

## **Associate Separation Process-Offshore**

HR-PR025, 5.0

## Table of Contents

1. PURPOSE .....	4
2. SCOPE .....	4
3. ACRONYMS & DEFINITIONS .....	5
4. PROCESS DESCRIPTION.....	6
<b>A. RESIGNATION- PROCESS DESCRIPTION.....</b>	<b>6</b>
A.1 EXIT INITIATION.....	6
A.2 EXIT APPROVAL.....	6
A.3 RESIGNATION WITHDRAWAL.....	7
A.4 EXIT CLEARANCE INITIATION .....	8
A.5 SEPARATION OF ASSOCIATE.....	8
A.6 RELEASE OF RESIGNATION ACCEPTANCE LETTER .....	9
A.7 FOLLOW UP TO CHECKLIST CLEARANCES CLOSURE & ADVICE FOR FFS.....	9
A.8 PAYROLL ADVISE.....	10
A.9 FFS PROCESSING AND REMITTANCE .....	11
A.10 RELEASE OF RELIEVING & SERVICE CERTIFICATE.....	12
A.11 NEGATIVE FFS RECOVERY .....	12
<b>B. CONTRACT EXPIRY/SERVICE REGULARIZATION- PROCESS DESCRIPTION.....</b>	<b>13</b>
B.1 EXIT INITIATION.....	13
B.2 EXIT APPROVAL.....	13
B.3 EXIT CLEARANCE INITIATION .....	13
B.4 SEPARATION OF ASSOCIATE.....	14
B.5 RELEASE OF RESIGNATION ACCEPTANCE LETTER .....	14
B.6 FOLLOW UP CHECKLIST CLEARANCES CLOSURE.....	14
B.7 PAYROLL ADVISE.....	14
B.8 FFS PROCESSING AND REMITTANCE .....	15
B.9 RELEASE OF RELIEVING & SERVICE CERTIFICATE.....	15
B.10 NEGATIVE FFS RECOVERY .....	15
<b>C. ASKED TO RESIGN-PROCESS DESCRIPTION .....</b>	<b>15</b>
C.1 EXIT CLEARANCE INITIATION .....	16

<b>D. TERMINATION/RETIREMENT/DEATH-PROCESS DESCRIPTION.....</b>	<b>16</b>
D.1 EXIT INITIATION.....	16
D.2 EXIT APPROVAL.....	17
D.3 EXIT CLEARANCE INITIATION .....	17
D.4 SEPARATION OF ASSOCIATE.....	17
D.5 FOLLOW UP TO CHECKLIST CLEARANCES CLOSURE & ADVICE FOR FFS.....	17
D.6 FFS PROCESSING AND REMITTANCE .....	17
D.7 RELEASE OF RELIEVING & SERVICE CERTIFICATE.....	18
D.8 NEGATIVE FFS RECOVERY .....	18
<b>E. ABSCONDING-PROCESS DESCRIPTION .....</b>	<b>18</b>
E.1 EXIT INITIATION.....	18
E.2 EXIT APPROVAL.....	19
E.3 EXIT CLEARANCE INITIATION .....	19
E.4 SEPARATION OF ASSOCIATE.....	19
E.5 FOLLOW UP TO CHECKLIST CLEARANCES CLOSURE & ADVICE FOR FFS.....	20
E.6 FFS PROCESSING AND REMITTANCE .....	20
E.7 RELEASE OF RELIEVING & SERVICE CERTIFICATE.....	20
E.8 NEGATIVE FFS RECOVERY .....	21
<b>F. IMPORTANT POINTS TO BE NOTED.....</b>	<b>21</b>
F.1 APPLICABLE TO ALL EMPLOYEES .....	21
<b>5. QUERY MANAGEMENT.....</b>	<b>24</b>
<b>6. APPLICABLE MEASUREMENTS, VERIFICATION &amp; VALIDATION TASKS .....</b>	<b>26</b>
<b>7. DOCUMENT HISTORY .....</b>	<b>27</b>

## 1. PURPOSE

The purpose of this document is to explain the sequential process of relieving the associate who wishes to get separated/are to be separated from the organization as per the defined exit process.

## 2. SCOPE

The separation process is applicable to all the offshore Associates who get separated from the organisation due to the following reasons.

