GenC Guidelines

Quick Reference Document

Jan 2025

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Asset request (on need basis)

<mark>The asset (Laptop) request will be raised by the backend team. So, you may please ignore the steps below.</mark>

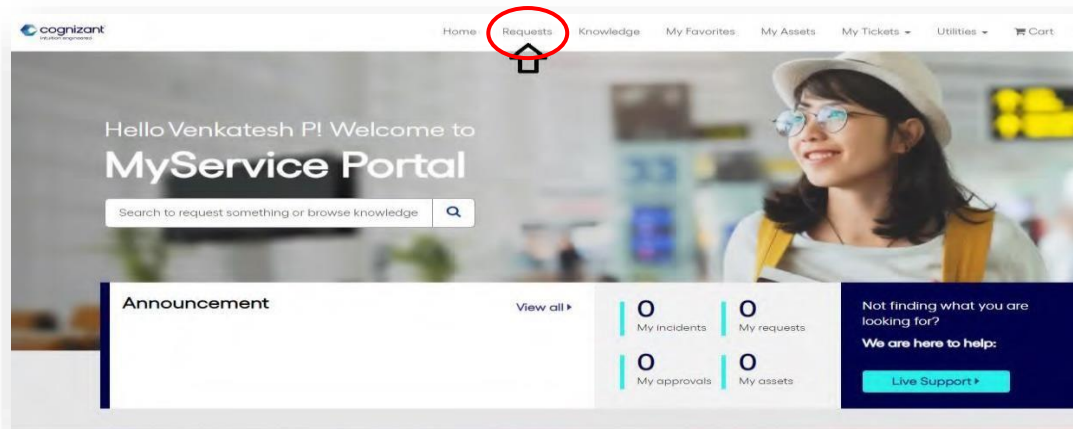However, below are the steps to raise a laptop request if your batch owner instructs you to do so.

Step 1: Open -> Be. Cognizant

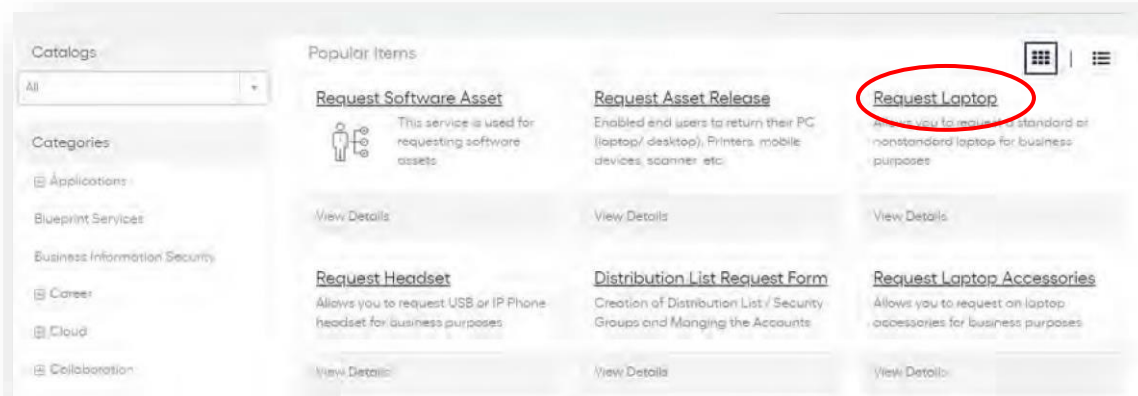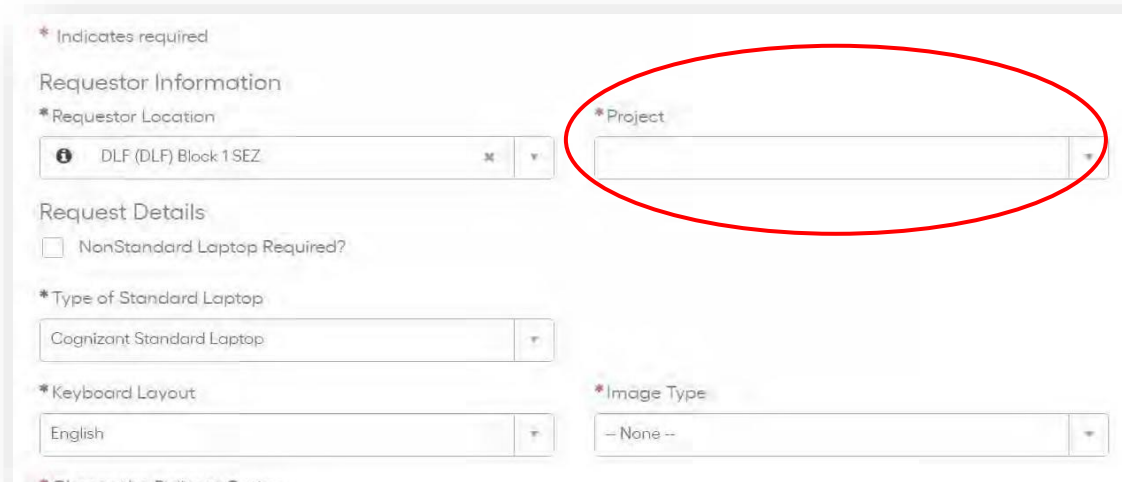**Step 2**: Click on My Service Portal - https://ctsccprod.service-now.com/ss
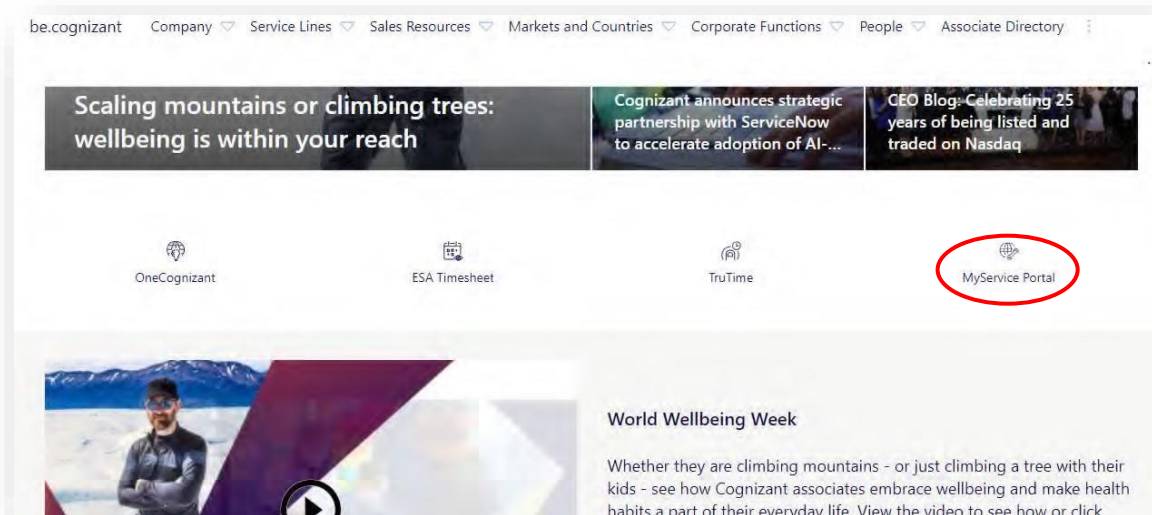
Step 3: Navigate to **Service Now** and click on **Requests.**

Step 4: Click on "**Request Laptop**"

Step 5: Once we select '**Request Laptop**', the window below will open.

Step 6: Select the appropriate **Project Code** or the only one available from the dropdown for **Project.**

Example:

Project Name	Project ID
BLR CAMPUS INTERNS	1000288139
CBE CAMPUS INTERNS	1000288128
CHN CAMPUS INTERNS	1000288145
HYD CAMPUS INTERNS	1000288112
KOL CAMPUS INTERNS	1000288127
PUN CAPUS INTERNS	1000288095

Step 7: Select **Image Type** as **Cognizant** from the dropdown.

Step 8: Select the **Delivery Option** as '**In-person pick up**'.

