

# Employee Handbook

**Diksha Technologies**  
All Divisions

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## **1. WELCOME NOTE**

Warm Welcome to Diksha Technologies!!

This handbook is designed to acquaint employees with Diksha Technologies and provide information about various policies and procedures followed. We are confident that the contents of the Handbook will help employees familiarize themselves with Diksha's values and culture. This Handbook is a guideline to enhance employee's relationship with Diksha Technologies.

## **2. ABOUT DIKSHA**

### **2.1 Introduction**

Incorporated in the year 2000 in India, Diksha is focused on Telecom BSS/OSS Services. Diksha is well established as a leading and high performing organisation in BSS/OSS. Diksha's growth validates two points; that our clients trust our engagement model and that our consultants are inherently capable of handling rapid growth. Diksha's achievements keeps us on our toes, helps motivate and satisfy our employees and helps us focus on doing the right things.

In 2010, Diksha Technologies was declared winner of two awards; i.e. the Deloitte Technology Fast 50 India 2010 and Deloitte Technology Fast 500 Asia Pacific 2010, an award which acknowledges and honours fast-growing technology companies across India and Asia Pacific respectively. Diksha Technologies was conferred with the Red Herring Top 100 Asia Award for the year 2011. The prestigious award recognizes the 100 "Most Promising" companies in Asia driving the future of technology.

We have built a strong knowledge base around the areas of Customer Care & Billing System for GSM, Fixed Line, Cable TV, Internet, Convergent Systems, and Capabilities in Amdocs Clarify, Siebel, Oracle's Communications Suite and PMO consultancy. Using our knowledge, thought leadership and expertise, we have built powerful tools to serve most major System Integrators and Telecom companies worldwide.

Diksha's technology division is involved in producing world-class products in cutting edge technologies for the telecom sector and R&D activities. Constantly working towards a seamless functional integration between various business and operational functions, the division developed DEPLOY™. Deploy caters to such challenges and requirements effectively providing an edge to the users.

## 2.2 Vision

- To be a leader in the field of software development and services, fulfilling customer needs across the spectrum of individuals, corporations and Institutions
- To create an atmosphere that fosters excellence and original thinking, allowing personal and corporate progress
- To make Diksha a professionally-managed, dynamic, vibrant, value based organization
- Hone exceptionally skilled, highly motivated human resources committed to total customer satisfaction and are able to face present & future challenges

## 2.3 Mission

- Lead by example
- Be one of the best managed software organizations
- Operate in the center of the field of ethical behavior—never on the sidelines
- Follow best Business Practices
- Create and maintain an atmosphere of mutual trust and respect
- Understand customers' needs and listen carefully to team members who work directly with customers and be open to ideas

## 2.4 Core Values

Our values are core to our business and govern the holistic approach that we believe is a must for us to be successful in our endeavours:

- Strong commitment to honesty, fair dealings and transparency
- Communicate freely and maintain confidentiality
- Treat individuals with respect and dignity, while ensuring that we work as a coherent team
- Recognize punctuality and believe that it is a critical aspect for excellence at work
- Dedication to build long term, rewarding partnerships that add value to our clients and our people
- Ensure Customer satisfaction under all circumstances with Cost effective services & quality solutions
- Take no undue risk with money
- Develop and maintain trust
- Comply with all laws & regulations that govern Diksha's business

## 2.5 Organisational Structure

Diksha helps employees to steer—towards opportunities, by maintaining an environment where employees will flourish career wise. There's no red tape stopping employees from figuring out what they want to achieve in Diksha. Therefore, various grades and levels have been introduced in the organisation structure. The Purpose of this bifurcation between grades and levels is to motivate employees perform better, as they move ahead in their career path. During the tenure at Diksha, employees shall grow through all the grades to complete one level. However, In case of exceptional performance and special recommendations by Reporting Managers and to appreciate the efforts, the employee may be considered for promotion to the next level irrespective of their grades.

### 2.5.1 Board of Directors

#### Srikanth B Iyer

Srikanth B Iyer has led Diksha Technologies since its inception. He is the co-founder and Managing Director of Diksha Technologies and over 15 years of industry experience with a strong history of successful ventures. An ardent IT Entrepreneur his other ventures includes companies such as Edurite Technologies, a multi-million dollar venture, where he is the co-founder and president.

Srikanth holds a PGD in Software Engineering from Harvard University (DCE) and an UG degree in Computer Science Engineering from Bangalore University, India. His far-sighted vision for the company has helped it grow in leaps and bounds.

#### Sanjay Singhania

Sanjay Singhania is a co-founder and Director of Diksha Technologies. With over 25 years of experience in the Financial and Infrastructure Management in the IT domain. He brings his fine business acumen and IT management expertise to Diksha Technologies.

Sanjay is also one of the Founder-Director for Venktron Digital Systems which has offices across India. He continues to be a strong pillar of support for Diksha by lending his expertise on financial and management matters.

#### Chidambaram

Chidambaram, one of the board members, is a passionate and brilliant Telecom Billing Expert, He has experience of over 15 years in the telecom billing industry and spearheaded several key projects. He has an enviable track record of working with telcos across the globe.

He is also the Co-Founder of Intuitive Objects and holds a Master's degree in Computer Science from Wollongong University, Australia. He currently lends his expertise to one of the major telcos in the APAC region for Diksha Technologies.



Organisation Structure - Levels and Grade



## 2.6 Our Brand Identity

### 2.6.1 Logo



Diksha Identity, the logo, comprises of an interlocking triangle based on the idea of evolution. The triangle represents the strong relationships that form the foundation of our brand; the rounded corners provide a firm yet friendly appeal. The brand's primary colour is a vibrant orange colour signifying warmth and stability.

### 2.6.2 Logo usage guidelines

- The logo is a composite unit consisting of two elements: the symbol and the logotype.
- The symbol is an interlocking triangle based on the idea of evolution.
- Our logotype is based on Avenir, a cutting-edge typeface that has been acclaimed for its crisp, clear letterforms and a modern character.
- The symbol and the logotype have a pre-determined spatial relationship with each other in terms of proportion and placement that must not be altered unless specified otherwise under exceptional circumstances.
- Two such spatial relationships are permitted - Linear & Stacked. The linear version of the logo is the preferred one. However, the stacked version may be used if there is a space constraint or if the design of the layout demands it.
- The logos must always be reproduced from electronic master artworks.
- The logo can be scaled proportionately to any size desired. However, there is a minimum size recommended for all versions of the 2D and 3D logos to ensure maximum legibility and impact. The logo must never be reproduced smaller than this minimum recommended size.
- Permitted versions of the logo for electronic applications like websites, PowerPoint presentations etc. should only make use of three colours namely, RGB in the proportion 255, 133, 18 respectively.

### **2.6.3 Our Brand, Our People**

We have taken utmost care to ensure our brand identity is truly world-class with delivering results our customers seek us for. Our people are known, not just for their expertise or experience, but also for their passion and their willingness to go that extra mile. This commitment is the cornerstone of our brand and our company - Diksha.

