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# **SREE ANJANEYA MEDICAL TRUST**

## **Group of Institutions**

Malabar Medical College Hospital & Research Centre

Sree Anjaneya Institute of Dental Sciences

Sree Anjaneya College of Nursing

Sree Anjaneya College of Paramedical Sciences

Ulliyeri, Kozhikode, Kerala 673315

**HUMAN RESOURCES DEPARTMENT MANUAL**





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

<b>Document Name:</b>	<b>HUMAN RESOURCES DEPARTMENT MANUAL</b>
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**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## CONTENTS

<b>Sl. No.</b>	<b>HR Policy Ref. No.</b>	<b>Name of Policy</b>	<b>Page No.</b>
1	SAMT/HR/POL/001	Welcome Message from Chairman	04
2	SAMT/HR/POL/002	Mission, Vision & Values	05
3	SAMT/HR/POL/003	Manpower Planning	06- 08
4	SAMT/HR/POL/004	Job Specification	09-17
5	SAMT/HR/POL/005	Recruitment & Selection	18 - 24
6	SAMT/HR/POL/006	Background Verification	25 - 26
7	SAMT/HR/POL/007	Uniform, Dress Code & Grooming	27 - 34
8	SAMT/HR/POL/008	On boarding & Induction	35 - 37
9	SAMT/HR/POL/009	Credentialing & Clinical Privileging	38 - 41
10	SAMT/HR/POL/010	Training & Development	42 -47
11	SAMT/HR/POL/011	Performance Appraisal	48 - 52
12	SAMT/HR/POL/012	Personnel File Management	53 - 55
13	SAMT/HR/POL/013	Leave Policy – Medical staff	56 - 60
14	SAMT/HR/POL/014	Leave Policy – Non- Medical staff	61 - 67
15	SAMT/HR/POL/015	Employee Conduct	68 - 72
16	SAMT/HR/POL/016	Grievance Redressal	73 - 75
17	SAMT/HR/POL/017	Employee Disciplinary policy	76 – 82
18	SAMT/HR/POL/018	Rewards & Recognition	83 - 84
19	SAMT/HR/POL/019	Employee Welfare	85 - 87



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

20	SAMT/HR/POL/020	Employee Health & Safety	88 - 93
21	SAMT/HR/POL/021	Statutory Compliance	94 - 96
22	SAMT/HR/POL/022	Succession Planning	97 - 98
23	SAMT/HR/POL/023	Communication	99 - 102
24	SAMT/HR/POL/024	Separation	103 -109
25	SAMT/HR/POL/025	Quality indicators	110 -111
26	SAMT/HR/POL/026	Travel Policy	112 - 117
27	SAMT/HR/POL/027	Amendment	118 - 119
28	SAMT/HR/POL/028	List of Forms & Registers	120 - 121

**WELCOME MESSAGE FROM CHAIRMAN**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

**Dear All**

## **WELCOME ABOARD!**

We have the pleasure to welcome you to our Institution and look forward to your long-term association with us. Sree Anjaneya Medical Trust is managing Medical, Dental, Nursing and Paramedical Colleges along with a Teaching Hospital with all departments including Super specialities. SAMT is housed in 32 acres of land on the bank of the state highway connecting Calicut and Kuttiadi, approximately 20.kms away from Calicut city in a high greenery area to give a very conducive atmosphere for education and patient care. Our vision is to be recognized as an Institution of eminence in India for providing excellent medical education, medical care and medical research. Through our mission To provide excellent infrastructure, renowned faculty and learning environment to nurture new medical professionals with moral values and ethics with an attitude to serve the community selflessly and with compassion & To house innovative medical research activity to unfold the scientific truth beneficial for the human race. To achieve this vision and mission we expect our employees to keep in high esteem the following 5 human values: (1) Mutual Respect (2) Trust (3) Compassion (4) Honesty (5) Integrity.

We consider human resource as our greatest asset and we will always strive hard to improve the working environment and employee welfare as a continuous effort. The policies which you will go through in the next pages will brief you on the facilities and benefits available to the employees. We wish to create an equal opportunity for every employee to excel in their own area of expertise. We have various Committees to ensure employees are not put into any type of hardship by way of harassment or favoritism or any unlawful action.

We request all employees joining us to put in their best efforts for their own professional development and for the growth of the Institution. We will provide the best possible resources and opportunity for you to innovate and challenge your limits.

**Best Wishes**

**Anil Kumar V  
Chairman  
Sree Anjaneya Medical Trust**

**MISSION, VISION & VALUES**



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**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **MISSION**

- To provide excellent infrastructure, renowned faculty and learning environment to nurture new medical professionals with moral values and ethics with an attitude to serve the community selflessly and with compassion.
- To house innovative medical research activity to unfold the scientific truth beneficial for the human race

## **VISION**

- To be recognized as an Institution of eminence in India for providing excellent medical education, medical care and medical research

## **VALUES**

1. Mutual Respect
2. Trust
3. Compassion
4. Honesty
5. Integrity

## **MANPOWER PLANNING POLICY**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **PURPOSE:**

To describe the process established by the hospital to determine and fulfill the requirement of various medical, paramedical and administrative positions; on both medium- and long-term basis. To identify and plan for human resources in accordance with the requirement of services and business plan of the organization. The objective is to have an optimally staffed organization to meet its goals.

## **SCOPE:**

This policy applies to all the employees who are currently working with the following four Units of the Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

Malabar Medical College & Hospital & Research Centre

- Sree Anjaneya Institute of Dental Sciences
- Sree Anjaneya College of Nursing
- Sree Anjaneya College of Paramedical Sciences

## **RESPONSIBILITY:**

Human Resource Department will prepare a manpower plan before start of every financial year.

## **REVISION:**

This policy shall be revised by the HR Department if there is a change in the initial policy objective or modifies or adds or the initial policy is scrapped and a new one is written with the approval of Chairman.

## **PROCEDURE:**

Manpower Planning attend to following critical areas:



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- A.** Analysis of supply and demand of human resources
- B.** Forecasting Human Resources requirements within the Organization
- C.** Forecasting Human Resources available within the Organization who can be promoted or absorbed from Trainees.
- D.** Finally, action plan to manage surplus or shortage of human resources.
  1. Manpower planning shall be done to ensure that each Institution under SAMT has the optimum number and the right mix of staff available at all times in each department.
  2. We follow “Managerial Judgment Technique” which involves two types of approaches i.e. Bottom up approach and Top down Approach. Under the “Bottom up” approach the Head of the departments will send their departmental requirements to the top management through HRD using manpower requisition form which includes the following:
    - a) Present strength
    - b) Work load justification for taking a replacement/ additional manpower. This should include 3 to 6 months’ data of patient load, procedures done, etc.
    - c) Growth plans of the department
    - d) Justification for not allocating the task to existing staff in the related profile.
    - e) Educational qualification and experience required.
    - f) Job description and job specification
    - g) To be filled within date
  3. Under the top down approach, the top management forecasts the human resource requirement of departments based on Hospital’s long term and short term growth plans and patient satisfaction indices.
  4. For staff directly involved in patient care, manpower power planning shall be done by taking into consideration of the following:
    - a) Patient load
    - b) Number of beds
    - c) Number and type of procedures





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- d) Type and level of care
- e) Specializations
- f) Infrastructure
- g) Plan for expansions
- h) Shift working, Holidays
- i) NABH or MCI /DCI or University guidelines

**MANPOWER BUDGET**

HR Department will prepare the budget requirements for additional manpower requirements for the new financial year and submit to Finance Department to include the same in the total Organizational budgeting process. HR Budget should be approved by Principal, Finance Head and the Chairman.

**RECORDS:**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Manpower Planning Criteria Form	Manual	HR Head	3 years

**APPROVALS:**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal / CEO	Chairman	Quality Head

**JOB SPECIFICATION**

**PURPOSE:**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

To set minimum qualification, experience and skill set required to hold a particular position is to be decided before selecting a candidate. To ensure that we select proper qualified and experienced candidate job specification for each position need to be defined. This will help the recruitment team to source the right person for the right job.

### **SCOPE:**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- Malabar Medical College & Hospital & Research Centre
- Sree Anjaneya Institute of Dental Sciences
- Sree Anjaneya College of Nursing
- Sree Anjaneya College of Paramedical Sciences

### **RESPONSIBILITY:**

- HR Head

### **POLICY:**

Minimum Qualification, Experience and Skill set required are defined as under for all Non-Medical positions. For Faculty positions, teaching qualification, experience and other requirements are already defined in MCI, DCI, Nursing Council and University guidelines.

### **JOB SPECIFICATION**



**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Revision Date: 01. 04. 2024

Page : 04 of 121

Department	Designation	Age	Qualification	Experience
OPERATIONS	Sr. Manager – Operations	40-50	Preferably with MBBS/ B.Sc. Nursing/BDS/Physiotherapy with MHA or MHA with 15 years' experience	10 years for Paramedical Qualifications
	Manager	40-45	MBA/MHA	8 years
	Asst. Manager	35-40	MBA/MHA	6 years
	Sr. Executive	30-35	MBA or MHA	4 years
	Executive	25-30	Any PG Qualification	2 years
QUALITY	Manager	40-50	PG Degree/Diploma in Master of Hospital Administration	10 or more years of experience, preferably hospital
	Asst Manager	35-40	PG Degree/Diploma in Master of Hospital Administration	5 or more years of experience
	Senior Executive	30-35	PG Degree/Diploma in Master of Hospital Administration	3 or more years of experience
	Executive	25-30	PG Degree/Diploma in Master of Hospital Administration	1 year of experience
COLLEGE OFFICE	Manager	40-50	PG Degree/Diploma in Master of Business Administration	10 or more years of experience, preferably Medical College
	Asst Manager	35-40	PG Degree/Diploma in Master of Business Administration	5 or more years of experience
	Senior Executive	30-35	PG Degree/Diploma in Master of Business Administration	3 or more years of experience

	Executive	25-30	PG Degree/Diploma in	1 year of
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**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Revision Date: 01. 04. 2024

Page : 04 of 121

<b>College Office</b>			<b>Master of Business Administration</b>	<b>experience</b>
<b>FOOD AND BEVERAGES</b>	<b>Manager</b>	<b>35-45</b>	<b>Diploma/Degree in Hotel Management</b>	<b>10 or more years of experience, preferably hospital</b>
	<b>Asst Manager</b>	<b>35-40</b>	<b>Diploma/Degree in Hotel Management</b>	<b>5 or more years of experience</b>
	<b>Executive</b>	<b>30-35</b>	<b>Diploma/Degree in Hotel Management</b>	<b>1-3 years of experience</b>
	<b>Assistant</b>	<b>18-23</b>	<b>12th or above</b>	
<b>FACILITY</b>	<b>Manager</b>	<b>35-45</b>	<b>Any Diploma/Degree</b>	<b>10 or more years of experience, preferably hospital</b>
	<b>Asst Manager</b>	<b>35-40</b>	<b>Any Diploma/Degree</b>	<b>5 or more years of experience</b>
	<b>Executive</b>	<b>30-35</b>	<b>Any Diploma/Degree</b>	<b>1-3 years of experience</b>
	<b>Assistant</b>	<b>18-23</b>	<b>12th or above</b>	
<b>CSSD</b>	<b>Manager</b>	<b>40-45</b>	<b>Degree in Microbiology/Botany preferred/CSSD Diploma with minimum 10 years of experience.</b>	<b>10 or more years of experience, preferably hospital</b>
	<b>Asst Manager</b>	<b>35-40</b>	<b>Degree in Microbiology/Botany preferred/CSSD Diploma with minimum 5 years of experience.</b>	<b>5 or more years of experience</b>
	<b>Senior Executive</b>	<b>30-35</b>	<b>CSSD Diploma</b>	<b>3- 4years of experience</b>
	<b>Executive</b>	<b>25-30</b>	<b>CSSD Diploma</b>	<b>1-3 years of experience</b>



**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Revision Date: 01. 04. 2024

Page : 04 of 121

<b>CSSD</b>	<b>Assistant</b>	<b>20-23</b>	<b>10 and above</b>	
	<b>Trainee</b>	<b>18-20</b>	<b>10 and above</b>	
<b>BME</b>	<b>Manager</b>	<b>35-40</b>	<b>PG Degree/Diploma in Biomedical Instrumentation/B Tech in Biomedical Engineering</b>	<b>10 or more years of experience, preferably hospital</b>
	<b>Asst Manager</b>	<b>30-35</b>	<b>PG Degree/Diploma in Biomedical Instrumentation/B Tech in Biomedical Engineering</b>	<b>5 or more years of experience</b>
	<b>Junior Biomedical engineer</b>	<b>25-30</b>	<b>PG Degree/Diploma in Biomedical Instrumentation/B Tech in Biomedical Engineering</b>	<b>1-3 years of experience</b>
<b>CENTRAL LAB</b>	<b>Manager</b>	<b>35-45</b>	<b>MSc MLT/M Sc Medical Biochemistry/MSc Medical Microbiology</b>	<b>10 or more years of experience, preferably hospital</b>
	<b>Asst Manager</b>	<b>30-35</b>	<b>MSc MLT/M Sc Medical Biochemistry/MSc Medical Microbiology</b>	<b>5 or more years of experience</b>
	<b>Lab Technicians</b>	<b>22-30</b>	<b>DME approved DMLT/BSc MLT</b>	<b>0-3 years of experience</b>
	<b>Lab Assistants</b>	<b>20-25</b>	<b>DMLT</b>	<b>0-3 years of experience</b>
	<b>Biochemist</b>	<b>22-27</b>	<b>PG in Medical Biochemistry</b>	<b>0-3 years of experience</b>
	<b>Microbiologist</b>	<b>22-27</b>	<b>PG in Medical Microbiology</b>	<b>0-3 years of experience</b>
	<b>Cytology Technician</b>	<b>22-27</b>	<b>MSc MLT with Cytology specialization</b>	<b>0-3 years of experience</b>
	<b>Histopatho Technician</b>	<b>20-23</b>	<b>BSc MLT/MSc MLT with Pathology specialization</b>	<b>0-3 years of experience</b>



**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Revision Date: 01. 04. 2024

Page : 04 of 121

PHARMACY	Manager	40-45	D-Pharm/B-Phram	10 or more years of experience, preferably hospital
	Asst Manager	35-40	D-Pharm/B-Phram	5 or more years of experience
	Supervisor	30-35	D-Pharm/B-Phram	5 or more years of experience
	Pharmacist	22-30	D-Pharm/B-Phram	3 or more years of experience
	Pharmacy Assistants	18-25	Free degree	
	Clinical pharmacist	24-26	Pharm-D/M-Pharm with pharmacy practice	0-3 years of experience
MRD	Manager	40-45	MSc Medical documentation	10 or more years of experience, preferably hospital
	Asst Manager	35-40	MSc Medical documentation	5 or more years of experience
	Senior Executive	30-35	MSc Medical documentation	3 or more years of experience
	Executive	25-30	MSc Medical documentation	1 year of experience
RADIOLOGY	Senior Radiology Technologist	26-30	BSc Medical Imaging Technology/B Sc Radiography	minimum 3 years of experience
	Radiographer/Radiology Technician	24-28	Diploma in Medical imaging Technology/Radiology technology	1-3 years of experience
	Radiographer	24-28	Diploma in Medical imaging Technology/Radiology technology	1-3 years of experience



**SREE ANJANEYA MEDICAL TRUST**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

Revision Date: 01. 04. 2024

Page : 04 of 121

<b>RADIOLOGY</b>	<b>X-ray Technician</b>	<b>23-25</b>	<b>Diploma in X-ray technology,DRT,MXT</b>	<b>0-3 years of experience</b>
<b>NURSING</b>	<b>Nurse Manager/ CNO</b>	<b>38-45</b>	<b>B.Sc. Nursing</b>	<b>2 years as NS (B.Sc. with minimum 12 years )</b>
	<b>NS</b>	<b>32-38</b>	<b>BSc Nursing/GNM</b>	<b>3 years of experience as DNS (Matron : B.Sc./GNM with 10 years)</b>
	<b>DNS</b>	<b>28-35</b>	<b>BSc Nursing/GNM</b>	<b>5 years of experience as Head Nurse or 2 years as ANS</b>
	<b>ANS</b>	<b>28-32</b>	<b>BSc Nursing/GNM</b>	<b>3 years of experience as Head nurse</b>
	<b>Head Nurse/Clinical Supervisor/Sister Incharge</b>	<b>26-28</b>	<b>BSc Nursing/GNM</b>	<b>2 years of experience as Team leader</b>
	<b>Team leader/Clinical Instructor/EMT-Ambulance Nurse</b>	<b>24-26</b>	<b>BSc Nursing/GNM</b>	<b>2 years of experience as staff nurse</b>
	<b>Staff Nurse in other critical areas like OT, Dialysis, ICUs etc.</b>	<b>23-25</b>	<b>BSc Nursing/GNM</b>	<b>1 year experience in relevant area</b>
	<b>Staff Nurse in Wards</b>	<b>23-25</b>	<b>BSc Nursing/GNM or Regd. ANM with 10 years.</b>	<b>1 year of experience as trainee after getting registered</b>
	<b>Trainee</b>	<b>22-24</b>	<b>BSc Nursing/GNM</b>	<b>Fresher</b>



**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Revision Date: 01. 04. 2024

Page : 04 of 121

LAUNDRY	Senior Executive	24-28	Pre degree	3 years of experience
	Executive	23-24	Pre degree	2 years of experience
	Senior Assistant	21-23	10th Standard (know to read and write)	1 year of experience
	Assistant	20-22	10th Standard (know to read and write)	some months of experience
	Trainee	18-20	10th Standard (know to read and write)	Fresher
CLINICAL TECHNICIANS	Optometrist	21-25	Degree/Diploma in optometry	0-1 year of experience
	Cathlab Technician	21-40	DMXT/Diploma/Bsc in Cardiac Care Technology	0-5 year experience
	Audiologist	21-25	PG degree in Speech and Hearing	0-1 year of experience
	Anesthesia Technician	21-25	Anesthesia Technician course of 2 years after higher secondary education	0-1 year of experience
	PFT Technician	21-25	Diploma in respiratory therapy/Pulmonary Function Technician Course	0-1 year of experience
	EEG/ECG/DDT/DOT/ Other Technician	21-25	Diploma in relevant Technician Course	0-1 year of experience
	Endoscopy Technician	21 – 40	Endoscopy Technician Diploma of 2 years after higher secondary education	0-5 year experience
PURCHASE/MATERIAL MANAGEMENT	Manager	40-50	Any Degree	more than 10 years of experience
	Asst Manager	30-40	Any Degree	5 or more years of experience





**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Revision Date: 01. 04. 2024

Page : 04 of 121

<b>PURCHAS E/MATERI AL MANAGEM ENT</b>	<b>Senior Executive</b>	<b>25-30</b>	<b>Any Degree</b>	<b>3-4 years of experience</b>
	<b>Executive</b>	<b>23-25</b>	<b>Any Degree</b>	<b>2-3 years of experience</b>
	<b>Senior Assistant</b>	<b>20-23</b>	<b>Pre Degree</b>	<b>1 year of experience</b>
	<b>Assistant</b>	<b>18-23</b>	<b>Pre Degree</b>	<b>Fresher</b>
<b>PROJECTS / MAINTENA NCE</b>	<b>Project Chief</b>	<b>40-50</b>	<b>Diploma /Degree in Civil/mechanical/electrical engineering</b>	<b>10-12 years</b>
	<b>Manager</b>	<b>30-40</b>	<b>Diploma /Degree in Civil/mechanical/electrical engineering</b>	<b>above 5 years of experience</b>
	<b>Asst Manager</b>	<b>35-40</b>	<b>Diploma /Degree in Civil/mechanical/electrical engineering</b>	<b>5 or more years of experience</b>
	<b>Executive</b>	<b>30-40</b>	<b>Diploma /Degree in Civil/mechanical/electrical engineering</b>	<b>3 - 5 years of experience</b>
	<b>Site engineers</b>	<b>23-30</b>	<b>Diploma /Degree in Civil/mechanical/electrical engineering</b>	<b>1-3 years of experience</b>
	<b>Executive</b>	<b>30-40</b>	<b>Diploma /Degree in Civil/mechanical/electrical engineering</b>	<b>3 - 5 years of experience</b>
	<b>Plumber/ Electrician/ Mechanic /STP/WTP Technician</b>	<b>18- 40</b>	<b>Diploma in Electrical / Plumbing / HVAC</b>	<b>1-3 years of experience</b>
	<b>Assistant</b>	<b>18-23</b>	<b>12th or above</b>	<b>Relevant experience preferred</b>
	<b>SOCIAL WORK</b>	<b>Senior Executive</b>	<b>25-27</b>	<b>PG in Social Work</b>
<b>Executive</b>		<b>23-25</b>	<b>PG in Social Work</b>	<b>1 year of experience</b>



