

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Establishment Matters	Doc No.: NSFDC/HR/QP/04 Issue No. : 02 Page : 01 of 01 Page Rev.No:00 Date: 26.07.2019
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Sl No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Maintenance of Annual Performance Appraisal reports	Time	HR Department generate and issue on-line APARs in respect of all the officials/employees of the Corporation by 31st July of the year. The individual employee will submit his/her on-line self-appraisal to his/her Reporting Officer in the software application by 31st August of the year. The Reporting Officer, after duly assessing concerned employee's performance and offering his/her assessment rating and comments thereon, will further submit the APAR(s) to the Reviewing Authority by 15th September of the year. The Reviewing Authority after duly assessing concerned employee's performance and offering assessment rating/review comments thereon, will further submit the APAR(s) to the Accepting Authority by 30th September of the year. The Accepting Authority after duly assessing employee's performance and assigning final assessment rating/comments thereon, will return the APAR(s) to HR Department by 15th October of the year.	Annual Performance Appraisal File. Office Orders No. NSFDC/HR/P-II/2/91 (Vol.V) dated 27.03.2018 & No.NSFDC/HR/P-II/2/91(Vol.V)/972 dated 11.07.2019

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1	Maintenance of Annual Performance Appraisal reports	Time	Distribution of Blank Appraisal forms, submission of self-appraisal, submission of report by reporting officer to reviewing officer and finally to the Accepting Authority. Reports completed in all respects should to reach HR Department by 31st March of the year following the financial year for which the APAR is to be written. This activity should be completed by 31st March of the year following the financial year for which the APAR is to be written.	Annual Performance Appraisal File. Circular No. NSFDC/Pers./ Rev-Pol./APAR/ 2010 dated 08.03.2011
2	Probation & Conformation of employees.	Time	All employees (executives and non-executive) after their appointment in the corporation are placed under probation for initial one year. Their performance during probation period is assessed through periodical reports. The reports are finally submitted to the Competent Authority for consideration of confirmation of employee. This activity to be completed within one month from the date of receiving last report	NSFDC RP&S Rules, 2016 (Revised) & Individual's offer of appointment.
3	Forwarding applications of employees for outside employment	Time	Employees of the corporation intending to send their applications for outside employment are permitted to do so four times during a calendar year. Applicant is required to submit application along with a copy of the press Advertisement to the HR Department well before the last	NSFDC Rules for forwarding applications of employees for outside employment-1992

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			date of receiving applications, as indicated in the advertisement. After determining employee's eligibility to apply for the said post, application is sent through proper channel to the Competent Authority with recommendations. After competent Authority's approval the application is sent to the concerned Department/Authority, which has advertised the post. The entire process takes 10 days time.	
4	Loans & Advances	Time	Employees of the corporation intending to take loans & advances such as Vehicle Advance, General Purpose Advance, House Building Advance etc. are required to submit applications on the prescribed application form along with supporting documents to the HR Department. Their applications are processed determining eligibility and advance amount as per relevant rules of the Corporation and put up through proper channel to the Competent Authority for approval. After approval of the Competent Authority the sanction orders are issued. The entire process takes 15 days time.	NSFDC Conveyance Advance Rules-1989 NSFDC General Purpose Advance Rules NSFDC House Building Advance Rules-2000

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5	Leave and Attendance	Time	Employees intending to avail Earned Leave (EL) are required to submit their applications on the prescribed application form through proper channel to the HR Department at least 7 days in advance. After determining availability of leave in their leave account the application is put up to the Competent Authority for Sanction of leave. After Approval of the Competent Authority leave proceeding are issued and leave account of the employee updated accordingly. The entire process takes 7 days time.	NSFDC Leave Rules- 1995
6	Leave Travel Concession, Encashment of Earned Leave	Time	Employees intending to avail Leave Travel Concession (LTC), Encashment of Earned Leave are required to submit application on the prescribed application form through proper channel to the HR Department. After determine availability, the application is put up to the Competent Authority for sanction. After approval of the Competent Authority. Office orders are issued accordingly. The entire process takes 10 days.	NSFDC Rules on LTC rules 1992 and Earned Leave encashment Rules, 1990.

