

	MTI – HAYATABAD MEDICAL COMPLEX	Doc. Code	HMC-HRD-MAN-01
	DEPARTMENTAL OPERATIONAL MANUAL	Version No.	00
	HUMAN RESOURCE MANAGEMENT	Date	14-042025

Document Issuance and Approval Certificate

This certificate authorizes the issuance and approval of

EMPLOYEE HANDBOOK

MTI - Hayatabad Medical Complex, Peshawar

Prepared By:	Reviewed By:	Approved By:
 <hr/> Manager Human Resource	 <hr/> Medical Director	 <hr/> Hospital Director
Date: 24-03-2025		

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Welcome Message to New Inductees

Dear employee,

Welcome to **MTI - Hayatabad Medical Complex (HMC), Peshawar!**

We are delighted to have you join our esteemed institution, where we strive for excellence in patient care, medical education, and research.

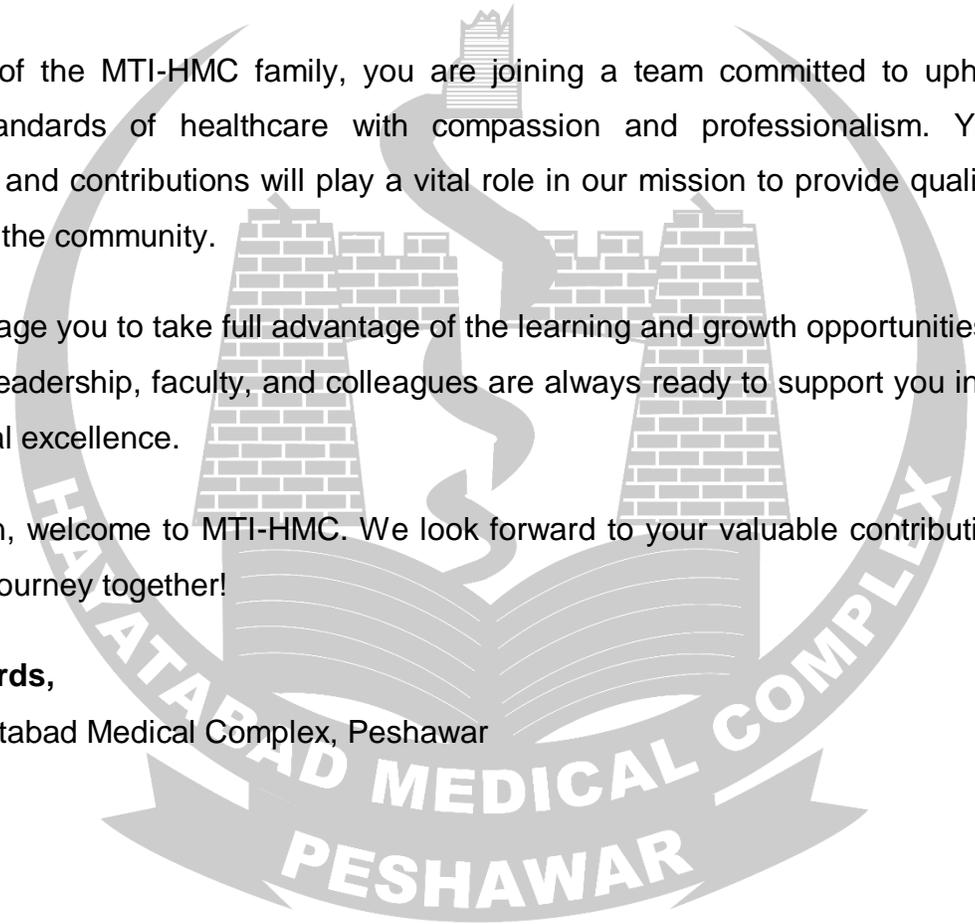
As a part of the MTI-HMC family, you are joining a team committed to upholding the highest standards of healthcare with compassion and professionalism. Your skills, dedication, and contributions will play a vital role in our mission to provide quality medical services to the community.

We encourage you to take full advantage of the learning and growth opportunities available here. Our leadership, faculty, and colleagues are always ready to support you in achieving professional excellence.

Once again, welcome to MTI-HMC. We look forward to your valuable contributions and a rewarding journey together!

