




DEPARTMENTAL POLICIES & GUIDELINES HUMAN RESOURCE DEPARTMENT

	MTI – HAYATABAD MEDICAL COMPLEX	Doc. Code	HMC-HRD-MAN-01
	DEPARTMENTAL OPERATIONAL MANUAL	Version No.	03
	HUMAN RESOURCE MANAGEMENT	Date	03-10-2024

POLICY / GUIDELINE # 01: LEAVE POLICY

1. PURPOSE


The purpose of this policy document is to outline and describe leave policies and implement rules governing employee leaves. This policy is designed to facilitate the employees and to ensure the smooth functioning of the employee facilitation.

2. SCOPE

This policy shall apply to employees currently working at MTI-HMC and its constituents including but not limited to Civil Servants.

3. RESPONSIBILITIES

Actor	Role / Responsibilities
BOG	<ul style="list-style-type: none"> Approval of leaves more than 30 days.
Medical Director/ Hospital Director	<ul style="list-style-type: none"> Approval of leaves For Clinical Staff & Paramedical Staff Approval of leaves For Non-Clinical Staff Approval of leaves more than 15 days.
Dean	<ul style="list-style-type: none"> Approval of leaves For Faculty Staff
Director Nursing & Paramedics	<ul style="list-style-type: none"> Approval of leaves For Nursing
Respective Heads	<ul style="list-style-type: none"> For Affiliated Institutes
HOD	<ul style="list-style-type: none"> Approval of leaves for their own departments.
HR Team	<ul style="list-style-type: none"> Keep record of employee leaves. Issues leave letters.


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4. POLICY / GUIDELINE DESCRIPTION

4.1 TERMS AND CONDITIONS

- a) For the purpose of leave calculation and entitlement, the calendar year will be followed i.e. *1st January to 31st December*.
- b) All leave applications must be made on the prescribed form and shall be routed through the Departmental Head.
- c) All leaves shall be approved by the competent authority or his /her appointed signatory.
- d) Leave is a privilege not a right and will depend on exigencies of service and be granted at the discretion of the competent authority.
- e) All leave types except Casual Leave shall be applied 2 weeks in advance in order to avoid delays and issuance of notification.
- f) Human Resources Department will be responsible for maintaining employee leave records and balances.
- g) It will be the responsibility of Departmental heads to ensure appropriate coverage of duties during the absence of the leave applicant.
- h) 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.
- i) Public Holidays will be observed in accordance with Government announcements and notifications.
- j) Scheduled vacations shall not be counted as leave.
- k) Leave other than covered by these Regulations shall not be granted.
- l) It will be the responsibility of employees availing continuous leaves for more *than 15 days* to submit a departure report at the time of proceeding on leave and an arrival report duly signed by the Head of Department after availing such leave.
- m) Employees must ensure that the same as mentioned in clause *m)* shall reach the HR Department well in time to avoid delays. In case of failure, it may lead to disciplinary action as prescribed under the rules.
- n) An employee deputed by the MTI-HMC for attending conferences, seminars, and meetings shall be considered on duty for the period of their duration as well as for the specific period on a journey to and from the venue.
- o) 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.
- p) For reasons to be recorded in writing the BOGs may suspend any leave generally or in specified cases.
- q) A leave account shall be maintained for each employee subject to these Rules in such form as prescribed.
- r) Leave cannot be claimed as a matter of right, when the exigencies of service so require, discretion to refuse or revoke leave of any description is reserved to the authority empowered to grant it.
- s) 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.
- t) BOGs have the power to amend, relax, suspend, alter or remove any type or clause of leave if and when required.
- u) The Following a schedule will be observed for the purpose of availing leave.

4.2 Authority Matrix

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Sr. #	Competent Authority	Description
1.	Medical Director	For Clinical Staff & Paramedical Staff
2.	Hospital Director	For Non-Clinical Staff
3.	Dean	For Faculty Staff
4.	Director Nursing & Paramedics	For Nursing
5.	Respective Heads	For Affiliated Institutes

4.3 LEAVE TYPES

Following are the different types of leave.


- Casual Leave (CL):
- Sick Leave (SL):
- Earned Leave (EL):
- Maternity Leave (ML):
- Iddat Leave (IL)
- Religious Pilgrimage Leave (RPL):
- Leave Without Pay (LWOP):
- Leave preparatory to retirement / encashment (LPR)
- Study Leave (StL)

4.4 CASUAL LEAVE (CL)

Sr. #	DESCRIPTION	REMARKS
a)	Leave Entitlement	<ul style="list-style-type: none"> 02 CL will be allowed per month up to a maximum of 10 days during the calendar year,
b)	Terms & Conditions	<ul style="list-style-type: none"> 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 combined with any other kind of leave will be regarded as one spell of regular leave.

4.5 SICK LEAVE (SL)

S.NO	DESCRIPTION	REMARKS
a)	Leave Entitlement	<ul style="list-style-type: none"> Total Number of 18 days will be allowed in a calendar year.

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b)	Terms & Conditions	<ul style="list-style-type: none"> 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 availing leaves. 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.
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4.6 EARNED LEAVE (EL)

S.NO	DESCRIPTION	REMARKS
a)	Leave Entitlement	<ul style="list-style-type: none"> Total number of 30 days will be allowed, including weekends.
b)	Terms & Condition	<ul style="list-style-type: none"> EL is not applicable to employees during the probation period. EL will be carried forward to next year.

4.7 MATERNITY LEAVE (ML)

S.NO	DESCRIPTION	REMARKS
a)	Leave Entitlement	90 Days
b)	Terms & Condition	<ul style="list-style-type: none"> 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.

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4.8 IDDAT LEAVE (IL)

S.NO	DESCRIPTION	REMARKS
a)	Leave Entitlement	<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.
b)	Terms & Condition	<ul style="list-style-type: none"> In order to avail IL, the death certificate of the deceased shall be mandatory. IL cannot be used for any other purpose.

