



## **Exit Guidelines and FAQs**

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## **I. Distribution List**

Issued to all employees of “Capgemini Technology Services India Limited” (Company)  
 These guidelines are not applicable to employees in FS

## II. Version History

Version	Date	Description
1.0		First version
2.0	1-Oct-13	Revamped & updated
2.1	13-Nov-14	Minor changes made to IFM & PMD clearance
2.2	19-Feb-15	Changes Made in PMD clearance
2.3	3-Mar-15	Changes Made in PMD clearance & Leave encashment query under FAQ.
2.4	17-Jul-15	Added network link for PF & Gratuity forms in FAQ's.
2.5	3-Sep-15	Changes Made Contact points, Deviations and escalation Matrix
2.6	4-Nov-15	Changes made in Mobility & Finance & FAQ .
2.7	15-Apr-16	Changes Made in leave encashment
2.8	11-Jul-16	Changes made in Level one Escalation matrix – PAN India
2.9	30-Sep-16	Changes made in Level one Escalation matrix – PAN India
2.10	8-Feb-17	Name of the company changed along with minute changes in the process

### Objective

This document details the mandatory instructions Cum FAQs related to the exit process.

### IV. Scope

- ☐ All permanent employees of “Capgemini Technology Services India Limited”
- ☐ Direct contractors and sub-contractors are not in scope of these guidelines

## V. Brief notes prior to commencement of clearances

- ☐ **Exit Clearance Page Link:** - India Intranet >> India Enterprise Portal >> Employee Self Service >> Resignation & Transfer>> Request Summary (Enter your employee code) -> Search
- ☐ Kindly get all your “Applied” leaves approved by your N+1. In case your leaves are not approved, your leave calculation for final settlement will be delayed.
- ☐ Kindly **fill all your Time sheets** and get them approved by your supervisor before your last working day
- ☐ **Exit formalities normally take 3 working days** (Assuming all finance & AMEX card related dues have been cleared by you earlier).
- ☐ For obtaining the exit clearance, you need to provide your Emp. code to the department exit stakeholders. You may contact them personally OR send individual mail OR connect with them via their extension numbers (Refer location wise contact points provided separately, for obtaining clearances )
- ☐ Any last minute approval of resignation **will cause delay in the exit clearance formalities and issuance of final release letters.**
- ☐ The onus of ensuring completion of the clearance on PACE in all respects lies with the employee. Internal Services HR team will verify whether the clearance is completed on the system (PACE) and then issue Relieving & Experience Letters on your last working date.
- ☐ We advise you to take a copy of your pay slips for future records, since your hrworkwaysindia ID and password would be disabled after your last working date.
- ☐ Investment proofs should be uploaded on to the hrworkwaysindia portal before the last working day . We will not be able to accept proofs post the last working date.
- ☐ **Salary On Hold –**

Salary for the last working month will be paid out along with the full and final settlement.

**Please note** - If the last working date is on or before the 5th of any month, the previous month's salary will be put on hold and will be paid along with the full & final settlement

***For instance- If your last working date is 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> or 5th Aug 2017, your Jul 2017 month salary will be kept on hold and will be paid out with your Final settlement.***

## VI. Exit clearances

Exit Clearances are an integral part of the Capgemini separation process and commence once the resignation has been approved by the Manager /BU HR / BU Head / HR Head (in case of early release). The clearance form on PACE opens 14 calendar days before the last working day provided the resignation is approved in the system earlier. It covers **15 departments as listed below** and all these clearances are **MANDATORY**.

**1. Project Manager Clearance**

This clearance is obtained from the supervisor who has approved your resignation on PACE.

**2. IFM / Admin Clearance**

This clearance has to be done on your last working date before approaching internal services team. IFM clearance should be done only post completing Library and ITICS clearance

**3. Procurement (Amex clearances)**

This clearance takes about 48 hours; hence you need to start this clearance 2 days prior to your last working date. Ensure that there are no outstanding dues on the Amex Card. The Amex card has to be surrendered back to the Company at the time of exit. In case of outstanding dues you need to clear the same separately in coordination with Procurement team.

