

User Query: How can I apply for leave?",

"Answer: You can apply for leave through the Employee Self-Service portal. "

"Navigate to 'Leave Management' and click on 'Apply for Leave'. Fill in the necessary details and submit for manager approval.

User Query: How do I update my personal information in the HR system?",

"Answer: Log into the HR portal, go to 'My Profile', and click 'Edit Profile'. Update your details and save changes. "

"The changes will be reviewed by HR before final approval.

User Query: What benefits are available for new employees?",

"Answer: New employees are eligible for health insurance, a relocation bonus (if applicable), and access to our wellness programs. "

"Please refer to the employee handbook on the HR portal for more details or contact the HR team for assistance.

### **User Query: How do I access my payslip?**

**Answer:** You can access your payslip by logging into the Employee Self-Service portal. Navigate to the "Payroll" section and select "Payslip History." From there, you can view or download payslips for any given month.

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### **User Query: What should I do in case of a workplace injury?**

**Answer:** Report any workplace injuries immediately to your supervisor and the HR department. You will need to fill out an incident report form. HR will coordinate medical assistance if needed and ensure the claim is submitted to our insurance provider.

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### **User Query: How can I request a salary certificate?**

**Answer:** To request a salary certificate, submit a request via the HR portal under the "Documents" section. Choose "Salary Certificate" from the dropdown, mention the purpose, and submit. The certificate will be generated and emailed to you within 2-3 business days.

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### **User Query: What is the company's grievance redressal process?**

**Answer:** If you have a grievance, approach your immediate manager or the HR representative first. If unresolved, you may escalate to the Grievance Committee via the form available on the HR portal under the "Support" tab. All grievances are addressed confidentially and fairly within 7 working days.

### **User Query: How can I track my performance reviews?**

**Answer:** You can track performance reviews in the HR portal under "Performance Management." There you'll find feedback from managers, review schedules, and past performance ratings.

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### **User Query: What is the procedure for internal job transfers?**

**Answer:** Internal job openings are listed on the company intranet under "Careers." If you're eligible, submit your application through the portal. Your manager and HR will review your request, and interviews may be scheduled if shortlisted.

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### **User Query: How can I nominate someone for employee recognition awards?**

**Answer:** Visit the HR portal and navigate to the "Recognition & Rewards" section. Fill in the nomination form, citing the employee's contributions. Nominations are reviewed monthly by the HR Recognition Committee.

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### **User Query: What are the working hours and break policies?**

**Answer:** The standard working hours are from 9:00 AM to 6:00 PM, Monday to Friday. Employees are entitled to a 1-hour lunch break and two 15-minute short breaks during the day. Flexible schedules must be approved by your manager.

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### **User Query: How can I access mental health support or counseling?**

**Answer:** Our Employee Assistance Program (EAP) offers free and confidential mental health counseling. You can schedule sessions directly via the EAP portal or contact HR for more information.

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### **User Query: What is the exit process when resigning?**

**Answer:** Submit your resignation through the HR portal under the “Exit Management” section. You’ll need to serve the notice period as per your contract. HR will guide you through exit interviews, clearance forms, and final settlements.

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### **User Query: What is the process to request a salary certificate?**

**Answer:** To request a salary certificate, go to the HR portal > “Employee Services” > “Salary Documents.” Fill in the required fields and submit. The certificate will be generated within 2-3 working days.

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### **User Query: How can I update my bank account details for salary credit?**

**Answer:** Log into the HR portal, go to “Payroll & Finance” > “Bank Details,” and click on ‘Edit’. After updating, submit the changes. HR and Finance teams will verify and confirm the update.

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### **User Query: What should I do if I face workplace harassment?**

**Answer:** If you experience harassment of any kind, report it immediately to HR or use the anonymous reporting tool available on the HR portal under “Grievance Redressal.” All complaints are handled with strict confidentiality.

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### **User Query: How do I apply for parental leave?**

**Answer:** You can apply for parental leave through the HR portal under “Leave Management.” Select the type of leave (maternity/paternity/adoption) and upload any required documents. The request will be routed for manager and HR approval.

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### **User Query: What learning and development resources are available?**

**Answer:** Our company offers a variety of learning programs through the “L&D” portal, including technical courses, soft skills, and leadership development tracks. Employees can enroll anytime, and some courses may be manager-assigned.

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**User Query: How can I report a payroll error?**

**Answer:** If you notice any discrepancy in your payslip, raise a ticket via the “Payroll Helpdesk” on the HR portal. Attach supporting details or screenshots. HR and Finance will investigate and resolve it promptly.