1. What are the different sources tapped by organization in getting Employees:-

  Casual and Temporary Workers
  Promotion
  Present employee contacts
  College student's

2. Which are the different methods of recruitment used by your Organization :-

  Campus Interview
  Institutes / Universities sending
  Bio-data directly
  Advertising in Newspapers
  Trade Unions & Associations
  Friends & Relatives of present
  Empl.
  Private employment Agencies
  Any other, Specify

3. Weather your organization had any formal application form
for the purpose of recruitment.

YES_______ NO_______

If yes , Kindly attach a copy of it with this questionnaire.

4. Whether all the employees of your organization are satisfied with the present promotion policy.

YES_______ NO_______

5. Whether promotion decision are based on the suitability of the Promote rather than on favoritism?

6. Whether your organization select female candidates

YES_______ NO_______

7. If yes , in which cadre your organization prefer to select Female candidates

Sub staff

Record clerk

Assistant

Dev. Officer

Higher Grade Asstt

Class I officers

8. Whether your organization prefer to select female candidates

YES_______ NO_______
9. Which type of promotion tests are used in your organization?

Trade test

Aptitude Test

Intelligence Test

Interest Test

Personality Test

Any other (specify)
TRAINING & DEVELOPMENT

1. Whether Training is necessary for all recruits?
   YES_________ NO_________

2. If yes, for what duration
   One Week____ Two Week____ 15 days____ one month____ Two Month_______

3. Whether Training is necessary for newly promoted employees?
   YES_________ NO_________

4. What are the most commonly used methods for identifying training needs?
   Analysis of activity ________ Interview _________
   Analysis of behavior ________ Observations__________
   Check List ________________ Role Playing___________
   Committee ________________ Tests _________________
   Counseling________________ Questionnaire_________
   Any other (specify) _______________________________

5. Which are the different training methods used by your organization?
   On the job training ________________
   Lectures ________________
Role Playing

Training centers

6. (a) Do you feel that your organization has a definite plan of developing you for higher position  YES________ NO________

(b) Do you know what the plan is YES________ NO________

(C) If yes, please describe it below


7. Generally which management development programs are given in your organization for various position?

ROLE PLAYING________

JOB ROTATION________

TEMPORARY PROMOTIONS________

UNDER STUDY________

8. When employees are sponsored for training they take it seriously and try to learn from programs they attended?

YES________ NO________

9. Whether employees returning from training programs are given opportunities to try out what they have learn?

YES________ NO________
10 Whether employees are sponsored for training programs on the basis of genuine needs?

YES ___________ NO ___________
PERFORMANCE APPRAISAL

1. Whether your organization have any structured performance appraisal system

   Yes __________________   No ______________________

2. If the answer for (1) is yes, which are the methods used in your organization

   Forced Rating scale ______________________
   Choice methods ______________________
   Ranking methods ______________________
   Management by objectives ______________________
   Critical Incident Methods ______________________
   Performance Tests & observations ______________________
   Self Appraisal ______________________
   Any Other (Specify) ______________________
TECHNOLOGICAL DEVELOPMENT

1. Does your organization have the modern technology in use?
   (Automation, Computers, etc.)
   Yes ________ No ________

2. If the answer for (1) is yes, whether the modern technology is in use?
   FULLY_________ PARTLY_________

3. Whether in your opinion the use of modern technology helps in
   Coping up with the problem of scarcity of manpower?

4. By what percentage the emphasis can be reduced on human resource
   With the use of modern technology?
   __________________
   __________________
   __________________
H.R.D CLIMATE SURVEY REPORT

1. This organization ensures employees welfare to such an extent that the employees can save a lot of their mental energy of work purpose

