PAMAC

Banking on our Credentials

New Employee Orientation[NEO]

Persistent
Agile
Meritocratic
Accessible
Collaborative

The employee shall go through the following during the first 90 days, post taking this induction he would have to take 2 Employee Surveys online as mentioned below -

Joining

↓

Assign A Buddy – Buddy Program[Within a day of DOJ]

↓

Induction[Within 5 Days of DOJ]

↓

On The Job Training

↓

1st Employee Survey (30 Days)

↓
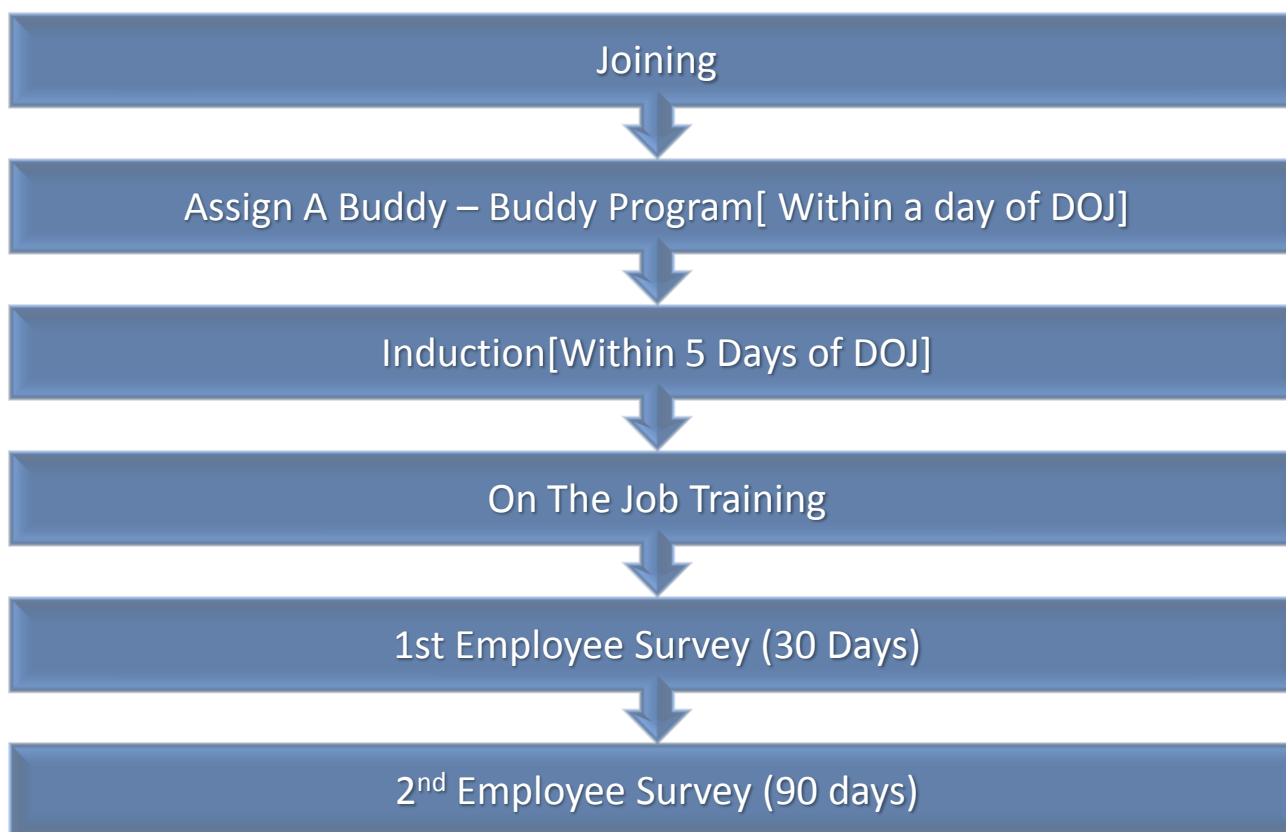
2nd Employee Survey (90 days)

NEO Agenda

Background

Group Quality Policy

Vision, Mission & Values

Organization Structure

Branch Network

Senior Leadership Team & Leadership Team

PAMAC Group Service

PAMAC Clientele

HR Policies

PAMAC Corporate Office

Quality Management System

Query Management System[QMS]

PAMAC's BACKGROUND

Group was established in 1988 by two entrepreneurial Chartered Accountants with a focus on the domestic transaction processing BPO industry. The partnership firm was later converted into a Corporate Entity in 1995. Today, PAMAC is an ISO 9001:2008 certified company and is amongst the largest Third Party Transactions Processing .

Established in Mumbai in the year 1988, we as an Organization have 33* branches across India.

PAMAC's strength is 7712* PAMACIANS who are currently associated with us.

•We have been certified by DNV as an ISO 9001-2008 company.

Started its overseas operation at Dubai in March 2005 in order to cater the specialized Tele-marketing and International Tele sales businesses

•Started TEAMSPACE in the year 2004 at Mumbai & Delhi.

•We also expanded our operations overseas at Dubai, UAE by starting PAMCAL in the Year2005 in order to cater the specialized Tele-Marketing & International Tele Sales businesses.

PAMAC's VISION,MISSION

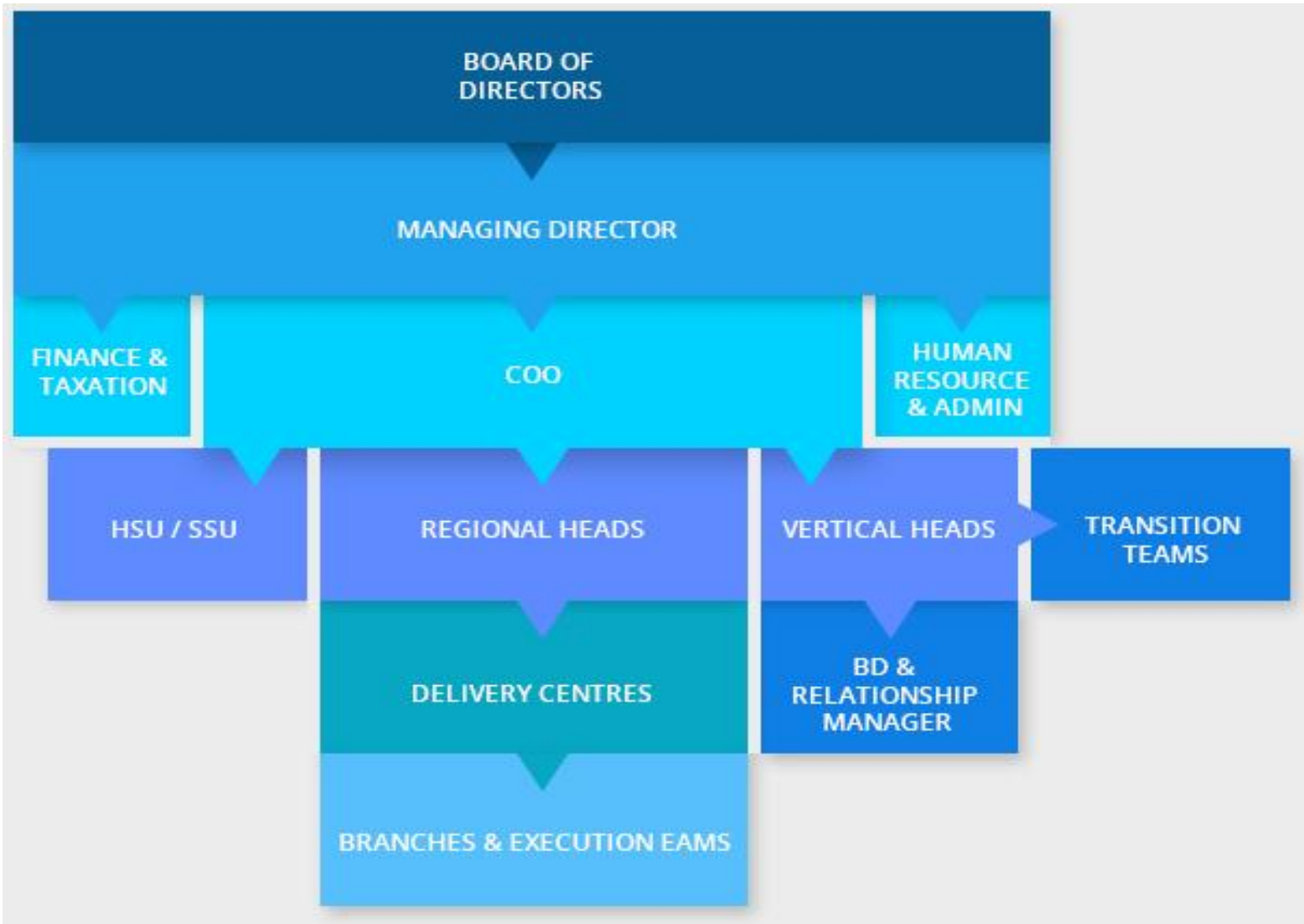To be the preferred Service Provider and Partner offering end to end solutions in the BFSI, Telecom & SME.

