

## EMPLOYEE CHARTER

HOWRAH DIVISION PLEDGES ITS COMMITMENT TO OUR STAFF THE FOLLOWING TIME BOUND SERVICES.  
WE PLEDGE MAXIMUM EMPLOYEE SATISFACTION. IF THESE SERVICES ARE NOT DELIVERED TIMELY  
TO ANY ONE, HE/SHE SHOULD CONTACT THE UNDERSIGNED WITHOUT HESITATION.

PERSONAL INTERVIEW WITH D.R.M. : SAME DAY, IF D.R.M. IS NOT AVAILABLE THEN INTERVIEW WILL BE WITH A.D.R.M. CONCERNED.

SERVICES	DISPOSAL OF CASES	
	IN CASE OF ACCEPTANCE	IN CASE OF NON-ACCEPTANCE
RECTIFICATION IN SENIORITY	D+20	D+18
APPEAL REGARDING PAY FIXATION	D+25*	D+10
SETTLEMENT OF MACP GRIEVANCES	D+30*	D+8
GRANT OF NOC FOR HIGHER STUDIES/COMPETITIVE EXAMINATION	D+14	D+6
MAKING ENTRIES OF EDUCATIONAL QUALIFICATION IN SERVICE RECORD.	D+40	D+7
TECHNICAL RESIGNATION	D+19	
STEPPING UP OF PAY	D+30	D+16
CHILD CARE LEAVE	D+6	D+2
ANY KIND OF ARREAR	D+16*	D+9
COMPOSITE TRANSFER GRANT	D+13*	D+9
CHILD EDUCATION ALLOWANCE	D+13*	D+9
COMPLETION OF THE PROCESSING FOR NEW APPOINTMENT CASES	D+21	
GRANT OF LEAVE ENCASHMENT	D+18*	D+2
SANCTION FOR P.F. WITHDRAWAL TEMP./FINAL) (RECEIVED FROM UNITS)	D+17	D+2
OWN REQUEST TRANSFER *	D+5	
MUTUAL TRANSFER	D+10	
(* To be registered online & processed only when Branch Officer advises Personnel Branch)		
APPROVAL OF VARIOUS TYPES OF ADVANCES/ LOANS	D+7	
ISSUE OF P.F. STATEMENT (ACCOUNTS)	SAME DAY	
VIEWING OF SERVICE RECORD ON DEMAND OF STAFF	ONCE IN A YEAR	

SERVICES	DISPOSAL OF CASES	
	IN CASE OF ACCEPTANCE	IN CASE OF NON-ACCEPTANCE
COMPASSIONATE APPOINTMENT (DIVN. CASES) (NON-DISPUTED CASE)	D+90	
FORWARDING OF COMPASSIONATE APPOINTMENT CASES TO H.Q. CASES WHERE SITUATION DEMANDS (NON-DISPUTED CASE)	D+60	
PAYMENT OF SETTLEMENT DUES (NORMAL RETIREMENT)	<b>ON DATE</b> OF RETIREMENT	
PAYMENT OF SETTLEMENT DUES IN CASE OF VRS, DEATH & RESIGNATION	D+60	
PROMOTION THROUGH SELECTION/SUITABILITY	WITHIN 01 YEAR OF ISSUE OF PREVIOUS PANEL SUBJECT TO AVAILABILITY OF VACANCY.	
SENDING CALL LETTERS TO CANDIDATES SELECTED/THROUGH RRB/ RRC (INCLUDING VARIFICATION OF PANEL FROM RRB/RRC)	D+30	
N.O.C./APPROVAL FOR PROPERTY TRANSACTION	D+12	D+6
N.O.C./PASSPORT & DEPUTATION	D+15	D+6
DISPOSAL OF D&AR CASES	<b>MAJOR</b> = 150 DAYS <b>MINOR</b> = 31 DAYS	
ISSUING OF PASS & PTO	WITHIN 01 WORKING DAY	
DISPOSAL OF LEAVE APPLICATION	CL = D+1 LAP/MATERNITY/ PATERNITY = D+7	
ISSUE OF SENIORITY LIST	ONCE IN A YEAR	
EX-INDIA LEAVE	D+13	

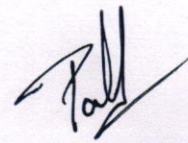
**CLAIM FOR T.A.**

- i) SUBMITTED WITHIN 5TH OF THE NEXT MONTH : i) TO BE PAID WITH THE SALARY OF SAME MONTH  
ii) SUBMITTED AFTER 5TH OF THE NEXT MONTH : ii) TO BE PAID WITH THE SALARY OF FOLLOWING MONTH  
iii) DELAYED CASES WHERE APPROVAL OF COMPETENT : iii) TO BE PAID WITH WITH SALARY WITHIN 03 MONTHS.  
AUTHORITY IS REQUIRED FOR CONDONATION OF DELAY
- IN CASE OF NON-ACCEPTANCE OF CLAIM FOR T.A. : REPLY D+13

**CLAIM FOR O.T.**

- i) SUBMISSION OF O.T. BILL TO FINANCE BY UNITS : WITHIN 10 WORKING DAYS FROM THE DATE OF SUBMISSION OF BILLS.
- ii) FORWARDING OF BILLS TO PAY BRANCH DUELY : WITHIN 05 WORKING DAYS  
VETTED BY A/Cs.
- iii) CHARGING OF O.T. BILLS WITH SALARY. : WITH THE SALARY OF THE MONTH, IF RECEIVED BEFORE  
07 DAYS FROM THE DATE OF CLOSING OF THE BILLS.
- IN CASE OF NON-ACCEPTANCE OF CLAIM FOR O.T. : REPLY D+16

**NOTE :-** \* Payment to be made with salary in next builling cycle.  
D is date of receipt in Establishment Section.  
Days are working days.



Sr. Divl. Personnel Officer  
Howrah