



HRM Policy of the Company

2022-23

HRM Department

Registered Office

#29/1, Sir M N Krishna Rao Road

Basavanagudi

BANGALORE - 560 004



CHAPTER 1

1.1 MISSION AND POLICY STATEMENT

Human Resource Management (HRM), or human resources development, entails planning, implementing, and managing recruitment, as well as selection, training, career advancement and organizational development initiatives within the Company.

The mission of HRM is to maximize the productivity of the Company by optimizing the effectiveness of its staff /staff simultaneously improving the work life of staff and treating them as valuable human assets of the Company.

The CFHL makes the following commitments to its staff/staff in order to promote an environment where staff work together to make CFHL a leader in the business we are engaged in:

- To select individuals for employment on the basis of their qualifications, experience and past performance.
- To compensate staff fairly and equitably based on the work performed and results produced.
- To establish a safe and Healthy working environment, and administer a continuing safety program.
- To treat staff with consideration, understanding and respect, to give credit for good performance.
- To encourage staff to openly discuss any problems they might have, and to make an earnest effort to resolve differences promptly.
- To provide interesting and challenging jobs, to encourage staff to increase and enhance their skills, and to provide opportunities for advancement with regard to the staff's desires, services and qualifications and the company's business needs.
- To communicate with staff regarding matters of mutual concern and benefits, and to promote on-the-job relationships in which two-way communications flow freely.
- To carefully select staff for leadership positions, and to provide them with the opportunity of keeping skills abreast of current technological developments and best practice. To empower staff to make decisions to the maximum of their abilities.

1.2 OBJECTIVE

To achieve and maintain equilibrium between employer and staff goals and needs, to focus on three general functions or activities: planning, implementation, and evaluation.

The planning function refers to the development of human resource policies and regulations.

Human resource managers attempt to determine future HRM activities and plan for the implementation of HRM Policies and procedures to help Company realize the goals.

The Company has always valued the immense potential of the staff in taking the Company to greater heights and has recognized that sound HRM policies are essential to motivate the staff.

HRM policy, therefore, is drafted encompassing the following ingredients

- a. To adopt effective recruitment, promotion policy to reward and retain the performing staff
- b. To offer suitable placements to the staff to provide equal opportunities to all to give their best performance
- c. To discipline and reform the staff and for this purpose to take appropriate punitive action in respect of such staff who cause non compliance to laws/ guidelines/regulations, contravening



Chapter Numbers	Topics covered
01.	<i>Mission & Objectives, applicability and definitions</i>
02	<i>Staff Recruitment & Reporting of a new staff.</i>
03.	<i>Probation & Confirmation</i>
04.	<i>Salary and Fitment, Deductions</i>
05.	<i>Allowance</i>
06.	<i>Leave Rules</i>
07.	<i>Leave Fare Concession</i>
08.	<i>Staff Welfare Measures</i>
09.	<i>Delegation of Signing power and POA</i>
10.	<i>Performance Appraisal</i>
11.	<i>Resignation, Superannuation & Termination</i>
12.	<i>Hospitalization Scheme</i>
13.	<i>Our HRD Systems</i>
14.	<i>Transfer policy</i>
15.	<i>Staff Promotions</i>
16	<i>TA allowance</i>
17.	<i>Categorization of Branches</i>
18.	<i>Terminal Benefits</i>
19.	<i>Disciplinary Matters</i>
20.	<i>Equal Opportunity policy in the Company for Persons with Disabilities (PwDs).</i>
21.	<i>Miscellaneous</i>



willful non performance, causing financial/reputational loss to the company and or customer etc.

1.3. Applicability and Definitions:

Can Fin Homes Limited Staff Service Regulations (Amendment) (2018) are applicable to all the staff members of the Company.

1.4. Staff to whom these Regulations apply

- 1) These Regulations shall apply to all staff members of Can Fin Homes Limited already in the service of the Company and those to be recruited from time to time. Provided that they shall not apply except as otherwise provided in these Regulations or other contracts and to such extent as may be specifically or generally exempted by the Board, to the following category of persons:
 - a) any person temporarily engaged on daily wage basis.
 - b) any person engaged as contract appointee for a fixed period of time, or
 - c) any person on deputation from Sponsor Bank.
 - d) Chairman, Managing Director and Other Directors of the Company

1.5. Definitions

In these Regulations, unless there is anything repugnant in the subject or context :-

- (a) "Act" means the Companies Act 1956/2013/2015
- (b) "Company" means Can Fin Homes Ltd. established under Companies Act supra(3a)
- (c) "Board means", the Board of Directors of the Company.
- (d) "Managing Director" means the Managing Director of the Company
- (e) "Staff" means and includes all "officers" and "Employees" of the Company.
- (f) "Officer" means and includes a person who holds a supervisory, administrative or managerial post in the Company or any other person who has been appointed as such officer, supervisor and is functioning as an officer of the Company by whatever designation called and shall include Junior Officer (on prob). / Probationary Officer/ Assistant Credit Manager, Officer, Manager/BCM, Senior Manager, Chief Manager, Assistant General Manager, Deputy General Manager, and General Manager but, shall not include Managing Director, or other Directors of the Company.
- (g) "Employee" means and includes any person, who performs other than supervisory, administrative or managerial role in the Company and shall include Assistant, Driver cum Peon and Peon or Housekeeping Peon who is in the rolls of the Company.
- (h) "**Competent Authority**" *unless otherwise mentioned* means
 - i) The Managing Director shall be the Competent Authority for DGMs and General Managers;
 - ii) The Whole time Director / Deputy Managing Director to be the Competent Authority for Chief Managers & Asst. Gen. Managers;
 - iii) The General Manager / Deputy General Manager designated by the Managing Director shall be the Competent Authority upto the scale of Senior Managers i.e.,



Senior Manager / Manager / Officer (all categories in the Cadre) / Junior Officer & Employees (all categories).

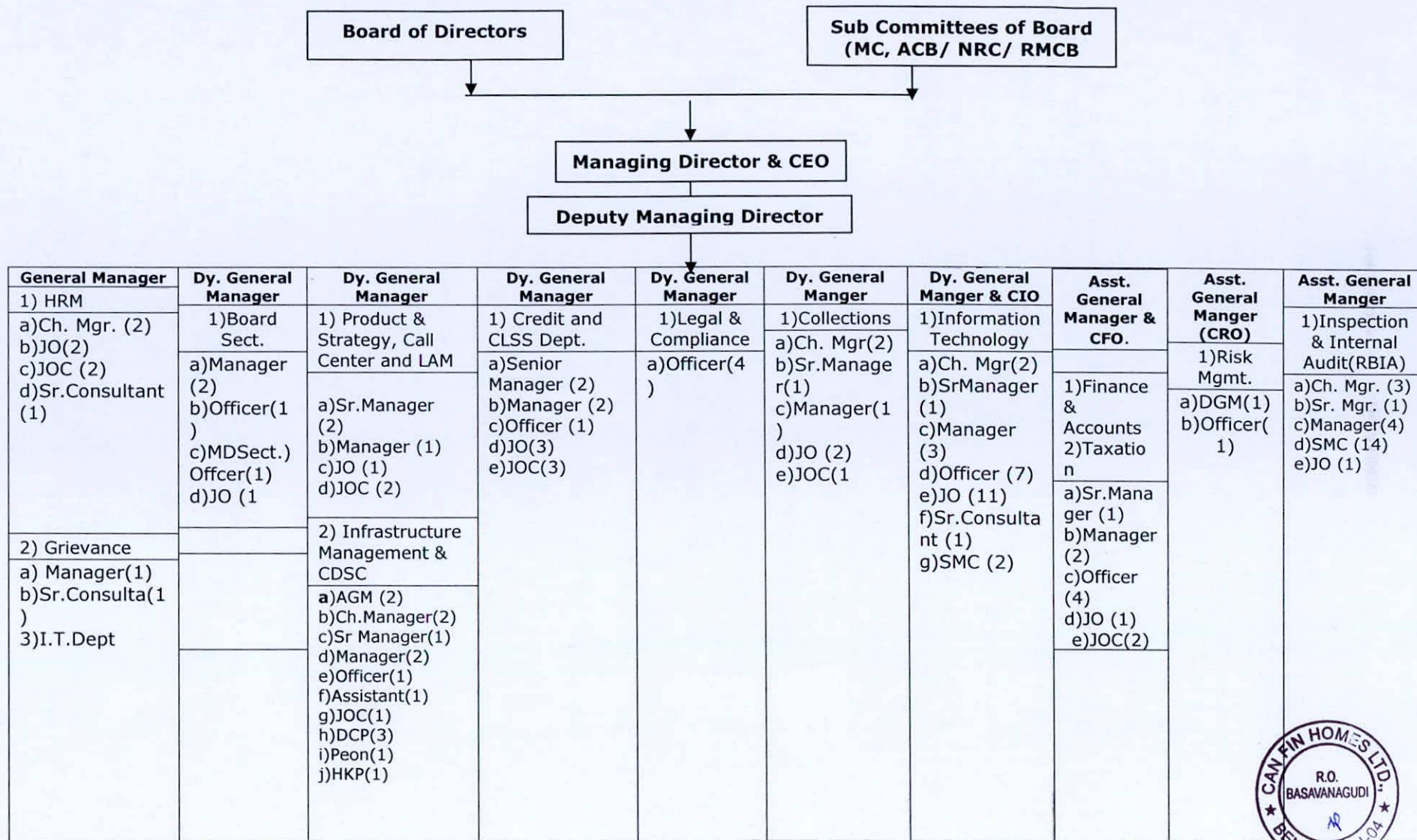
- i) "Emoluments" means aggregate of Fixed pay and Variable pay. Fixed pay means and includes Basic, DA, HRA and CCA and any other allowance payable for discharging any specific duty/ies. Variable pay is certain percentage of Fixed pay determined from time to time, based on the rating awarded to the employee/ staff based upon the appraisal made by the Appraiser.
- j) "Family" means and includes the spouse of the staff (if spouse is also not the staff) any children, parents, brothers and sisters of the staff wholly dependent on staff but shall not include legally separated spouse;
- k) "Wholly dependent child/parent" means such relative having a monthly income not exceeding Rs. 12000/- p.m . If the income of one of the parents exceeds Rs. 12000/- p.m. or the aggregate income of both the parents/child exceeds Rs. 12000/- p.m., both the parents shall not be considered as wholly dependent on the staff.
- l) "Pay" means basic pay including Stagnation increment
- (m) "Salary" means aggregate of basic pay, dearness allowance, HRA, special pay, CCA and Variable Pay
- (n) "Year" means continuous period of twelve months
- (o) "Calendar year" means the period commencing from the 1st day of January Of the year and ending with the 31st day of December of the same year.
- (p) "Area - I" Metros and State Capital cities advised from time to time
- (q) "Other Places" means Other than Area I referred above in (r)
- (r) Duty" includes
 - i) service as probationer
 - ii) period during which an officer or staff is on joining time
 - iii) period spent on casual/other leave duly authorised by a competent authority
 - iv) period spent on training/deputation after appointment.
(i.e. period spent on training during the probationary period or after getting in services of the Company)
- (s) "Disciplinary action" means imposing of any punishment or initiating any punitive action against the staff with a view to punish or correct any misconduct on his/her part.
- (t) "Disciplinary Authority" means the authority specified in the schedule under Regulation 86 who is Competent to impose on staff any of the penalties specified in the Regulations.
- (u) "Appellate Authority" means the authority specified in the schedule under Regulation 86 to dispose off Appeals.



CHAPTER -2

Organisational Structure:

The Company is having a III Tier Organization structure consisting of Registered Office, Centralised Processing Centre (CPC) and the Branches/AHLCs. The organization structure shall be reviewed from time to time to increase the synergies and improve the operational efficiency, productivity and profitability. The present organizational structure is as under:



Branches/ AHLCs across India are headed by DGM, AGM, CM, Sr. Manager, Manager and officer depending on the size (volume of business)



Branches/ AHLCs across India are headed by DGM, AGM, CM, Sr. Manager, Manager and officer depending on the size (volume of business).

Keeping the above objects in view, the MD shall review and restructure the organizational structure from time to time, set up new departments at RO, modify the existing departments and allot suitable staff/ Executive.

2.2. STAFF RECRUITMENT :

The various posts in the Company shall broadly comprise of Officers and Employees as defined in Regulation-4. Provided the said classifications as Officers and Employees shall not affect the Company's overall policy to have officer oriented personnel and every staff shall discharge his/her duties, irrespective of his/her classification as an officer or Employee.

2.2.1 Induction of staff (both managerial staff and employees) is generally done by the Company by way of recruitment/promotion to the following cadres :

1. General Manager
2. Deputy General Manager
3. Assistant General Manager
4. Chief Manager
5. Sr.Manager/ Sr.Managers on Contract
6. Managers
7. Specialist Officers
8. Management Trainee
9. Officers / ACM-Probationary/
10. Junior Officers -Probationary/on contract
11. Assistants
12. Driver-cum-peon
13. Peon
14. House Keeping Employees

In order to improve operational efficiency, Company may go for recruitment of Specialist officers in the fields of IT/Credit/Risk/ Legal etc. through direct recruitment as well as campus hiring from NIBM/ reputed professional colleges.

The Managing Director for selection of candidates for the post of Officers and above is authorized to fix the starting salaries of upto 5 increments higher than the initial stage for deserving candidates, considering certain norms/criteria for selection of good candidates.

2.2.2. Considering the business exigencies and requirements of the Company, recruitment for posts other than the above, shall be done with the permission of the Board.

2.2.3. The staff requirements of the Company for each year shall be assessed at the beginning of the year taking into account the business projections, retirement and other relevant issues. For each cadre, eligibility criteria, number of vacancies, method of recruitment and other related issues have to be finalized with the approval of the Board before initiating any recruitment process.

2.2.4. In respect of promotion process for filling JO's/officers/managers/other post, suitable note shall be placed by the company before the Board by first quarter of calendar year so that promotion process is completed by April of the year.

2.2.5. The promotion policies shall be evolved by the Board and the same is subject to review from time to time as may be decided by the Board.



2.3 Appointing Authority

- i) The Managing Director shall be the Appointing Authority for DGMs and General Managers;
- ii) The Whole time Director / Deputy Managing Director to be the Appointing Authority for Chief Managers & Asst. Gen. Managers;
- iii) The General Manager / Deputy General Manager (HR) designated by the Managing Director shall be the Appointing Authority upto the scale of Senior Managers i.e., Senior Manager / Manager / Officer (all categories in the Cadre) / Junior Officer & Employees (all categories).

The **GM/DGM** duly authorized by MD, is authorized to engage Housing Keeping personnel depending upon the exigencies. In those branches which are not provided with either HKP's or **Peons**, the branches may engage persons for housekeeping through the outsourcing agencies with the prior approval of RO. However, when such HKPs or Peons are on leave, branches to make necessary arrangements for cleaning the office premises and for other manual duties by engaging local personnel and incur expenses. (Cir 28/14 dt.01/04/14, Cir 58/15 dt.31/10/15).

