

New Joining And Recruitment Policy

Version 1.0

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1.0 Purpose:

This document is meant to define rules and regulations of New Joining and Recruitment that the employee needs to follow at PAMAC Finserve Pvt. Ltd.

The objective of New Joining and Recruitment Policy is to enable Recruitment and HR team to follow the set protocol within the organization. The recruitment policy of PAMAC aims at attracting, inducting, utilizing and retaining required caliber of personnel with a view to ensure that the selection process is fair and reliable and that the right quality of manpower is available at the right time

2.0 Responsibility & Authority:

The responsibility of developing and implementing this process lies with the Human Resource.

The authority of changing the process lies with the Human Resource in conjunction with the Director, Vertical Head and CEO.

3.0 Intended Audience:

The New Joining And Recruitment Policy is applicable to all the New joiners of the company.

This process is documented in the Human Resource Policy document.

4.0 Definitions and Acronyms:

For the purpose of this process all staff here implies executives [varies from process to process], Team Leaders, and Quality Control Specialists and other employees covered under Management cadre.

HR being referred as Human Resource, DCH being referred as Delivery Centre Head, AVP being referred as Assistant Vice President, VP being referred as Vice President.

5.0 New Joining and Recruitment Policy Details

The recruitment and selection process is of paramount importance in order to recruit staff with the necessary skills and attributes to enable PAMAC to accomplish its corporate aims and objectives. The Recruitment and Selection Policy and Procedures aim to provide clear guidance to managers in relation to both the selection and appointment of staff. This policy promotes and supports good practice for those with responsibility for recruitment.

This policy and procedures aim to achieve the following objectives:

- Recruit staff with the appropriate skills, both technical and personal, in order to

meet PAMAC's current and future needs.

- To ensure that staff appointed to posts involving vital responsibilities are qualified to carry out such duties or are working towards an appropriate qualification.
- Work to a fair and effective recruitment procedure, which is consistent with employment legislation and PAMAC's equal opportunities, policies and practices.
- Develop and enhance the public image of PAMAC, both as an employer and as a Quality Service Provider to its clients.

Internal candidates or others personally known to the interview panel must be treated in exactly the same way as all other candidates. PAMAC truly believes in an unbiased recruitment policy.

5.1 New Joining And Recruitment Process:

Recruitment Process - Recruitment requisition form

- Recruitment TAT
 - 10 working days for TL and below level.
 - 15 working days for Above TL and below DCH
 - 30 working days for DCH & above.
- Candidates will be scheduled directly and profiles will not be shared for short listing for TL below level openings. This would save operations time in screening resumes & will also display the competency level of Recruitment Team.
- Profile will be shared for TL & above openings.
- TAT will be calculated from the date of RRF received by recruitment team. (Specified time by Recruitment)
- Excluding Field Executive's and Peons all the employees should be hired on employment model and not on the consultant model.
- Non Core employees would be hired basis client mandate. All existing consultants [not applicable to FEs and Peons] to be converted into employment w.e.f Nov'2018.

6.0 Exceptions:

The Human Resource depending on the exigencies of the business may redefine the New Joining And Recruitment policy, in conjunction with the Director, Vertical Head and CEO.