## **3. WORKING WITH DIKSHA**

### **3.1 Hiring Policy**

Diksha ensures that the company attracts and retains the most suitable personnel available based on necessary qualifications, skills, aptitude, merit and suitability in accordance with the organizational requirements in each of its areas of functioning. All Applicants for an employment with Diksha go through a formal recruitment procedure.

Diksha strives to have highly qualified technical expertise as well as leadership and administrative competence:

- Diksha recruits competent and ambitious individuals who are capable of working on demanding projects and jobs in an ever-changing environment.
- Hiring decisions are based on skills and ability, regardless of gender, ethnic background, sexual orientation, physical challenge, age or faith.
- New employees will receive basic training as soon as possible to enable them to commence their work, and the job descriptions made available so that employees understand their role properly.
- Diksha will provide basic knowledge of the company, its structure and business activities as well as Diksha's values and policies.

### **3.2 Equal Employment Opportunity**

It is the policy of Diksha that employee recruitment, appointment, assignment, training, compensation and promotion will occur on the basis of merit and without regard to race, gender, sexual orientation, religion, colour, national origin, age, political affiliation or disability.

This policy encompasses all aspects of the employment relationship, including application and initial employment, job assignment, selection for training opportunities and salary/benefits administration. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

### 3.2.1 Employee Medical Examination

- Employees may be required to undergo a pre-employment medical examination; the main purpose of pre-employment medical assessment is to ensure that the applicant has no pre-existing ill health or disability that may hamper the performance in the proposed job and also to ensure that the proposed job does not harm the applicant's health by aggravating any pre-existing health condition.
- Employees who are intended to travel for onsite (international locations) projects may be subject to a company paid medical examination, or other related medical inquiries, as circumstances warrant.

### 3.2.2 Employee Background Check

- Diksha may at its discretion conduct background checks prior to or after joining to validate employee identity, the address provided by employee, employee education details and details of all prior work experience, if any, and to conduct any criminal checks. Employees expressly consent to the Company conducting such background checks.
- Employees need to provide or arrange to provide any information and/or grant any consent or permission required by Diksha and/or its agents from time to time to verify any such information/ records and perform any background or reference checks. In this connection, employees are required to furnish the documents listed in "3.6.5 - documents". When a background check raises any concerns regarding any of the details furnished by employee and the Company feels the need to further validate such facts, the company may ask for further information, to substantiate the details that were earlier provided to the Company, in advance of initiating appropriate action. In addition, employees are required to mandatorily furnish a copy of passport on the date of joining. In absence of the same, employees will be required to undergo a criminal background check, the cost of which will be borne by employee.

If Company believes that there is a discrepancy or inaccuracy in or with respect to any information furnished by employees including any information, documents or certificates provided as a proof of qualifications and experience, or if they fail to cooperate with Company and/or its agents in conducting such verification, background reference checks. Company may, elect to terminate without notice and Compensation or suspend your employment immediately.

### 3.3 Career development

Working at Diksha provides an opportunity for extremely efficient and, in many cases, much accelerated, career growth. Employees are in charge of their career development, and can elicit help with it anytime from reporting manager / Stream Heads or RMG. We believe that high-performing people are generally self-improving.

In order for Diksha to grow, develop and maintain our competitive position in an ever changing global environment, it is important that our employees get the opportunity to improve their knowledge and skills:

- Employees are well-trained and conscious of the trends in their profession, Employees shall be aware of the latest innovations, advanced technology, current market in their profession.
- Individual development plan - Employees are encouraged to take the initiative to continuously learn and participate in various training as part of the IDP.
- The skill advancement need of each area & function is evaluated annually to ensure that the training of employees is not only based on business, but also on individual needs.
- At Diksha, we make use of e-learning, on-the-job training and other possible alternatives to normal class training to meet our skills development and training requirements.

### 3.4 LYNX - An employee portal

- Diksha employee portal (Intranet) is “LYNX”. Employees can get to know more about our Company, policies and processes, news etc. through the various articles and posts on LYNX. The link for the portal is - <http://Lynx.dikshatech.com>
- LYNX provides employees a platform for maintaining interaction with the organization - making them independent on functions which are close to them.
- LYNX demonstrates domain expertise in addressing talent management, benefits administration and most importantly the employee communication challenges.
- Enables employees to access all information pertaining to the organization and their routine activities. Employees can also update their personal details and update their contact information when the need arises. Keeping the personal details updated in Lynx helps the RMG to trigger reminders for the employees on vital dates like - passport renewal dates etc.
- LYNX allows employees to obtain information, manuals, and HR forms.
- Employees can also submit help desk, IT support requests, time-sheet information, request travel arrangements and expenses.
- Through LYNX, employees can check leave balance; make a leave request, view pay slips and much more.

### **3.5 SPOC Programme**

SPOC programme acts as a strategic Resource Management support, in terms of communicating and implementing company policies as well as addressing grievances and queries of employees. A SPOC is identified for each employee in the organization; SPOC will address all employee issues / queries with utmost interest and priority. Employees are requested to use this judiciously and on a need basis. It is advised to use fair judgement and restrict discussions over easily avoidable/manageable issues in the interest of both SPOC & employee's time.

### **3.6 Employee First Day in Diksha**

We at Diksha ensure that new employees are made comfortable and get well acquainted with the office surroundings and colleagues. An RMG representative contacts the new employee and conveys the needful prior to the Date of Joining to assist in smooth transition into the new work environment.

#### **3.6.1 Joining Formalities**

- On the day of joining, employees are required to submit copies of testimonials as per the prescribed checklist.
- Employees have to fill Personal details form, New Provident fund / Transfer form
- All formalities should be completed and submitted to the SPOC within the first week of joining.

#### **3.6.2 Employee orientation**

- All new employees attend New Employee Orientation, which welcomes employees to the organization. Employee Orientation is designed to make the new Employee feel comfortable, informed about the Company, and prepared for the role in his/her new position.
- New Employee orientation will be conducted and shall include an overview of the Company's history, an explanation of its core values, vision, and mission; and its goals and objectives. In addition, the new Employee will be given an overview of benefits, tax, and to get around Diksha, and to complete any necessary paperwork.
- Post induction reporting manager will brief the employee regarding the project, client, roles and responsibilities.

### 3.6.3 Personal Information/Profile Update:

- From first day of employment, the RMG Department maintains your personal records and data to ensure effective record management and compliance with applicable regulations.
- The Personnel files includes such information as the employee's job application, résumé, Education certificates, passport details, Identity proof, employment details, experience & relieving letter and other employment records.
- Personnel files are the property of Diksha and access to the information they contain is restricted. Only RMG and management personnel of Diksha who have a legitimate reason to review information in a file are allowed to do so.
- It is the responsibility of each employee to promptly notify Diksha of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishment, and other such status reports should be accurate and current at all times. If any personal data has changed, RMG must be notified and the same should be updated on Lynx.
- It is mandatory to submit all the relevant documents at the time of joining and any changes in personal data employees must submit the relevant documents from time-to-time.