Best Regards,

MTI - Hayatabad Medical Complex, Peshawar



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Welcome message from the management team of MTI-HMC



On behalf of **MTI - Hayatabad Medical Complex (HMC), Peshawar**, it is my pleasure to welcome you to our institution. As the **Medical Director**, I take great pride in leading a team that is dedicated to delivering high-quality healthcare, advancing medical education, and fostering innovative research.

We uphold the highest standards of patient care, professionalism, and teamwork. Your role is crucial in our mission to provide compassionate, evidence-based medical services to those who rely on us. As you begin this new journey, I encourage you to embrace our values of integrity, excellence, and service.

Prof. Dr. Shehzad Akbar Khan
Medical Director



A very warm welcome to all our new inductees at MTI-Hayatabad Medical Complex.

It gives me great pleasure to extend my heartfelt congratulations as you begin your journey with us. Your presence here marks the beginning of a promising chapter not just in your career, but in our shared mission to serve humanity through compassionate and skilled healthcare.

As the Acting Dean, I assure you of our full support in helping you grow, learn, and thrive in this dynamic environment. Once again, welcome to the MTI-HMC family. We look forward to your valuable contributions in upholding the values and vision of this esteemed institution.

Prof. Dr. Sheraz Jamal Khan
Acting Dean MTI-HMC



On behalf of the Human Resources Department, I am delighted to welcome you to **MTI-Hayatabad Medical Complex**.

Your selection is a testament to your qualifications, passion, and potential. We are confident that you will find MTI-HMC to be a place where you can grow both professionally and personally. The HR team is here to support you throughout your journey with us.

We look forward to seeing the great work you will do and the positive impact you will make. Welcome aboard, and best wishes for a successful and fulfilling journey with MTI-HMC.

Manager HR
MTI-HMC

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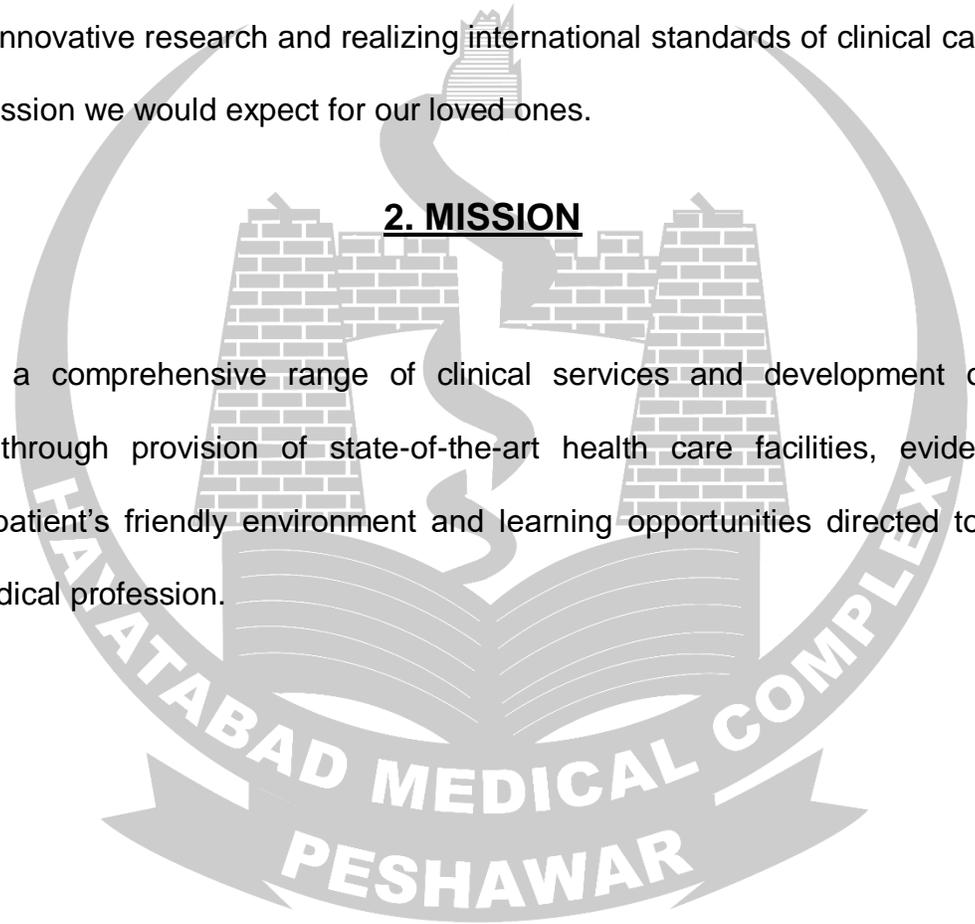
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1. VISION

To be the leading health care institute striving for excellence in medical education, promoting innovative research and realizing international standards of clinical care delivery with compassion we would expect for our loved ones.