#	Type of EXIT	Description
1	Resignation	An Associate triggers his/her exit request in PS9 to his/her reporting manager seeking for release from the organization
2	Asked to Resign (ATR)	An Associate is asked to trigger the exit request on PS9 to his/her reporting manager seeking for release from the organization
3	Absconding	An Associate is considered absconding if he / she does not appear for work for a period of 7 days' time as specified in exit policy  <i>Refer "Unauthorized absence and absconding" policy document.</i>
4	Termination	An action taken by the organization to separate an Associate from employment due to reasons of statutory compliance, misconduct, non-performance, background verification resulting in RED
5	Retirement	An Associate who completes mandatory service as per the Retirement Policy
6	Contract Expiry/Service Regularization	Direct contract Associates whose contract expires as per the contract end date specified on the offer letter.  In few situations, due to immediate business requirements the Direct contract Associates are moved into permanent rolls by regularizing their Service even before the contract end date.
7	Death	Death of any Associate

Process also ensures to answer/clarify/provide resolutions to Associates' separation/exit related queries which can be raised before & after their separation from the organisation.

**3. ACRONYMS & DEFINITIONS**

Role Players	Description
PS (H)	People Soft HR
BHR	Business HR Representative of respective IBU
RM	Reporting Manager
ESS	Employee Self Service
ATR	Ask To Resign
LWD	Last Working Day
FFS	Full & Final Settlement
CS	Corporate Services
TIM	Technical Infrastructure Management
CORE	HUB- Backend centralized transaction processing team
Associate	Associate on roll or direct contract
NP	Notice Period
CSD	Central Service Desk
HREL	Human Relations

#### 4. PROCESS DESCRIPTION

Every exit type mentioned in the scope of the document follows the applicable below mentioned sequential process.

- Exit Initiation
- Exit Approval
- Exit Clearance
- Separation of Associate
- Release of Resignation Acceptance Letter
- Initiate and follow up checklist clearances
- Advise FFS to Payroll
- FFS Processing & Remittance
- Release of Service Certificate & Relieving Letter
- Negative FFS Recovery

#### A. Resignation- process description

##### A.1 Exit Initiation

	Process Step	Owner	SLA	Details
1	Raise resignation on PS(H) via the below path  <b>Main Menu -&gt; Employee Self Service -&gt; Exit -&gt; Submit Resignation</b>	Associate	NA	Associate submits the resignation in PS-H and also updates the Primary and secondary reason for leaving the organization.  Associates should take a proactive measure in updating the Personal email ID and Contact numbers in PS-H
	Associate intimates his intention to resign via Email/Mail to RM/BHR			If the associate is unable to trigger the resignation on the system due to technical issues or emergency exits the Associate is expected to trigger the resignation through an email with justification to the RM/BHR.

##### A.2 Exit Approval

#	Process Step	Owner	SLA	Details
1	Retention discussion	BHR	<=15 days from the date of resignation	<p>BHR conducts a retention discussion with the Associate and updates the retention status on PS (H).</p> <p>After the discussion, if the Associate is convinced by the BHR and wishes to withdraw the resignation, BHR updates the retention status as 'Yes' and Associate withdraws the resignation on the tool.</p> <p>If the Associate does not change his decision of resignation, the BHR updates retention status as "NO" and the exit request is forwarded to the RM to update the LWD.</p>
2	Resignation Approval	RM	>=15days from the LWD	Reporting Manager approves the resignation and updates the last working day on the system 15 days before from the LWD of the associate.

### A.3 Resignation Withdrawal

#	Process Step	Owner	SLA	Details
1	<b>Associate wishes to withdraw resignation before the LWD</b>	Associate	NA	<p>If the Associate wishes to withdraw the resignation before the LWD. The Associate would need to withdraw the same on PSH.</p> <p><b>Path: Main Menu &gt; ESS &gt; Exit &gt; Withdraw Resignation</b></p>
	<b>Associate wishes to withdraw resignation On the LWD</b>	Associate	NA	<p>The Associate may also withdraw the resignation on the LWD which has to be done through PSH.</p> <p><b>Path: Main Menu &gt; ESS &gt; Exit &gt; Withdraw Resignation</b></p> <p>If already separated in the PS-H, the resignation is withdrawn by the AS – Exit team and the separation entry needs to be cancelled by the technical team on the separation entry page.</p>

