

HUMAN RESOURCES

DOMESTIC TRAVEL POLICY

Authorized by	Date
Group CEO	May 2012

OFFICIAL DOCUMENT

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REVISION LIST

Version	Review Date	Author	Approved By	Revision Reason	Revision Description
1.0	May 2012	Sanal Menon		Original policy	
2.0	Dec 2013	Sanal Menon		Clarifications	Clarity on travel eligibility & limits.
3.0	August 2014	Jismie Jose	Nitin Barekere	Addition	Daily allowance for employees involved in business development and field assignments Updation in accommodation entitlements Specific instructions for online ticket booking at each location and hiring of cab services from residence /office to airport and vice-versa, mandatory stay in guest houses for stay > 7 days and travel advance
4.0	February 2016	Ranjit	Nitin Barekere	Clarification / revision of limits	Clarification of Boarding Expenses under the clause 4.4 and revision of Boarding Expenses in Table-3 Level 1 to 9
5.0	June 2016	Ranjit	Nitin Barekere	Clarification	Re-wording of Outstation Allowance as Outstation reimbursement
6.0	July 2016	Ranjit	Nitin Barekere	Classification of Limits	Classification of BE Limits, Travel Advance and Settlement of Bills.
7.0	September 2016	Ranjit	Nitin Barekere/ Kesavan Venugopalan	Re-Classification of limits	Introduction of Incidental Expenses, Daily Allowance Reimbursements only for front end marketing staff.

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1. Objective

This policy puts forward the limits and guidelines for the expenses incurred during business travel and stay within India for employees of Narayana Hrudayalaya Limited. ("NH").

2. Eligibility

The Policy covers all Employees travelling on business purposes, except those who are required to travel outside the base location for training purposes.

3. Definitions

- a) **Base Location:** Normal place of work as per the employment agreement or as per subsequent official communication.
- b) **Tier I:** Bangalore, Chennai, Delhi, Hyderabad, Kolkata and Mumbai.
- c) **Tier II:** All State Capitals other than those in Tier I.
- d) **Tier III:** All other cities in India.
- e) **Front End Staff [Sales/Projects]:** whose daily responsibility involves meeting the clients and getting the business or execute the project plan as guided by the corporate or Project Manager.
- f) **Support Staff [Sales/Projects]:** All the staff [belongs to Sales/Projects] at Corporate Office and the Staff at Units whose role is to help Front End Sales Team or Project Team.

4. Procedure

All employees are required to plan their official trips in advance to ensure availing the best fare and optimising travel costs. The best rate can be negotiated if the domestic travel can be planned, at least, 7 days in advance. Employee should get the approval in the written form (could be email or hard copy, as per the convenience of the units) from their reporting Manager (one level senior to their level but not less than Level 6). All the direct repartees of Group CEO in level 11 can book their travel tickets based on self-approval. At the time of submission of the travel bill, it has to be approved by the Group CEO.

In case of any exigencies any official trips that need to be undertaken in less than 48 Hrs, the bookings will be done only post approval from the Facility Director/Functional Head.

For the Corporate Staff, travel request needs to be approved by the Functional Head. For all the Functional Heads in Corporate Office, self-approval is enough. However, at the time of submission of the travel bills, it has to be approved by the Group CEO. All the employees should put in their best effort to get the mail approval or hard copy approval before the issuance of the ticket.

Travel tickets, boarding and lodging for domestic travel will be arranged by the designated personnel for travel arrangements in the individual units/locations. The Travel Desk will prepare a list of hotels based on entitlements. For domestic air travel, the designated personnel for travel arrangements will go to 'Via.com' with their user id and password and search for the option in the 'Domestic Tab' or 'Special Fare Tab' and find out the cheapest flight option. Designated personnel for travel arrangements will send the available options with the best fares for the employee to travel. The Employee will have an option to choose the best departure and arrival schedule from the list of best fares provided that will be both economical and suiting the business needs and confirm the same to the designated personnel for travel arrangements. They in turn will book the ticket in 'Via.Com' with their user id and password and send the softcopy of the ticket to the employee. The booking request to the travel desk should mandatorily provide details of Employee Name, Employee ID, Unit and Department.

For travel by train or bus, requests must be submitted at least 48 hours prior to the date of travel or you may avail the tickets and claim reimbursements subsequently. Best efforts will be made by the travel desk to arrange suitable mode of transport.

Employees travelling on business must obtain pre-trip authorisation from their Manager (one level senior to their level but not less than Level 6). Finance will entertain the advance request or claim on the basis of the authorisation.

For a broad classification of staff levels please refer to **Annexure - 2**.

If an employee is not choosing the lowest fare on a regular basis, Designated personnel for travel arrangements should escalate the same to the Unit FD/Functional Head (in case of Corporate Office) and bring the matter to their attention and also insist on taking the prior approval to book the flights.

