



TRANSFER AND MOBILITY POLICY - OFFICERS

A. PREAMBLE:

In the context of the need to adapt ourselves to emerging scenario of competition restructuring of organization, introduction of total computerization of our operations and the likely exit of experienced manpower, the placement and transfer policy is evolved.

This policy aims :

1. To provide for an opportunity in improving competency, self development and career path of Officers;
2. To ensure grooming up of an officer for taking position in higher rank by following job rotation;
3. To achieve organizational goals;
4. To maintain sectoral balance in all Regions with a view to provide adequate service to insuring public.

B. APPLICABILITY:

- i. These guidelines will come into effect from 1st June 2002.
- ii. These guidelines are applicable to all officers upto the rank of Deputy Managers. Transfers / posting of officers in the rank of Manager and above shall be at the discretion of the Management keeping in view office exigencies and distinct nature of duties of officers of these cadres.
- iii. These guidelines are not applicable to officers (a) posted / deputed to foreign operations

C. DEFINITIONS:

1. Transfer shall mean relocation of an officer from one town / city / urban agglomeration to another town / city / urban agglomeration.
2. Metro centres shall mean and include :
Mumbai (including New Mumbai, Sub Urban areas upto Virar on Western Railway and upto Kalyan on Central Railway)
Kolkata (entire Urban agglomeration)
Chennai (including Tambaram, Avadi, Red hills & Manali)
Delhi (including Gurgaon, Bahadurgarh, Noida & Faridabad)
Regional Centres shall mean – Centres other than Metro Centres where our Regional Offices are located
3. Geographical Zones shall mean as under :
Northern Zone – National Capital Territory of Delhi, States of Haryana, Punjab, Rajasthan, UP., Uttaranchal, Jammu and Kashmir, H.P. and Union Territory of Chandigarh.
Western Zone – States of Maharashtra, Gujarat, M.P., Chattisgarh, Goa, Union Territory of Daman & Diu, Dadra & Nagar Haveli.
Eastern Zone – States of West Bengal, Bihar, Jharkan, Orissa, Sikkim, Assam, Meghalaya, Nagaland, Tripura, Mizoram, Manipur, Arunachal Pradesh and Andaman & Nicobar.
Southern Zone – States of Tamil Nadu, Karnataka, Kerala, Andhra Pradesh, Union Territories of Pondicherry and Lakshadweep & Minicoy.
4. Normal period posting (NPP) shall mean continuous posting in all cadres of Class I taken together for a period of 5 years in respect of all centres.



5. Local transfer shall mean a transfer of an officer from one department to another in the same office or from one office to another within the same town / city / urban agglomeration.

D. GENERAL REGULATIONS:

1. The Company shall, on annual basis, determine the cadre strength in each cadre in terms of norms adopted. Distribution of such strength among the individual Regions and H.O. in each cadre shall be determined by a Committee of General Managers (Personnel & Marketing) so as to ensure need based and equitable distribution of available manpower.
2. On completion of NPP, an Officer may be considered for transfer from existing place of posting irrespective of assignment. This exercise shall be done during the first quarter of every year.

Nothing contained herein shall be construed to limit the powers of the Management to transfer any officer before completion of the normal period of posting.

3. While considering the transfers on account of NPP under para C(4) above, if the number of officers for consideration of such transfer in any cadre is found to be large at a particular station, and transfers of all at one time is likely to dislocate the operation of the Company, CMD may allow consideration of such transfers in a phased manner.

While restricting transfer in such a phased manner the order of transfer shall be in accordance with the length of continuous posting i.e. the longer the posting, the first to be considered for transfer.

4. Revolving Plan :

Officers who are transferred in a particular year other than on request would be eligible for consideration of transfer to one of the three places of their choice after completing 4 years in that place of posting. However, such transfer to one of the places of choice would depend on the availability and requirement of officers in his cadre at the relieving and receiving stations so that balance in distribution of manpower is not disturbed. If effected, such transfer would not be treated as a request transfer.

5. After earmarking the exits, due to proposed transfers on account of NPP as provided herein above, the position of vacancies at these stations from where the exits would take place shall be examined, having regard to the regional cadre strength determined.

Vacancies thus identified would be filled up by considering transfers on account of office exigencies, voluntary transfer requests, transfers under revolving plan, transfers based on NPP, postings on promotion and transfers on account of job rotation.

6. Officers in the rank of A.A.O. & A.O. shall be ordinarily be considered for transfer within the Geographical Zone indicated in C(3) and / or adjoining States. In respect of other cadres the transfers will be on All India Basis.

E. JOB ROTATION:

1. No officer shall ordinarily continue in a sensitive assignment for a period exceeding 3 years at a stretch.

“Sensitive Assignment” for this purpose shall mean and include handling claims.

2. No officer may generally hold any post as in-charge of operating offices **continuously for more than 10 years**. However, in exceptional circumstances where for exigencies of office if any relaxation is required, C.M.D. shall relax this provision for reasons to be recorded in writing. On rotation from development functions to administrative assignment, an officer shall have to serve on the administration side for a minimum period of 3 years before being considered for development assignment again.

F. REQUEST TRANSFERS:

1. No transfer request shall ordinarily be considered until an officer has completed a minimum of 3 years at his present place of posting. However, in case of extreme hardship involving



serious health of the individual concerned, the Board of the Company may relax this provision recording the reasons therefore.