4.9 RELIGIOUS PILGRIMAGE LEAVE (RPL)


S.NO.	DESCRIPTION	REMARKS
a)	Leave Entitlement	<ul style="list-style-type: none"> For Hajj Leave Maximum of 45 days leave will be granted For Umrah leave Maximum of 21 days will be granted
b)	Terms & Condition	<ul style="list-style-type: none"> 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 05Years.

4.10 LEAVE WITHOUT PAY (LWOP)

S.NO.	DESCRIPTION	REMARKS	
a)	Leave Entitlement	Period of Leave	Approving Authority
		Up to 30 days	Medical Director/Hospital Director
		More than 1 Month	Board of Governor
b)	Terms & Condition	<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 	

4.11 LEAVE PREPARATORY TO RETIREMENT (LPR) (For Regular Employees)

S.NO.	DESCRIPTION	REMARKS
a)	Leave Entitlement	<ul style="list-style-type: none"> Maximum of 12 Months on full pay

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b)	Terms & Conditions	<ul style="list-style-type: none"> 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.
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4.12 STUDY / TRAINING LEAVE


S.NO.	DESCRIPTION	REMARKS
a)	Leave Entitlement	<ul style="list-style-type: none"> Maximum 03 months for institutional employees by IMC. More than 03 months will be allowed on the discretion of the Board, MTI-HMC.
b)	Terms & Conditions	<ul style="list-style-type: none"> 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 03 month leave on unpaid basis. It is pertinent that the period of leave above 03 month should be linked with the condition that the training placement must be in MTI-HMC or its affiliates/constituents. Any other leave above 03 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.

5. SUPPORTING DOCUMENTS

Document Title	Ref. #	Retention Medium
NA	NA	NA

6. RELATED RECORDS

Document Title	Ref. #	Retention Medium	Retention Period
Leave Form	HMC-HRD-F-19	Soft/Hard	H: 01 Year S: 05 Years

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POLICY / GUIDELINE # 02: ENTITLEMENT TO FREE SERVICES POLICY

1. PURPOSE

This policy is meant to guide and govern all employees of MTI HMC & constituents regarding rules, regulations, and benefits pertaining to the entitlement policy of MTI-HMC.

2. SCOPE

This policy shall apply to all employees currently working at MTI-HMC and its allied institutes including Civil Servants, Institutional, contractual and retired employees

3. RESPONSIBILITIES

Actor	Role / Responsibilities
OSHR/Senior HR Officer	<ul style="list-style-type: none"> In-case of medical re-imbursement Signing entitlement form for specific employee.
HOD	<ul style="list-style-type: none"> Signing entitlement Form for specific employee
Admin Coordinator/Clinical coordinator	<ul style="list-style-type: none"> Reimbursement form will be signed by the concerned, MTI-HMC.

4. POLICY STATEMENT


This policy has been framed to facilitate employees, staff and trainees of MTI HMC in terms of their entitlement to free selected health services subject to relevant terms and conditions.

4.1 Entitlement Policy for Employees of MTI-HMC

- All patients for diagnostic and therapeutic procedures shall be subjected to endorse signed and stamped by head of unit or designated faculty member of MTI-HMC.
- Staff members who are on payroll of MTI-HMC, its allied institutes and members of their families are entitled to free diagnostic and therapeutic services.
- Trainee Medical officers and House Officers are entitled along with family members during the course of their training period.
- Poor/ unaffording patients as ascertained by the medical/ hospital director shall be entitled to free medical services.
- The process of obtaining entitlement is as under:

4.2 Registration for Entitlement:

- The employee shall use his/ her employee MR No for personal entitlement to respective hospital services.
- For the family members, the employee shall obtain an entitlement form from Human Resource Department. All the required documents including copies of NIC, form B, institutional ID card

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and marriage certificate (nikahnama) shall be attached to the form and submitted in HR department for generation of family MR number (s) to the applicant.

- All other patients shall be issued routine MR numbers.
- MR numbers as explained above entitles the patient to free medical services subject to fulfilment of the criteria set out in the following section

4.3. Procedure to avail Entitled services:

- Before extension of any free services, entitlement of the employee or their family members or any other patient under the Sehat Sahulat Program shall be ensured which must be availed as a priority
- The employee / trainee or their respective family members must use the allotted MR number in conjunction with an OPD or Emergency consultation slip duly signed and stamped by a member of MTI HMC/KGMC faculty. This shall suffice for any routine investigation.
- In case of specialized investigations/ procedures (annexed), the entitlement request shall be counter signed and stamped by Medical or Hospital Director.
- Poor patients shall present the consultation/management request signed & stamped by respective faculty member to the office of medical or hospital director for counter-signing
- The staff / patient shall present the duly signed and stamped entitlement request at cash counters.


4.4 Entitlement Policy for Employees of Other Provincial Government Institutions:

- All patient requests must be signed by head of concerned unit of designated faculty member of MTI-HMC.
- Employees of Provincial Government desirous of getting free services shall produce entitlement certificate duly signed and stamped by the head of department of their organization.
- The entitlement certificate shall be approved by the Medical or Hospital Director. If the patient is dependent of the employee as defined by the rules and regulations of KP, he/she shall present evidence of dependency relationship of employee and the patient.
- Provision of services under entitlement shall not be extended to specialized investigations which the government servant shall reimburse from their respective department.
- The entitlement certificate duly signed as above shall be presented on cash counter for obtaining invoice.
- All investigation other than mentioned below will be considered special investigations;
 - Full Blood Count /Complete Blood Count
 - Uria/Creatinine
 - HBS AG; HCV by ICT method
 - Urine R/E
 - Routine X-Rays (AXR, CXR etc)
 - Ultrasound Sonography (routine i.e; abdomen, pelvis etc)

a. Family.