Step 9: Address details will auto-populate, and the '**Location Name**' should be selected from the following options.

Location	Facility
Kochi	Naveda Campus CNC
Pune	CDC
Hyderabad	ISC 1 (FND) Financial STPI
Bangalore	Manyata (MBP) Bld F3 SEZ
Coimbatore	CBE COG Campus (CCC) SDB1&2 SEZ

Step 10: Select '**Purpose**' as '**Project Requirement'.**
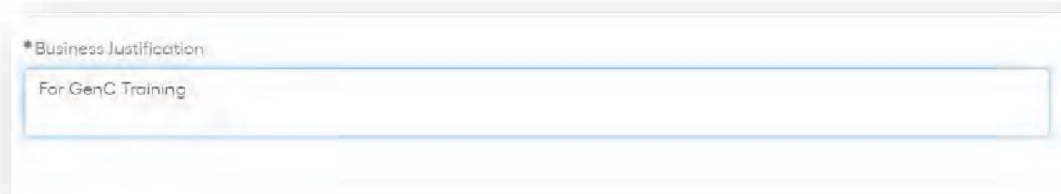
Step 11: In '**Business Justification',** enter "**For GenC Training**".

Step 12: Submit

Please note: If you encounter any issues while submitting a laptop request, please contact the Primary POC (Batch Owner). If there is no responses after 24 hours, reach out to – Sakthimurugan P (Sakthimurugan.Palanisamy@cognizant.com).

Laptop configuration

OEM 20H2 Laptop Azure Enrollment – User's instructions

It's your Laptop and here is how you can take care of it!

Here's all you need, to get your laptop enrolled!

Follow the steps given in the **Self-help document** dispatched with your laptop

Ensure you have a **good bandwidth** in your Broadband / Datacard / Mobile data.

Installation of all required applications and security patches will take **2 - 6 Hrs.** Please ensure that the data is uninterrupted during this procedure.

Consumption of data will vary from **3 - 6 GB** during the initial setup on your laptop.

While the applications are getting installed in the background, you can readily access Office 365 over the internet till then. Login to **login.microsoft.com** and use applications such as Outlook, Teams,Word, Excel., Username should be given in below format '**1234567**(Cognizant Employee ID)**@cognizant.com**'

What if any unforeseen errors occur during enrollment?

⚠ 'There was an issue looking up your account'

⚠ 'Installation exceeded the time limit set by your organization. Please try again or contact your IT support'

Please connect an active dongle/data card to the laptop via data cable. If you do not have an active dongle/data card, please follow the below steps to tether data from android/apple mobiles

1. From the Home screen, tap Settings > Personal Hotspot. If you don't see Personal Hotspot, tap Carrier
2. Tap the switch next to Personal Hotspot to turn it ON
3. Connect your device to the computer using the USB cable
4. The device will automatically begin tethering after syncing is complete

1. Connect the phone to a computer or laptop by using the USB cable
2. Open the Settings Menu
3. Choose Connection & Sharing
4. Enable the USB Tethering item & ensure user Mobile data is turned on

⚠ 'Blank screen issue - In the mid of configuration'

Please Force restart the device by holding the Power Button for about **5 - 7 seconds**

GO PAPERLESS DIGITAL

To view your laptop pass on your mobile phone, go to Onecognizant App & click on View laptop pass. Please ensure that Company Portal has been installed on your device — **Laptop Pass**

Hardware / Software Management

https://onecognizant.cognizant.com --> OneIT

Request Hardware & Software | Manage Hardware Assets | Print Laptop Pass | Manage Hardware & Software Requests

- **For Freshly allocated Laptops -** The tagging of an asset against your name will be done automatically in 24 - 48 hrs by our Asset Management team

- **For Laptops replaced via Direct User visit -** The tagging of Old asset to new asset against your name will be done automatically in 24 - 48 hrs by our Asset Management team

- **For Laptops dispatched via courier & old asset picked up via Reverse logistics -** The tagging of the delivered asset will be done automatically in 24 - 48 hrs by our Asset Management team. The Old asset will be untagged from your name once the picked up asset from your residence is delivered to a Cognizant Office

- Post asset tagging, you can release the Software requests from your old asset through **Manage Hardware & Software** Tab and initiate new Software requests on your new laptop in **Request Hardware & Software** Tab via **OneIT** link provided above

Validate before allocating to user

- User ID needs to be shared for allocating a license.
- Ensure that the HASH value uploaded in Intune.
- Validate TPM enablement in BIOS.
- Validate that the first bootable device is the hard disk.
- The user guide document must send in mailer or print.

Keyboard layout selection

Turn on the laptop. The screen to set the layout for your keyboard will appear.
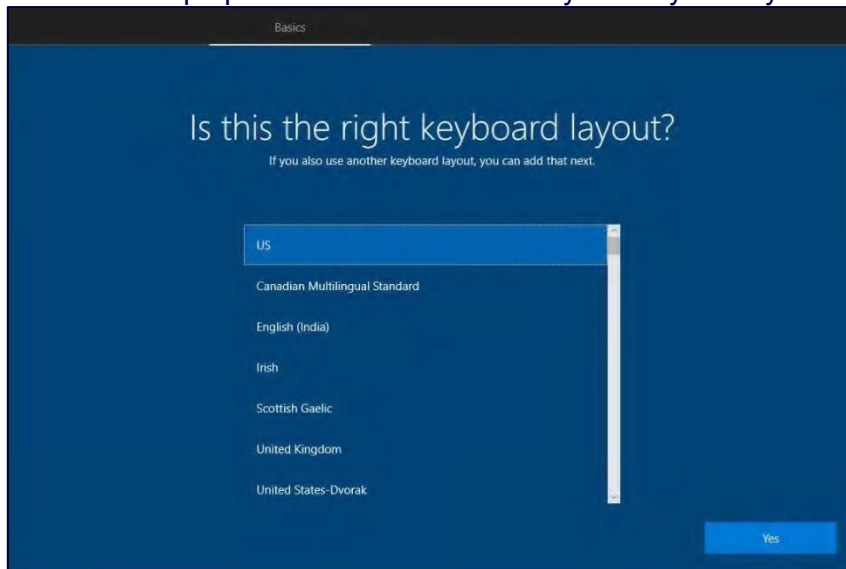
Select the US layout from the list. Click Yes. The screen to add a second keyboard layout will appear.
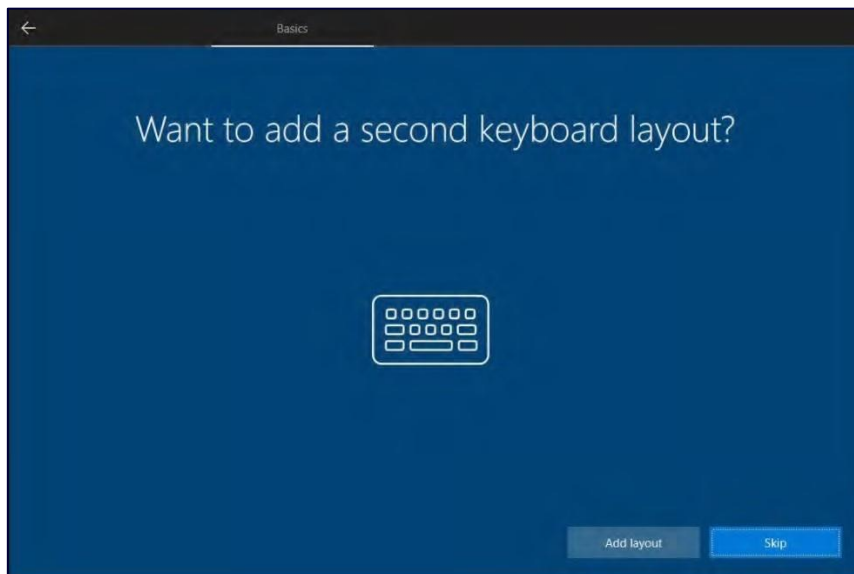
Click on 'Skip'. Your keyboard layout setup is complete.