Create a workplace, which empowers and motivates its human resources to achieve global efficiency standards through teamwork & participate in profitable and sustainable growth of the Company.
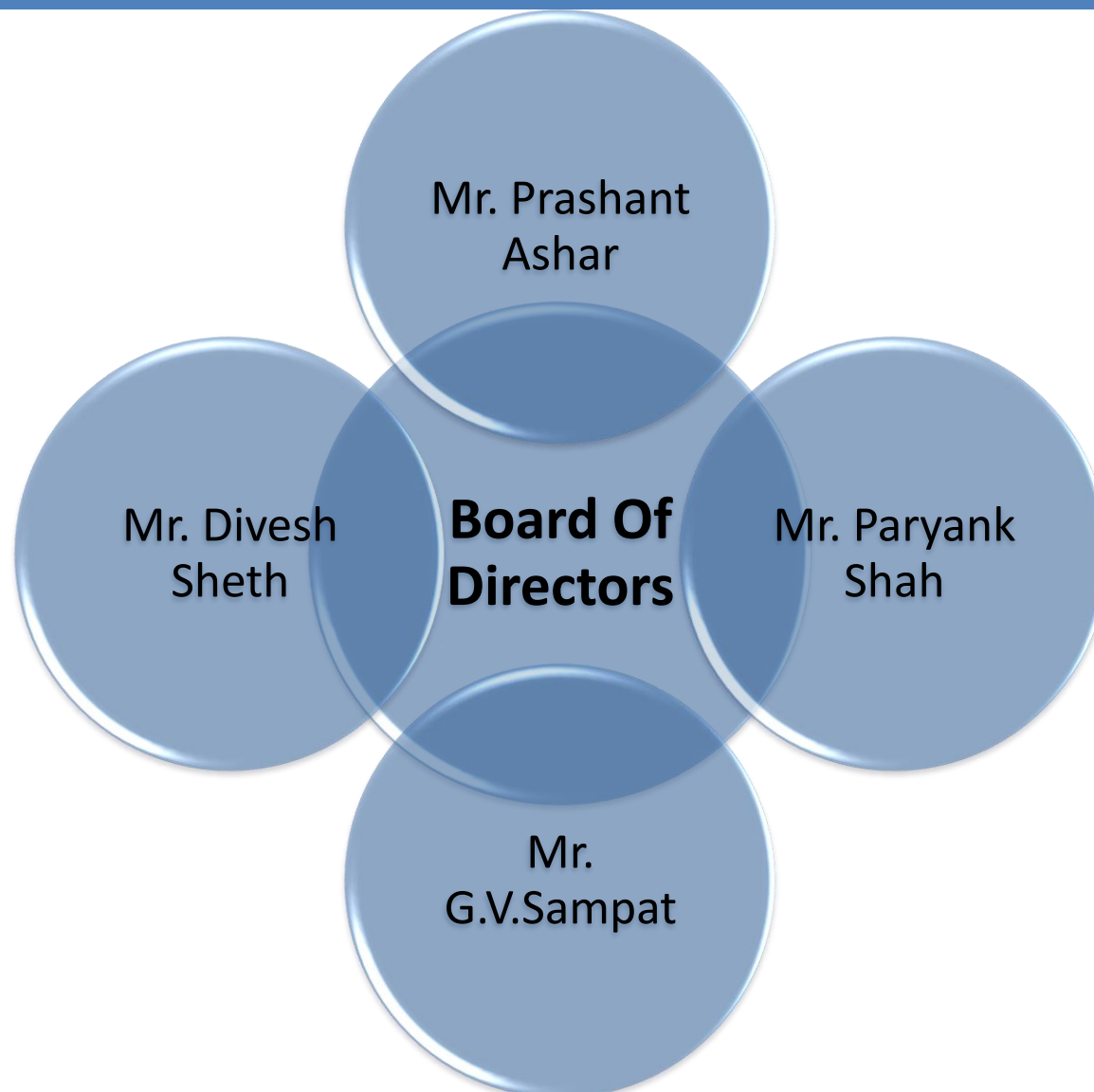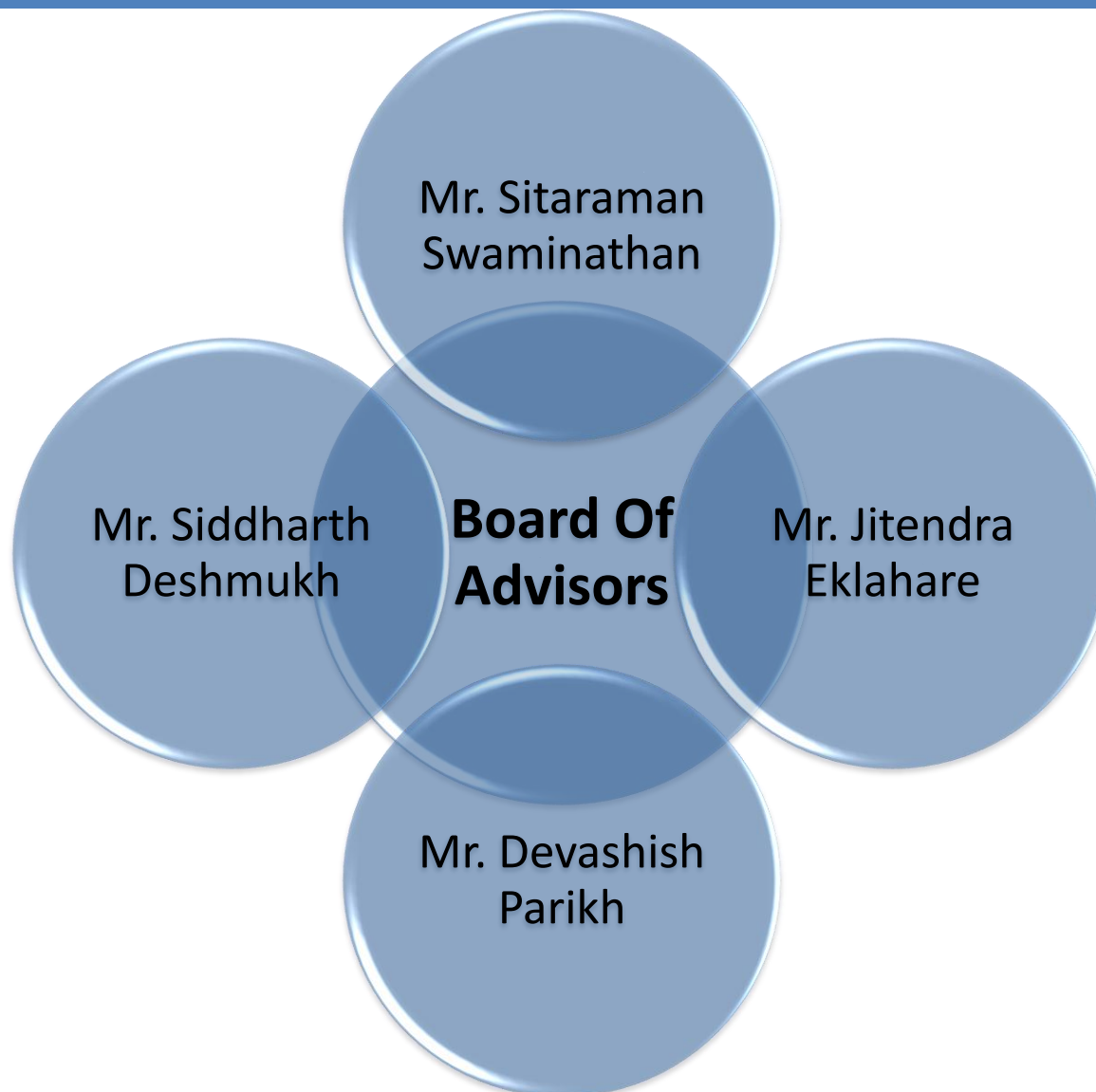
ORGANISATIONAL STRUCTURE

