

## 11. HUMAN RESOURCE

### PROCESS SUMMARY

#### Objective:

- Ensure availability and effective utilization of Human Resource in achievement of Organizational Goals.
- To create facilities and opportunities for individual or group development to match it with growth of Organization.

#### Process Overview:

- Annual Manpower Budget Planning
- Manpower Requirement Process
- Recruitment & Selection Process
- Candidate Appointment & Confirmation
- Attendance & Payroll Processing
- Employee Appraisal and Promotion
- Employee Parting & Retirement
- Statutory Compliance
- Training & Development

#### Key Inputs

Particulars	From	Document Code
Manpower Requisition Form	Respective HOD	HRM/COM/002
Job Description	Respective HOD	HRM/COM/003
Candidate Resumes/Profile	Job Portal/Employee Referral/Internal Job Posting	-
Personal Profile Form	Respective Candidate	HRM/COM/004
Candidate Evaluation Form	Respective HOD	HRM/COM/006
NOC (No Objection Certificate)	Respective Employee (Rasi Group)	HRM/COM/028
Employee Referral Form	Respective Employee	HRM/COM/024
Attendance Report	ESS Biometric	HRM/COM/035
Performance Evaluation Form	Respective HOD	HRM/COM/040
Employee Resignation	Respective Employee	HRM/COM/043
No Dues Certificate	Respective Employee	HRM/COM/046
Training Requirement Form	Respective Department Heads	HRM/COM/039
Training Feedback Form	Respective Employee	HRM/COM/057

## Key Outputs

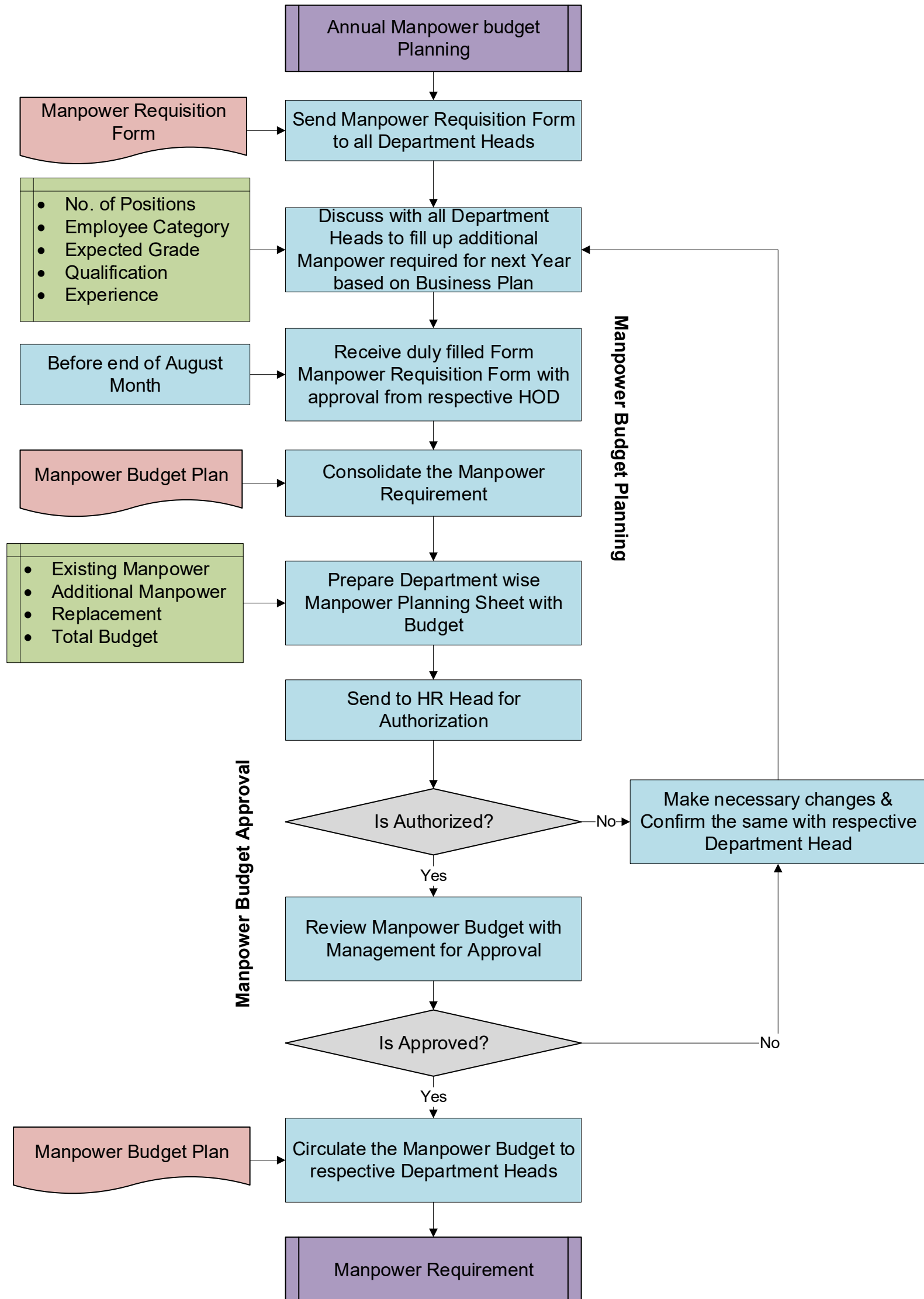
Particulars	To	Document Code
Manpower Budget Planning	Excel	HRM/COM/001
Candidate Feedback Form	Pre-Printed Form	HRM/COM/005
Job Posting Advertisement	Pre-Printed Form	HRM/COM/027
Referral Notification	Word	HRM/COM/025
Candidate Evaluation Form	Pre-Printed Form	HRM/COM/006
Candidate Feedback Form	Pre-Printed Form	HRM/COM/005
Offer Letter	Word	HRM/COM/007
Appointment Letter	Word	HRM/COM/008
Service Provider Agreement	Word	HRM/COM/023
Employee Personal File	Register	HRM/COM/012
Employee Induction Checklist	Pre-Printed Form	HRM/COM/011
Employee Induction Feedback	Pre-Printed Form	HRM/COM/013
30 Days Employee Induction Feedback	Pre-Printed Form	HRM/COM/014
150 Days Employee Induction Feedback	Pre-Printed Form	HRM/COM/015
Code of Conduct Agreement	Pre-Printed Form	HRM/COM/016
Employee Ethics Agreement	Pre-Printed Form	HRM/COM/017
Employee Confirmation Review Report	Pre-Printed Form	HRM/COM/018
Performance Appraisal Form I	Pre-Printed Form	HRM/COM/038
Resignation Acceptance Letter	Word	HRM/COM/044
Full & Final Settlement	System Generated	HRM/COM/050
PF Statement	System Generated	HRM/COM/052
ESI Statement	System Generated	HRM/COM/054
Training Calendar	Excel	HRM/COM/056

## Key Documents / Register / Files

Document / Register Name	Format	Document Code
Manpower Budget Planning	Excel	HRM/COM/001
Manpower Requisition Form	Pre-Printed Form	HRM/COM/002
Job Description	Word	HRM/COM/003
Candidate Resumes	External Document	-
Candidate Personal Profile Form	Pre-Printed Form	HRM/COM/004
Candidate Feedback Form	Pre-Printed Form	HRM/COM/005
Candidate Evaluation Form	Pre-Printed Form	HRM/COM/006
Offer Letter	Word	HRM/COM/007
Appointment Letter	Word	HRM/COM/008
Appointment Letter Receipt	Word	HRM/COM/009
Candidate Reference Check	Pre-Printed Form	HRM/COM/010
Employee Induction Checklist	Pre-Printed Form	HRM/COM/011
Employee Personal File	Register	HRM/COM/012
Employee Induction Feedback	Pre-Printed Form	HRM/COM/013
30 Days Employee Induction Feedback	Pre-Printed Form	HRM/COM/014

Document / Register Name	Format	Document Code
150 Days Employee Induction Feedback	Pre-Printed Form	HRM/COM/015
Code of Conduct Agreement	Pre-Printed Form	HRM/COM/016
Employee Ethics Agreement	Pre-Printed Form	HRM/COM/017
Employee Confirmation Review Report	Pre-Printed Form	HRM/COM/018
Rasi People Policy	Word	HRM/COM/019
Employee Personal File Checklist	Pre-Printed Form	HRM/COM/020
Welcome Circular	Word	HRM/COM/021
Campus Recruitment Policy - MT	Word	HRM/COM/022
Service Provider Profile	External Document	-
Service Provider Agreement	Word	HRM/COM/023
Employee Referral Scheme	Word	HRM/COM/024
Referral Notification	Word	HRM/COM/025
Internal Job Posting Form	Pre-Printed Form	HRM/COM/026
Job Posting Advertisement	Pre-Printed Form	HRM/COM/027
No Objection Certificate	Pre-Printed Form	HRM/COM/028
Student Internship Process Manual	Pre-Printed Form	HRM/COM/029
Internship Confirmation Letter	Word	HRM/COM/030
Letter of Transfer	Word	HRM/COM/031
Employee Transfer Policy	Word	HRM/COM/032
Joining Expense Guidelines	Word	HRM/COM/033
Management Trainee Scheme	Word	HRM/COM/034
Attendance Report	System Generated	HRM/COM/035
Salary Statement	System Generated	HRM/COM/036
Goal Sheet	Word	HRM/COM/037
Performance Appraisal Form I	Pre-Printed Form	HRM/COM/038
Trait Assessment	Pre-Printed Form	HRM/COM/039
Performance Evaluation Form	Pre-Printed Form	HRM/COM/040
Annual Appraisal Letter	Word	HRM/COM/041
Variable Pay Letter	Word	HRM/COM/042
Resignation Letter	Word	HRM/COM/043
Resignation Acceptance Letter	Word	HRM/COM/044
Department Clearance Certificate	Pre-Printed Form	HRM/COM/045
No Dues Certificate	Pre-Printed Form	HRM/COM/046
Employee Exit Policy	Word	HRM/COM/047
Exit Interview Format	Pre-Printed Form	HRM/COM/048
Exit Interview Analysis	Excel	HRM/COM/049
Full & Final Settlement	System Generated	HRM/COM/050
Gratuity Settlement	System Generated	HRM/COM/051
PF Statement	System Generated	HRM/COM/052
PF Payment Receipt	System Generated	HRM/COM/053
ESI Statement	System Generated	HRM/COM/054
ESI Payment Receipt	System Generated	HRM/COM/055
Training Calendar	Excel	HRM/COM/056
Training Feedback Form	Pre-Printed Form	HRM/COM/057

## 11.1 ANNUAL MANPOWER BUDGET PLANNING



**Process Owner:**

Manager Plant HR  
Manager OD & Training  
HR Head

**Departments Involved:**

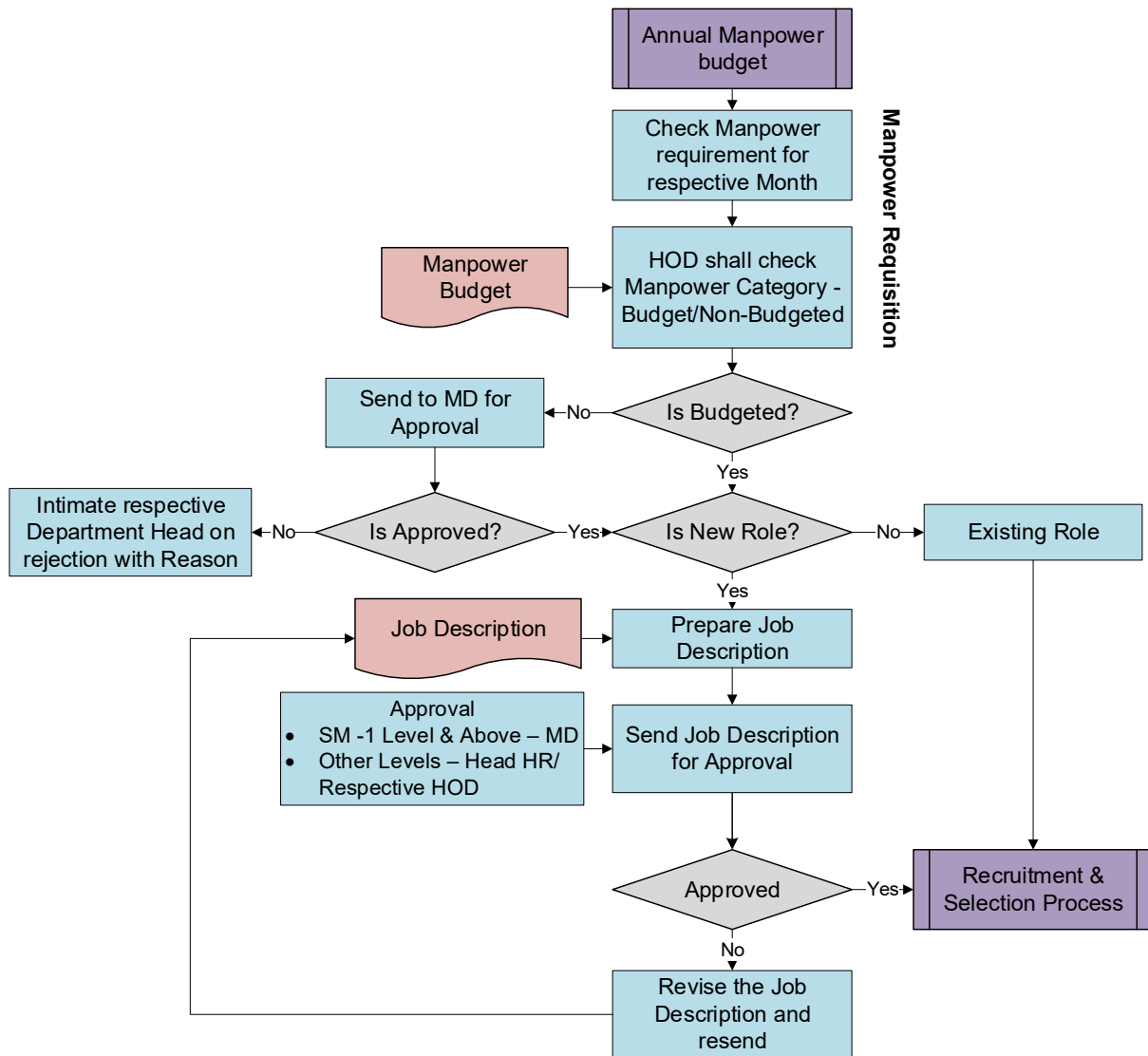
All Head of the Departments

**Key Activities:**

- 11.1.1 Preparation of Manpower Budget
- 11.1.2 Manpower Budget Approval

Process	Maker	Checker	Approver
<b>11.1.1 Preparation of Manpower Budget</b>			
1) Send Manpower Requisition form to all Department Heads	Respective Unit HR Manager/ In-Charge	HR Head	-
2) Discuss with all Department Heads to fill up additional Manpower required for next year <ul style="list-style-type: none"> <li>➤ No of Positions</li> <li>➤ Employees category</li> <li>➤ Expected Grade</li> <li>➤ Qualification</li> <li>➤ Experience</li> </ul>	Respective Unit HR Manager/ In-Charge	HR Head	-
3) Receive Manpower Requisition Form duly filled by Department Heads	Respective Department Head	HR Head	-
4) Consolidate the forms received from respective Department Heads. <ul style="list-style-type: none"> <li>➤ Department Wise</li> <li>➤ Month Wise</li> </ul>	Respective Unit HR Manager/ In-Charge	HR Head	-
<b>11.1.2 Manpower Budget Approval</b>			
5) Prepare Department wise Manpower Planning Sheet with Budget <ul style="list-style-type: none"> <li>➤ Existing Manpower</li> <li>➤ Additional Manpower</li> <li>➤ Replacement</li> <li>➤ Total Budget</li> </ul>	Respective Unit HR Manager/ In-Charge	HR Head	-
6) Authorize Manpower Budget Planning and forward to Management for approval.	Respective Unit HR Manager/ In-Charge	-	HR Head
7) Review Manpower Budget along with HOD's & MD for approval. In case of revision, make necessary changes and resend for approval	Respective Unit HR Manager/ In-Charge	HR Head	Managing Director
8) Circulate approved Manpower Budget Planning to respective Department Heads	Respective Unit HR Manager/ In-Charge	HR Head	-

## 11.2 MANPOER REQUIREMENT



**Process Owner:**

Respective Unit HR Manager/In-Charge  
HR Head

**Departments Involved:**

All Departments

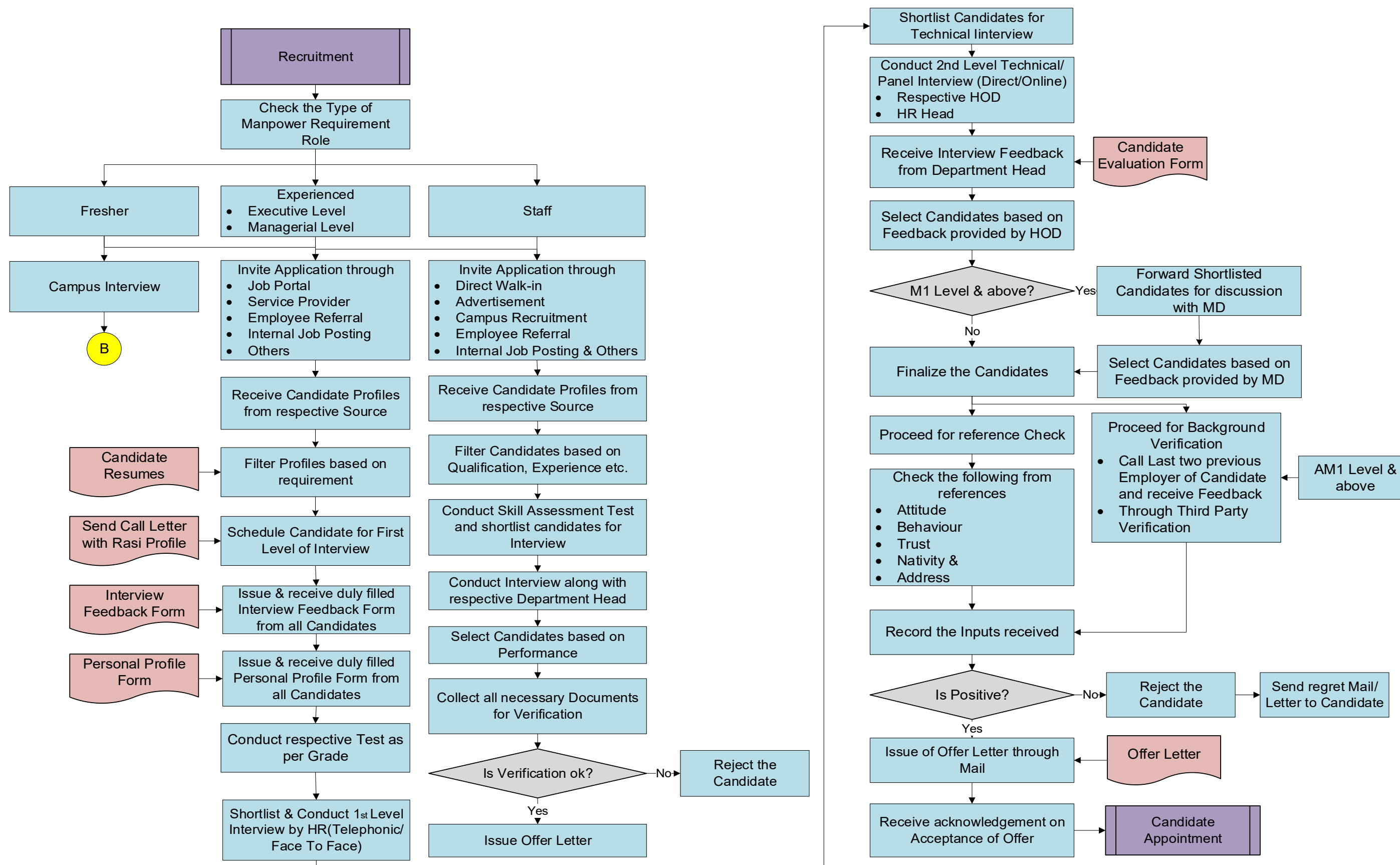
**Key Activities:**

11.2.1 Manpower Requirement

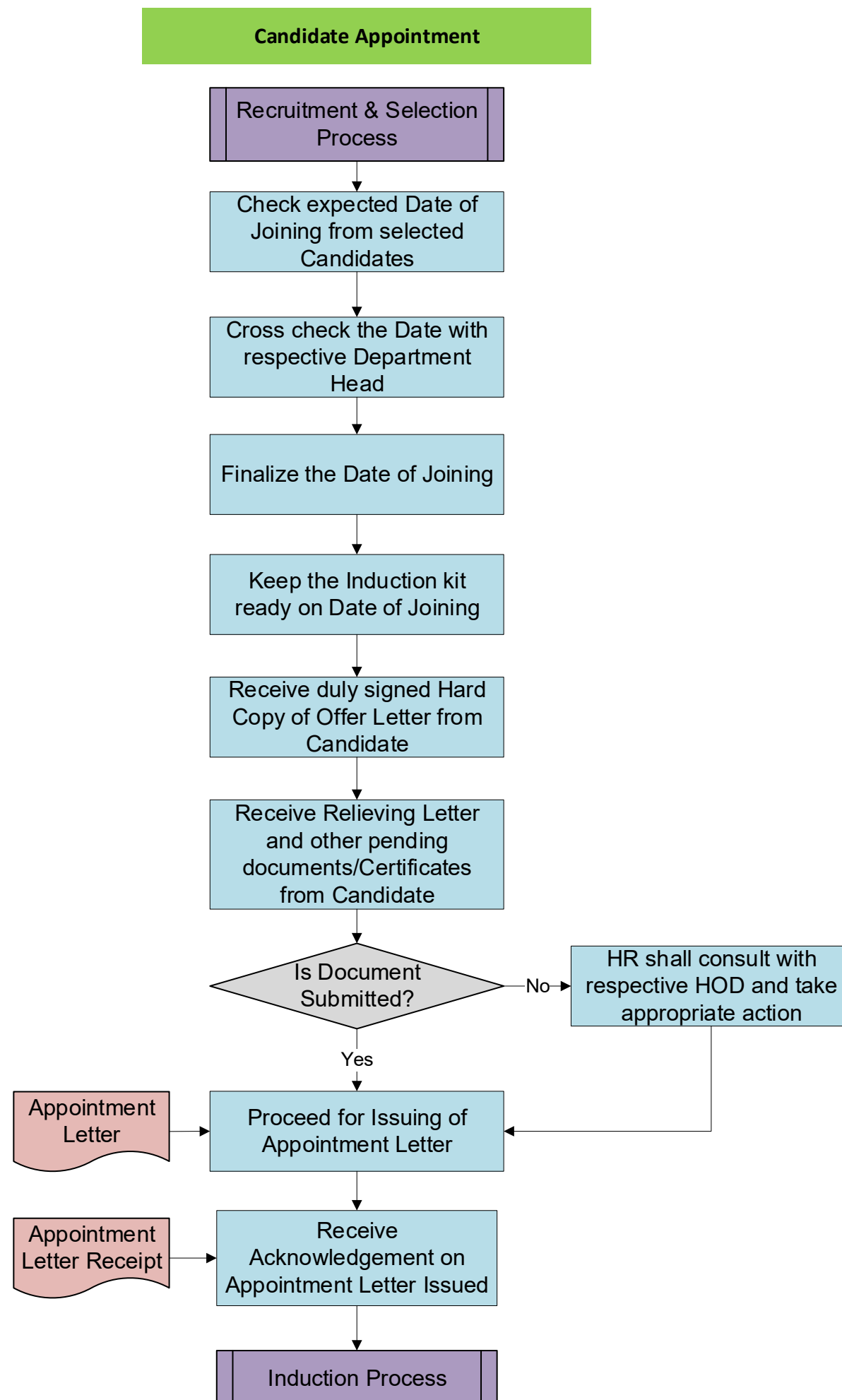
Process	Maker	Checker	Approver
<b>11.2.1 Manpower Requirement</b>			
1) Check Manpower requirement of respective Month and send duly filled Manpower Requisition Form to HR.	Respective Department Head	Respective Unit HR Manager/In-Charge	HR Head
2) Cross verify type of Manpower against Budget <ul style="list-style-type: none"> <li>➤ Replacement/Additional</li> <li>➤ Budgeted/Non-Budgeted</li> <li>➤ New Role/Existing Role</li> </ul>	Respective Department Head	Respective Unit HR Manager/In-Charge	HR Head
3) Check Category of Manpower requirement received from respective Department Heads. <ul style="list-style-type: none"> <li>➤ Fresher/Experienced</li> <li>➤ Executive Level</li> <li>➤ Managerial Level</li> <li>➤ Staff Category</li> </ul>	Respective Department Head	Respective Unit HR Manager/In-Charge	HR Head
4) In case of Non-Budgeted & Additional Category, send Manpower requirement details to MD for approval.	Respective Department Head	HR Head	Managing Director
5) For New Role, prepare Job Description for respective Designation and receive approval. <ul style="list-style-type: none"> <li>➤ SM1 Level &amp; Above – Approval from MD</li> <li>➤ Other Levels – HR Head &amp; Respective HOD</li> </ul>	Respective Department Head	Head HR	MD
6) Update Job Description of respective Designation. In case of revision, make necessary changes and resend for approval	Respective Unit HR Manager/In-Charge	HR Head	-
7) Proceed for recruitment activities as per Manpower Requirement.	Respective Unit HR Manager/In-Charge	HR Head	-

