

HR PAYROLL POLICY & SUPPORT GUIDE

Department: Human Resources

Category: Payroll

Audience: All Employees

Purpose: To provide clarity on salary processing, payslips, and payroll-related issues.

1. Overview

Payroll is processed **once every month** and credited directly to the employee's registered salary bank account. The payroll cycle follows company-approved compensation structures and statutory deductions.

Salary is usually credited on the **last working day of the month**. In case of bank holidays, credit may happen on the previous working day.

2. Salary Components

Employee salary may include the following components:

- Basic Pay
- House Rent Allowance (HRA)
- Special Allowance
- Performance Bonus (if applicable)
- Employer PF Contribution

Deductions may include:

- Provident Fund (PF)
 - Professional Tax
 - Income Tax (TDS)
 - Loss of Pay (LOP), if any
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3. Payslip Availability

Payslips are generated after salary credit and are available on the **HR Portal** within **24–48 hours**.

Employees are advised to download and store their payslips for:

- Tax filing
 - Loan applications
 - Personal records
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4. Common Payroll Issues & Explanations

4.1 Salary Not Credited

Possible reasons:

- Incorrect or inactive bank account details
- Bank processing delays
- Payroll hold due to compliance issues

Employee Action:

1. Verify bank details on HR portal
 2. Check email for payroll notifications
 3. Wait for 1 working day after scheduled credit date
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4.2 Incorrect Salary Amount

Possible reasons:

- Loss of Pay (LOP) deductions
- Updated tax declarations
- Benefit or allowance changes

- Bonus paid separately

Employee Action:

1. Compare payslip with previous month
 2. Check LOP days and tax deductions
 3. Contact HR if discrepancy persists
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4.3 Missing Payslip

Possible reasons:

- Payslip generation delay
- Payroll not finalized
- System sync issue

Employee Action:

1. Recheck HR portal after 48 hours
 2. Clear browser cache or try again
 3. Raise payroll ticket if not available
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5. PF & Statutory Deductions

Provident Fund (PF) is deducted as per statutory norms and reflected in the payslip.

Employees can view PF contributions via the **EPFO portal** using their UAN number.

6. When to Raise a Payroll Ticket

Employees should raise a **Payroll Ticket** if:

- Salary is not credited after 2 working days

- Payslip is missing after 48 hours
 - There is a significant unexplained salary discrepancy
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7. Information Required While Raising Ticket

Please keep the following ready:

- Employee ID
- Salary month
- Description of issue
- Screenshots (if applicable)