**4. Finance Clearance**

For a seamless finance clearance, request you to keep the following information ready at your end:

- ☐ Dates (to and fro) of onsite travel during the entire CG tenure (if applicable).
- ☐ Per Diem/Advances taken for the travel/s.
- ☐ Amount already settled with Finance.

Travel Kit allowance will be recovered, if the employee leaves the organization within one year of availing the same. All outstanding dues need to be paid through DD.

For obtaining clearance, you will need to mail “IN Finance Exit” stating your employee code.

**5. Mobility (HR) Clearance**

- ☐ Please carry all the original work permits, L1 petitions and passport for cancellation of visa, if the same is issued by the company. In case of valid L1's / work permits please meet mobility team 14 days in advance.
- ☐ Please submit original passport for visa verification and cancellation (if applicable).

**6. Payroll (HR) Clearance**

Please contact payroll team 2 days prior to your last date.

**7. Intra Company Transfer Relocation Clearance**

This clearance is applicable for those employees who have been internally transferred from their base location to any other location within India. (For e.g. Transfer from ACIS Bangalore to ACIS Mumbai)

Even if this does not apply to you, the clearance has to be taken from the team with a comment

“NA” mentioned by exit stakeholder in this section.

**8. Learning & Development (HR) Clearance**

Training Costs recoverable are updated by the L&D team in this section. Even if this does not apply to you the clearance has to be taken from the team with a comment “NA” mentioned by exit stakeholder in this section.

### **9. ITICS Clearance**

This clearance has to be done on your last working date before approaching Internal Services HR for clearance. Please refer the contact point list for complete details

### **10. Leave management –**

Mandatory Clearances need to be obtained from the said team. Recovery pertaining to leave Without Pay in days (if any) will be updated in this section.

### **11. PMD (HR) Clearance**

Employees who are at “Level P3” and below will get automatic clearance on their last working day.

If the employee is at “Level P4” and above, if there are no Ns tagged to the employee, automatic clearance will be given on the last working day.

In case the employee is an N+1,(P4 and above)the Ns reporting to them need to be de-tagged and re-tagged to a new N+1 with the help of the BU RMG SPOC for PMD clearance. The BU RMG list is present in the following link as an attachment (<http://km20.capgemini.com/book/630007> )

Additionally, if you are an N+1 (P4 and above) please follow below steps -

- ☐ Ensure that the PMD documents/ PIP Documents/ Assignment Review documents of the N’s are transferred to new N+1.
- ☐ The performance feedback is to be documented in the “Assignment Review” form.
- ☐ Ensure that new N+1 is allocated to the N’s through BU RMG– The BU RMG list is present in the following link as an attachment (<http://km20.capgemini.com/book/630007>).
- ☐ PMD clearance will be provided only post de-tagging of N’s.
- ☐ In-case of any query, please raise a call via: Path – Talent à India Service Desk à HR Support à PMD
- ☐ Ensure you have Approved / Denied all pending leaves of “N’s” reporting in to you before your Last working date.

### **Clearance for employees belonging to “India BPO SBU”:**

Clearances for employees belonging to India BPO will be done by BSIL PMD team (contacts mentioned in the contact sheet).

### **12. Outstanding Relocation (Finance) Clearance -**

This clearance is applicable to those employees who have relocated at the time of joining and are leaving the organization within one year of joining.

### **13. Gratuity –**

Please connect with the respective stakeholder from respective location SPOC LIST. Even if this does not apply to you the clearance has to be taken from the team with a comment “NA”

mentioned by exit stakeholder in this section.

#### **14. Library –**

Please connect with the respective stakeholder from respective location SPOC LIST. Even if this does not apply to you the clearance has to be taken from the team with a comment “NA” mentioned by exit stakeholder in this section.

