



CITIZEN CHARTER OF UTTARAKHAND SAINIK KALYAN NIGAM LIMITED (UPNL)

*"UPNL is a Pilgrimage committed and
dedicated towards the noble cause of welfare
of ex-servicemen and their wards."*

Services provided by UPNL.

1. The main services provided by UPNL are :-
 - (a) To provide employment/self employment to ex-servicemen and their dependents and in case suitable ex-servicemen/their dependents are not available for employment it can be provided to others to meet the requirements of principal employer. This is applicable only for CPSUs and not for the State of Uttarakhand.
 - (b) To encourage and impart training for entrepreneurship amongst the Ex-servicemen and their dependent/family members to generate self employment.
 - (c) To strengthen and assist co-operative and other institutions of the Ex-Servicemen and their dependent family members.
 - (d) To identify trades and industries which can be taken up by ex-servicemen and their dependent family members and to undertake feasible studies of such schemes for the benefit of ex-servicemen entrepreneurs.
 - (e) To utilise the profit so accumulated only for the welfare of ex-servicemen and their dependents.

Standards and norms for services

2. Standard and norms for services provided by UPNL are as under :-
 - (a) UPNL is the largest outsourcing agency in Uttarakhand. As on date UPNL is providing employment to more than 21000 personnel including ex-servicemen, their dependents and civilians.

- (b) The main objective of UPNL is to provide employment/self employment to ex-servicemen and their dependents through better management, transparency and employees welfare.
- (c) Timely depositing of Employees Provident Fund (EPF) and Employees State Insurance (ESI) contribution of both employees and employer share.
- (d) UPNL has provided services to many PSUs satisfactorily and ensures close monitoring and regular liaison with them.
- (e) Facilitates rehabilitation of ex-servicemen, thus ensuring that trained manpower is gainfully utilised.
- (f) Selection process of personnel involves double the ratio for better selection.
- (g) Indisciplined and unfit personnel are replaced speedily.
- (h) Advance payments as and when employees have any financial problems.
- (j) ESI scheme applicable wef 01 Oct 2011 for all its employees, wherever applicable.
- (k) Workmen Compensation Act applicable wef 12 Oct 2012 wherever applicable.
- (l) Increase of 15% in salary wef 12 Jun 2013 for contractual employees in various departments/organisations of Government of Uttarakhand.
- (m) Grant of performance/motivational allowance has been announced by Uttarakhand Government on 17 Jun 2016, which amounts to Rs 2,800/- pm and is payable quarterly.
- (n) As per GO No 500/XVII-5/2018-09(17)/2004-TC-1 dt 10 May 2018 increase in pay of Rs 1,500/- per month.
- (o) Employees get payment directly in their bank account through e' banking.
- (p) **RTI**. Timely reply and addressing to various queries.
- (r) Updating/uploading of vacancies, Govt Orders on UPNL website regularly, followed by displaying the same on the office Notice Boards of UPNL offices.

Develop capability/Employment by UPNL

3. UPNL is presently providing employment to more than 21000 personnel which includes more than 8000 ex-servicemen and their dependents.

4. The basic employment being provided by UPNL to ex-servicemen is in the form of security guards for persons below officer rank (PBOR) and supervisors for JCOs. These are provided to certain government departments of Uttarakhand as well to Central PSUs like ONGC, IGL, GAIL, NHPC, NTPC, THDC, SJVNL, ITDC, DGH, IOC, BHEL, etc both inside and outside Uttarakhand. Employment in the PSUs is through tendering process for which UPNL competes with other security agencies. The pay to ex-servicemen as Supervisors and Security Guards is governed by the guidelines promulgated by Central Labour Commissioner and Dte Gen of Resettlement New Delhi. Besides Uttarakhand, UPNL has contracts running in States of Delhi, MP, UP, Gujarat Karnataka, GOA, Agartala and Rajasthan.

5. As far as Veer Naries and dependents of ex-servicemen are concerned they are being provided employment in various government departments depending on the vacancies arising in these departments. This employment is in the form of clerks, technicians, linemen, junior engineer, stenographer, data entry operators, peons, chowkidar/class IV employees etc in the category of unskilled, semiskilled, skilled and highly skilled personnel.

6. In the past, prior to new guidelines for employment by government of Uttarakhand, UPNL had sponsored civilians also to various government departments, institutions and state PSUS like UPCL, UJS, SIDCUL, PITCUL, UJVNL etc. This has since stopped consequent to orders from the government and wef 09 Jun 2016 and 05 Jul 2016 only ex-servicemen and their dependents are being sponsored for employment in the State of Uttarakhand.