### 3.6.4 Documents

**Note:** In the absence of the below documents, Joining formalities will not be initiated.

Particulars	Details
Copy of Welcome letter sent by RMG	1 Copy
Passport size photographs	6 copies
Mark Sheets	a. Post-Graduation (if applicable) - all Semesters b. Graduation - all semesters/years c. 12th Standard or equivalent d. 10th Standard { <b>Original and Photocopies are required</b> }
All Degree (UG/PG) Certificates / Provisional Certificate	All Degree (UG/PG) Certificates / Provisional Certificate { <b>Original and Photocopies are required</b> }
Blood Group	Blood group is mandatory to generate the ID card
Experience and/or Relieving Letter from all previous organizations	1 copy { <b>Original and Photocopies are required</b> }
Government issued ID Proof	• Passport(Mandatory)

	<ul style="list-style-type: none"> <li>• Voter ID/Driver's License</li> <li>• PAN Card(Mandatory)</li> </ul> <p><b>{ Original and Photocopies are required }</b></p>
<p><b>Foreign nationals are required to submit Passport and Work authorization valid for 1(one) year from their Date of Joining { Original and Photocopies are required }</b></p>	

**Note:** Course completion certificate, letters on College/University letterhead stating course completion, mark sheet copies downloaded from the internet will not be accepted.

**Note:** In the absence of the below documents, employees will need to send the scanned version of the documents to respective SPOC within 15 days after joining.

Passport	Photo Copies of Passport or Passport Acknowledgement slip
PAN Registration	Photo Copies of Pan Card or Acknowledgement slip

- **PAN Registration:** Please provide the PAN details to RMG, In case employees do not possess a PAN, please visit the site <https://tin.tin.nsdl.com/pan/index.html>, to apply and learn more about Permanent Account Number (PAN).
- **Passport:** In case employees do not possess a valid passport, we kindly suggest applying for the same and sharing the acknowledgement copy with us at time of joining. Please visit [www.passport.gov.in](http://www.passport.gov.in), for more details and to apply for the passport.

### 3.6.5 Employee number

All employees on the rolls of Diksha are assigned with an employee number. The number is unique and is to be stated on all official correspondence with the company.

### 3.6.6 Employee Identity Card / Access card

- Identity card / access cards are issued to all employees of Diksha.
- Card contains the details of employees with Employee's Picture, employee name, Employee number, Blood group and Company address. The card is non-transferable and is the property of Diksha.
- Employees must use the access card for every entry & exit in office.
- In case of loss of the card, intimation of the same has to reach RMG and duplicate card will be issued at the earliest.

- Employees should also ensure that visitors/guest who come to meet them wear the visitor's badges and return them to the Security at the time of leaving.
- Card should be surrendered to the RMG during Exit Formalities.

#### 3.6.7 Nominee Information

- Employees are requested to update their nominations for Provident Fund, Gratuity, Pension scheme, Survivor Benefit, Medical Benefit Scheme and Group Life Insurance. Employees can modify the nominations as and when required.
- To provide nominee information Login to LYNX and update profile.
- Dependent information -Employees are requested to provide dependents information in LYNX to avail dependents benefits (if any).

#### 3.6.8 Salary

- Employees will be paid monthly on a scheduled payday, usually on the last day of the month.
- Perdiem for all eligible Employees will be paid bimonthly on a scheduled payday, usually on the 15th & last day of the month.
- Diksha pays Employees by way of a direct credit into the Employee's bank accounts.
- The salary is credited into respective Employees accounts at designated Bank after deduction of Tax, EMI towards loans and advances and other mandatory contributions.
- Salary slip and Perdiem slip are available in LYNX.
- Salary of employees who have joined Diksha after 20th of the month/before 7 working days will get paid as arrears along with salary of the following month.
- Employees must contact RMG if there are any questions or concerns about salary/perdiem.
- Incorrect Pay - There may be an occasion when through error or omission employees receive less or more than their pay/perdiem and/or allowances. Should such an unfortunate circumstance arise Diksha will rectify the situation and any pay/perdiem and/or allowances not paid or any overpayment will be adjusted in the first opportune pay following notification or identification of the omission or error. It is accepted that the Company reserves the right to deduct any such overpayment(s) from salary on the following month payment.



### 3.6.9 Salary Bank Account

- Salary Bank Account, It is a requirement of your employment that you maintain a bank account which will be used for salary purposes. Payment of salary into non-designated bank accounts, even on a temporary basis, is not permitted.
- Diksha helps open a salary bank account for all its employees with company designated bank to enable easy disbursements of salaries and enjoy numerous other benefits as well.
- Employees already having an account with the company designated bank should provide the details of their bank account at the time of joining along with the joining forms to RMG.
- Employees must submit mandatory documents such address proof, ID proof to open salary Bank account.
- It takes approximately 15 days to open a bank account and set up direct deposit including account activation; until such time, salary will be deposited to employee's alternate bank account or through cheque payment.
- All employees must get their bank account opened within 30days from the date of joining; any delay in opening the salary account will face delay in salary payment.
- Employees will be notified, in the event of a change in the Diksha's bankers.

### 3.7 Working Hours

Diksha operates according to the following working hours:

Monday - Friday	
Forenoon	- 09:30 Hrs - 13:30 Hrs
Lunch Break	- 13:30 Hrs - 14:00 Hrs
Afternoon	- 14:00 Hrs - 18:00 Hrs
Saturday and Sunday are considered as weekly holidays.	

During deputation, Diksha employees are requested to abide by the particular client's working norms.

### **3.8 Probationary Period - Employees First Six Months**

The Probationary period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Diksha uses this period to evaluate employee capabilities, work habits, and overall performance. All new and rehired employees work on a probationary period of 6 months from their date of joining. Any significant absence will automatically extend probationary period by the length of the absence. If Diksha determines that the designated probationary period does not allow sufficient time to thoroughly evaluate the employee's performance, the probationary period may be extended for a specified period. RMG will notify employees on Confirmation or extension.

### **3.9 Holidays**

Diksha observes approximate 12 national & festival holidays in a year. The holiday list will be sent to all employees and also be put up on LYNX at the start of the calendar year. During the period of deputation, employee holidays would be governed by the national and festival holidays as applicable in the client's site.

Sometimes, emergency holidays may have to be declared, depending on prevalent conditions; in such case, the organization may decide to call all employees to work on any other day, to compensate for the lost working day.

### **3.10 Overtime & Time off in lieu**

Diksha employees may occasionally be required to work beyond recognized working hours. As a responsible employee, every staff member is requested to cooperate on such circumstances. Respective department managers can assist in planning and managing the working hours of employees who are asked to work additional hours to meet a deadline of a project or a specific event.

### **3.11 Submission of Time sheet**

All employees should complete filling the time sheet at the end of each week detailing the hours spent on the various projects /modules, days on leave etc. and submit the same on LYNX. Employees deputed on project will be required to fill an additional timesheet at the client location.

### **3.12 Attendance & Punctuality**

Regularity in attendance and punctuality are signs of one's commitment to work. Hence, any absence should be with prior sanctioned leave. In case of any emergency such as sickness, bereavement, etc., employee should communicate the same to the reporting manager or to the SPOC.

For any employee who reports late, the company may permit at its discretion to compensate for the late coming by working beyond the normal work hours. If not, any employee reporting late by more than 20 minutes without prior permission will be deemed as absent for half a day. Any employee reporting late by more than 90 minutes without prior permission will be deemed as absent for the day.