#### **15. Internal Services (HR) Clearance**

- ☐ This is the final clearance and has to be completed by HR team post verification of clearances from all department on PACE. ***It is provided only after all other department has completed their clearances.***
- ☐ Investment proofs that have not been submitted earlier needs to be submitted after filling the online investment proofs on [www.hrworkaysindia.com](http://www.hrworkaysindia.com) on or before last working date. One copy of Investment proofs (if any) needs to be submitted on the last working date along with online investment proofs form (IPSF Form). You need to retain the Original of all the proofs submitted in case any query is received from I-T Department.
- ☐ Your leave encashment / shortfall of notice period will be updated under this section.
- ☐ You need to clear the outstanding dues( if any) vide **Demand Draft drawn** in favor of **“Capgemini Technology Services India Limited”**. Payable in Mumbai valid for **3 months**

**Relieving letter and Work Experience certificate** will be given to the employee at the **close of business hours of his/her last day with the Company**, provided exit clearances are obtained from all departments and outstanding dues towards Capgemini are settled, as verified by the Internal services team.



## VII. Frequently Asked Questions (FAQs)

### Q **What is the resignation process that needs to be followed?**

- ☐ Employee has to apply resignation on PACE and get the same approved from his / her Supervisor.

**In case of early release (early exit)** the resignation needs to be approved by the Manager, BU HR, BU head and HR Head post approval of Supervisor on PACE. Early releases are also accompanied with other relevant approvals that are procured by the BU HR team on your behalf.

- ☐ India Intranet >> India Enterprise Portal >> Employee Self Service >> Resignation & Transfer>> Request Summary (Enter your employee code) -> Search

### Q **When should I start my exit formalities?**

- ☐ You can start obtaining exit clearances when the clearance page opens up. This generally occurs **14 Calendar days prior** to the last working date, provided it should be approved by Project manager / Supervisor.

**Please note:** - Any last minute approval of resignation will cause delay in the exit clearance formalities and in the issuance of Experience & relieving letters.

### Q **What are the exit formalities that need to be followed?**

- ☐ The exit formalities that need to be completed have been detailed in Section VI – Exit Clearances above for obtaining exit clearances, you need to provide your Emp. code to the respective department exit stakeholders. You may contact them personally OR send individual mail OR connect with them via their extension numbers (Refer contact points for obtaining clearances )

### Q **Which Clearances are required to be obtained on PACE and which are manual?**

- ☐ All departmental Clearances are mandatory on PACE and there is no manual clearance

### Q **What is the Order to be followed to obtain the clearances?**

- ☐ AMEX (Procurement) --> Finance --> Mobility.
- ☐ Departments where NO order / sequence to be followed:
- ☐ Project Manager, Payroll, Intra Company Transfer L&D, PMD, Relocation and Finance
- ☐ ITICS, IFM (access card only) & HR Final Clearance have to be completed on the Last Working Day.

### Q **How many leaves can I take during my Notice period?**

- ☐ Employees on notice period are not eligible for 5 days advance leave benefit.

**Q I am located onsite. Is it possible to complete the formalities from onshore?**

- ☐ Employees exiting from onshore can depute their India colleagues to complete the exit formalities on their behalf by sending the location exit team an authorization mail stating the name and employee code of the colleague ALTERNATIVELY the employee can obtain clearances by contacting the exit stakeholders through their personal email id / or connect with them via their extension numbers. Ensure that you mention your name & employee code in this communication. **If you are seeking clearances through e-mail, then please consolidate all e-mails and mail it to the location exit team instead of copying the exit team in all mail communications.**

**Q What if my resignation is approved on the Last Day?**

- ☐ If your resignation is approved on the last day, you can still get your clearances completed by deputing a colleague or from your personal email ID or by personally visiting office post your LWD by liaising with the location exit team.

**Please note:** Relieving and Experience Letters will be issued to you post completion of all your departmental clearances and settling the outstanding dues (if any in the form of DD).

**Q What are the recoveries in case I am leaving within one year of joining the company?**

- ☐ Following are the possible recoveries in such case:
- ☐ Relocation expenses reimbursed at the time of joining
- ☐ Sign on / Joining Bonus,
- ☐ Notice Pay reimbursements paid at the time of joining,
- ☐ Outstanding Settling allowance
- ☐ Training cost recovery - if applicable

**Q Will my salary be stopped after I put my resignation?**

- ☐ Salary for the last working month will be paid out along with the full and final settlement.