PAMAC
Banking on our Credentials

Mr. Prashant Ashar

Mr. Divesh Sheth

Board Of Directors

Mr. Paryank Shah

Mr. G.V.Sampat

PAMAC
Banking on our Credentials

Mr. Sitaraman Swaminathan

Mr. Siddharth Deshmukh

Board Of Advisors

Mr. Jitendra Eklahare

Mr. Devashish Parikh

Senior Leadership Team

Name	Designation
Mr. Prashant Ashar	Managing Director
Mr. Pravin Shinde	COO
Mr. Babar Mian	Head – HR & Admin
Mr. Vipul Gogri	VP - RSP & Business Development
Mr. Sameer Kudalkar	Vice President
Mr. Murugan Odiyar	AVP - CPV Services
Mr. Rajesh Patel	AVP - CPA Services
Mr. Sachin Tirlotkar	AVP - VAS

Leadership Team

Name	Designation
Mr. Ganesh Sawant	AVP - Process Improvement
Mr. Prithvi Joshi	Delivery Centre Head - Mumbai
Mr. Amit Mishra	AVP - Delhi
Mr. Maulik Tikariya	Delivery Centre Head - Gujarat
Mr. Pramod Patil	Delivery Centre Head - Maharashtra
Mr. R Rajagopalan	Delivery Centre Head - South
Mr. Mahendra Jadhav	Delivery Centre Head - Mumbai
Mr. A Vinodh	Delivery Center Head - Rotn & Kerala
Mr. Rajesh Agarwal	Delivery Centre Head - MP
Mr. Abhijit Mitra	Delivery Centre Head - East
Mr. Shankar Kamat	Delivery Centre Head - Karnataka
Mr. Sansar Chand	Delivery Centre Head - North States
Mr. Niranjan Desai	Sr. Manager - Dubai Operations
Mr. Niteen Badhan	Manager - Information Technology
Mr. Sachin Sawant	Manager - Accounts
Mr. Shankar Devare	Sr. Manager – HR Ops
Mr. Amit Gulati	VP - North

Sr. #	Region	State	Branches	SPOKES					Spokes
1	West	Mumbai	Mumbai	Panvel	Bhiwandi	Palse Phata			3
2		Gujarat	Ahmedabad	Gandhinagar	Silaj	Aslali	Lambha	Dehgam	20
				Hathijan	Ghuma	Mehsana	Himmatnagar	Kathwada	
				Palaupur	Bavla	Viramgam	Sanand	Chiloda	
				Changodar	Moraiya	Dholka	Kheda	Mansa	
3			Baroda	Anand	Nadiad	Padra	Waghodia	Bharuch	8
				Kalol	Karjan	Ankleshwar			
4			Surat	Bardoli	Navsari				2
5			Rajkot	Metoda	Gondal	Chotila	Wankaner	Jamnagar	6
				Jasdan					
6		Maha & Goa	Pune	Chikali	Chakan	Talgegaon Dabhade	Sanaswadi	Dehu Gaon	15
				Pirangut	Khed Shivapur	Alandi	Keshnand	Bhor	
				Koregaon Bhima	Loni Karbhor	Phursungi	Lonikand	Uralikanchan	
7			Nasik	Sinnar	Trimbakeshwar	Pimpalgaon Baswant	Ghoti	Girnare	6
				Umred					
8			Nagpur	Amravati	ButiBori	Kamptee	Kalmeshwar	Mouda	6
				Bazargaon					
9			Kolhapur	Sangli	Ichalkaranji	Pethwadgaon	Panahala	Kagal	6
				Warna nagar					
10			Aurangabad	Kultabad	Jalna	Pulambri	Ambad	Sillod	5
11			Goa						
12		Madhya Pradesh	Indore	Ujjain	Gwalior	Jabalpur	Ratlam	Sagar	9
				Katni	Dewas	**Rau**	Pithampur		
13			Bhopal	Mandideep					1
14	South	Tamilnadu	Chennai						
15			Coimbatore	Tanjur	Madurai	Salem	Trichy	Namakal	10
				Polachi	Erode	Tuticorin	Karoor	Pondicherry	
16		Kerla	Cochin						0
17			Trivandrum						0
18		Karnataka	Bangalore	Mysore	Mangalore	Hubli	Manipal	Belgaum	7
				Udupi	Dharwad				
19		Telangana	Hyderabad	Karimnagar	Warangal	Sangareddy	Adilabad		4
20		AP	Vizag						0
21			Vijaywada						0
22			Nellore						0

BRANCH NETWORK

24	North	Delhi	Delhi	Noida	Faridabad				2
25		Utter Pradesh	Gurgaon						0
26			Lucknow	Agra	Varanasi	Allahabad			3
27			Kanpur						
28			Meerut	Purkaji	Saharanpur	Mawana	Deoband	Chutmalpur	8
				Bhagpat	Shamli	Gangoh			
29		Punjab	Jalandhar	Kapurthala					1
30			Chandigrah	Mohali	Ambala	Jammu	Ambala Cant	Patiala	5
31			Ludhiana						
32		Rajasthan	Jaipur	Ajmer		Udaipur			2
33	East	West Bangol	Kolkatta	24 Paragans	Hooghly	Howrah	Puri	Cuttak	8
				Bhubaneshwar	Guwahati	Habra			
Total Cities Covered									**137**

PAMAC GROUP SERVICES

- Loan Processing
- Personal Discussion

Credit Processing & Appraisal

- Address Verification
- Tele Verification
- Document Verification

Customer Profile Validation

- Document Pick-up
- Cheque Pick-up
- Audit & Review

Document Collection & Review

- Screening & Sampling
- Seeding / Mystery Shopping
- Soft Collections
- EBC

Fraud & Risk Control

- Application Processing
- Cheque Processing

Transaction Processing

- Resource Support and Payment Processing
- Vendor Payment Processing

Resource Management & Payment Processing

HR POLICIES

- Documentation Policy
- Leave Policy
- Long Service Policy
- Sexual Harassment Policy
- Disciplinary Action Policy
- Whistle Blower Policy
- PGP Policy
- Attendance Regulation Policy
- Salary process
- Dress Code Policy

DOCUMENTATION POLICY

Post joining, Basic Information Sheet has to be necessarily filled up by the PAMACIAN. Basic Information Sheet includes detailed information about the PAMACIAN. The mandatory details which has to be mentioned are Bank account details & the PAN card number .On the Joining date, the Employee has to carry the following documents which will enable the HR department to complete the joining formalities at the earliest.