Connect to the internet

Turn on your broadband connection.
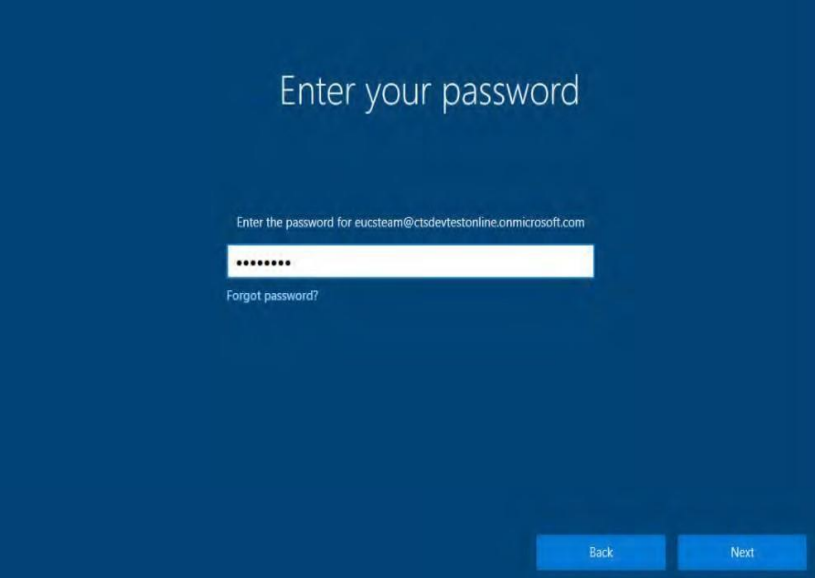
Note: Please proceed only after connecting to your active network.
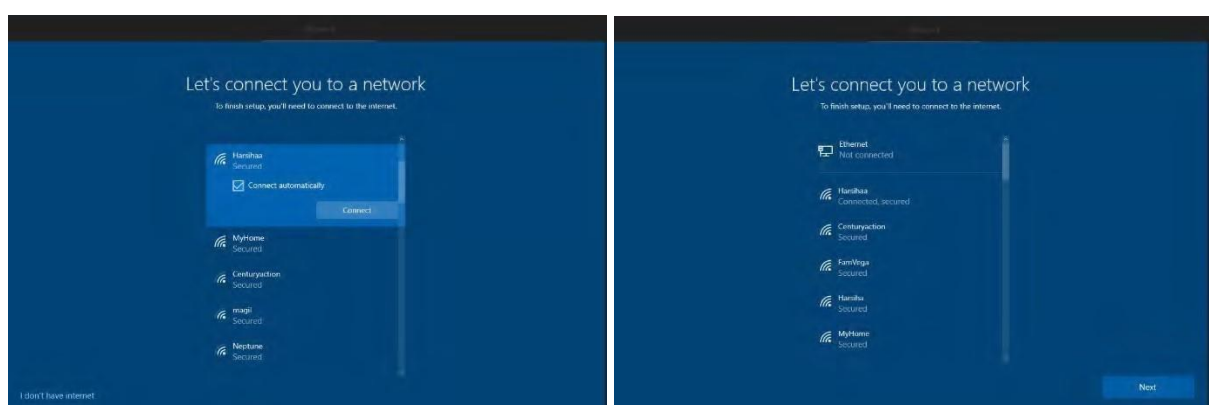
1. Select the US layout from the list. Click Yes. The screen to add a second keyboard layout will appear.

2. Click on 'Skip'. Your keyboard layout setup is complete.

3. Enter your password. Click **Next**.

4. Complete the MFA authentication based on your preference

(or)
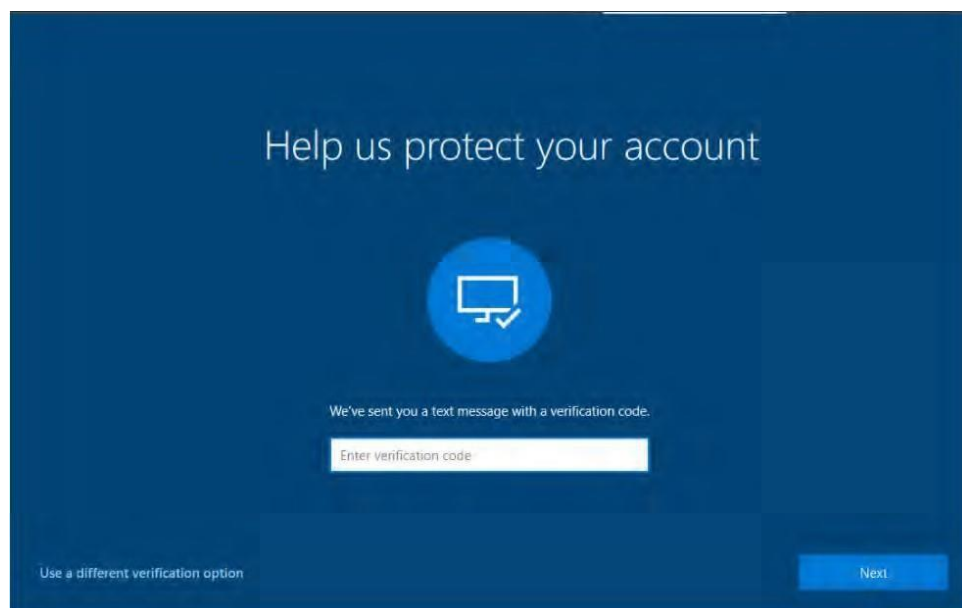
Device setup

5. The device setup process will set up your device, including application installation and other account-related settings.
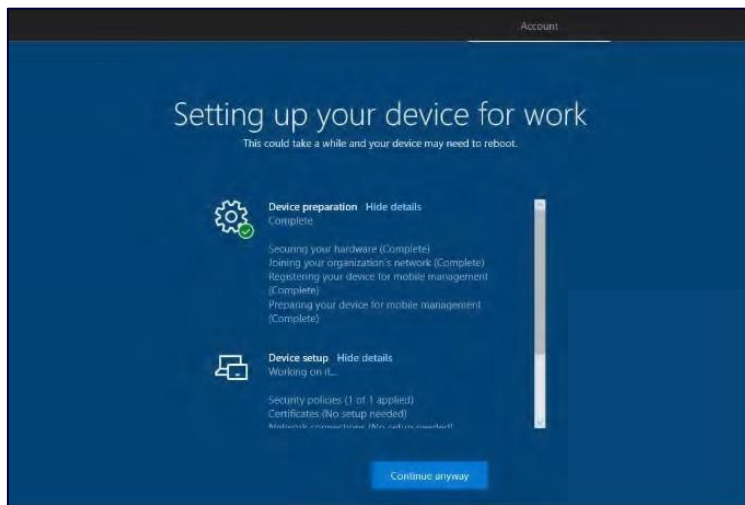
6. Click on 'Continue anyway'. The application installation will continue in the background, and the screen to set up your PIN will appear.
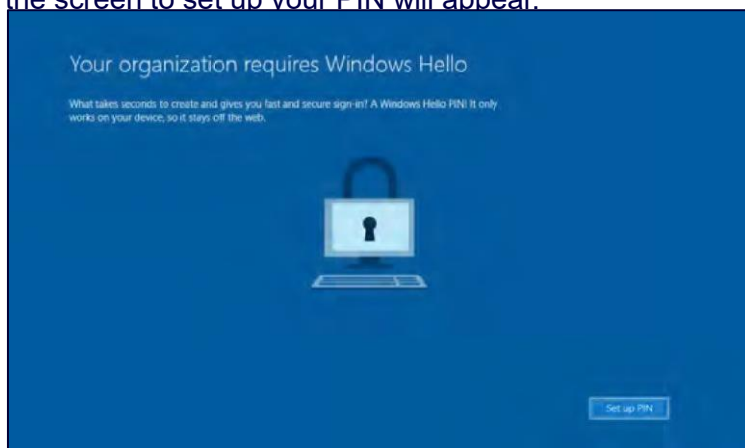
7. Click on 'Set up PIN'. The screen to enter your authentication code will appear.
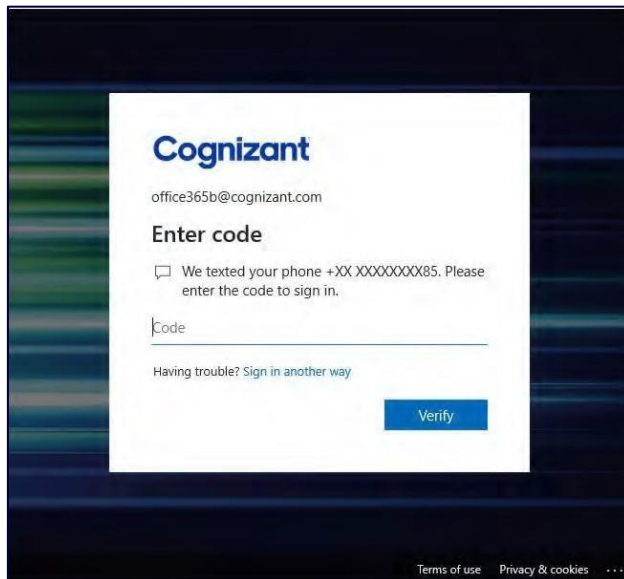
8. Click on 'Verify'. After successful MFA authentication, the screen to set up your PIN will appear.
    Note: Only random numbers are accepted.