**Please note -** If the last working date is on or before the 5th of any month, the previous month's salary will be put on hold and will be paid out along with the full & final settlement

***For instance- if your last working date is 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> or 5<sup>th</sup> Aug 2013, your Jul 2013 month salary will be kept on hold and will be paid out with your Final settlement.***

**Q What will happen to my last month's Salary and Leave encashment which is payable to me?**

- ☐ Your last month salary is kept on hold and will be a part of your final settlement along with **leave encashment** ( if any)
- ☐ Leave encashment will be for a maximum limit of 30 days

**Q How is Leave encashment calculated?**

- ☐ Leave Encashment is paid on Total Base Compensation ( TBC)
- ☐ Total Base Compensation(TBC): CTC minus Retirals {PF, Gratuity} & Performance Bonus

**Q How is Shortfall of Notice period Calculated?**

- ☐ Your leaves are adjusted against un-served notice period in working days. The remaining shortfall if any will be charged on the basis of calendar days.
- ☐ Formula =TBC /365\*No. of days shortfall for notice period.

**Q When will my exit interview be conducted?**

- ☐ You will need to fill online exit interview page on PACE which is a mandate to proceed with Final clearance.
- ☐ Subsequently you will be intimated by the HR Team for your exit interview.

**Q What will happen to my unclaimed OAAR (Other Allowances And Reimbursements)**

- ☐ OAAR will be paid as a taxable component in your full and final settlement, in case you do not provide supporting bills on or before your last working day.

**Q What will happen to my Sodexo**

- ☐ Any unclaimed / unpaid amount of Sodexo will also be paid as taxable along with full and final settlement.
- ☐ For E.g.: - Your last working day is 3rd September 2017 and your salary for August 2017 is not credited to your salary account. In this case your salary will be processed along with Full and Final settlement and Sodexo will be paid as taxable for August and 3 days of September 2017.

**Q What happens if I do not submit my investment proofs?**

- ☐ In case you do not submit investment proofs, the investments declared by you earlier will not be considered and the entire income will become taxable. Tax will be deducted only if your income till the last working day is in taxable bracket for the financial year in which your settlement is processed.

**Q How will I know the Outstanding Amount?**

- ☐ The outstanding amount will be updated on PACE on completion of clearances from all departments.

**Path:** Employee Self Service / Resignation & Transfer/ Request Summary / Clearance page. Top right hand side. Please check the “Total Amount to be paid by Employee” – which is the Total Outstanding Amount. For any assistance: please contact Location HR Exit Team.

**Q How do I settle my outstanding dues (if any)**

- ☐ All Dues / Outstanding have to be settled by giving a **Demand Draft** in favour of “**Capgemini Technology Services India Limited**” (Validity period of DD should be 3 months) to the Location HR Exit team. A DD receipt is issued on your last working date at the time of issuance of relieving and experience letter. **CHEQUES / CASH ARE NOT ACCEPTABLE.**

**Q What letters are given to the employee and when?**

- ☐ Relieving letter and work experience certificate will be given to the employee at the close of business hours of his/her last day with the Company, provided the exit clearances are completed and outstanding dues towards Capgemini are settled. The letters will be issued by the HR team on verification of completion of exit clearances including payment of any outstanding dues to the company and exit interview.

**Q When will FULL AND FINAL SETTLEMENT be credited and how?**

- ☐ The full and final settlement i.e. the dues pending from the company to the employee, is generally credited to employee's salary account within **45 days** from the date of completion of the exit clearance formalities. In case the exit is approved on the last working date of the employee then the clearance completion and subsequent issuance of letters & FnF process will be delayed.

**Q What will happen to my Salary Account once my full and final settlement is done?**

- ☐ Your account will continue to remain active even after your employment with Capgemini comes to an end and the full and final settlement is completed. However, the benefits associated with a corporate account will be withdrawn and the account will be converted to a personal savings account.

**Q Where will I get ESOP Related information?**

- ☐ ESOP Related information is given in the forms Folder. Request you to kindly refer the word file named "ESOP Redemption Process "

**Q When will I get my FORM 16?**

- ☐ Form 16 is sent as a soft copy to your personal email ID at the end of June.

