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REVISION HISTORY			
REV	Description of Change	Author	Effective Date
1.0	Recruitment	Asit Mohanty	12-Dec-14

REFERENCE DOCUMENTS	
Document Number	Document Title

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1. POLICY STATEMENT:

CSM Technologies is committed to the belief that efficiency, effectiveness and success of the organization depends largely on the skills, abilities and commitment of the employees who constitute the most important asset of the organization.

CSM Technologies is, therefore, resolved to provide a framework of policies which will enable the Organization to attract the right talent for the jobs and make it available at the right time and in the right number with the ultimate objective of ensuring optimum and effective utilization of the human resources in a climate of satisfaction, development and growth.

2. OBJECTIVE:

The key objectives are:

- 2.1 To have a proper & process oriented recruitment cycle to close all positions.
- 2.2 To attract potential candidates who have the relevant skills, qualifications and experience
- 2.3 To ensure to recruit the best candidate for each position.
- 2.4 To promote CSM Values, Goals and its Core Competencies through its employees.

In pursuance of the above objectives and consistent with organization's social obligations, CSMPL hereby makes this policy to govern, regulate and generally facilitate Recruitment.

This policy will be in effect from 12 December, 2014.

3. SCOPE:

- 3.1 The Scope of this policy covers all the employees of CSM, working at HO and SBUs including those on probation, training, internship and on contract basis.
- 3.2 This policy does not apply to the Recruitment of support staffs.
- 3.3 Recruitment section of HR Dept. is responsible for this document, which ensures any employee involved in any stages of Recruitment is aware of this document.

4. CORE PRINCIPLES:

- 4.1 CSMPL will seek to attract the best candidate for the job based on merit and ensure the identification of the person best suited for the job and the company.

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- 4.2 All parties involved in the recruitment process should be aware of their responsibilities.
- 4.3 If an employee involved in the recruitment process is related or has a close personal relationship with a candidate, the Recruitment team should be made aware as soon as possible. The said employee should not be involved in the Recruitment Process.
- 4.4 All documentation relating to applicants must be treated with confidentiality. Applicants have the right to feedback and access to any documentation held on them.
- 4.5 The Recruitment Team will manage the Recruitment and Selection process.
- 4.6 The Recruitment Team has sole responsibility for making offers of employment, after written approval from CEO / Chief Resource Manager (herein after referred as CRM).

5. MANPOWER PLANNING & BUDGETING (REGULAR):

- 5.1 By the end of March every year, each department will review the available manpower with reference to the tasks and targets and determine any additional requirements of manpower in qualitative and quantitative terms for the next financial year.
- 5.2 The respective departments may discuss with the Recruitment team & can fix up a salary budget for each position as per their skill, qualification & experience.
- 5.3 All these requirements will be reviewed during Officers' Meet & will be finalized after final approval of CEO.
- 5.4 To close any position, Recruitment team may need 30 to 45 days for all processes after getting final approval from CEO / CRM.
- 5.5 CEO & CRM can always direct the Recruitment team to work on any specified position.

6. MANPOWER PLANNING & BUDGETING (ONSITE):

- 6.1 Onsite manpower planning & budgeting is purely based on the type of manpower requirement mentioned in the work order.
- 6.2 To close any onsite position, Recruitment team may need 30 to 45 days for all processes after getting final approval from CEO / CRM.
- 6.3 CEO & CRM can always direct the Recruitment team to work on any specified position.

7. RECRUITMENT PROCESS

Recruitment is the process to search the manpower to meet the requirement of staffing and to employ effective measures for attracting that manpower in adequate numbers to

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facilitate effective selection of an efficient working force. Following are the various processes.

7.1 REQUISITION FOR RECRUITMENT (REGULAR):

- 7.1.1 For Regular employees recruitment (New / Replacement), concerned Requesting Authority will write to CRM marking CC to CEO, Department Head along with filled Manpower Requisition Form (herein after referred as MRF)
- 7.1.2 MRF for Regular employees can be collected from Recruitment Team, HR Department.

7.2 REQUISITION FOR RECRUITMENT (ONSITE):

- 7.2.1 For Onsite employees recruitment (New / Replacement), concerned Account Manager will write to CRM marking CC to CEO, ICC Head/Department Head along with filled MRF & the work order to start the recruitment process.
- 7.2.2 MRF for Onsite employees can be collected from Recruitment Team, HR Department.

