

Integra Micro Software Services Private Limited

Personnel Manual

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Integra welcomes suggestions from its employees for improving this document.

Approval

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1 Employee Policies

1.1 Integra's Human Resource Management Policy

Integra recognizes its employees as the most important asset for its continued growth. Human resource management in Integra will strive to ensure continuous organizational growth by nurturing the strengths of its employees and providing the environment and opportunity for every individual to rise to one's highest potential and achieve one's personal goals within the frame work of organizational, social and national objectives.

Integra will endeavor to uphold the dignity of individuals, by recognizing their worthy contributions and making them feel proud partners in progress, through the following measures:

Ensure a high degree of selectivity in recruitment so as to secure high standards of achievement and excellence in performance

Impart induction, orientation and training to such an extent so as to match the individual to the task and inculcate a high sense of organizational loyalty

Build teams and foster team work as the primary investment in all activities

Recognize worthy contribution in time and appropriately, so as to maintain a high level of employee motivation and morale. Appraisals and promotions should be ethical and impartial

Implement equitable, scientific and objective system of rewards, incentives and control

Contribute towards the health and welfare of the employees

1.2 Manpower Planning and Sanction

Of the several resources available, human resources are the most vital resources and play a dominant role in the success of Integra.

The following is the system of planning the human resources, referred to as Manpower Planning in this manual.

A budget of the manpower requirement that takes into account the available manpower and the overall business plan

All manpower requirements are to be initiated by the concerned Heads of Department in consultation with the Director-in-charge for Personnel. The requirements are later sanctioned by the director(s) at the beginning of each financial year (the plan year) and are valid for the plan year only

No special sanction is required for filling replacement vacancies during a plan year

If an unanticipated manpower requirement does arise during the plan year, after due initiation from the concerned Head of Department and in consultation with the Director-in-charge for Personnel, special sanction can be obtained from the director(s)

1.3 Recruitment Policy

1.3.1 Objectives

To induct the best suitable human resources for careers based on business needs at optimum cost

To ensure a fair and reliable selection process

To ensure continuous development and make optimum use of all human resources

1.3.2 Human Resources Plan

All temporary and permanent human resources requirements are to be planned based on business plans and needs

Approvals should be obtained for overall manpower requirements by the concerned Heads of Department from the director(s)

1.3.3 Sanctioning Authority

All new /additional /replacement posts will be sanctioned by the director(s).

1.3.4 Appointing Authority

For appointments at all levels, the Director-in-charge for Personnel will be the appointing authority

1.3.5 Age

The age of the person, appointed at any level, at the time of appointment should not be less than 18 years

The upper age limit for a particular post will be prescribed by the sanctioning/appointing authority

1.3.6 Source of Recruitment

Based on the need and inventory of personnel/records /applications, the source of recruitment could be internal or external.

External recruitment is resorted to, based on the need, through newspaper advertisements, advertisement in journals and magazines, campus recruitments, voluntary applications, applicants referred by employees and consultants.

1.3.7 Selection Process

After having tapped any one or more of the above-mentioned sources of manpower, the applications are received and screened for short listing. Short listing of candidates is based on whether they possess the requisite background, basic knowledge, skill and aptitude.

Candidates will be required to fill a candidate profile (fresh/experienced - depending upon whether they have any prior experience or not in the related area for which their candidature is being considered).

The candidate would then be required to take up the general aptitude test and relevant technical tests. On qualifying in the tests, the candidate will face a preliminary interview.

All preliminary interviews are conducted by the concerned Head of the Department or by a person designated by the Head of Department.

If the candidates fare well in the written tests and preliminary interview, they will be required to face a final interview, usually conducted by Director-in-charge for Personnel and the Head of the Department. For senior positions, other director(s)/Managing Director could also be present.

In the final interview the overall attributes of the candidate in terms of technical and non-technical aspects of the job, personality, attitude, salary expectation and fixation etc. would be considered. While fixing the salary for the selected candidates the pay scales of existing persons in the relevant areas are taken into consideration.

1.3.8 Appointment

The appointment order is issued by the Director-in-charge for Personnel

Verification of all the original certificates and testimonials and records from the previous employers is made by the Officer/Senior Officer - HRD

1.3.9 Induction

All persons employed at Bangalore will report initially to the HRD department for completing all the recruitment formalities like the joining report, checking and collection of documents and nominations for PF, ESI, insurance etc. In almost all cases a training programme will be conducted for the newly employed persons reporting for duty.

1.3.10 Recruitment for Positions Outside Bangalore

Usually, the concerned Regional Manager/In-charge or any person so authorized by the MD/Director-in-charge for Personnel will handle all the procedures mentioned above. However, appointment orders will be issued by Director-in-charge for Personnel from Bangalore, based on the recommendations of the Regional Manager/In-charge/any authorized person.

1.4 Training

The Training and Management Development activities of the organization form a part of the continuous process in integrating the organizational needs with the needs of the individual for growth and development.

1.4.1 Objectives

Orientation to the organizational philosophy, policies and procedure

Acquaintance with specific requirements of the tasks in terms of technical, conceptual and relational skills

Introduction to allied functions

Environmental awareness

The major training activities so far have been related to technical subjects that can be broadly classified as:

Induction training

Job training

Refresher training

Special course training

1.5 Management Development

The organization is committed to invest in human resource development, strive for excellence in management and other long-range activities to ensure leadership status for Integra. Accordingly, the management development activities will have the following objectives:

Management effectiveness

Developing management skills in thrust areas

Nourishing a value system

Project work and training coordination

Inter-institutional collaborations

1.5.1 Management Effectiveness

To help the employees improve their effectiveness in the current jobs and also prepare for taking up new responsibilities and challenges in future through development programmes

1.5.2 Developing Management Skills in Thrust Areas

To identify constraints in achieving objectives of the organization and identify thrust areas for action to develop relevant management skills among the employees in the thrust areas

1.5.3 Nourishing a Value System

To identify the ingredients of the requisite value system for the organization and to strive through various strategies for strengthening and nourishing it periodically to assess the prevalent value system and to bridge the gaps

1.5.4 Project Work

To identify, provide and guide work on projects within the organization with students undergoing studies in technology or management and publish the same, which will help in shaping future organizational policies

1.5.5 Training Coordination

To coordinate total development and training efforts amongst all the departments in the organization

1.5.6 Inter Institution Collaborations

To collaborate with academic/professional bodies for mutual sharing of knowledge and expertise

1.5.7 Key Result Areas

Technical development

Quality assurance and quality control

General management

Systems

Customers

1.6 Promotion Policy

1.6.1 Objectives

To provide all employees with equal opportunities in growth and career prospects

To ensure fairness, equitability, consistency and uniformity in the matters of promotion of employees

To recognize and reward employees for their contribution to the growth of the organization

To sustain the high morale of the employees by informing them of the promotion opportunities existing in the organization

1.6.2 Classification of Cadres

For purposes of promotion and career growth, employees are included in one of the following cadres:

Senior Management Cadre

Management/Specialist Cadre

Senior Executive Cadre

Executive Cadre

Staff Cadre

Junior Staff Cadre

1.6.3 Guidelines

Promotion from one cadre to another is on the basis of merit as assessed through a selection process that might include the performance appraisal and a test/interview to determine the employee's skill, aptitude and ability for effective functioning in the higher cadre.

Employees are eligible for consideration for promotion to the higher cadre on the completion of a specified time of service in the lower cadre, subject to the organizational needs.

The eligibility period will be notified by the organization from time to time keeping in view the requirements of the organization.

1.6.4 Fast Track Promotions

With a view to rewarding employees for sustained outstanding performance and in order to provide motivation to them for further improvement, accelerated promotions are considered.

The number of employees promoted under this clause, however, is limited to 5% of the total number of employees eligible for such promotions, as the basic idea is to identify and reward outstanding performers.