**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Revision Date: 01. 04. 2024

Page : 04 of 121

<b>G&amp;PR</b>	Senior Executive	25-27	Any degree	3-5 years of experience
	Executive	23-25	Any degree	1-3 years of experience
	Senior Assistants	19-25	Secondary education	1 year of experience
	Assistants	19-25	Secondary education	Fresher
<b>HUMAN RESOURCES</b>	Senior Manager	40-50	PG Degree in Business Administration	more than 12 years of experience preferably hospital
	Manager	35-40	PG Degree in Business Administration	more than 10 years of experience preferably hospital
	Assistant Manager	30-35	PG Degree in Business Administration	more than 5 years of experience
	Senior Executive	25-30	PG Degree in Business Administration	more than 3 years of experience
	Executive	23-25	PG Degree in Business Administration	1-2 years of experience
<b>FIRE &amp;SAFETY</b>	Senior HSE Officer	30 – 40	Diploma in Fire and Industrial Safety	Above 5 years experience
	HSE officer	20-30	Diploma in fire and industrial safety	3-4 years of experience

**APPROVALS:**

<b>APPROVALS:</b>	<b>APPROVALS:</b>	<b>APPROVALS:</b>	<b>APPROVALS:</b>
HR Head	Principal	Chairman	Quality Head

**RECRUITMENT & SELECTION POLICY**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **PURPOSE:**

The main objective or purpose of this policy is to streamline the Recruitment process and to cover all vacant/new positions across the functions, levels & hierarchy in adherence to the manpower plan by hiring the right people at right role at the right time to achieve organizational objectives

## **SCOPE:**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- Malabar Medical College & Hospital & Research Centre
- Sree Anjaneya Institute of Dental Sciences
- Sree Anjaneya College of Nursing
- Sree Anjaneya College of Paramedical Sciences

## **RESPONSIBILITY:**

- HR Head

## **PROCESS**

### **A. REQUIREMENTS**

Recruitments for all categories shall be done through Human Resources Department only and is done to meet the requirements arising on account of;

- Expansion of organization / department
- Additional requirements due to increased workload
- Diversification
- Resignations
- Retirement
- Long leave
- Transfers
  
- Termination / Retrenchment



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- Death / Terminal Disability

Vacancies against the sanctioned manpower or replacements do not need any further approval to start the recruitment process. However, in case of sanctioned manpower, HR Department will give proper care to see that this is in line with the business objectives of the organization and in case of replacements, HR department will try to fill the vacant positions from existing human resource pool by increasing the efficiency. HR department shall be proactive in filling the vacancies and it is to be ensured that there should be at least one-week overlap between the relieving date of the leaving employee and the joining date of the new employee to ensure the proper handing over.

On an additional requirement, a resource requisition needs to be prepared by the HOD with justification and sent to HR department as per the 'Manpower Requisition Form'. Manpower Requisition form defines the role purpose, role-specific key competencies & the behavioral attributes required to perform a job, few basic eligibilities criteria with a justification including the expected time of requirement. On receiving the manpower requisition form the HR head of the concerned unit should evaluate the necessity of creating a new or additional position and should ensure that there is no alternate measures to be taken to avoid the creation of a new or additional position. This has to be done in coordination with the finance department. Once it is justified that a new or additional position to be created, the recruitment process can be followed.

## **B. SOURCING OF PROFILES**

The HR department sources profiles via various channels based on the nature and urgency of the requirement.

### **1) Internal Transfers/Promotions:**

Vacant position would always be filled with existing human resource pool by providing them job rotation / promotion and suitable career growth opportunities within the organization

### **2) Database:**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

HR Department should have an updated Resume database with the resumes received through e-recruitment portals, employee referrals, advertisements, placement consultancies, campus interviews and Head Hunting etc.

**3) E-Recruitment Portals:**

Job portals and job postings in job portals are used as a source for recruitment.

**4) Employee referral:**

Employees are encouraged to refer their known professionals, friends and relatives for different positions available in the organization.

**5) Media Advertisement:**

Media advertisements are used as a good source for attracting candidates for critical positions. Media advertisement matters to be prepared and the media where the advertisement should be published shall be finalized by the HR department. Once the matter and media has been finalized, various quotations from agencies or directly from the publisher to be obtained. After negotiation of final rate, the same should be sent for financial approval. Once the financial approval has arrived, the advertisement can be released.

- **Advertisement Budget:**

Each year there will be financial allocation in the HR budget for advertisements. This is for advertising the vacancies in various media like, newspapers, magazines, and periodicals etc.

- **Approval of the advertisement:**

After finalizing the advertisement it will be submitted along with the estimate specifying the publication, date of insertion, size of advertisement, cost of advertisement etc. to Chairman/ CFO for approval and after getting the approval a work order will be issued. On the basis of work order the advertisement will be released.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- **Selection of Dailies:**

Selection of publications will be decided according to the nature of vacancies to be advertised, it may be on the national/state or regional level.

**6) Placement Consultancies:**

The assistance of placement consultancies shall be sought for when the HR department face shortage of suitable profiles for technical or senior level positions. This will be applicable mostly in the case of senior managers and doctors or to fill some technical posts. This method has to be used only after exploring all other possibilities of recruitment.

Placement consultancies shall be engaged on the basis of a legal contract and the terms and conditions to be specific from time to time. HR department has to do a study and reference check about such consultancies before entering into the contract. However the contract would be signed only after receiving the financial approval.

It should be ensured that the employees placed through such consultancies are not leaving the organization at least for three months from their date of joining. If the employee selected through an agency leaves the organisation before completing 3 months of service, the agency would be liable to give a replacement without consultation charges or refund the fees on prorated basis.

It is the policy that no exclusive contract to be given to any such consultancy at any circumstances. A copy of the contract to be forwarded to the finance department and all the invoices concerned to be verified and recommended by the HR head for payment.

**7) Campus Recruitment:**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

Campus Recruitment is also a means for hiring professionals and management/executive trainees. For entry level positions graduate and post graduate final year (passing out) students can be considered. Wherever trained and qualified professional required to entry level the HR department may approach reputed B schools for the same. This can be used for all other areas wherever it seems to fit for application

**8) Head Hunting:**

Headhunting refers to the approach of finding and attracting the best experienced and suitable person with the required proven skill set. Headhunting involves direct approach to the candidate by the HR representative or mediator and convincing the person to join our organization. Normally this kind of category will be well known and with proven track records and result delivering professionals. This method is being used to fill the critical and strategic positions. Initial screening is done based upon the references, qualification, relevant experience, salary, skills & competency requirements.

**9) Unsolicited applications:**

Unsolicited /casual applications are submitted not on the basis of any advertisement or vacancy notification but received as and when the applicants bring/send their applications.

**10) Applications through website:**

All the vacancies are posted in our website as and when vacancies arise. Applicants can directly send their applications through the web site.



**SREE ANJANEYA MEDICAL TRUST**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

Revision Date: 01. 04. 2024

Page : 04 of 121

**C. METHOD OF SELECTION:**

Normally any of the following methods may be used to select the staff

- Interviews
- Group Discussions
- Written Tests (Theory)
- Written Test (Psychometric)
- Competency test

**Category-wise Selection process**

Name of the category	Selection Method	Selection Panel	Remarks if any
Doctors (Asst. Professors & above)	Interviews	Chairman, Principal, Respective HOD's, Medical Director / Superintendent (For Clinical Positions) & HR	For pre and para clinical departments Vice Principal preferably is present in the selection panel.
Doctors (SR and Below)	Interviews	Chairman, Principal, Respective HOD's, Medical Superintendent / Director (For Clinical Positions) & HR	
Asst. Manager and Above	Interviews	Chairman, Respective HOD & HR	
Nursing Staff	<ul style="list-style-type: none"> <li>• Written test</li> <li>• Competency Test</li> <li>• Interview</li> </ul>	Respective HOD of Nursing & HR	
Paramedical Staff	<ul style="list-style-type: none"> <li>• Written Test (IQ)</li> <li>• Interview</li> </ul>	Respective HOD & HR	
Technicians & Administrative staff	<ul style="list-style-type: none"> <li>• Written test ( technical and IQ)</li> <li>• Interview</li> <li>• Practical Test (Optional)</li> </ul>	Respective HOD & HR	
Interns/Executive Trainees	<ul style="list-style-type: none"> <li>• Group Discussion</li> <li>• Written Test (IQ)</li> <li>• Interview</li> </ul>	Respective HOD & HR	





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

★ **Interviews:**

Depends upon the availability of the candidate and convenience of the panel any mode of interview can be opted.

- Telephonic / Online Interview
- Personal Interview
- Video conference
- Panel Interview
- Psychometric interview

**Interview Panel:**

As described in the table above the concerned panel members shall be intimated about the interview by HR department well in advance. HR department should ensure the convenient availability of all the panel members on time.

In case of exigencies where the panel member is not able to attend the interview then his deputy can be present in the panel on behalf of him/her.

**Interview evaluation:**

As soon as the interview is over the panel members to have a discussion and put their respective comment on the prescribed area of the interview evaluation sheet. Panel members on consensus shall fill the evaluation scores on different parameters on the interview evaluation sheet.

★ **Group Discussion:**

There shall be a moderator to manage the Group discussion. Group discussion can be for a period of 10 minutes to 30 minutes. A contemporary or current affair topic can be given. Score obtained in the Group Discussion to be marked on the prescribed Format by the moderator

★ **Written Test:**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

Written test (theory) shall be a test to assess the technical and subject related theoretical knowledge of the candidate concerned. There shall be a total marks and the marks obtained to be scored on the scoring sheet. There shall be a cut of mark to qualify for the further rounds of selection process.

Written test (Psychometric) is to assess the candidates' mental agility and capacity to handle such a position. There also shall have a scoring system for the marks obtained in the test. All the score obtained in various selection methods to be compiled and the final decision to be taken by the interview panel. Hence it is recommended to ensure that Interview method will be the last resort to select a candidate. Candidates who are found to be not suitable are informed through mail / text message and their

Interview evaluation sheet shall be kept in "Rejected Folder". These candidates are eligible to appear for interview again only after one year upon gaining relevant experience/ knowledge. Candidates who are shortlisted, but are on hold as there are more than the required candidates, not happy with salary offered, require notice period etc. will be kept in "Waitlist Folder". These candidates will be contacted later whenever requirement arises. After 6 months the candidature shall expire.

**D. REFERENCE CHECK:**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

For selected candidates, a reference check is done to check basic information communicated by the candidate, such as qualification and experience, his or her conduct in his/her previous employment, and also the work ethics of the candidate from the sources she /he has indicated in the personal data form. In case of fresher's reference check shall be done by contacting their educational institutions.

Upon successful completion of the reference verification process, HR prepares the compensation proposals based on the above mentioned parameters and gets it approved in writing by the Head - HR before extending offer to the candidates through e-mail/post. Once the candidates agree to the proposals & intimate their acceptance, HR sends out the formal offer letter, duly approved & signed by the Head - HR. The validity of the offer is to be mentioned in the offer letter itself and after the stipulated period, the offer letter will be treated as expired until and unless it is extended in writing.

**E. RECORDS:**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Manpower Requisition Form	Manual	HR Head	7 years
Interview evaluation sheet	Manual	HR Head	7 years
Recruitment tracker	Digital	HR Head	Indefinite

**F. APPROVALS:**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head

**BACKGROUND VERIFICATION POLICY**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **PURPOSE**

To ensure the hiring of Employees with the highest integrity and to maintain a safe environment in the organization through pre-employment background investigations on all individuals for whom employment is to be offered.

## **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- Malabar Medical College & Hospital & Research Centre
- Sree Anjaneya Institute of Dental Sciences
- Sree Anjaneya College of Nursing
- Sree Anjaneya College of Paramedical Sciences

## **OVERALL RESPONSIBILITY**

Head – Human Resources Department.

## **POLICIES:**

- Background Verification Policy is applicable and compulsory for all regular, full-time and part-time employees for all grades. After selection of employee for the desired position, references, experience certificate from previous employer will be verified.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- The H.R. Head refers the name of its employees to the respective SHO (Station House Officer) to local police station for any complaint regarding criminal/ negligence background, if any on record. Those joining on lower cadres' viz. Drivers, Housekeeping Assistants, Plumbers, Electricians, etc., candidates should bring a 'Police Verification Certificate' from their nearby Police Station at the time of joining itself.
- At the time of joining, every employee must furnish a self-declaration stating that they do not have any Criminal cases/Complains pending against them.
- If employee is found to have any criminal background, there services can be terminated from the job or necessary disciplinary action shall be taken, as deemed fit.

#### **PROCESS:**

At the time of joining, the HR Head will get

1. Antecedent declaration form filled and signed by the employee.
2. Reference check form filled and signed by the employee which shall be further verified by concerned HR personnel.

#### **RECORDS:**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Antecedent declaration form	Manual	HR Head	7 years
Reference check form	Manual	HR Head	7 years

#### **APPROVALS:**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **UNIFORM AND DRESS CODE POLICY**

### **PURPOSE**

To have a set of standards for employees with regards to grooming and attire accepted at SAMT. The same is very important as it presents a visual image and sends a message to the external and internal customer as well as the associates on many aspects including professionalism of the employee as well as the organization.

### **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- Malabar Medical College & Hospital & Research Centre
- Sree Anjaneya Institute of Dental Sciences
- Sree Anjaneya College of Nursing
- Sree Anjaneya College of Paramedical Sciences

### **RESPONSIBILITY**

HR department/ Functional Heads

### **UNIFORM POLICY**

#### **1. DESCRIPTION:**

Guidelines for the issue of uniforms to such of the staff who are eligible for this privilege.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- Two sets of uniforms, with immediate effect may be arranged for all eligible employees. (Annual Eligibility)
- In the subsequent years another 2 sets of uniform will be issued.
- In the event, any category of employee is leaving the service within 6 months from the date of issuing uniforms, the full cost of the 2 sets of uniform may be recovered in the final settlement, if found appropriate.
- If any employee leaves the service after 6 months and within 1 year of issuing the uniform, 50% of the actual cost may be recovered, if found appropriate.

## **2. ELIGIBILITY:**

Employees in the Category of Nurses, Nursing Assistants, Front Office Staff, Housekeeping Staff, Maintenance staff in the category of Electrician, AC Technician, Plumber, etc. will have full uniform as per the design approved by the Uniform Committee. All Technicians working in Lab, Cathlab, CSSD, etc. will have half coat and Doctors/Faculty will also have Doctors Coat with Institution logo.

## **3. UNIFORM COMMITTEE:**

Uniform Committee will consist of Head of Nursing, Head of Operations, Head of HR and Medical Director/Medical Superintendent and other senior Managers of the Medical College Hospital.



SREE ANJANEYA MEDICAL TRUST

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

HUMAN RESOURCES DEPARTMENT  
MANUAL

Revision Date: 01. 04. 2024

Page : 04 of 121

## DRESS CODE & GROOMING POLICY

### DRESS CODE AND GROOMING

#### A. Hair Style

##### 1. All

- Hair has to be well combed and non-oily at all times.
- Hair should never come over the face during work.
- Unnatural hair colors are not permitted.

##### 2. Ladies

- Shoulder-length hair has to be tied neatly in a ponytail or bun.
- Short hair (shorter than shoulder length) can be left loose. If left loose, make sure to avoid hair from coming on the face/ distract during the job.
- For employees working in a clinical set up it is **mandatory** for hair to be put up at all times in bun where the hair is longer than shoulder length.

##### 3. Gentlemen

- Hair should not be excessively gelled or spiked.
- Hair should always be short and well-trimmed. Side burns should not be below the ear lobes.

#### B. Hair Accessories

- Hair accessories should be plain and sober in color. Hair bands **should not** be too broad, too bright and without any fancy designs. Rubber bands for the hair should be plain in color and design.
- Plain metallic hair pins without any designs are allowed.





- Hair clips should be plain in color and should have no fancy designs (gems, flowers etc.)
- Hair accessories should not interfere or cause a distraction while working.

## **C. Facial & Visible Hair**

### **1. Ladies**

- Facial hair on the upper lips or jaw line should not be prominently seen.
- Eye brows should be well maintained at all times.

### **2. Gentlemen**

- Clean shaved look should be maintained at all times.
- Moustache/ French beard should be well trimmed and till the corners of the mouth at all times when on duty. Beards should be trimmed and well maintained.
- The employee must get a special approval written and signed from the HOD and HR if employee is growing beard for religious purposes.

## **D. Makeup & Cosmetics**

Tattoos on visible areas are not permitted for men and women.

### **1. Ladies**

- Minimal make up should be applied. Shades complimentary to the natural color of the skin are recommended. Avoid extreme make up styles.
- **Lip Shades:** Lip shades should not be too bright, shimmery or glossy.
- **Eye Make-up:** Light shades only; not shimmery.
- **Mascara and Eye Liner:** Black/Brown Shades only
- Blush-On: Natural color/Light color; not shimmery/glossy
- Maintain the face fresh and non-oily.
- Due to cultural reasons, if wearing a bindi is mandatory then a small bindi is allowed.
- Mild fragrances (perfumes/ deodorant sprays) should be used. Please avoid strong



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

perfumes that can cause allergy or nausea to any person in the environment.

## **2. Gentlemen**

- After-shave gels or lotions should not be too strong.
- Mild fragrances (perfumes/ deodorant sprays) need to be used. Please avoid strong perfumes that can cause allergy or nausea to any person in the environment.
- Non-Oily and fresh appearance to be maintained at all times.

## **E. Hands & Nails**

### **1. Ladies**

- Medical staff should maintain short, trimmed nails without nail polish at all times.
- Non-Medical staff should also maintain trimmed nails. Nail polish must be chip free and only shiner (transparent nail polish) and French manicures are allowed. Glittery and shimmery nail polish is to be strictly avoided.
- Fingernails should be trimmed and in clean condition at all times. Acrylics/ artificial nails/ nail arts are strictly not allowed.

### **2. Gentlemen**

- Fingernails should be trimmed and in clean condition at all times.
- No nail polish is allowed.

## **F. Jewelry & Accessories**

### **1. All**

- Rings are limited to one ring in non-clinical areas excluding wedding ring. In clinical areas only one ring (including wedding ring) is allowed.
- Religious gemstone rings may be worn after taking written permission from immediate



supervisor.

- Watches should be conservative in design. Strap watches or steel body are allowed. Colors are limited to black, brown and metallic silver/grey / gold
- A single and simple bracelet/bangle without danglers can be worn in non-clinical areas. To be avoided in clinical areas.
- Belts should have a simple buckle and design. The color of the belt should preferably match with the color of the shoes. Belts should be black or brown in color.
- Eye wear has to be simple and conservative. Fancy designs and colors are not allowed.

## **2. Ladies**

- An employee's jewelry should not interfere with the job or distract others (sounds) e.g. glass bangles, anklets etc.
- Employees should not wear jewelries that dangle away from the body.
- Employees can wear small ear studs/rings. Danglers are not allowed.
- Not more than two piercings per ear is allowed.
- Nose rings and other facial piercings are strictly not allowed.
- One neck chain with simple design can be worn in non- clinical areas. In clinical areas only mangalsutra is allowed.

## **3. Gentlemen**

- Ear piercings are not allowed.

## **G. Employee Identification**

- Each employee will be provided with Employee ID card (with name and designation). It is mandatory for all the employees to wear the ID card in a visible manner while on duty.



- Employee ID card needs to be well maintained. If a card is lost and needs to be replaced the HR Department will notify the employee of the respective charges he/she needs to pay to get a new card.