	<b>Associate wishes to withdraw resignation after the LWD</b>	AS-Exit	NA	<p>Associate may also withdraw the resignation after the LWD.</p> <p>Approval from HREL Head needs to be obtained. AS – Exit team deletes the separation entry and the separation entry needs to be cancelled by the technical team on the separation entry page. Intimation to the CSD windows team to retain the domain, LAN and email ID of the associate.</p>
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#### A.4 Exit Clearance Initiation

- The process steps in this sub-process remain the same across different exit types,

#	Process Step	Owner	SLA	Details
1	AS – Exit team approves the exits on PS (H) and initiates clearance. (Post RM's updates in the LWD).	AS – Exit team	>=10 days from the LWD	Checklist will be initiated by the system, based on the current location of the Associate respective stake holders provide clearances which is followed up by AS – Exit team for closure.
2	AS- Exit team approves the exit and Initiates clearance of Resignation with very short notice. (Approved by RM on/or after the LWD.)	AS – Exit team	On the day the RM accepts the resignation/less than 10 days for LWD.	

#### A.5 Separation of Associate

#	Process Step	Owner	SLA	Details
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1	Separate the Associate	AS – Exit Team	On or Before LWD	Resignations triggered on PS-H/ In exceptional cases, where Associates are unable to trigger the resignation on the tool due to technical errors or emergency exits. AS – Exit team Separates the Associate on PS (H) from the separation page.
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#### A.6 Release of Resignation Acceptance Letter

This is applicable to Resignation/Asked to Resign exit types only

#	Process Step	Owner	SLA	Remarks / Exceptions
1	Resignation Acceptance Letter	AS – Exit team & Associate	On LWD	<p>Post the separation actions on the tool by the AS – Exit team, the RAL is auto generated. The Associate can view and download the RAL from PS9 on the LWD</p> <p>Path: <b>Main Menu -&gt; Employee Self Service -&gt; Personal Information -&gt; My Letters</b></p> <p>For resignations which are not triggered on the tool, AS-Exit team drafts RAL manually in the authorized format and shares it to the Associates' Tech M email Id</p>

#### A.7 Follow up to Checklist Clearances closure & Advice for FFS

#	Process Step	Owner	SLA	Details
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1	Follow up with the role players for clearances	AS – Exit team	>=LWD	AS-Exit team follow ups with all the role players for checklist clearances and drives it to closure.
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### A.8 Payroll Advise

#	Process Step	Owner	SLA	Details
2	Advice to payroll	AS – Exit team		Post receipt of all the clearances, Reconcile the data in the required format and submit to Payroll for FFS Processing

Here are the checklist of role player list and their SLA.

Checklist Item	SLA
Associate's RM	On or before the LWD
CS- Corporate Services	On or before the LWD
FIN – Payroll, -Expenses	On or before the LWD
TIM/ TIM Operations	On or before the LWD
ESG-Training & Education	On or before the LWD
TMG (PSD)	On or before the LWD
RMG(Visa Cell), (Infra)	On or before the LWD
Door Access (Proximity) Card	On or before the LWD
FMG-Kolkata	On or before the LWD
Library	On or before the LWD
Admin - Key	On or before the LWD
Transport	On or before the LWD
FMG - Travel Desk	On or before the LWD
USA Salary	On or before the LWD
Comp Mobile/speakerphone/headsets	On or before the LWD
HR F&F SPOC-IT departments	On or before the LWD

<b>Legal Representative.</b>	On or before the LWD
<b>Medical Insurance</b>	On or before the LWD
<b>Onsite Payroll Clearance</b>	On or before the LWD
<b>Notice Period Shortfall Days</b>	On or before the LWD
<b>Immigration Representative</b>	On or before the LWD
<b>CDD Team</b>	On or before the LWD
<b>CS FIC Representative.</b>	On or before the LWD
<b>Payments &amp; Advances Represent</b>	On or before the LWD
<b>STC Dorms Representative.</b>	On or before the LWD
<b>Inventory Representative.</b>	On or before the LWD
<b>Service Executive.</b>	On or before the LWD
<b>Satyam Club Representative</b>	On or before the LWD

## A.9 FFS Processing and Remittance

#	Process Step	Owner	SLA	Details
1	FFS and Remittance processing	Finance Payroll		<p>Finance Payroll calculates FFS and Remittance based on the settlement to the accounts updated as per the System</p> <ul style="list-style-type: none"> <li>• If Settlement is Positive then FFS remittance is done as per the Associate's bank account and then the Service certificate will be generated.</li> <li>• If settlement is negative based on the payments / recovery as specified on the checklist by the respective role players. Recovery process would be initiated.</li> <li>• In case of negative FFS the requisite documents will be shared as a soft copy to the employee personal Email ID only after the employee makes payments towards recoveries indicated.</li> </ul>

	the Exit types			
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#### A.10 Release of Relieving & Service Certificate

AS – Exit team will issue Service Certificate and Relieving Letter (as per standard format approved by compliance team) according to the below table.