1.6.5 Poor Performers

There might be certain employees who do not qualify for a promotion for a long duration. This is due to their consistently poor performance and/or other reasons. Such employees are treated as drop-outs and are not eligible for promotion until there is a marked, recorded improvement in their overall performance.

1.6.6 General

Keeping in view the changes in the internal conditions and the external environment, the organization can at any time and at its discretion, make changes in the promotion policy if it feels that such changes are necessary in the overall interest of the organization.

1.7 Employee Motivation

A number of measures have been undertaken in order to ensure high motivation and morale among the employees, and some more will be added in the near future.

1.7.1 Increments

Increments are largely based on performance rather than on seniority. Efforts are being made to improve the timeliness of increments. Out of turn increments are given for exceptional performance.

1.7.2 Promotions

Promotions are largely based on performance rather than on seniority. Out of turn promotions are given for exceptional performance, skipping levels on occasion.

1.7.3 Redesignations

Employee designations are constantly monitored and amended as and when found necessary to reflect the competence of the employee as well as the change in function or nature of job.

1.7.4 Special Allowances

These have been given to employees involved in carrying out critical assignments for customers that involve direct on-site customer interaction and require excellence in spite of limited guidance and support from the company.

1.7.5 Special Awards

These have been given to employees who have earned special appreciation from the client.

1.7.6 Employee Meets

Employee meets are held at least once every year across the company in order to increase the interaction between all levels of the company.

1.7.7 Monthly Newsletter

Integra's monthly newsletter iNEWS features a couple of employees in every issue, and recognizes the performance of high achievers as and when it is recognized.

1.7.8 Training Programmes

Apart from induction training, care is taken to see that the development needs of an employee are met. Employees are sponsored for in-house as well as external training programmes.

2 Service Rules and Conditions

2.1 General Terms and Conditions

The following general terms and conditions of service apply to all the employees, besides other rules and regulations that might be framed and notified by the organization from time to time on various other subjects.

2.1.1 Classification of Employees

The employees will be classified as follows:

Permanent

Probationer

Trainee

Temporary

Contract

2.1.1.1 Permanent

A permanent employee is one who has been engaged in a vacancy that is permanent in nature, who has satisfactorily completed his probationary period of service and whose appointment has been confirmed in writing.

2.1.1.2 Probationer

A probationer is an employee who has been provisionally employed with a view to being considered for appointment as a permanent employee at a later date.

2.1.1.3 Trainee

A trainee is a learner who requires to learn several aspects of the job that are decided by the organization.

2.1.1.4 Temporary Employee

A temporary employee is one who has been engaged on a temporary basis or for some work that is of an essentially temporary nature, likely to be completed within a stipulated period.

2.1.1.5 Contract Employee

A contract employee can be hired directly by the organization or through a contractor. The contractor can be a person or a firm. When a contractor engages a person, it is usually for a job that is seasonal in nature or for a short duration of time.

When the organization engages a contract employee, it is usually to try the person regarding the suitability for a job that might be offered at a later date.

2.1.2 Appointments

For all appointments of any category or classification of employees, the HRD department will initiate the recruitment process

On finding a candidate suitable, the appointment letter is issued by the Director-in-charge for Personnel.

For regional offices outside Bangalore, the concerned centre recruits employees on the basis of an approved manpower plan. In such cases too, the appointment letters will be issued by the Director-in-charge for Personnel from Bangalore.

The appointment letter will generally consist of designation, job profile, salary offered, appraisal terms, growth potential, service commitment, retirement, presentability, notice period, non-disclosure agreement, loyalty, termination, rules of the company etc.

2.1.3 Medical Fitness Checkup

An employee is required to go for a medical fitness checkup to the medical practitioner authorized by the company on the date of joining the organization or any other date decided by the company. The appointment is subject to the medical fitness certificate given by the medical practitioner.

2.1.4 Probation and Confirmation

Unless otherwise provided in the terms of appointment or any other agreement or award, the following rules will govern the probation and confirmation of employees:

All the employees, on the first appointment in the service of the organization and at the time of promotion to a higher grade, will be placed on probation for a period of 6 months, during which period their performance will be observed carefully with a view to determine their suitability for confirmation against a regular post.

The period of probation might be extended at the discretion of the organization, but will not be extended to more than one year save for exceptional reasons to be recorded in writing.

Every employee appointed in the organization's service will be given a formal order of confirmation on satisfactory completion of probation period or the extended period of probation, as the case might be. The employee will be considered to be continuing on probation until confirmed in writing.

If during the training or probationary period or the extended probationary period, the performance, progress or general conduct of the employee is not found satisfactory or up to the standard required for the post, one's services are liable to be terminated at any time without notice and without assigning any reason.

2.1.5 Service Agreement

A service agreement is required at the time of recruiting an employee who either has no prior experience, or has insufficient experience for the position being recruited for. The organization invests resources, money, and infrastructure in terms of training such an employee for which it

expects the employee to serve for a minimum period of two years by executing service agreement. The employee has to submit all the original certificates and mark-sheets of SSLC/SSC/XStd./High School leaving certificates, PUC/Intermediate/12th Std. and certificates of the highest qualification as mentioned in the application for employment. The employee shall undertake not to claim the original certificates for a period of 2 (two) years from the date of joining the organization. In case the employee claims the same, it will be considered as a breach of the service bond and a penalty of Rs.1,00,000/-(Rupees one lakh only) will be levied on the employee and/or the surety, jointly or severally.

The original certificates will be returned to the employee on completion of two years of service in the organization.

2.1.6 Discharge/Termination

Until it is specifically provided in the appointment letter, the organization can at any time discharge an employee from service by giving notice for the period mentioned or by payment of salary/wage in lieu of such notice. Similarly, the employee will be required to give the same notice in the event of the employee's intention to leave the services of the organization.

Notwithstanding the above provision, an employee who tenders a resignation will be relieved of duties only if the resignation is accepted by the organization. The organization reserves the right not to accept an employee's resignation if the circumstances so warrant.

The acceptance of payment of salary/wage from the employee in lieu of full or unexpired period of notice will be at the discretion of the organization.

From the above it should be clear that the resignation will be effective only from the date it is accepted by the organization and the employee is finally relieved.

<u>Category of Employee</u>	<u>Notice Period</u>
Permanent employees:	
1 Senior Management Cadre, Management and Specialist Cadre and Senior Executive Cadre	3 months
2 Executive Cadre	2 months
3 Staff Cadre	1 month
4 Junior Staff Cadre	1 month
Probationary employees/Trainees	
1 Senior Management Cadre, Management and Specialist Cadre and Senior Executive Cadre	2 months
2 Executive Cadre	1 month
3 Staff Cadre	1 month
4 Junior Staff Cadre	1 month

The services of an employee might also be terminated by the organization on the following grounds, among others:

On producing false information regarding qualification, experience, age or other *bona fides* during appointment

On the abolition of the post

On the employee being declared unfit for further service on medical grounds

Insolvency of the organization

Conviction of the employee by a court of law for criminal offence amounting to moral depravity

On the employee engaging himself/herself in any other employment without the written permission of the organization or if the person is found to have been working elsewhere during the period of leave or off duty

Loss of confidence by the organization in an employee holding position of trust/confidence/by virtue of one's nature of duties or found engaged in anti establishment activities

Absence without assigning any reason or failure to produce evidence for absence beyond 14 days at a stretch

2.1.7 Appointing and Terminating Authority

- All appointments and termination of services for whatever reason will be dealt through the HRD department
- The Director-in-charge for Personnel will be authorized to issue all appointment letters and also termination letters

2.1.8 Physical and Mental Fitness

The organization can at its discretion direct the employee to be examined by a medical practitioner specified by the organization in this context.

If any such examination shows that the employee is suffering from any disease or complaint that is incurable within a period of 6 months or any communicable disease, the organization will be entitled to terminate the service of the employee.