## **H. Uniform**

### **1. All employees wearing Uniforms**

- Uniforms should be clean, well pressed and well fitting.
- Alteration of Institutional uniforms, which go against the Institutional policies for grooming and dress codes, are not permitted.
- Uniforms are to be washed/dry cleaned/changed daily or as soon as stained in order to be kept up to the required cleanliness standards.
- Nurses need to wear black shoes along with black socks.
- All our hospital employees who are directly involved in patient care, need to change their uniforms preferably in the hospital itself. Ideally, this will help us to ensure hygiene and infection control mechanisms.
- All Technicians and those who are in clinical area, but not wearing uniform are expected to wear white coat while on duty.
- Employees are responsible for ensuring that they wear the correct and complete uniform, to departmental standards, and that their garments are in good condition.
- Rolling up of collar and sleeves is strictly prohibited unless during a medical procedure to avoid disturbance to the process or patient.
- If jackets are a part of the uniform, they must be worn at all times.

### **2. All Employees wearing Uniforms – Doctors**

- Doctors need to wear a Doctor's Coat, preferably at all times when on duty.
- Doctors need to wear formals at all times when on duty.
- Jeans/ Shorts/ Denim wear/ Capris are not allowed when on duty.
- Doctors need to adhere to the Grooming policy at all times when on duty.



SREE ANJANEYA MEDICAL TRUST

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

HUMAN RESOURCES DEPARTMENT  
MANUAL

Revision Date: 01. 04. 2024

Page : 04 of 121

### 3. All Employees not wearing Uniforms

- Employees handling Institutional clients (external and internal customers: job applicants, potential customers, vendors), Managers and above have to wear formals at all times.
- If you are wearing a suit make sure the jacket and trousers are of the same design and material.
- Loud and flashy colors are not recommended for office wear.
- Shirts with stripes/ designs should match with plain trousers.
- Avoid wearing shirts with big checks.
- Jeans/ Shorts/ Denim wear/ Capris/low waist are not allowed when on duty.
- Cardigans should be plain and should not have any designs or frills on them.

#### Ladies

- Low neck costumes should be avoided.
- Loud and flashy colors are not recommended for office wear.
- Always wear a clear inner slip when shirts of light colors are worn.

#### Covered Ladies

- For covered ladies, head scarves of **simple patterns** and designs are allowed. Scarves of net designs, fancy decoration attached to the hems and flashy designs are not **permitted**.

#### Sarees for non-uniformed employees

- Sarees should be sober. Big floral or flashy prints are not allowed. Transparent material is not allowed.
- Deep neck designs are not allowed. Back neck should not be deep. Sleeveless and cap sleeves' blouses are not allowed.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- Sari has to be neatly draped over the shoulder where it should be pinned in a pleated manner.
- Sarees should not have fancy borders or danglers attached to them.

### **All Employees not wearing Uniforms**

#### **Churidars / Kurta for non-uniformed employees**

- Churidars / kurta need to be simple in design. Big floral or flashy prints are not allowed. Transparent material is not allowed.
- Deep neck designs are not allowed.
- Length of the Churidhars / Kurta should be minimum up to knee level especially while wearing leggings and Chudi bottoms.
- Shawl while worn has to be draped neatly.

#### **I. Footwear Guidelines**

- Shoes must be unbroken, clean, polished and in good condition at all times.
- Uniformed employees must wear the shoes advised by the management as part of their uniform.
- Hosiery and socks should be clean, plain, in good condition and changed daily. No design is allowed.
- The color of the socks can be skin color or should match with the color of the shoe or the trousers.
- Sports shoes, unless a part of uniform and open shoes are strictly not allowed on working days.

If footwear is not specified as part of uniform:



SREE ANJANEYA MEDICAL TRUST

Doc. No: SAMT / DM / HR / 01

HUMAN RESOURCES DEPARTMENT  
MANUAL

Issue Date: 01. 04. 2020

Revision Date: 01. 04. 2024

Page : 04 of 121

### 1. Ladies

- Fancy chappals/ shoes and flip flops are not allowed.
- Heels can be up to a maximum of 5 cm in height.
- The chappals/ sandals style should be simple.

### 2. Gentlemen

- Only Executive shoes are allowed with no metal stud underneath the shoes.

## J. Adherence to SAMT Uniform & Dress Code/Grooming Policy

Failure to adhere to the Grooming Policy will lead to **disciplinary action**. The **Immediate supervisor** or an **HR Representative** is authorized to issue a warning to an employee who violates any policy from the grooming guidelines. Any violation has to be communicated to the HR Dept. who will document it in the employee's records.

## RECORDS

Record	Format	Responsibility	Minimum Retention Period
Uniform Issue Register	Manual	HR Head	7 years

## APPROVALS

Prepared By	Verified By	Approved By	Issued By
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **ONBOARDING POLICY**

### **PURPOSE**

To ensure all new employees shall complete joining formalities in a systematic way and make all new employees well oriented to the organization and its policies.

### **SCOPE:**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- Malabar Medical College & Hospital & Research Centre
- Sree Anjaneya Institute of Dental Sciences
- Sree Anjaneya College of Nursing
- Sree Anjaneya College of Paramedical Sciences

### **RESPONSIBILITY:**

HR department/ Functional Heads

### **DESCRIPTION**

#### **1. Antecedents check:**

It should be done before joining/at the time of joining for all employees and shall be documented in their personal file with name, date and signature of the HR executive who has completed the check. At least an antecedent self-declaration form should be signed by the employee and kept in his/her personnel file.

Candidates selected for lower category viz. Drivers, House Keeping Staff, Nursing Assistant, etc. shall bring a Police Verification Form duly signed by a Police Officer not less than the rank of an Asst. Sub Inspector of his/her area.





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **2. Background verification:**

Background Verification Policy is applicable and compulsory for all regular, full-time and part-time employees for all grades. After selection of employee for the desired position, references, experience certificate from previous employer will be verified.

## **3. Joining Procedure:**

- A.** On joining, the HR executive shall handover the detailed original appointment letter to the employee and asks him/ her to read and sign it if willing to accept the offer.
- B.** A personnel file shall be opened for the candidate.
- C.** The employee shall be given an employee ID number and shall document the same in their personal file.
- D.** The HR executive should collect and keep the following documents in employees file at the time joining as given below:
  - a) Bio data
  - b) Personal details (can be deleted because all personal details will be there in Biodata)
  - c) Interview & test results
  - d) Copy of employee signed offer letter
  - e) Report of pre employment check
  - f) Antecedents verification proof or antecedent self-declaration by the employee
  - g) Verified certificate & registration copies with verified seal
  - h) Signed Job description
  - i) Signed employee rights & responsibilities
- E.** Credentialing of all employees shall be done by an HR executive at the time of joining.
- F.** The employee at the time of joining or whenever required shall produce certificates in original in proof of his date of birth, age, qualification, experience, professional registration etc. and submit attested copies of the above for record purpose.

**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Revision Date: 01. 04. 2024

Page : 04 of 121

- G.** HR executive shall verify photocopies of all self-attested certificates & other documents including ID proof prior to receiving. Followed by HR executive shall put verified seal in the photocopies of certificates along with date of verification and his/ her signature.
- H.** Wherever professional registration is statutorily required, the employees shall provide sufficient conclusive evidence for having acquired registration with the appropriate authority.
- I.** The age & date of birth as furnished by the employee at the time of the recruitment with sufficient proof shall not be altered subsequently and any information furnished at the time of appointment, or later, if found to be false on subsequent verification, shall lead to termination from employment apart from initiating legal measures for claiming damages.
- J.** An identity card showing the employee number, employee name, photograph, Address, Blood Group, Date of Birth, designation and department shall be issued to the employee within one week from the date of joining.
- K.** HR executive shall explain their job description, their rights and responsibilities in this institution at the time of joining and duly signed copy of the same shall be filed.
- L.** Selected candidates should also submit 5 Nos. of passport size photographs, identity proof (Aadhar Card) and copy of PAN Card.  
(A Format of 'Joining Report' can be a part of this Policy)

**RECORDS**

Record	Format	Responsibility	Minimum Retention Period
Joining Report Form	Manual	HR Head	7 years

**APPROVALS**

Prepared By	Verified By	Approved By	Issued By
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **CREDENTIALING & PRIVILEGING POLICY**

### **PURPOSE**

The purpose of specifying clinical privileges is to match the work that a Physician, Nurse, Physiotherapist or any other healthcare professional directly involved in patient care wishes to perform in SAMT with his/her competence and professional skills. The following policy shall serve as a guide for grant of clinical privileges.

### **SCOPE**

This policy applies to all the Physicians Categories, Nurses, or any other healthcare professional who are currently working with the following Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units. Residents and other doctors in Post Graduate training shall be also be included for credentialing and privileging during their training period

- Malabar Medical College & Hospital & Research Centre
- Sree Anjaneya Institute of Dental Sciences

### **OVERALL RESPONSIBILITY**

Overall responsibility would be for Credentialing and Privileging Committee. However, applicants shall have the burden of producing information deemed adequate by the hospital for a proper evaluation of current competence, log book and other qualifications and certifications of training for resolving any doubts.

### **DEFINITIONS**

#### **1. Credentials:**

Credentials represent the formal qualifications, training, experience and clinical competence of the medical practitioner/Nurse or other healthcare staff providing the professional health care service.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

They are evidenced by documentation such as university degrees, fellowships of professional colleges or associations, registration by medical boards/Nursing Council, certificates of service, certificates of completion of specific courses, periods of verifiable formal instruction or supervised training, information contained in confidential professional referees reports and medical indemnity history and status, experience certificates and recommendation letters from previous employers, mentors, etc.

## **2. Clinical privileges**

Clinical privileges result from the permission granted to a practitioner to provide medical and other patient care services within defined limits in a health care facility. They represent the range and scope of clinical responsibility that a practitioner may exercise. Clinical privileges are specific to the individual, and relate to the resources, equipment and staff available.

Clinical privileges shall authorize the consultant's right to admission and treatment of in-patients, treatment of outpatients, areas of clinical practice, use of facilities such as operating theatres and procedure rooms, use of specialized equipment and technologies, including diagnostic facilities, performance of specific operations or interventional procedures.

Privileges given to nursing personnel to take care of different categories of patients during various stages of sickness, based on their knowledge and experience. It is renewed within specified period of time as per the Nursing policy of the hospital.

## **PROCESS**

### **Assessment of credentials and delineation of clinical privileges:**

The process of assessing the credentials of an applicant and recommending clinical privileges shall be undertaken by medical practitioners and administrators who form a **Credentials and Clinical Privileges Committee (CPC)**. CPC Committee in MMC shall have the following members:-

- Principal
- Medical Director/ Superintendent



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- HOD of the relevant department (Physicians Categories)
- Sr. Faculty Member from a Clinical Specialty (Physicians Categories)
- CNO (For Nursing )
- HOD of Orthopedics/Cardiology /Neurology / Pediatrics/ OBG/ Sports / Community Medicine (For Physiotherapist)
- HOD Physiotherapy or any other healthcare professional as required

#### **CPC of Sree Anjaneya Institute of Dental Sciences**

- Dean/Principal
- Dental Superintendent
- HOD of the relevant department
- Sr. Faculty Member from a Clinical Specialty

Thus it shall be a peer process. The committee shall review the credentials of applicants, having regard to the needs and resources of the health care facility.

The process of recruitment and selection/appointment shall be a formal mechanism, separate from the credentials and clinical privileges process, which shall grant a medical practitioner the right to practice medicine within the healthcare facility. It shall involve recommending a preferred candidate on merit from among competing applicants, taking into account the recommendations of the Interview Committee.

Where it cannot be confidently established that an applicant has the necessary knowledge, skills and experience in the area of medicine, for which they are applying, based on curriculum vitae and referee reports, the applicant shall undergo a period of supervision by a specialist in the area/s of medicine before being granted clinical privileges. The supervisor shall be required to provide a written report in relation to the applicant's knowledge and skills.

It is well recognized that Physicians frequently acquire skills and competencies that are outside their broad specializations, OR they may have a special interest for gaining expertise in a focused area within their specialty.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

The policy is to accept these special skills of Physicians as part of the credentialing process. It shall be the responsibility of each Physician to be forthright in declaring his skills, based on evidence of additional training or experience and this shall be approved by the Privileging committee. Further, it shall be expected that the Physician shall exercise his clinical responsibilities within the limits of his competence except under extreme emergency situations in which case the Medical Superintendent shall be involved.

The privileges applied for shall take into consideration the scope and support services provided by the hospital.

In granting privileges, the training, qualifications and experience shall be taken into consideration. For specialized procedures, or for privileges that are outside of the professional category, or not a normal part of the Physicians training, proof of additional training or experience shall be required.

The clinical and institutional setting in which the training has been undertaken, the case mix, available to trainees performing the procedures, and the number of procedures performed under supervision shall all be considered when privileges are granted.

The education, training, registration, training, and experience of the consultants/ medical professionals in SAMT shall be documented and updated periodically.

#### **Re-Privileging & additional Privileging:**

Privileging once given to a Physician or Nursing Staff or any other healthcare professional shall have the validity for a period of 5 years from date of approving the privileging by the CPC. During the period of 5 years if a Physician acquires special skills, qualifications, fellowships, etc. can apply to CPC for re-privileging to add such additional skills.

#### **Quality assurance:**

The Dean/Principal and the HR Department shall have a list of clinical privileges of all the Physicians working in the facility and matching of work done v/s privileges shall be periodically audited as a part of the quality assurance activities.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## RECORDS

Record	Format	Responsibility	Minimum Retention Period
C&P Form-Doctors	Manual	CPC	7 years
C&P Form – Nurses	Manual	CPC	7 years
C&P Form - Physiotherapists	Manual	CPC	7 years

## APPROVALS

Prepared By	Verified By	Approved By	Issued By
HR Head	Principal	Chairman	Quality Head

## TRAINING & DEVELOPMENT POLICY

### PURPOSE

To ensure all employees are provided with opportunities to continuously update and upgrade the knowledge and skills, by way of periodic training sessions, and to measure its effectiveness thereafter.

### SCOPE

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- Malabar Medical College & Hospital & Research Centre
- Sree Anjaneya Institute of Dental Sciences
- Sree Anjaneya College of Nursing
- Sree Anjaneya College of Paramedical Sciences



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **RESPONSIBILITY**

- HR Head
- Concerned Department Head

## **PROCESS**

### **1. Training Objectives**

SAMT is committed to train employees to:

- Understand the organizational vision, mission, values & policies
- Provide excellence in patient care, internal and external customer care
- Provide awareness on employee rights and responsibilities, patient's rights and responsibilities and service standards of the organization
- Provide awareness on fire and non-fire emergency, handling needle stick injury, Disaster Management, Hazardous material management etc
- Practically demonstrate on taking care of blood spills, medication errors and other adverse event reporting systems
- Facilitate and improve job performance
- Encourage employee self-development

### **2. Training need analysis**

Concerned department head shall be responsible for training need identification of his/ her subordinate, based on the following functions-

- Functional skill requirement.
- Behavioral skill requirement.





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- Change in job responsibility / function arising out of transfer / promotion.
- New organizational initiatives.
- Need arising out of annual appraisals.
- Internal & external customer feedback.
- Introduction of new equipment, proceed & policies.
- Additional request by any employee for a specific training.

Training need identification shall be done using the following details –

- Competency mapping (as per job specifications)
- Skill gap assessment of the individual.
- Customer feedback.
- Feedback from HOD's & Co-workers
- Self-assessment by the employee
- Performance appraisal

### **3. Preparation of training contents and annual training calendar:**

All training contents shall be developed with the aim of standardizing training across hospitals & trainers. Training content shall be prepared by a subject matter expert, the process will include following steps.

- ✓ Identification of the training objective.
- ✓ Creation of content as per the objective.
- ✓ Validation of training content by subject matter expert.
- ✓ Preparing annual training calendar



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

#### **4. Imparting Training**

- Once an employee is inducted and oriented to the hospital, it shall be the responsibility of the respective department head to impart function specific training before allowing the employee to function independently
- The span of training may vary from department to department, depending upon the nature of the task and the individual's potential / learning abilities.
- Training includes both in-house trainings as well as trainings from outside.
- Training shall be conducted when:
  - Job Responsibilities change
  - A new equipment/technology is introduced
  - Skill gap is identified
- The training module (incorporating procedure for identification of training needs, training methodology, documentation of training, training assessment, impact of training and training calendar shall be prepared) and the time table shall be made jointly by the concerned department head and HR representative. The HR representative shall maintain a record of the training status of an employee. However in cases such as new equipment or technique training, the same shall be maintained in the department, and in such cases such training details shall be share by the Head of the department with the HR representative.
- The department head feels that if a particular employee has not shown a learning growth in spite of imparting relevant training, the HR Department shall be immediately informed. The HR department shall then determine the future course of action.
- Under no circumstances, shall an employee be allowed to impart independent patient care without relevant functional training. The same has to be verified by the concerned department head.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- Nursing & paramedical staff shall be imparted training by the biomedical engineer whenever any new equipment is installed. The HR Head shall be informed by the concerned departmental head in case of any difficulty in handling equipment's by the staff.
- It shall be the responsibility of the HR department to conduct continuous behavioral training modules especially for employees in the managerial grade & above to build leadership skills. The training calendar for the same shall be made by the HR department & circulated to departmental heads, which in turn, shall send the nominations for the same.
- HR department shall also conduct grooming / etiquette / personality development / communications skills / customer handling etc. for all the front office staff.
- HR Head shall access yearly expenses on trainings & shall get the annual budget approved from the board of directors.
- The HR dept. shall ensure that an employee is paid his full salary during the course of their training conducted by the organization, inside as well as outside the hospital.
- An employee shall attend minimum of 2 training programs (16 hours) every year, although it is compulsory to attend all training programs for all categories of staff.
- After completion of 1 year continuous service all employee shall mandatorily undergo reorientation program to reinforce the awareness on organizational structure and protocols, HR policies and infection control practices in the institutions.
- All trainings shall be imparted as per intimated schedule /calendar.
- All trainings shall be conducted by an expert of the subject matter.

## **5. Recording Of Training**

- Attendance shall be marked after every training in "training attendance sheet/register".
- The responsibility of attendance sheet shall lie with the HR dept.
- Training calendar shall be updated after each training session recording the detail of training imparted.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **6. Training Feedback**

- A standardized “training feedback form” shall be filled by each participant at the end of training session.
- The responsibility for the same shall be with the HR department
- Analysis of the same shall be done by the HR Head periodically and
- Get the training content revised to enhance effectiveness.
- Change in mode of training, from audio to visual, from oral to handouts etc.
- Change of trainer / speaker, if not found impressive.
- Change of venue, time.
- Wherever subject based training or refresher / retraining is conducted, pre-test shall be conducted.
- Post training test shall be conducted and those who have not cleared the same will have to undergo retraining within 3 months.

### **EVALUATION OF TRAINING EFFECTIVENESS:**

Evaluation of the effectiveness of training would be done through.

- Interactive Q & A session at the end of training.
- Learning checks by concerned HOD.
- Workplace audits (wherever applicable).
- Internal / external customer feedback.

Participants found inappropriate in carrying out the specific functions, shall have to undergo retraining till they achieve expertise in that level.

### **TYPES OF TRAINING PROGRAMMES:**

- a. Internal training- refers to training imparted by the organization to its employees such as one department to another or within the department to its staffs conducted by our own internal trainers



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- b.** External training- Refers to programs conducted through external trainers identified by the institution for various types of training. Department head in coordination with HR Head will identify suitable external training programs that are offered by different institutes / renowned trainers, the content of training program along with the nominations shall be approved by head of finance in all cases after positive recommendation from functional head of the department.
- c.** Cross department training- Cross departmental training is possible if an employee makes a request for the same or if the management wants him/ her to be multi skilled. However, the employee must have acquired relevant qualification or must have an interest to possess necessary qualification & expertise to handle the functions of the department in which he/ she undergo training.
- d.** CME and CNE are considered to be a part of learning and development activity. Doctors and Nurses are mandatorily required to attend one such session in at least 3 months.

#### **TRAINING BUDGET**

Training budget shall be prepared on the basis on the internal and external training programs planned as per the annual training calendar. The same shall be prepared by HR department which shall be approved by the Finance Head and Chairman.