Family members” mean parents, wife or wives, husband, sons and daughters of the employee provided that:-

- Sons will be taken as part of the family till the age of 18 years or till they get married, whichever is earlier.
- Daughters will be taken as part of the family till they get married.

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- Parents will be taken as part of the family if both of them are not in any service.


5. SUPPORTING DOCUMENTS

Document Title	Ref. #	Retention Medium
NA	NA	NA

6. RELATED RECORDS

Document Title	Ref. #	Retention Medium	Retention Period
Entitlement Form	HMC-HRD-F-11	Soft/Hard	S: H: 01 Year

POLICY / GUIDELINE # 03: MEDICAL REIMBURSEMENT POLICY

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1. PURPOSE

Medical reimbursement describes the payment the staff of MTI-HMC receives for giving a medical service. Often, a health insurer or a government payer covers the cost incurred in the employee healthcare process.

2. SCOPE

This policy shall apply to employees currently working at MTI-HMC and its Constituents including but not limited to Civil Servants, Institutional Regular, Fixed pay.


3. RESPONSIBILITIES

Actor	Role / Responsibilities
Chairperson BOG / MD / HD	<ul style="list-style-type: none"> Approval of bills
HOD	<ul style="list-style-type: none"> Medical Bill sanctioned by Hospital
Ward Head and Admin Coordinator	<ul style="list-style-type: none"> Reimbursement form will be signed by the concerned, MTI-HMC

4. POLICY STATEMENT

Medical reimbursement means the money is claimed by an official of MTI-HMC by submitting the medical bills. Related rules are framed below.

- Staff members of MTI-HMC and members of their families are entitled to Medical Attendance and Treatment including reimbursements.
- Family for these purposes means, the staff member's spouse, children including stepchildren and adopted children and parents, wholly dependent on the staff member. For the purposes of determining dependency, the following shall be the criteria:
 - Son:** Till he starts earning or till he attains the age of 25 Years, whichever is earlier. For son(s) suffering from permanent disability of any kind (physical or mental), there will be no age limit.
 - Daughter:** Till she starts earning or gets married whichever is earlier irrespective of the age limit.
 - Parents:** Who are residing with the staff member and whose income from all sources including pension does not exceed the limit of Rs. 50,000 per month. A female employee may choose to include either her parents or parents-in-law as dependents. This option can be changed only once during service.
- Medical reimbursement shall be allowed for in-patient only. Only in specific circumstances whereby permission/approval is granted by the board, shall this condition be waived.

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- d. Medical bills up to Rs. 50,000 per annum of an official shall be sanctioned by Hospital Director
- e. Medical Bills more than Rs. 50,000 shall be approved by the Board of Governors provided that
 - In-case of an elective procedure, the approval shall be sought well in advance.
 - In case of emergency, the Principal Accounting Officer shall liaise with the Chairperson of the Board of Governors for urgent approval and comply with all government rules and regulations.
- f. For continued treatment of an official, one-time approval of BOG shall be sought.
- g. Reimbursement of the cost of artificial appliances including hearing aid, artificial joints, pacemakers, etc. shall be made if such is approved by BOG.
- h. The invoice of medicines/drugs shall be on the letterhead of the seller and duly signed and stamped.
- i. Only those medical bills shall be reimbursed if such are signed and stamped by:
 - Consultant (Faculty) managing the patient.
 - Resident Medical officer.

5. SUPPORTING DOCUMENTS

Document Title	Ref. #	Retention Medium
NA	NA	NA
NA	NA	NA

6. RELATED RECORDS

Document Title	Ref. #	Retention Medium	Retention Period
Entitlement form	HMC-HRD-F-11	Soft/Hard	H: 01 Year S: 05 Years

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POLICY / GUIDELINE # 04: AGE RELAXATION POLICY

1. PURPOSE

This policy deals with the relaxation of age that shall be granted to candidates applying for the post at MTI-HMC under rules by ESTA CODE-2015.

2. SCOPE

This policy gives benefits to candidates applying through process of external recruitment under rules by ESTA CODE-2015.


3. RESPONSIBILITIES

Actor	Role / Responsibilities
Chairperson BOG / MD / HD/Dean	<ul style="list-style-type: none"> Age relaxation Up to two years by the appointing authority (HD/MD/ Dean) and exceeding two years up to five years by the BOG MTI-HMC.
Manager HR/ OSHR	<ul style="list-style-type: none"> Must be in loop about age relaxation granted to any candidate through bodies mentioned above.
HR Team	<ul style="list-style-type: none"> Must attach document of age relaxation with application form Must attach domicile with application form Must mention domicile along with remark in work of specific candidate granted age relaxation according to policy

4. POLICY STATEMENT

- a. This policy deals with the relaxation of age that shall be granted by MTI-HMC for the upper age limit required for a post.
- b. Age relaxation shall be granted to:
 - Government servants with a minimum of 2 years' continuous service;
 - Disabled persons; and
 - Candidates from backward areas.
- c. Maximum age limit shall be relaxed with respect the candidates mentioned in column 2 to the extent mentioned against each in column No.3 of the table below:


Serial No.	Category of Candidates	Age Relaxation Admissible
1.	<ul style="list-style-type: none"> Government Servants who have completed 2 years 'continuous service 	<ul style="list-style-type: none"> Up to ten years automatic relaxation

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2.	<ul style="list-style-type: none"> Candidates belonging to backward areas as specified in the Appendix attached herewith. 	<ul style="list-style-type: none"> Three years automatic relaxation
3.	<ul style="list-style-type: none"> General candidates 	<ul style="list-style-type: none"> Up to two years by the appointing authority(HD/MD/ Dean) and exceeding two years up to five years by the BOG MTI-HMC
4.	<ul style="list-style-type: none"> Widow or son or daughter of a deceased institutional employee who died during service 	<ul style="list-style-type: none"> Discretion of the appointing authority
5.	<ul style="list-style-type: none"> Disabled persons/**divorced women/ widow. 	<ul style="list-style-type: none"> Ten years automatic relaxation
6.	<ul style="list-style-type: none"> Employees or ex-employees of development projects of the Government of Khyber Pakhtunkhwa Employees or ex-employees of development projects of the Federal Government under the administrative control of the Government of Khyber Pakhtunkhwa. 	<ul style="list-style-type: none"> Equal to the period served in the projects, subject to a maximum limit of ten years.

