



Human Resource Manual

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Punjab Enforcement &
Regulatory Authority

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Chapter I: General Information

1.1 PERA Values

PERA is founded on core values that guide all aspects of conduct and decision-making:

- **Ethical Enforcement:** Upholding the highest standards of honesty, integrity, and impartiality in enforcing laws. All actions shall be lawful and free from improper influence or corruption.
- **Transparency:** Conducting enforcement operations in an open and transparent manner to promote accountability. Decisions and processes are documented and accessible as appropriate, ensuring general public's trust.
- **Accountability:** Taking responsibility for outcomes and decisions. Employees at all levels are answerable for their actions and must comply with all applicable laws, rules, and directives. Any misuse of authority or lapse in duty is subject to scrutiny.
- **Service Delivery through Regulatory Compliance:** Committing to public service by ensuring that enforcement and regulatory oversight lead to efficient service delivery. PERA's mandate is to facilitate compliance with laws in a manner that serves citizens effectively.
- **E-Governance:** Embracing technology to enhance governance. PERA promotes electronic record-keeping, digital workflows, and online services to improve efficiency, reduce corruption, and make processes user-friendly. Employees shall use the designated IT systems for HR, finance, and case management to support this value.

These values are the cornerstone of this Manual and are to be reflected in every employee's conduct and in all policies of PERA.

1.2 Purpose of the Manual

The purpose of this Manual is to consolidate and communicate the human resource policies and procedures governing employment in PERA. It provides a comprehensive reference to ensure that all employees understand their rights, responsibilities, and the standards of conduct expected of them. This Manual promotes consistency in HR management by aligning with best practices of reputable public, private organizations and with relevant Government regulations.

1.3 Scope & Applicability

This Manual applies to *all categories of PERA employees* – including regular employees of the Authority, contractual employees (hired under Special PERA Pay Package), and deputationists on loan from Govt. of Punjab or any other Government or Department.

1.4 Organization of the Manual

For ease of reference, the Manual is organized into chapters, each addressing a major aspect of human resource policy. Chapters are further divided into sections covering specific topics. Each section within chapters provides policy statements, procedures, and any relevant definitions or examples. Employees are encouraged to familiarize themselves with the entire Manual to understand how various policies interrelate.

1.5 Responsibility for Custody of the Manual

The Administration Wing is the official custodian of this Manual. The Director Admin & HR is responsible for maintaining the Master Copy of the Manual, ensuring it is up to date, and that any amendments are duly approved and recorded. Updated versions shall be circulated to all wings and made accessible to employees.

All heads of relevant Wings of PERA are responsible for implementing the policies within their teams and must ensure that their staff are aware of and adhere to the Manual's provisions. Any proposals for changes or updates to these policies must be submitted to Admin Wing, which will review them and seek approval from the competent authority.

Chapter II: Recruitment

2.1 Selection Process

PERA recruits employees through a transparent, merit-based selection process that aligns with organization's specific needs. The goal is to attract qualified candidates and ensure fairness and equal opportunity in hiring. The Admin Wing, in coordination with relevant Directors, will determine staffing needs and obtain approval for recruitment from the Competent Authority. Each position will have a clear job description outlining duties, required qualifications, experience, and competencies. The whole process of recruitment will be strictly followed as per relevant service regulations.

All records of the recruitment process (scores, applications, decisions) are kept on file for audit and in case of any appeal or review. No hiring shall be made on the basis of canvassing, personal favor, or pressure; any attempt to unduly influence the recruitment process by a candidate or insider is grounds for candidate's disqualification and possible disciplinary action for the insider. Recruitment of relatives (nepotism) is also handled carefully: if a candidate is an immediate relative of a current PERA employee or Board member, this must be disclosed to avoid conflict of interest (and such an employee may recuse from the selection process).

In summary, the selection process at PERA is designed to be fair, competitive, and based on merit. This ensures that the Authority brings in competent individuals of integrity, which is essential for an organization entrusted with enforcement and regulatory duties.

2.2 Candidate Onboarding

Onboarding is the process of integrating a newly hired employee into PERA and equipping them with the information and tools needed to become effective and comfortable in their role. PERA's onboarding process is thorough and formal, reflecting our structured environment. The following steps are involved once a candidate has accepted the offer of employment:

- **Documentation and Appointment Formalities:** The selected candidate is required to submit necessary documents for HR records and verification. These typically include: academic degrees/certificates (in original for verification and photocopies to keep on file), experience letters from previous employers, national identity card (CNIC) copy, passport-size photographs, Police Character Certificate etc. Candidates must also submit a medical

fitness certificate from an authorized medical practitioner or government hospital confirming they are fit for service.

- **Medical Examination:** A medical fitness certificate is typically required which is verification of fitness. For certain posts (like field enforcement or roles with physical demands), a more detailed medical exam may be mandated by an appointed medical board.
- **Employment Contract/Agreement:** Every new contractual employee signs an official contract specifying the duration of contract, consolidated salary or pay package, notice period for termination/resignation, and that their employment is governed by this Manual and any special project terms. Regular employees of the Authority will receive an appointment letter citing the terms of appointment under PERA's service regulations including probation period etc.
- **Workstation and Tools Setup:** Each new employee is allocated a desk/workstation, along with necessary equipment like computer/laptop, phone extension, stationery, and access to required software or databases. The IT department will create official email accounts and user logins for systems, and provide initial passwords in a secure manner. An identification card is issued (the employee will visit Admin/HR for a photo if not provided earlier).
- **Probation Objectives:** Since new contractual and regular employees will be on probation, the concerned Director in discussion with the employee will set initial performance objectives or milestones to be achieved during the probation period. These could be learning goals as well as output goals, and will be used as a basis for evaluating the employee's confirmation.
- **Code of Conduct Affirmation:** As part of onboarding, every new employee may be required to formally affirm that they will abide by PERA's Code of Conduct and policies. This could be done by signing a statement such as: "I have read and understood the PERA HR Manual including the Code of Conduct, and I agree to adhere to the rules and standards of behavior expected of me as an employee of PERA." This ensures right from the start that the individual is aware of key rules regarding integrity, confidentiality, etc.
- **Probation and Follow-up:** HR will remind both the new employee and their supervisor of the probation period duration and any mid-probation review requirements. New

employees are encouraged to approach HR or their supervisor with any questions regarding policies, benefits, or any difficulties they face in adjusting.

Effective onboarding is crucial for employee retention and performance. PERA's structured approach ensures that new employees become productive and integrated as quickly as possible while feeling welcomed and supported.