2.1.9 Superannuation

Every employee who has completed the age of 58 years will retire from the service of the organization on the first of the month following the month in which the person has completed 58 years. The organization can, however, at its discretion extend the service of any employee up to a maximum of 2 years.

The age/date of birth recorded in the organization's record at the time of joining the service will be taken into account for establishing the age and date of retirement.

2.1.10 Verification of Character and Antecedents

Appointment to any post in the organization will be subject to the satisfactory verification of the character and antecedents of the employee.

2.1.11 Issue of Service Certificate

A service certificate will be issued on request to an employee by the Director-in-charge for Personnel at the time of cessation of employment due to resignation, dismissal or retirement.

2.1.12 Change of Address

All employees must notify the Senior Officer - HRD immediately regarding any change in the residential address recorded at the time of initial appointment or updated at any later point of time.

2.1.13 Return of Company's Property, Equipment, Documents etc.

Every employee who intends to leave the service of the organization, before leaving, should return all property, equipment, books, documents etc. belonging to the organization, issued or lent to the person in connection with one's employment in the organization.

The cost of such property, equipment, books, documents etc. not returned will be liable to be deducted from the person's pay or the amount due to the person recovered otherwise.

2.1.14 General

The entire time of the employee will be at the disposal of the organization (ie the employment is a full-time one unless otherwise specified) and every employee can be employed in any manner in the service of the organization without any claim for additional remuneration.

2.2 Employee Cadres and Some Standard Designations

<u>Cadre</u>	<u>Some Standard Designations</u>
Sr. Management Cadre	President, Vice President, Managing Director, Director, Executive Director, General Manager, Deputy General Manager
Management Cadre	Assistant General Manager, Senior Manager, Project Manager, Regional Manager, Manager Quality, Manager Accounts, Personnel Manager, Software Manager, Marketing Manager
Sr. Executive Cadre	Assistant Manager, Territory Manager, Area Manager, Branch Manager, Manager Software Development Services, Specialist, Business Analyst, Deputy Manager, Group Leader, Senior Officer, Documentation Head
Executive Cadre	Senior Software Engineer, Training Coordinator, Senior Technical Writer, Software Engineer, Customer Support Engineer, Officer, Senior Marketing Executive, Marketing Executive, Corporate Communications Executive
Staff Cadre	System Administrator, Senior Accounts Assistant, Member QC Team, Technician, Support Staff, Accounts Assistant, HRD Assistant, Office Assistant (Confirmed)
Jr. Staff Cadre	Office Assistant, Assistant, Driver, Office Boy

2.3 Conduct, Discipline and Appeal Rules

The rules described in the following pages will apply to all the employees.

2.3.1 General

Every employee of the organization should at any given time:

Maintain absolute integrity

Maintain devotion to duty

Every employee of the organization holding a supervisory post should take all possible steps to ensure the integrity and devotion to duty of all employees for the time under the person's control and authority.

2.3.2 Misconduct

Without prejudice to the generality of the term misconduct, the following acts of omission and commission will be treated as misconduct:

Theft, fraud or dishonesty in connection with the business or property of the organization or property of another person within the premises of the organization

Taking or giving bribe or any illegal gratification

Furnishing false information regarding name, age, father's name, qualification, ability or previous service or any other connected matter at the time of employment or during the course of employment

Giving false or misleading information to leave the services of the organization or leaving the organization without proper notice period or without any information

Acting in a manner prejudicial to the interest of the organization

Willful insubordination or disobedience, whether or not in combination with other lawful and reasonable order of a superior

Absence without leave, overstaying the sanctioned leave by more than 10 consecutive days without sufficient grounds or proper/satisfactory explanation

Habitual late or irregular attendance

Neglect of work or negligence in the performance of duty including slowing down of work

Damage to any property of the organization. Also interference or tampering with any safety devices installed in or about the premises of the organization

Drunkenness or riotous/disorderly behaviour on the premises of the organization or outside such premises where such behaviour is related to or connected with the environment

Commission of any act that amounts to criminal offence involving moral turpitude, subversive of discipline or of good behaviour

Abetment of or attempt at abetment of any act that amounts to misconduct

2.3.3 Non-Disclosure Agreement

No employee whether during the period of one's service or after leaving the service of the organization, except with the previous sanction of the director(s), should write to any person including a co-employee or by communicating to newspaper, journals or books or by speech or by discussion or in any manner disclose or cause to be disclosed any information or documents relating to the activities of the organization.

No employee except in the ordinary course of one's duties, should give or cause to be given to any person any advice on matters relating to the activities of the organization. Also all employees must be prepared to sign a non-disclosure agreement whenever called for by the organization.

No employee, except in the ordinary course of one's duties, should disclose or cause to be disclosed to any person any secret process, know-how, cost of production of any or all the products of the organization or any information regarding purchases made by or contracts entered into by the organization or any information regarding settlement of claims by the organization in or out of courts or any other information, knowledge or matters of trade or business secrets of the organization, or information related to other employees of the organization.

Any manuscripts, books or other literary work, drawings, sketches, photographs or similar papers containing notes or information relating to the business of the organization will be the property of the organization whether prepared by the employee or otherwise. No royalty or any such similar payment should be paid to the employee. The provision of this rule will also apply to ex-employees.

2.3.4 Private Trade or Employment

No employee of the organization except with the previous sanction of the competent authority, should engage directly or indirectly in any trade/business or undertake any other employment; provided that an employee can without such sanction:

Undertake honorary work of social or charitable nature

Undertake occasional work of literary, artistic or scientific character without remuneration

Participate in sports activities as an amateur

2.3.5 Investment, Lending and Borrowing

No employee except in the ordinary course of business with a bank, the Life Insurance Corporation or a firm of standing, can borrow money from or lend money to, otherwise place oneself under pecuniary obligations to any person with whom one has or is likely to have official dealings or permit any such borrowing, lending or pecuniary obligations in one's name or for the benefit of any member of one's family.

2.3.6 Insolvency and Habitual Indebtedness

An employee of the organization should avoid habitual indebtedness unless one proves that such indebtedness or insolvency is the result of circumstances beyond one's control and does not proceed from extravagance.

An employee of the organization who applies to be or is adjudged or declared insolvent should forthwith report the fact to the Head of the Department/the director(s) of the organization/the Senior Officer - HRD.

2.3.7 Suspension

Any director of the organization can, by a letter in writing, place an employee under suspension for the following reasons:

Where a disciplinary proceeding against an employee is contemplated or is pending

Where a case against an employee for any criminal offence is under investigation or trial

An order of suspension made or deemed to have been made under this rule can at any time be revoked by the Director-in-charge for Personnel

During the period of suspension, an employee is entitled to receive subsistence allowance equal to 50% of one's Basic Pay, provided that the authority issuing the letter of suspension is satisfied that the employee is not engaged in any other employment or business or profession or vocation

50% Basic Pay is payable for the first 90 days. If the suspension extends beyond 90 days, 75% of the Basic Pay is payable to the employee as subsistence allowance

If an employee is arrested by the police on a criminal charge and bail is not granted, no subsistence allowance is payable

On grant of bail, the suspension is continued by the organization, the employee is entitled to subsistence allowance from the date he/she is granted bail

2.3.8 Treatment of the Period of Suspension

When the employee under suspension is reinstated, the organization can grant the person the following pay and allowances for the period of suspension:

If the employee is exonerated and not awarded any of the penalties, the entire salary including the allowances that one would be entitled to if one had not been suspended, less the subsistence allowance already paid to the person. The period of absence from duty will be treated as period spent on duty.

If otherwise, that is, if the employee is not exonerated and awarded penalties then such proportion of pay and allowances as the organization would decide will be paid. The period of absence from duty will be treated as absence from duty.

2.3.9 Penalties

The following penalties can be imposed on an employee for misconduct committed by the person or for any other good and sufficient reasons.