“Provided that the age relaxation at serial No.VI above shall not be availed in conjunction with any other provisions of these rules”.

- d. In case of a divorced woman or widow, the following certificates shall be produced by the applicant at the time of applying for age relaxation;
- In case of the widow, the death certificate of the husband.
 - In case of a divorced woman, a divorce certificate from the District Coordination Officer of the District concerned.
 - Certificate from the District Coordination Officer of the District concerned with the fact that the applicant whether divorced or widow has not remarried at the time of submitting an application.
- e. A candidate shall only be allowed relaxation in an age in one of the categories specified in point 3; Provided that the candidates from backward areas, in addition to automatic relaxation of three years under category (ii) specified in rule 3, shall be entitled to one of the relaxations available to Government servants, general or disabled candidates, whichever is relevant and applicable to them.
- f. The age relaxation under category (iii) specified in point 3, shall be subject to: (a) full justification in support of the proposal; and (b) a certificate to the effect that no eligible candidates within the prescribed age limits are/were available. The certificate shall be provided by the Manager HR.
- g. Age relaxation in respect of overage candidates shall be sought prior to their appointment by writing an application to HD/MD/Dean or BOG. The age relaxation application shall be submitted along with the job application.
- h. For the purpose of this policy, the age of a candidate shall be calculated from the closing date of submission of applications for a particular post.

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i. For the purpose of this policy backward areas in point two (02) sub-point (c) means one of the areas from the list below :


- Khyber Agency
- Kurram Agency
- Orakzai Agency
- Mohmand Agency
- North Waziristan Agency.
- South Waziristan Agency.
- Malakand Agency including protected areas (Swat Ranizai and Sam-Ranizai)
- Bajaur.
- Tribal Areas attached to Peshawar, Kohat and Hazara Division
- Tribal Areas attached to D.I. Khan and Bannu Districts.
- Shirani Area.
- Merged Areas of Hazara and Mardan Division and upper Tanawal.
- Swat District
- Upper Dir District.
- Lower Dir District.
- Chitral District.
- Buner District.
- Kala Dhaka Area.
- Kohistan District.
- Shangla District.
- Gadoon Area in Swabi District.
- Backward areas of Mansehra and District Battagram.
- Backward areas of Haripur District, i.e. Kalanjar Field Kanungo Circle of Tehsil Haripur and Amazai Field Kanungo Circle of Tehsil Ghazi.

5. SUPPORTING DOCUMENTS

Document Title	Ref. #	Retention Medium
Establishment Code	External	Soft/Hard

6. RELATED RECORDS

Document Title	Ref. #	Retention Medium	Retention Period
Employment Application Form	HMC-HRD-F-10	Soft/Hard	H: 01 Year S: 05 Years

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POLICY / GUIDELINE # 05: RESIGNATION POLICY

1. PURPOSE

MTI-HMC Resignation policy presents guidelines for handling resignations at our hospital. Voluntary separations happen occasionally, and we want to ensure that our company appropriately handles them and maintains a smoothly-running workplace.

2. SCOPE

This policy applies to all of our employees. A “resignation” occurs when an employee voluntarily informs HR or their manager that they will stop working for hospital.


3. RESPONSIBILITIES

Actor	Role / Responsibilities
HD/MD	<ul style="list-style-type: none"> Sign clearance Form Termination/dismissal issues must be under address of HD/MD.
MHR	<ul style="list-style-type: none"> Signatures On Experience Certificate Signatures On Clearance Form
OSHR	<ul style="list-style-type: none"> Termination/dismissal issues addressed of HD/MD must be through OSHR.
HR Team	<ul style="list-style-type: none"> Final Settlement Process Experience Certificates File Closing

4. POLICY STATEMENT

4.1 Resignation (Voluntary or Termination)

- An employee, who wishes to terminate his/her appointment, should, submit his resignation in writing.
- The resignation shall not become effective unless it is accepted by the HOD/HD/MD. Till such time the resignation is accepted, the employee concerned continues to be in service and cannot absent himself from his duties without proper leave.
- Employees who wish to resign must submit a letter of resignation to the HR department through the concerned department.
- A minimum of one month's notice must be served by an employee who wishes to resign. However for Medical Officer ICU, the notice period of 03 Months must be served.
- In case of 24 hour notice period one month's gross salary in lieu thereof is required.

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4.2 Separation For Cause/Involuntary

Separation for cause may be based on misconduct, malfeasance, abandonment of position, or unsatisfactory performance of duty.

4.3 Termination/ Dismissal


- On the recommendation of the Disciplinary committee or incident of gross misconduct, service is terminated.
- Notice period on part of MTI-HMC is not required in such cases.
- Employers will not be required to give a notice or compensation when service of an employee is terminated /dismissed for the reason of indiscipline or violation of HMC Rules / Refer to investigation and disciplinary action policy.

