**FREQUENTLY ASKED QUESTIONS**

**Exit Clearance Management System (ECMS)**

**Post Resignation approval to post relieving from Organization**

**1. What is the process post resignation is approved in the system**?

On the 15th day the system sends notification for providing clearance to all the

department SPOC & distribution list.

**2**. **Do employee has to follow with department SPOC?**

Yes, its employee’s responsibility to follow up with each department SPOC for getting

clearance completed.

**3. When can employee start taking clearance from various department?**

The employee can start getting clearances at least 10 days prior to the LWD.

**4. Where can employee get the department SPOC details**?

The SPOC list is available in ECMS home page towards top right as contact

List tab according to location wise.

**5. Will employee go physically to each SPOC for clearance completion?**

No, the employee can follow up with the SPOC through email/call the department

SPOC. In case, if employee holds a laptop then they have to reach out to IT SPOC and ensure that they agree on the mode of collection of the laptop/desktop with IT assets team.

**6**. **Where & when to submit ID card/Draw Keys?**

The ID card/drawer Keys should be submitted to current location security on last

working day. If you are not present in office, ICRES team will plan to send get it collected through courier, 15 days in advance to your last working day.

**7**. **What happens if the clearances are pending for one or more of departments**?

If the clearance are not completed on LWD the relieving & experience letter process

will be delayed.

**8. Do N+1 De- tag the N’s reporting to him before LWD?**

Yes, N+1 has to connect with RMG team rohit.karki@capgemini.com or

anushree.shetty@capgemini.com to de tag his N’s reporting to him.

**9. Do I get hard copy of Relieving & Experience letter?**

No, only soft copy. System generated & digitally signed letters are sent to employees personal Email ID.

**10. When is the Relieving & experience letter provided?**

Relieving & Experience letter will be shared within 24hrs post final clearance. Final clearance is provided basis all the departmental clearance is completed without any due.

**11. Where to check the due amount in ECMS?**

The due amount can be viewed in ECMS against each department in Exit request

status page in amount section/column.

**12. How to know if the due amount can be adjusted in full and final**

**settlement?**

Please write to centralexit.in@capgemini.com to confirm if the due amount is adjustable

in Full and Final settlement.

**13. What if the amount is not adjustable in FNF?**

If the due amount is not adjustable employee to make online transfer.

**14. Who will share the online payment details?**

Please write to centralexit.in@capgemini.com DL or the exit team will share the details.

**15. Do employee has to meet the exit team SPOC on last working day**?

Employee do not have to meet the Exit team SPOC.

**16. Where can the employee find BU HR Details?**

BU HR details is available in ECMS Home Page – Resignation Tab – Exit Request

Status page.

**17. What is the process to Claim/ Gratuity/PF amount?**

You need to login to the Employee Self Service portal by going to URL:

<https://ctfss.in/CTFCGEss/Login.aspx>, please go through the guidelines below for login to the Portal.

**Steps to raise queries:**

1. If you are an ex-employee of CG, you will need to login to the Employee Self Service portal by going to URL: <https://ctfss.in/CTFCGEss/Login.aspx>
2. Please log in using your **Employee id** and **Registered personal mail ID** with CG
3. If the above is validated, you will receive an **OTP** on your above e mail.
4. Please Enter the OTP received on the webpage.
5. Post login, you will reach the home page and you can avail all the services offered under the Employee Self Service.
6. In case you are not able to log in, please reach out to us on [cgretirals@allsectech.com](mailto:cgretirals@allsectech.com) with Subject line < Login Error – ESS> and mention your issue along with Emp code and email ID in the email.
7. We will check your records and updated you further steps – **TAT 3 working days**

For PF and gratuity details please write up to

**Retirals (PF & Gratuity) support:**

Services contact details: Allsec (part of Quesscorp)

1st Preference online support: <https://ctfss.in/ctf_cg_ess/ssoindex.aspx> (through VPN)

2nd Preference email support: [cgretirals@allsectech.com](mailto:cgretirals@allsectech.com)

3rd Preference voice support: 022-62491100 –8:00 am –8:00 pm(Mon-Sat)

**18. Where to submit the PF claim forms**

**PF withdrawal Form**



**Gratuity withdrawal form**

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Soft copy of the form needs to be sent to [cgretirals@allsectech.com](mailto:cgretirals@allsectech.com)

**19. What is the Process for Transfer of PF?**

Please connect with your future employer for transfer of PF process.

**20. What is the Process to claim Gratuity.**

As a process as per your service eligibility your Gratuity will be settled to you to your salary bank account within 30 days from DOL. Please submit a claim form for Gratuity on ESS portal 10 days prior to your separation.

ESS Portal path <https://ctfss.in/CTF_CG_ESS/ssoindex.aspx>. Please go through the details uploaded on the portal in connection with gratuity settlement - form/quantum/process etc.

**21. How to get my pay slips after leaving the organization?**

Please connect with info@excelityglobal.com or inpayroll.fssbu@capgemini.com

**22. When will my salary/Full & final settlement will be credited?**

Salary/Full & final settlement will be credited to employee existing Bank account

within 30 days from the date of final clearance.

**23. When will I get my Payslip of full & Final Settlement.**

Once the full & final settlement is credited within 5 days the statement will be sent

to employee personal mail ID.

**24. How many leaves will be encashed?**

Maximum of 30 leaves will be encashed.

**25. How is the leave encashment calculated?**

Leaves calculated on Total base component (TBC).

**26. How to get form 16 & IT computation sheet?**

Please connect with [info@excelityglobal.com](mailto:info@excelityglobal.com)

**27. What will happen to ESOP amount?**

Please connect with [esopindia.in@capgemini.com](mailto:esopindia.in@capgemini.com)

**28. When will I get form 16?**

You will receive your form 16 in the month of June or July.

**29. Where to submit the IT proof?**

Please submit your IT proof documents in **HR work ways – IPSF Resignee**

**Option.**

**30. What happens to parental insurance?**

Parental insurance will still be valid post Exit

**31. Whom to connect post leaving the organization for future references?**

Please write mail to offboardingservices.in@capgemini.com along with Employee ID

mentioned.