9. Set up your **PIN** and click **OK**. The **All set!** screen appears.

![Cognizant logo]
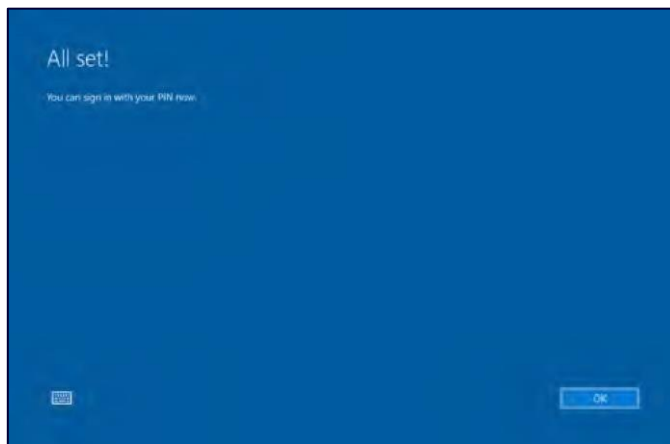
10. Click on '**OK'** to access your Windows desktop screen

   Note: Allow a minimum of 60 mins to install all the applications. The system will reboot few times to complete the application installation. (Depending on the bandwidth speed, the application installation might take longer).

11. Once all the configuration is done, open the Run Command by pressing (windows Key) + R
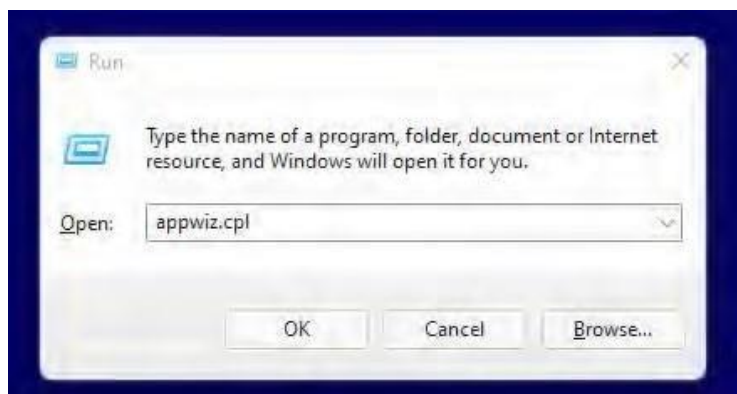
12. Type 'appwiz.cpl'. It will open the Control Panel window and list the programs installed on your laptop.
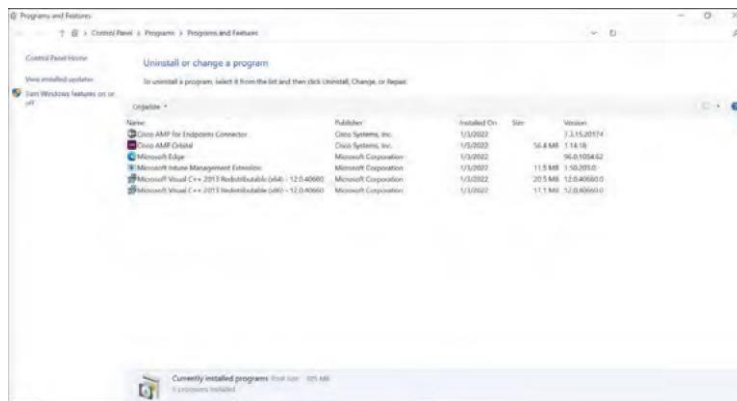
13. You need to sync to update all the software and policies. So, open **Settings** and click on **Accounts**.
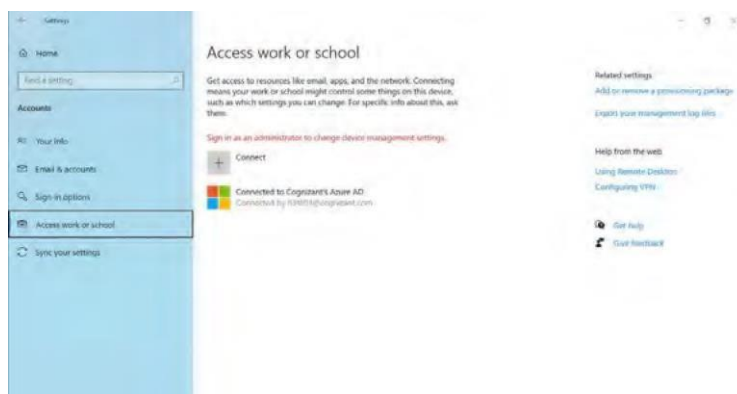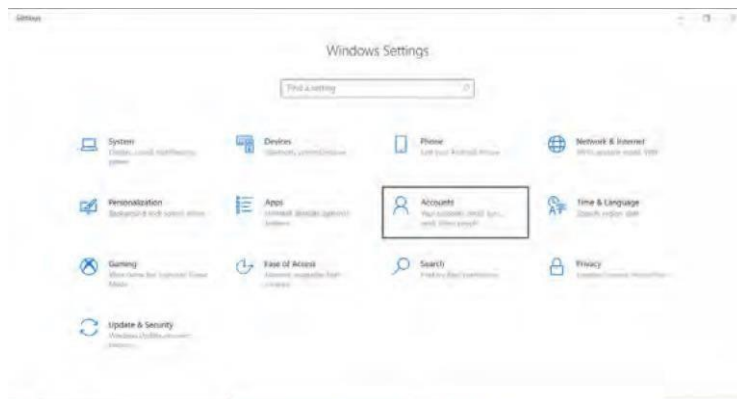
14. Click on 'Access Work or School'. Then, click on the right side connected to **Cognizant Azure AD.**
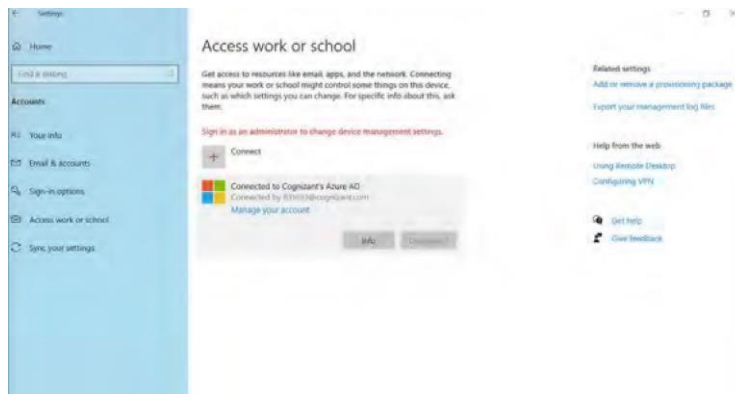
15. Click on '**Info**' to open the **Sync** Option. Then, scroll to 'Sync' and give it a moment to process. Once done, it will show as successful.