Separation Type	FFS Status	When	Letter
Resignation / ATR / Retirement	Positive	<=2 days after the FFS Remittance	Service Certificate & Relieving Letter
Resignation / ATR / Retirement	Negative	<= 2days after the dues are settled	Service Certificate & Relieving Letter

#### A.11 Negative FFS Recovery

#	Process Step	Owner	SLA	Details
1	1 <sup>st</sup> Intimation for negative FFS recovery	AS – Exit Team	<= 2days after the FFS process	AS Exit team sends the remainder mails along with the FFS statement to the Associate's personal email ID asking the Associate to clear the outstanding dues.
2	2 <sup>st</sup> Intimation for negative FFS recovery	AS – Exit Team	3 day after 1 <sup>st</sup> remainder mail	If Associate does not revert to the first remainder mail, 2 <sup>nd</sup> intimation mail will be sent to the Associate's email ID
3	Final Intimation for negative FFS recovery	AS – Exit Team	3 day after 2 <sup>nd</sup> remainder mail	If Associate does not revert to the first and second remainder mails, Final intimation email will be sent to the Associate's personal email ID, as well as hardcopy will be sent to Associate's mailing address.
3	Approach Legal team	AS – Exit Team	5 days after the	AS Exit team will hand over the required documents to the Legal team for filing suit against Associates who have not

			3 <sup>rd</sup> Remainder	reverted to the three negative intimations sent.
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**NOTE: This is the process followed for recovery of negative Final settlement irrespective of the Exit types**

## B. Contract Expiry/Service Regularization- Process description

### B.1 Exit Initiation

#	Process Step	Owner	SLA	Remarks / Exceptions
1	Deactivate the ID	BHR, As Exit team	1 day after the LWD	<p>BHR sends intimation with the complete information on Contract Expiry/Service Regularization to AS Exit team.</p> <p>AS – Exit team deactivates the ID from the report based on the LWD on PS(H).</p> <p>Note: In this case LWD is updated at the time of ID creation.</p>

### B.2 Exit Approval

There is no Exit Approval stage for Contract Expiry & Service Regularization

### B.3 Exit Clearance Initiation

The process step in this sub-process remains the same across different EXIT-types.

#	Process Step	Owner	SLA	Details
1	Clearance checklist	AS – Exit team	On LWD/ On the date of intimation	Checklist will be initiated by the AS – Exit team based on the current location of the Associate. Respective stakeholders provide clearances which are followed up by AS – Exit Team for clearances closure.

				Note:
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#### B.4 Separation of Associate

#	Process Step	Owner	SLA	Dependency	Remarks / Exceptions
1	Separation action on PS (H).	AS – Exit Team	1 day after the LWD	BHR	Based on the confirmation from BHR on the Contract End Date, AS – Exit team will perform Hold salary and separation actions and separate the Associate accordingly.

#### B.5 Release of Resignation Acceptance Letter

This is only applicable to the cases whose Exit type is closed as Resignation/Asked to Resign

#### B.6 Follow up Checklist Clearances closure

#	Process Step	Owner	SLA	Details
1	Follow up with the role players for clearances	AS – Exit team	>=LWD	AS-Exit team follow ups with all the role players for checklist clearances and drives it to closure.

#### B.7 Payroll Advise

#	Process Step	Owner	SLA	Details
2	Advice to payroll	AS – Exit team		Post receipt of all the clearances, Reconcile the data in the required format and submit to Payroll for FFS

				Processing
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### B.8 FFS Processing and Remittance

The process is same as in 'Resignation'. [Click here for information](#)

### B.9 Release of Relieving & Service Certificate

AS – Exit team will issue Service Certificate and Relieving Letter (as per standard format approved by compliance team) according to the below table.