2. MISSION

To deliver a comprehensive range of clinical services and development of medical education through provision of state-of-the-art health care facilities, evidence-based practices, patient's friendly environment and learning opportunities directed towards the uplift of medical profession.



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3. GENERAL POLICIES:-

- **PATIENT CONFIDENTIALITY**

All records and information acquired through professional duties are strictly confidential and should only be used for providing patient care. Unauthorized disclosure may lead to disciplinary action, including termination.

- **WORKING HOURS**

All employees must adhere to assigned shift schedules.

SHIFT TIMINGS	
Regular Time	08:00 am to 04:00 pm
Morning Shift	08:00 am to 02:00 pm
Evening Shift	02:00 pm to 08:00 pm
Night Shift	08:00 pm to 08:00 am

- **ORIENTATION**

New employees must attend an **Orientation Program** before beginning their duties. The HR Department and respective department supervisors will oversee job-specific orientation.

- **JOINING REPORT**

New employees must submit a **Joining Report (Service Arrival Proforma)** within 14 days of receiving an appointment order. This ensures registration in the **HMIS software and payroll system**.

- **PROBATION PERIOD POLICY**

New employees undergo a **three-month probation period**. The Head of Department supervises performance. Unsatisfactory performance may result in termination.

- **DRESS CODE**

Employees must be well-groomed and wear appropriate attire with **RFID employee identification cards displayed** at all times.

- **ATTENDANCE POLICY**

Employees must mark attendance via biometric verification. Salary payment is linked to attendance records. Loss of ID cards must be reported to HR immediately.

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- **WHISTLE-BLOWING POLICY**

Employees are encouraged to report concerns about institutional practices without fear of retaliation. Reports should be directed to the **Human Resources Department**.

4. DISCIPLINARY POLICY

Applying the philosophy of collective wisdom and giving employees every possible opportunity to defend themselves in matters pursued under Efficiency & Disciplinary Rules, employees facing disciplinary proceedings are forwarded to Disciplinary Committee for personal hearing and recommendation for decision making. Minutes of the Disciplinary Committee shall be signed by all members and forwarded to the competent authority through the HR department for final decision.

Disciplinary proceedings may be initiated for violations.

MAJOR OFFENSES	MINOR OFFENSES
<ul style="list-style-type: none"> • In-subordination, or willful disobedience 	<ul style="list-style-type: none"> • Being engaged directly or indirectly in other employment (applies to full-time workers only).
<ul style="list-style-type: none"> • Theft, fraud, or dishonesty 	<ul style="list-style-type: none"> • Using hospital resources for personal gain
<ul style="list-style-type: none"> • Willful damage 	<ul style="list-style-type: none"> • Breaching rules or orders
<ul style="list-style-type: none"> • Taking or giving bribes 	<ul style="list-style-type: none"> • Improper behavior
<ul style="list-style-type: none"> • Unauthorized absence 	<ul style="list-style-type: none"> • Making false or misleading statements
<ul style="list-style-type: none"> • Riotous or disorderly behavior or subversion of discipline 	<ul style="list-style-type: none"> • Malingering
<ul style="list-style-type: none"> • Habitual negligence of work 	<ul style="list-style-type: none"> • Inefficient
<ul style="list-style-type: none"> • Striking or inciting others to strike 	<ul style="list-style-type: none"> • Dilatory
<ul style="list-style-type: none"> • Breach of confidentiality 	<ul style="list-style-type: none"> • Careless
<ul style="list-style-type: none"> • Physical or verbal abuse 	<ul style="list-style-type: none"> • Wasteful working
<ul style="list-style-type: none"> • Unauthorized possession of arms or use of intoxicants or illegal drugs 	
<ul style="list-style-type: none"> • Immoral or indecent behavior. 	
<ul style="list-style-type: none"> • Continued minor offenses 	

5. LEAVE POLICY

- **TERMS AND CONDITIONS**

- For the purpose of leave calculation and entitlement, the calendar year will be followed i.e. **1st January to 31st December**.
- All leave applications must be made on the prescribed form and shall be routed through the

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Departmental Head.