16. If everything goes right, there will be 26 programs available in **Appwiz.cpl**. If it's not installed, you have to give sync in settings untill all the policies are pushed.
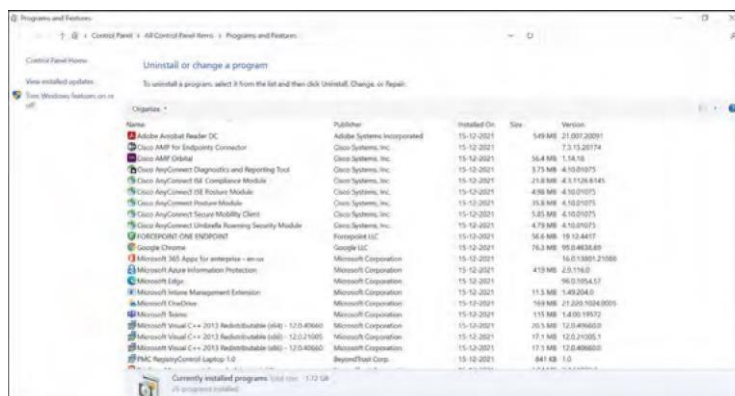
17. Below are the steps to configure Outlook on your Azure AD join machine
18. Open Outlook. It will auto-configure your ID. Then, click connect to proceed with the configuration.

![cognizant logo]

Outlook

Email address

SanthanaRamu.R@cognizant.com

Advanced options ⌄

Connect

19. Once the configuration is done, click on 'Done' and Continue.

Outlook

Account successfully added

Microsoft 365
SanthanaRamu.R@cognizant.com

Add another email address

Email address   Next

Advanced options ⌄

☑ Set up Outlook Mobile on my phone, too

Done

Network Connectivity

➢ LAN is the primary connection for connectivity.
➢ Use the LAN cable properly and ensure that the cable lock is not damaged.

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> ➢ Ensure that proxy settings are enabled and that the required proxy exceptions have been added.

Steps to enable Proxy:

- Open Run Command (Windows Key +r) and type *inetcpl.cpl* • Connections❼LAN Settings❼ <mark>**Proxy.cognizant.com/6050**</mark> (Type)
- Go to 'Advance options' and add below mentioned items.

.cognizant.com;*.cognizantgoc.com;login.microsoftonline.com;*.msocdn.com;*.mp.microsoft.com; *.ws.microsoft.com;*.update.microsoft.com;*.windows.net;*.azureedge.net;*.windowsupdate.com; *.cognizantgoc.com;*.webex.com;*.teams.microsoft.com;*.office365.com;*.outlook.office.com;*.cts .com;*.sharepoint.com;autodiscover.cognizantonline.mail.onmicrosoft.com;cognizantonline.share point.com;cognizantonline-my.sharepoint.com;cognizantonlinefiles.sharepoint.com;cognizantonline-myfiles.sharepoint.com;*.tdscpc.gov.in;61.246.185.76;61.246.185.74;61.246.185.70;61.246.185.7 5;*.talview.com;*.proview.com;browser.pipe.aria.microsoft.com;cognizantstage.spire2grow.com;c ognizant.spire2grow.com;nexus.officeapps.live.com;nexusrules.officeapps.live.com;watson.telem etry.microsoft.com;mobile.pipe.aria.microsoft.com;vortex.data.microsoft.com;teams.microsoft.com ;*.zoom.com;*.zoom.us;*.webexcontent.com;outlook.office.com;outlook.office365.com;chime.aws; *.chime.aws;*.sdkassets.chime.aws;*.amazonaws.com;*.s3.amazonaws.com;*.tekstac.com;cogni zant.udemy.com;

We recommend that GenC users adhere to the SOP documents when configuring their laptops. If any issues arise, please contact GenC support team. **(Laptop configuration should be performed using the open internet connection (Personal hotspot / Wi-Fi) with sufficient bandwidth** (min 40 mbps)**, avoiding the use of the corporate network)**

Kindly raise a SNOW request for LAN connector.
Please click here and select "Ethernet adaptor" as the appropriate option.
https://ctsccprod.service-now.com/ (Navigate as per below)

| Home | > | All Catalogs | > | Service Catalog | > | Hardware | > | Accessories | > | Request Laptop Accessories |

Please raise a phoenix request for any software installations.
Please click here and raise a required software request.
https://ctsccprod.servicenow.com/ (Navigate as per below)

| Home | > | All Catalogs | > | Service Catalog | > | Software | > | Software Request and Manage | > | Request Software Asset |

Self-Software Installations Steps:
@ One Cognizant "My To-Do's" -> "Task" > Choose the correct software name -> "Proceed Now"->Download Software-> Go to download folder and double click on the software for installation.

Once the installation is complete, please mark the installation status as **"Completed"** on the same page. In case of any error, please mark the installation status as **"Installation**

Failed" to seek assistance from the support team. The SLA for any "Installation Failed" cases that are moved to manual cart is **3 business days**.

We may require a firewall request to be raised for the URL that is not working**. (Please provide the complete destination IP & port details)**

Click here for information on how to raise a Firewall request.

https://ctsccprod.servicenow.com/ (Navigate as per below)

| Home | > | All Catalogs | > | Service Catalog | > | Network Services | > | Core Infra | > | Request Firewall Rules 2.0 |

If you require any IT-related assistance, please follow the escalation matrix by contacting your Batch Owner as the primary POC, followed by others, or raise a GSD as per your Batch Owner's advice.

Software Self-Installation Guide

<mark>The software request will be raised by the backend team. So, you may please ignore the following 3 steps</mark>

However, below are the steps to raise a software request if your Batch Owner instructs you to do so.

1. Request to be submitted by the associate in SNOW.

2. After raising a request, it will routed to Project Manager for approval (If the Project Manager does not approve the request within 5 days via email or portal, the request will be automatically rejected)

   PM approval process: Please follow the below navigation to approve SW requests:

   o Login to https://onecognizant.cognizant.com o Click on App store and search

   "OneIT" and launch the OneIT application. o Select "Manage Hardware and

   Software Requests" under "Services" option. o Click on "Manage Team

   Requests" and search for the request ID o Select "Approve/Reject requests".

3. You will receive an email from 1CommunicatorInfo(Cognizant) 1CommunicatorInfo@cognizant.com for Self-Installation with the Subject as "Notification for you: RITMxxxx - Request Software Asset - Software ready for Self-Installation" after PM's approval. Three reminders will be sent within 5 days.

Steps to install the software via Self Installation:

*   To install software that is available for self-Installation, click on the link in the email (via Google Chrome or Edge browser) to start the self-Installation process. (You will receive a communication mail with the installation details)

    Or

    Go to "https://onecognizant.cognizant.com"