IMPORTANT:
1)Bank Details: Post joining the organization, until the salary account is opened by the company, PAMACIAN will receive their salaries through cheque and the cheque would be on hold unless the personal bank account number is mentioned on the basic Information Sheet.
2)PAN Card: For professionals, TDS is deducted from their service fees, at the time of claiming for refund of TDS, PAN number is mandatory & for Salaried PAMACIANS,PAN card is mandatory for issuing Form 16.

The following are the processes of Leave Management for all PAMACIANS:

•**Personal Leaves (15 Leaves)**
Can be availed only after the completion of 1 Year from the date of joining.

•**Casual Leaves (9 Leaves)**
Can be availed after the completion of 3 Months from the date of joining.

•**Sick Leaves (12 Leaves)**
Can be availed after the completion of 3 Months from the date of joining.

Note
PAMACIANS are entitled to avail leaves only after the completion of 3 Months from the date of joining , Also the leaves are on Prorata basis depending on the DOJ

LONG SERVICE AWARD POLICY

LONG SERVICE AWARD POLICY	
Employee are awarded as per the continued service with PAMAC	
Years	**Award**
5	Certificate+2K cash
10	Trophy, 2 Nights National Holiday Package for the couple and 2 children, watch
15	Trophy, 3 Nights National Holiday Package for the couple and 2 children, watch
20	Trophy, 4 Nights International* Holiday Package for the couple, watch
25	Trophy, 4 Nights International* Holiday Package for the couple and 2 children, Cash - 5k

SEXUAL HARASSEMENT POLICY

Sexual Harassment is described as harassment in subtle ways, which may include sexual inappropriate gestures and propositions for dates or sexual favors. In more obvious Forms, such harassment may include eyeing, pinching, grabbing, hugging, patting, brushing against touching, physical contact or advances; sexually colored remarks.

Sexual comments or inappropriate references to gender. Sexually explicit statements,questions, jokes, or anecdotes regardless of the means of communication (oral, written,electronic, etc.). Inquiries and commentaries about sexual activity,experience or orientation. The display of inappropriate sexually oriented materials in a location where others can view them.

Sexual harassment would be more serious when the granting of sexual favors is made a term or condition of the individual's employment, when it interferes with the individual's work performance or it creates an intimidating or hostile work environment. The offensive conduct could be exhibited by a superior, a colleague, a subordinate or a client.

For any queries or complains please feel free to contact respective HR Business Partners Ritika- ritika.vishwakarma@pamac.com or Sarita- sarita.minj@pamac.com

DISCIPLINARY POLICY

1. Any warning letter issued is valid for 3 months from the Date of Issue.

2. Warning letter issued will be considered during Performance Appraisal, Internal Job Posting and Confirmation Process.

3. Employee services can be terminated with immediate effect depending upon the severity of the situation.

4. In case the employee is being terminated for disciplinary issues, he will be paid for the number of days worked in payroll applicable.

5. Decision taken by Head – Human Resource will be final and binding on all parties.

6. DAP/CAP/PIP tracker to be maintained up to date by HR.

7. An employee is put on PIP when he doesn't perform as per the required set parameters [Balanced Score Card]

For any queries or complains please feel free to contact respective HR Business Partners Ritika- ritika.vishwakarma@pamac.com or Sarita- sarita.minj@pamac.com

WHISTLE BLOWER POLICY

The Whistle Blower Policy is anonymous incident reporting method designed to enable the reporting of non- routine events and activities that call into question compliance with ethical standards. So, technically there is no utilization limit

For any queries or complains please feel free to contact respective HR Business Partners Ritika- ritika.vishwakarma@pamac.com or Sarita- sarita.minj@pamac.com

- Our Pay out Cycle is from 21st to 20th of each month.
- Salaries are normally disbursed between 1st and 7th of each month.
- Salaries will be auto-paid into the designated bank accounts of PAMACIAN.
- We also have "15 pay out cycle", where pay out of PAMACIANS and Incentives are disbursed who did not receive their Salaries during the monthly pay outs.
- All the salaried PAMACians can check their salary slip online on PMS.

COMPENSATION & BENEFITS

•**Insurance Policy:**

The following is the eligibility criterion:

The Insurance cover starts after successful completion of 1 Year of continuous service.

Post 1 Year : 50% Contribution from PAMAC.

Note: The Insurance amount has been fixed as per the Designation.

Insurance Claim: Please refer to the Insurance Manual for Claim details.

•**Provident Fund:**

 Every PAMACIAN shall contribute 12% of his/her basic salary and the Company shall contribute for each PAMACIAN an amount equivalent to 12% of the salary towards the Employees Provident Fund.

•**Gratuity:**

 Gratuity will be paid in accordance with Payment of Gratuity Act, 1972. An Employee who has been in continuous, dedicated and satisfactory service for not less than 5 years shall be eligible for gratuity, which shall be computed as follows:-

Basic Salary / 26 *15* No. of years of service Afore mentioned Basic Salary will be considered from the last drawn Salary.
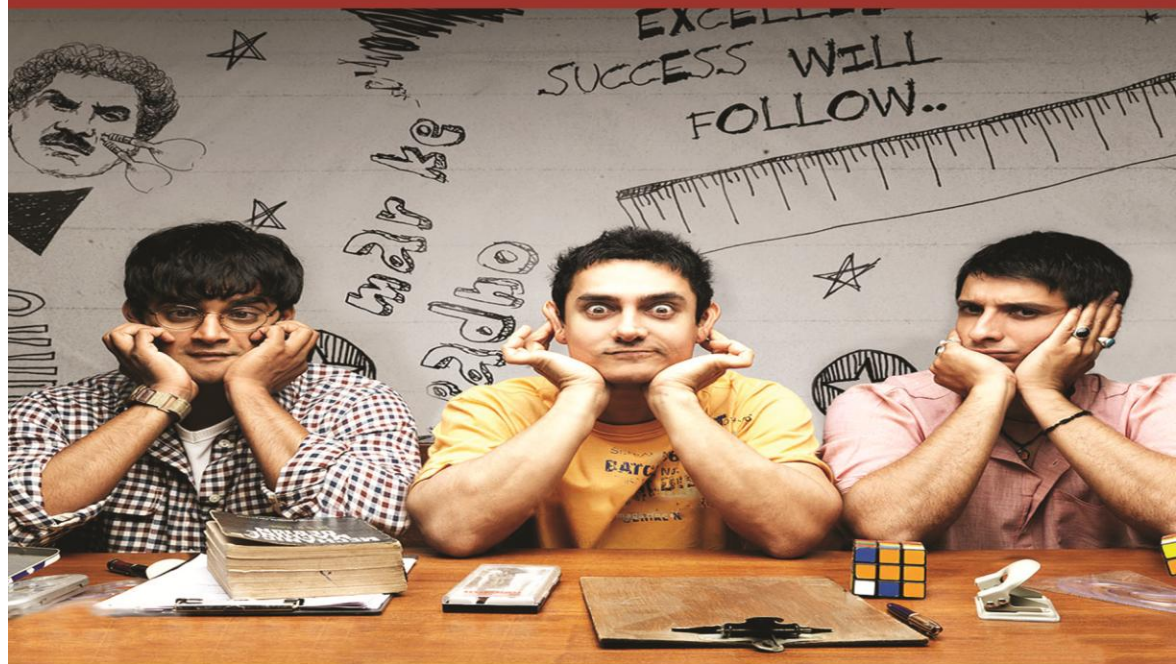
ATTENDANCE REGULATION

•**Working Hours**: 09:30 AM -06:30 PM
•**Lunch Hours** : ½Hour between 01:00 PM -01:30 PM
Note: The timings may differ as per the Department / Unit requirement
PAMACIANS

Criteria	
Reporting after 9.30 am	10% pay deduction
Reporting after 10.00 am	25% pay deduction
Reporting after 10.30 am	100% pay deduction

*-where no leave balance, salary deduction to be made

Monday to Thursday – Business Formals
Friday to Saturday – Business Casuals

A-21, Shriram Indl Estate,

13, G. D. Ambekar Road, Wadala, Mumbai – 400 031.
Maharashtra, INDIA.

