

RailTel HR Policies – Employee Handbook

(Sample Document)

1. Introduction

The Human Resources (HR) Department at RailTel Corporation of India Limited plays a pivotal role in ensuring that employees are supported, motivated, and aligned with organizational objectives. Being a Central Public Sector Enterprise (CPSE) under the Ministry of Railways, RailTel follows HR practices that balance **government regulations, PSU norms, and modern corporate standards**.

This document outlines the HR policies applicable to employees of RailTel. The purpose is to establish transparency, fairness, and uniformity in dealing with workforce matters.

2. Employment and Service Rules

- **Recruitment:** Conducted as per PSU guidelines, ensuring transparency and meritocracy. Selections are typically made through open advertisements, competitive examinations, or campus placements.
 - **Probation Period:** All newly appointed employees are required to undergo a **one-year probation period**, extendable by six months if performance is unsatisfactory. Confirmation is subject to successful completion of probation and satisfactory appraisal.
 - **Transfer & Posting:** Employees are liable to be transferred anywhere in India depending on organizational requirements. Efforts are made to consider personal constraints, but organizational interest remains paramount.
 - **Service Tenure:** Employees are governed by PSU service rules, Conduct Rules, and guidelines issued by the Department of Public Enterprises (DPE).
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3. Leave Policies

RailTel recognizes the importance of work-life balance and provides various leave types:

1. **Earned Leave (EL):** 30 days per calendar year, accumulative up to 300 days. Encashment permitted as per PSU rules.
2. **Casual Leave (CL):** 12 days per year. Cannot be clubbed with earned leave.

3. **Sick Leave (SL):** Granted on submission of a registered doctor's medical certificate. Long-term sick leave may require medical board approval.
4. **Maternity Leave:** 26 weeks with full pay, extendable under special conditions.
5. **Paternity Leave:** 15 days within six months of childbirth.
6. **Extraordinary Leave (EOL):** May be sanctioned without pay for personal exigencies, subject to management approval.
7. **Special Leave:** For attending seminars, higher education, deputation to training programs, or government duty.

Leave Procedure:

- Applications must be submitted on the **HRMS portal** at least 7 working days in advance (except emergencies).
 - Sanctioning authority: Reporting Officer / HR Head, depending on leave category.
 - Uninformed absence of more than 7 days is treated as **misconduct** and may invite disciplinary action.
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4. Workplace Conduct & Discipline

RailTel is committed to a respectful and ethical workplace. Employees are expected to:

- Maintain **punctuality and regular attendance**.
- Avoid conflicts of interest in business dealings.
- Treat colleagues, subordinates, and clients with respect.
- Adhere to IT & communication guidelines (no misuse of internet/email).
- Follow PSU's **zero tolerance** policy against harassment, discrimination, and corruption.

Violations are subject to disciplinary proceedings under **Conduct, Discipline and Appeal (CDA) Rules**, which may result in penalties ranging from warning to dismissal.

5. Performance Management System (PMS)

Performance evaluation is conducted annually to assess employee contribution towards organizational goals.

- **KRAs (Key Result Areas):** Defined for each employee based on role and responsibilities.

- **Annual Appraisal:** Includes self-appraisal, reporting officer's assessment, and reviewing officer's remarks.
- **Incentives:** High-performing employees may be considered for **Performance Related Pay (PRP)** as per DPE guidelines.
- **Career Growth:** Promotions are linked to performance ratings, experience, and vacancy availability.

The PMS ensures fairness, accountability, and alignment with RailTel's strategic objectives.

6. Training & Development

RailTel recognizes that a knowledge-driven workforce is critical for success in the telecom and IT domain.

- **Technical Training:** Regular programs on optical fiber management, cloud computing, cybersecurity, and AI solutions.
- **Leadership Development:** Workshops for mid-level and senior managers on decision-making, project management, and people management.
- **External Certifications:** Sponsorships for certifications such as PMP, ITIL, CCNP, and ISO standards.
- **Knowledge Sharing Sessions:** Monthly internal webinars and workshops conducted by subject matter experts.

HR maintains a **Skill Matrix** of employees to identify training needs and potential leaders.

7. Employee Welfare & Benefits

To ensure employee well-being, RailTel provides:

- **Health Insurance:** Comprehensive medical coverage for employees and dependents.
- **Retirement Benefits:** Pension, gratuity, and provident fund as per PSU rules.
- **Accident Insurance:** Group insurance for accidental death or disability.
- **Employee Assistance Program (EAP):** Counseling support for stress management and personal issues.

- **Recreational Activities:** Cultural programs, annual sports events, and family day celebrations.

Special welfare measures exist for women employees (maternity assistance, safety measures at workplace) and differently-abled staff (barrier-free facilities).

8. Grievance Redressal Mechanism

RailTel provides a structured mechanism to address employee grievances:

1. **Grievance Committee:** Functions at unit, regional, and corporate levels.
 2. **Online Portal:** Employees may lodge complaints through HRMS grievance redressal system.
 3. **Resolution Timeline:** Grievances must be acknowledged within 7 days and resolved within 30 days.
 4. **Whistleblower Policy:** Employees can report unethical practices anonymously without fear of retaliation.
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9. Rewards & Recognition

To encourage a culture of excellence, RailTel has instituted the following awards:

- **Best Employee of the Month/Year**
 - **Innovation Award** for new ideas and cost-saving measures.
 - **Team Excellence Award** for successful completion of strategic projects.
 - **Long Service Awards** at milestones like 10, 20, and 30 years of service.
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10. Conclusion

RailTel HR policies are designed to foster a balanced, ethical, and high-performing workforce. As a PSU, the organization blends the **discipline of government service** with the **dynamism of the telecom industry**, offering employees both stability and growth.

Employees are encouraged to familiarize themselves with these policies, participate actively in training and welfare initiatives, and uphold the values of **Integrity, Innovation, and Commitment** in their professional journey with RailTel.