

SUPPLIER ◀ -- ▶ FRIENDLY ◀ -- ▶ CUSTOMER

DAIRY BUSINESS MANAGEMENT SYSTEMS

**QUALITY SYSTEM DOCUMENTATION
(ISO – 9001: 2000)**

MODULE-VI

PERSONNEL MANAGEMENT MANUAL

**INNOVATIVE BUSINESS IMPROVEMENTS (P) LTD.
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“WHITE REVOLUTION THROUGH QUIET EVOLUTION”

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<p>3. SCOPE</p> <p>3.1 The procedures of PNL. & HRD department covers creation and maintenance of the conducive & congenial work environment by providing all essential personnel services of quality standard.</p> <p>3.2 Improvement in human skills through training and development of all.</p>			
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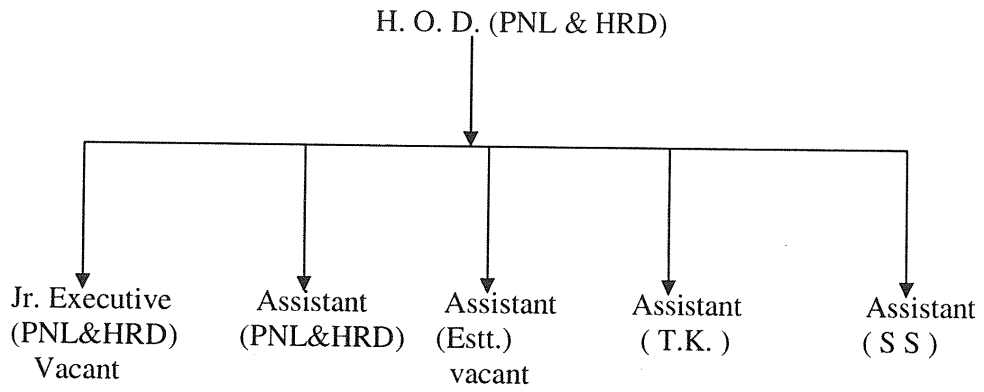
4. OBJECTIVES

- 4.1 Provide a quality human resource to the organisation at all levels.
- 4.2
 - a) Identification of training needs.
 - b) Scheduling of training.
 - i) Course.
 - ii) Faculty.
 - iii) Tools and modules.
 - c) Imparting of training to all employees.
 - d) Measurement of the effect of training.
 - e) Maintaining the relevant records of training.
- 4.3 Implement the performance appraisal system and timely rewards on merit.
- 4.4 Compliance of applicable statutory provisions.
- 4.5 Implementation of various welfare activities and redressal of grievances.
- 4.6 To Project, Manpower requirements and related budgets.
- 4.7 To ensure management, analysis and implement of PPP of all department.
- 4.8 To ensure continual improvement in PnP & Hrd section.

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5. DEPARTMENTAL STRUCTURE



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<p>6.1 DUTIES & RESPONSIBILITIES OF H.O.D. (PNL & HRD)</p> <p>6.1.1 To co-ordinate and control the working of Pnl & Hrd department as Head of Department (HOD).</p> <p>6.1.2 To ensure smooth and efficient execution of all functions related with Pnl & Hrd.</p> <p>6.1.3 To check all statutory returns and remittances of accrued contributions, fees or fines etc. under all prevalent Acts.</p> <p>6.1.4 To ensure Industrial peace and harmonious relationship among staff members and workers.</p> <p>6.1.5 To look after Employees Welfare in order to maintain cordial relations between employees and Management.</p> <p>6.1.6 To educate, train, upgrade and update the subordinates and other employees.</p> <p>6.1.7 To ensure proper maintenance of records and compliance of all relevant / applicable Laws / Acts.</p> <p>6.1.8 To sense, examine and redress the grievances of employees.</p> <p>6.1.9 To ensure accurate & timely performance appraisals of employees.</p> <p>6.1.10 To recruit employees and maintain their personal records.</p> <p>6.1.11 To inculcate team spirit and cordial work culture conducive for participative and consensus management.</p> <p>6.1.12 To plan, execute and monitor training and self-developmental programs.</p> <p>6.1.13 To co-ordinate with other departments in the matters pertaining to Personnel Management, HRD and Industrial relations.</p> <p>6.1.14 To expeditiously handle & process all problems and grievances related to HRD.</p> <p>6.1.15 To maintain Liaison with the Govt. officials / departments connected with Pnl & Hrd functions.</p> <p>6.1.16 To facilitate internal & external telecommunication, dak receipt & dispatch services.</p>			
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<p>6.1.17 To take care of legal matters of general nature pertaining to personnel and interact with company's advisors / consultants.</p> <p>6.1.18 To budget the manpower cost and monitor the same with reference to productivity.</p> <p>6.1.19 To attend court notices, file replies in case of prosecution / defending the cases as per under guidelines of management and legal consultants.</p> <p>6.1.20 To actively participate in improving cost effective utilization of human resources.</p> <p>6.1.21 To participate in drafting and finalization of all kind of deeds / agreements / contracts / complaints etc.</p> <p>6.1.22 To co-ordinate and follow up timely compliance of various license / returns under various enactment's applicable to company.</p> <p>6.1.23 To ensure proper upkeep and safe storage of documents / records and library books.</p> <p>6.1.24 To introduce productivity / efficiency oriented incentive schemes for optimizing productivity and profitability or the organization.</p> <p>6.1.25 To ensure smooth execution of all personnel functions.</p> <p>6.1.26 To participate in planning and execution of all Factory Functions, festivals and celebrations.</p> <p>6.1.27 To plan and ensure execution of induction programs for new entrants.</p> <p>6.1.28 To sense, examine and implement disciplinary measures for upgrading level of discipline among the employees.</p> <p>6.1.29 To participate in improving and modifying systems and policies.</p> <p>6.1.30 Any other duty assigned by the management from time to time.</p>			
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6.2 DUTIES & RESPONSIBILITIES JR.EXECUTIVE (PERSONNEL & HRD)

- 6.2.1 To process the joining formalities of new employees and make them aware with attendance recording / identity card system.
- 6.2.2 To under take all administrative formalities well in time for timely payment of employees dues e.g. salary wages, Travelling Expenses & other payment related with manpower.
- 6.2.3 To assist the H.O.D. (Pnl & Hrd) in maintaining industrial peace and harmonious relationship among work force.
- 6.2.4 To look after labor welfare in order to maintain cordial relations between employees and management.
- 6.2.5 To make the employees conversant with the rules and regulations and role of Personnel department.
- 6.2.6 Liaison with Labor department in connection with renewal of Factory License / contract labor license, registration under contract labor Act and labor cases.
- 6.2.7 To process and submit the challans of ESI & EPF to finance latest by 10th of every month duly checked by H.O.D. (Pnl & Hrd).
- 6.2.8 To submit all nominations under ESI, PF, Gratuity or workman compensation on skill basis without any default.
- 6.2.9 To reconcile and regulate the attendance/leave extra working tour slips, short leave, late coming of employees and to ensure their payments.
- 6.2.10 To compile the monthly MIS pertaining to Personnel functions regarding Manpower status, manpower cost, extra working, absenteeism, joining, recruitment of manpower, full and final settlement etc.
- 6.2.11 To compile, prepare and submit all kinds of returns under Factory Act, ESI Act, Employment exchange (Compulsory notifications of vacancies) Act.
- 6.2.12 To get the registration and licenses renewed within stipulated period under Factories Act and contract Labor (R & A) Act.
- 6.2.13 To handle/ process cases relating to all kind of emergencies / breakdowns / Accidents and extending all internal/external support for the restoration of normal conditions.

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<p>6.2.14 To assist to HOD and officiate in his absence.</p> <p>6.2.15 To ensure Compliance of all Statutory Compliances relating to Employees State Insurance Act 1948, Employees Provident Fund Act 1952, Apprenticeship Act, The Gratuity Act, Wage Act, Minimum Wages Act 1948, Factories Act 1948, Employment exchange (Compulsory Notification of Vacancies) Act 1959, Industrial Dispute Act 1947, Contract Labor (R & A) Act 1970.</p> <p>6.2.16 To check and verify all kind of payments related with manpower.</p> <p>6.2.17 To interact with the work force and help them in resolving their personal problems.</p> <p>6.2.18 To receive all incoming calls / fax messages.</p> <p>6.2.19 To ensure that all processed papers are filled in their respective record on daily basis.</p> <p>6.2.20 To entertain the queries of personnel and improve work culture.</p> <p>6.2.21 Any other duty assigned by the Management from time to time.</p>			
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6.3 DUTIES & RESPONSIBILITIES ASSTT (PERSONNEL & HRD), T.K.

- 6.3.1 To undertake joining formalities and familiarisation process with the plant and co-employees (for new entrants).
- 6.3.2 To maintain and store in safe and confidential personal files of employees.
- 6.3.3 To receive all incoming calls / fax messages and record the same in registers.
- 6.3.4 To provide necessary assistance regarding telephone calls/fax messages and record the same in registers.
- 6.3.5 To receive and despatch the daily mail incoming / outgoing of all kinds and maintaining due records in prescribed registers.
- 6.3.6 To record daily attendance of all employees.
- 6.3.7 To record daily leaves, short leaves and late coming of all employees.
- 6.3.8 To record daily extra working of all employees.
- 6.3.9 To record & verify daily attendance of all employees.
- 6.3.10 To record joining of employees in the relevant register and issue employee code and attendance punching card.
- 6.3.11 To get the medical examination of employee done through Company's Doctor as per specified schedule.
- 6.3.12 To prepare daily absenteeism report and initiate necessary action against long / habitual absenteeism.
- 6.3.13 To ensure that all executed papers are filled in their respective record registers/files simultaneously on the same day.
- 6.3.14 To entertain queries of personnel and help them in sorting out their genuine problems.
- 6.3.15 To interact with employees and sense, understand and provide feedback to seniors for timely corrective action.
- 6.3.16 To participate in the functions & celebrations of factory.

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6.3.17	To participate in compliance of all applicable labour laws and regulations i.e. ESI, Payment of Minimum Wages Act, Compulsory Notification of vacancies, Factory Act & Factory rules, Payment of Gratuity Act.	
6.3.18	To participate and submit the challans of ESI & EPF to Finance department latest by 10 th of every month duly checked by HOD (Pnl & Hrd).	
6.3.19	To Participate in formulation & compiling of MIS.	
6.3.20	To involve in all kind of emergency/breakdown/accidents and extend internal/external support for the restoration of the same.	
6.3.21	Participation to check and verify all kinds of payments related with department.	
6.3.22	To undertake and maintain the data bank in computer for recruitment of employees.	
6.3.23	Any other duty assigned by the management from time to time.	
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7.1 PROCEDURES RECRUITMENT PROCEDURE

- 7.1.1 The recruitment of all employees in every area and at each level is to be regulated by these procedures.
- 7.1.2 The responsibility for recruitment/staffing of organization lies with Pnl & Hrd Department and HOD is solely responsible for this activity.
- 7.1.3 The required manpower strength is reviewed on yearly basis in first quarter of calendar year.
- 7.1.4 On creation of any vacancy or additional requirement the 'Manpower Requisition Form' (QMPA-01) is raised by concerned department and sent to Pnl & Hrd Department, which in turn gets it approved from the competent authority.
- 7.1.5 Arrangement of potential candidates by exploring the in house possibilities, invitation of candidatures through press releases, employment exchanges, placement agencies or through personal references by HOD.
- 7.1.6 Short listing of potential candidates : The short listing of potential candidatures with the participation of concerned HOD takes place and potential candidates are called for personal interview by HOD (Pnl & Hrd).
- 7.1.7 Selection : The Personal Particular Form (QMPA-02) is filled-in by candidate. Selection committee, which comprises of CEO, Concerned HOD, HOD (Pnl & Hrd) G.M.(W) interviews the candidate at plant.
- 7.1.8 Travelling expenses (if payable) are reimbursed to outstation candidates in Travel Expense Reimbursement Form (QMPA-03) after verification by HOD (Pnl & Hrd).
- 7.1.9 The comments of selection committee are recorded on Personal Particulars from [QMPA-02] or Application Form [QMPA-02A].
- 7.1.10 The HOD (Pnl & Hrd) further process the case for approval of Managing Director with recommendation for compensation package, designation, date of joining and any other specific term if applicable on 'Appointment Approval Form ' (QMPA-04).
- 7.1.11 The 'Offer Letter' to individual is issued by the Personnel Department (where the candidate is already in job and needs time to join) after the approval from competent authority and concerned HOD is communicated for final status.