### **3.13 Leave Policy**

#### **3.13.1 Annual Leave**

- Diksha entitles its employees for a maximum of 20 days leave in a calendar year with no bifurcation like privilege leave, sick leave & casual leave. This remains same for all employees including deputed employees.
- Leave of absence accrues on a pro-rata basis from the date of joining at 1 day per month (Probationary period) and 1.6 days per month (After Completion of probationary).
- Employee can carry forward and accumulate maximum of 10 days leave from previous year.

#### **3.13.2 Special Leave**

Employees can avail paid special leave for Marriage/ Maternity/ Paternity and Bereavement during the course of employment at Diksha technologies

##### **Marriage Leave**

- Employees may avail paid leave up to 3 days on the special occasion on his / her wedding.

##### **Paternity Leave**

- All employees are entitled to 3 days of paternity leave with pay. This special leave can be availed up to 2 children and a prior approval from the Reporting Manager or SPOC is essential for availing such leave.

##### **Bereavement Leave**

- In the sad event of a death in an employee's family (children/ spouse/ parents/ siblings), respective employee can avail paid leave up to 3 days.

## Maternity Leave

- The maximum number of days which an employee can avail under maternity leave will be twelve weeks, (prenatal and postnatal) i.e. 90 days that is to say Employee is allowed to take a longer post-confinement leave in lieu of shorter pre-confinement leave. The leave should be continuous without any break.
- No employee will be entitled to maternity benefit unless she has actually worked in Diksha, for a period of not less than three hundred days in the twelve months immediately preceding the date of her expected delivery.
- Employee should submit a written request along with the copy of medical certificate issued by the doctor mentioning the expected date of delivery.
- Salary for the Maternity Leave period will be on the basis of average salary payable in the last 3 months before the employee absents herself on account of maternity.
- In normal circumstances, the employee should resume her duties post maternity benefit stipulated above; failing which the leave period will be treated as unauthorized leave. Consequently, disciplinary action will be initiated and no salary will be paid for these days.
- Employees on Temporary basis/ contract and probation will not be entitled for Maternity leave benefits.
- All holidays including Declared/ un declared holidays plus Saturday and Sunday will be counted as leave during maternity leave
- If any employee does not return to work after availing maternity benefit or If does not wish to continue work with Diksha for the period of one year after completion of maternity leave, Diksha will reclaim the entire maternity benefit paid.
- If an employee wishes to exercise her option to resign from employment immediately after availing leave with salary benefit under “Maternity” is accepted only on medical grounds. In such cases, employee will be relived immediately after reclaiming the amount paid for maternity benefit.

### 3.13.3 Carryover of leave

- Diksha encourages employees to take a break. Therefore, maximum Leave that can be accumulated is fixed at 30 days. Also employees can carry forward a maximum of 10 leaves only from their entitlement for the current year into the next year. Leave accumulated beyond 10 days will lapse at the end of the calendar year.

#### 3.13.4 Absence without Prior Notice (Job Abandonment)

- Any employee who abstains from office for a period exceeding 3 working days without intimation will be deemed to have flouted the rules and RMG will initiate necessary disciplinary action.

#### 3.13.5 Leave Requisition

- Prior approval / sanction of leave is necessary. Mere application, calling and informing for leave does not amount to sanction of leave.
- Employees can raise a leave request through LYNX. Leave is considered approved only when the acceptance is conveyed by the reporting manager and SPOC through LYNX.
- Leave applications can be backdated incase leave taken was unanticipated.

#### 3.13.6 Advance Notice for Availing Leave

- Employee should provide advance notice or submit the leave requisition well in advance so as not to cause any Interruption in the work.
- Any leave must have the prior approval of the Reporting Manager and SPOC through LYNX

Number of days of leave	Advance Notice Period
1-2 days	2 Days
3-5 days	2 Weeks
6 - More days	1 Month
Maternity Leave	2 Months

Incase leave is availed for illness or for emergency; the reporting Manager and SPOC should be informed immediately and Leave for the same should be applied later through LYNX.

#### 3.13.7 Leave without Pay (LWP)

- Leave without prior approval will be considered as Leave without Pay.
- Employees cannot apply for leave beyond accumulated leave (20days per year equivalent) / Leave balance, any extra leave taken will be considered as leave without pay.
- The Management at its own discretion may sanction Leave without Pay to a maximum of one month per year of service completed with Diksha Technologies, after evaluation of need of an employee. Such sanction is made only when the employee has no leave balance and also when the needs are genuine and not detrimental to the company's interests.

### 3.13.8 Leave during Notice Period

- Employee will not be eligible for any leave while serving the notice period, However if any employee wishes to avail leave during this period, the notice period will be increased by the number of days of leave availed.
- The accumulated leave cannot be en-cashed or adjusted against the notice period.

### 3.14 Dress Code Policy

- The standard Work Wear for Diksha is Business Casuals.
- Business Formals should be worn on client visits, office meetings, conference and other important appointments. Employees working in client location, need to adhere to the dress code of the client organization.
- Following is a general overview of appropriate business casual attire. These items are indicative and are not meant to be an exhaustive list of appropriate/inappropriate work attire. No dress code can cover all contingencies so employees need to exert a certain amount of judgment in choice of clothing to wear to work. If employees are unsure about acceptable professional business casual attire for work, please feel free to contact SPOC.

#### Diksha Dress Code

Appropriate Work Attire For Men	Appropriate Work Attire For Women
Collared / Dress shirts (long sleeves/short sleeves)	Collared dress shirts (long sleeves/short sleeves), Sweaters, Blouses
Collared t-shirts	T-shirts / collared knits
Jeans/Pants/Khakis/trousers	Dress Pants or Khakis/trousers /Skirts
Blazers / Sports coat	Salwar Suit / Kurtis / Saree
Casual /dress shoes	Blazers / Jackets
Formal / Sports shoes	Casual /dress shoes (loafers, heels, deck, dress sandals)
	Formal / sports shoes

**Attire that is not recommended:**

1. Shorts / Mini-skirts
2. Jeans or Pants with holes, rips, tears or excessively distressed clothing look
3. Graphic-printed shirts / pants
4. Athletic clothing / workout clothes
5. Attire such as tank tops/ spaghetti strap dresses or tops, tube tops, extremely tight, spandex or other form of tight fitting garments, halter tops midriff length tops, off-the-shoulder-tops, revealing or low cut garments
6. Flip flops / sloppy sandals / slippers

**Grooming standards**

Employees are expected to observe good habits of grooming and personal hygiene at all times while at the workplace. These include but are not limited to:

- Clean, laundered and wrinkle free clothing
- Clean shaven or well-groomed facial hair
- Use of deodorants or anti-perspirants to control body odour
- Use of colognes/ perfumes / aftershave that are mild in fragrance so that it doesn't disturb others at work
- Oral hygiene

**3.15 Deputation Policy**

The Deputation Policy ensures that Diksha provides consistent and fair support to an existing or new employee who is required to relocate for business reasons. When an employee is assigned on a project/engagement for a time greater than one week Diksha ensures that employees are not disadvantaged through the process of relocating. Employees will receive a Roll on mail from LYNX regarding client location, contact details etc.. SPOC assist employees while being deputed to projects.