2.3 Background Check and Verification

To maintain the integrity of its workforce, PERA conducts background checks and verification of credentials for all new hires, whether regular or contractual. This is to ensure that information provided by candidates is accurate and that individuals have a record befitting public service roles. The components of the background check process include:

- **Educational Verification:** The degrees, diplomas, and certificates claimed by the selected candidate are verified for authenticity. For higher education degrees, this may involve verifying the degree through the Higher Education Commission (HEC) or the issuing university. Candidates may be required to provide HEC attested copies of their degrees. Any discrepancy (such as a fake degree or an unverifiable credential) is taken very seriously – it can lead to immediate withdrawal of the job offer or termination if discovered after joining, as it constitutes misconduct (submission of false documents).
- **Employment History and Reference Check:** HR may verify past employment details provided by the candidate (for experienced hires). Typically, the last employer or two are contacted to confirm the duration of employment and the nature of the person's exit. In many cases, candidates provide reference letters or contact information of supervisors. PERA may reach out via phone or official email to inquire about the candidate's work ethic, conduct, and reason for leaving. This helps ensure we are not hiring someone with a history of serious misconduct elsewhere.
- **Character and Criminal Record Verification:** A police verification or character certificate may also be required. The candidate may be asked to provide a Police Character Certificate from their local police station to check if the individual has any criminal record. The absence of a criminal history, especially for fraud, theft, or violence, is expected given the trust placed in public officials. For regular employees of the Authority, a more intensive background check might be conducted through official channels.

- **Deputationists:** If an employee joins on deputation from another government department, PERA may obtain their service record from the parent department. This includes performance evaluations, any pending disciplinary proceedings, and general conduct. Deputation is usually only accepted for officers who have a clean service record.

PERA's stance is that the integrity of personnel is non-negotiable. While we trust employees, we also *verify*. This ensures we maintain a workforce that the public and stakeholders can trust, which is critical in an enforcement and regulatory context.

2.4 Probation Period

All initial appointments in PERA – whether of regular or contractual employees – are subject to a Probation Period. The probationary period allows the organization to evaluate a new hire's performance, conduct, and overall fit for the job, and likewise gives the employee time to understand the role and expectations. The policy for probation is as follows:

- **Duration of Probation:** A person appointed to a *regular/permanent* position typically undergoes a probation of minimum one (1) year from the date of joining, or as decided by Director General. If the employee's performance is not satisfactory within this period, the probation may be extended once. For *contractual* employees, the probation period is usually shorter – commonly three (3) months or six (6) months, as specified in the contract agreement. The exact period for contract staff will be stated in their contract letter.
- **Probation Terms:** During probation, the employee's work performance, conduct, punctuality, and general suitability are observed and assessed by their immediate supervisor and concerned Director. Clear objectives or key performance indicators (KPIs) should be communicated to the probationer early on (as part of onboarding). Regular feedback should be given to help the probationer improve. Being on probation does not mean the employee is not fully subject to all rules – all policies of PERA apply to probationers as well. However, a probationer does not enjoy the same job security as a confirmed (permanent) employee, making it easier to discharge them if needed.
- **Confirmation Process:** Shortly before the end of the probation period, the HR Department will remind the concerned supervisor to submit a Probation Evaluation Report. This report will outline the employee's performance, strengths, weaknesses, and a recommendation whether to confirm, extend probation, or terminate the employment. The evaluation

considers factors such as: quality of work, ability to meet targets, knowledge of tasks, attitude and teamwork, attendance/punctuality, and conduct. If the overall performance is satisfactory and no disciplinary issues have arisen, the concerned Director will recommend confirmation of the employee's appointment. This recommendation goes to the Competent Authority / Director General for approval. Upon approval, HR issues a Confirmation Letter to the employee, stating an effective date. For regular employees, this means they attain permanent status; for contract employees, it simply means they have successfully passed the initial trial and continue for the rest of contract term.

- **Extension of Probation:** If the employee's performance has not been fully up to the mark, but the organization sees potential in the individual, an extension of the probation period may be granted for a specified term by the Director General. The extension decision must be communicated via a written order *before* the initial probation expires. It should outline the areas where improvement is needed and set targets for the extended period. If at the end of extended period, the performance still fails to meet requirements, the employee's service may be dispensed with (not confirmed).
- **Termination During Probation:** PERA reserves the right to terminate the employment of a probationary employee without the lengthy procedures required for confirmed staff. Termination during probation can be due to unsatisfactory performance, misconduct, or if the person is found unsuitable for the role. However, this step is taken after giving feedback and chances to improve, except in cases of serious misconduct which may warrant immediate removal.
- **Rights of Probationers:** A probationary employee is not entitled to appeal a termination in the same way a permanent employee might, since by law their appointment was not confirmed.

The probation period is thus a critical time for both employee and employer. PERA uses it to maintain high standards of competency and integrity in its workforce, ensuring only those who demonstrate the required qualities become long-term members of the Authority. Employees are encouraged to use probation to actively learn, seek feedback, and excel in their roles to secure their place in PERA's ranks

Chapter III: Code of Conduct

The Code of Conduct outlined in this HR Manual serves as a foundational framework to guide employee behavior, uphold organizational values, and ensure a professional, ethical, and inclusive work environment. It defines the standards of integrity, accountability, and professionalism expected from all employees, regardless of their role or level within the organization. By adhering to these principles, employees contribute to a culture of respect, fairness, and compliance with legal and regulatory requirements.

3.1 Conflict of Interest

A conflict of interest shall occur when personal or financial interests of an employee interfere, or appears to interfere, in any way, with the interests of the Authority. Conflict of interest may also arise when an employee takes action or has a personal or a financial interest, or a member of the employee's immediate family has a personal or a financial interest, that may make it difficult for the employee to perform his/her duties objectively and effectively.

Human Resource Department will require all employees to disclose any conflict or possible Conflict of Interest. Any employee who, in the course of employment, becomes aware of a potential conflict shall immediately contact the Director Admin & HR to inform them regarding such conflict of interest. The Director Admin & HR shall treat all such disclosures as confidential, except to the extent necessary for the protection of the Authority's interest or as required by any applicable law.

3.2 Responding to Inquiries from the Press and Others

Only authorized spokespersons shall speak with the press as the Authority's representatives. Requests for information about the Authority from the media, the press, or the public shall be referred to the Director General.

3.3 Confidentiality

- a. All employees, both during and after their employment, shall adhere to the restrictions imposed by the Authority regarding disclosure of confidential information of Authority related business and shall ensure the confidentiality of internal information of the Authority.
- b. The employees shall not:

- (i) Disclose to third parties any non-public information involving the Authority.
 - (ii) Use, store, disclose or copy any proprietary or sensitive information related to the Authority for unauthorized purposes.
 - (iii) Attempt to access or possess any of the Authority's confidential and proprietary information, activities or processes to which they are not authorized or entitled in their course of work.
 - (iv) Participate in any activity that may lead to or result in inappropriate disclosures of sensitive information.
 - (v) Use the identification issued to employees (including without limitation, computer passwords, systems' login which are allowed to them) except as required in their performance of the Authority's activities. Employees shall ensure that these identifications are not given or divulged by them to any other person.
- c. Any violation of the above mentioned shall lead to disciplinary action.

3.4 Gifts, Favours, Etc

- a. As a general rule, any employee of the Authority shall not solicit any gift or other item of monetary value from any person or entity seeking administrative action from, doing business with, or conducting activities regulated by the Authority, or whose interests may be substantially affected by the performance or non-performance of his/her duties. Exceptions include:
- (i) Advertising or promotional material of nominal value.
 - (ii) Public service awards and awards in connection with the employee's appearance in seminars / conference.
 - (iii) If an employee is offered a valuable gift, by any person, organization or any other body/institute with whom the Authority has an official relationship as a customer, supplier, regulated establishments, the employee concerned shall refuse acceptance of such a gift without causing offence.
- b. Employee of the Authority shall not solicit or accept anything of value, in return for advice or assistance on matters concerning official work including gifts to/from any public official,

another employee or person holding a political office or any of their relatives, unless there is a personal relationship between them.

