**FAQ’s**

**Payslip**

* I am a new joiner. Why is my last month salary not paid?  
  If you check your current pay slip you will find your pay components have been added with the last month worked days and paid as arrear components. **There is a cut-off only the joiners before 15th of the month the salary will be processed in that month. For the people who joined after the cut off date will be processed next month along with the arrears from DOJ in the next month. If you joined before 15th but not found the payslip, you can check with your HR. Salary will also not be processed if the bank details are not provided on time.**
* Why my last month salary not paid?  
  Salary not being credited may have multiple reasons - 1. Your bank account not updated in ESS. 2. Your salary was placed on Hold due to resignation or based on input. 3. Your salary is in negative ie your deductions are more than your earnings. Please check the payslip. 4. In case of full month LOPs, Queries on LOP you have to reach out to [India-GHRO@virtusa.com](mailto:India-GHRO@virtusa.com)
* My ESI gross has increased but still I suffer deduction. Why?  
  ESI deduction is on a 6-month block basis. You have gone below the ESI limit at least once in this period and as per rules ESI once deducted would be deducted for that block irrespective of the increase in ESI gross. ESI block will be April to September and October to March.
* When will the pay slip for the month be updated in Allsec?  
  Pay slip will be available by last working of every month.
* Will Pay slip be available from DOJ? Kindly note payslips are stored for a limited period and is available for last 12 months only in Allsec. It’s advisable to download payslips on a regular basis for future reference.