

FAQs for HR Support Desk

General Queries

1. **How do I contact the HR team for assistance?**
 - You can reach out via the HR portal, email at hr@company.com, or the dedicated support hotline.
2. **What are HR support desk hours of operation?**
 - The HR support desk operates from 9:00 AM to 6:00 PM, Monday to Friday.
3. **How can I update my personal information in HR records?**
 - Log in to the Employee Self-Service (ESS) portal and update your profile information.
4. **Where can I find the employee handbook or HR policies?**
 - All policies and handbooks are available in the "Resources" section of the HR portal.
5. **Who should I contact if I have an issue with my manager or team?**
 - You can contact the HR grievance officer or submit a ticket via the HR portal.

Payroll and Compensation

6. **When will I receive my paycheck?**
 - Paychecks are processed on the 15th and 30th of every month.
7. **How can I view my salary breakdown?**
 - Salary details are available in the Employee Self-Service portal under "Payroll."
8. **What should I do if there is an error in my paycheck?**
 - Raise a ticket through the HR portal or contact the payroll team directly.
9. **How do I apply for a salary advance?**
 - Submit a request through the "Compensation" section in the HR portal.
10. **Where can I find my tax documents (e.g., Form W-2, Form 16)?**
 - Tax documents can be downloaded from the HR portal under "Tax Documents."

Leave and Attendance

11. How do I apply for leave?

- Apply through the leave management system in the HR portal.

12. What is the company's leave policy?

- The leave policy can be found in the "Policies" section of the HR portal.

13. How can I check my leave balance?

- Your leave balance is visible in the leave management section of the HR portal.

14. What should I do if my leave request is not approved?

- Contact your manager or HR to understand the reason and resolve the issue.

15. How do I correct attendance discrepancies?

- Submit a correction request through the attendance module in the HR portal.

Benefits and Perks

16. What benefits does the company provide?

- Details on health insurance, retirement plans, and other perks are listed in the HR portal under "Benefits."

17. How can I enroll in health insurance?

- Enrollment instructions are provided during onboarding or in the "Benefits Enrollment" section of the HR portal.

18. What is the process for claiming reimbursements?

- Submit receipts and claim forms through the "Reimbursements" section in the HR portal.

19. Can I update my health insurance beneficiaries?

- Yes, you can update beneficiaries via the HR portal or by contacting the benefits team.

20. What wellness programs are available to employees?

- Information about wellness programs is shared in the "Wellness" section of the HR portal.

Onboarding and Offboarding

21. What is the onboarding process for new employees?

- New employees receive an onboarding guide and checklist from HR, detailing tasks and schedules.

22. What documents do I need to submit during onboarding?

- Documents like ID proof, educational certificates, and prior experience letters are typically required.

23. How do I get my onboarding credentials?

- Your credentials will be sent to your registered email before your start date.

24. What is the exit process for employees?

- Submit your resignation through the HR portal and complete the exit checklist provided by HR.

25. When will I receive my final settlement after resigning?

- Final settlements are processed within 30 days of your last working day.

Performance and Appraisals

26. How does the performance review process work?

- Reviews are conducted bi-annually. You will receive notifications to submit self-assessments and meet with your manager.

27. Where can I access my performance review history?

- Review history is available in the "Performance" section of the HR portal.

28. How can I appeal my performance review rating?

- Submit an appeal request through the HR portal, or contact your HR business partner.

29. What training opportunities are available for career growth?

- Check the Learning and Development (L&D) section of the HR portal for available programs.

30. How do I set career goals within the organization?

- Use the goal-setting feature in the HR portal or work with your manager and HR to define a development plan.