



Government of Khyber Pakhtunkhwa

Peshawar Institute of Cardiology - MTI



Employee Handbook

**Human Resources
Policies & Procedures**

PURPOSE

This handbook has been prepared for the employees of Peshawar Institute of Cardiology (PIC)-MTI. This handbook is a ready reference and a resource guide and summary of PIC-MTI mission, values, human resources policies, procedures and benefits available and applicable to all of its employees.

Employees are encouraged to read the contents of this handbook carefully. This is one of the many channels of communication that PIC-MTI maintain to create an enjoyable and productive work environment. Should you need further explanation of the items covered, contact your supervisor or the Human Resources Department.

The contents of this handbook are presented for employee information purposes only. This handbook should not be considered as a guarantee of continued employment with the PIC-MTI. PIC-MTI reserves the right to change, suspend or cancel, with or without notice, all or any part of the policies, procedures, and benefits discussed in this handbook. Additionally, particular situations may be governed by specific provisions of a policy or procedure, by plan documents established for particular benefit programs, or by other related sources of information.

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Message

from the Chairman BOG,
Peshawar Institute of Cardiology-MTI

Prof. Dr. Asif Loya

Welcome to Peshawar Institute of Cardiology, a state of the art hospital catering to quality heart health. The foundation of this institute resides in its commitment to the core values which include patient satisfaction, respect, efficiency, teamwork, accountability, and integrity. Our aim is to reduce the devastating toll of cardiovascular diseases through innovative and progressive approach based on improved patient care, education and research.

The institute has an experienced and well-trained faculty on board with expertise in Adult and Pediatric Cardiac Surgery, Interventional Cardiology, Anesthesia, Radiology and Pathology. The faculty is supported by a dedicated and well-versed nursing division.

Our goal is to enhance the services offered by adding more operating rooms, cardiac catheterization labs and focusing on enhancement of dedicated imaging, diagnostic and pharmaceutical services. Quality is at the forefront of whatever we do, and the aim is to get accreditation by the Joint Commission International and become the first public sector institute in the country to achieve this landmark.



Message

from the Medical Director | Cardiac Surgeon,
Peshawar Institute of Cardiology-MTI

Prof. Dr. Syed Shahkar Ahmed Shah

PIC-MTI is the largest health care project undertaken by the Health Department, Government of Khyber Pakhtunkhwa in recent times. The first specialty hospital of its kind, it will not only cater for cardiac patients in KPK but also adjoining Afghanistan.

It is at the forefront of providing state-of-the-art treatment and cutting-edge technology. Special emphasis will be on the postgraduate training of doctors and nurses as well as advanced research. PIC-MTI is being staffed by a highly qualified medical faculty which will be introducing tertiary care cardiac procedures like ventricular assist devices and percutaneous, minimally invasive valve replacements, and Beating Heart coronary bypass surgeries.

When fully equipped it will have six Angiography labs and six cardiac operation rooms. It is expected to perform 2000-2500 cardiac surgeries and 5 times as many interventional cardiology procedures per year. Paediatric cardiology and cardiac surgery has also been fully functional as the required faculty have been hired. All this will be supported by cardiac diagnostic facilities like cardiac MR and CT Angiographies, Electrophysiological studies, and Nuclear cardiology.

PIC-MTI aims to provide ethical, evidence-based, and cost-effective treatment to the people of KP and that dream has come true.



Message

from the Hospital Director,
Peshawar Institute of Cardiology-MTI

Dr. Nayamat Shah

M.Sc. Health Care Administration

M.B.B.S

The philosophy of a Hospital is to provide quality healthcare to the people and to develop medical professionals who are motivated by human kindness. PIC-MTI is nothing less than a gift to the people of KP by the provincial government. The people of this province have long been deprived of a facility which would provide them the much-needed treatment required for cardiac diseases. Not only does this facility reinstate the treatment for cardiac diseases in the region but also ensures that these are provided according to international standards. Recent studies show that in Pakistan with every passing hour, 46 people are dying with cardiac ailments. One in four in middle aged adults in Pakistan has prevalent Coronary Artery Disease. Annually 250,000 people are dying due to cardiac diseases in Pakistan, which is an alarming figure in itself and therefore the need for a dedicated and specialized cardiac treatment facility in KP has never been greater before.

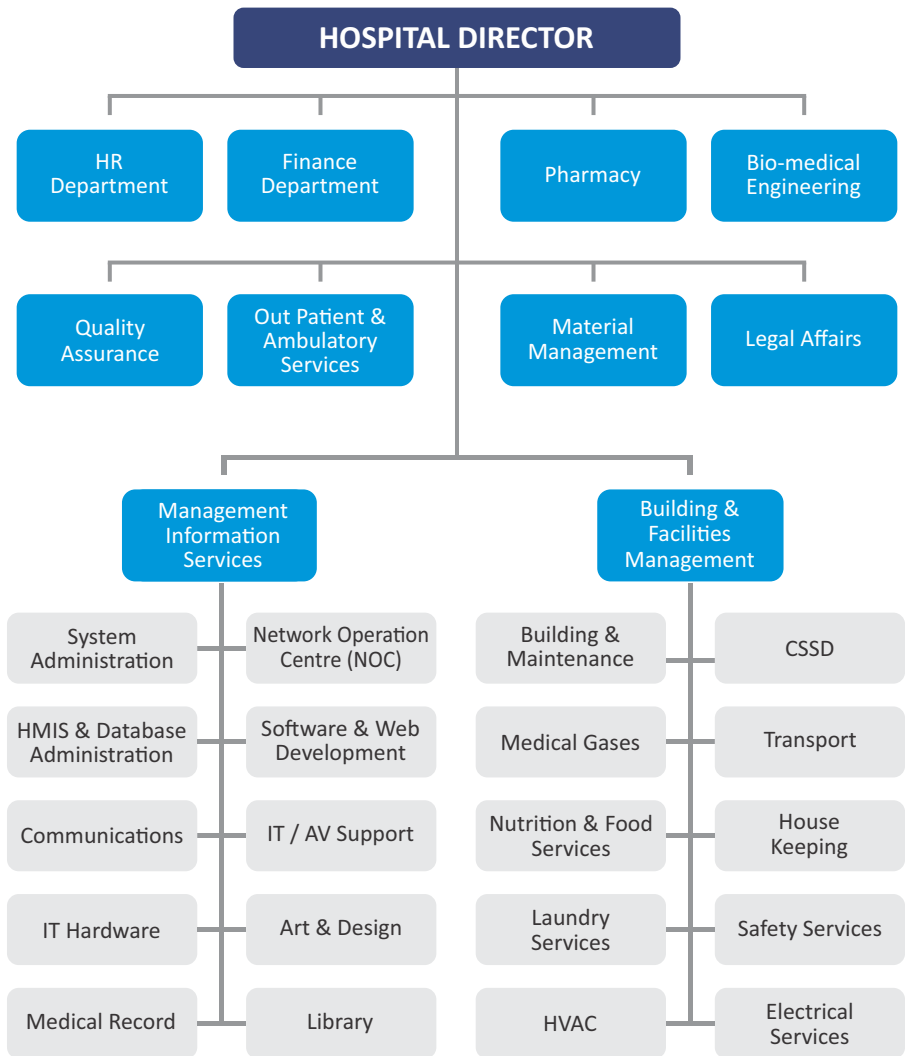
As Hospital Director of this Institute, I feel immense pleasure to be part of the pioneering team. Everyone working here have worked hard day and night to make this institute functional, operational and a successful reality. PIC - MTI aims to be the premier center for all

sorts of cardiac ailments in Adults and Paediatric. Our vision is to initiate heart transplants surgeries soon In shaa Allah. We are developing our collaboration with MTI institutions, government health care facilities, Sehat Sahulat Plus, private sector hospitals including universities for teaching and research. The hospital aims to make it easy for patients, their families and medical institutions to use the cardiac care services that PIC-MTI offers.