Contact Number : +91 22 2419 2200

Fax Number   : +91 22 2412 2256

www.pamac.com
www.pamcal.com

What is mean by ISO

ISO stand for International Oraganization for Standardization.

Benefit of the ISO are as below

- Provides senior management with an efficient management process
- Sets out areas of responsibility across the organisation
- Mandatory if you want to tender for some public sector work
- Communicates a positive message to staff and customers
- Identifies and encourages more efficient and time saving processes
- Highlights deficiencies
- Reduces your costs
- Provides continuous assessment and improvement
- Marketing opportunities

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- Highlights deficiencies
- Reduces your costs
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- Marketing opportunities

There are various ISO standards in the 9000 series and each standard focus on the separate requirements. Our Company PAMAC Finserve Pvt. Ltd registered under ISO 9001:2008 which demonstrate ability to consistently provide product that meets customer and applicable regulatory requirements and aim to enhance customer satisfaction through the effective application of system, including processes for continual improvement of this system and the assurance to customer and applicable regulatory requirements.

ISO 9001:2008 standard base on the following quality management principles
•Customer focus
•Leadership
•Involvement of People
•Process Approach
•Systems approach to Management
•Continual Improvement
•Factual approach to decision making
•Mutually beneficial supplier relationship

What is Quality Management System
A quality management system (QMS) is a set of policies, processes and procedures required for planning and execution (production/development/service) in the core business area of an organization
PS : Refer the softcopy of Quality Management System <u>version May 2015 for the details.</u>

PAMAC Finserve Ltd. has established, documented, implemented and maintains a Quality Management System in accordance with the requirements of ISO 9001:2008 and strives to continually improve its effectiveness.

The Company has followed a process approach in the development of the Quality Management System. The processes of the Quality Management System are categorized as follows:
*   Management Processes
*   Service realization Processes
*   Processes for measurement, analysis and improvement
 PS : The interaction between these processes is given in the Process Interaction diagram at Annexure-I to this Section.

The Management processes consist of processes required for the effective implementation of the Quality Management System. These include the processes like establishment of Quality Policy / Quality Objectives , Management review ,Provision and management of Human Resources ,Provision and management of infrastructure and work environment etc.

The Service realization processes consist of those processes which are required for the provision of service to the Customer. It cover the process like - Customer- related processes, Processes for Service Provision such as - Quality Planning Process -(CPA, CPV, EBC, DCR, RSP, etc), Billing Process, Branch Funding Process, Purchasing processes such as: Stationery , Capitial Items etc.

 PS : The sequence and interaction between these processes is depicted in the Flow chart given at   Annexure II to this Section.

The processes for measurement, analysis and improvement consist of Process for monitoring and measurement of customer satisfaction, Internal Quality Audit, Monitoring and measurement of Quality Management System processes, Monitoring and measurement of product supplied (Quality check process), Analysis of data, Corrective and preventive action

What is Quality Policy

It's Top management's expression of its intentions, direction, and aims regarding quality of its products and processes.

PAMAC Quality Policy

Persistent	**A**gile	**M**eritocratic	**A**ccessible	**C**ollaborative
Performance Delivered every time	**In step with changing times**	**Building Teams Nurturing Careers**	**Connected to the Employees and to the Clients**	**Inclusive Growth built on Successful Partnership**

❖ PAMAC aims to be the leading Service provider of end to end Process Management & Support Solutions to it's Customers.

❖ PAMAC will consistently achieve Customer Satisfaction & Customer Delight by anticipating and responding to their needs with quality service and exceed their expected service levels.

❖ PAMAC will progress up the value chain of Services and Solutions offered to its Customers by improving processes and adding capabilities to fulfil their requirements.

❖ PAMAC will enhance the skills of management and employees through reviews and actively pursuing an on-going training policy, the objective of which is to prepare employees to perform their work more effectively.

❖ PAMAC will promote the culture of continuous quality improvements and the philosophy of getting things "Right, first time".

❖ PAMAC will promote quality management systems and ensure implementation through internal audits, management reviews, corrective and preventive actions.

What is mean by Quality Objectives :- A *quality objective* is a quality result that Management intend to achieve.

PAMAC QUALITY OBJECTIVES FOR THE YEAR 2015-16

Sr #	Objective	Target
1	Average Customer Satisfaction rating	at least 85%
2	TAT should achieved	90%
3	Field -Tele Back check & Field – Field Back check should be conducted & Back office QC	As per Annexure
4	Training Mandays should be achieved for all categories of employees	2000 Mandays for year
5	Reduce overall cost	Min 2% per annum
6	Overall Productivity should be increased	By 2% per annum

PAMAC PAN locations QC bench mark – Annexure - A

Sr. #	Location	% of QC			Sr. #	Location	% of QC	
		Tele QC	Field QC				Tele QC	Field QC
1	Mumbai	15%	5%		16	Jalandhar	20%	3%
2	Delhi	15%	5%		17	Baroda	20%	3%
3	Pune	15%	5%		18	Indore	20%	3%
4	Bangalore	15%	5%		19	Cochin	20%	3%
5	Hyderabad	15%	5%		20	Jaipur	20%	3%
6	Chennai	15%	5%		21	Chandigarh	20%	3%
7	Ahmedabad	10%	5%		22	BBSR	100%	5%
8	Coimbatore	10%	5%		23	Trivandrum	20%	3%
9	Kolkatta	10%	5%		24	Bhopal	20%	3%
10	Lucknow	10%	5%		25	Aurangabad	100%	3%
11	Surat	10%	5%		26	Kolhapur	100%	3%
12	Kanpur	10%	5%		27	Guwahati	100%	0%
13	Meerut	25%	5%		28	Vizag	100%	0%
14	Nagpur	25%	5%		29	Ludhiana	100%	0%
15	Nasik	100%	3%					

QC target For Other than PCPV vertical	
Type of QC	Percentage
Data Entry QC	10%
Report / Rating QC	5%

The Service realization processes consist of those processes which are required for the provision of service to the Customer. It cover the various process like - Customer-related processes and Processes for Service Provision such as - Billing, Funding , Purchasing etc.