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7.2	JOINING PROCEDURE	
7.2.1	The selected candidate reports to the Pnl & Hrd department for joining alongwith the 'Offer Letter' if issued and the documents mentioned in the 'Offer Letter'.	
7.2.2	The candidate fills-in 'Joining Report Form', ESI / EPF / gratuity nomination forms (QMPA-05) with Jr. Executive (Pnl & Hrd).	
7.2.3	Two passport size photographs alongwith testimonials / certificates, related with education, experience, last salary drawn and relieving certificate from previous employer are obtained from employee intent to join.	
7.2.4	Jr. Executive (Pnl & Hrd) makes entries into Joining & Attendance Register, Leave Register, ESI Register, adult worker register & pay roll. Jr. Executive (Pnl & Hrd) ensures that total formalities have been completed with 'Check List' (QMPA-06).	
7.2.5	Assistant (Pnl & Hrd) arranges the medical examination of candidate through company's medical officer or any Registered Medical practitioner on a prescribed 'Medical Examination' form (QMPA-07).	
7.2.6	Assistant (Pnl & Hrd) issues the 'Identity Card' under signature of HOD (PNL&HRD) in form (QMPA-08).	
7.2.7	The employee is briefed about the rules & regulations of the company and introduced with all the HOD's and other senior Managerial employees by HOD (Pnl & Hrd).	
7.2.8	The structured induction & socialization program is chalked out for detailed introduction with departments and their activities by HOD (Pnl & Hrd) in respect of Executives and Managerial category employees.	
7.2.9	The employee report to his core work area through the departmental head by Jr. Executive (Pnl & Hrd).	
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7.3 PERFORMANCE APPRAISAL PROCEDURE

- 7.3.1 The system is applicable to all regular employees.
- 7.3.2 The job profile of each position is pre-defined and responsibilities / accountabilities in detail in respect of each employee are prefixed.
- 7.3.3 Each HOD fixes the targets of his each subordinate with reference to skill, qualification, time limits, cost, quality and measurability. Thrust remains that such targets are realistic and quantifiable.
- 7.3.4 Targets are compiled and documented in MBO books by the CEO in co-ordination with targets of interrelated / dependent department up to Executive level.
- 7.3.5 Every HOD appraises the performance of the team in respect of the target allocated and record the achievement rating in MBO book in respect of each preceeded calendar month latest by 07th of every month.
- 7.3.6 CEO receives MBO's books for review of the HOD's rating and his decision prevails upon. At the end of year (April to March) HOD makes self-appraisal of department with reference to the targets and achievements.
- 7.3.7 'Annual Appraisal Forms' are raised by HOD (Pnl & Hrd) and delivered to concerned HOD for onward action at his end (QMPA-10).
- 7.3.8 By completing the QMPA-10, respective HOD records his remarks and any outstanding or unwanted contribution / activity of appraises.
- 7.3.9 QMPA-10 is received back in Pnl & Hrd department and comparative chart regarding detailed information of each employee is prepared by HOD (Pnl & Hrd) for fair review of all recommendations.
- 7.3.10 Such recommendations are reviewed by a committee consisting G.M. (Finance) / HOD (Pnl & Hrd) and concerned HOD. Committee's recommendations are taken up with CEO / M.D. for approval by HOD (Pnl & Hrd).
- 7.3.11 After formal approval of M.D., the HOD (Pnl & Hrd) execute the same by way of communicating to the individual employee through their HOD, making amendment in payroll, personal files and communication to Finance department.

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7.4 TRAINING PROCEDURE

These procedures are applicable to all employees in all functional areas at each level in organization.

7.4.1 Training needs for all employees are identified once in a year in the month of Feb-March through Head of the department

7.4.2 On receiving data inputs on training needs, the training program is worked out in following steps.

- i) Identification of area of training and nos. of candidates.
- ii) Course / syllabus for training.
- iii) Tools & modules.
- iv) Faculty for imparting training.
- v) Time schedule and grouping of participants.
- vi) Making Budgetary provisions for training.

7.4.3 On the basis of above schedule, the training is imparted to the employees.

7.4.4 The Measurement & evaluation of training is done through the feed back, refresher programs and performance reports from concerned HOD.

7.4.5 Apart from the in house training, the sponsoring to the various workshops, seminars, training programs conducted by outside agencies also being done on need basis by HOD (Pnl & Hrd) in consultation with the CEO \ M.D.

7.4.6 All the relevant articles appearing in the Newspapers, periodicals are circulated / displayed for updating the Human Resources with latest development in their professional field by HOD (Pnl & Hrd).

7.4.7 Manual for the training of employees has been prepared which is given at annexure "D"

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7.5 ATTENDANCE RECORDING

- 7.5.1 All regular employees are covered under these procedures.
- 7.5.2 Every employee is expected to report on duty well in time as per his shift schedule QMPA-23 finalized by HOD. On reporting at main gate, he inserts his card in the Electronic Attendance recording machine before joining the duty. At the end of shift, each employee again insert his card in the machine before leaving the factory / office, activity is supervised and monitored by Assistant (Pnl & Hrd) and security staff on duty.
- 7.5.3 Any employee absenting from duty in unauthorized manner, notice is sent to his notified address under intimation to the concerned HOD by Assistant (Pnl & Hrd) under signature of HOD (Pnl & Hrd). Such employee joins back the duties only after satisfying the Management with his explanation in this regard.
- 7.5.4 In case, he does not report, the disciplinary action is initiated as per company's service rules by HOD (Pnl & Hrd).

7.6 LEAVE AVAILING AND RECORDING PROCEDURE

All regular employees are covered by under these procedures.

- 7.6.1 Entitlement of the leave is as per the guidelines under various legislative acts and company's leave rules.
- 7.6.2 General condition regarding availing of leaves are as per guidelines provided in the Punjab National Festival, casual, Sick Leave Act & rules made thereunder and company's prevailing leave rules.
- 7.6.3 For availing leave an Employee fills in the 'Leave Application Form' (QMPA-13) and gets it duly sanctioned in advance in case of casual and earned leave, however in emergency the Casual leaves and Sick leaves are sanctioned post availing subject to the satisfaction of Management.
- 7.6.4 The QMPA-13 duly signed by the Sectional Head / HOD is received in the Pnl & Hrd department for onward recording in the leave register, attendance register by Assistant (Pnl & Hrd).
- 7.6.5 Employee before proceeding on leave gets the conformation from Pnl & Hrd department in the shape of counter slip of ' Leave Application form' as leave sanctioned or refused.

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<p>7.7 SHORT LEAVE AVAILING PROCEDURES All regular employees are covered under these procedures.</p> <p>7.7.1 Any employee intend to leave the factory / office fills in the ‘ Gate Pass Form’ (QMPA-15) and get the same approved from this superior. He hand over the same at security gate & exits.</p> <p>7.7.2 In case of late coming, the employee can be permitted to join duty only with prior permission from his HOD, and short leave is adjusted against such late coming on genuine case.</p> <p>7.7.3 Pnl & Hrd department receives all such short leave forms from security department and Assistant (Pnl & Hrd) makes recording in the Attendance Register.</p> <p>7.7.4 The Nos. of short leaves and time limit is as per prevailing rules of the organization.</p> <p>7.8 PROCEEDING ON OUTSTATION & OUT DOOR DUTY PROCEDURES Any regular employees are falling in the preview of these procedures.</p> <p>7.8.1 Any employee intend to proceed on outstation / local outdoor duty is to fill-in the form ‘ Permission For Out duty (QMPA-14) and get it approved from the HOD in triplicate.</p> <p>7.8.2 One copy of QMPA-14 comes to Pnl & Hrd Department for recording attendance by Assistant (Pnl & Hrd).</p> <p>7.8.3 On completion of Out station outdoor duty, employee is to submit his expense bill in ‘Travel Expense Statement’ (QMPA-11) & ‘Local Conveyance Statement’ (QMPA-12) duly recommended by HOD to Finance Department through Pnl & Hrd Department for consent approval.</p>			
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7.9 SALARY / WAGES ADMINISTRATION PROCEDURES

Salary / Wages of all employees comes in the purview of these procedures.

7.9.1 On the basis of attendance / leave records the paydays are worked out and entered in the pay roll package of computers by Assistant (Pnl & Hrd).

7.9.2 Necessary corrections (if any) in the pay masters are recorded pertaining to salary rates of individual employee (S).

7.9.3 Salary is processed there after and the HOD (Pnl & Hrd) takes the print of the same in duplicate.

7.9.4 After checking & verifying the contents, the sheets are passed by HOD (Pnl & Hrd) and sent to accounts for disbursement, office copy is retained in Personnel Department.

7.10 PROCEDURES FOR DISCIPLINARY ACTION :

All employees shall fall in the preview of these procedures

1. Whenever any incidence of in-discipline in – subordination damage to property, theft or act in contravention to the instruction by the superiors or laid down the procedures takes place, the immediate notice / cognizance of the same is to be taken by the person witnessing the same or the person first of all coming to know about the same and the matter is to be brought in the notice of section Incharge / Shift Incharge of the respective area.
2. The Section Incharge shall confirm the facts of such incidence and will make a notice of the same for his HOD after preliminary inquiry and evaluating the facts.
3. HOD will immediately react to the situation and will take appropriate preventive action to control the situation and will further probe into the noticeable matter and the same will inform to the Security Department for further probing and investigation as a 2nd natural agency and to arrange required preventive action and securing / maintaining the circumstantial evidence for future disciplinary actions.
4. The Manager (Estate & Security) / Shift Incharge will conclude the investigation on the very day and in case of offence taken place is cognizable under Indian penal court or any other criminal act of land shall consult with the Factory Manager / HOD (Pnl & Hrd) and CEO for initiating the action with out side law enforcing agencies.

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<p>5. Otherwise the Manager (Estate & Security) is to be submit his report alongwith basic complaint and circumstantial evidence to the HOD (Pnl & Hrd) for further evaluation and initiating necessary action as per employment term and conditions.</p> <p>6. The matter related to the direct regular employee shall be viewed and decided by the disciplinary committee consisting HOD (Pnl & Hrd), Factory Manager, Security Manager and concerned HOD.</p> <p>7. The decision taken by committee with consensus shall be implemented and through concerned employment agency in case of in direct employee.</p> <p>8. Any kind of punishment awarded and to be executed is to be communicated only by Pnl & Hrd Department.</p> <p>9. Any false complaint initiated at any level to be considered as an act of in – discipline.</p> <p>10. Any complaint of serious nature put before HOD is to be acted upon immediately on priority and other wise on the very day Estate & Security Department has to be also adopt the same priority to perform on their part.</p> <p>11. Any complaint is to be settled within 5 days time frame.</p> <p>12. The proceedings of disciplinary action are to be recorded in Black and White and to be kept in the personal file of concerned employee with Pnl & Hrd department for future reference.</p> <p>7.10. EMPLOYEE STATE INSURANCE COMPLIANCE PROCEDURE All employees falling in ESI's purview are in the ambit of these procedures.</p> <p>7.10.1 On joining, the 'Declaration Form' is filled – in by the employee and such forms are submitted with 'Local Office' ESI on the weekly basis on every Monday under Signature of HOD (Pnl & Hrd) by Jr. Executive (Pnl & Hrd).</p> <p>7.10.2 The Insurance Numbers are collected from the Local Office and recorded in the 'Register of contribution'. Temporary Identity Cards are provided to the employees for availing medical facility from ESI dispensary.</p> <p>7.10.3 The employee's contributions are deducted from monthly pay at prevalent rates from time to time.</p> <p>7.10.4 The employee's contributions and employer's share is compiled and challans are prepared by Jr. Executive (Pnl & Hrd) including contractor's employees. An advice for deposit the same latest by 21st of that month is made to Finance department by Jr.</p>			
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Executive (Pnl & Hrd) under the signature of HOD (Pnl & Hrd) latest by 15th of every month.

7.10.5 The entries of contribution deducted, wages and days payable are recorded in R-7 (Register of Contribution) of each employee on monthly basis including of contractor's employees by Jr. Executive (Pnl & Hrd).

7.10.6 In April and October the total contribution for six months is worked out and Half yearly return in form No.6 in quadruplicate is prepared from R – 7 within 30 days from the close of contribution period i.e. 31st March and 30th September by Jr. Executive (Pnl & Hrd).