2.3.9.1 Minor Penalties

Censure

Withholding of increments of pay with or without cumulative effect

Withholding of promotion

Recovery from pay or such other amount as might be due to the person of the whole or part of any pecuniary loss caused to the organization by negligence or breach of orders

2.3.9.2 Major Penalties

Reduction to a lower cadre or designation

Removal from service amounting to Termination of service/Dismissal

The following will not amount to a penalty within the meaning of this rule:

Withholding of increment of an employee on account of one's work being found unsatisfactory or not being of the required standard

Stoppage of an employee at the end of the pay scale of a particular cadre on the grounds of one's unfitness to cross the cadre

Non promotion to a higher post for which one might be eligible for consideration but for which one is found unsuitable after consideration of the case

Reversion to a lower cadre or post of an employee on probation from a higher cadre or post on the grounds that one is considered after trial to be unsuitable for such higher cadre or post

Termination of service:

Of an employee appointed in a temporary capacity or contract, training or probation during or at the end of such periods in accordance with the terms of the appointment

Of an employee on reduction of the organization

2.3.10 Disciplinary Authority

The disciplinary authority will be the director(s) of the organization or any other person vested with that authority (to be stated in writing by the director(s) of the organization).

2.3.11 Procedure for Imposing Major Penalties

No order can be made to impose any of the major penalties until an enquiry is held in accordance with the principles of natural justice.

Whenever the Director-in-charge for Personnel of the organization is of the opinion that there are grounds for enquiring into the truth of any imputation of misconduct or misbehaviour against an employee, it can itself enquire into or appoint any person from within the organization or from outside to enquire into the truth thereof.

2.3.12 Enquiry Procedure

Whenever it is proposed to hold an enquiry, the Director-in-charge for Personnel can frame definite charges on the basis of the allegations against the employee.

The charges together with a statement of the allegations, on which they are based, a list of documents by which and a list of witnesses by whom, the articles of charge are proposed to be sustained should be communicated in writing to the employee.

The employee will be required to submit within such time as will be specified by the person initiating the disciplinary proceedings (not exceeding 10 days), a written statement whether the employee admits or denies any or all the charges.

On receipt of the written statement of the employee or if no such statement is received within the specified time, an enquiry can be held by the person initiating the disciplinary proceedings or by any other person within the organization or from outside, appointed by the Director-in-charge for Personnel for the said purpose.

If it is not necessary to hold an enquiry with respect to the charges admitted by the employee in one's written statement, the person initiating the disciplinary proceedings should, however, record the findings on each such charge.

The person initiating the disciplinary proceedings, herein called the enquiring authority, can conduct an enquiry or appoint any other person within the organization or from outside as a Presenting Officer to present the case on the enquiring authority's behalf in support of the articles of charge.

The employee facing the articles of charge can defend oneself or take assistance from any co-employee of the organization. On the date fixed by the enquiry authority the employee should appear at the time and place specified in the notice.

The enquiring authority should ask the employee whether the person pleads guilty or has any defence to make. If one pleads guilty to any of the articles of charge, the enquiring authority should record the plea, sign the record and obtain the signature of the concerned employee thereon. The enquiring authority should return a finding of guilt with respect to those articles of charge to which the employee concerned pleads guilty.

If the employee does not plead guilty the enquiring authority should adjourn the enquiry to a later date not exceeding 30 days, after recording an order that the employee can, for the purpose of preparing one's defence:

inspect the documents listed with the charge-sheet

submit a list of additional documents and witnesses that one wants to examine

be supplied with the copies of the statements of witnesses if any, listed in the charge-sheet

The enquiring authority should ask the person in whose custody or permission the documents are kept, to produce the documents on such dates as might be specified that the person will be required to produce before the enquiring authority on the date, place and time specified in the notice.

On the date fixed for the enquiry, the oral and documentary evidence is produced to be proved. Witnesses can be brought by the Presenting Officer and cross-examined by the employee or a co-employee on behalf of the employee.

Similarly, the employee can produce witnesses who can be cross-examined by the Presenting Officer. The employee can also produce such documentary evidence as one deems fit.

After the Presenting Officer and the employee have produced all the evidences the enquiring authority can permit them to make available their respective cases written briefly if they so desire.

After the conclusion of the enquiry, the enquiring authority should prepare a report that contains:

A gist of the articles of charge and the statement of the imputation of misconduct or misbehaviour

A gist of the defence of the employee with respect to each article of charge

An assessment of evidence with respect to each article of charge

The findings on each article of charge and reasons thereof

The report should be submitted to the directors of the organization who can, depending on the findings, award punishment or drop the disciplinary proceedings as the case may be.

2.3.13 Procedure for Imposing Penalties

Whenever it is proposed to impose any of the minor penalties the employee concerned should be informed of the imputations of misconduct or misbehaviour by the Head of the Department in the presence of the Director-in-charge for Personnel.

A copy of the statement of the imputations of misconduct or misbehaviour should be made by the Director-in-charge for Personnel and delivered to the employee.

2.3.14 Communication of Orders

In cases of both minor as well as major misconduct, the orders should be issued in writing by the Director-in-charge for Personnel to the employee.

2.4 Work Schedule

The organization, as a principle, lays down certain working hours at each of its offices

The working hours might sometimes vary between departments or groups since the working hours are based upon the requirements and exigencies of work of the different departments/groups

2.5 Punctuality

The organization expects its employees to be self disciplined in many areas, and punctuality is one such area.

The organization firmly believes that by adhering to timings, commitment to the work can be fostered

Amongst administrative staff, punctuality is essentially called for and is strictly enforced

2.6 Time Schedule

Currently, the following timings are being observed at Jakkur and Hebbal Offices:

Monday to Friday	9.00 AM to 6.30 PM (Lunch: one hour break)
Saturdays	Holiday

2.6.1 Exceptions

Reception Staff

Monday to Saturday 9.00 AM to 5.30 PM

Driver

Monday to Saturday 10.00 AM to 7.00 PM

Note: The time schedule and punctuality are generally monitored by the Group/Department Heads.

2.6.2 Recording of Attendance

The method of recording attendance is usually by the employee affixing his/her initials in the attendance register placed separately in each of its the company offices.

The method could be altered depending upon the effectiveness for recording attendance.

2.7 Grievance Procedure

2.7.1 Definition of Grievance

Any aspect of an employee's employment that makes the person think that any of the working conditions are not satisfactory is a grievance.

Grievance due to payment of salary, leave, transfer, promotion, working conditions and interpretations of the terms and conditions of an employee's service can be eligible for consideration under this procedure.

Complaints about the present service and working conditions common to all the employees, the personnel manual or conditions which apply to a larger group of employees by virtue of custom or usage cannot be a grievance under this procedure.

2.7.2 Stage I

An aggrieved employee can meet the immediate superior/group leader for redressal of a grievance.

2.7.3 Stage II

If the employee is not satisfied with the redressal/solution of the superior /group leader or if one fails to receive the answer within three (3) days, the employee can meet the concerned Head of the Department /Group who will give the decision within four (4) days of reference of the grievance.

2.7.4 Stage III

If the answer given at the previous stage is not acceptable to an employee or if no reply is received within the stipulated time of four (4) days, one can approach the Director-in-charge for Personnel.

Upon receiving the grievance, the Director-in-charge for Personnel will discuss the matter with the concerned Head of the Department/Group and if the situation warrants can discuss the matter with the director(s). A decision taken after such a discussion should be communicated to the concerned employee; such decision will be final and binding on the employee.

2.8 Dress Code

Discipline is an important requisite in any employee group activity. This is reflected in the dress that the employees wear. All employees are expected to dress neatly and ensure that their attire is not too conspicuous or gaudy.

Male employees are expected to wear shoes and not sandals or slippers. A tie should be worn preferably by the employees of Marketing and Customer Support Group. Care should be taken to see that the dress is appropriate to suit the occasion, formal or informal as the case might be.