- c) All leaves shall be approved by the competent authority or his /her appointed signatory.
- d) The Competent authority has the power to approve maximum leaves of 30 days; leaves beyond the above-mentioned period shall be forwarded to the Board for onward decision.
- e) Public Holidays will be observed in accordance with Government announcements and notifications.
- f) An employee who is required to undertake examination duties within or outside the MTI-HMC shall be treated on duty up to a maximum of 15 days or one examination.
- g) An MTI employee who absents himself without leave or remains absent without leave shall not be entitled to any pay for the period of his or her absence without leave.

Note:

- a) To apply for leave employee shall use his/her MR.No. and mention type of leave
- b) The application shall be legibly documented and forwarded for the recommendation which is further forwarded to the sanctioning authority.
- c) Leaves are entertained both online & offline.
- d) **Online:** Leave is entered in HMIS system and forwarded to the sanctioning authority
- e) **Offline:** Leave is approved through leave Performa (Leave application form) and submitted for further processing.

LEAVE TYPES (for employees)

Sr. #	TYPE OF LEAVE	DESCRIPTION
a.	Casual Leave (CL)	<ul style="list-style-type: none"> • 02 CL will be allowed per month up to a maximum of 10 days during the calendar year. • CL cannot exceed more than 5 days in a single instance. • Duration of short leaves may be combined and calculated at 7 hours for one day. • Casual leave, when combined with any other kind of leave will be regarded as one spell of regular leave.
b.	Sick Leave (SL)	<ul style="list-style-type: none"> • Total Number of 18 days will be allowed in a calendar year. • SL for up to 2 days can be availed without the production of a Medical Certificate. • SL for more than 2 days will require a medical certificate from an authorized/designated Medical Officer. • In case of an emergency where an employee is unable to attend his / her duties on account of illness, he/she must inform his/her respective department by phone, fax, email, or any other means, the employee concerned will be required to produce a Medical Certificate on arrival after



		<p>availing leaves.</p> <ul style="list-style-type: none"> • Where the recommendation for due rest is signed and stamped by the Admin Coordinator. • If SL is to exceed an employee's entitlement the excess leave may be adjusted from the CL and accumulated Earned Leave on full pay. • In-case of prolonged illness under special circumstances Not covered in para IV & VI), such cases shall be granted on full pay to the standing Medical Board on the production of medical certificate upto 180 days at a time and 365 days in entire service. • SL cannot be carried forward from year to year.
c.	Earned Leave (EL)	<ul style="list-style-type: none"> • Total number of 30 days will be allowed, including weekends. • EL is not applicable to employees during the probation period. • EL will be carried forward to next year.
d.	Maternity Leave (ML)	<ul style="list-style-type: none"> • Total number of 90 Days maternity leaves will be allowed. • ML can be granted for a maximum of 3 times during the course of employment with MTI-HMC. • Such leave shall be applied for at least 2 weeks in advance for processing and issuance of notification on a prescribed form along with consultant gynecologist prescription and necessary medical reports.
e.	Iddat Leave (IL)	<ul style="list-style-type: none"> • Maximum number of 130 days shall be permissible to female employees on the passing of her husband by the competent authority or his/ her appointee. • In order to avail IL, the death certificate of the deceased shall be mandatory and cannot be used for any other purpose.
f.	Religious Pilgrimage Leave (RPL)	<ul style="list-style-type: none"> • Hajj Leave Maximum of 45 days leave will be granted • Umrah leave Maximum of 21 days will be granted. • In order for availing of such leaves, employees must provide documented proof such as visas, forms/ ticket reservations, etc. for performing Hajj or Umrah. • RPL for Hajj can be availed once during the course of employment. • RPL for Umrah can be availed once every 05 Years.
g.	Leave Without Pay (LWOP)	<ul style="list-style-type: none"> • Medical Director/Hospital Director is authorized to approve 30 days unpaid leave. Whereas, for more than 30 days unpaid leave case must be forwarded to Board of Governors for the approval.