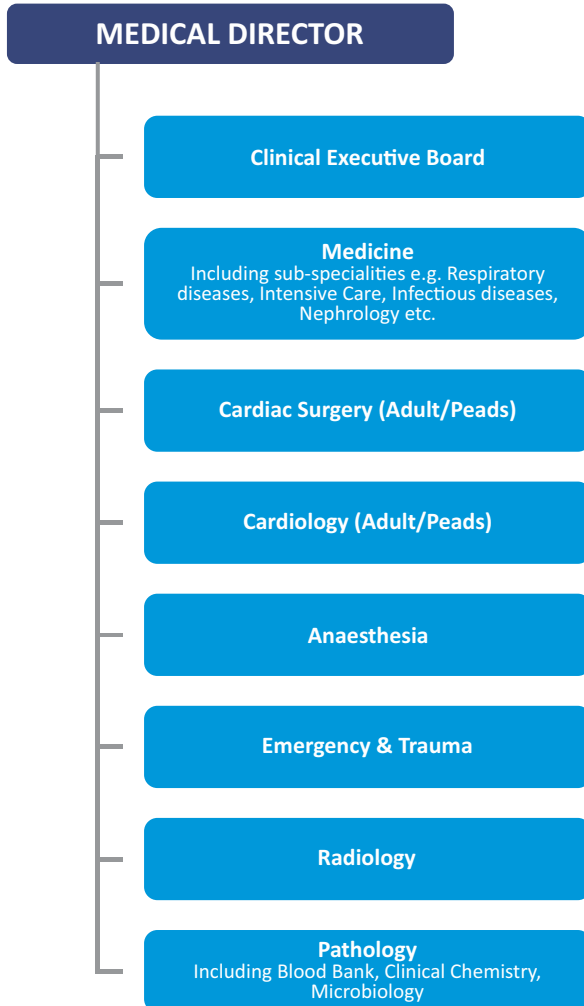
On the directions of the Honorable Prime Minister of Pakistan we are aiming to make PIC-MTI the first public institution which will be accredited from Joint Commission International. Our goal is to provide quality treatment and also to provide it quickly. We aim to drastically reduce the waiting time for surgeries and implement an effective and efficient system where the patient is provided all services under one roof and our expert team of Consultants provide expedited treatment to all incoming patients.

We look forward to your continued support.

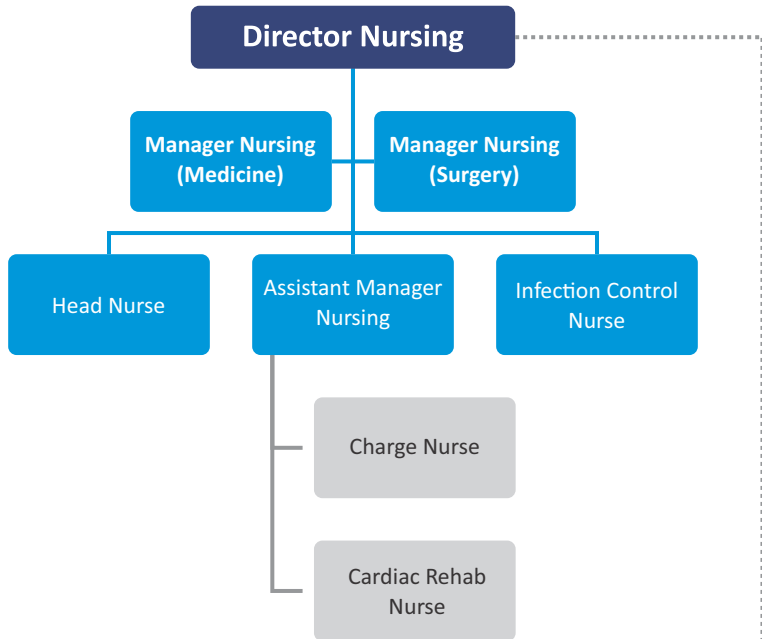
Organizational Structure



Organizational Structure



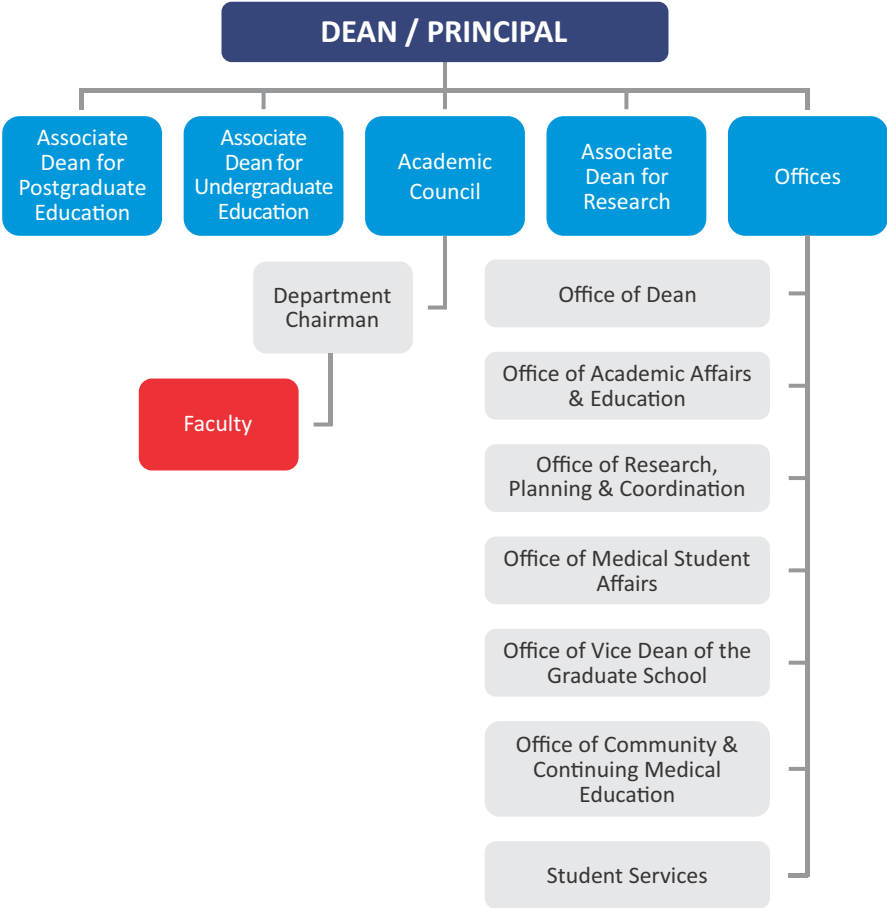
Organizational Structure



AREAS TO BE COVERED:

- Adult & Paeds Clinic
- Emergency Services
- OT
- ICU
- Employee Health Care
- CCU
- Day Care
- Cath Lab
- OPD
- In Patient
- Medicine Ward
- Minor OT
- Radiology
- Surgical War

Organizational Structure



Board of **Governors**



Prof. Dr. Asif Loya
Chairman BoG



Prof. Dr. Masood Sadiq
Member



Prof. Dr. Mehar Bano
Member



Prof. Dr. Shafqat Hassan
Member



Dr. Abdul Hameed Afridi
Member



Mr. Syed Asif Shah
Member



Mr. Sohail Munawar Khattak
Member

Introduction

Welcome to Peshawar Institute of Cardiology - MTI

Peshawar Institute of Cardiology (PIC)-MTI is one of the largest Public Sector cardiac specialty Medical Teaching Institution in Pakistan and the only specialized Tertiary Cardiac-care Hospital in Khyber Pakhtunkhwa (KP). Peshawar Institute of Cardiology - MTI is the flagship project of the Khyber Pakhtunkhwa (KP) Health Department to improve cardiac facilities in the public sector in the areas of research and treatment. With support from the Government of Pakistan, in 2006 our honorable Ex Chief Minister, Mr. Akram Khan Durrani laid the foundation of PIC-MTI and later inaugurated by the Prime Minister of Pakistan Mr. Imran Khan on December 16, 2020. It is built over an area of 33 kanal with a covered area of 372000 sq. ft. As part of the MTI act, it is run by a BOG and has an administrative structure as defined in the MTI act of 2015 and its subsequent amendments. It has by-laws and medical staffing regulations, in common to other MTIs as defined by the Health Policy Board of KP.

PIC-MTI is the most modern, and well equipped hospital in KP and provide state of the art cardiac care facilities to the people of KP who currently have very little access to such care in KP and are forced to seek help in other provinces. These services will be provided by an exceptionally well trained faculty, based on most scientific and evidence based practices. PIC-MTI is a state of the art Cardio Vascular hospital which will provide the most advanced and comprehensive care for cardiac, cardio vascular and pulmonary problems as well as will deal with the cardiac issues of newborns and toddlers in KP, Pakistan. A full time, devoted team of experienced Cardiologists, Cardiac surgeons, Anesthetists, OR & Cath lab technicians, Nurses, and Pharmacists work together to provide an integrated & individualized care to every patient. The departments will offer a wide range of clinical services as well as diagnostic, therapeutic and rehabilitation facilities for the patients. PIC-MTI Emergency services will also contribute by reducing fatality risk significantly in heart attack/ chest pain patients with timely, quality, 24/7 care.

PIC-MTI will help increase the pool of highly trained and motivated medical human resource for other public hospitals in KP and will contribute significantly towards prevention of cardiac illnesses through a robust educational and research program.



VISION STATEMENT

Delivering Compassionate Excellence by an Outstanding Team



MISSION STATEMENT

Conforming to a unique culture of excellence and innovation, PIC-MTI mission is to promote all aspects of heart health by providing compassionate patient care, quality education and cutting-edge research.

QUALITY POLICY

At Peshawar Institute of Cardiology - MTI, we are committed to provide a consistent and continuously improving Cardiac Care to sustain and further improve clinical outcomes, patient safety and patient satisfaction through continual improvement of its services and Quality Management System.

OUR VALUES

Our values guide our behavior and decisions at all levels and across all our services.

Therefore, at Peshawar Institute of Cardiology -MTI, our Values are:

- Everyone Matters
- Working Together
- Making a Difference

Recruitment Process

RECRUITMENT PROCESS

- 1) PIC-MTI is committed to achieving workforce diversity in terms of gender and culture. We further encourage Individuals from minority groups, indigenous groups, and persons with disabilities to apply.
- 2) Our quality recruitment processes will support the Hospital's vision, mission, strategic objectives and values. In keeping with this, the Hospital is committed to ensure the highest professional standards in its recruitment practices, reflecting best practice in the field and a concern that all the potential applicants and candidates are given the opportunities.
- 3) Each department is responsible for its HR Planning on annual basis, based on the strategic plans of the institution which are forwarded to the competent authority for approval in accordance with the approved budget.
- 4) After ensuring that an approved vacant budgeted positions exists, the Head of Department will forward a request and Job Description for the position to recruitment department for initiation of the recruitment process.
- 5) All the advertisements are made in the local/national newspapers or the PIC-MTI official website for which the recruitment department do the needful in consultation with the Dean/Director depending on the level of the position.
- 6) To facilitate the recruitment process for all the positions Scrutiny and Selection Committee are constituted by the competent authority concerned. The entire recruitment process is managed by the respective committees. Recommendations of the respective committees is forwarded to the concerned competent authority for approval.

Employee Selection

- 1) At PIC-MTI all decisions regarding selection of employees is made solely on the basis of job-related criteria and merit. Every effort is made to place new employees in positions that best utilize their skills and abilities, and in which they will be able to achieve both job satisfaction and opportunity for growth.

Recruitment Process

- 2) The Prospective applicants for positions must have all the pre requisites as per the advertisement, without which an employment offer will not be made.

Employment Physical Examination

All the staff members selected for employment at PIC-MTI are required to undergo a pre-employment physical examination conducted by a Government hospital before commencing employment.

Joining Report

All new employees should fill and submit the duly completed Joining report to the Human Resources Department within 15 days of the issuance of the contract.

NEW EMPLOYEE ORIENTATION

General Orientation

- 1) The Human Resources Department conducts a general orientation for all the newly inducted employees to familiarize employees with the PIC-MTI and provide important information related to the work environment.
- 2) The general orientation program will familiarize newly inducted staff members with the goals and objectives of the Institution, its history, organization structure, services provided by the hospital, important human resources policies, safety and security procedures, and other aspects related to employment at PIC-MTI.

Departmental Orientation

- 1) It is the responsibility of the concerned supervisor to orient the newly inducted employee at departmental level.
- 2) He/ she is required to familiarize the new staff member with the department's functions, the duties and responsibilities of his/her position, the rules and regulations of the Institution, and any other related aspects.

Recruitment **Process**

Working Hours

- 1) Regular working hours for employees are from 8:30 am to 4:30 pm.
- 2) However, timings may vary for employees working in shift-based departments as the Hospital works in four shifts. Shift timings are:

S. No.	SHIFT TYPE	ABBREVIATIONS	SHIFT TIMING
1.	REGULAR SHIFT	RS	08:30 AM to 04:30 PM
2.	MORNING SHIFT	MS	08:00 AM to 02:30 PM
3.	EVENING SHIFT	ES	02:00 PM to 08:30 PM
4.	NIGHT SHIFT	NS	08:00 PM to 08:00 AM

- 3) Employees are required to observe working hours as determined by their departmental manager or supervisor.