*   Under "My To-Do's" -> "Task" > choose the correct software name -> "Proceed Now" -> Download Software-> Go to the download folder and double-click on the software to install it.
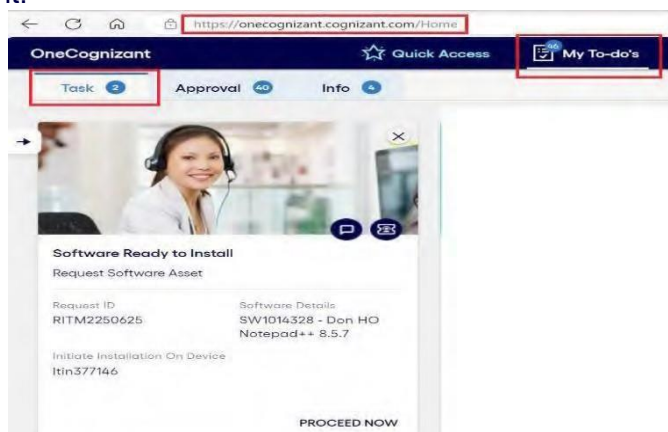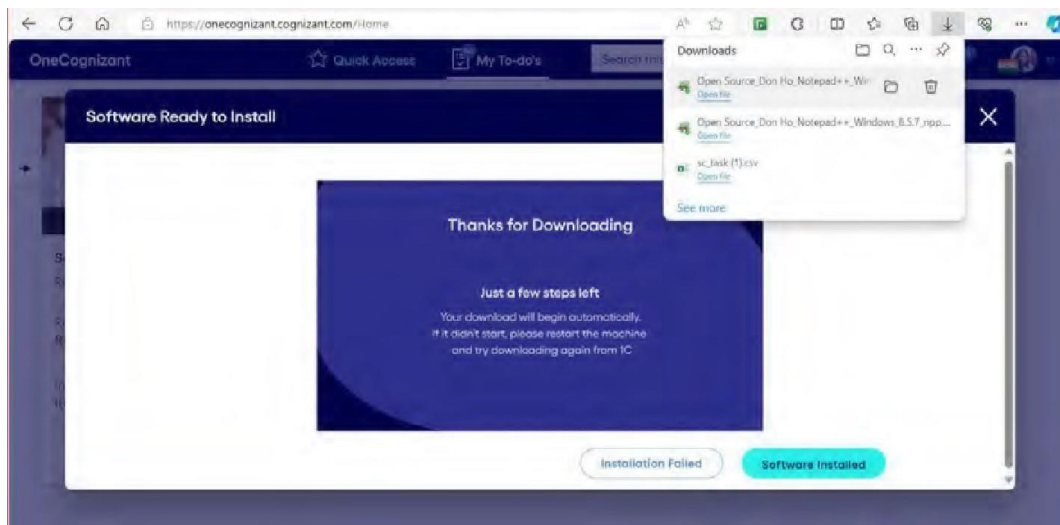
- Click on "Download Now". In the next window, you will see the instructions in video format. Please watch the video, which is less than 30 seconds long, to learn how to install the software.

- Once the installation is done, please mark the Installation status in as "Completed" on the same page. In case of any error, please mark "Installation Failed" to seek assistance from the support team. The SLA for any "Installation Failed" cases that are moved to manual cart is 3 business days.

- Self-Installation request will be marked as Completed if no action is taken by the associates within 5 days after PM's Approval.

- Please note that Software download is permitted only on Cognizant Assets as per Cognizant policy.

Quick Fix for Self -Installation error:

This is not a Cognizant managed device. If you encounter the Cognizant unmanaged device error, please refer to the pop-up below and follow the instructions in the error message to fix the issue.

Software Ready to Install

This is not a Cognizant managed device.

Please initiate Self-installation from a Cognizant managed device

If you are already accessing this from a Cognizant-managed device, please perform the below steps:

Clear Browser Cache, Cookies and History.

Open this Link in a new browser. It will display as "It is Managed Device".

Launch OneCognizant in a new tab -> My-Todo -> My task -> Proceed with installation.

Internal Server Error:

- Restart the machine twice and switch to an alternative network.
- Follow the same process to download and install.

Executable block and admin block:

Restart the machine twice and try to install again. If the issue persists, click on the "Installation Failed" option for manual support.

Pop-up blocker:

Enable pop-ups from the browser settings, preferably using the Edge browser. After downloading the file, click on it to install.

Download error:
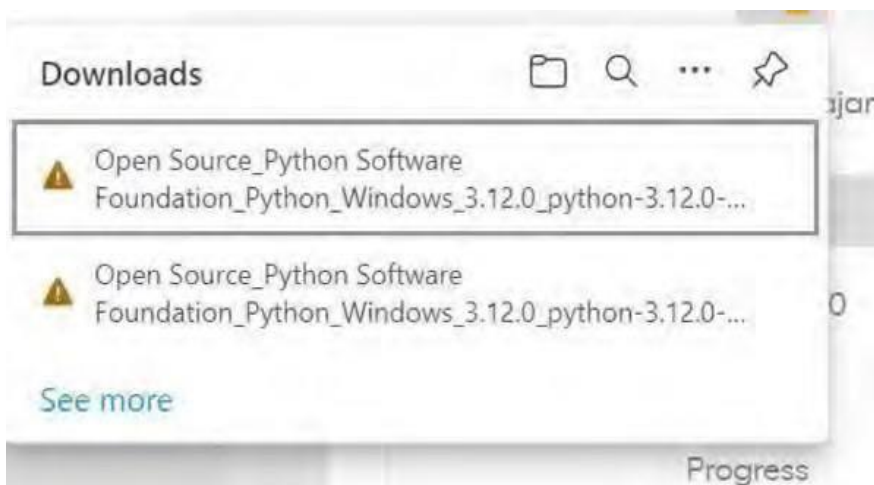
After downloading the software, click on the three dots, select "More Options," and choose "Keep." Then, proceed to install.

Restart the machine twice and switch to a different network connection. Use the Edge browser for a more effective resolution.

Software install use SCCM automation:

      ○ Navigate to https://onecognizant.cognizant.com ○ Click on "My To-Do's". ○ Select "Task"

– navigation details will be available on the card.

- o Search bar – software center – applications – software will be listed for installation. o After installation, user has to take action on the card for success or failed. o If there is no response for 5 days, the ticket will be considered successfully installed and closed

Manual integration

- o If a ticket is moved to the manual queue, the request will be addressed within the SLA.
- o If no automation is tagged for the request, it will be addressed manually within the SLA.

Line of Communication

Line of communication or Chain of communication refers to the official path along which information travels within the organization. It includes a chain-of-command that requires employees to communicate only with their direct superior rather than bringing comments or concerns directly to leaders higher in the organization.

Key points to remember:

- Always follow the chain of communication.
- Do not write directly to anyone who is not associated with the program/organization leadership members.
- Be cautious about the social media policies in Cognizant.

- The primary point of contact (PoC) to address any query will be your respective Batch Owner.

- The secondary point of contact (PoC) for any query is the Location Lead.

- Queries should be directed to the Location Lead only when the Batch Owner is unable to resolve the query within 24 hours, or when the Batch Owner is unavailable.

Line of Communication matrix:

Level 1: Primary PoC (Respective batch owner)	Level 2: Secondary PoC (Location Lead)

Attendance Health Score (AHS)

Your regular attendance during the training period will be measured via the Attendance Health Score (AHS). It will be monitored from your date of joining and aggregated every month until your graduation from the program.

AHS Guidelines:

- ✓ All Interns are expected to be available for training at a physical location for all the five days of the week.
- ✓ AHS will be calculated weekly, and the cumulative weekly attendance for each month must be in "Green" (>=85%).
- ✓ To continue and successfully graduate from the skilling program, the AHS should be in "Green" every month.
- ✓ The true-time hours logged should comply with the Cognizant Working Hours guidelines.
- ✓ 100% attendance is mandatory for all Instructor Led Training sessions (ILT).
- ✓ In the event of any breach in AHS, evidenced by a concern raised by an instructor/batch owner, attendance will not be recorded, and a warning will be issued.
- ✓ Leaves are not permitted during the training program.
- ✓ Uninformed leaves of more than three days will lead to consequences.
- ✓ Examination breaks should not exceed five working days (validated with college-confirmed exam dates).
- ✓ If you do not have 85% attendance in a month, it would lead to program de-enrollment in the first week of the subsequent month.

AHS Criteria:

Actual Tru-time	Actual session hours reported	RAG
>=85%	>=85%	Green
>=80% & <85%	>=85%	Amber
>=85%	>=80 & <85%	Amber
<85%	<85%	Red

Learning Performance Health Status (PHS)

The objective of the skilling program is to enable you to incorporate the skills acquired, by developing real time projects/use cases as well as considerably improve your professional skills as you progress through the program.

The overall performance will be assessed across the evaluation/assessment modules and the eligibility criteria for successful completion of skilling program will include the technical competency, behavioral competencies and adherence to policy aligned to the skilling program guidelines.