7.10.7 The return (Form No. 6) is submitted with Regional Director ESI in triplicate alongwith the copies of original bank challans duly signed by HOD (Pnl & Hrd), by Jr. Executive (Pnl & Hrd) within 42 days from the close of 30th Sept. & 31st March.

7.11 PROCEDURE FOR PERIODICAL MEDICAL EXAMINATIONS

All employees are covered under the purview of the periodical medical examination.

7.11.1 Company's Medical Officer is visiting the factory on weekly basis for physical checkup and medical examination.

7.11.2 Assistant (Pnl & Hrd) arranges the employees from various departments as per their examination schedule.

7.11.3 Employees working in Production and Quality Assurance department are examined every month and all others once in three months.

7.11.4 The record of medical examination of each employee is kept in the 'Medical Examination Report' (QMPA- 07).

7.12 PROCEDURE ACCIDENT / EMERGENCY HANDLING

7.12.1 When any accident takes place, the supervisor / shift Incharge / HOD forwards the 'Accident Intimation Form' (QMPA-17) duly filled to the Pnl & Hrd department forthwith for onward necessary action.

7.12.2 Shift Incharge / sectional supervisor immediate superior handle the injured person and arrange to provide necessary First-aid to the accident victim and intimates to the Security Gate for making onward arrangements to send the person to ESI dispensary / hospital through available vehicle, if required. (Further refer departmental procedure Estate & Security).

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7.12.3	HOD (Pnl & Hrd) is to investigate the incident and initiates corrective action to rule out the reoccurrence.		
7.12.4	HOD (Pnl & Hrd) initiates for submission of 'Accident Report Form' to ESI authorities and Chief Inspector of Factories, if required.		
7.13	PROCEDURE FOR EXIT FROM EMPLOYMENT		
7.13.1	Every employee on company's roll is covered under these procedures.		
7.13.2	Any employee who intend to leave the service of company as per terms and conditions of appointment is tender his resignation in writing to his HOD duly signed and dated mentioning the reason of leaving and date by which seeking relieving.		
7.13.3	HOD within three days after discussion with concerned employee is to forward the resignation letter in a confidential cover to Pnl & Hrd department with his comments.		
7.13.4	HOD (Pnl & Hrd) after verification and discussion is to forward the same to MD / CEO with his comments for acceptance.		
7.13.5	After acceptance of the same, the HOD (Pnl & Hrd) issues acceptance letter.		
7.13.6	Two days prior to his relieving No Dues Certificate Cum Full & Final Statement (QMPA)-16 is issued by Pnl & Hrd department after perusal employee personal file for getting clearance from all departments.		
7.13.7	On getting the 'No Dues Certificate' from all departments the full and final payments are calculated by HOD (Pnl & Hrd) and verified by HOD (Pnl & Hrd). CEO accords the final approval of the same.		
7.13.8	The Exit Interview is conducted by HOD (Pnl & Hrd) in the structured 'Exit Interview Form' (QMPA-19) and feed back is forwarded to CEO / M.D.		
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7.14 TELE COMMUNICATION PROCEDURE

- 7.14.1 All incoming and outgoing telephones and fax messages received in Pnl & Hrd department are processed by the Assistant (Pnl & Hrd) through P & T line / EPABX exchange manually during general shift working.
- 7.14.2 The record of the calls made is kept in the 'Register of Telephones' (QMPA-18) for onward verification of bills and other purposes.
- 7.14.3 After general shift working hours and on holidays all such incoming calls are attended by security personnel on duty and out going calls are initiated by the caller himself.
- 7.14.4 Bills from Department of Telecommunication are received by Assistant (Pnl & Hrd) and after entering in the register forwarded to User's Department for further verifications.
- 7.14.5 Verified bills duly approved by the HOD (Pnl & Hrd) are forward to Finance Department for timely payment to the Telecommunication Department.
- 7.14.6 In case of direct lines provided to officials / department the record of use is maintained by respective official / department specifically of outstation calls.

7.15 PROCEDURE FOR RECEIPT AND DESPATCH AND DAK (at plant)

- 7.15.1 Post (internal and external) is being monitored buy the Pnl & Hrd department. External Post (Dak)
- 7.15.2 The Assistant (Pnl & Hrd) receives the post from the Postman. All official letters are opened & marked with the rubber – stamp (indicating the name of each department) and recorded in the 'Dak Receipt Register' (Format QMPA-20)
- 7.15.3 The dak is presented to the CEO in a dak folder under the supervision of HOD (Pnl & Hrd) Jr. Executive (Pnl & Hrd).
- 7.15.4 CEO marks these to the concerned HOD along with remarks if any.
- 7.15.5 The dak come back to the Assistant (Pnl & Hrd) through attendant. He sends the letter to the concerned official through the attendant along with the register (QMPA–20) to deliver under acknowledgment.

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7.15.6	All the letters addressed to outside parties and intended to be sent through post / courier are received in Pnl & Hrd department along with the duly addressed envelop from all the departments at plant.	
7.15.7	Assistant (Pnl & Hrd) enters those in the 'Dak Dispatch register' (Format QMPA-21) and send those envelops dl affixed with the requisite postal stamps to the post office Letters went through courier services are sent to H.O. for further dispatch.	
7.15.8	The details of the postal expenses are maintained in dispatch register and the receipts of the Registered letters, telegrams and parcels are kept for record in the Receipt Register (QMPA-20). Internal Dak (To and From Head office)	
7.15.9	All the Dak from various departments is received in Pnl & Hrd department duly packed in the envelopes and is collected in the Dak bag. This Dak is handed over to the staff bus driver by the peon at 5:30 P.M on all working days.	
7.15.10	Same Dak bag from Head office is carried by the staff bus and the same is taken by attendant to the Pnl & Hrd department. Further the aforesaid process (7.15.2 to 7.15.4) is adopted for distribution internal Dak (To and From MCCs and MACs).	
7.15.11	The Dak from and to the MCCs are also sent alongwith 'Tanker Movement Card through Milk Tankers (Please refer procedure manual of Estate & Security). Fax Message (To and From Chandigarh)	
7.15.12	All the fax communications from out side are received buy the Assistant (PNL &HRD) and all out going fax messages are also faxed by him. Messages received are delivered through attendant to the concerned department / official under acknowledgment.	
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7.16 LIBRARY OPERATING PROCEDURE

- 7.16.1 The Pnl & Hrd department manages company's library.
- 7.16.2 All regular employees are entitled to avail the facilities and services of library.
- 7.16.3 All books & periodicals purchased on any subject or functional area are primarily the inventory of library.
- 7.16.4 Books and periodicals purchased by any employee are handed over to Pnl & Hrd department for registration in the library through Register (QMPA-22).
- 7.16.5 Assistant (Pnl & Hrd) maintains the record of Library books in the 'Register of Books & Periodicals' (Format QMPA-22).
- 7.16.6 Books and Periodicals for routine references or regular reading are issued to employee on returnable terms.
- 7.16.7 Each book and periodical has a Serial Number and company's rubber seal affixed on it.
- 7.16.8 Thrust is to enhance and update the technical, supervisory and managerial skills of employees to excel in respective fields by providing in – house readily available material. Hence new additions are made on need basis.

7.17 'MANAGEMENT BY OBJECTIVE' OPERATING PROCEDURES

- 7.17.1 All employees up to the level of HODs are falling in the preview of this system.
- 7.17.2 Performance of all these employees is measured on the basis of targets fixed in various related functional areas by their superiors on monthly basis.
- 7.17.3 For this 100 Matrix is used out of which 75 marks has been allocated to his core work area's related jobs as per their importance and volume. Rest 25 marks are allocated to the various personality traits of the concerned employee.
- 7.17.4 The HOD of each department evaluates and records his MBO targets of his subordinates.
- 7.17.5 The Pnl & Hrd department reviews their MBO's each month latest by 7th and additional one set for CEO / MD completed by Assistant (Pnl & Hrd) in accordance with the copy received from the HODs.

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7.17.6	The complete set of MBO's is presented to CEO for review and necessary corrections / amendment if any and freezing.		
7.17.7	Each HOD makes a presentation of his MBO's for the month in the weekly review meetings.		
7.17.8	On every 30 th the MBO's book of individual are handed over by Executive (Pnl & Hrd) to HODs for completion.		
7.17.9	Targets and parameters are fixed and reviewed on periodical basis generally in March Midterm review also is done, if needed.		
7.18	EMPLOYEES PROVIDENT FUND COMPLIANCE PROCEDURES		
	All employees falling in EPF's purview are in the ambit of these procedures.		
7.18.1	At the time of joining the Nomination form is filled by employee and submitted with Regional provident fund Commissioner's (RPFC) office duly certified by HOD (PNL&HRD).		
7.18.2	EPF number is allotted to the members in form no 9A (Revised) and further recorded in Master Payroll by the HOD (Pnl & Hrd).		
7.18.3	Employees contribution and Employer contribution is deducted from salary / wages and challans are prepared by the Jr. Executive (Pnl & Hrd) including contractors employees. Jr. Executive (Pnl & Hrd) makes an advice to Finance Department latest by 10th of every month under the signature of HOD (Pnl & Hrd).		
7.18.4	Receipt copies of challan forms are received from Finance Department after deposit and intimation of the same in form No.12(A) alongwith form No. 5 & 10 (under EPF Act) is submitted to RPFC under the signature of HOD (Pnl & Hrd) latest by 20 th of every month by the Jr. Executive (Pnl & Hrd).		
7.18.5	The entries of contribution of EPF and FPF deducted, on EPF wages as employee's share and employer's share are recorded in the computerized Provident Fund Ledger (Form – 6) on monthly basis including that of all contractor's employees by the Jr. Executive (Pnl & Hrd).		
7.18.6	In the month of every year, the total contribution for one year (March to February) is worked out and Annual return in Form – 6 in Triplicate is prepared from Provident Fund Ledger within 30 days from the close of period 28 th February by the Jr. Executive (Pnl & Hrd).		
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7.18.7	The return prepared in form no. 6 is submitted to Regional Provident Fund Commissioner in Duplicate alongwith the Summary of total deposits under the signature of HOD (Pnl & Hrd) by the Jr. Executive (Pnl & Hrd).		
7.18.8	After submission of Annual Return, Annual Statement of Accounts for contribution period (March to February) is prepared by RPF. The same are arranged and distributed Jr. Executive (Pnl & Hrd) to the members against acknowledgment.		
7.18.9	In case of exit of any member, the intimation and details of contribution in respect of current financial year is sent to the RPF in form No 10 & 3 A respectively by Jr. Executive (Pnl & Hrd) under the signature of HOD (Pnl & Hrd).		
7.18.10	Previous accumulation of members (if any) arranged to get transferred into present account through prescribed procedure under EPF & MP Act.		
7.18.11	In case any member dies in the course of employment, claim are arranged in the name of notified nominee by HOD (Pnl & Hrd) as per procedure prescribed under EPF & MP Act.		
7.18.12	Employee's deposit linked Insurance (EDLI) : Every member under Provident Fund Scheme is given insurance cover from the date of membership under EDLI from LIC of India and renewed in the month of January each year.		
7.18.13	Periodical inspections are got done from the enforcement officers by the HOD (Pnl & Hrd).		
7.18.14	Other benefits / facilities available under EPF & MP Act are extended to the needy members.		
7.19	RECORD PROCEDURE RECEIPT OF OLD RECORDS		
7.19.1	All old records to be received on every Monday between 1030 hours to 1230 hours from various departments as per procedures. (Annexure "A")		
7.19.2	Before depositing the old records as per the Annexure "A" it is to be ensured by the concerned HOD that the records are marked on the top as date of opening date of closing and total numbers enclosures in the document.		
7.19.3	No loose record is to be received.		
7.19.4	Before receiving any old record, it is to be made sure that life of the document is mentioned in the Annexure "A" for final disposal.		
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7.19.5	Issue of all old record/documents to be made daily between 1030 hours to 1230 hours and 1630 hours.		
7.19.6	A requisition duly approved by CEO / Hod (Pnl & Hrd) in written as per Annexure "B" is to be submitted by the Departmental Head concerned requesting for the old record / document.		
7.19.7	On receiving the requisition, the I/C Record room is to take out the relevant record from the rack. The representative of the Department will sign a register kept in the Record Room as token of receipt.		
7.19.8	The Departmental Head concerned will ensure that the document issued is returned back after the completion of the job.		
INSPECTION OF OLD RECORDS			
7.19.9	Issue of all old record / documents for inspection to be made daily between 1030 hours to 1230 hours and 1530 hours and 1630 hours.		
7.19.10	A requisition duly approved by HOD concerned as per Annexure "C" will be submitted by the Departmental Head concerned requesting for the old record / document.		
7.19.11	On receiving the requisition, the Incharge record section takes out the relevant record from the rack. The representative of the Department has to inspect the record in the Record Room only.		
STORAGE OF RECORDS			
7.19.12	Storage of old records is to be done as per the classification of the records as appended below: -		
	a) Registers	:	All type of registers.
	b) Files	:	Correspondence Files.
	c) Software	:	Computer floppies etc.
	d) Misc.	:	Daily reports, Performance etc.
7.19.13	Record received to be stacked in the racks as per the following procedure.		
	Rack No : Rack numbers are to be given Serial number 01		
	Shelf No : Shelf of each rack to be numbered alphabetically as A,B,C,D,E,F,G etc.		
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Bin No : Each shelf is to be further divided into three portions as Serial No. 01,02,03. (This is the actual location of the old record).