Code of Conduct & General Policies

CODE OF CONDUCT & GENERAL POLICIES

A code of ethics and professional conduct outlines the ethical principles that govern decisions and behavior at a hospital or organization. They give general outlines of how employees should behave, as well as specific guidance for handling issues like conflict of interest, harassment, anti-corruption, whistle blowing, grievances, smoking and parking.

Purpose

Employee code of conduct clarifies hospital principles and standards of professional conduct. The code articulates the values the hospital wishes to foster in its employees and, in doing so, defines desired behavior. As a result, written codes of conduct and ethics can become benchmarks against which individual and organizational performance can be measured.

Scope

This policy applies to all the employees of PIC-MTI. All employees are mandated to familiarize themselves with the policy and must practice it. When conducting business, every employee must adhere to the ethical and professional standards in compliance with the applicable legal requirements.

Open Door Approach

PIC-MTI imparts the culture of open door approach. This culture aims at improving the functioning efficiency of the organization. PIC-MTI operates under the policy, where any employee can approach the next in line supervisor to discuss or consult any official matter in a professional manner.

Legal and Regulatory Affairs

Since PIC-MTI is a public sector hospital and it is not only compliant with the laws and regulations of Pakistan but also observes rules and regulations that applies on the public sector institution.

Conflict of Interest

CONFLICT OF INTEREST

Conflict of Interest is a situation in which a person or the hospital is involved in multiple interests, financial or otherwise, and serving one interest could involve working against another. Typically, this relates to situations in which the personal interest of an individual or the hospital might adversely affect a duty owed to make decisions for the benefit of a third party. COI policy of PIC-MTI is to identify and manage all actual and potential conflicts with transparency and integrity. Addressing conflict and ensuring that conflicts of interest are properly managed is crucial to reducing legal and reputational risk and demonstrating the integrity of individual staff members and the hospital. Furthermore, this policy explains the basic requirements that the PIC-MTI employees shall follow to avoid conflict of interest throughout their professional activities for PIC-MTI.

The COI policy applies to and is binding on all employees of PIC-MTI. The Hospital (PIC-MTI) firmly expects and trusts on the professionalism and loyalty of the staff it employs. COI policy extends to all the departments of the hospital and also to the employees including all the employee/staff members working therein.

Rebates, Commissions, Discounts, Special Deals

Selection of an entity as a hospital vendor by an individual who has a personal or economic interest in that entity may arise in a COI. This includes engaging a relative as an independent contractor, subcontractor, supplier, distributor or consultant. In purchases for the Hospital, all rebates, discounts, commissions, special price reductions, volume discounts, prizes, coupons or any other benefit belong to the Hospital. Receiving any benefit from the vendors or any third party representative is unethical and illegal and will result in strict disciplinary action up to and including termination of services. Any offer to you of such benefits must be reported to your supervisor.

Gifts or Payments to the Institution

COI arises when employees is in a position to influence either directly or indirectly the hospital business, or other decisions in ways that could lead to

Conflict of Interest

gain for them, their family or others that are detrimental of the hospital's integrity and its missions of public service. Acceptance of a gift or favor by any employees from an entity (or representative of an entity) conducting (or seeking to conduct) business with PIC-MTI could result in a COI.

Safeguarding and Protection of Hospital Property and Interests

Employees must be committed to protecting and safeguarding the physical, intellectual and other interests of the Institution and your conduct should reflect this.

Perks, Privileges and Benefits

The management will ensure to implement a mechanism by virtue of which benefits, perks, privileges and promotions are awarded on factual basis with uniformity and meritocracy rather than personal liking or disliking.

For complete policy and procedure please refer to PIC-MTI Conflict of Interest Policy, 2021.

Communication

PIC-MTI encourages a work environment of open and honest communication, where ideas are shared and creativity is valued. The responsibility for communication is two-way for the sharing of ideas, suggestions and concerns. The most direct source of information is from your supervisor. Additional resources include employee newsletters, the intranet, fliers, postings, memos and announcements. All the official notifications, memos, circulars will be placed on official notice boards all over the PIC-MTI. It is expected that each employee makes use of these resources to ensure awareness of hospital activities, issues, or concerns as they pertain to you personally or to your work. Electronic Communication systems (notably voice-mail, electronic mail (e-mail), Internet, fax and computer generated output and downloads), and all messages generated on or handled by electronic communications systems including backup copies, are considered to be the property of PIC-MTI and used for official use only.

Conflict of Interest

Patient Confidentiality

All records and information acquired by the staff through their professional duties are highly confidential and should be protected. They should be used only in professional capacity to provide proper care. It is strictly prohibited to discuss any patient with anyone except members of the treatment team. Anyone breaching patient confidentiality will receive immediate disciplinary action, which may include termination of employment.

Equal Employment Opportunity (EEO) & Non- Discrimination

PIC-MTI is committed to achieving workforce diversity in terms of gender and culture. We further encourage Individuals from minority groups, indigenous groups, and persons with disabilities to apply.

Policies

POLICIES

Whistleblowing Policy

The aim of the policy is to foster confidence in the internal corrective mechanisms of the Hospital and protecting the identity of the whistle-blower. The policy aims to provide a credible response forum created hereunder to deal with the allegations/concerns in a suitable manner and provide means for discrete and confidential inquiry in case of concerns raised by the whistle blower without fear of reprisal.

Every effort will be made by the Hospital and its employees to treat the complainant's identity confidential. A whistle-blower shall receive no retaliation or retribution for a concern that was raised in good faith. Harassment or victimization of the complainant for reporting concerns under this policy by any employee of the Hospital will not be tolerated and shall be strongly dealt with by the Hospital. For complete policy and procedure please refer to PIC-MTI Whistle Blowing Protection Policy, 2021.

Grievance Handling Policy

In accordance with the Public Sector (Corporate Governance) Rules 2013 this Employees Grievance Handling Policy provides a mechanism for employees (the term is an inclusive term and consists of officers working at PIC-MTI) of the Peshawar Institute of Cardiology - MTI ("Hospital") to raise genuine concerns regarding the affairs and operations of the Hospital. This policy aims to create a mechanism where employees could effectively raise genuine concerns and grievances in line with the policy and objectives of PIC-MTI. The policy aims to provide a credible response forum created hereunder to deal with the grievances/concerns of the employees in an appropriate manner and provide means for discrete and confidential communication in case of any grievances by the employee, that can be done so without any fear of reprisal.

The Hospital would be able to obtain maximum efficiency and productivity by:

- a. Correcting improper conduct.
- b. Enforcing Hospital rules and regulations.
- c. Helping an employee to protect his/her job.
- d. Minimizing replacement costs.
- e. Deterring the employee from engaging in improper conduct.

Policies

For complete policy and procedure please refer to PIC-MTI Employee Grievance Handling Policy, 2021.

Anti-Corruption Policy

This policy applies to and is binding on all employees of the PIC-MTI. This policy provides an overview of PIC-MTI's anti-corruption definition and explains the basic requirements that PIC-MTI employees shall follow to avoid corrupt practices throughout their professional activities for PIC-MTI.

For the purpose of PIC-MTI 's anti-corruption policy, corruption in broader view will include any attempt to directly or indirectly:

- a. Give or offer someone an improper advantage based on position, assignment or duty or demand.
- b. Receive or accept an offer to receive an improper advantage based on position, assignment or duty.

