



PROMOTION POLICY

Objectives

- To ensure that all management positions are manned by personnel having the requisite qualifications, exposure and competence
- To integrate the aspirations for growth and development of Officers with the present and future requirements of the Corporation
- To ensure equity, fairness and objectivity in matters relating to promotion
- To recognize and reward meritorious performance

Guiding Principles:

The promotion policy is based on following guiding principles: -

1. Performance
 2. Experience
 3. Vacancy
- The promotions of officers are governed by the promotion policy as applicable to the grade to which the officers belong.
 - The officer has to complete a minimum of 3 years in a grade to be in the zone of consideration for the promotion.
 - Performance ratings are given each year on a scale of 1 to 5. The preceding three years' ratings are taken into account for the purposes of the promotion.
 - Promotion of the officers is based on merit cum seniority and subject to officer acquiring requisite cut-off marks for promotion.
 - Promotions from the grade of Deputy General Manager and above is based on merit which is determined by the performance of the officer in the last 3 years.



TRANSFERS

Transfers are considered necessary for the purpose of rotating Officers with a view to give them wider experience and exposure. The Corporation may also decide to transfer Officers who have completed 3 years or more at the same location to meet business requirements of the Corporation. However, Officers may be transferred even earlier than 3 years as per business requirements or in line with CVC guidelines.

Over and above HPCL has Online Transfer Request System for Salary Grade upto "F" with following criteria:

- Completion of 3 years and above in the current location of posting will be given preference.
- The requests for retention in the same town or movement to preferred town are considered for the following grounds/reasons, subject to availability of positions and suitability of the concerned Officer:
 - I. Education of Children (appearing in 10th/12th during the academic year following on next year of DPC cycle).
 - II. Critical illness of self or dependents (other than parents).
 - III. Due for retirement in 2 years from the 31st March of concerned DPC cycle.
 - IV. Requests from differently abled employees and employees having differently able children, are considered in line with the RPWD act.



GRIEVANCE REDRESSAL

HPCL believes in effective Grievance Redressal system for ensuring employee satisfaction and fair, productive & safe work environment. Employees of HPCL have access to the grievance redressal system to settle their individual grievances. The process for grievance handling through Management Employee Relations Committee (MERCs) has been in-place for ensuring effective and expeditious handling of grievances. Detailed guidelines for timely grievance redressal through decentralized mechanism for process implementation and online workflow application for effective implementation have been established.

The salient features of the Grievance Redressal System are as follows:

- E-enabled platform for submission of grievances
- De-centralized two-tier structure of grievance redressal with MERCs and appellate authority as per the Salary Grade of the aggrieved officer and the nature of grievance
- Cross functional constitution of MERCs to ensure objective grievance handling.
- Systematic review and discussions with concerned person as required

Under this provision, all aggrieved officers are given personal hearing and grievances are redressed based on MERC recommendation. In case of dissatisfaction with final decision, option for appeal is available with the aggrieved officers. All appeals to Appellate Authority are reviewed in detail and redressed as per laid down policy.