(For example if the location of one document is "1 F 3" it means that the particular document is bind in Rack No 1 Shelf No F of rack 1 and sub part No 3 of the shelf No F.)

7.20 LOCATION REGISTER

- 7.20.1 A ledger having columns as per Annexure "D" to these procedures is to be maintain be maintain department wise for receiving the old records.
- 7.20.2 Old records as per the classification or title will be entered on a separate page in the location register and location of the rack will be written simultaneously in front of that entry.
- 7.20.3 On the basis of decision / direction from M.D. the case is dealt in respective court.
- 7.20.4 The record of proceeding of each case is maintained in respective files.
- 7.20.5 Initiation of proceeding of each case is maintained in respective files.
- 7.20.6 Concerned HOD forwards the matter to be prosecuted or defended in the court of law to the HOD (Pnl & Hrd).
- 7.20.7 HOD (Pnl & Hrd) after making the evaluation, discuss the matter the matter with CEO / MD for seeking their advise / approval for further course of action.

7.21 LOCATION REGISTER

- 7.21.1 A ledger having columns as per ANNEXURE "D" to these procedures is to be maintain department wise for receiving the old records.
- 7.21.2 Old records as per the classification or title will be entered on a separate page in the location register and location of the rack will be written simultaneously in front of that entry.

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7.22	MEASUREMENT, ANALYSIS AND IMPROVEMENT		
7.22.1	The system is applicable to all regular employees.		
7.22.2	The job profile of each level is pre-defined and responsibilities / accountability in detail in respect of each and ever employee are prefixed.		
7.22.3	Pnl & Hrd department specifies target of prime parameters for all departments in consultation with respective HOD under the guidelines of CEO / GM (Works) with reference to skill, time limits, cost, quality and measurability. Thrust remains that such targets are realistic, quantifiable and achievable.		
7.22.4	Measurement and Monitoring of prime performance parameters compiled and documented in MBO books by the Pnl & Hrd department under the guidelines of CEO and concerned department up to HOD level.		
7.22.5	Every HOD appraises the performance of his team in respect prime performance parameters allocated and records achievement rating in MBO in respect of calender month latest by of every month.		
7.22.6	MBO books are received by Pnl & Hrd department for revision of HOD'S achievement rating. Pnl & Hrd department submits the report to CEO for perusal.		
7.22.7	At the end of the year (April to March), HOD makes the self appraisal of the department with reference to the targets achievements.		
7.22.8	Every month MBO books are given back to HOD for completion are received back before 10th of the month.		
7.22.9	Deviations if any are reviewed by a committee / comprising GM(Works), HOD (PNL & HRD) and concerned HOD. Committee recommendations are taken up with the CEO for corrective by HOD (Pnl & Hrd).		
7.22.10	After perusal of CEO, HOD (Pnl & Hrd) communicates he concerned HOD to take corrective action in respect deviations.		
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7.23 CONTINUAL IMPROVEMENT

There procedures are applicable to all employees in all functional area at each level in the organisation.

- 7.23.1 The procedure of continuous improvement needs for all employees are assessed once in a year in the month of March / April through Heads of the department.
- 7.23.2 The norms for prime performance parameters for Pnl & Hrd department have been specified under the guidelines of CEO at Annexure " C ".
- 7.23.3 Performance of each prime performance parameters is reviewed on monthly basis by the management. In case, it found that performance is below specified norms then matter is investigated thoroughly and preventive and corrective actions are taken to achieve the specific norms fixed by the management.
- 7.23.4 The measurement and evaluation of prime performance parameters is being done through implementation tasks being implemented in the preview of Personnel & HRD department.
- 7.23.5 Apart from above said in house training programmes are also conducted to achieve the specific targets mentioned in prime performance parameters.

8.0 CONTROL OF QUALITY RECORDS

- 8.1.1 Quality records in the department are kept as per the common procedures issued by MR office.
- 8.1.2 List of quality records is attached.

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ANNEXURE 'B'

REQUISITION FOR ISSUE OF OLD RECORD

FROM : _____

TO : PNL & HRD

DATE : _____

NAME OF THE PERSON : _____

TITLE OF RECORD : _____

PERIOD OF RECORD : _____

PURPOSE : _____

MODE OF USE : _____

DURATION OF TIME : _____

SIG. OF HOD

APPROVING AUTHORITY

SIGN OF PERSON RECEIVING

Prepared by H O D	Approved by CEO
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TRAINING MANUAL

Concept of training

In MSL it will be viewed as a systematic and planned process which will achieve the organisational purpose to impart and provide learning experiences that will bring more improvements in every employee of Milk Specialities Limited enabling him to make optimum contribution meeting the goals and objectives of the organisation.

Need of Training

As per experiences of measurement team of Milk Specialities Limited the need for the training of employees would be clear from the following objectives.

- (a) To increase productivity.
- (b) To improve quality of products and services.
- (c) To help the company to fulfill its future and personal needs.
- (d) To improve organisational work culture.
- (e) To improve health and personal hygiene of people working in the organisation.
- (f) Personal Growth.
- (g) Obsolescence Prevention
- (h) Partha implementation for inculcating accountability at all levels.

Objectives of Training

The primary objective of Training is to improve skills and knowledge in the employees and prepare them for taking higher responsibilities. Training in Milk Specialities Limited, is conducted for achieving the following objectives : -

- (a) To up-grade the basic knowledge and skills of new entrant in dairy business.
- (b) To build up a second line of competent staff and prepare them to occupy more responsible positions.
- (c) To broaden the vision of managers by providing to them with opportunities for inter-action with each other and to learn as much as possible from their seniors.

Prepared by **H O D**

Approved by **CEO**

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

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Responsibility of Training

In MSL conducting training programs is the responsibility of the followings :

- (a) PNL & HRD department frames the policy under the guide lines of President.
- (b) PNL & HRD department plans, establishes and evaluates the training programmes under the directions of President.
- (c) All Executives who are responsible for implementing departmental procedures and implementation tasks.

Designing Training Programs

The design of training programme starts with the assessment of the training needs. Two or three months before the commencement of the calender year, the HOD is consulted for the training needs of the employees. Training data collected from the performance appraisals, Personnel interviews and consultation with HOD Personnel & HRD department. After that training programme schedule is checked out in consultation with all concerned. The finalisation of training programme is the responsibility of respective HOD / PNL & HRD. While designing trainings programs following objectives are kept in mind :-

- (a) The gap between the expected and actual level of performance is narrowed down.
- (b) The innovation and creative abilities are cultivated, which in turn may be utilised for solving organisational problems.
- (c) Attitude changes and behavioral modifications.
- (d) To help workers to acquire knowledge in general and specific skills related to their job responsibilities.
- (e) After completing of above said exercise the training schedule is discussed with the President for his formal approved. Duration of training programme and schedule for training is then finalised by concerned HOD / PNL & HRD.

The following factors are also kept in mind while conducting training programs.

- (a) Consulation with the General Manager(Works) and Manager Fin.).
- (b) Discussion with President for final analysis and evaluation.

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP - 04]

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03 OF 06

Schedule for a programme

HOD / PNL & HRD prepares following check list for scheduled training programs as per following format :-

Day & Date	Time duration		Topic	Faculty
	From	to		

Following resources required for conducting training programs are also assessed

- Resource persons
- Preparation of tools like boards, chalk boards, overhead projector, slide projector, tape recorder and TV etc. on need basis.

Training budget for the year

- HOD / PNL & HRD estimates the training needs of the employees at least 2-3 months before the commencement of the calendar year. HOD PNL & HRD involves all the line managers / HOD of various departments.
- HOD /PNL & HRD calculates the figure of,how many employees are to sent out for external training and how many will be trained within the in house training schedule of the organisation. Than HOD/PNL & HRD evaluates the cost involved in the training.
- A model for preparing the training budget is indicated below for ready reference.

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
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[QMMRP - 04]

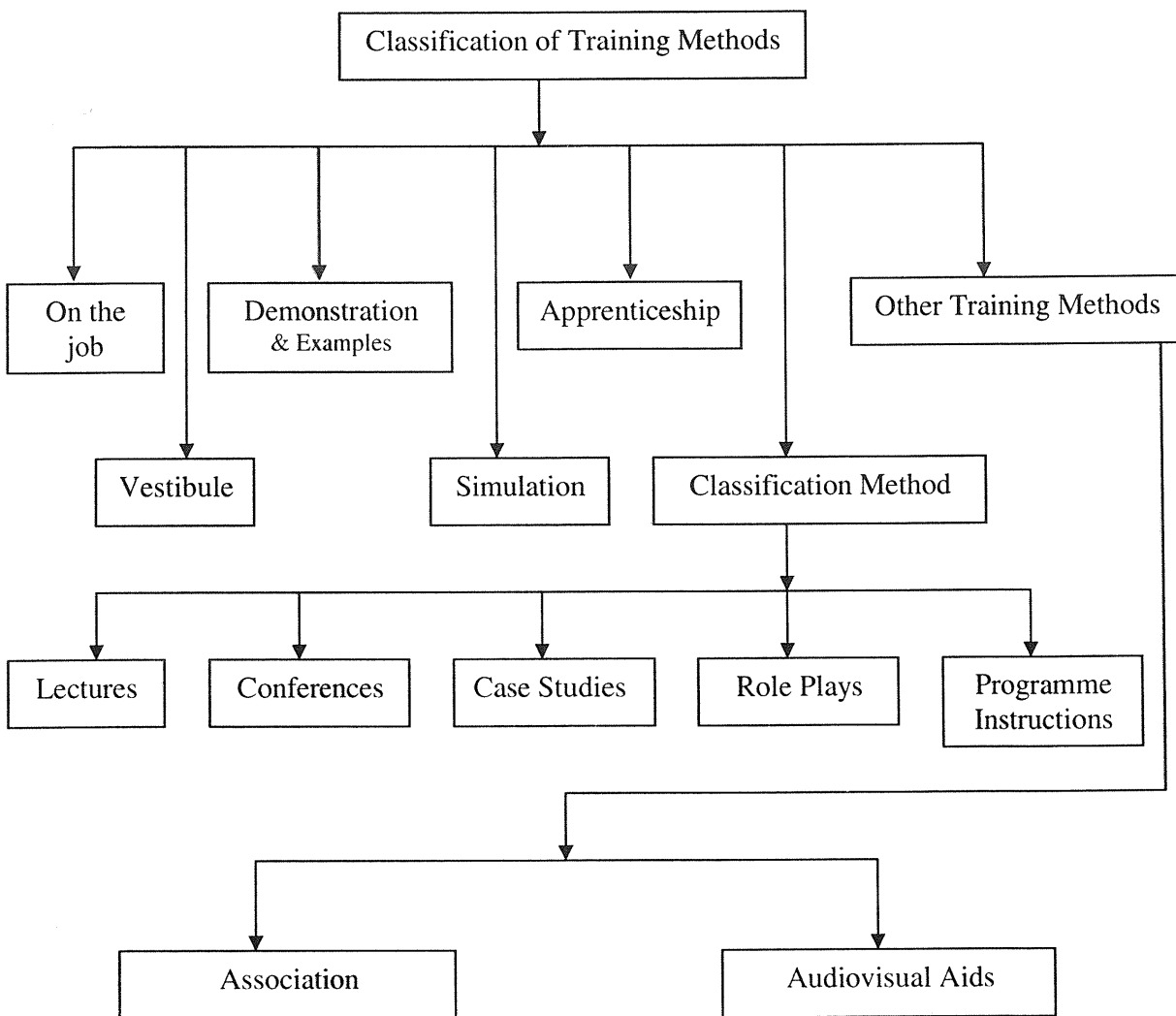
INNOVATIVE BUSINESS IMPROVEMENTS PRIVATE LIMITED					Page No. 5
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD					Date : - 01.04.04
<u>For External Programme</u>					04 OF 06
1	2	3	4	5	6
Total No of employees for external training	Name of the Institution and address	Duration and course fee	Employee's salary during the training	TA & DA of trainee	Total Cost
<u>Internal Training</u>					
1. Nos. of candidates identified for training / candidates actually trained year.			Estimation for current year	Actual last year	
1. Nos. of training programmes.					
2. Amount spent for refreshment.					
3. Rent paid for training room.					
4. Salary & wages of faculty.					
5. Cost of stationary and course materials.					
6. Miscellaneous.					
7. Any other expenses.					
TOTAL AMOUNT					
Prepared by H O D			Approved by CEO		
Signature _____ Date 01.04.04			Signature _____ Date 01.04.04		
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[QMMRP - 04]

Typology of Training

Having identified the training needs of the organisation, training programs are classified in following categories.