2.4. Documents to be executed by the new recruits:

All the staff who are appointed by CFHL shall execute/**submit** the following documents while joining the duty.

1. Fidelity and Secrecy
2. Service Agreement
3. Service Bond (Officers & above)
4. Application Form
5. PF – EPF, Nomination Form.
6. Gratuity - Nomination Form.
7. Details of the Assets and Liabilities in the case of Officer staff in the prescribed format
8. Police verification certificate, wherever applicable.

Besides the above the staff should also be required to submit a Medical certificate with regard fitness from the qualified Medical practitioner. The Police Verification certificate should be obtained from the police of the locality in which the applicant ordinarily resides.

Branch Managers should ensure that all the Original certificates are verified with the copies without fail of the candidates.

On perusal of the certificate, HRM department will allot the Staff Number and enroll them on the payroll of the Company. On commencement of service, he/she shall be provided with a suitable Identity card which shall compulsorily be worn by him while on duty.

No vacancies either casual or otherwise should be filled on casual/temporary/permanent basis without prior/written consent from HRM department, RO. However, the Managers/ Second line Managers can get the reimbursement for the expenses incurred towards cleaning the office premises in the absence of HKP, subject to the approval of Admin Dept. RO. (Circular 28/14 dt.01/04/14)



2.5. STAFF SERVICE REGULATIONS

2.5.1. All staff shall be governed by the Can Fin Homes Ltd. Staff Service Regulations (Amendment) 2018, and amended from time to time.

2.5.2. **Punctuality:** All the staff members of the Company are required to be punctual in attending the office. The Staff members should report to the Office sufficiently in advance, so that they can commence the work by 10.00 AM. (At least 5 minutes before the office time). The HKP/Peons/DCPs should report to the office half an hour earlier before commencement of the business. The staff shall obtain permission from the Overseeing Executives/HR Dept., if there is any delay in attending the office.

If the staff member fails to report for duties within the specified permitted time (i.e. not exceeding 15 minutes on any occasion) during 3 occasions in a month, the same will be treated as leave and appropriate category of leave can be permitted by the Manager at his discretion. In the case of habitual late comers, if such unauthorized absence/ late coming/ breach of punctuality continues for more than 3 occasions in a month, the appropriate salary will be deducted as stipulated in the said policy.

In the case of habitual late comers, if the delay in reporting for duties continues beyond 3 times (revised from the earlier stipulated 6 occasions) during the month, the irregularity will be considered as minor misconduct and appropriate disciplinary proceedings will be initiated. If the minor misconduct is continued for more than 3 occasions, it will be considered as a major misconduct and the same will be dealt with accordingly.

2.5.3 The Company has introduced Bio-Metric Time clock to monitor the punctuality/ attendance of the staff. The staff members attending the office should punch the biometric time clock immediately after entering the office, in addition to signing the attendance register. For any reasons if they cannot attend office, permission from the competent Authorities should be obtained in advance. The report of attendance in the biometric clock will be reviewed at RO at monthly intervals.

2.5.4. If, the Staff member fails to report for duties within the specified permitted time, (i.e. not exceeding 15 minutes on any one occasion) during 3 occasions in a month, the same will be treated as leave and appropriate category of leave can be permitted by the Manager at his discretion. **In the case of habitual late comers**, if such unauthorized absence/ late coming/ breach of punctuality continues for more than 3 occasions in a month, the **appropriate** salary will be deducted as under:

Period of Delay	Salary deduction
Late upto 15 Minutes with permission – 3 occasions in a month	NIL
Late upto 15 minutes without permission – 3 occasions in a month	Penalty as per para2.5.2
Late beyond 15 minutes upto 60 minutes	One hour salary to be deducted.
Late beyond 60 Minutes	Leave or loss of pay



2.5.5. Bio-Metric System to ensure punctuality

The Company has introduced Bio-Metric system for marking the attendance/ monitoring the punctuality. The branch in Charge/ second line managers is the administrator. At the time of installation of the machine, all information about staff members to be entered in the machine. The administrator will facilitate inclusion of fresh staff members, deletion of transferred staff members, capturing fingerprints etc. Necessary instructions have been issued to the branches in this regard.

Branch/ office timings are revised:

1st and 2nd Saturdays as holidays & the other Saturdays as full working days from 10 AM to 5 PM and for restricting other holidays to a maximum of 18 days during a Calendar year for all the branches across the country w.e.f. 01/01/2020,

Working Hours

Mon to Sat - 10.00 AM to 5.00 PM

DCP/HKP - 09.30 AM to 1.30 PM
2.00 PM to 5.00 PM



CHAPTER - 3

3.1 PROBATION, CONFIRMATION AND TERMINATION OF NON-PERFORMING STAFF

3.1.1 Every Officer on his /her appointment /promotion in a post in the Company shall be on probation for a period of 1 year from the date of reporting for duties/promotion which shall be extendable upto a period not exceeding 1 year

3.1.2. Every Employee on his appointment/promotion in a post in the Company shall be on probation for a period of 1 year from the date of his joining duties/date of promotion which shall be extendable upto a period not exceeding six months.

Provided that the competent authority (Appointing Authority) may in the case of any staff, extend or reduce the period of probation or dispense with the probation.

3.1.4 However, in the case of candidates directly recruited for the post of Managers and above, probationary period may be relaxed considering their past experience in the field of Finance/Banking etc.

3.1.5. Confirmation / Termination of the probationary staff

3.1.6.Branch Managers are required to submit the yearly confirmation report for probationary Officers & concerned Overseeing Executive for probationary Branch Manager. In case of non -performance/ deficiencies in discharging their duties /non adherence to the prescribed guidelines/ leave rules and violation of any of the service regulations, the same are to be reported to HRM Dept. RO, as and when noticed.

A staff shall be confirmed in the services of the Company, if in the opinion of the Appointing Authority the staff has satisfactorily completed his/her probation. Notwithstanding the above, appointing authority may extend the period of probation, if, in his view the staff has not satisfactorily discharged the duties/obligations as per the terms of appointment or committed any other misfeasance or malfeasance or for any other reasons.

The probationary period may be extended up to 1 year in the case of officers and 6 months in the case of employees.

Where during the period of probation, including the extended period of probation if the Appointing authority is of the opinion that the staff is not fit for confirmation: In the case of direct appointee officer, his/her services may be terminated by giving 1 month notice or payment of 1 month emoluments in lieu of notice,

In the case of a direct appointee employee, his/her services may be terminated by one months notice or payment of one month's emoluments in lieu of notice,

In the case of promotee staff, he/she may be reverted to the grade or cadre from which he/she was promoted.

The probationer should be given an opportunity to work in all the Departments. He/she should be guided to keep himself/herself abreast of all the dealings and methodology of adopted procedures of the Company. He/ she should be encouraged to improve his/her performance by bringing the drawbacks/weaknesses observed (if any) to his/her notice.

HRM department, Regd. Office shall monitor the yearly confidential reports on probationers. The Confidential Reports shall then be reviewed in detail in order to assess whether the probationer has been given ample opportunity to work in various Departments.



3.1.7 Authority to permit Extension of probation period: The Managing Director or (Appointing Authority) GM/DGM duly authorized by the Managing Director is the authority in respect of any extension of probationary period of the staff / officers on account of reasons like unauthorized absence, frequent leave, unsatisfactory service, indiscipline, ill health etc. The probationary period can be extended 3 times subject to a maximum of 1 year in the case of officers and 6 months in the case of employees. While extending the probation, the Authority shall specify that the services of the probationer will be terminated in case the condition specified while extending probation is not fulfilled and the same should be treated as 1 month notice.

3.1.8. On receipt of satisfactory Final Report from the Branch Manager certifying that the probationer and in case of Prob. Branch Managers the overseeing Executive could be confirmed in the services of the Company. HRM department, Regd. Office shall confirm the staff.

3.1.9 The terms and conditions (like leave, salary, period of the employment, allowances etc.) stipulated at the time of employment of Junior Officers on Contract (JOC), Marketing Officers on Contract (MOC) and other Officers/ Managers on Contract, as approved by the Board, shall be followed in the case of these Officers. The present recruitment policy covering the eligibility, process of recruitment, selection, appointment and remuneration of Junior Officers on Contract is furnished in the Recruitment and Promotion Policy

3.1.10. Termination of non-performing staff: Where the Company is satisfied that the performance of a staff is unsatisfactory or deficient or inadequate or there is a bonafide suspicion about his/her integrity or his/her retention in the Company's services would be prejudicial to the interest of the Company and where it is not possible or expedient to proceed against him as per the disciplinary procedure, the Company may terminate his/her services on giving him/her 3 months' notice or emoluments in lieu thereof in the case of officers and one months' notice or emoluments in lieu thereof in the case of employee"

3.1.10.1.—A matrix based evaluation process for Cluster Heads, branch heads and other employees working at branches is formulated. The evaluation matrix involves 75 marks under quantitative assessment covering key quantifiable business goals and the 25 marks under qualitative analysis.

The evaluation process envisages a weighted cumulative scoring pattern i.e 10% of Q1, 20% of Q2, 30% of Q3 and 40% of Q4 marks will be taken to arrive at the final score.

The officers other than branch head working at branches have been grouped under 3 distinct profiles (a) Credit / Processing (b) Recovery and (c) Accounts/collection and distinct APA format with Quantitative (75marks) and Qualitative evaluation (25 marks) for Br-in-charges / second line managers for Credit/Recovery/ Accounts staff are designed depending on work distribution.

The small branches with single officers will have the general profile (same as Branch Head)

Marks for Qualitative aspects will be considered for all the quarters as against considering for Q4 only. Considering the present Covid'19 pandemic situation, parameters of project proposal and negative marks for negative growth in NHL and NPA/SMA level more than the previous year are dispensed with.

Also considering the operational difficulties for Branch -in-charges heading ELB's and VLB's bonus marks for 10 upon achieving the threshold limits under parameters of disbursement of HL, NHL, business per employee (BPE) and closure of RBIA/Audit files are included. The marks achieved under bonus marks will be factored to a scale of 100. Wherever cluster heads are also in charge of CPC/Branch, performance of both CPC/branch & cluster will be given equal weightage.



The system of evaluation for employees working at Regd. Office and Assistants/DCP's/HKP's will be done based on Annual Performance Appraisal system i.e once in a year for the position as at 31st March every year.

Payment of Variable Pay

The system of evaluation of QPA, each employee will be on cumulative rating secured by him/her for the different quarters as per the specific QPA template assigned to him/her. The Variable pay bands will be as below:

1. Extra Ordinary / Outstanding :100%
2. Good : 80%
3. Average : 50%
4. Below Average : Nil

The reporting /reviewing /appellate authority is given below:

Category	Reporting Authority	Reviewing Authority	Appellate Authority
Branch Head	Overseeing Executive / Cluster Head	Committee of 3 Executives at RO	MD
Second line Managers	Branch Head	Committee of 3 Executives at RO	
JO/Officers / DCP/Assistants	Branch Head	Committee of 3 Executives at RO	
Chief Manager	Overseeing Executive	Committee of 3 Executives at RO	
AGM -Branch /RO	DGM-HRM	Committee of 3 Executives	
DGM Branch /Cluster Head	MD	NRC	Board of Directors

3.1.10.2. The HRM Dept. RO, will identify the non-performing staff every year as at March 31st based on QPAS performance review. An opportunity will be given to the concerned staff, who have been rated as below average/ performance level is below average, to explain/ improve the level of performance. HRM Dept. shall place a review note before the NRC/ Board before 31st October of every year.

3.1.10.3. If there is no improvement in the level of performance/ rating, the details of such staff will be placed before the Nomination and Remuneration Committee of the Board (NRC)/ Board with suitable recommendations.

3.1.10.4. Upon such review by the NRC/Board and based upon the review remarks/ suggestions, the MD may terminate such staff from the services of the Company on giving him/her 3 months' notice or emoluments in lieu thereof in the case of officers and one months' notice or emoluments in lieu thereof in the case of employee". The aggrieved staff may follow the guidelines relating to preferring appeal to the Competent Authority etc. as per existing guidelines.



CHAPTER -4

4.1. Salary and Fitment:

The salary to the staff of the company has been revised w.e.f 01/04/2020.

The new recruits /promotees are fitted at the lowest stage of the scale of the cadre. In case the promotees have already reached the lowest stage of the scale of the cadre to which they are promoted, the fitment will be fixed at the next stage in that scale of pay protecting the present Basic pay.

The scales effective from 01/04/2020 for a period of 5 years approved by Board of Directors during July 2021 are as under:

Grade	Increment
General Manager	Rs. 95900/- - 2400/5 - 107900/-
Deputy General Manager	Rs. 85580/- -2400/4 - 95180/-
Assistant General Manager	Rs. 73900/- 1900/5 - 83400 - 2150/1 - 85550/-
Chief Manager	Rs. 63800/- 1900/9- 80900/-
Senior Manager	Rs 51500/- - 1800/12 - Rs 73100/-
Manager /BCM	Rs 42000/- 1560/1 - 43560- 1650/3- 48510 -1700/7 - 60410 - 1800/2 - Rs 64010/-
Officer / ACM	Rs 27000 - 1300/5 - 33500 - 1400/6 - 41900 - 1560/1 - 43460 - 1650/4 - 50060 - 1700/1 - 51760/-
Junior Officer	Rs 16200 - 820/2 - 17840 - 1025/8 - 26040 - 1250/4 - 31040 - 1500/8 - 43040/-
Assistant	Rs 14000/- 800/5 - 18000 - 1000/8 - 26000 - 1200/4 - 30800- 1400/3 - 35000 - 1500/5 - 42500/-
DCP	Rs. 13500 - 700/9 - 19800 - 800/5 - 23800/ -
Peon	Rs 11000/- - 500/4- 13000 - 600/4 - 15400 - 700/10 - 22400/-
HKP	Rs 8500/- 450/9 - 12550 - 500/9 - 17050/-

4.2 Release of Annual Increment

Annual increment shall be released/ permitted by the Competent authority, as per the fitment of the pay applicable to the cadre of the staff, after completion of one year of the active service.

In the case of newly recruited staff/ promotee staff, in the normal course, annual Increment shall be released after completion of one year of active service from the date of reporting for duties/ effective date of promotion, unless their probation is extended by the Competent (appropriate) authority. If the probation is extended, then the increment shall be released, on the date of confirmation and thereafter, after completing one year of active service as per fitment formula applicable to the staff.

However, for administrative convenience, the increment shall be released from the first day of the calendar month irrespective of their actual date of joining/confirmation/promotion without affecting the seniority

The above is however subject to the satisfactory completion of the review period on the basis of the staff performance during the review period and considering their leave taking.