For complete policy and procedure please refer to PIC-MTI Anti-Corruption Policy, 2021.

Harassment Inquiry and Redressal Policy

In order to recognize the principles of equal opportunity for men and women and their right to earn a livelihood with dignity, without fear of abuse and harassment. Adoption of this Policy and Code makes PIC-MTI fully in compliance with the “Protection against Harassment of Women at Workplace Act 2010”. The objective of this policy is to create a safe and dignified working environment for men and women workers that is free of sexual harassment, abuse and intimidation and with a view to enable higher productivity and a better quality of life at work. For complete policy and procedure please refer to PIC-MTI Harassment Inquiry and Redressal Policy, 2021.

Disciplinary Policy

Employees are expected to perform their duties diligently and to follow the prescribed Rules, Regulations, procedures and policies of PIC-MTI. Willful non-observance or violation of these policies may lead to disciplinary action up to and including termination of services. Employees will receive written notice of a breach of the rules and policies and this will also be placed in their

Policies

records. Depending on the seriousness and/or repetitiveness of the event, an inquiry will be instituted at the departmental level and the recommendations of the inquiry committee will be forwarded to the appropriate authority, either the Hospital or the Medical Director, for action. For complete policy and procedure please refer to PIC-MTI Disciplinary Policy, 2021.

Employee Code of **Conduct & Ethics**

EMPLOYEE CODE OF CONDUCT AND ETHICS

Service Identity Card

- 1) All staff members are issued an PIC-MTI Service Identity Card by the HR Department and are required to display their cards while on duty in order to facilitate in identifying employees for access and better security control. Staff members are responsible for the safe custody of the PIC-MTI Service identity card issued to them.
- 2) In case of loss or theft of your service identity card, you must report the incident in writing immediately to your department head and the HR Department, to ensure the lost identity card is not misused. The employee must lodge an FIR complaint in the nearest police station and shall submit the copy of the FIR with the HR Department for employee record purpose.
- 3) In case of loss or theft of your service identity card, in order for employees to receive a duplicate card R.100/- shall be deposited as Penalty. The details along with the incidence report shall be maintained in the employee file.
- 4) Each employee is required to wear the ID card at all times while working in PIC-MTI. Wearing an Employee Service Identity Card will:
 - a. Ensure a secure environment for employees and visitors.
 - b. Protect the Institution's physical and intellectual property.
 - c. Control access to unattended areas of the facility.
 - d. Track employee time and attendance.
 - e. Project an appropriate image to patients, visitors, vendors and other stakeholders.
 - f. Track visitors in the facility.

Employee Punctuality and Attendance

- 1) Punctuality and regular attendance is of significant importance at PIC-MTI.
- 2) PIC-MTI has a biometric attendance management system, whereby each employee will receive a Service Identity Card with a unique employee code number.

Employee Code of **Conduct & Ethics**

- 3) Attendance is marked through this Service Identity Card, once at the time of entry and the second on exit. The attendance is maintained by HMIS (Hospital Management Information System) and thus the software manages the overall employee attendance record.
- 4) In case of any problem within the network that hinders your attendance, or you have lost your Service Identity Card, a Time Adjustment Form must be completed and submitted to the HR Department.
- 5) Department heads are responsible for ensuring attendance regularity and punctuality of staff currently working under their jurisdiction. In case of absence of any employee, the Head of Department must report it to the HR Department immediately.
- 6) In cases of persistent late arrivals and absences without leave, the department head will ensure that the concerned staff member is counseled to become punctual and regular.
- 7) Employees must be advised to arrive for work punctually and remain at work during their normal working hours.
- 8) In case of persistent lateness, or unexplained absenteeism, the Head of Department shall report the matter to the HR Department for the necessary disciplinary action.
- 9) Employees must ensure proper care of their service identity card. In case of loss of the Service Identity Card, the incident may immediately be reported to the Human Resources Department by completing a Lost ID Card Form.

Probation Period

The employees at PIC-MTI are required to undergo the probation period as per the terms and conditions and stipulated time period mentioned in the employment contract. The probation will normally be 01 year for a contract of 03 and 05 years and 06 months for a contract of 01 year which will be subject to change. Employees are required to perform their duties diligently and must work hard. In case of non-compliance or non-performance the contract will be terminated without assigning any reason.

Employee Code of **Conduct & Ethics**

Dress Code

- 1) All staff members are required to be well groomed and dressed appropriately for the job at all times.
- 2) Both male and female staff members are required to portray a professional, business-like image in their attire, which should be in harmony with national cultural sensitivities.
- 3) All uniformed staff members are required to wear the prescribed uniforms designated by the Hospital at all times during working hours.
- 4) The Head of Departments will be responsible to ensure that all the employees are appropriately dressed and may request the employee to return home if they are not appropriately dressed.
- 5) In cases of persistent violations of uniform rules, the department head will ensure that the concerned staff member is counseled to wear prescribed uniform during the working hours.
- 6) Employees must be advised to follow the dress code at work during their normal working hours.
- 7) In case of persistent violation, the Head of Department shall report the matter to the HR Department for the necessary disciplinary action.
- 8) Employees must keep their uniforms in immaculate condition in order to project a good image of the Institution.
- 9) If the Dress Code is not adhered to, the staff member may be liable to disciplinary action.

Employee Confidentiality

- 1) HRMIS Staff members must ensure that all information and records are maintained in a confidential manner.
- 2) This will include any confidential information or document with respect to the Institution, and matters related to employees, patients, or others associated with the hospital which should not be disclosed or mentioned to anyone except to HRMIS authorized persons to access such information.

Performance Appraisal

A performance appraisal is an annual evaluation of an employee's

Employee Code of **Conduct & Ethics**

performance. The hospital carries performance appraisal once every year, on completion of the performance appraisal tenure in the hospital which consist of quality and quantity of job performance, behavioral performance, job knowledge, cooperation, dependability, initiative and ability. Particular performance appraisal forms are being used according to the level and role of the appraise.

Computer Security

Your user, email & system stores and provides access to a lot of sensitive and important data. Keeping this data safe is a top priority. Below are some of the user, email & system protection standards:

System:

All system users are advised to change the password given by ICT department on their first login i.e. email login, software login or individual PC login.

- 1) ICT Security Policy recommends that any information that users consider sensitive in his/her system must be password protected & also secure on Office 365 (OneDrive).
- 2) ICT designated staff can monitor IT equipment (PC, laptop, mobile devices) for System, Network, Data security at any time to ensure compliance with ICT Security Policy.
- 3) Under no circumstances is an employee of PIC-MTI authorized to engage in any activity that is illegal under Pakistan law and international law while utilizing PIC-MTI owned resources.
- 4) All data regarding patient or staff or personal should be treated as confidential and private. One must not attempt to access the data without authorization from the concerned person.
- 5) All the staff members need to ensure that computer & software access passwords provided to them are maintained confidential at all times. Every faculty and staff member is responsible for the security and safe custody of information stored on his/her computer.
- 6) It is strictly prohibited to reveal your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.

Employee Code of **Conduct & Ethics**

- 7) Any unauthorized software must not be installed on to the computers.