5. SUPPORTING DOCUMENTS

Document Title	Ref. #	Retention Medium
E&D (Efficiency and Discipline Rules, 2020)	-	Soft/hard

6. RELATED RECORDS

Document Title	Ref. #	Retention Medium	Retention Form Period
Resignation Form	HMC-HRD-F-24	Soft/hard	H: 01 Year S: 05 Years
Clearance Form	HMC-HRD-F-25	Soft/hard	H: 01 Year S: 05 Years
Experience certificate Form	HMC-HRD-F-26	Soft/Hard	H: 01 Year S: 05 Years
Exit interview form	HMC-HRD-F-27	Soft/Hard	H: 01 Year S: 05 Years

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POLICY / GUIDELINE # 06: ATTENDANCE POLICY

1. PURPOSE


The purpose of this policy is to ensure regular, punctual attendance and to maintain smooth operations, patient care, and workplace discipline.

2. SCOPE

This policy applies to all permanent, contractual, and temporary employees of the organization.

3. RESPONSIBILITIES

Actor	Role / Responsibilities
BOG	<ul style="list-style-type: none"> Approves the Attendance Policy and any subsequent amendments. Ensures policy compliance with applicable laws, MTI rules, and governance standards. Provides strategic oversight and accountability for institutional discipline.
Medical Director/ Hospital Director	<ul style="list-style-type: none"> Ensures implementation of the approved Attendance Policy across the hospital. Monitors overall compliance and addresses escalated attendance issues. Issues administrative directives to enforce discipline where required.
Dean	<ul style="list-style-type: none"> Ensures academic and clinical faculties comply with attendance requirements. Coordinates with HODs to monitor punctuality and absenteeism of faculty members. Reports persistent attendance issues to hospital administration and HR.
Director Nursing & Paramedics	<ul style="list-style-type: none"> Oversees attendance compliance of nursing and paramedical staff. Ensures duty rosters are prepared, communicated, and followed. Initiates corrective actions for attendance irregularities in coordination with HR.
Respective Heads	<ul style="list-style-type: none"> Ensure staff attendance within their respective departments. Verify and approve attendance records, leave requests, and duty rosters. Take initial disciplinary action for attendance violations and report to HR.

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HOD	<ul style="list-style-type: none"> Monitor daily attendance, punctuality, and shift adherence of departmental staff. Approve leave, shift changes, and emergency absences. Escalate repeated attendance issues to Respective Heads and HR.
HR Team	<ul style="list-style-type: none"> Maintain and monitor official attendance records and systems. Generate attendance reports and identify trends or violations. Advise management on disciplinary actions as per policy and service rules. Ensure fair, consistent, and documented enforcement of the Attendance Policy.


- a) Attendance Report of the employees is generated through **Card Swipe Information** form.
- b) There are two modes for marking attendance, **biometric attendance marked with hand digits** and **card swipe**. Card Swipe is only permissible if an employee is not able to mark his biometric attendance due to unavoidable circumstances. Routinely biometric modality is the primary method of marking attendance for all staff.
- c) **Working hours** are different for different cadre employees. All clinical employees have three different shifts which are determined by the wards/units HODs i.e. Morning, evening and night. Administrative employees have only one shift i.e. general shift.

- Morning: 8am to 2pm**
- Evening: 2pm to 8pm**
- Night: 8am to 8pm**
- General: 8am to 4pm**

- d) Attendance Reports generated from HRMIS shall be shared with concerned controlling officer/supervisor on monthly basis.
- e) Cut off (relaxation) time for Punch in and Punch out not more than 15 minutes at the start of every shift, shall be decided by the competent authority. To ensure uninterrupted operations, documented handover/take over shall be in place for employees of successive shifts.
- f) Salary shall be deducted accordingly in case of any delay punch in or early punch out beyond or before the relaxation time when more than three times a month exceeds.

4. SUPPORTING DOCUMENTS


Document Title	Ref. #	Retention Medium
Employee ID card Performa	HMC-HRD-F-08	Soft/Hard
TMO ID Card Performa	HMC-HRD-F-43	Soft/Hard
HO ID Card Form	HMC-HRD-F-13	Soft/Hard
Internee ID Card Form	HMC-HRD-F-59	Soft/Hard

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DPT HO ID Card Form	HMC-HRD-F-15	Soft/Hard
Duplicate ID Card Form	HMC-HRD-F-04	Soft/Hard

5. RELATED RECORDS

Document Title	Ref. #	Retention Medium	Retention Form Period
Card Swipers	S07FRM00047	Soft	H: 01 Year
Duty Roaster	S07FRM00006	Soft	H: 01 Year
Clearance Form	HMC-HRD-F-27	Soft/Hard	H: 01 Year S: 05 Years

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POLICY / GUIDELINE # 07: CODE OF CONDUCT & ETHICS POLICY

1. PURPOSE


The purpose of code of conduct & ethics policy is to provide a quick, effective, and consistently applied method for an employee to present his or her concerns or the concerns of any staff including patients and attendants from outside to management and have those concerns internally resolved. MTI-HMC expects its employees to strive for the highest ethical standards of conduct and commitment of their best effort in representing the hospital to the patients, visitors, government bodies, independent commissions, and suppliers.

2. SCOPE

The code of conduct and ethics is a guide for all the employees of MTI-HMC on the expectation of standard behavior expected from the hospital employees. The code of conduct will help set MTI-HMC apart from others and ensure our behaviors demonstrate major & minor offences that can cause to disciplinary process. The code of conduct is an ongoing process and will be updated from time to time according to the needs and expectation of the hospital.

3. RESPONSIBILITIES


Actor	Role / Responsibilities
MD / HD	<ul style="list-style-type: none"> Review of decision of disciplinary committee meetings. Signing authority in-case of terminations and end of contracts.
HOD	<ul style="list-style-type: none"> Informing HR department in-case of employee misconduct
Disciplinary committee / Grievance & Redressal Committee / Harassment committee	<ul style="list-style-type: none"> Inquiries/ decision on the concerned misconduct Harassment issues Conflict among employees To deal and decide penalties to the misconduct addressed to.
HR Team	<ul style="list-style-type: none"> To keep record of committee meeting minutes. Make duplicate files of each employee under allegation and present it to Disciplinary committee. Letters to those employees who are addressed in process of disciplinary process.

