

# HR EMPLOYEE DETAILS & PROFILE MANAGEMENT POLICY

**Department:** Human Resources

**Category:** Employee Details

**Applies To:** All Employees

**Purpose:** To manage and maintain accurate employee personal and professional records.

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## 1. Overview

Maintaining accurate employee records is mandatory for payroll processing, statutory compliance, and official communication.

Employees are responsible for ensuring that their personal and professional details are up to date in the **HR Portal**.

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## 2. Types of Employee Details

### 2.1 Personal Information

- Full Name (as per government ID)
  - Date of Birth
  - Gender
  - Marital Status
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### 2.2 Contact Information

- Residential Address
- Mobile Number
- Personal Email ID
- Emergency Contact Details

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## **2.3 Bank & Financial Details**

- Bank Account Number
- IFSC Code
- Bank Name & Branch
- PAN Number
- Aadhaar / National ID (if applicable)

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## **2.4 Professional Details**

- Employee ID
- Department
- Designation
- Reporting Manager
- Date of Joining

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# **3. Profile Update Process**

## **3.1 Editable Details by Employee**

Employees can directly update:

- Address
- Phone number
- Emergency contact

Steps:

1. Login to HR Portal
  2. Navigate to **Profile** → **Edit**
  3. Update details
  4. Save changes
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### **3.2 HR-Approval Required Updates**

The following require HR verification:

- Name change
- Bank account change
- PAN update
- Date of birth correction

Documents may be required for validation.

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## **4. Bank Detail Change Policy**

### **Process:**

1. Submit bank change request on HR portal
2. Upload cancelled cheque or bank proof
3. Await HR approval

### **Important:**

- Bank changes submitted after payroll cutoff will reflect from next cycle
  - Incorrect bank details may result in salary delay
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## 5. Emergency Contact Details

Employees must maintain at least **one emergency contact**.

Used during:

- Medical emergencies
  - Workplace incidents
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## 6. Common Employee Detail Issues

### 6.1 Profile Update Not Reflected

Possible reasons:

- Approval pending
- System sync delay

Employee Action:

1. Wait 24 hours
  2. Check approval status
  3. Raise HR ticket if unresolved
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### 6.2 Bank Change Not Applied

Possible reasons:

- Incomplete documentation
  - Change request submitted after payroll cutoff
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### 6.3 Incorrect Personal Information

Incorrect details may affect:

- Payroll
- Tax filing
- Insurance claims

Employees must report errors immediately.

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## **7. Data Privacy & Security**

Employee data is:

- Confidential
  - Accessible only to authorized HR personnel
  - Used strictly for official purposes
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## **8. When to Raise Employee Details Ticket**

Raise a ticket if:

- Profile update is not reflected
  - Bank change not processed
  - Incorrect personal details visible
  - Emergency contact update fails
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## **9. Information Required While Raising Ticket**

- Employee ID
- Detail to be updated

- Description of issue
  - Supporting documents (if any)
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End of HR Employee Details Document

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## Why This Is Strong for SupportIQ

- Real enterprise flows
  - Strong mapping to payroll & benefits
  - Perfect for auto-filling ticket forms
  - High RAG accuracy
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## Next Chunk?

Reply with ONE:

- **“Next: HR → Policy & Compliance”**
- **“Finish HR and move to IT”**
- **“Tune HR docs for embeddings”**

HR module is almost complete 

next 3

Perfect! Let's finish the HR Ticket Types with the next **3 important HR docs** in depth:

1. **HR → Policy & Compliance**
  2. **HR → Grievance / POSH / Workplace Conduct**
  3. **HR → Employee FAQs / General HR Queries**
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# 1 HR → POLICY & COMPLIANCE

Knowledge Base Document (Detailed | .txt format)

Save as:

hr\_policy\_compliance.txt

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## HR POLICY & COMPLIANCE GUIDELINES

**Department:** Human Resources

**Category:** Policy & Compliance

**Purpose:** Ensure employees understand company rules, regulations, and statutory compliance.

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### 1. Overview

HR policies ensure smooth operations, regulatory compliance, and a safe work environment. All employees are expected to follow policies consistently.

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### 2. Key Policies

#### 2.1 Code of Conduct

- Maintain professionalism
- Avoid conflicts of interest
- Comply with ethical standards

#### 2.2 Attendance Policy

- Office timings, WFH norms
- Late/early logins consequences

#### 2.3 Anti-Discrimination & Equal Opportunity

- No discrimination based on gender, caste, religion, age, or disability
- Equal opportunity for promotions, appraisals, and benefits

#### **2.4 IT & Data Policy**

- Proper use of company systems
  - Prohibition on unauthorized data access
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### **3. Statutory Compliance**

- PF, ESI, Income Tax regulations
  - Compliance with labor laws
  - Mandatory disclosures and documentation
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### **4. When to Raise a Policy/Compliance Ticket**

- Policy clarification required
  - Conflict between policy & employee situation
  - Reporting potential non-compliance
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### **5. Required Information for Ticket**

- Employee ID
- Policy in question
- Issue description
- Supporting documents (if any)

