



Repeat Offender Policy - Role Based

1. Policy Scope

This policy applies to all roles within Blitz, ensuring a fair and structured disciplinary process for any offense committed. Blitz is committed to maintaining excellence and does not tolerate repeat offenses of the same type.

2. Offense Handling Process

Type 1 Offenses

Applicable Roles:

- **Rider:** Fake delivery attempts, improper KYC, operational constraint >1% of OFD per day.
- **Team Lead (TL):** Improper KYC, operational constraint >1% of OFD per day.

Disciplinary Actions

- **First Offense:**
 - Formal warning issued stating the reason for the offense.
 - Temporary system block imposed.
 - Warning email sent to HR and the manager.
 - If a manager takes responsibility and ensures re-training, the block will be lifted.
- **Second Offense:**
 - Permanent removal from the company as per terms and conditions.

Shipment Loss

- **Up to 5 Offenses or Total Loss Amount \leq ₹10,000:**
 - Salary deduction from the person who scanned the lost shipment last.
- **6th Offense or Amount Exceeds ₹10,000:**
 - Salary deduction and termination from the company.

Floor Scan Non-Compliance

- **Up to 2 Misses:**
 - If the floor is not scanned (shipment value $>$ ₹5,000 pending at 10 PM), an alert is sent to the Hub Incharge (HI) and Team Lead (TL).
- **3rd Miss:**
 - HI/Franchise receives a formal warning with HR and the manager in the email.
- **4th Miss:**
 - All system access is revoked until all shipments are scanned and corrective actions taken.
 - HI/Franchise is terminated.

COD Deposition Delay

- **Standard Rule:**
 - All COD collected till today must be deposited by the next business day (D+1).
 - If CMS (Cash Management System) is unavailable due to a holiday, deposition is extended to the next available CMS show-up.
- **First Miss:**
 - If COD remains undeposited beyond D+1, hub OFD access is revoked, and a warning is issued.
 - Access is restored after full deposition.
- **Second Miss:**
 - Complete hub access is revoked, and necessary recovery actions are taken.
 - HI/Franchise is terminated.

3. Hierarchy-Based Senior Responsibility

For any offense, responsibility can only be taken by the direct senior role as per the structure below:

Role	Manager Responsible
Franchise Helper	Team Lead (TL)
Franchise Owner (FO)	Team Lead (TL)
Team Lead / Quick TL	Operations Manager
Operations Manager	Area Cluster Head (ACH)
ACH / Hub Manager	City Head
City Head	Zonal Head

4. Offense Categories

- Fake Attendance
- System Misuse
- Fraudulent Activities
- Misconduct or Policy Violation
- Shipment Loss

5. Enforcement Process

Step 1: Detection & Reporting

Policy violations are reported and verified.

Step 2: First Warning & Temporary Block

Offender is temporarily suspended until the manager takes responsibility.

Step 3: Training & Monitoring

Offender must undergo re-training before access is restored.

Step 4: Final Offense & Removal

Manager must confirm the offender has completed training before they can resume work.

Step 5: Repeat Violation

Any further offense results in permanent removal from the company.

FAKE OFD — Interpreted as OPS Constraint

Blitz closely monitors both rider-level and hub-level activities to ensure operational discipline and prevent any misuse of the system. One such critical area under scrutiny is the OPS Constraint (Operational Constraint) tagging during order delivery attempts.

Definition

A "Fake OFD" (Out for Delivery) is considered to be an unjustified or false operational constraint raised by a rider or hub. These constraints are often used to bypass delivery responsibility without a valid reason, negatively impacting service quality and customer experience.

Monitoring & Accountability

OPS Constraints are monitored at two levels:

- **Rider Level:** Individual riders are tracked for repeated or unjustified OPS constraints.
- **Hub Level:** A cumulative performance metric is calculated for all riders operating from a hub to determine overall hub reliability.

Penalty Framework

- For each order marked under OPS Constraint without valid proof, a **penalty of ₹200** will be imposed on both the **Hub Incharge (HI)** and **Team Lead (TL)** of the respective hub.
- If the **Futwork support team** takes more than **20 minutes** to close the issue or provide resolution, the penalty will **not apply** for that order.

Emergency Protocol

In case of a genuine emergency, the concerned person must submit supporting proof via email (e.g., medical certificate, traffic closure notification, blockage due to rain, etc.) within 24 hours of marking the constraint. Only validated emergencies will be exempted from the penalty.

Escalation Threshold

If the percentage of OPS Constraints exceeds **1% of total OFD orders per day**, strict action will be taken:

- The Hub Incharge (HI) and Team Lead (TL) will be removed from their roles as per company policy.

Large Shipment Protocol

In case of large shipment issues:

- The HI or TL must send an email to the concerned team with all relevant details.
- The respective team must prioritize and ensure delivery of the large shipment as soon as possible.