GenC Skilling Program
Successful Completion Criteria

Technical Performance Health status "Green"

Attendance Heath status "Green"

Adherence to values aligned Guidelines
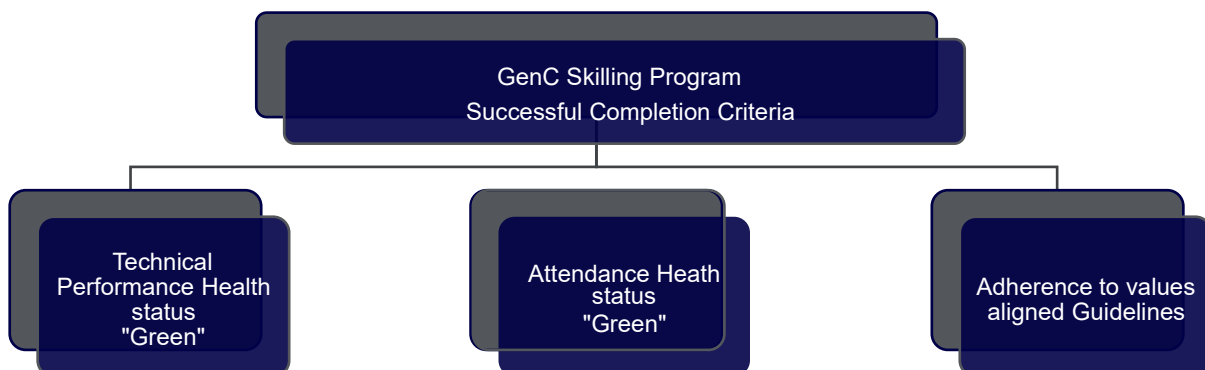
GenC intern Training	Evaluation Components	Pass Criteria	Evaluation by
Performance Health Status - PHS	Interim Evaluation (Project + Technical)	Green,1 Attempt	BU SME
	Final Evaluation (Project + Technical)	Green, 2 Attempts*	
+			
Attendance Health Score - AHS	Should be >=85%		

PHS status calculation:

Interim evaluation status	Final evaluation status	Reattempt provided	Second attempt status	Tech status
Green	Green	NA		Green
Green	Amber	Yes	Amber	Amber
Green	Red	Yes	Amber	Amber
Amber	Green	NA		Green
Amber	Amber	Yes	Amber	Amber
Amber	Red	Yes	Amber	Amber
Red	Green	NA		Green
Red	Amber	Yes	Amber	Amber

Red	Red	No		Red

Red	Candidate is not able to answer the basic questions asked on particular skill. Candidate has implemented a few project requirements and unable to answer questions on the project clearly. Candidate is not able to respond in complete sentences to the questions asked, struggles to find the words and unable to comprehend questions, poor attitude towards learning,
Amber	Candidate is able to answer basic questions and some of scenario-based questions without detailed explanation. Candidate has implemented few of project requirements and able to present, explain and answer basic questions on project. Candidate is able to respond in complete sentences to questions, using too many fillers, having good attitude and finds difficult to comprehend the questions.
Green	Candidate has good understanding on skill and able to answer most of the basic and scenario-based questions. Candidate has implemented most of the project requirements, able to present the requirement well and answer the questions related to project. Candidate speaks clearly with right attitude, maintains eye contacts, and speaks confidently and able to articulate his/her thoughts.

Integrity

Any learning and assessment are expected to be given in a very honest way. Plagiarism / copying / any malpractice has a zero tolerance.

The type of disciplinary action(s) would be based on multiple factors attached to the incident and incidents with high severity may call for stringent disciplinary action as per organization policies.

S. No	Scenarios	S. No	Scenarios
1	Trying to capture and leak questions and/or answers, in ANY mode – mobile pictures, screenshots, streaming etc.,	11	False declaration of authenticity in relation to the submission of coursework to become eligible for a test.
2	Copying code or answers or helping to copy from ANY source	12	Wasting an attempt to just look at or capture questions
3	Informing any other parties about the details of the questions and	13	Spurious complaints about system or infra related issues to explain failed attempt
	answers, either before or after the assessment through any medium, including verbal or electronic.		

4	Having someone else take the test for you or help you with the answers in any way or mode.	14	Any attempt to compromise the integrity of the exam through any electronic or nonelectronic method
5	Running a parallel test session to gauge questions.	15	Trying to look in the other person's desktop in the assessment hall
6	Attempt to take assessments in groups	16	Discussion in the assessment hall before starting the test/ while attempting or even after finishing your test
7	Using any electronic devices to capture exam related data or look for answers through any channels.	17	Trying to pass answers via rough sheet or any by any other source.
8	Fabrication of results or evidence	18	Using Bluetooth devices during the assessment
9	Stepping out of assessment hall more than once for drinking water or any other personal reasons.	19	Using nonverbal communication **facial expressions, gestures, paralinguistics (such as loudness or tone of voice), body language, eye gaze**
10	Carrying any additional paper, cheat sheet to the assessment hall		

Follow the Guidelines:

GenCs breaching the key guidelines subsequently for 3 continuous times will be issued with a Red card and the 4th incident will lead to HR consequence.
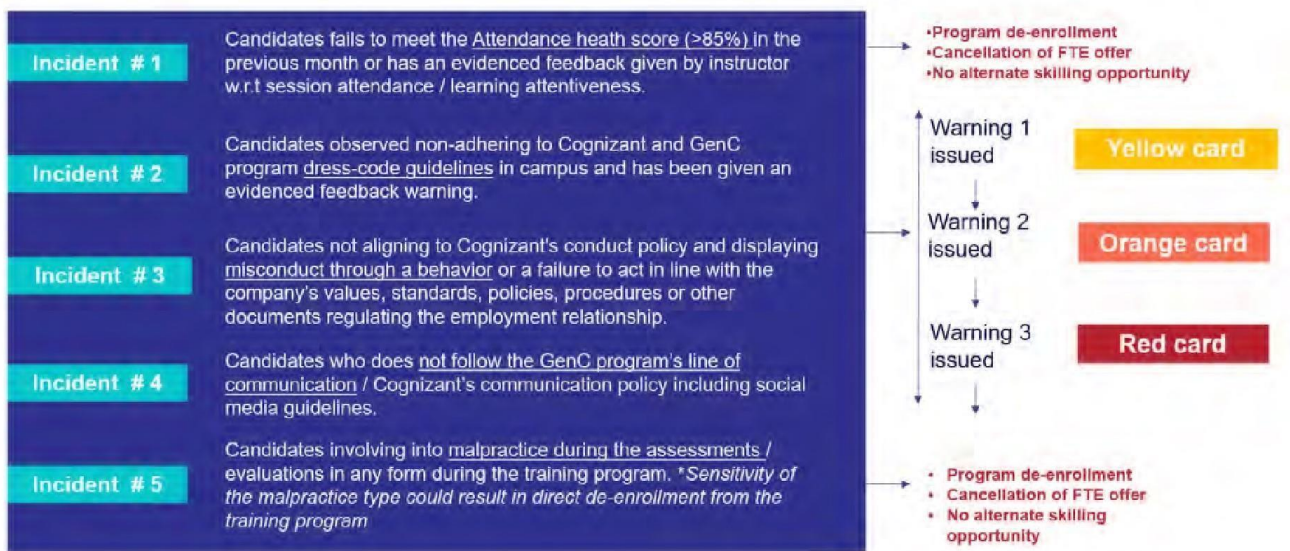
Dress code policy

Business Casual

Business Casuals are more relaxed, smart informal clothing, yet still professional. Clothing choices must still be neat and presentable.