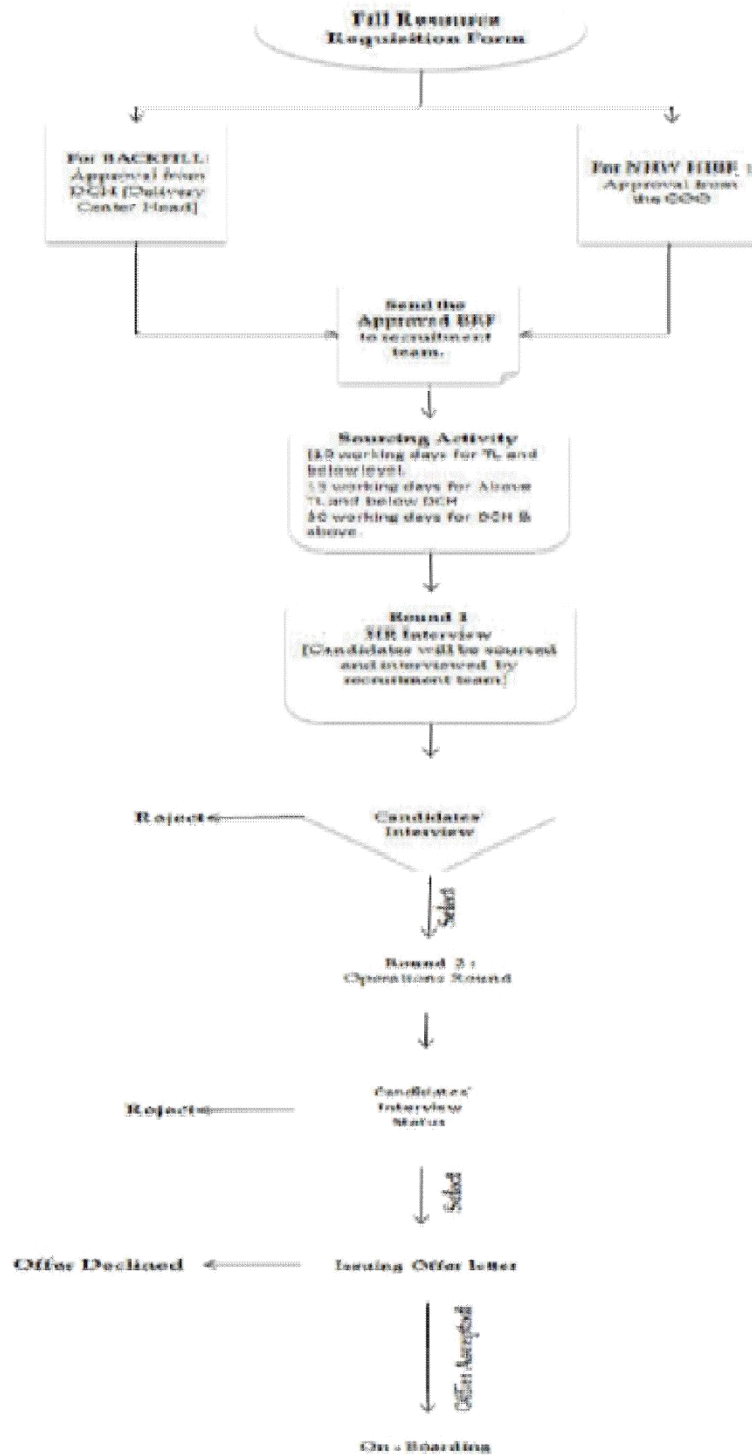
7.0 Process of Non Conformance:

The Non Conformance that can occur in this process

To ensure that the Non Conformance does not occur, the New Joining And Recruitment Policy has been made maintained and published from time to time.

8.0 Flow Charts:

There are flow charts used in this process



9.0 Record Control:

Responsibility for Record Control

The responsibility for record control within the HR Department is defined in the attached list of Formats.

Creation of New Files for Records (Hard / Soft Copy): The responsible person would create the record either in hard / soft copy depending on the nature of the record.

Maintenance of Records: The records are maintained in a manner that they are clearly identifiable, traceable & readily available. These records will be maintained in the following manner:

Hard Copy: Hard Copy of the records shall be filed & files are numbered & maintained by the responsible person. The responsible person will maintain a master list of all the files containing hard copy records.

Soft Copy: The responsible person shall maintain soft Copy of the records. The responsible person identified for the generation and maintenance of an electronic record shall create the appropriate file structure on the appropriate network shared drive.

Retention of Records: The letters issued will be filed permanently in their files.

10.0 Contingency Planning:

Considering the nature of the policy it is the responsibility of Manager- Human Resource to review the policy from time to time in conjunction with Human Resource and Director, Vertical Head & CEO.

11.0: Amendments to the Process:

The responsibility of developing and implementing the HR & Admin policies lies with the HR, however, the authority to change the policy lies with HR in conjunction with the Director, Vertical Head and CEO.

Any changes will reflect in the policy manual.

12.0 Process Audit:

We have regular audits being done by ISO and by means of Internal Audits from time to time.

13.0 Data Integrity:

All the security measures relating to technology should ensure that employee's data is safe guarded.