3.5 Borrowing Money

No employee shall borrow money or take gift from any person or employee or entity with which he/she has any official dealings except from a banking or financial institution.

3.6 Compliance with Laws, Rules and Regulations

An employee shall be expected to comply with, both in letter and spirit, all applicable governmental laws and this Manual and to promptly report any actual or suspected

Violations, in respect of conduct, to the Human Resource Department. No one shall be subjected to retaliation because of a good faith report of a suspected violation. If an employee fails to comply with this or any applicable laws, rules or regulations, the employee shall be subject to disciplinary action under this Manual, including termination of employment.

Chapter IV: Work Environment

4.1 Equal Employment Opportunity (EEO) and Non-discrimination

PERA is an equal opportunity employer committed to fair and merit-based employment practices. All decisions regarding recruitment, selection, training, promotion, and compensation are made *solely on the basis of merit, qualifications, performance, and organizational needs*, without discrimination on any ground such as sex, race, religion, ethnicity, disability, or age. This policy ensures that every citizen has equal access to employment opportunities at PERA in accordance with Article 27 of the Constitution of Pakistan (which prohibits discrimination in public sector jobs) and other applicable laws.

In practice, EEO at PERA means:

- **Merit-Based Recruitment and Promotion:** Jobs are advertised publicly and all individuals are given equal chance to apply and compete. Selection panels use objective criteria to evaluate candidates. No preferential treatment or nepotism is allowed.
- **Non-Discriminatory Workplace:** The work environment shall be free from biases. Tasks, training, and advancement opportunities are assigned based on ability and performance, not personal characteristics. All employees shall treat their colleagues and the public with respect and without prejudice.
- **EEO Compliance:** Any employee who feels they have faced discrimination in any HR-related decision may raise a grievance (confidentially) with Admin Wing. All such complaints will be investigated and, if substantiated, corrective actions will be taken. Retaliation against anyone raising a complaint in good faith is strictly prohibited.

By embracing EEO principles, PERA seeks to attract and retain talented individuals from all segments of society, thereby enriching the organizational capacity to serve the public effectively.

4.2 Harassment, Violence, and Sexual Misconduct

PERA maintains a zero-tolerance stance against all forms of harassment, workplace violence, and sexual misconduct. Every employee has the right to work in an environment that is safe, respectful, and free from intimidation, abuse, or discrimination. Harassment includes any unwelcome verbal, physical, written, or visual conduct that creates a hostile or offensive atmosphere, such as bullying,

insults, offensive jokes, threats, stalking, or any form of psychological abuse. Violence in the workplace, including physical assault, threats of harm, or brandishing of weapons, is strictly prohibited. Sexual harassment—defined under the Protection against Harassment of Women at the Workplace Act, 2010—includes unwelcome sexual advances, inappropriate touching, sexually suggestive comments or jokes, and other such conduct that undermines professional dignity. Sexual violence, including assault or coercion, is not only a grave misconduct but also a criminal offense and will be reported to law enforcement authorities.

- **Complaint and Inquiry:** All employees are expected to report incidents of harassment or violence to their supervisor or the Admin Wing. PERA may initiate inquiries on its own. Investigations will be confidential, impartial, and allow both sides to present their case.
- **Disciplinary Action:** Disciplinary measures—ranging from warnings to termination—will be taken based on the nature of the offense. Interim steps such as temporary reassignment or leave may be applied to protect the complainant during the inquiry.
- **Protection from Retaliation:** Retaliation against any individual who reports or supports a complaint is prohibited and will be treated as misconduct.
- **Management Responsibility:** All Directors are responsible for ensuring their Wings remain free from harassment or violence and must act promptly when any such behavior is reported or observed.

4.3 Security at the Workplace

The security and safety of all employees, visitors, and assets at PERA is a paramount concern. PERA will maintain robust workplace security measures to protect against unauthorized access, theft, emergencies, and other threats. All employees must cooperate with security protocols as a condition of their employment. Key security provisions include:

- **Identification and Access Control:** All employees must wear / carry their official ID cards while on PERA premises. Visitors must report at the reception, receive a pass, and be escorted by staff. Unauthorized access is strictly prohibited.
- **Surveillance and Inspections:** PERA facilities may be monitored via CCTV in public areas for safety. Security personnel may inspect bags or vehicles if there is a concern of theft or threat. These checks are intended solely to ensure workplace security.

- **Emergency Procedures:** The Administration Department maintains protocols for emergencies such as fire, earthquakes, or medical incidents. Employees must follow evacuation plans, attend safety drills, and report emergencies to designated persons.
- **Workplace Safety:** Employees must observe general safety practices, report hazards, and avoid behavior that could cause accidents. Use of hazardous or flammable materials requires prior authorization for official purposes only.
- **Information Security:** Staff must secure official data and devices in line with IT policy. Passwords must be kept confidential, and sensitive information should not be shared in public areas. Loss or theft of data or equipment must be reported immediately.
- **Security Incidents:** Any incidents such as theft, break-ins, or threats must be reported to the Admin Wing. Investigations will be conducted and employees are expected to fully cooperate.

By adhering to these security measures, employees help create a secure environment for everyone. Management will regularly review and update security protocols in response to any changing threat assessments or after-action reviews of incidents. Any suggestions from employees on improving workplace security are welcomed.

4.4 Gender Equity and Diversity

PERA is committed to fostering a work culture that supports gender equity and diversity. PERA strives to be a model workplace for gender inclusion and sensitivity. PERA ensures that job advertisements encourage women to apply. The harassment prevention mechanisms are rigorously implemented to ensure women feel safe at work. PERA ensures that women have equal access to training, professional development, and advancement opportunities. There shall be no “glass ceiling” – female employees are encouraged to pursue leadership roles and will be considered for promotions on equal footing with male colleagues. Any implicit bias or stereotyping that could hinder women’s progression is actively discouraged. Under this policy, discrimination on the basis of gender (or any identity) is strictly prohibited (this complements the EEO policy).

Through these measures, PERA not only aligns with national and provincial commitments to gender equity but also leverages the strengths that a diverse workforce brings. A gender-balanced and inclusive organization is more innovative, effective, and attuned to the needs of the public it serves.

4.5 Dress Code

All PERA employees are expected to maintain a professional appearance and demeanor that reflects the seriousness of our regulatory mission. A Dress Code is in place to ensure employees present themselves appropriately in the workplace and when representing PERA at external events. The key guidelines are:

General Dress Code Guidelines

Employees are expected to dress in a neat, clean, and professional manner. The following guidelines apply to daily work attire:

- Jeans are allowed, but they must be neat, free from rips, tears, or excessive fading.
- Polo shirts, collared shirts, and button-down shirts are acceptable. However, T-shirts are not permitted.
- Sneakers, loafers, and formal shoes are allowed. However, slippers and excessively flashy footwear should be avoided.
- Employees must maintain a clean and presentable appearance at all times.

