

PROJECT
SETTLEMENT OF LAND RECORDS IN DISTRICTS DIR LOWER, DIR UPPER AND TEHSIL KALAM, SWAT

EMPLOYEE HANDBOOK

A Guide to Employment



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PROJECT

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TEHSIL KALAM, SWAT

ADP No: 172-190183

EMPLOYEE
HANDBOOK

WELCOME STATEMENT

Dear Employee,

Thank you for joining the Project “Settlement of Land Records in Districts Dir Lower, Dir Upper & Tehsil Kalam-Swat “team. It is my hope that, during your time here, you will feel challenged, engaged, valued and rewarded. Every employee is a representative of our project and an integral part of providing services to the public.

Our mission is the computerization of the land records maintenance for the benefit of the public and to bring in e-governance into effect at the grass root levels providing high-quality services while encouraging inclusion and belonging, which cannot be fulfilled without the hard work and dedication of each of our employees.

On joining this project, you will be expected to commit to the core values of the project.

You should feel free for feedback, questions or suggestions. If you have an idea on how to accomplish a task more efficiently or enhance a service. I believe the best solutions come about when all perspectives are heard and considered.

Again, welcome to our team.

PROJECT DIRECTOR

PURPOSE OF EMPLOYEE HANDBOOK

This handbook contains project information and a summary of policies/rules which are correct at the date of print. You should note that all policies are subject to change and variation from time to time; you are advised to receive this handbook at the time of orientation/joining to have access to the most up-to-date information.

The handbook is designed to give clear advice to employees and to create a culture where issues are dealt fairly and consistently. This is a guide to your terms and conditions of employment.

contents of this handbook shall not constitute nor be took as a promise of employment or as a contract between *project and* any of its employees.

You are responsible for reading, understanding, and complying with the provisions of this handbook and you should sign and return the confirmation of receipt and understanding.

The project authorities reserve the right to make reasonable changes to any of your terms and conditions of employment and *will* notify you in writing of such changes at the earliest

PROJECT BACKGROUND & OBJECTIVES

It is increasingly recognized that proper management of records of rights are very crucial for land owners, its tenants and also for Government to ensure public rights. Government of Khyber Pakhtunkhwa is committed to provide hassle free land transaction services to land owners in a systematic and transparent way. Computerization of Land Records, ongoing in all 19 settled districts is the key step in this regard.

Creation of land record is a very important process because it creates records for district collector to collect different type of government taxes (Agriculture Income Tax / Land Tax / Transactional Tax etc.). The land record is also used for identification of type of land (i.e. Agricultural, Commercial, and residential) and conducting different types of surveys for infrastructure development and land use planning. The settled districts also have Revenue Courts and need a proper land settlement mechanism for discharging their duties whilst the Civil Courts also require proper land settlement record to arbitrate in disputes many of which originate from land-related issues.

Land Settlement is the very basis of preparation of records of rights. It is a very extensive exercise which takes several years to complete. Several experienced revenue officials conduct this operation and is led by Settlement Officer. During settlement operations, powers of the Collector are shifted to Settlement Officer which are ordinarily exercised by Deputy Commissioner.

The Revenue and Estate Department is designing its new settlement operations i.e. Dir Lower, Dir Upper, Kalam Tehsil (Swat) and Merged Areas (MA's) based on GIS technology. Main advantages of technology-based land settlement are discussed below:

Time: In manual settlement operation, all the activities are carried out manually from writing Shajra Nasab to Misle Haqiat and from maintaining Field Book to measuring each and every dimension of a parcel of land. The most time taking process of settlement is measurements of individual parcels and calculating areas of parcels irregularly shaped. GIS based approach uses digital equipment to measure these parcels and parcel areas are determined automatically using software which saves a lot of precious time.

Speed: GIS based settlement speeds up the measurement process by using digital surveying equipment. This equipment are easy to handle and can speed up the survey process by several times of the manual process.

Accuracy: Accuracy is the most important aspect of measurements. It determines the area of a parcel. In manual measurement 2-3 karam (11-16 feet) is considered condonable error which definitely leads to incorrect area calculation. On the other hand, accuracy of digital equipment is up to 8mm which is a considerable difference.

Live services: Live services of land transaction can only be provided to the public when all the records of rights are computerized. Settlement operation executed in technology based provides computerized records. These records will be ready for services to the public as soon as settlement of a single Mouza is completed.

Project objectives and its relationship with sectorial objectives:

1. Complete settlement operation using GIS based technology
2. Provide computerized transactional services to land owners.