**3.16 Travel Policy**

Diksha Technologies expects its employees to travel expeditiously and comfortably to meet the needs of business. Diksha often requires executives, business development personnel, technical and support staffs to travel extensively to service customers, cultivate new business or meet with suppliers. Employee travel and the expenses associated with it will be authorized only in circumstances which are clearly consistent with the requirements of the company. SPOC will assist employees by coordinating travel and accommodation arrangements through LYNX.

### **3.17 Performance Evaluation**

Employee performance at Diksha is evaluated annually to measure and recognize employee's contribution. Evaluation system at Diksha is used to provide promotions & opportunities for individual development apart from compensation review. The evaluation/ appraisal system is considered as a shared responsibility between the individual Employee, the evaluator and the RMG through LYNX. Every employee has to complete 1 year of service in Diksha to be eligible for appraisal. Appraisals are done either in April or October, depending on when the employee joined the company. Employees who join in between April and October have their appraisal done in October and October and March have their appraisal done in April.

## **4. EMPLOYEE BENEFIT PROGRAMS**

### **4.1 Provident Fund**

Diksha provides Provident Fund scheme to all its employees. A regular contribution is applicable from employee as well as employer on monthly basis. The rate of deposit is as per the Provident Fund and Miscellaneous Provisions Act and the same is deposited with the Regional Provident Fund Commissioner, Bangalore, Karnataka.

### **4.2 Gratuity**

Gratuity is an amount that Diksha pays when an employee retires or resigns from the company. An Employee does not contribute any portion of the salary towards this amount. Employee is eligible for gratuity on completion of five years of service with Diksha.

Gratuity is paid at the time of superannuation (if employee retires at the age of 60), when retired (at any other age), resign and being rendered disable because of an accident or illness. In the event of death, the gratuity will be paid to the nominee.

### **4.3 Insurance**

Diksha covers its employees and their spouse under the Mediclaim and Accident Insurance Policy through reputed insurance companies as decided by Diksha from time to time for Rs. 500,000 (300,000 Mediclaim & 200,000 Accident Insurance for self, spouse and upto 2 children). In addition to this, Diksha has extended its coverage to parents as an added benefit for all employees. There is an attractive plan to cover the parents sponsored by the employee. The advantage for employees is the affordability of premium, where employees can extend their medical benefits to their dependents by adding them under group coverage at a minimum cost. This is issued during the end of each financial year (April) through LYNX.

Kindly contact SPOC for details regarding discounted rates.



#### 4.4 Medical Reimbursement

The Medical Reimbursement offered by Diksha as a Flexi Benefit Plan, allows employees to opt for reimbursement as against the Medical allowance applicable up to 15000pa. Payment will be made only against Bills from Medical Establishments like Pharmacy, Physician Fees, Discharge summary & test Charges. The reimbursements are made monthly.

#### 4.5 Meal Vouchers

Sodexo meal vouchers are provided to all Diksha employees. Meal vouchers acts an additional benefit to provide an instrument to increase tax savings. These vouchers are optional in the Flexi Benefit Plan and interested employees can avail this benefit for tax saving purpose.

#### 4.6 Leave travel Allowance

Leave travel Allowance is paid for meeting travelling expenses incurred by an employee as also family members (this includes only the spouse, two children and dependent parents, brothers and sisters).The entire cost of the holiday is not covered. Only the travel costs are covered. Employees opting for this Flexi Benefit Plan will have to show the ticket to claim LTA. Employees can claim the LTA benefit twice in four years. LTA will be calculated on a calendar year basis (i.e. January to December every year.) and on pro-rata basis for the part of the year.

Mode of travel	Documents
<i>Rail</i>	Photocopies of railway tickets
<i>Air</i>	Original Jacket of used tickets
<i>Road</i>	By own vehicle: Petrol bills
	By hired car: <ul style="list-style-type: none"><li>• Bill of the Operator</li><li>• Proof indicating the places visited</li></ul>

#### 4.7 Child Education Allowance

Children Education Allowance is paid to support the education of employee's children as a Flexi Benefit Plan. An amount of Rs.200 is allowed per child per month up to a maximum of two children. An additional amount of Rs.300 is allowed in case the child is in a hostel. Receipt of tuition/school fees and receipt of boarding fees need to be produced while claiming for it.

#### 4.8 Telephone Allowance

As part of Flexi Benefit Plan Telephone usage bills, both telephone and landline can be submitted to get the amount reimbursed. The amount varies depending on the levels.

#### 4.9 Transport Allowance

The Transport allowance benefit is provided as per the limit prescribed in Flexi Benefit Plan eligibility table

➤ Car fuel and maintenance expenses under FBP will be reimbursed subject to submission of actual bills.

➤ If CC is more than 1.6liters - Rs.3300 per month (i.e. Rs.2400 plus Rs.900 for driver's salary , if provided)

➤ If CC is Less than 1.6liters - Rs.2700 per month (i.e. Rs.1800 plus Rs.900 for driver's salary , if provided)

#### 4.10 ESOP Policy

The ESOP (Employee Stock Option) policy aims to reward, retain and attract talent at Diksha. This policy recognizes the contribution of Key employees to the growth and success of the company and enabling them to participate in the rewards of success by offering them a significant stake in the company's future on continuous basis as and when decided by the management. This benefit scheme is being enhanced and will be announced shortly.

#### 4.11 Retirement & Pension Scheme

Diksha is interested in contributing to the future as well as the present well-being and financial security of its employees. Pension scheme & Retirement plan of Diksha is designed to give long-term security in the years after employees' service is completed.

Pension plan is based on the rules & regulations of the PF department and the same is linked with employers' PF contribution where in an employee who has served 10 years in the company may opt to commute PF or avail pension fund.

#### 4.12 Rewards & Recognition

Employee Rewards and Recognition serves as a motivating and rewarding program to highlight the excellence of employees in all areas and job functions across the organization. The program recognizes employee's outstanding performance, achievements and loyalty contributing to overall growth and success of the organization.

#### **4.13 Training & Development Policy**

Diksha recognizes the value of professional development and personal growth of its employees and hence encourages interested employees in continuing education and job specific training, for which employees should get approval from the reporting manager and the Senior Manager RMG before signing up for the seminars or courses. Where applicable, Diksha reserves the right to draw an agreement for the employee for specific training and professional program to a maximum of three years. On prior approval, Diksha will reimburse the course fee or the training fee, where the course or the training is aligned to organization goals and aspirations. The approval is at the sole discretion of the management and requests can be rejected without having to state any reasons whatsoever.

#### **4.14 Guest House Facilities**

For the benefit of employees, Diksha has a fully furnished Guest house in Bangalore. This facility is for the employees during their stay in Bangalore. The Guest house includes Television and other necessary fixtures. The Guesthouse is approximately around 10 KM from Diksha Office. Any employee who wishes to avail this facility should send a request at least 2 days in advance, to SPOC to book the same. Booking is on first come first basis. Maximum of 2 weeks of continuous stay is allowed and in case of extension considering genuine reasons, prior approval from RMG is necessary.