#### **ELIGIBILITY FOR INSTITUTION SPONSORED EXTERNAL TRAINING**

Employees who have completed one year of continuous service with the institution shall apply for institutional sponsorship for external training which is helpful for both the employee as well as the institution and recommended by the head of the department. Approval of the institutional sponsorship for external training will be purely at the discretion of the management and based on the annual budget available for the training. Wherever the institution has sponsored an external training worth rupee ten thousand or more will have to give an undertaking to work with the institution for a minimum period of 1 year or more.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## RECORDS

Record	Format	Responsibility	Minimum Retention Period
Training Need Analysis form	Digital	HOD and HR Head	7 years
Training attendance register	Manual	HR Head	7 years
Training feedback form	Manual	HR Head	7 years
Training effectiveness form	Manual	HOD and HR Head	7 years
External Training requisition form	Manual	Employee	7 years

## APPROVALS

Prepared By	Verified By	Approved By	Issued By
HR Head	Principal	Chairman	Quality Head

## PERFORMANCE APPRAISAL POLICY

### PURPOSE

The purpose of this policy is to provide guidelines for the process of performance evaluation system. It will provide a platform to identify the opportunities for improvement of skills of the employees and as well as to recognize the strengths of the employees. Further, this will aid SAMT to provide vertical/horizontal growth opportunity for the employee and also to design right trainings where there is a lack in skills are seen.

### SCOPE

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

## **OBJECTIVE**

- To ensure that the employee is aware of the objective of his role in the organization.
- To ensure that the employee's performance is evaluated and feedback is given on a regular basis.
- To reward the employee for his performance through promotions, more responsibilities etc.
- To assess the training needs
- To ensure professional and personal development of employees
- Confirmation / regularization
- Promotion
- Extension of training / probation period

## **PERIODICITY**

Performance Appraisal is to be done at the end of the probation / training period and thereafter once in a year. Performance Appraisal Process will be done once in a year which could be either in April or date of completion of probation / training period by the employee. Performance of employees who join till 30<sup>th</sup> September will be considered for review in case the appraisal cycle is fixed for April.

## **PROCEDURE**

1. The concerned HR representative communicates to Principals/ HOD's Clinical- Pre-Para / Managers regarding the entire appraisal guidelines, methodology, process and its outcomes in terms of career development & rewards.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

2. The HR representative also shares with managers, the data formats for capturing Performance Assessment ratings which need to be sent back to the HR department post entire appraisal cycle.
3. The concerned Heads of the Departments / In-charges then discuss the objectives & process with their respective appraises (i.e. reporters) prior to having appraisal discussion with each of them.
4. Employee (i.e. appraise) and immediate supervisor (i.e. appraiser) discuss and then evaluate performance of the employee against the pre-decided criteria.
5. Post the evaluation discussion, supervisor sends the datasheet & forms of all appraises to his/her manager/ H.O.D. for review.
6. Manager/ H.O.D needs to ensure that evaluation is done appropriately.
7. Performance evaluation is done based on the following criterion;
  - a) Job Knowledge
  - b) Attitude to work
  - c) Initiative
  - d) Quality of work
  - e) Quantity of work
  - f) Care of entrusted equipments & optimum use of materials/resources
  - g) Policy compliance
  - h) Personality
  - i) Behavior & Discipline
  - j) Reliability
  - k) Leadership
  - l) Interpersonal relationship
  - m) Attendance

Above criteria for evaluation of performance can be altered according to the pre-determined KPIs if any fixed for evaluation. If performance is evaluated on the basis of pre-determined





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

KPIs the HODs will have to evaluate the same on the basis of the percentage achievement against the set targets.

Separate appraisal forms with different criteria for evaluation can be prepared by HR Department in consultation with HODs for different categories of employees viz. Doctors, Nurses, Technicians and other paramedical staff, administrative staff, workers, etc.

Credit points are given for attending trainings and negative points are given for disciplinary actions taken if any.

8. During review, the manager/ H.O.D. might alter any of the performance ratings via an informed choice and a discussion with the appraiser.
9. The Department Head sends all forms & data sheet of Performance Assessment for her/ his team to HR Department. In the entire Performance Assessment cycle of the respective Department, HR will be providing guidance to appraisers/ H.O.Ds & also Function Head.
10. Final check of the entire performance ratings' distribution is done by HR Department post which it is considered as finalized. The final Assessment is to result in one of the five ratings enlisted below which are to conform
  - Outstanding
  - Exceeds Expectations
  - Meets Expectations
  - Needs Improvement
  - Poor
11. The final performance ratings are then communicated back to the employees by the respective managers/ H.O.Ds.
12. Final Performance Assessment is one of the key contributors to salary revision and career development decisions and HR Department will use these scores to decide the compensation increase whenever announced by the Management.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **Compensation and Performance Assessment (CPC) Committee**

CPC committee shall have the following members. The decision of the committee shall be final on the final appraisal process.

#### **A. For Medical / Dental Faculty**

- 1. Chairman**
- 2. Dean / Principal (Concerned institution)**
- 3. Medical Director / Superintendent**
- 4. HR Head**
- 5. Finance Head**

#### **B. For Nursing / Paramedical Faculty**

- 1. Chairman**
- 2. Principal (Concerned institution)**
- 3. HR Head**
- 4. Finance Head**

#### **C. For Non-Medical Staff**

- 1. Chairman**
- 2. Principal (Concerned institution)**
- 3. Senior Manger P & D**
- 4. HR Head**
- 5. Finance Head**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

**Flow chart on the Appraisal Process:**

<b>Sl.No.</b>	<b>Assignment</b>	<b>Responsibility</b>
1	Performance Appraisal Form is distributed to HODs in the first week of February	HR Head
2	Appraisal Form is filled after discussion with the Appraisee. The form is then signed by the HOD's and returned to HR Department by 15 <sup>th</sup> February.	Respective HOD
3	The HR Department examines the "Performance Appraisal" Forms to see whether they are filled correctly. HR will refer the forms which are not filled properly back to the respective HOD's wherever necessary and arrange for any corrections which may be required by 20 <sup>th</sup> February. HODs to return the Forms before end of February.	HR Head
4	Duly filled forms are then tabulated by HR Department and presented to the CPC committee before 2 <sup>nd</sup> week of March .	HR Head
5	CPC committee convenes meetings of all members and decides on promotions, increments, etc. based on the performance evaluation done by HODs. Before end of March	CPC Committee
6	Promotion and increment letters are released before 2 <sup>nd</sup> week of April and copies shared with Finance Dept. Training requirements are compiled to prepared Annual Training Calendar	HR Head
7	Employee appraisal forms are also examined for grievances, feedbacks & other remarks. Necessary Action is taken.	HR Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## RECORDS

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Probation / Trainee appraisal form	Manual	HOD and HR Head	7 years
Annual Appraisal form for Medical / Dental faculty	Manual	HOD and HR Head	7 years
Annual Appraisal form for Nursing and Paramedic	Manual	HOD and HR Head	7 years

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Annual Appraisal form for Non Medical Staff	Manual	HOD and HR Head	7 years
Consolidated Annual Appraisal rating form	Digital	CPC Committee	7 years

## APPROVALS

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **PERSONNEL FILE MANAGEMENT POLICY**

### **PURPOSE:**

The HR department of SAMT shall maintain a personnel file for each employee. It shall contain all the information which is relevant to the employee's status and performance and the commitments made to and by that employee. The personnel file is not necessarily a single physical entity and may include electronic records. Collectively, these documents and records constitute the personnel file

### **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

### **RESPONSIBILITY**

HR Head

### **POLICIES**

- Every staff of the hospital shall have a personal file which is started from the day the staff member is selected. The contents of each file shall be defined and documented.
- Personnel files for each and every staff/employee shall be made on their joining to the hospital and maintained by the HR department. There shall be unique Employee ID number which shall be the File number for 'Personnel File' also.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

➤ The contents of personnel files shall have the following :-

- Letter of application and supporting documents
- Curriculum Vita giving details of qualifications and experiences, etc.
- Experience certificate issued by the previous employers, if any
- Self-Attested Copies of Professional Qualification and Training Certificates.
- Registration Certificate of MCI, State Councils, DCI, Nursing Council, Pharmacy Council, etc. of all UG and PG Qualifications
- Relieving order copy from last employer
- Last Salary certificate copy
- Self declared antecedent verification form or Police verification issued from Police Station
- Referee verification form
- Interview evaluation form
- Letters of offer, negotiation, and appointment
- Letters of acceptance
- Pre-Employment health status and regular health status record including outcome of health checkups.
- Induction Training Records including the records of Mandatory training
- All records of in-service training and education shall be documented in the personal files.
- Records of immunization
- Performance reviews and responses
- Letters of reappointment, promotion, and change in appointment status
- Notification of salary changes and title changes
- Documents relating to termination of appointment, including resignations, retirement, and emeritus status
- Documents related to any disciplinary action taken

**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Revision Date: 01. 04. 2024

Page : 04 of 121

- Any incentives / awards certificate
  - Other information that relates to the employee's performance of their duties for the Organization.
  - Aadhar Card copy
  - PAN Card Copy
  - Bank Account details (Passbook page showing account number, address of the bank, IFSC code, etc.)
- Employee shall have the right to inspect his/her own personnel file. Whenever a document is added to the personnel file, copies of the document shall be given or electronically transmitted directly to the employee.
- Employee should inform change of address, change in family composition, on acquiring any additional qualification or fellowship or training, change of any other personal information to the HR department promptly.
- Personnel files shall be retained by the HR department for a period of two years past termination of appointment; then the record shall be transferred to the Database for permanent preservation.

**RECORDS**

Record	Format	Responsibility	Minimum Retention Period
Personnel File Document Check List	Manual	HR Head	7 years

**APPROVALS**

Prepared By	Verified By	Approved By	Issued By
HR Head	Principal	Chairman	Quality Head



## **LEAVE POLICY – MEDICAL STAFF**

### **INTRODUCTION**

Leave is granted to Medical Doctors (Faculty) with the good intention of providing rest, recuperation of health and for fulfilling family and social obligations. The main purpose is to facilitate and improve work-life balance and enable them to meet their personal priorities.

### **SCOPE**

This policy applies to all the Medical College/Hospital Doctors (Faculty) who are currently working on regular roll with the following two Units of the ‘Sree Anjaneya Medical Trust’ and those who will be joining as a new member of staff or transferred from other departments or Units.

Non-Medical Teaching Staff (Faculty) will be eligible for leave as per the separate ‘Leave Policy applicable for Non-Medical Staff’ provided in this manual.

- ❖ Malabar Medical College & Hospital & Research Centre

Leave will be accounted /credited as per calendar year i.e. January - December.

All leave shall be calculated from the date of joining of a Medical Staff on prorata basis.

### **TYPES OF LEAVE / ENTITLEMENT OF LEAVE**

Type of Leave	Faculty (Medical Doctors) who are working 6 days a week for minimum 6 hrs per day	Faculty (Medical Doctors) who are working 5 days a week for minimum 6 hrs per day	Faculty (Medical Doctors) who are working 3 or 4 days a week for minimum 6 hrs per day	Faculty (Medical Doctors) who are working less than 3 days a week or less than 6 hrs per day	Consultants (majorly Super specialty) who are part of Medical College faculty or otherwise work for minimum 5 days a week
<b>CL</b>	<b>12</b>	<b>12</b>	<b>6</b>	<b>NA</b>	<b>6</b>
<b>or EL</b>	<b>12</b>	<b>6</b>	<b>3</b>	<b>NA</b>	<b>6</b>
<b>SL</b>	<b>12</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>6</b>

**Abbreviations: CL: Casual Leave; PL/EL: Privilege or Earned Leave; SL: Sick Leave**





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **DESCRIPTION**

1. No half day leave is permitted.
2. Staff whose date of joining service falls between 1st to the 15th of a month are entitled to get the leave credit for that month and after 16th to the end of the month are not entitled for the leave credit for that month.
3. If a Staff is relieved on any day between 1<sup>st</sup> to 15<sup>th</sup> of a month, then he / she is not entitled for leaves due for that month and any day between 16th to the end of the month then he / she is entitled for leaves due for that month.
4. Any leave should be granted, applied and approved through the HOD followed by the approval of Medical Director / Medical Superintendent and forwarded to the Human Resources Department.
5. The Organization reserves its right to refuse, postpone, revoke or curtail leave as per the exigencies of work.
6. Any communication to a Staff shall be sent to her/ his last given address available on the Organization's records. It will be the responsibility of the employee to inform the Organization of any change in her/ his residential/communicative address. Contact phone number should be mentioned in the Leave application form.
7. If a Staff is on notice period, he / she will be eligible for entitled leave only.
8. Different types of leaves cannot be clubbed.
9. Claims for any kind of leaves other than those mentioned incorporated in this policy shall be subjected to the approval and discretion of the management.

### **A. Casual Leave (CL)**

Casual Leave is a leave of short duration, which may be availed by an employee for sudden leave requirements to meet personal/family exigencies, should be informed.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **Eligibility**

- All Staff, who are on regular roll, will be entitled for this type of leave.

### **Entitlement**

- 3 leaves per quarter and can take a maximum of 3 days at a time.
- Casual leave can be suffixed or prefixed to holidays or weekly offs but not both.
- Weekly offs and Public Holidays Intervening with Casual Leaves shall be treated as a part of the leave.
- CL cannot be prefixed or suffixed with Compensatory off.

### **Accumulation**

- Casual leaves cannot be accumulated and will be lapsed at the end of leave year.

### **Process to avail**

CL shall be applied in advance and availed with prior approval of the head of the department followed by approval of Medical Director / Medical Superintendent and forwarded to the Human Resources Department except in any emergency. In case of an emergency, an employee shall inform his department head over the telephone or by other means, explaining his / her inability to attend duty. Such information should reach the HOD at least 4 hours before starting the duty time/shift time. The department head will see to it that intimation is passed on to the Human Resources Department. Through Medical Director / Medical Superintendent, the employee should regularize the absence within a maximum of 24 hours of resumption of duty. Any employee who fails to do so will be treated as unauthorized absence without pay.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **B. Sick Leave (SL)**

Sick Leave is exclusively and strictly meant to be availed only when the employee is sick.

### **Eligibility**

- All regular employees are eligible on completion of 1 year of continuous service.

### **Entitlement**

- All regular employees are eligible to avail 3 leaves per quarter or as per the eligibility.
- Weekly offs and Public Holidays can be prefixed or suffixed with Sick leaves but not both.
- Weekly offs and Public Holidays Intervening with sick leaves shall be treated as a part of these leave.
- If any employee exhausts his sick leaves and continues to be sick the additional number of days applied as sick leave will be debited from any other leave at credit only on request of the employee or will be treated as LOP.
- Sick Leave cannot be accumulated.

### **Process to avail**

- Wherever possible intimation for Sick Leave should be applied and get it approved prior to proceeding on leave or intimated to HOD by phone well in advance. In all cases intimation to the respective HODs should be given on the same day at least one hour before the shift timings through phone.
- Any sick leave request duly approved by HOD shall be forwarded to Medical Director / Medical Superintendent and then intimated to HR dept. on the same day and leave application submitted should be forwarded to HR department immediately upon resuming work after such leave by the employee.
- Any sick leave request for a day shall be self-certified by the employee and for more than a day shall be supported by a medical certificate issued by a Physician authorized by the Institution.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **C. Earned Leave or Privilege Leave or Annual Leave (EL/PL/AL)**

Privilege leave is 'earned' leave which the employee is entitled to avail on prorated basis.

#### **Eligibility**

- Every employee will be eligible for Earned Leave after twelve months continuous service.

#### **Entitlement**

- All permanent employees are eligible to avail 12 days of EL in a year.
- EL shall be taken only for complete days for minimum 3 days and to a maximum of four spells in a calendar year except on medical grounds.
- Privilege leaves can be suffixed or prefixed to holidays but not both.
- Weekly offs and Public Holidays intervening with privileged leaves shall be treated as a part of the leave.

#### **Accumulation**

- Privilege leave can be accumulated up to a maximum of 24 days.

#### **Process to avail**

- Privilege leave shall be planned well in advance and leave request duly approved by HOD shall be submitted to Medical Director / Medical Superintendent for further approval and then intimated to HR dept. at least 07 days before the employee goes on leave.

### **D. Compensatory Off**

Compensatory Off should be availed within 60 days of working on a weekly-off/holiday or it will be lapsed. Accumulation of compensatory off up to maximum 3 days will be allowed. Permission of HOD is mandatory. One may not work on a PH/ Week off unless approved by the concerned HOD. This is to ensure that misuse of the facility to avail compensatory off is avoided.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **E. Stay Duty**

Hospital 'Stay duty' is a mandatory requirement for Jr. Residents, Sr. Residents, Assistant Professors and Associate Professors. 4 to 6 stay duties per month is to be done by Sr. Residents and Assistant Professors and 2 to 4 stay duties per month by the Associate Professors. Stay duty of Jr. Residents will be as per the number of Residents available every month and as per the duty roster made by the Medical Superintendent/ Medical Director. All Jr. Residents together are expected to cover all nights to ensure uninterrupted patient care.

### **F. Special Casual Leave**

Associate Professor and above is eligible. This will be approved only in case if a faculty becomes a presenter in a conference or is requested to be an examiner. Maximum 10 SCL will be allowed in a year. Prior approval from HOD & Principal is to be obtained along with submission of necessary documents.

### **RECORDS**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Leave Register	Digital	HR Head	7 years
Leave Application Form	Manual	HR Head	7 years

### **APPROVALS**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **LEAVE POLICY – NON-MEDICAL STAFF**

### **INTRODUCTION**

Leave is granted to employees with the good intention of providing rest, recuperation of health and for fulfilling family and social obligations. The main purpose is to facilitate and improve work-life balance for employees and enable them to meet their personal priorities.

### **SCOPE**

This policy applies to all the non-medical employees (other than Medical and Dental College Faculty) who are currently working with the following four Units of the ‘Sree Anjaneya Medical Trust’ and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

Leave will be accounted / credited as per the calendar year i.e. January - December.

All leave shall be calculated from the date of joining of employee on prorata basis.

### **DEFINITIONS / ABBREVIATIONS OF TYPES OF LEAVE:**

<b>No.</b>	<b>Description</b>	<b>Abbreviation</b>
1.	Casual Leave (CL)	CL
2.	Sick Leave (SL)	SL
3.	Earned Leave or Privilege Leave or Annual Leave	EL/PL/AL
4.	Maternity Leave & Miscarriage Leave	ML
5.	Deputation / On Duty (Training / External duty, etc.)	OD
6..	Compensatory off	CO



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **DESCRIPTION**

1. Leave of more than half a day will be considered as one full day.
2. Employees whose date of joining service falls between 1st to the 15th of a month are entitled to get the leave credit for that month and after 16th to the end of the month are not entitled for the leave credit for that month.
3. If an employee is relieved on any day between 1st to 15th of a month, then he / she is not entitled for leaves due for that month and any day between 16th to the end of the month then he / she is entitled for leaves due for that month.
4. Any leave should be granted, applied and approved through the HOD and after Preliminary approval the same should be submitted to HR for final approval.
5. The Organization reserves its right to refuse, postpone, revoke or curtail leave as per the exigencies of work.
6. Any communication to an employee on leave shall be sent to her/ his last given address available on the Organization's records. It will be the responsibility of the employee to inform the Organization of any change in her/ his residential/communicative address. Contact phone number of employees should be mentioned in the Leave application form.
7. If any employee is on notice period, he / she will not be eligible for any type of leave.
8. Leave encashment is allowed only during full and final settlement as a result of termination of employment. Leave encashment during service is not allowed. At the time of relieving as a result of termination of employment only Earned Leave credit upto maximum of 24 days will be encashed to the employee along with his/her full and final settlement.
9. Different types of leaves cannot be clubbed.

### **A. Casual Leave (CL)**

Casual Leave is a leave of short duration, which may be availed by an employee for sudden leave requirements to meet personal/family exigencies.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **Eligibility**

- All regular employees (including trainees will be granted, but not as a right), are eligible.

### **Entitlement**

- All regular employees are eligible to avail 3 leaves per quarter and can take a maximum of 3 days at a time .i.e. 12 leaves in a year.
- Casual leave can be suffixed or prefixed to holidays or weekly offs.
- Weekly offs and Public Holidays Intervening with Casual Leaves shall be treated as a part of the leave.
- CL may be taken for half a day or multiples of half a day but with prior permission. CL cannot be prefixed or suffixed with Compensatory off.

### **Accumulation**

- Casual leaves cannot be accumulated and will be lapsed at the end of leave year.

### **Process to avail**

CL shall be applied in advance and availed with prior approval of the head of the department and intimation to the Human Resources Department except in any emergency. In case of an emergency,

an employee shall inform his department head over the telephone or by other means, explaining his / her inability to attend duty. Such information should reach the HOD atleast 4 hours before starting the

duty time/shift time. The department head will see to it that intimation is passed on to the Human Resources Department. The employee should regularize the absence within a maximum of 24 hours of resumption of duty. Any employee who fails to do so will be treated as unauthorized absence without pay.