7.3 JOB DESCRIPTION AND CANDIDATE SPECIFICATION:

- 7.3.1 A brief job description is to be mentioned in the given space of MRF both for Regular & Onsite employees.
- 7.3.2 Role & Responsibilities of the employee should be clearly mentioned in that space which will help the Recruitment team to find the right candidate.
- 7.3.3 In same way, a brief candidate specification is to be mentioned in the MRF both for Regular & Onsite employees.
- 7.3.4 Candidate's qualification, experience & other required skillset should be drafted properly for further smooth process.

7.4 SOURCING OF CANDIDATES:

Depending on the nature & the level of the position, the sourcing strategy will include some or all of the following.

7.4.1 Process of Print Advertisement:

- ✓ Recruitment team may identify few key positions to be advertised in local newspaper as well as in the National newspaper as per the advice by CRM.
- ✓ A Recruitment Advertisement should be properly designed by IPD team, which must be short & well informative.
- ✓ Necessary approval is required from CEO to go ahead for publishing the Advertisement.

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7.4.2 Process at career@csmpl.com :

- ✓ Any external candidate can send her/his application at career@csmpl.com.
- ✓ CVs coming through career@csmpl.com are to be screened by Recruitment team & interviews to be planned for shortlisted CVs.

7.4.3 CSM Website – Career page:

- ✓ Recruitment team will post the current openings in <http://career.csmpl.com/> mentioning the crisp job profile & candidate specification through Recruitment module of Kwantify.
- ✓ Any external candidate can register herself/himself and can apply for any vacant position mentioned in <http://career.csmpl.com/>.
- ✓ Recruitment team can download that CV from Recruitment module of Kwantify and will plan interviews for shortlisted CVs after having initial discussion with the candidate.

7.4.4 Job Portal (Naukri / Monster) :

- ✓ Recruitment team will search candidates & post jobs as per the required JD in various job portals like Naukri / Monster.
- ✓ The team will have initial level discussions with the candidates and will plan interviews for shortlisted CVs.

7.4.5 Employee Reference :

- ✓ Urgent openings will be advertised internally in CSMPL by Recruitment team as per advice from CRM, where appropriate.
- ✓ CSMPL employees can always send their references to hrd@csmpl.com.
- ✓ The referee employee will be eligible to get Employee Referral Bonus of Rs. 5000/-, if the referral candidate will complete her/his probation successfully.
- ✓ If the referred CV is already with HR department, then the said CV will be considered as duplicate & that will be communicated to the Referrer by Recruitment team. In that case, the CV will not come under Employee Referral Bonus.
- ✓ Employee Referral Bonus is not applicable to the references of Project Interns & Onsite employees.

7.4.6 Manpower Consultancy :

- ✓ Urgent openings can be shared with Manpower consultancies by Recruitment team as per the advice from CRM, where appropriate.
- ✓ The Manpower consultancies will work for various positions as per the negotiated professional fees mentioned in the agreement signed by both CSMPL & Consultancies.

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- ✓ If the CV shared by consultancies is already with HR department, then the said CV will be considered as duplicate & that will be communicated to the consultancies by Recruitment team. In that case, the CV will not come under consultancies.

7.4.7 Training Institutes / Colleges :

- ✓ For various fresher or trainee level positions, Recruitment team may consult with various training institutes / colleges for campus hiring.
- ✓ Recruitment team with the help of college authorities will go for Written Test / Group Discussion and face to face personal interviews of the shortlisted students.
- ✓ Selected students may be offered after due approval from CRM & CEO.

7.5 SHORTLISTING PROCESS:

- 7.5.1 All applicants should be assessed against the candidate specification and should meet the essential criteria, as a minimum.
- 7.5.2 Shortlisting should be undertaken by a minimum of two people to avoid any possibility of bias, one of whom would normally be the direct line manager.
- 7.5.3 The CVs will be shortlisted on the basis of their skill, relevant industry experience, educational qualification & salary expectation.
- 7.5.4 Shortlisted candidates should be provided with Job Description & the details of the selection process as much prior notice as possible.
- 7.5.5 Any member of staff involved in a selection process who has a personal or familiar relationship with an applicant must bring this to the attention of the Recruitment team.
- 7.5.6 Candidates meeting the required selection criteria will be invited to attend interviews (Personal / Telephonic / Video-conferencing).


7.6 INTERVIEW PROCESS:

7.6.1 Rounds of Interview:

- ✓ There will be at least 3 different interview rounds for all positions except 2 interview rounds for Project Interns (BSS) & onsite employees.
- ✓ Below table indicates the type of interview rounds required for each department.