### **5. CODE OF CONDUCT & PRACTICES**

#### **5.1 Employee Conduct**

A key element to our continued success is each employee's commitment to be guided by certain standards and principles in performing his or her job. It is important that employees be guided by the following:

- Adherence to all applicable federal, state and local laws and regulations
- Protection of Diksha's reputation and assets
- Responsible action that avoids conflicts of interest and other situations potentially harmful to the Company
- Being ethical and honest, including providing truthful information in response to any management inquiry or investigation.

It is just as essential that employees act in a professional manner and extend the highest courtesy to co-workers, visitors, customers, vendors and clients. A cheerful and positive attitude is essential to our commitment to extraordinary customer service and impeccable quality.

The Company considers work rules, guidelines, and work performance important responsibilities. They are essential to the proper management of our business and ensure that employees work together effectively. Violations of company rules and guidelines, or the employee's failure to improve work performance may result in disciplinary action, up to and including termination. The company reserves the right to terminate employment with or without cause and with or without notice.

## 5.2 IP Rights

Besides its people, Diksha's most important assets are its intellectual property rights, including its copyrights, patents, trademarks and trade secrets. Each employee is responsible for protecting Diksha's intellectual property rights by complying with Diksha's policies and procedures for their protection. This obligation continues even after an employee leaves the employment with Diksha. An important element of such protection is maintaining the confidentiality of Diksha's trade secrets and other proprietary information.

Diksha also respects the intellectual property of others. It is against Diksha's policy to reproduce copyrighted software, documentation or other materials without permission.

The following are examples of proprietary, confidential and/or trade secret information that must be preserved by employees and former employees.

- Business matters relating to marketing, costs, profits and pricing methods
- The details or provisions of any private written or oral contract or understandings between the Company and a third party, client or vendor
- The details of any statistical data, training manual, financial statements, forms, techniques, methods or procedures not generally known to competitors of the Company
- Procedural, training or instructional manuals which have been developed by the Company and which are not generally known to the public
- Long-range plans, budgets, acquisition strategies, methods of operations, pricing, bid information and financial performance belonging to the Company
- Computer software and programs, proprietary information and other data relating to aspects of the Company which cannot be obtained from sources other than the Company
- Other confidential information that provides the Company with a substantial competitive advantage in conducting its business that has not, by legitimate means, become generally known and in the public domain
- Names and addresses and any related information pertaining to the Company's customers.
- Confidential employee information

Diksha requires all employees to sign a confidentiality agreement as a condition of employment, due to the possibility of being privy to information which is confidential and/or intended for the company use only. All employees are required to maintain such information in strict confidence. This policy benefits an employee by protecting the interests of Diksha in the safeguard of confidential, unique and valuable information that is part of our competitive advantage in the marketplace.

Should an occasion arise in which an employee is unsure of his or her obligations under this policy, it is their responsibility to consult with the reporting manager. Failure to comply with this policy could result in disciplinary action, up to and including termination.

### **5.3 Union Free Policy**

Diksha believes that the individual relationship between an employee and the manager provides the best climate for maximum development, teamwork, attainment of individual's goals and those of the company. Diksha is proud of the fact that employees are provided with fair treatment, personal respect, good working conditions, competitive wages and an excellent benefits package.

Management of Diksha provides opportunity to all its employees in expressing their concerns, suggestions and comments and provides grounds for mutual understanding. This practice is on a more personal basis, without a third-party union interrupting the relationship between employees and the management.

Diksha firmly believes that the union would not be to the advantage of employees, to the clients, or the economic growth. Hence, Diksha practices a Union Free Policy which helps the organization to maintain good relationship among all.

### **5.4 Smoking**

For safety, health and lawful reasons, smoking is not permitted inside any of Diksha's facilities.

### **5.5 Drug & Alcohol Free Workplace**

Diksha has a zero tolerance for employee's who consume alcohol or drugs while on duty, report to work in an impaired condition, or to unlawfully possess drugs while on duty or at a work site. It is the policy of Diksha to maintain a drug free safe work environment. The unlawful manufacture, distribution, dispensing, possession, purchase, sale, transfer, or use of drugs or alcohol while on the job or in the workplace is strictly prohibited. Employees should not be under the influence of drugs or alcohol during their work hours of Diksha regardless of whether those drugs or alcohol were consumed prior or during work hours.

## **5.6 Visitors in the workplace**

It is the policy of Diksha to provide an environment for all employees that is professional and free from distraction. There may be occasions when friends and family of employees visit the employee in the workplace. It is important that these visits do not become disruptive to work routines. Under no circumstances should visitors stay and visit for long periods during the work time.

## **5.7 Fraternization**

Employees should avoid situations where a conflict of interest may occur or where workplace relationships may result in claims of favoritism or harassment.

## **5.8 Cell Phone Use at Work**

During working hours, it is recommended that employees ensure that their cell phone is on silent mode or low volume.

## **5.9 Media Inquiries**

Employees of Diksha should not discuss any information through any means such as Press, Publication, Radio, TV, Lectures etc. on matters concerned with Diksha or on matters concerned with profession which may be owing to one's position as a company employee or on the Company's interest, unless one has prior written approval of the CEO.

## **5.10 Conflict of Interests**

Employees are expected to devote their best efforts and attention to the full-time performance of their jobs. Employees are expected to use good judgment, to adhere to high ethical standards, and to avoid situations that create an actual or potential conflict between the employee's personal interests and the interests of the Company.

A conflict of interest exists when an employee's loyalties or actions are divided between the Company's interests and those of another, such as a competitor, supplier, or customer. Both a conflict of interest and the appearance of a conflict of interest should be avoided. Employees, who are unsure as to whether a certain transaction, activity, or relationship constitutes a conflict of interest or the appearance of a conflict of interest, should discuss the situation with his or her Reporting Manager for clarification.

### **5.11 Non-Disclosure**

Each employee signs a “Non-Disclosure Agreement” (NDA) when they accept employment at Diksha. The company urges its employees to keep the terms and conditions of the agreement in mind during the course of employment. Confidentiality is important to us and our customers.

### **5.12 Solicitation**

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, employees should not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during work time and/or at workstations.

### **5.13 Grievance Redressal**

Employees’ issues of discontent related to various factors in the organization and the process to mitigate is referred to as Grievance Redressal process. A healthy and robust Grievance redressal process helps to create mutual respect between the company and employees, maintaining a good morale through quick resolution of grievances. It also enhances personal satisfaction by resolving individual grievances and prevents individual grievances from developing into a collective effort.

All employees of Diksha are covered by this policy. Employees can seek redressal of grievances for matters on Policies, rules, procedures and decisions of the company directly affecting the employee, Leave, Non extension of a welfare amenity or benefit, Harassment or Bullying. Annual performance appraisals will not fall under the purview of the grievance redressal policy.