Further Annual Increments in respect of promotees, shall be released one year from their date of Promotion/completion of probation.

4.3 Stagnations in the Increment:

The staff in the all cadre of **HKP, DCP, Assistant, JO** and on reaching the maximum in their respective scales of pay shall draw 3 stagnation increments at the rate of last increment drawn and at frequencies of three years from the dates of reaching the maximum of their scales.

All Officers including Executives on reaching the maximum in their respective scales of pay shall draw 3 stagnation increments at the rate of last increment drawn and at frequencies of three years from the dates of reaching the maximum of their scales.

4.4 Dearness Allowance:

On and from 01/04/2020, Dearness Allowance shall be payable for every rise or fall of four points over 6352 points in the quarterly average of the All India Average working Class Consumer Price Index (General) Base 1960= 100 at 0.07% of Pay. The revised rates of Dearness Allowances for the respective quarters from Feb 2021 to Feb 2022 are as under

Quarter commencing	Revised DA %
Feb 2021	26.18
May 2021	25.69
Aug 2021	27.79
Nov 2021	30.38
Feb 2022	32.97

Revision of Dearness Allowance calculated at the above rates in relation to consumer Price Index at the end of any Quarter would be done from the first of the second month of the succeeding calendar quarter.

4.5 City Compensatory Allowance (CCA) :

Cadre	Area	Rate	Min. Amt	Max. Amt
HKP/DCP/Peon *	Nil	Nil	Nil	Nil
Assistant	Nil	Nil	Nil	Nil
JO, Officers & Above	Area – I	4% of BP	-	Rs.1200/-
	Others	3% of BP	-	Rs.1000/-

Area – I: Metros and State Capital Cities
Other places: Other than Area I

* No CCA shall be payable to the cadre of House Keeping Employee/DCP/Assistant as per the revised pattern.

4.6 House Rent Allowance:

Cadre	Area	Rate
DCP/Peon/HKP	Area – I	10% of Basic Pay (Metros & Capital cities)
	Other places	9% of Basic Pay (Other than Area – I)
Assistant	Area - I	10% of Basic Pay (Metros & Capital cities)
	Other places	9% of Basic Pay



		(Other than Area – I)
JO, Officers and above	Area – I	8.50% of Basic Pay (Metros & Capital cities)
	Other places	7.50% of Basic Pay (Other than Area – I)

- HRA is payable to officers and above who are not provided with quarters facility. **Existing scheme of payment of HRA to Officers** who stay in own house continues. The scheme of payment of additional HRA in case of Officers/Executives who have not availed the quarters facility either on personal lease or Company Lease and are occupying ownership accommodation HRA shall be restricted to 150% of HRA payable as per the salary scale on production of declaration.

RENT REIMBURSEMENT:

The Revised quantum of monthly reimbursement to Officer & above as under:

Rent	Area I	Area II	Area III
Cadre	Amount	Amount	Amount
General Manager	25,000	xx	xx
Deputy Gen. Manager	22,000	16,000	12,000
Asst. Gen Manager	19,000	14,000	10,000
Chief Manager	16,000	11,000	9,000
Senior Manager	13,000	9,000	8,000
Manager /BCM	12,000	8,000	7,000
Officer / ACM	11,000	8,000	6,000
Area I	Delhi, Noida, Ghaziabad, Faridabad, Gurugram, Mumbai, Bangalore, Kolkatta, Chennai, Hyderabad, Secunderabad, Ahmedabad, Chandigarh and Pune.		
Area II	State Capitals and centres with population of 10 lakhs and above (2011 census)		
Area III	All other centres		

All other terms and conditions are as per existing norms.

4.7. Fixed and Variable Pay:

- 4.7.1. To ensure that the maximum benefit of enhancement in the salary is extended to the performing staff / employees, we have introduced dual salary structure consisting of Fixed Pay and Variable Pay in the ratio of 75:25 – 75% fixed pay and 25% Variable pay. The salary means aggregate of Basic Pay, Dearness Allowance, HRA, CCA .
- QPAS System will be used as a tool for grading the staff / employees for payment of Variable pay. On the basis of QPA, the staff/employees are graded in 4 stages viz/ Extra –Ordinary, Good, Average and Below Average . The Variable pay is paid at 100%, 80%, 50%, 0% to the respective category is stipulated to dis-incentive such non-performing staff/employees. In other words, staff /employees rated below average in the QPA will not get any variable pay.
- In the revised salary structure, 25% (earlier 20%) of the salary will be paid as "Variable Pay" based on the rating awarded in the QPA quarterly.
- The Gross pay means Basic +DA+ CCA +HRA at applicable rates. In the case of staff members provided with quarters or living in their own houses and getting reimbursement of quarters at 150% of the applicable HRA, the notional HRA at the



applicable rate is to be considered for computing variable pay. Variable pay is a temporary incentive paid depending upon the performance of staff /employee and therefore, will not qualify for Provident Fund. However, the same will qualify for Gratuity.

Notwithstanding the review of rating by the Committee, the rating awarded by the Appraiser and taken on record during the promotion process shall not undergo any change and no representation will be considered to modify/ re-open the promotion process already completed.

4.7 DEDUCTIONS:

4.7.1 Provident Fund :

Staff contribution at 12% of Basic plus Dearness Allowance from time to time will continue to be deducted in terms of the applicable provisions of the Staff' Provident Fund & Miscellaneous Provisions Act, 1952.

4.7.2 Employees State Insurance (ESI):

ESI Scheme is applicable to Staff whose monthly Gross Salary is less than Rs.21000/-
÷ The rate of contribution to ESI is at 1.75 % of the Gross Salary towards Staff contribution and 4.75% of the Gross Salary towards Employers contribution.

Staff whose monthly Gross Salary exceeds Rs.21000/- in any month during the period April to Sept and/or Oct to Mar shall continue to be covered under ESI scheme till 30th of Sept or 31st of March respectively.

4.7.3. Income Tax/Professional Tax**:**

Staff whose Annual Income exceeds the limit fixed by the Income Tax Act, **Professional Tax**, are liable to pay Income Tax/ **Professional Tax** as per the Income Tax Act, 1961 and the same shall be deducted from the salary of the Staff. Deduction and remittance of Income Tax is centralized. Staff who fall under the above category are required to furnish the details of their savings to claim any rebate with supportive documents.

4.8 General guidelines:

(a) Salary is centralized at Registered Office. Hence, there is no occasion for the branches to make payment of salary to the employees except in the case of PL encashment during LFC. Statutory requirements like PF, Income Tax, payment towards Pension etc., are taken care of at Regd. Office level. However, contribution to ESI, though deducted from the salary has to be remitted locally.

(c) Branches should comply with the Professional Tax Rules as per the guidelines of the State Government and the remittance should be made without fail. Professional Tax in respect of Staff working in Karnataka Branches are deducted from their respective salary and remittance will be made at RO level. In respect of employees/staff in other states, the PT remittance shall be made by the respective branches. The receipt should be maintained at branch level. Annual confirmation regarding remittance of professional tax should be sent to HRM Dept. as at March every year.

(d) Salary payable to and staff deputed to any other branch/ office shall be paid at the parent Branch only.



4.9. Reimbursement of salary of deputed staff:

Reimbursement of salary of deputed staff claimed by the respective branches shall be reimbursed at the Branch level by debiting Registered Office, if any. The HRM Department will issue necessary guidelines with regard to reimbursement of salary/ other allowances to branches from time to time.

4.10. Subsistence Allowance :

- a. In respect of staff kept under suspension, the subsistence allowance will be paid. During such suspension, the Officer or Staff shall receive subsistence allowance equal to 1/3rd of Basic Pay, the Officer or Staff was receiving on the day prior to the date of suspension. He/she is also eligible for DA and other allowance (Excluding Conveyance Allowance, Entertainment Allowance and Special Allowance) on the reduced basic for the first 3 months of suspension. For the subsequent period after 3 months, he/she shall be entitled to draw half of the Basic Pay, DA and other Allowances on reduced pay. However PF is not deducted from subsistence allowance and subsistence allowance does not rank for Bonus.
- b. Branch should obtain a declaration from the suspended staff, that he is not employed anywhere else in order to be eligible for subsistence allowance. Only on obtaining such declaration from the suspended staff, the Regd. Office can disburse the Subsistence Allowance.
- c. An Officer/staff may be placed under suspension by the Officer empowered to pass the final order under this Regulation. During such suspension, the Officer/staff shall receive subsistence allowance equal to one-third of basic pay the Officer or staff was receiving on the date prior to the date of suspension, plus dearness allowance and other allowances excluding conveyance allowance, entertainment allowance and special allowance calculated on the reduced pay for the first three months of suspension. For the subsequent period, after three months, he / she shall be entitled to draw half of the basic pay plus the dearness allowance and other allowances specified above calculated on the reduced pay.
- d. While considering deduction towards loans, insurance premium and others for which the staff has lodged a mandate with the company, it is to be ensured that after effecting all the deductions a staff gets 25% of subsistence allowance.

4.10. Recovery of Salary :

Recovery of salary for leave on Loss of Pay/unauthorized absence shall be effected without fail from the immediate next salary payable. Proportionate recovery shall be made under various heads, DA, CCA, HRA & Variable Pay.



CHAPTER- 5

ALLOWANCES:

Staff are eligible for certain periodical Allowances like

1. Conveyance Allowance
2. Reimbursement of Business Development Expenses
3. Medical Reimbursement
4. Subscription to Newspaper and periodicals
5. Reimbursement of Mobile expenses
6. Officiating Allowance

5.1 Reimbursement of Conveyance Expenses to Officer Staff :

All Confirmed Officers / employees who own a vehicle and are-not provided with vehicles owned and maintained by the Company are eligible for reimbursement of Conveyance Allowance **every month subject to production of a declaration which will be credited along with salary.** The scheme is meant for Reimbursement of Conveyance Allowance incurred in connection with discharging of Official duty.

On and from 01/07/2021, reimbursement of conveyance to Officers / employees of the Company shall be as under:

Cadre	Amount
General Manager *	25,000
Deputy Gen. Manager *	20,000
Asst. Gen Manager *	17,500
Chief Manager	7,500
Senior Manager	5,500
Manager/ BCM	4,500
Officer / ACM	4,000
Junior Officer	1,000
Assistant	800
DCP / Peon /HKP	450

*vehicles provided by the company

Note: The reimbursement of Conveyance Allowance is based on the declaration given by the Officer employees and workmen category and the same will be paid along with the salary on monthly basis. As regards the entitlement for Car and Conveyance allowance for Branch In charges (provided with Branch vehicle), the same will be as per the existing Premises policy of the Company.

The above reimbursement of petrol expenses is for Officers owning the vehicle and not provided with Company owned vehicles. When the officer is on **leave (other than CL)** PL/SL/**AWL** prorata reduction will be made for the leave period.

Other terms and conditions, approved by Board shall be communicated to branches;

5.2 REIMBURSEMENT OF BUSINESS DEVELOPMENT:

Considering the functions of the Branch Manager and Officer in various set up and the usefulness in extending the Business Development, Reimbursement of Business Development charges to officer staff is included in the Staff Welfare Measures.

The amount will be paid to the Officer employee along with the monthly salary subject to submission of a declaration to the branch. However, the same will be excluded for computing the Income Tax liability.



On and from 1st November 2015, reimbursement of Business Development Expenses per month shall be as under:

(in Rupees)

Officer	Manager/ 2nd line Manager	Sr.Manager	CM	AGM	DGM	GM
500	600	700	900	1100	1300	1500

Additional Fixed allowance :

In addition to the above, the Cluster heads, Credit Head (including CCPC head, Recovery Head, RCU Head, Legal Head and KMPs depending on their cadres are eligible for Additional Fixed allowance as below (not ranking for PF, Gratuity and other super annuation benefits)

Chief Manager	Rs. 10,000/-
Assistant General Manager	Rs. 15,000/-
Deputy General Manager	Rs. 20,000/-
General Manager	Rs. 25,000/-

5.3 Reimbursement of Medical Expenses:

An Officer or a staff confirmed in the services of the Company is entitled for Reimbursement of Medical expenses **on a pro-rata basis** against declaration, incurred on medical treatment for self or the member of the family or both subject to the limits as under:

On and from 1st November 2015, reimbursement of Medical Expenses* on declaration shall be as under:

(in Rupees)

HKP/DCP	Assistant	Officer	Manager	Sr.Manager	CM	AGM	DGM	GM
2500	3000	6000	7000	8000	9000	10000	11000	12000

*The expenses are paid on pro-rata basis for 12 months. If the period of service is less than one year, the amount will be paid for completed months of service. Any part of the month shall be considered as a month for payment of medical reimbursement.

Staff covered under ESI (presently HKPs) JOCs and other contract employees are not eligible for reimbursement of Medical expenses.

The limits are for the calendar year (Jan to Dec). No accumulation is permissible. The amount due for the year has to be availed within the current calendar year itself. The eligibility is to be computed on a prorata basis, if the employee has put in less than 12-month service in a calendar year.

HRM Dept. Regd. Office is empowered to sanction the Reimbursement of Medical Expenses to the confirmed staff members of the Company.

5.4. Annual Medical checkup to the employee and his/ her spouse:

All the confirmed staff members irrespective of their cadres (DGM, AGM, CM, SM, Manager/ BCM, Officer/ ACM, Assistant, DCP, HKP) are eligible for reimbursement of expenses incurred on medical checkup for self and his/her spouse subject to maximum of Rs.2000/- per annum (Jan – Dec). The staff member should claim reimbursement by producing the bills to the branch in charge. The amount includes checkup for staff/employee and spouse.



5.5 SUBSCRIPTION OF NEWS PAPERS AND PERIODICALS

Branches are permitted to incur the expenditure towards subscription of News Paper and Periodicals. The details are as under:

- (1) Subscribe to one financial daily like Economic Times, Financial Express etc.
- (2) Subscribe to one daily News Paper either English or of local language.

The Officers in the cadre of Managers and above & Branch Managers are eligible for reimbursement of subscription to newspaper to the extent of Rs.150 per month and, in case of AGM and above can subscribe for two newspapers to the extent of Rs.250 per month and paid along with salary, ***subject to submission of a declaration to the branch.***

The Metropolitan Branches may also subscribe to one Financial Periodical like Business India, Business World etc. In addition to the above mentioned News Papers, branches are required to adhere to the instructions given below:

- 1) The subscription amount paid has to be debited to General Charges - News Papers and Periodicals. The required Bill has to be obtained.
- 2) **On disposal of old News Papers, the amount should be credited to the same Account.**

5.6 REIMBURSEMENT OF MOBILE TELEPHONE EXPENSES

- a. The scheme will be restricted to reimbursement of monthly charges only.
- b. The handsets are to be owned and maintained by the concerned Officials. *In the case of eligible officers, such handsets will be provided by the Company (Managers and above).*
- c. Reimbursement will be on monthly basis and same will be paid along with the salary. In case of Leave on Loss of Pay, pro rata deduction in the eligible amount to be done.
- d. Reimbursement of mobile telephone charges shall be subject to the following monetary ceiling (w.e.f. 01/11/15):

(in Rupees)

HKP/DCP	Officer/Assist	Manager/ 2 nd line Manager	Sr.Manager	CM	AGM	DGM	GM
300	600	800	1000	1100	1200	1300	1500

5.7 SUPPLY OF LIVERY AND OTHER ITEMS TO DRIVER CUM PEON :

The scheme of providing Livery/Dress at periodical intervals stands withdrawn from Nov 2015.

