**SOP Document Tracker**

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| 1 | SOP No. | S0026 | | |
| 2 | Doc. ID\* | S0026VisitorsProtocol01042018v1 | | |
| 3 | Title | PnP Visitor Policy | | |
| 4 | E-file name |  | | |
| 5 | Date of Expiry | Until notified | | |
| 6 | Dates Previous 2 Versions |  | |  |
| 7 | Date of withdrawal |  |  | |
| 8 | Holder Name and Designation | Ms. Sreelatha R, Admin. Manager | | |
| 9 | Authorized Issuer | Mr. Manab Chakraborty,CEO | | |
| 10 | Signature of the issuer |  | | |
| 11 | Date of Signature | 01.04.2019 | | |

PS: \*This document replaces all previous versions, if any.

**Visiting Dignitaries and International Guests**

**Protocol**

**Purpose**

We recognize that the PnP project locations/Hyderabad/Delhi are popular destination for visitors from othercities and countries, including officials, professionals, students, dignitaries, and business leaders. Thepurpose of this Protocol is to communicate the procedures involved withreceiving guests respectfully and responsibly, and accommodating as best we can requests for meetings with City officials and staff.

**Protocol for Visitor Requests**

To allow for proper organization and planning, requests for visits must besubmitted in writing to the Administrative Manager, PnPin advance of the visitin a timeframe that gives PnP ample opportunity to accommodate the visit; aminimum of one week prior to the proposed visit date is preferred.

We will not accept requests for visits from travel or tour agencies for internationalguests. We may have to entertain international guests sometimes. In which case they must write at least three months in advance. The request must be in writing and from the governmental agency orbureau requesting the visit. International guests requests should be recommended by PnP international partners.

The written request should include the following:

* Proposed date of visit
* Name of person or group initiating the visit
* Statement of purpose for the visit, such as what type of information is requested
* List of attendees, including titles
* Contact information (name, title, phone number, and address)
* Any other special needs or accommodations

**Visiting Dignitaries and International Guests Protocol**

The Administrative Manager has primary responsibility for coordinating official visits.Once a request has been received, a determination will be made as to how therequest can be accommodated given the stated purpose of the visit. While everyeffort will be made to accommodate requests for visits, if we are not able to meetthe stated goals, IC staff will contact the requesting party and, whereappropriate, make suggestions for alternatives.

Once a date is established, PnP staff will make all necessary arrangements tosecure a location for the meeting and develop the content. This may involve stafffrom various departments.

Transportation to and from the City is the delegation’s responsibility. The visiting delegation is also responsible for retaining the services of a translator, should one be necessary.

For international guests the HR manager will check all documents thoroughly and inform CEO for giving final go ahead.

**Welcome Drill**

For important visitors, the Administrative Manager would welcome them in person and explain them about the organization. Thereafter, s/he will take the visitor to the concerned officer. As a parting gift, a memento may be given as a mark of appreciation. Those visitors coming to Project location directly should be taken care by the project team leader based on approval received from HR Manager

**Contact Information**

Ms. Sreelatha R

Administrative Manager

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