market rates may be offered to such positions on case to case basis and in line with the Shimla Water Supply and Sewerage project. All such positions will be in accordance with the Organization structure approved under Section 1 of this policy.

3 Service Rules

Unless defined explicitly under this policy, this section will be governed by the GoHP rules on the subject.

4 Leave Rules

Unless defined explicitly under this policy, this section will be governed by the GoHP rules on the subject.

5 Conduct, Discipline and Appeal Rules

Unless defined explicitly under this policy, this section will be governed by the GoHP rules on the subject.

6 Travel Rules

Unless defined explicitly under this policy, this section will be governed by the GoHP rules on the subject.

7 Medical rules

Unless defined explicitly under this policy, this section will be governed by the GoHP rules on the subject.