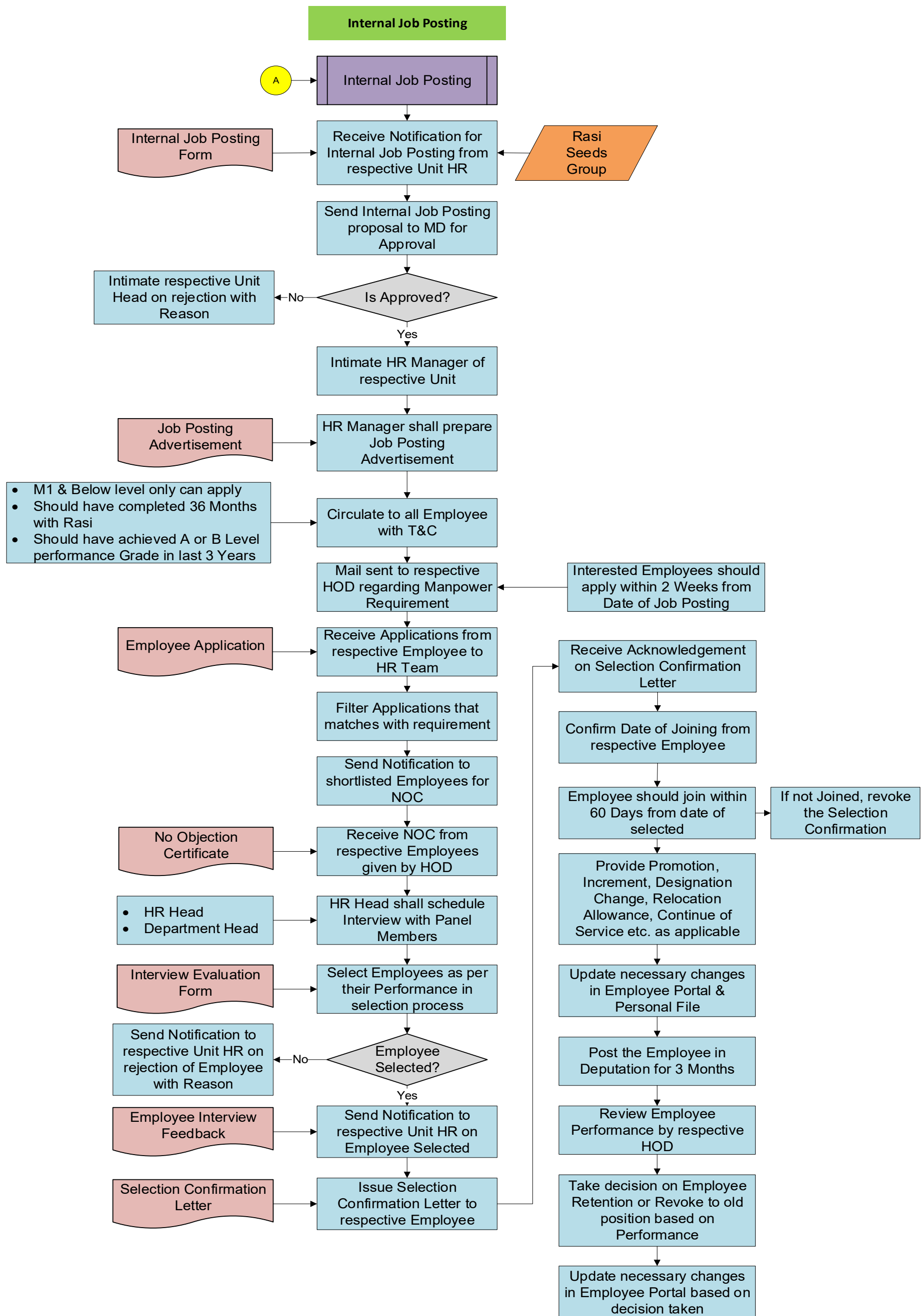


### 11.3 RECRUITMENT & SELECTION

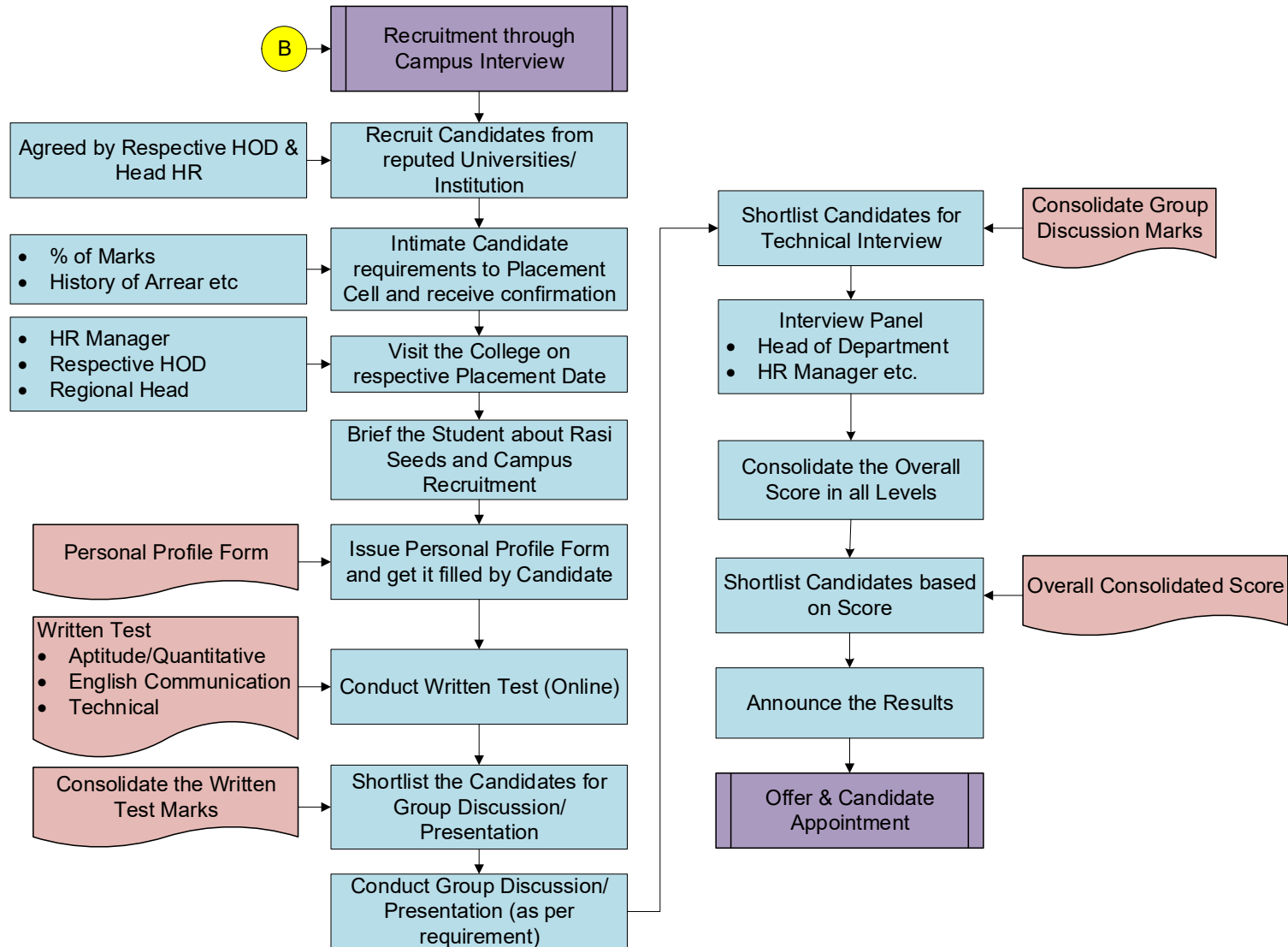


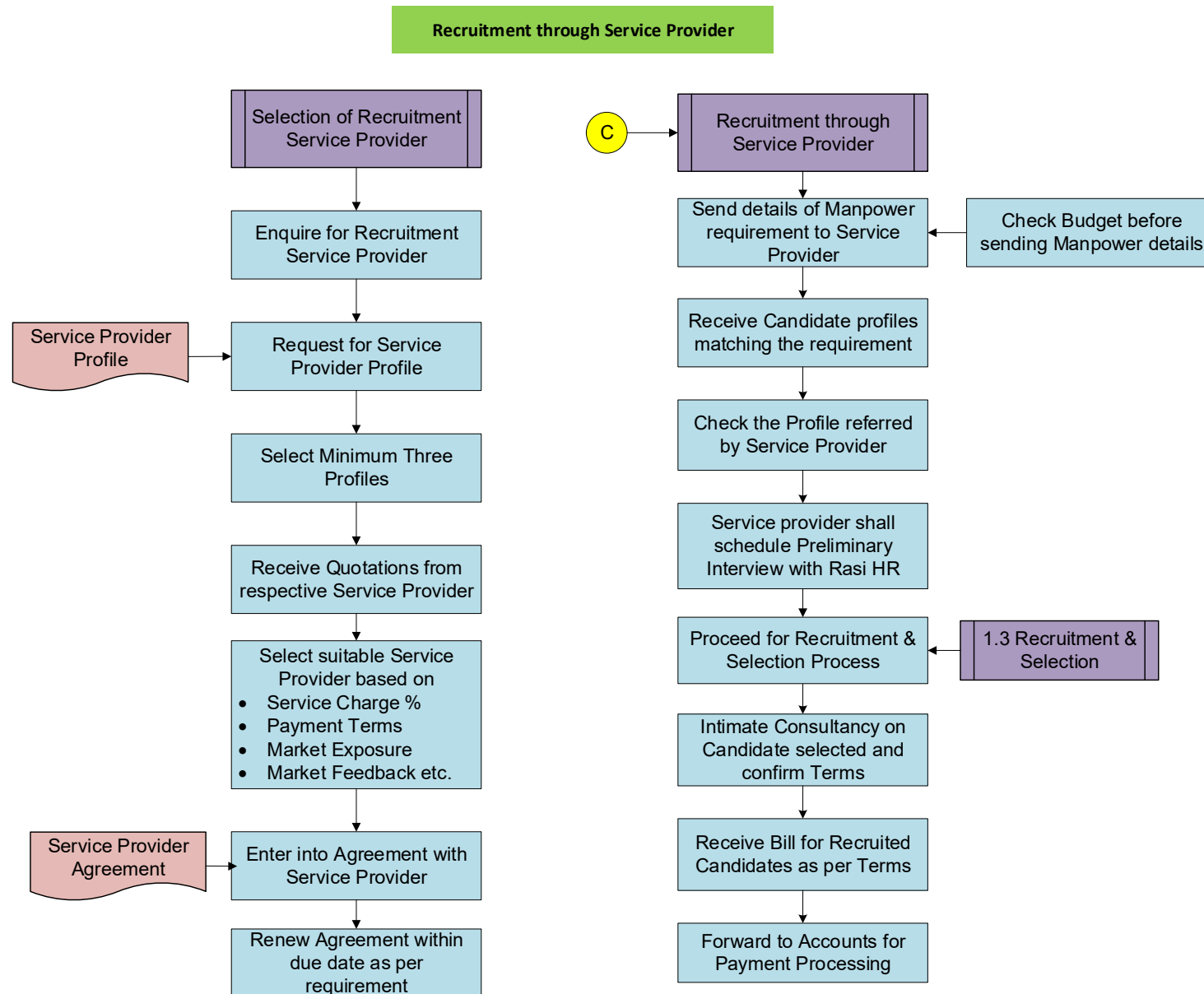




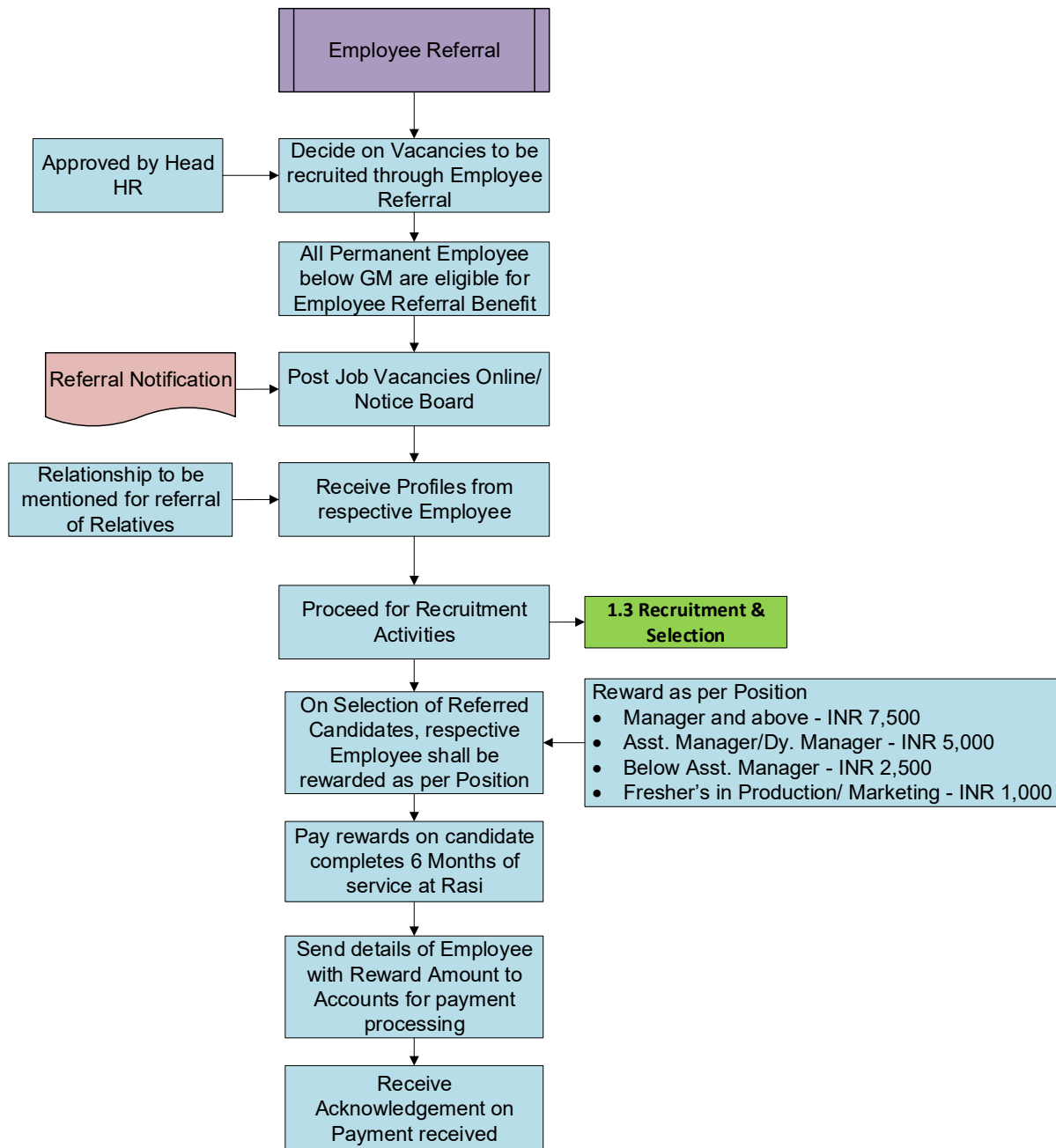


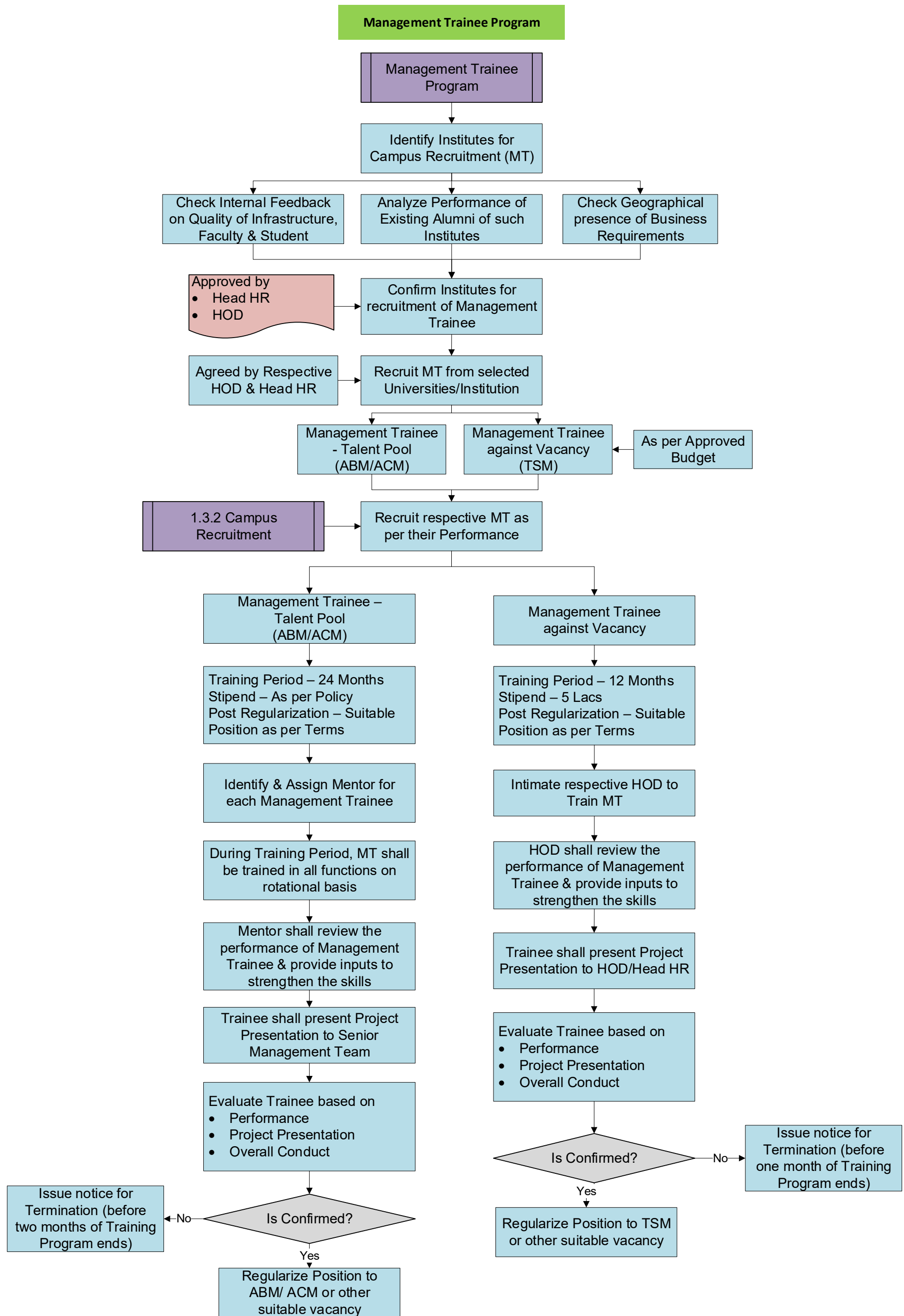
## Campus Recruitment



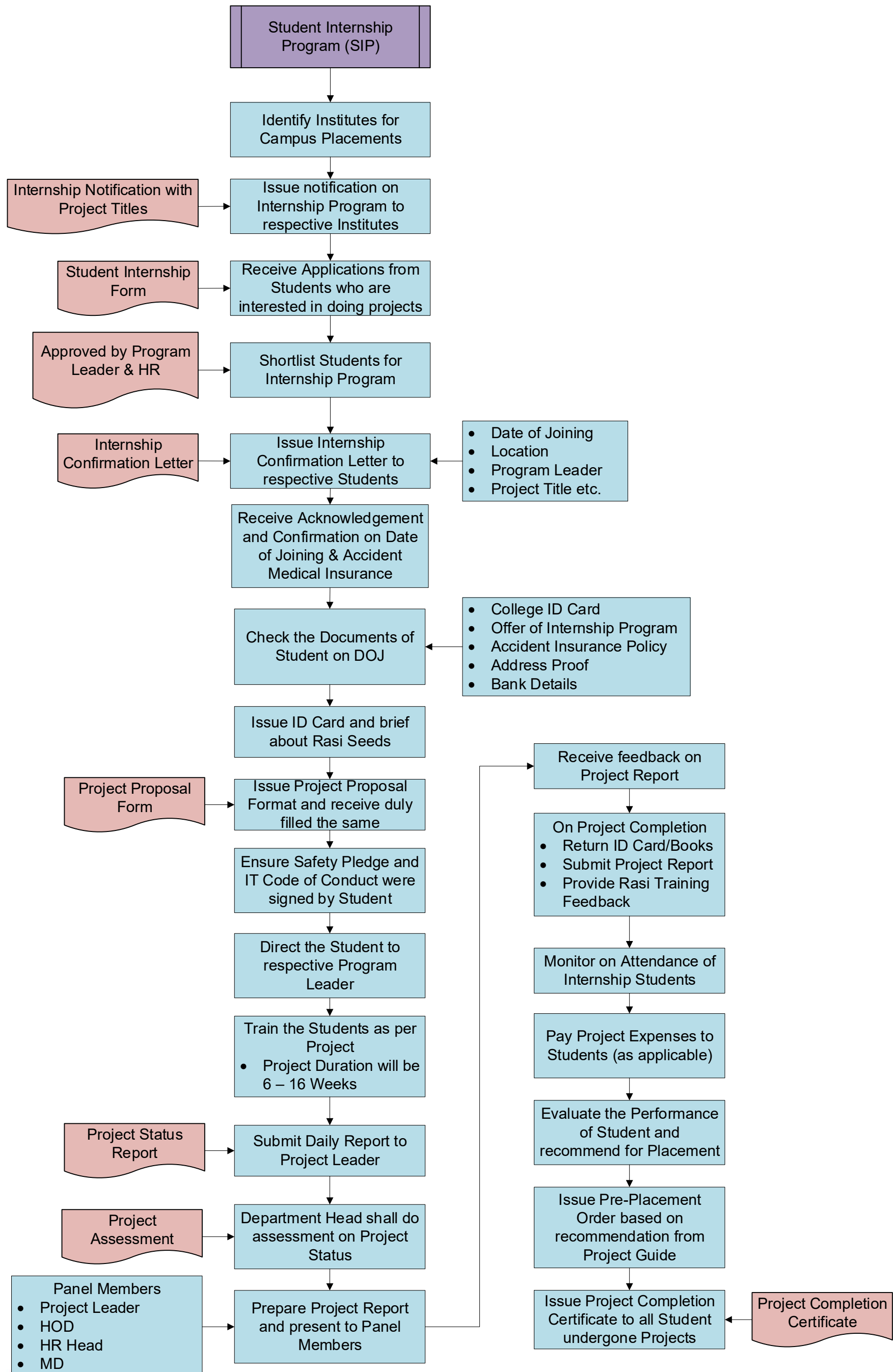


## Employee Referral





### 1.3.6 Student Internship





**Process Owner:**

Executive HR  
HR Manager/HR In-Charge  
HR Head

**Departments Involved:**

All Departments

**Key Activities:**

- 11.3.1 Invite Job Application
- 11.3.2 Screening of Profiles
- 11.3.3 Interview Process
- 11.3.4 Reference Check & Verification of Records
- 11.3.5 Background Verification
- 11.3.6 Issue of Offer Letter
- 11.3.7 Candidate Appointment

Process	Maker	Checker	Approver
<b>11.3.1 Invite Job Application</b>			
1) Decide on type of Manpower Sourcing <ul style="list-style-type: none"> <li>➤ Campus Interview</li> <li>➤ Job Portal</li> <li>➤ Service Provider</li> <li>➤ Employee Referral</li> <li>➤ Internal Job posting</li> <li>➤ Direct Walk-In</li> <li>➤ Advertisement</li> <li>➤ Others</li> </ul>	Manager HR/ In-Charge	HR Head	-
<b>11.3.2 Screening of Profiles</b>			
2) Receive Candidate Profiles from respective Source and filter profile which matches with the actual requirement.	Executive HR	Manager HR	-
3) Call Candidates and schedule for First Level Interview. Reject the profiles which are not in line with actual requirement	Executive HR	Manager HR	-
<b>11.3.3 Interview Process</b>			
9) Issue Personal Profile Form to all Candidates and get it filled by respective Candidates	Executive HR	Manager HR	-
10) Receive duly filled Personal Profile Form and proceed for Competency Assessment/Psychometric Test as per Grade to filter candidate for Ist level for Interview.	Executive HR	Manager HR	-

### Clause 1.3.3

Level	Category	Type of Test	Maker	Checker	Approver
SG1 to SG4	Staff	Skill Assessment & General Aptitude	Executive HR	HR Mgr.	-
AO1 to AO3	Officer	Competency Assessment & General Aptitude	Executive HR	HR Mgr.	-
OF1 to OF3	Executive	Competency Assessment & Psychometric Test	Executive HR	HR Mgr.	-
AM1 to AM3	Jr. Mgr.	Competency Assessment & Psychometric Test	HR Executive	HR Mgr.	HR Head
M1 to M3	Mid. Mgr.	Competency Assessment & Psychometric Test	HR Manager	HR Head	-
SM1 to SM3	Sr. Mgr.	Psychometric Test	HR Head	HOD	MD

11) Conduct First Level Interview with Personal Profile Form and record the Feedback in Candidate Evaluation Form	Manager HR & Respective Technical Interviewer	HR Head	-
12) Shortlist Candidate for IInd Level Technical/Panel Interview (Direct/Online) with Respective Department Head/MD (based on criticality of position)	Manager HR	HR Head	-
13) Conduct Second Level Interview with Shortlisted Candidates and record the Performance in Candidate Evaluation Form	Respective Department Head / In-charge & Manager - HR	HR Head	-
14) Negotiate on Salary provided for respective Position.	Manager HR	HR Head	-
15) Select Candidate based on feedback provided by respective Head.	Manager HR	HR Head	
4) In case of M1 Level & Above, Forward selected Candidates for discussion with MD	Manager HR	HR Head	-
5) Select Candidates based on feedback provided by MD	Manager HR	HR Head	MD
6) Maintain records of Interview process for future reference	Executive HR	HR Head	-
7) Receive Interview Feedback Form from all Candidates who attends the Interview and take necessary action based on Feedback received.	Executive HR	HR Head	-
8) Send Regret Mail/Letter to Candidates, not selected in Interview.	Executive HR	HR Head	-

### 11.3.4 Reference Check & verification of Records

9) Issue Reference Check Form to selected Candidates and get it filled	Executive HR	Manager HR	-
10) Make Phone call to respective referral Person & Enquire on Candidate details	Executive HR	Manager HR	-
11) Fill up the details of input received from Referrals. • Attitude	Executive HR	Manager HR	-

<ul style="list-style-type: none"><li>• Behaviour</li><li>• Trust</li><li>• Nativity &amp;</li><li>• Address</li></ul>			
12) Record the Inputs & Select Candidate based on Feedback received. In case of any discrepancy found with actual details provided or negative feedback received, reject the Candidate.	Manager HR	Head HR	-
13) Intimate Rejected Candidate with reason for rejection.	As per Clause 1.3.3		
<b>11.3.5 Background Verification (AM1 Level &amp; above)</b>			
14) Call last two previous employer of Candidate and receive Feedback of Employee Conduct, Pay details etc.	Executive HR	Manager HR	-
15) In case of verification through Third-party, send candidate details and receive feedback.	Executive HR	Manager HR	-
16) Select Candidate on Positive Feedback received. In case of any discrepancy found with actual details provided or negative feedback received, reject the Candidate before joining.	Executive HR	Manager HR	-
<b>11.3.6 Issue of Offer Letter</b>			
17) Issue two copies of Offer Letter to all Selected Candidates comprising of all necessary Details.	As per Clause 1.3.3		
18) Send Soft copy of Offer letter through Mail and Courier the hard Copy to Candidate address.	Executive HR	Manager HR	-
19) Receive Acknowledgement from Candidate on acceptance of Offer.	Executive HR	Manager HR	-
<b>11.3.7 Candidate Appointment</b>			
20) Check estimated Date of Joining from Candidate and intimate the same to respective Department Head.	Executive HR	Manager HR	-
21) Finalize the Date of Joining on discussion with HOD & Candidate.	Executive HR	Manager HR	-
22) Keep the Induction Kit ready on date of Joining.	Executive HR	Manager HR	-
23) Receive duly signed hard copy of Offer letter from Candidate.	Executive HR	Manager HR	-
24) Check for pending Documents/Certificates/Relieving Order from previous Employer to be submitted by Candidate	Executive HR	Manager HR	-
25) On receiving of Pending Document, proceed for issuing of Appointment Letter	As per Clause 1.3.3		
26) In case of Documents not received, consult with respective HOD for issue of Appointment letter.	Executive HR	Manager HR	-
27) Receive Acknowledgement from Candidate on receiving of Appointment letter.	Executive HR	Manager HR	-
<b>A) Internal Job Posting</b>			

28) Receive notification for Internal Job Posting from respective Unit HR.	Unit HR	Manager HR	-
29) Send Internal Job Posting proposal to MD for approval	Manager HR	HR Head	MD
30) On approval from MD, prepare Job Posting Advertisement. In case of rejection, intimate respective HR with reason.	Manager HR	HR Head	-
31) Circulate Advertisement to all Employee with T&C. ➤ Conditions to Apply <ul style="list-style-type: none"> <li>• AM1 level &amp; Above</li> <li>• Should have completed 36 Months with Rasi</li> <li>• Should have achieved A or B level performance grade in last 3 years</li> </ul>	Manager HR	HR Head	-
32) Send mail to respective HOD on Manpower requirement	Manager HR	HR Head	-
33) Interested Employees shall apply within 2 Weeks from Date of Job Posting.	Respective Employee	Manager HR	-
34) Receive Applications from respective Employee and filter Applications that matches with requirement	Respective Employee	Manager HR	-
35) Send notifications to shortlisted Employees for NOC	Manager HR	HR Head	-
36) Receive NOC from respective Employee and schedule Interview with Panel members	Manager HR	HR Head	Respective HOD
37) Select Employees based on their performance	Manager HR	HR Head	-
38) Send notification to respective Unit HR on Employee selected and incase of rejection, intimate with reason	Manager HR	HR Head	-
39) Issue selection confirmation letter to respective Employee and receive acknowledgement of same	Manager HR	HR Head	-
40) Confirm Date of Joining with Employee and ensure the Employee joins within 60 days from date of selected	Manager HR	HR Head	-
41) Provide promotion, increment, Designation change, Allowance, Continue of service etc. as applicable	Manager HR	HR Head	Respective HOD
42) Intimate payroll officer to Update Employee Portal and personal file	Payroll Officer	HR Manager	-
43) Post the Employee in Deputation for 3 Months and monitor performance	Respective HOD	HR Manager	-
44) Take decision on Employee Retention or revoke to old position as per Performance Review	Respective HOD	HR Manager	-
45) Update Employee Portal based on decision taken	Payroll Officer	HR Manager	Respective HOD
<b>B) Campus Interview</b>			
46) Recruit Candidates from reputed Universities/institution as agreed by respective HOD and Head HR	Manager HR	-	Respective HOD/Head HR
47) Intimate Candidate requirements to placement cell and receive confirmation	Manager HR	Head HR	-

➤ Mark Percentage ➤ Specialization ➤ History of Arrear etc.			
48) Confirm Date of recruitment with Placement cell and visit college on respective day. ➤ HR Manager ➤ Respective HOD ➤ Regional Head /In-Charge	Manager HR	Head HR	-
49) Brief the student about Company and Campus Recruitment	Manager HR/ In-Charge	Head HR	-
50) Issue personal profile form and get it filled form all Candidates	Manager HR	Head HR	-
51) Conduct online Written Test and shortlist Students based on Written Cut Off Marks ➤ Aptitude/Quantitative ➤ English Communication ➤ Technical	Manager HR	Head HR	-
52) Choose a topic and Conduct Group Discussion/Presentation for 15 Minutes.	Manager HR	Head HR	-
53) Filter Candidate for Technical Interview based on performance in GD/Presentation	Manager HR	Head HR	-
54) Conduct Technical Interview with respective Panel Members ➤ HOD ➤ HR Manager etc.	Manager HR	Head HR	-
55) Select Candidates based on overall performance in Written Test, GD/Presentation and Technical Interview	Manager HR	-	Respective HOD/Head HR
56) Announce the Results in Placement Cell and proceed for issuing Offer letter to respective Candidates	Manager HR	-	Respective HOD/Head HR
<b>C) Selection of Service Provider</b>			
57) Enquire for Recruitment Service Provider and request for Company Profile	Manager HR	Head HR	-
58) Select Minimum Three Profiles and request for Quotations from respective Service Provider.	Manager HR	Head HR	-
59) Select Suitable Service Provider based on ➤ Service Charge % ➤ Payment Terms ➤ Market Exposure ➤ Market Feedback (Hit rate, Professionalism) etc.	Manager HR	Head HR	-
60) Enter into agreement with Service Provider and renew within due date, if required	Manager HR	Head HR	-
<b>D) Recruitment Through Service Provider</b>			
61) Check Budget and decide on recruitment through Service Provider	Manager HR	Head HR	-

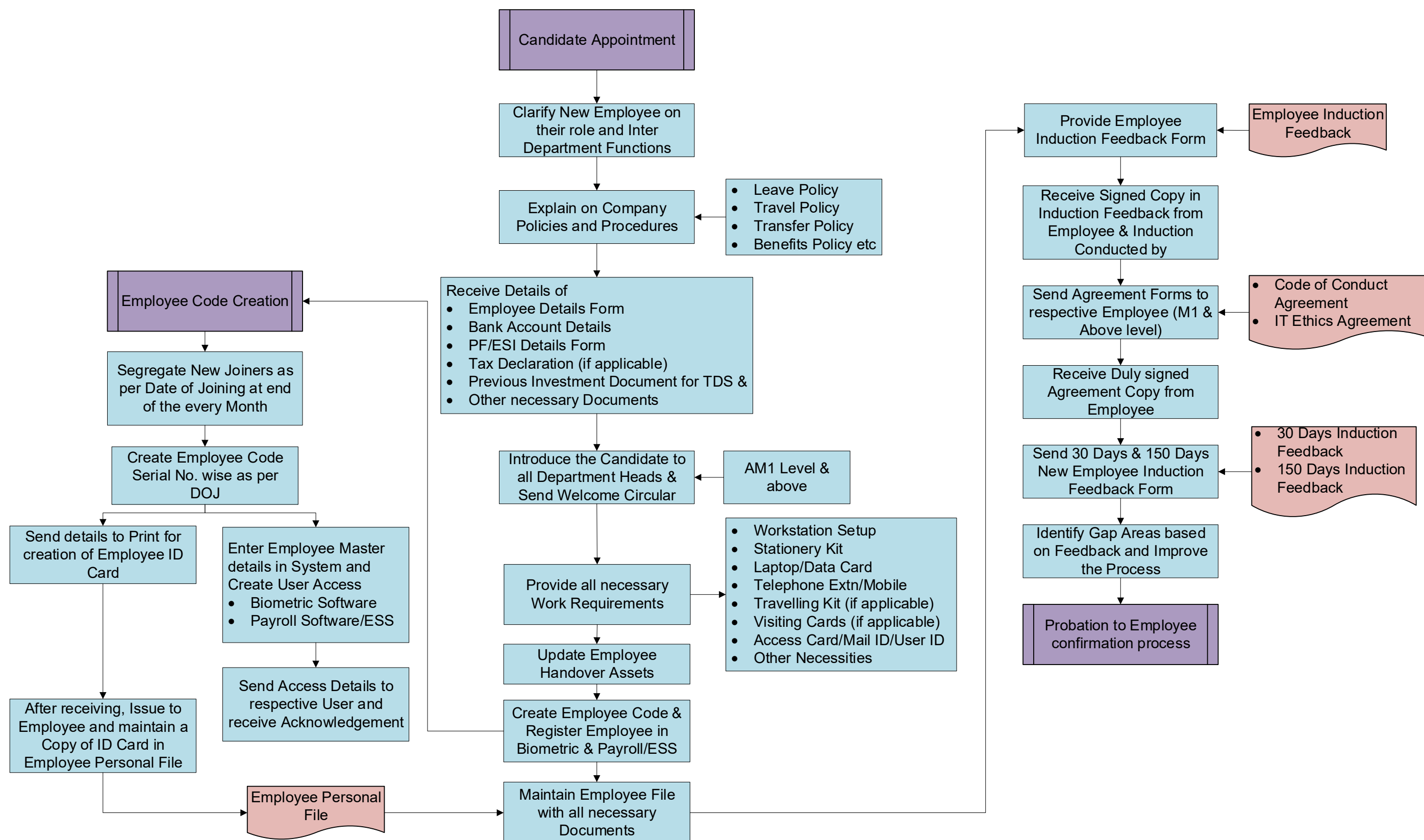
62) Send Manpower Requirement with JD to service provider	Manager HR	Head HR	-
63) Receive Candidate Profiles from Service Provider and check the same	Service Provider	Manager HR	-
64) On confirmation, the service provider shall schedule Preliminary Interview with HR.	Service Provider	Head HR	-
65) Proceed for Recruitment and Selection Process	Manager HR	Head HR	-
66) Intimate Consultancy on Candidate selected and receive Bills as per Terms	Manager HR	Head HR	-
67) Forward the Bill to Accounts for Payment Processing	Manager HR	Head HR	-
<b>E) Management Trainee Program</b>			
68) Identify Institutes for Management Trainee Recruitment based on <ul style="list-style-type: none"> <li>➤ Internal Feedback on Quality of Infrastructure, Faculty &amp; Student</li> <li>➤ Performance of Existing Alumni</li> <li>➤ Geographical Presence of Business requirements</li> </ul>	Manager HR	Head HR	-
69) Confirm Institutes for Management Trainee and Recruit Candidates as per Approved Budget <ul style="list-style-type: none"> <li>➤ MT – Talent Pool</li> <li>➤ MT – Against Vacancy</li> </ul>	Manager HR	-	Respective HOD/Head HR
70) Proceed for Recruitment Activities and Finalize Candidate based on Overall Performance	Manager HR	-	Respective HOD/Head HR
<b>71) Management Trainee – Talent Pool</b> <ul style="list-style-type: none"> <li>➤ Training Period – 24 Months</li> <li>➤ Stipend (As per policy)</li> <li>➤ Post Regularization – ABM in Sales / ACM in PD</li> </ul>	Manager HR	Head HR	-
72) Identify and Assign Mentor for each Management Trainee	Manager HR	Head HR	-
73) Ensure Management Trainee shall be Trained in all functions in rotational basis.	Manager HR	Head HR	-
74) Mentor shall review the performance of Management Trainee & provide inputs to strengthen the skills	Mentor	Manager HR	-
75) Trainee shall present Project Presentation to Senior Management Team and evaluate Trainee based on <ul style="list-style-type: none"> <li>➤ Performance</li> <li>➤ Project Presentation</li> <li>➤ Overall Conduct</li> </ul>	MT	Manager HR	-
76) Confirm Trainee based on recommendation by Management and regularize position in AM1 Grade as applicable. In Case of Trainee not confirmed Issue notice for Termination (before two months of Training Program ends)	Manager HR	Head HR	Management
<b>77) Management Trainee – Against Vacancy</b>	Manager HR	Head HR	-