Separation Type	FFS Status	When	Letter
Contract Expiry/Service Regularization	Positive	Within 2 days from the date of receipt of FFS	Service Certificate
Contract Expiry/Service Regularization	Negative	2 days after settlement of dues	Service Certificate

### B.10 Negative FFS Recovery

[Click here](#)

## C. Asked to Resign-Process description

At times the LWD can be the same day when the intimation is communicated to the Associate; in such scenarios the company follows the Local labor laws of separating Associate. However, the separation process still remains the same.

An associate may be asked to relive himself from the services on business requirements; in such cases the process of separation is same as 'Resignation'. [Click here for the information.](#)

### C.1 Exit Clearance Initiation

Below are the details by when the clearance should be initiated for Asked to resign exit type

Separation Type	Clearance Initiation
ATR	On LWD/ On the date of intimation/10 days prior to the LWD

## D. Termination/Retirement/Death-Process description

At times the LWD can be the same day when the intimation is communicated to the Associate; in such scenarios the company follows the Local labor laws of separating the Associate from the organization. However, the separation process still remains the same.

### D.1 Exit Initiation

#	Process Step	Owner	SLA	Details
1	Intimation of the Associates' Termination / Retirement / Death	BHR/RM	NA	BHR sends intimation with complete information of Termination / Retirement / Death to AS Exit team along with LWD.  In death cases RM intimates BHR about the Associate's untimely death.
2	BHR logs a request on HUB	BHR	On the day the intimation is received	BHR SPOC to ensure that all required information is provided
3	Call is Assigned to AS – Exit Team	AS – Exit team	On the day the intimation	HUB Portal auto Assigns the call



			is received	
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## D.2 Exit Approval

There is no Exit Approval stage for Termination/ Retirement/ Death.

## D.3 Exit Clearance Initiation

The process steps in this sub-process remain the same across different EXIT-types.

#	Process Step	Owner	SLA	Details
1	AS – Exit team initiates clearance Manually for  Termination/ Retirement/ Death exit types	AS – Exit team	On LWD On the date of intimation	Checklist will be initiated by the AS – Exit team based on the current location of the associate and respective stake holders provide clearances which is followed up by AS – Exit Team for clearances closure.

## D.4 Separation of Associate

#	Process Step	Owner	SLA	Details
1	AS Exit team updates the hold salary and separation action on PS (H)	AS – Exit Team	On LWD/ On the date of intimation	Based on the confirmation from BHR with complete details of LWD, AS – Exit team will perform Hold salary and separation actions and separate the Associate accordingly.

## D.5 Follow up to Checklist Clearances closure & Advice for FFS

The process is same as in 'Resignation'. [Click here for information](#)

## D.6 FFS Processing and Remittance

The process is same as in 'Resignation'. [Click here for information](#)

**D.7 Release of Relieving & Service Certificate**

AS – Exit team will issue Service Certificate and Relieving Letter (as per standard format approved by compliance team) according to the below table.

Separation Type	FFS Status	When	Letter
Retirement	Positive	2 days after FFS completion date	Service Certificate & Relieving Letter
Retirement	Negative	2 days after settlement of dues	Service Certificate & Relieving Letter
Termination	Positive	2 days after FFS completion date	Service Certificate
Termination	Negative	2 days after settlement of dues	Service Certificate (post settlement of Dues)
Death	Positive	If requested by Associate family members, will shared to BHR	Service Certificate
Death	Negative	2 days after settlement of dues	Service Certificate

**D.8 Negative FFS Recovery**

The process is same as in 'Resignation'. [Click here for information](#)

## E. Absconding-Process description

**E.1 Exit Initiation**

#	Process Step	Owner	SLA	Details
1	RM intimates BHR	RM	LWD+3Days	RM intimates the BHR about the unauthorized absence of the associate and along with the last reported date.
2	BHR logs a request on HUB	BHR	2 days after the Intimation is	BHR tries to contact the Associate, in case no response BHR provides the required information and raises a Ticket in

			received	the HUB to the AS-Exit team . (Associate GID, Name, LWD, reason for termination)
3	Stop Salary	AS – Exit team	On the date of intimation	HUB auto assigns the calls and performs stop salary action effective from the mentioned LWD of the Associate

The AS – separation team tries to contact the Associate – 3 remainder mailers are sent to the Associate. According to the legal policy there is a hard copy mailer as well sent to contact the associate.

### E.2 Exit Approval

There is no Exit Approval stage for Absconding/Termination/ Retirement/ Death/ Contract Expiry types.

