



Medical Teaching Institution Mardan Medical Complex Mardan

Human Resource SOP's

Implemented By Manager HR & OD

1. Purpose:

The purpose of this SOP is to maintain the HR Selection/Recruitment Process for the employees joining MTI, MMC and to maintain all the relevant documents of all employees that govern the employment condition within Medical Teaching Institution Mardan Medical Complex Mardan. The documents can be classified as below:

- Documents related to employee selection process at MTI,MMC Mardan
- Documents related to the employee qualifications/ Certificates/Credentials/ PMDC , PNC and Medical faculty renewal certificates
- Leave Record of an Employee
- Documents related to the conduct of the employee i.e. Performance review, or letter of appreciations
- Documents related to the disciplinary proceedings i.e. Complaints, Show cause, Deduction of Salary, Stoppage of Salary
- Documents related to benefits and perks and performance review etc.
- Relevant Job description of the employee

This SOP also authorizes the Manager Human Resources to open an individual file per employee on the first day of his employment and collect the relevant documents within 7 days of his / her joining/arrival to MTI, MMC. These personal files should be maintained by the dept: from first day till last day of working of the employee at MTI, MMC Mardan.

2. SOP in Nut Shell:

- a) Employee Personal File
- b) Joining Documents, Selection Notification, Transfer Order/Arrival
- c) Disciplinary Action if any
- d) Performance and Review
- e) Pay and Benefits
- f) Leave Records
- g) Record Room



Medical Teaching Institution

Mardan Medical Complex Mardan

Human Resource SOP's

The important aspects of this SOP are summarized below:

1. Collect the necessary documents from the employee
2. HR Department is the custodian of the personal file
3. Open a personal file for each employee and the following documents shall be filed in the personal file with the help of department heads.
 - Training documents
 - Disciplinary proceeding documents
 - Performance Review
 - Legal related issues
 - Resignation letter or termination letter
 - Transfer to and from MMC
 - Joining/Duty Station

3. Procedure:

- a) As soon as the employee joins MTI, MMC Mardan he/she shall submit the documents indicated in this SOP to the Human Resources department within 7 days of joining.
- b) File opening: The employee personal file is the standard office file where the documents can be doubled-punched and filed.
- c) All current employee personal files shall be stored in the same place in the order of their employee Personal numbers or HR-ID.
- d) Human resources department is the custodian of the employee personal file. Except Manager HR, HR Assistants and Record Keeper of MTI, MMC Mardan no one else is authorized to access these files. The Higher authority can access personal files with due permission of HR Department.
- e) The personal files shall never leave the HR department at any circumstances. Whenever there is a need to carry the personal file outside of HR department then it should be accompanied by HR Assistant, Record Keeper or concerned person of Record Section until the safe return of the file to the HR department.
- f) There are two categories of employee personal files. The first one is of the current employees and the second is of the former employees, who have transferred, resigned, relieved or have been terminated from MTI, MMC Mardan.



Medical Teaching Institution

Mardan Medical Complex Mardan

Human Resource SOP's

- g) Only the current employee personal files need to be maintained in HR department and the former employee personal files shall be preserved in the designated record room for a period of 10 years from the last working date of that employee.
- h) Collecting the document is the sole responsibility of the head of the department which is hiring the employee and the human resources department.
- i) To collect the documents Human Resources department shall inform the head of the department frequently, but the concerned head of the department should play an active role to comply with this requirement.
- j) The following documents shall be submitted by the employee within 7 days of joining MTI,MMC Mardan
 - Academic certificates
 - Relieving certificate from previous employment
 - Experience certificates from previous employments
 - Resume with a passport size color photograph
 - A signed copy of the acknowledgement page of Handbook
 - Salary certificates from previous employment
 - No objection certificate from the last department where the candidate employed
- k) The following documents shall be maintained by the HR in the employee personal file. All these details shall be printed out from HMIS, HR Module at the end of December and filed in the employee personal file as a hard copy.
 - Salary and wage payments
 - Leave records
- l) Benefits availed by the employee shall be recorded in the personal file immediately upon sanctioning the benefit.
- m) All types of training that were provided to the employee shall be endorsed and filed in the personal file. It is not necessary that only the trainings that were provided by MTI,MMC Mardan need to be included in the endorsements, but the trainings that were undergone by the employee on their own shall also be included. The types of training are
 - Orientation training
 - Department trainings
 - Training by external consultants
 - Training provided by an academic institution



Medical Teaching Institution

Mardan Medical Complex Mardan

Human Resource SOP's

- n) An endorsement shall be made by the HR Department to indicate the awards and recognition received by the employee during his employment with MTI, MMC Mardan.
- o) Any legal related issue such as police complaints and court orders shall be filed in the personal file.
- p) All disciplinary actions related documents such as
 - Inspection reports
 - Memo issued to the employee
 - Response provided by the employee
 - Any appeals made by the employee and subsequent decision
 - Punishment awarded to the employee
 - Termination letter
- q) The resignation letter submitted by the employee shall be filed in the employee personal file.
- r) All the settlement and benefits provided to the employee after separation shall be recorded / filed in the personal file.
- s) In case of a resigned or terminated employee the files shall be transferred to the record room only after completing all the formalities of that employee in the personal file.
- t) HR should collect the nomination form from all the employees once in a year and file it in the employee personal file. When filing a new nomination form, the old nomination form shall be discarded.
- u) In case if the existing file of an employee is not sufficient to store the documents, HR can open additional files and should follow the same procedure as opening a new file.
- v) Some employees may take undue time to submit the documents. In those cases, the head of the department should act firm. If the employee is providing trivial reasons then disciplinary is the course of action.
- w) Some employees may not be able to provide some documents in such cases HR can advise them to get one within a reasonable time frame.
- x) Not all employees need to submit all the documents that are indicated in this SOP. The HR Manager should reasonably apply his experience to ask for the relevant documents. It depends on the skill set and sensitivity of the position.