5.8. Officiating Allowance: Effective from 01-08-2013, the officers heading branches staff are eligible for officiating allowances in the following circumstances.

In cases where an official is not in a position to get promoted to the next higher cadre due to non availability of vacancies in the next higher cadre, but said official is still heading a branch of higher business size, which ought to be managed by the next higher rank official/cadre officer, such officials heading such branches are eligible for officiating allowance as per categorization of the branches furnished every year.

The prevailing structure of payment of monthly officiating allowance is as under:

- i. Officer in place of Manager/ officer heading satellite office: Rs.1000 p.m



ii. Manager in place of Senior manager:

Rs.1000 p.m.

iii. Sr. Manager in place of CM:

Rs.1000. p.m

Whenever AGM/CM heading a branch proceeds on leave for more than 4 days, then the AGM/CM heading the nearby branch shall be having concurrent charge of the other branch and shall exercise their normal delegated powers.

5.9. Halting allowance/ Lodging expenses :

Subject to other existing guidelines all officers/ staff are eligible for halting allowances/ reimbursement of lodging expenses at following rates per day:

a) Halting allowances per day:

(in Rupees)

Grade	Metro/ Major A	Area I	Other Places
	Revised	Revised	Revised
GM	1950	1650	1425
DGM	1750	1450	1200
AGM /CM	1600	1300	1000
SM/MGR/ BCM	1200	1000	800
OFFICER/ACM/JO	1000	900	650
ASST	600	400	375
DCP /PEON/HKP	500	300	250

P.S: All other existing terms & conditions shall continue.

Entitlement of halting allowance to officers who claim lodging or boarding on actual basis.

Halting Allowance payable to officers on outstation duty who claim actual hotel expenses for boarding and / or lodging supported by bills/vouchers is as follows:

1. Where lodging and/or boarding expenses are claimed, actual (full day's) HA is not payable. In such cases HA is payable as under:

- where lodging is provided at Company's cost/arranged through the Company free of cost, 3/4th of the HA will be admissible
- Where boarding is provided at Company's cost/arranged through the Company's free of cost, 1/2 of the HA will be admissible
- Where lodging and boarding are provided at Company's cost/arranged through the Company's free of cost, 1/4th of the HA will be admissible
- Wherever an officer claims Boarding Expenses on declaration basis, with or without incurring expenses towards lodging, shall be reimbursed boarding expenses to the extent of HA applicable to that place. However, a separate declaration to the above effect should accompany the TA bill in addition to furnishing the same in the TA bill under the Boarding column.

Halting Allowance shall not be paid if boarding expenses are claimed on declaration basis.

Definition of "day" for Halting allowance



Where the total period of absence on outstation duty is less than 24 hours, "day" shall mean a period not less than 8 hours. For the purpose of computing Halting Allowance, per diem (per day) shall mean each period of 24 hours or any subsequent part thereof, reckoned from the reporting time for departure in other cases, to the actual time of arrival at the Airport/Railway Station/Bus Station as the case may be, back to the headquarters.

Officers are eligible for Halting Allowance at the rates specified above for the number of days of outstation duty at outstation places (including journey period).

Payment of Halting Allowance :

- a) If the total period of absence on outstation duty on any one occasion exceeds 8 hours, full day's Halting Allowance is payable.
- b) If the total period of absence on outstation duty on any one occasion is less than 8 hours but more than 4 hours, half a day's Halting Allowance is payable.
- c) No Halting Allowance is payable if the period of absence on outstation duty including travel does not exceed 4 hours.

b) Lodging and Ceiling on Hotel Tariff (Excluding Service and other taxes but including all service charges):

(in Rupees)

Grade	Metro/ Major A	Area-1	Other places
GM	7000	4000	3500
DGM	6000	3500	3000
AGM/CM	5000	2400	2000
SM/Mgr	2400	1600	1200
Officer/ JO	1600	1200	800

Note: (a) Metropolitan / Major "A" Class cities : Delhi, Mumbai, Chennai, Kolkotta Hyderabad, Secunderabad Ahmedabad and Bangalore.

(b) Area – I : Pune, Kanpur, Nagpur, Jaipur, Lucknow, Surat, Vishakapatnam, Patna, Vadodara, Kochi, Indore, Bhopal, Ludhiana, Coimbatore, Madurai, Agra, Varanasi and Vijayawada

(c) Other places : Places other than (a) and (b) above.

Officers should claim lodging expenses with supporting bills. Officers should specifically mention the name of the person, designation, etc. if the room is shared with other colleagues on official duties.

(d) The Lodging and Ceiling on Hotel Tariff is applicable for all official stays by the staff members of the Company. However, in exceptional cases, like Training programs, Review Meets and any other outstation visits/ stays, reasonable increase in the ceiling for lodging/ Hotel Tariff shall be permitted by Managing Director on a case to case basis.

TRAVELLING ALLOWANCE (TA), TRANSPORTATION :

- The guidelines for reimbursement of Travelling Allowance, Transportation charges on transfer are as per the rules / guidelines in vogue and changes made from time to time and as applicable to the respective cadre of staff. For this purpose, for Junior Officer, as applicable to the Officer cadre will be considered.



BREAKAGE ALLOWANCE ON TRANSFER ON DECLARATION

Officers to Senior Manager	Rs. 25,000/-
Chief Manager & Above	Rs. 30,000/-

5.10. Special allowance/ Overtime Allowances/ Food allowance/ Halting allowance to the DCP's/HKP's engaged for driving activities/outstation duties:

- a) **Special allowance:** The DCP's/HKP's engaged for driving activities of the Office vehicle (4 wheelers), they are eligible for special allowance as under:

DCP in RO engaged for full time driving	Rs.3000 per month
DCP/HKP engaged for driving activity in branch/ RO along with other duties	Rs.2000 per month

Special allowance is payable w.e.f.01/07/2021. The special allowance is payable in lumpsum and will not qualify for Provident Fund, Gratuity & Variable pay .

- b) **Overtime allowance:** in case they are engaged for driving the office vehicle (4 wheelers) beyond the duty hours /outstation duties, the following allowance are payable

DCP/HKP for driving	DCP/HKP in branches/ RO
a) Upto 4 hour at Rs.40 per hour subject to Max of Rs.150	a) Upto 4 hour at Rs.40 per hour subject to Max of Rs.150 per day
b) beyond 4 hours at Rs.40 per hour subject to maximum of Rs.350 during driving	NA
d) Halting allowance as applicable during outstation duties	NA

- c) Food allowance: **Food allowance of Rs.250 per day shall be paid wherever the DCPs/HKPs are engaged for out station duties.**

- d) Halting allowance: **Haling allowance as applicable to DCP/HKP as per para 5.9. Such HKPs/DCPs are not eligible for lodging allowances.**



CHAPTER – 6

LEAVE AND LEAVE RULES

A staff shall be eligible for the following kinds of leave:

- (a) Casual Leave
- (b) Privilege Leave
- (c) Sick Leave
- (d) Maternity Leave
- (e) Extraordinary Leave (with or without salary)
- (f) Compensatory leave

6.1 CASUAL LEAVE :

All staff of the Company are entitled for casual leave with full salary for 12 days in a calendar year. Casual Leave can be availed for not more than 4 days at a stretch for sickness, religious festivals and other domestic reasons. Casual Leave together with a suffixed, prefixed or intervening holidays (including Sundays) shall not exceed 6 days.

In respect of newly recruited staff Casual Leave can be availed on pro-rata basis at the rate of one day for each completed month or part thereof.

Casual Leave is intended to meet special or unforeseen circumstances, hence the same should be availed judiciously so that it is available throughout the year.

A staff who intends to avail Casual Leave has to obtain as far as possible prior permission from the Manager concerned and if this is not possible he has to inform the Manager either in writing or orally or through any person about his inability to attend the Office.

Casual Leave which is not availed by staff during the calendar year will be added on to the sick leave balance of the staff at the end of the calendar year. The said casual leave so credited to sick leave may be availed by a staff within 2 years by way of Sick Leave on declaration, not exceeding 4 days at a time, failing which it will lapse.

Branch Managers/Incharge are required to forward their application for Casual Leave to HRM department, RO. However, in respect of other staff, Branch Managers are empowered to sanction Casual Leave.

Casual leave cannot be clubbed with other categories of leave like PL/SL.

6.2 PRIVILEGE LEAVE :

All confirmed staff of the Company are eligible for Privilege Leave at the rate of one day for every eleven days of active service (Active Service/Service on duty refers to number of days of service less all categories of leave availed other than Casual Leave). Privilege Leave relating to a particular year can be availed at the end of the year. The PL will not accrue before completion of the calendar year. Privilege Leave can be taken for a minimum period of 4 days. The privilege leave would be credited on 1st January of every year.

Privilege Leave may be accumulated upto a maximum period of eight months (240 days) Any such accumulations beyond eight months will be considered as having lapsed. However, if such additional accumulation is caused due to non-sanctioning of leave by the management in the interest of the Company, the same shall be permitted to get accrued beyond eight months by the sanctioning authority.



Privilege Leave can be taken not more than 3 times in a year. However, depending upon merits of individual cases sanctioning authorities are empowered to sanction PL even beyond 3 occasions in a calendar year.

Sanctioning of Privilege Leave on medical grounds will be considered only if satisfactory medical certificate are produced.

The leave applications for Privilege Leave should be submitted at least 10 days prior to going on leave except in extraordinary circumstances. The same should be forwarded by the Branch Manager/In-charge with recommendations.

The Privilege Leave cannot be clubbed with Casual Leave/Sick Leave

All Privilege Leave of staff members up to the level of Sr.Manager will be sanctioned by DGM/GM (looking after HR Department) and PL of all the Executives will be sanctioned by MD (or in his absence DMD)

6.3 SICK LEAVE :

All confirmed staff of the Company are eligible for sick leave of 15 days with full salary per year for each completed year of service subject to a maximum of 270 days during the entire service. The Sick Leave shall be credited on the first of the succeeding calendar year. In respect of newly recruited staff, sick leave will be credited on completion of first year service and thereafter on 1st January every year.

The application for Sick Leave should be accompanied by Registered Medical Practitioner's certificate duly recommending the leave required by the staff, in order to recover from his/her sickness. The certificate should also specifically mention the ailment and the period for which the staff has to undergo the treatment. The application should then be forwarded by the Branch Manager/Incharge with remarks. Once staff reports for duty he/she is required to submit fitness certificate.

Medical Certificate should be submitted within 4 days on remaining absent failing which the period of absence is liable to be treated as one without leave and hence on loss of pay.

The Medical Certificate submitted should bear registration number and complete address of the issuing doctor.

Any staff/officer can accumulate the maximum sick leave upto 270 days. The Officers /staff who has put in a service of 24 years the additional sick leave of 90 days on half pay is permissible.

6.4 MATERNITY LEAVE :

All confirmed female staff having not more than one living child are eligible for availing 12 months maternity leave during the entire service. A maximum period of 6 months at a time can be availed for delivery. They can also avail at a time 3 months maternity leave in case of miscarriage /abortion including abortion induced under Medical Termination of Pregnancy Act 1971, (but not threatened abortion) within the prescribed ceiling of 12 months maternity leave during the entire service.

Staff along with their leave application should undertake not to do any work outside their own home (i.e. to take up any employment or vocation) during this period and that the birth of the child is notified to and certified by a Registered Medical Practitioner.

The applicant for Maternity benefit should give notice to the Company 4 weeks prior to taking leave.

Staff are required to produce Medical Certificate before proceeding on leave.



6.5 EXTRAORDINARY LEAVE (with or without salary) :

Leave may be granted with full salary, half salary or without salary at the discretion of the management.

Extraordinary Leave on loss of pay will be sanctioned only under extraordinary or unforeseen circumstances. It will be sanctioned only if no other eligible category of leave is available to the credit of the staff. It will not be sanctioned for more than three months on any one occasion and twelve month during the entire service with the Company. No salary and emoluments etc. will be paid during the period of absence treated as Leave on Loss of Pay. Absence of Staff/Officers beyond the maximum extent on any occasions or during entire service will be treated as one without leave and hence on loss of pay besides initiating appropriate disciplinary action

Officiating during the Leave period of Branch Incharge :

Branches are required to adhere to the guidelines given here under, for smooth functioning of the branch during the leave period/outstation duty of the Branch Incharge.

1. Branch Managers/Incharge before leaving the station, should take permission from the Competent Authority.
2. The Senior most Officer shall hold charge of the Branch.
3. If there are no Officers, charge shall be handed over to the senior most Sr. Assistant/JO's/Assistant.
4. The person holding the charge accordingly shall hold the first set of keys and the second set of keys shall be held by the next senior most Officer /JO's/ Sr. Assistant/Assistant.
5. The Officer/Staff holding charge of the branch shall not have any powers to sanction/disburse loan save, only when RO permits specifically.
6. If the Officer/Staff holding charge is permitted to sanction/disburse the loan the permanent incumbent on resuming for work shall verify and certify to its correctness. Any discrepancy shall be reported forth with to RO besides taking immediate possible steps to rectify the same.
7. The Officer/Staff officiating during the leave period shall be responsible for internal Control of the Branch and shall be liable for any lapse occurred during such period.
8. All precautionary measures shall be taken by the persons officiating during the leave period of permanent incumbent to protect the interest of the Company from any damage etc.
9. No officiating allowance (i.e. extra allowance) is payable on account of such officiating during the leave period of the Branch In-charge.
10. Permanent incumbent shall send a report both at the time of handing over/taking over charge (as per the Proforma enclosed).
11. An Officer who has been sanctioned leave and leaves his place of duty shall furnish to the Company, the address at which he can be contacted while out of station.
12. No staff member shall leave the Country/go abroad without prior approval from the Competent Authority.

6.6. Compensatory leave: Whenever a DCP/HKP is engaged for outstation duties/driving beyond office hours for more than 8 hours, such DCP/HKP is eligible for one days compensatory leave.



CHAPTER -7

7.1- LEAVE FARE CONCESSION

Leave Fare Concession (LFC) is one of the benefits given to the staff of the Organisation which may go a long way in motivating the staff of the Organisation. The scheme is implemented in order to give an opportunity to the staff to visit any place in India or place of domicile for rest and recuperation for self and family.