   YES ________________  NO ________________

2. Job rotation in this organization facilitates employee development

   YES ________________  NO ________________

3. Employees are encouraged to experiment with new methods and try out creative ideas

   YES ________________  NO ________________

4. People in this organization do not have any fixed impression about each other

   YES ________________  NO ________________

5. Weaknesses of employees are communicated to them in a non-threatening way

   YES ________________  NO ________________

6. When behavior feedback is given to employees they take it seriously and use it for development

   YES ________________  NO ________________

7. People trust other in this organization
YES_________ NO ______________

8. Employee are not afraid to express or discuss their feelings with their superiors
   YES_________ NO_____________

9. Employees are not afraid to express or discuss their feelings with their subordinates
   YES_________ NO_____________

10. Employees are encouraged to take initiative and do things on their own without having to wait for instructions from supervisors
    YES_________ NO_____________

11. The top management of this organization goes out of its way to make sure that employees enjoy their work
    YES_________ NO_____________

12. The top management believes that human resources are an extremely important resource and that they have to be treated more humanly
    YES_________ NO_____________

13. Development of the subordinate is seen as important part of their job by the manager / officer here
    YES_________ NO_____________
14. The personnel policies in this organization facilitate employee development

YES__________ NO__________

15. The top management is willing to invest a considerable part of their time and other resources to ensure the development of employees

YES__________ NO__________

16. Seniors guide their juniors and prepare them for future responsibilities / role they are likely to take up

YES__________ NO__________

17. There are mechanisms in this organization to reward any good work done or any contribution made by employees

YES__________ NO__________

18. Performance appraisal reports in our organization are based on objective assessment and adequate information and not an favoritism

YES__________ NO__________

19. When an employee does good work his supervising officer take special care to appreciate it

YES__________ NO__________
20. Career opportunities are pointed out to juniors by senior officers in the organization

YES_________ NO_________

21. When problems arise, people discuss these problems openly and try to solve them rather than keep accusing each other behind their back

YES_________ NO_________

22. Team spirit is of high order in this organization

YES_________ NO_________

23. When seniors delegate authority to juniors, the juniors use it as an opportunity for development

YES_________ NO_________

24. Delegation of authority to encourage juniors to develop handling higher responsibilities is quite common in this organization

YES_________ NO_________

25. The top management of this organization makes effort to identify and utilize the potential of the employees

YES_________ NO_________
26. Employees in this organization are very informal and do not hesitate to discuss their personal problems with their supervisors

YES_____________ NO_____________

27. Managers in this organization believe that employee behavior can be changed and people can be developed at any stage of their life

YES_____________ NO_____________

28. People lacking competence in doing their job are helped to acquire it rather than being left unattended

YES_____________ NO_____________

29. Senior officers/executives in this organization take active interest in their juniors and help them learn their job

YES_____________ NO_____________

30. Employees in this organization take pains to find out their strengths and weaknesses from their supervising officers and their colleagues

YES_____________ NO_____________

31. When any employee makes a mistake his supervisor treats it with understanding and helps him to learn from such mistakes rather than punishing or discouraging him

YES_____________ NO_____________
32. The organization’s future plans are made known to their managerial staff to help them develop their juniors and prepare them for their future

YES ____________ NO ____________
चालू व्यवसाय - समूह बीमा
BUSINESS IN FORCE - GROUP INSURANCE (With Social Security)

ग्राहकों की संख्या
No. of Schemes

मेंम्बरों की संख्या (सामर्थ के)
No. of Members (In lakhs)

क्वीन जंक्शन (र. करोड़ के)
Sum Assured (Rs. in crores)

व्यापक प्रतिभाग (र. करोड़ के)
Annual Premium (Rs. in crores)

चालू व्यवसाय - समूह सुरेन्द्रनाथ
BUSINESS IN FORCE - GROUP SURERANNUATION

ग्राहकों की संख्या
No. of Schemes

मेंम्बरों की संख्या (सामर्थ के)
No. of Members (In lakhs)

क्वीन जंक्शन / नेट राइट (र. करोड़ के)
Sum Assured / Net Avenue (Rs. in crores)

व्यापक प्रतिभाग (र. करोड़ के)
Annual Premium (Rs. in crores)
## चालू व्यवसाय - व्यक्तिगत