SREE ANJANEYA MEDICAL TRUST

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

HUMAN RESOURCES DEPARTMENT  
MANUAL

Revision Date: 01. 04. 2024

Page : 04 of 121

## B. Sick Leave (SL)

Sick Leave is exclusively and strictly meant to be availed only when the employee is sick.

### Eligibility

- All regular employees (including trainees will be granted, but not as a right), are eligible on completion of 6 months of continuous service.

### Entitlement

- All regular employees are eligible to avail 3 leaves per quarter .i.e. 12 leaves in a year.
- Weekly offs and Public Holidays can be prefixed or suffixed with Sick leaves.
- Weekly offs and Public Holidays Intervening with sick leaves shall be treated as a part of the leave.
- If any employee exhausts his sick leaves and continues to be sick the additional number of days applied as sick leave will be debited from any other leave at credit only on request of the employee.

### Accumulation

- Sick leaves over and above 24 days shall be lapsed at the end of the leave year.
- In the event of leaving the services of the company, SL balance cannot be en-cashed.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **Process to avail**

- Wherever possible intimation for Sick Leave should be applied and get it approved prior to proceeding on leave or intimated to HOD by phone well in advance. In all cases intimation to the respective HODs should be given on the same day at least one hour before the shift timings through phone.
- Any sick leave request duly approved by HOD shall be informed to HR dept. on the same day and leave application submitted should be forwarded to HR department immediately upon resuming work after such leave by the employee.
- Any sick leave request for a day shall be self-certified by the employee and for more than a day shall be supported by a medical certificate issued by a registered medical practitioner of MMCH, not below the rank of Assistant Professor or Senior Resident. Those who are covered under ESIC should submit certificate only from the ESIC Medical Officer. Sick Leave for more than one day will be granted by ESIC on the basis of ESIC Medical Certificate. All those covered under ESIC, sick leave can be granted maximum for a period of one day at a time. If an ESIC covered employee is sick for more than one day sickness benefits will have to be claimed through ESIC and such leave for more than one day certified by ESIC Medical Officer should be submitted to HR Department.

### **C. Earned Leave or Privilege Leave or Annual Leave (EL/PL/AL)**

Privilege leave is 'earned' leave which the employee is entitled to avail on prorated basis.

#### **Eligibility**

- Every employee will be eligible for Earned Leave after twelve months continuous service.

#### **Entitlement**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- All permanent employees are eligible to avail 12 days of EL in a year.
- EL shall be taken only for complete days for minimum 3 days and to a maximum of four spells in a calendar year except on medical grounds.
- Privilege leaves can be suffixed or prefixed to holidays but not both.
- Weekly offs and Public Holidays intervening with privileged leaves shall be treated as a part of the leave.

#### **Accumulation & Encashment**

- Privilege leave can be accumulated up to a maximum of 24 days. Encashment of PL in credit will be encashed maximum upto 24 days only along with the full and final settlement as a result of termination of employment. EL cannot be encashed during the period of employment.

#### **Process to avail**

- Privilege leave shall be planned well in advance and leave request duly approved by HOD shall be submitted to HR dept. at least 07 days before the employee goes on leave.
- Any leave request shall be duly approved by HOD.

#### **D. Maternity Leave (ML)**

Maternity leave is the entitlement for a female employee when she is expecting a child.

#### **Eligibility**

- All permanent regular female employees are eligible.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **Entitlement**

- Maternity Leave benefits will be as per the provisions of the Maternity Benefit Act 1961. No woman shall be entitled to maternity benefit unless she has actually worked in an establishment of the employer from whom she claims maternity benefit, for a period of not less than Eighty Days in the twelve months immediately preceding the date of her expected delivery as per the terms of the Maternity Benefit of Act 1961.
- Maternity leave is inclusive of weekly offs and public holidays.

### **Accumulation & Encashment**

- Maternity leave shall not be accumulated or encashed

### **Process to avail**

- Any Maternity Leave request duly approved by the respective HOD should be submitted to the HR Department preferably one week prior to the expected date of delivery. The ML application should be supported with a Medical certificate issued by a Registered Medical Practitioner mentioning the expected date of Delivery. Employees covered under ESIC should submit the medical certificate from ESIC Doctor.
- Any maternity leave request shall be duly approved by HOD as well as Head – HR.

### **E. Miscarriage Leave (ML)**

Miscarriage leave is the entitlement for a female employee when she has miscarriage.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **Eligibility**

- All permanent regular female employees are eligible.

### **Entitlement**

- All permanent female employees who have completed minimum 3 months working with the organization are eligible to avail miscarriage leave as per the provisions of the Maternity Benefit of Act 1961.
- Miscarriage leave is inclusive of weekly offs and public holidays.

### **Accumulation & Encashment**

- Miscarriage leave shall not be accumulated or encashed.

### **Process to avail**

- Any miscarriage leave request shall be supported by a medical certificate issued by a Registered Medical Practitioner. Employees covered under ESIC should submit the medical certificate from ESIC Doctor.
- Any miscarriage leave request shall be duly approved by HOD as well as Head – HR.

## **F. Deputation / On Duty (OD)**

Deputation / On Duty is provided to an employee to take part in training deputed by the organization / external official work, etc.

### **Eligibility**

- All regular employees who have completed 3 months continuous service are eligible.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **Entitlement**

- Employees are not eligible for any financial compensation other than regular salary but the actual expenses as per the travel policy will be permitted.

### **Process to avail**

- Any leave request shall be duly approved by HOD and HR Head.

### **G. Compensatory off (CO)**

Compensatory Off is meant to compensate the employees if he/she is required to work on a Public Holiday/National Holiday/Weekly Off.

### **Eligibility**

- All regular employees, trainees and contract employees are eligible.

### **Entitlement**

- All regular employees, trainees and contract employees, are eligible to avail compensatory off if they are required by the HOD to work full day on a Public Holiday/National Holiday/Weekly Off.
- Punch in & out time is mandatory to avail compensatory off.

### **Process to avail**

- Respective Head of Departments is expected to intimate HR department to assign compensatory off for employees who worked on a particular holiday or weekly off.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- Employees are expected to apply and get the compensatory off approved by the HOD before proceeding with such Comp off.
- CO should be availed within 60 days after the NH/PH/WO worked.

#### **H. Leave for trainees**

Any employee, who falls in the category of 'Trainee' will be eligible for only 07 days of Casual leave and 07 days of Sick Leave in a year on prorata basis.

#### **I. Special Facility for Personal Reasons**

Late coming / early going facility for personal reasons is given by the management for duration of one hour per month on prior written permission from the respective Departmental Heads and intimation to Human Resources Department. Either early going or late coming is permissible on one occasion in a calendar month.

Regular late coming / early going on normal working days will be treated as a disciplinary issue as per the attendance policies of the organization.

#### **J. Leave without pay (LOP)**

LOP may be granted only for specific and unavoidable reasons like marriage, death in the family, sickness and for enhancement of individual academics. The management discretion will be final.

### **GENERAL GUIDELINES**

#### **Hartals/Bandhs**

Hartals/Bandhs will not be declared as a holiday. It will be the responsibility of the departmental head to see that there are enough workforces to carry out the routine work. Also it will be responsibility of each employee to see that they reach the work place so that the work does not get hampered. The employees who are unable to attend the duties should get their leave request approved within 24 hours after resuming duty.

#### **Unauthorized absences**



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

Unauthorized absence by any employee for a period more than seven days will warrant instant termination from employment as per the laws and as specified in the appointment order.

**The Management reserves the right to make any changes in the leave policy as and when the need arises. All Policies on leave issued earlier for Non-Medical Staff will become obsolete. This Leave Policy will supersede all earlier Policies on Leave for Non-Medical Staff.**

## **RECORDS**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Leave Register	Digital	HR Head	3 years
Leave Application Form	Manual	HR Head	3 years

## **APPROVALS**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head

## **EMPLOYEE CONDUCT POLICY**

### **PURPOSE**

The main objective or purpose of this policy is to set and maintain standards of conduct within SAMT, and in doing so, ensure that all employees are treated fairly and consistently. It is designed to help and encourage all employees to achieve and maintain satisfactory standards of conduct.

### **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

## **RESPONSIBILITY**

- HR Head
- All employees

## **POLICY**

### **A. SERVICE STANDARD CODE:**

Service excellence is a culture. It is a way of working, a way of interacting, and a way of thinking about each of our jobs. A keen focus on teamwork, self-management, communications, customer relations, accountability and continuous improvement are the key roles to build service excellence. The Department of Human Resources has a particular role in providing service excellence training and orientation to employees. An introduction to service excellence and orientation training is provided to every new employee at induction.

### **B. CONDUCT & DISCIPLINE RULES:**

#### **1. Authority to make appointment:**

All appointments to posts in the SAMT except that of the Doctors, managers and senior staff members shall be made by the HR Head with approval of Chairman. For Doctors, Managers and other senior staff members, the appointment order shall be signed by the chairman. The chairman may, by an order and subject to such conditions as he may deem necessary and specify in the order, delegate to any other authority the power to make such appointments.

#### **2. Every employee shall at all times:-**

- Uphold the values of our Organization
- Maintain devotion to duty
- Do nothing which is unbecoming of an employee.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- Every employee holding a supervisory post shall take all possible steps to ensure the integrity and devotion to duty of all employees for the time being under his control and authority.

### **3. Absence from Station:**

- Whole time of an employee shall be at the disposal of the SAMT and he shall serve the SAMT in its business in such capacity and at such places, as he may, from time to time, be required and directed by his superior.
- Absence from workstation for lunch in the total working hours of 8 hours should not be more than 30 minutes. Those working on 6 hours straight shift or less will not be eligible for any break during the working time.
- An employee shall not absent himself from duty without having obtained permission of the competent authority.
- No employee shall leave the station where he is posted without obtaining prior permission from his immediate Superior Officer unless so authorized by the competent authority.
- Any deviation from the same shall be considered as a major misconduct and shall attract disciplinary action.

### **4. Joining of Associations by Employees:**

No employee shall join or continue to be a member of an Association or activities of which are Prejudicial to the interests of SAMT has also of the sovereignty and integrity of India, public order or morality.

It is the moral responsibility of the employee to inform / update about his/ her membership in any associations to HR Department at the time of joining the organization. In case of existing employees they should give prior written information to HR manager before joining any association.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

#### **5. Demonstration and Strikes:**

No employee shall:

- Engage himself or participate in any demonstration which involves incitement to an offense;
- Resort to or in any way abet any form of strike or physical duress in connection with any matter pertaining to his service or the service of any other employee of the SAMT.

#### **6. Secrecy:**

- No employee shall disclose to any unauthorized or unconcerned person any information regarding the set-up of the SAMT, special equipment, confidential matters, secret information or other information belonging to the SAMT, either by way of lectures, models, or writing in any newspapers, magazines, pamphlets, literature etc. or in any other way without written permission of the HOD and Principal or HR Head as per the reporting structure.
- No employee shall carry with him outside the premises of the SAMT any papers, books, photos, instruments, documents or any other property of the SAMT or relating to the SAMT's affairs, unless for official purpose, without prior written permission of the HOD and Principal or HR Head as per the reporting structure.
- Any books, sheets, diagrams, photos and other similar papers etc. containing notes or information relating to the affairs of the SAMT shall be treated as SAMT's property, whether prepared by the employees or otherwise, and shall, on demand, at any time, be returned to the SAMT. All such diagrams, charts, books, photos etc., shall be handed over by the employee to the HR department no sooner he ceases to be the employee of the SAMT.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

#### **7. Private Employment / Trading:**

No employee shall take up any other employment, whether for gain or not, without prior written permission of the management or HR Head as the case may be. Further, no employee shall, except with the previous written permission of the management or HR Head, engage himself, directly or indirectly, in any trade or business or profession or vocation.

#### **8. Safety:**

All employees shall strictly abide by the Safety Rules applicable to the employees, framed from time to time. All cases of injury to self or colleagues during the course of discharge of official duties shall be immediately reported in the prescribed incident report format by self or through HOD to Quality Head and HR.

#### **9. Smoking:**

Smoking is strictly prohibited in the building premises of the SAMT.

#### **10. Consumption of Intoxicating Drinks and Drugs:**

An employee of the SAM shall :-

- strictly abide by any law relating to intoxicating Drinks or Drugs in force in any area in which he happens to be for the time being;
- not be under the influence of any Intoxicating Drink or Drug during the course of his duty;
- Refrain from consuming any Intoxicating drinks or drug in a work place.

#### **11. Connection with Press:**

No employee shall publish or cause to be published any article written by him on any matter whatsoever in any journal, newspaper or any other publication, without the previous written permission of the HOD and Principal or HR Head as per the reporting structure.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **12. Private Telephone Calls and Network usage:**

No employee shall, except with prior permission, use SAMT's / Client's internet, telephone, telex and fax facilities for private purposes. In case, in emergencies, such a use is permitted, charges thereof may be recovered from the employee through his salary.

## **13. Identity Cards:**

- Every employee, irrespective of the position he holds, shall be issued an Identity Card with his photograph duly affixed therein and containing name, ID number, department and designation.
- Every employee shall display this Identity Card on his / her person, while on duty. Non-display of the Identity Card, on person, while on duty, shall render an employee liable for disciplinary action.
- Loss of the Identity Card shall be reported by the employee to the Head of the Department, who shall inform the HR Department immediately.

## **14. Entry & Search:**

- Employees shall enter or leave the office through the gate (s) meant for the purpose.
- Employees, while leaving the office, may be searched at the point of exit by the Gateman or any other person, appointed by the Management.
- Female employees shall be searched by a female searcher or any other female person appointed by the Management, however, a female employee will not be searched in the presence of any male person, except with her consent.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

#### **15. Return of SAMT's Property, Equipment and Tools etc.:**

- Every employee shall, before leaving the service of the SAMT, return any property, or equipment, or tools belonging to the SAMT, issued or lent to him in connection with his employment in the SAMT.
- The cost of property, equipment and tools not returned, shall be liable to be deducted from the dues payable to him.

#### **16. Conviction or arrest of an employee:**

An employee convicted by a court of law or arrested shall report promptly the facts of his conviction or arrest to Head of HR. Failure to do so shall render him liable to disciplinary action.

#### **17. Attendance:**

- Employee must be at the place of work by the fixed/notified time. Employees attending late shall be liable to be shut-out and treated absent for the particular day; however, an employee who reaches unit within 10 minutes of the fixed / notified starting time may be allowed to perform his / her duties, if the reason for coming is genuine and acceptable by the HOD. But no employee will be permitted to report late for more than 3 times in a month. Wages of those who are reporting late will be liable for deduction as per the provisions of applicable laws.
- Further, an employee coming late to work or found absent from his station / place of work during working hours, without sufficient reasons or without authorization from his / her Supervisors, shall be treated absent for the duration of his / her absence and shall not be entitled to salary for the period. In addition, the competent authority may, at its discretion, also take suitable disciplinary action against the employee concerned.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

**18. Publication of Holidays / Weekly Off Days:**

Festivals, National and other Holidays and Weekly Off days under the provisions of the relevant Shops & Establishment Act, to be observed during the particular calendar year, shall be displayed, in English, on the Notice Board of the SAMT, in January each year.

**19. Termination of Service:**

- Services of the employee other than on training may be terminated by giving him notice/payment for the number of days from either side which is mentioned in the appointment order based on Management's discretion.
- Notice of resignation and leave of any kind other than Compensatory /Duty off cannot run concurrently.
  - ✓ An order of termination of service shall be in writing and shall be signed by HR head or any Officer so nominated by Chairman. In case of general retrenchment, closing down of department or section for the SAMT or termination of service, as a result of strike, no such order shall be given.

**APPROVAL**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **GRIEVANCE REDRESSAL POLICY**

### **PURPOSE**

This policy aims to resolve any employee grievance amicably through discussion. Grievance can be settled at the department level or HR level or finally through the Grievance Committee level. All efforts should be taken to resolve most of the grievance of employees at the department level.

### **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

### **RESPONSIBILITY**

HR department/ Functional Heads

### **DESCRIPTION:**

#### **a. Informal Grievance (Verbal):**

An employee shall communicate a grievance verbally to his/her Supervisor / HOD. Such verbal grievances conveyed to first the immediate Supervisor and if it is not resolved the same should be escalated to the Head of the Department. All verbal grievances raised at the department level should be resolved within a period of maximum 4 days.





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

**b. Formal Grievance (In writing):**

An employee can also raise a grievance in writing instead of verbal mode. Such grievances shall be first addressed to the Supervisor for redressal. Supervisor shall look into the grievance and shall take all efforts to resolve it within 2 days and the settlement arrived shall be written and signed by the Supervisor and employee and send to the HR Department through the Head of the Department for keeping it in record. If the employee is not satisfied with the settlement of the grievance or there is no settlement

could be made at the Supervisor level, such grievance shall be escalated to the Head of the Department by the Supervisor or the employee. Head of the Dept. shall also take efforts to resolve the grievance within 2 days by talking to the employee. If there is no settlement is arrived even at the HOD level, the HOD shall forward the grievance with the noting of both Supervisor and HOD to the HR Department.

In case of dual reporting, any grievance related to the administrative issues should be reported to the administrative reporting head and functional grievances to the functional head.

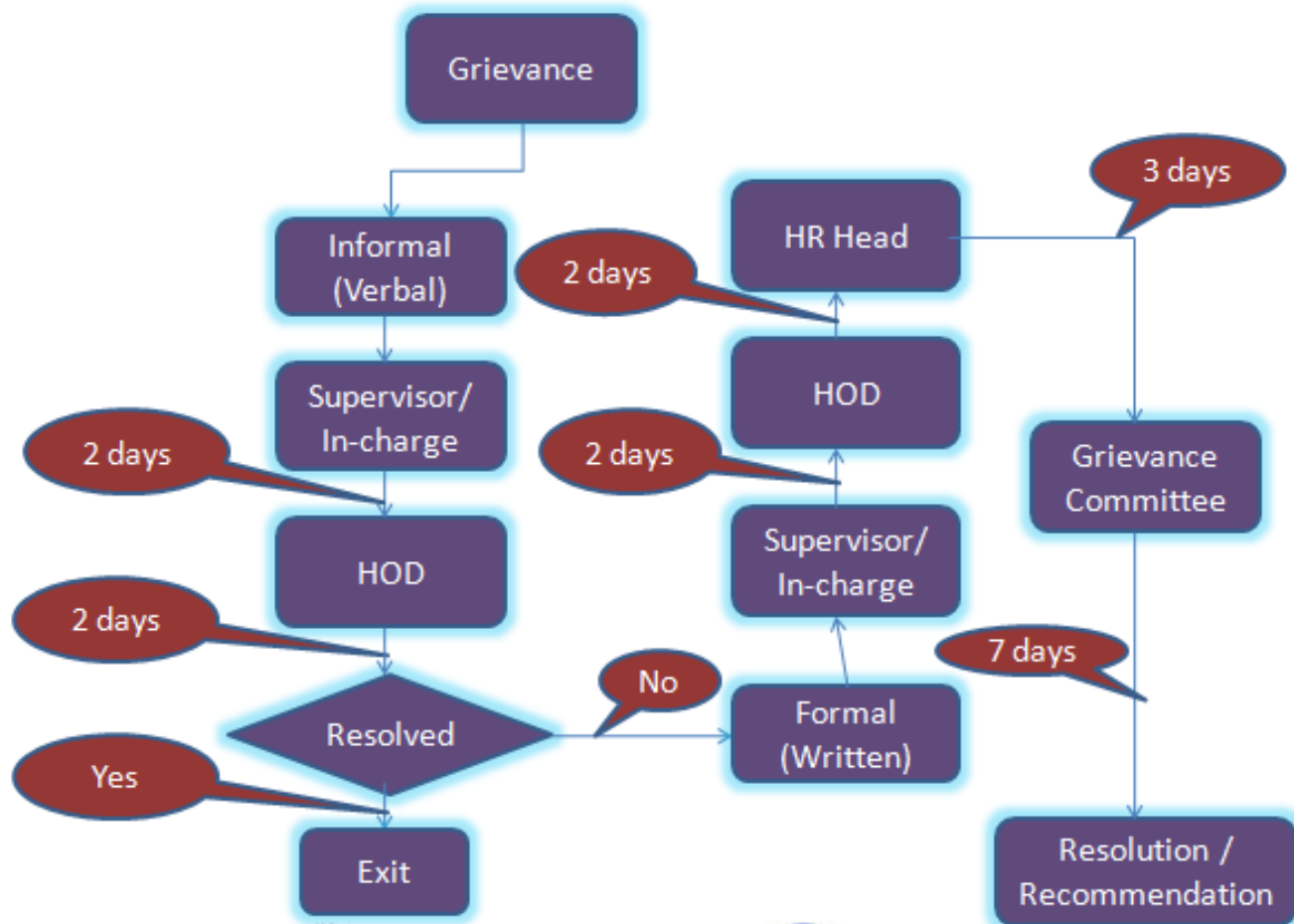
The Head of the HR department shall examine the matter and shall, within next 3 days make an effort to resolve the issue. If the employee is still not satisfied, he/she may escalate the matter to the Grievance committee.

