



STANDARD OPERATING PROCEDURES (SOPs)

FOR PRINTING OF SERVICE CARDS

BY

**HR DATABASE CELL,
ADMINISTRATION DEPARTMENT**

GOVERNMENT OF KHYBER PAKHTUNKHWA

STANDARD OPERATING PROCEDURE (SOP)

SOPs makes each activity streamlined, result oriented and facilitate the deliverables to be achieved within the requisite time lines. Therefore, the following SOP has been framed for preparation of cards to be followed both by applicants for cards and HR staff: -

RESPONSIBILITIES OF CARD APPLICANTS

The following attested documents must be attached with the letter having request for issuance of cards: -

- i. Each provincial level employee will fill HR form which can be downloaded from web portal <http://estab-admin.gkp.pk> or can be collected from Estate office or HR Data Cell of Administration Department.
- ii. Filled form, duly verified by respective SO Admn. (in case of Secretariat level employee) or concerned Administrative Officer (in case of Directorate level employee) shall be submitted to Estate Officer, Administration Department along with attested copies of Computerized National Identity Card (CNIC), last month G-mail payroll issued by Accountant General KP, fresh photograph with blue background, promotion/transfer order, previous expired service card (in case of renewal), or copy of FIR (in case of card lost), or affidavit on stamp paper for assurance that no service card has been received from HR data center of Administration Department.
- iii. The Estate Office shall examine the documents as per requirements and will communicate to HR Data Cell for recording and issuance of card.
- iv. Time lines for recording & issuance of card will be up to 15 days from the receipts of form.
- v. In case of card theft/lost, the employee must report the incident in the local police station. Copy of the FIR will be mandatory for issuance of duplicate card along with Rs.100 charges (to be submitted in Estate Office). The word 'Duplicate' would be recorded on duplicate card.


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- vi.** In case of retirement of an employee the concerned department must retrieve the service card before giving him clearance for pension and return the card to HR Data Cell, Administration Department.

RESPONSIBILITIES OF HR STAFF

The following specific tasks are assigned to individuals of HR Cell: -

- i.** Deputy Director: - Overall supervision of the activities of HR Data Cell, coordinate with Estate Office to streamline the issuance of cards and other HR related activities.
- ii.** Assistant Director: - AD HR shall be responsible for communication of printed cards to Estate Office along with cover letter and shall maintain record of the correspondence regarding printing and distribution of service cards. He shall generate queries & reports based on the requirements and shall submit monthly progress of cards printing to Deputy Director for information.
- iii.** Computer Operator-1: - CO-1 shall be responsible for verification of HR information from HR module of SAP system of AG for cross checking & authentication of cards information and shall print cards as per SOPs and submit to AD HR for onward disbursement and communication to the quarter concerned. He shall generate queries & report as and when required and take system & database backup daily and will keep in safe custody.
- iv.** Computer Operator-2: - Shall be responsible for documents checking and data entry of service cards information for the departments as mentioned in job distribution order, circulated vide letter No. DDIT/E&AD/Misc/2022 Staff dated 27.06.2022.
- v.** Computer Operator-3: - Shall be responsible for documents checking and data entry of service cards information for the departments as mentioned in job distribution order, circulated vide letter No. DDIT/E&AD/Misc/2022 Staff dated 27.06.2022.


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