

OFFICE DISCIPLINE

Working hours of KSFE employees except PTS

Normal branch **10 am to 5pm** in all working days

Evening branch **1 pm to 7 pm** in all working days

Working hours of PTS

Normal branch **8 am to 1 pm** in all working days

Evening branch **11 am to 4 pm** in all working days

Lunch break

45 minutes fixed between **2 pm and 3 pm**

Attendance Register format Special Grade Assistant

Senior Assistant

Junior Assistant

Peon

PTS

Assistant Manager

Manager

Charge of Attendance Register

Branches---**Assistant Manager (General Administration)**

RO ---**Authorized employee by AGM (Region)**

HO ---**AGM (P &HR)**

Uniform (for subordinate staff only)

Eligible only after **6 months** of service

3 sets of uniform is given for the first year

And then after **2 sets** every year

Points to remember

Punctuality in attendance is compulsory

Managers work diary should be properly maintained

Maintenance of **office key register** should be done properly

Transfer of charge of employees in key position seats

Half hour permission can be availed

It is responsible for all employees to keep the office premises **neat and tidy**

Paste the notices of **the recognized unions** in the spaces provided for them

The office should be opened on or **before 8 am (normal branches) & 11 am (evening branches)**

An employee found absent from his seat during office hours for a duration exceeding **5 minutes** except with the permission of the authorized officer, called upon to explain his absence and if it continues, disciplinary action should be taken

Late leave for coming to office by more than **40 minutes** is not normally allowed

Late leave up to maximum **half an hour** limited to **2 occasions** in a calendar month may be sanctioned **casual leave**

Late leave in excess of this limit will entertained forfeiture of eligible leave at the rate of **1 day for each date**

The **Managing Director** whose terms of appointment and remuneration are determined by the

Governor of Kerala under **Article 26 of the Article of Association of the company**

The **Managing Director's** decision shall be final and binding subject to the provision of the **Industrial Employment Standing Orders Act, 1946**

The appointing authority of all the officers under classes A, B, C & D shall be the **Managing Director**

Every officer appointed in the company shall be produced the certificate of health not below the rank of **Assistant Surgeon**

If a newly appointed officer reports for duty **after noon**, his/her service shall be deemed to commence from **the next working day**

The period of probation of every employee is **1 year**

A confirmed employee who intends to resign from the service of the company must give **3 months** notice in the case of **classes A & B** and **1 month** notice in the case of **classes C & D**

Every employee shall retire on attaining the age of **58 years**

The retiring employee will be permitted to **en cash Earned Leave** at credit at the time of retirement subject to the maximum of **300**

The entries in the record of service will be attested by

Managing Director---- of classes A & B

Secretary ---- of classes C&D

In determining seniority of an employee the provision in **RULE IV of KSFE Ltd Recruitment Rules** will be followed

An employee is absent without permission should write to the concerned authority within **5 days** of such absence

An employee is placed under suspension shall be paid **subsistence allowance** prescribed under **Kerala Payment of Subsistence Allowance Act, 1972**

An appeal shall be filed within **30 days** of receipt of order imposing a penalty on him/her to the

Managing Director---subordinates to the MD

Board of Directors--- MD

An officer is entitled to perform the duties of a higher position draw an amount not exceeding the **Minimum of the Basic Pay of the Higher Position OR**

Pay of the lower position+20% thereof whichever is higher

The leave earned by an employee lapses on the date of which he/she ceases to be in service subject to **Regulation 19**

Application for **Earned Leave** shall be submitted in the prescribed form at least **15 days** before the date from which leave is required

The power to grant extra increments in our company is **Managing Director**

The maximum limit of extra increment granted by the **MD** with the approval of **Chairman** is **Rs. 1000/-**

COMMUNICATION

Communication derived from the Latin word	--Communicare
Communication is the process of transmitting	--Information and understanding
In management communication is a mixture of	--Personnel attributes & Organizational Aspects
Effective management is a function of	--Effective communication
Communication helps in fostering	--Motivation
Communication aids in the function of	--Control
Communication provides information for making	--Decisions
----Gives vent to ones feelings	--Communication
Communication helps in the satisfaction of	--Social needs

PROCESS OF COMMUNICATION

Sender to message	--Encoding
Message to receiver	--Channel
Receiver to sender	--Feed back

CHANNEL OR MEDIUM OF COMMUNICATION

Physical presence	--Face to face talk
Interactive channels	--Telephone, Electronic media
Personnel static channel	--Memos, Letters
Impersonal static channel	--General Reports, Circulars etc
The richest channel is	--Face to face talk
The leanest channel is	--Impersonal static channel
---Contributes 45% of our communication	--Verbal communication

BASIC PATTERNS OF COMMUNICATION

COMMUNICATION IN KSFE

Communication issued by a superior for complaints by his subordinates—**Office order**

--- Is issued by HO to communicate instructions and decisions---**Circular**

--- Is issued by a superior to a subordinate to communicate some decision, information or calling for explanations etc --- **Memo**