The Grievance Committee within 7 working days shall do an enquiry and submit a detailed report with recommendations to the HR head and further action based on the recommendation of the committee will be initiated from the HR department in case of non Doctor. In the case of Doctor, the committee should consist of Doctors and the action should be initiated by the Principal.

Structure of the committee shall be Business Head (Chairperson), HOD of the complainant, Unit HR head and Finance Head. In the case of Doctor, Nurse or any other Paramedical Staff, instead of Business Head, the Medical Director or Medical Superintendent will be the Chairperson. In the case or enquiry is against any of the member of the committee, then he or she is excluded from being appointed as committee member.



**GRIEVANCE REDRESSAL FLOW CHART**



**RECORDS**

Record	Format	Responsibility	Minimum Retention Period
Grievance Register	Manual	HR Head	7 years

**APPROVALS**

Prepared By	Verified By	Approved By	Issued By
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **EMPLOYEE DISCIPLINARY POLICY**

### **PURPOSE**

Disciplinary policy of SAMT aims to maintain cordial and harmonious relations among employees and resolve differences, if any, through mutual discussions, to create a sense of belongingness and ownership amongst the employees.

### **OBJECTIVE**

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

### **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

### **RESPONSIBILITY**

- HR Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **POLICY**

### **1. Overall Principles of Discipline:**

- The Management shall give utmost importance for discipline in the campus.
- The Management shall not tolerate indiscipline and expects each employee to maintain the appropriate standards of conduct.
- Minor lapses from accepted standards of behavior shall normally be responded to by informal advice for corrections.
- Formal disciplinary proceedings shall not be started without prior investigation of the alleged offence.
- Employees shall have the right to state their case, orally and/or in writing, before a decision on disciplinary action is reached.
- Employees shall have the right to be represented.
- Employee shall receive written confirmation of any penalty imposed.
- No employee shall be dismissed for a first breach of discipline unless it is a major offence.
- Matters shall be dealt with quickly and within the specified time limits wherever practicable.
- Criminal offences unless proven in the court of law not related to the individual's employment shall not be treated as automatic reason for dismissal. The main considerations shall be whether the offence is one that makes the employee unsuitable for his/her job or the effect of the conviction on the reputation of the organization.
- The disciplinary process may be implemented at any of the formal stages set out below, dependent on the seriousness of the complaint against the employee, or as a cumulative result of previous disciplinary action.
- If an employee fails to attend a disciplinary hearing on a second occasion without justifiable reason then a disciplinary decision shall be taken in his/her absence based on the information available and the same shall be communicated to the individual.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- No act of misconduct which is committed on less than three occasions within a span of one year shall be treated as habitual.
- The misconducts enumerated under the standing orders are only illustrative and not exhaustive and an employee can be punished for an act of misconduct which is not included in the standing order but punishable under any of the other applicable labour laws.
- An employee may be served with charge-sheet and / or punished for any misconduct, though it may be committed outside the premises, which directly or indirectly affects the discipline of the Institutional or connected with the work of the company.

## **2. Nature of Penalties:**

The Management, at its sole discretion, may impose on an employee any of the following penalties for the misconduct conducted by him:

### **a. Minor Penalties:**

- Censure
- Suspension without salary for a period not exceeding ten days;
- Withholding of increment (s) of pay with or without cumulative effect;
- Withholding of promotion
- Demotion to the next lower position and grade with or without reduction in salary
- Recovery from pay or such other amount as may be due to him of the whole or part of any pecuniary loss caused to the Institution by his negligence or breach of orders.

### **b. Major Penalties:**

- Simple termination with or without notice based on gravity of the misconduct
- Discharged from service without notice which may not be a disqualification for future employment; and



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- Dismissed from service without notice which shall be a disqualification for future employment.

### **3. Process**

- An employee, against whom an enquiry is to be held, shall be given a show cause / charge-sheet clearly setting forth the circumstances appearing against him and requiring explanation. He shall be given an opportunity to reply to the charges and shall also be permitted to be defended by a representative who must be a co-employee or as may be permitted by law. Except for the reason, to be recorded in writing by an Enquiry Officer, the employee shall be permitted to produce witnesses in his defense and cross-examine any witnesses on whose evidence the charge rests. A concise summary of the evidence by either side and the plea of the employee shall be recorded in English. The Management may, in its sole discretion, appoint an outsider as an Enquiry Officer.
- If an employee refuses to accept charge-sheet, order or other communication served in accordance with these rules and provided that he has been asked to accept the charge-sheet in the presence of at least one witness, he shall be told verbally the time and place at which the enquiry into his alleged misconduct is to be held and if he refuses or fails to attend at that time, the enquiry shall be concluded exparte and the punishment imposed.
- In case of a strike or a lock-out or under other circumstances when an employee is not available in the premises for the service of charge-sheet, a display of the charge-sheet in the name of the employee on the Main Notice board of the Institution and the copy sent by Registered A.D. to the last known address available with the Company. It shall be deemed to be proper and adequate service even the Registered A.D. Letter returned un-served by the postal authority for any reason whatsoever and if he fails to



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

attend the enquiry at the appointed time and place, the enquiry will be concluded exparte and punishment imposed.

**4. Interpretation:**

If any doubt arises regarding interpretation of any provisions of these rules, the matter shall be preferred to the Head of the HR Dept., for decision

**5. Residuary Power:**

Every case which is not covered by these rules or which requires relaxation of all or any of the provisions of these rules shall be referred to the Head of the HR Dept., who shall examine it and submit it to the Chairman for decision.

**6. Misconduct (Unacceptable behaviors/act):**

Employees shall be expected to behave in a manner befitting their role and responsibility and demonstrative of SAMT's values of Integrity, fairness and Excellence. While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of misconduct that may result in disciplinary action, including termination of employment:

**7. Acts & Commission Constituting Misconduct:**

The list of misconduct is specified in detail under the standing orders (please refer the standing order attached to this policy).

**8. Procedure**

- Any act of misconduct/discipline shall be reported to the HR Head in writing, which shall order to conduct an enquiry and may select the enquiry committee / enquiry officer.
- There can be more than one Officer for the enquiry if the Chairman if so desires.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- The selection of Enquiry Officer and committee members shall be based on the nature of misconduct and the staff / persons involved in the misconduct.
- The employee should be given an opportunity to present his point of view on the alleged misconduct.
- The punishments shall be levied on the basis of the findings of the enquiry, past record of the employee and the gravity of the misconduct.
- The decision as to whether the punishment to be levied should be major/minor shall vest with the HR Head/Principal/ Chairman, depending on the enquiry report submitted.

#### **9. Procedure to handle misconduct:**

##### ➤ **Informal Action**

Minor faults will be dealt informally by way of advice, coaching, counseling or training as appropriate. Examples of such offences would include isolated instances of poor time keeping, unauthorized absence or non-compliance with sickness notification rules.

The immediate line manager would normally have responsibility for bringing the matter to the attention of the member of staff and discussing it with them. Generally, this will resolve the problem without recourse to the formal disciplinary process.

The member of staff should be advised clearly of the standard of behavior expected of them and informed that if he/she does not improve then they will be subject to formal disciplinary action as set out below.

##### ➤ **Formal Action**

- In respect of matters that are more serious than minor breaches of conduct, the alleged conduct will be dealt with formally as speedily as possible. Any such matter will be fully investigated before a decision is made as to whether it is proper to institute a formal disciplinary action.
- If the allegation is such that if proven it would warrant a formal warning then a formal hearing should be given to the employee to express his / her side of the allegation.





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **Stage 1: Oral Warning:**

When conduct does not meet acceptable standards the employee will normally be given an oral warning by the Manager authorized to do so. This will generally be the Head of Department or equivalent. A brief note of the oral warning will be kept on the employee's personnel file and will be copied to the employee making it clear that the warning is the first stage of the formal disciplinary process. A copy should also be sent to HR department.

### **Stage 2: Written Warning:**

If the offence is of a serious nature, or a further offence occurs while a formal oral warning is still active, a written warning will be issued to the employee by the HR department as per the recommendation of the respective department manager. The written warning will give details of the complaint, the findings of the disciplinary interview, the improvement(s) required and the timescale for improvement if appropriate. A copy of the letter and associated documentation will be kept on the individual's personnel file.

### **Stage 3: Dismissal:**

If conduct remains unsatisfactory and the employee still fails to meet the prescribed standards, or in the case of gross misconduct, dismissal will normally result.

## **10. Appeals:**

### **A. Appeal against Formal Disciplinary Action**

- Except where dismissal is recommended as punishment, an employee who wishes to exercise the right of appeal should give notice in writing, stating the grounds for appeal, within ten working days. The notice of appeal shall be addressed to HR Head, who will send a copy of the notice to the Chairman for information.
- The grounds on which an appeal can be heard are limited to a review of the reasonableness of the decision which is the subject of the appeal, a plea that the penalty imposed is too harsh in



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

the light of mitigating circumstances, or that the correct procedure was not followed. An appeal does not normally constitute a complete re-hearing of the original case. “Rehearing” is only convened in exceptional circumstances where the Chairman concludes that the original hearing was fundamentally flawed.

- The appeal will be heard by the HR Head, along with a senior member who is independent of the process to date. The Chairman will nominate a senior staff along with the HR Head to hear the appeal and submit a report for consideration.
- All documentation should be exchanged no later than five working days before the Appeal Hearing. Should either party seek to introduce subsequent information at the Hearing itself then this must be shown to be new or not previously available in order to be considered. An adjournment, for a mutually agreed period, shall be granted to consider any such information.
- The Chairman’s decision based on the report submitted by the appeal committee will be final. The decision will be communicated to the employee in writing within appropriate time of closing of the appeal hearing.

#### **B. Appeals against Dismissal:**

No appeals will be entertained by the management after dismissal or termination of service as a part of disciplinary action.

#### **11. Contents of Notice:**

The HR Head should ensure that the letter giving the employee notice of the requirement to attend the hearing contains the following information:

- The date, time and place of the hearing.
- The names and positions of the management representatives who will conduct the hearing.
- A statement of the issues to be considered at the meeting.
- Copies of relevant documentation to be produced by management at the hearing.
- A statement that the employee is required to provide copies of any documents which he/she intends to refer to at the hearing



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **12. The procedural stages at the enquiry will be as follows:**

Enquiry process shall be conducted as per the provisions of the law by giving enough opportunity to the employee to explain, produce witnesses, submit documentary proofs, opportunity to cross examine management representatives witnesses etc.

## **RECORDS**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Disciplinary violation register	Manual	HR Head	7 years

## **APPROVALS**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head

## **REWARDS & RECOGNITION POLICY**

### **PURPOSE**

This policy is intended to recognize and appreciate an employee on outstanding contributions that further the goals and objectives of SMAT. Ongoing, meaningful rewards and recognition provide an effective, low cost way of raising moral and encouraging higher levels of performance. We believe that sustained and consistent performance by a single employee or team needs to be given due recognition. The main objective of this policy is to recognize exemplary positive achievements, innovation, or behaviors of employees at individual and team level. This is also to encourage others to try and make a positive performance and cultural difference.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

## **RESPONSIBILITY**

- HR Head
- Concerned Department Head

## **POLICY**

### **Criteria for eligibility for recognition rewards:**

- Exemplary work ethic/ behaviors
- Positive interactions with internal & external customers observed on the job
- Consistent high quality of work output serving as benchmarks for others
- Any innovation which has streamlined/ simplified organizational processes
- Any positive contribution to institution's revenue or cost efficiency via a new idea
- Positive feedback from patients as well as internal customers



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

### **Employee recognition can be possible by**

#### ✓ **Monetary Rewards& other Formal Rewards**

Monetary incentive means a kind of incentive that pays for good performance of employee through Money. Monetary incentive includes a lump sum cash award, Merit Pay, profit sharing plan, Pay and allowance, commission, bonus, fringe benefits and perquisites. There are also various other ways to recognize employees work in formal ways. For example Career advancement, job enrichment, employees participation, Formal letter of appreciation etc. Formal rewards are an alternative to the spontaneous rewards which are given on an immediate basis; formal rewards are more planned as compared to non-formal rewards.

#### ✓ **Non-Monetary Rewards or Informal Rewards**

Non-monetary incentive is given to an employee for best performance through perks and opportunities. These are valuable to the employee as they result in the increased morale of the employee as they get to learn new skills and can pursue the advance opportunity. It is not necessary that only money is the motivator, when the Non-monetary incentive is rewarded to the employee it results in satisfaction of self-actualization and self-esteem needs. Rewarding work is always a strong motivator. This is the most effective means of rewarding and recognizing the efforts of employees on an immediate basis. It is generally given in the form of Personal or verbal thank you, an email or personal note to the individual, sharing achievement in team meetings, a day off for a job

HR Department will prepare an annual 'Employee Recognition Plan' with budgetary requirements and submit to the Chairman for approval. Based on approval, programs will be conducted to recognize the selected employees. An Employee Recognition Committee consisting of a Dy. Medical Superintendent, CNO, Operations Head, Sr. Manager-P&D and HR Head will be the members in this Committee.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## RECORDS

Record	Format	Responsibility	Minimum Retention Period
Employee Recognition Recommendation Form	Manual	HR Head	7 years

## APPROVALS

Prepared By	Verified By	Approved By	Issued By
HR Head	Principal	Chairman	Quality Head

## EMPLOYEE WELFARE POLICY

### PURPOSE

SMAT Realize that employees are its greatest asset. SMAT believes in the welfare of its staff and have a solid and ever improving plan for the same which creates a deep sense of belongingness and ownership towards organization and high level of professional satisfaction.

### SCOPE

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
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**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **RESPONSIBILITY**

- HR Head
- Head of the Departments

## **POLICY**

Employee welfare is divided into two categories.

### **a) Statutory Welfare**

SAMT is committed to comply with all the statutory obligations and especially in case of employee welfare. All statutory welfare measures and compliance which are applicable to SMAT and or its affiliated institutes shall be followed without any fail. Details are defined in Statutory Compliance Policy. Please refer the same for details.

### **b) Non-Statutory Welfare**

SMAT is keen about the welfare of its greatest asset 'human resource' and the these non-statutory welfare activities will be in addition to the statutory welfare measures.

### **Subsidized food:**

Food shall be provided at subsidized rates for employees from the canteen. It should be ensured that the employees are charged less than the normal charges in the canteen. All regular food items available in the canteen should be on a discounted rate, but special foods or custom-made foods can be charged on normal rate. Canteen Committee shall have Canteen Manager, Sr. Manager-P&D, Sr. Manager-Admn., HR Head and Finance Head as its members. Canteen Committee shall convene meeting once in 3 months and shall review the functions of the committee and shall decide on the discount pattern to be followed for employees and other canteen related matters.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

**Accommodation:**

Considering the demographical features and non-availability of ample accommodation facilities outside the campus, providing adequate accommodation to the staff become a welfare concern to the management. To meet the same, staff shall be provided with Accommodation facility at reasonable rates as per the availability of accommodation inside the campus. First preference will be given to doctors, nursing and then to the technicians who need to work on round the shift schedule and the maintenance and administrative staff are required to be in the campus to attend any emergency situations.

**Transportation:**

Transportation shall be provided to Faculty members staying outside the campus and also to select few hospitals based staff involved in clinical activities. Transportation can be either free or on subsidized basis. Transportation Committee including the above members (similar to Canteen Committee except in place of Canteen Manager, Vehicle In-charge will be included) shall convene the meeting of Transport Committee and shall review the permissions given for free or subsidized transport, fixing the rates for transport charges for staff, review of transport expenses incurred, etc. During on-call, faculty members staying outside shall be provided with transportation if demanded by the faculty member.

**Recreation facilities:**

SAMT has an open policy on staff recreation. It is based on the realization that an enchanted work group can only produce better output. SAMT is committed to the physical and mental well-being of its staff without compromising its core service areas concerned.

The following recreation facilities will be provided to the staff

- Gymnasium
- Playground with Trainer for all games
- Canteen





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **RECORDS**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Request Form for Canteen Facility	Manual	HR Head	7 years
Request Form for Transport Facility	Manual	HR Head	7 years

## **APPROVALS**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head

## **HEALTH AND SAFETY POLICY**

### **PURPOSE**

To describe the process and method established by SAMT for the determination of mechanism and methods adopted to ensure the health and safety of its employees.

### **SCOPE & APPLICATION**

This policy shall be applicable to all the institutions affiliated to SMAT

### **RESPONSIBILITY**

Though it is the Health and safety policies pertaining to all the staff, all the department heads are responsible to ensure the proper and effective implementation of this policy. Being it is closely related to the staff of the organization HSE Officer under the Quality department will be considered as the prime responsible official in this regard.

### **DEFINITION**

Health and safety mean the physical and mental comfort of an employee during his work at workplace and working time.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **DESCRIPTION**

- Pre-employment and Annual Health Medical Check up
- Work Related Hazards or Occupational Hazards
- Infection Control
- Staff instructions
- Radiation Safety
- Health Privileges

### **Pre-employment and Annual Health Medical Check up**

To ensure that anyone joining the organization is of sound health so as to carry out safely & effectively the requirements of their job, it is mandatory that the candidate has to prove medically fit on his/her own cost and certified by SAMT recognized medical officer to begin his/her employment with SAMT or its affiliated institutions..

## **SCOPE**

The policy covers all new joiners including those on probation (but excluding those comes to work as 'Observer' or 'Trainee' for a period not exceeding 90 days. Trainees or Observers will not be directly engaged in any direct patient care activities during first 90 days).

## **RESPONSIBILITY**

HR Head

## **POLICY**

- Pre- Employment Medical Examination (PEME) is mandatory for all new recruits.
- PEME shall take place after the offer of appointment letter has been issued to the recruit.
- In addition the management reserves the right, at any time during the course of employment, to request a medical opinion on the state of health of an employee, if it has any reason to



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

believe that the state of health of an employee precludes him from safely delivering patient care or contributing effectively to business goals.

- All investigations shall be evaluated by a deputed clinician by the Institution.
- Test result and finding of the lab or radiological or physical examination shall be documented on the specific format.
- All expenses incurred on PEME shall be borne by the employee in full. The amount incurred for PEME can be paid as cash or can be deducted from first salary.
- No recruit shall be denied employment for being HIV<sup>+ve</sup>, except in cases where a candidate is already undergoing a treatment for advanced stage of HIV<sup>+ve</sup> and need continuous treatment.
- Health Checkup: Following categories of staff members are required to undergo an annual health check up. 50% of the expenses incurred will be borne by the institution.

<b>Category of staff</b>	<b>Tests required</b>
All Medical & Non Medical Staff working under all the Institutions of SAMT	CBC Hemoglobin Total WBC Count Platelet count <u>Differential Count:</u> Neutrophils Lymphocytes Eosinophils Monocytes PCV ESR
Food handlers	Physician's consult Dermatology consultation Above test + Ova & Cyst tests

- Test result / finding are documented, and a copy is kept in personnel file of the employee. An additional copy of the test results may be given to the employee on request.
- Those found to be having significant test results will be extended medical care as per "Medical Benefits Programme" and as per management's discretions in some cases.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

**Immunization: -**

Following categories of employees will be immunized for Hepatitis B vaccine.