Medical Teaching Institution Mardan Medical Complex Mardan

Human Resource SOP's

4. Relevant Forms:

A. HR- Employee Details Form-I

This form shall be followed in recording the details on the employee personal file. The form contains the following details of the employee HR Form-I.

- Basic Pay Scale
- Bio-Metric ID
- Job Title
- Personal ID
- CNIC
- Employee Name
- Guardian Name
- Date of Birth
- Gender
- Religion
- Marital Status
- Domicile
- Blood Group
- PMDC/PNC Registration No
- Employment Type
- Appointment Date
- Age
- Contact Information
- Address
- Family Details
- Academic History
- Previous Employment History

B. Training Record Form-II

This form shall be used to record the training details of the employee and shall be filed in the respective employee's personal file (Training Record Form)

- Employee ID
- Employee Name (First, Last)
- Employee Department
- Training Name
- Trainer Details
- Venue
- No of Days
- Training Proposed By
- Post Training Remarks



Medical Teaching Institution Mardan Medical Complex Mardan

Human Resource SOP's

C. Awards and Recognition Form-III

- Employee ID
- Name (First, Last)
- Name of Event
- Outstanding Performance details
- Comment

D. Leave Form-IV

Leave policy outline and implement rules governing employee vacations/leave. MTI MMC Mardan leave year starts from 1st January to 31st December. All leave applications shall be routed through In charge /Chairman of the Functional group to Dean (in case medical faculty), and through concerned Manager to Hospital Director (in case of non-faculty staff) and Nursing Director (in case of Nursing staff). Ex Pakistan leave of all Doctors/officers shall be sanctioned by BOG (as per directions of Chairman BOG). Application should be sent 3-4 weeks prior of the availing date. Institutional employees within the meaning of the MTI Act 2015 shall not be allowed deputation outside the institution. Scheduled vacations shall not be counted as leave. Leave other than covered by these Regulations shall not be granted.

The Leave form is use to process employee leave. The form contains the following details of the employee

- Personal ID
- Employee Name
- Designation
- Type of Leave (Earned,Casual,Sick,Maternity,Female Special Leave,Unpaid,Civil Servants,Hajj,Umra,Religious Pilgrimage leave,Educational/ Conference Leave, Sabbatical Leave Others)
- Period of Leave (From-To)
- Reason for Leave
- Contact No
- Reliever Name
- Reliever Designation



Medical Teaching Institution Mardan Medical Complex Mardan

Human Resource SOP's

E. Compliance Performa Form-V

The form contains the following details of the employee

- Personal ID
- Department
- Shift
- Employee Name
- Designation
- Basic Pay Scale
- Reason of Compliance
- Was found Absent with effect from and to
- Leaves the hospital early
- His/ Her behavior is not good
- He/ She come late for duties
- He/ She is not cooperative
- He/ She is not following the Dress Code
- Any other issue regarding non-compliance
- Proposed Action

5. Frequency Of Review:

Once in every six (06) months, the HR Assistants or someone in that capacity shall review the employee personal files and take necessary action to collect the pending documents that need to be collected from the respective employee. Employees who fail to submit the required documents that govern his/her employment within MTI, MMC Mardan shall be progressively advised through the below steps:

Warning Types:

	Warning Steps	Action
• 1 st time	Verbal Warning	Letter to Employee and HOD
• 2 nd time	Memo for Calling Explanation	To the Employee cc to HOD
• 3 rd time	Disciplinary Proceeding	Stoppage of Salary/Suspension/inquiry
• 4 th time	Strict Disciplinary Action	Final show Cause/ Charge sheet

Not submitting the documents that forms part of the employment condition amounts to disciplinary action. This review shall happen on 15th of January, and July. In case if the review date falls on a holiday, the review shall happen the next working day.



Medical Teaching Institution Mardan Medical Complex Mardan

Human Resource SOP's

6. Relevant Reports:

Based on the review conducted every six months, the Manager Human Resources shall submit a report to the Hospital Director regarding the level of compliance with this SOP.

7. HMIS HR Module:

- a) All employee details shall be updated in the HR module in HMIS.
- b) Maintaining the details in HR Module doesn't exonerate the provisions indicated in this SOP.
- c) Whenever there is a conflict between the details in HR Module and Employee Personal file, the HR Assistant should investigate the reason for the difference and resolve it.

8. Interpretations:

- a) For clarifications related to this SOP, please speak to Manager HR.
- b) In case of multiple interpretations of any provisions of this SOP then clarifications can be sought from Manager HR then Hospital Director in that order.