1. On the job training.
2. Management development programs.
3. Apprenticeship training.
4. Off the Job Training.



Prepared by HOD

Approved by CEO

Signature _____ Date 01.04.04

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Training methods :-

The forms and types of employee training methods are inter related. It is difficult, if not impossible, to say which of the methods or combinations of methods is more useful than the other. Infact methods are multipulated in scope and dimension, each as per suitability for a particular situation.

On the job training

On the job training is most widely used. An employee is placed in a new job and is told how it may be performed. It is primarily concerned with developing in an employee's skill and habits and with orienting him to his immediate problems. It's mostly given for unskilled and semi skilled jobs. Employees are coached and instructed by skilled workers, by supervisor or by special training instructors. The Training is often made more effective by the use of variety of Training aids and Techniques such as Procedures, charts implementation Tasks, sample problems, demonstrations oral and written explanations etc.

Vestibule training

It is a class room training which is often imparted with the help of the equipment and machines which are identical with those in use in the place of work training is generally given in the form of lectures, conferences, case studies, role playing and discussions.

Demonstrations and example

The trainer describes and displays something, as and when he teaches an employee how to do something by actually performing the activities himself. Demonstrations are particularly effective in the training for the acquisition of skills, but their usefulness is limited when it is a question of training management personnel.

Simulation

Simulation is a technique which duplicates as nearly as possible the actual conditions encountered on a job.

Apprenticeship

Apprenticeship training is the an oldest and most commonly used method, especially when proficiency in a job is the result of a relatively long training period of 1-2 years to 3 years for persons of superior ability. The field in which apprenticeship training is offered is very wide and covers the job of different technical trade.

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Date 01.04.04	Date 01.04.04

[QMMRP - 04]

INNOVATIVE BUSINESS IMPROVEMENTS PRIVATE LIMITED
PNL & HRD Department

Annexure 'E'
Page 1 of 5

Objectives : - Inculcating team spirit, improving motivation and level of comittment.

Assign ment Code	Task No	Date	Task	Person Responsible for implementation	Target Date	Actual date of completion
A.	1.		Maintain industrial peace and harmonious relationship with work force without compromising with discipline.	Manager (PNL & HRD)	Continue process	Continue process
	2.		Redress grievances of workers promptly and take steps to avoid disputes.	Manager (PNL & HRD)	Daily basis	Daily basis
	3.		Genuine demands of workers if any be considered promptly and decisions be communicated to them.	Manager (PNL & HRD)	Daily basis	Daily basis
	4.		Encourage workers participation for improving over all perfrmance and productivity.	Manager (PNL & HRD)	Continue process	Continue process
B.	5.		Maintain discipline and ensure full utilisation of the services of available staff in the interest of organisation.	Manager (PNL & HRD)	Always	Always
	6.		Specify man hour utilisation norms for each processing/ packing operation.	Manager (PNL & HRD)	Daily basis	Daily basis
	7.		Ensure regular monitoring and optimum utilisation of available man power.	Manager (PNL & HRD)	Daily basis	Daily basis
	8.		Ensure that no casual worker is appointed without proper justification and approval.	Manager (PNL & HRD)	Being done	Being done
C.	9.		Introduce and implement management by objectives in all departments.	Manager (PNL & HRD)	Being done	Being done

INNOVATIVE BUSINESS IMPROVEMENTS PRIVATE LIMITED
PNL & HRD Department

Annexure ' E '
Page 2 of 5

Objectives : - Improving managerial performance with clear focus on consumer satisfaction, Productivity and profitability.

Assign ment Code	Task No	Date	Task	Person Responsible for implementation	Target Date	Actual date of completion
	10.		Review the achievement against targets specified in M.B.O. on monthly basis.	Manager (PNL & HRD)	Being done	Being done
D.	11.		Introduce and implement work improvement circles to improve overall efficiency.	Manager (PNL & HRD)	30.11.02	30.11.02
E.	12.		To ensure implementation of dress code in the Plant.	Manager (PNL & HRD)	30.09.02	30.09.02
	13.		To inculcate team spirit and cordial work culture condions for participative and consensus management.	Manager (PNL & HRD)	Continue process	Continue process
	14.		To plan, execute and monitor training and self development programmes.	Manager (PNL & HRD)	30.10.02	30.10.02
	15.		To maintain liaison with the Govt. officers/departments.	Manager (PNL & HRD)	Continue process	Continue process
	16.		To facilitate internal and external telecommunications, daily receipt and despatch services.	Manager (PNL & HRD)	Daily basis	Daily basis
	17.		To plan and ensure execution of induction programmes for new entrants.	Manager (PNL & HRD)	Being done	Being done
	18.		To participate in improving and modifying systems and policies.	Manager (PNL & HRD)	Being done	Being done
	19.		Compile monthly MIS pertaining to ERP inputs.	Manager (PNL & HRD)	Monthly	Monthly

INNOVATIVE BUSINESS IMPROVEMENTS PRIVATE LIMITED
PNL & HRD Department

Annexure ' E '
Page 3 of 5

Objectives : - Ensuring Professional approach towards compliance of statutory regulations.

Assign ment Code	Task No	Date	Task	Person Responsible for implementation	Target Date	Actual date of completion
	20.		Check and verify all kinds of payments related to manpower.	Manager (PNL & HRD)	Daily basis	Daily basis
	21.		Ensure that all processed papers are filed in their respective record/files on daily basis.	Manager (PNL & HRD)	Daily basis	Daily basis
			Miscellaneous implementation tasks			
	22.		Ensure compliance of all labour laws and other acts applicable to our establishment (details in Annexure 'A') and maintain proper records.	Manager (PNL & HRD)	Statutory time being	Statutory time being
	23.		Ensure expeditious processing of disciplinary cases, departmental enquiries and court cases etc.	Manager (PNL & HRD)	Being done	Being done
	24.		Ensure timely processing of all cases relating to losses caused to organisation and affect recoveries from defaulting employees.	Manager (PNL & HRD)	Being done	Being done
	25.		Look after labour welfare in order to maintain cordial relations between the workers and the management.	Manager (PNL & HRD)	Being done	Being done
	26.		Ensure expeditious processing of E.P.F. and E.S.I. cases.	Manager (PNL & HRD)	Being done	Being done

INNOVATIVE BUSINESS IMPROVEMENTS PRIVATE LIMITED
PNL & HRD Department

Annexure ' E '
Page 4 of 5

Objectives : - Improving work culture and harmonious relations between management & workforce.

Assign ment Code	Task No	Date	Task	Person Responsible for implementation	Target Date	Actual date of completion
	27.		Ensure smooth and efficient execution of all functions related with PNL & HRD section.	Manager (PNL & HRD)	Being done	Being done
	28.		Ensure that administrative formalities are completed well in time for timely payment of dues to employees e.g. leave encashment, gratuity, local conceyance and travel expenses etc.	Manager (PNL & HRD)	Being done	Being done
	29.		Ensure regular attendance and maintenance of leave records (all types) of employees.	Manager (PNL & HRD)	Being done	Being done
	30.		Maintain upto date personal files of all employees.	Manager (PNL & HRD)	Being done	Being done
	31.		Make efforts to curtail avoidable expenditure.	Manager (PNL & HRD)	Being done	Being done
	32.		Ensure at least minimum required facilities to workers for their health, safety and welfare.	Manager (PNL & HRD)	Being done	Being done
	33.		Ensure maintenance of following registers :- a) Adult workers register b) Over time register c) Particulars of room register. d) Leave with wages register. e) Accident register f) Register of fines. g) Lime washing register. h) Pressure vessels register. i) Attendance register. j) Inspection book.	Manager (PNL & HRD)	Being done	Being done

INNOVATIVE BUSINESS IMPROVEMENTS PRIVATE LIMITED
PNL & HRD Department

Annexure ' E '
Page 5 of 5

Objectives : - Improving work culture and harmonious relations between management & workforce.

Assign ment Code	Task No	Date	Task	Person Responsible for implementation	Target Date	Actual date of completion
	34.		Engage apprentices in different trades in report prescribed under apprentices Act, 1961.	Manager (PNL & HRD)	Statutory	Statutory
	35.		Ensure compliance of contract labour regulation and abolition Act, 1970.	Manager (PNL & HRD)	Being done	Being done
	36.		Ensure compliance of employees provident funds and miscellaneous provisions Act, 1952.	Manager (PNL & HRD)	Being done	Being done
	37.		Ensure compliance of employees state insurance Act 1948.	Manager (PNL & HRD)	Being done	Being done
	38.		Ensure that the registers A,B and C are maintained in accounts section as prescribed under bouns Act.	Manager (PNL & HRD)	30.11.02	30.11.02
	39.		Ensure compliance of Gratuity Act, 1972.	Manager (PNL & HRD)	31.12.02	31.12.02
	40.		Ensure compliance of Minimum Wages and Payment of wages Act, 1936.	Manager (PNL & HRD)	Being done	Being done
	41.		Enssure compliance of workmen compensation Act, 1936.	Manager (PNL & HRD)	Statutory	Statutory
	42.		Ensure compliance of the Punjab Industrial establishment. (National holiday and festival holiday casual and sick leave) Act, 1965.	Manager (PNL & HRD)	Statutory	Statutory
	43.		Ensure compliance of industrial employment standing orders) Act-1966.	Manager (PNL & HRD)	31.12.02	31.12.02

SR. NO.	TITLE OF RECORD	CODE NO.	SHAPE	NATURE	LIFE SINCE WHEN	MONTHLY GENERATION QUANTITY	RELIVENCY WHEN & WHERE REQUIRED	STATUTORY OBLIGATION NAME ACT.	ALTERNATE STORING DEVICE	FINAL DISPOSAL AFTER
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Prepared by H O D
 Signature _____ Date 01.04.04
 Issue No. 01 _____ Date 01.04.04

Approved by CEO
 Signature _____ Date 01.04.04
 Revision No. 0 _____ Date 01.04.04

		ANNEXURE - C			
SR. NO.	TITLE OF RECORD	TYPE OF RECORD	FROM	TO	LOCATION
1					
2					
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Prepared by H O D
 Approved by CEO
 Signature _____ Date 01.04.04
 Issue No. 01 Date 01.04.04
 Signature _____ Date 01.04.04
 Revision No. 0 Date 01.04.04