For any changes in the ticket, employee should call the designated personnel for travel arrangements or the call centre of Via.com with the details of the changes. Employee should get the approval of the changes within 48 hours of the travel from the supervisor and submit the same to designated personnel for travel arrangements.

Any travel arrangements made other than the designated personnel for the travel department (and Via.com) will be disallowed and employee needs to take special approval from Group Head of HR/ Group CFO / Group CEO along with the justification and their decision on this will be considered as final.

4.1 Accommodation Entitlement

All official travel arrangements will be made based on the employee's travel entitlement.

The entitlements have been categorised based on staff levels in the organization and classification of cities into different tiers. In case of non-availability of hotels as per entitlement, bookings will be made on a lower entitlement slab.

As far as possible and practical, all reservations will be made at hotels where NH has a preferred partner arrangement.

Priority will be given to booking the employee into a NH guest house (wherever it is available) over a hotel.

Normally, standard rooms shall be booked in a specified grade of hotel. To the extent possible, double occupancy is encouraged.

In a majority of hotels, the check-out time is 12:00 noon. As far as possible, rooms should be vacated at the appropriate check out time on the date of departure. No extra payment on account of overstay is permitted.

An accommodation entitlement chart (excluding taxes) for hotel tariff is given in Table 1 below:

Table - 1

Staff Levels	Accommodation entitlement & limits		
	Tier I	Tier II	Tier III
1	1500	1200	1000
2	1500	1200	1000
3	2000	1600	1200
4	2500	1800	1400
5	3000	2200	1600
6	3500	2800	2000
7	4000	3000	2200

8	4500	3500	2500
9	5000	4000	3000
10	8000	5000	4000
11	9000	6000	5000
12	10000	7000	6000
13 and 14	Actuals	Actuals	Actuals

In the rare event of non-availability of hotels, as per the above mentioned tariffs, check-in to the hotel with comparable price index may be considered on a case to case basis with due approvals from Unit Facility Director. In case of approval for corporate employees approvals has to be obtained from Functional Head or Group CEO.

4.2 Travel & Conveyance

As far as possible and practical, the travel desk will make reservations with airlines and buses where NH has a preferred partner arrangement. **Table-2** below highlights travel entitlements across all staff levels at NH.

Table – 2

Staff Level	Travel entitlement & Limits		
	Outside City	Local Conveyance	
		Within city	Peripherals
1	Train (3 Tier non-AC)	Bus / auto	Bus / auto
2	Train (3 Tier non-AC)	Bus / auto	Bus / auto
3	Train (3 Tier non-AC)	Taxi	Volvo buses
4	Train (3 Tier AC)	Taxi	Volvo buses
5	Train (3 Tier AC)	Taxi	Volvo buses
6	Train (3 Tier AC)	Taxi	Taxi
7	Train (3 Tier AC) Flight (Economy)	Taxi	Taxi
8	Train (3 Tier AC) Flight (Economy)	Taxi	Taxi
9	Flight (Economy)	Taxi	Taxi
10	Flight (Economy)	Taxi	Taxi
11	Flight (Economy)	Taxi	Taxi
12	Flight (Economy)	Taxi	Taxi
13 and 14	Flight(Business Class)		

Any travel within 500 Kms or involving an overnight journey should be done through a train in A/C 2/3 tier/ Volvo buses. Travel through flight must be allowed only if it is onward and return journey within the same day. This is applicable for all levels up to and including Level 10. Functional Heads or Facility Directors/Zonal Directors are an exception to this rule.

Notes:

- Air Travel will be arranged only if the distance cannot be covered overnight by train or bus.

4.3 Travel from Residence /Office to Airport or Airport to Residence/Travel

- Employees are requested to travel only by Cab services like Meru/Radio Taxi/Easy Cab etc. Their charges are much cheaper than hiring a taxi from a travel agent.
- In case, such Cab services aren't available in a particular city, then the employees can use the taxi services from the travel agent.
- Any bills which are submitted for travel through travel agents in the cities where Cab services are available will not be approved for payment and the employee has to pay the amount directly to the travel agent and claim the charges applicable for Cab services from NH. The differential has to be borne by the employee.
- Exceptional cases of travel done through a mode other than the Cab services should be approved only by the FD /Functional Head for the payment to be made by Finance

Department. Trip summary for cabs hired will have to be submitted indicating 'travelled from and travelled to' and the purpose.

Please Note: For local conveyance at the destination city, it is recommended that public transport (taxi, autos etc.) be used as far as possible and where practical.