Laptop & Mobile Devices:

- 1) Laptop user will take personal responsibility for the security of the equipment, software and data under their care.
- 2) Laptops will be provided to the individual as per the need and justification, with approval from the concerned department head.
- 3) The Supervisors will be responsible for informing HR & ICT in case an employee leaves to ensure that the laptop & other IT accessories are returned to the ICT department.
- 4) Official laptops will be provided depending on the availability of budget.
- 5) There will be a zero tolerance policy if an intentional misuse of official facility is identified and employee indulging in such activities will be liable for disciplinary action.
- 6) While traveling, the employee must ensure that the laptop is stored securely and is carried as hand luggage and should not be left unattended.
- 7) Non-compliance to confidentiality of access may lead to one losing network privilege and/or disciplinary action.
- 8) Restricted access to external storage medium is allowed under the supervision of ICT staff.
- 9) In case of theft or loss of official laptop, the user will be required to report the matter immediately to the Safety and Security Department by filling the Incident Report Form and or police FIR with forwarding a copy to ICT Department & Material Management Department.

Software & Email:

- 1) The supervisors need to inform ICT department for software application user privileges to be assigned and/or revoked with approval from the concern HoD.
- 2) End-user must take care of the provided access to different software's regarding patient data and its confidentiality.
- 3) Never use default password of E-mail login, HIS & PACS. It is highly advised to change your password shared while creating an account.
- 4) Sharing of password is prohibited. Always use different passwords for PIC-

Employee Code of **Conduct & Ethics**

MTI email account from other non-PIC-MTI access.

- 5) Do not share PIC-MTI passwords with anyone, including administrative assistants or secretaries.
- 6) Email password is to be treated as sensitive, confidential PIC-MTI information and should never be written down or stored on-line without encryption.
- 7) Do not reveal a password in email, chat, or other electronic communication.
- 8) Do not speak about a password in front of others.
- 9) Always decline the use of the "Remember Password" feature of applications (e.g. Outlook etc.)
- 10) Set up multi-factor authentication for additional sign-in security on PIC-MTI email
- 11) Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code.
- 12) If an email account or password compromise is suspected, immediately report the incident to System & Network Administrator and/or ICT System Team.
- 13) If emails are forwarded with any confidential information, libelous, defamatory, offensive, racist or obscene remarks, the owner of the account will be held liable.
- 14) Avoid sending email messages using another person's email account for which the user is not authorized.
- 15) Avoid copying a message or attachment belonging to another user without permission of the originator.
- 16) Do not involve yourself by sending mass emails.
- 17) If there is evidence that you are not adhering to the guidelines set out in this policy, the Institute reserves the right to take disciplinary action and/or legal action.
- 18) Do not make any fraudulent offers of products, items, or services originating from your email address.

Employee Code of **Conduct & Ethics**

Employee Discipline

- 1) The management requires all staff members to maintain the highest standards of work performance and conduct and abide by established rules and regulations and to contribute effectively towards accomplishment of the hospital goals.
- 2) A staff member may be liable to disciplinary action for noncompliance to hospital policies, or misconduct, depending on the nature and extent of the offense. However, he/she will be entitled to receive a fair and just hearing, and to state his/ her version of the issue during disciplinary proceedings.

Minor Offences:

Department heads will manage disciplinary action for minor offences. The minor offences may include habitual late attendance, absence without leave, violation of dress code, etc.).

Major Offences:

- 1) The major offences may include insubordination, theft, forgery and fraud, etc. The department head should immediately inform the Human Resources department for appropriate disciplinary action to be taken as deemed expedient.
- 2) Violation of institutional policies and guidelines may result in disciplinary action which may lead to termination of employment depending on the nature of the offence.
- 3) Disciplinary action' will consist of one or more of the following measures depending on the nature of offense:
 - a. Verbal counseling
 - b. Written reprimand
 - c. Suspension from work
 - d. Withholding of annual increment or promotion for a specified period not exceeding one year.
 - e. Termination of employment (with full benefits)
 - f. Dismissal for misconduct (without benefits).

Employee Code of **Conduct & Ethics**

Employee Records

- 1) The personnel file of any employee will be maintained as confidential data; only the HR department head and immediate supervisor will have access to personnel records of employees. An employee is not authorized to have access to his / her file.
- 2) All the information related to the employee is confidential. Human Resources Department is not liable to share any information with anyone what so ever.
- 3) Staff members are required to inform HR department in writing about any change in personal information (e.g. change of address or telephone number, marital status, birth of a child, etc.), education qualifications, honorary appointments, licenses (PMC, PNC, PEC etc.)

Service and Experience Certificate

- 1) A staff member will be issued a service certificate by the Human Resources Department, on request. This will provide confirmation of the following details related to his/ her employment with PIC-MTI:
 - a. Name
 - b. CNIC
 - c. Designation
 - d. Date of employment at PIC-MTI
 - e. Current Gross Monthly Salary and/or Earned Leave sanctioned or balance (if requested by the staff member)
- 2) The copy of the service certificate issued by the Human Resource Department will be put in the employee Personnel File for future reference.
- 3) An experience letter will be given by Human Resources Department, at the conclusion of the employment. The copy of the experience letter will be included in the staff member's personnel file.

No Smoking Policy

- 1) PIC-MTI is committed to provide a safe and healthy workplace and to promote the health and well-being of its employees, patients, visitors and contractors. Therefore, in the best interest of patient care and public safety PIC-MTI adopts a 'NO SMOKING' policy in order to ensure smoke free environment for everyone. The purpose of this policy is to enable PIC-

Employee Code of **Conduct & Ethics**

MTI to protect any person (e.g. employees, patients, contractors, or visitors) in the workplace or in a hospital's owned vehicles from exposure to second-hand smoke. PIC-MTI employee smoking policy outlines the rules regarding smoking in the workplace.

- 2) PIC-MTI policy on smoking is to secure a healthy and safe environment for its employees, patients, visitors and contractors as well as eliminating passive smoking from its premises in compliance with the "Prohibition of Smoking & Protection of Non Smoker's Health Ordinance 2002".
- 3) This is in the context that medical evidence continues to reinforce the link between the inhalation of tobacco smoke, and particularly the associated toxins and carcinogens, either directly or by passive smoking, and serious illness. It is the policy of PIC-MTI that all of our workplaces and hospital owned vehicles shall be smoke-free. Smoking is prohibited within the hospital premises i.e. all parts of the workplace including toilets, showers, stairways, elevators, corridors, kitchen, reception area, parking area, entrances or any other communal area.

Alcohol and Drugs

PIC-MTI is strictly against the use of alcohols, any sort of illicit drugs and wide use of synthesized drugs. Possession of or being under the influence of alcohol or drugs while on duty may result in immediate dismissal.

Firearms and Weapons

At PIC-MTI only the security personnel are allowed to carry firearms and weapons. Firearms and weapons are strictly prohibited on Hospital premises. Violators will be subject to immediate termination.