LIST OF QUALITY RECORDS
DEPARTMENT: PERSONNEL & HRD

QR-PNL- 01 OF 03

SR NO	PARTICULARS	FORMAT/ FILE NO.	ITEM CODE	LOCATION	RETENTION PERIOD
1	PERSONAL FILES OF EMPLOYEES	F-1-400	MSL/PNL/PF/1002	MSL/PNL/FC-01/SL-04	PERMANENT
2	PERSONAL FILES OF EMPLOYEES	F-401-500	MSL/PNL/PF/1081	MSL/PNL/FC-01/SL-03	PERMANENT
3	BIO-DATA FILE OF EMPLOYEE	F-SARV	MSL/PNL/F/SARV-B	MSL/PNL/ALM-01/SL-01	3 YEAR
4	REGISTRATION CONTRACT LABOUR LICENCE	F - 01	MSL/PNL/F/RCLL-01	MSL/PNL/FC-01/SL-02	5 YEAR
5	TELEPHONE FILE	F - 02	MSL/PNL/F/IT-02	MSL/PNL/FC-01/SL-02	3 YEAR
6	IOM-PRODUCTION	F - 03	MSL/PNL/F/IP-03	MSL/PNL/FC-01/SL-02	2 YEAR
7	IOM-ENGINEERING	F - 04	MSL/PNL/F/IE-04	MSL/PNL/FC-01/SL-02	3 YEAR
8	IOM-QUALITY ASSURANCE	F - 05	MSL/PNL/F/IQA-05	MSL/PNL/FC-01/SL-02	3 YEAR
9	IOM-ESTATE & SECURITY	F - 06	MSL/PNL/F/IES-06	MSL/PNL/FC-01/SL-02	3 YEAR
10	IOM-FINANCE	F - 07	MSL/PNL/F/IF-07	MSL/PNL/FC-01/SL-02	3 YEAR
11	IOM MARKETING & HEAD OFFICE	F - 08	MSL/PNL/F/IHO-08	MSL/PNL/FC-01/SL-02	3 YEAR
12	IOM-AUDIT	F - 09	MSL/PNL/F/IA-09	MSL/PNL/FC-01/SL-02	3 YEAR
13	IOM-STORE	F - 10	MSL/PNL/F/IS-10	MSL/PNL/FC-01/SL-02	2 YEAR
14	COMPLIANTS DISPLINARY ACTION FILE	F - 11	MSL/PNL/F/CDA-11	MSL/PNL/FC-01/SL-02	3 YEAR
15	CONSULTANT ADVISER & RETAINERS FILE	F - 12	MSL/PNL/F/CAR-12	MSL/PNL/FC-01/SL-02	3 YEAR
16	EMPLYMENT EXCHANGE FILE	F - 13	MSL/PNL/F/EE-13	MSL/PNL/FC-01/SL-02	3 YEAR
17	SAMINAR/ VOCATIONAL PLACEMENT FILE	F - 14	MSL/PNL/F/SVP-14	MSL/PNL/FC-01/SL-02	5 YEAR
18	ACCIDENT REPORT FILE (ESI)	F - 15	MSL/PNL/F/ARES-15	MSL/PNL/FC-01/SL-02	3 YEAR
19	REVISION OF MINIMUM WAGES	F - 16	MSL/PNL/F/RMW-16	MSL/PNL/FC-01/SL-02	3 YEAR
20	SARV CONSULTANT CONTRACT FILE	F - 17	MSL/PNL/F/SCC-17	MSL/PNL/FC-01/SL-02	5 YEAR
21	INSPECTOR OF FACTORIES	F - 18	MSL/PNL/F/IF-18	MSL/PNL/FC-01/SL-02	3 YEAR
22	APPRENTICESHIP FILE	F - 19	MSL/PNL/APP-19	MSL/PNL/FC-01/SL-02	3 YEAR
23	TA/DA RULES FILE	F - 20	MSL/PNL/F/TD-20	MSL/PNL/FC-01/SL-02	3 YEAR
24	ANNUAL APPRAISAL FILE	F - 21	MSL/PNL/F/AA-21	MSL/PNL/FC-01/SL-02	3 YEAR
25	MISC. CONTRACTOR FILE	F - 22	MSL/PNL/F/MC-22	MSL/PNL/FC-01/SL-02	5 YEAR
26	LEGAL MATTERS FILE	F - 23	MSL/PNL/F/LM-23	MSL/PNL/FC-01/SL-02	3 YEAR
27	ESI REGISTRATION FILE	F - 24	MSL/PNL/F/ER-24	MSL/PNL/FC-01/SL-02	3 YEAR
28	I.O.M. GOLDEN EAGLE	F - 25	MSL/PNL/F/IGE-25	MSL/PNL/FC-01/SL-02	3 YEAR
29	NEWS PAPER CLIPPING	F - 26	MSL/PNL/F/NPC-26	MSL/PNL/FC-01/SL-02	3 YEAR
30	PHOTO COPY OF LICENCE & STATISTICS RETURN FILE	F - 27	MSL/PNL/F/CLSR-27	MSL/PNL/FC-01/SL-02	1 YEAR
31	WORKERS TRAINING PROGRAMME	F - 28	MSL/PNL/F/WTP-28	MSL/PNL/FC-01/SL-02	3 YEAR
32	NIPM	F - 29	MSL/PNL/F/NIPM-29	MSL/PNL/FC-01/SL-02	3 YEAR
33	POLICY FILE	F - 30	MSL/PNL/F/P-30	MSL/PNL/FC-01/SL-02	3 YEAR
34	IOM-EDP	F - 31	MSL/PNL/F/IEDP-31	MSL/PNL/FC-01/SL-02	1 YEAR
35	ESI CHALLAN FILE	F - 32	MSL/PNL/F/ESC-32	MSL/PNL/FC-01/SL-02	5 YEAR
36	GRANT OF LICENCE	F - 33	MSL/PNL/F/GL-33	MSL/PNL/FC-01/SL-02	3 YEAR
37	CIRCULAR FILE	F - 34	MSL/PNL/F/CF-34	MSL/PNL/FC-01/SL-02	3 YEAR
38	ADVERTISEMENT FILE	F - 35	MSL/PNL/F/AF-35	MSL/PNL/FC-01/SL-02	5 YEAR
39	OFFICE EQUIPMENT FILE	F - 36	MSL/PNL/F/OE-36	MSL/PNL/FC-01/SL-02	3 YEAR
40	MILK TIME FROZEN FOODS BIO-DATAS	F - 37	MSL/PNL/F/MTFF-37	MSL/PNL/FC-01/SL-02	1 YEAR

LIST OF QUALITY RECORDS
DEPARTMENT: PERSONNEL & HRD

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SR NO	PARTICULARS	FORMAT/ FILE NO.	ITEM CODE	LOCATION	RETENTION PERIOD
41	MASTER COPY FILE	F - 38	MSL/PNL/F/MCF-38	MSL/PNL/FC-01/SL-02	3 YEAR
42	RETURN UNDER FACTORY ACT	F - 39	MSL/PNL/F/RUFA-39	MSL/PNL/FC-01/SL-01	3 YEAR
43	NEW APPOINTMENT APPROVAL FILE	F - 40	MSL/PNL/F/NAA-40	MSL/PNL/FC-01/SL-01	3 YEAR
44	ESI NO. FILE	F - 41	MSL/PNL/F/ESI-41	MSL/PNL/FC-01/SL-01	3 YEAR
45	AGREEMENT ICE FACTORY	F - 42	MSL/PNL/F/AIF-42	MSL/PNL/FC-01/SL-01	3 YEAR
46	VEHICLE AGREEMENT FILE LCV/HCV	F - 43	MSL/PNL/F/VA-43	MSL/PNL/ALM-01/SL-01	3 YEAR
47	MGT. INFORMATION SYSTEM (MIS)	F - 44	MSL/PNL/F/MIS-44	MSL/PNL/FC-01/SL-01	3 YEAR
48	ESI RETURN FILE	F - 45	MSL/PNL/F/ESIR-45	MSL/PNL/FC-01/SL-01	3 YEAR
49	ESI LEAVE FILE	F - 46	MSL/PNL/F/ESIL-46	MSL/PNL/FC-01/SL-01	3 YEAR
50	INDENT E.P.F.	F - 47	MSL/PNL/F/IEPF-47	MSL/PNL/FC-01/SL-01	3 YEAR
51	COMPLIANCE E.P.F.	F - 48	MSL/PNL/F/CEPF-48	MSL/PNL/FC-01/SL-01	3 YEAR
52	CHALLAN E.P.F.	F - 49	MSL/PNL/F/CHPF-49	MSL/PNL/FC-01/SL-01	3 YEAR
53	DIWALI DISTRIBUTION	F - 50	MSL/PNL/F/DD-50	MSL/PNL/FC-01/SL-01	3 YEAR
54	APPRAISAL SARV 97-99	F - 51	MSL/PNL/F/IAS-51	MSL/PNL/FC-01/SL-01	3 YEAR
55	WELFARE ACTIVITIES	F - 52	MSL/PNL/F/WA-52	MSL/PNL/FC-01/SL-01	3 YEAR
56	EMPLOYEES DEPOSITED LINKED INSURANCE	F - 53	MSL/PNL/F/EDLI-53	MSL/PNL/FC-01/SL-01	5 YEAR
57	R P RAIS LABOUR CONTRACT FILE	F - 54	MSL/PNL/F/RPRC-54	MSL/PNL/FC-01/SL-01	2 YEAR
58	POLICY PROPOSAL/IOM	F - 55	MSL/PNL/F/PP-55	MSL/PNL/FC-01/SL-01	3 YEAR
59	ESI (R-07) FILE	F - 56	MSL/PNL/F/R-07-56	MSL/PNL/FC-01/SL-01	3 YEAR
60	MISCELLANEOUS GENERAL FILE	F - 57	MSL/PNL/F/MGF-57	MSL/PNL/FC-01/SL-01	2 YEAR
61	INTER DEPARTMENT MEETING FILE	F - 58	MSL/PNL/F/IDM-58	MSL/PNL/FC-01/SL-01	1 YEAR
62	DEPARTMENTAL PROCEDURE (PNL&HRD)	F - 59	MSL/PNL/F/DM-59	MSL/PNL/FC-01/SL-01	1 YEAR
63	GRATUITIES SUPERANNUATION FILE	F - 60	MSL/PNL/F/GS-60	MSL/PNL/FC-01/SL-01	5 YEAR
64	MILK PROCUREMENT FILE	F - 61	MSL/PNL/F/MP-61	MSL/PNL/FC-01/SL-01	3 YEAR
65	STANDING ORDER FILE	F - 62	MSL/PNL/F/SO-62	MSL/PNL/FC-01/SL-01	5 YEAR
66	SUBSCRIPTION FILE	F - 63	MSL/PNL/F/SF-63	MSL/PNL/FC-01/SL-01	3 YEAR
67	COSTING PAPER FILE	F - 64	MSL/PNL/F/CP-64	MSL/PNL/FC-01/SL-01	3 YEAR
68	MSL MARKETING PF CHALLAN FILE	F - 77	MSL/PNL/F/MMPC-77	MSL/PNL/FC-01/SL-01	3 YEAR
69	FULL & FINAL STATEMENT	F - 78	MSL/PNL/F/F&F-78	MSL/PNL/FC-01/SL-01	5 YEAR
70	SUGAR LICENCE FILE	F - 79	MSL/PNL/F/SL-79	MSL/PNL/FC-01/SL-01	3 YEAR

LIST OF QUALITY RECORDS
DEPARTMENT: PERSONNEL & HRD

QR-PNL- 03 OF 03

SR NO	PARTICULARS	FORMAT/ FILE NO.	ITEM CODE	LOCATION	RETENTION PERIOD
71	DERA BASSI INDUSTRIAL ASSOCIATION	F - 80	IBI/PNL/F/IA-80	IBI/PNL/FC-01/SL-01	3 YEAR
72	IBI MARKETING PF	F - 82	IBI/PNL/F/MMPF-82	IBI/PNL/FC-01/SL-01	3 YEAR
73	IBI MARKETING ESI	F - 83	IBI/PNL/F/MMESI-83	IBI/PNL/FC-01/SL-01	3 YEAR
74	ABSETISM FILE	F - 85	IBI/PNL/F/AB-85	IBI/PNL/FC-01/SL-01	3 YEAR
75	NOMINATION OF PF FORMS	F - 86	IBI/PNL/F/NOPF-86	IBI/PNL/ALM-01/SL-01	PERMANENT
76	CONTRACTOR'S WAGES SHEET (PF)	F - 87	IBI/PNL/F/CWSC-87	IBI/PNL/FC-01/SL-01	3 YEAR
77	E S I INSPECTION LEDGER FILE	F - 91	IBI/PNL/F/IL-91	IBI/PNL/ALM-01/SL-01	3 YEAR
78	ATTENDANCE. REGISTERS YEAR 1996 TO	F - A	IBI/PNL/R/AR/A	IBI/PNL/ALM-01/SL-02	3 YEAR
79	LEAVE REGISTER YEAR 1996 TO 1999	F - B	IBI/PNL/R/LR/B	IBI/PNL/ALM-01/SL-02	3 YEAR
80	REGISTER UNDER FACTORY ACT	F - C	IBI/PNL/R/RUFA/C	IBI/PNL/ALM-01/SL-02	PERMANENT
81	ATTENDANCE REGISTER YEAR 2000	F - D	IBI/PNL/R/AR/D	IBI/PNL/ALM-01/SL-03	5 YEAR
82	LEAVE REGISTERS YEAR 2000	F - E	IBI/PNL/R/LR/E	IBI/PNL/ALM-01/SL-03	5 YEAR
83	SALARY SHEETS YEAR 1998 TO 1999	F - F	IBI/PNL/R/SS/F	IBI/PNL/ALM-01/SL-01	3 YEAR
84	SALARY SHEETS CONTRACTORS 1998 TO 1999	F - G	IBI/PNL/R/SC/G	IBI/PNL/ALM-01/SL-01	3 YEAR
85	LOCATION REGISTER	R - 01	IBI/PNL/RR/LR-01	IBI/PNL/RR/TB-01/D-03	PERMANENT
86	RECORD RECEIPT FILE	F - 02	IBI/PNL/RR/RRF-02	IBI/PNL/RR/TB-01/D-02	3 YEAR
87	RECORD ISSUE FILE	F - 03	IBI/PNL/RR/RIF-03	IBI/PNL/RR/TB-01/D-02	3 YEAR
88	RECORD DESTROY FILE	F - 04	IBI/PNL/RR/RDF-04	IBI/PNL/RR/TB-01/D-02	3 YEAR
89	OLD RECORD ISSUE REGISTER	R - 05	IBI/PNL/RR/ORIR-05	IBI/PNL/RR/TB-01/D-01	3 YEAR