<ul style="list-style-type: none"> <li>➤ Training Period – 12 Months</li> <li>➤ Stipend (As per policy)</li> <li>➤ Post Regularization – Suitable Position</li> </ul>			
78) Intimate respective HOD to Train MT and HOD shall review the performance of Management Trainee & provide inputs to strengthen the skills	Manager HR	Head HR	-
79) Trainee shall present Project Presentation to HOD & Head HR and evaluate Trainee based on <ul style="list-style-type: none"> <li>➤ Performance</li> <li>➤ Project Presentation</li> <li>➤ Overall Conduct</li> </ul>	MT	Manager HR	-
80) Confirm Trainee based on recommendation by HOD/Head HR and regularize position to AM1 Grade as applicable. In Case of Trainee not confirmed Issue notice for Termination (before one month of Training Program ends)	Manager HR	-	HOD/Head HR
<b>F) Student Internship Program</b>			
81) Identify Institutes for Student Internship and Issue notification on Internship Program to respective Institutes	Manager HR	Head HR	-
82) Receive Applications from Students who are interested in doing projects and shortlist Students for Internship Program	Students	Manager HR	-
83) Issue Internship Confirmation Letter to respective Students with all details and receive acknowledgement <ul style="list-style-type: none"> <li>➤ Date of Joining</li> <li>➤ Location</li> <li>➤ Program Leader</li> <li>➤ Project Title etc.</li> </ul>	Manager HR	Head HR	-
84) Check the Documents of Student on DOJ <ul style="list-style-type: none"> <li>➤ College ID Card</li> <li>➤ Offer of Internship Program</li> <li>➤ Accident Insurance Policy</li> <li>➤ Address Proof</li> <li>➤ Bank Details</li> </ul>	Manager HR	Head HR	-
85) Issue ID Card and brief about Rasi Seeds	Manager HR	Head HR	-
86) Issue Project Proposal Format and receive duly filled the same	Manager HR	Head HR	-
87) Ensure Safety Pledge and IT Code of Conduct were signed by Student	Manager HR	Head HR	-
88) Direct the Student to respective Program Leader	Manager HR	Head HR	-
89) Train the Students as per Project <ul style="list-style-type: none"> <li>➤ Project Duration will be 6 – 16 Weeks</li> </ul>	Project Leader	Manager HR	-
90) Submit Daily Report to Project Leader and Department Head shall do assessment on Project Status	Students	Project Leader	-



91) Student shall present the Project Report to Project Leader, HOD, HR Head & MD and receive Feedback on Report	Students	Project Leader	-
92) Receive back ID Card/Books, Copy of Project Report from respective Students	Manager HR	Head HR	-
93) Provide Rasi Training Feedback and receive duly filled Feedback Form	Manager HR	Head HR	-
94) Pay Stipend to Students as per Attendance Report	Manager HR	Head HR	-
95) Evaluate the Performance of Student and recommend for Placement	Manager HR	Head HR	Project Leader
96) Issue Pre-Placement Order based on recommendation from Project Guide	Manager HR	-	Head HR
97) Issue Project Completion Certificate to all Student undergone Projects	Manager HR	-	Head HR

# 11.4 INDUCTION PROGRAM



**Process Owner:**

Executive HR  
Manager HR  
HR Head

**Departments Involved:**

All Departments

**Key Activities:**

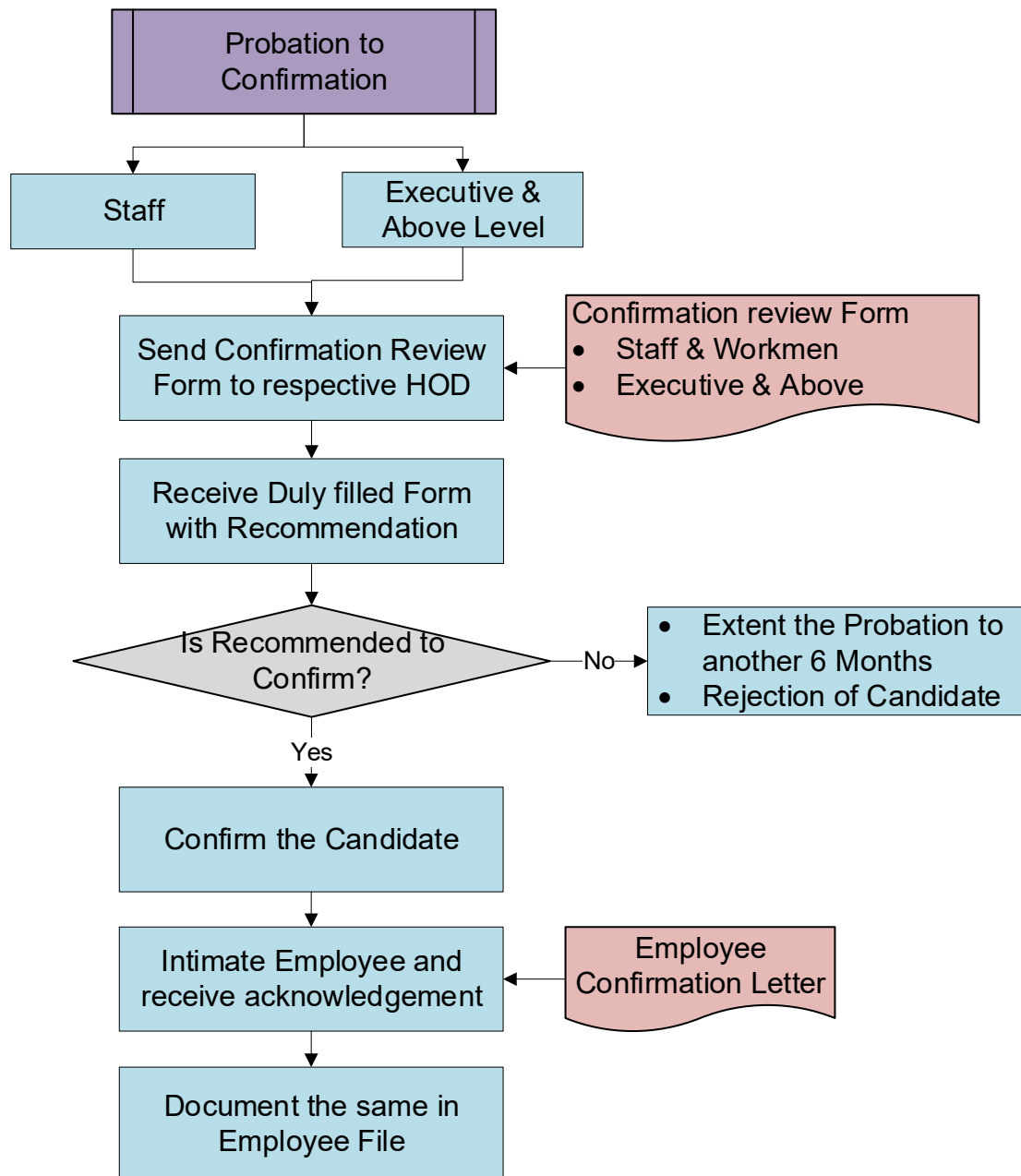
- 11.4.1 Candidate On-Board
- 11.4.2 Induction Training
- 11.4.3 Employee Access & Work Requirements
- 11.4.4 Employee Code Creation
- 11.4.5 Employee File Maintenance
- 11.4.6 Induction Feedback
- 11.4.7 Code of Conduct
- 11.4.8 IT Ethics Agreement

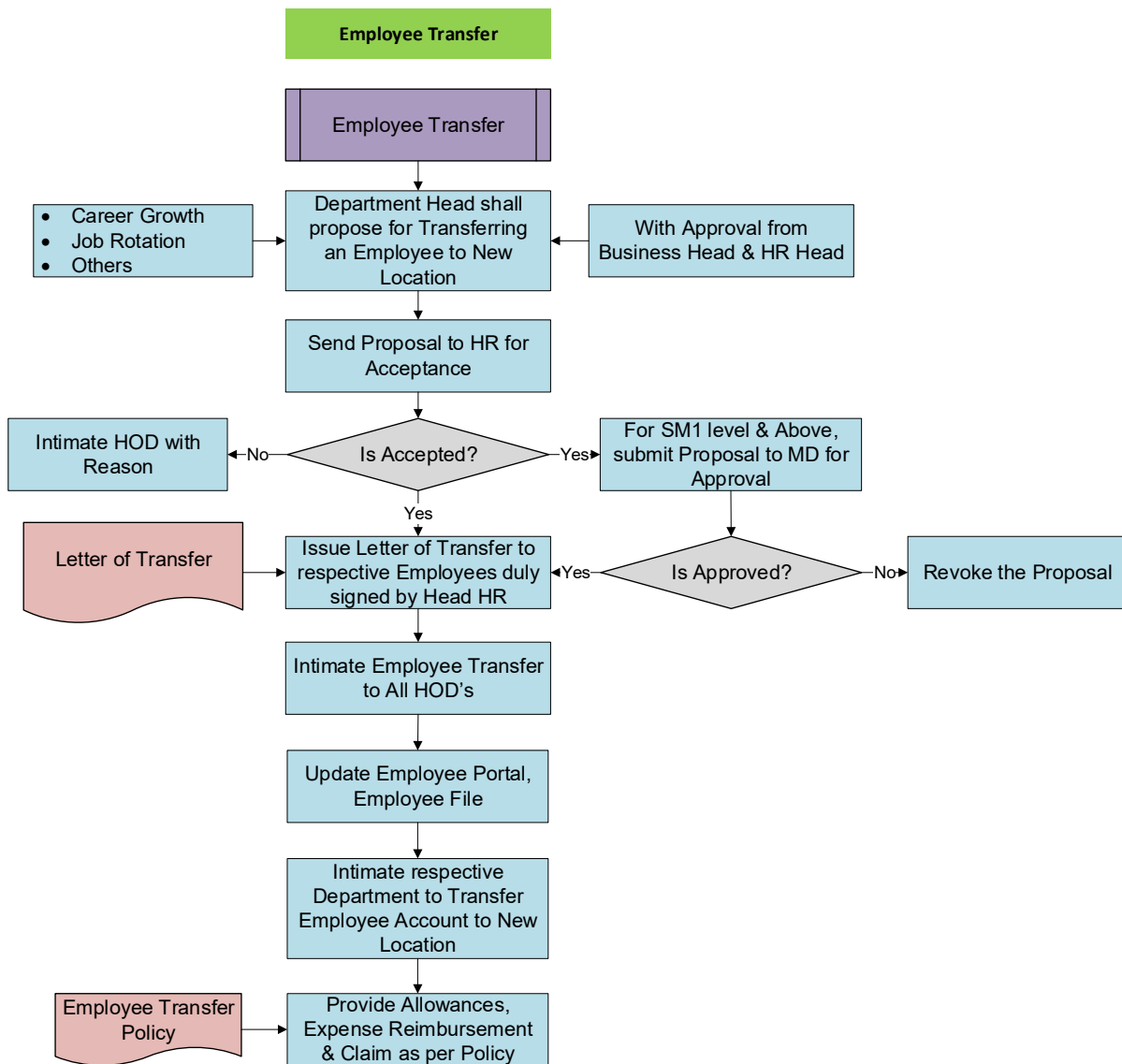
Process	Maker	Checker	Approver
11.4.1 Candidate On-Board			
1) Welcome Candidates On-Board and check for Appointment Letter duly signed by respective Candidate.	Executive HR	Manager HR	-
2) In case of Fresher, collect Educational Certificates in Original and cross verify the same	Executive HR	Manager HR	-
3) Provide a copy of Role Sheet to New Joiner and explain the same.	Executive HR	Manager HR	-
4) Send Welcome Circular to all Employee of Rasi through Employee portal or Mail, comprising of <ul style="list-style-type: none"><li>➤ Employee Photo</li><li>➤ Name</li><li>➤ Designation</li><li>➤ Email ID</li><li>➤ Mobile No.</li></ul>	Executive HR	Manager HR	HR Head
5) Introduce Candidate to all Department Heads – AM1 level & above	HR Head	-	-
11.4.2 Induction Training			
6) Provide essential background information to assist new employees with their own work.	As per Clause 1.3.3		
7) Clarify New employee on their role within the Organization and aware of other functions within the organization.	As per Clause 1.3.3		
8) Ensure the employee is aware of Rasi people policies and procedures and their responsibilities in relation to these policies and procedures	As per Clause 1.3.3		
9) Explain the significance of Continuous Professional Development and how the organization will support Employees in managing their own learning and growth	As per Clause 1.3.3		
11.4.3 Employee Access & Work Requirements			

10) Provide Employee Temporary Access Card for punching of Attendance	Executive HR	Manager HR	HR Head
11) Provide Laptop, Mobile, Sim Card, System & Data Card as per the Rasi Communication Policy	Executive HR	Manager HR	HR Head
12) Raise request to IT Department for creation of New Mail ID, User Access in Software, Leave Portal etc.	Executive HR	Manager HR	HR Head
13) Share the User Access details to respective Employee.	Executive HR	Manager HR	HR Head
<b>11.4.4 Employee Code Creation</b>			
14) Segregate Employee as per Date of Joining for respective Month.	Payroll Officer	Manager HR	-
15) Create Employee Code as per serial number wise	Payroll Officer	Manager HR	HR Head
16) Update Employee Code details in Biometric Machine, Attendance Portal, Payroll Portal etc.	Payroll Officer	Manager HR	-
17) Send details of Employee for ID Card Printing <ul style="list-style-type: none"> <li>➤ Employee Name</li> <li>➤ Code</li> <li>➤ Date of Birth</li> <li>➤ Designation</li> <li>➤ Mobile No. etc.</li> </ul>	Payroll Officer	Manager HR	-
18) On receiving of Staff ID Card, issue the same to respective Employee.	Payroll Officer	Manager HR	-
<b>11.4.5 Employee Personal File Maintenance</b>			
19) Create Employee File and maintain all necessary documents of respective Employee, for future reference. <ul style="list-style-type: none"> <li>➤ Resume of the Individual</li> <li>➤ Call letter from Rasi</li> <li>➤ Duly filled in Interview Assessment Form</li> <li>➤ Reference Check – duly filled in</li> <li>➤ Offer letter</li> <li>➤ Medical Fitness Certificate</li> <li>➤ Appointment order</li> <li>➤ Salary credit requisition letter</li> <li>➤ Copy of Pan card, Address Proof</li> <li>➤ Last drawn Salary certificate - duly signed</li> <li>➤ Service Certificate</li> <li>➤ Education Certificates etc.</li> </ul>	Executive HR	Manager HR	HR Head
<b>11.4.6 Induction feedback</b>			
20) Provide Employee Induction Checklist to all new joiners and receive acknowledgement on Induction provided as per checklist.	Executive HR	Manager HR	-
21) Receive Induction Feedback from Candidate and take necessary corrective as per feedback.	Executive HR	Manager HR	HR Head
22) Provide 30 days Induction Feedback Form to New Employees and receive rating for listed criteria.	Executive HR	Manager HR	-

23) Take necessary corrective action on low rated areas.	Executive HR	Manager HR	HR Head
24) On completion of 150 days from date of Joining, send 150 days Induction Feedback Form to New Employees and receive rating for listed criteria.	Executive HR	Manager HR	-
25) Take necessary corrective action on low rated areas.	Executive HR	Manager HR	HR Head
<b>11.4.7 Code of Conduct</b>			
26) Forward Rasi Code of Conduct Agreement to all Employee above M1 level.	Executive HR	Manager HR	HR Head
27) Receive Signed Copy of Agreement from respective Employees as acceptance of Rasi Code of Conduct Principles.	Executive HR	Manager HR	-
28) Record signed copy of Agreement in Employee Personal File	Executive HR	Manager HR	-
<b>11.4.8 IT Ethics Agreement</b>			
29) Forward IT Ethics Agreement to all Employee above M1 level.	Executive HR	Manager HR	HR Head
30) Receive Signed Copy of Agreement from respective Employees as acceptance of IT Ethics.	Executive HR	Manager HR	-
31) Record signed copy of Agreement in Employee Personal File	Executive HR	Manager HR	-

## 11.5 PROBATION TO CONFIRMATION







**Process Owner:**

Manager HR  
HR Head

**Departments Involved:**

All Departments

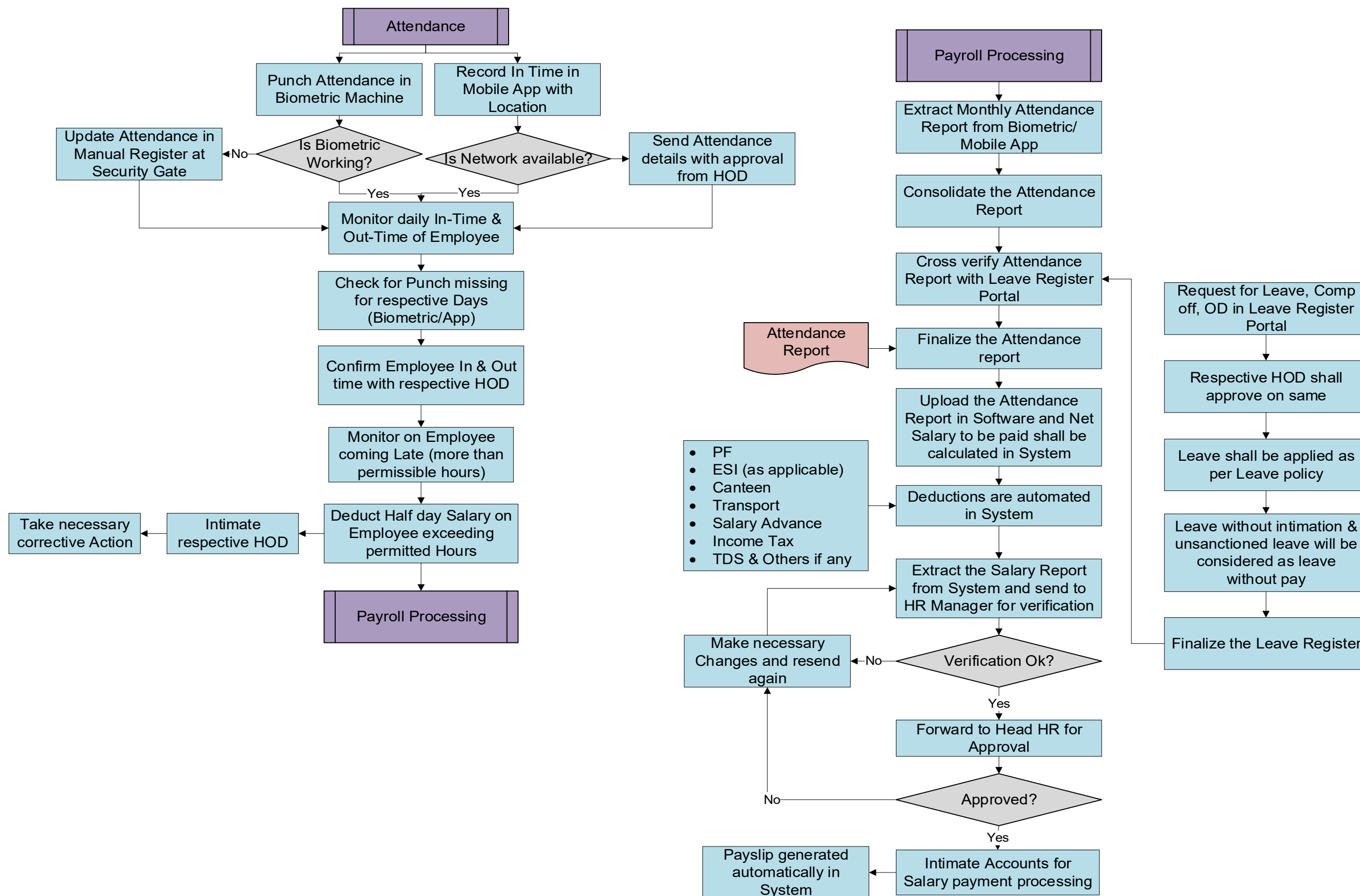
**Key Activities:**

- 11.5.1 Trainee Confirmation
- 11.5.2 Employee Confirmation
- 11.5.3 Employee Transfer

Process	Maker	Checker	Approver
<b>11.5.1 Trainee Confirmation</b>			
1) Send Trainee Performance review to respective HOD before one month of Trainee period completion.	HR Executive	HR Manager	-
2) Receive duly filled Trainee Performance Review from respective HOD before 15 days of Service Completion.	Respective HOD	HR Manager	-
3) HOD shall review the performance and provide feedback	Respective HOD	HR Manager	-
4) Discuss with HOD and decide the following <ul style="list-style-type: none"> <li>➤ Confirming of Trainee in Permanent Role</li> <li>➤ Extension of Training Period</li> <li>➤ Termination of Trainee</li> </ul>	Respective HOD	HR Manager	HR Head
5) Regularize Trainee as per Policy	HR Manager	HR Head	-
<b>11.5.2 Employee Confirmation</b>			
6) Send Performance review form to respective HOD before one month of Probation period completion.	As per Clause 1.3.3		
7) Receive duly filled Performance Review from respective HOD before 15 days of probation completion.	Respective HOD	HR Manager	-
8) HOD shall review the performance and provide remarks	Respective HOD	HR Manager	-
9) Discuss with HOD and decide the following <ul style="list-style-type: none"> <li>➤ Confirmation of Employee</li> <li>➤ Extension of Probation</li> <li>➤ Termination of Employee</li> </ul> Approver: M1 & above – Head HR/MD Below M1 level – Head HR & HOD	HR Manager	HR Head	HOD/MD
10) Prepare Employee Confirmation Letter and send to respective Employee. Receive Acknowledgement of same as acceptance of Letter.	HR Manager	-	HR Head
<b>11.5.3 Employee Transfer</b>			
11) Department Head shall propose for Transferring an Employee to New Location	Department Head	HR Manager	Business Head/Head HR
12) For SM1 level & above, submit proposal to MD & receive approval	Department Head	HR Manager	MD

13) Issue Letter of Transfer to respective Employees duly signed by Head HR	Manager HR	-	Head HR
14) Intimate Employee Transfer to all HOD's through circular	Manager HR	Head HR	-
15) Update Employee Portal/MIS and Employee File	Payroll Officer	Manager HR	-
16) Provide Allowances, Expense Reimbursement & Claim as per Policy	Manager HR	Head HR	-

## 11.6 ATTENDANCE & PAYROLL PROCESSING



**Process Owner:**

Payroll Officer  
Manager HR  
HR Head

**Departments Involved:**

All Departments

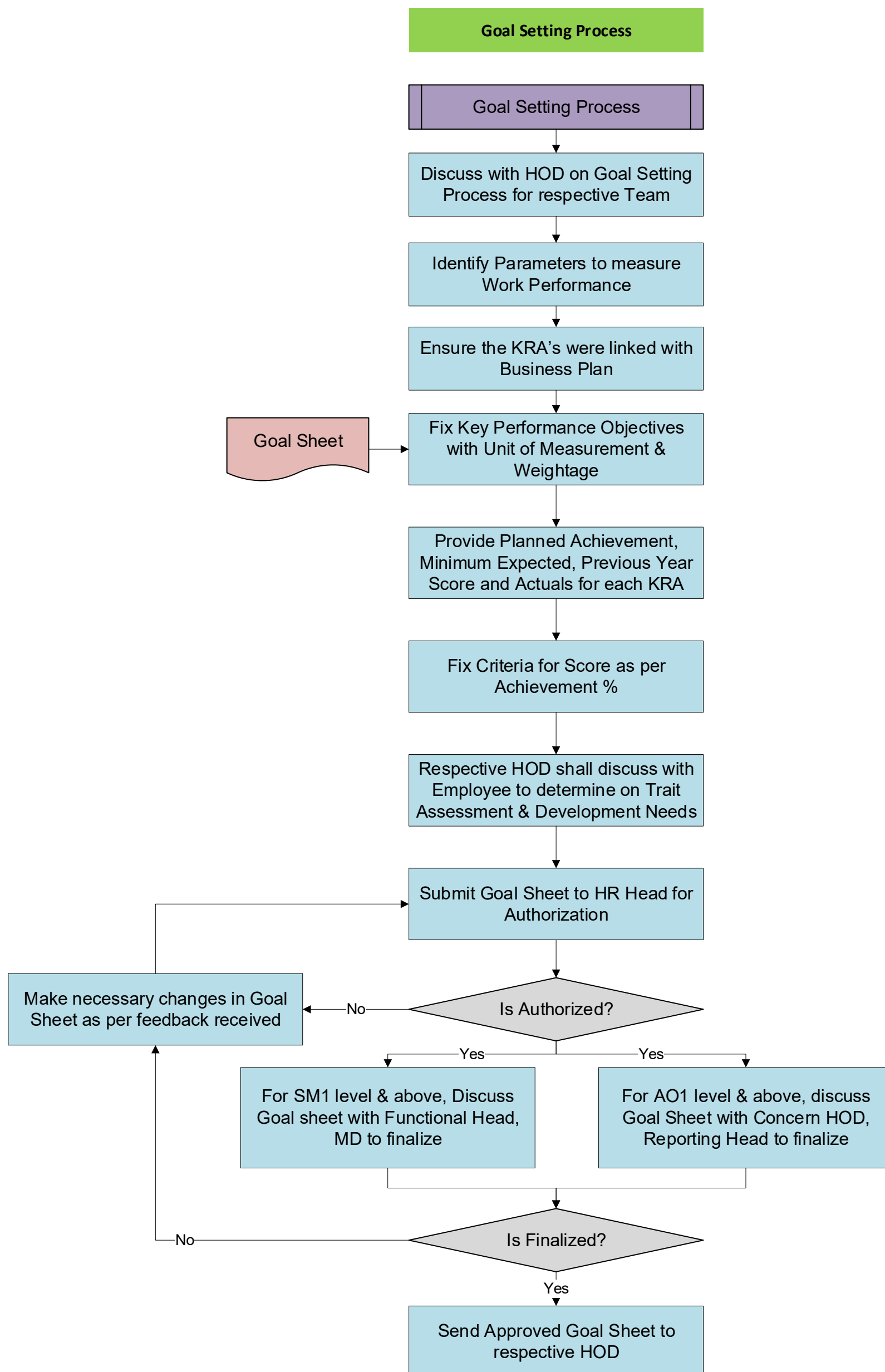
**Key Activities:**

- 11.6.1 Attendance Monitoring
- 11.6.2 Leave Management, Permission & on duty
- 11.6.3 Attendance Report
- 11.6.4 Salary Calculation

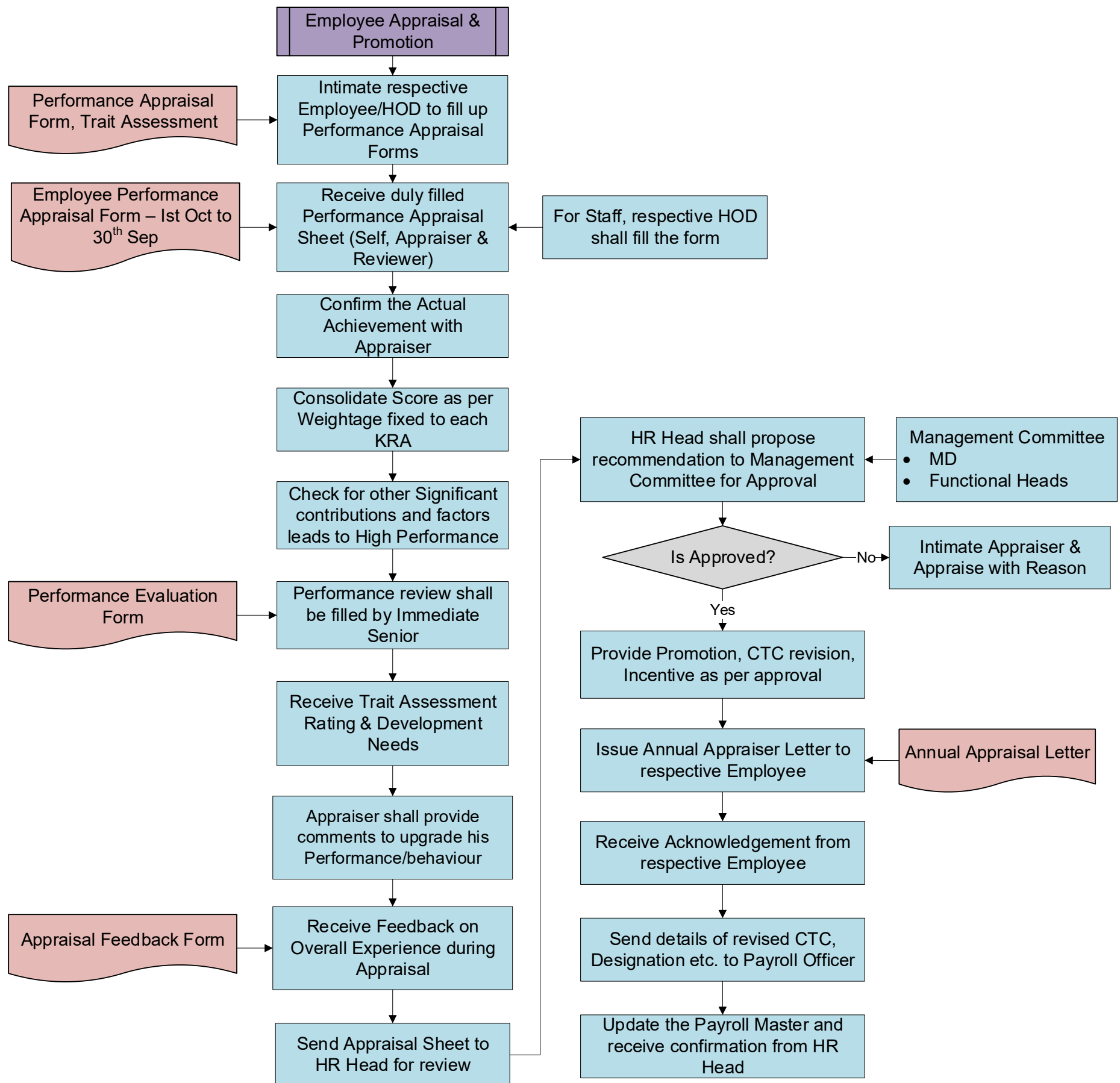
Process	Maker	Checker	Approver
<b>11.6.1 Attendance Monitoring</b>			
1) Ensure that all Employee record in-time and out time on Bio-metric Machine or through Mobile Application in respective Shift timing and work location respectively.	Respective Employee	Executive HR	HR Manager
2) Monitor Field Staff Attendance through App and ensure their Location matches with Work Schedule.	Time Office In-Charge	Dept HOD/ In-Charge	HR Manager
3) On Bio-Metric not recording properly, record the attendance manually or through mail or approved link.	Respective Employee	HR Manager	-
4) In case of in time or Out-time not recorded in Biometric Machine/Mobile App, cross check Employee work timing with respective reporting authority.	Time Office In-Charge	HR Manager	-
5) Monitor the employee punching in-time after the start time of shift	Time Office In-Charge	HR Manager	-
6) Consolidate the late comers and report to HR Head/Department Head, who comes late more than three times a month	Time Office In-Charge	HR Manager	-
7) Deduct Half Day Salary on Employee coming late for more than 3 Occasions exceeding permitted Hours.	Time Office In-Charge	HR Manager	-
<b>11.6.2 Leave Management, Permission &amp; On Duty</b>			
8) Employee shall apply leave as per Leave Policy			
9) Monitor leave records of employee and ensure all the leave requests were approved by respective Department Head	Payroll Officer	HR Manager	-
10) Check employee who is absent for more than 10 days without intimation. Take necessary disciplinary action as per Rules and regulations of the company.	Respective Department Head	HR Manager	HR Head
11) Check for Employee requesting for Permission and ensure the same is approved by respective Head	Respective Employee	HR Manager	Department Head
12) Monthly 2 permissions were allowed for 2 hours and more than 2 hours, half a day salary will be deducted for respective employee	Assistant HR	HR Manager	-