Dress Code for Meetings & External Engagements

When meeting with stakeholders, external officials, or attending formal events, the following dress code applies:

- Formal attire is required. Employees must wear dress pants, formal shirts, and dress shoes.
- Blazers or suits may be required for high-profile meetings.
- Casual jeans and sneakers should be avoided during such engagements.

Unacceptable Attire

The following clothing items are not permitted in the workplace:

- Ripped, distressed, or excessively faded jeans.
- T-shirts, hoodies, or overly casual attire.
- Slippers, flip-flops, or excessively flashy footwear.
- Clothing with offensive logos, slogans, or graphics.

Female Dress Code

Female employees are expected to maintain a professional and presentable appearance while being allowed reasonable flexibility in daily attire. The following guidelines shall apply:

- Neat and modest eastern or western attire is allowed.
- Shalwar kameez, trousers, or abaya (if preferred) are acceptable, ensuring the dress is properly stitched and presentable.
- Jeans (plain and non-ripped) with appropriate tops/shirts are allowed.
- Dupatta or scarf is optional but may be worn as per personal preference.
- Comfortable shoes or sandals are permitted; however, slippers, flip-flops, or excessively casual footwear should be avoided.
- Clothing with offensive or inappropriate prints, slogans, or see-through fabric is not allowed.
- Female employees are also required to observe formal dressing during meetings, official events, or engagements with external stakeholders.

By adhering to this dress code, employees project an image of professionalism and respectability which is essential for a regulatory authority. It also fosters a disciplined atmosphere conducive to work.

4.6 Use of Office Assets and Property

Employees are entrusted with PERA's assets and resources to carry out official responsibilities. Every staff member has a duty to use these assets responsibly, efficiently, and solely for authorized purposes. Misuse, abuse, or negligent handling of office property is strictly prohibited and may result in disciplinary and/or legal action. The following are key expectations related to various categories of assets:

- **Office Equipment and Supplies:** Computers, printers, photocopiers, telephones, furniture, stationery, and other equipment provided by PERA are for official use. Employees must not use office equipment for personal projects or any illegal/unethical activity. Internet access provided on workplace computers is primarily for work; browsing

or downloading of inappropriate content is forbidden and may be monitored. All software installed on PERA computers must be licensed and approved by IT; employees shall not install unauthorized software or pirate copies.

- **Financial Assets:** Any public funds or PERA finances that an employee handles (petty cash, official credit cards, etc.) must be used strictly as per financial rules and with proper approvals. Every expenditure should be documented with receipts/invoices and reported. Embezzlement or misappropriation of funds is a serious offense.
- **IT Systems and Data:** Electronic assets include not just hardware but also data and information. Employees must protect PERA's information assets: do not share passwords, do not copy official data onto personal devices or cloud services without permission, and do not disclose sensitive data to unauthorized persons. All emails sent from official accounts should be professional and related to work.
- **Office Premises and Furniture:** Employees should care for their workspaces, meeting rooms, and common areas. Office furniture and fixtures should not be willfully damaged or reconfigured without approval. Switch off lights, Acs, and electrical equipment when leaving if you are the last person, to conserve energy and prevent hazards.
- **Intellectual Property and Documents:** Reports, manuals, software, and other materials produced by employees as part of their job are the property of PERA. Removing original files or official documents from the office without authorization is prohibited. Any loss or theft of official documents must be reported. Employees must also refrain from using PERA's name, logo, letterheads, or official stamps for non-official purposes. Misuse of letterhead or stamps (for example, to issue an unauthorised letter) is misconduct.

In summary, PERA's assets are public property intended to support its regulatory mission. All employees are stewards of these resources and shall protect and conserve them, and ensure they are used only for authorized activities. By doing so, we uphold public trust and maintain operational efficiency.

4.7 Work Hours, Attendance and Punctuality

PERA has defined standard working hours and expects all employees to follow them diligently. Maintaining regular attendance and punctuality is crucial for the smooth functioning of the

organization and for delivering timely services to the public. The general working hours will be as notified by the Govt. of Punjab. However, Director General may extend working hours or direct the staff to attend the office on weekend on grounds of urgency. The guidelines for office hours and attendance are as follows:

- **Attendance Recording:** PERA may use an electronic attendance system (e.g., biometric scanners or an attendance software) to record when employees clock in and out each day. All employees *must* mark their attendance daily, both at the time of arrival and departure. If an employee is assigned off-site duties or is on approved travel, they should notify their supervisor and HR so that attendance can be recorded appropriately.
- **Punctuality:** Employees are expected to be present at their workstations and ready to work by the official start time. Habitual lateness is not acceptable. Persistent tardiness or leaving early without authorization will be noted and could lead to deductions in leave or pay, and disciplinary action if it continues despite warnings.
- **Absence and Leave Approval:** Any planned absence from work during scheduled hours must be covered by an appropriate leave approval (see Chapter IV on Leave). If an employee is unexpectedly unable to attend (e.g., sudden illness or emergency), they must notify their supervisor or the HR office *within the same working day*, preferably at the start of the day by phone or email. Unauthorized absence (not informing or not having leave sanctioned) is treated seriously as it disrupts work and indicates negligence.
- **Attendance Monitoring:** The Admin Wing will monitor attendance records on a periodic basis (weekly or monthly) to identify issues like chronic lateness or absenteeism. In case of unsatisfactory attendance, HR will issue a verbal or written counselling to the employee and may copy the relevant Director. Continued attendance issues after warnings can lead to formal disciplinary action.

By adhering to prescribed work hours and attendance rules, employees contribute to a disciplined and efficient work culture. Punctuality and regular presence also demonstrate respect for colleagues, as others depend on each member to fulfill their role. PERA values the time of both its employees and the public it serves, and thus enforces these attendance norms consistently.

Chapter V: Leave

5.1 General Principle

Leave is a facilitative provision granted at management's discretion, subject to operational requirements. While not an automatic right, PERA acknowledges that time off from work is essential for employees' physical and mental well-being, work-life balance, and sustained performance. Employees are expected to apply for leave responsibly through the official HR leave portal or prescribed system. Leave records are maintained centrally by the HR Department for Directorate General and SDEO for Enforcement Station. All kinds of leave shall not be claimed as right and shall not accrue merely on submission of an application.

Note: Leaves of all those employees who are posted in PERA through deputation and of regular employees of the Authority will be governed through Revised Punjab Leave Rules 1981, and as amended from time to time.

5.2 Leave Entitlement for Contractual Employees

All contractual employees of the Authority, at Directorate General and Enforcement Stations, will be entitled to following leaves;

5.2.1 Casual Leave

Casual Leave is intended for short-term, unforeseen absences due to personal or urgent needs. All contractual employees are entitled to 24 casual leaves in a calendar year on the following conditions:

- a) Shall accrue from the date of joining;
- b) Shall not exceed 3 days at a stretch
- c) Shall not exceed 24 days in a calendar year;
- d) Shall not be carried over to the next calendar year;
- e) Shall be subject to formal sanction of the immediate supervisor;
- f) Unauthorized leave shall be treated as absence from duty;
- g) For those joining mid-year, leave is granted pro rata.

Employees should submit CL applications at least one day in advance, unless circumstances are urgent. In such cases, the employee must inform their supervisor as early as possible and submit a formal request upon return.