### E.3 Exit Clearance Initiation

The process is same as 'Resignation'. [Click here for information](#)

Below is the detail by when the clearance should be initiated for this type of EXIT.

Separation Type	Clearance Initiation
Absconding	On the same day of termination action performed in the PS(H)

### E.4 Separation of Associate

#	Process Step	Owner	SLA	Details
1	Separation action on PS (H)	AS – Exit Team	NA	Separation action is performed If the Associate does not respond to 3 remainder mails sent by the As-Exit team  If Associate responds, the case is transferred to to BHR team for further action.

				<p>If BHR confirms about the Associate's termination then AS - Exit Team disables the LAN ID / Physical access for the Associate by contacting the local CS/TIM team/ to update hold salary action and separation on PS(H). (Provided Associate has not reverted to the Intimations sent through Soft and hard copies to Mail ID and Mailing Address by AS – Exit Team)</p>
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#### E.5 Follow up to Checklist Clearances closure & Advice for FFS

The process is same as in 'Resignation'. [Click here for information](#)

#### E.6 FFS Processing and Remittance

The process is same as in 'Resignation'. [Click here for information](#)

#### E.7 Release of Relieving & Service Certificate

AS – Exit team will issue Service Certificate and Relieving Letter (as per standard format approved by compliance team) according to the below table.

Separation Type	FFS Status	When	Letter
Absconding	Positive	Within 2 days from the date of receipt of FFS	Service Certificate (based on approval of CPO / Legal)
Absconding	Negative	2 days after settlement of dues	Service Certificate (based on approval of CPO / Legal and settlement of Dues)

**E.8 Negative FFS Recovery**

The process is same as in 'Resignation'. [Click here for information](#)

**F. Important points to be noted****F.1 APPLICABLE TO ALL EMPLOYEES**

- The separating employee is required to verify his/her address in the employee database and also update the same during the exit initiation process in the PS(H) This data will be used for any communication with the employee.
- It is advised that any LTA, medical reimbursement, income tax declaration to be claimed & settled by employee at least seven days prior to the last working day.
- In exceptional situations any Pending LTA/ Medical claims may be submitted online on the below link with supporting documents for inclusion in the full and final settlement.

**PS(H)-> Main menu--> Employee self-service-- > Pay roll and compensation --> India -- > Transactions - > Tax Entry India.**

- **BANK ACCOUNT:** The separating employee will need to retain his/her bank account till all dues are settled.
- The Relieving Letter & Service Certificate will be issued to the personal Email ID of the associate as a softcopy only. HR will issue the said documents to the employee according to the table provided in each of the Exit type in the service letter column of this document.
- Associate needs save Important documents from "My Letter", Form 16 - For previous FY (Path:: EASY.... FINANCE ..... PAYROLLOLD..... INDIA PAY ....FORM 16.... ), Salary Slip for last few months & forward it to their personal mail ID
- **Leave Encashment** –The balance earned leaves would be calculated and settled in the full and final settlement.
- **Income Tax Declaration Form** – Details of investments made by the employee in the financial year is to be indicated in the PS-F and submitted along with relevant documents as proof of such investments made, prior to the LWD.
- **PF ACCOUNT:** The employee may choose to close the PF account by filling in FORM NO-19, Form 10C and SSN form which should be obtained from the HR Department of his/her base location and submitted to the below mentioned address .

HR OPS- PF Team.

Tech Mahindra Ltd Sharada Centre,  
Off Karve Road, Erandwane,  
Floor III - Annex, Cubical No 3218, Pune-411 004,  
Telephone - +91 20 6601 8100 – Ext : 3897

- The PF withdrawal forms for Tech Mahindra Ltd can be downloaded from the HUB RE-CONNECT portal and for Mahindra Satyam PF Accounts the PF withdrawal forms (Blank) can be downloaded from the EPF India Website.
- The Company will submit the PF withdrawal form to the RPFC office. The PF office takes approx. 90 working days to process a PF withdrawal. Post submission of the request to the PF office, any update on the PF withdrawal request will be provided by the PF office only.
- Alternatively the employee may transfer his/her PF account to the new employer. In such case the employee will be required to initiate the PF transfer through the new employer.
- **GRATUITY:** An employee is entitled to payment of gratuity if he/she has been in continuous employment of the Company for at least 5 years. The applicable amount will be paid to the employee along with the full and final settlement.
- **SUPERANNUATION:** An employee, upon separation, has the option of either transferring the superannuation account to the new organization or of withdrawing his entitlement. The employee will be required to obtain the applicable forms from Finance for such transfer or withdrawal.
- Processing of full and final settlement is remitted to the employee's bank account.