ELIGIBILITY:-

a) All confirmed Officers/Staff who have, completed two years of confirmed service are eligible for LFC once in two years. ***In respect of newly recruited staff***, the block period commences on completion of two years of confirmed services.

b) LFC may be availed by proceeding on Casual Leave/Privilege Leave. However, an Officer/Staff must give 15 days notice in writing which should be duly forwarded by the branch Manager/Incharge with specific recommendations. Whenever, LFC is sought to be availed on Sick Leave, the same should be sent along with the certificate from the doctor prescribing for change of weather or place. In case, LFC is availed on Casual Leave, such application should also be forwarded to HRM department, RO, Bangalore, after debiting the Leave to the respective Officers/Staff at branch level.

c) ***An eligible Officer/ staff is eligible for reimbursement of actual expenses incurred or one and a half months Gross salary including variable pay, subject to the maximum of following monetary ceilings irrespective of their monthly emoluments once in 2 years, with or without undertaking actual journey while availing LFC:***

(in Rupees)

HKP	DCP/Sr.DCP	Asst/Sr.Asst	Officer	Manager	SM	CM	AGM	DGM	GM
15000	30000	40000	50000	70000	100000	120000	140000	150000	160000

Salary includes Basic Pay, DA, CCA, HRA, other Allowances and variable pay which are permanent in nature. For Officers who have availed the facility of quarters and not eligible for HRA, notional HRA payable shall be taken into account.

d) On receipt of such LFC application, HRM department, RO shall intimate the concerned staff and branch about the amount eligible for LFC and the advance amount to be drawn.

e) LFC reimbursement can be claimed against declaration or on production of bills or partly with bills/declaration. Privilege Leave up to a maximum of 30 days can be encashed while availing LFC.

f) The LFC should be availed before the end of the block otherwise the same will lapse. However, with prior approval from Deputy General Manager/ General Manager (looking after HR Department) /Managing Director, the block can be extended once for a further period of 3 months based on the need /branch work and genuine requests from the staff.

All guidelines applicable for availing advance for Travelling allowance (TA) shall be applicable to LFC also.

LFC is treated as having availed once onward journey is commenced.

LFC can be availed independently by family members. However, return journey should be completed within six months from the date of undertaking onward journey. Prior permission from sanctioning authority is required for undertaking LFC journey by family members prior to or after the Officers/Staff availing LFC for self.

In case the spouse is employed in our Company, the Officer/Staff is entitled to avail LFC for self and family under his/her entitlement but not under both.



If the spouse is employed elsewhere he/she should not claim reimbursement of LFC for the same journey undertaken.
LFC can be availed by declaration /production of bills /partly with bills & partly with declaration.

Definition of "Family" :

1. If income of one of the parents exceeds Rs.12,000/-p.m. or the aggregate income of both the parents exceeds Rs.12,000/-per month, Both the parents will not be considered as wholly dependent on the Officer. In such cases, the Officer's brothers and sisters will also be considered dependent on the parents only, even though they are residing with the Officer and/or do not have individual income of Rs.12,000/-per month.

The above definition of "Family" holds good in the case of unmarried female Officers/Staff also. In the case of married female Officers/Staff, they are permitted to avail the facility either for parents or parents-in-law (but not for both) /brothers/sisters of the female Officers/Staff wholly dependent on them.

7.2 Encashment of Privilege Leave (PL) :

Officers/Staff proceeding on LFC are eligible for encashment of PL to their credit upto a maximum of 30 days. PL encashment is permissible only when an Officer/Staff avails LFC for self or along with the spouse, in case spouse availing LFC and such spouse of the employee is the employee in our Company. For the purpose of calculation, eligibility of PL encashment Basic + DA + CCA + HRA + Other Allowances + **variable pay**, payable for the month shall be admissible. In respect of Officers who have been provided with quarters facility, the notional HRA payable for them shall be considered. Officers/Staff shall give intimation for PL encashment.

Officer/Staff proceeding on LFC shall specifically request in their application for encashment for PL.

PL encashment shall be disbursed to Officer/Staff three days prior to commencement of LFC.

7.3 Encashment of Privilege Leave on account of Retirement/Voluntary retirement/death.

The encashment of Privilege Leave is extended to Retirement /Voluntary retirement/death subject to maximum of 240 days.



CHAPTER -8

Staff Welfare Measures

The following Welfare measures are extended to the confirmed staff of the Company. They are,

1. Festival Advance (FA)
2. Durable Utility Article Loan (DUAL)
3. Vehicle Loan (LHV)
4. Staff Housing Loan
5. Staff Personal Loan

8.1: Staff Festival Advance Scheme :

All confirmed staff in the services of the Company are eligible for ***availing loan under this scheme equivalent to one month's last drawn gross salary***, to meet expenditure incurred towards any festival irrespective of their religion. There is no interest on the said loan. The advance shall be recovered in ten equal monthly installments.

8.2 DURABLE UTILITY ARTICLE AND OTHER PURPOSE LOAN SCHEME :

All confirmed staff of the Company are eligible for loans equivalent to four months gross salary or Rs.50,000/- or the actual cost of the durable utility articles purchased/expenses to be incurred, whichever is lower for the following purpose repayable in 60 monthly instalments along with interest.:

- a. Purchase of durable utility articles other than jewellery, gold/silver articles
- b. For payment of House rent deposit.
- c. For meeting the medical/marriage/educational expenses of self/dependents.

Rate of interest : As per guidelines issued from time to time (Present ROI- 11.25% floating)

There should not be more than one loan outstanding under the Scheme at any given time. Subsequent loan is to be granted only after expiry of one month from the date of closure of earlier loan. Monthly Net take home salary after providing for the installment of the loan shall not be less than 25% of the gross salary. Where husband and wife are staff of the Company **both are permitted to avail** the loan.

There shall be a minimum gap of 48 months between sanction of two loans.

8.3 STAFF VEHICLE LOAN :

The Scheme is called Staff Vehicle Loan Scheme and all confirmed staff who are in the service of the Company are eligible to avail vehicle loan for purchase of a two wheeler or a four wheeler.

8.3.1 FOR TWO-WHEELERS

All confirmed staff are eligible for a loan for two wheelers.

Quantum of Loan :

- a. New Vehicle : Rs.70,000/- or 90% of cost of New vehicle, whichever is less.
- b. Old Vehicle : Rs.40,000/- or 80% of the value of the vehicle as per valuation report by qualified Automobile engineer, whichever is less. The age of the used vehicle should not be more than 5 yrs.



Rate of Interest : As per guidelines issued from time to time. (Present rate – 7.50% Fixed)

Repayment : Within 84 months. In case of staff not having service of 84 months i.e 7 yrs the liability along with interest should be recovered out of the terminal benefits at the time of retirement/ cessation of service.

Sanctioning Authority: Branch In charge .

8.3.2.. For Four wheeler:

All confirmed Officers, who has put in 5 years of service in the Company are eligible to get vehicle loan.

Quantum of Loan :

- a. New Vehicle: Rs.4,00,000/- or 80% of the cost of new vehicle OR Basic Salary of 35 months whichever is less.
- b. Old vehicle : Rs.3,00,000/- or 80% of the cost of the value of the vehicle as per approved valuation by qualified Automobile engineer or 35 months basic salary whichever is less. The age of the used vehicle should not be more than 5 yrs.

Rate of Interest- as per guidelines issued from time to time. (Present rate 8.5% p.a Fixed)

Repayment: Within 120 months. In case of staff not having service of 120 i.e 10 yrs the liability along with interest should be recovered out of the terminal benefits at the time of retirement/ cessation of service.

Sanctioning Authority: Assistant General Manager- Credit, Regd. Office.

The following conditions are to be complied with if a staff wishes to avail a 2nd Vehicle Loan:

1. There should be a minimum gap of 2 years (between sanction of previous loan and availment of fresh loan) for Four wheeler/Two wheelers. However, this condition may be relaxed where the vehicle is damaged due to accident or lost due to theft.
2. 1st loan should be satisfactorily conducted and should be closed before availing the 2nd loan.
3. Staff cannot as a matter of right claim the 2nd Vehicle Loan.
4. Staff should make a case why he/she wants a 2nd loan.

8.4 STAFF HOUSING LOAN SCHEME :

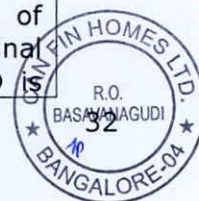
A confirmed permanent staff of CFHL will become eligible for staff housing loan after completion of 3 years of confirmed service as per the stipulated terms and conditions laid down from time to time. However, the aforesaid stipulation of minimum service shall not apply to the staff who have joined/may join the services of CFHL by resigning their jobs in Canara Bank and its subsidiaries.

The staff are eligible for Housing Loan for acquisition of a Residential House property at any place in India during their Service, irrespective of the fact whether they are already owing a house in the particular place or not.

Parameter	Norms
Service	All confirmed staff members completed three years of service (All cadres)



Purpose	a. To construct the house on the already acquired land b. To purchase site and for construction thereon (Composite loan)/ extension/ repairs/up gradation/ renovation c. To take over the existing liability from other institutions if the employee had not availed any housing loan earlier under staff housing loan scheme. d. To purchase ready built house/ flat & flat under construction. e. For purchase of site alone, loan will not be permitted under SHL f. To acquire up to maximum of two houses/flats within their overall entitlement for loan under staff housing loan scheme (SHL). Circular No.21/14 In case, the employee has already availed housing loan for II property under general housing loan scheme, the same shall be taken over as II staff housing loan with <u>prospective effect</u>, upon request from the employee, subject to their overall entitlement for loan under SHL. In case, the employee has availed housing loan from any other institution for acquiring second property, the liability shall be taken over, upon request from the employee, subject to their overall entitlement for loan under SHL.
Loan quantum	Up to Rs.10 Lac for DCPs/ Sr. DCPs Up to Rs.15 Lac for Assts/ Sr. Assts/JO's Up to Rs.25 Lac for Officers/Manager/SM Up to Rs.30 Lac for CM/AGM/DGM The employees/ executives can apply for higher quantum of loan over & above the eligible limit under SHL, subject to their eligibility/ compliance of terms and conditions as applicable to general public, except collection of processing charges
Rate of Interest	For SHL - 5% p.a (Fixed- Interest compounded at monthly intervals) For loans under General category at floating rate as applicable to general public. Penal Interest @2%p.a will be charged on the delayed amount for the delayed period.
Repayment	360 EMI's for first housing loan is fixed with or without requisite service for all the cadres. 240 EMI's for second housing loan is fixed with or without requisite service for all the cadres. If left over service is less than 360/240 months as applicable, then the liability on the cessation of service under SHL will be recovered from the terminal benefits payable to the employee. However, MD



	empowered to permit the continuation of liability on retirement of employee upto the age of 70 years under general category of HL to the public.
Margin	Up to eligible limit under SHL- Nil Above eligible SHL limit - 20 %
Sanctioning Authority	AGM- Credit
Insurance	a. Property must be insured against SRCC at employee cost. b. Taking one time life cover to clear outstanding liability (existing & proposed) in case of any unfortunate event is at the option of employee and 50% of insurance premia is to be borne by employee and remaining 50% premia by Company. The 50% premia shall be treated as perks to employees if required by law, taxable in the hands of employee.
Other guidelines	Please refer to manual of instructions of Credit.

8.5 STAFF PERSONAL LOAN SCHEME :

All the confirmed staff who have put in 5 years of service are eligible for Staff Personal Loan

Parameter	Norms
Service	05 years of confirmed service
Purpose	For any personal needs, not for any speculative purpose.
Loan quantum	10 months of Gross salary upto maximum of Rs.3 lakhs with an minimum of Rs.20,000/- or to the extent of balance available in PF/Gratuity as on the date of sanction, whichever is lower.
Rate of Interest	As fixed from time to time - Present ROI 11.25% Floating
Sanctioning Authority	AGM- Credit, R.O
Other conditions	Personal Loan can be availed only four times during the service of the staff.

8.6 STATEMENT OF MOVABLE/IMMOVABLE PROPERTIES:

All Officers of the Organization, on his/her reporting shall submit return of his/her assets and liabilities giving full particulars regarding:

- All immovable property inherited by him/her or owned or acquired by him/her or held by him/her on lease or mortgage, either in his name or in the name of any member of his Family.
- Shares, debentures and cash including Company Deposits inherited by him or similarly owned or acquired or held by him exceeding Rs. 1 lakh.
- Other Movable property inherited by him or similarly owned or held by him above Rs.1lakh.
- Debts and other liabilities incurred by him directly or indirectly above Rs.1 lakh.

In the case of Officers who is already in the services of the Company shall submit the return periodically (at present the return has to be submitted as on 31/3 every year) furnishing the details with full particulars of such Movable or Immovable property held or acquired by him/her or on his/her behalf or by any member of his/her Family. The details should also include the means or the source from which such property is acquired.



Every Officer of the Company, shall be bound by the Staff Service Regulation with respect to Movable, Immovable and valuable property.

No Officer shall except with the previous knowledge of the competent Authority acquire or dispose of any Immovable property, sell, gift or otherwise either in his/her own name or in the name of any member of his Family.

Provided that the prior sanction of the competent Authority shall be obtained by the Officer, if any such transaction is

- a) With a person having Official dealings with the Officer.
- b) Otherwise than through a regular or reputed dealer.

Para 8.6 - Additional para:

The details of property/ies (both movable & immovable) to be furnished in the annual Property Return shall include that of Self, spouse and dependents, held in the form of immovable and movable including that of Bank accounts, if any.

Para 8.7 :

An Executive in the rank of AGM / DGM of Registered Office (other than the DGM / GM looking after HRM) nominated by the Managing Director shall scrutinise the annual Property Returns / Statements received from the Officers of the company.

a) Such nominated Executive shall scrutinise the annual Property Returns of various cadres of Officers as under:

- i) 100% verification in respect of GM / DGM/AGM / CMs.
- ii) 30% verifications (selected randomly) of Senior Manager / Manager & Officers heading the branches.
- iii) 20% of all Officers (selected randomly)

b) Upon scrutiny, if any discrepancy is found by the Executive scrutinising the Returns, the same shall be reported to the GM / DGM of H R M Department for looking into the matter.

c) H R M Department shall examine the same and seek the clarifications from the concerned Officer Employees and if required take further action as per Can Fin Staff Service Regulations 2018.

Clearance of the liability of above staff loans excluding staff housing loan

All the above loans availed have to be cleared by the staff/officer on account of death/VRS/resignation/retirement/dismissal/Termination. However, the staff housing loan can be continued (by way of converting to General Loan) in case of resignation as narrated in Chapter 11. In the case of dismissed/Terminated employee, the decision will be taken on a case to case basis.