Use of Official Stationery

- 1) The Institution authorizes eligible staff to use official stationery for official use only. Official stationery includes letterheads, visiting cards, greeting cards, files, pencils, ball pens, writing pads, plain sheets, computer paper, envelopes etc. which should be used with discretion and only for office use
- 2) Letterheads should be used for official purpose only. These should not be used for personal references, letters of resignation, communication within

Employee Code of **Conduct & Ethics**

the department, or any personal correspondence.

- 3) All faculty members and management staff are eligible to obtain visiting cards required for official business use as per the standard institutional specifications.

Food Guidelines

- 1) Sourcing of food from outside the hospital is strictly prohibited.
- 2) Staff and patient attendants are not allowed to bring food items from outside.
- 3) Furthermore, only hospital cafeteria staff is authorized to deliver food to the patients via order placement.
- 4) Designated patient's areas which includes OPD, IPD, Wards etc. can only be used to serve food to the patients.
- 5) Other than patients, no other PIC staff or outsider is allowed to eat or serve food in the above mentioned areas.
- 6) Eating food in working areas of the Hospital is strictly prohibited. The Dining Hall and Visitor's Cafeteria are available for such purposes.

Resignation Procedure

During Probation:

Resignation from the Institution will be submitted by the employee with the notice period of 24 hours on either part during the probation period.

After Probation:

Resignation from the Institution will be submitted by the employee with the notice period of 01 month or one month of salary in lieu of notice period after the probation period.

A letter of acceptance of the resignation will be issued by the HR Department. After obtaining clearance from all concerned departments mentioned in the clearance form, the employee shall submit the clearance form to the Human Resources Department on the employee's last working day.

- a. Clearance form & Exit Interview Form must be filled and submitted to HR Department.
- b. After Clearance the employee will receive his/her experience certificate from HR Department within one week.

Employee Benefits

EMPLOYEE BENEFITS

Casual Leave

- 1) Casual Leave up to a maximum of 10 days shall be granted during the calendar year to an employee.
- 2) CL cannot exceed more than 5 days in a single instance.
- 3) Duration of short leaves may be combined and calculated 7 hours for one day during a month.
- 4) CL combined with any other kind of leave will be regarded as one spell of regular leave.
- 5) The leave shall be approved by the Head of the department on the Leave Application form, which can be availed from the HR Department.

Sick Leave

- 1) Total Number of 18 days will be allowed in a calendar year.
- 2) SL up to 2 days can be availed without production of Medical Certificate.
- 3) SL for more than 2 days will require a medical certificate from an authorized/designated Medical Officer.
- 4) SL up to 2 days will be approved by the Head of Department concerned without Medical Certificate.
- 5) SL more than 02 Days up to 14 days will be awarded by Institute designated Medical Officer followed by Head of Department.
- 6) SL more than 14 days will be forwarded to Medical Committee/Board followed by approval from competent authority.

Earned Leaves

- 1) Total number of 22 days will be allowed, excluding weekends.
- 2) EL is not applicable to employees during the probation period.
- 3) Under extraordinary circumstances, annual leaves can be granted by the competent authority already stipulated in the policy.
- 4) EL will be carried forward to the next year.
- 5) The Head of Department concerned will be the approving authority for the EL for up to 15 Days.
- 6) Leave for more than 15 Days will require approval from Competent Authority.

Employee Benefits

Maternity Leave

- 1) Female employees will be entitled to 45 days of paid maternity leave before delivery and 45 days of paid maternity after delivery.
- 2) ML can be granted a maximum of 3 times during the course of employment with PIC-MTI.
- 3) Such leave shall be applied for at least 2 weeks in advance for processing and issuance of notification on a prescribed form along with consultant gynecologist prescription and necessary medical reports.
- 4) ML for 90 days cannot be taken consecutively i.e. Pre-Maternity before delivery and Post Maternity after delivery.
- 5) The leaves will be granted by the competent authority on the recommendation of the Head of Department.

Religious Pilgrimage Leave

- 1) A maximum of 45 days of Hajj leave will be granted once in 05 years.
- 2) For availing such leaves, employees must provide documented proof such as visa, Travel Forms/ ticket reservations, etc. for performing Hajj.
- 3) RPL for Hajj can be availed once in 05 years during the course of employment with full pay.
- 4) The leaves will be granted by the competent authority on the recommendation of the Head of Department concerned.

Leave Without Pay

- 1) Leave without pay can be availed for a maximum of one year.
- 2) LWOP shall not be granted under normal circumstances.
- 3) Approval of IMC will be required for leaves exceeding 30 days.

Study Leaves

- 1) Maximum leaves for a period of 1-year can be availed by the employee.
- 2) Application for study leave must specify the course title, study program, fellowships, its duration, or any examination which the applicant proposes to take.
- 3) Study Leaves for up to a period of 04 weeks can be granted as paid leaves. Any Study Leave exceeding 04 weeks will be treated as leaves without pay

Employee Benefits

for maximum of 1-year.

- 4) StL availed will count as service for increment and promotion.
- 5) StL cannot be merged with any other type of leave.

Period of Leave	Recommendation Authority	Approving Authority
Up to 7 days	Immediate Supervisor	HOD
8 Days to 30 Days	Head of Department Hospital Ethics and Study Committee	As per 3.1.3
More than 30 Days	Head of Department, SC & MD	IMC

Pension Scheme/provident Fund

All employees may participate in the Institutional pension scheme/provident fund. A deduction of 7.5% from the pretax salary will be matched by an equal contribution by the Institution to the individual's pension/provident fund.

Career Development/Training

PIC-MTI believes in the career development of its staff. Therefore, career development and trainings in such regard are arranged by the Training and Development section of the Human Resources Department. The Institution will provide career development and training, which may be practical, hands-on training and/or formal classroom teaching.

Employee Facilities

EMPLOYEE FACILITIES

Parking

The parking of any motor vehicle on the property of PIC-MTI is a privilege granted by the hospital. In order to maintain a safe and clear means for the movement and parking of vehicles, PIC-MTI adopted and enforces regulations contained herein. All employees working in PIC-MTI can get car parking sticker by submitting car parking application form available on PIC-MTI website and can also be obtained from Manager Security Office in Emergency Block. Parking stickers are provided subject to space availability.

A total of 50 Parking spaces shall be designated to the Members of Board of Governors, Directors, Faculty members and Managers only. All other authorized institutional employees shall park the cars on first-come first-served basis.

Cafeteria

The Hospital has a dining hall for employees and a visitor's cafeteria. The cafeteria operates as follows:

FOR PATIENTS AND VISITORS		FOR EMPLOYEES	
Break Fast	07:30 AM to 09:00 AM	Break Fast	08:00 AM to 10:30 AM
Lunch	12:30 PM to 02:00 PM	Lunch	12:00 PM to 04:00 PM
Dinner	07:30 PM to 09:00 pm	Dinner	07:30 PM to 10:00 pm

- 1) No food items are allowed to be consumed outside these areas.
- 2) Visitors are not allowed in the Employee Dining area unless they are accompanied by the employee.

Prayer Area

At PIC-MTI the employees are provided with the facility of the Masjid where they can easily offer their prayers without going through the hassle of going out. The prayer area only for males is currently available.

Pick and Drop Facility

PIC-MTI will currently provide the employees who are the residents of Hayatabad only with the pick and drop facility free of cost. The pick and drop facility will be available for all the four shifts in order to facilitate its employees.