2.9 Transfer

2.9.1 Temporary Transfer

The shifting of an employee out of his/her normal place of work for a period exceeding 30 days and not exceeding 90 days is termed as a temporary transfer

During the period of temporary transfer, benefits to compensate the dislocation would be as follows:

2.9.2 Permanent Transfer

The shifting of an employee for a period beyond 90 days is treated as permanent transfer.

Metro allowance is paid in addition to the salary, or deducted from the salary as the case may be:

Rs.1000/- per month if posted to Bombay or Delhi, Rs.800/- per month if posted to Chennai or Hyderabad

No metro allowance if posted to a location other than Bombay, Delhi, Chennai or Hyderabad

Packing and freight expenses are reimbursed at actuals on producing the original bills like freight receipt, lorry receipt and so on. The maximum amount reimbursed will not exceed one month's basic salary of the transferred employee.

2.10 Accommodation:

Company Guesthouse. In case there is no guesthouse facility or no accommodation available in the guesthouse then the employee will be eligible for hotel accommodation. The local office will assist in arranging the same.

Note: If the guest house/accommodation is used Rs.500/- per month will be deducted from metro allowance for Bombay /Delhi. Rs.400/- per month for Chennai /Hyderabad. However, the employee will have the option whether to accept the accommodation or not.

2.11 Food and City Allowance

For a salary of Rs.3000 and above (excluding benefits)

	Bombay (Rs.)	Delhi (Rs.)	Madras (Rs.)	Others (Rs.)
1 st month	3000	3000	2500	2300
2 nd month	2500	2500	2100	2000
Subsequent months	2100	2100	1700	1600

For a salary below Rs.3000 (excluding benefits)

	Bombay (Rs.)	Delhi (Rs.)	Madras (Rs.)	Others (Rs.)
1 st month	2100	2100	1900	1800
2 nd month	1800	1800	1600	1500
Subsequent months	1500	1500	1400	1300

2.12 Local Conveyance

No local conveyance can be claimed for travel between the place of work and the place of stay. Office assistants, operators, senior operators and non-technical staff are not eligible for auto /taxi fare reimbursement unless otherwise sanctioned. The mode of travel, generally, should be bus or local train.

2.13 Company Vehicles

Only petrol bills can be claimed or as otherwise sanctioned.

2.14 Personal Vehicle

1. Two wheelers: Rs.3.50/km to meet the petrol expenses and other normal wear and tear of the vehicle.
2. Four wheelers: Rs.8.00/km to meet the petrol expenses and other normal wear and tear of the vehicle.

2.15 General

Both temporary as well as permanent transfers are implemented on the basis of business needs

A transfer once initiated cannot be withdrawn for any reason

2.16 Business Travel Within India

As far as possible, all the employees should travel by public transport buses and trains

For long distance journeys for which no convenient buses or trains are available or when an urgent tour is to be made, air travel is permitted with the sanction of the director(s) /department head(s)

For business travel, it is essential that the employees obtain prior approval of their department head(s)

A statement of tour expenses should be submitted within 7 days of the completion of the tour

2.16.1 Tour Rules (Domestic Travel)

2.16.1.1 Air Travel

Managers and above are permitted air travel if the distance is more than 1000 kms. For shorter distances, a sanction is to be taken from the concerned department head. Engineers and other staff are permitted air travel depending on the circumstances. Sanction has to be taken from the concerned head of the department.

2.16.1.2 Train /Bus Travel

Marketing Executives, Engineers – 2nd Class

Senior Marketing Executives/Senior Engineers and above – 1st Class /2nd Class AC

In case, 1st class or 2nd class AC travel is not availed of, then the employee can claim 50% of the difference between the 1st class fare and the 2nd class fare as travelling allowance.

2.16.1.3 Daily Allowance

Daily allowance is applicable for tours less than 30 days. For tours of more than 30 days the rules under temporary transfer will be used. The daily allowance is calculated as per the following table:

Gross Salary	Metros	Non Metros
For operators/office boys	Rs.50.00	Rs.40.00
Up to Rs.2,000/-	Rs.60.00	Rs.50.00
Rs.2,001 to Rs.2,999	Rs.70.00	Rs.60.00
Rs.3,000 to Rs.20,000	Rs.125.00	Rs.100.00
Rs.20,001 to Rs.30,000	Rs.150.00	Rs.125.00

2.16.1.4 Laundry Allowance

A maximum of Rs.100/- for a tour of less than 3 days

A maximum of Rs.200/- for a tour of more than 3 days but less than a week

For additional duration, the allowance will be calculated @Rs.30/-per day

Laundry expenses will be reimbursed against bills.

2.16.1.5 Hotel

Employees can stay at the company guesthouse. If no guesthouse accommodation is available then the following rules will apply:

Gross Salary	Metros	Non Metros
Up to Rs.2,000	Rs.100.00	Rs.80.00
Rs.2,001-Rs.2,999	Rs.200.00	Rs.100.00
Rs.3,000-Rs.10,000	Rs.350.00	Rs.300.00
Rs.10,001-Rs.20,000	Rs.650.00	Rs.400.00
Rs.20,001-Rs.30,000	Rs.750.00	Rs.550.00

The above rates are exclusive of all taxes.

In case two employees stay together then the hotel accommodation limits are as follows:

Up to 2 persons in a room 0.70 times the sum total of individual limits

More than 2 persons in a room 0.60 times the sum total of individual limits

Integra normally has a preferred list of hotels for the most frequently visited cities. In case of special circumstances like non-availability of rooms, increase in tariffs etc., the limits mentioned above can be increased at the discretion of the Head of the Department.

2.16.1.6 Local Conveyance (During Tour)

Wherever possible the most economical and convenient means of transport should be used. All individuals of at least the post of Manager can use a taxi if necessary. For example, in Bombay one can use the local train very effectively. In case local trains are not available then shared taxis, etc. can be used. If the employee is going to be in Bombay for more than 4 days then it is advisable to take a first class pass for the local train if the employee is going to be travelling extensively. The local office expertise should be used to determine the best means to travel. In other cities autos etc. can be used.

The operators /senior operators or other non-technical staff are not eligible for auto/taxi fare. The mode of travel could be bus or local train (II class) or other public transport or own vehicle.

2.16.1.7 Phone/Fax

Wherever possible the employee should send a fax/email to the person concerned, stating the hotel name, address, phone number, fax number and room number. It is recommended that the communication is restricted to fax or email. However, in extremely important cases phone calls are permitted. It is recommended that the phone calls are made in the evenings after 7.00PM. Personal phone calls are not chargeable to the company. Wherever access to e-mail is available, it is the most recommended form of communication.

2.16.1.8 General

In cases where the tour expenses exceed the limits as defined above due to business entertainment, incidental expenses or any other official reasons, they can be claimed subject to the approval of the concerned director. All tour bills must be submitted within 7 days of return from the tour.

2.16.2 Tour Rules (Overseas Travel)

Singapore

2.16.2.1 Daily Allowance

A daily allowance of S\$ 50.00 (Singapore dollars) will be payable towards boarding and other miscellaneous expenses. In some cases, the daily allowance will be paid locally by the client. In such cases, the employee will not be eligible to claim daily allowance from Integra.

2.16.2.2 Hotel

In places where company accommodation is available, the employees will have to use the same. Alternatively, hotel arrangements as made by the company should be used. In cases where the employee has to make his own arrangements after arriving in Singapore the employee will be eligible for hotel accommodation not exceeding USD50 per day. The above rates are exclusive of all taxes.

Integra normally has a preferred list of hotels for the most frequently visited cities. In special circumstances like non-availability of rooms, increase in tariffs etc., the limits mentioned above would be flexible to account for any minor deviations in the tariff. However, approval should be obtained from the concerned department head at the earliest.

