



THE RIGHT TO SERVICE FOR TIME BOUND DELIVERY OF
BENEFITS & SERVICES FOR EMPLOYEES

INTRODUCTION

Human Resource of any organization is the key to its efficient functioning and is most precious asset of the organization. The HR department of CONCOR strives to take care of this valuable asset and is mainly involved in the Human Resource Development and manpower management of the company.

VISION

Changes, if anchored and led in a sound way, transform organization into living organizations of people committed to corporate responsibility and growth for all.

MISSION

- To develop a HR system and organizational capability to Attract, Develop, Motivate, Organize and Retain the right talent.
- Providing a dynamic framework of personnel policies and procedures for the effective utilization of Human Resources.
- Building capacity of human resources for efficient delivery of services to organization's stake holders.

LIST OF STAKE HOLDERS

1. All Regions/Terminals of the Company
2. All Departments/Divisions at Corporate Office
3. All Employees including Deputationists, Adhocs & Consultants
4. CONCOR Employees Union

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS/STAKE HOLDERS

1. Applications are to be submitted in the formats prescribed under the relevant Rule/Policy, if any.
2. Relevant documents/ enclosures if any, are to be submitted along with the application;

3. Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to.
4. Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance;

SERVICE STANDARDS

For Corporate Office

Sl. No.	Services	Grade of Employee	Service/Performance Standards in days
1.	House Leasing	Upto E-3	15
		E-4 & above	20
2.	Grant of Vehicle/Computer Advance	Upto E-3	15
		E-4 & above	20
3.	Vehicle/Computer Advance forwarded by Regional Offices	E-4 & Above	20
4.	Terminal/Retirement benefit	Upto E-3	18
		E-4 & above	23
5.	HBA Corporate office employees	Upto S-3	18
		E-1 & above	23
6.	HBA forwarded by Regional Offices	E-1 & above	20
7.	LTC/LTC Encashment	Upto E-7	13
		E-8 & above	18
8.	No objection Certificate for Passport	Upto E-7	13
		E-8 & above	18
9.	Medical Reimbursement – Special Disease/Cases only	All employees	18
10.	Leave Encashment	All employees	15

For Regional Office

Sl. No.	Services	Grade of Employee	Service/Performance Standards in days
1.	House Leasing	All staff under the control of Regional Head	15
2.	Grant of Vehicle/Computer Advance	Upto E-3	15

3.	Terminal/Retirement benefit	Upto E-3	18
4.	House Building Advance	Upto S-3	18
5.	LTC (except outside India)/ LTC Encashment	Upto E-7	13
6.	No objection Certificate for Passport	All Staff	13
7.	Leave Encashment	Upto E-7	15

- Note :**
- a)** The Service/Performance Standards are in clear working days and also excludes sanctioned leave of the concerned official or his/her absence on any approved grounds/reason.
- b)** The working days shall be counted from the date of receipt of complete application in HR/P&A department.

Description	Receipt & Process by HR Dept.	Vetting by Accounts	Sanctioning Authority	Communication	Total
Pay fixation after receipt of option from the employee or after expiry of 30 days period from the date of order.	07 days	10 days	05 days	Alongwith Salary advice following the date of sanction	22 + days upto Salary advice following the date of sanction
Confirmation after receipt of D&A Status, Vig. Status & Police verification and other relevant documents etc.	10 days	-----	07 days	05 days	22 days

Description	Receipt & Process by HR Dept. for Vig Clearance	Process for approval by HR after receipt of Vig. Clearance	Sanctioning Authority	Communication	Total
Forwarding of application for outside employment	04 days	05 days	05 days	03 days	17 days

ACKNOWLEDGEMENT

The Service Recipients (employees) shall submit their application alongwith the acknowledgement form as **Annexed** herewith and shall obtain a receipt of submission of application.

REDRESS OF GRIEVANCE

In case of non compliance of the service standards, the service /stakeholders can contact the following Public Grievance Officer for redress of their grievance: -

For Corporate Office

Smt. Sangeeta Ramrakhyani
GGM (HR)
Email : sangeeta@concorindia.com

For Regional Offices

Concerned Regional Head

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

Sh. P.K.Agrawal
Director (Dom)
Email : pkagrawal@concorindia.com

**SUBMISSION & ACKNOWLEDGEMENT OF APPLICATION FOR
VEHICLE/COMPUTER ADVANCE**

I, Designation : Emp. No:..... hereby submit Vehicle/Computer advance form for advance of ₹, which is my First/Second/Third advance.

I have cleared all the previous outstanding of the advance which is certified by Accounts Department on the application (Applicable in case of second/subsequent advance).

I have also submitted the following documents alongwith the application form: -

1. Original quotation from the Dealer.....
2. Salary Slip for the current month.
3. Hypothecation Form No. 34.

Date.....

Signatures :.....

ACKNOWLEDGEMENT

Received an application for Vehicle/Computer Advance from Shri/Ms. Designation..... Emp. No.....

Name & Designation.....

Date.....

**SUBMISSION & ACKNOWLEDGEMENT OF APPLICATION FOR LTC/LTC
ENCASHMENT**

I, Designation : Emp. No:.....
hereby submit my application for availing/encashment of LTC.

Enclosures:

1. LTC Application form.
2. Copy of sanctioned leave application
(Not required in case of encashment)

Signatures :.....

Date.....

ACKNOWLEDGEMENT

Received an application for LTC/Encashment of LTC from Shri/Ms.
Designation..... Emp. No.....

Name & Designation.....

Date.....

**SUBMISSION & ACKNOWLEDGEMENT OF APPLICATION FOR
HOUSE BUILDING ADVANCE**

I,..... Designation :.....Emp. No:.....
hereby submit House Building Advance form for advance of ₹ I have
submitted the following documents alongwith the application form: -

Sl. No.	Description	Tick (√)
1.	Title Deed Document of the Flat/House/Land to be purchased	
2.	Sale/Buyer's Agreement.	
3.	Valuation Certificate in case of purchase of old/lived in house.	
4.	Search/Non-Encumbrance Certificate.	
5.	Demand Letter/Payment Schedule.	
6.	Salary Slip of the current month.	
7.	Bank Outstanding details in case of repayment of Bank Housing Loan.	
8.	NOC from the authority.	
9.	Approved map.	
10.	Completion/possession certificate, as applicable.	
11.	Estimate of construction expenditures in case of self construction from a Registered Architect.	
12.	Surety's Salary Slip.	
13.	Documents in support of source of additional funds.	
14.	Any other document considered relevant (specify).	

Signatures :.....

Date.....

ACKNOWLEDGEMENT

Received an application for House Building Advance from
Shri/Ms. Designation.....Emp. No.....

Name & Designation.....

Date.....