The first objective is to create a series of documents related to land, land owners and its tenants. This step includes survey of the entire area. Boundaries are determined of the basic revenue unit called Mouza, Deh or Revenue Estate. Following are some of the important documents created during this process along with some other auxiliary records.

- a. Shajra Nasab (Pedigree/Family Tree)
- b. Khatoni (Records of Tenancy)
- c. Field Book (Measurement dimensions)
- d. Massavi (Cadastral Map)
- e. Misl e Haqiat (Record of Rights)
- f. Wajib ul Arz (Document of Customs) of mauza/village.

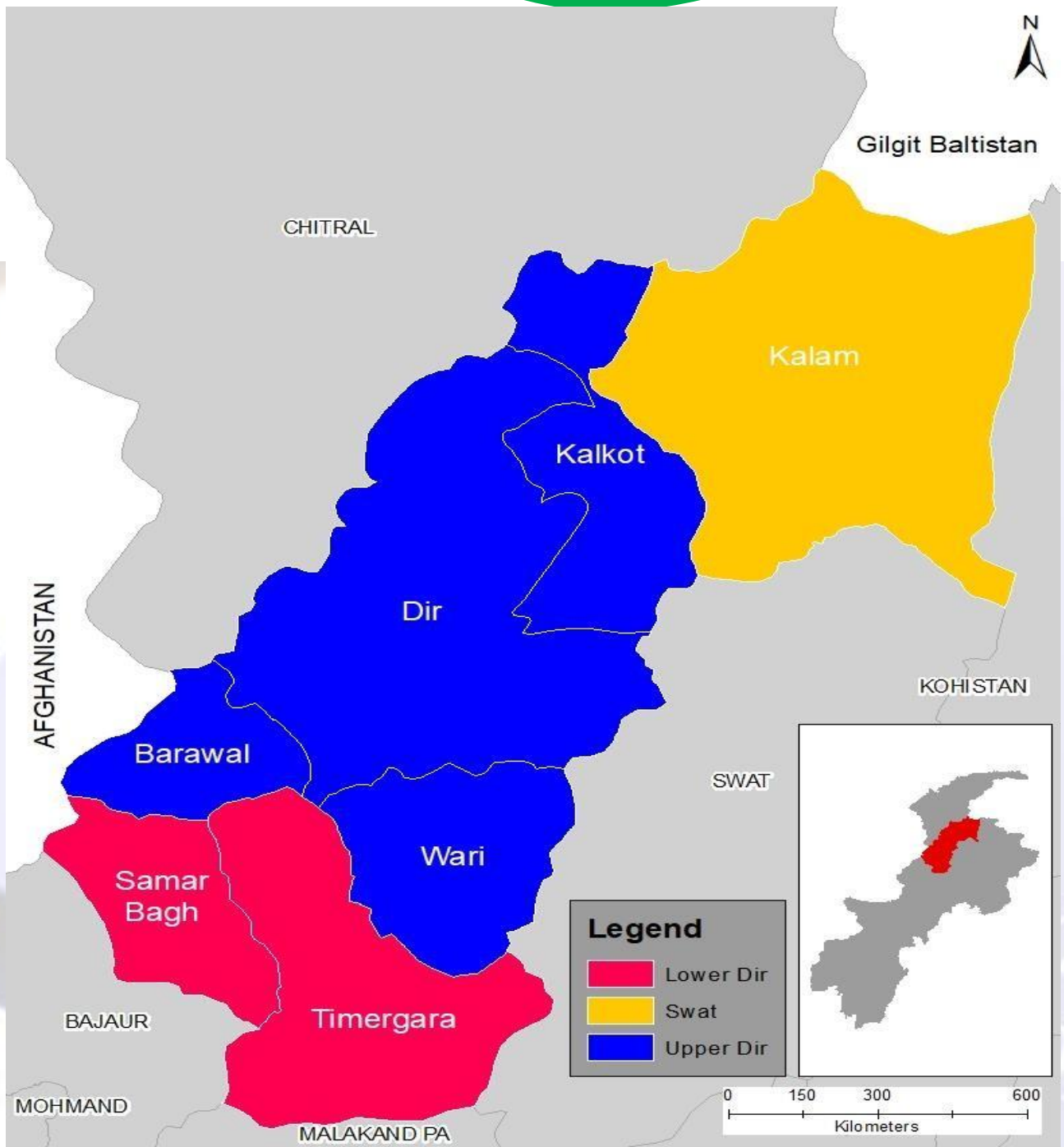
The second objective is to operationalize Service Delivery Center (SDC) to provide services to the public as soon as records of a mouza is completed. It will reduce the cost of computerization of manual records which is usually done in already settled districts.