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National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Personnel Policies	Doc No.: NSFDC/HR/QP/03 Issue No. : 02 Page 1 of 1 Page Rev.No:00 Date:
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Assessment	Time	This is the first step in policy formulation. The assessment is made keeping in view statutory provisions under various labour legislations and DPE guidelines etc. After collecting relevant information from different sources, a proposal is prepared and put up to the CMD through proper channel for his comments, who may form a committee to see various aspects of the proposed policy including its feasibility. The committee then gives its recommendations to the Competent Authority. This activity shall be completed in 3 months.	Policy file
2	Formulation of policy.	Time	The duly approved draft policy is placed before the Board of Directors as agenda item. After the Board approval the policy is implemented, keeping in view its provisions. This activity to be completed within 3 months of approved draft policy.	Policy file

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National Scheduled Castes Finance Development Corporation	HR DEPARTMENT Quality Objective	Doc No.: NSFDC/HR/QO Issue No. : 01 Page 01 of 01 Page Rev.No: Nil
Approved By : Deputy General Manager Effective Date : 26.07.2019		

HR Department

Objective	Action Plan/Improvement Plan
Effective & Optimum Utilization of Human Resource	Through analysis and review of manpower requirement and staffing pattern from time to time.
Effective Monitoring of employee's performance	The performance of employee is assessed through a system of three tier Annual Performance Appraisal Report (APAR) and HR Department generate and issue on-line APARs in respect of all the officials/employees of the Corporation from 2016-17
Development of Human Resources through continuous training & skill upgradation	Keeping in view the training needs, the employees are sent for different training programmes.
Timely disposal of employee's matter	The employee matters are disposed off regularly in a time-bound manner to avoid any conflict of interests.

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National Scheduled Castes Finance Development Corporation	HR DEPARTMENT Quality Objective	Doc No.: NSFDC/HR/QO Issue No. : 01 Page 02 of 01 Page Rev.No: Nil
Approved By : Deputy General Manager Effective Date : 26.07.2019		

HR Department

Objective	Action Plan
Effective & Optimum Utilization of Human Resource	Through analysis and review of manpower requirement and staffing pattern from time to time.
Effective Monitoring of employee's performance	The performance of employee is assessed through a system of three tier Annual Performance Appraisal Report (APAR).
Development of Human Resources through continuous training & skill upgradation	Keeping in view the training needs, the employees are sent for different training programmes.
Timely disposal of employee's matter	The employee matters are disposed off regularly in a time-bound manner to avoid any conflict of interests.

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National Scheduled Castes Finance Development Corporation	Title: Quality Plan for Recruitment/Transfer/Promotion/Increment	Doc No.: NSFDC/HR/QP/01 Issue No. : 02 Page 1 of 2 Page Rev.No:0 Date:
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Sl No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Assessment	Time	As to whether the vacancy exists. Identify need to fill it up. Explore possibility of meeting additional need for manpower by re-allocation of work or redeployment of existing manpower. Determine reservation status of the vacancy to be filled. Keeping in view these issues, CMD's concurrence/ approval for filling up vacancy in question shall be Obtained within 20 days of receipt of proposal for recruitment.	Office Order No.NSFDC/Per s./R&P/93/5638 dated 19.2.2004
2	Open Advertisement Through press or notification of vacancies to the local Employment Exchange.	Time	The duly approved text of press advertisement is sent to Advertising Agency for related artwork and final publishing of text through press advertisements in Employment News and leading national dailies of English and Hindi languages. This shall be done within next 15 days of receipt of approved text of advertisement.	Press Advertisement file & NSFDC RP&S Rules, 2016 (Revised)
3	Receipt of on-line Applications, Scrutiny, Conducting on-line Written Test/Skill Test and preparing the result	Time	The work for receiving on-line Applications, their Scrutiny, Conducting of on-line Written Test/Skill Test and preparing the result, has been assigned to Institute of Banking Personnel Selection (IBPS), Mumbai.	Recruitment, Promotion and Seniority Rules(RP&S), 2016 (Revised)
4	Selection of candidates	Time	Short listed candidates are taken up through a selection procedure i.e. Personal Interview. As per Govt.	Recruitment file &