2.16.2.3 Local Conveyance (During tour)

Wherever possible, the most economical and convenient means of transport should be used. In Singapore, it is recommended that the MRT and buses are used. These modes of transport are highly efficient and economical. In cases where it is necessary, taxi usage would be allowed. However, it should be noted that in Singapore or other overseas cities taxi travel is very expensive. The local expertise should be used to determine the best means to travel.

All tickets and bills should be preserved and submitted along with the tour form within one week of returning from the tour.

2.16.2.4 Laundry Allowance

At actuals against bills; however all efforts should be made to keep this expense to the minimum.

2.16.2.5 Phone/Fax

Wherever possible the employees should send a fax/email to the person concerned stating the hotel name, address, telephone number, fax number and room number. It is recommended that the communication is restricted to email as far as possible, or fax. However, in extremely important cases, telephone calls are permitted.

Wherever access to e-mail is available, it is the most recommended form of communication.

Personal phone calls are not chargeable to the company.

2.16.2.6 General

Airport tax, visa charges, service tax, or any other official expenses incurred for the purpose of travel will be reimbursed by the company only on production of bills along with the tour form.

In cases, where the employee has to board the overseas flight from any Indian city other than the place of posting, the employee can claim the expenses as per the domestic tour rules. For example while travelling from Bangalore to Mumbai to board a flight to Singapore, domestic tour rules will be applied up to Mumbai.

In cases where the tour expenses exceed the limits as defined above due to business entertainment, incidental expenses or any other official reasons, they can be claimed subject to the approval of the concerned director.

ALL TOUR BILLS MUST BE SUBMITTED WITHIN 7 DAYS OF RETURN FROM THE TOUR ALONG WITH TRAVEL TICKETS AND OTHER EXPENSE RELATED BILLS AND DOCUMENTS.

2.17 Employee Participation

The organization believes that active association of all employees in various aspects of productive operations, in true participative spirit is essential for the creation of a climate of involvement and commitment which alone can motivate them to contribute their best for the sustained growth and prosperity of the organization.

The organization always believes in an informal style of interaction with its employees to evolve a participative style of management that will ensure good working conditions and job satisfaction to all employees.

2.18 Guidelines for Nomination of Employees on Overseas Assignments

The following guidelines are applicable to the employees:

Employees are identified for overseas assignments by Director-in-charge for Personnel in consultation with the department heads. The HRD department will maintain a record of skills, areas of strength, expertise and proficiency of all employees.

Depending upon the requests for skills and profile of the persons by the organization's business partners /their clients abroad, employees are short listed by Director-in-charge for Personnel.

The employee will actively assist the Director-in-charge for Personnel to prepare an overseas résumé.

Usually, interviews are held telephonically by representatives of the business partners/their clients abroad.

An employee on being shortlisted for overseas assignment can obtain further details from the Director-in-charge for Personnel .

The short listed employee will be required to give his /her willingness for the overseas assignment to Director-in-charge for Personnel by submitting the marks card and the degree certificate of the final degree in original along with a xerox copy of the passport.

Further, the employee will have to sign a form for visa purposes. Employees must also ensure that proper immigration clearance is stamped on them.

Usually, visa restrictions are posed by the organization abroad based upon the understanding between countries and the employee should honour the same.

A three party agreement is prepared between the organization, the employee and a third person of the employee's choice who will sign as a surety for the employee. The surety can be the employee's parent, relative, brother, family friend and so on.

2.19 Separation

The Director-in-charge for Personnel will conduct exit interviews with the employee who resigns. The purpose of such interviews would be to elicit frank opinions about the organization and its personnel policies and also to seek suggestions for improvements.

2.20 General Dos and Don'ts

2.20.1 General

In any organization there are some general Dos and Don'ts to ensure harmonious functioning. It is beneficial for every employee to know these unwritten practices in the organization. Some of the unwritten practices are:

If you open something, close it

We were taught as children, not to leave the gate open, to close the door after we enter and also go out. The same rule applies to you as an employee.

When you take a job in hand do not venture on another until you have closed the former; otherwise you will be marked as immature and irresponsible.

If you unlock something, lock it

Do not start something that you do not intend to finish

Be careful how you speak. Weigh every word before you utter it. A careless word or act can cost you or tear a relationship irreparably. Own up your faults and promise not to do so again.

Do not deny your responsibility. You will ruin your creditability and your reputation, so do not justify your error; just correct it.

If you have offended a customer, a client or a boss and feel that you will only make matters worse if you try in any way to make peace, send a mutual friend with the white flag to sign the treaty. If the offended person is a senior, get someone at the person's level to act as mediator.

If you break something, fix it

If you cannot fix it, find somebody who can

If you borrow it, return it

If you make a mess, clean it up

If you use it, take care of it

If you remove it, put it back

If it belongs to someone and you want to use it, ask permission

If it does not concern you, mind your own business

If a problem needs solving do not fight it, solve it

If you can improve something, do it

2.20.2 Attendance

Dos

All employees should be at work at the

Don'ts

Do not be late to work or leave work

times fixed and notified.

before the specified time.

The attendance register should be signed immediately on coming to work.

Do not fail to attend work on a holiday when informed to do so.

2.20.3 Safety

Dos

Use all the safety equipment provided.
Follow all safety rules and instructions.

Don'ts

Do not perform any act, which endangers the life or safety of anyone while on the premises of the organization.

2.21 Gist of Important Indian Labour Laws

The basic principle behind labour legislation in India is embodied in Article 43 of the constitution of India. Under the Directive Principles of State Policy the state should endeavour to secure by suitable legislation or in any other way a living wage and conditions of work for ensuring a decent standard of life and full employment of leisure, social and cultural opportunities.

All the labour laws, presently numbering over 150, have been legislated both by the central and state governments in pursuance of the above state policy and can broadly be classified into the following groups:

Laws relating to regulation of employment and working conditions

Laws relating to wages and benefits

Laws relating to social security and welfare

Laws relating to industrial relations

The text that follows outlines some of the major features of legislation that an employee comes across in day to day working.

2.21.1 The Karnataka Shops and Commercial Establishment Act, 1961

The Karnataka Shops and Commercial Establishment Act is applicable to all commercial establishments like our organization. The act aims at regulating the working conditions in commercial establishments by laying down the basic minimum requirements for ensuring hours of work, annual leave and monthly wages.

The act provides for compulsory licensing and registration of the commercial establishment with the state government through its Department of Labour.

2.21.2 The Employees State Insurance Act, 1948

The Employees State Insurance Act is a social security that is applicable unless otherwise stated to all factories and commercial establishments using power and employing ten (10) or more persons or any other establishment so notified by the government from time to time.

The act is the first social insurance measure that provides benefits financed from the contributions of employees, employers and the government. It covers all employees whose wages or salaries do not exceed Rs.6500 per month (excluding benefits).

The act aims at providing monetary aid to employees in cases of sickness, maternity and employment injury payment in the form of pension to dependents of employees who die of employment injury, and also medical benefits to insured employees and their families.

2.21.3 The Employees Provident Fund and Miscellaneous Provisions Act, 1952

The Employees Provident Fund and Miscellaneous Provisions Act is applicable to all industrial and commercial establishments employing ten (10) or more persons and other establishments so notified by the government from time to time.

The act aims at providing relief to the employees and their dependents at the time of the employee's retirement, discharge, retrenchment or death, by providing the savings during the employee's working lives.

The scheme framed under the act is administered by the Central Board of Trustees constituted by the central government. The act specifies the rate of contribution by the employee and the employer, the transfer of funds, the rates of interest payable, the payment of Provident Fund etc.

2.21.4 The Payment of Gratuity Act, 1972

The Payment of Gratuity Act is applicable apart from every factory, mine, port, plantation to every shop or establishment in which ten (10) or more persons are employed on any day during the preceding twelve (12) months and such other establishments so notified by the government from time to time.