Area Statistics

Settlement operation will be commenced in districts of Dir Lower, Dir Upper and Tehsil Kalam of district Swat. Statistics of the area is given below.

District	Area ¹	Population ²	No. Households
Dir Lower	1,597	1,435,917	155,338
Dir Upper	3,752	946,921	120,228
Kalam	2,103	84,484	9,810
Total	7,452	2,467,322	285,376

EMPLOYEE
HANDBOOK



Location map of districts of settlement operation

PROJECT
SETTLEMENT OF LAND RECORDS IN DISTRICTS DIR LOWER, DIR UPPER AND TEHSIL KALAM, SWAT

Management Hierarchy of the project

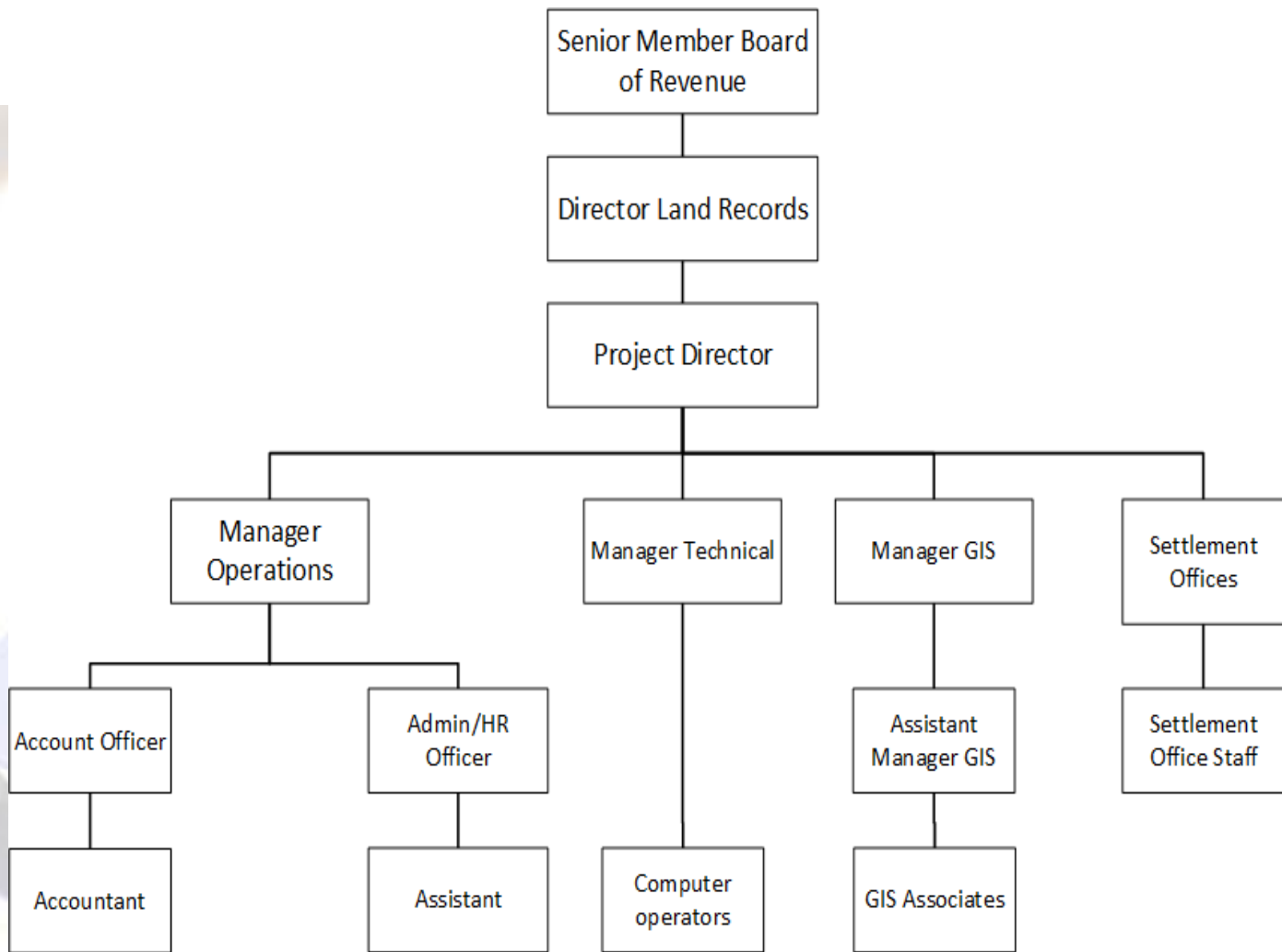


Figure 2: Overall Project Organogram

PROJECT
SETTLEMENT OF LAND RECORDS IN DISTRICTS DIR LOWER, DIR UPPER AND TEHSIL KALAM, SWAT

EMPLOYMENT AT PROJECT

Terms and Conditions:

1. **Pay and package:** Employee will be entitled to fixed pay as per approved PC-I.
2. **Period of contract:** The period contract shall be 1 year extendable, at the maximum, till the project life, subject to the satisfactory performance of the appointee.
3. Employee will work against the project post and shall not be transferred to any other post outside the project.
4. Employee contract shall be liable to termination on 15 days' notice (if his/her performance is found unsatisfactory) or payment of 15 days' salary in lieu thereof.
5. Employee can resign from the post on 15 days prior notice failing which would lead to forfeiting 15 days salary.
6. Employee shall be held responsible for the losses (accruing to the project assets by him/her and shall be liable to disciplinary action/recovery)
7. Services rendered/to be rendered by him/her under the present contract shall not qualify for any pension/gratuity/regularization.
8. Employee shall not divulge, either directly or indirectly, to any person any knowledge/information of a confidential nature which he/she may acquire concerning the affairs, property enterprise and undertaking of the project during the course of his/her service.
9. Employee shall be governed by the rules and regulations applicable to project employees of the government of Khyber Pakhtunkhwa.
10. Employee will have to execute a contract agreement with project authorities.
11. Employee shall have to perform any task, related to the project activities, assigned to him by the Project Director.
12. The joining time of offer is 15 days from the issuance of order, failing which order will be treated as withdrawn.

EMPLOYEES ORIENTATION

The Human Resources Section will design an orientation program to familiarize employees with the project and to provide important information related to working here. All new employees will be required to attend the orientation program & according to their Grades, will be given orientation.

PROJECT
SETTLEMENT OF LAND RECORDS IN DISTRICTS DIR LOWER, DIR UPPER AND TEHSIL KALAM, SWAT

Orientation will cover the following areas (not limited to this)

- Overview of the Project.
- Project Mission, Vision and Objectives.
- HR Policies and Benefits.
- Departmental Working Procedures
- Duties of the Individual

HR department & respective field offices will be responsible for development and coordination of the orientation program.

DOCUMENTS/CREDENTIAL VERIFICATIONS

Verifications of documents/credentials are required as per rule. Employees are required to deposit the required fee/Charges in the concerned Banks and submit the challans to the HR Section of the project for onward verification from the concerned quarters. Salaries of the employees are subject to the satisfactory verification of the testimonials and experiences.

TRAINING & DEVELOPMENT

Investing in human capital is the most precious modern-day investment. This Project is not only one of its kind but is also of utmost importance for the sole reason that it confers property rights. Therefore, all the field staff will impart the requisite training. The retired Revenue Officials will be given the necessary orientation for focused Settlement activities. The fresh Revenue Officials will be attached with the retired Officials for learning on job skills. Training and Development is one of the most important functions of Human Resource. The objective of the Training is to enhance employees' skills behavior and expertise by putting them into learning new techniques of doing work.

This project believe employees training is important for delivering services efficiently therefore, have trained new appointees in different cadres.

LEAVES ENTITLEMENT

Project employees shall be entitled to avail leave as given below:

Casual Leave:

15 days once in a calendar year(lapsable). Maximum of 05 days casual leave can be granted at a time by the competent authority (is not the right but can be granted on the discretion of the competent authority)

Long Leave:

45 days without pay, during the whole project cycle subject to cogent justification and at the discretion of the competent authority.

Maternity Leave:

Admissible to the female employees as per Khyber Pakhtunkhwa Civil Servants Revised Leave Rules,1981

SOP, S FOR LEAVE

Leave is not the right but can be granted on the discretion of the competent authority in special circumstances. Moreover, project is timed bound activity where punctuality and presence at work station is mandatory. However, the following sops to be observed;

- i. Leaves to be requested on prescribed leave application form can be obtained from the immediate supervisor/Office assistants/team leader/or from Admin HR office.
- ii. Duly filled leave application will be routed through immediate supervisor/team leader remarks to the HR section for entitlement of leaves record.
- iii. Project Director will be the final authority where to approve/disapprove the leave or as deemed necessary.
- iv. HR section will notify approval /Refusal of the leaves at earliest & will maintain record/notifications in the personal file of the employee.
- v. Availing of leave is subject to prior approval of the competent authority.
- vi. In case of more than three days leaves granted/availed, departure and arrival to be submitted to the HR section through supervisor/team leader.