<table>
<thead>
<tr>
<th>YEAR</th>
<th>No. of Policies</th>
<th>Sum Assured / NOC / APA (Rs. in crore)</th>
<th>Annual Premium receivable (Rs. in crore)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003-04</td>
<td>1865000.13</td>
<td>1294293.48</td>
<td>79569.77</td>
</tr>
<tr>
<td>2004-05</td>
<td>1678040.64</td>
<td>1040989.44</td>
<td>70801.40</td>
</tr>
<tr>
<td>2005-06</td>
<td>1567663.33</td>
<td>880989.88</td>
<td>66816.68</td>
</tr>
</tbody>
</table>

## चालू व्यवसाय (समूह)

<table>
<thead>
<tr>
<th>YEAR</th>
<th>No. of Schemes</th>
<th>No. of members (in lakh)</th>
<th>Sum Assured / NOC / APA (Rs. in crore)</th>
<th>Premium Income (Rs. in crore)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stand alone (स्वायत्त घराना के बाकी)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Group Insurance (Incl. Social Security) |
2005-2006 | 109995 | 302.71 | 199427.16 | 4669.76 |
2004-2005 | 106912 | 306.50 | 136286.92 | 4019.57 |
2003-2004 | 100051 | 252.46 | 143398.20 | 3617.38 |

Group Superannuation |
2005-2006 | 6135 | 12.52 | 2169.28 | 2948.11 |
2004-2005 | 7321 | 12.73 | 1916.64 | 3723.75 |
2003-2004 | 7232 | 12.34 | 1705.50 | 3949.99 |
6) Claims
The claims settled and remaining unpaid for a period of more than 6 months as on the balance sheet date (As certified by Management).

<table>
<thead>
<tr>
<th></th>
<th>Number Current Year</th>
<th>Number Previous Year</th>
<th>Amount (Rs. in lacs) Current Year</th>
<th>Amount (Rs. in lacs) Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims by death</td>
<td>1369</td>
<td>1236</td>
<td>634</td>
<td>403</td>
</tr>
<tr>
<td>Claims by maturity</td>
<td>104115</td>
<td>77374</td>
<td>10806</td>
<td>7858</td>
</tr>
</tbody>
</table>

7) Value of contracts outstanding
Value of contracts in relation to investments in respect of Non-Linked business:
(a) Purchases where deliveries are pending Rs. 3390 lacs (previous year Rs. 5657 lacs)
(b) Sales where payments are overdue Rs.11773 lacs (previous year Rs. 2569 lacs)

There were no contracts outstanding in relation to investments in respect of Pension business and CRAC business.

Value of contracts in relation to investments in respect of Linked business:
(a) Purchases where deliveries are pending Rs. 2279 lacs (Previous Year NIL)
(b) Sales where payments are overdue Rs. 756 lacs (Previous Year NIL)

1) Operating Expenses: Basis of allocation of expenditure to various segments of business
Operating Expenses relating to insurance business are allocated to Non-Linked Participating, Non-Linked Non-Participating, Gene Annuities, Pensions, Group Business, Unit Linked Business, CRAC and VPBY business on the basis of:

  a. Expenses which are directly identifiable are allocated on actual basis, and
  b. Other Expenses which are not directly identifiable are allocated out of the common pool on of the following basis or a combinat
  of these:

  i. Number of policies
  ii. Total premium collected
  iii. Sum assured

The method of allocation has been decided based on the nature of expenses (NB/renewal, fixed/variable etc.) and identifia
parameters based on expense classes are applied to each line of business.

Allocation of common expenses between various business segments and allocation of expenses between Participating, Non Participating and Annuity Policies are as certified by the Appointed Actuary.

