**FAQ’s**

**General**

* When can I edit my compensation plan?  
  Compensation plan will be in editable mode from 1st to 18th in the month of April, May, July, October and January. You can change/edit the compensation plan during this period.
* My employee CTC is not matching with the Offer letter?

There are lot of components in the CTC which are not payable and will not be included in the monthly salary (like employee contribution of PF, Gruatity etc.), check individual components.

* I m a new joiner, I missed to structure and submit my Compensation Plan in first month; How my salary will be paid? For new Joiners, if compensation Structure is not submitted in the joined month, salary will be processed with Reimbursements as Non taxable and will be paid based on the submission of bills. On next month submission, the salary for joined month will be recalculated and the differential amount if any will be paid as arrears. For existing employees, compensation structure submission window will be opened in a financial year April.
* On what basis variable pay is blocked in compensation plan? Variable pay is blocked based on the input from HR team.
* Can I change my compensation plan in mid of the month? No, once the time lines are closed the compensation plan will not be opened again for submission except in the months mentioned earlier.
* How do I update my Bank Account details?  
  You need to update the bank details on ESS ‘Employee Info Store’ by 20th of Month for that month payment.
* How do I update my PAN details?  
  Please update your PAN details on the ‘Employee Info Store’ page on the payroll self-service portal.

Note : Newjoiner to ensure updation of Form 11 and Bank details on the ‘Employee Info Store’

* Where can I apply for PAN CARD?  
  Please take the help of tax consultant.
* Where do I watch out for latest updates on payroll/tool?  
  The Home page has all information an employee should be aware of. Apart from this, you need to watch for the changes / additions in policies under the important links in the home page. Allsec also sends mail alert to keep employees posted on critical information related to Tax & Payroll.
* What is Gratuity?  
  Gratuity is a retiral benefit as per statutory requirement. Any employee who completes 4 years and 240days of continuous service in India is eligible to receive half month's basic salary for every completed year of service on exit. Please also refer the HR Gratuity Policy.
* When will the gratuity be paid?

The gratuity will be paid after the final settlement. The eligibility period for the payment will be only for the period served in India. Please also refer the HR Gratuity Policy.

* Where can I reach out for any specific queries?  
  You can raise payroll related queries under Helpdesk menu in Allsec portal.
* What is the SLA to respond to any Allsec query raised by an employee?  
  SLA to answer queries is maximum 2 business days working hours**.**