13) Employee/Staff leaving the premises during office hours should submit on duty slip to security	Respective Employee	HR Manager	Dept Head/In-Charge
14) Staffs travelling to other Locations shall intimate the schedule in advance with approval from Reporting Head.	Respective Employee	HR Manager	Dept Head/In-Charge
<b>11.6.3 Attendance Report</b>			
15) Extract Attendance report from Biometric Machine/Application and post the entries in Excel Sheet	Time Office In-charge	HR Manager	-
16) Consolidate the Attendance Report and reconfirm with respective Department Head	Payroll Officer	HR Manager	-
17) Finalize the Attendance report.	Payroll Officer	HR Manager	HR Head
<b>11.6.4 Salary Calculation</b>			
18) Upload Attendance Report in Software.	Payroll Officer	HR Manager	-
19) Salary shall be calculated automatically in System for each Employee and ensure all deductions are made <ul style="list-style-type: none"> <li>➤ Salary Advance</li> <li>➤ Loan</li> <li>➤ Canteen charges</li> <li>➤ Statutory deductions</li> <li>➤ Income Tax</li> <li>➤ Others</li> </ul>	Payroll Officer	HR Manager	-
20) Extract Consolidated Salary Sheet and send to HR Manager for verification	Payroll Officer	HR Manager	HR Head
21) On finalizing Consolidated Salary Sheet and intimate Accounts for Salary payment processing	HR Manager	Accounts	-

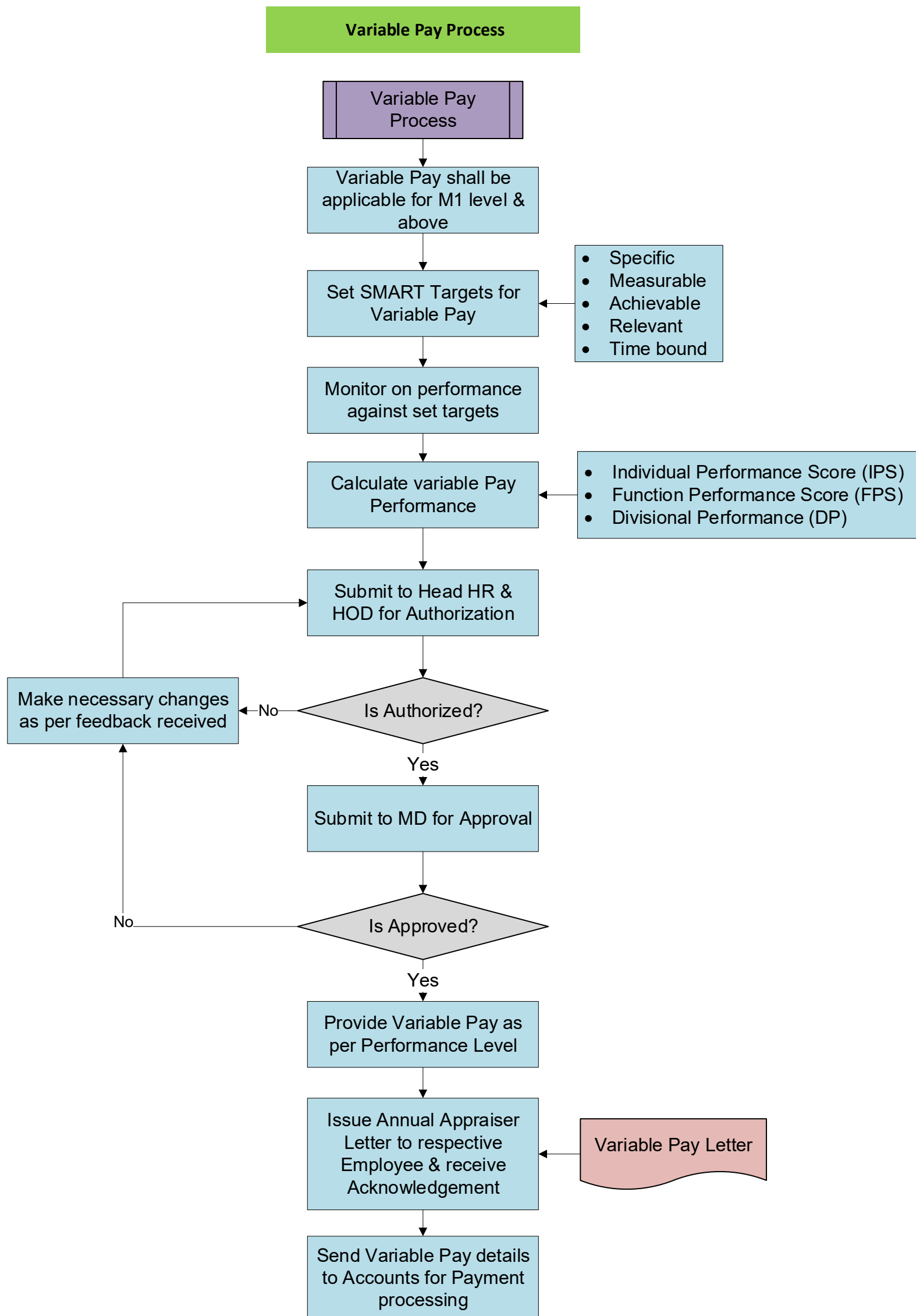
## 11.7 EMPLOYEE APPRAISAL & PROMOTION



## Employee Appraisal Process







**Process Owner:**

Executive HR  
Manager HR  
HR Head

**Departments Involved:**

All Departments

**Key Activities:**

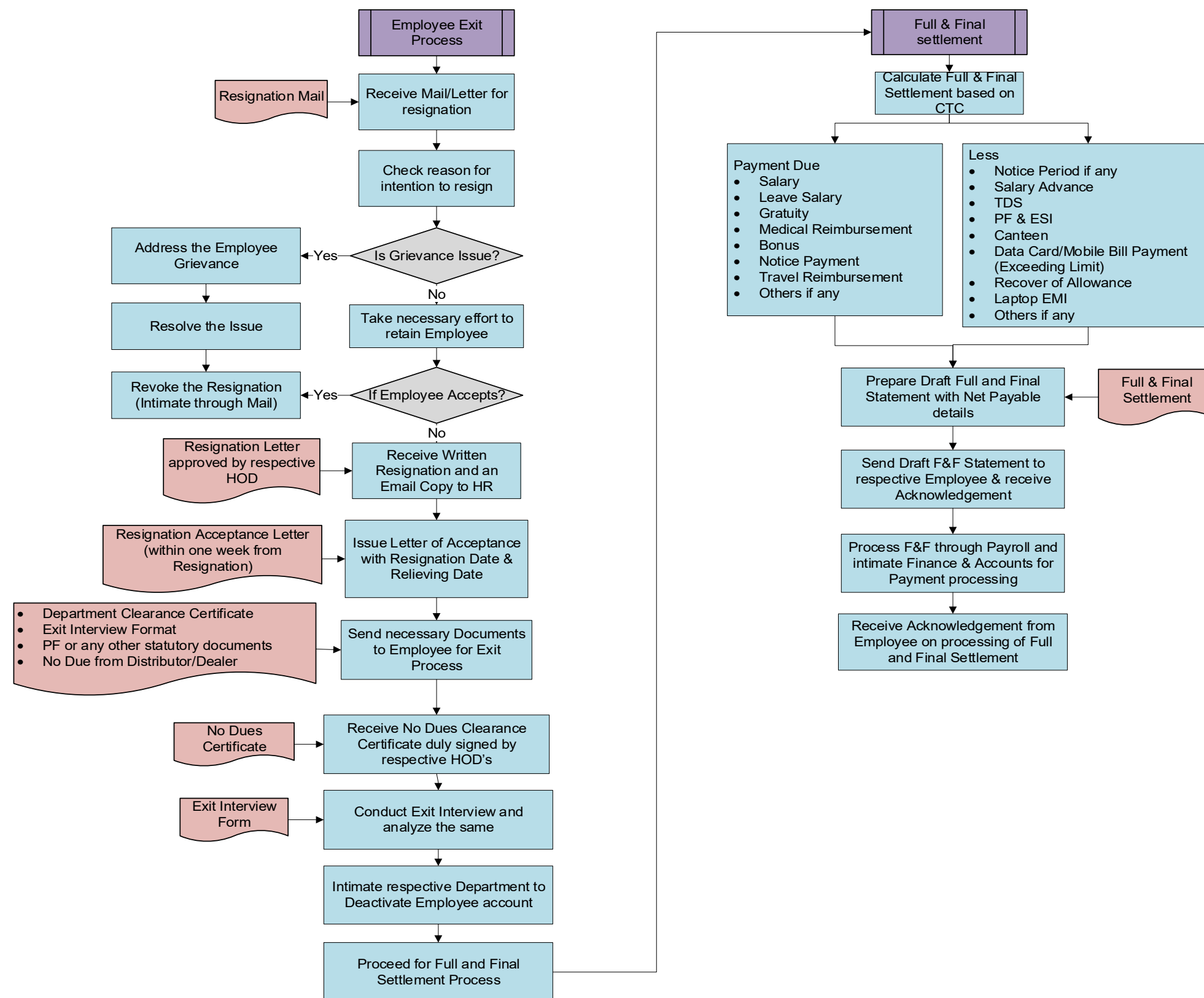
- 11.7.1 Goal Setting Process
- 11.7.2 Performance Monitoring
- 11.7.3 Appraisal Recommendation
- 11.7.4 Variable Pay

Process	Maker	Checker	Approver
<b>11.7.1 Goal Setting Process</b>			
1) Discuss with respective HOD on Goal Settling Process for respective Category of Employees	HR Manager	HR Head	-
2) Identify Parameters to Measure the Performance and ensure the KRS's are in line with Business Plan	HR Manager/ Respective HOD	HR Head	-
3) Finalize Goal Sheet with Unit of Measurement & Weightage	HR Manager/ Respective HOD	HR Head	-
4) Ensure Planned, Min. Expected, Last Year Actual & Achieved Score were considered for each KRA	HR Manager/ Respective HOD	HR Head	-
5) For SM1 level & above, discuss Goal Sheet with Functional Head & MD to finalize For AO1 level & above, discuss Goal Sheet with Concern HOD, Reporting Head & Employee to finalize	Respective HOD	HR Manager	HR Head /HOD/MD
<b>11.7.2 Performance Monitoring</b>			
6) Issue Performance Appraisal Form to all Employees with two parts <ul style="list-style-type: none"> <li>➤ Performance Appraisal Form</li> <li>➤ Trait Assessment</li> </ul>	HR Executive	HR Head	-
7) Intimate Employee & Reporting Authority to fill up Respective Form.	HR Manager	HR Head	-
8) Receive duly filled Employee Appraisal Form. <ul style="list-style-type: none"> <li>➤ Performance Appraisal Form</li> <li>➤ Trait Assessment</li> </ul>	Executive HR	HR Manager	HR Head
9) Confirm Actual Achievement with Appraiser and consolidate score as per Weightage fixed for each KRA.	HR Manager	HR Manager	-
10) Check the Performance rating, Trait Assessment and Development needs.	HR Manager	HR Head	-
11) Receive Performance Evaluation Form from respective reporting Head with comments to upgrade performance/behavior.	HR Manager	HR Head	-
<b>11.7.3 Appraisal Recommendation</b>			

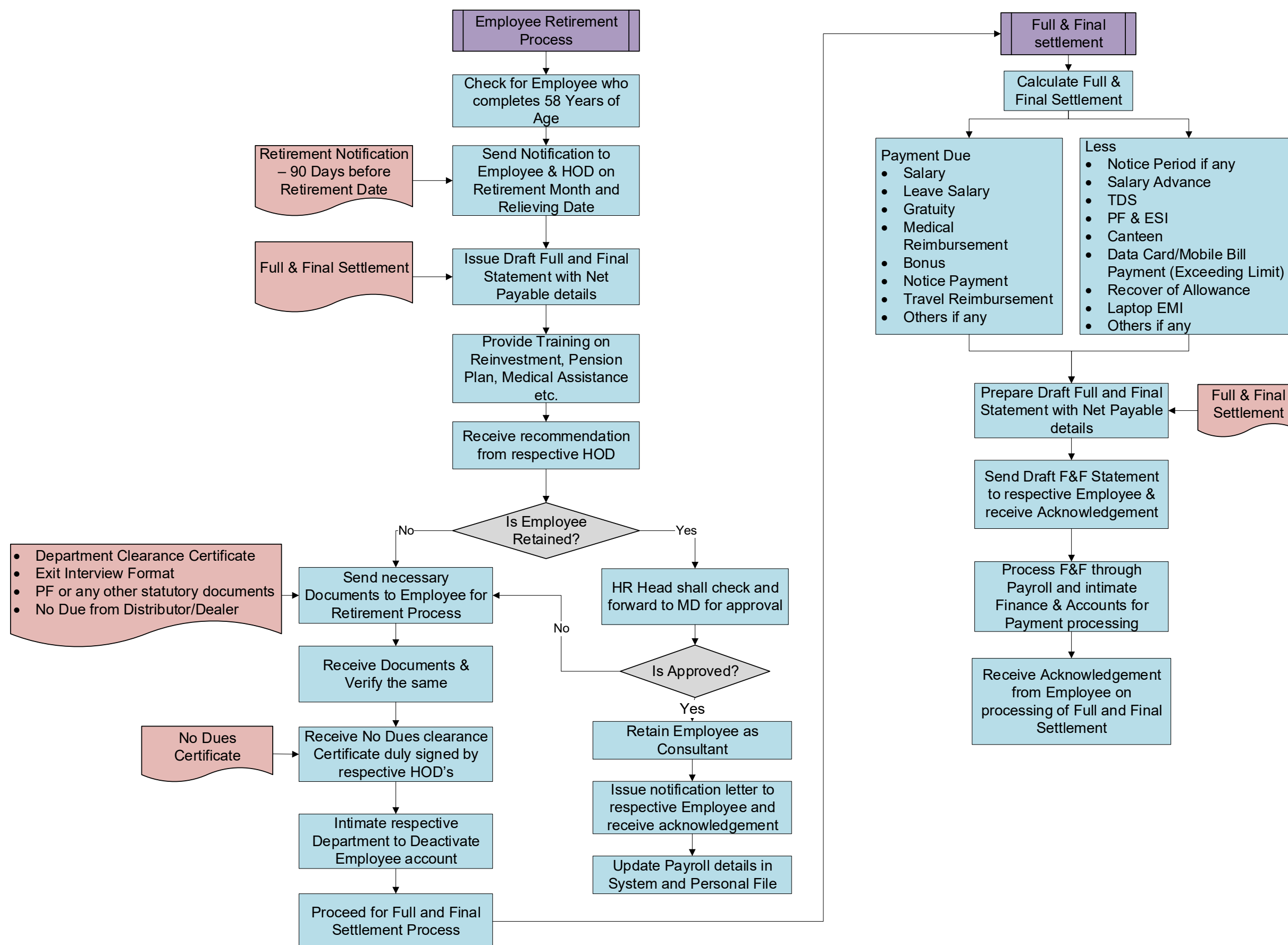
12) HR Head shall present Department Wise Achievement Report to Management Committee. ➤ Management Committee – MD & Respective Functional Heads	HR Manager	HR Head	-
13) Based on Approval from MC, provide Promotion, CTC revision, Incentive, variable etc. as per recommendation provided.	HR Manager	HR Head	MD/ Respective HOD
14) Issue Annual Appraisal letter to respective Employee and receive Acknowledgement of same.	HR Manager	HR Head	-
15) Send details of revised CTC, Designation etc. to payroll officer.	HR Manager	HR Head	-
16) Update Payroll Master and receive confirmation from HR Head.	Payroll Officer	HR Head	-
<b>11.7.4 Variable Pay</b>			
17) Variable Pay shall be applicable for M1 level & above. Set Targets to each Employee as per their designation.	Respective HOD	HR Head	MD
18) The Targets shall be ➤ Specific ➤ Measurable ➤ Achievable ➤ Relevant ➤ Time bound	Respective HOD	HR Head	MD
19) Measure the Performance against the Set Targets	HR Head	MD	-
20) Calculate Variable Pay as per their Performance ➤ Individual Performance Score (IPS) ➤ Function Performance Score (FPS) ➤ Divisional Performance (DP)	HR Head	MD	-
21) Send Variable Pay Letter to respective HOD/HR Head for authorization. On authorization from HOD, forward to MD for approval.	HR Manager	HR Head	Respective HOD & MD
22) On Approval, issue Variable Pay letter to respective Employee.	HR Head	MD	-
23) Receive Acknowledgement of same from respective Employee	HR Head	MD	-
24) Forward a copy of Variable Pay Letter to Account for Payment processing.	HR Head	Manager Accounts	-

## 11.8 EMPLOYEE PARTING & RETIREMENT

### Employee Parting



## Employee Retirement



**Process Owner:**

Payroll Officer  
Manager HR  
HR Head

**Departments Involved:**

All Departments

**Key Activities:**

- 11.8.1 Employee Resignation
- 11.8.2 Retirement
- 11.8.3 Full and Final Settlement
- 11.8.4 Gratuity Claim

Process	Maker	Checker	Approver
<b>11.8.1 Employee Resignation</b>			
1) Receive Mail for resignation from respective Department Head	Respective Head	HR Manager	-
2) Check the reason for resignation of respective Employee.	-	HR Manager	-
3) In case of Grievance Issue, address the same and intimate Employee on resolving of Grievance raised.	HR Manager	HR Head	-
4) Revoke the resignation and receive acknowledgement through Mail	HR Manager	HR Head	-
5) Employee resigns for any other reason, take necessary efforts to retain Employee.	HR Manager	HR Head	-
6) On Employee not accepting, receive written Resignation Letter from respective HOD.	HR Manager	HR Head	-
7) Issue Letter of Acceptance with Resignation & Relieving Date as per their Cadre/Grade in Rasi.	As per Clause 1.3.3		
8) Send necessary documents to Employee for Exit Process <ul style="list-style-type: none"> <li>➤ NOC</li> <li>➤ Exit Interview Form</li> <li>➤ Statutory Documents</li> <li>➤ NO Due Form</li> </ul>	HR Manager	HR Head	-
9) Receive No Dues Certificate duly signed by respective HOD's	Respective Employee	HR Head	-
10) Conduct Exit Interview and analyze based on Interview feedback	As per Clause 1.3.3		
11) Intimate IT for deactivating mail ID of respective Employee	HR Executive	HR Manager	
12) Collect SIM, ID Card from Employee	HR Executive	HR Manager	
13) Proceed for Full and Final Settlement	HR Executive/ Payroll Officer	HR Manager	HR Head
<b>11.8.2 Retirement</b>			
14) Check for Employee crossing more than 58 Years for respective Year & Month.	HR Executive	HR Manager	-

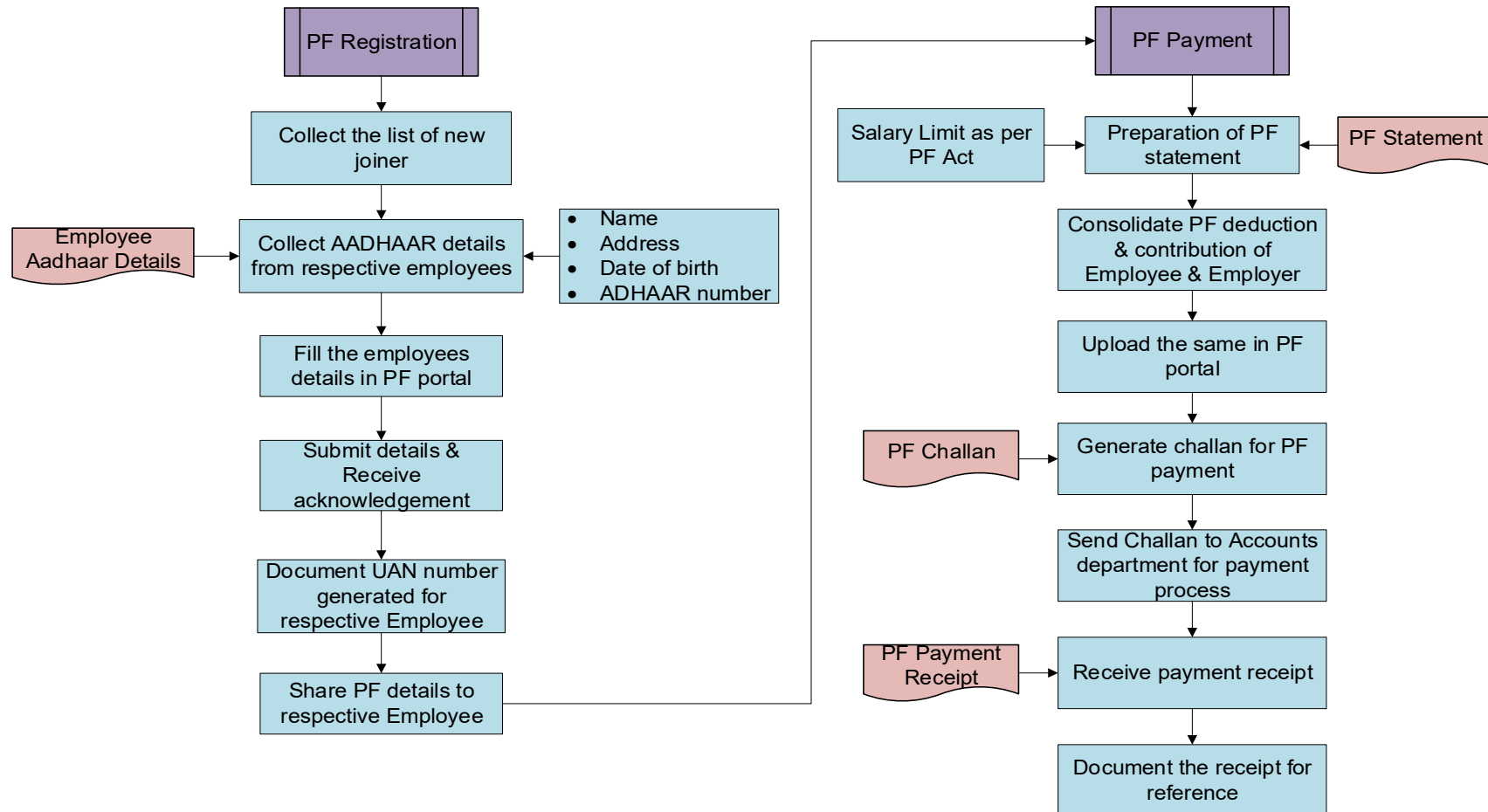
15) Issue Retirement notification to respective HOD & Employee before 90 Days from Date of Retirement.	HR Manager	HR Head	-
16) Issue Draft Full & Final Statement with Net Payable Details and provide training on Reinvestment, Pension Plan etc.	HR Manager	HR Head	-
17) Send necessary documents to Employee for Retirement Process. ➤ Department Clearance Certificate ➤ Statutory Documents ➤ No Dues Form	HR Manager/ HR Head	Respective HOD	MD
18) Receive No Dues Certificate duly signed by respective HOD's	Respective Employee	HR Head	-
19) Conduct Exit Interview and analyze based on Interview feedback	HR Manager	HR Head	-
20) Intimate IT Department to deactivate Employee Mail ID	HR Manager	HR Head	-
21) Proceed for Full and Final Settlement	Payroll Officer	HR Head	-
22) Honour the Employee on serviced with Rasi Seeds	HR Head	MD	-
<b>11.8.3 Full &amp; Final Settlement</b>			
23) Calculate Full and Final Settlement of respective Employee	Payroll Officer	HR Manager	-
24) Calculate Payment Due • Hold Salary • Leave Salary • Bonus • Notice Payment • Others if any	Payroll Officer	HR Manager	-
25) Calculate Deductions • Notice Period if any • Salary Advance • TDS • PF & ESI • Canteen • Data Card/Mobile Bill Payment (Exceeding Limit) • Recover of Allowance • Laptop EMI • Others if any	Payroll Officer	HR Manager	-
26) Prepare Draft Full and Final Statement with Net Payable details and send to respective Employee	Payroll Officer	HR Manager	HR Head
27) Receive Confirmation on F&F Statement and receive Acknowledgement	Payroll Officer	HR Manager	-
28) Process F&F through Payroll and intimate Finance & Accounts for Payment processing	Payroll Officer	HR Manager	HR Head

29)Receive Acknowledgement from Employee on processing of Full and Final Settlement	Payroll Officer	HR Manager	-
<b>11.8.4 Gratuity Settlement</b>			
30)Issue Form L with eligible Gratuity calculation to Employee	Payroll Officer	HR Manager	-
31)Receive acknowledgement from Employee	Respective Employee	HR Manager	-
32)Release the Application to Employee Gratuity Trust (SBI) Chennai	Payroll Officer	HR Manager	-
33)Send Application to Internal Audit for Clearance	Payroll Officer	HR Manager	HR Head
34)Receive Clearance Letter from Internal Audit, send Cheque to Trustees with covering letter for Signature.	Internal Audit	HR Manager	-
35)Receive Intimation Letter for Payment processing within 15 working Days	HR Manager	HR Head	-
36)Process Gratuity Payment with separate Cheque and intimate respective Employee on release of Payment	HR Manager	HR Head	-
37)Receive Acknowledgement from Employee on payment received.	HR Manager	HR Head	-

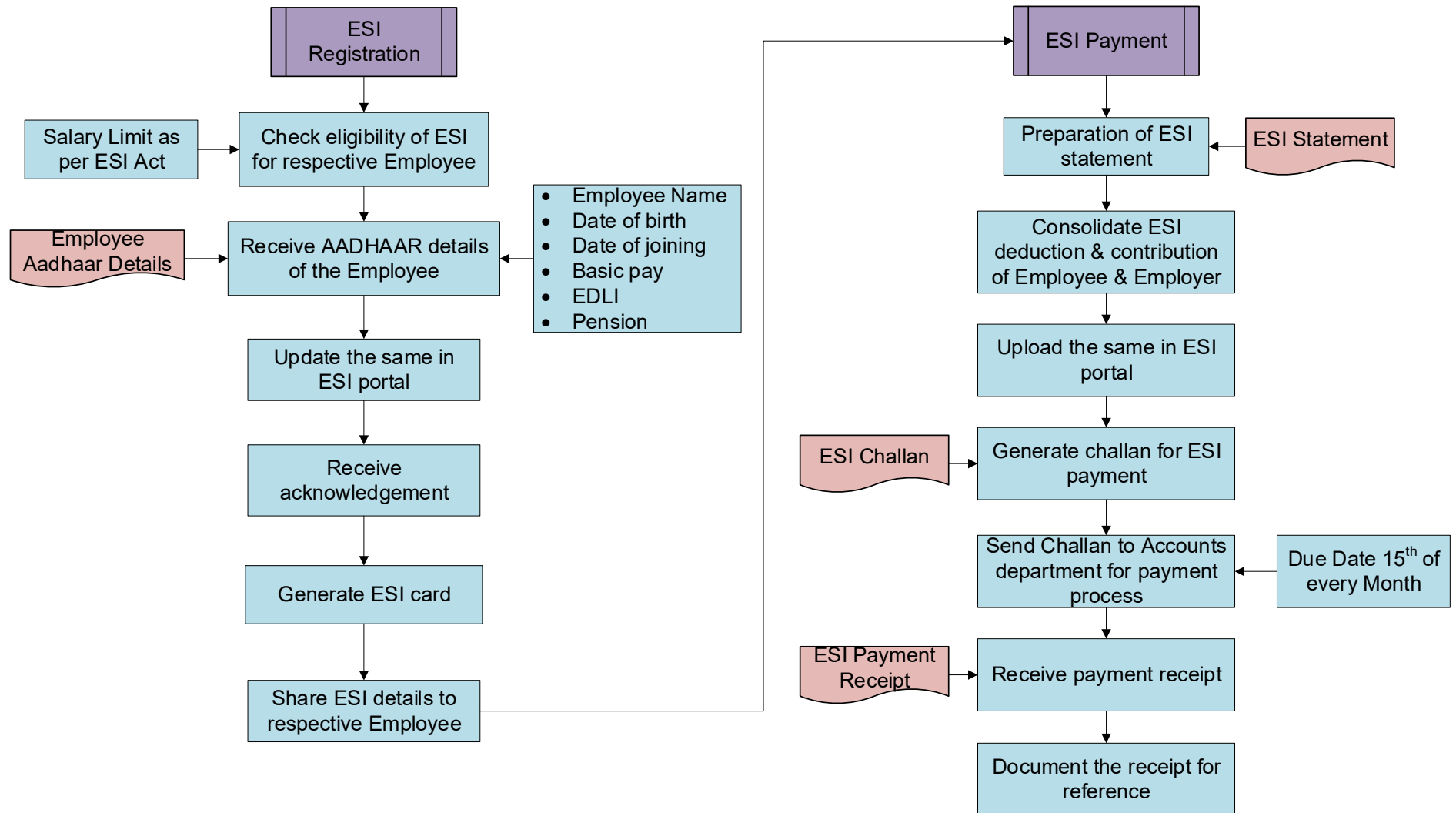


## 11.9 STATUTORY COMPLIANCE

### PF Registration & Payment



## ESI Registration & Payment



**Process Owner:**

Payroll Officer  
Manager HR  
HR Head

**Departments Involved:**

All Departments

**Key Activities:**

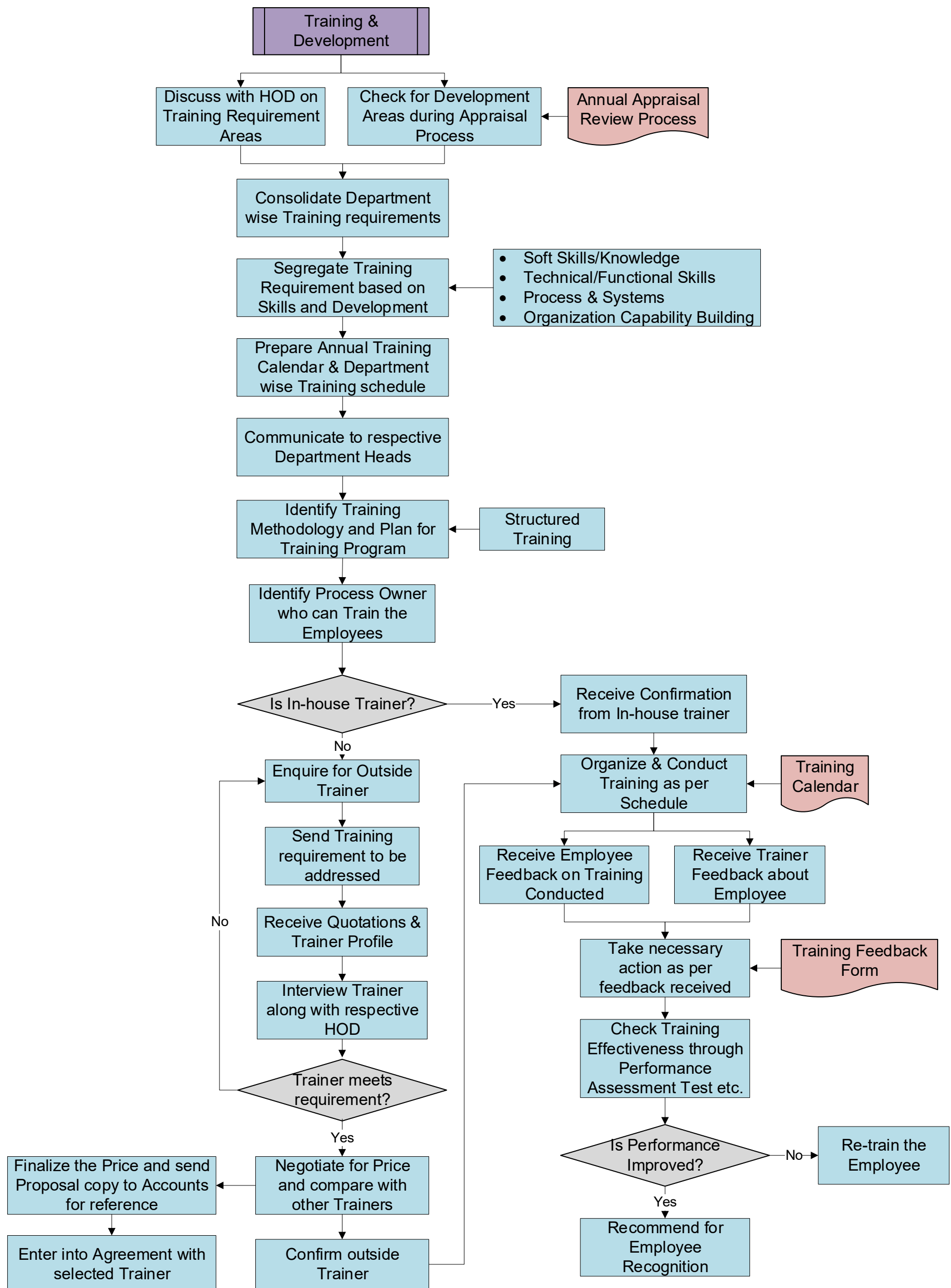
- 11.9.1 ESI Registration
- 11.9.2 Preparation of ESI Statement and Payment
- 11.9.3 ESI Claim
- 11.9.4 PF Challan and Payment
- 11.9.5 PF Withdrawal
- 11.9.6 PF Transfer
- 11.9.7 Income Tax
- 11.9.8 Audit Coordination