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4. Policy Statement

The Management of HMC shall expect staff, students, and others associated with Health care services to:

- a) All employees should demonstrate honesty, integrity and fairness in the performance of their duties.
 - b) Employees should report time and attendance accurately and work productively while on duty.
 - c) All employees should encourage teamwork and create structures, processes, and programs that enable a positive culture to flourish. Disruptive behavior that intimidates others and affects morale or staff turnover will not be tolerated and will be addressed appropriately.
 - d) All employees should refrain from any act of retaliation or reprisal against another employee who in good faith reports a violation of law, regulation, standard, Hospital policy, or the Code of Conduct.
 - e) All employees should make every effort to prevent and detect, and report any fraudulent, wasteful or abusive activity, which may affect the Hospitals patients and employees or resources.
 - f) All employees are prohibited from the use of alcohol, or drugs in the workplace and should not report to work under the influence of alcohol and/or an addictive drug.
 - g) MTI-HMC expects all employees to conform to the standards of their professions and exercise appropriate judgment in the performance of their duties.
 - h) All prospective employees are required to disclose any documentation that states that they have not been sanctioned by any regulatory agency and are eligible to perform their designated responsibilities.
 - i) All Employees should familiarize themselves and comply with the contents of the Hospital's Employee Handbook and the Code of Conduct as well as with the policies and procedures applicable to their employment and responsibilities at the Hospital.
 - j) Employees must report any practice or condition that may violate any law, rule, regulation, safety standard, Hospital policy, or the Code of Conduct to the immediate supervisor, management, the Administration.
 - k) All employees should ensure to procure, maintain, dispense and transport drugs and controlled substances used in the treatment of patients according to applicable laws and regulations.
 - l) Any statement to a government body or independent commission by an Employee regarding work-related matters should only be made with prior approval from the Administration.
 - m) Employees must refrain from using cellular phones and especially social media during working hours, which will hinder the quality of service.
 - n) Employees who use social media after office hours should refrain from making statements with regard to the Hospital and its services unless authorized to do so and should not disclose any confidential information about the Hospital, Employees, and Patients.
 - o) Employees should demonstrate appropriate behaviors that foster collegial and collaborative relationships that support a health care and workplace environment that improve patient quality care, fosters a safety culture, and are professional, courteous, and respectful to all individuals.
 - p) Adhere to ethical standards and code of conduct as outlined in HMC.
 - q) Committees are committed to smooth running/functioning of disciplinary issues;
- **Disciplinary Committee:** MTI-HMC follows Civil Servants **E&D** (Efficiency and Discipline Rules, 2020) for the purpose of disciplinary process. HR department make sure that the disciplinary process must comply with the E&D Rules.

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- **Grievance & Redressal Committee:** MTI-HMC address grievances under committee for the fair and legal process of handling grievances
- **Harassment Committee:** MTI-HMC follows Act No. IV of 2010 'THE PROTECTION AGAINST HARASSMENT OF WOMEN AT THE WORKPLACE ACT 2010'.

4.1 DISCIPLINARY PROCESS


a) Offenses lead to Disciplinary Process:

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 	

4.2 CONFLICT OF INTEREST (COI) POLICY

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- a. A conflict of interest (COI) arises when there is a divergence between an individual's private interests and his/her professional obligations to the staff, Hospital, patients, and employees, such that an independent observer might reasonably question whether the individual's professional actions or decisions are determined by considerations of personal gain, financial or otherwise. A conflict of interest depends on the situation and not on the character of the individual.
- b. It is never appropriate for an individual's actions or decisions made in the course of his/her Medical Staff or Hospital activities to be determined or influenced by considerations of personal financial gain. Such behavior calls into question the professional objectivity and ethics of the individual and it also reflects negatively on the staff and Hospital. MTI-HMC is an institute of public trust and the staff must respect that status, and conduct their affairs in ways that will not compromise their own integrity or that of the Hospital.
- c. Staff members should conduct their affairs so as to avoid or minimize conflicts of interest when possible, but most importantly must respond appropriately when conflicts of interest arise. A conflict of interest, in and of itself, is not grounds for any adverse actions with regard to an individual's status or privileges. However, a conflict of interest may well require an individual to rescue him or herself from participating in the discussion/determination of a given issue, and individuals with severe or multiple potential conflicts of interest should consider whether their involvement in the relevant activity of the staff is advisable.
- d. All Employees of MTI-HMC should perform their duties on behalf of the Hospital and its patients and should avoid conflicts or the appearance of conflicts between employees' own interests or an outside interest and the interests of the Hospital.
- e. All employees should devote their full time and ability to the Hospital during working hours.
- f. Employees should not engage in any activity, practice or act that creates an actual or apparent conflict with the interests of the Hospital
- g. Employees should report actual or potential conflicts of interest to the immediate supervisor or manager/HOD/Incharge/Administration.
- h. Personal or official fundraising activities should only be conducted with the approval of the competent authority i.e.MD/HD/Dean, and unless otherwise are prohibited from being conducted onsite or during work hours. This prohibition includes the use of the Hospital facilities and resources.
- i. Employees should act in the best interest of the Hospital, as an agent of the Hospital, and in dealings with suppliers, customers or government and non-government agencies, and independent commissions. This obligation includes those acts formalized in written contracts, as well as everyday business relationships with vendors, customers, government officials, and government employees.
- j. All Employees are strictly prohibited from giving or receiving payments, kickbacks or bribes to induce the referral or the purchase of any healthcare service, equipment, medicine and consumables etc.
- k. No employee shall accept any improper inducements or favors and kickbacks from vendors to influence our patients or others connected with the Hospital to use a particular product or service.
- l. All employees must inform vendors of the Hospitals policies regarding ethical business conduct and compliance with the law, as well as our expectation that vendors act in accordance with such laws and policies.
- m. Influence on purchases of equipment, instruments, materials, or services for the Hospitals from the private firms in which any staff member, or an immediate family member, has a financial interest.
- n. Unauthorized disclosures of patient or Hospitals information for personal gain.