4.4 Boarding Expenses:

Food bills and other expenses should be settled directly by the employee with the hotel and subsequently claimed by submitting relevant bills. Alcoholic beverages are excluded for such claims. Employees availing hotel accommodation are entitled to Boarding Expense (BE) as elaborated in **Table 3**. In case the Client/Host Location provides accommodation, the reduced allowances as per the table will apply.

Boarding expense is not applicable if the employees are travelling within the radius of 50 kms from the stationed office or within the stationed office's city limits.

The Boarding Expense is not applicable for employees in Marketing Department (only front end sales personnel) and Projects Department (business expansion and field assignment) since they are entitled for Outstation Reimbursements.

*Boarding Expenses will include food expenses with bill and **incidental expenses like telephone expenses (e.g. roaming charges, landline calls (from hotel / PCO), laundry, tips and related personal expenses can be claimed without bills.***

Table – 3

Staff Level	Boarding & Incidental Expenses Limits					
	Tier I		Tier II		Tier III	
	Boarding	Incidental	Boarding	Incidental	Boarding	Incidental
1 to 5	600	150	520	130	520	130
6 to 8	720	180	640	160	640	160
9	960	240	800	200	720	180
10	1200	NA	1000	NA	900	NA
11 and 12	1800	NA	1500	NA	1200	NA
13 and 14	Actuals	NA	Actuals	NA	Actuals	NA

For level 10 and above boarding expenses will be reimbursed at actuals subject to the limits mentioned above. All the staff who are not eligible for Daily Allowance and Outstation reimbursements shall refer the above table for their limits.

Associates are expected to utilize the NH-Canteens/Food Court and accommodation facilities wherever available and maintain bills for reimbursements against BE.

The limits for level 13 and 14 is always actuals with reference to Table 2 and Table 3.

Note: Any deputation/travel to Shri Mata Vaishno Devi Narayana Superspeciality Hospital [Katra], the Staff are expected to utilize the accommodation and canteen facilities provided in the hospital.

- Actual food expenses, if paid by the staff, will be reimbursed at actuals subject to a maximum Rs.200/- per day.
- An amount of Rs.200/ per day- can be claimed towards incidental expenses without bills.

Employees involved in Marketing (field staff) as part of their daily responsibilities will have the following 'Daily Allowance' along with 'Fuel Reimbursements' if they are travelling within the city and peripherals. Such Daily Allowance is provided to the employee on field duties to meet incidental expenses and food expenses. The Daily Allowance limit is detailed in **Table – 4**.

Table – 4

Staff Level	Daily Allowance Limits
Upto Level 6.	Rs.350
Level 7 & 8.	Rs.375

Employees involved in Marketing Department (Front End Staff) and Projects Department (business expansion and field assignment) as part of their daily responsibilities will have the following Outstation Reimbursement. The Outstation Reimbursement limits are detailed in **Table – 5**.

Table – 5

Outstation Reimbursement– Overnight Stay			
Designation	Overall Limit /Ceiling	Limit [can be claimed only with relevant bills]	Incidental Expenses[Without Bills]
Up to Level 6.	Rs.850	Rs.510	Rs.340
Level 7 & 8.	Rs.1200	Rs.720	Rs.480

The Outstation Reimbursements will be settled against relevant bills and actual expenses incurred up to the limits specified above.

For Project Staff staying over and above 30 days, the Outstation Reimbursement– Overnight Stay limits will be paid as deputation allowance along with their salary as per the monthly limit indicated in Table 6.

Table -6

Designation	Limit [per month]
Up to Level 6.	Rs.18,000
Level 7 & 8.	Rs.25,000

The daily allowance is for travelling within the city and peripherals and Outstation Reimbursement is for travelling outside the city. In case of employees travelling outstation but not staying overnight the daily allowance limits will be applicable. Both allowances are exclusive of each other and cannot be combined and claimed for reimbursements.

Staff belongs to Marketing and Projects Department, and whose level is 9 and above shall follow Table-3 for their Limits.

The Boarding Expenses and Outstation Reimbursements are mutually exclusive of each other and cannot be combined and claimed for reimbursements.

The Boarding Expense calculation will be based on number of night Stay plus actuals while on transit.

4.5 Travel Advances:

An employee planning to travel may take a Travel Advance. The application for the same has to reach the Travel Desk at least 3 days prior to travel. The advance amount may be issued in cash or by cheque or by credit to the employee bank account. Advance amount is issued to the respective employee only and will not be issued to another individual on their behalf under any circumstances.

Travel advance shall be recorded in the books of accounts in the name of the person requesting for the advance i.e. person travelling.

At any given point of time only two travel advances will be issued to an employee.

5. Settlement

Employees should submit their Travel Expenses Statement to the Finance department within 7 workings days of their return.

All the expenses boarding & conveyance other than auto/bus/incidental expenses should be supported by bills and relevant documents. Any expenditure other than travel expenses should be approved by the Head of the Department with proper justification.