Process	Maker	Checker	Approver
<b>11.9.1 ESI IP Registration</b>			
1) Register IP of respective Employee in ESI Portal	Payroll Officer	HR Manager	-
2) Provide E-Pehchan card to registered Employees	Payroll Officer	HR Manager	-
3) Intimate Employee to register at respective ESI dispensary	Payroll Officer	HR Manager	-
<b>11.9.2 Preparation of ESI Statement and Payment</b>			
4) Prepare ESIC Statement in respective format <ul style="list-style-type: none"> <li>S. No</li> <li>Insurance Number</li> <li>Number of Contribution days</li> <li>Wages Amount</li> </ul>	Payroll Officer	HR Manager	-
5) Enter into "File Monthly Contribution" and upload the excel sheet maintained in the respective format	Payroll Officer	HR Manager	-
6) Total Amount of Wages will be taken for ESIC Calculation – 1.75% of Employee Contribution & 4.75% of Employer Contribution must be paid	Payroll Officer	HR Manager	-
7) Generate the Challan after uploading the ESIC Statement	Payroll Officer	HR Manager	-
8) Send the Challan details to Accounts Department for Payment	Payroll Officer	HR Manager	-
9) Receive the receipt of payment from Accounts Department and file the records	Payroll Officer	HR Manager	-
<b>11.9.3 ESI Claim</b>			
10) Receive intimation from Employee who undergo treatment in ESI Hospital. In case of Private Hospital, intimate ESI Dispensary.	Payroll Officer	Manager HR	-

11)Receive Treatment Paper, Medical Purchase bills with Prescription duly signed by Doctor (only in case of Emergency)	Respective Department Head	Payroll Officer	Manager HR
12)Submit the Bills at prescribed Proforma with Aadhar Card, E-Pehchan card and ensure Eligibility Certificate was issued to Hospital duly signed by BM of ESI Office	Payroll Officer	HR Manager	-
13)Follow-up with ESIC Hospital for claiming the Reimbursement Amount recommended by ESI Hospital/Doctor	Payroll Officer	HR Manager	-
<b>11.9.4 PF Registration</b>			
14)Receive Employee Aadhaar details for PF registration	Payroll Officer	HR Manager	-
15)Prepare Employee details with wages in excel sheet at respective format	Payroll Officer	HR Manager	-
16)Register respective Employee in PF Portal	Payroll Officer	HR Manager	-
<b>11.9.5 PF Challan and Payment</b>			
17)Prepare Employee details with wages in excel sheet at respective format UAN Number <ul style="list-style-type: none"> <li>Employee Name</li> <li>EPF Wages</li> <li>EPS Wages</li> <li>EDLI Wages</li> <li>PF - 12%</li> <li>Employer PF – 3.67%</li> <li>Pension – 8.33%</li> <li>NCP Days</li> <li>Refund Amount</li> </ul>	Payroll Officer	HR Manager	-
18)Convert Excel to Text format and upload the same in PF Portal	Payroll Officer	HR Manager	-
19)Upload the PF Statement in Provident Fund Portal and generate challan	Payroll Officer	HR Manager	-
20)Download Challan from Portal and Send to Accounts Department for Payment	Payroll Officer	HR Manager	-
21)Obtain Payment receipt from Accounts and file the records	Payroll Officer	HR Manager	-
<b>11.9.5 PF Withdrawal</b>			
22)PF Withdrawal shall be processed after 2 Months from date of relieving	Payroll Officer	HR Manager	-
23)Issue composite claim form (Form 19 & 10C), Form 15G & 15H and get it filled by the Staff to withdraw the PF amount	Payroll Officer	HR Manager	-
24)On duly filled EPF Claim Form, get attested by respective Authority and submit to PF office along with Form 3A	Payroll Officer	HR Manager	-
<b>11.9.6 PF Transfer</b>			
25)Check eligibility of the Employee to file PF transfer	Payroll Officer	HR Manager	-

26)For registered Employees, login to the PF portal and request for “Transfer of Account”	Payroll Officer	HR Manager	-
27)Enter all the required details and accept the declaration received	Payroll Officer	HR Manager	-
28)Print the Transfer Claim Form 13 and submit to the Company	Payroll Officer	HR Manager	-
<b>11.9.8 Audit Coordination</b>			
29)Coordinate with Auditors, who visit the Company <ul style="list-style-type: none"> <li>• PF Audits</li> <li>• ESI Audits</li> <li>• Internal Audits</li> </ul>	HR Manager	HR Head	-
30)Ensure all the documents are kept ready for Audit	HR Manager	HR Head	-
31)Check the Audit report findings and follow up for implementation with respective Department heads	HR Manager	HR Head	-

## 11.10 TRAINING & DEVELOPMENT



**Process Owner:**

Manager HR

**Departments Involved:**

All Departments

**Key Activities:**

11.10.1 Training Calendar

11.10.2 Training Program

11.10.3 Training Feedback

Process	Maker	Checker	Approver
<b>11.10.1 Training Calendar</b>			
1) Discuss with Respective HOD on Training requirement for respective Department.	HR Manager	HR Head	-
2) Check for developmental areas recommended by Employee and respective HOD	HR Manager	HR Head	-
3) Consolidate Training Requirement and segregate Training based on <ul style="list-style-type: none"> <li>➤ Soft Skills/Knowledge</li> <li>➤ Technical/Functional Skills</li> <li>➤ Process/Systems</li> <li>➤ Organization Capability Building</li> </ul>	HR Manager	HR Head	-
4) Prepare Annual Training Calendar & Department Wise Training Schedule.	HR Manager	HR Head	-
<b>11.10.2 Training Program</b>			
5) Identify Training Methodology and plan for Training Program	HR Manager	HR Head	-
6) Identify Process Owner who can Train the Employees <ul style="list-style-type: none"> <li>➤ In-House Trainer</li> <li>➤ Outside Trainer</li> </ul>	HR Manager	HR Head	-
7) For In-House Trainer, receive Confirmation from respective Trainer and conduct Training as per schedule.	HR Manager	HR Head	-
8) For Outside Trainer, Identify Service Provider and send Training requirements.			
9) Receive Quotations and Trainer Profile. Conduct interview to check Trainer meeting our requirements	HR Manager	HR Head	-
10) Confirm Outside Trainer and enter into agreement as per agreed Terms	HR Manager	HR Head	-
11) Conduct Training Program as per Schedule and intimate respective Department in advance	HR Manager	HR Head	-
<b>11.10.3 Training Feedback</b>			
12) Receive Training feedback from Participant and Trainer	HR Manager	HR Head	-
13) Check Training Effectiveness through Training Assessment Teat, Performance review etc.	HR Manager	HR Head	-

14)On Employee Performance not improved, schedule for Re-training.	HR Manager	HR Head	-
15)On Employee Performance Improved, recommend for recognition to respective HOD	HR Manager	HR Head	-





## 12. ADMINISTRATION



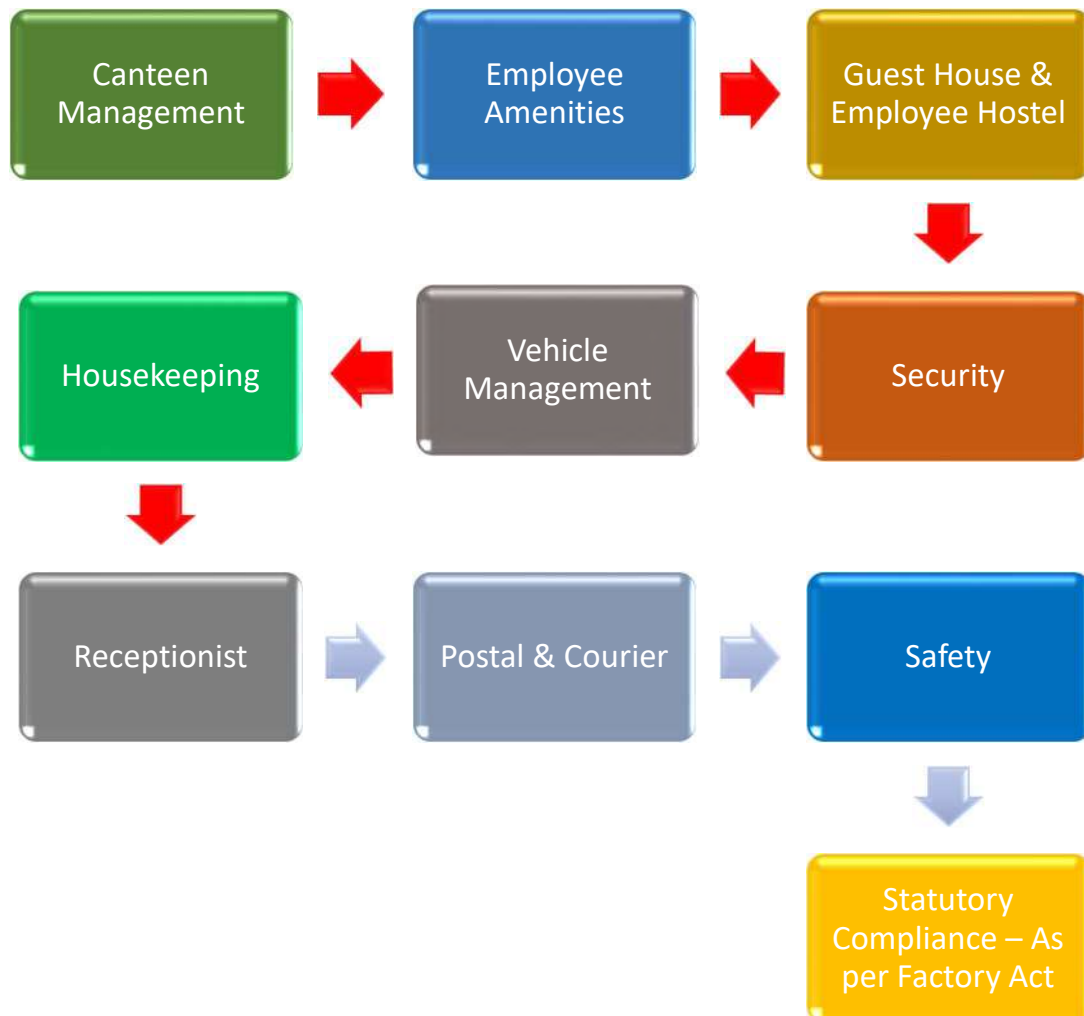
## 12. ADMINISTRATION

### PROCESS SUMMARY

#### Objective:

- Planning, Leading, Organizing, and Managing all Administration activities of the Company.

#### Process Overview:



## Key Inputs

Particulars	From	Document Code
Token Register	Canteen In-Charge	ADM/COM/011
Guest Slip	Canteen In-Charge	ADM/COM/011
Material Requisition	Canteen In-Charge	ADM/COM/006
Vendor Comparison Statement	Admin In-Charge	ADM/COM/005
Canteen Feedback Register	Canteen In-Charge	ADM/COM/012
Food Waste Register	Admin In-Charge	ADM/COM/013
Guest House Requisition	Respective Employee	ADM/COM/018
Guest House Register	Security	ADM/COM/021
Material Inward, Outward Register	Respective Plant Head	ADM/COM/025
Returnable/Non-Returnable Register	Security	ADM/COM/026
Visitor Register	Security	ADM/COM/015
Late Punch, Permission, OD Register	Security	ADM/COM/027
Patrol Biometric Register	Security	ADM/COM/014
Vehicle Register	Security	ADM/COM/031
Housekeeping Report	Housekeeping	ADM/COM/032
Housekeeping Feedback	Respective HOD	ADM/COM/033
Call Register	Receptionist	ADM/COM/034

## Key Outputs

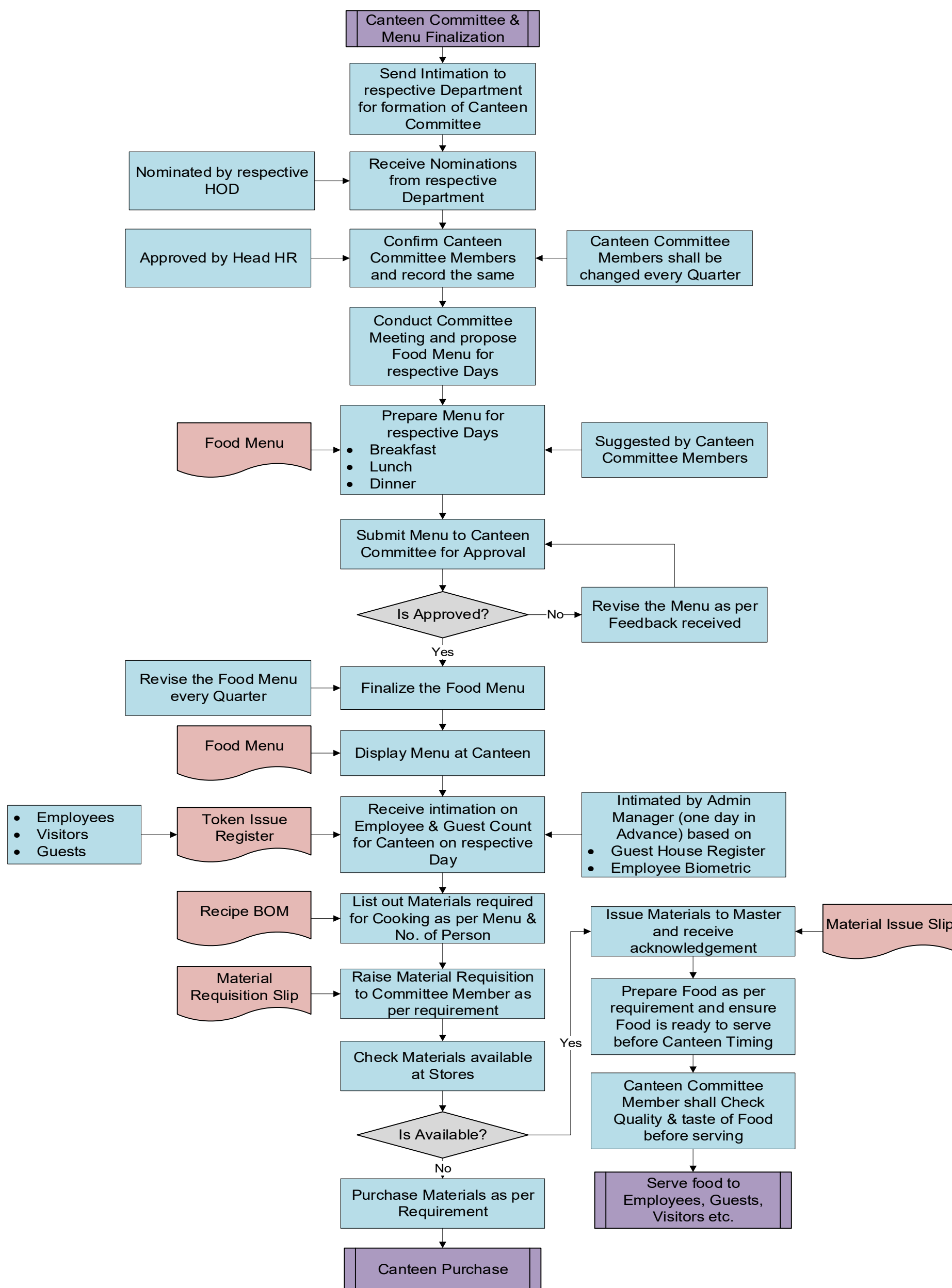
Particulars	To	Document Code
Food Menu	Admin	ADM/COM/007
Material Issue Slip	Canteen Committee	ADM/COM/010
Canteen Expense	Respective Vendor	ADM/COM/016
Security Agreement	Accounts	ADM/COM/024
Master Key Register	Service Provider	ADM/COM/028
CCTC Backup	Admin	ADM/COM/029
Housekeeping Checklist	IT	ADM/COM/032
Courier Receipt Register	Housekeeping	ADM/COM/035

## Key Documents / Register / Files

S no	Document / Register Name	Document Format	Document Code
1	Material Indent	Preprinted form	ADM/COM/001
2	Material inward advice	Preprinted form	ADM/COM/002
3	In pass	Preprinted form	ADM/COM/003
4	Out gate pass	Preprinted form	ADM/COM/004
5	Vendor Price Comparison Statement	Excel	ADM/COM/005
6	Purchase Requisition	Preprinted form	ADM/COM/006
7	Food Menu	Excel	ADM/COM/007
8	Employee Guests & Visitors Count	Book Register	ADM/COM/008
9	Recipe BOM	Excel	ADM/COM/009
10	Material Issue Slip	Preprinted form	ADM/COM/010
11	Canteen Register	Preprinted form	ADM/COM/011
12	Feedback Register	Preprinted form	ADM/COM/012
13	Food Waste Register	Book Register	ADM/COM/013
14	Patrol Biometric Register	Excel	ADM/COM/014
15	Visitors Register	Book Register	ADM/COM/015
16	Canteen Expense Sheet	Excel	ADM/COM/016
17	Amenities Stock Register	Excel	ADM/COM/017
18	Guest House Requisition	Book Register	ADM/COM/018
19	Guest House Request Approval	Mail	ADM/COM/019
20	Guest House Policy	Word	ADM/COM/020
21	Guest House Register	Book Register	ADM/COM/021
22	Employee Hostel Requisition	Mail	ADM/COM/022
23	Service Provider Comparison Statement	Excel	ADM/COM/023
24	Security Agreement	Word	ADM/COM/024
25	Material Outward Register	Book Register	ADM/COM/025
26	Non-Returnable Gate Pass	Book Register	ADM/COM/026
27	Employee Movement Register	Book Register	ADM/COM/027
28	Master Key Register	Book Register	ADM/COM/028
29	CCTV Backup Register	Excel	ADM/COM/029
30	Budget for Purchase of Vehicle	Excel	ADM/COM/030
31	Vehicle Register	Book Register	ADM/COM/031
32	Housekeeping Checklist	Excel	ADM/COM/032
33	Housekeeping Attendance	Book Register	ADM/COM/033
34	Call Register	Excel	ADM/COM/034
35	Courier Inward/Outward Register	Excel	ADM/COM/035
36	Fire Extinguisher Register	Excel	ADM/COM/036
37	Statutory Compliance Checklist	Excel	ADM/COM/037

## 12.1 CANTEEN MANAGEMENT

### A - Canteen Committee & Food Menu Finalization



**Sub-process Owner:**

Admin In-Charge

**Departments Involved:**

Administration

**Key activities:**

12.1.1 Formation of Canteen Committee

12.1.2 Food Menu Finalization

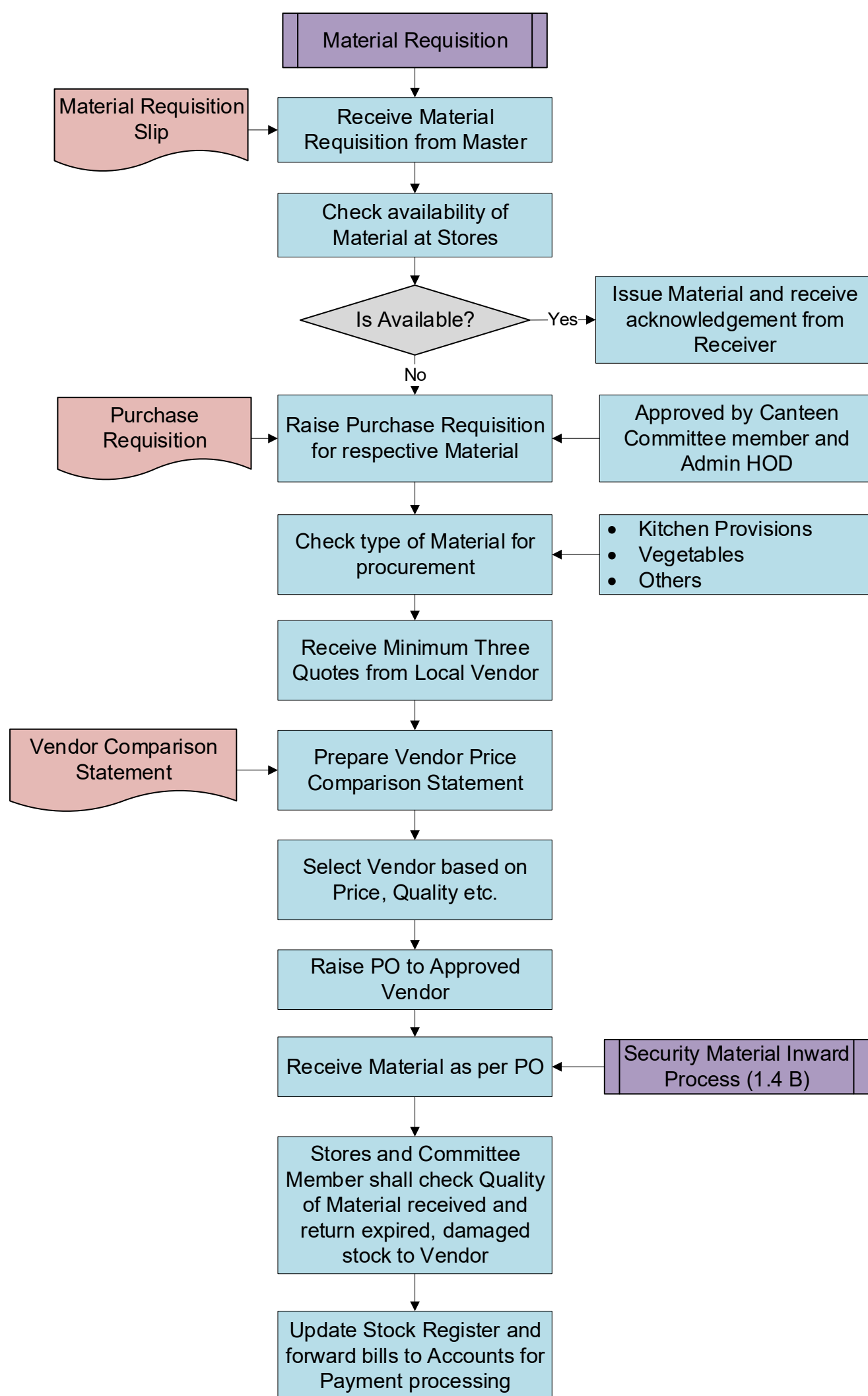
12.1.3 Employee & Guest Count Estimation

Process	Maker	Checker	Approver
<b>12.1.1 Formation of Canteen Committee</b>			
16) Send Intimation to respective Department for formation of Canteen Committee	Admin In-charge	Admin Head	-
17) Receive Nominations from respective Department HOD	Respective HOD	Admin In-charge	-
18) Confirm Canteen Committee Members and record the same	Admin In-charge	Admin Head	HR Head
19) Canteen Committee Members shall be changed every Quarter	-	Admin In-Charge	-
<b>12.1.2 Food Menu Finalization</b>			
20) Conduct Committee Meeting and propose Food Menu for respective Days	Admin In-charge	Admin Head	-
21) Prepare Menu for respective Days as Suggested by Canteen Committee Members <ul style="list-style-type: none"> <li>• Breakfast</li> <li>• Lunch</li> <li>• Dinner</li> </ul>	Admin In-charge	Admin Head	-
22) Submit Menu to Canteen Committee for Approval	Admin In-charge	Admin Head	Committee Members
23) Finalize the Menu on Approval from Committee Members. In Case of not approved, revise the Menu as per Feedback received	Admin In-charge	Admin Head	-
24) Display Menu at Canteen	Admin In-charge	Admin Head	-
<b>12.1.3 Employee &amp; Guest Count Estimation</b>			
25) Check number of Employee and Guest will avail canteen for respective Day and intimate a day before to Canteen in Charge.	Admin In-charge	Admin Head	-

Process	Maker	Checker	Approver
<ul style="list-style-type: none"> <li>• Token Issue Register</li> <li>• Guest Slip</li> </ul>			
26) List out Materials required for Cooking as per Menu & No. of Person	Master	Committee/ Admin In-Charge	-
27) Raise Material Requisition to Stores as per requirement	Master	Committee/ Admin In-Charge	-
28) Check Materials available at Stores. If not available, Purchase Materials as per Requirement.	Stores In-Charge	Committee	-
29) Issue Materials to Master and receive acknowledgement	Stores In-Charge	Master	-
30) Prepare Food as per requirement and ensure Food is ready to serve before Canteen Timing	Master	Committee	-
31) Check Quality & taste of Food before serving	Master	Committee	-



## B - Canteen Purchase



**Sub-process Owner:**

Admin In-charge

**Departments Involved:**

Administration

**Key activities:**

12.1.4 Material Requisition

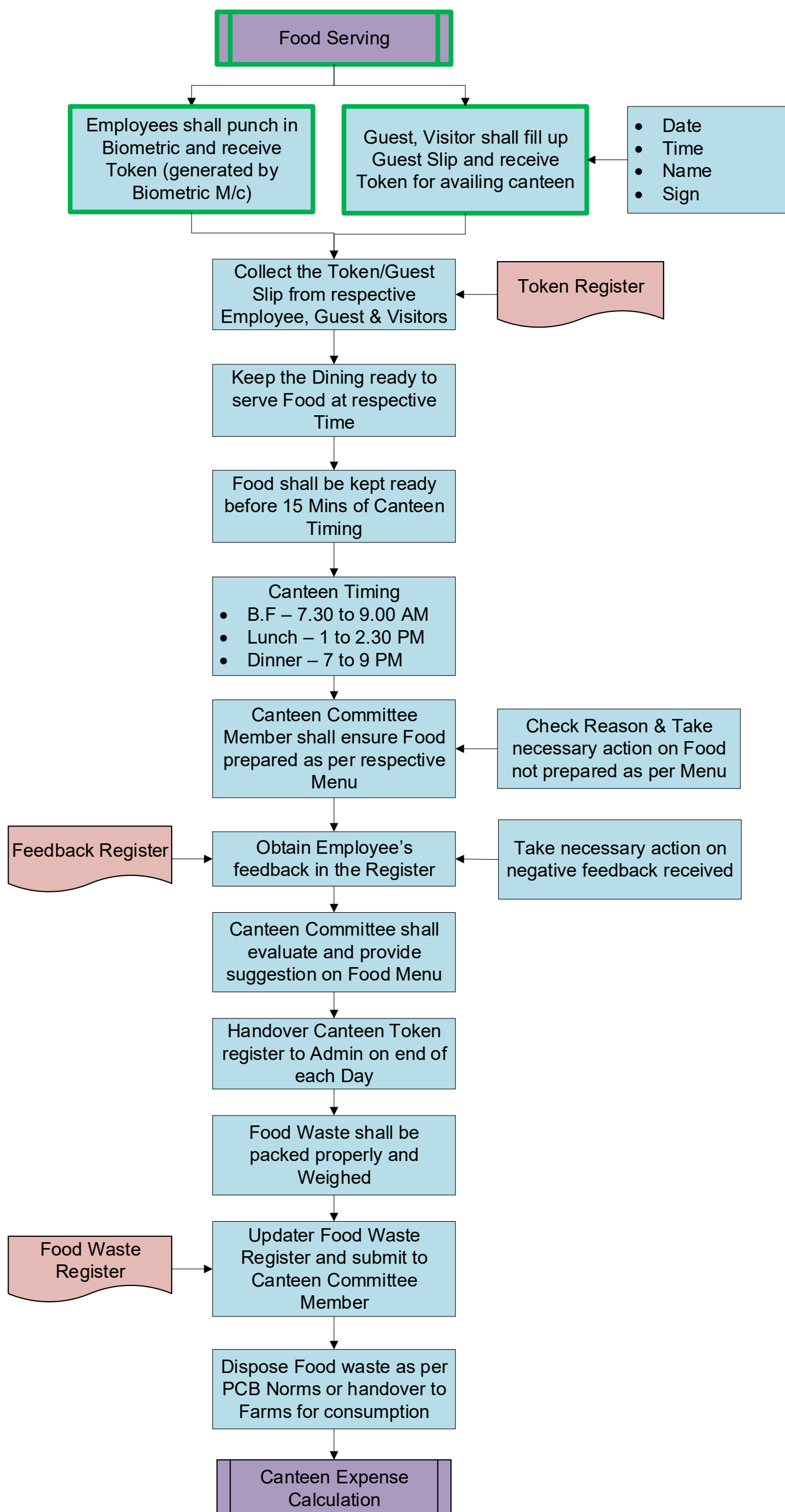
12.1.5 Price Comparison

12.1.6 Raise PO

12.1.7 Material Receipts

Activity	Maker	Checker	Approver
<b>12.1.3 Material Requisition</b>			
8) Check following type of Material for procurement <ul style="list-style-type: none"> <li>• Kitchen Provisions</li> <li>• Vegetables</li> <li>• Others</li> </ul>	-	Stores In-Charge	-
9) Raise Purchase Requisition to Authorized vendor for respective Material requirement	Stores In-Charge	Committee	Admin Head
<b>12.1.4 Price Comparison</b>			
10) Receive Minimum Three Quotes from Local Vendor and Prepare Vendor Price Comparison Statement	Stores In-Charge	Committee	-
<b>12.1.5 Raise PO</b>			
11) Select Vendor based on Price, Quality etc. and raise PO to respective Vendor	Stores In-Charge	Committee	Admin Head
<b>12.1.6 Material Receipts</b>			
12) Receive Material from respective Vendor and check Physical Quantity with Inward Documents	Vendor	Security/Stores In-Charge	-
13) Return expired, damaged stock to Vendor and replace respective Material as per PO	Stores In-Charge	Committee	-
14) Update Stock Register and forward bills to Accounts for Payment processing	Stores In-Charge	Committee	-
15) Submit Bills to Accounts for payment processing as per Terms.	Stores In-Charge	Accounts	-
16) Update Stock Register and issue Material to Master	Stores In-Charge	Committee	-