Observing sops can assist in smooth functioning of the routine work and can avoid inconvenience to the employee and management.

WORKING HOURS

Regular working hours for employees are from 09:00 am to 05:00 pm. Employees are required to observe working hours as specified.

PUNCTUALITY

The quality of services the project provides, depends heavily upon its employees. Punctual and consistent attendance is a condition of employment. Employees are expected to be at their workstations, ready to begin work at the scheduled work time.

Employees who will be absent or late, must notify the appropriate supervisor at least thirty minutes prior or as determined by the concerned authority.

Excessive absenteeism and/or unpunctuality may result in disciplinary action, up to and including termination.

BREAK TIMINGS

Proper break timings should be observed as defined from 01:00pm to 02:00pm in all settlement offices.

DRESS CODE

All employees must be well-groomed, clean and wear appropriate clothes.

EMPLOYEE ID CARDS

After joining, an employee will request for employee ID Card on prescribed proforma duly forwarded by the ASO, s or immediate supervisors to the Human resource section of the project. Standard project ID Card will be issued with proper bar code. Each employee will be registered and unique ID/Personal number will be assigned. An electronic bar code will be generated on the service cards that reflect complete Bio-Data of the employee. Each employee will be issued with the service card.

PROJECT
SETTLEMENT OF LAND RECORDS IN DISTRICTS DIR LOWER, DIR UPPER AND TEHSIL KALAM, SWAT

ATTENDANCE

As project is a time bound activity, therefore, a robust mechanism for ensuring attendance and punctuality is a must. HR section has been maintaining proper attendance; for field staff as well as stationed staff. A manual attendance report on daily basis is being collected from field staff and a data base for the same has been created at PD office Admin/HR section. Important decisions such as contract seizing and removal of employees are made on its basis.

Since the Project is creating digitized land revenue records, so, accordingly efforts are made to transform the official working into digital mode. One such step has been installation of Biometric attendance machines at PD Office and field offices. Attendance reports are generated accordingly on monthly basis. This attendance report is linked with employees' progress report. Both these reports are examined by Project Director on fortnightly basis. And necessary decisions are taken on the basis of this fortnightly analysis/examination. Furthermore, the attendance reports are also linked with payment of salaries.

PERFORMANCE APPRAISAL

A performance appraisal will be carried out at intervals. The evaluation will be made on quality and quantity of job performance, job knowledge, cooperation, dependability, initiative and ability. With the help of performance appraisal, methods will be recommended for employee improvement, for additional trainings, for retention, promotions, and salary reviews. Evaluations will be signed by the employee and the department head, and will be forwarded to the Human Resources Department for review and be kept on record & employee personal files.

GRIEVANCES AND DISPUTES

Employees, have the right to raise concerns about their work, including the way services are delivered and to have those concerns dealt with in a prompt, fair and positive manner. Employee can report his/her complaint to his immediate supervisor or concerned Assistant settlement officer through assistant. If the grievance is not settled at that level the employee may approach to the Project Director through human resource section of the project.

**PROJECT
SETTLEMENT OF LAND RECORDS IN DISTRICTS DIR LOWER, DIR UPPER AND TEHSIL KALAM, SWAT**

SMOKING POLICY

All project offices are NO SMOKING ZONES. It is to prohibit smoking in all areas of the Project, including its buildings and grounds. There will be no smoking by any employee, or visitor inside the buildings/premises, such negligence will result in disciplinary action.

ALCOHOL AND DRUGS

Possession of or being under the influence of alcohol or drugs while on duty may result in immediate dismissal.

CONFIDENTIAL INFORMATION

During the course of employment, employees may learn, see or acquire confidential information about the project, Revenue, other employees, or our citizens. Such information is to be handled in strict confidence and is to be shared only with the authorized officials. Employees are expected to deal with confidential information in a manner which complies with state and federal laws and regulations. Unauthorized access to confidential information is prohibited.

Confidential information may include, but is not limited to, medical records, citizen related discussions, employee records, Estate Lands records, other personal information regarding Employees or former employees, utility billing records, courts procedures, and financial records.