The act aims essentially at providing protection to the employees against the risks of retirement or old age and the benefit is non-contributing in nature.

The act specifies the quantum of monetary relief to be provided by the way of Gratuity at the time of termination of the employee's employment on one's superannuation, resignation or retirement, death or disablement due to accident or disease.

In all, Gratuity is payable subject to the employee having put in a continuous service of 3 years, at the rate of 15 days basic wages /salary for every completed year of service or part thereof in excess of 6 months subject to a maximum of Rs.1,00,000 salary /wages.

In cases of death or disablement of the employee during service, this qualifying period of 3 years is not applicable.

3 Employee Benefits

3.1 Leave Policy

3.1.1 Policy Objective

To establish and determine leave applicable to employees employed in various categories in line with the Company's objective to provide employees with vacation facility, and to cater to their personal exigencies and emergencies. All leaves are calculated based on the calendar year 1 January to 31 December.

3.1.2 Casual Leave Including Sick Leave (CL)

3.1.2.1 Method of crediting Casual Leave

3.1.2.1.1 Temporary Employees (Consultants/Contracts)

For every month of service one day leave would be credited to CL account.

3.1.2.1.2 Training, Probation and Confirmed Employees

For every month of service one day leave would be credited to CL account.

3.1.2.2 Procedure to Avail Leave

Prior approval in advance from the reporting head has to be taken, except in case of sickness or any unforeseen emergency.

Minimum number of days that can be availed is one day.

CL cannot be availed for more than 3 days continuously.

Intervening holidays and weekly offs are excluded.

Casual Leave and Privilege Leave cannot be availed concurrently.

Casual leave requested, may be refused by the approving manager, depending on work exigencies, and is decided upon at the discretion of the approving manager.

Any unapproved leave of absence would be considered as loss of pay.

Loss of pay during training/probation period, will result in the training or probation period being extended. For every loss of pay, the training or probation period would be extended by a month, subject to a maximum of six months.

Any un-availed CL at the end of Calendar year would be considered as lapsed.

Encashment or Carry forward is not permissible for un-availed CL.

3.1.3 Privilege Leave (PL)

3.1.3.1 Method of crediting Privilege Leave

Temporary Employees (Contracts/Consultants) and Employees under training period

Not eligible for privilege leave

Employees under Probation and Confirmation

One day of leave will be credited to the PL account for every twenty days served or worked (excluding holidays and weekly offs).

An employee can take this leave only after the confirmation of service in the Company. However, under exceptional circumstances, like serious illness, examinations, or one's own marriage, PL can be taken prior to confirmation; the leave thus availed will be adjusted for not more than five days in future accumulation.

Written approval at least two weeks in advance must be taken from the reporting head for any PL.

Privilege leave requested may be refused by the reporting head depending on work exigencies. Unapproved period of absence would be treated as Loss of Pay (LOP).

Minimum number of days for which PL can be taken is four days.

PL cannot be taken more than four times in a calendar year.

Intervening weekly offs and company declared holidays are excluded from the period of PL.

A maximum of 42 days can be accumulated in the PL account.

Excess accumulation beyond the maximum limit of 42 days is eligible for encashment, depending on the Company rules in force. Encashment would be advised, by default, for any PL exceeding 42 days in the PL account as of 31 December. PL encashment amount would be paid based on the Basic Component of the gross salary as mentioned in the salary slip. TDS will be applicable on any encashment.

An employee serving the notice period (due to resignation from service or any other reason) is not eligible to apply for or take PL. For an employee who has resigned, the PL available in the employee's credit would be paid as part of the full and final settlement only.

CL and PL cannot be availed concurrently.

3.1.3.2 Procedure to Avail Leave

An employee must intimate the approved leave notice to the HR Department prior to obtaining PL.

3.1.4 Maternity Leave

Leave under this category can be availed by married female employees of the company.

While applying for leave under this category, an employee has to produce medical certificate, mentioning confirmation of pregnancy and the expected date of delivery.

Female employees who are covered under ESI scheme will be eligible for the leave in accordance with the provisions under the ESI Act.

Female employees are not covered under the ESI scheme, will be entitled to the leave under the provisions of the Maternity Benefit Act.

For availing maternity leave, the employee should have worked for a period of not less than 80 days, in the 12 months immediately preceding the expected date of delivery.

The maximum period for which any woman shall be entitled to maternity benefit shall be twelve weeks of which not more than six weeks shall precede the date of her expected delivery.

An additional period of 4 weeks can be availed by the employee, in case of unforeseen illness to the baby or mother or both.

Any additional leave availed over and above 12 weeks should be supported by proper medical certificates and would be considered as Loss of pay.

Company reserves the right to decide the continuance of association of the employee, if the period of absence extends beyond 16 weeks.

An employee can avail a maximum of 12 weeks paid leave under the Maternity Benefit Act. An employee availing this leave would be eligible only for the Basic Salary comprising of the following components only viz., Basic, HRA, CCA and Conveyance.

First months salary will be released as usual on 7th of the month once the employee proceeds on maternity leave. The salary for the remaining period would be released on submission of baby's birth certificate.

In case of miscarriage, or medical termination of pregnancy, a woman shall, on production of such proof as may be prescribed, be entitled to leave with wages at the rate of maternity benefit, for a period of six weeks immediately following the day of her miscarriage or, as the case may be, her medical termination of pregnancy.

An employee can avail this benefit only once during her service with the company.

3.2 Holidays

There are 13 national and festival holidays declared for a calendar year under the provision of the National and Festival Holidays Act and rules framed thereunder.

Employees will be entitled to full salary /wages for these holidays

If an employee is called upon to work on a national or festival holiday, the person will be eligible for a compensatory holiday for which prior approval from the Department/Group Head will be required

A list of holidays will be displayed at each office

3.3 Local Conveyance

An employee will be reimbursed for local conveyance when the employee uses one's own vehicle for official duty, at the following rates by the Accounts Department:

When 4 wheeler is used: Rs. 8.00 per Km

When 2 wheeler is used: Rs. 3.50 per Km

By auto/bus: At actuals

The local conveyance expense reimbursement is given to meet the petrol expenses and other normal wear and tear to the vehicle

In order to claim reimbursement for use of 4 wheelers, prior approval from the concerned Head of Department is necessary

The reimbursement can be claimed on a calendar quarterly basis

Employees are expected to maintain a book with the relevant details of local travel for the month

3.4 Provident Fund (PF) Scheme

3.4.1 Eligibility

All employees whether under training, probation or confirmed are covered under the Provident Fund Scheme from the date of joining. The scheme is made applicable:

For employees who were covered under the PF scheme by their former employer and who have not closed or withdrawn the PF account - from the date of joining the organization

This is a compulsory scheme enacted by law

3.4.2 Contribution

Employees coming under this scheme will be required to contribute 12% of their earned basic salary every month

Similarly, the organization also contributes an equal amount on behalf of its employees covered under this scheme

The sum of the two amounts is remitted every month to the office of the PF Commissioner at Bangalore

3.4.3 Benefits

Employees will be eligible to retirement benefits and other benefits in the event of death while in service. Other loans for house construction, for marriage of the employee and for immediate family members like sister and so on are also permitted under this scheme (to know about the PF law, please read Gist of Important Labour Laws).

3.5 Medical Schemes

3.5.1 Employee State Insurance (ESI) Scheme

3.5.1.1 Eligibility

All employees whether under training, contract, probation or confirmed and who are drawing a gross monthly salary up to Rs.6500 are covered under the ESI scheme

The scheme is applicable from the first day of employment

This is a compulsory scheme enacted by law

3.5.1.2 Contributions

Employees covered under this scheme will contribute 1.75% of their gross earned salary per month

On the other hand, the organization contributes 4.75% on the gross earned salaries of all covered employees

These amounts are remitted every month by the organization to the ESI corporation

3.5.1.3 Benefits

Employees covered under the ESI scheme will be entitled to sickness benefit, medical benefit, maternity benefit - to name a few.