## C - Food Served to Employees

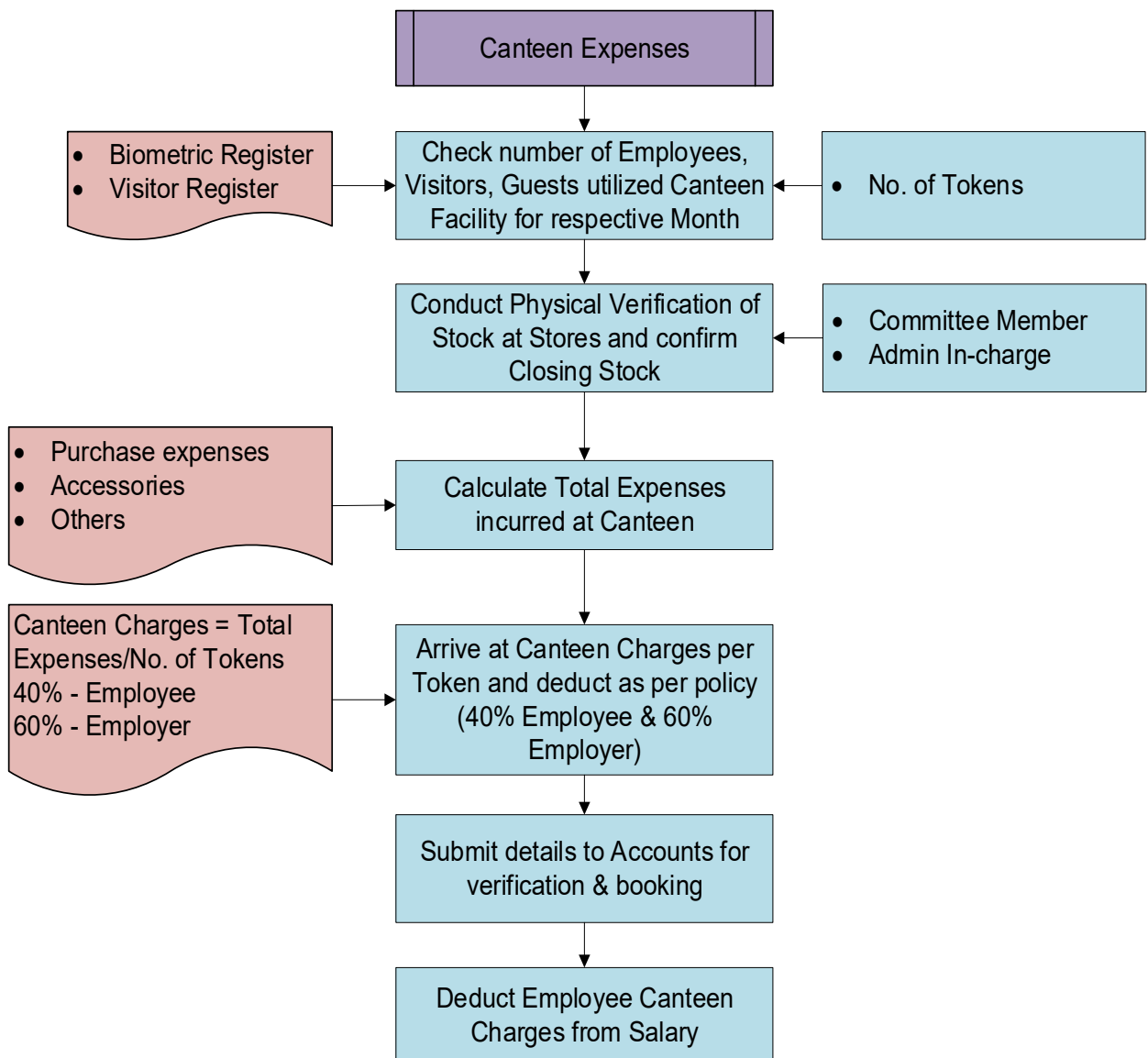


### Key activities:

- 12.1.8 Receipts of Token
- 12.1.9 Serve Food
- 12.1.10 Canteen feedback
- 12.1.11 Food Waste Management

Activity	Maker	Checker	Approver
<b>12.1.8 Receipts of Token</b>			
15) Collect Token from respective Employee before serving Food. For Guest, receive Guest Slip and update Manual register	Master	Admin In-Charge/ Committee	-
16) Keep the Dining ready to serve Food at respective Time	Master	Admin In-Charge/ Committee	-
17) Handover Token Register to Admin on end of each day	Master	Admin In-Charge/ Committee	-
<b>12.1.9 Serve Food</b>			
18) Food shall be kept ready before 15 Mins of Canteen Timing <ul style="list-style-type: none"> <li>• B.F – 7.30 to 9.00 AM</li> <li>• Lunch – 1 to 2.30 PM</li> <li>• Dinner – 7 to 9 PM</li> </ul>	Master	Admin In-Charge/ Committee	-
19) Ensure Food prepared as per respective Menu. Take necessary action on Food not prepared as per Menu	Master	Admin In-Charge/ Committee	-
<b>12.1.10 Canteen Feedback</b>			
20) Obtain Employee's feedback in the Register. Take necessary action on negative feedback received	Master	Admin In-Charge/ Committee	-
<b>12.1.11 Food Waste Management</b>			
21) Food waste to be properly packed and Weighed	Master	Admin In-Charge/ Committee	-
22) Update Food Waste Register with all details and submit to Admin	Master	Admin In-Charge/ Committee	-
23) Dispose Food waste as per PCB Norms or handover to Farms for consumption	Master	Admin In-Charge/ Committee	-

## D - Canteen Expense Calculation

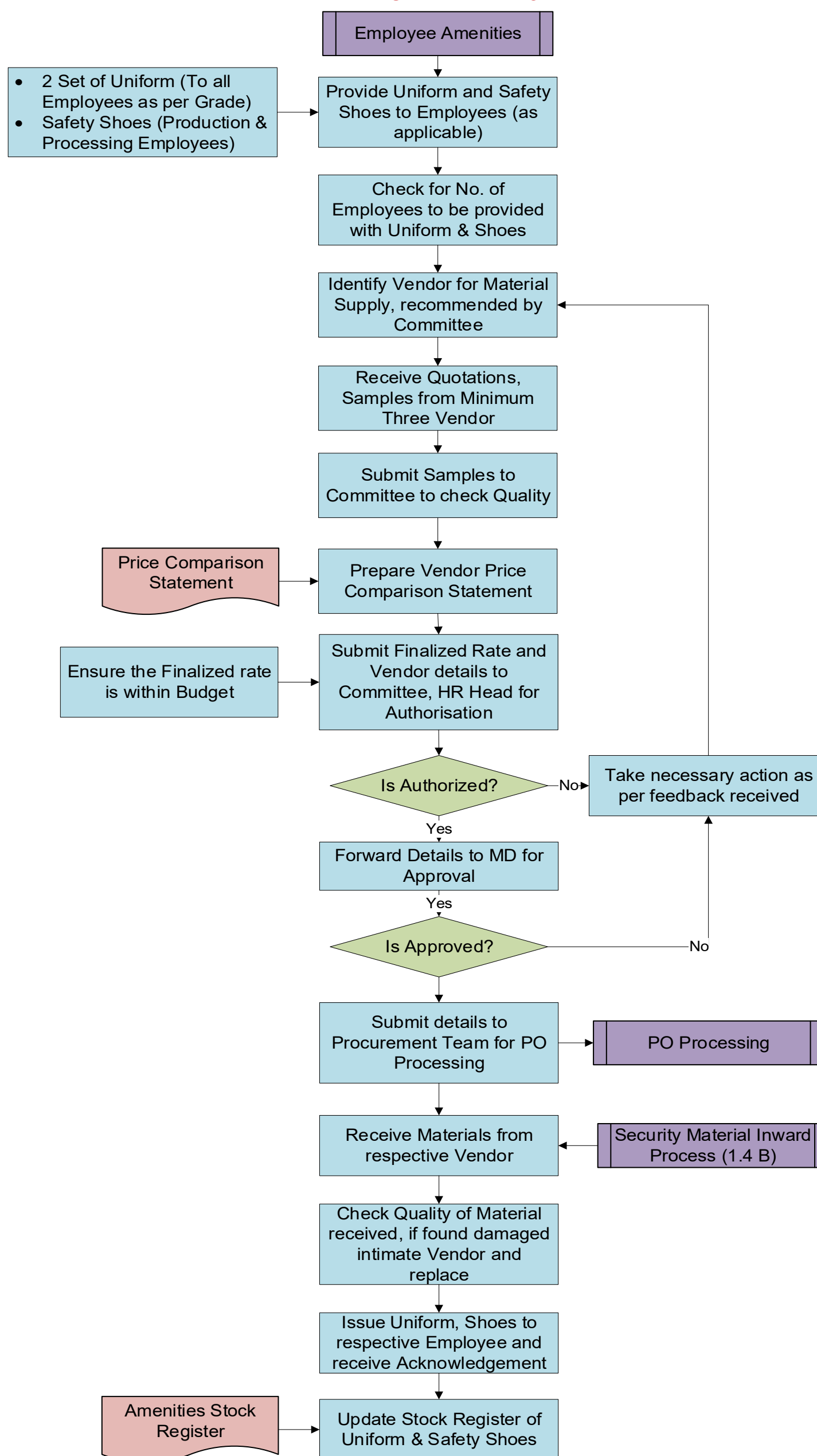


### Key activities:

- 12.1.12 Physical Stock Verification
- 12.1.13 Canteen Expense Calculation
- 12.1.14 Canteen Audit

Activity	Maker	Checker	Approver
<b>12.1.12 Physical Stock Verification</b>			
18) Check number of Employees, Visitors, Guests utilized Canteen Facility for respective Month <ul style="list-style-type: none"> <li>• Biometric Register</li> <li>• Visitor Register</li> </ul>	Admin In-Charge	Admin Head	-
19) Conduct Physical Verification of Stock at Stores and confirm Closing Stock	Admin In-Charge/Committee	Admin Head	-
<b>12.1.13 Canteen Expense Calculation</b>			
20) Calculate Total Expenses incurred at Canteen <ul style="list-style-type: none"> <li>• Purchase expenses</li> <li>• Accessories</li> <li>• Others</li> </ul>	Admin In-Charge	Admin Head/Committee	-
21) Arrive at Canteen Charges per Token and deduct as per policy (40% Employee & 60% Employer)	Admin In-Charge	Admin Head/Committee	-
22) Submit details to Accounts for verification & booking	Admin In-Charge	Accounts	-
23) Deduct Employee Canteen Charges from Salary	Payroll Officer	Admin Head	-
<b>12.1.14 Canteen Audit</b>			
24) Conduct surprise Stock Verification and reconcile with Books	-	Committee	-
25) Check Quality of Material used for Cooking	Master	Committee	-
26) Check Cleanliness and hygienic condition of kitchen, Stores and Dining	Stores In-Charge / Master	Committee	-

## 12.2 EMPLOYEE AMENITIES



**Sub-process Owner:**

Admin In-Charge

**Departments Involved:**

Admin, Purchase

**Key activities:**

12.2.1 Employee Amenities Estimation

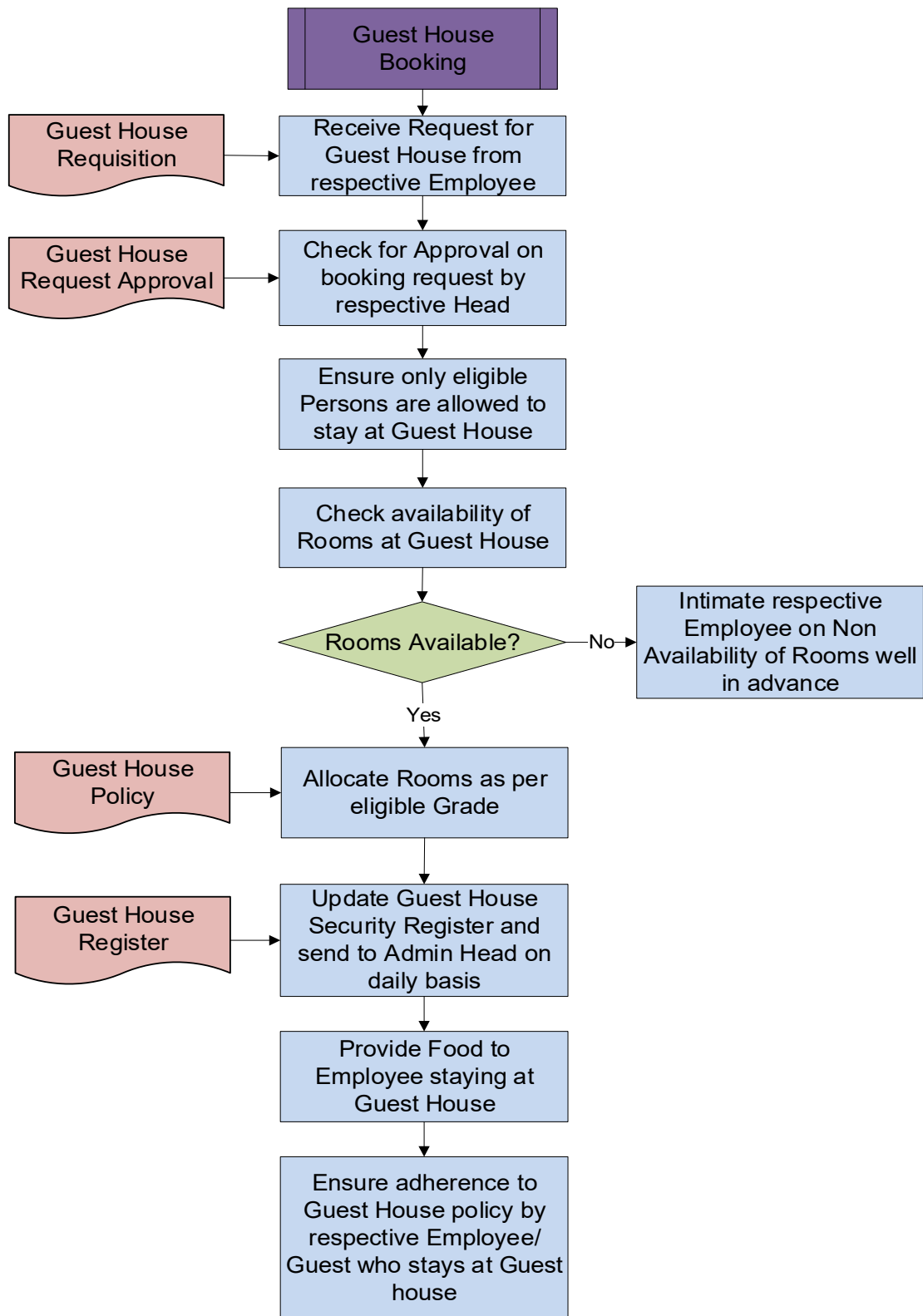
12.2.2 Vendor Selection

12.2.2 Receipt and Issue of Employee Amenities

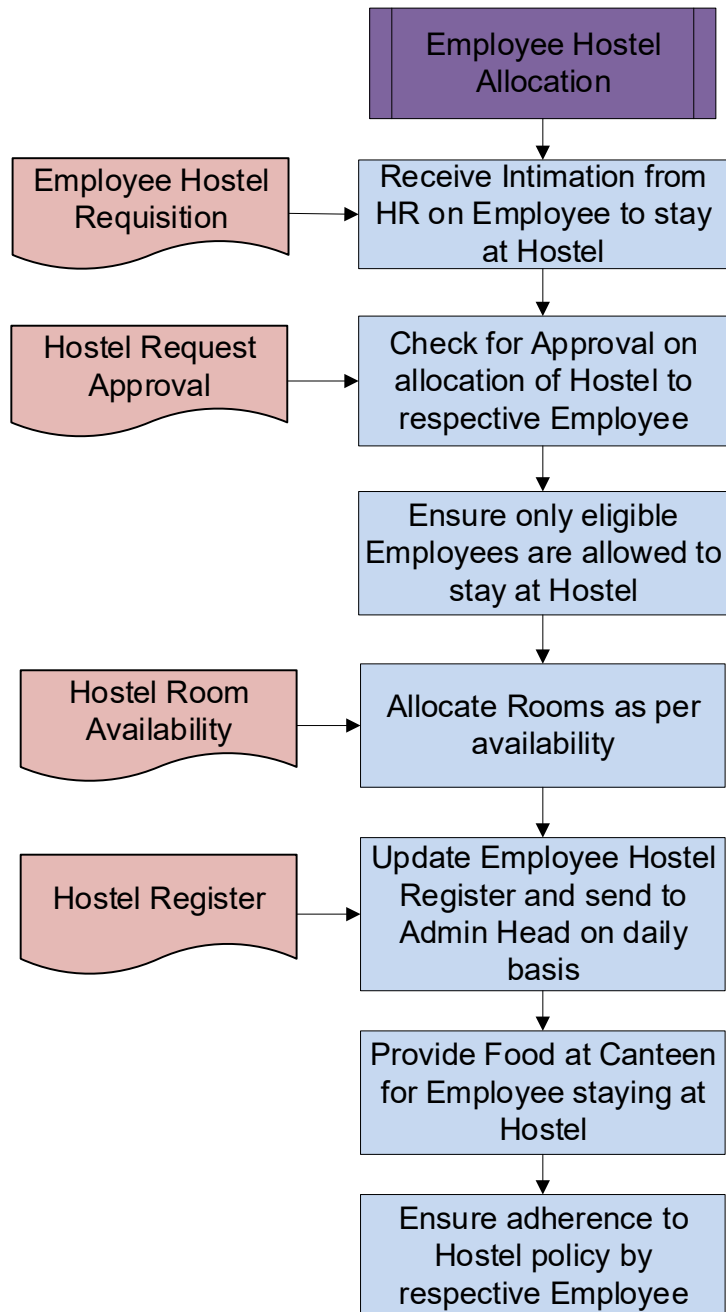
Activity	Maker	Checker	Approver
<b>12.2.1 Employee Amenities Estimation</b>			
10) Provide Uniform and Safety Shoes to Employees (as applicable) • 2 Set of Uniform (To all Employees as per Grade) • Safety Shoes (Production & Processing Employees)	Admin In-Charge	Admin Head	-
11) Check for No. of Employees to be provided with Uniform & Shoes	Admin In-Charge	Admin Head	-
<b>12.2.2 Vendor Selection</b>			
12) Identify Vendor for Material Supply and receive Quotations from Minimum Three Vendor	Admin In-Charge	Admin Head	-
13) Prepare Vendor Price Comparison Statement and Finalize the Price, Vendor	Admin In-Charge	Admin Head	-
14) Ensure the Finalized rate is within Budget and Submit Finalized Rate and Vendor details to HR Head for Authorization	Admin In-Charge	Admin Head	HR Head
15) If authorized, Forward Details to MD for Approval. If not authorized/approved, take necessary action as per feedback received	Admin In-Charge	Admin Head	MD
16) On approved, Submit details to Procurement Team for PO Processing	Admin In-Charge	Admin Head	-
<b>12.2.2 Receipt and Issue of Employee Amenities</b>			
17) Receive Materials from respective Vendor with Bill	Vendor	Security/ Admin In-Charge	-
18) Check Quality of Material received, if found damaged intimate Vendor and replace	-	Security/ Admin In-Charge	-
19) Issue Uniform, Shoes to respective Employee and receive Acknowledgement	Admin In-Charge	Admin Head	-
20) Update Stock Register of Uniform & Safety Shoes	Admin In-Charge	Admin Head	MD



## 12.3 GUEST HOUSE & EMPLOYEE HOSTEL



### 12.3 (B) Employee Hostel



**Sub-process Owner:**

Admin In-Charge

**Departments Involved:**

All Departments

**Key activities:**

12.3.1 Guest House Booking

12.3.2 Allocation of Guest Room

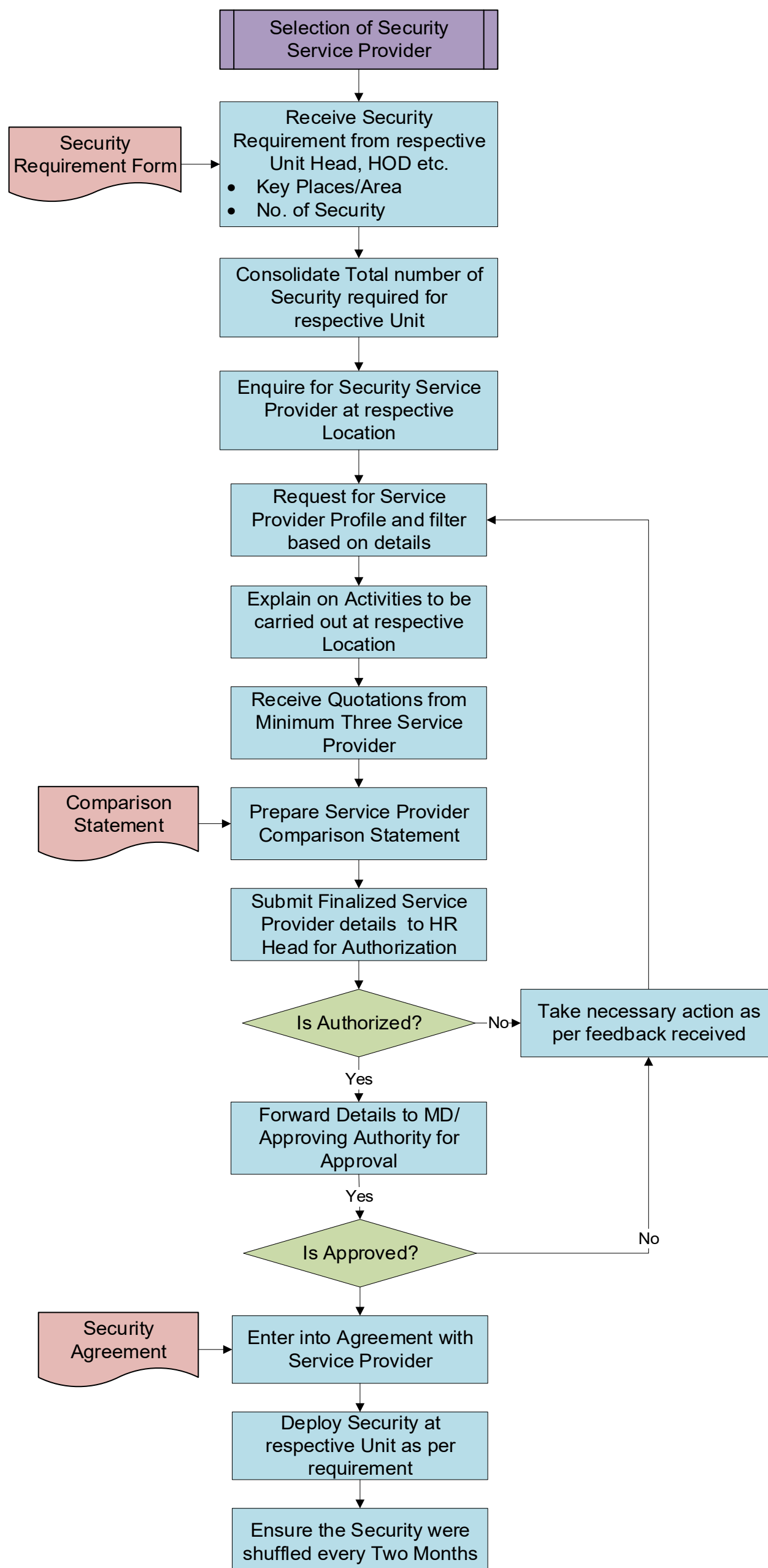
12.3.3 Hostel Requisition & Availability

12.3.4 Allocation of Hostel Room

Activity	Maker	Checker	Approver
<b>12.3.1 Guest House Bookings</b>			
9) Receive Request for Guest House from respective Employee	Respective Employee	Admin In-Charge	-
10) Check for approval on booking request by respective Head	Respective Employee	Admin In-Charge	Respective HOD
11) Ensure only eligible Persons can stay at Guest House	-	Admin In-Charge	-
<b>12.3.2 Allocation of Guest Room</b>			
12) Check availability of Rooms at Guest House and allocate Rooms as per eligible Grade	-	Admin In-Charge	-
13) If rooms not available, Intimate respective Employee on Non-Availability of Rooms well in advance	Admin In-Charge	Admin Head	-
14) Update Guest House Register and send to Admin Head on daily basis	Admin In-Charge	Admin Head	-
15) Provide Food to Employee staying at Guest House	Master	Admin In-Charge	-
16) Ensure adherence to Guest House policy by respective Employee/ Guest who stays at Guest house	Admin In-Charge	Admin Head	-
<b>12.3.3 Hostel Requisition &amp; Availability</b>			
17) Receive Intimation from HR on Employee to stay at Hostel	HR	Admin In-Charge	-
<b>12.3.4 Allocation of Hostel Room</b>			
18) Check availability and allocation Room to respective Employee	Admin In-Charge	Admin Head	Respective HOD
19) Ensure only eligible Employees can stay at Hostel	-	Admin In-Charge	-
20) Update Employee Hostel Register and send to Admin Head on daily basis	Admin In-Charge	Admin Head	-
21) Provide Food at Canteen for Employee staying at Hostel	Admin In-Charge	Admin Head	-
22) Ensure adherence to Hostel policy by respective Employee	Admin In-Charge	Admin Head	-

## 12.4 SECURITY MANAGEMENT

### A - Security Selection & Deployment



**Sub-process Owner:**

Admin In-charge

**Departments Involved:**

All Departments

**Key activities:**

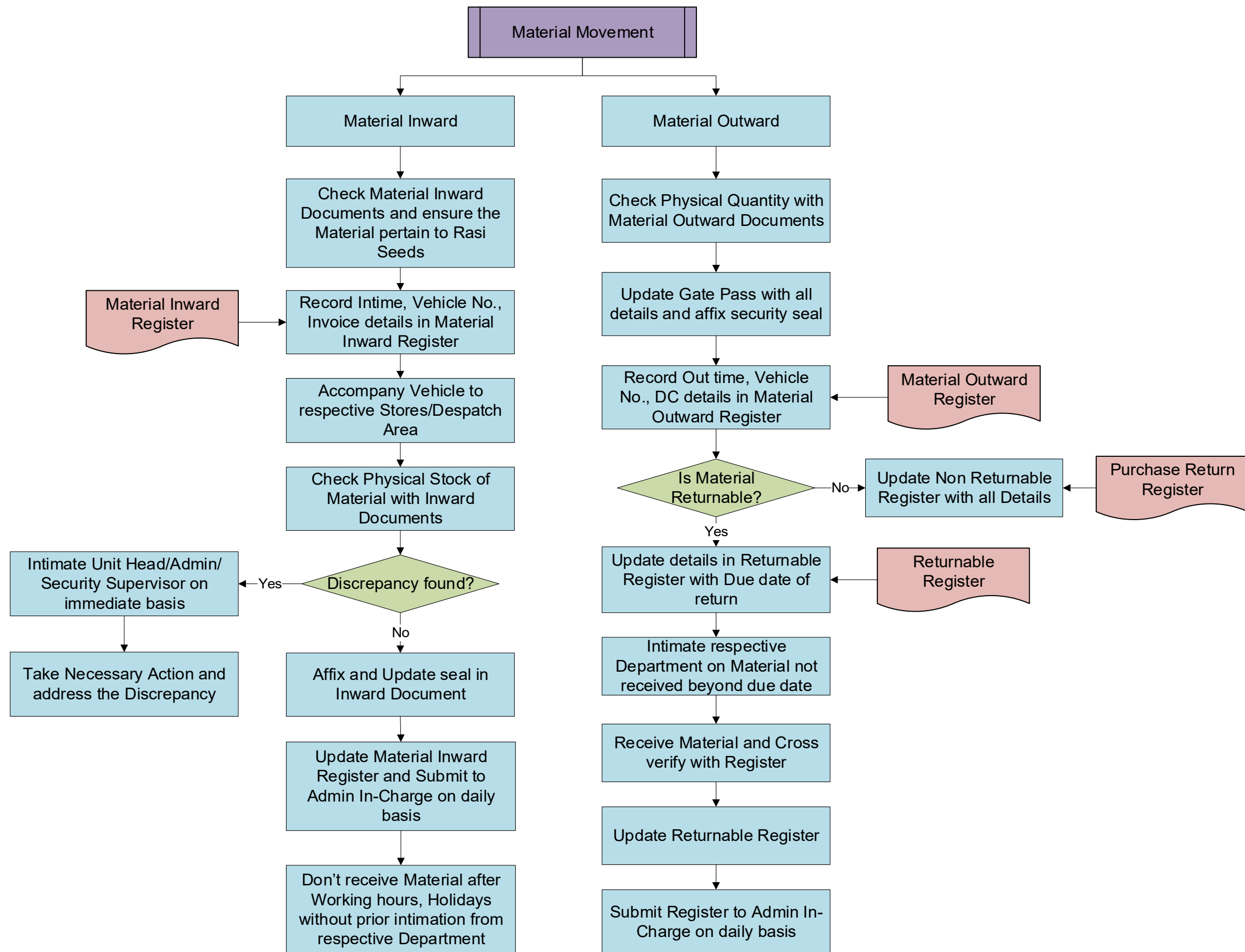
12.4.1 Security Requirement

12.4.2 Selection of Security Service Provider

12.4.3 Security Deployment

Activity	Maker	Checker	Approver
<b>12.4.1 Security Requirement</b>			
1) Receive Security Requirement from respective Unit Head, HOD etc. • Key Places/Area • No. of Security	Respective Plant Head	Admin Head	-
2) Consolidate Total number of Security required for respective Unit	Admin In-Charge	Admin Head	-
<b>12.4.2 Selection of Security Service Provider</b>			
3) Enquire for Security Service Provider at respective Location	Admin In-Charge	Admin Head	-
4) Request for Service Provider Profile and filter based on details	Admin In-Charge	Admin Head	-
5) Explain on Activities to be carried out at respective Location	Admin In-Charge	Admin Head	-
6) Receive Quotations from Minimum Three Service Provider & prepare Service Provider Comparison Statement	Admin In-Charge	Admin Head	-
7) Submit Finalized Service Provider details to HR Head for Authorization	Admin In-Charge	Admin Head	HR Head
8) On authorized from HR Head, Forward Details to MD/ Approving Authority for Approval	Admin In-Charge	Admin Head	MD/ Approving Authority
9) On Approval, enter into agreement with Service Provider	Admin In-Charge	Admin Head	-
10) If not authorized/ approved, take necessary action as per feedback received	Admin In-Charge	Admin Head	-
11) Ensure the Security were shuffled every Two Months	Admin In-Charge	Admin Head	-
<b>12.4.3 Security Deployment</b>			
12) Intimate Service provider to deploy Securities for respective Unit	Service Provider	Admin In-Charge	-
13) Ensure securities are deployed as per approval	Service Provider	Admin In-Charge	-

