"How do I raise a technical support ticket?":

"To raise a technical support ticket, please email IT at itsupport@mpccloudconsulting.com with a short description and any screenshots of the issue.",

    "Who do I contact if my biometric punch-in is not recorded?":

"If your punch-in is missed, please reach out to your reporting manager and send an email to attendance@mpccloudconsulting.com.",

    "Where can I check my leave balance?":

"You can check your leave balance on the internal HRMS portal. If you don't have access, drop a note to hrsupport@mpccloudconsulting.com.",

    "Is there a canteen or food arrangement at the office?":

"Yes, we have a pantry with tea and coffee. For meals, employees usually step out or order online. No full canteen service is available currently.",

    "What should I do if I forget my ID card?":

"If you forget your ID card, inform your team lead and security. A temporary entry slip can be issued for the day.",

    "Are there any team outings or events planned?":

"Team outings are planned on a quarterly basis. Keep an eye on the internal Teams channels or WhatsApp Group for any announcements.",

    "How do I get my Form 16?":

"Form 16s are emailed directly by the finance team at the end of each financial year. You can request a duplicate from finance@mpccloudconsulting.com.",

    "Can I work remotely permanently?":

"Permanent WFH is not currently offered. However, hybrid flexibility can be discussed with your reporting manager.",

    "Who do I talk to about payroll discrepancies?":

"For payroll-related queries, email payroll@mpccloudconsulting.com. They usually respond within 1–2 business days.",

    #"How do I apply for reimbursement?":

"Reimbursement claims can be submitted via the internal expense tool along with scanned bills. For help, contact expenses@mpccloudconsulting.com.",

    "What is the probation period?":

"The standard probation period is 3 months, but it may vary based on role or department. Please check with your HR.",

    "Are internships paid?":

"No, internships are generally not paid. The stipend amount is communicated in your offer letter or onboarding email if any.",

    "What’s the procedure for resignation?":

"Resignation must be submitted via email to your reporting manager and HR. A notice period of 30–60 days applies.",

    "Can I change my shift timing?":

"Shift changes can be requested through your manager and are approved based on team requirements.",

    "How are public holidays decided?":

"Public holidays are based on the company’s annual holiday calendar, usually aligned with regional guidelines.",

    "Is there any cab/shuttle facility for work hours?":

"Yes, there is the shuttle provided by the building that transports employees from metro station to the office building. The shuttle offers services every 15/20 minutes.",

    "Can I bring a guest to the office?":

"Visitors must be approved by your team lead and the Admin team in advance. ID verification is required.",

    "Where do I submit travel reimbursement bills?":

"All travel bills must be uploaded to the Travel module of the HRMS within 7 days of the trip.",

    "What’s the policy for internal transfers?":

"Internal transfers can be requested after 6 months of tenure, subject to approval from both departments.",

    "Are Saturdays off?":

"No, the office has 5 day work week from Monday to Friday. Saturdays and Sundays are off"