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- o. Giving, offering, or promising anything of value, as a representative of the Hospitals, to anyone to enhance relations with that official.
- p. Transmission to a private firm or other use for personal gain of Hospital or staff-supported work, products, results, materials, records, or information that are not made generally available.
- q. Influence upon the negotiation of contracts between the Hospital and private organizations with which the staff member, or immediate family member, has consulting or other significant relationships, or will receive favorable treatment as a result of such influence.
- r. Improper use of institutional resources for personal financial gain.
- s. Acceptance of compensation or free services from a vendor, service provider, or contractor of the Hospital, when the staff member is in a position to determine or influence the Hospital's purchases from those persons.
- t. As per the HR Procedure & Policy Manual Self-Declaration of employees can be used as a tool to minimize Conflict of Interest at MTI-HMC.

5. SUPPORTING DOCUMENTS

Document Title	Ref. #	Retention Medium
E&D (Efficiency and Discipline Rules, 2020)	External	Soft/hard
TORS of the committee	-	Soft/hard

6. RELATED RECORDS

Document Title	Ref. #	Retention Medium	Retention Period
NA	NA	NA	NA

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POLICY / GUIDELINE # 08: COMPENSATION POLICY

1. PURPOSE

The Human Resources Department determines the amount of benefits payable to employees in compliance with MTI-HMC regulations.

2. SCOPE

Scope of Compensation policy is to provide salary or wages/ CP Fund to employees. MTI-HMC salary structure sets salary and benefits for each employee according to the position's degree of complexity, the individual's competence, individual performance record and external market conditions etc.

3. RESPONSIBILITIES

Actor	Role / Responsibilities
BOG/HR Committee	<ul style="list-style-type: none"> Approval of budget availability and other allowances
Finance Department	<ul style="list-style-type: none"> Monthly Salary Confirmation Report payroll advances Other Allowances
HR Team	<ul style="list-style-type: none"> Proceeds with salary process (salary certificates) Seek approval from the competent authority for payroll advance


4. POLICY STATEMENTS

- The Human Resources Department determines the amount of benefits payable to employees in compliance with MTI-HMC regulations. All employees must know the Salary Package they fall under according to the MTI-HMC policy in order to fully understand their entitlements. Employees shall draw their pay, allowances, medical expense, CP fund and fringe benefits as per the Salary and Compensation Package approved by the competent authority.
- Compensation provides salary or wages/ CP Fund. MTI-HMC salary structure sets salary and benefits for each employee according to the position's degree of complexity, the individual's competence, individual performance record and external market conditions, etc.

4.1 Performance-Based Compensation

Performance-based compensation is a system for rewarding employees financially, outside of their regular salaries. Employee performance plays an important role in MTI-HMC's accomplishment and its objectives.

All employees are compensated to yearly increment, CPI (5%) and PI (5%) subject to their performance-based appraisal every financial year along with up-gradation, promotion and medical

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entitlement for all registered employees according to budget availability and approval from BOG MTI-HMC.

4.2 Compensation Package Criteria

The compensation level and placement in the Salary and Compensation package of MTI-HMC for newly inducted employees is determined on the basis of these factors; External job market, Relevant experience, Job analysis, Job evaluation, Job description and Level of responsibility, etc.

- Employees must open a bank account with the designated bank branch of MTI-HMC within one month after being hired.
- Employee must submit their account numbers to the MTI-HMC Finance Department. An account application form may be obtained from the bank counter.
- All employees who are paid more than Rs.10, 000 per month will have their salaries deposited directly into their bank accounts. Pay Slips will be generated on MTI-HMC payday to indicate that the deposits have been made.
- HR Department proceeds with salary process (salary certificates) every month through HRMIS between the 20th to 23rd.
- The Finance Department will use the “Monthly Salary Confirmation Report” to calculate the monthly salaries of all MTI-HMC employees.

4.3 Eid Allowance

The BOG's MTI-HMC and constituents may announce Eid allowances on occasion of Eid for all registered employees at MTI-HMC and constituents depending upon budget availability and approval from BOG MTI-HMC.


4.4 Payroll Advance

- No payroll advances will be given except to full-time, permanent employees who are going on leave for more than 7 days and whose leave falls on a payday.
- The request for a payroll advance must be indicated through an application.
- A copy of the approved application requesting an advance will be sent to the Finance Department no later than one week prior to the leave commencement date.
- Permanent employees who are proceeding on leave and requesting a pay advance must indicate their request through an application. The employee must submit the application to the HR Manager for further action and record purposes.
- HR Department will seek approval from the competent authority for payroll advance.
- The HR Department will send a photocopy of the approved application to the Finance Department at least one week prior to the leave commencement date.
- Employees may collect their payroll advances from the Finance Department.

5.4 Retirement from Services

MTI-HMC follows ESTA code, 2015 for the purpose of retirement from services. HR department make sure that the legalities of retirement of civil servant and regular institutional employees comply with the ESTA Code, 2015 rules.


5. SUPPORTING DOCUMENTS

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Document Title	Ref. #	Retention Medium
Budget Book	System Based	Soft/hard
Establishment rules- 2015 (ESTA Code)	External	Soft/Hard

6. RELATED RECORDS

Document Title	Ref. #	Retention Medium	Retention Period
NA	NA	NA	NA

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POLICY / GUIDELINE # 09: REFUND POLICY

1. PURPOSE

This policy statement is the resource guide and summary of the rules, regulations, and benefits pertaining to the Health Refund policy of MTI-HMC.

