

Ref No: - ECL/CMD/C-6B/GM(P2IR)/20/2801 dt 6/11/20.

SERVICE CHARTER FOR NON-EXECUTIVES OF ECL

SL. No.	Services	Time limit of Service Standard	Service Process	Documents required
1	Issuance of office order for joining & communication of posting.	Within 2 working days of joining of the non-executive employee.	1. Receipt of Competent Approval along with copy of - a) Attestation Form, b) Report of IME, c) Educational Certificates (if any), d) 6 copies of recent PP size photographs duly Attested by Personnel Executive of Area / Unit / Establishment concerned. 2. Issuance of order of posting	Appointment Letter issued from ECL, HQs.
1(a)	Opening of Service Record & entry in Form 'A'.	On the day of joining	Completion of Form - 'A' Register	PAN Card, AADHAAR Card, Bank A/c No., Passport Size photographs of the employee.
1(b)	Issuance of Provisional Identity Card.	On the day of joining.	After completion of Form - 'A'	Joining letter with one passport size photograph.
1(c)	NEIS data creation.	On the day of joining.	After completion of Form - 'A'.	Appointment letter with revised Appendix - 'A'
1(d)	Issuance of Medical Card.	On the day of joining.	After completion of Form - 'A'.	Application in prescribed format along with passport size photograph of dependents.
1(e)	CMPF Membership.	Within 3 days of joining.	Completion of Form- 'A' Deposition to CMPF Authority for allotment of CMPF No. by Pension Section of Unit / Area / Establishments.	Application in prescribed format along with Form - 'A' duly forwarded by Personnel Executive of Unit / Area / Wage Board Estb. of HQs.
1(f)	Gratuity Nomination.	Within 1 day of joining.	Completion of Form- 'F'	Application in prescribed format along with Form - 'F' duly forwarded by Personnel Executive of Unit / Area / Wage Board Estb. of HQs.
2.	Change of permanent address cases(once in service time)	Within a week of receiving application from the employee.	After approval of Competent Authority.	Application in prescribed format with Proof of Residence and along with the copies (any two) of Ration Card, Electricity Bill, LPG Cash Memo, Driving Licence, or Passport.
3.	Leave sanction order for : a) SCL/ CCL/ ML/ Special Leave b) IOD cases/ Special Medical Leave/ Extraordinary leave without pay.	Within 2 working days of competent sanction.	After approval of Competent Authority.	Application in prescribed format and approval 1. C/L - with in two days of availing the leave. 2. E/L - prior to two days of availing the leave. 3. Others - on the day of joining.
4.	HRA Sanction Order.	Within a week.	After checking of non-allotment of Company Quarter from Civil / Welfare/Personnel Deptt with due approval of Competent Authority.	Application in prescribed format with proof of residence, Electricity Bill & LPG Cash Memo.

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5.	Addition / Deletion of names of dependent family members.	Within 3 working days.	After approval of Competent Authority.	Application in prescribed format with Birth / Death Registration Certificate / Declaration of dependents with proof / Marriage Certificate.
6.	Processing of <u>Surname change</u> cases of existing non-executive & their dependants and recording in service book.	Within a week.	After approval of Competent Authority.	Application in prescribed format with Affidavit duly signed by 1 st Class Magistrate and publication in the local News paper thereto.
7.	Issuance of Medical Card under CPRMS – NE.	On the day of retirement.	Deposition of old Medical Card, and Certificate issued thereof.	Application in prescribed format with copy of Superannuation letter and passport size photograph of eligible dependents.
8.	Processing & Disbursement of Life Cover Scheme	Within 3 working days.	Approval in accordance with CMPF / Gratuity nomination.	Application in prescribed format along with death certificate and death registration certificate along with copies of AADHAAR, PAN, Bank A/c with IFSC Code, PS-3, PS-4.
9.	Transfer of service file along with details of CMPF contribution statement and LPC for transferred non-executives.	a) LPC – to be issued within 10 days upon release after receipt of salary particulars from Finance Deptt) b) Service File within 10 working days upon release.	1. Confirmation of joining by Area Personnel Manager 2. Updation of Service Register 3. Certificate of Reckonable Months of PF contribution by PF and Pension Cell of Unit/ /Area/ Hq Estb.	Confirmation of joining at the new place of posting to be communicated by the employee to Unit//Area/Hq Estb Personnel Deptt
10.	Processing of employment files of dependent employment cases / payment of Monthly Monetary Compensation in case of death on a non-executive while in service under NCWA.	Within 3 months as specified in 'DISHARI', under Mission SAMBANDH.	1. Receipt of proposal complete in all aspect 2. Processing of proposal for Competent Approval. 3. Communication of Competent Approval of employment within seven working days.	As per specification given under DISHARI.
11.	Final Dues settlement order (other than superannuation cases).	Within 15 days of separation on any account from the roll of the company.	1. Vigilance Clearance, 2. Finance Clearance 3. Store Clearance.	Claim with PAN, AADHAAR, Bank A/c No. , Termination Letter, Quarter Clearance Certificate.
12.	Gratuity settlement order in case of superannuation.	On the day of retirement.	1. Vigilance Clearance, 2. Finance Clearance 3. Departmental Clearance.	Form- 'I', Pay slip, Bank A/c with IFSC, PAN, AADHAAR, I/D Card (Original), along with superannuation notice.
13.	Leave Encashment settlement in case of superannuation.	On the day of retirement.	1. Finance Clearance, 2. Quarter Clearance.	Prescribed Application along with PAN, AADHAAR, etc.


 14/11/2020
General Manager(P&IR), ECL