7. Regular participation in tenders of Central PSU's and State PSUs for generating more employment opportunities for ESM / Dependents. Active interaction/meetings with existing clients to further enhance and improve services being provided and an endeavour to timely work upon new opportunities/avenues which will add on in generating more employment opportunities for ESM/Dependents in the State.

Procedures to achieve set standards

8. Following procedures for recruitment are being followed to achieve the set standards by both the Regional Project Offices (RPOs) at Haldwani and Dehradun for Kumaon and Garhwal Mandal:-

- (a) Vacancies are received from principal employer through letters/tele calls/e-mails.

- (b) After receipt of demand letters/tele calls/e-mails by RPO the same is published on notice board (followed by advertisement through UPNL website/news papers for bulk vacancies).
- (c) Recruitment drive is held twice in a week ie :-
- (i) Tuesday for ex-servicemen.
 - (ii) Friday for dependents of ex-servicemen.
- (d) After checking of documents and required qualifications of candidates sponsorship letter is prepared by RPOs and candidates asked to report to principal employer for selection.
- (e) Principal employer after scrutiny/selection forwards confirmation/joining details to UPNL HQ.
- (f) After joining, employee submits EPF, ESI, employment form, and agreement (indemnity bond) between individual and UPNL.
- (g) An agreement is prepared by UPNL between UPNL and principal employer.
- (h) UPNL office working procedures are controlled/monitors/upgraded through its “MY OFFICE SOFTWARE” Network, to further enhance the office employees working for achieving better standards of works and results through IT network and LAN Network installed in its offices.

Monitor performance against the set standards

9. All officers ie Deputy General Managers, Regional Project Officer are responsible to give the daily progress report/feed back to Managing Director regarding the services provided under their jurisdictions. This is being done by reporting on phone, followed by e-mails. At the end of the year any staff doing extremely well in their assigned task, are being suitably rewarded as also the employees whose performance is not upto the mark are warned/shifted/terminated from service.

Evaluation of Services provided by UPNL

10. Evaluation of services provided by the UPNL is being done by the outer agencies such as in terms of finance in the form of various stages of audits i.e. Internal audit, statutory audit and CAG audit. Points observed in various audits are noted and implemented for the improvement of the system. Similarly Managing Director nominates an external agency for evaluation of services provided to various Govt

Departments, Central and State PSU's, both inside and outside Uttarakhand. This agency would also highlight the areas where in there have been improvements and those which require further improvement. This feedback will help to improve the quality of services being provided to the Principal employer.

Improvement in facilities provided to employees.

11. (a) Improvement in the quality of services is a continuous process. Pay and allowances of UPNL employees are governed by the Govt Order of Uttarakhand.

(b) Pay and allowances to employees in government department/projects/Nigams etc are being paid to UPNL contractual employees as per Uttarakhand Government order No 323/XVII-3/13-09(17)/2004 dated 12 Jun 2013, Government order No 791/XVII-5/16-09(17)/2004 dated 22 Jul 2016 and Government Order No 500/XVII-5/2018-09(17)/2004-TC-1 dt 10 May 2018.

(c) EPF and ESI are applicable as per the Govt Order.

(d) Female employees are authorised maternity leave for 180 days as per Government of Uttarakhand Order 190/XXVII(7)34(1)/2009 dt 12 Sep 2016.

(e) Wef 01 July 2017 GST @ 18% is applicable in place of service tax.

(f) ESI is applicable only in six Districts of Uttarakhand ie Dehradun, Haridwar, Pauri, Tehri, Nainital and Udham Singh Nagar and Workmen Compensation is applicable in seven Districts of Uttarakhand ie Pithoragarh, Almora, Champawat, Bageshwar, Uttarkashi and Rudraprayag .

(g) UPNL working areas are outside Uttarakhand also, ie GAIL, ITDC, DG Hydrocarbon, MEP-Toll Plaza in Delhi, GAIL Vadodra, GAIL Jhabua, GAIL Agartala, GAIL Banguluru and GAIL Jaipur.

12. UPNL is providing employment to Ex Servicemen and their dependents through security services and man power supply. Security services are being provided in the category of Security Guard, Gun Man, Supervisor, Asst Security Officer and Security Officer. Man Power is provided in five categories ie un-skilled, semi skilled, skilled, highly skilled and officer class as per Uttarakhand Government Order No 323/XVII-3/13-09(17)/2004 dt 12 Jun 2013 in Uttarakhand. The above guidelines are being followed strictly. Citizens Charters consisting the above mentioned guidelines will further improve the efficiency of UPNL and transparency in the procedures followed by UPNL.