5.2.2 Annual Leave (Earned Leave)

Annual leave is granted to support employees' rest, recuperation, and personal commitments. Contractual employees are entitled to Two (2) days earned leave(s) per month, in addition to casual leave. Following will be conditions for earned leave;

- a) Shall accrue from the date of joining;
- b) Shall be on full salary;
- c) Shall not be carried over to the next calendar year;
- d) Leave encashment shall not be admissible in lieu of earned leave(s);
- e) Shall be subject to formal sanction of the immediate supervisor,
- f) Unauthorized leave shall be treated as absence from duty and no leave salary shall be admissible;

5.2.3 Medical Leave

In special circumstances of serious illness or a serious accident due to which an employee is incapable of performing duty beyond a period of 10 days, he/she shall be entitled to medical leave which;

- a) Shall be on full salary;
- b) Shall not exceed 60 days at a stretch: beyond that an employee will be on leave without pay;
- c) Shall be admissible on production of medical certificate of such illness or accident issued by an authorized medical officer of a Government hospital;

After prolonged or contagious illness, HR may require a fitness certificate before return to duty. For maternity-related complications, sick leave may supplement maternity leave with medical proof. Frequent or suspicious sick leave patterns may trigger medical verification.

5.2.4 Maternity / Paternity Leave

a) Maternity leave may be granted on full pay, outside the leave account, to a female contractual employee to the extent of ninety days. Such leave may not be granted for more than two times during the whole employment.

b) Paternity leave may be granted on full pay, outside the leave account, to a male contractual employee up to maximum of seven days. Such leave may not be granted for more than two times during the whole employment.

5.3 Unauthorized Absence

Any absence without prior approval is considered unauthorized and results in salary deduction and possible disciplinary action. Absences of 5 or more consecutive working days without notice may trigger formal proceedings. Repeated partial absences or skipping work hours are also subject to action.

In cases of genuine emergencies where communication was impossible (e.g., hospitalization), employees may request retrospective regularization. Unauthorized leave is recorded in HR systems and negatively affects performance appraisals.

Chapter VI: Salary and Benefits

6.1 Salary Structure and Pay Scales

PERA's salary structure is aligned with government-approved pay scales and any special pay packages approved by the Authority. The categories of employees and their salary determination are as follows:

- **Regular Employees (Permanent Staff):** PERA's regular employees are typically governed by the Basic Pay Scales (BPS) system. These employees will be entitled to such PERA Special Pay Package as per service regulations.
- **Deputationists:** Deputationists who join PERA will draw the salary and allowances as admissible to them as per Deputation Policy of Govt. of Punjab.
- **Contractual Employees:** Contract employees hired under the Special PERA Pay Package (SPPP) may not be on BPS but on lump-sum contract salaries. These salaries could be structured as all-inclusive (no separate allowances, just one consolidated amount) or with certain breakout (like a base pay plus social security benefits etc.), as stated in the contract. Such employees are not eligible for the standard government allowances that regular BPS employees get. However, PERA ensures that contract pay packages are competitive and commensurate with the qualifications and expertise required.
- **Pay Days and Mode:** Salaries are paid on a monthly basis, typically by the last working day of each month. If that day falls on a weekend or holiday, salaries may be disbursed on the preceding working day. Payment is made via direct bank transfer to the employee's designated bank account (as per the salary account details provided on joining).
- **Salary during Probation Period:** Note that employees on probation receive the same salary as confirmed ones in that grade; probation does not imply a lower salary (only difference is lack of job security initially).
- **Salary during Training:** Employees of the Authority during induction training will not be entitled to Special PERA Allowance.

In conclusion, PERA strives to maintain equitable pay practices. Regular employees enjoy the security of government scales and benefits, contract employees receive market-aligned

compensation for agility and expertise, and deputationists maintain their established remuneration with a small incentive. The HR and Finance Departments ensure that all salary payments are accurate, timely, and as per the sanctioned terms of appointment.

6.2 Annual Salary Increment

PERA grants annual salary increments to reward employees for their continued service and to adjust for increased experience and seniority. The policy on annual increments differs slightly for different categories:

- **Regular (BPS) Employees & Deputationists:** They will be entitled to adhoc increment as announced by Govt. of Punjab in annual budget. Further, annual increment admissible in December will be allowed strictly as per instructions of Govt. of Punjab.
- **Contract Employees:** Annual salary increment for contractual employees will be governed in the light of Regulation 16 of PERA (Performance Appraisal) Regulations, 2025.

All increments and pay increases are subject to budget availability and any instructions by the Finance Department. PERA will budget for annual increments as part of its yearly budgeting exercise.

In essence, annual increments serve to reward tenure and adjust pay for increased service. PERA adheres to the standardized approach for regular staff and endeavors to fairly extend similar treatment to contractual staff to maintain equity and motivation across the organization.

6.3 Gratuity

The contractual employees of the Authority will be entitled to gratuity equal to one salary at the end of one completed year of their service at PERA. The gratuity at the time of termination of service shall be given to the employee along with his/her final settlement cheque after clearance from all relevant directorate/Departments in accordance with the prescribed exit procedure. An employee who terminates his/her employment or whose employment is terminated by the Authority, for any reason other than misconduct, shall be entitled to gratuity for every completed year of employment or any part thereof in excess of six months. However, payment of gratuity is subject to availability of budget under relevant head.

6.4 Honoraria

PERA may grant honoraria to employees as a form of recognition or reward for exceptional performance, significant achievements, or on special occasions. These are discretionary rewards, not guaranteed entitlements. Employees will be awarded honorarium as per Punjab Enforcement & Regulatory Authority (Performance Appraisal) Regulations, 2025.

6.5 Payroll Deductions

Certain amounts may be deducted from an employee's salary either due to legal requirements, employee enrollments in benefit programs, or specific situations like penalties or adjustments. PERA's payroll system will ensure all deductions are transparent and appropriately authorized. The typical deductions that may appear on an employee's payslip include:

- **Income Tax:** Salaries are subject to withholding of income tax under the law. PERA, as an employer, will deduct income tax at source from monthly salaries in accordance with prevailing tax rates/slabs notified by the Federal Board of Revenue (FBR). The tax deduction is computed on the basis of the employee's projected annual taxable income (salary plus any honoraria etc.) considering applicable exemptions or relief (like taxable income threshold).
- **Provident Fund / Benevolent Fund:** For regular and contractual employees, monthly deductions shall be made from their salary as determined by the Authority. These contributions will be credited to the employee's provident fund or relevant account and payable upon retirement/separation as per applicable rules.

The Directorate General retains full discretion to modify deduction rates, contribution structures, or eligibility criteria in accordance with organizational needs and regulatory frameworks. Voluntary additional contributions (if permitted) shall also be governed by the Authority's prevailing policies.

- **Absent or Unpaid Leave Deductions:** If an employee had any days of leave without pay or was absent without pay in a month, the proportional salary for those days will be deducted. Decision regarding deduction of salary will be taken by Director General at Directorate level and SDEO at Enforcement Station.