3.5.2 Group Medical Insurance Scheme

3.5.2.1 Eligibility

The Group Medical Insurance Scheme extends to all employees whether under training, probation or confirmed and who are not covered under the ESI scheme described above

The scheme is applicable from the first day of employment

Under the scheme, a Group Mediclaim Policy is taken by the organization known as Mediclaim with Personal Accident Insurance with the United India Insurance Co. Ltd.

3.5.2.2 Premium

The organization pays an annual premium of Rs.583.00 towards Mediclaim and Rs.158.00 towards Personal Accident Insurance per employee. The sum insured under Mediclaim is Rs.50,000/- and Rs.1,00,000/- for Personal Accident Insurance

On confirmation of an employee's services the employee has the option to get more benefits where one can ask the organization to pay a higher annual premium and that will be deducted from the entitlement of Medical Reimbursement of the employee

3.5.2.3 Benefits

The benefits under this insurance scheme are applicable only for the employee. If the employee desires that a family member also be covered under the benefits of the scheme, extra annual premiums can be requested for by the employee to the HR department at the same rates (that is, Rs.583.00 towards Mediclaim per member).

At the employee's consent, the organization will undertake to deduct such premiums of the employee's family members from the entitlement of Medical Reimbursement of the employee.

3.5.2.4 General

In case of hospitalization, wherever possible, at least seven (7) days advance information in writing must be given to the Accounts Department. This is required to get a claim form from the insurance company.

While submitting the claim to the Accounts Department the claim form is to be accompanied with medical reports, doctors' bills, hospital bills, patient's discharge summary, bills and documents of other such related expenses.

The insurance company usually takes at least 45 days to settle the claims. The claim payments are made by the insurance company directly to the organization that in turn will reimburse the amount to the employee.

3.5.3 Medical Reimbursement Scheme

3.5.3.1 Eligibility

This scheme is applicable to the employees who are not covered under the ESI scheme and will be effective from the date of joining the organization.

3.5.3.2 Benefits

The medical reimbursement is applicable to an employee in an accounting year and will be equivalent to one month's basic salary of the employee. (Accounting year means the period from 1st April to 31st March).

The medical reimbursement benefit will be computed on the basis of the accounting year. One month's basic salary will be the medical reimbursement limit for the employee during the accounting year. This limit is proportionately reduced in case the employee has worked only for a part of the year.

Medical reimbursements are made by the Accounts Department for expenses incurred, for medical expenses incurred on drugs, doctor's fees both by the employee and the employee's direct dependents on production of original bills.

Direct dependents for the purposes of the medical reimbursement scheme are:

For an unmarried employee: Employee's dependent parents

For a married employee: Employee's spouse, dependent parents and dependent children.

3.6 Group Insurance Scheme (EDLI)

3.6.1 Eligibility

The Group Insurance Scheme is eligible to all employees who are members of the Provident Fund Scheme

The scheme will be made applicable from the date the employee is covered under the Provident Fund Scheme

3.6.2 Premium

The organization pays an annual premium on behalf of employees to the Life Insurance Corporation of India (LIC).

3.6.3 Benefit

The benefit under this scheme occurs in the event of death of an employee while in the services of the organization

The death occurring out of causes like disease, accident is considered for benefit under this scheme but not death occurring from suicide

The sum assured as benefit is a flat amount of Rs.37,000 payable to the nominee of the employee

3.7 Leave Travel Concession (LTC)

3.7.1 Eligibility

The LTC benefit allows an employee to claim reimbursement of travel expenses within India against the submission of bills.

A confirmed employee of the Company is eligible for LTC reimbursement in two-year blocks.

The first LTC entitlement will apply to any confirmed employee of the Company who has completed two years of continuous service.

Subsequent LTC entitlements are applicable on the completion of further two-year periods of continuous service.

Any claim for LTC reimbursement by an employee must be for travel undertaken during a single period of leave.

The leave and corresponding travel must be completed within one year of entitlement.

Tax benefit on an LTC reimbursement will be as per the applicable income tax rules.

Any portion of the LTC entitlement that has not been claimed as LTC reimbursement against travel will be paid as a taxable benefit by the Company.

3.7.2 Extent of Concession

The LTC entitlement for an eligible employee is one month's basic salary of the employee at the time the employee becomes eligible for the LTC benefit. For example, assuming uninterrupted service, if an employee joined the Company on 10-Nov-13, the first LTC entitlement will fall due on 10-Nov-15 and the LTC amount that can be claimed is the basic salary for one month as applicable on 10-Nov-15. Subsequent entitlements will fall due on 10-Nov-17, 10-Nov-19 and so on.

3.7.3 Procedure

An employee must apply for at least three days of Casual Leave or four days of Privilege Leave at the time of applying for LTC.

Notice of LTC and corresponding leave must be approved by the reporting head and intimated by the employee to the HR Department at least 15 days before proceeding on leave.

The employee must submit the LTC claim along with the supporting travel documents in original within 7 days of the completion of the leave during which the travel was undertaken.

3.8 Group Gratuity Scheme

3.8.1 Constitution of a Trust

The scheme is called the IMSSPL (Integra Micro Software Services Private Limited) Employee's Gratuity Scheme

The scheme is constituted in accordance with the terms of a Trust Deed wherein 3 permanent employees of the organization are requested to act as trustees and manage the trust fund

The trustees have the authority to invest the Trust Fund in a Master Policy with the LIC to provide death cum retirement gratuity to the employees

The contribution to the Trust Fund will be entirely made by the organization

The Trust and Fund are established in India and all benefits granted by the Fund will be payable in India

The following will constitute the property of the trust:

Contribution of the organization

Any sum the organization might, from time to time, pay to the Fund to meet its expenses or otherwise

Any donations received by the trustees, interest, dividends and other accretion from the investment of money of the fund and any capital gains arising from the sale, exchange or transfer of capital

- The trustees will manage the trust property, which will in no case revert to the organization

3.8.2 Eligibility

Employees who complete 3 years of continuous service in the organization are eligible to receive gratuity on their leaving the services of the organization or on retirement. The retirement age for eligibility of gratuity is fixed at 58 years.

On the death of an employee, the nominee of such employee will be entitled to receive the gratuity. However, no minimum service period is stipulated in the event of death. The amount will be calculated on the number of years the employee would have served the organization if the person were alive before retiring at the age of 58 years.

3.8.3 Benefit

The rate of benefit for employees coming under the eligibility conditions is 15 days basic salary at the time of leaving the services of the organization either by resignation or retirement, for every year of completed service in the organization.

However, in cases of dispute, the trustees have the absolute authority to decide upon the amount payable as gratuity

3.9 Group Superannuation Scheme (Pension Scheme)

3.9.1 Constitution of a Trust

The scheme is called the IMSSPL (Integra Micro Software Services Private Limited) Employee's Group Superannuation Scheme.

The scheme is constituted as a trust with the Life Insurance Corporation of India (LIC) wherein two (2) permanent employees of the organization are requested to act as trustees and manage the trust fund.

The contribution to the Pension Scheme is a non contributory one. This means, the employees eligible under the Pension Scheme need not contribute any amounts as premium. The premium is paid entirely by the organization.

The trustees will manage the trust property, which will in no case revert to the organization.

3.9.2 Eligibility

All confirmed employees who have completed 3 years of service in the organization as on 1st March of the current year will be covered in the scheme. Employees who have completed 5 years of service in the organization are eligible for this benefit.

3.9.3 Benefit

The Pension Scheme takes care of income needs of an employee covered under the scheme after retirement or attaining the age of superannuation, that is, 58 years. The Pension Scheme takes care of the employee's family in case of unfortunate death of the employee during service.

In case of any dispute regarding the pension amount of benefits payable due to the death of an employee the trustees have the final authority to decide on the matter.