CHAPTER -9

DELEGATION OF SIGNING POWER AND POWER OF ATTORNEY :

To facilitate Officers to execute Documents on behalf of the Company, General Power of Attorney shall be granted from the Registered Office. The original Power of Attorney shall be forwarded to the respective Branches. Branches shall ensure that the same is kept under double lock and a movement Register is maintained. Generally, Power of Attorney in respect of newly recruited Officers/ Promotee Officers shall be granted on their reporting for duties as per the administrative exigencies.

The power to authorize issuance of POAs shall vest with the Managing Director and the actual issue of POA shall be by General Manager or the Deputy General Manager (HRM) of the Company.

However, in branches where there is only officer, a Probationary Officer/ Senior Assistant/Assistant , Junior officer, JOC may also be given signing power for the smooth functioning of the branch to operate the bank account under dual signatory system.

Special care should be taken by the Branch, when an Officer of the Branch who has been provided with Power of Attorney is suspended/dismissed. Branch is also required to send back the Original Power of Attorney of those Officers who cease to be in the services of the Company due to their Resignation, Dismissal etc. for cancellation. Cancellation of signing power/Power of Attorney will be circulated from time to time by the HR department.

On transfer of any of the Officer staff who is holding the Power of Attorney from one Branch to another, the same has to be sent to the transferee place, only by Registered Post Acknowledgement Due/or handed over to the concerned officer with instructions to hand over the same in the transferee place duly recording the same in the Relief letter.

Branches are required to confirm that the Power of Attorney issued in favour of Officers of their Branch are kept under Double lock and key as on 31st of March every year.



CHAPTER - 10

10.1 QUARTERLY PERFORMANCE APPRAISAL SYSTEM (QPAS):

Self-appraisal system is applicable for officers and above. For workmen, appraisal system is confidential.

Performance Appraisal is a systematic evaluation of the performance of individual staff with respect to their performance, positive/negative traits, their potential to shoulder higher responsibilities, major/specific/significant contribution made by the staff, instances of major/minor misconduct etc.

The system of evaluation for staff, officers including Executives is as follows:

QPAS formats for Officers

Since KRAs are different for Officers working in branches as Branches in Charge, Line Managers and in Administrative Unit are different, we have devised separate formats for Quarterly Performance Appraisal System (QPAS). The formats are furnished in Annexure I, A to D of Cir :29/20 dated 26/09/2020 and Cir 27/21 dt.01/09/2021

As per Cir:23/17 dated 06/07/2017 & 29/20 dt.26/09/2020, linking of variable pay to Quarterly Performance Appraisal (QPA) in place of APA has been introduced after placing the same before the Board vide No:182 dated 23/06/2017.

The indicative KRAs for officers in Administrative Units is also furnished in Annexure II.

Confidential Reports for workmen staff (HKP/Peon/DCP/Assistant):

We have revised the format of submission of confidential report by the branches for the workmen staff. We have revised the confidential report format for Assistants/ DCPs/Peons/HKPs. We have also modified the rating matrix for evaluation of performance of Assistants/ DCPs/Peons/HKPs. Now, they will be graded under 4 categories viz. Extra-ordinary/ Outstanding, Good, Average, Below Average. The revised confidential reporting format is furnished in Annexure I (D) and (E) respectively.

Timelines for Quarterly performance Appraisal:

The following timelines shall be followed for completing the performance appraisal exercise of the officers of the Company.

Sl. No	Activity	Timeline	
		Attending promotions	Others not attending promotion process
1.	Goal setting by Appraiser/ Reporting Authority	10 th May	10 th May
2.	Confirming to RO regarding Goal setting by Appraiser	20 th May	20 th May
3.	Submission of APAS by Appraisee in HRM package	Quarterly	3rd April
4.	Completion of Appraisal/Rating by the Appraiser in HRM package	03 rd April	10 th April
5.	Reviewing by Reviewing Authority/ Committee and confirming the Rating	5 th April	7 th April
6.	Communicating rating	15 th April	15 th April
7.	Appeal, if any, by the Appraisee	30 th April	30 th April
8.	Disposal of Appeal	15 th May	15 th May



Specified Authorities in the Quarterly Performance Appraisal System (QPAS):

Following is the structure for Annual Performance Appraisal System (QPAS)
The reporting /reviewing /appellate authority is given below:

Category	Reporting Authority	Reviewing Authority	Appellate Authority
Branch Head	Overseeing Executive / Cluster Head	Committee of 3 Executives at RO	MD
Second line Managers	Branch Head	Committee of 3 Executives at RO	
Officers / Junior Officers/ DCP/Assistants	Branch Head	Committee of 3 Executives at RO	
Chief Manager	Overseeing Executive	Committee of 3 Executives at RO	
AGM -Branch /RO	DGM-HRM	Committee of 3 Executives	
DGM Branch /Cluster Head	MD	NRC	Board of Directors

The Appraiser is the Reporting Authority in the system. The Appraisee officer has to submit the completed APR form to Reporting Authority within the specified time. The Reporting Authority should be always minimum of one scale higher than the Appraisee.

The Reporting Authorities have to evaluate the performance of the Appraisee with reference to the set goals / KRAs, self appraisal submitted by the Appraisee, the present position of the department, inspection remarks/report of the branch/office etc. He/she has to award marks/ratings and record his/her views and remarks in the appraisal form. The Reporting Authority shall complete the Appraisal report and forward the same to Reviewing Authorities within the specified time.

Wherever an officer has worked in more than one branch/ office during the reporting year, QPA report as at 31st March of that particular year has to be submitted by the Officer to the branch/ office where he is presently working.

The Reporting Authority/ Appraiser as at 31st March of the reporting year shall assess/ review the QPA report of such officers. If felt necessary, the said Reporting Authority may consult Overseeing Officer/ Executive under whom the officer has worked during the Reporting year.

The Reviewing Authority should be minimum of one scale higher than the Reporting Authority. The Reviewing Authority may also be a Committee consisting of different Executives/ functionaries all of whom should always be minimum of one scale higher than the Appraisee.

The Reviewing Authority/Committee shall review the same, record his/her remarks, award marks/rating and forward it to the HRM Department who in turn will verify the Performance Appraisal and report the final marks/rating to the Appraisee along with the comments of Reporting Authority/ Reviewing Authority through email through HRM Dept. The rating should also be communicated to the Workmen employees.

Appellate Authority: In respect of all QPA reports of the Officers (including Executives), final marks/ ratings confirmed by the Reviewing Authority and comments of the Reporting/ Reviewing Authority, if any, shall be conveyed to the Appraisee within the specified time. The report as above will be communicated through email to the concerned officers individual official email id and such disclosures provided through email will be treated as served on the officer. The appraisee in case of any



disagreement/ grievance, shall take up the matter with Appellate Authority within the specified time.

The details of the Appellate Authorities for various categories of the officers/ Executives is furnished above.

Appeal:

The Appraisee (Executives/Officers/Workmen) shall be given an opportunity to make any representation against the entries and final marks/ratings given in the report within 15 days from the date of receipt of entries in Appraisal Report. The representation shall be restricted to specific factual observations in the QPA report and the marks/rating allotted.

If the HRM Department, does not receive any representation from the Appraisee officer within 15 days from the date of disclosure of QPA report, it shall be deemed that the officer has no representation to make and the marks/ratings in the QPA Report conveyed shall be treated as final.

It shall be the responsibility of the officer to bring it to the notice of the authority concerned, non-receipt of the ratings in the Appraisal Report within the specified time. The Appellate Authority for considering the adverse remarks and marks/ratings, if necessary in consultation with the Reviewing Authority/ Committee and/or Reporting Authority, decide the matter objectively based on material placed before them within the specified time.

The Appellate Authority after due consideration may reject the representation or may accept and modify the marks/ratings. The decision of the Appellate Authority shall be final and will be communicated to the officer concerned, within 15 days of receipt of decision, by the HRM Department.

Notwithstanding the review of rating by the Committee, the rating awarded by the Appraiser and taken on record during the promotion process shall not undergo any change and no representation will be considered to modify/ re-open the promotion process already completed.

VI. Unilateral Appraisal:

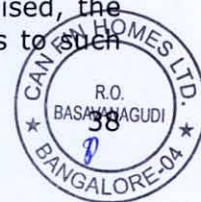
Wherever Appraisees fail to submit their QPA report within the stipulated time, the Reporting Authority concerned should write a letter to the Appraisee, informing that his/her performance shall be rated UNILATERALLY, owing to the failure on the part of the appraisee to submit performance appraisal within the stipulated time norms. The letter should be delivered to the Appraisee against acknowledgement. A format of the said letter is given in ANNEXURE-III. If the Appraisee is on leave and the Appraiser is not able to take acknowledgement, the same should be sent to the Appraisee by Registered Post AD.

The acknowledged copy of the letter/ proof of having served the notice to the appraisee is to be preserved by the reporting authority and a confirmation to this effect be made to the Reviewing Authority/ HRM Department.

Then the Reporting Authority has to evaluate the performance of the appraisee UNILATERALLY duly recording the details of goals set/KRAs, performance against set goals / KRAs in the QPA format itself.

The Reviewing Authority shall then review UNILATERALLY and transfer the QPA onward to the HRM Department.

Wherever the performance of the appraisee has been UNILATERALLY appraised, the Reporting / Reviewing shall not award 'Extra Ordinary/ Outstanding" ratings to such appraisees.



For probationary officers, Probationary Managers, including Promotee Officers, appraisal shall be by way of confidential reports as outlined in Chapter 3.

10.5 Grading Matrix

<i>Range of Marks</i>	<i>Rating</i>
<i>Above 80 %</i>	<i>Extra-ordinary / Outstanding</i>
<i>Above 60% & upto 80%</i>	<i>Good</i>
<i>Above 40% & upto 60 %</i>	<i>Average</i>
<i>Below 40 %</i>	<i>Below Average</i>



CHAPTER – 11

A. RESIGNATION:

1. An officer appointed as a permanent staff (officers/Junior Officers and above cadre) desirous of resigning from the Company's services shall give 3 months notice in writing. Other staff (Assistant, DCP, Peon and Housekeeping Employee) desirous of resigning from the Company's services should give one months notice in writing.
2. The Managing Director may at his discretion reduce or waive the period of notice referred to above.
3. Where the Competent Authority has reduced or waived the period of notice under point (2) above the staff shall pay to the company the emoluments for ***the reduced period as the case may be.***
4. Notwithstanding what is contained in point (a) above, any staff against whom disciplinary proceedings are pending shall not leave/discontinue or resign from his service in the company without the prior approval in writing of the Competent Authority and any notice or resignation given by such staff before or during the disciplinary proceedings shall not take effect unless it is accepted by the Competent Authority.
5. No resignation shall be effective unless it is accepted by the Competent Authority and the acceptance is communicated in writing to the staff concerned.
6. Disciplinary proceedings shall be deemed pending against any staff and if he/she has been placed under suspension or any notice has been issued to him/her calling for his/her explanation and will be deemed to be pending until final orders are passed by the Competent Authority, unless otherwise notified.
7. A staff is required to adhere to the requisite notice period to be given for acceptance of his resignation. However, if he intends to get relieved prior to the notice period (active service), he shall be liable to compensate the emoluments for the differential notice period. However, the decision of the same is at the discretion of the Managing Director.
8. It is expected of the resigned staff to clear all his loans with up-to date interest. The same should be intimated to HRM department, Registered Office by the branch. The Branch should also ensure that there are no liabilities standing in the name of the resigned staff either towards advance drawn by him for Official work or loan availed by him.
9. A staff who has submitted his resignation from the services of the Company, and wishes to continue his Staff Housing Loan, has to furnish the necessary documentary proof regarding his future employment, source of income etc. along with the requisition letter to the Competent Authority. However, the Competent Authority shall decide depending upon the genuineness of the case. The same is not applicable for any other Staff Loan facility extended to the staff.
10. A staff can be relieved only after obtaining the necessary Proceedings from the Competent Authority and strictly as per the date of relief as mentioned in the Proceedings. A staff ceases to be in the services of the Company after Office Hours on the day of relieving.
11. A ex-staff shall apply for the terminal benefits like withdrawal/transfer of PF accrued in his/her account, Gratuity (if he/she is eligible for it), transfer of Pension Account etc.,

B.SUPERANNUATION:

1. The age of superannuation of all staff shall be 60 years. Every staff shall retire on the last day of the month in which he attains the age of 60 years, as per the "Record of Age" maintained by the company under Staff Service Regulations
2. The Company may, in its discretion retire any Officer or staff who has reached the age **of 55** years after giving 3 months notice in writing if, in the opinion of the Managing Director of the Company, the efficiency of such officer or staff is found to have been impaired.



3. An Officer or staff who has attained the age of 55 years may voluntarily retire after giving to the Competent Authority (Managing Director or the Company) three months notice in writing. In lieu of such notice, the staff concerned may remit 3 month's pay / salary to the Company or differential salary to make good the shortfall in the period of notice. However, accepting or rejecting of such application for voluntary retirement is at the discretion of the Appointing Authority. The reason for Voluntary Retirement shall be on certain specific ground Viz., serious health issues; incapacitation; other deformities or any other reason satisfaction to the Appointing Authority. The Voluntary Retirement shall be effective and the staff ceases to be in the service of the Company from the date of relief, subject to acceptance of the same by the competent Authority.
4. An Officer staff will retire on the last day of the month in which he/she completes his age of retirement of 60 years.
5. Provided that staff whose date of birth is on the first day of the month, he/she, shall retire from the services on the last day of the preceding month on attaining the age of retirement.

c. TERMINATION :

1. The Management may terminate the services of any confirmed staff on administrative grounds in the interest of the company by giving him/her three months' notice in writing or by paying three months' emoluments in lieu of such notice as specified in para 3.1.10 of Chapter 3 of this policy.

In respect of probationers, managing Director has the discretion to terminate the person without any notice. An informatory note on quarterly basis will be placed before Board.

2. A permanent staff whose services are terminated shall be eligible to receive Gratuity, Provident Fund and all other entitlements that may be admissible to him as per rules.

The Managing Director **or GM/DGM (HRM) designated by Managing Director** may call upon any staff who has been continuously absent from duty on grounds of ill-health or who is found to be physically unfit to perform the work entrusted to him, to appear before a doctor or a panel of doctors nominated by the company at its cost. If in the opinion of the doctor or the panel of doctors as the case may be, the staff is found to be incapacitated, rendering him physically unfit for work which he has been doing and in the opinion of the doctor or panel of doctors as the case may be the chances of his becoming fit again for performing his normal duties are considered remote, *such cases shall be placed before the NRC/ Board. Upon such review by the NRC/Board and based upon the review remarks/ suggestions, the MD may compulsorily retire such staff from the services of the Company on giving him/her 3 months' notice or emoluments in lieu thereof in the case of officers and one months' notice or emoluments in lieu thereof in the case of employee". The aggrieved staff may follow the guidelines relating to preferring appeal to the Competent Authority etc. as per existing guidelines.*

Failure to submit himself/herself for medical examination shall render the staff liable for disciplinary action.