**Q Is Gratuity applicable to me?**

- ☐ The eligibility for Gratuity is completion of 2 years of continuous service for employees who have joined on OR before 31st March 2009.
- ☐ The eligibility for Gratuity is completion of 5 years of continuous service for employees who have joined on OR after 1st April 2009.
- ☐ Gratuity will be credited to your bank account one month after the date of submission of form. This **does not** get credited along with Full and Final Settlement.
- ☐ For Forms please click on the given link - <\\ntbomfs001\\Datapub\\HR\\Forms\\Statutory Forms\\FOR EXITING EMPLOYEES>

**Q What is the procedure to be followed to transfer the Provident Fund?**

- ☐ No form is required to be filled in Capgemini. Form will be provided by your new organization. You have to complete the transfer form and submit the same to your new organization.

- ☐ Your PF account no. is MH/PUN/31643/ Emp. ID which is also available on your pay slip.
- ☐ For Forms please click on the given link - <\\ntbomfs001\\Datapub\\HR\\Forms\\Statutory Forms\\FOR EXITING EMPLOYEES>

**Q What is the procedure to be followed to withdraw the Provident Fund?**

- ☐ **PF can only be withdrawn** in special circumstances as detailed in the next point. Employees who are leaving “Capgemini Technology Services India Limited” and joining another organization have to necessarily **transfer their PF accumulations to the new PF account.**
- ☐ **PF withdrawal option is available in the following circumstances only –**
  - ☐ ***Retirement / no longer working in organization: -***

You need to fill up 3 forms and submit the same along with one cancelled cheque. These forms are

    - ☐ PF Withdrawal
    - ☐ Pension Withdrawal
    - ☐ Declaration form of non-employment.

You can submit PF withdrawal forms only after a waiting period of 60 days from your last working date.
  - ☐ ***Going for higher studies:*** You need to provide admission proof /any other documents regarding study confirmation and submit the below mentioned forms along with one cancelled cheque
    - ☐ PF Withdrawal
    - ☐ Pension Withdrawal
  - ☐ ***Going abroad:*** You need to provide VISA copy and submit the below mentioned forms along with one cancelled cheque.
    - ☐ PF Withdrawal
    - ☐ Pension Withdrawal

You also have to affix Rs 1/- revenue stamp on these forms.

For further clarification, employee can raise a call in – Talent Page>>Links & Tools>>Other Portals>>India Service Desk>>HR Support>>HR ES>>PF/Gratuity/ESIC

**Q Whom should I hand over the Gratuity forms**

- ☐ You need to handover the requisite form to the Gratuity team on your last working date. (Contact number given in the extension list)

**Q When will my PF be settled?**

- ☐ Post the statutory waiting period, the processing time is 2 months.

In case of escalation, please write to [info@excelityglobal.com](mailto:info@excelityglobal.com) mentioning your employee code and last working date.

**Q When will happen to my last month's Shift and On-call allowances?**

- ☐ Kindly get your timecard (approved by supervisor) and allowances (approved by PM – Project manager) before your last working date so that the same gets processed in your final settlement. Any request post your last working date will not be accepted.

**VIII. Contact points, Deviations and escalation Matrix**

For any queries you can connect with us on **Extn No - +91-22-6686 0500 – 2277088 (6 lines)**

Escalation Matrix - PAN India			
Level	Contact Person	Email id	Ext No
Level 1	Muzaffar Noorani	<a href="mailto:Muzaffar.noorani@capgemini.com">Muzaffar.noorani@capgemini.com</a>	2214187
	Venu Gopal B	<a href="mailto:venugopal.b@capgemini.com">venugopal.b@capgemini.com</a>	8069869
Level 2	Navroz Panjwani	<a href="mailto:navroz.panjwani@capgemini.com">navroz.panjwani@capgemini.com</a>	2273658
Level 3	Ashish Gakrey	<a href="mailto:ashish.gakrey@capgemini.com">ashish.gakrey@capgemini.com</a>	2274051