Safety and Security Measures

SAFETY AND SECURITY MEASURES

PIC-MTI is a public place and maintaining security therefore can be difficult to maintain. However, by taking simple precautions and remaining vigilant can ensure security up to some extent. An independent security department under the supervision of Manager Security operates in PIC-MTI. Security guards are deployed all over the hospital to maintain safe and secure environment. Security reserves the right to question, inspect and search packages of employees or visitors before they enter or leave the premises. Individuals without a visitor card will be stopped and asked to identify the purpose of their visit.

Lost Or Found Valuables

PIC-MTI does not take responsibility for personal articles lost or stolen on or about the premises. All visitors and employees are advised to safeguard their own valuables and property at all times. In case of any loss, PIC-MTI accepts no responsibility what so ever. Any article found on the hospital premises should be turned over to the security office. Anyone losing an article should check to see if it has been turned in.

Life Safety Management

The Institution will establish processes for management of life safety. All employees, contract workers, and medical staff members are required to actively participate in a fire drill. Also, all employees are responsible for understanding emergency procedures and emergency call codes:

1. CODE BLUE is a Medical Emergency

The following procedure is to be adapted in case of patient cardiac arrest:

- a. Call 1199
- b. Wait for Code Blue Team
- c. Guide the Code Blue Team to the patient immediately.

2. CODE YELLOW is a Gas and Chemical Spillage, hazardous material

In case of a fire with radiological emergency at mass scale in the designated areas of Radiology it may harm people. Employees should not attend exposed area themselves.

Safety and Security Measures

- a. Call 1199 for Rescue Team
Follow the same instructions as in (a) above.

3. CODE BLACK is a Bomb Threat – Suspicious Object

4. CODE PINK is Child Abduction

5. CODE RED is a Fire Emergency

In case of a CODE RED, an overhead announcement will take place when the entire building including all employees, visitors, attendants or patients must be evacuated.

Code Red Instructions

When you hear the fire alarm or code red announcement, listen carefully to the instructions in the announcement.

- 1) Leave the building using the nearest emergency exit.
- 2) DO NOT run, push or overtake.
- 3) DO NOT use elevators as they are designated only for patients on wheelchairs or beds.
- 4) Proceed to the designated assembly area.
- 5) DO NOT re-enter the building until advised by the Crisis Management Team.

Fire Safety Management

Classification of Fire	Method of Extinguishing
Class Fire Solid Fire	Fire of wood, furniture, stationery etc. Use water and carbon dioxide to extinguish this type of fire.
Class Fire Liquid Fire	Fire of petrol, kerosene oil, paint, diesel etc. By covering the fire, reduction of oxygen will stop and extinguishing will take place quickly. Dust, Earth and foam are best to extinguish this fire.
Class Fire Gas Fire	Fire of gas. Cutting of supply is mandatory to extinguish this type of fire.
Class Fire Metal Fire	Magnesium, aluminum, sodium, titanium AFFF is suitable to extinguish this type of fire.

Safety and Security Measures

E.	Class Fire Electricity Fire	Electrical cabins, computers, multimedia, electrical switches and boards. Dry powder and carbon dioxide is suitable to extinguish this type of fire. Use water after switching off electricity supply.
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Use Race

RACE PROTOCOL		
Abb.	Meaning	Description
R	RESCUE	"Rescue" people from the affected area.
A	ALARM	Sound fire alarm and call Ext. 1357
C	CONFINE	Close doors to contain fire.
E	EXTINGUISH	Only if trained to do so and if it is safe or evacuate the building.

Use Pass:

Using PASS to Use a Fire Extinguisher.

ABBREVIATION	DESCRIPTION
P	Pull the Pin.
A	Aim at Base of the Fire.
S	Squeeze the Lever.
S	Sweep Side to Side

Patients Evacuation

Evacuate Patients in the following order:

- 1) Patients who can walk
- 2) Patients on wheelchairs
- 3) Patient on beds

Telephone Directory

TELEPHONE DIRECTORY

Department / Reception	Ext. No.
Cardiac Emergency	2010
Out Patient / IBP	2525
Sehat Sahulat Plus (Counter)	2527
Lab Reception	4111
Radiology Reception	4222
Cath Lab	4333
Echo Reception	3221
ETT Reception	3211
Operation Room Reception	2131
Surgical ICU	2145
Ward A Reception	2222
Ward B Reception	2323
Ward C Reception (Medical)	2424
Ward C Reception (Surgical)	2425
Administration Office	1122
Human Resources	1411
Security Control Room	1313
Finance	1613
Building & Facilities	1517
IT Helpdesk	1234

Telephone Directory

Department / Reception	Ext. No.
Material Management	1255
Internal Audit Department	1810
Media & Communication	1535
Quality Assurance	1836
Bio Medical Engineering	1155
Cafeteria	1818
Physiotherapy	3266
Nursing Services	2309
Dietitian	3004
Medical Record	1238

Hospital Building Plan

HOSPITAL BUILDING PLAN

PIC-MTI occupies a total of 372,000 Sq. ft area, comprising of the following:

OPD Block

Covered Area	Basement + 4 Floors
Basement Floor	Pathology Department, Radiology Department, Main Ware House, Central Receiving Point Office, Blood Bank, Prayer Area
Ground Floor	Main OPD Reception, OPD Clinics, Sehat Sahulat Program Counter, Admissions Counter, Out- Patient Pharmacy
First Floor	Physiotherapy Department, Material Management Department, OPD (General) / Consultants Office, CCTV Room
Second Floor	Management Offices, HR Department, HD Office, ICT Office, Contact Centre, Cardiology Diagnostics (Echo & ETT), Dialysis Unit, Bronchoscopy Unit
Third Floor	Medical Director Office, Board Room, Dean Office, Director Nursing Office, Secretary To BoG Office, ICT Department, Data Centre, Library, Lecture Theatre, Auditorium, CCTV Control Room

Hospital Building Plan

IPD Block

Capacity	300 Beds
Covered Area	Basement + 9 Floors
Basement Floor	Car Parking, MGPL Plant Room, FMD Complaint Office, Tailors, Staff Wellness Centre, Room, Bio-Medical Warehouse, Carpenter Shops, Medical Record Store
Ground Floor	Main IPD Reception, Emergency Department, Manager Security Office, Banks, Waiting Areas, Shops, Cafeteria, Kitchen
First Floor	Surgical ICU-I, Surgical ICU-II, Cath Labs, Operation Rooms, Pre Operative & Recovery Room, Doctors Lounge
Second Floor	Management Offices, Internal Audit Office, Biomedical Engineering Office, CCU-I, Wards, Private Rooms, Inpatient Pharmacy, CSSD, Medical Record Office
Third Floor	Finance Department, Adult Cardiac Surgery Ward, Cardiology Daycare Ward, CCU-II
Fourth Floor	Cardiology Ward, CCU-III, Legal Office
Fifth Floor	Laundry
Sixth Floor	HVAC Plant Room
Seventh Floor	HVAC Plant Room
Top Floor	Cooling Tower

Prepared by:

Human Resource Department

Peshawar Institute of Cardiology – MTI

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