11.3 Exit for non performing staff:

The company shall place before the Board the list of non-performing staff, each year, for the position as at 31st March

Broad parameters for classifying under non performance category shall be non-achievement of business targets, poor internal control, inspection gradation under inspections, poor appraisal ratings, disciplinary proceedings, irregular attendance and undue length of leave taking etc. and not able to discharge the duties assigned to the particular cadre to the satisfaction of the company.



The non performing staff can be terminated by the Managing Director as specified in Chapter 3, para 3.1.10 of this policy.

11.4. ABANDONMENT OF SERVICE: If any staff member of the Company remains absent without giving any notice or without any leave of absence granted by the competent authority, he/she shall be deemed to have abandoned the service of the Company and shall be terminated from the service of the Company by giving a proper notice to him/her to his/her last known address.



CHAPTER - 12

Mediclaime Group Health Insurance Scheme

The hospitalization scheme to the eligible staff members is withdrawn w.e.f.01/12/15. In place of hospitalization scheme, the Company has introduced Mediclaime Group Health Insurance policy to all the staff / employees of the company. However, it is not applicable to the staff/ members who are covered under ESI.

Maximum amount of the Mediclaime Group Health Insurance for different cadres of the employees is here under:

(Policy up to Rs.)

HKP/DCP/ Sr.DCP/JOCs	Asst./Sr.Asst./ Officer/PO	Manager/ SM	CM	AGM	DGM	GM
300000	400000	500000	600000	700000	800000	1000000

The Mediclaime Group Health Insurance cover will be available to the Staff, Spouse and 2 dependant children (1+3). If the staff members desire to include other members of the family and/ or increase the coverage, the same will be considered on payment of differential premium by the concerned staff members.

Except what is admissible/ payable by the Insurer under the Mediclaime Group Health Insurance policy, the CFHL will not be responsible for payment of any amount. Further, the Insurance Company will not be responsible for payment of any amount over and above the sum assured.

For further details, please refer the ABM No.151/15 dt.06/11/15, ABM 155/15 dt.20/11/15.



CHAPTER – 13

OUR HRD SYSTEMS

13.1 : JOB ROTATION :

Job Rotation is one of the important tools for ensuring opportunities for each staff to learn and acquire sufficient knowledge and expertise and to thereby derive a sense of confidence and competence in functioning. In addition to the institution acquiring sufficient number of experienced personnel to handle various functions efficiently, it will also provide job satisfaction to the staff.

Branch Managers / Authority at Registered Office should ensure that staff working under them, are given job rotation on an on-going basis.

13.2: STAFF MEETING :

It is desired that Staff Meeting at the Branches should be conducted at least once in a month, on an ongoing basis to appraise the Staff Members about the Business of the Branch, to discuss and adopt procedures to improve the existing systems as well as Regd. Office/Managing Director's messages/perceptions on the branch etc. It is the responsibility of the Branch Manager to ensure that their staff members are exposed to the systems, procedures and policies of the Company and this can be achieved only by regular interaction with the Staff Members. Staff meeting expenses will be reimbursed @ Rs. 50/- per employee present on the day of the staff meeting.

13.3 : STAFF SUGGESTION SCHEME :

Staff' Suggestion Scheme is one of the unique and innovative HRD concepts adopted by our Company, which affords an opportunity to each and every staff of the Company to put-forth suggestions.

All cadres of staff of the Company individually or as a team are eligible to participate.

Suggestions to cover any area of the Company functioning which increases the efficiency / business, quality of assets / liabilities /customer satisfaction, innovative products and services, bringing down of NPA level, resource mobilization, retention of existing clientele fraud prevention initiatives, improves profitability and customer service and suggestions with thrust on IT related areas.

A committee of 3 AGMs/DGM'S & MD will scrutinize the suggestions for acceptance. Suggestions accepted by the Company will be awarded with cash prize upto Rs. 5000/- (subject to TDS) for individual staff. There is no ceiling for the number of suggestions accepted for cash awards.

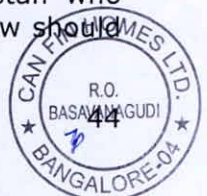
13.4 Entry Interview :

While at the joining of the Company all the staff, both staff/officers are need to be interviewed by the Branch In-charge /Executives at Regd.Office calling for their expectation from the Company, Areas of their interest, their perceptions about the Company etc so that welcome feeling is provided to them. The opportunity should also be used by the manager to explain the goals/objectives and philosophy of the Company, besides various staff welfare schemes prevailing in the Company.

13.5 Exit Interview:

Exit Interview is needed to analyse the problem areas, the better facilities offered by the competitors & any specific grievance about our company etc. Suitable questionnaire is devised for the purpose

Branch Manager is required to conduct a formal Exit Interview with the staff who submits his/her resignation from the services of the Company. The Interview should be conducted at the time of relieving the staff.



Branch Managers are required to go by the questionnaire and obtain the necessary information which may bring to the surface, the unexpected reasons which makes an staff decide to leave the services of the Company. It also helps in diagnosing problem areas and working conditions, which could help the Company to adopt certain important strategies to retain the staff.

The feedback got from the staff to be provided to the HRM department , Regd. Office, as it provides crucial information and help the Company to make a better place of work.

13.6 INCENTIVE SCHEMES FOR STAFF

Suitable incentive schemes for each year/Quarter/Month, shall be designed by the company, depending on the focus of business viz Business improvement, recovery, Profit & Resource mobilization. The same shall be placed before Board well in advance, so that performance gets triggered.

13.7 QUALITY CIRCLE

Quality circle is a voluntary group of staff in the same work area, coming together forming a Quality Circle and working as a team in identifying and solving work related problems resulting in self development and organizational benefit. RO and branches (with staff members > 5) will be encouraged to form quality circle .

13.8 STUDY CIRCLE

Study Circle is for self development of staff by instilling a desire to acquire/update knowledge, information and experience. It also kindles and triggers thinking learning process, thus facilitating personality development giving an opportunity to discover their talent, come out of their cocoon and exhibit the same. Branches shall be encouraged to conduct more study circles.

13.9 MILE STONE AWARD

All the staff members upon completion of their unblemished and meritorious service of 25 years are eligible for cash award of Rs.3000/-. The list of such employees will be circulated in the Circular on monthly/ quarterly Staff Position issued by HR Dept.

13.10 Sexual Harassment against women

Committee for Resolution of internal complaints under Sexual Harassment of women at work place (prevention, prohibition and Redressal) Act 2013.

To ensure the well being of women staff/ officers and Resolution of related complaints in the Company, the Managing Director shall constitute an internal complaints Committee, under the Act consisting of minimum of 3 members' – Woman Director of CFHL, Woman Executive of CFHL and Woman Manager of Sponsor Bank.

Any aggrieved employee may submit a representation addressed to Presiding Officer of the Committee in writing within a period of 3 months from the date of incident and in case of series of incidents, within 3 months from the date of last incident. The internal committee has same powers as or vested in a Civil court for summoning an enforcement attendance, examining on oath, requiring discovery and production of documents and any other matter which may be prescribed. Such Committee shall be reviewed and revised once in a year or such other periodical intervals by MD subject to the provisions of the Act and rules framed there under.

All other provisions of the Act are to be complied with.



CHAPTER - 14

TRANSFER POLICY

14.1 EXECUTIVES:

The Executives depending upon the administrative exigencies can be transferred on completion of one year in the particular place of work.

14.2 OFFICERS

Normal term in the branch/office is 3-5 years in the same place of work and 10 years in same city. On completion of the term

- a) In case of male officer, they can be transferred to any where in India
- b) In case of female officer, they can be transferred within their respective regions i.e south region (Karnataka, Tamilnadu, Pondicherry, Kerala, Andhra Pradesh and Goa) or North region(all states other than the above 5 states and Union Territory)

Special officers like Computer officer, company secretary, legal officers , Chartered accountants etc need not be transferred

14.3 ASSISTANTS :

Normal term in the branch/office is 3-5 years in the same place of work and 14 year in same city. If period of stay is more than 7 years/14 years, they shall be transferred to neighboring state, but within a maximum distance 1000 kms from their permanent native place.

14.4. DCP (Driver cum Peon)s/Peons/ HKP

Depending upon the desirability of continuance of the concerned DCP in that branch.

However in case of administrative exigency and needs of the company, any staff (officer/ workmen) shall be transferrable before the due date and at any point of time.

Managing Director is the authority to effect transfers.



CHAPTER - 15

STAFF PROMOTIONS:

Every year, the Company shall decide the number of vacancies for each cadre (depending upon the business strategy), eligibility criteria etc preferably during first calendar quarter of the year. Note shall be placed before the Board for its approval during that quarter so that promotion process as well as transfer process are completed by 30th April .

The Promotion Policy will be evolved by the Board and is subject to review from time to time at periodical intervals that may be decided by the Board

If needed, option scheme for promotions shall also be considered and placed before the Board.



CHAPTER -16

16 TRAVELLING ALLOWANCE RULES

All staff of the Organisation are entitled for reimbursement of expenses incurred for the purpose of travel. Domestic travel undertaken for Official work of the Company such as visits to outstation Branches, Business Development, Inspection and recovery. The same is also applicable for journey undertaken for attending training programmes, seminars and meeting outreach programmes etc.

Staff must plan their travel well in advance and the same to be approved by the concerned Branch Manager, after seeking permission from HRM Department. Staff should obtain prior permission from the Branch Manager/Incharge for availing advance (as per the Annexure) to meet the probable expenses in connection with the travel on Official work.

All the TA bills of the staff (except TA bills of JOCs for attending training) shall be passed at HRM, RO.

16.1 ELIGIBILITY AND MODE OF TRAVEL

Grade	Mode of Travel
GM/DGM/AGM	Train by AC I Class or Air (Economy class fare only)
Chief Manager & Senior Manager	Train by I Class or AC Sleeper. He/she may also travel by Air (Economy class fare only) if the distance is more than 500 kms. If shorter distance is to be covered by Air, specific/prior permission to be obtained from the Competent Authority.
JO/Officer/Sr. Officer/Manager	Train by I class or A C Sleeper (i. e by AC 2 tier)
Assistant/Sr. Assistant	Train – I Class
DCP / Sr. DCP/House Keeping Employee	Train – II Class

In the absence of prior permission from the Competent Authority, in case, an Officer not eligible to travel by air, undertakes the journey by air, reimbursement shall be restricted to notional AC II sleeper by train, by shortest route or the actual expenses incurred, whichever is less.

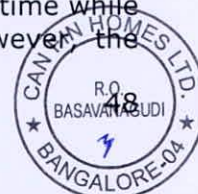
The staff/officers on transfer/outstation duty are eligible for the following allowances as decided by the Board from time to time

- Lodging Expenses
- Boarding Expenses
- Halting Allowance
- Joining time on transfer
- Reimbursement of Packing & other expenses on declaration
- Reimbursement of expenses for transporting personal effects.

16.2 INTER STATE TRANSFERS

a) Cross-country transfers:

1.The Officers under orders of transfer will be eligible to travel to the transferee place by eligible mode and class twice irrespective of availability of quarters or otherwise at the transferee place i.e., once for reporting at the branch/office and second time while shifting family and belongings with TA and journey period benefits. However, the



above facility is restricted to transfer from Home state to other states only under cross country transfers.

2. The officers are required to seek prior permission for shifting the family and belongings at a later date from the **GM/DGM/Head of HRM**. Whenever permission is accorded, officers should shift family and belongings within the stipulated time limit i.e. 30 days from the date of occupying the quarters at the transferee place or 60 days from the date of relief from transferor place whichever is earlier. The officer will be eligible for TA and journey period for the second journey only if shifting of family/belongings is done within the permissible time limit.

b) Transfers within Contiguous State

In respect of transfers within contiguous states, the facility of traveling twice will be available to the officers only if the quarters are not readily available for immediate occupation or the officer does not have own house in the place of posting. Further, this facility will be available for transfer from Home state to other state only.

The conditions as stated under a (2) is applicable for transfer within the contiguous states also.

16.3 TRANSFER WITHIN THE STATE:

a) The Officer and his family will be eligible to travel to the transferee place by eligible mode and class of travel once in the normal course. The Officer should shift his family and belongings to the transferee place immediately on relief from the transferor place.

b) However, if quarters are not available for immediate occupation at the transferee place, he may with the prior permission of the Deputy General Manager/ General Manager (H R Department) shift his family and belongings at a later date but within 60 days from the date of relief from the transferor branch or within 30 days from the date of occupying the quarters at the transferee place whichever is earlier irrespective of the fact whether quarters are readily available or not at the transferee place. However, this does not amount to permission for retention of quarters till such time. Hence no officer shall retain the possession of the Company's quarters for more than 7 days without the prior permission of the Deputy General Manager/ General Manager (H R Department) . In such cases, for one onward journey and return journey, the Officer will be eligible to travel by train by II class sleeper, and for another onward journey, the Officer as well as his family members will be eligible to travel by the eligible mode and class of travel. If however, the family and belongings are not shifted within 60/30 days, as the case may be, he will not be eligible for TA for self and journey period while shifting family and belongings at a later date unless specifically permitted by the Competent Authority.

GENERAL:

16.3. A. Payment of Halting Allowance on transfer

1. Halting Allowance will be paid for the actual journey period as applicable to the place of transfer at the time of reporting.
2. No halting allowance is payable for the journey undertaken for shifting the family at a later date.
3. "Day" for the purpose of payment of halting allowance is a period not less than 8 hours. If one day/ 24 hours, in case of continuous journey.
4. No halting allowance is payable, if the distance between the transfer and transferee branch is 100 km or less.



B. Permissible time limit for taking over charge:

The Officer/ Manager in Charge of a branch are permitted specified number of days to get appraised of the matters relating to the new assignment in connection with taking over charge. The maximum permissible number of days for taking over charge to officers/ Managers in Charge of the branch are as under: (including Executives)(Other staff members/ Junior Officers on Contract are not eligible):

Sl No.	Branch/ Category of Officer	No. of days
1	Officer/ Manager/ Sr.Manager/ CM/ AGM/ DGM of incharge of the branch	5
2	Other officers/ Managers (other than 1 above)	2

The period of taking over charge commence from the day of arrival at the transferee place. The number of days leave availed, Sundays and public holidays are excluded for arriving at the permissible day as above.

C. Halting Allowance on transfer to Officer employees

1. All officers on transfer are eligible for Halting Allowance at applicable rates for the transferee place for the journey period unless the transfer is on request of the officer.
2. In case no residential accommodation is made available by the Company to the Officer at the transferee place and hence, the Officer incurs additional expenses for the reasons beyond his control, during the process of taking over charge, the Company on merit may consider granting Halting Allowance as applicable to him at the new place of work, not exceeding the maximum number of days permissible, (including public holidays but excluding leave, if any taken) for taking over charge, subject to production of a declaration/ bills.