Unless required by law, no employee may, during the term of employment or thereafter, use or disclose to others outside of the Project any confidential information. We recognize the need to comply with reporting requirements as mandated by federal, state and BOR laws and regulations.

PREVENTING VIOLENCE IN THE WORKPLACE

Project authorities believes that all people should be treated with dignity and respect. Any threats or acts of violence against co-workers, citizens, visitors, or any other persons who are either in project office premises or have contact with employees in the course of their duties will not be permit.

HARASSMENT-FREE WORKPLACE

The project is committed to a work environment free from all forms of harassment in which individuals are treated with respect and dignity. We maintain a strict policy of prohibiting all forms of unlawful harassment, including harassment based on race, gender, color, age, national origin, physical or mental ability, religion, marital status, parental status, medical condition, or any other category protected by law. We consider all forms of harassment to be threatening misconduct which undermines the integrity of the employment relationship, damages morale, and interferes with work effectiveness. Such conduct will not be tolerated.

Any employee who is determined to have engaged in such conduct will be subject to disciplinary action as per Govt of KP Harassment policy.

CONFLICTS OF INTEREST

A Conflict of Interest (COI) is a situation in which an employee may Benefit personally from a decision or action of the project over which he has influence. While describing all the circumstances and conditions that may involve a conflict of interest is impossible, the following list is intended to provide guidance for employees. Employees are expected to put forth their best efforts to the interests of the the conduct of its affairs.

1. No employee may engage in outside work that will interfere with his or her primary job with the project. All outside employment, including self-employment, must be approved by the Project Director.
2. Employees are expected to refrain from doing anything that might interfere with the success of the Project.
3. Outside work may not be done during an employee's regularly scheduled work hours.
4. The Project equipment, labor or supplies may not be used to conduct any outside activity.

PROJECT

SETTLEMENT OF LAND RECORDS IN DISTRICTS DIR LOWER, DIR UPPER AND TEHSIL KALAM, SWAT

5. Employees may not use any information gained as an employee of the project to advance financial or other private interest of themselves or others.

Any questions regarding a possible conflict of interest or outside work should be discussed with the immediate supervisor or with the section of Human Resources.

DEMANDING CHARGES FROM STAKEHOLDERS OF LAND ON SERVICES RENDERED

As this is government funded project hence all services provided by the project staff to the stakeholders will be free of cost. No employee is allowed to demand charges/gifts or any other valuables. If some one to this effect is found guilty he/she will be treated as per rule. Which may include termination from services.

FIREARMS AND WEAPONS

Firearms and weapons are strictly prohibited in the project office premises. Violators will be treated as per rule.

RESIGNATION PROCEDURE

Resignation from the project employment will be submitted by the employee with the notice period mentioned in his/her employment contract and with the approval of the department head. A letter of acceptance of the resignation will be issued by the Human Resources Department. After obtaining clearance from all concerned Sections mentioned in the clearance form, the employee shall submit the clearance form to the Human Resources Department on the employee's last working day. Which can be downloaded from the project official website

DISCIPLINARY POLICY

Employees are expected to perform their duties diligently and to follow the prescribed Rules and Regulations and procedures and policies of the Project. 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 records. Depending on the seriousness and/or repetitiveness of the event, Poor performance/unsatisfactory performance will lead to the dismissal of the

**PROJECT
SETTLEMENT OF LAND RECORDS IN DISTRICTS DIR LOWER, DIR UPPER AND TEHSIL KALAM, SWAT**

project employee with 15 days' notice by the management. For more information and full understating, the project employment also, study Project Implementation policy 2022.

END



RECEIPT OF ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge that I have received a copy of the Employee Handbook. I understand that it contains important information policies I know that I am responsible for abiding by the contents of this handbook and I will familiarize myself with its content. I also understand that I am responsible for becoming familiar with and abiding by the Project policies and procedures, as well as obtaining and understanding future additions or changes to policies and procedures.

I further understand that neither this handbook nor the Project policies and procedures are an employment contract or create any contractual entitlements, and that the Project may change, withdraw or add to any policies, benefits, privileges or practices described in the or other policies and procedures from time to time without prior notice.

I understand that if I am provided certain types of equipment by the Project like computers, cell phones, I may be responsible for replacement costs for loss or damage to such equipment and such costs may be withheld from my paychecks, including my final paycheck. I also understand that failure to turn in equipment by the last day of employment or as directed by the project authorities will be considered a loss of such equipment and the costs of such equipment may be withheld from my paychecks, including my final paycheck.

Employee's Name

Employee's Signature

Date