2. SCOPE

This policy shall apply to all patients availing various services in MTI HMC and its constituents.

3. RESPONSIBILITIES

Actor	Role / Responsibilities
Manager IT	<ul style="list-style-type: none"> Endorse relevant refund forms with proper justification and maintain due record in hard and soft forms
KPO	<ul style="list-style-type: none"> Refund the amount after fulfilling all codal formalities as outlined in the policy and maintain due record
MD/HD	<ul style="list-style-type: none"> Approve refund in extraordinary circumstances with written justification for audit purposes
Focal person of concerned department	<ul style="list-style-type: none"> To ascertain facts and due documentation.

4. POLICY STATEMENT

This policy has been framed to facilitate patients, employees, staff and trainees of MTI HMC in terms of fee refund subject to relevant terms and conditions.


4.1 Refund Policy for Patients

After issuing of the invoice, refund may be entertained if

- the service is temporary un-available,
- the patient refuses to avail the service,
- the service provider withdraws the request for a particular procedure/ investigation.
- the patient is declared un-fit for the investigation/ procedure
- the patient has been wrongfully charged

4.4. Procedure to avail Entitled services:


S. No	Scenario	Policy
1.	Invoice is generated but work order is not generated and investigations are not performed.	In this scenario, refund form / original Invoice shall be communicated to the concerned department for remarks justifying the refund. Manager IT or his nominee shall countersign the form

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		(maintaining real time record) which will be presented to and retained by the concerned KPO making sure that work order is not generated and investigation is not performed. The amount shall be refunded to the patient.
2.	Invoice and work order both are generated but investigations are not performed.	In this scenario, refund form/ original Invoice shall be communicated to the concerned department for remarks justifying the refund. Manager IT or his nominee shall countersign the form (maintaining real time record) and un-acknowledge the work order in HMIS. Documentation will be presented to and retained by the concerned KPO making sure that work order has been disabled. The amount shall be refunded to the patient.
3.	Invoice and work order are generated as well as investigations are also performed.	In extreme circumstances where refund has to be afforded after a procedure or investigation is carried out, a formal approval by the Hospital or Medical Director shall be endorsed in written form with full justification, to be maintained for later audits.
4	Refund due to Clerical Mistake	In case of any clerical/ IT issues, KPO shall replace the order with correct details and get the manager IT or his nominee to endorse.

5. Record maintenance for Quality assurance and Audit.

The KPO and manager IT shall be responsible for maintaining record of all documentation in hard and soft form justifying the refund that has been offered. This shall be presented to the Q.A team and internal/ external auditors on demand as and when requested.

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POLICY / GUIDELINE # 10: LOCUM POLICY

1. PURPOSE

This policy deals with the recruitment of staff on a temporary/emergency basis, who fulfills a role required by a hospital or practice that is short-staffed and their placements may be as short as a few hours or as long as 03 to 06 months. This policy offers a means of satisfying temporary health-care needs of the community.

2. SCOPE


This policy gives benefits to the hospital to recruit human resource in short span of time to cater emergency conditions in the best interest of patient care.

3. RESPONSIBILITIES

Actor	Role / Responsibilities
HOD	<ul style="list-style-type: none"> Will send demand/requisition to HD/MD for the advertisement of required position and suggested criteria in case of new creation
MD / HD	<ul style="list-style-type: none"> Will direct HR department to furnish advertisement.
MHR/OSHR	<ul style="list-style-type: none"> Will initiate process under the approved rules and regulations.
HR Team	<ul style="list-style-type: none"> To upload advertisement on official website of HMC To receive application forms and prepare working paper of the applicants concerned. To inform candidates for the interview through emails and letters To prepare appointment orders

4. Policy Statement

- a) To provide services that is otherwise unavailable due to lack of human resources.
- b) To provide short term employment on emergency basis according to the requirement of the hospital.
- c) The advertisement on locum basis will be uploaded on official website of MTI-HMC.
- d) The total duration of the locum period may vary from 03 to 06 months or may further extendable subject to performance & approval by the competent authority of MTI-HMC.
- e) The salary of the recruited locum staff will be equivalent to their counterpart/Market base.
- f) The selection committee will be notified by the competent authority for the selection of staff on locum basis.

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5. SUPPORTING DOCUMENTS

Document Title	Ref. #	Retention Medium
Establishment rules- 2015 (ESTA Code)	External	Soft/Hard
Service Rules & Regulations	Internal	Soft/Hard
Khyber Pakhtunkhwa Civil Servants Act 1973	External	Soft/Hard

6. RELATED RECORDS

Document Title	Ref. #	Retention Medium	Retention Period
Service Arrival Form	HMC-HRD-F-06	Soft/Hard	H: 01 Year S: 05 Years
Bio-Data Form	HMC-HRD-F-07	Soft/Hard	H: 01 Year S: 05 Years
Employee Identity Card Form	HMC-HRD-F-08	Soft/Hard	H: 01 Year S: 05 Years
Employee File Checklist	HMC-HRD-F-09	Soft/Hard	H: 01 Year S: 05 Years
Employment application form	HMC-HRD-F-10	Soft/Hard	H: 01 Year S: 05 Years
Job Descriptions	HMC-HRD-F-02	Soft/Hard	H: 01 Year S: 05 Years
NOC Form	HMC-HRD-F-28	Soft/Hard	H: 01 Year S: 05 Years
Orientation Feedback Form	HMC-HRD-F-32	Soft/Hard	H: 01 Year S: 05 Years
Undertaking	HMC-HRD-F-50	Soft/Hard	H: 01 Year S: 05 Years
Appointment Order	HMC-HRD-F-69	Soft/Hard	H: 01 Year S: 05 Years