For any queries related to PF, Ex-Associates can raise a request on HUB-RECONNECT. SLN for response to PF relate a query is 3 days. Link: <https://retirals.techmahindra.com/default.aspx>

## 5. QUERY MANAGEMENT

### Queries In HUB

Active Associates who have triggered their exit can raise their clarifications/concerns/issues in The HUB till their last working day in the company under HUB-Separations category.

Associates can raise a request via Easy –

Intranet – <http://intraeasy.techmahindra.com/>

Intranet - <https://easy.techmahindra.com/easylogin.aspx>

Easy >> The HUB >> The HUB 2.0 >> HR HUB >> Sub-Categories >> select category

### **Queries In HUB-RECONNECT**

Post separation from the organization, Associates need to register in the Retirals Portal HUB-RECONNECT. Any queries related to the FFS/PF/clearances/Form16/Pay slip/Reliving letter/Service letters can be raised in the following link  
<https://retirals.techmahindra.com/default.aspx>

Please follow the below steps to raise a query in the Retirals Portal.

If Associate has already updated his/her personal mail ID in PS(H) on or before LWD, then the below is the procedure to login to Retirals portal

- Click on tab Registration/Regenerate Password. If Associate's personal email ID is already updated, login credentials will be triggered to the personal Email ID of the Associate
- Using the credentials login into retirals portal and then raise a query

If Associate has not update his/her personal email ID in PS(H) on or before LWD, then the below is the procedure.

- Update existing email ID into Retirals database. Associate can do this by using the option: Update E-mail Address.
- First update the personal email address in the tool
- Enter GID
- Mahindra Satyam Associates need to enter a 6 digit ID

- If the GID is of 6 digits but starting with 1. Enter ID as 3\*\*\*\*\* (Ex: Actual ID: 123456, Enter as 323456)
- If the GID is of 5 digits. Enter ID as 2\*\*\*\*\* (Ex: Actual ID: 12345, Enter as 212345)
- If the GID is of 4 digits. Enter ID as 20\*\*\*\*\* (Ex: Actual ID: 1234, Enter as 201234)
- During update, Associate has to enter the D.O.B and D.O.J as per the Tech Mahindra records
- Once you update your personal Mail ID You will receive the login credentials to the personal email ID within 3 to 4 working days
- Now login into retrials portal and then raise a query

The FAQ documents on PF withdrawals/PF Transfers are available on HUB RE-CONNECT portal  
<https://retirals.techmahindra.com/default.aspx>

The query management process and the SLNs can be referred to in the HUB –service desk document.

## 6. APPLICABLE MEASUREMENTS

### Measurements

S.No.	Activity	Activity Description	UOM	Preferred Direction	Target
1	FFS completion	FFS processing and remittance of FFS in associate's account	Working days	<=	30 days from the LWD
2	RAL	Resignation acceptance letter will be available on the PS(H) on the LWD	Working days	=	LWD
3	Service and relieving letter	Service letters and Relieving letters will be issued to the Associates whose FFS is positive	Working days	<=	2 days after FFS remittance



## 7. DOCUMENT HISTORY

Version	Date	Author (function)	Reviewed by	Approved by	Nature of changes
1.0	06-Mar-2005	Elizabeth Geo Zachariah	Andy Ranaveera-Sr.VP(HR)	Andy Ranaveera-Sr.VP(HR)	First Issue
2.0	06-Mar-2005	Elizabeth Geo Zachariah	Andy Ranaveera-Sr.VP(HR)	Andy Ranaveera-Sr.VP(HR)	Minor Modifications
3.0	20-Apr-2009	Elizabeth Geo Zachariah	Sajeev parita- Vice President (HR)	Sajeev parita- Vice President (HR)	Inclusion of retention committee in the process of employee resignation and removal/modification of links provided.
4.0	17-Sep-2014	Sripriya	Murali Palwaye/Shivprasad Kandiraju	JP	Inclusion of different types of Employee separation. Detailed explanation of every segment
5.0	06-May-2015	Mathan.V	Sripriya.C.K	Shivprasad Kandiraju	Included New SLAs, Section 5:Query Management modification