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		<ul style="list-style-type: none"> • LWOP shall not be granted under normal circumstances. • LWOP can only be granted at the sole discretion of the concerned authority under exceptional circumstances i.e. for a maximum of 30 Days. Unpaid Leave for more than 1 month shall only be approved by the Board of Governors
h.	Leave preparatory to retirement / encashment (LPR)	<ul style="list-style-type: none"> • Maximum of 12 Months on full pay. • Employees must attain the age of 60 or 25 Years of service to be eligible for availing of LPR. • Where an employee opts not to avail of the LPR, he shall be allowed leave pay for the period for which LPR is admissible, subject to a maximum of 365 days. • For the purpose of LPR, only the senior post allowance will be included in the leave pay so admissible. • The payment of leave pay in lieu of LPR may be made to the employee either in a lump sum at the time of retirement or may at his option, be drawn by him month-wise in arrears, for and during the period of LPR. • An employee of the MTI-HMC accepting employment elsewhere during leave preparatory to retirement from the MTI-HMC without the previous sanction of the appointing authority shall be liable to forfeit his leave salary from the date of his accepting such appointment. • Competent Authority shall grant leave preparatory to retirement.
i.	Study Leave (StL)	<ul style="list-style-type: none"> • Maximum 1 month for institutional employees. • Employees who have been inducted in approved training programs whereby they are expected to train in premises of MTI-HMC or its affiliated institutes shall be granted 1 month leave on unpaid basis. • It is pertinent that the period of leave above 1 month should be linked with the condition that the training placement must be in MTI-HMC or its affiliates/constituents. • Any other leave above 1 month) should be considered on a case to case basis to ascertain the length of training and any monetary support where the institution stands to benefit from the training) as approved by the respective competent authority on recommendation of the study leave committee.

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LEAVE TYPES (for all House Officers)

Sr. #	TYPE OF LEAVE	DESCRIPTION
a.	Maternity leaves	<ul style="list-style-type: none"> 60 days maternity leave (maximum) shall be allowed on without stipend basis subject to production of a medical certificate issued by the consultant Gynecologist of MTI-HMC. A House officer will have to later complete the same time period and will be paid accordingly.
b.	Marriage leave	<ul style="list-style-type: none"> 10 days marriage leave (maximum) shall be allowed on without stipend basis. A House officer will have to later complete the same time period and will be paid accordingly.
c.	Religious / Pilgrimage leaves	<ul style="list-style-type: none"> Allotted as per discretion of Medical Director. A House officer will have to later complete the same time period and will be paid accordingly.
d.	Sick / Medical leaves	<ul style="list-style-type: none"> 05 days sick/medical leave is allowed during one year house job. More of the above shall be on production of a medical certificate issued by consultant of HMC.
e.	Casual leaves	<ul style="list-style-type: none"> 10 days casual leave will be admissible during one year house job.

6. ENTITLEMENT TO FREE SERVICES POLICY

This policy outlines the eligibility and process for availing free medical services at MTI-HMC.

Eligibility for Free Services:

- Employees & Families:** Staff members on the MTI-HMC payroll, their spouses, children (under 18/unmarried), and dependent parents are eligible.
- Trainee & House Officers:** Entitled during their training period.
- Poor Patients:** Determined by the Medical/Hospital Director.
- Provincial Government Employees:** Require an entitlement certificate from their department; specialized investigations are not covered.

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Registration Process:

- Employees use their MR Number for services.
- Family members must obtain an entitlement form from HR with required documents (NIC, institutional ID, marriage certificate).
- Non-entitled patients receive routine MR numbers.

Procedure to Avail Services:

- Entitlement must be confirmed before free services are extended.
- The MR number must be used along with a consultation slip signed and stamped by MTI-HMC faculty.
- Specialized procedures require approval from the Medical/Hospital Director.
- Poor patients need approval from the Medical/Hospital Director.

Entitlement for Government Employees:

- Requests must be signed by the head of their unit and verified by the Medical/Hospital Director.
- Dependents must provide proof of relationship.
- Specialized tests must be reimbursed by their department.
- Approved entitlement certificates must be presented at the cash counter.

Covered Basic Investigations:

Includes routine blood tests, urine analysis, X-rays, and basic ultrasounds.

7. RESIGNATION POLICY

- ✓ Employees must submit a **written resignation** through their department to HR.
- ✓ A **minimum of one month's notice** is required.
- ✓ **One month** salary shall be **returned** to the institution in case of **24 hours'** notice resign.

8. CODE OF CONDUCT & ETHICS POLICY

Employees must demonstrate **honesty, integrity, and professionalism.**

- Maintain patient confidentiality.
- Avoid using social media during working hours.
- Report violations of hospital policies.
- Refrain from substance abuse on hospital premises.