## B - Material Movement



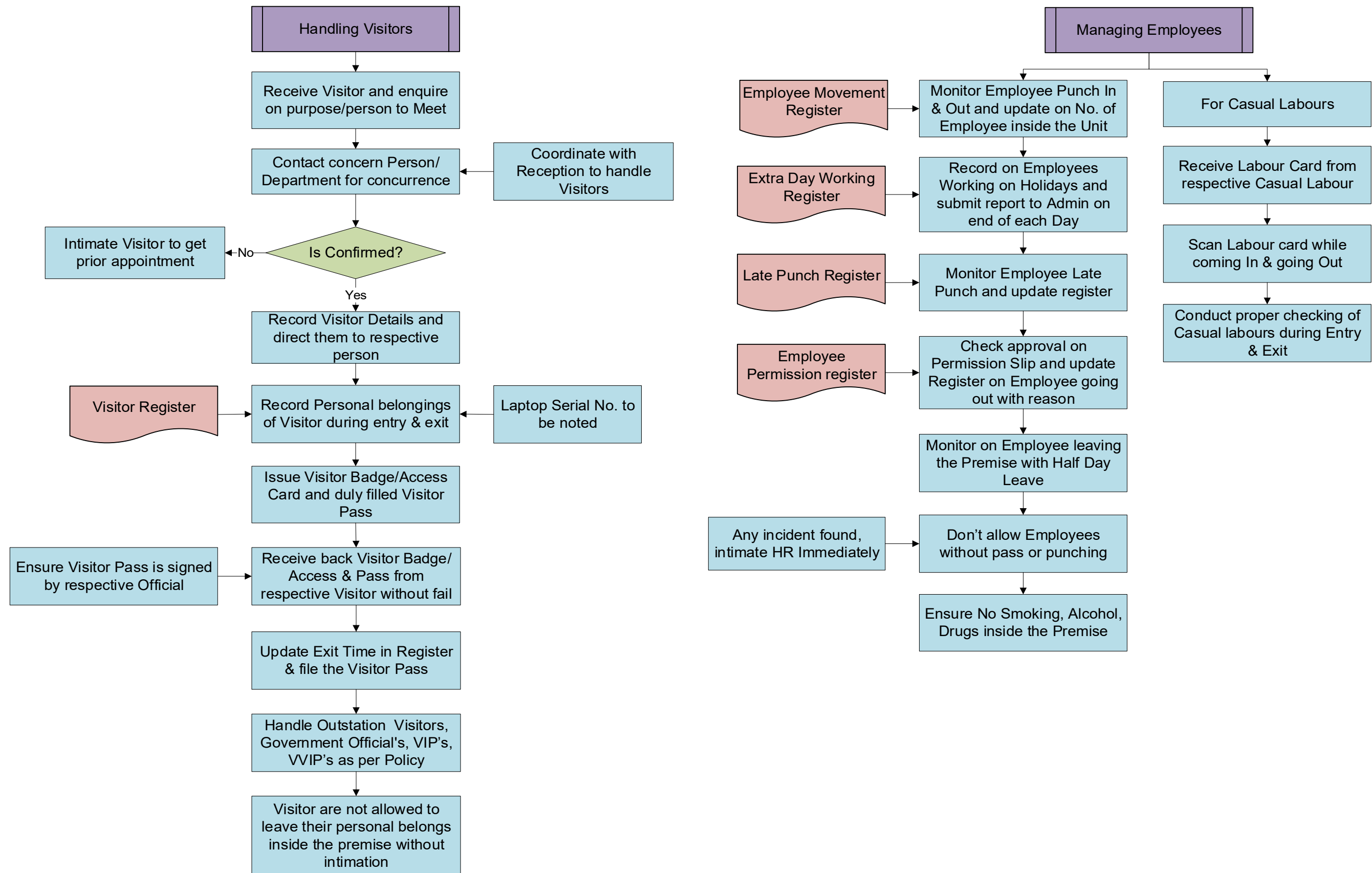
**Key activities:**

12.4.4 Material Inward

12.4.5 Material outward

Activity	Maker	Checker	Approver
<b>12.4.4 Material Inward</b>			
1) Check Material Inward Documents and ensure the Material pertain to Rasi Seeds	Respective Vendor	Security	-
2) Record Intime, Vehicle No., Invoice details in Material Inward Register	Security	Admin In-Charge	-
3) Accompany Vehicle to respective Stores/Despatch Area and Check Physical Stock of Material with Inward Documents	Security	Admin In-Charge	-
4) If discrepancy found, Intimate Unit Head/Admin/ Security Supervisor on immediate basis and Don't allow Vehicle to move until the issue is resolved	Security	Admin In-Charge	-
5) Affix and Update seal in Inward Document	Security	Admin In-Charge	-
6) Update Material Inward Register and Submit to Admin In-Charge on daily basis	Security	Admin In-Charge	-
7) Don't receive material after working hours/holidays without prior intimation from respective Department	Security	Admin In-Charge	-
<b>12.4.5 Material Outward</b>			
8) Check Physical Quantity with Material Outward Documents	-	Security	-
9) Update Gate Pass with all details and affix security seal	Security	Admin In-Charge	-
10) Record Out time, Vehicle No., DC details in Material Outward Register	Security	Admin In-Charge	-
11) If Material Returnable, Update details in Returnable Register with Due date of return	Security	Admin In-Charge	-
12) Intimate respective Department on Material not received beyond due date	Security	Admin In-Charge	-
13) Receive Material and Cross verify with Register	Security	Admin In-Charge	-
14) Update Returnable Register and Submit Register to Admin In-Charge on daily basis	Security	Admin In-Charge	-

## C - Handling Visitors & Managing Employees





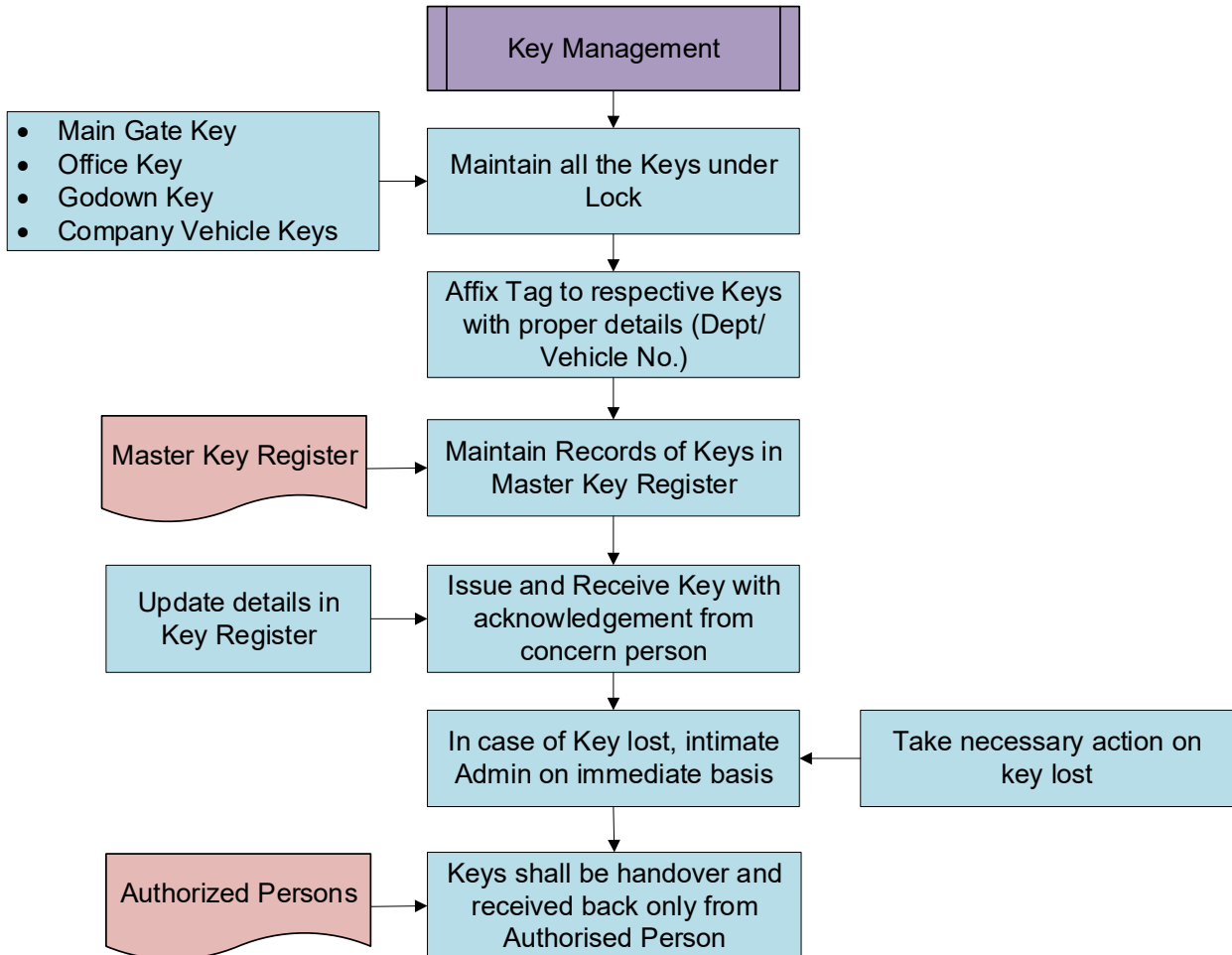
### Key activities:

- 12.4.6 Handling Visitors
- 12.4.7 Employee Movement
- 12.4.8 Casual Labour Movement

Activity	Maker	Checker	Approver
<b>12.4.6 Handling Visitors</b>			
1) Receive Visitor and enquire on purpose/person to Meet	Security	-	-
2) Coordinate with Reception to handle Visitors and Contact Concern Person/ Department for concurrence	Security	Admin In-Charge	-
3) Don't allow Visitor without prior appointment from Official and on confirmation, record Visitor Details	Security	Admin In-Charge	-
4) Laptop Serial No. to be noted and Record Personal belongings of Visitor during entry & exit	Security	Admin In-Charge	-
5) Issue Visitor Badge and duly filled Visitor Pass	Security	Admin In-Charge	-
6) Ensure Visitor Pass is signed by respective Official and receive back Visitor Badge & Pass from respective Visitor without fail	Security	Admin In-Charge	-
7) Handle Outstation Visitors, Government Official's, VIP's, VVIP's as per Policy	Security	Admin In-Charge	-
8) Visitor are not allowed to leave their personal belongs inside the premise without intimation	Security	Admin In-Charge	-
<b>12.4.7 Employee Movement</b>			
9) Monitor Employee Punch In & Out and update on No. of Employee inside the Unit	Security	Admin In-Charge	-
10) Record on Employees Working on Holidays and submit report to Admin on end of each Day	Security	Admin In-Charge	-
11) Monitor Employee Late Punch and update register	Security	Admin In-Charge	-
12) Check approval on Permission Slip and update Register on Employee going out with reason	Respective Employee	Security	Respective HOD
13) Monitor on Employee leaving the Premise with Half Day Leave	-	Security	-
14) Don't allow Employees without pass or punching	Security	Admin In-Charge	-
15) Ensure No Smoking, Alcohol, Drugs inside the Premise	Security	Admin In-Charge	-
<b>12.4.8 Casual Labour Movement</b>			
16) Ensure all Casual Labour brings their Labour Card while entering the Premise. Don't allow any Labour inside without Labour card.	Security	Admin In-Charge	-

Activity	Maker	Checker	Approver
17) Scan Labour card while coming in & going Out	Security	Admin In-Charge	-
18) Conduct proper checking of Casual labors during Entry & Exit	Security	Admin In-Charge	-
19) Don't allow any Casual Labour Outside without approval	Security	Admin In-Charge	-

## D - Key Management

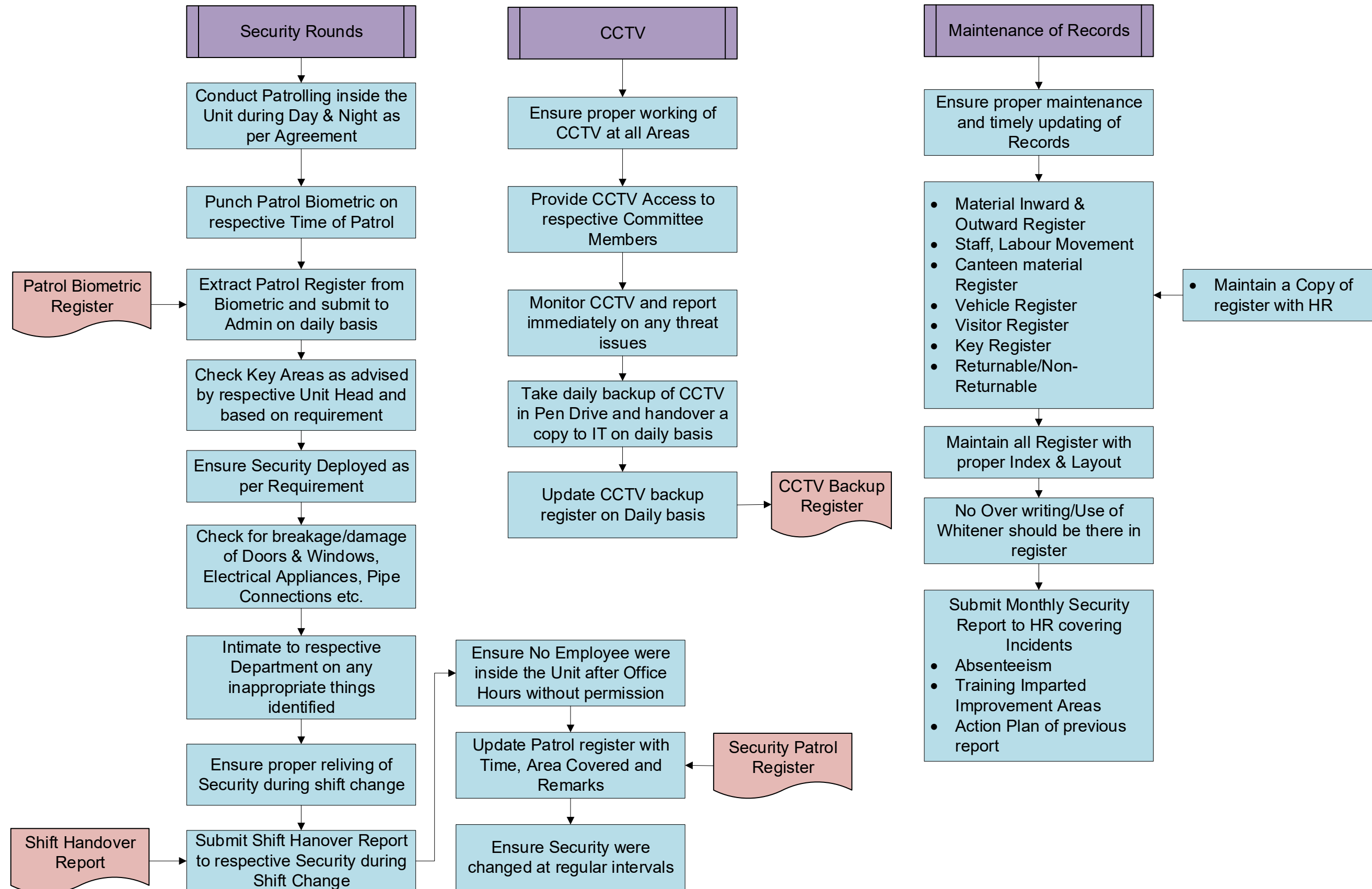


### Key activities:

#### 12.4.9 Key Maintenance and Issue of Key

Activity	Maker	Checker	Approver
<b>12.4.9 Key Maintenance &amp; Issue of Key</b>			
1) Maintain all the Keys under Lock <ul style="list-style-type: none"> <li>• Main Gate Key</li> <li>• Office Key</li> <li>• Godown Key</li> <li>• Company Vehicle Keys</li> </ul>	Security	Admin In-Charge	-
2) Affix Tag to respective Keys with proper details (Dept/ Vehicle No.)	Security	Admin In-Charge	-
3) Maintain Records of Keys in Master Key Register	Security	Admin In-Charge	-
4) Issue and Receive Key with acknowledgement from concern person	Security	Admin In-Charge	-
5) In case of Key lost, intimate HR on immediate basis and take necessary action.	Security	Admin In-Charge	-
6) Keys shall be handover and received back only from Authorised Person	Security	Admin In-Charge	-

## E - Security Rounds, CCTV & Maintenance of Records



**Key activities:**

12.4.10 Security Patrol

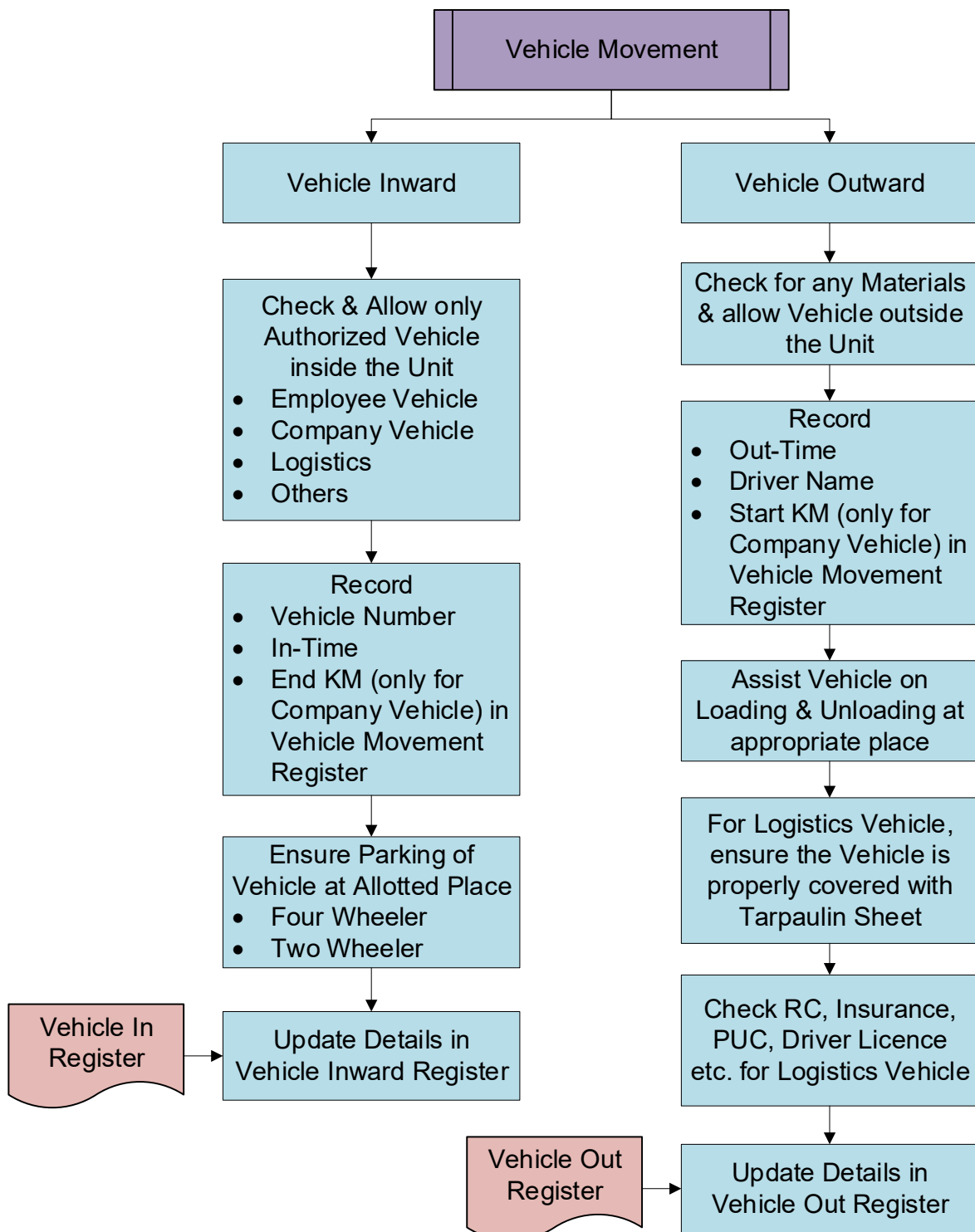
12.4.11 CCTV Monitoring

12.4.12 Maintenance of Security Records

Activity	Maker	Checker	Approver
<b>12.4.10 Security Patrol</b>			
1) Conduct Patrolling inside the Unit during Day & Night as per Agreement	Security	Admin In-Charge	-
2) Punch Patrol Biometric on respective Time of Patrol. Extract Patrol Register from Biometric and submit to Admin on daily basis	Security	Admin In-Charge	-
3) Check Key Areas as advised by respective Unit Head and based on requirement	Security	Admin In-Charge	-
4) Check for breakage/damage of Doors & Windows, Electrical Appliances, Pipe Connections etc.	Security	Admin In-Charge	-
5) Intimate to respective Department on any inappropriate things identified	Security	Admin In-Charge	-
6) Ensure proper reliving of Security during shift change	Security	Admin In-Charge	-
7) Ensure No Employee were inside the Unit after Office Hours without permission	Security	Admin In-Charge	-
8) Update Patrol register with Time, Area Covered and Remarks	Security	Admin In-Charge	-
9) No Security shall be deployed at same location for more than 2 Months and Ensure Security were changed at regular intervals	Security	Admin In-Charge	-
<b>12.4.11 CCTV Monitoring</b>			
10) Ensure proper working of CCTV at all Areas	Unit In-Charge	Admin In-Charge	-
11) Provide CCTV Access to respective Committee Members	Project In-Charge	Admin In-Charge	MD/ Approving Authority
12) Monitor CCTV and report immediately on any threat issues	Unit In-Charge/ Security	Admin In-Charge	-
13) Take Monthly backup of CCTV in Hard Disc and handover a copy to IT on monthly basis	Unit In-Charge	Admin In-Charge	-
14) Update CCTV backup register on Monthly basis	Unit In-Charge	Admin In-Charge	-
<b>12.4.12 Maintenance on Security records</b>			

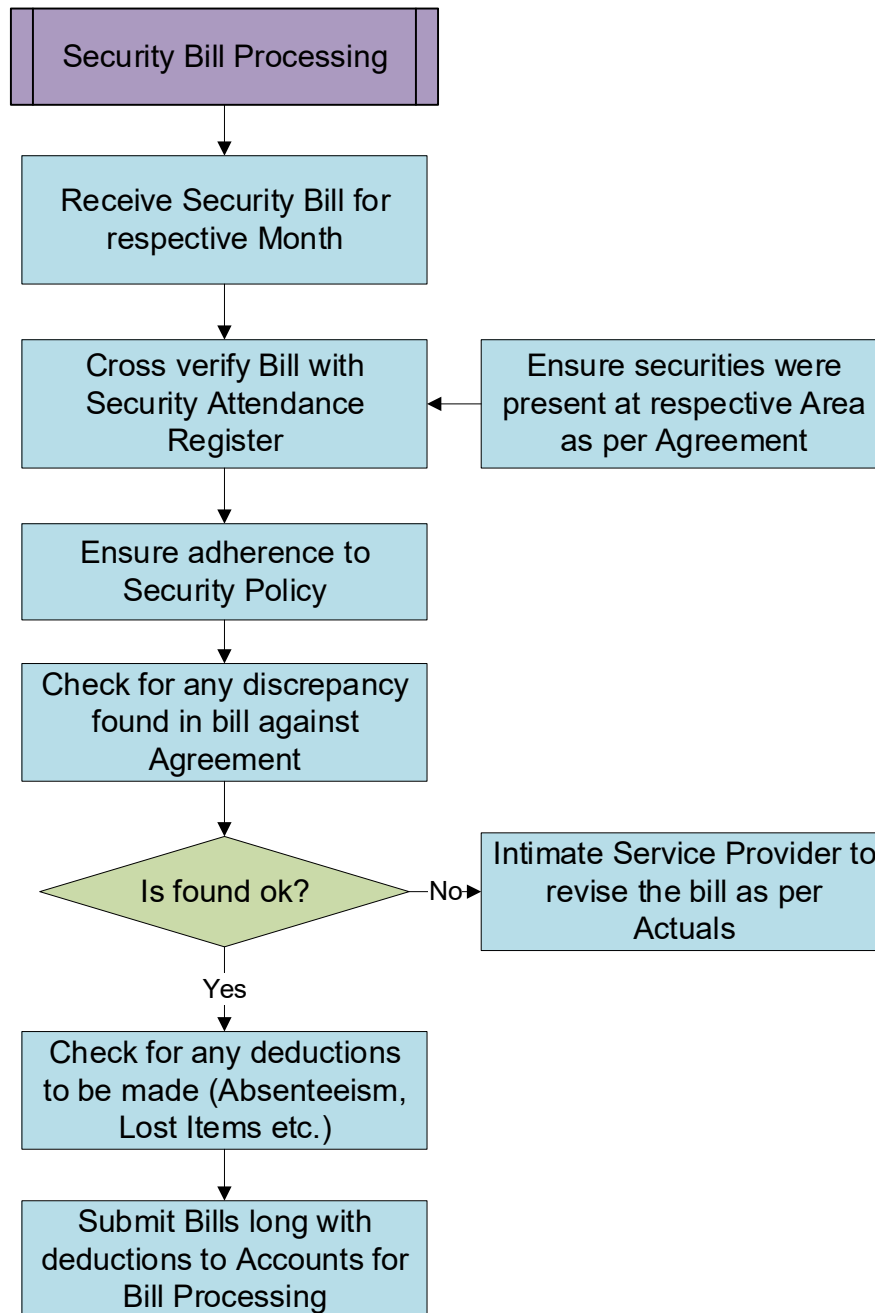
Activity	Maker	Checker	Approver
15) Ensure proper maintenance and timely updating of Records	Security	Admin In-Charge	-
16) Maintain a Copy of register with HR <ul style="list-style-type: none"> <li>• Material Inward &amp; Outward Register</li> <li>• Staff, Labour Movement</li> <li>• Canteen material Register</li> <li>• Vehicle Register</li> <li>• Visitor Register</li> <li>• Key Register</li> <li>• Returnable/Non-Returnable</li> </ul>	Security	Admin In-Charge	-
17) Maintain all Register with proper Index & Layout	Security	Admin In-Charge	-
18) No Over writing/Use of Whitener should be there in register	Security	Admin In-Charge	-
19) Submit Monthly Security Report to HR covering Incidents <ul style="list-style-type: none"> <li>• Absenteeism</li> <li>• Training Imparted</li> <li>• Improvement Areas</li> <li>• Action Plan of previous report</li> </ul>	Security	Admin In-Charge	-

## F - Vehicle Movement





### G. Security Bill Passing



### Key activities:

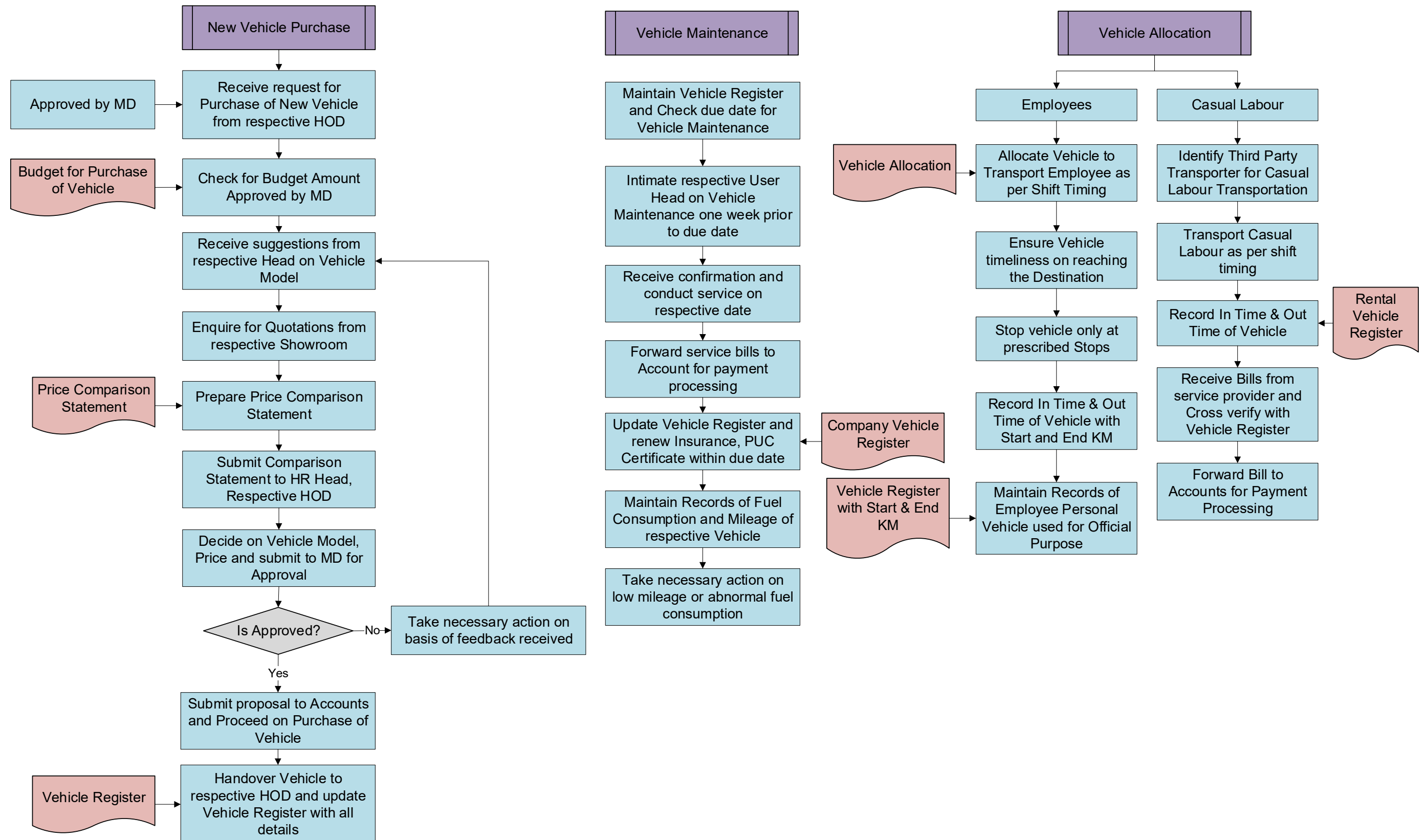
12.4.13 Vehicle Inward

12.4.14 Vehicle Outward

12.4.15 Security Bills processing

Activity	Maker	Checker	Approver
<b>12.4.13 Vehicle Inward</b>			
1) Check & Allow only Authorized Vehicle inside the Unit <ul style="list-style-type: none"> <li>Employee Vehicle</li> <li>Company Vehicle</li> <li>Logistics</li> <li>Others</li> </ul>	-	Security	-
2) Record the following in Vehicle Movement Register <ul style="list-style-type: none"> <li>Vehicle Number</li> <li>In-Time</li> <li>End KM (Company Vehicle)</li> </ul>	Security	Admin In-Charge	-
3) Ensure Parking of Vehicle at Allotted Place <ul style="list-style-type: none"> <li>Four-Wheeler</li> <li>Two-Wheeler</li> </ul>	Security	Admin In-Charge	-
4) Update Details in Vehicle Inward Register and submit to Admin In-Charge on daily basis	Security	Admin In-Charge	-
<b>12.4.14 Vehicle Outward</b>			
5) Check for any Materials & allow Vehicle outside the Unit	-	Security	-
6) Record the following in Vehicle Out Register <ul style="list-style-type: none"> <li>Out-Time</li> <li>Driver Name</li> <li>Start KM (Company Vehicle)</li> </ul>	Security	Admin In-Charge	-
7) Assist Vehicle on Loading & Unloading at appropriate place	Security	Admin In-Charge	-
8) For Logistics Vehicle, ensure the Vehicle is properly covered with Tarpaulin Sheet	Security	Admin In-Charge	-
9) Check RC, Insurance, PUC, Driver License etc. for Logistics Vehicle	-	Security	-
<b>12.4.15 Security Bill Processing</b>			
14) Receive Security Bill for respective Month	Service Provider	Admin In-Charge	-
15) Ensure securities were present at respective Area as per Agreement and Cross verify Bill with Security Attendance Register	-	Admin In-Charge	-
16) Ensure adherence to Security Contract Terms	-	Admin In-Charge	-
17) Submit Bills long with deductions (if any) to Accounts for Bill Processing	Admin In-Charge	Accounts	-

## 12.5 VEHICLE MANAGEMENT



**Key activities:**

12.5.1 New Vehicle Requisition & Purchase Planning

12.5.2 Selection of Vendor

12.5.3 Vehicle Handover

Activity	Maker	Checker	Approver
<b>12.5.1 New Vehicle Requisition &amp; Purchase Planning</b>			
1) Receive request for Purchase of New Vehicle from respective HOD	Respective HOD	Admin Head	MD
2) Check for Budget Amount Approved by MD	Respective HOD	Admin Head	MD
3) Receive suggestions from respective Head on Vehicle Model	Admin In-Charge	Admin Head	-
<b>12.5.2 Selection of Vendor</b>			
4) Enquire for Quotations from respective Showroom and Prepare Price Comparison Statement	Admin In-Charge	Admin Head	-
5) Submit Comparison Statement to HR Head & Respective HOD	Admin In-Charge	Admin Head & HOD	-
6) Decide on Vehicle Model, Price and submit to MD for Approval	Admin In-Charge	Admin Head & HOD	MD
7) If not approved, take necessary action on basis of feedback received			
8) Submit proposal to Accounts and Proceed on Purchase of Vehicle	Admin In-Charge	Accounts	MD
<b>12.5.3 Vehicle Handover</b>			
9) Handover Vehicle to respective HOD and update Vehicle Register with all details	Admin In-Charge	Admin Head	-
10) Receive Acknowledgement from respective HOD	Admin In-Charge	Admin Head	-
11) Monitor on Vehicle Performance and report to Seller on any discrepancy found	Admin In-Charge	Admin Head	-