3. An Officer owning a house at the transferee place or if the transfer is on request is not eligible for payment of Halting Allowance as above. Similarly, officers who have been allotted with the quarters but do not occupy the same for whatever reasons are not entitled for HA.

4. No halting allowance will be paid to the officer beyond the permissible days, even if the quarters is not provided in the transferee place for whatsoever reasons.

D. Payment of HRA during taking over of charge

1. In case quarters is not provided by the Company, and the Officer is not in a position to fix up the quarters, during taking over charge period, in addition to the halting allowance, the officer shall be eligible for minimum HRA applicable to the officer in the transferee place.

2. If the officer, stays in a hotel/ lodging and produces the bills, the expenses shall be reimbursed subject to the maximum of rental ceiling applicable to that place. If the Officer prefers to stay in lodging/ hotel beyond the period stipulated for taking over of charge, but not exceeding 3 months, sanction for reimbursement of lodging expenses shall be obtained from HR Dept. RO. HRA and Halting allowance will not be paid for period beyond stipulated.

3. The officers shall fix the quarters within 3 months in the transferee place. If officers fails to fix the quarters within 3 months, subsequent reimbursement for lodging expenses shall be restricted to applicable HRA for that place. Existing practice being followed is being documented to have clarity



E. General

1. Where both the husband and wife are staff of the Company and if both are transferred, both can claim reimbursement of transportation expenses of household articles subject to the limits of each staff, if there are evidences for having sent two separate consignments but there should not be any claim on the same baggage resulting in double payment in respect of the same baggage.

If the Company is satisfied that the husband has not transported any of the household articles and only the wife has done so and claimed reimbursement of transportation expenses and vice versa, he/she will not be eligible for payment of expenses connected with transfer as provided under the head i.e. "Reimbursement of other expenses given below".

In case the spouse of an Officer is a staff of any other Company/Organisation/Institution etc. where he/she will be eligible for such transfer benefits, the Officer should declare that there is no claim or no claim will be made by the spouse on the same baggage from the other Company/Organisation/Institution etc.

2. If the Officer owns a car/scooter/motor cycle or any other vehicle, he/she will be eligible to claim the cost of transporting it by train to the place of transfer at the goods train rate on production of money receipts. If the scooter/motor cycle or any other vehicle (other than car) is transported by lorry, the actual lorry charges will be paid on production of relevant receipt/voucher. If the car/two wheeler is driven by road, the Officer will be eligible to claim reimbursement at the rate fixed by the Company from time to time, the present rate being Rs.3.20 per k.m. for car and Rs.1.70 per k.m. for two wheelers.

3. For shifting personal effects alone, Officers are not eligible for to and fro fare for the second time.

4. Clearing agent's charges incurred for transshipment of goods at intermediary stations from one common carrier to another common carrier for onward transshipment to the transferee place will be considered under transport entitlement i.e. part of freight.

5. Loading and unloading charges are to be claimed under 'other expenses'.

16.4 REIMBURSEMENT OF OTHER EXPENSES:

An Officer on transfer will be eligible for reimbursement of lump sum amount as indicated below for expenses connected with packing, local transportation, insuring the baggage and coolie/porter age charges for loading and unloading, by giving a declaration having incurred the same.

Breakage/ package expenses on transfer w.e.f.01/07/2021
(in Rupees)

Grade	Amount
CM and above	Rs. 30,000/-
Officer upto SM	Rs. 25,000/-

16.5 REQUEST TRANSFERS :

Whenever a transfer is effected at the specific request of an officer, he shall not be entitled for reimbursement of traveling expenses such as travel/transport of personal effects and Halting allowance etc. However, transfer after completion of 3 years period from one branch even on request will be entitled for full TA/HA as eligible.



16.6 LOCAL CONVEYANCE

Local conveyance from the place of stay to the place of work and vice-versa while on outstation duty are reimbursable. The Officers should travel by public transport/cheaper mode of transport. Wherever local train facilities are available, the same should be utilized as far as possible. Full particulars such as date of travel, mode of conveyance, approximate distances covered, amount paid etc, should clearly be mentioned in TA bill.

An Officer posted/deputed to outstation duty and permitted to stay and operate from nearby places at his request by the Competent Authority, has to use cheaper mode/public transport for operating from place of stay to place of work.

16.7 Local conveyance on deputation/ posting to nearby branches on deputation

The staff/officers posted to nearby branches on deputation for a specific period and required to report directly at the deputed branch and officers makes use of public transport to reach the branch(i.e if the branch is situated outside the municipal corporation limits) bus fare applicable from the residence to branch shall be reimbursed for the to & fro journeys.

Para 16.8 - Additional para:

Diem Allowance to Officers pooled in Recovery Centres:

- i) An amount of Rs 150 per day may be paid to above Officers towards their lunch expenses for the number of days they are in the field for recovery.
- ii) Recovery Centre shall maintain the records showing the details on which day the Officer was on the field for recovery work. If they are not in the field but working at Recovery centre, they will not be eligible for the allowance.
- iii) The In-charge of Recovery Centre is authorised to make such payment to the Officers after verifying the correctness of the above details / information.
- iv) Recovery Centre shall submit a report to HRM department on the last of each month duly mentioning full details Viz., names of such Officers and the amount of Diem allowance paid to them, with a copy to the Recovery Department, RO for their information.
- v) The said eligible amount may be paid by the Recovery Centre by debiting General Expenditure Account- Diem Allowance.

Reimbursement of TA expenses to Officers Employee who retires on attaining superannuation or permitted to take voluntary retirement from service and to the family members in case of death of an Officer Employee while in service, for shifting of family & belongings to the place of permanent settlement. The eligibility for the entitlement shall be as applicable to the scale in which the officer employee was serving at the time of such retirement.



CHAPTER -17

CATEGORISATION OF BRANCHES

Metro & Major City Branches				
Sl.No	Branch Category	Min Business (Rs Cr)		To be headed by
		O/s	Avg San (2 yrs)	
1	ELB	300	100	AGM
2	VLB	200	75	CM
3	LB	100	50	SM
4	MB	50	25	Mgr
5	SB	25	12	Mgr
6	Very Small		<12	Officer

Upcountry Branches

Sl.No	Branch Category	Min Business (Rs CR)		To be headed by
		O/s	Avg San(2 yrs)	
1	ELB	200	50	AGM
2	VLB	100	35	CM
3	LB	50	25	SM
4	MB	25	15	Mgr
5	SB	15	10	Mgr
6	Very Small		<10	Officer

* The categorization to be finalized and communicated to the branches every year by 5th April considering of the Business Positions as on 31st March (advances plus deposits) on the last day of the month for the previous year.

The cluster will be headed by DGM/AGM/CM depending on the business volume which will be headed by the DGM on account of liaison with the NHB and the wide geographical spread of branch.

DGM /AGM will head the cluster where the loan book size of the cluster minimum of Rs.4000/ Rs.3000 crores respectively.

The cluster head will be eligible for Business Development of Rs.15,000/- p.m



CHAPTER -18

18.1 TERMINAL BENEFITS: PROVIDENT FUND :

Staff own contribution at 12% of Basic plus Dearness Allowance from time to time will continue to be deducted in terms of the applicable provisions of the Staff' Provident Fund & Miscellaneous Provisions Act, 1952. Every confirmed staff of the company shall be entitled to Provident Fund in terms of scheme.

On discontinuation of service of staff members, the PF contribution made by the employee may be paid to the PF account of the employee, if such employee becomes a member of PF with a different employer. If, he is not a member of PF, his contribution may be refunded to such employee against his specific request subject to the prevailing PF Rules.

18.2 TERMINAL BENEFITS : GRATUITY :

Every staff shall be entitled to Gratuity on :

- a) On the Death while in service of the Company, the amount of Gratuity due being payable to the nominee of the staff, in case he has executed a nomination in the form prescribed by the company, or if no nomination has been made, to his heirs, executors, administrators or assignee of the staff ;
- b) On Ceasing to be a staff of the Company on becoming physically or mentally incapable of further service in the company as certified by a medical officer approved by the company ;
- c) On termination of his service by the company, in any other way except by way of punishment, after completion of 5 years of continuous service ;
- d) On resignation after completing 5 years of continuous service, and;
- e) On Super annuation, retirement, Voluntary retirement after completing 5 years of continuous service
- f) On staff leaving the service after 5 years of continuous service.

For the purpose of calculating the number of years of service, service rendered in excess of six months, but less than one year shall be reckoned as one year.

The amount of Gratuity payable to a staff shall be 15 day's Basic pay and DA for every completed year of service, subject to a maximum of 15 months Basic pay, DA **and Variable Pay** subject to the ceiling under the Payment of Gratuity Act, 1972 and amended from time to time.

Where a staff is dismissed on account of misconduct, the company may with-hold the Gratuity payable to the staff to the extent of the financial loss caused to the company. The decision of the Managing Director regarding the responsibility of the staff for the loss to be attributed to the staff shall be final and binding on the staff.

The Gratuity payable to a staff may be wholly or partially forfeited :

- a) if the services of such staff have been terminated for his riotous or disorderly conduct or any other act of violence on his part, or
- b) if the services of such staff have been terminated for any act which constitutes an offence involving moral turpitude, provided that such offence is committed by him in the course of his employment.

18.3 TERMINAL BENEFITS ON ACCOUNT OF RETIREMENT/ VOLUNTARY RETIREMENT

An officer/staff who has attained the age of 60 years on superannuation or on attaining age of 55 years may voluntarily retire after giving to the Managing Director or Company 3 months notice in writing are eligible for all the terminal benefits narrated above along with encashment of privilege leave upto a maximum extent of 240 days.

The decision of the Managing Director in the matter is final and binding on the staff.



CHAPTER -19

CODE OF CONDUCT, DISCIPLINARY PROCEDURE, APPEAL & REVIEW

The policy relating to Code of Conduct, Disciplinary Procedures, Appeal and Review as advised in CFHL staff Services Regulations(Amendment) 2018 as modified from time to time are applicable to all the staff members of the Company.



EQUAL OPPORTUNITY POLICY

INTRODUCTION

Can Fin Homes Ltd. is a housing finance company registered under the Companies Act, 1956 and carrying on the business of giving loans for purchase of sites/houses/flats and for construction of houses, flats etc. The Company is an associate company of Canara Bank, a public sector undertaking, where 70% of the shares of the Company are held by the public. The company has been granted certificate of Registration under Section 29A of National housing bank Act, 1987. The Company is listed on National Stock Exchange of India (NSE) and BSE Limited.

The Company, being a private establishment within the meaning of Section 2(v) of the Rights of the Persons with Disabilities Act, 2016' (RPwD Act) and rules thereunder, aims to create employment at all levels without any discrimination whatsoever.

The Company has been providing equal employment opportunities without any discrimination on the grounds of age, color, disability, race, caste, sex and religion. This Policy is applicable to the Can Fin Homes Ltd. employees and its operations.

Policy

1. The Company shall treat differently abled persons equally with its other employees.
2. The Company shall ensure that systems and processes are in place;
 - To identify the posts suitable for persons with disabilities, as and when vacancies arise in the Company. The General Manager/ Dy.General Manager (Human Resources Dept.) is authorized to identify the suitable posts for persons with disabilities from time to time.
 - To give equal opportunity to the persons with disabilities at all stages of employment in the Company, including recruitments, selections and promotions and also to participate, perform and excel in their work on an equal basis in everyday life.
 - To review the manner of selection of persons with disabilities for vacancies, if found suitable, the post-recruitment and post-promotion training, preference in transfer and posting, special leave, preference in allotment of residential accommodation, if any, and other facilities.
 - To provide appropriate facilities and amenities to persons with disabilities to enable them to effectively discharge their duties in the establishment.
 - To provide an accessible environment and availability of assistive devices, subject to regulatory guidelines, availability of devices, administrative constraint, as required.
 - To organize training programmes from time to time for upgradation of their skill with regard to their employment, based on requirement.
 - To appoint a Liaison officer and to designate him/her to oversee the provision of required facilities/amenities, including the process of recruitment for persons with disabilities. The Official heading the HR Department shall be the Liaison Officer for the purpose.



- To make available Grievance Redressal Mechanism for addressing the matters related to the employment of persons with disabilities. The General Manager/ Dy. General Manager (HR Dept.) shall be the Grievance Redressal Officer for the purpose.

The General Manager/ Dy. General Manager (HR Dept.) shall be the designated authority to oversee the provision of required facilities/amenities including the process of recruitment of persons with disabilities. The General Manager/ Dy. General Manager (HR Dept.) shall also be empowered/authorized to implement/ lay down operational guidelines to ensure that the applicable provisions of the RPwD Act and rules. The provisions/such guidelines shall be subject to the provisions under CFHL Staff Service regulations, the qualifications and merit of the individual.

This Policy shall be displayed on the website or at any conspicuous place in the registered office premises.

RESPONSIBILITY:

1. Every employee of the Company is responsible to give effect to this policy. If any employee violates this Policy, or discriminates any person with disability, or renders any harassment to such person, he/she shall be dealt with under the provisions of the Service Regulations of the Company.

2. The Company shall maintain records of the persons with disabilities in relation to matter of employment, facilities provided and other necessary information in compliance with the provisions of this policy.

MAINTENANCE OF RECORD [Physical / Electronic] (Pursuant to Rule 9 of RPwD's Act, 2016 and related Rules)

Sl. No.	Name	Address and Phone No.	Gender	Date of Birth	Joining Date	Nature of Disability	Nature of the Work	Facility Provided
Total No. of Persons with Disabilities employed under Can Fin Homes Ltd.								



CHAPTER: 21

MISCELLANEOUS

20.1 ATTENDANCE :

Every staff shall be at his/her place of work and commence the allotted work at the time fixed and notified for such commencement. Every staff shall work for the full prescribed hours of work and give maximum output.

No staff shall leave office during working hours for any purpose other than official work without obtaining prior permission of the official superior.

The company shall have the liberty to fix at its discretion the actual timings of work including staggering of the working hours of any staff.

20.2 HOURS OF WORK AND INTERVAL OF REST :

The Managing Director is authorized to decide the working hours/timings/holidays for the branches/offices.

1st and 2nd Saturdays as holidays & the other Saturdays as full working days from 10 AM to 5 PM and for restricting other holidays to a maximum of 18 days during a Calendar year for all the branches across the country w.e.f. 01/01/2020,

20.3 CAN FIN HOMES STAFF SERVICE REGULATIONS (2018)

Apart from the policies framed under HRM policy, all the staff /officers of the Company are governed under CFH Staff Services Regulations Amendment (2018), amended from time to time.