Duly completed claims will be processed by Finance Team within Three working days from the date of receipt.

All non-settled dues will be deducted from the salary in the month following the month during which the advance was taken.

The Travel Expense Claim Form is attached in **Annexure - 1**. The form must be completed in all respects and supported by invoices / documents. Any expenditure in excess of specified budgets must be supported by extended budgets and Manager's approval.

This Domestic Travel Policy supersedes all previous circulars / guidelines etc. on the above subject. In case of any further clarification, please contact the HR department / Finance Department.

6. Clarifications:

In case of any ambiguity of the terms used in the policy the object of the policy will prevail and in case of any ambiguity on the category of employee the Level and Nature of work will prevail.

7. Disclaimer

NH shall not be liable and shall not hold any responsibility for any acts or omissions that the participants under this policy may commit in their personal capacity.

8. Exceptions

All exceptions to this policy will need an approval from Group Head HR/Group CFO/Group CEO.

9. Effective Date

This policy is effective from May 2012.

The updation in accommodation entitlements, online ticket booking at each location, hiring of cab services from residence /office to airport and vice-versa, mandatory stay in guest houses for stay more than 7 days, travel advance and introduction of 'Daily Allowance' is applicable from 1st August, 2014.

The revision in boarding expenses is applicable from 1st February 2016

The re-wording of outstation allowance as outstation reimbursements is applicable from 1st June 2016.

The limits and changes is applicable from 27th July 2016.

The changes is applicable from 1st September 2016.

ANNEXURE - 1

Narayana Hrudayalaya Limited
Daily Allowance/Outstation Reimbursements/Travel Expense Claim Form

Name			Employee ID		
E-mail			Department		Level:
Purpose			Approved by		
Destination	From Date	Time	To Date	Time	
Expenses	Dates	Details			Amount
Tickets		<input type="checkbox"/> Air	<input type="checkbox"/> Taxi	<input type="checkbox"/> Train	<input type="checkbox"/> Other Rs.
		<input type="checkbox"/> Air	<input type="checkbox"/> Taxi	<input type="checkbox"/> Train	<input type="checkbox"/> Other Rs.
		<input type="checkbox"/> Air	<input type="checkbox"/> Taxi	<input type="checkbox"/> Train	<input type="checkbox"/> Other Rs.
Lodging / Hotel		Location			Rs.
		Location			Rs.
		Location			Rs.
Boarding Expenses		B.E. @ per day			Rs.
		B.E. @ per day			Rs.
		B.E. @ per day			Rs.
		B.E. @ per day			Rs.
Conveyance		<input type="checkbox"/> Taxi <input type="checkbox"/> Other			Rs.
		<input type="checkbox"/> Taxi <input type="checkbox"/> Other			Rs.
Telephone/Fax		Purpose			Rs.
Daily Allowance	No of days availed	@ per day			Total Rs.
Outstation Allowance	No of days availed	@ per day			Total Rs.
Others [Incidental]		Purpose			Rs.
		Purpose			Rs.
Subtotal					Rs.
Less travel advance					Rs. ()
Total amount owing to employee / payable by employee					Rs.
Employee Signature:			Date		
Approver's Signature:			Date		

Please attach receipts for all listed expenses, sign the form and send to the Accounting/Finance Department.

ANNEXURE – 2; Staff Level

Staff Level	Administration	Paramedical	Nursing
1	Student	Student	Student /Jr. Registrar & Sr. Registrar (Pursuing PG course)
2	Trainee/Intern	Trainee /Intern/CCA	Trainee/Intern /ANM Staff Nurse/CCA
3	Junior Executive / Inventory Asst/Data Entry Operator/Pharmacist	Technician	Junior Staff Nurse/Staff Nurse
4	Executive/Coordinator/Librarian / Data Processor	Senior Technician/Clinical Assistant/ Coordinator	Shift In-charge
5	Senior Executive	Junior Technologist/ Biomedical Engineer/Physician Assistant/Physiotherapist/Optometrists/Perfusionist	Ward Sister/Supervisor/Programme Co-ordinator/Clinical Instructor
6	Dy. Manager/Asst Manager	Technologist/Medical Physicist/Surgical Assistant	Sister In-charge /Lecturer/Professor/Sr.Nursing Supervisor/ Sr. Clinical Instructor
7	Manager /In-charge	Manager & Senior Technologist	Manager
8	Senior Manager	In-charge	Dy NS/ Vice Principal-School or College of Nursing
9	DGM/Deputy Medical Superintendent		Superintendent/Principal-School or College of Nursing
10	General Manager/ Senior General Manager/Medical Superintendent/		
11	CMO/CMS/CFO/ FD/VP/Zonal Head/Group Head		
12	CEO		
13	Group CEO		