Refer the below diagram
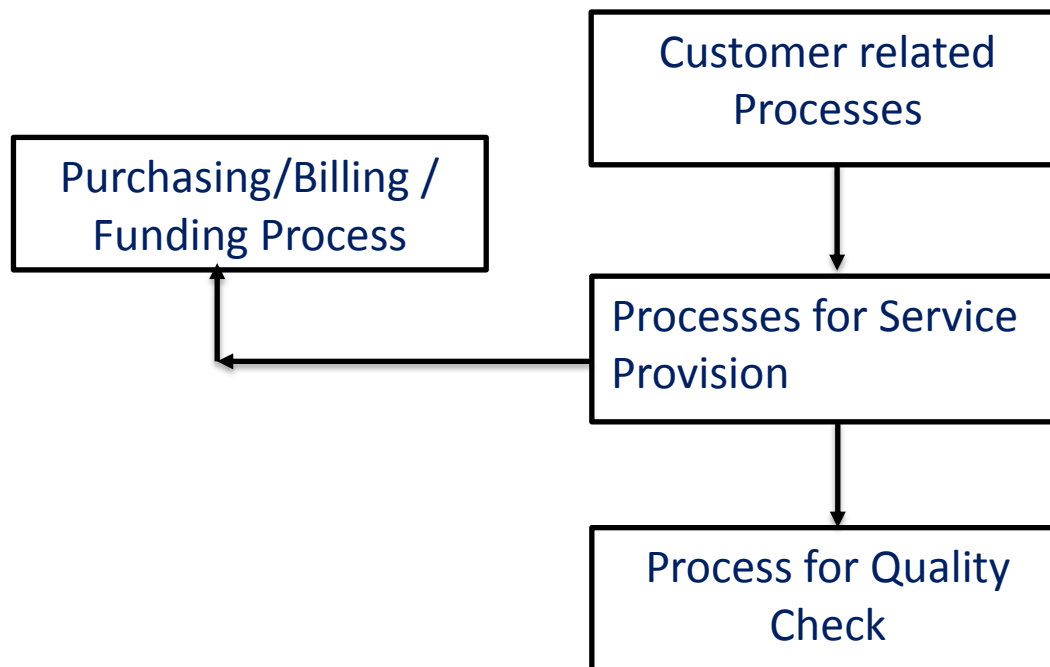
```
                          ┌─────────────────────┐
                          │  Customer related   │
                          │     Processes       │
                          └──────────┬──────────┘
                                     │
                                     ▼
┌─────────────────────┐   ┌─────────────────────┐
│  Purchasing/Billing /│◄──│ Processes for Service│
│   Funding Process    │   │     Provision        │
└─────────────────────┘   └──────────┬──────────┘
                                     │
                                     ▼
                          ┌─────────────────────┐
                          │  Process for Quality │
                          │       Check          │
                          └─────────────────────┘
```

PAMAC Management conduct the measurement of the Quality Management systems by conducting the Customer Feedback Survey , Internal audits and Review processes.

Customer Feedback Survey :- Customer Feedback Survey conducted by the PAMAC once in year. Process of conducting the Customer Feedback Survey as below.

- Customer Feedback Survey units collect the data of top 75% client's contact details from the operations units like name of the customer, email ID, contact # etc.
- Initiate the Feedback Survey mail though Customer Feedback email ID.
- Collect the Feedback from the Client.
- Calculate the Customer Feedback Survey Score.
- Share the Customer Feedback Survey Score to respectieve Operations Unit.
- Ask the Plan of action to improve the Customer Feedback Score if it below accepted level.

Internal Audits :-

MR – Management Representative conduct the internal audits throughout the locations / department. Twice a year (half yearly).

Following process being followed for the internal audit
• Prepare the annual audit plan
• Get the approval from the Management
• Share the audit plan to authorised internal auditor.
• Internal Auditors discuss the plan with auditee and share the audit dates.
• Internal auditor travels to respective locations / Unit and conduct the audit by reviewing the sample cases.
• Internal audit list down all the observation / NC – Nonconformity (Any defect / deviation from a specification, a standard, or an expectation called as Nonconformity)
• Share the report to the auditee via mail within 8 days from the audit.

Internal Audits :-

Post receiving the Internal audit report, it's responsibility of an auditee to respond on the audit findings with 8 days from the receipt.

For all the observation and Nonconformities, it's mandatory that auditee conduct the root cause analysis. Root Cause means a factor that caused defects / nonconformity.

Post identify the root cause , auditee needs to take the corrective action. Corrective action means action taken to eliminate causes of non-conformities . In case of any corrective action needs to implemented then auditee needs to update the date of implementation.

It's auditee's responsibility to monitor and verify the corrective action timely to ensure nonconformity does not arise again.

Internal Audits :-

According the MRM – Management Review Meeting conducted recently, below is the list of authorised auditors to conduct the ISO 9001:2008 internal audits across the locations / Unit.

Sr #	Name of the internal Auditor	Designation
1	Sachin Tirlotkar	AVP - TPU
2	Prithvi Joshi	DCH – Mumbai CPV
3	Mahendra Jadhav	DCH – Mumbai CPA
4	Ganesh Sawant	Management Representative (MR)

Analysis of Data   :-

Management conduct the analysis of the data on regular time interval.

If any any Deviation (Any difference / inconsistency / alteration in the process called as deviation) noticed then it's responsibility of respective unit member to conduct the root cause analysis and take the corrective action as well as preventive action (Preventive action means an action taken to reduce or eliminate the probability of specific undesirable events / nonconformity from happening in the future)

Similarly if there is any Complaints /Error then it's repctive unit's responsibilty to conduct the root causes analysis and take the corrective and preventive action.

Also the responsibility of updating the complaints / Deviation , it's root cause, corrective and preventive action etc in the PMS liaise with respetive process owner.

Customer Property   :-

Any details (Address / contact numbers for Field / Tele verificaiton), Documents (ITR / payslip / form-16, other document copies), file (loan files) shared by the client for the processing is customer property.

It's responsibility of the respective processer the given customer property will be handle carefully and maintained properly.

If there is any customer agreement to destroy the customer property after specific period then records of the customer property destroyed should be maintain properly and same should be evident as and required.

PS : For any further details please refer the Quality Management System   May 2015 version and feel free to contact MR – Ganesh Sawant on 9820125907 or mail on ganesh.sawant@pamac.com

PAMAC Finserve Private Limited is ISO /IEC -27001:2013 certified company on 1st July 2013 by the accreditation body – BSI Group. Our Company IEC certification number is 600435 which is valid up to 15/6/2016. Recently we have successfully gone though the re-certification audit and we are expecting the revised certificate which will be valid till June 2019.

What is PAMAC Scope

The scope of the ISMS covers the business activities and support functions carried out of unit number(s) A-21 and C-19/20, Shriram Industrial estate, G.D. Ambekar Marg , Wadala, Mumbai 400031

The ISMS also includes the vendors, contractors and external consultants associated with these processes. The ISMS covers all information assets contained in the processes carried out by the above teams consisting of electronic assets, software, physical assets, human resources, paper assets and service assets.

The ISMS covers the controls exercised by PAMAC over the functioning of the data centre which has been out-sourced to a competent third party agency but does not cover the actual functioning of the data centre.

To understand the ISMS 27001:2013, let's first find out what is the Information.

Information stands for "anything and everything which has business value".

In our day to day business operations we carry lot of information in the various forms paper, people, software, physical Device etc.

Any leakage to this information may lead leagal complications for PAMAC Finserver Pvt. Ltd .

Since PAMAC has singed the legal agreement with the esteems client and PAMAC is liable to protect the client's information.