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			<i>instructions, interview has been abolished in the Group B, C & D posts. Selection in Group B, C & D posts, is to be done only through written test/skill test.</i> <i>After approval of the Competent Authority, the candidates, as per merit list, will be issued call letters to appear for Test/Interview before the Selection Committee.</i> <i>This activity to be completed within two months.</i>	NSFDC RP&S Rules, 2016 (Revised)
5	Filling up of vacancies	Time	After the Competent Authority has duly approved the Select Panel as recommended by the Selection Committee, the panel will be operated taking into consideration the Reservation Roster. Candidate(s) will be issued offer of appointment directing them to undergo medical examination and join duty within a reasonable time, which may extend up to 3 months.	Recruitment file & NSFDC RP&S Rules, 2016 (Revised)
6	Induction Program	Time	After joining the new incumbent of executive level post are sent to different departments of the corporation for familiarization with the functions and procedures. They are finally placed with the concerned department after completion of induction program. This activity to be completed within 10 days	Induction File

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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Assessment	Time	As to whether the vacancy exists. Identify need to fill it up. Explore possibility of meeting additional need for manpower by re-allocation of work or redeployment of existing manpower. Determine reservation status of the vacancy to be filled. Keeping in view these issues, CMD's concurrence/ approval for filling up vacancy in question shall be Obtained within 20 days of receipt of proposal for recruitment.	Office Order No.NSFDC/Pers./R&P/93/5638 dated 19.2.2004
2	Open Advertisement Through press or notification of vacancies to the local Employment Exchange.	Time	The duly approved text of press advertisement is sent to Advertising Agency for related artwork and final publishing of text through press advertisements in Employment News and leading national dailies of English and Hindi languages. This shall be done within next 15 days of receipt of approved text of advertisement.	Press Advertisement file & NSFDC RP&S Rules, 2016 (Revised)
3	Receipt of Applications	a) Time b)Entry details	Within the period specified in press advertisement, usually 30 days from the date of its publication. The applications received are sequentially numbered in accordance with date of their receipt in NSFDC. Applicant's details are entered in concerned registered. This shall be done on daily basis till date of closing.	Press notification Application Register
4	Short Listing	Time	The scrutiny committee constituted for	Recruitment

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	of candidates		short listing will scrutinize the applications as per eligibility criteria of the post and recommend a list of short listed candidates to the Competent Authority to be called for test/interview. This shall be done within next 30 days of formation of committee.	file & NSFDC RP&S Rules, 2016 (Revised)
5	Selection of candidates	Time	After the competent Authority has accepted the list of candidates short listed by the Committee, the candidates will be issued call letters to appear for Test/Interview before the Selection Committee. This activity to be completed within two months.	Recruitment file & NSFDC RP&S Rules, 2016 (Revised)
6	Filling up of vacancies	Time	After the Competent Authority has duly approved the Select Panel as recommended by the Selection Committee, the panel will be operated taking into consideration the Reservation Roster. Candidate(s) will be issued offer of appointment directing them to undergo medical examination and join duty within a reasonable time, which may extend up to 3 months.	Recruitment file & NSFDC RP&S Rules, 2016 (Revised)
7	Induction Program	Time	After joining the new incumbent of executive level post are sent to different departments of the corporation for familiarization with the functions and procedures. They are finally placed with the concerned department after completion of induction program. This activity to be completed within 10 days	Induction File

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National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Training	Doc No.: NSFDC/HR/QP/02 Issue No. : 02 Page 1 of 2 Page Rev.No: 00 Date:
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Sl No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Assessment	Time	The training need assessment of the officials is done keeping in view Annual Performance Appraisal Reports, feed back from the concerned department heads/desk in charges and job requirements. This activity shall be completed during the months of April/May.	Training file
2	Processing	Time	Based on periodic information received from different Training Institutes for different training programs the name of candidate need training are recommended to the Competent Authority, keeping in view the availability of employee and the expenses involved. The nominations are then sent to the concerned training institute. This activity shall be completed within 10 days.	Training File
3	Effectiveness of training/feed back	Time	After completion of training program effectiveness of the training received by employee shall be gauged on prescribed method. This activity to be completed within 30 days of completion training program	Training file

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4	Training Records	Mondays/No. Of employees trained.	Training record shall be maintained with regard to the No. Of employees trained during the year, No. Of training programs conducted and man days attributed to the training. Records are updated on monthly basis or as and when applicable.	Training File
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