



HR Philosophy , Recruitment & Onboarding

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Document Title: Overview of HR Policies for Sustainable Organizational Growth

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1 HR VISION & PHILOSOPHY


The Human Resources vision of Kochi Metro is to build a competent, motivated, and customer-centric workforce that drives operational excellence and sets benchmarks in urban transit systems. Our philosophy is rooted in Safety, Integrity, Teamwork, and Innovation, ensuring a respectful and inclusive workplace.

2.RECRUITMENT & SELECTION POLICY

KMRL is committed to a merit-based, transparent recruitment process to attract the best talent from the market.

Sourcing Channels: Recruitment is conducted through:

- Direct recruitment via KMRL careers portal.

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- Deputation from other government/railway organizations.
 - Campus recruitment from premier engineering and management institutes.
 - Employment exchanges as per government guidelines.

Selection Process: The standard process involves:

- Screening of applications against eligibility criteria.
- Written Tests (for technical and non-technical positions).
- Personal Interviews by a duly constituted Selection Committee.
- Medical Examination for fitness as per prescribed standards.
- Verification of character and antecedents.

3. ONBOARDING & INDUCTION

A structured induction program is designed to integrate new employees into the KMRL family.

- Corporate Induction: A one-week program covering KMRL's history, vision, culture, and overview of all departments.
- Safety Induction: Mandatory training on Safety Protocols, Disaster Management, and First Aid.
- Department-Specific Orientation: On-the-job training and orientation within the assigned department for 2-4 weeks.
- Mentorship: Each new joiner is assigned a mentor for guidance during the initial six months.

4. COMPENSATION & BENEFITS STRUCTURE

KMRL offers a competitive and structured compensation package to ensure employee satisfaction and motivation.

Pay Structure: Based on the recommendations of the Central Pay Commission, with allowances specific to the metro rail industry (e.g., Running Allowance for train operators).

Key Benefits:

- Provident Fund (PF) and Gratuity as per statutory norms.
- Group Medical Insurance for employees and their dependent family members.
- Uniforms and Safety Gear provided free of cost.
- Subsidized Canteen facilities at depot and major stations.
- Leave Travel Concession (LTC) as per company policy.

5. PERFORMANCE MANAGEMENT SYSTEM

A robust Performance Management System (PMS) is in place to drive high performance and align individual goals with organizational objectives.

- Cycle: Annual performance cycle from April to March.
- Process: Involves goal setting (Key Result Areas - KRAs), mid-year review, year-end appraisal, and feedback.
- Rating System: A 5-point scale ranging from 'Outstanding' to 'Below Expectations'.
- Outcome: Performance ratings are directly linked to annual increments, promotions, and performance-linked bonuses.

7. CODE OF CONDUCT & DISCIPLINARY PROCEDURES

All employees are expected to adhere to the highest standards of professional ethics.

- Key Expectations: Punctuality, integrity, customer courtesy, and compliance with safety rules.
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- Prohibited Conduct: Includes insubordination, negligence, harassment, and actions leading to safety breaches.
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- Disciplinary Action: Procedures are as per the certified standing orders, which may include verbal warning, written warning, suspension, or termination based on the severity of the misconduct.

CONCLUSION

The HR policies at KMRL are designed not just as administrative guidelines but as strategic tools to nurture talent, ensure fairness, and build a high-performance culture. These policies are periodically reviewed to align with best practices and the evolving needs of the organization, ensuring that our human capital remains our greatest strength in delivering world-class metro services to the city of Kochi.

END OF REPORT

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