- **Professional Tax / Other Government Deductions:** Professional Tax will be deducted once a year (usually July or September) by the Authority and deposited to the Excise/Tax authority.
- **Adjustments and Errors:** If any overpayment was made in earlier salary (due to error or any other reason), the overpaid amount will be deducted in the subsequent salary with an explanation.
- **Documentation:** Every deduction will be clearly itemized on the payslip by the Finance Wing. Employees can query Finance Wing if any deduction is not understood. Payroll is reviewed each cycle to ensure deductions are legitimate and correct.

PERA ensures compliance with law in all withholdings and strives to not burden employees with undue deductions beyond what is necessary or authorized. Net take-home pay is credited to the employee's account after all these deductions each month.

6.6 Salary Advances and Employee Loans

PERA may formulate detailed policy for longer-term employee loans such as for purchasing a vehicle, house building, or other defined purposes, similar to government departments. For this purpose, a separate policy will be issued by the Authority.

- **GP Fund Advances/Withdrawals:** Employees who contribute to the General Provident Fund are allowed as per Government rules to take advances from their GP Fund balance for various purposes (illness, marriage, education, etc.) and their recovery will be made as per policy / rules of Govt. of Punjab.

6.7 Travel Allowance and Daily Allowance (TA/DA)

All employees of PERA who travel on official duty or training are entitled to reimbursement of travel expenses and daily allowances as per Government of Punjab's policy / rules. The purpose is to cover costs incurred during official travel so that employees are not out-of-pocket for doing their job. All employees, including contractual, will be entitled to TA / DA relevant to their basic scale.

Chapter VII: Employee Medical Policy

The Punjab Enforcement & Regulatory Authority (PERA) is committed to the health and well-being of its employees and their families. This Medical Policy provides a comprehensive framework for medical benefits, encompassing outpatient and inpatient treatments and life insurance. The policy aims to promote employee retention, satisfaction, and motivation by ensuring access to quality healthcare services and financial protection against medical risks, thereby fostering a healthy and productive workforce.

7.1 Scope & Eligibility

Employee Categories: This policy covers the following categories of PERA personnel:

- Regular Employees of the Authority
- Deputationists
- Contractual Employees

However, this policy does not apply to any contingent workers hired by the Authority.

Dependent Family Members: The medical benefits under this policy extend to employees' immediate dependent family, defined as: the spouse of the employee, their unmarried children, and their dependent parents. All dependents must be duly declared/registered with PERA's administration to be eligible. An employee's dependents are covered only as long as the employee is in PERA's service.

Probation and Coverage Commencement: Regular and deputationist employees are covered from their date of joining PERA. Contractual employees will be covered after completing probation. Upon confirmation, the annual benefit limits (detailed below) will be applied on a pro-rata basis for the remaining policy year if needed.

Role of Headquarters (Directorate General, PERA): The Director General (DG) PERA is the overall supervisory officer for policy implementation. The DG, through the Director Administration, is responsible for oversight of the medical policy of the Authority. Policy formulation, budget allocation and engagement with insurance providers (for group insurance) will be handled at HQ under the DG's guidance.

7.2 Coverage and Benefits

All PERA employees under this policy are entitled to medical benefits for eligible outpatient and inpatient treatments for themselves and their covered dependents. Benefits are divided into Outpatient (OPD), Inpatient (IPD) coverage, with annual financial limits based on the employee's grade and life insurance coverage. All coverages are subject to the exclusions and conditions outlined in this policy.

7.2.1 Outpatient Department (OPD)

OPD coverage refers to medical treatment that does not require hospitalization. This includes general physician or specialist consultations, clinic visits, diagnostic tests (lab tests, X-rays, scans, etc.), minor procedures done in outpatient settings, and medications prescribed by a licensed medical practitioner for treatment of an illness or injury. Directorate General will roll-out provision of this service through a third-party insurance provider on a cashless model. However, till the time an insurance provider is engaged, existing policy of Govt. of Punjab for reimbursement of medical claims will be applicable for all employees of PERA as per their entitlement (given hereafter).

7.2.2 Inpatient Department (IPD)

IPD coverage pertains to medical care that involves hospitalization. This includes admission to a hospital for surgeries, treatment of illnesses requiring an overnight stay or longer, emergency hospitalizations, childbirth (maternity), and any procedure where the patient is formally admitted as an in-patient. Covered IPD expenses include hospital room charges (within reasonable limits corresponding to the employee's entitlement as notified by DG PERA), surgical and physician fees, operation theater charges, anesthesia, diagnostic tests during hospitalization, medicines and consumables used in the hospital, and any other necessary hospital services for the treatment.

7.3 Annual Medical Limits by Grade

The annual financial limits (**Annex-II**) shall apply for medical benefits under this policy, based on the employee's grade. These limits are per year (financial year, e.g. July–June, unless notified otherwise) and reset at the start of each year. If an employee is promoted mid-year to a higher grade, the limits for the higher grade will apply pro-rata for the remaining period of that year from the date of promotion.

Note: If an employee's grade is not listed above (e.g., a grade between those shown), the limit of the nearest lower grade may be applied or a proportional determination made by the Admin Wing. These limits cover the maximum benefits PERA will provide in a year; any medical costs beyond these limits will be the responsibility of the employee. The limits may be reviewed annually and adjusted by the Authority based on budget considerations, inflation, and market benchmarks to ensure they remain fair and competitive.

7.4 Group Life Insurance

In addition to health coverage, PERA provides a Group Life Insurance benefit for all regular, and contractual employees. Group life insurance (also encompassing accidental death and disability coverage) offers financial security to the families of employees in case of the untimely death or permanent disability of an employee. This benefit will not be available to deputationists or those posted through transfer who will continue to have standard Govt. of Punjab's insurance coverage.

- **Coverage Amount:** Each employee is insured for a life coverage amount as per Annex-II.
- **Premium Payment:** The premium for the group life insurance policy will be fully paid by PERA.
- **Disability Coverage:** The group life insurance includes coverage for permanent disability (partial or total) arising from accidents or certain illnesses, as per the insurance policy's terms for employees posted at Enforcement Stations. In case an employee becomes permanently disabled and unable to work, the policy may pay out a benefit to the employee, and the employee may be medically retired as per rules. This provides a safety net for employees facing life-altering health issues.
- **Nomination:** All employees are required to fill out a nomination form upon joining (or upon this policy's implementation) to designate their beneficiary(s) for the life insurance.
- **Insurance Provider:** Group life insurance shall also be administered through a third-party insurance provider who shall be engaged through a transparent and competitive bidding process in accordance with the applicable government procurement rules and procedures. The exact scope, terms, conditions, benefits, limitations, and exclusions of the Group Life Insurance shall be strictly governed by the formal contract executed between PERA and the selected insurance provider.