Let's see in detailed where is the information

Services

Paper – Hardcopy report / agreement etc

Software – all the software/ softcopies

Information

Personnel – Employee

Service Provider - Vendors

Physical (Hardware) - Server
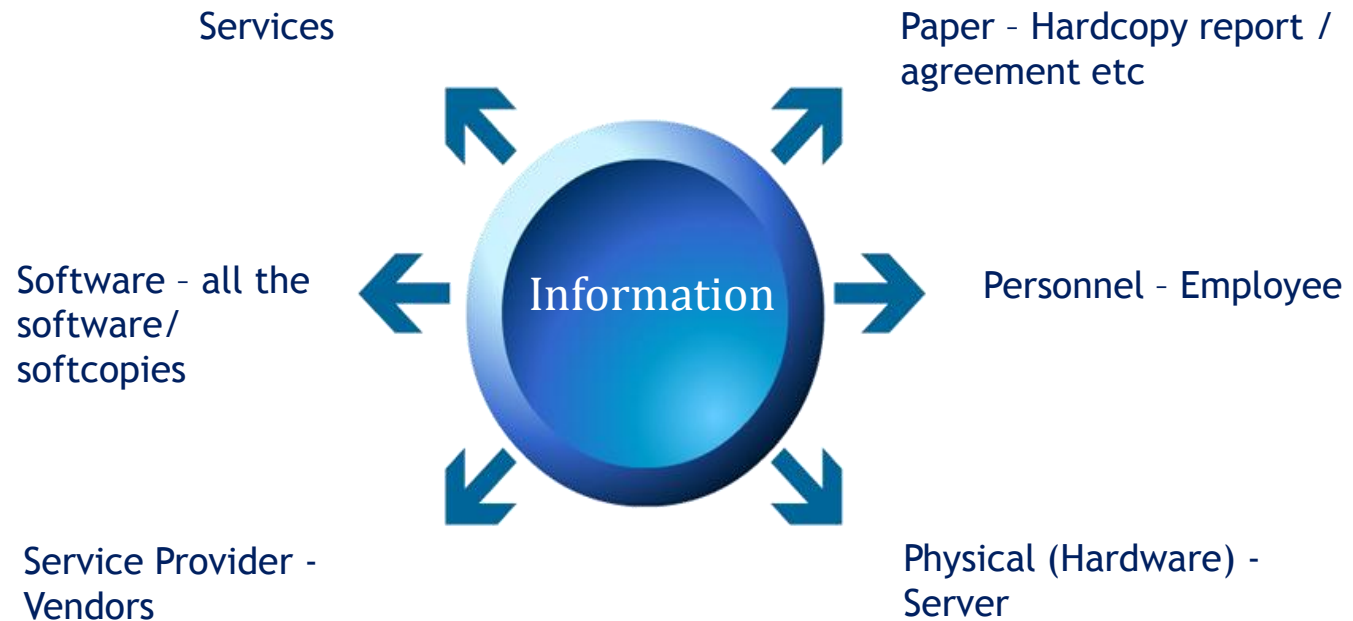
What is Information Security

Information security is all about protecting and preserving information. It's all about protecting and preserving the confidentiality, integrity, authenticity, availability, and reliability of information

What is CIA-P?

Confidentiality?
Ensuring that information is accessible only to those authorised to have access.

Integrity?
Safeguarding the accuracy and completeness of information and processing methods.

Availability?
Ensuring that authorised users have access to information and associated assets when required.

Privacy?
Legal Definition: A person's right to control access to his or her personal information..

Company Implication: Ensuring that any collected personal information is protected against misuse.

Why is Information Security needed?

To prevent unauthorised disclosure (Confidentiality)

To prevent unauthorized modification/alteration (Integrity)

To protect against Loss/Destruction natural/man-made (Availability)

Legislative Requirements

Benefits of Information Security

1. Protects your job

2. Protects business – enables 'Continuity'

3. Partner Trust

4. Reduced Risk

5. Reduces response time in case of 'incident'

Login to your PMS then go to >Admin & >QMS & then Select QMS.
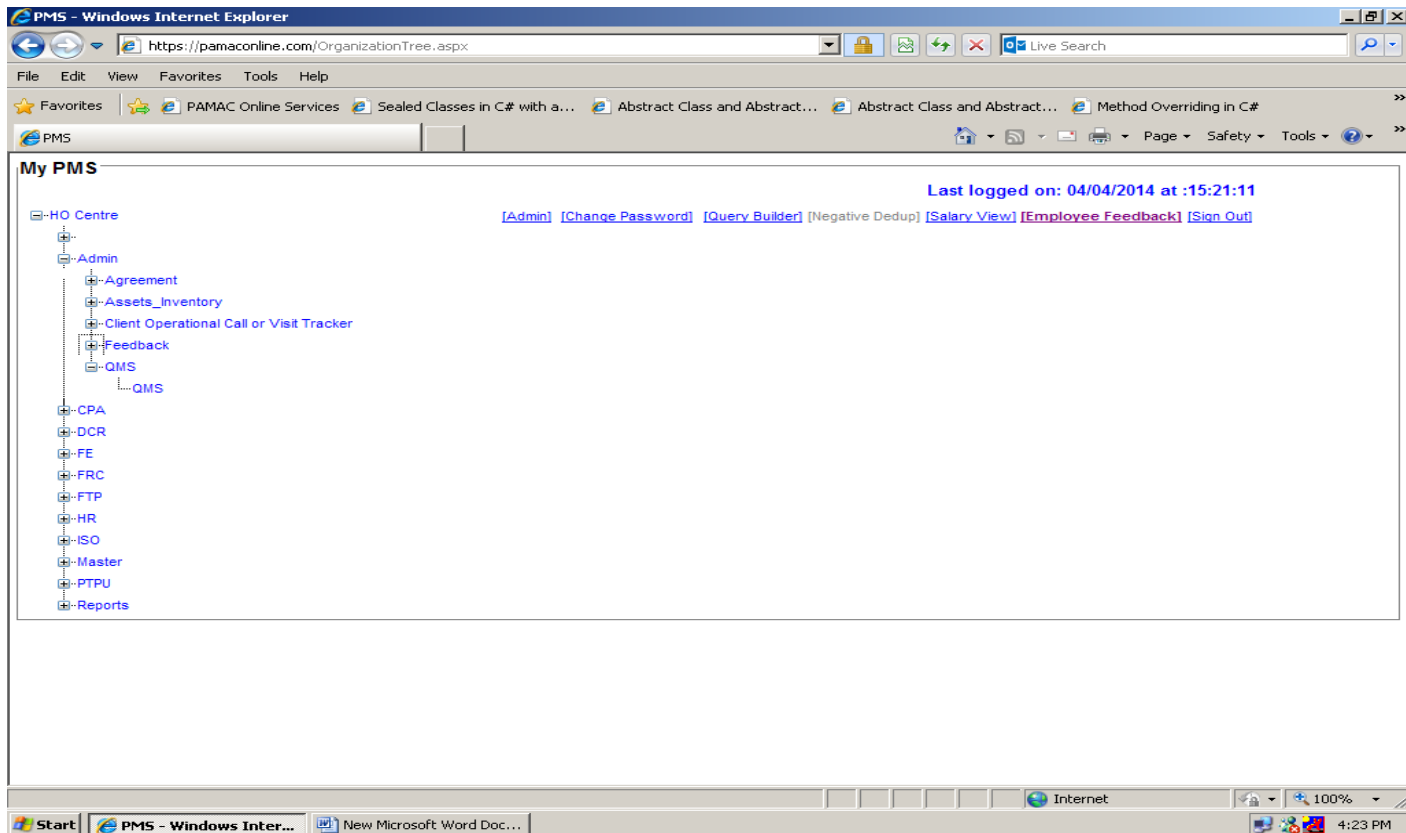
The QMS HR Support has three sub options-
Ticket Request
Ticket Assignment
Reports