Managerial Remuneration to Chairman & Managing Directors

<table>
<thead>
<tr>
<th></th>
<th>Amount (Rs. in lacs) Current Year</th>
<th>Amount (Rs. in lacs) Previous Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Allowances</td>
<td>29.75</td>
<td>23.62</td>
</tr>
<tr>
<td>Corporation's contribution to Pension</td>
<td>3.00</td>
<td>1.80</td>
</tr>
<tr>
<td>Taxable Value of Perquisites</td>
<td>0.13</td>
<td>0.94</td>
</tr>
<tr>
<td>Gratuity paid</td>
<td>7.00</td>
<td>7.00</td>
</tr>
</tbody>
</table>

8) Historical cost of Investments in Equity Shares, Mutual Funds valued on fair value basis.

(a) Non Linked Business:
  Life, Annuity and Group Schemes
  Shareholders Account
  Mutual Fund Investments
  Rs. 3653107 lacs Rs. 3135731 lacs
  Rs. 6035 lacs Rs. 106 lacs
  Rs. 134552 lacs Rs. 159131 lacs
  Rs. 990242 lacs Rs. 94347 lacs
(b) Linked Business
(c) Capital Redemption & Annuity Certain
  Rs. 11 lacs Rs. 11 lacs
### 3 - OPERATING EXPENSES RELATED TO INSURANCE BUSINESS:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Non-linked Business</th>
<th>Linked Business</th>
<th>Total (Current Year)</th>
<th>Total (Previous Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kelna</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participating</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Participating</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Karmachar</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participating</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Participating</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Employees’ remuneration &amp;</strong></td>
<td>290918.70</td>
<td>5946.25</td>
<td>290918.70</td>
<td>68977.59</td>
</tr>
<tr>
<td>welfare benefits</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Travel, conveyance and</strong></td>
<td>9924.62</td>
<td>406.31</td>
<td>9924.62</td>
<td>2416.26</td>
</tr>
<tr>
<td>vehicle running expenses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Training expenses</strong></td>
<td>735.53</td>
<td>28.98</td>
<td>735.53</td>
<td>176.18</td>
</tr>
<tr>
<td><strong>Rents, rates &amp; taxes</strong></td>
<td>10746.59</td>
<td>398.95</td>
<td>10746.59</td>
<td>2565.07</td>
</tr>
<tr>
<td><strong>Repairs</strong></td>
<td>2993.51</td>
<td>81.98</td>
<td>2993.51</td>
<td>691.42</td>
</tr>
<tr>
<td><strong>Printing &amp; Stationery</strong></td>
<td>6106.09</td>
<td>143.28</td>
<td>6106.09</td>
<td>1383.06</td>
</tr>
<tr>
<td><strong>Communication expenses</strong></td>
<td>17470.98</td>
<td>686.24</td>
<td>17470.98</td>
<td>4237.72</td>
</tr>
<tr>
<td><strong>Legal &amp; professional charges</strong></td>
<td>458.06</td>
<td>11.24</td>
<td>458.06</td>
<td>76.47</td>
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<tr>
<td><strong>Medical Fees</strong></td>
<td>5179.58</td>
<td>78.93</td>
<td>5179.58</td>
<td>1133.52</td>
</tr>
<tr>
<td><strong>Auditors’ fees, expenses etc.</strong></td>
<td>192.72</td>
<td>5.68</td>
<td>192.72</td>
<td>5.78</td>
</tr>
<tr>
<td>(a) as auditor</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b) as adviser or in any other capacity in respect of services rendered</td>
<td>15.81</td>
<td>0.07</td>
<td>15.81</td>
<td>0.07</td>
</tr>
<tr>
<td>(i) Taxation matters</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>(ii) Insurance matters</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
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<tr>
<td>(iii) Management services;</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>and (v) in any other capacity</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Advertisement and publicity</strong></td>
<td>10770.36</td>
<td>647.74</td>
<td>10770.36</td>
<td>2790.87</td>
</tr>
<tr>
<td><strong>Interest &amp; bank Charges</strong></td>
<td>6416.79</td>
<td>382.32</td>
<td>6416.79</td>
<td>1881.66</td>
</tr>
</tbody>
</table>