### **5.14 Use of Company Property**

#### **5.14.1 Fixed Phone**

Diksha’s telecommunication facilities are intended for serving the Company customers and in conducting the Company’s business. Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

#### **5.14.2 Guest House**

Employees staying in the guest house are responsible for the cleanliness and good housekeeping; electricity and water conservation

## **5.15 General Policies**

### **5.15.1 Whistle Blowing**

Whistle blowing Policy provides employees & customers to raise concerns, in line with the commitment of Diksha to the highest possible standards of ethical, moral and legal business conduct and its commitment to open communication. The policy also provides necessary safeguards for protection of employees from reprisals or victimization, for whistle blowing in good faith.

An employee/customer making a disclosure under this policy is commonly referred to as a complainant (whistle blower). The complainant's role is as a reporting party and not an investigator. Although the complainant is not expected to prove the truth of an allegation, the complainant needs to demonstrate, that there are sufficient grounds for concern. Whistle blowers may send sealed letters to the CEO or email RMG@dikshatech.com using a discrete email ID.

### **5.15.2 Open Door**

At Diksha, we have an open door policy where employees can go and talk to anyone in the company, across all levels of management, to discuss issues or clarify doubts. The purpose of our open door policy is to encourage open communication, feedback and discussion about any matter of importance to an employee. Our open door policy means that employees are free to talk with any manager at any time.

## **5.16 Workplace Bullying & Harassment**

Diksha is committed in providing a workplace free from bullying & harassment. Any comments or conduct relating to a person's race, color, religion, sex, national origin, age, marital status, sexual orientation, disability, veteran or citizenship status or other characteristic protected by law which fails to respect the dignity and feelings of the individual are unacceptable. Harassment may take on many forms. Any behavior that results in the loss of tangible job benefits creates a hostile, obnoxious or intimidating work atmosphere is unwelcome and will be considered personally offensive and harassment by a reasonable person.

Diksha prohibits undesirable sexual advances, requests for sexual acts or favors, with or without accompanying promises, threats, reciprocal favors or actions; or other verbal or physical conduct of a sexual nature that has the purpose of or creates a hostile or offensive working environment. Examples of prohibited conduct include, but are not limited to, lewd or sexually suggestive comments, off-color language or jokes of a sexual nature; slurs and other verbal, graphic or physical conduct relating to an individual's sex; or any display of sexually explicit pictures, greeting cards, articles, books, magazines, photos or cartoons.

Diksha regards sexual harassment as a very serious offense that, under certain conditions, can lead to termination even on the first occurrence. Complaints of sexual harassment will be promptly and carefully investigated, and all employees may be assured that they will be free from any and all



reprisal or retaliation from filing such complaints. Any employee who has a complaint of sexual harassment at work by anyone, including supervisors, co-workers, visitors, clients or customers, should immediately bring the problem to the attention of the Resource Management Group.

#### **5.17 Health and Safety**

Diksha is committed to protecting the health & safety of its employees, visitors & the public. Diksha's policy is to maintain its facilities and run its business operations in a manner that does not jeopardize the occupational health & safety of its employees. Employees are expected to cooperate & obey safety rules and to exercise caution in all work activities. Immediate report of any unsafe condition to the appropriate manager/ supervisor should be the prime responsibility of any employee in such condition. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report such situations, may be subject to disciplinary action.

### **6. ELECTRONIC MEDIA & ACCESS POLICIES (E- POLICIES)**

#### **6.1 Internet & Network**

Electronic resources (i.e., personal computers, E-mail, Internet, etc.) are provided for the transaction of business and no personal use is permitted. All information processed electronically through computer resources is the property of Diksha, and is subject to inspection, recording, monitoring or removal by management at any time. Diksha employees have an obligation to use their access to the Internet and E-mail in a responsible and informed way, conforming to network etiquette, customs, courtesies and any or all applicable laws or regulation.

#### **6.2 Instant Messaging**

Employees are prohibited from downloading and using personal, consumer-grade IM software (e.g., AOL Instant Messenger, Yahoo! or MSN) to transmit messages via the public Internet. All internal IM communications and information transmitted, received or archived in the company's IM system belongs to the company. Employees have no reasonable expectation of privacy when using the company's IM system. The company reserves the right to monitor access and disclose all employee IM communications. The IM system is intended for business use only. Employees are prohibited from wasting computer resources, colleague's time or their own time sending personal instant messages or engaging in unnecessary chat.

### 6.3 Blogging

Guidelines to consider when blogging in Diksha:

- No anonymous post; Must have the authors name with a link to their email
- A statement expressing that the blog and its contents are the views and opinions of the author only and not necessarily those of the employer
- Corporate confidentiality and privacy policies must be adhered to with links to each contained in the blog footer
- Each employee should have the prior consent of their immediate manager for maintaining a blog
- Mutual respect for the company, its customers and employees is critical and should be reflective in all writings
- Potty language is strictly prohibited on any forum.

### 6.4 Privacy

Diksha supports a general policy of openness about personal data collection and use. The policy is a part of the commitment to protect personal identifiable information from misuse. All messages and content created, sent, received, stored or retrieved over the Company's Electronic Communications Systems are the property of the Company.

The Company reserves the right to access, review, modify, delete and/or disclose electronic files, messages, mail, all other forms of data maintained on its network and computer terminals, etc. for all purposes, including but not limited to monitoring the use of Electronic Communications Systems as is necessary to ensure that there is no misuse or violation of Company policy or any law.

Specifically, Company Electronic Communications Systems may not be used for transmitting, retrieving or storage of any communications of a discriminatory or harassing nature, or which are derogatory to any individual or group, or which are obscene or X-rated communications, or are of a defamatory or threatening nature, or for any other purpose that is illegal or against Company policy or contrary to the company's interest.

### 6.5 Email Policies & Procedures

Electronic mail (email) is an official method of communication at Diksha, delivering information in a convenient, timely, cost-effective and environmentally sensitive manner.

It is the policy of Diksha that:

- All employees have access to email and have to send official communications via email. Employees are also expected to maintain the strictest confidentiality regarding any information obtained and passed during the course of fulfilling their job function.

- All use of email should be consistent with other Diksha policies, including the Internet and network usage policy. Email is not appropriate for transmitting sensitive or confidential information, obscene material, chain letters or “mail bombs”, hoaxes, scams or false warnings.
- Passwords protecting the use of the company’s network and electronic resources are the company’s property and will be assigned to employees as needed. Employees may not change passwords without the consent of the authorized person.
- Employees must notify the authorized person of all passwords and encryption keys assigned to or used by them and must notify the authorized person of any changes to such passwords or encryption keys.