Routine internal communication upward and downward ----**Notes**

The notes communicated upward will be ---**for getting some orders**

The notes communicated downward will be ---**for getting things done**

---- are letters addressed by name should be written in the event of urgency and importance and for personal attention ---**Demi Official Letters**

Letters meant for circulation requiring general attention on some subject---**Circular Letter**

Usual means of communication----**Ordinary letter**

Sent in urgency----**Telegram/Telegram**

Oral communication----**Telephone**

System which can transmit letter, document etc---**Fax**

Allows computer users locally and globally computer messages--- **E-mail**

The latest communication device is ---**Speaking tubes**

OFFICE MANAGEMENT

Primary function of an office is----**Making, using & preserving records**

Who acts as an office supervisor in a small company----**Accountant**

An open office has the advantage of---**Economy**

Office layout aims at ---**Optimum utilization of space**

A good layout results in---**smoother flow of work**

Decentralization of authority means---**Departmentalizing activities**

The main benefit of decentralization is ---**Top executive is relieved of much of his burden**

Franking machine is used for ---**Stamp fixing**

Inward mail means---**Mail received in office**

Outward mail means---**Mail sent out to customers**

Internal mail means---**The written messages transmitted within the organization**

The method of filing in which files and folders are kept in a horizontal position---**Box files**

Files and folders kept in a standing upright position---**Vertical files**

Indexing is an important method of ---**Filing**

Mimeograph is a ---**Stencil duplicator**

Xerography is a ---**process of electrical photography**

Blue printing is also known as ---**Diazo**

O & M refers to---**Efficiency of office and administrative work**

GENERAL ADMINISTRATION

Who will maintain the stock register and stationary distribution register---**Despatch Assistant cum Record keeper**

PERIOD OF PRESERVATION OF RECORDS

Casual Leave Register ---- **3 years**

Cash book, General ledger, all records relating to chits/loans, sugama, payment vouchers and receipts----**12 years**

Personal files, minutes of board meetings, payrolls, service books, asset register, FD register and counterfoils of FD receipts---**permanent**

All records except above---- **8 years**

DELEGATION OF POWERS OF PURCHASE SANCTION

In HO, Officer in charge of general administration has the power to sanction expenditure on purchase up to---- **Rs. 25000/- at a time**

Managing Director can be sanctioned the expenditure exceeding ---**Rs. 25000/-**

Unit Head can be sanctioned the expenditure up to ---**Rs. 2000/-**

TENDER SYSTEM

The Open Tender System---- value of orders exceeds **Rs, 20000/-**

The Limited Tender System----Value of orders exceeds **Rs. 10000/-** and less than **Rs.20000/-**

The Single Tender System---- Value of orders exceeds **Rs. 100/-** and less than **Rs. 200/-**

PRINTING AND SUPPLY OF FORMS, REGISTERS ETC

Request should be in the requisition form--- **No. 409**

Requisition form should be prepared in ---**Quadruplicate**

At least --- days should be expected for getting supply at branches----**15 days**

The requirement of first quarter of the next financial year should reach the HO on or before---
31 st march

Next quarters on or before---**30 th June, 30 th September, & 31 st December**

MAINTENANCE OF LOG BOOKS

As for the local trips of company vehicles, a permission slip in the form prescribed has to be got signed by the ---**Controlling Officer**

USE OF COMPANY VEHICLES

Used **for official purpose** only

Only **the chief executive** can use the vehicle **for non-official purposes** subject to the terms and conditions laid down by **the Government** from time to time

USE OF TELEPHONES AND ITS EXPENDITURE PER ANNUM

Major Branch **Rs 20000/-**

Medium Branch **Rs.16000/-**

Small Branch **Rs.12000/-**

COLLECTION, CUSTODY AND TRANSFER OF CASH

Distance between unit and Bank/treasury **exceeds 300 meters** and up to **6 km or less**, engage **an autorikshaw** and **actual auto charges** may be paid **with the support of voucher with the auto number**

Actual bus fare may be paid for **the return journey** after remittance of cash

In areas where **autorikshaws** are not operating, **taxi cars** may be engaged and procedure same as above

For transfer of cash of **Rs. 1 lakh and above**, a **permanent assistant** should accompany the **permanent employee** irrespective of the distance

The existing insurance coverage for cash in transit is **Rs. 20 lakhs**

OPERATION OF BANK ACCOUNT IN HO

Category A **Managing Director, GM (Finance) & GM (Business)**

Category B **Senior Manager (Finance) & other delegated senior officers of HO**

Up to **Rs. 25000/-** any two members of the above categories

Above **Rs. 25000/- & up to Rs. 1 lakh** one each from above categories

Above **Rs. 1 lakhs** jointly by any two members of category A

DISPOSAL OF USED WASTES AND SCRIPTS IN THE COMPANY COMPOUNT

Disposed through open auction during the month of April every year

G. Gopakumar (2794)

Manager, KSFE STATUE EVG

8547203035, 9496001163