- Doctors
  - Staff Nurses and other nursing staff and Nurse Assistants
  - Technicians
  - Paramedical staff
  - Ward boys
  - Sweepers.
  - Food Handlers
- ✓ Responsibility for the immunization programme shall vest with 'Infection Control Department' under the Quality Department and in coordination with Nursing Head and other Head of Departments.
- ✓ Record of immunization of all employees shall be kept with HR Head and Infection Control Department. IC Department will keep a track of subsequent doses of vaccination and ensure that it is given in time.
- ✓ Annual Health Checkup: - Yearly once Medical Health Checkup is mandatory for all the employees who are in direct contact of patients as mentioned under the head 'immunization'.

**Health Checkup Process: -**

<b>S No.</b>	<b>Steps</b>	<b>Responsibility</b>
1.	The recruit reports in HR Dept. and is taken up for PEME after production of the offer letter.	HR Executive
2.	All the required tests are conducted followed by an elaborate physician's consultation.	HR Executive
3.	Reports collected, evaluates & physician's finding documented on the format.	New Recruit & Physician

<b>S No.</b>	<b>Steps</b>	<b>Responsibility</b>
4.	Fitness certificate issued	Physician
5.	Offer of appointment confirmed & copy of reports along with fitness certificate is retained in file.	HR Head.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

Candidates reported to join has to do the registration in Front Office/ Registration Desk and do the necessary investigation process like blood routine and urine routine etc.

A physician from the department of Medicine of Malabar Medical College Hospital and Research Centre will be examining the joiners and will be certified as medically fit depending upon the result of investigation and examinations.

New joiners have to pay the charges for the same or the same can be deducted from the first salary of the employee.

Infectious disease check-up like HBSag, HIV etc. are a mandatory part of the pre-employment check up to rule out the possibility of cross infection in tune with the HSE policy of the organization and infection control practice adopted in the hospital. Such tests shall be performed only after obtaining the written consent of the joiner concerned.

In case of any positive results, it will be ensured that such joiners will not be posted in areas where patient interaction is mandatory.

Any results of such medical check-up shall be kept confidential.

**Work Related Hazards:**

The various functional units shall identify their work-related hazards and shall establish required safety structures and protocols to ensure employee safety.

The organization shall have a proactive risk reduction strategy through continuous identification, management and employee education on various work-related hazards.

**Infection Control Practices:**

The hospital shall ensure that procedures are in place to manage risk of hospital acquired infection for employee's working in high-risk areas. All employees coming in direct contact with the patient shall undergo regular health checkup once a year.

The hospital shall provide necessary protective gear like aprons, gloves, masks, goggles etc. to employees performing work involving direct contact with potentially infected body tissues, blood and



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

other body fluids / secretions. The relevant supervisors shall ensure that the staff adheres to these protective requirements.

In high-risk areas the hospital shall undertake immunization to all categories of staff involved to reduce the risk of potential infection to the employees.

**Staff Education:**

Work safety related topics should be a mandatory part of the continuing staff education and training program curriculum. Special emphasis shall be given to organizing regular education programs on high risk / commonly occurring incidents like needle prick injury etc.

All staff members shall be aware of the prophylactic protocols for various work related injuries and exposure to infectious and chemical agents.

Staff should be educated on various Codes used to alert in case of Fire, Medical Emergency, Other threats, etc.

**Radiation Safety:**

The radiation safety guidelines as prescribed by the AERB shall be applicable in units with potential risk of radiation like radiology units, viz X-Ray, CT, MRI, etc. and other Radiation Oncology equipments.

The radiology department staff shall be provided with radiation protection devices like lead shields, lead glasses lead rubber aprons, gloves etc.

The radiology unit's staffs shall be placed under a radiation monitoring (TLD Monitoring) service by an approved agency. The relevant recommendations of the agency shall be implemented to ensure the staff safety.

**Fire & Environment Safety:**

All staff members should be aware of the emergency exit near to their work place. Emergency evacuation plan should be available in each department. Fire alarm should be tested from time to time and a mock drill should also be conducted every year to ensure the working of all fire equipments and employees' awareness and readiness to escape and shift patients in case of fire. Staff should also be trained in use of fire extinguishers, first aid, Basic life support, etc.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## RECORDS

Record	Format	Responsibility	Minimum Retention Period
Pre-Employment Health & Annual Employment Health Checkup Register	Digital	HR Head	7 years
Immunization Record	Digital	HR Head & Infection Control In charge	7 years

## APPROVALS

Prepared By	Verified By	Approved By	Issued By
HR Head	Principal	Chairman	Quality Head

## STATUTORY COMPLIANCE POLICY

### PURPOSE

To ensure compliance with all applicable laws and regulations. Also to have all employees be aware and enjoy the facility of statutory benefits offered by the organization.

### SCOPE

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
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**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **RESPONSIBILITY**

- HR Head
- Finance Head

## **POLICY**

### **★ EPF (Employee Provident Fund)**

As per the provisions of EPF Act, employees on regular roll and not appointed as 'Trainees' as mentioned under the Standing Orders will be offered this benefit.

### **★ ESI ( Employee State Insurance)**

The Employees' State Insurance Scheme is an integrated measure of Social Insurance embodied in the Employees' State Insurance Act and it is designed to accomplish the task of protecting 'employees' as defined in the Employees' State Insurance Act, 1948 against the impact of incidences of sickness, maternity, disablement and death due to employment injury and to provide medical care to insured persons and their families.

The main benefits provided under ESI Scheme are:

- Sickness Benefit
- Disablement Benefit
- Dependents' Benefit
- Maternity Benefit
- Medical Benefit

Besides the above, other benefits being provided to the beneficiaries are Confinement Expenses, Funeral Expenses, Vocational Rehabilitation, Physical Rehabilitation, Unemployment Allowance (RGSKY) and Skill Up gradation Training.





**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Issue Date: 01. 04. 2020

Revision Date: 01. 04. 2024

Page : 04 of 121

★ **Gratuity**

Gratuity is the reward in the form of money for an employer to his employee on his separation for his continuous past services not less than 5 years. Gratuity is paid in the event of

- Retirement
- Superannuation
- Resignation
- Death and Disablement

Calculation

Gratuity amount = (Last drawn salary (Basic + DA) X 15)/26 X completed years of service;

Where, Last drawn salary = Average 3 months wages (Basic + DA); does not include overtime wages. Employees who are on regular roll and have completed 5 years of continuous service will be eligible for gratuity. If he/she worked more than 6 months but less than a year, then it is calculated as another one year but if worked less than 6 months, then not considered as another year.

★ **Professional Tax**

As per the as per Kerala Municipal Act, 1994 (Section 254) it is mandatory for all employees who are drawing a half yearly salary of more than Rs. 12,000/- to pay profession tax. This tax is to be paid to the respective corporation/ municipality/Panchayat in which the Institution is situated.

The below mentioned is the current tax slab rates which may be changed from time to time.

Income Slab (half-yearly)	Profession Tax (payable half-yearly)
Upto Rs.11,999	Nil
From Rs.12,000 to Rs.17,999	Rs.120
From Rs.18,000 to Rs. 29,999	Rs.180
From Rs.30,000 to Rs. 44,999	Rs.300
From Rs.45,000 to Rs. 59,999	Rs.450
From Rs.60,000 to Rs. 74,999	Rs.600
From Rs.75,000 to Rs. 99,999	Rs.750
From Rs.1,00,000 to Rs. 1,24,999	Rs.1000
From Rs.1,25,000 and above	Rs.1250

The profession tax for the first half (April-September) of the year should be paid on or before August, 31. Similarly, for the second half (October-March), the profession tax should be paid before the end of February. It is in general practice that the concerned municipal authority issues a notice to pay the profession tax within the stipulated time frame.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

**★ Income Tax**

Institution has the legal responsibility to deduct income tax from the salaries of employees as per the Income Tax Act. Employees are required to submit their tax saving investment details to finance department well in advance so that income tax can be calculated and deducted every month.

**RECORDS**

**Nil (Only Statutory Records)**

**APPROVALS**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **SUCCESSION PLANNING POLICY**

### **PURPOSE**

To ensure that employees are recruited and developed as successor to fill each key role within the company. This policy makes sure that key position to be filled with existing manpower resources of the Organization by employee developmental plans.

### **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

### **RESPONSIBILITY**

- HR Head
- Concerned Department Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **POLICY**

It is a process for identifying and developing internal people with the potential to fill key business leadership positions in the company. Actively pursuing succession planning ensures that employees are constantly developed to fill each needed role. Succession planning increases the availability of experienced and capable employees those are prepared to assume the key roles as they become available.

## **PROCESS**

- Identify Key/ critical positions in each Division / Department.
- Determine the required job Competencies for selected key positions.
- Determine the likelihood of these positions getting vacant in future.
- List down competency profile of the selected employees (through competency mapping).
- Analyze and match the competencies between the selected position & Employees who closely match the required competencies.
- Decide on two successors for the selected position.
- Employee with closest match to competency requirements of position will be the first successor to the position.
- The second successor will be the one with the second closest competency match to the position requirements and so on.
- Prepare training and mentoring plan for the successor. It will be the responsibility of the Head of the Department to identify the two successors for each key position / critical position and the HOD and HR will prepare plan for their development to be competent to hold the position when vacant through structured training and development plans.
- Track overall progress.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## RECORDS

Record	Format	Responsibility	Minimum Retention Period
Key/Critical Positions List	Manual	HR Head	7 years

## APPROVALS

Prepared By	Verified By	Approved By	Issued By
HR Head	Principal	Chairman	Quality Head

## COMMUNICATION POLICY

### PURPOSE

To set expectations and to facilitate meaningful / necessary communication, this is necessary for employee productivity and morale. It also aims to reduce conflicts and misunderstandings.

### SCOPE

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

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- ❖ Sree Anjaneya College of Paramedical Sciences



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **RESPONSIBILITY**

- All employees

## **POLICY**

### **1. E-mail:**

Electronic mail is an essential element in SMAT, providing convenient, time-saving communication within the organization and externally. It also conserves institutional memory. The electronic exchange of information has a lot of impact on organizations image, and regulating such exchange is not merely a technical issue. E-mail policy outlines clear guidelines to ensure that SAMT's e-mail system is used efficiently and effectively.

#### **Objectives:**

- Staff members are informed of the rules regarding use of e-mail services
- Availability and continuity of e-mail services are maximized
- The institutional memory of e-mail communication is preserved
- The use of e-mail is compatible with the ethical standards of the organizations.

#### **Guidelines:**

- Use e- mails for only official communication & not personal messages
- The mail messages can be used to provide positive messages as well as constructive criticism expressed in a polite and professional manner. At no point of time should the criticism if any, get personal or bear rude language.
- Mark e-mails carefully only to those individuals who are actively involved in the issue covered in the mail message. A copy can be marked to those individuals who need to be informed. Unnecessary copying of too many individuals or addressees may not be



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

necessary until information on an issue being resolved or any message needs to be communicated once.

- Mail messages should be kept as light as possible i.e. without too many attachments or wall papers/ electronic stationery in the mail design, so as to not tie up the network & make the messages difficult to read.
- If a particular message needs to be sent for information to key individuals who have a history of several mail exchanges between various others involved in it, then a summary e-mail is preferable instead of simply forwarding the entire list of mail exchanges which would make it monotonous & ineffective for the key recipients. Instead one could also send a memo with the summary.
- Usage of the LAN & internet should be restricted to official use and all Information Systems Security protocols should be carefully adhered to.
- Internal stakeholders are provided access to the LAN (Local Area Network) and Email facility on the basis of their job's need i.e. only for official purposes. The information that is transmitted or stored on or through the servers is the property of SAMT. The usage of the same for personal purposes should be avoided.
- An e-mail is a business record & hence care should be taken while drafting it. All emails are in the custody of the Organization and hence could be requested for, at any point in time if required.
- It is important to ensure that your e-mails do not contain terms, pictures, expressions or messages that could expose the Organization to legal sanctions due to racial, sexual, discriminatory or harassing conduct and also unlawful activities or being interpreted as such. Employees, who resort to such mails, will be violating the Organization's Policy & shall be considered for disciplinary actions against them up to termination.
- Before using E-mail as a tool for Communication, you should determine whether it is the right tool or not. It might be better to have a direct conversation instead based on the sensitivity and nature of the matter e.g. in a case wherein convincing or negotiation is required, a verbal discussion is much better.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- E-mails should not be used for communicating messages that are commercially sensitive & might have contractual or legal implications for SAMT unless used strictly for business purposes & can be securely transferred with requisite approvals by the Sanctioning Authority prior to sending the mail.
- No mail should be sent using the Organization's information systems & mail id which may infringe upon copy right or any intellectual property rights of other Organizations, thereby causing any liability to SAMT. Official work should not be transferred to personal work systems as it would amount to transfer of confidential information of SAMT & can lead to disciplinary action against the individual.

## **2. Internet Usage:**

Internet usage policy outlines the rules and guidelines about the appropriate use of Institutional equipment, network and Internet access. The objective of this policy is to protect both the business and the employee; to make the employee aware that browsing certain sites or downloading files is prohibited and that the policy must be adhered to or there could be serious repercussions, thus leading to fewer security risks for the business as a result of employee negligence.

### **Guidelines:**

Access to the Internet through SAMT is a privilege and all employees must adhere to the policies concerned.

- Employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted
- Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role
- All Internet data that is composed, transmitted and/or received by the system is considered to belong to the organization and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- The equipment, services and technology used to access the Internet are the property of the organization and the Institutional reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections
- Emails sent via the Institutional email system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images
- All sites and downloads may be monitored and/or blocked by the organization if they are deemed to be harmful and/or not productive to business
- Violation of these policies could result in disciplinary and/or legal action leading up to and including termination of employment.
- Employees may also be held personally liable for damages caused by any violations of this policy.

### **3. CUG**

Corporate mobile connection is provided to employees who travel frequently and those who need to be contacted during non- office hours.

#### **Guidelines:**

- All employees at the capacity of Departmental heads having added with administrative roles shall be eligible for corporate mobile connection.
- Employees below Departmental Head level shall also be provided with corporate mobile connection based on functional necessity as recommended by the respective HOD/Functional Head and approved by Head-HR and with a final sanction from Finance Head on need basis. The Institutional shall reimburse cost of rental / official local calls and official long distance calls. The concerned Employees will maintain a log for all official long distance calls made by him/her. Executives on other levels shall be given this facility on a



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

need basis. An upper limit for mobile charges will be decided by HR & Finance Head for all positions to which SIM is provided.

## RECORDS

Record	Format	Responsibility	Minimum Retention Period
CUG/Laptop/Desktop/Email Requisition Form	Manual	HR Head	7 years

## APPROVALS

Prepared By	Verified By	Approved By	Issued By
HR Head	Principal	Chairman	Quality Head

## SEPARATION POLICY

### PURPOSE

The purpose of this policy is to ensure that all relevant documentation is completed, all requirements met and entitlements paid correctly in situations where an employee is separated from his/her employment. It also aims at identifying exit trends which can be utilized for improving the Organization's ability to respond to employee concerns, for proactively retaining employees.

### SCOPE

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

❖ Sree Anjaneya College of Paramedical Sciences

## **RESPONSIBILITY**

HR department

## **PROCESS**

Employees' separation from the institution shall be by way of voluntary resignation by the employee or on attaining the retirement age or termination of employment due to disciplinary action, completion of contract period or due to retrenchment or death.

Separation can occur due to following reasons

- Superannuation
- Resignation
- Termination of Service

### **Superannuation:**

Superannuation / Retirement age of staff is decided as 58 years for SAMT and retirement age for Doctors will be 60 years or decided by the management as per merit and observing the guidelines of controlling bodies. SAMT may retain people after the retirement if her/his service seems to be value adding to the unit or the trust on its discretion on the basis of medical fitness. In such cases the appointment will be on a separate limited period contract which will be expiring automatically on completion of the period.

To calculate the superannuation period the date of birth in the official documents submitted before HR department during the time of joining will only be considered.

### **Resignation:**

An employee intend to resign from their position should submit a notice for the same addressed to the HR head with recommendation from the respective supervisor or department head specifying the reason for resignation and mentioning the last day of work.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

On receiving the resignation letter, the HOD should write the date of receipt on the resignation itself and have a personal meeting with the employee who submitted the resignation letter. If the HOD found the reason for resignation is reasonable and the situation of separation could not be avoided, such resignation letter to be forwarded to the HR Department for further process on the same day or not later than 2 days.

On receiving the Resignation letter duly recommended by the HOD concerned, the authorized HR Representative should discuss the same with Unit HR Head and if deemed necessary, summon the resigning employee for a meeting with the Unit HR Head.

On accepting the resignation letter the HR Unit Head to ensure that sufficient notice period is there to relieve the employee according to the relevant clause of the appointment order of employee concerned. Once the resignation is accepted by the HOD and HR, the employee should be intimated in writing about the acceptance and probable relieving date.

As soon as the receipt of resignation letter as mentioned above, the authorized HR representative to enter the same in the system and ensure that all the entitlements and benefits due to the employee to be kept on hold.

Resignation can be in two ways

- 1. 24 hour Resignation – Only in case of Medical Emergency of the employee**
- 2. Resignation with Notice period**

In 24 hours resignation, the employee who resigns due to medical emergency will be relieved by the HR department within 24 hours of the receipt of the resignation letter provided the employee concerned is able to get all the clearance from all the departments concerned. Employee should pay the notice pay according to her/his notice period. Medical emergency should be such that the employee should be in a position not to perform his duties for a prolonged period of more than 1 month. Medical certificate from the institutions authorized physician should be produced along with the resignation. Teaching faculties in all the institutions are not relieved in the middle of the academic year except in case where the ruling of the management is final.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

In resignation with notice period, the employee has to give sufficient notice to the Employer in accordance with the terms of her/his employment.

The Employee who has submitted the resignation letter will not be eligible for any leave or other benefits during her/his notice period

Employee is not allowed to set off the notice period with the annual leaves (PL/EL) available on her/his credit.

If an employee leaves without notice or information or submitting resignation, he or she will be considered as an absconded employee and one months notice pay shall be deducted from his dues after clearance from all departments.

#### **Termination of Service:**

Termination of service can be on following grounds

1. Dismissal or Discharge by disciplinary action
2. Non Satisfactory performance
3. Completion of Contract
4. Lockout or closure of the post/department/unit
5. Retrenchment due to surplus
6. Death

#### **1. Dismissal or Discharge by disciplinary action**

If misconduct has proven against an employee and the authorized officer who takes the disciplinary action decides to impose the supreme punishment of dismissal or discharge from service, by issuing such notice. HR department should ensure that such notices are duly served to the employee concerned.

In such cases the clause of notice period will not be applicable and the employee who terminated from the service shall be relieved as soon as possible.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **2. Termination of service due to non-satisfactory performance**

If the performance of an employee is found not satisfactory within the training / probation period, the services of the employee concerned shall be liable to be terminated with a notice period as per the clause mentioned in employment order.

There should be documented findings (objective) to reason that the performance of the employee concerned is not up to the required competency level and the concerned line manager and the HR department are in a conclusion that the performance of the employee concerned will not be developed up to the required level.

The reason for termination is to be mentioned categorically in the termination notice issued to the employee concerned. When once service is being terminated due to non-satisfactory performance, the clause related to notice in the appointment order will be applicable.

## **3. Termination of Service Due to completion of Contract period**

In case of limited period service contract, such services will be terminated automatically on expiry of the contract period. HR department shall give a notice in writing to the employee concerned one month before the fixed term contract period.

## **4. Termination of Service due to Lock out or closure**

If the unit or the department or a particular job position is getting closed due to any justifiable reasons such employee works in that particular position/department/unit will be terminated from the service with a proper notice as per the provisions of law.

Employees being terminated according to this provision will be eligible for the benefits as prescribed in Industrial Dispute act from time to time

## **5. Retrenchment due to surplus**

When there is surplus employee in any particular section/ department/ institution due to introduction of new technology/ process or closing down / merging of any services such surplus employees can be terminated by following necessary provisions as per the industrial dispute act.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **6. Death**

If an employee dies while on duty the employment will be automatically terminated and his/ her settlement of dues will be followed as per provisions of the workmen's compensation act if it is accidental death and as per payment of wages act if it is a natural death.

### **Notice Period:**

Notice period is mandatory until and unless the separation is resulted on disciplinary action

1. For all purposes notice pay will be calculated in the gross pay. (E.g.: An employee has to pay SAMT a notice pay for 45 days shall be calculated as  $45/30 * \text{Gross pay}$ ).
2. In very rare cases, on non-availability of PL balance, the HR head in consultation with head of the unit may decide to relieve the employee earlier, with a waiver of the remaining notice period without any notice pay, on account of superlative performance & excellent work ethic/ conduct etc with the approval of HOD, Principal and Chairman.