## **6.6 Prohibited Activities / Unacceptable Uses**

Internet constitutes an uncensored worldwide network; they also have great potential for misuse. An abuse may result in revocation of access, notification of agency management and disciplinary action up to and including dismissal. Examples of inappropriate conduct include, but are not limited to:

- Using the Internet and E-mail for personal gain or personal business activities in a commercial connotation such as buying or selling of commodities or services with a profit motive.
- Engaging in illegal activities or using the Internet for any illegal purposes, including initiating or receiving communications that violate any laws and regulations, including malicious use, spreading of viruses, and hacking. Hacking refers to gaining or attempting to gain the unauthorized access to any computers, computer network, databases, data or electronically stored information.
- Transmitting statements, language, images or other materials that are reasonably likely to be perceived as offensive or disparaging of others based on race, national origin, sex, sexual orientation, age, disability, religious or political beliefs.
- Using abusive or objectionable language in either public or private messages.
- Knowingly visiting pornographic or illegal sites, disseminating, soliciting or storing sexually oriented messages or images.
- Misrepresenting, obscuring, suppressing, or replacing a user’s identity on the Internet or E-mail. This includes the use of false or misleading subject headers and presentation of information in the distribution of e-mail.
- Developing or maintaining a personal Web page on or from Diksha device. Distributing or forwarding unsolicited commercial E-mail.
- Soliciting money for religious or political causes, or advocating religious or political opinions.
- Using official dissemination tools to distribute personal information to include any information that constitutes an unwarranted invasion of personal privacy

- Copying, disseminating or printing copyrighted materials (including articles, images, games, or other software) in violation of copyright laws.
- Other non-business related activities that will cause congestion, disruption of networks or systems including, but not limited to, Internet games, online gambling, online auctions such as eBay, stock and sports ticklers, stock trading, Internet radio, unnecessary List serve subscriptions and E-mail attachments, and chat rooms, Messenger and similar computer conferencing chat rooms on the internet, downloading music or videos.

## **6.7 Copyright & License Agreements**

- Employee must respect copyrights and licenses to software, entertainment materials, published and unpublished documents, and any other legally protected digital information.
- Any material protected by copyright must not be copied except as specifically stipulated by the owner of the copyright or otherwise permitted by copyright law.
- Protected material may not be copied into, from, or by any Institute facility or system, except pursuant to a valid license or as otherwise permitted by copyright law.

## **6.8 Software use policies**

- Diksha licenses the use of computer software from a variety of outside companies. Organization does not own this software or its related documentation and unless authorized by the software developer, does not have the right to reproduce it except for backup purposes. Employees should use the software only in accordance with the license agreements and should not install unauthorized copies of commercial software.
- Employees should not download or upload unauthorized software over the Internet.
- Employees learning of any misuse of software or Company IT equipment which could be detrimental to the business of the Company should notify their immediate supervisor. Any doubts concerning whether any employee may copy or use a given software program should be raised with a manager before proceeding.
- Employees who make, acquire, or use unauthorized copies of computer software will be disciplined as appropriate under the circumstances and such discipline may include termination.

## **7. SEPARATION**

### **7.1 Resignation**

- An employee who wishes to resign from the services of Diksha will be required to give notice of resignation detailed in the terms of employment.
- The authority related to acceptance of resignation lies with the Senior Manager RMG.

- An employee, against whom disciplinary proceedings or enquiries are pending, cannot resign from the service, even by giving the due notice, in case the management decides to continue the proceedings.

## 7.2 Voluntary Retirement

The age of retirement at Diksha for its employees is 58 years. An employee should retire on the last day of the month, coincident with or immediately following the date on which the employee completes the age of 58 years. Three months before the retirement, RMG will inform the employee of such date in writing. Employees who attain the age of 58 years may continue in service at the discretion of the management. The Management reserves the right to recruit a person over the retirement age. Procedures relating the Retirement processes in terms of clearances are similar to that outlined in the procedures on Resignation.

## 7.3 Termination

The services of an employee on the grounds of non-performance or violation of the Code of Conduct or violation of the Terms of Employment may be terminated at the sole discretion of the Management without assigning any reasons. RMG will go into the details of the case, in consultation with the Department Heads for the approval. On approval, the RMG will follow clearance procedures in line with the resignation process.

## 7.4 Exit Policy

Exit Formality requires the employee to fill up the 'No Dues Form' from respective departments in LYNX failing which; the formal exit procedures will be withheld.

- Employees who wish to resign from their employment should do so by notifying their decision to the Senior Manager RMG through LYNX.
- On acceptance of resignation, the employee will receive a resignation acceptance mail from the Senior Manager RMG.
- Resigning employee can be relieved from the services only at the end of the notice period
- On the last working day, resigned employees should submit the following property/ documents to RMG.
  - ◆ Duly Signed hard copy of resignation
  - ◆ Duly Signed hard copy of Declaration letter
  - ◆ Diksha ID Card
  - ◆ Client's ID Card (if any)
  - ◆ Diksha Mediclaim Card

- Experience certificate and relieving letter will be issued to the resigned employee, once the exit formality is completed.
- Notice period can neither be waived off nor compensated with any pending leave.

### 7.5 Re-Employment

- Former full-time Diksha employees who were employed in a regular position for two or more years and who resigned in good standing, may be considered for re-employment provided their qualifications are suitable for a vacant position.
- An employee who is re-employed will be treated as either a new hire or a reinstatement. Reinstatement will occur, if re-employment happens within six-months of the termination date. A re-hire will occur, if re-employment happens after six-months from the date of termination.

#### Note:

Career changes/ Separation can be quite stressful as professionals face dilemma whilst comparing what other jobs offer as compared to their current roles. Here are few tips that can help employees transition smoothly.

- Employees willing to resign from their employment should do so by notifying their decision to the Senior Manager RMG through LYNX. Verbal indication is not considered as a notice.
- It is common practice for organizations to seek to address any grievance that may have led to the decision and make amendments. RMG or business representatives may get in touch with employee to discuss any aspect that can be addressed. This does not have any impact on the date of submission of resignation.
- Employees should be Frank and negotiate their joining terms with their future organization. Indicate joining time and procure written confirmation of the Date of Joining before submitting resignation letter. Understand that Recruitment/ RMG representatives of future organization will strive to negotiate an early joining date.
- Note that a few large organizations have modified their offer letters to make the cost to company seem higher than what it is. Components such as Statutory Bonus and LTA have conditions attached and often never paid/ applicable. In short, financial offer should be read carefully.
- Actively seek information on future organization's performance, practice, appraisals, benefit schemes, investment in your area of expertise etc. A well informed professional is less prone to mental stress and trauma.
- Resigning employee can be relieved from the services only at the end of the notice period.
- Notice periods cannot be waived off/bought out /negotiated or compensated with any pending leave. Notice periods need to served irrespective of whether employees are deputed on project or not. Any leave taken during the notice period will extend the date of release.

- Employee's reason of resignation, stating personal or past issues cannot reduce notice period. Kindly handle this professionally.
- Employees cannot approach Diksha customers or any other third party for matters related to resignation and notice period. Such an act would be treated as a violation of employment terms and may lead to dismissal of employment.
- Kindly refer all background verifications and references required in future organization to the Senior Manager RMG.
- Do not hesitate to seek or discuss re-employment or withdrawal of resignation.

Kindly contact Resource Management Group for further clarifications on any policies and procedures listed in this document. The information in the handbook is current as of the publication date, but is subject to change.

#### APPENDIX- I :

Word	Definition / Abbreviation for / Acronym for
Diksha	Diksha Technologies P Ltd
VP	Vice President
RM	Reporting Manager
S/w	Software
NA	Not Applicable
Ast/ Asst	Associate
Sr	Senior
CEO	Chief Executive Officer
RMG	Resource Management Group
SPOC	Single Point of Contact