7.5 Exclusions and Limitations

While the PERA Medical Policy aims to cover a broad range of legitimate medical expenses, certain treatments, services, or items are excluded from medical benefits. These exclusions are necessary to prevent abuse and control costs for non-essential or non-medical expenditures. Below is a general list of exclusions applicable to both OPD and IPD claims under this policy:

- **Cosmetic & Aesthetic Treatments:** Any treatment or surgery that is cosmetic in nature and not medically required is not covered. This includes plastic surgery, cosmetic dermatology (e.g. skin laser treatments for beauty marks, Botox injections for wrinkles), hair restoration procedures (hair loss treatment or transplants), and other aesthetic interventions.
- **Weight Management & Wellness:** Treatments and programs primarily for weight reduction (obesity treatment, diet programs) or general wellness that are not addressing a diagnosed illness are excluded. Gym memberships, personal training, or any weight management medications/surgeries done for lifestyle reasons are not reimbursable.
- **Fertility and Contraception:** Expenses related to fertility treatments (such as IVF, IUI, ovulation induction) and contraceptive measures are not covered. This includes consultation, testing, or procedures for assisted reproduction. Likewise, routine birth control pills, devices, or elective surgical contraception (e.g. elective tubal ligation/vasectomy) are excluded from medical benefits. However, complications arising from a procedure or medically necessary treatment of reproductive health issues would be covered if not purely for fertility enhancement.
- **Routine Optical and Dental Care:** Optical aids such as prescription eyeglasses, contact lenses, and routine eye exams for corrective lenses are not reimbursable. Vision correction procedures like LASIK surgery are also excluded when done for refractive error/cosmetic reasons. Similarly, dental expenses for routine care and elective procedures are excluded – for example, cleaning, fillings (except if due to acute tooth decay causing illness), cosmetic dental work (teeth whitening, bonding, orthodontic braces, dentures, dental implants) are not covered. Exception: Dental treatment that is necessitated by an acute injury or accident (e.g., fixing teeth damaged in an accident) or for relief of severe pain/infection may be

considered. For instance, an emergency tooth extraction or jaw surgery after an accident can be claimed if properly documented as medically necessary.

- **Over-the-Counter (OTC) Items and Supplements:** Medicines or items that do not require a prescription (OTC drugs) and general health supplements will not be covered, unless part of a prescribed treatment for a diagnosed condition. This includes items like vitamins, multivitamins, protein supplements, herbal remedies, nutritional shakes, baby formulas and milks, etc., even if recommended by a doctor as part of general wellness. Cosmetic products (medicated shampoos, creams, moisturizers, sunscreen, etc. used for general skincare) are not covered. Dietary supplements and tonics that are not treating a specific illness are excluded. Only medicines prescribed by a doctor for a specific illness or deficiency are admissible (e.g., iron supplements for diagnosed anemia would be covered if prescribed).
- **Durable Medical Equipment & Miscellaneous Appliances:** Purchase or rental of durable medical equipment for home use is not covered. This includes items like home-use nebulizers, glucometers, blood pressure monitors, wheelchairs, crutches, hearing aids, prosthetic limbs, orthopedic supports, thermometers, weight scales, air purifiers etc. Standard medical aids given as part of hospital treatment (e.g., a surgical implant, or crutches given immediately post-surgery) are covered as part of that hospitalization bill, but personal-use items for convenience or long-term use are excluded.
- **Preventive Care & Vaccinations:** Preventive healthcare measures such as routine physical check-ups, screening tests done without a doctor's recommendation (e.g., an executive health check package taken on one's own initiative), immunizations/vaccinations for general prevention, and travel vaccines are not covered (Exception: If vaccination is part of post-exposure treatment, e.g., rabies shots after an animal bite, it will be covered as treatment of that incident).
- **Experimental or Unproven Treatments:** Any medical treatment or drug that is considered experimental, investigative, or not yet approved as standard of care is excluded. This includes treatments part of clinical trials, unproven therapies, or alternative medicine treatments that lack regulatory approval. Additionally, any non-standard treatment

regimens or alternative medicine (homeopathy, ayurvedic, acupuncture) are not covered by this policy.

- **Self-Inflicted Injuries and Illegal Activities:** Treatment for any injury or illness resulting from the employee's own willful misconduct or illegal activity is not covered. This includes injuries from attempted suicide or deliberate self-harm, illnesses or accidents occurring while committing a criminal act, or consequences of substance abuse (e.g., illness caused by illegal drug use).
- **Non-Medical Charges:** Within hospital bills, any charges that are not for medical treatment are not reimbursable. This includes charges for telephone, television, internet, guest meals, extra bed for attendant, luxury room surcharges beyond the entitled room category, and administrative fees not related to treatment. The policy only pays for medically necessary expenses.
- **Anything Not Reasonable or Customary:** PERA reserves the right to decline any medical expense that is not reasonable, customary, or necessary for the diagnosis or treatment of an illness or injury.

7.6 Implementation Responsibility

The Director (Administration) is responsible for the implementation of this policy. This includes issuing detailed Standard Operating Procedures (SOPs) if needed, maintaining claim forms, coordinating with the insurance provider for group policies, and assisting employees in understanding their benefits. The Finance Wing will ensure funds are available and properly disbursed for approved claims.

Budgeting: PERA will allocate a dedicated budget each fiscal year for medical benefits and insurance premiums.

Review and Amendments: This policy shall be reviewed annually or as needed. Updates may be made to benefit limits, processes, empanelment of hospitals or scope of coverage with the approval of the competent authority.

Chapter VIII: Contract Renewal, Termination and Resignation of Contractual Employees

8.1 Contract Renewal

8.1.1 Minimum Tenure Requirement

All contractual appointments at PERA shall be made for a minimum period of three (3) years or more, subject to the needs of the Authority. The duration shall be determined by the Director General based on recommendations from Contractual Employment Committee-I, ensuring alignment with strategic workforce planning.

8.1.2 Performance-Based Evaluation

Renewal of a contractual employee shall be strictly contingent on demonstrated satisfactory performance, professional conduct, and compliance with PERA's strategic goals. The performance of a contractual will be assessed in the light of PERA Performance Appraisal Regulations, 2025. HR shall initiate a comprehensive evaluation at least one (1) month prior to the contract's expiry, including input from the supervisor, performance appraisals, and disciplinary records.

8.1.3 Renewal Approval Process

The concerned Director shall forward a formal recommendation for renewal to Director Admin along with supporting performance documentation. HR / Admin Wing shall compile the case and submit it to the Director General for approval. The renewal or extension of contracts for contractual employees at Enforcement Stations shall be subject to the recommendation of the Chairperson of the District Board. Upon approval, HR shall issue a formal renewal letter specifying the new contract duration and any revised terms and conditions.

8.1.4 Advance Renewal Notification

To ensure employee clarity and operational continuity, PERA shall endeavor to issue written communication at least one (1) month prior to contract expiry, stating whether the contract is: (a) recommended for renewal, (b) not recommended for renewal, or (c) under review due to pending external or internal decisions.

8.1.5 Non-Renewal Procedure

In cases where the Authority opts not to renew a contract, a formal Contract Expiry Notice shall be issued. The notice may acknowledge the employee's service and, where appropriate, state a general reason for non-renewal.

8.1.6 Terms upon Renewal

Renewed contracts may either retain existing terms or incorporate modifications such as revised salary, adjusted duties, or updated clauses reflecting policy changes. These shall be explicitly outlined in the renewal letter. Probation clauses shall not be re-applied post-renewal; the employee shall be considered experienced.

8.1.7 Duration of Renewal

Contract renewal may be for a period equal to or longer than the original term as decided by the Director General.