## B) Vehicle Maintenance & Allocation

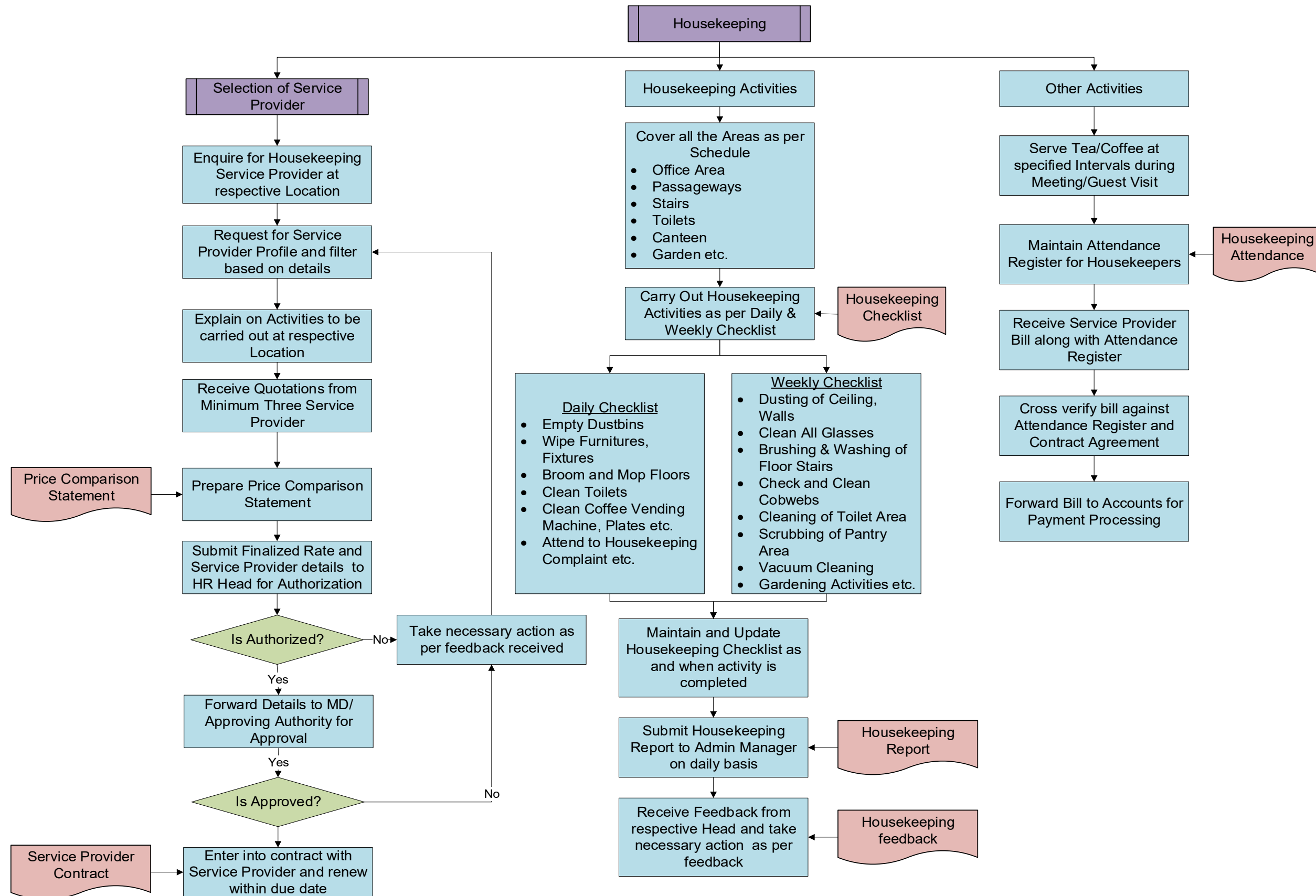
### Key activities:

12.5.4 Vehicle Maintenance

12.5.5 Vehicle Allocation

Activity	Maker	Checker	Approver
<b>12.5.4 Vehicle maintenance</b>			
12) Maintain Vehicle Register and Check due date for Vehicle Maintenance	Admin In-Charge	Admin Head	-
13) Intimate respective User Head on Vehicle Maintenance prior due date	Admin In-Charge	Admin Head	-
14) Receive confirmation and conduct service on respective date	Admin In-Charge	Admin Head	Respective Head
15) Forward service bills to Account for payment processing	Admin In-Charge	Accounts	-
16) Update Vehicle Register and renew Insurance, PUC Certificate within due date	Admin In-Charge	Admin Head	-
17) Maintain Records of Fuel Consumption and Mileage of respective Vehicle	Admin In-Charge	Admin Head	-
18) Take necessary action on low mileage or abnormal fuel consumption	Admin In-Charge	Admin Head	-
<b>12.5.5 Vehicle allocation</b>			
<b>A) Employees</b>			
19) Allocate Vehicle to Transport Employee as per Shift Timing	Admin In-Charge	Admin Head	-
20) Ensure Vehicle timeliness on reaching the Destination	Driver	Admin In-Charge	-
21) Stop vehicle only at prescribed Stops & Time	Driver	Admin In-Charge	-
22) Record in Time & Out Time of Vehicle with Start and End KM	Security	Admin In-Charge	-
<b>B) Casual labour</b>			
23) Identify Third Party Transporter for Casual Labour Transportation	Admin In-Charge	Admin Head	-
24) Transport Casual Labour as per shift timing	Transporter	Admin In-Charge	-
25) Record in Time & Out Time of Vehicle	Transporter	Admin In-Charge	-

## 12.6 HOUSEKEEPING



**Sub-process Owner:**

Housekeeping In-Charge

**Departments Involved:**

All Departments

**Key activities:**

12.6.1 Selection of Housekeeping Service Provider

12.6.2 Housekeeping Execution

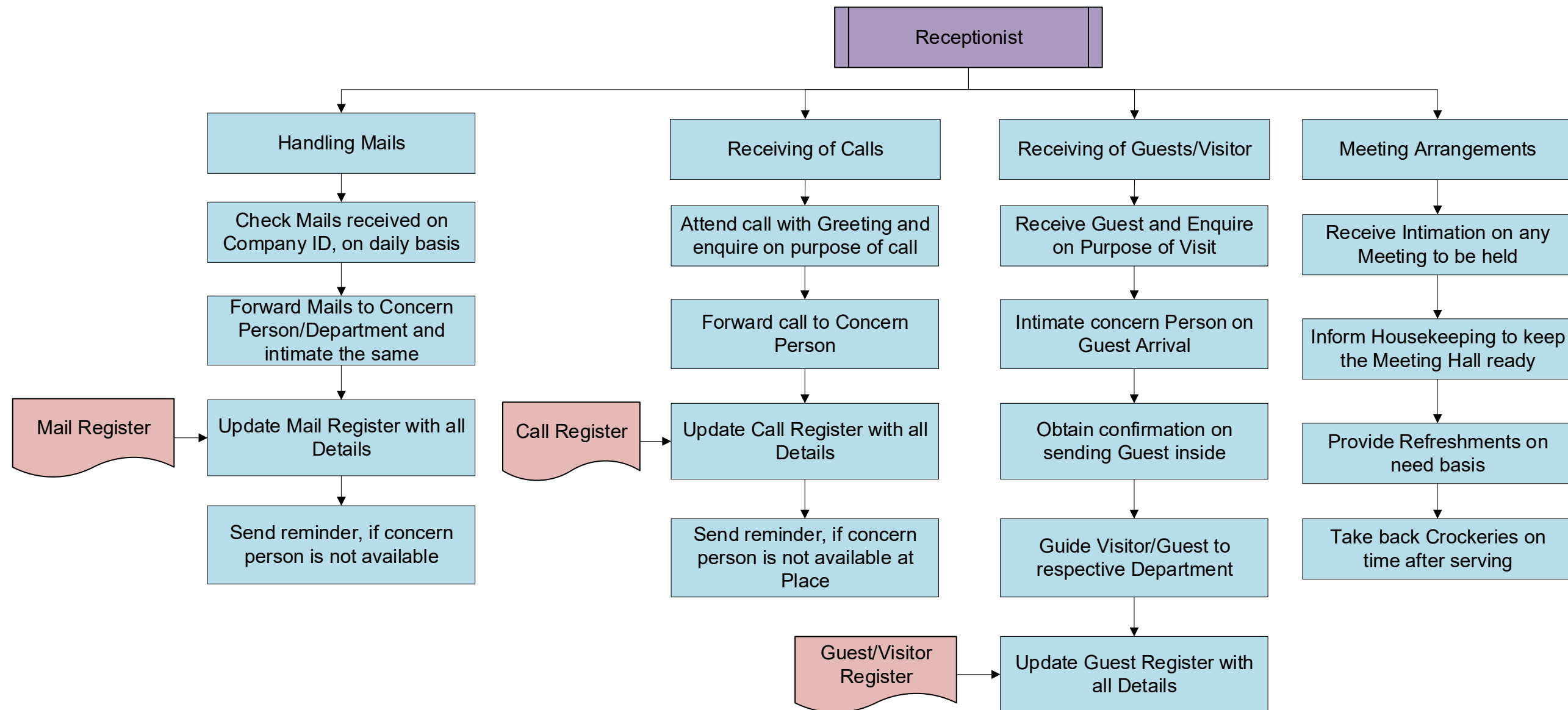
12.6.3 Other Activities

Activity	Maker	Checker	Approver
<b>12.6.1 Selection of Service Provider</b>			
1) Enquire for Housekeeping Service Provider at respective Location	Admin	Admin Head	-
2) Request for Service Provider Profile and filter based on details	Admin	Admin Head	-
3) Explain on Activities to be carried out at respective Location	Admin	Admin Head	-
4) Receive Quotations from Minimum Three Service Provider and Prepare Price Comparison Statement	Admin	Admin Head	-
5) Submit Finalized Rate and Service Provider details to HR Head for Authorization	Admin	Admin Head	-
6) On Authorization, forward Details to MD/ Approving Authority for Approval	Admin	Admin Head	HR Head
7) If not authorized/approved, take necessary action as per feedback received	Admin	Admin Head	-
8) Enter into contract with Service Provider and renew within due date	Admin	Admin Head	MD/ Approving Authority
<b>12.6.2 Housekeeping Execution</b>			
9) Cover all the Areas as per Schedule <ul style="list-style-type: none"> <li>• Office Area</li> <li>• Passageways</li> <li>• Stairs</li> <li>• Toilet</li> <li>• Cantéen</li> <li>• Garden etc.</li> </ul>	House Keeping In-Charge	Admin Exécutive	-
10) Carry Out Housekeeping Activities as per Daily & Weekly Checklist	House Keeping In-Charge	Admin Exécutive	-

Activity	Maker	Checker	Approver
11) Daily Checklist <ul style="list-style-type: none"> <li>• Empty Dustbins</li> <li>• Wipe Furnitures, Fixtures</li> <li>• Broom and Mop Floors</li> <li>• Clean Toilets</li> <li>• Clean Coffee Vending Machine, Plates etc.</li> <li>• Attend to Housekeeping Complaint etc.</li> </ul>	House Keeping In-Charge	Admin Exécutive	-
12) Weekly Checklist <ul style="list-style-type: none"> <li>• Dusting of Ceiling, Walls</li> <li>• Clean All Glasses</li> <li>• Brushing &amp; Washing of Floor Stairs</li> <li>• Check and Clean Cobwebs</li> <li>• Cleaning of Toilet Area</li> <li>• Scrubbing of Pantry Area</li> <li>• Vacuum Cleaning</li> <li>• Gardening Activities etc.</li> </ul>	House Keeping In-Charge	Admin Exécutive	-
13) Maintain and Update Housekeeping Checklist as and when activity is completed	House Keeping In-Charge	Admin Exécutive	-
14) Submit Housekeeping Report to Admin Manager on daily basis	House Keeping In-Charge	Admin Exécutive	-
<b>12.6.3 Other Activities</b>			
15) Serve Tea/Coffee at specified Intervals during Meeting/Guest Visit	House Keeping In-Charge	Admin Exécutive	-
16) Maintain Attendance Register for Housekeepers	House Keeping In-Charge	Admin Exécutive	-
17) Receive Service Provider Bill along with Attendance Register	Service Provider	Admin Exécutive	-
18) Cross verify bill against Attendance Register and Contract Agreement	Service Provider	Admin Exécutive	-
19) Forward Bill to Accounts for Payment Processing	Admin Exécutive	Accounts	-



## 12.7 RECEPTIONIST



**Sub-process Owner:**

Receptionist

**Departments Involved:**

All Departments

**Key activities:**

12.7.1 Handling Mails

12.7.2 Calls Handling

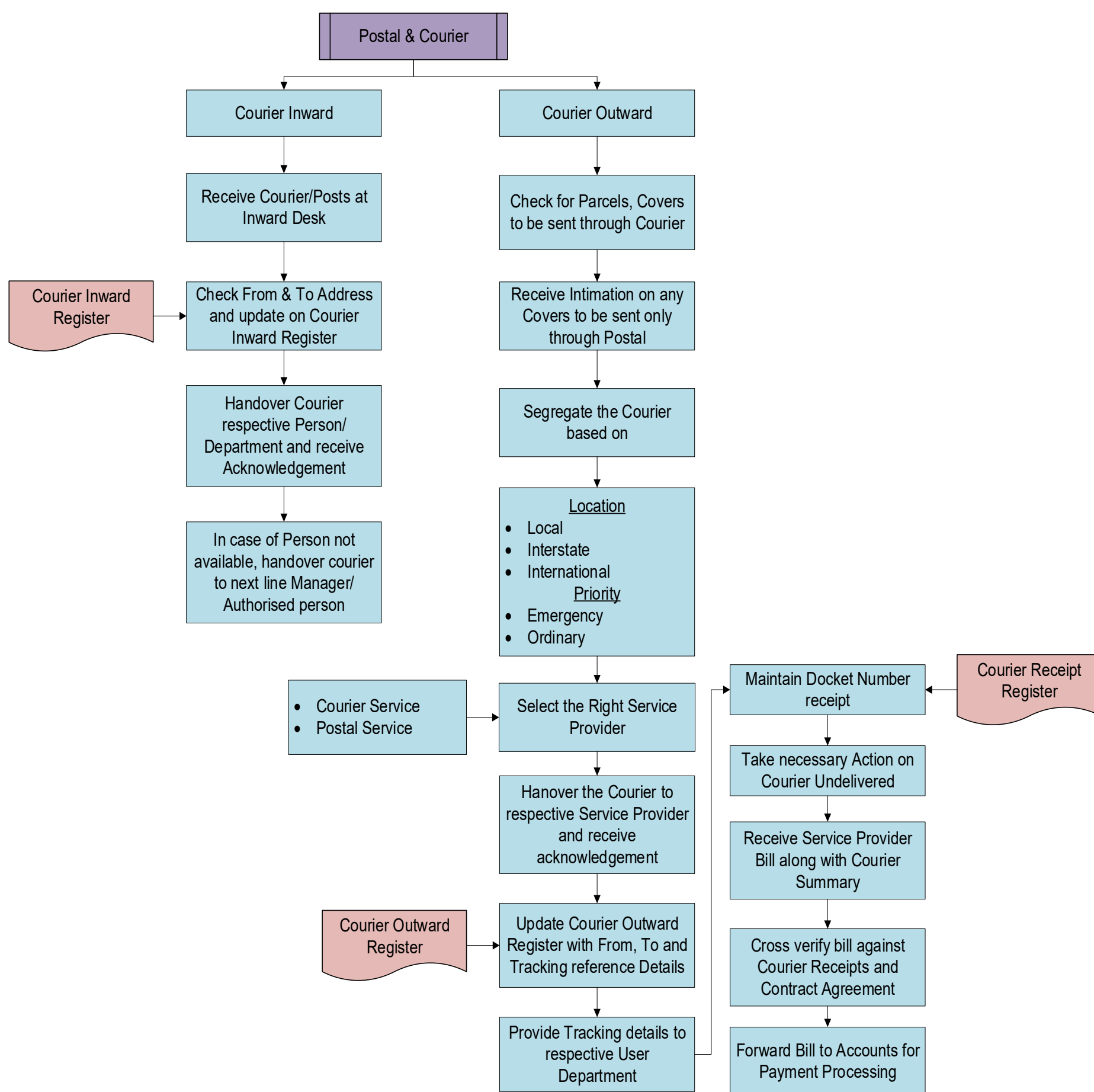
12.7.3 Handling Guests/Visitors

12.7.4 Meeting Arrangements

Activity	Maker	Checker	Approver
<b>12.7.1 Handling Mails</b>			
1) Check Mails received on Company ID, on daily basis	-	Receptionist	-
2) Forward Mails to Concern Person/Department and intimate the same	Receptionist	Admin Executive	-
3) Update Mail Register with all Details and Send reminder, if concern person is not available	Receptionist	Admin Executive	-
<b>12.7.2 Calls Handling</b>			
4) Attend call with Greeting and enquire on purpose of call	Receptionist	Admin Executive	-
5) Forward call to Concern Person	Receptionist	Admin Executive	-
6) Update Call Register with all Details	Receptionist	Admin Executive	-
7) Send reminder, if concern person is not available at Place	Receptionist	Admin Executive	-
<b>12.7.3 Receiving of Guests/Visitor</b>			
8) Receive Guest and Enquire on Purpose of Visit	Security/ Receptionist	-	-
9) Intimate concern Person on Guest Arrival	Security/ Receptionist	-	-
10) Obtain confirmation on sending Guest inside	-	Security/ Receptionist	Respective Employee
11) Guide Visitor/Guest to respective Department	Security/ Receptionist	-	-
12) Update Guest Register with all Details	Security/ Receptionist	Admin Executive	-
<b>12.7.4 Meeting Arrangements</b>			

Activity	Maker	Checker	Approver
13) Receive Intimation on any Meeting to be held	Respective HOD	Receptionist	-
14) Inform Housekeeping to keep the Meeting Hall ready	House keeping	Receptionist	
15) Provide Refreshments on need basis	House keeping	Receptionist	
16) Take back Crockeries on time, after serving	House keeping	Receptionist	

## 12.8 POSTAL & COURIER



**Sub-process Owner:**

Admin In-Charge

**Departments Involved:**

All Departments

**Key activities:**

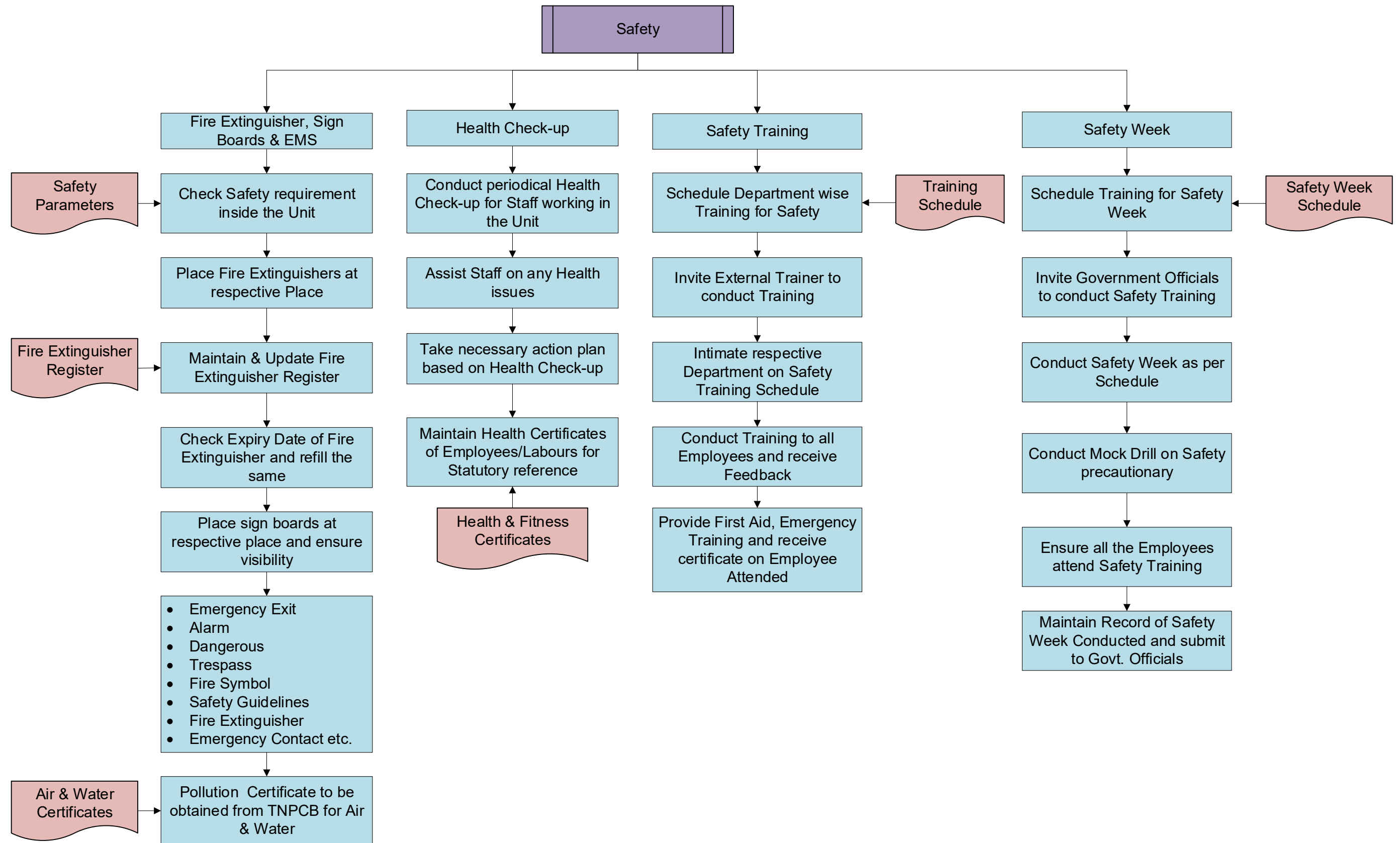
12.8.1 Courier Inward

12.8.2 Courier outward

Activity	Maker	Checker	Approver
<b>12.8.1 Courier Inward</b>			
1) Receive Courier/Posts at Inward Desk	-	Admin In-Charge	-
2) Check From & To Address and update on Courier Inward Register	Admin In-Charge	Admin Head	-
3) Handover Courier respective Person/ Department and receive Acknowledgement	Admin In-Charge	Admin Head	-
4) In case of Person not available, handover courier to next line Manager/Authorised person	Admin In-Charge	Admin Head	-
<b>12.8.2 Courier Outward</b>			
5) Check for Parcels, covers to be sent through Courier	-	Admin In-Charge	-
6) Receive Intimation on any Covers to be sent only through Postal	-	Admin In-Charge	-
7) Segregate the Courier based on Location <ul style="list-style-type: none"> <li>• Local</li> <li>• Interstate</li> <li>• International</li> </ul> Priority <ul style="list-style-type: none"> <li>• Emergency</li> <li>• Ordinary</li> </ul>	Admin In-Charge	-	-
2) Select the Right Service Provider <ul style="list-style-type: none"> <li>• Courier Service</li> <li>• Postal Service</li> </ul>	Admin In-Charge	Admin Head	-
3) Handover the Courier to respective Service Provider and receive acknowledgement	Admin In-Charge	Admin Head	-
4) Update Courier Outward Register with From, To and Tracking Reference Details	Admin In-Charge	Admin Head	-
5) Provide Tracking details to respective User Department and take necessary action on Courier Undelivered	Admin In-Charge	Admin Head	-

Activity	Maker	Checker	Approver
6) Receive Service Provider Bill along with Courier Summary	Admin In-Charge	Admin Head	-
7) Cross verify bill against Courier Receipts and Contract Agreement	Admin In-Charge	Admin Head	-
8) Forward Bill to Accounts for Payment Processing	Admin In-Charge	Accounts	-

## 12.9 SAFETY & EMS



**Sub-process Owner:**

Admin Head

**Departments Involved:**

All Department

**Key activities:**

12.9.1 Fire Extinguisher & Sign Boards

12.9.2 Health Checkup

12.9.3 Safety Training

12.9.4 Safety Week

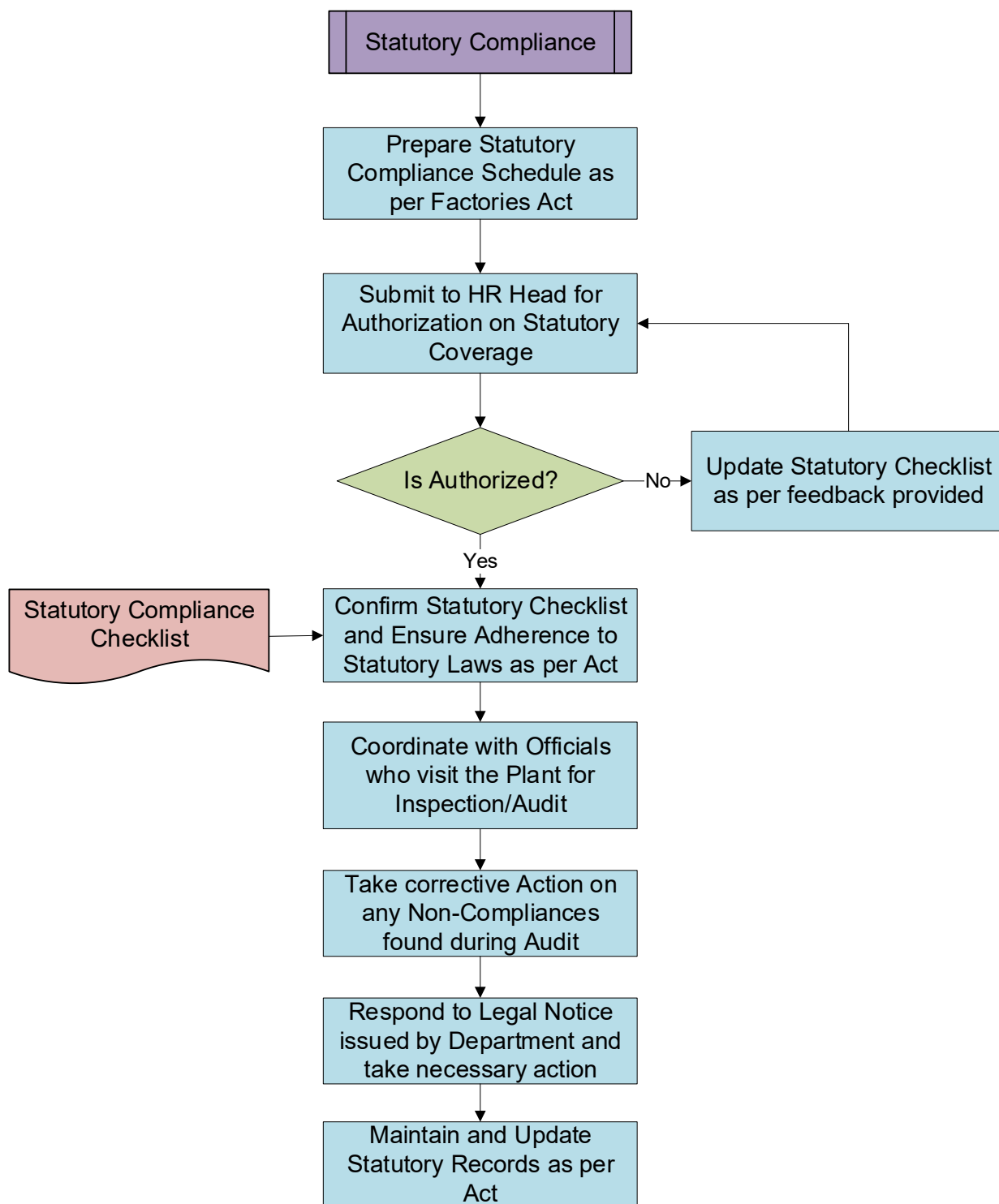
12.9.5 EMS

Activity	Maker	Checker	Approver
<b>12.9.1 Fire Extinguisher &amp; Sign Boards</b>			
1) Check Safety requirement inside the Unit and Place Fire Extinguishers at respective Place	-	Admin Head	-
2) Maintain & Update Fire Extinguisher Register	Admin In-Charge	Admin Head	-
3) Check Expiry Date of Fire Extinguisher and refill the same	Admin In-Charge	Admin Head	-
4) Place sign boards at respective place and ensure visibility <ul style="list-style-type: none"> <li>• Emergency Exit</li> <li>• Alarm</li> <li>• Dangerous</li> <li>• Trespass</li> <li>• Fire Symbol</li> <li>• Safety Guidelines</li> <li>• Fire Extinguisher</li> <li>• Emergency Contact etc.</li> </ul>	Admin In-Charge	Admin Head	-
<b>12.9.2 Health Check-up</b>			
5) Conduct periodical Health Check-up for Staff working in the Unit	Admin In-Charge	Admin Head	-
6) Assist Staff on any Health issues	Admin In-Charge	Admin Head	-
7) Take necessary action plan based on Health Check-up	Admin In-Charge	Admin Head	-
8) Maintain Health Certificates of Employees/Labours for Statutory reference	Admin In-Charge	Admin Head	-
<b>12.9.3 Safety Training</b>			
9) Schedule Department Wise Training for Safety	Admin In-Charge	Admin Head	-



Activity	Maker	Checker	Approver
10) Invite External Trainer to conduct Training	Admin In-Charge	Admin Head	-
11) Intimate respective Department on Safety Training Schedule	Admin In-Charge	Admin Head	-
12) Conduct Training to all Employees and receive Feedback	Admin In-Charge	Admin Head	-
<b>12.9.4 Safety Week</b>			
13) Schedule Training for Safety Week	Admin In-Charge	Admin Head	-
14) Invite Government Officials to conduct Safety Training	Admin In-Charge	Admin Head	-
15) Conduct Safety Week as per Schedule and provide Conduct Mock Drill on Safety precautionary	Admin In-Charge	Admin Head	-
16) Ensure all the Employees attend Safety Training	Admin In-Charge	Admin Head	-
17) Maintain Record of Safety Week Conducted and submit to Govt. Officials	Admin In-Charge	Admin Head	-
<b>12.9.5 EMS</b>			
18) Pollution Certificate to be obtained from TNPCB for Air & Water	Unit In-Charge	Admin In-Charge	
19) Coordinate on Inspection & Audit	Unit In-Charge	Admin In-Charge	

## 12.10 FACTORIES ACT COMPLIANCE



**Sub-process Owner:**

Admin Head

**Departments Involved:**

All Departments

**Key activities:**

12.10.1 Factories Act Compliance

Activity	Maker	Checker	Approver
<b>12.10.1 Factories Act Compliance</b>			
1) Prepare Statutory Compliance Schedule as per Factories Act	Admin In-Charge	Admin Head	-
2) Submit to HR Head for Authorization on Statutory Coverage	Admin In-Charge	Admin Head	HR Head
3) If not authorized, Update Statutory Checklist as per feedback provided	Admin In-Charge	Admin Head	-
4) Confirm Statutory Checklist and Ensure Adherence to Statutory Laws as per Act	Admin In-Charge	Admin Head	-
5) Coordinate with Officials who visit the Plant for Inspection/Audit	Admin In-Charge	Admin Head	-
6) Take corrective Action on any Non-Compliances found during Audit	Admin In-Charge	Admin Head	-
7) Respond to Legal Notice issued by Department and take necessary action	Admin In-Charge	Admin Head	-
8) Maintain and Update Statutory Records as per Act	Admin In-Charge	Admin Head	-