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9. CONFLICT OF INTEREST (COI) POLICY

- Employees must **avoid personal financial interests that conflict with hospital duties.**
- Any conflicts should be reported to **immediate supervisors.**

10. COMPENSATION POLICY

- Salaries are processed via **HRMIS software.**
- Employees receive **yearly Adhoc** relief based on performance appraisals and approval of BOG.

11. OCCUPATIONAL HEALTH & SAFETY POLICY

- Use of **Personal Protective Equipment (PPE)** (gloves, masks, gowns) is mandatory.
- Employees must follow **fire safety procedures** and participate in **fire drills.**
- All medical equipment must be **properly maintained and sterilized.**
- **Sharp and contaminated equipment must be disposed of properly.**

12. PERFORMANCE EVALUATION POLICY

Annual evaluations are conducted via **HMIS software** and include:

- **Faculty staff:** Focal person → Chairperson of dept. →MD→ Dean
- **Clinical staff:** Focal person → Chairperson of dept. →MD
- **Administrative staff:** Focal person → HOD/Manager →HD
- **Nursing & Paramedics staff:** Focal person → Chief OTA/Head Nurse →ND
- **Chairperson/HODs:** Focal person → MD →Dean
- **TMOs:** Focal person → Chairperson of dept. →MD
- **Class IV & Below:** Focal person → Facility Manager →HD

Performance Appraisal	KPI's
	<p>a) Quality</p> <ul style="list-style-type: none"> • Accuracy & efficiency of work • Verbal & written expression / Behavior • Quantity • Amount of work performed on daily basis • Completion of work on schedule <p>b) Work Habits</p> <ul style="list-style-type: none"> • Attendance, punctuality & reliability • Appearance & Cleanliness



Administrative Staff

- Observance of rules & regulations
- Seeking Supervision when appropriate

c) Interpersonal Skills & Attitude

- Ability to effectively communicate with all levels of employees & maintain positive attitude
- Flexibility with tasks assigned
- Leadership & supervision skills
- Handling of complaints & problem solving ability
- Ability to learn, train & work under pressure

d) Job related functions

- Comfortable working with all employees
- Adherence to working hours
- Ability to perform tasks under less or no supervision
- Commitment & devotion to duty

e) Duties & Tasks

- Performance of assigned job duties as outlined in job description
- Job knowledge, judgment & decision-making skills
- Professionalism & discipline maintenance

a) Quality

- Accuracy & efficiency of work
- Verbal & written expression / Behavior
- Quantity
- Amount of clinical procedures performed on daily basis
- Completion of work on schedule

b) Work Habits

- Attendance, punctuality & reliability
- Appearance & cleanliness
- Observance of rules & regulations
- Patient confidentiality & safety

Clinical Staff

c) Interpersonal Skills & Attitude

- Ability to effectively communicate with all levels of employees, patients & maintain positive attitude
- Flexibility with tasks assigned
- Ability to learn & train others
- Handling of complaints & related issues
- Knowledge of patient record software

d) Job related functions

- Comfortable working with all patients' population

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	<ul style="list-style-type: none"> • Understands & operates within legal & ethical boundaries • Adherence to working hours • Ability to perform clinical procedures under less or no supervision <p>e) Duties & Tasks</p> <ul style="list-style-type: none"> • Performance of assigned job duties as outlined in job description • Clinical knowledge, judgment & decision making skills • Efficiency in handling of emergencies
Class-IV & Below	<ul style="list-style-type: none"> • Knowledge about organization objectives and its structure • Obedient & responsible • Attendance & punctuality • Productive & improve performance • Behavior with other staff members & Patients • Team work & multi-tasking • Performance under pressure & work load • Commitment & devotion to duty • Meet deadlines assigned • Learning & training others • Observance of rules & regulations • Comfortable working with all employees • Courteous & helpful • Appearance & self-cleanliness • Ensure hospital cleanliness & safety • Follow safety protocols while on duty • Handling & use of hospital equipment • Report supervisor regarding equipment & supply shortages • Reporting any improper incident, misuse of hospital property or breach of policy to supervisor • Perform duties as outlined in JD or assigned by supervisor

13. FINAL REMARKS

This document is **confidential and for internal use only**. Amendments should be coordinated with the **HR Department**.

Website: www.hmckp.gov.pk