8.1.8 Documentation and Recordkeeping

Renewal letters must be signed and acknowledged by the employee, and retained in the personal file. Where external approvals are required, the competent authority shall coordinate the process with the relevant departments or governing bodies.

8.2. Termination During Probation

8.2.1 Purpose of Probation

Probation is a period of evaluation to determine an employee's suitability for the assigned role. It allows PERA to assess competence, work ethic, and organizational fit prior to confirmation of appointment.

8.2.2 Grounds for Termination

An employee on probation may be terminated on the following grounds:

- Persistent underperformance despite support and guidance;
- Behavioral or conduct issues including insubordination, habitual tardiness, or unprofessional behavior;
- Discovery of fraudulent credentials or material misrepresentation at the time of hiring.

8.2.3 Termination Procedure

Supervisors shall document poor performance or misconduct during probation. If no improvement is noted, the concerned Director shall recommend termination to Admin / HR Wing. The competent authority shall approve and HR shall issue a Termination Letter specifying the effective date and grounds.

8.2.4 Notice Period or Compensation

Unless stated otherwise in the contract, PERA may terminate services of a contractual employee without one month's notice or payment of any salary in lieu thereof.

8.2.5 Final Clearance and Settlement

All terminated probationers must return PERA property, complete the exit clearance process, and shall be paid dues including earned salary, refundable provident fund contributions, if any.

8.2.6 Records and Reference

HR shall record "Terminated during probation" in the personnel file. On request, a basic certificate confirming designation and employment dates may be issued to help the individual secure future employment.

8.3 Contract Completion (End of Contract)

8.3.1 Nature of Contract Completion

Contractual employment naturally concludes upon reaching its defined end date unless renewed. This is not considered a termination but a pre-agreed cessation of services.

8.3.2 Advance Notice

Where a contract is not being renewed, HR shall issue a formal notice at least one (1) month in advance thanking the employee and confirming the expected final working day.

8.3.3 Separation Formalities

Employees shall return all PERA-issued assets, settle outstanding dues, and hand over ongoing work. A standard clearance form shall be signed by relevant departments (HR, IT, Admin, etc.) to ensure compliance.

8.3.4 Final Settlement

The final settlement shall include salary up to the last day of employment (pro-rata if partial month) and other payments like gratuity, Provident Fund etc, if entitled under relevant regulations.

8.3.5 End-of-Service Certificate

A Certificate of Service shall be issued to the departing employee confirming employment duration and role, to assist in future professional pursuits.

8.3.6 Sensitive Data Protocol

Employees must confirm the return or deletion of all sensitive or confidential information from their personal devices or records before separation.

8.3.7 Reemployment Consideration

Completion of contract does not bar future reappointment. PERA maintains a positive record of performers for potential future hiring in suitable projects or roles.

8.4 Resignation

8.4.1 Notice and Resignation Submission

Employees intending to resign must submit a written notice of at least one (1) month. PERA may permit early release by accepting salary in lieu of the notice period, subject to approval. Employees of Enforcement Stations will submit resignation to Director General PERA through proper channel.

8.4.2 Resignation Acceptance

Resignation shall be formally accepted by the competent authority through an official letter or order confirming the last working day. PERA may reject or delay acceptance if disciplinary action is in progress.

8.4.3 Handover and Clearance

The resigning employee must complete all clearance protocols and asset returns. IT and access credentials will be deactivated after the final working day.

8.4.4 Final Dues and Recoveries

Employees shall receive salary, provident fund contributions, and other dues upon successful clearance. Outstanding advances, if any, shall be adjusted in final payments.

8.4.5 Experience Letter and Reference

HR shall issue a Service Certificate and, if requested, provide employment verification to future employers with the employee's consent. Resignations are treated as neutral separations unless misconduct is involved.

8.4.6 Resignation Withdrawal

Employees may withdraw resignation during the notice period subject to the competent authority's approval. If resignation is already accepted and acted upon, withdrawal may not be permitted.

8.4.7 Personnel Record

HR shall update the employee's record with "Resigned w.e.f [date]." Such exits are not considered negative and do not restrict future re-employment.

8.5 Certificate of Service

All separating employees, regardless of separation type, are entitled to a Certificate of Service. The certificate shall mention the period of service, designation, and general nature of duties. In disciplinary separations, it may omit specific commendations. HR must issue the certificate within five (5) working days after final clearance and settlement to facilitate smooth transitions for the employee.

8.6 Exit Interviews

Exit interviews may be conducted by higher management of PERA to gather insights from departing employees to enhance organizational effectiveness and identify areas for improvement. HR shall conduct a structured exit interview during the final week of service. Participation is voluntary and all feedback is treated confidentially for internal use.

Annex-I**Competent Authority for Approval of Various Kinds of Leave**

Type of Leave	Competent Authority
Enforcement Station	
Casual Leave	<ul style="list-style-type: none">• Deputy Commissioner for SDEO• SDEO for all other employees of ES
Earned Leave upto 89 days	<ul style="list-style-type: none">• Deputy Commissioner for SDEO• SDEO for all other employees of ES
Earned Leave more than 89 days	<ul style="list-style-type: none">• Parent Department for SDEO, if on deputation• DG PERA if SDEO is employee of the Authority• DG PERA for all other employees of ES
Medical Leave / Paternity Leave / Maternity Leave	<ul style="list-style-type: none">• Deputy Commissioner for SDEO• SDEO for all other employees of ES
Ex-Pakistan Leave	<ul style="list-style-type: none">• Parent Department for SDEO, if on deputation• DG PERA if SDEO is employee of the Authority• DG PERA for all other employees of ES
Directorate General	
Casual Leave	<ul style="list-style-type: none">• Immediate Supervisory Officer
Earned Leave upto 89 days	<ul style="list-style-type: none">• Director Admin for all employees upto BS-16 and SPPP-3 to 5• Director General for all other employees and those directly reporting to him
Earned Leave more than 89 days	<ul style="list-style-type: none">• DG PERA for all employees of Directorate General
Medical Leave / Paternity Leave / Maternity Leave	<ul style="list-style-type: none">• Director Admin for all employees upto BS-16 and SPPP-3 to 5• Director General for all other employees and those directly reporting to him
Ex-Pakistan Leave	<ul style="list-style-type: none">• DG PERA for all employees of Directorate General

Medical Benefits for Employees of PERA

BS/SPPP	OPD	IPD	Room Limit Per Day	Normal Delivery	Complicated Delivery	Group Life Insurance
BS-20	300,000	1,000,000	30,000	200,000	500,000	5,000,000
BS-19/SPPP-1	275,000	800,000	25,000	175,000	450,000	4,000,000
BS-18/SPPP-2	250,000	700,000	20,000	150,000	400,000	3,000,000
BS-17/SPPP-3	225,000	600,000	15,000	125,000	350,000	2,500,000
BS-16/SPPP-4	200,000	500,000	10,000	100,000	300,000	2,000,000
BS-14/SPPP-5	175,000	400,000	10,000	100,000	300,000	1,500,000
BS-11	150,000	300,000	7,500	75,000	200,000	1,500,000
BS-09	125,000	200,000	7,500	50,000	150,000	1,000,000
BS-07	100,000	200,000	7,500	50,000	150,000	1,000,000