2. Not more than 3 request transfers shall be considered from an officer in the entire service career, the first such request transfer being counted since March 1, 1990.
3. Where the number of transfer requests for a particular station is more than the number of vacancies available at that station, the selection out of the available transfer requests for the vacancies shall be made on the basis of the length of stay of the officers at their present place of posting. The longer the stay, the first to be considered.
4. If and under any circumstances, a transfer request is considered **after 5 years** posting, at the present place, **the transfer shall not be considered as a request transfer.**

5. Spouse Cases :

Cases of transfer / postings where the officer wishes to join his / her spouse in different locations may be given preferential treatment as far as possible.

6. Physically Handicapped Officers :

Cases of transfer / posting of officers suffering from physical disability of a nature and extent that causes hardship in the mobility of the officer shall be considered sympathetically.

6A. Cases of Hardship due to major diseases: **

An Officer, who himself or whose spouse/any of the dependent children is suffering from any of the nine specified diseases (for which Special Sick Leave is admissible as per Rules relating thereto), subject to the satisfaction of the CMD on the basis of documentary evidence to that effect, may not be transferred from one station to another, for the period specified by the CMD, but he will continue to be liable to job rotation in terms of Para 5.

**** Para 6A inserted vide HO/PER/CIR-34, 05.10.2009**

7. Difficult Areas :

Officers who have been transferred and posted to difficult areas from other parts of the Country shall be considered, after the expiry of **three years**, for posting to one of the three places of their choice, subject to availability of vacancies at the place of their choice. Such choice posting if made, shall be considered as a Company transfer. This provision will not apply to officers whose home town falls within the difficult area. For the purpose of this rule, 'difficult area' would mean the area declared as such by the Chairman-cum-Managing Director.

G. OFFICERS DUE TO RETIREMENT WITHIN 2 YEARS:

Officers who are due for retirement on Superannuation within 2 years reckoned from 1st April of the year in which transfer / posting is effected shall not be transferred unless necessitated by extenuating circumstances, provided he will not be holding a sensitive post.

"Request for transfer from an Officer to his declared home town or place of choice during the last 2 years of this service would be considered subject to vacancy provided no further transfer benefits shall be allowed at the time of retirement".

H. TRANSFER BENEFITS:

1. An officer transferred from one station to another is entitled to transfer benefits as may be allowed from time to time as per guidelines issued by the Company. For local transfers within the City, no transfer benefit is allowed. In the case of request transfers, if considered before completion of 3 years, no transfer benefits shall be allowed.
2. In cases of officers under orders of transfer, who have represented to the transferring authority on grounds of extreme hardships, if any, for extension of time to join at the new



place, the authority concerned may, at his discretion, grant a maximum of additional 30 days beyond the date specified in the Transfer Order or the 30 days ordinarily available when no such date is specified.

I. POWER TO MODIFY / RELAX THE PROVISIONS OF THIS POLICY:

1. The Board of the Company may by order and for reasons to be recorded in writing, dispense with or relax the provisions of these guidelines to such an extent the Board may consider necessary for dealing with the **individual cases of genuine hardship of officer in a just and equitable manner or for meeting exigencies of work situation.**

J. COMPETENT AUTHORITY FOR TRANSFERS :

*REGIONAL CHIEFS CONCERNED (Transfers conforming to transfer norms)

A.A.O & A.O. within the region (excluding Officers in-charge and those with development functions) and A.Ms within the same station.

* COMMITTEE OF GMs { GM (P) & GM (Mktg)} AT HO

(a) A.A.O & A.O. within H.O. and inter-region.

(b) A.A.O. & A.O. (Officers in-charge & those with development functions)

(c) A.A.O & A.O. (including Officers-in-Charge) excluding AMs within the same city

(d) AMs & Dy Ms including SDMs.

* CHAIRMAN-CUM-MANAGING DIRECTOR

(a) Managers & above.

NOTE : For this purpose, Head Office will be considered as a separate Region.

K. Nothing contained herein above shall affect any transfer necessitated due to adverse factors such as CDA / Vigilance cases.

L. Removal of doubts & Clarifications

1. In cases of any doubt on any of the provisions of these guidelines, the Chairman-cum-Managing Director may issue necessary clarifications.



APPLICATION FOR REQUEST TRANSFER

Date :

To,
The General Manager,
Head Office (Personnel Dept),

_____ .

Dear Sir,

(THROUGH PROPER CHANNEL)

Re : Request for transfer from _____ (_____ RO)
To _____ (_____ RO) .

I furnish the following details and would request you to consider my transfer

- 1. Name :
- 2. Designation :
- 3. Present Basic Pay :
- 4. Date of Birth & Age :
- 5. Qualification
 - a) Academic :
 - b) Professional :
- 6. Date of Joining & Cadre :
- 7. Date of Promotion, of any :
- 8. Full details of present posting including nature of job preferred :
- 9. Date since when working in the present location :
- 10. Details of previous request transfers effected :

Date of Transfer From To

- 11. Reasons for the present request transfer (Please attach documentary evidence where necessary) :



12. Full address of applicant :

Yours faithfully,

(Signature)

For Office use Only

(A) Recommendations of the Regional Manager

Date :

Place :

(Signature of Regional Manager)

(B) For Head Office use only :

Initials

- i) Date, when received
- ii) Date, when entered in Register
- iii) Sl.No. and Folio No. in Register

(C) Action taken.