Ticket Request

1] Select "Ticket Request" option to add a new Request/Query.
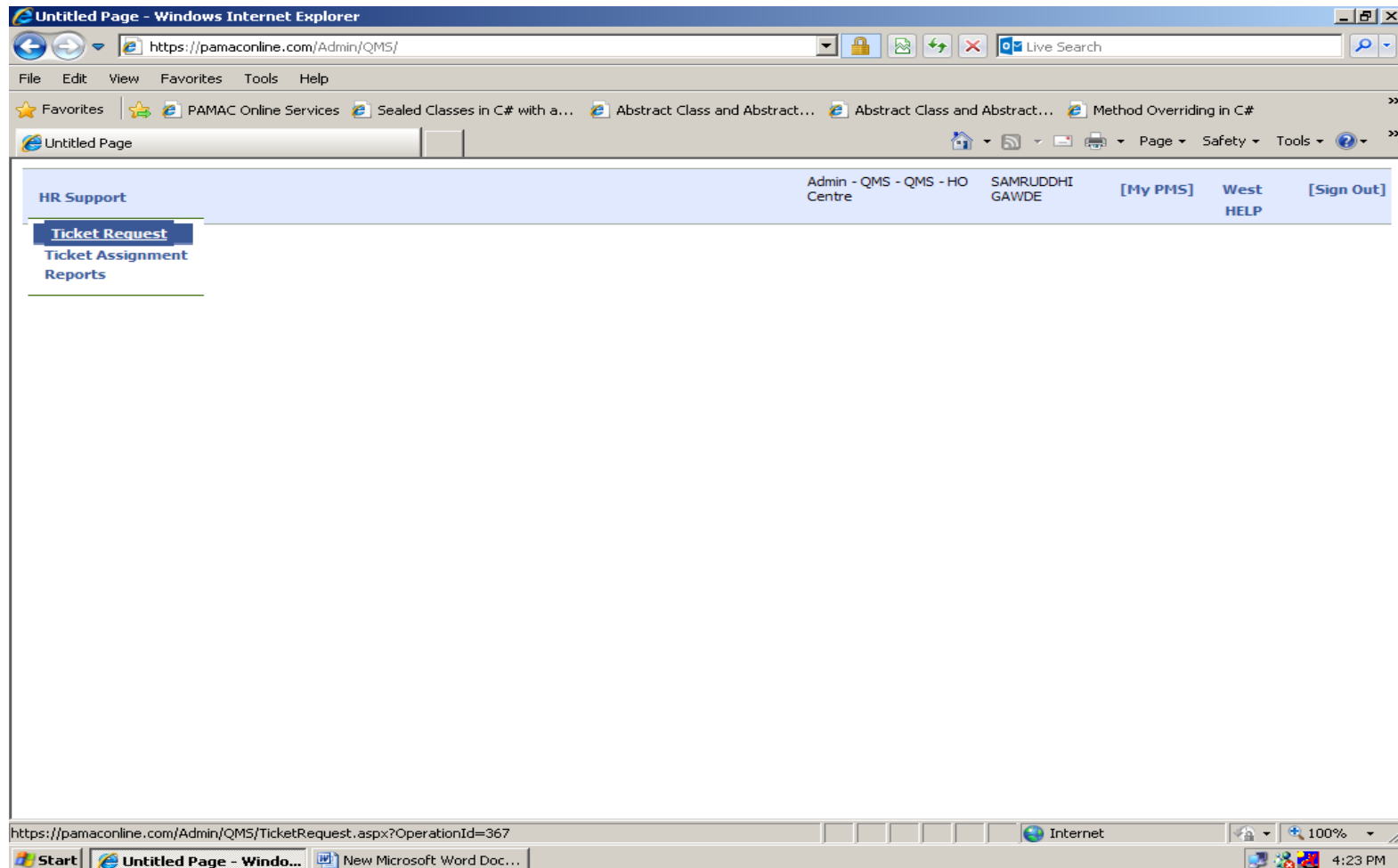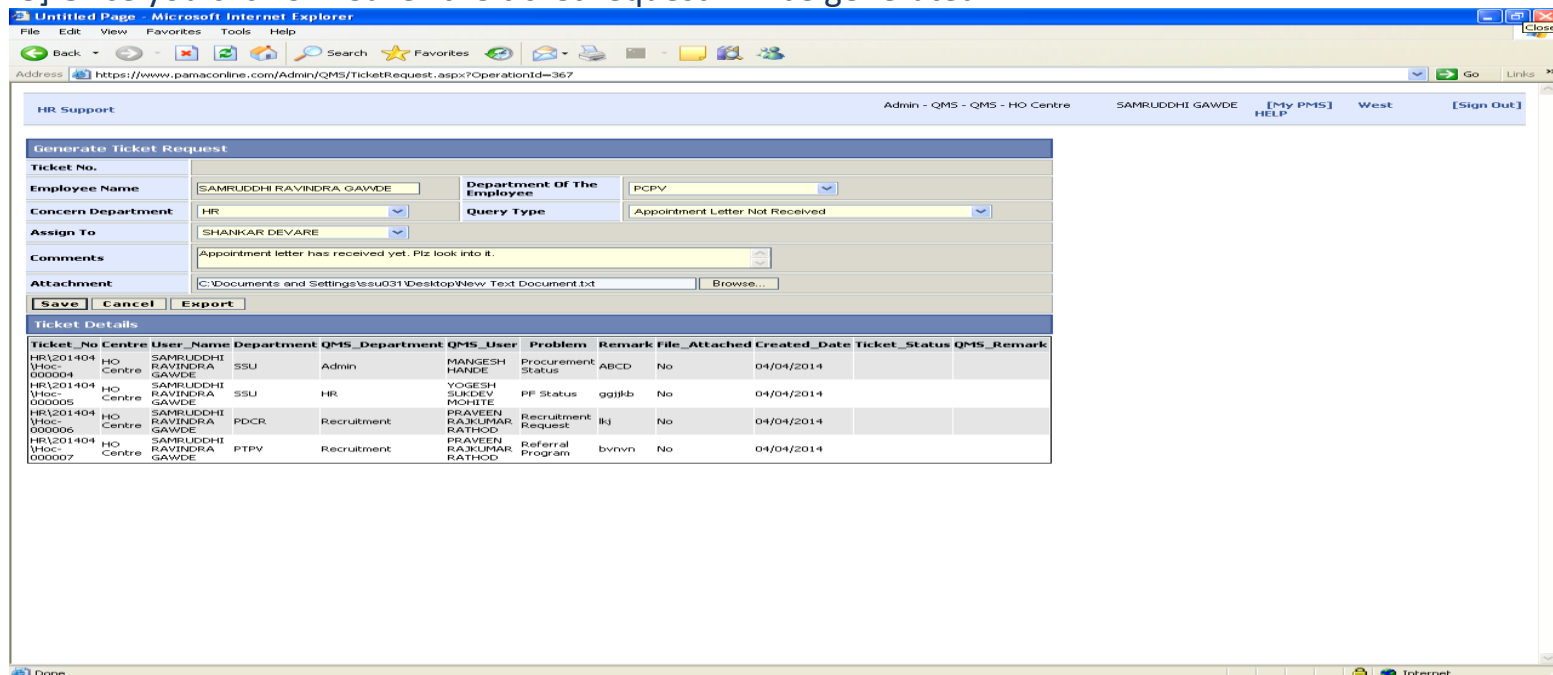
2] Select and fill in all the necessary options as mentioned below-

- ▪ Department of The Employee : Select particular Department from which the user belong to.
- ▪ Concern Department: Select Concern Department to whom user's query is concerned with.
- ▪ Query Type: Select a particular query.
- ▪ Assign To: It will automatically reflect the User from the Concern Department.
- ▪ Comments: Write comments if necessary.
- ▪ Attachment: Attach file (if any).

3] Once you click on "Save" the ticket request will be generated.

Process Manual

4] The TAT for a particular ticket would pop up as soon as you click on "Save"(it will be marked in RED- refer the below screenshot)

Ticket Request- COMPLETED & FOLLOW UP

If user is not satisfied with given solution then he /she can follow up with respective person within 24 hrs only. If there is no revert within 24 hrs that ticket will be considered as closed.

User just needs to click on the check box in front of the ticket no, write some remark in the text field & finally click on "Follow Up" link then that ticket will again get assigned to the respective person for further processing.

If user is satisfied with given solution then he/she just need to click on check box in front of the ticket no, write some remark in text field & finally click on "Completed" link
Then that ticket will be considered as closed & it will not be available for any kind of follow up.

Process Manual

Contact Information

For any specific queries, feel free to connect –

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