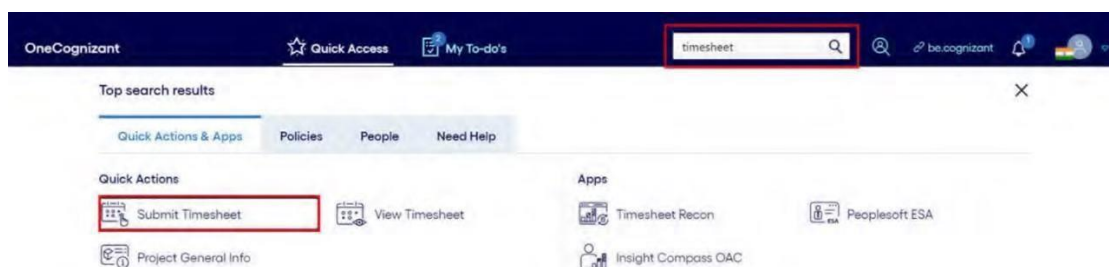| Business Casual		
	Acceptable	**Not Acceptable**
Clothing	**Tops**: Collared shirts, polo tshirts, or button-down long sleeve shirts in solid colors, checked or striped, light sweaters, cardigans, or pullovers, well-fitted blouse, kameez.	**Tops**: Gym/athletics attire, plunging neckline tops, V-neck t-shirts, collarless t-shirts, crop top, tank top, hoodies, party wear. Garments with inappropriate slogans, and/or graphics. Garments which are sheer, flimsy, backless, spaghetti tops, halter tops, transparent, low-cut, or ill-fitting clothes.
	Bottoms: Khakis, pants, chinos, jeans (without rips), knee-length or longer skirt, sarees, and salwar.	**Bottoms**: Ripped jeans, slit clothing, pyjamas/loungewear, shorts, bermudas, cargo pants, jogger pants/jeans, threefourths (capris), yoga pants, track suits, jump suits, coord sets, wrap arounds.
Footwear	Slip-on closed shoes, loafers, or professional-looking sneakers .	Any kind of open-toed shoes, floaters, flip-flops, clogs/ crocs and chappals, worn out and scuffed shoes.
Accessories/ Personal grooming	Belts, watches, and minimal jewellery.	Visible offensive tattoos, unkempt hair, bandana, hat and cap.

Business Formal

Business Formals refers to a formal style of clothing and one that is professional.

Business Formal		
	Acceptable	**Not acceptable**
Clothing	**Tops**: Crisp, well-fitted shirts paired with formal trousers, suits, full-sleeved collared shirts in solid colors, tucked in, wellfitted blouse, kameez. Cognizant branded attire. **Bottoms**: Pants in neutral colors, jeans with a belt (without rips), knee-length or longer formal skirt, three-fourth formal skirts or midi dresses, sarees, and salwar.	**Tops**: Gym/athletics attire, plunging neckline tops, V-neck t-shirts, collarless t-shirts, crop top, tank top, hoodies, party wear. Garments with inappropriate slogans, and/or graphics. Garments which are sheer, flimsy, backless, spaghetti tops, halter tops, transparent, low-cut, or ill-fitting clothes. **Bottoms**: Ripped jeans, slit clothing, pyjamas/loungewear, shorts, bermudas, cargo pants, jogger pants/jeans, threefourths (capris), yoga pants, track suits, jump suits, coord sets, wrap arounds.
Footwear	Formal shoes like oxfords or brogues and closed-toe shoes like pumps, stilettos, wedges or loafers .	Any kind of open-toed shoes, floaters, flip-flops, clogs/ crocs and chappals, worn out and scuffed shoes.
Accessories/ Personal grooming	Belts, watches, and minimal jewelry.	Visible offensive tattoos, unkempt hair, bandana, hat and cap.

Refer Dress Code Policy - India for more details.

Timesheet Submission

Login into One cognizant portal and Search for timesheet and click on 'Submit Timesheet'.

Select the appropriate period

Fill in the mandatory fields and submit with confirmation

Fill in the mandatory fields and submit with confirmation

When should we submit the Timesheet?

- Every last working day of the month
- Every last working day of the week

Sun	Mon	Tues	Wed	Thus	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Org. mandatory e-learnings

The following courses must be completed within 10 days of joining date, which will be available in the below link. **https://cognizant-console.lrn.com/home**

➢ CGZ995 Code of Ethics and Acceptable Use
➢ CGZ11 Global Anti-Corruption
➢ CGZ905 Data Security
➢ CGZ604 Prevention of Sexual Harassment at Workplace

Internship stipend

A stipend is a fixed amount of money that is paid to interns, trainees, or other workers to help them cover their living or work-related expenses. A stipend is different from a salary, which is based on the hours worked or the performance delivered.

Cognizant's internship program aims to rapidly upskill its campus hires to improve their skill expertise per industry standards and gain business readiness during their 8th semester, before onboarding them as full-time employees.

- Stipend will be paid on a monthly basis.
- The final month's stipend will be paid only upon successful completion of the internship / graduation criteria.
- No additional payments will be made beyond the curriculum duration.
- The total stipend amount will be aligned with the planned duration of your learning curriculum.
- Stipends will be deducted for any leaves taken accordingly.

Frequently Asked Questions (FAQs)

1. **Are interns entitled to receive a stipend during their internship?**

   Yes. Interns are entitled to receive a monthly stipend based on the assigned Internship curriculum and final month's stipend will be paid only upon successful completion of the internship / graduation criteria.

2. **How will the stipend be paid?**

   The stipend will be credited to the intern's personal bank account, which should be created in Cognizant's preferred banks and under the intern's name. The bank account should not be a joint account with any family members. The details provided by the intern will be used to credit the stipend to their active individual personal bank account. Below is the list of preferred bankers.

Bank Name	IFSC Code
HDFC Bank	HDFC
ICICI Bank	ICIC
CITI Bank	CITI
Standard Chartered Bank	SCBL
Axis Bank	UTIB
Kotak Mahindra Bank	KKBK
HSBC Bank	HSBC
SBI Bank	SBIN
IDFC FIRST BANK	IDFB

3. **Is it permissible to share non-preferred bank details?**

   While we encourage interns to share bank details from preferred banks in case, they do not have an account in a preferred bank, they can share bank details from non-preferred banks as well.

4. **Will an intern be eligible for the stipend if they complete the learning as per the milestone without joining the daily sessions inperson?**

   No, interns mandatorily need to attend daily inperson sessions and complete the learning as required.

5. **Is tax deduction applicable for the stipend?**

Yes, the stipend will be paid after a 10% tax deduction. A Form 16 will be sent to your personal email ID post-internship completion, which you can use to claim the stipend at the time of filing your IT return.

6. **Is it mandatory to link PAN card with Aadhar?**

   Yes, as per government regulations, it is mandatory to link your PAN card with your Aadhar card.

7. **What are the implications if I don't link my PAN with Aadhaar?**

   If PAN is not linked to Aadhaar, there will be a higher tax deduction of 20%.

8. **How can I claim a refund for the amount that has been deducted as tax?**

   Form 16 will be sent to interns after the completion of the internship. Interns can claim the tax deducted amount by filing their income tax returns with the Income Tax Department.

9. **Can Interns submit proof of tax-saving investments to receive their stipend without any tax deductions?**

   No, taxes will be deducted at source from the stipend amount, as interns may not be able to submit proofs of tax-saving investments in the system. However, a tax refund can be claimed using Form 16 when filing income tax returns.

10. **Will there be any deductions from the stipend if leaves are taken?**

    Yes, the stipend will be deducted for any leaves taken.

11. **Are there any allowances provided in addition to the stipend?**

    No, there are no allowances provided other than the stipend during the internship period.

12. **Is the stipend determined based on TruTime and timesheets, or are there other factors involved?**

    Stipend is based on the daily attendance, TruTime and timesheets and final stipend includes successful internship completion aswell.

13. **Who should I contact if my stipend is not credited on the expected pay day?**

    Please wait until the end of the pay day, and if the stipend is not received, reach out to your Batch Owner.

14. **What should I do if my stipend is rejected?**

    We will contact you to collect valid bank details and process the stipend with the next payout.

15. Where can we update our bank details, and what specific information is required?

The GenC HR team will send an eSurvey to all interns to collect bank details. We require the following information to process the stipend.

- Bank name
- Account number
- IFSC Code
- Branch location
- Candidate name as per bank records
- PAN card number
- PAN linked to Aadhar (Yes/No)

16. Who should I contact to make changes or corrections to my bank details after I've submitted the survey?

Please contact your Batch Owner for assistance.

17. Will my stipend be deducted if I take approved leave?

Yes, the stipend will also be deducted for approved leaves.

18. What other factors are considered for determining successful completion?

Both PHS and AHS will be considered for the successful completion of a stage or internship.

Org. mandatory e-learnings

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- ➤ CGZ11 Global Anti-Corruption
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