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.32
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

**INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED
Manpower Requisition Form (Replacement)**

Position : _____ Deptt. _____
 Location : _____ No. of positions : _____

Date by which position to be filled : _____ Whether temporary or permanent (Incase of temporary please specify likely time).

Essential Qualifications _____

Work Experience (Please specify the size & nature of industry)

Particular of employee against whom replacement is required

a) Name : _____ (b) Designation : _____

b) Job Specification : _____

Please specify if the position can be manned in – house by horizontal / vertical movement (if yes please give detail of the potential candidate _____

If No, give reasons : _____

Date _____

Signature of HOD _____

ACTION BY PERSONNEL DEPARTMENT

REMARKS : -

Details of employee who left or intend to leave and Intend to leave and replacement

Sought : _____

Date of leaving : _____

Reason of leaving : _____

Qualification : _____

Total Experience : _____

Total Stay in company : _____

Last salary drawn : _____

RECOMMENDED BY

APPROVED BY

Signature : _____

Signature : _____

Date :

Date :

Prepared by H O D

Approved by CEO

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

Issue No. _____ Date 01.04.04

Revision No. _____ Date 01.04.04

[QMPA – 01]

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.33
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04
INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED Manpower Requisition Form (Additional)	
Position : _____ Nos. of positions : _____ Department : _____ Location : _____ Nature (Temporary / permanent) : _____ date by which position to be filled : _____ _____ if budgetted (YES / NO) Justification : _____	
Please specify if the position can be manned in – house by Horizontal / Vertical movement. a) If No, please give reasons _____ b) If yes, details of concerned employees : _____	
Whether need can be satisfied with automization if yes, the approximate cost involved : _____	
Whether the work-load can be divided amongst existing employees a) If NO, please give reasons _____ b) If Yes, please give details : _____	
Profile of position (Job Description) _____ _____	
Profile of the candidate : - Qualifications : _____ Experience : _____ Age : _____ Sex : Male / Female Remarks if any : _____	
Date : _____ Signature of HOD : _____	
Remarks by Personnel <div style="text-align: right;">EXECUTIVE (PNL&HRD)</div>	
RECOMMENDED BY Executive (PNL & HRD) Date : _____	APPROVED BY CEO / M.D. Date : _____
Action by Personnel for recruitment : _____ _____	
Signature : _____	
Prepared by H O D Signature _____ Date 01.04.04	Approved by CEO Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

[QMPA – 01A]

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.34
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

**INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED
(Casual Manpower Requisition Form)**

Department : _____ Date : _____

Nos. of Casuals Employees Required : _____

Period Required From _____ To _____

Total Monday involved : _____

Justification : _____

SIGNATURE OF HOD

Approved By

EXECUTIVE (PNL & HRD)

CEO

For Personnel's action :-

- 1) Possibility to get through labour contractor.
- 2) Outside Agency / source.

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

[QMPA-01B]

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED				Page No.35			
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD				Date : - 01.04.04			
Post Applied For _____ Ref _____ Date _____		INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED			PASS PORT SIZE PHOTO		
PERSONAL PARTICULARS FORM							
1. Name (in Block Letter)							
b) Father's or Husband's Name					Occupation		
2. Date of Birth Date Month Year	3. Place of Birth Town State	4. Nationality at Birth	5. Present Practised	6. Sex			
7. Marital Status	8. Hight (Cms)	9. Weight (Kgm)		10. Identification			
11. Languages	Can Speak	Can Read		Can write			
1. English							
2. Hindi							
3. Punjabi							
4. Any Other							
12. Permanent Address				13. Present Address			
14. Family / Dependent's Particulars :							
Name	Age	Relationship	Dependent (Y/N)	Name	Age	Relationship	Depentent (Y/N)
a)		Father		e)		Brother	
b)		Mother		f)		Brother	
c)		Spouse		g)		Sister	
d)		Son/Dau		h)		Sister	
15. In case of emergency inform : Name							
16. Full Address				Tel No.....			
Prepared by H O D				Approved by CEO			
Signature _____ Date 01.04.04				Signature _____ Date 01.04.04			
Issue No. _____ Date 01.04.04				Revision No. _____ Date 01.04.04			

[QMPA - 02]

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.36
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

16. Are any of your relatives employed with the company : Yes / No
(if Yes, give the details)

Name if Full	Relationship	Location	Department
a)			
b)			

17. (a) What is your preferred field other than of core work ?

18. Have you previously interviewed for a job by the company (if yes, give detail) : -

19. EDUTIONAL / PROFESSIONAL QUALIFICATION : -

	Degree / Diploma	SCHOOL / UNIVERSITY OR EQUIVALENT Name, Place & Country	Year Attended		Subjects	Position / % Age achieved
			From	To		
a						
b						
c						
d						
e						

20. EMPLOYMENT RECORD : Starting from present

S R N O	Name & Address of Employee	From	To	Designation held	No. of persons supervised	Reporting to whom	Reasons for leaving	Last Salary Drawn

Prepared by H O D

Approved by CEO

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED		Page No.37
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD		Date : - 01.04.04
21. Last periods during which you have not been gainfully employed :		
Periods	Reasons, if any	
22. HOBBIES/EXTRA CURRICULAR ACTIVITIES : _____ _____		
23. Any Training programme / seminars attended : _____ _____		
24. Have you ever been declared medically unfit for a job? If yes give details. _____		
25. Have you any objections to our making enquiries from your present/last employer? Yes / No		
26. REFERENCES : List any two persons, not related to you who are familiar with you.		
Full Name	Full Address	Business or Occupation
a.		
b.		
27. Minimum acceptable salary (excluding EPF, Bonus, Gratuity etc)		
28. How earliest you can join if selected.		
29. HAVE YOU EVER BEEN ARRESTED OR SUMMONED INTO A COURT AS A DEFENDANT IN ANY CRIMINAL OR A CIVIL SUIT OR CONVICTED, FINED OR IMPRISONED FOR THE VIOLATION OF ANY LAW (EXECLUDED MINOR TRAFFIC VIOLATIONS) : YES / NO		
30. I certify that the statements made by me in the answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omission made on this Personal Particular from or any other document worker/staff member of INNOVATIVE BUSINESS IMPROVEMENTS (P) LiMITED liable to termination or dismissal without notice or compensation.		
Date :		Signature or Thumb impression
Prepared by H O D		Approved by CEO
Signature _____	Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____	Date 01.04.04	Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.38
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

F O R C O M P A N Y ' S U S E O N L Y

Preliminary Interview conducted by : _____

Finding Report :

Date : _____ Signature _____

Final Interview conducted by : _____

Finding Report :

Date : _____ Signature _____

Personnel's action

Date : _____ Signature _____

Appointment Approved by

CEO MANAGING DIRECTOR

Personnel's Action

Offer Letter Issued on on following term & conditions

Designation : _____ Department _____

Location : _____ Level _____

Date of Joining : _____ Package _____

Prepared by H O D

Approved by CEO

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

Issue No. _____ Date 01.04.04

Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.39
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04
APPLICATION FORM	
(Applicant is to fill this form in his own Handwriting)	
1. Post Applied for _____ (In capital words)	Paste Here Passport Size Photograph
2. Father's Name _____	
3. Date of Birth _____	
4. Marital Status : _____	
5. Present Address (With Telephone No.) _____	
6. Permanent Address : _____	
7. Academic Qualifications : _____	
8. Professional Qualifications : _____	
1. Experience (starting with present appointment) _____	
2. Misc./ General : _____	
3. Present Salary Drawn (Please Attach Proof)	
i) Basic _____ ii) D.A. _____ iii) H.R.A. _____ iv) Conveyance _____	
v) _____ vi) Perks if any _____ vii) Total carry home _____	
viii) Total Gross _____	
12. Salary Expected _____	
13. Notice Period Required to Join _____	
14. Any other information relevant _____	
Date _____	Signature : _____
<u>Preliminary Interview conducted by</u>	
Findings _____	
<u>Final Interview Conducted by</u>	
Findings _____	
Personnel's action. _____	
Position in place of / addition _____	
Suitable compensation Range _____	
Date of Joining _____	
Any Other _____	
Date _____	Signature : _____
Appointment Approved by _____	
CEO / M.D.	
Prepared by H O D _____	Approved by CEO _____
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.40
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED
TRAVEL EXPENSES REIMBURSEMENT FORM
(For Candidates Attending Interviews)

Post (Interviewed for) : _____ Date _____

Name of candidate : _____

Traveled from _____ to _____

Fair as admissible (Single Journey) Rs. _____

(Ticket enclosed) :

Details of Tickets : -

Back Journey Rs. _____

Total Rs. _____

I certify that above amount has been actually expensed by me on travelling for attending interview.

SIGNATURE OF CANDIDATE

Note :- Expense on account of local conveyance are not admissible.

Verification :-

Candidate has appeared for interview Verified Rs. _____ (Rs. _____)
 For payment as travelling expense.

EXECUTIVE (PNL & HRD)

CEO

FOR ACCOUNT ACTION :-

Rs. _____ (Rs. _____) paid in cash to Mr. _____

(Received Rs. _____)
 (Rs. _____)

MANAGER FINANCE

SIGNATURE _____

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.41
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

**INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED
(Appointment Approval Form)**

Position : (Title) _____
 Department : _____
 Location : _____
 Company : _____

Name of Employee : _____
 Selected / Joined

Date of Joining : _____
 Position Approved by : _____ Dated : _____

Selection finalised by
 (Name / Designation : _____
 with Principle approval of MD)
 Reporting to : _____

Compensation Package (Gross) Rs. _____ (P.M.)
 Compensation Breakup :
 Basic : _____
 H.R.A. : _____
 C.C.A. : _____
 P.P. : _____
 Total : _____

Reimbursements :
 Conv. : _____
 Medical : _____
 Helper All : _____
 Uniform : _____
 Socializing : _____
 Any other : _____
 Total : _____

Remarks if any : _____

EXECUTIVE (PNL & HRD)

CEO

APPROVED

MANAGING DIRECTOR

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.42
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

**INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED
EMPLOYEE JOINING REPORT/DATA FORM**

Date : Today : FN/AN, Roll on

I, hereby submit my joining report today and my data is as under :

Employee Name :

Father's Name : Sh.

Designation :

Date of Birth :

Qualification :

Permanent Address :
.....

Present Address :
.....

Residence Phone :

Previous Experience Date of Joining :
(In Years)

Blood Group : Appointment Letter Dt.