7.6.2 Selection of Interview Panelist:

- ✓ The Interview Panel will consist of minimum 2 or more members.
- ✓ The name of panel members will be suggested by CRM and/or concerned Dept. Head.
- ✓ Interview questions must relate to the JD provided by Recruitment team to check candidate's subject knowledge, attitude & long term objective.
- ✓ Below table indicates the type of panel members for various rounds of interviews for various departments.

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Department	Experience	1 st Round	2 nd Round	Final Round	HR Round
BSS	0 – 5 yrs.	(Sr) System Analyst	Practical Test	Project Leader / Asst. Project Mgr	HR Consultant
	5 – 10 yrs.	Project Leader	Project Mgr. / Program Mgr.	CEO & CRM (If required)	HR Consultant
	10+ yrs.	Project Mgr. / Program Mgr.	CEO & CRM	---	HR Consultant or CRM
EBG	0 – 5 yrs.	Consultant & Manager Quality	Presentation Round	CEO, CRM, PM, Respective ICC Head	HR Consultant
	5 – 10 yrs.	Sr. Consultant & Manager Quality	Presentation Round	CEO, CRM, PM, Respective ICC Head	HR Consultant
	10+ yrs.	CRM, PM, ICC Head	CEO	---	CRM
NSA	0 – 7 yrs.	Network Engr, Asst IT Manager	Practical Test	IT Manager	HR Consultant
	7+ yrs.	Asst IT Manager, IT Manager	Practical Test (if required)	CEO & CRM (If required)	HR Consultant or CRM
Other Depts. (PO/HR/Quality/Admin/Fin)	All	Manager / Asst Mgr, Consultants	CEO & CRM (If required)	---	HR Consultant
Onsite Depts.	All	Account Mgr / Consultants / System Analysts	ICC Head / PDU Head (If required)	---	HR Consultant

7.6.3 Interview Feedback :

- ✓ At the end of the Interview process, CVs should be submitted to the Recruitment team.
- ✓ Interview feedback should be provided in the interview evaluation sheet (soft copy) provided by the Recruitment team on the same day.

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- ✓ Recruitment team will provide the feedback to the candidates either through mail or through phone.
- ✓ Any candidate, who is rejected in any of the rounds, can't apply or appear any recruitment process for next six months effective from the date of her/his last interview.

8. OFFER OF EMPLOYMENT:


- 8.1 Based on the credentials, information shared by the candidate & the positive feedbacks from the Interview Panel, Recruitment team will discuss with the selected candidate on her/his salary, date of joining & other necessary details.
- 8.2 On completion of all the formalities, the credentials of the candidate along with her/his interview feedback report should be sent to CEO for approval to release the Offer Letter.
- 8.3 After sending the Offer Letter, Recruitment team should constantly keep in touch with the candidate for her/his smooth joining.
- 8.4 Communication should be sent to NSA Dept., Admin Dept. for necessary arrangements of System, Telephone & Work Station.
- 8.5 Learning & Development section of HR Dept. will start planning for the Induction process after job offer acceptance of the candidate.

9. JOINING PROCEDURE:

- 9.1 On the day of Joining, HR Representative shall welcome the new joinee(s) & their reporting will be at a clean, active and properly air-conditioned meeting room.
- 9.2 The HR Representative shall issue the notepads & pens and shall give a brief idea about CSM Technologies to the new joinee(s).
- 9.3 The new joinees will submit their documents (softcopies) to HR & the HR Representative would check & verify the same.
- 9.4 Filling of forms like Candidate Declaration forms, Bank Account Forms should be completed on the same day.
- 9.5 The HR Representative will introduce them to the various departments & its key members. After completion of these joining formalities, their HR & other inductions will start.

10. BACKGROUND VERIFICATION:

- 10.1 HR Consultant will process the provided documents by the new joinees for 3rd party background verification.
- 10.2 If the report of any employee is found to be negative, then the said employee should be immediately communicated about her/his report & she/he should submit proper justification to the cause at hrd@csmpl.com.

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- 10.3 A committee consists of CRM, Program Manager & her/his Reporting Authority will take the decision based on the verification report & justification submitted by employee.
- 10.4 The committee will consider the gravity of the verification report & justification submitted by employee, take decision accordingly & submit the report at HR department.
- 10.5 HR department as per the reports from the committee can impose the penalties on that employee.
- 10.6 Minor Penalties like "Written Warning" or Major penalties like "Termination of Service" can be imposed on that employee who is found guilty of providing false information to the organization about her/his candidature.

In case of any doubts/queries arising with regard to any part in this policy, please contact hrd@csmpl.com for more information & clarity. If any cases are not covered by this policy, then final authority of interpretation will vest in CEO, whose decision will be full & final.