### **Exit Clearance Process (Full and Final settlements):**

Employees being separated from SAMT or its affiliated institutes should follow the clearance formalities for their full and final settlement and to get relieved properly.

### **Clearance Process:**

Clearance is a mandatory gateway to complete the exit process. Prescribed clearance form is available in the department of HR as well as online from HRIS.

The concerned employee has to get the clearance from the entire department concerned in the format and the same to be submitted before the concerned officer of the HR department. Dues, if any, will be set off with the entitlement of the employee concerned and the same will be reflected in the full and final Settlement (F & FS).



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

Clearance process can be started maximum 2 days prior to the intended relieving day and the departments giving clearance should ensure that further to the clearance from the department concerned, the particular employee should not avail any services which may likely to be a due on his clearance.

**Exit Interview Process:**

Exit interview is a strictly confidential but mandatory interaction by an HR representative with the relieving employee which is conducted to gauge the following:

- 1) Exit interview should be conducted on the last day of working of the employee.
- 2) Concern areas which have led to the employee's decision to leave the Organization, thereby highlighting areas of improvement for the Organization.
- 3) The Organization's current strengths in Policies, Work & People Practices, Work culture etc. which can be reinforced.
- 4) The Exit Interview form will function as a tool for collecting feedback from the employee, which will be shared with the employee's manager subsequently if deemed necessary.
- 5) This Exit Interview form will be filed in the personnel file of the employee for any future reference.
- 6) The concerned HR representative has to fix a closed meeting with the employee undergoing the exit process and complete the exit interview process.
- 7) HR representative concerned has to do an analysis on the exit trends and the same should be utilized for employee retention strategy planning.

**Full and Final Settlements:**

As soon as the employee submits the Clearance form, the concerned HR representative should prepare the full and final settlement statement in the prescribed format and a copy of the same to be given to the employee concerned for verification.

Once the employee has gone through the F&FS statement, the same should be signed by the concerned HR representative and the employee concerned then the same shall be forwarded to the





**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

Unit HR head for approval. With the approval from the unit HR head, the details should be forwarded to the Finance Department for process.

On receiving the same finance department representative should credit the financial entitlements to the salary account of the employee concerned.

The Full & Final settlement statement shall be containing the information about the employee her/his DOJ, Designation, department, earnings for the paid worked day, notice pay if applicable, other entitlements like gratuity, bonus, leaves on credit, other refund, non-compliance of leave policy etc. the F&FS will contain the liabilities of the employee too which are to be recovered from her/his entitlements. FFS will be detailed working of the entitlements and liabilities of the employee concerned and the same should be signed by employee as mentioned above F & FS will be considered completed only after the exit interview is conducted.

#### **Certificate of Service /Experience:**

Employees who are being separated from the services of SAMT or its affiliated institutes are eligible to have a certificate of service duly issued from the HR department as explained below.

Experience certificate or Relieving order shall be issued by the unit HR head concerned.

The experience certificates to the faculties in teaching institutes under SAMT shall be signed by both the Chairman and the Principal/Dean of the institute as the case may be.

Re-issuance of the certificate or application for duplicate certificate will be charged nominally from the applicant.

#### **RECORDS**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Clearance Form	Manual	HODs' and HR Head	7 years
Exit interview Questionnaire	Manual	HR Head	7 years



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **APPROVALS**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head

## **QUALITY INDICATORS**

### **PURPOSE**

To assess the performance of the HR department, some quality indicators are tracked every month. It is necessary that the department functions as per the objectives of the Institution. Quality indicators can be decided for one year or more and once achieved the same can be changed with a different indicator.

### **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

### **RESPONSIBILITY**

- Human Resource Department



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## REVISION

This policy shall be revised by the HR Department from time to time. Once the quality indicators decided once is achieved the same can be changed. Similarly if certain quality indicators are difficult to achieve due to the difficulty in getting the desired data the same can be changed. Quality indicators shall be decided in consultation with the Quality department. Indicators should be measurable and can be achieved in a specified time limit.

## QUALITY INDICATORS

The following Quality Indicators are decided to follow initially.

1. To track the Attrition Rate of the Staff - Percentage of attrition shall be separately tracked for Nursing Staff, Doctors and the remaining paramedical and Administrative Staff. Target of attrition shall be fixed so that HR Department can work to achieve the same.

$$\text{Employees Attrition Rate} = \frac{\text{Number of employees who have left during the month}}{\text{Number of employees at the beginning of month} + \text{newly joined staff}} \times 100$$

2. Absenteeism rate shall be tracked for all staff.

$$\text{Employee absenteeism rate} = \frac{\text{Number of employees who are on an authorized absence}}{\text{Number of employees}} \times 100$$



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

**3. Percentage of employees who are aware of employee rights, Responsibilities and welfare schemes**

$$\text{Employees Awareness Rate} = \frac{\text{Number of employees who are aware of employee rights, responsibilities and welfare schemes}}{\text{Number of employees interviewed.}} \times 100$$

**4. Employee satisfaction index is an index to measure satisfaction of employee in an organization.**

$$\text{Employee satisfaction index} = \frac{\text{Average Score achieved}}{\text{Maximum possible score}} \times 100$$

Above are few of the quality indicators which can be adopted and followed. A Report on all Quality indicators data shall be forwarded to the Management and the Quality Department every month.

**RECORDS**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Quality Indicators Report	Digital	HR Head	3 years

**APPROVALS**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **TRAVEL POLICY**

### **PURPOSE**

The purpose of this policy is to outline the guidelines for business related travel. The Policy outlines protocols to establish the grade wise entitlements applicable to an employee travelling on official work within India

### **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

### **RESPONSIBILITY**

- HR Head
- Concerned Department Head

### **DEFINITIONS**

**Traveller:** All employees and Consultants of SAMT who are travelling for Official Purpose of the Organization.

**Domestic Travel:** Official Travel within the country

**Local Official Travel:** travel within 200 kms (one way) of the traveller's office, and does not include daily commute between a person's residence and the office.



**SREE ANJANEYA MEDICAL TRUST**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

Revision Date: 01. 04. 2024

Page : 04 of 121

**POLICY**

➤ **Domestic Travel Authorization:**

Employees have to submit the details and get it approved by the Department Head or the respective approving authorities (as per the matrix given below) before submitting it to Travel Desk.

Level	Grade		Approving Authority
	Non Clinical / Medical	Clinical	
6	Directors, CEO, CAO, CFO, CHRO, COO, CBDO	Dean, Vice Dean, MS, AMS, CNO, CQC, Principal of Medical College. Vice Principal	Concerned Business Heads
5	General Managers, Assistant General Managers, Sr. Managers, Finance Controller	Principals of Allied Institutions, Sr. Consultants, Professors, Associate Professors, Consultants, Sr. Specialists, Specialists, Sr. Medical Physicist, Nursing Superintendent	Final Approving Authority is the reporting Head, minimum of Manager level; subject to a limit of Rs.5,000 above which approval to be sought from Finance Head
4	Managers, Deputy Managers,	Assistant Professors, Vice Principals of Allied Institutions, Deputy / Assistant Nursing Superintendents	
3	Assistant Managers, Sr. Executives	Residents, Nursing Managers, Nursing Supervisors, Sr. Technical Officers, Sr. Technicians, Sr. Clinical Pharmacist, Chief Physiotherapist, Head Nurses	
2	Executives, Management Trainees	Team Leaders, Technologist, Technician, Pharmacist, Therapist, Staff Nurses	
1	Sr. Associates, Associates, Assistants, Interns, Trainees Contract Staff	Nursing Assistants, Assistants, Students	

- ★ Travel Desk is a value added service and Administration Department would facilitate its operations. The travel desk would be responsible to handle the entire gamut of activities related to all the travel both domestic and international.
- ★ For the purpose of convenience, the cities are categorized into 2 viz. Metros & Non Metros. Metro Cities are: Delhi, Mumbai, Chennai, Kolkata, Bengaluru and Hyderabad. All other cities are categorized under the Non Metros.



**SREE ANJANEYA MEDICAL TRUST**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

Revision Date: 01. 04. 2024

Page : 04 of 121

➤ **Mode Of Travel**

Level	Mode of Travel
6	Flight – Economy / Rail II Tier AC
5	
4	Rail – II Tier AC
3	Rail – III Tier AC / AC Volvo Bus
2	Sleeper Class / Deluxe Bus
1	Sleeper Class / Deluxe Bus

- ★ Employees eligible to travel by air should use Apex / Auction / Discounted fares whenever available from various airlines. Employees are also encouraged to use No Frill Airlines. Travel Desk will book the tickets on these guidelines.
- ★ If the travel time by train is less than 12 hours, Employees are required to travel by train.
- ★ However, Employees in level 6 may choose to travel by air depending upon their business exigencies.
- ★ In case of emergencies or unavailability of any other means of transport, Employees can travel by personal vehicle. The reimbursement can be claimed as per the Conveyance expenses matrix.

➤ **Lodging and Boarding**

The grade wise entitlements of daily lodging and boarding expenses are specified in the below mentioned matrix:

Level	Accommodation (Rs. per/night)		Food (Rs. Per day allowance)		Local Conveyance Expenses
	Metro	Non Metro	Metro	Non Metro	
6	8,000	6000	2000 / Actuals (Whichever is lesser)	1500 /Actuals (Whichever is lesser)	AC Innova/Taxi
5	7,000	5,000	1500 / Actuals (Whichever is lesser)	1000/Actuals (Whichever is lesser)	AC Taxi
4	4,500	3,000	800	500	Auto/Taxi
3	3,000	2,000	500	400	Auto/Taxi
2	2,000	1,500	300	250	Auto
1	1500	1,000	250	200	Public Transport / Auto (wherever public transport is not feasible)



➤ **Hotel Booking**

- ★ Employees should inform the Travel Desk at least 1 week in advance other than emergency so as to initiate the necessary hotel arrangements at the location.
- ★ For a team comprising of Employees of different grades, excluding Grade 5 & 6, traveling together for a common assignment, the stay for the entire team could be approved at the same on Twin Sharing basis, to maintain the spirit and morale of the team.
- ★ In case two Employees are staying in the same room on Twin Sharing basis, the entitlement for each of them would become 75% of their individual maximum eligibility.
- ★ Employees neither availing Institutional guesthouse nor the hotel facility will be eligible for a daily allowance equivalent to their respective grade and 20% of daily lodging entitlement clubbed together. Employees availing this benefit will not be eligible for any further reimbursement of expenses.

➤ **Conveyance**

- ❖ For Employees who need to travel on official reasons, conveyance will be provided based on their eligibility. They can either use the official vehicle or reimburse the same based on their eligibility.

<b>Level</b>	<b>Local Conveyance Expenses</b>
6	AC Innova/Taxi
5	AC Taxi
4	Auto/Taxi
3	Taxi/Auto/Two Wheeler
2	Auto/Two Wheeler
1	Two Wheeler / Public Transport / Auto (wherever public transport is not feasible)



**SREE ANJANEYA MEDICAL TRUST**

Doc. No: SAMT / DM / HR / 01

Issue Date: 01. 04. 2020

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

Revision Date: 01. 04. 2024

Page : 04 of 121

- ❖ For Employees using their own vehicle for official purpose the reimbursement is as below:
  - ✓ 2 Wheelers @ Rs. 5/- per km
  - ✓ 4 Wheeler (Petrol / Diesel) @ Rs.9/- per km for Assistant Manager level and above

➤ **Travel, Meal and Boarding Allowance during Local Travel/Field Work in HQ**

Per Day Food Expenses/Allowance during Local Travel/Field Work.

Level	Allowance	
	Up to 80kms (In HQ)	Beyond 80 kms (Ex HQ-no Overnight stay) <ul style="list-style-type: none"><li>✓ Level 6 &amp; 5 on actuals subject to a maximum limit of Rs.1500</li><li>✓ Level 4 on actuals subject to a maximum limit of Rs.1000</li><li>✓ All categories allowance is subject to submission of bills</li><li>✓ Group travel inside HQ will be reimbursed based on 75% eligibility of overall participants</li></ul>
3	Rs.200	Rs.300
2	Rs.150	Rs.200
1	Rs.100	Rs.150

Destinations outside the 80 kms radius of city where the office is located is deemed as Ex HQ

- ★ Employees travelling for field work in Ex HQ will be eligible to claim the travel expenses as per the current travel policy
- ★ If there's a need for Employees going for field work to stay back in the field location, they will be eligible to claim the lodging expenses as per the lodging and boarding allowances currently applicable to them

➤ **Expense Reports**

To request reimbursement, all authorized travel must be itemized on the expense report. Expense reports must be approved by the Department Head, HR, however, if the claim is above an amount of Rs.5000, approval from FC to be taken and submitted on trip completion. Expenses submitted beyond 30-days of expenditure, will not be reimbursed. Employees should always make and retain copies of submitted expense reports. All the reports should be submitted with original



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

receipts/bills. Credit card receipts will not be accepted without supporting payment acknowledgements/ bill receipts.

### ➤ **Reimbursable Expenses**

The following types of expenses, if incurred in compliance with the Institutional policy and while on business, may be submitted for reimbursement:

- ❖ Air travel
- ❖ Airport taxes
- ❖ Baggage handling
- ❖ Business entertainment
- ❖ Car rental
- ❖ Mileage pursuant to Institutional business
- ❖ Copy services (for business purposes)
- ❖ Fax charges (for business purposes)
- ❖ Hotel accommodations
- ❖ Laundry and valet services (trips over 4 working days)
- ❖ Meals
- ❖ Public transportation (railroad, bus, business use of personal vehicle taxi/)
- ❖ Business telephone calls
- ❖ Tolls and parking
- ❖ Non-Reimbursable Expenses

Purely personal expenses made while traveling are not reimbursable by the institution. The following is a partial listing of items that are considered non-reimbursable:

- ❖ Dues to airline clubs
- ❖ Fines for traffic violations while on Institutional business
- ❖ Damages to an employee's vehicle while on Institutional business
- ❖ Loss of personal property while on Institutional business
- ❖ Loss of cash advance, Institution paid airline tickets, or personal funds



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

- ❖ Fee of personal credit cards
- ❖ Purchase of clothing and other personal items such as haircuts, shoe shines, magazines, tobacco, alcohol, etc.
- ❖ Purchase of in-room movies and entertainment
- ❖ Medical expenses (other than emergency care)

**Exceptions to this Policy**

Any exceptions to this policy will be evaluated on a case by case basis at the sole discretion of the Management.

**RECORDS**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Travel Authorization Form	Digital	HR Head	3 years

**APPROVALS**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Issue Date: 01. 04. 2020**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

## **AMENDMENT**

### **PURPOSE**

Policies should be flexible and subject to change with changes in laws, nature of work and place of work, to provide higher or lower benefits according to the Institutions progress/development status, etc. Hence there will be occasions when policies need to be amended or changed or abolished. This is done by a Committee empowered to amend, abolish or change and bring in new policy, etc.

### **SCOPE**

This policy applies to all the employees who are currently working with the following four Units of the 'Sree Anjaneya Medical Trust' and those who will be joining as a new member of staff or transferred from other departments or Units.

- ❖ Malabar Medical College & Hospital & Research Centre
- ❖ Sree Anjaneya Institute of Dental Sciences
- ❖ Sree Anjaneya College of Nursing
- ❖ Sree Anjaneya College of Paramedical Sciences

### **RESPONSIBILITY**

- HR Head

### **POLICY**

When a Policy is found to be outdated, or need to be changed due to changes in laws, or the Management wanted to give higher benefits, or if there are more than 3 exemptions from a policy is given in a year, etc. The Policy can be placed before a Committee nominated by the Chairman for reconsideration to change or amend.



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

**HR Policy amendment Committee shall have the following members :-**

1. Principal
2. Senior Faculty Member as nominated by Principal
3. Senior Manager from Non-Medical cadre as nominated by Chairman
4. Head of Finance
5. Head of HR

**PROCEDURE**

- If the change of policy is suggested by an employee or HOD or any individual staff member, the same shall be first verified by HR Head and if he/she thinks fit to be placed before the Amendment Committee the same shall be done or it can be communicated as rejected with reasons clearly specified and communicated to the employee who referred for amendment of a particular policy.
- Once every three years even if there is no request for amendment the Committee shall convene a meeting and review all the Policies for its effectiveness.
- Once an amendment request is placed before the Committee, the Committee shall examine the benefits and disadvantages of implementing the same and suggest to the Chairman for approval.
- All requests for amendment shall be decided within 30 days of receipt of the same before the Committee.

**RECORDS**

<b>Record</b>	<b>Format</b>	<b>Responsibility</b>	<b>Minimum Retention Period</b>
Policy Amendment Form	Digital	HR Head	3 years

**APPROVALS**

<b>Prepared By</b>	<b>Verified By</b>	<b>Approved By</b>	<b>Issued By</b>
HR Head	Principal	Chairman	Quality Head



**SREE ANJANEYA MEDICAL TRUST**

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**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

**LIST OF FORMS & REGISTERS**

<b>Policy No</b>	<b>Policy Name</b>	<b>Form Name</b>	<b>Format</b>
SAMT/HR/POL/02	Manpower Planning Policy	Manpower Planning Criteria Form	Manual
SAMT/HR/POL/04	Recruitment & Selection Policy	Manpower Requisition Form	Manual
		Interview Evaluation Sheet - Doctors	Manual
		Interview Evaluation Sheet – Non-Doctors	Manual
		Recruitment Tracker	Digital
SAMT/HR/POL/05	Background Verification Policy	Antecedent Verification Form	Manual
		Reference Check Form	Manual
SAMT/HR/POL/06	Uniform, Dress Code & Grooming Policy	Uniform Issue Register	Manual
SAMT/HR/POL/07	On boarding Policy	Joining Report	Manual
SAMT/HR/POL/08	Credentialing & Privileging Policy	C&P Form – Doctors	Manual
		C&P Form – Nurses	Manual
SAMT/HR/POL/09	Training & Development Policy	Training Need Analysis form	Manual
		Training attendance register	Manual
		Training feedback form	Manual
		Training effectiveness form	Manual
		External Training requisition form	Manual
SAMT/HR/POL/10	Performance Appraisal Policy	Probation / Trainee appraisal form	Manual
		Annual Appraisal form for Medical / Dental faculty	Manual
		Annual Appraisal form for Nursing and Paramedic	Manual
		Annual Appraisal form for Non-Medical Staff	Manual
		Consolidated Annual Appraisal rating form	Manual



**SREE ANJANEYA MEDICAL TRUST**

**Doc. No: SAMT / DM / HR / 01**

**Issue Date: 01. 04. 2020**

**HUMAN RESOURCES DEPARTMENT  
MANUAL**

**Revision Date: 01. 04. 2024**

**Page : 04 of 121**

<b>Policy No</b>	<b>Policy Name</b>	<b>Form Name</b>	<b>Format</b>
SAMT/HR/POL/11	Personnel File Management Policy	Personnel File Document Check List	Manual
SAMT/HR/POL/12	Leave Policy – Doctors	Leave Register	Manual
		Leave Application Form	Manual
SAMT/HR/POL/13	Leave Policy – Non-Doctors	Leave Register	Manual
		Leave Application Form	Manual
SAMT/HR/POL/15	Grievance Redressal Policy	Grievance Register	Digital
SAMT/HR/POL/16	Employee Disciplinary Policy	Disciplinary Action Register	Digital
SAMT/HR/POL/17	Rewards & Recognition Policy	Employee Recognition Recommendation Policy	Manual
SAMT/HR/POL/18	Employee Welfare Policy	Request Form for Canteen Facility	Manual
		Request Form for Transport Facility	Manual
SAMT/HR/POL/19	Employee Health & Safety Policy	Pre-Employment Health & Annual Employment Health Checkup Register	Manual
		Immunization Record	Manual
SAMT/HR/POL/21	Succession Planning Policy	Key/Critical Positions List	Manual
SAMT/HR/POL/22	Communication Policy	CUG/Laptop/Desktop/Email Request Form	Manual
SAMT/HR/POL/23	Separation Policy	Clearance Form	Manual
		Exit Interview Questionnaire	Manual
SAMT/HR/POL/24	Quality Indicators	Quality Indicators Report	Manual
SAMT/HR/POL/25	Amendment Policy	Policy Amendment Form	Manual