Signature of Employee _____

FOR OFFICE USE ONLY

< ----- Reimbursements (if any) ----- >

Socializing Helper Pay :

Books & Periodical : Medical :

Conv. : Any Other :

EXECUTIVE (PNL & HRD)

CEO

Copy to : 1) Accounts
2) Personnel File

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.43
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED

CHECK LIST FOR NEW JOINING

A.	1. Personal Particulars form filled	Yes/No
	2. Address Sheet filled	Yes/No
	3. Joining Report filled	Yes/No
	4. ESI declaration form filled	Yes/No
	5. Gratuity nomination form filled	Yes/No
	6. EPF/Pension nomination form filled	Yes/No
B.	1. Releaving certificate from previous employer submitted	Yes/No
	2. Medical Certificate submitted	Yes/No
	3. Pass port size (two) photographs received	Yes/No
	4. Copy of D.O.B./Edu./Exp. Certificate submitted	Yes/No
C.	1. Employee No. allotted	Yes/No
	2. Posted on Must Roll / Attendance	Yes/No
	3. Identity Card issued	Yes/No
	4. Posted an probation / trainee Register	Yes/No
	5. Posted an Adult worker register	Yes/No
	6. Posted an Leave Register	Yes/No
	7. Verification of antecedents	Yes/No
	8. Information sent to Security Department.	Yes/No
D.	1. Date of Joining	
	2. Period of probation	
	3. Date of confirmation	
E.	1. Date of Registration	
	2. Information copy sent t Finance / Security	Yes/No

PREPARED BY

CHECKED BY

APPROVED BY

Prepared by H O D

Approved by CEO

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

Issue No. _____ Date 01.04.04

Revision No. _____ Date 01.04.04

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INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.44
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED

MEDICAL EXAMINATION REPORT

SR. NO. _____ DATE :- _____
 NAME : _____ DATE :- _____
 AGE : _____ SEX : M / F
 DEPARTMENT _____

KNOWN MEDICAL PROBLEM (IF ANY)
PRESENT COMPLIANTS (IF ANY)
ANY HISTORY SUGGESTIVE OF H.T./D.M. PUL. KGSHS / BR, ASTHMA
GENERAL PHYSICAL EXAMINATION

EYES :-

EARS :-

NOSE :-

THROAT :-

ORAL CAVITY :-

NECK :-

P.R. R.P. R.R. ANEMIA
 CYANOSIS JAUNDICE EDEMA

SYSTEMIC EXAMINATION

CHEST :-

C.V.S. :-

ABD :-

C.N.S. :-

REMARKS/ADV. : _____

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.45
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED

Name _____
 Father's Name _____
 Designation _____
 Department _____
 Date of Birth _____

Date : _____ Issuing Authority _____

(Back Side)

Mark of Identification _____
 Blood Group _____
 Address _____

Signature of Holder _____

- This Identity Card must be carried by the holder on duty.
- Loss or recovery of the Identity Card should be reported immediately to the office

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.47
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED

**ANNUAL PERFORMANCE APPRAISAL
(FOR THE YEAR 2000 - 2001)**

PART - A :- PERSONAL PARTICULARS

- | | | | | |
|-----|-----------------------|---|------|-------------|
| 1. | NAME | : | | |
| 2. | Father's Name | : | | |
| 3. | Date of Birth | : | | |
| 4. | Designation | : | | |
| 5. | Department | : | | |
| 6. | Date of Joining | : | | |
| 7. | Salary (on Joining) | : | | |
| 8. | Increments Granted | : | Date | Amount (Rs) |
| | | | | |
| | | | i) | |
| | | | ii) | |
| | | | iii) | |
| 9. | Present Salary | : | | |
| 10. | Employee Code | : | | IBI / S.S. |

Date

(Signature)

PART - B SELF APPRAISAL

11. Job Assigned / Targets given during the year
12. Achievements

Date

(Signature)

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.48
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

Page 02 of 03

ANNUAL PERFORMANCE REPORT [QUALITATIVE PARAMETERS]

NAME : _____ DESIGNATION : _____

EMP. CODE : _____ DEPARTMENT : _____

SR. NO.	Parameters	Weightage	Score
1.	Leadership	1	
2.	Development of subordinates	2	
3.	Stress tolerance	1	
4.	Creativity	1	
5.	Cost consciousness	2	
6.	Inter Personal relation	1	
7.	Initiative	1	
8.	Communication skill	1	
9.	Problem solving	1	
10.	Job Knowledge	2	
11.	Planning & Organising	1	
12.	Discipline	1	
13.	Dependability	1	
14.	Work Attitude	1	
15.	Loyalty	2	
16.	Integrity	2	
17.	Special contribution	3	
	a) Non Quantifiable tasks (3)		
	b) Additional Assignments (1)	1	
	c) Special achievements (1)	2	

DATE _____

SIGNATURE HEAD OF THE DEPARTMENT

Prepared by H O D

Approved by CEO

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

Issue No. _____ Date 01.04.04

Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED		Page No.49
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD		Date : - 01.04.04
Page 03 of 03		
12. <u>PART – C</u> <u>PERFORMANCE APPRAISAL</u>		
(A) Departmental Score (MBO 75)	B) Departmental Head (Qualitative Parameters 25)	C) Total score 100
13. Special contributions (During the period under appraisal)		
14. Area (S) of improvement identified (Through Counselling)		
15. Recommendations of the committee		
i) Department Head		
ii) Factory Manager		
iii) Executive (Personnel & HRD)		
16. Remarks / Recommendations by		
17. Approval / Remarks by		
Prepared by H O D		Approved by CEO
Signature _____	Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____	Date 01.04.04	Revision No. _____ Date 01.04.04

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INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.52
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED
LEAVE APPLICATION

NAME

DESIGNATION SHIFT

DEPARTMENT TOKEN NO.

Kinds of leave applied for Earned / Casual / Sick / Compensatory / L.W.P.

From To For days Rest day

Date Signature of applicant

FOR THE TIME OFFICE ONLY

	EL	CL	SL	COMP.	REMARKS
TOTAL					
ALREADY AVAILED					
BALANCE TO DATE					

1. Leave application in order
 2. Any other remarks
- Time Office

Can be spared/ cannot be spared Deptt. Incharge

Leave granted / refused Authorised Signatory

Order Received Applicant

PERSONNEL DEPARTMENT

Prepared by H O D

Approved by CEO

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

Issue No. _____ Date 01.04.04

Revision No. _____ Date 01.04.04

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INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.53
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED

PERMISSION FOR OUT DUTY

(in triplicate)

Name _____

Designation _____

Department _____ Emp. Code _____

Destination to be visited _____

Purpose _____

Permitted by _____

Departure date _____ Time _____

Expected date of arrival _____ Time _____

**Signature of the
Employee**

**Signature of Head of the
Department**

Advance required (if any) _____

Sanctioned By _____

Sign of Time Office

**Sign of Head of the
Personnel Deptt.**

Advance of Rs. _____ Received _____

Signature of Employee

Prepared by H O D

Approved by CEO

Signature _____ Date 01.04.04

Signature _____ Date 01.04.04

Issue No. _____ Date 01.04.04

Revision No. _____ Date 01.04.04

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INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.54
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04
<p>INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED</p> <p>GATE PASS</p>	
Name _____ Emp. Code _____	
Designation _____	
Department _____	
Purpose _____	
Station No _____	
Permitted By _____	
Approx time (From _____ To _____)	
Date _____	
Departure Time _____ Arrival Time _____	
SIGNATURE OF NATURE	
SIGNATURE OF HEAD OF THE DEPARTMENT	
Signature of Security Staff	
Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

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INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.55
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED

(No Dues Certificate cum Full & Final Statement)

Please note that Mr. _____ Employee No. _____ Designation : _____ of _____ Department has resigned / left the services of the company and to be relieved on _____ Dues / items outstanding against him if any from your department may be received back for settlement of his full & final payment.

Dated _____

Executive (PNL & HRD)

Sr. No.	Department	Description of items / dues or No dues certifications	Sign.	Remarks
1.	Own Deptt.			
2.	Security			
3.	Stores			
4.	Production			
5.	Quality A.			
6.	Engineering			
7.	Purchase			
8.	Accounts			
9.	Procurement			
10.	Marketing			
11.	Personnel	1) I Cards 2) Library 3) Canteen 4) Any other		

FULL & FINAL PAYMENTS :-

- a) Salary for _____ month
_____ day payable. Rs. _____
 - b) Leave encashment for _____ days Rs. _____
 - c) Statutory deductions
 - i) ESI contribution Yes/No Rs. _____
 - ii) PF Contribution Yes/No Rs. _____
 - iii) Income Tax deduction if any Rs. _____
 - d) Notice pay (if any)
for _____ days Rs. _____
- NET AMOUNT PAYABLE : Rs. _____

EXECUTIVE (PNL & HRD)

CEO

RECEIPT

Received Rs _____ (Rs. _____) in cash / through Cheque No. _____ dated _____ on accounts of full & final payment against service with M/s INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED and nothing is outstanding and I have no lien on the employment hence forth.

Signature : _____

Witness : 1) _____
2) _____

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED	Page No.56
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED

Accident Intimation Form
(To be sent forthwith to Personnel & HRD department)

1. Date and Time of accident _____
2. Name of Employee _____ Emp. Code _____
3. Department _____ Shift _____
4. Extent & Location of Injury _____

5. Exact. Place where accident took place _____
6. How the accident to place _____

7. Action taken (i.e. First aid given / referred to ESI dispensary / Hospital _____

8. Witnesses 1) _____ 2) _____

DATE _____

**SIGNATURE OF SHIFT INCHARGE
/ HEAD OF DEPARTMENT**

9. Investigation report (by Personnel Department)

10. Corrective and Preventive action taken _____

Date _____

Signature _____

For information to G.M. (W) / CEO

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

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TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04
INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED Imprest Advance Form	
Name _____ Designation _____	
Department _____ Amount Required (Rs.) _____	
In Words _____	
Purpose _____	
Employee's Signature _____	
H.O.D. Recommended / Not Recommended G.M. (WORKS) / CEO	
ACCOUNTS	
Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

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TITLE : DEPARTMENTAL PROCEDURES PNL & HRD	Date : - 01.04.04
PAGE 01 OF 02	
INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED EXIT INTERVIEW FORM	
<p>You joined IBI and made significant contribution for the betterment of the organization during your stay with us. We hereby acknowledge the role played by you in the growth of our organization and do hope that at this juncture when you are leaving us, you would still be interested in the welfare of our company.</p> <p>We invite your valuable comments/suggestions through this document that would help us in improving our policies/systems.</p> <p>We would like to assure you that this information would remain confidential.</p> <p>Name _____ Designation _____</p> <p>Department _____ Location _____</p> <p>Date of Joining _____ Date of Leaving _____</p> <p>You decided to leave the organisation because of (Please tick the appropriate reason (s)</p> <ol style="list-style-type: none"> 1) Higher Compensation is offered. 2) Higher responsibilities are offered. 3) Better location of New employer. 4) Better Working conditions in new company. 5) For Higher Studies. 6) Because of getting the Govt. Job. 7) Any other (Pl. Specify) 	
Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

[QMPA - 19]

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PAGE 02 OF 02

In your opinion the IBI in respect of following stands at :

Unsatisfactory 1	Satisfactory 2	Good 3	Excellent 4
---------------------	-------------------	-----------	----------------

Sr. No.	Particulars	Rating
1.	Relations with the subordinates	
2.	Relations with seniors	
3.	Environment of Openness	
4.	Compensation being paid	
5.	Opportunities of rising	
6.	Job Satisfaction	
7.	Appreciation of job	
8.	Company's Growth	
9.	Competency of Management	
10.		

In your opinion company's main strengths are as under (Please mention three positive features).

- a) _____
- b) _____
- c) _____

In your opinion company needs improvement in the following (Please mention areas).

- a) _____
- b) _____
- c) _____

We would like to have your suggestions for the betterment of the company. (Please give three suggestions)

- a) _____
- b) _____
- c) _____

Wish you all success in life.

With kind Regards.

EXECUTIVE (PNL & HRD)

Prepared by H O D	Approved by CEO
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____ Date 01.04.04	Revision No. _____ Date 01.04.04

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INNOVATIVE BUSINESS IMPROVEMENTS (P) LIMITED		Page No.63
TITLE : DEPARTMENTAL PROCEDURES PNL & HRD		Date : - 01.04.04
[QMPA - 23] CLICK HERE FOR SHIFT SCHEDULE FOR THE MONTH OF		
Prepared by H O D		Approved by CEO
Signature _____	Date 01.04.04	Signature _____ Date 01.04.04
Issue No. _____	Date 01.04.04	Revision No. _____ Date 01.04.04

